



**Metro**

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

**Agenda - Final**

**Thursday, July 18, 2024**

**1:00 PM**

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5647249# (English) or 7292892# (Español)

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

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

*Holly J. Mitchell, Chair*

*Katy Yaroslavsky, Vice Chair*

*James Butts*

*Jacquelyn Dupont-Walker*

*Tim Sandoval*

*Gloria Roberts, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

**METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA 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 general 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 General Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

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

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

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

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

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

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

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

## DISCLOSURE OF CONTRIBUTIONS

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

## ADA REQUIREMENTS

Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 working hours) in advance of the scheduled meeting date. Please telephone (213) 364-2837 or (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).

## 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) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.

Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).



**323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

### **Live Public Comment Instructions:**

Live public comment can be given by telephone or in-person.

The Meeting begins at 1:00 PM Pacific Time on July 18, 2024; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 202-735-3323 and enter  
English Access Code: 5647249#  
Spanish Access Code: 7292892#

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

### **Instrucciones para comentarios publicos en vivo:**

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 18 de Julio de 2024. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 202-735-3323 y ingrese el codigo  
Codigo de acceso en ingles: 5647249#  
Codigo de acceso en espanol: 7292892#

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

### **Written Public Comment Instruction:**

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

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

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012



## CALL TO ORDER

### ROLL CALL

32. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2024-0392](#)

#### **RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

**Attachments:** [Presentation](#)

33. **SUBJECT: BUS OPERATOR SEAT ASSEMBLIES** [2024-0350](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery, Indefinite Quantity (IDIQ) Contract No. MA120707 to Gillig LLC, the lowest responsive and responsible bidder for bus operator seat assemblies in a not-to-exceed (NTE) amount of \$1,260,596, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

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

34. **SUBJECT: TURBOCHARGERS** [2024-0354](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA103954-2000 to Cummins Inc., the lowest responsive and responsible bidder to supply Turbocharger Assemblies in the not-to-exceed (NTE) amount of \$1,624,966.51, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

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

35. **SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM PLANNING AND PROGRAM MANAGEMENT CONSULTANT SERVICES** [2024-0362](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a cost plus fixed fee Contract No. PS112435 to AECOM Technical Services, Inc. to provide as-needed Program Management Support Services (PMSS), and Design and Engineering Support Services (DESS) for Vehicle Engineering and Acquisition (VEA) to support the conversion of Metro's bus fleet to Zero Emission Buses (ZEB) by 2030 in the not-to-exceed (NTE) amount of

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\$8,399,421 for the five (5) year base term, and \$5,668,871 for the three (3) one-year option terms, for a total combined not-to-exceed amount of \$14,068,292, subject to the resolution of all properly submitted protest(s), if any.

**Attachments:**      [Attachment A - Board Motion 50 Strategic Plan for Metro's Transition to ZEB](#)  
[Attachment B - Procurement Summary](#)  
[Attachment C - DEOD Summary](#)  
[Presentation](#)

- 36. SUBJECT:      APPROVE LIFE-OF-PROJECT BUDGET FOR METRO A, B,      [2024-0375](#)**  
**D, LINES COMMUNICATION TRANSMISSION SYSTEM**  
**UPGRADE**

**RECOMMENDATION**

ESTABLISH a Life of Project (LOP) Budget of \$65,350,000 for the Metro A, B, and D Lines Communication Transmission System Upgrade Project 205692.

**Attachments:**      [Attachment A - Project 205692 Expenditure Plan](#)

- 37. SUBJECT:      STAFFING REQUEST FOR LAX/METRO TRANSIT      [2024-0212](#)**  
**CENTER OPENING AND RELATED C AND K LINE**  
**RECONFIGURATION**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to amend the FY25 Budget to add 108 Full-Time Equivalent (FTE) positions, as shown below:

- A. ADD seven (7) non-contract positions to manage customer experience programs, facility maintenance contracts, and provide administrative/financial support; and
  
- B. ADD 101 contract positions to provide daily revenue service as well as supervise, perform ongoing building maintenance, daily security, daily cleaning, custodial work, and customer service in support of planned operations at the new transit center, in addition to the reconfigured C and K lines.

**Attachments:**      [Attachment A - Summary of FTE Request](#)

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**38. SUBJECT: STAFFING REQUEST FOR METRO CENTER**

[2024-0213](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to amend the Fiscal Year 2025 (FY25) Budget and add 27 positions as shown below:

- A. ADD five non-contract positions for the System Security and Law Enforcement, Information and Technology Services, and the Operations department to manage/perform the day-to-day emergency, security, physical security, and cyber security operations, as well as manage facilities staff to support maintenance/custodial activities within the facility; and
- B. ADD 22 contract positions for the System Security and Law Enforcement, Information and Technology Services, and Operations departments to manage calls for security service systemwide, as well as provide technical support of computers, software, and data center for a critical facility, supervise/perform ongoing building maintenance, safety and security, daily cleaning, and custodial work in support of a 24-hour daily operation.

**Attachments:**      [Attachment A - Summary of FTE Request](#)

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

[2024-0385](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 3 to Contract No. OP729180008370 with Link-Nilsen Corp, for Fire-Life Safety Systems Testing, Repair and Certification Services, to exercise the one, two-year option in the not-to-exceed (NTE) amount of \$1,990,280, and adding testing locations in the NTE amount of \$702,452, increasing the total contract NTE amount from \$3,911,744 to \$6,604,476, inclusive of the option term, and extending the period of performance from September 30, 2024 to September 30, 2026.

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

**40. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

[2024-0393](#)

**RECOMMENDATION**

RECEIVE oral report on Operations.

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**41. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2024**

[2024-0386](#)

**RECOMMENDATION**

RECEIVE AND FILE the NextGen Bus Ridership Update.

**Attachments:**      [Attachment A - NextGen Ridership Analysis Q1 CY2024](#)  
[Attachment B - Weekday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment C - Saturday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment D - Sunday Ridership Recovery Comp. by Line & Line Group](#)  
[Presentation](#)

**42. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

[2024-0415](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**Attachments:**      [Attachment A - Board Motion 31](#)  
[Attachment B - Board Motion 30](#)  
[Attachment C - Arrests by Race & Ethnicity May 2024](#)  
[Attachment D - Total Crime Summary May 2024](#)  
[Attachment E - Systemwide Law Enforcement Overview May 2024](#)  
[Attachment F - MTA Supporting Data May 2024](#)  
[Attachment G - Bus & Rail Operator Assaults May 2024](#)  
[Attachment H - Sexual Harassment Crimes May 2024](#)  
[Attachment I - Daily Surge Demographics Data](#)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2024-0457](#)

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**



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File #: 2024-0392, File Type: Informational Report

Agenda Number: 32.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 18, 2024**

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

**RECOMMENDATION**

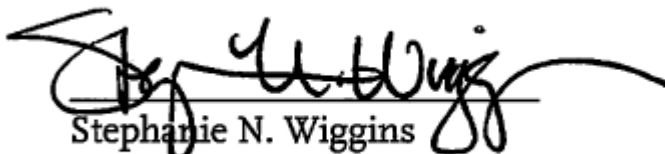
RECOGNIZE Operations Employees of the Month.

**Equity Platform**

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employees or field supervisors serving in a customer-facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of the location, job responsibilities, and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also work with Logistics, Maintenance, and System Security & Law Enforcement who nominate employees who work at our various Metro locations.

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

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



Stephanie N. Wiggins  
Chief Executive Officer

**July 2024**  
**Maintenance & Engineering**  
**& Logistics**  
**Employees of the Month**



**Metro**

Operations, Safety, and Customer Experience Committee

July 18, 2024

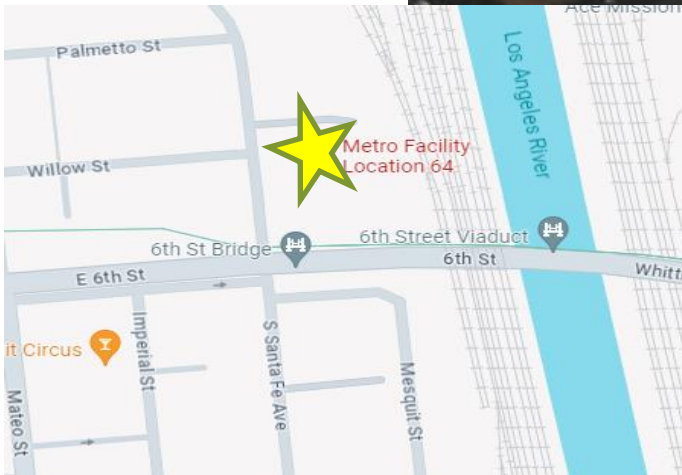
# Employees of the Month



## Maintenance & Engineering

Signal Inspector

Gold Tran

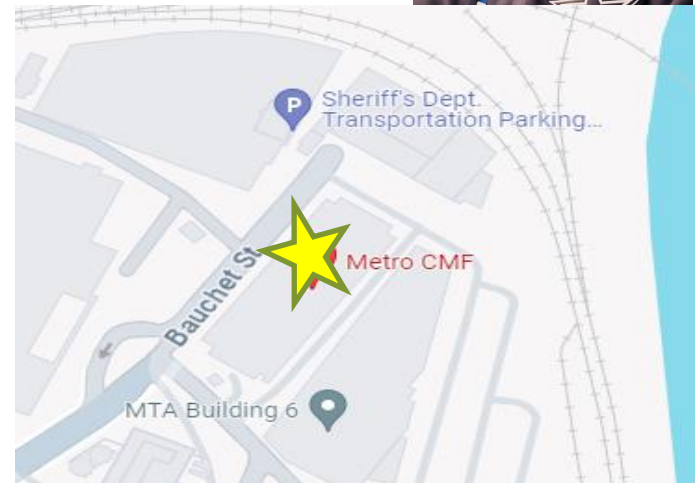


Location 64 – Downtown Los Angeles

## Logistics

Materiel Supervisor Logistics

Annette Ornelas



CMF – Downtown Los Angeles



## Board Report

File #: 2024-0350, File Type: Contract

Agenda Number: 33.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2024

**SUBJECT: BUS OPERATOR SEAT ASSEMBLIES**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery, Indefinite Quantity (IDIQ) Contract No. MA120707 to Gillig LLC, the lowest responsive and responsible bidder for bus operator seat assemblies in a not-to-exceed (NTE) amount of \$1,260,596, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

#### **ISSUE**

This procurement is for the acquisition of new bus operator seat assemblies, which are required for maintaining the safe and reliable operation of Metro's bus fleet. The design of bus operator seats used in transit buses are very complex, with the focus of reducing the potential for injury to bus drivers. Bus operator seats are equipped with an air suspension system, shock absorbers, lumbar supports, and several other safety features that can wear over time. Since Metro buses operate nearly all hours of the day, the bus operator seats require replacement when major seat components fail. Bus mechanics replace bus operator seats with major defects at the Divisions and during the midlife refurbishment program. The award of this contract will ensure that Bus Maintenance has an adequate inventory to repair and maintain buses according to Metro maintenance standards.

#### **BACKGROUND**

The component usage reports from Material Management concluded that nearly 80 bus operator seat assemblies were issued to Bus Maintenance on an annual basis to replace failed seat assemblies and support replacement during the bus midlife program. Metro Mechanics install the bus operator seat assemblies at the central maintenance shops and at all bus operating divisions. Buses cannot operate safely without a properly functioning operator seat assembly.

#### **DISCUSSION**

The USSC Q91 series seats purchased through this procurement are designed to reduce day-to-day operator fatigue and stress. The seat is designed so that the operator remains centered over the seat scissor suspension system at all adjustment locations, which reduces suspension torque, minimizes



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maintenance, and increases the life of the seat suspension. The operator seat belts are mounted directly to the seat frame, move with the seat, and provide a completely integrated restraint system for optimized sensitivity for operator comfort and functional use. The USSC Q91 seats have been proven in both transit and off-road applications and provide durability for extreme-use and multiple-operator environments.

The contract to be awarded is a “requirements type” agreement that commits to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment to order any or all of the bus operator seat assemblies that may be required. The bid quantities are estimates only, with deliveries to be ordered and released as necessary. The purchased bus operator seat assemblies are installed by Metro Mechanics.

Material Management will purchase, maintain, and manage bus operator seat assemblies in inventory. As they are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

Award of contract will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain equipment according to Metro Maintenance standards, enhancing the safety level for bus operators.

### **FINANCIAL IMPACT**

Funding in the amount of \$630,298 for these bus operator seat assemblies is included in the FY25 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and the Central Maintenance cost center 3366, under project 203050 Midlife Project.

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

### **Impact to Budget**

The current funding sources for this action include Federal Section 5307, Measure M, Measure R, PC40, and TDA. Given approved funding provisions and guidelines, this funding source currently maximizes allowable project fund allocations. It is eligible for Capital and Operating Projects.

### **EQUITY PLATFORM**

The benefits of this action are to ensure the bus drivers, many of whom come from Equity Focus Communities that operate the fleet, are protected from injury and fatigue and can safely complete their jobs. It also ensures that the fleet that serves Los Angeles County, including many Equity Focus Communities (EFCs), can provide vital transportation services to neighborhoods where disparities within the region can exist between residents’ access to jobs, housing, education, health, and safety. Bus transportation provides an essential lifeline for the residents in EFCs. The Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide

transportation for these communities.

The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) DBE goal and verified the successful bidder's commitment to this procurement.

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

Approval of this recommendation supports the following Metro Strategic Plan Goal: Provide high-quality mobility options that enable people to spend less time traveling. The new bus operator seat assemblies will help maintain safety and reliability standards in an effort to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within LA County.

### **ALTERNATIVES CONSIDERED**

The alternative is not to award the Contract and procure bus operator seat assemblies on the open market on an as-needed basis, which 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 bus operator seat assemblies will be fulfilled under the provisions of the Contract.

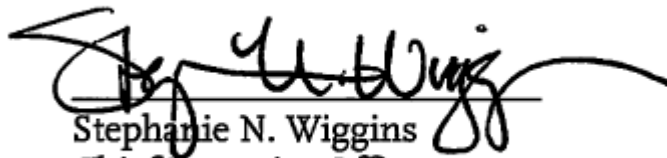
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared By: Harold Torres, Senior Director, Central Maintenance, (213) 922-5714  
James Pachan, Senior Executive Officer (213) 922-5804  
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061  
Debra Avila, Chief Vendor/Contract Management (213) 418-3051

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



Stephanie N. Wiggins  
Chief Executive Officer

PROCUREMENT SUMMARY

BUS OPERATOR SEAT ASSEMBLIES/MA120707000

|    |   |  |
|----|---|--|
| 1. | <b>Contract Number:</b> MA120707000   |  |
| 2. | <b>Recommended Vendor:</b><br>Gillig LLC., 25972 Eden Landing Road., Hayward, CA 94545  |  |
| 3. | <b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E<br><input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order |  |
| 4. | <b>Procurement Dates :</b>  |  |
|    | <b>A. Issued:</b> 2/02/24   |  |
|    | <b>B. Advertised/Publicized:</b> 2/2/24   |  |
|    | <b>C. Pre-proposal/Pre-Bid Conference:</b> N/A  |  |
|    | <b>D. Proposals/Bids Due:</b> 3/12/24   |  |
|    | <b>E. Pre-Qualification Completed:</b> 4/22/24  |  |
|    | <b>F. Conflict of Interest Form Submitted to Ethics:</b> 3/26/24  |  |
|    | <b>G. Protest Period End Date:</b> 7/23/24  |  |
| 5. | <b>Solicitations Picked up/Downloaded:</b><br>4   | <b>Bids/Proposals Received:</b><br>2       |
| 6. | <b>Contract Administrator:</b><br>Joshua Haskins  | <b>Telephone Number:</b><br>(213) 922-1035 |
| 7. | <b>Project Manager:</b><br>Harold Torres  | <b>Telephone Number:</b><br>(213) 922-5714 |

**A. Procurement Background**

This Board Action is to approve Contract No. MA120707000 for the procurement of Bus Operator Seat Assemblies. Board approval of this contract award is subject to the resolution of any properly submitted protest(s) if any.

An Invitation for Bid (IFB) No. MA120707 was issued in accordance with Metro’s Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

- Amendment No. 1 was issued on March 1, 2024 to extend the bid due date to March 12, 2024.

A total of two (2) bids were received on March 12, 2024.

**B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro’s Acquisition Policy for a competitive sealed bid. The two bids received are listed below in alphabetical order:

1. Gillig LLC
2. The Aftermarket Parts Co.

All firms were determined to be responsive and responsible to the IFB requirements. The recommended firm, Gillig LLC., 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 Gillig LLC has been determined to be fair and reasonable based upon adequate price competition, the Independent Cost Estimate (ICE), and selection of the lowest responsive and responsible bidder.

Based on the offers received, Gillig LLC submitted the lowest price of \$1,260,596, which is 13.4% lower than the ICE while The Aftermarket Parts Co. price of \$1,393,874 is 4.3% lower than the ICE.

| <b>Bidder Name</b>        | <b>Bid Amount</b> | <b>Metro ICE</b> |
|---------------------------|-------------------|------------------|
| Gillig LLC                | \$1,260,596       | \$1,456, 149     |
| The Aftermarket Parts Co. | \$1,393,874       |                  |

**D. Background on Recommended Contractor**

The recommended firm, Gillig, LLC is located in Hayward, CA has been in business for 133 years. Gillig, LLC provided similar products for Metro and other agencies including Transdev Services, Woodland, CA, MV Transportation, Oceanside, CA, City of Montebello, Montebello, CA, Fresno Area Express, Fresno, CA and Gold Coast Transit, Oxnard, CA. Gillig, LLC has provided satisfactory service and product to Metro on previous purchases.

## DEOD SUMMARY

## BUS OPERATOR SEAT ASSEMBLIES / MA120707

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. Gillig LLC made an overall 2% DBE commitment.

|                            |               |                                  |               |
|----------------------------|---------------|----------------------------------|---------------|
| <b>Small Business Goal</b> | <b>DBE 2%</b> | <b>Small Business Commitment</b> | <b>DBE 2%</b> |
|----------------------------|---------------|----------------------------------|---------------|

|                         | <b>DBE Subcontractors</b> | <b>Ethnicity</b>  | <b>% Committed</b> |
|-------------------------|---------------------------|-------------------|--------------------|
| 1.                      | Say Cargo Express, Inc.   | Hispanic American | 2%                 |
| <b>Total Commitment</b> |                           |                   | <b>2%</b>          |

**B. Living Wage / 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.

# Bus Operator Seat Assemblies



# Bus Operator Seat Assemblies

BUS MAINTENANCE

## RECOMMENDATION

**AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery, Indefinite Quantity (IDIQ) Contract No. MA120707 to Gillig LLC, the lowest responsive and responsible bidder for bus operator seat assemblies in a not-to-exceed (NTE) amount of \$1,260,596, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.**



# Bus Operator Seat Assemblies

BUS MAINTENANCE

## DISCUSSION

- About 80 bus operator seats replaced annually at divisions and during the bus midlife program
- USSC Q91 series seats are designed to reduce day-to-day operator fatigue and stress

**BIDS RECEIVED** - Two vendors submitted bid proposals

**AWARDEE** - Gillig LLC

## **DIVERSITY AND ECONOMIC OPPORTUNITY DEPARTMENT (DEOD)**

- Two percent (2%) goal
- Verified commitment from successful bidder





**Board Report**

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**File #:** 2024-0354, **File Type:** Contract**Agenda Number:** 34.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 18, 2024****SUBJECT: TURBOCHARGERS****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA103954-2000 to Cummins Inc., the lowest responsive and responsible bidder to supply Turbocharger Assemblies in the not-to-exceed (NTE) amount of \$1,624,966.51, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

**ISSUE**

Turbochargers are a major component of a bus engine, and the engine will not run without a properly functioning turbocharger. The stop-and-go service environment and high annual mileage accumulation on the bus fleet cause turbocharger failure, which requires replacement to ensure that the fleet remains in a State of Good Repair. Metro must maintain an adequate stock of turbochargers in inventory to ensure timely replacement of failed components, ensure the reliability of the bus fleet, and provide high-quality service to customers.

**BACKGROUND**

This procurement is for the acquisition of turbochargers required for maintaining the safe and reliable operation of the natural gas engines installed in most of Metro's bus fleet. Metro's current bus fleet is primarily powered by Cummins natural gas engines that are equipped with turbochargers to meet performance and emissions requirements. The turbochargers are a critical part of the engine operation. Turbocharger problems can significantly impact engine performance. Turbochargers are replaced at the Central Maintenance Shops and bus operating divisions in response to performance problems or engine failures. The award of this contract will ensure that Bus Maintenance has an adequate inventory to repair and maintain buses according to Metro maintenance standards.

**DISCUSSION**

The turbocharger is a component that compresses air entering the engine to provide extra power and burn a mixture of fuel in the engine cylinders more efficiently. The turbochargers specified under this procurement are either Original Equipment Manufacturer (OEM) approved or have been tested and qualified by Metro to ensure satisfactory performance for all buses in service.

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

Turbochargers will be purchased, maintained in inventory, and managed by Material Management. The appropriate budget project numbers and accounts will be charged as turbochargers are issued. Metro Mechanics will install the purchased turbochargers.

### **DETERMINATION OF SAFETY IMPACT**

The award of the contract will positively impact safety by ensuring bus operating divisions have an adequate inventory of parts to maintain the bus fleet according to engine manufacturer 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**

The funding of \$799,450 for this product is included in the FY25 budget under multiple bus operating cost centers in project 306002 Operations Maintenance under Line item 50441, Parts - Revenue Vehicle.

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

### **Impact to Budget**

The current source of funds for this action includes Federal 5307, Proposition C, Measures R/M, STA, and the Transportation Development Act. These funding sources are eligible for bus and rail operations.

### **EQUITY PLATFORM**

This action will ensure that the bus fleet that serves most regions in Los Angeles County, including many Equity Focus Communities (EFCs), is able to provide vital transportation services. Bus transportation provides an important lifeline for the residents of EFCs, and the Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide transportation for these communities.

The Diversity and Economic Opportunity Department (DEOD) established an overall two percent (2%) DBE goal for this procurement. Cummins met the goal by making an overall 2% DBE commitment.

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

The procurement of turbochargers 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 turbochargers will maintain the reliability of the bus fleet and ensure that our riders are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro bus operations.

**ALTERNATIVES CONSIDERED**

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

**NEXT STEPS**

Metro’s turbocharger requirements will be fulfilled under the contract's provisions.

**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

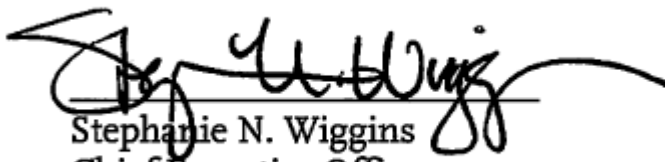
Prepared By: Harold Torres, Senior. Director, Central Maintenance, (213) 922-5714

James Pachan, Senior Executive Officer (213) 922-5804

Matthew Dake, Deputy Chief Operations Officer (213) 922-4061

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

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



Stephanie N. Wiggins  
Chief Executive Officer

PROCUREMENT SUMMARY

TURBOCHARGER ASSEMBLIES / MA103954-2000

|    |   |  |
|----|---|--|
| 1. | <b>Contract Number:</b> MA103954-2000   |  |
| 2. | <b>Recommended Vendor:</b><br>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<br><input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order |  |
| 4. | <b>Procurement Dates :</b>  |  |
|    | <b>A. Issued:</b> 2/12/24   |  |
|    | <b>B. Advertised/Publicized:</b> 2/22/24  |  |
|    | <b>C. Pre-proposal/Pre-Bid Conference:</b> N/A  |  |
|    | <b>D. Proposals/Bids Due:</b> 3/22/24   |  |
|    | <b>E. Pre-Qualification Completed:</b> 5/8/24   |  |
|    | <b>F. Conflict of Interest Form Submitted to Ethics:</b> 3/28/24  |  |
|    | <b>G. Protest Period End Date:</b> 7/24/24  |  |
| 5. | <b>Solicitations Picked up/Downloaded:</b> 7  | <b>Bids/Proposals Received:</b> 2          |
| 6. | <b>Contract Administrator:</b><br>Tanya Allen   | <b>Telephone Number:</b><br>(213) 922-1018 |
| 7. | <b>Project Manager:</b><br>Harold Torres  | <b>Telephone Number:</b><br>(213) 922-5714 |

**A. Procurement Background**

This Board Action is to approve Contract No. MA103954-2000 for the procurement of Turbocharger Assemblies. Board approval of this contract award is subject to the resolution of any properly submitted protest(s), if any.

An Invitation for Bid (IFB) No. MA103954-2000 was issued in accordance with Metro’s Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

A total of two (2) bids were received on March 22, 2024.

**B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro’s Acquisition Policy for a competitive sealed bid. The two bids received are listed below in alphabetical order:

1. Cummins Inc.
2. Diesel Exhaust & Emissions

The apparent low bidder Diesel Exhaust & Emissions was deemed non-responsive because they offered an alternate product and did not follow the solicitation's approved equal process requirements. Bidder #1, Cummins, Inc. was determined to be responsive and responsible, and in full compliance with the bid and technical requirements of the IFB.

### **C. Price Analysis**

The recommended price is the result of an open competitive bid process in a competitive environment. The bidder prepared its bid with the expectation of adequate price competition. Metro anticipated there would be more than one acceptable bid submitted. Overall, the total bid price has been determined to be fair and reasonable based upon market conditions and selection of the responsive and responsible bidder.

The recommended bid price of \$1,624,966.51 is 11% higher than the Independent Cost Estimate (ICE) of \$1,463,772.00. The variance was due to Cummins' material cost fluctuations including increases in the cost of steel, on-going supply chain constraints and anticipation of future cost increases by 9% over the two-year fixed price contract period of performance.

| <b>Bidder Name</b> | <b>Bid Amount</b> | <b>Metro ICE</b> |
|--------------------|-------------------|------------------|
| Cummins Inc.       | \$1,624,966.51    | \$1,463,772.00   |

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

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA and has been in business for 105 years. Cummins has provided similar products for Metro and other agencies including Santa Monica Big Blue Bus and numerous other transit agencies. Cummins has provided satisfactory service and products to Metro on previous purchases.

## DEOD SUMMARY

## TURBOCHARGER ASSEMBLIES / MA103954-2000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. Cummins Inc. made an overall 2% DBE commitment.

|                            |               |                                  |               |
|----------------------------|---------------|----------------------------------|---------------|
| <b>Small Business Goal</b> | <b>DBE 2%</b> | <b>Small Business Commitment</b> | <b>DBE 2%</b> |
|----------------------------|---------------|----------------------------------|---------------|

|                         | <b>DBE Subcontractors</b> | <b>Ethnicity</b>  | <b>% Committed</b> |
|-------------------------|---------------------------|-------------------|--------------------|
| 1.                      | Say Cargo Express, Inc.   | Hispanic American | 2%                 |
| <b>Total Commitment</b> |                           |                   | <b>2%</b>          |

**B. Local Small Business Enterprise (LSBE) Preference**

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

**C. Living Wage / Service Contract Worker Retention Policy Applicability**

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

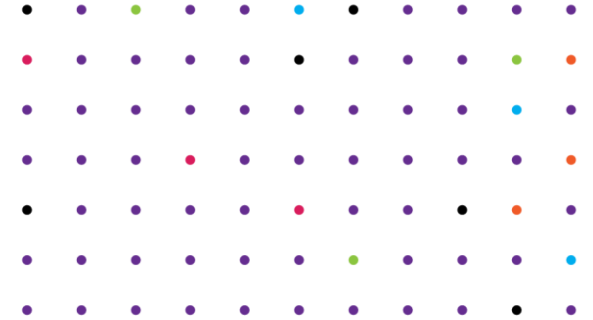
**D. Prevailing Wage Applicability**

Prevailing Wage is not applicable to this contract.

**E. Project Labor Agreement/Construction Careers Policy**

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

# Turbochargers



# Turbochargers

## RECOMMENDATION

**AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA103954-2000 to Cummins Inc., the lowest responsive and responsible bidder to supply Turbocharger Assemblies in the not-to-exceed (NTE) amount of \$1,624,966.51, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.**





# Turbochargers

## DISCUSSION

- Bus fleet is primarily powered by Cummins natural gas engines equipped with turbochargers
- Turbochargers used for efficient combustion of fuel to meet engine performance and emissions requirements

**BIDS RECEIVED** - Two vendors submitted bid proposals

**AWARDEE** - Cummins, Inc.

## **DIVERSITY AND ECONOMIC OPPORTUNITY DEPARTMENT (DEOD)**

- Two percent (2%) DBE goal and verified commitment from successful bidder





## Board Report

File #: 2024-0362, File Type: Contract

Agenda Number: 35.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2024

**SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM PLANNING AND PROGRAM  
MANAGEMENT CONSULTANT SERVICES**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a cost plus fixed fee Contract No. PS112435 to AECOM Technical Services, Inc. to provide as-needed Program Management Support Services (PMSS), and Design and Engineering Support Services (DESS) for Vehicle Engineering and Acquisition (VEA) to support the conversion of Metro's bus fleet to Zero Emission Buses (ZEB) by 2030 in the not-to-exceed (NTE) amount of \$8,399,421 for the five (5) year base term, and \$5,668,871 for the three (3) one-year option terms, for a total combined not-to-exceed amount of \$14,068,292, subject to the resolution of all properly submitted protest(s), if any.

#### **ISSUE**

In 2018, Metro retained ZEBGO Partners, a joint venture technical consultant, to develop comprehensive plans for phasing Metro's transition to a zero-emission bus fleet. The term for that consultant contract will expired on January 1, 2025. In 2023, staff released a competitive solicitation to replace it. This action authorizes a contract award to AECOM Technical Services, Inc. to provide Consultant Support Services to continue developing comprehensive plans for Metro's zero-emission transition.

#### **BACKGROUND**

In July 2017, the Metro Board of Directors approved Motion #50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (Attachment A), which endorsed a ZEB Strategic Plan to transition Metro's entire bus fleet to zero-emission by 2030, contingent on envisioned cost and performance equivalence with compressed natural gas (CNG) buses and continued advancements in charging infrastructure. In 2018, the California Air Resources Board's (CARB) Innovative Clean Transit (ICT) regulation mandated that all transit agencies in the State operate zero-emission fleets by 2040. In addition, ICT ZEB purchase requirements for large transit agencies require 25% of bus purchases to be zero emission by 2023, 50% beginning in 2026, and 100% starting in 2029.

In 2018, Metro retained ZEBGO Partners, a joint venture technical consultant. Under that

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engagement, Metro prepared its CARB-mandated Rollout Plan in March 2021, ZEB Master Plan in April 2022, and Master Plan Update in December 2023, among other program-level strategic planning documents. Metro has met all State-mandated program requirements, and in September 2019, Metro awarded its final option for CNG buses and committed that all future procurements be 100% zero emission, a decade earlier than the ICT mandate of 2029.

## **DISCUSSION**

The recommended consultant has demonstrated the depth and breadth of technical and engineering experience and the capacity to support Metro with the anticipated tasks and projects. On an as-needed basis, Statements of Work (SOW) will be developed, defining the type and level of support required for each specific task(s) and project(s). The work will be released to the consultant through task orders.

The scope of work consists of program management support services, design and engineering support services, and other tasks as necessary to support the continued development of the ZEB Master Plan and other ZEB program activities. Consultant services under this contract will provide ZEB and charging infrastructure conceptual design, specification, and procurement support, as well as advise on implementation strategies that ensure a seamless and successful transition to zero-emission operations. The consultant will also prepare updated program cost estimates, transition schedules, technical studies, and strategic plans for specific program elements. As needed, the consultant will support the development, coordination, and implementation of the Transportation Center of Excellence, 2028 Olympic and Paralympic Games, Buy America compliance audits, acceptance and reliability of Metro's ZEB fleet and charging infrastructure, and other tasks as required to support Metro's ZEB transition.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this Contract will have no adverse impact on safety.

## **FINANCIAL IMPACT**

The contract will allow project-related task orders to be issued and funded by the annual budget(s) upon recommendation approval. Task orders shall be requested and reviewed by the affected Project Manager. They will use available project funds budgeted as professional services under project 405407 - Zero Emission Bus Program Master Plan and shall remain within the authorized FY budgets. Since this is a multi-year contract, the Cost Center Manager, Project Manager(s), and Sr. Executive Officer of Vehicle Engineering and Acquisition will be responsible for budgeting the costs in future years.

### **Impact to Budget**

The anticipated task orders will be funded by the respective project(s). Currently, \$417,821 is allocated in the FY25 budget under project 405407 -- Zero Emission Bus Program Master Plan, account 5031 Professional Services. The current source of funds for this action is Measure R Admin 1.5%, which is not eligible for operating and capital projects. Staff continually apply for grants and will

apply other applicable funding sources as they become available.

### **EQUITY PLATFORM**

Transitioning to a ZEB fleet will reduce greenhouse gas emissions, eliminate exhaust/criteria air pollutants, and reduce noise from Metro bus operations. Awarding the ZEB Consultant Support Services Contract will support Metro's progress in transitioning its fleet and modifying facilities to ensure that all communities, especially Equity Focus Communities (EFCs), see these benefits. Metro's ZEBs will operate on routes restructured through the NextGen transit service plan, which was developed with consideration for areas with the highest transit usage propensity. In addition, five (50%) of Metro's directly operated Bus Divisions are located within EFCs.

The Diversity and Economic Opportunity Department (DEOD) established a 30% Disadvantaged Business Enterprise (DBE) goal for this solicitation. AECOM Technical Services, Inc. exceeded the goal by making a 30.24% DBE commitment (Attachment C).

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

This recommendation will support Strategic Goal # 3 Enhance communities and lives through mobility and access to opportunity, and Goal # 4 Transform LA County through regional collaboration and national leadership.

### **ALTERNATIVES CONSIDERED**

Staff has considered using in-house Metro resources to perform this work; however, this approach is not recommended as Metro does not have sufficient resources and Subject Matter Experts available, especially considering that the zero-emission bus and charging technologies are continuously evolving.

The Board of Directors may choose not to authorize the Contract award; however, staff does not recommend this alternative, as the project is critical to supporting the planning necessary for Metro to achieve its ambitious goals of transitioning its bus fleet to zero emissions. Without consultant support, the achievement of Metro's transition plan would be at risk.

### **NEXT STEPS**

Upon Board approval, staff will execute the Contract with AECOM Technical Services, Inc. and issue a Notice-to-Proceed. Staff will continue to thoroughly manage and issue individual task orders as needed for vehicle engineering, program management, and design/engineering support services.

### **ATTACHMENTS**

Attachment A - Board Motion 50 Strategic Plan for Metro's Transition to Zero Emission Buses

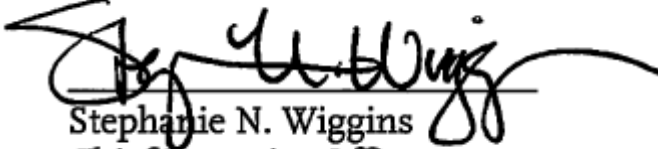
Attachment B - Procurement Summary

Attachment C - DEOD Summary

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Prepared by: Shaun Miller, Deputy Executive Officer, Project Management, (213) 922-4952  
Jesus Montes, Senior Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie N. Wiggins  
Chief Executive Officer

**Board Report**

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**File #:** 2017-0524, **File Type:** Motion / Motion Response**Agenda Number:** 50

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**REVISED  
REGULAR BOARD MEETING  
JULY 27, 2017****Motion by:****DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS  
AS AMENDED BY SOLIS, KUEHL and BARGER****FRIENDLY AMENDMENT BY FASANA**

July 27, 2017

**Strategic Plan for Metro's Transition to Zero Emission Buses**

LA Metro has developed a comprehensive plan to deliver a complete transition to zero emission electric buses by 2030. The transition plan is contingent on two primary factors: continuous advancements in electric bus technology (which must increase range, reduce bus weights, reduce charging times, extend battery life cycles), as well as a drop in prices as the technology develops.

As electric bus technology continues to advance, our electric grid is becoming cleaner by gradually eliminating coal from our energy portfolio and replacing it with renewable sources. A full transition to electric buses coupled with renewable energy sources promises mobility with significantly lower environmental impacts from this form of transportation.

In order to maintain our bus fleet in a state of good repair, Metro plans to continue replacing its aging bus fleet at approximately 200 buses per year. With firm local hiring requirements in Metro bus procurement, routine bus procurement presents a recurring opportunity that bolsters our local labor force in perpetuity.

In 2012, Metro's U.S. Employment Plan resulted in the award of an \$890 million contract to Kinkisharyo, a factory in Los Angeles County, and 404 quality railcar manufacturing jobs. Similarly, Metro can leverage recurring bus replacements to bolster labor throughout Los Angeles County

Metro plans to spend nearly one billion dollars on bus procurements in the next ten years. That level of investment, coupled with a transition to all electric buses, presents an opportunity for LA County to demonstrate leadership on combating climate change, and can make Los Angeles the central marketplace for new electric bus technology: a County rich with quality manufacturing jobs rooted in technologies that provide mobility, sustain a healthy environment and create career paths in clean

energy technologies.

**SUBJECT: MOTION BY BONIN, GARCETTI, NAJARIAN, HAHN  
AND SOLIS AS AMENDED BY SOLIS, KUEHL AND  
BARGER**

**RECOMMENDATION**

WE THEREFORE MOVE that the Board:

- A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;
- B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:
  - 1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion
  - 2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;
- C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and
- D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

- A. As part of establishing a working group:
  - 1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;
  - 2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.
- B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;
- C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

- D. ENSURE that MTA maintains the flexibility to explore the best available technologies that contributes to zero-emissions and/or net-negative emissions in the Los Angeles County public transit sector.

**FRIENDLY AMENDMENT BY FASANA** that staff report back to the board with a timeline and any commitments by parties before we undertake our next bus purchase and answers to the following questions:

- A. Will electric buses and their batteries deliver the guaranteed range and service?
- B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?
- C. Which strategies will maximize Metro's ability to receive cap and trade credits?
- D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?
- E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?
- F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?
- G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.
- H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?
- I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.



## PROCUREMENT SUMMARY

**Vehicle Engineering and Acquisition, Program Management,  
and Design/Engineering Consultant Services / PS112435000**

|    |   |  |
|----|---|--|
| 1. | <b>Contract Number:</b> PS112435000   |  |
| 2. | <b>Recommended Vendor:</b> AECOM Technical Services, Inc.   |  |
| 3. | <b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E<br><input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order |  |
| 4. | <b>Procurement Dates :</b>  |  |
|    | <b>A. Issued:</b> August 21, 2023   |  |
|    | <b>B. Advertised/Publicized:</b> August 21, 2023  |  |
|    | <b>C. Pre-proposal Conference:</b> September 1, 2023  |  |
|    | <b>D. Proposal Due:</b> September 28, 2023  |  |
|    | <b>E. Pre-Qualification Completed:</b> May 13, 2024   |  |
|    | <b>F. Conflict of Interest Form Submitted to Ethics:</b> October 2, 2023  |  |
|    | <b>G. Protest Period End Date:</b> July 22, 2024  |  |
| 5. | <b>Solicitations Picked up/Downloaded:</b> 63   | <b>Proposals Received:</b> 4               |
| 6. | <b>Contract Administrator:</b><br>Andrew Coppolo  | <b>Telephone Number:</b><br>(213) 922-1067 |
| 7. | <b>Project Manager:</b><br>Shaun Miller   | <b>Telephone Number:</b><br>(213) 922 4952 |

**A. Procurement Background**

This Board Action is to approve Contract No. PS112435000 to AECOM Technical Services, Inc. (AECOM), to provide as-needed Program Management Support Services (PMSS), and Design and Engineering Support Services (DESS) for Vehicle Engineering and Acquisition (VEA) to support the conversion of LACMTA's bus fleet to Zero Emission Buses (ZEB) by 2030. Board approval of contract award is subject to resolution of any properly submitted protest(s).

On August 21, 2023, Request for Proposal (RFP) No. PS112435 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is cost plus fixed fee. The Diversity and Economic Opportunity Development (DEOD) Department recommended a 30% Disadvantaged Business Enterprise (DBE) goal.

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

- Amendment No. 1, issued on September 11, 2023, clarified which volume Proposers must include Exhibit 5 – Bidders List Form, extended the proposal due date, and amended the critical dates.
- Amendment No. 2, issued on March 15, 2024, provided an updated pricing form to incorporate the Option years and provide a Best and Final Offer (BAFO) proposal due date.

A total of sixty-three (63) firms downloaded the RFP and were included on the planholders' list.

A virtual pre-proposal conference was held on September 1, 2023, and was attended by 26 participants, representing 12 firms. There were twenty-one (21) questions received, and responses were provided prior to the proposal due date.

Four proposals were received on September 28, 2023, and are listed below in alphabetical order:

1. AECOM Technical Services, Inc. (AECOM)
2. Burns and McDonnell Engineering Company, Inc. (Burns & McDonnell)
3. Jacobs Engineering Group (Jacobs)
4. WSP USA, Inc (WSP)

## **B. Evaluation of Proposal**

A Proposal Evaluation Team (PET) consisting of staff from VEA, and Zero Emission Bus Infrastructure convened and conducted a comprehensive technical evaluation of the proposals received.

On October 17, 2023, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms and take receipt of the four proposals to initiate the evaluation phase. Evaluations were conducted from October 17, through April 22, 2024.

On October 25, 2023, Metro's Diversity and Economic Opportunity Department (DEOD) determined Burns & McDonnell was ineligible for award as they were not responsive to LACMTA's DBE goal. Burns & McDonnell was excluded from further consideration.

The proposals were evaluated based on the following evaluation criteria and weights:

- |  |            |
|--|------------|
| • Qualifications of the Proposer/Team                          | 20 percent |
| • Project Manger and Key Staff's Qualifications and Experience | 50 percent |
| • Effective Scheduling/Cost Management Plan                    | 10 percent |
| • Cost Proposal  | 20 percent |

The evaluation criteria are appropriate and consistent with criteria developed for similar vehicle consultant services procurements. Several factors were considered when developing these weights, giving the greatest importance to the project manager and key staff's qualifications and experience.

On October 30, 2023, the PET reconvened and determined the remaining three (3) firms were within the competitive range. The firms are listed below in alphabetical order:

- AECOM
- Jacobs
- WSP

The three (3) firms within the competitive range were invited to make oral

presentations on November 14, 2023. The Proposers' key team members had an opportunity to present their team's qualifications and to respond to the PET's questions.

On March 15, 2024, LACMTA held discussions with the three firms within the competitive range to provide feedback on strengths and weaknesses. Best and Final Offers (BAFO) were requested from the firms within the competitive range only, in accordance with LACMTA's Acquisition Policy.

On March 27, 2024, LACMTA received BAFOs from all three (3) firms. However, on April 30, 2024, Jacobs notified Metro that they are withdrawing their proposal due to an error in their BAFO pricing. Jacobs' proposal was therefore excluded from further consideration.

**Qualifications Summary of Firms within the Competitive Range:**

**AECOM**

AECOM provides consultant support services, including vehicle engineering and acquisition, program management services for multiple high volume transit agencies such as Los Angeles Department of Transportation (LADOT), Maryland Transit Administration, Washington Metropolitan Area Transportation Authority (WMATA), New York Transit Authority (NYCT), and Memphis Area Transit Authority (MATA).

**WSP**

WSP was founded over 120 years ago and is based in New York, NY, with offices and staff worldwide. WSP's experience includes vehicle engineering and acquisition, program management, and technical support services including zero emission bus (ZEB) projects. Existing clients include LACMTA, San Bernardino County Transportation Authority (SBCTA), the Indianapolis Public Transportation Corporation (IndyGo), King County Metro, Dallas Area Rapid Transit (DART), and MassDOT/MBTA.

At the conclusion of the evaluation process, AECOM was determined to be the top ranked firm.

The following is a summary of the PET scores:

| 1 | Firm   | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|--|---------------|---------------|------------------------|------|
| 2 | AECOM Technical Services, Inc.                     |               |               |                        |      |
| 3 | Qualifications of the Proposer/Team                | 97.67         | 20.00%        | 19.53                  |      |
| 4 | Project Manager and Key Staff's Qualifications and | 79.33         | 50.00%        | 39.67                  |      |

|    |   |        |                |              |          |
|----|---|--------|----------------|--------------|----------|
|    | Experience  |        |                |              |          |
| 5  | Effective Scheduling/Cost Management Plan                     | 96.67  | 10.00%         | 9.67         |          |
| 6  | Cost Proposal   | 100.00 | 20.00%         | 20.00        |          |
| 7  | <b>Total</b>  |        | <b>100.00%</b> | <b>88.87</b> | <b>1</b> |
| 8  | <b>WSP USA, Inc.</b>  |        |                |              |          |
| 9  | Qualifications of the Proposer/Team                           | 98.00  | 20.00%         | 19.60        |          |
| 10 | Project Manager and Key Staff's Qualifications and Experience | 85.00  | 50.00%         | 42.50        |          |
| 11 | Effective Scheduling/Cost Management Plan                     | 98.33  | 10.00%         | 9.83         |          |
| 12 | Cost Proposal   | 75.01  | 20.00%         | 15.00        |          |
| 13 | <b>Total</b>  |        | <b>100.00%</b> | <b>86.93</b> | <b>2</b> |

### **C. Cost/Price Analysis**

The recommended price proposal of \$14,068,292.00 has been determined to be fair and reasonable based upon adequate price competition, Metro's Management Audit Services Department (MASD) audit findings, cost analysis, technical analysis, and fact-finding. The recommended price is \$289,732.00 or 2.10% higher than Metro's independent cost estimate (ICE) and is considered within a reasonable range of the ICE.

| <b>Proposer Name</b>           | <b>Proposal Amount</b> | <b>Metro ICE</b> | <b>Negotiated or NTE Amount</b> |
|--------------------------------|------------------------|------------------|---------------------------------|
| AECOM Technical Services, Inc. | \$14,371,183.07        | \$13,778,560.00  | \$14,068,292.00                 |
| WSP USA, Inc.                  | \$19,160,164.59        |                  |                                 |

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

The recommended firm, AECOM was founded in 1970 and is based in Los Angeles, California, with offices and staff worldwide. AECOM provides engineering and professional services in the areas of building, transportation, new energy, and environment sectors, including zero emission vehicles and transit battery electric bus (BEB) fleets. The firm has completed more than 60 public transportation projects and worked with more than 60 transit agencies across North America supporting ZEB efforts.

AECOM's proposed Project Manager has more than 15 years of experience and has led the team that developed the State of Qatar's BEB infrastructure network which

included design and project management of the Lusail Bus Depot, the largest BEB depot in the world, with 500 parking spots and 248 charges to support more than 1,000 ZEBs.

AECOM has worked on Metro projects and has performed satisfactorily.

## DEOD SUMMARY

VEHICLE ENGINEERING AND ACQUISITION, PROGRAM MANAGEMENT, AND  
DESIGN/ENGINEERING CONSULTANT SERVICES / PS112435**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 30% Disadvantaged Business Enterprise (DBE) goal for this solicitation. AECOM Technical Services, Inc exceeded the goal by making a 30.24% DBE commitment.

|                            |                |                                  |                   |
|----------------------------|----------------|----------------------------------|-------------------|
| <b>Small Business Goal</b> | <b>DBE 30%</b> | <b>Small Business Commitment</b> | <b>DBE 30.24%</b> |
|----------------------------|----------------|----------------------------------|-------------------|

|                         | <b>DBE Subcontractors</b>        | <b>Ethnicity</b>            | <b>% Committed</b> |
|-------------------------|----------------------------------|-----------------------------|--------------------|
| 1.                      | Arellano Associates, LLC         | Hispanic American           | 4.39%              |
| 2.                      | JCL Consulting Group             | African American            | 0.52%              |
| 3.                      | Kewo Engineering Corporation     | Asian Pacific American      | 0.83%              |
| 4.                      | Niti Systems Consultants, Inc.   | Subcontinent Asian American | 2.92%              |
| 5.                      | Omni Strategy LLC                | Subcontinent Asian American | 3.22%              |
| 6.                      | Rheia Consulting LLC             | Caucasian Female            | 5.85%              |
| 7.                      | N. Saylor Consulting Group, Inc. | Caucasian Female            | 0.52%              |
| 8.                      | Steve Policar LLC                | Hispanic American           | 0.41%              |
| 9.                      | Terravanta                       | Hispanic American           | 3.63%              |
| 10.                     | Virginkar & Associates           | Asian Pacific American      | 3.13%              |
| 11.                     | VST Engineering, Inc.            | Hispanic American           | 4.82%              |
| <b>Total Commitment</b> |                                  |                             | <b>30.24%</b>      |

**B. Local Small Business Enterprise (LSBE) Preference**

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

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

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

**D. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**E. Project Labor Agreement/Construction Careers Policy**

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



# Zero Emission Bus (ZEB) Program Planning and Program Management Consultant Services

EXECUTIVE OFFICE, VEHICLE MAINTENANCE & ENGINEERING



Metro

Operations, Safety, and Customer Experience Committee

July 18, 2024



# Zero Emission Bus (ZEB) Program Consultant Background



- In July 2017, the Metro Board of Directors approved Motion #50, which endorsed a ZEB Strategic Plan to transition Metro's bus fleet to zero emission by 2030, contingent on envisioned cost and performance equivalence with CNG and continued advancements in charging infrastructure.
- In 2018, the California Air Resources Board's (CARB) Innovative Clean Transit (ICT) regulation mandated that all transit agencies operate zero-emission fleets by 2040.
- In 2018, Metro retained a program technical consultant, which developed its CARB-mandated Rollout Plan in 2021, ZEB Master Plan in 2022, and Master Plan Update in 2023.
- The term for the ZEB program technical consultant will expire January 1, 2025. In 2023, staff released a competitive solicitation to replace the contract.

# Solicitation and Recommended Award



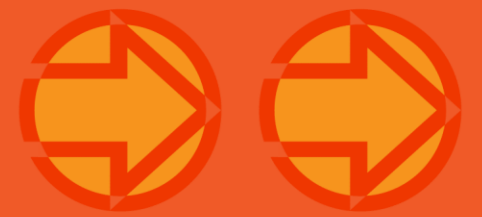
- In August 2023, Metro released a solicitation for Program Management Support Services and Design and Engineering Support Services to support the ZEB program.
- The scope of work includes:
  - ZEB and charging infrastructure conceptual design, specifications, and procurement support
  - Cost estimates, transition schedules, technical studies, and strategic plans for specific program elements
  - Support development, coordination, and implementation of the Transportation Center of Excellence, 2028 Olympic and Paralympic Games, Buy America compliance audits, and other tasks as needed
- Firms were evaluated based on qualifications of the team and key staff, schedule and cost management plan, and cost.
- **AECOM Technical Services** received the highest score and was the selected proposer.
  - Contract not-to-exceed (NTE) amount of \$8,399,421 for the five (5) year base term and \$5,668,871 for the three (3) one-year option terms, for a total combined not-to-exceed amount of \$14,068,292.
  - AECOM exceeded the 30% DBE goal

# Recommendation and Next Steps



- **AUTHORIZE** the Chief Executive Officer to award a cost plus fixed fee Contract No. PS112435 to AECOM Technical Services, Inc. to provide as-needed Program Management Support Services (PMSS) and Design and Engineering Support Services (DESS) for Vehicle Engineering and Acquisition (VEA) to support the conversion of Metro's bus fleet to Zero Emission Buses (ZEB) by 2030 in the not-to-exceed (NTE) amount of \$8,399,421 for the five (5) year base term, and \$5,668,871 for the three (3) one-year option terms, for a total combined not-to-exceed amount of \$14,068,292, subject to the resolution of all properly submitted protest(s), if any.
- Once executed, staff will issue Task Order #1 to ensure continuity of ZEB program planning activities.

THANK YOU





Board Report

File #: 2024-0375, File Type: Budget

Agenda Number: 36.

**REVISED**  
**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**  
**JULY 18, 2024**

**SUBJECT: APPROVE LIFE-OF-PROJECT BUDGET FOR METRO A, B, D, LINES COMMUNICATION TRANSMISSION SYSTEM UPGRADE**

**ACTION: APPROVE RECOMMENDATION**

**RECOMMENDATION**

ESTABLISH a Life of Project (LOP) Budget of \$65,350,000 for the Metro A, B, and D Lines Communication Transmission System Upgrade Project 205692.

**DUPONT-WALKER, MITCHELL, AND BUTTS AMENDMENT: WE THEREFORE MOVE to amend Item 36 directing the Metro CEO to:**

- A. Report back by October 2024 on the feasibility of identifying areas along the public right-of-way where open access leasable fiber could be accessed at Metro’s Communications Equipment Rooms by City and County agencies.
- B. If feasible, include in the report back a map showing areas along the public right-of-way where open access leasable fiber could be accessed at Metro’s Communications Equipment Rooms.

**ISSUE**

The Metro railway Communication Transmission System (CTS) uses a fiber optic network to transmit real-time data essential for the operation of Metro’s railway systems and applications. However, the current fiber optic network’s capacity to send data from the A, B, and D Lines to the Rail Operations Control (ROC) Center is limited and cannot support the additional bandwidth required for existing system upgrades and future rail expansion projects.

**BACKGROUND**

The existing CTS fiber optic network on the A, B, and D Lines is an original legacy system installed during the construction of the rail lines, which occurred as early as 1990. This network consists of older 48-strand fiber cables, which are crucial for a wide range of railway systems and applications. These fiber cables connect and transmit real-time data to the ROC for signaling and train control, train movements, traction power substation systems, passenger information systems, CCTV and

security systems, emergency communications, and public service announcements.

## **DISCUSSION**

In May 2023, the Board approved annual funding of \$600,000 as part of the FY24 budget for upgrading the communication transmission system for the B and D Lines. At the time of budget adoption, the plan was to return to the Board for the LOP approval. The annual funds were needed to survey the project work and develop design and construction specifications. As a result, it was determined that the project scope should be expanded to include the A Line South (7<sup>th</sup>/Metro to Long Beach). An engineering cost estimate was then prepared, resulting in a \$65,350,000 Life of Project budget based on the necessary scope of work. The expenditure plan for the project is shown in Attachment A.

The project scope involves constructing a new backbone CTS fiber optic cable network to replace the existing legacy network. This includes installing new single-mode 288-strand fiber optic cables, patch panel equipment, connectors, network switches, and racks. The work will be completed in three phases. Phase 1 involves installation of fiber optic cable equipment for the A Line South to be completed between 7<sup>th</sup>/Metro and the ROC. Phase 2 involves installation of fiber optic cables and related equipment for the A Line South to be completed between the ROC and the Long Beach Loop. Phase 3 involves installation of fiber optic cable equipment for the B and D Lines to be completed between 7<sup>th</sup>/Metro, Union Station Gateway (USG), and the Metro Center (MC). Each phase is planned to be completed in approximately 12 months.

Upgrading the CTS fiber optic network is part of the Capital Improvement Program (CIP) to renew and enhance transit infrastructure assets. This investment will not only maintain the safety and efficiency of rail operations, but it will support the growth in rail services including aligning with the Metro's commitment to improving transit infrastructure.

This project supports our State of Good Repair work by providing additional network capacity to allow for the replacement of items such as CCTV cameras and Video Management System (VMS), Emergency Management Panels (EMPs), fire control panels, light rail tunnel lighting, Emergency Trip System (ETS), and addition of monitoring systems for predictive maintenance. Vandalism has also resulted in destruction of fiber.

This project further supports our expansion projects by providing high-capacity fiber network connectivity between the Rail Operation Control Center (ROC) and new rail projects (Foothill Phase2B, PLE1, PLE2, PLE3 and ESFV).

## **DETERMINATION OF SAFETY IMPACT**

The CTS fiber optic network is central to various aspects of Metro rail operations. Upgrading to a modern 288-strand fiber optic network will ensure the efficient transmission of real-time data critical for signaling, train control, security systems, communications, and other operational needs. Customer experience and public safety will also be enhanced by expanding the CTS capacity which will allow for the addition of new equipment/systems such as Call Point Security Blue Light Boxes, Track and Tunnel Intrusion Detection System, cameras in B and D Line elevators, enhanced intrusion

detection systems for the underground stations ancillary areas, remote monitoring system for elevators and escalators and real-time security systems under consideration.

### **FINANCIAL IMPACT**

This action will establish a \$65,350,000 LOP budget for capital project 205692 - A, B, D Lines Communication Transmission System Upgrade. Annual funding required for this project is included in the FY25 budget.

#### **Impact to Budget**

The current source of funds for this action is Measure M 2% State of Good Repair. This funding is eligible for rail capital state of good repair projects only. Allocation of these funds to this effort maximizes their intended use given approved funding guidelines and provisions.

### **EQUITY PLATFORM**

The equity benefits of this action include improving transit infrastructure and enhancing the safety of Metro riders, including assets along transit lines that provide service in and for Equity Focus Communities (EFCs) as well as low-income riders, who are the primary users of our system. Metro is committed to maintaining transit assets in marginalized communities, ensuring reliable and equitable transportation options for Metro riders.

Transit lines served by these improvements are located in communities with a high concentration of EFCs, including Long Beach, Compton, Watts, Florance-Graham, Downtown L.A., Westlake, Koreatown, Chinatown, Boyle Heights, Hollywood, East Hollywood, and North Hollywood. These transit lines also serve as connections for transfer to Metro and other bus service. Upgrading the fiber optic cable data capacity allows for the continuity of rail services through EFCs. Increasing the data transmission capability to the ROC allows for enhanced performance of high-definition CCTV and security systems, reliable station emergency communications assistance, and passenger information announcements that benefit low-income riders.

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

Approval of this recommendation supports the following Metro Strategic Plan Goals:

Goal # 1 Provide high-quality mobility options that enable people to spend less time traveling.

Goal # 3 Enhance communities and lives through mobility and access to opportunity.

### **ALTERNATIVES CONSIDERED**

The Board may choose not to authorize the LOP budget for project 205692. However, this is not recommended because it is essential to increase the capacity and reliability of the CTS fiber optic network.

**NEXT STEPS**

Operations - Infrastructure Maintenance and Engineering will proceed with the project scope of work, contract solicitation, contract award, and project delivery.

**ATTACHMENTS**

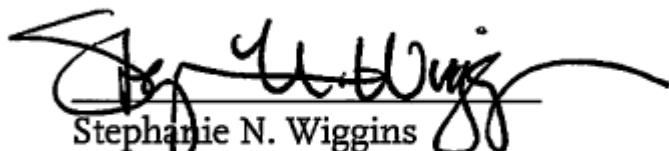
Attachment A - Project 205692 Expenditure Plan

Prepared by:

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Reviewed by:

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



Stephanie N. Wiggins  
Chief Executive Officer



**Capital Project 205692 Expenditure Plan**  
**Metro A, B, D Lines Communication Transmission System (CTS) Upgrade**

| <b>Use of Funds</b>  | <b>FY25</b>  | <b>FY26</b>   | <b>FY27</b>   | <b>FY28</b>   | <b>Total</b>  |
|--|--------------|---------------|---------------|---------------|---------------|
| CTS Fiber Optic Network  | \$ 6,000,000 | \$ 15,000,000 | \$ 15,000,000 | \$ 15,000,000 | \$ 51,000,000 |
| Mobilization   | \$ 500,000   |               |               |               | \$ 500,000    |
| Construction Management  | \$ 600,000   | \$ 600,000    | \$ 600,000    | \$ 600,000    | \$ 2,400,000  |
| Metro Workforces   | \$ 200,000   | \$ 400,000    | \$ 450,000    | \$ 200,000    | \$ 1,250,000  |
| Agency Costs (Design Support During Construction, Project Management, Procurement, Labor Compliance) | \$ 550,000   | \$ 650,000    | \$ 700,000    | \$ 650,000    | \$ 2,550,000  |
| Contingency 15%  |              |               |               |               | \$ 7,650,000  |

**Yearly Cash Flow Forecast \$ 7,850,000 \$ 16,650,000 \$ 16,750,000 \$ 16,450,000 \$ 65,350,000**



# APPROVE LIFE-OF-PROJECT BUDGET FOR METRO A, B, D, LINES COMMUNICATION TRANSMISSION SYSTEM UPGRADE

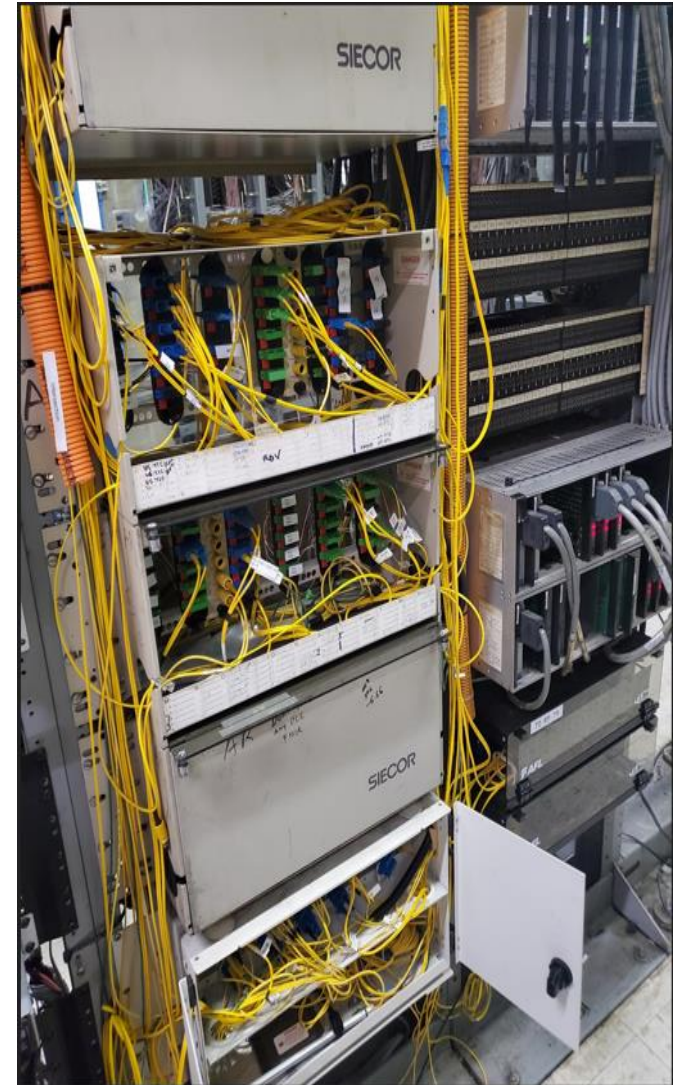


**Metro**

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 18, 2024

# A LINE SOUTH, B & D LINES COMMUNICATION TRANSMISSION SYSTEM UPGRADE

- The Cable Transmission System (CTS) provides network connectivity between field devices located at rail stations and SCADA system located at Rail Operation Control (ROC) center.
- Major safety systems such as CCTV cameras, radio communication, Public Address (PA), fire alarm, and emergency telephone systems utilize the CTS system to communicate with ROC.



# A LINE SOUTH, B & D LINES COMMUNICATION TRANSMISSION SYSTEM (CTS) UPGRADE

- RECOMMENDATION: ESTABLISH a Life of Project (LOP) Budget of \$65,350,000 for the Metro A, B, and D Lines Communication Transmission System Upgrade Project
- The CTS fiber optic network on the A, B, and D Lines is an original legacy system installed and put into operation early as 1990.
- The Board approved an FY24 annual budget to upgrade the CTS for the B and D Lines. Staff was directed to return to the Board for Life of Project Budget approval once survey of the project work and development of design and construction specifications were complete.



## Board Report

File #: 2024-0212, File Type: Budget

Agenda Number: 37.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2024

**SUBJECT: STAFFING REQUEST FOR LAX/METRO TRANSIT CENTER OPENING AND RELATED C AND K LINE RECONFIGURATION**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to amend the FY25 Budget to add 108 Full-Time Equivalent (FTE) positions, as shown below:

- A. ADD seven (7) non-contract positions to manage customer experience programs, facility maintenance contracts, and provide administrative/financial support; and
- B. ADD 101 contract positions to provide daily revenue service as well as supervise, perform ongoing building maintenance, daily security, daily cleaning, custodial work, and customer service in support of planned operations at the new transit center, in addition to the reconfigured C and K lines.

#### **ISSUE**

The LAX/Metro Transit Center is planned to open in November 2024, providing customers with transit access to LAX in two phases. This staffing request addresses immediate needs upon station opening (Phase 1), during which shuttle buses will link LAX/Metro Transit Center to LAX terminals. This service, operated by LAX, currently shuttles passengers from Aviation/LAX Station and will be rerouted/relocated to LAX/Metro Transit Center. Phase 2 will begin when the Automated People Mover (APM) opens to the public and will require additional staffing that will be addressed as part of the FY26 budget development process.

With the new center opening, Metro is also opening a new Aviation/Century station and re-configuring the C Line and K Line to provide an improved experience for our customers in advance of a service increase on these lines that is a part of the approved FY25 revenue service plan. Much like the Regional Connector, this will positively transform how customers travel around the county as well as present a unique opportunity to grow Metro ridership from locals and visitors alike.

The center opening and increased operations on these lines will require additional customer service, technical, maintenance, and auxiliary staff across several departments. Metro must begin recruitment



before revenue service to ensure adequate training/qualification requirements can be met for technical operations and customer service staff, as well as enable an exceptional experience for those using the airport station and traveling along the C and K lines. These positions will be aligned with critical path activities.

## **BACKGROUND**

The LAX/ Metro Transit Center will be the ninth station along the K-Line. It will connect directly with the Los Angeles World Airports (LAWA) Automated People Mover (APM), connecting Metro rail, bus, and active transportation systems.

The LAX/Metro Transit Center facility features a rail station, a 16-bay bus plaza, a multi-level active transportation/bike hub, and a private vehicle drop-off zone. Within the central hub, there will be a complete customer service center and other conveniences such as interactive information kiosks, ticket vending machines (TVM), public toilet facilities, and commercial space for potential tenants.

The new station will feature the largest light rail platform in the Metro Rail system. It will have two grade-separated rail crossings with escalators and dual elevators, new ADA-compliant swing door fare gates for smooth passage with luggage, and a roof that will cover the entire platform.

The LAX/Metro Transit Center is unique to the Metro system and is parallel only to Union Station, as it brings bus, rail, and active transportation modes into one hub. The center will attract commuters, leisure customers, and travelers journeying through LAX. It is expected to be a critical asset for upcoming major events such as the 2026 World Cup and the 2028 Olympic and Paralympic Games. With the opening of this new transit center, Metro is simultaneously implementing a reconfiguration of the C and K Lines, providing improved connectivity that is expected to increase ridership on these lines by 753,000 in FY25.

Additional staff is required to provide extra service at the new station and along the K and C lines, as well as ensure proper upkeep of the stations, including cleaning elevators/escalators, artwork, and more. The APM will not be operational during the LAX/Metro Transit Center opening, as staffing requirements have been split into two phases. The staffing request included in this report is for immediate needs in FY25 for the station opening and associated C and K Line reconfiguration. Additional staffing will be required when the APM opens to the public, and these FTEs will be addressed as part of the FY26 budget development process.

## **DISCUSSION**

The LAX/Metro Transit Center is currently undergoing pre-revenue testing and is scheduled to commence revenue service in November 2024. Operations personnel are required to perform systems testing/inspections, pre-revenue operations, develop punch list items, and perform other start-up activities. Upon completion of pre-revenue service testing, Metro must fully integrate the station into the existing Metro Rail network to ensure it meets Metro's safety standards. Work must also be done to ensure proper temporary wayfinding is implemented in time for revenue service, not just at the new stations but also at the newly reconfigured C and K line stations in advance of the APM opening. Given Metro's intention to operate full revenue service in Fall 2024, along with the

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reconfiguration of the C and K Lines, there is an immediate need to recruit, hire, and train staff. The resources requested represent multiple departments, each important for the successful daily delivery of planned revenue service.

### *Operations*

Personnel in Operations Transit Service Delivery, Rail Fleet Services, Facilities Maintenance, and Facilities Contracted Maintenance Service Departments are needed to deliver day-to-day services. The 55 positions in this request are categorized as follows:

- Rail Transit Service Delivery (4 FTEs):
  - 4 Operators to operate rail cars in support of daily operations, and to increase service from 166,029 to 233,502 revenue service hours on the C and K Line for the service plan adopted by the Board in May 2024.
- Rail Fleet Services (3 FTEs):
  - 2 Maintenance Specialists for daily/preventative maintenance, based on the Light Rail Fleet required to support the reconfigured C and K Line service plan adopted by the Board in May 2024.
  - 1 Senior Service Attendant to support system reliability and vehicle cleanliness for the fleet.
- Infrastructure Maintenance & Engineering (46 FTEs):
  - 1 Facility Maintenance Supervisor to supervise plumbers, electricians, and facility maintainers.
  - 3 General Services Supervisors to supervise dedicated cleaning crews.
  - 35 Custodians for dedicated cleaning. The quantity and job classifications mimic the coverage provided at Union Station East Portal and are adjusted for scale. Staff will provide daily cleaning of 6 public restrooms, 6 employee restrooms, 31 bus bays (stops, layovers, charging areas), rail platforms, concourse, public areas, bike hubs, 6 employee/bike hub showers, customer service areas, 2 employee break rooms, male/female employee locker rooms, glass cleaning, 12 elevators (11-public and 1-service), 12 escalators, retail spaces, kiss n' rides, and Uber/Lyft pickup/drop off area with 24 hour and 7 days per week coverage with existing staff used to augment as necessary (12-13 custodians each for 1st, 2nd, and 3rd shifts).
  - 5 Facility Maintenance positions: 1 Facility System Technician, 1 Plumber, 1 Electrician, 1 A/C Technician, and 1 Painter. These positions will perform all mandated, regulatory, preventative, and corrective maintenance/inspections, as well as inspect and maintain all fire/life and safety apparatuses, perform small-scale construction projects for the purpose of safety improvements and emergency response, maintain/repair electromechanical equipment including but not limited to 80 plumbing fixtures, 97 doors, 774 signs, 31 bus bays (stops, layovers, charging stations) 8 bus charging stations, sump pumps, 28 gates, 78 light poles, 6 public restrooms, 6 employee restrooms, 6 bike hub/employee showers, 2 employee break rooms, male/female employee locker rooms, bike hubs, customer service centers, lost and found offices, 12 elevators, 12 escalators, 4 chillers, 2 chilled water

pumps, 4 cooling towers, 2 condenser water pumps, 2 boilers, 2 hot water pumps, building maintenance systems, glass from floors to ceilings, and a 274K sq ft facility.

| FM System Types  | Number of FM Systems/Equipment Types |   |
|--|--------------------------------------|---|
|  | LAX Metro Transit Center & K Line    | Average at Rail Stations, Patsaouras Plaza, East Portal |
| FM Property maintenance and building grounds equipment                             | 147                                  | 220   |
| HVAC - Boilers, air handlers, chillers, split systems, condenser units, heat pumps | 185                                  | 60  |
| Plumbing (leaks, hydrants, backflows, water heaters/pump, fixtures, sumps)         | 85                                   | 72  |

- 2 Rail Electronic Communication Inspectors (RECI): RECI will maintain the Public Announcement Systems, Transit Passengers Information Systems (TPIS), Telephones (Emergency, Passenger, Maintenance, Fare gates), CCTV Systems (including cameras and video management system), Fire/Life Safety Systems (i.e. Fire control panel, heat detectors, fire alarms), Radio systems, and Intrusion Detection Systems. There are 200 Cameras, 50 Speakers, 50 Electronic Signs, 30 Telephones, 10 Intrusion Detection Systems, a Fiber Optic Cable System, a Radio System, and a Fire Alarm Control Panel. The RECI will perform preventive maintenance, ensure the 200 camera domes are cleaned, and reset frozen TPIS monitors locally, which tend to be the highest number of repairs on the system. The amount of communication systems/equipment installed at the center is greater by approximately ten times than at the existing rail stations. The table below shows the differences in the number of communication systems/equipment installed at this station versus the average number installed at the rail stations:



| Communication System Types                       | Number of Systems/Equipment Types |                                  |
|--|-----------------------------------|----------------------------------|
|  | LAX Metro Transit Center          | Average at Current Rail Stations |
| CCTV System- Cameras                             | 200                               | 25                               |
| Public Address System – Speakers                 | 50                                | 4                                |
| Electronic Signs (TPIS/VMS)                      | 50                                | 4                                |
| Telephones: ETELEs/PTELEs/MTELEs                 | 30                                | 8                                |
| Intrusion Detection System (IDS)                 | 10                                | 4                                |
| Cable Transmission System/Fiber Backbone network | 1                                 | 1                                |
| Radio System                                     | 1                                 | 1                                |
| Fire Alarm Control Panel (FCP/EMP)               | 1                                 | 1                                |

- Facilities Maintenance Contract Services (2 FTEs)
  - 2 Facilities Maintenance Senior Managers to manage 36 contracts and 200 contractor personnel overseeing systemwide Fire/Life Safety Reg. 4 Testing, Repair & Certifications, maintenance for elevators and escalators, fire/life safety equipment testing, waste, graffiti, and pest control. Positions will respond to customer inquiries (M3 incidents, CCATS, ROC, TransitWatch App, emails and direct phone calls), perform ongoing field inspections/site visits to assess conditions, make recommendations, address contractor issues, as well as conduct field meetings with contractor. In addition, they will be responsible for working with procurement to coordinate and execute contract solicitations, discuss procurement policies/changes, Board Report actions, and contractor compliance issues, as well as provide critical management, training, coaching, and performance feedback to direct reports of AFSCME and administrative staff. Lastly, they will be responsible for developing/managing contracts’ financials including but not limited to budget, forecasting, expenditures, KPIs, task orders, modifications, requisitions, and invoices, as well as developing/maintaining reports and maintenance data tracking specific to AMC for graffiti abatement, anti-graffiti film, elevators/escalators, uniform rental/laundry services, among other reports and services.

*Systems Security and Law Enforcement*

System Security & Law Enforcement (SSLE) has developed a strategy to provide high visibility and presence of security resources on the premises 24 hours/7 days a week. As this facility is estimated to occupy approximately 100,000 travelers daily utilizing bus/rail mass transit to travel to and from the airport, it is essential that it is well secured. Due to the size of the property and the various intricacies related to the bus bays, 2nd-floor walk area, C Line/K Line platform, connection to the 3rd-floor People Mover, and other particulars of the property, security resources are needed throughout all Metro areas. The request assumes:

- The Metro Transit Security layer of the multi-layer ecosystem is required for enforcement of the Code of Conduct and Fare Enforcement
- Adequate visible security resources in a non-stop crowded environment, such as Train riding teams on the K Line (Fairview to Veterans Station) and C Line (Crenshaw to Aviation Station) to reduce/prevent non-airport travelers from traveling into the transit center
- First and last line of security and threat deterrence when entering or exiting LAWA.

The center also includes a Security Operations Center to allow for unified command amongst the security forces of LAWA PD, LAPD, Metro Security, Contract Security, and the TSA VIPR Team, as well as our Ambassadors, Crisis Intervention, and Homeless Outreach..

The 39 positions in this request are categorized as follows:

- 24 Transit Security Officers to staff the station and surrounding areas on 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shifts to support an estimated response time of less than 7 minutes for an incident.
- 3 Senior Transit Security Officers will staff the station and surrounding areas on the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shifts to support an estimated response time of less than 3 minutes for an incident.
- 7 Security Control Specialists are to operate within the Security Operations Center for security incidents 24 hours a day, 7 days a week on-site and at the surrounding area stations leading into the site.
- 3 Transit Security Sergeants for field supervision of all TSOs with 24/7 coverage.
- 1 Transit Security Lieutenants to manage all security personnel.
- 1 Administrative Analyst to provide financial management, invoice processing, and vendor support for new transit security FTEs.

The level of security is necessary to support the initial opening operational activities:

- Per Operations concept of operations for this location:
  - The facility will be the End-of-Line for both the K Line and C Line, which will require SSLE to mimic current EOL and Focus Station practices systemwide to ensure non-airport travelers are not entering, loitering or trespassing at the LAX Metro Transit Center;
  - Security resources at Focus Stations C Line Crenshaw to Aviation/LAX stations and K Line Fairview Heights to Westchester/Veterans stations
    - Fixed posts to offload fare evaders at C Line Crenshaw Station and K Line Downtown Inglewood Station
    - Continual train riding teams between Fairview Heights and Westchester/Veterans, as well as Crenshaw and Aviation/LAX. This will help minimize the number of non-airport

- travelers coming into the center.
- Rail operations will run from 4AM to 1AM daily
- Bus operations and shuttle services will run 24/7
- Customers will use Metro and municipal buses, along with the K and C Lines, to travel to and from the LAX Metro Transit Center and temporarily continual bus shuttle services into LAX, ensuring that thousands of daily riders will move throughout 80% of the LAX Metro Transit Center (3<sup>rd</sup> Floor People Mover platform closed).
- The vast openness and potential high travel areas at street level and 2<sup>nd</sup>-floor of the facility require continuous roving and securing of bus bays, shower areas, the 2<sup>nd</sup>-floor mezzanine, platforms/fare gates, and pickup/drop-off locations
- Command and Control of the property for immediate response and coordination, as well as support along the K Line alignment from DTI to the center and C Line Crenshaw to the center for cascading impacts affecting the center.
- Address issues due to a new facility with components that will draw non-airport travelers to the property (i.e., persons experiencing homelessness, targeting of travelers, potential terrorism, etc.)

Once the APM is operational, additional security staff will be needed. The request for this staffing will be addressed in the FY26 annual budget process.

### *Human Capital and Development*

This department requests one (1) Senior HR Analyst to perform recruitment activities for requested personnel. The analyst will supplement existing staff to address this high-volume request and to support recruitment activities to ensure personnel needs are efficiently hired, and adequate staffing is available to support the departments.

### *Finance and Budget*

The new FTEs will support increased cash counting, revenue collection, and revenue processing efforts associated with additional TVM installations. New TVMs will be at the mezzanine-level entrance and the street-level bus plaza. Other support activities include but are not limited to, coordination and management of vendor maintenance support agreements, as well as verifying that fare revenue equipment maintains functionality and health. These and other department efforts ensure effective revenue management processes are in place.

The 3 positions in this request are categorized as follows:

- 2 Cash Clerks to operate coin counting equipment, bag and weigh currency, and perform other duties related to cash counting and cash collection.
- 1 Engineer to provide oversight and maintenance of revenue collection equipment.

### *Customer Experience*

The new airport center is ultimately expected to connect airport customers to Los Angeles, and for many new riders, will be their first exposure to the Metro system. These positions will support the

overall objective of improving Metro's Customer Satisfaction ratings by creating a great customer experience for residents and visitors.

Specifically, these positions will allow Metro to create a seamless, easy, and safe journey for our riders by providing and maintaining important system-wide customer wayfinding, creating and maintaining public artwork at the airport station as well as at adjacent stations along the C and K lines, and providing in-person customer care support to help customers find their way and find lost items.

The 10 positions in this request are categorized as follows:

- 6 Customer Service Agents and 2 Senior Customer Service Agents to staff the station's Customer Center, provide in-person customer service, handle fare media sales, address customer inquiries, and adequately staff the Lost and Found office without compromising service levels elsewhere. These levels are consistent with the staffing at the LA Union Station East Portal, which serves an average of 385 customers a day, Monday through Friday, and 100 customers a day both Saturday and Sunday, similar levels to what is expected at the Airport Metro Connector prior to the opening of the APM.
- 1 Director of Enterprise Transit Asset Management to direct the art asset management program and oversee the ongoing care, conservation, and functionality of unique high-visibility artwork at the airport station, as well as along the C and K lines.
- 1 Senior Manager to act as project manager of signage design standards integration/coordination, customer information, and wayfinding signage leading up to the opening of the airport station, as well as reconfiguration of the C and K lines. This role will also be responsible for monitoring the performance of the wayfinding signage and adjusting it as necessary, as well as coordinating with LAX to ensure optimal wayfinding signage once the LAX People Mover opens.

### Considerations

An agency-wide staffing request for the operation of the K Line was approved in 2017; however, this request supports the additional personnel needed to perform activities related to the opening of the LAX/Metro Transit Center and the reconfiguration of the C and K Lines. It also considers the time frame required to recruit and train new personnel in conjunction with project deliverables and considers the FY25-approved revenue service for the C and K Lines.

To develop this request, staff analyzed several factors, including revenue service, customer experience, state of good repair, system complexity, support needed from adjunct departments, and current labor ratios. The authorization to add positions will allow Metro to hire and train the requested personnel to deliver planned service and a positive customer experience.

### **DETERMINATION OF SAFETY IMPACT**

This Board action will positively impact the safety of Metro's patrons and employees. Of significance, the immediate hiring of needed staff provides adequate training time to prepare employees for operating in a rail environment. Safety training for new employees includes components such as

hazards (electrical current, train movements, and slip-and-fall), emergency procedures, use of electronic devices, and situational de-escalation.

**FINANCIAL IMPACT**

The FY25 estimated budget impact is \$22,000,000. Adopting increased full-time equivalent (FTE) positions and other expenditures would allow the agency to implement the hiring plan to support revenue operations in Fall 2024. New staff will begin to arrive during the first three months of FY25. Costs will be budgeted in project 300077 - Rail Operations, K Line. Adopting the requested FTEs and other expense dollars will allow the agency to fully deploy Ambassadors to positively impact the customer experience and implement a marketing plan to highlight the center's opening and entice ridership.

Impact to Budget

This action will be funded from Federal, State, and Local funds eligible for bus and rail Operations.

**EQUITY PLATFORM**

The LAX/Metro Transit Center is located within an Equity Focus Community (EFC), indicating “High Need” on the Metro Equity Needs Index. The community's population is 73% Black, Indigenous, and People of Color (BIPOC), of which 83% are low-income. The opening of the Transit Center will provide increased mobility and access to opportunities for residents in the EFC and all traveling to and through it. The staffing request included in this report will support operations, maintenance, safety, and cleanliness of the new station, benefiting residents as well as visitors traveling through LAX.

The LAX/Metro Transit Center will provide increased mobility and access to opportunity to current systemwide transit users, who are 88% people of color and primarily low-income, with 83% of riders reporting an annual household income of \$49,000 or less. The broader LA County region will also benefit, as the project is expected to attract and serve new customers by directly connecting the existing K and C Lines to the LAX APM.

The additional staff requested will allow Metro to fulfill the strategic goals of helping people within the communities we serve by providing diverse employment opportunities. The table below highlights the ethnic background of existing staff within the requested job classifications.

| Union Group | African American | American Indian | Asian | Hispanic | Native Hawaiian | Two or More | White | N/A |
|-------------|------------------|-----------------|-------|----------|-----------------|-------------|-------|-----|
| AFSCME      | 18%              | 1%              | 10%   | 49%      | 3%              | 3%          | 16%   | 0%  |
| ATU         | 6%               | 0%              | 22%   | 53%      | 0%              | 0%          | 16%   | 2%  |
| NC          | 4%               | 0%              | 42%   | 36%      | 2%              | 4%          | 13%   | 0%  |
| SMART       | 77%              | 3%              | 3%    | 18%      | 0%              | 0%          | 0%    | 0%  |
| TCU         | 38%              | 0%              | 2%    | 47%      | 0%              | 4%          | 2%    | 6%  |
| TEAMSTER    | 20%              | 0%              | 7%    | 53%      | 0%              | 13%         | 7%    | 0%  |
| Total       | 32%              | 0%              | 8%    | 45%      | 1%              | 4%          | 6%    | 4%  |

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports Metro's Strategic Plan Goal No. 2: Deliver outstanding trip experiences for all users of the transportation system; and Goal No. 3: Enhance communities and lives through mobility and access to opportunity by offering more access to LAX, providing a new customer center and expanding active transportation opportunities.

## **ALTERNATIVES CONSIDERED**

The Board may choose not to approve the FTE and funding request. This alternative is not recommended since rejecting this request would jeopardize the Agency's ability to put the asset in revenue service. Moreover, it would negate any direct connection between LAX and the Metro Rail system.

The remaining service alternate would be to continue the current operating plan, with only a partial opening of the K Line.

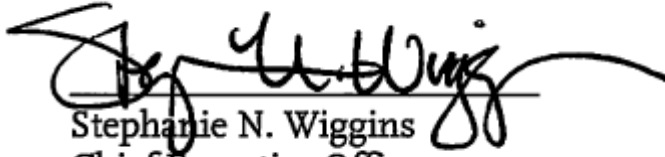
## **NEXT STEPS**

Upon approval, staff will begin recruitment activities to fill these requested positions and, once hired, will train and deploy into available assignments. Additional staffing needs resulting from the opening of the APM will be included in the FY26 budget development process.

## **ATTACHMENTS**

Attachment A - Summary of FTE Request

Prepared by: Carolyn Kreslake, Deputy Executive Officer, Operations, (213) 922-7420  
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Jennifer Vides, Chief Customer Experience Officer (213) 922-4060



Stephanie N. Wiggins  
Chief Executive Officer


ATTACHMENT A

## LAX/Metro Transit Center Summary of FTE Request

| <b>OPERATIONS</b>            |   | <b>FY25 Budget Amendment</b> |
|------------------------------|---|------------------------------|
| 1                            | RAIL TRANSIT SERVICE DELIVERY             | 4                            |
| 2                            | RAIL FLEET SERVICES                       | 3                            |
| 3                            | INFRASTRUCTURE MAINTENANCE & ENGINEERING  | 46                           |
| 4                            | FACILITIES CONTRACTED MAINTENANCE SERVICE | 2                            |
| 5                            | Subtotal                                  | 55                           |
| <b>AUXILIARY DEPARTMENTS</b> |   | <b>FY25 Budget Amendment</b> |
| 6                            |   |                              |
| 7                            | SYSTEM SECURITY & LAW ENFORCEMENT         | 39                           |
| 8                            | HUMAN CAPITAL & DEVELOPMENT               | 1                            |
| 9                            | FINANCE & BUDGET                          | 3                            |
| 10                           | CUSTOMER EXPERIENCE OFFICE                | 10                           |
| 11                           | Subtotal                                  | 53                           |
| 12                           | Total                                     | 108                          |

| <b>BY UNION</b> |          | <b>FY25 Budget Amendment</b> |
|-----------------|----------|------------------------------|
| 13              |          |                              |
| 14              | AFSCME   | 8                            |
| 15              | ATU      | 10                           |
| 16              | NC       | 7                            |
| 17              | SMART    | 4                            |
| 18              | TEAMSTER | 34                           |
| 19              | TCU      | 45                           |
| 20              | Total    | 108                          |





# Staffing Request for LAX/Metro Transit Center Opening and Related C and K Line Reconfiguration



**Metro**

## LAX/Metro Transit Center Opening and Reconfiguration of C Line and K Line

- LAX/Metro Transit Center is planned to open in November 2024
  - Opening of Aviation/Century station and reconfiguration of C Line and K Line operations
  - Increased service on these lines as part of FY25 revenue service plan
- LAX/Metro Transit Center connects transit service to LAX and brings bus, rail, and active transportation modes into one hub
  - Rail station, 16-bay bus plaza, multi-level active transportation hub, private vehicle drop-off zone, customer service center, interactive information kiosks, TVMs, public toilet facilities, and commercial space for potential tenants
  - Critical asset for upcoming major events (World Cup, Olympic/Paralympic Games)
- Additional staff is required for extra service on the C and K Lines and to ensure proper upkeep and security of the station, escalators, artwork, etc



**Metro**

# Basis of Staffing Request

- Staffing request is based on current actual staffing levels for Union Station
- The amount of facility equipment is approximately 5 times greater than Union Station and existing rail stations

| Communication System Types                           | Number of Systems/Equipment Types |                                  |
|--|-----------------------------------|----------------------------------|
|  | LAX/Metro Transit Center          | Average at Current Rail Stations |
| CCTV System - Cameras                                | 200                               | 25                               |
| Public Address System - Speakers                     | 50                                | 4                                |
| Electronic Signs (TPIS/VMS)                          | 50                                | 4                                |
| Telephones: ETELS/PTELS/MTELS                        | 30                                | 8                                |
| Intrusion Detection System (IDS)                     | 10                                | 4                                |
| Cable Transmission System/<br>Fiber Backbone network | 1                                 | 1                                |
| Radio System   | 1                                 | 1                                |
| Fire Alarm Control Panel (FCP/EMP)                   | 1                                 | 1                                |

| Facilities Maintenance (FM) System Types  | Number of Systems/Equipment Types |   |
|---|-----------------------------------|---|
|   | LAX/Metro Transit Center & K Line | Average at Rail Stations, Patsaouras Plaza, East Portal |
| FM property maintenance and building grounds equipment                            | 147                               | 220   |
| HVAC- boilers, air handlers, chillers, split systems, condenser units, heat pumps | 185                               | 60  |
| Plumbing (leaks, hydrants, backflows, water heaters/pump, fixtures, sumps)        | 85                                | 72  |





# Staffing Request – 108 FTEs for FY25

- Operations requests 55 FTEs for to deliver day-to-day services
  - Additional Operators and Maintenance staff due to 67K additional RSH on the C Line and K Line
  - Custodians for dedicated cleaning and 24/7 coverage
  - Facility Maintenance staff and Rail Electronic Communications Inspectors
- SSLE requests 39 FTEs to provide extremely high visibility and presence 24/7
  - Code of conduct, fare enforcement, and first/last line of security and threat deterrence to LAWA
  - Station includes a Security Operations Center to allow for unified command among Metro and external security/law enforcement partners
- Human Capital and Development, Finance and Budget, and Customer Experience request an additional 14 FTEs to support station and C/K Line reconfiguration



# Summary of Staffing Request

## RECOMMENDATION

AUTHORIZE the CEO to amend the FY25 budget to add 108 positions:

- A. Add 7 non-contract positions to manage customer experience programs, facility maintenance contracts, and provide administrative/financial support
- B. Add 101 contract positions to provide daily revenue service, perform ongoing building maintenance, daily security, daily cleaning, custodial work, and customer service in support of planned operations at the new transit center, in addition to the newly configured C and K Lines

| BY UNION     | FY25 Budget Amendment |
|--------------|-----------------------|
| AFSCME       | 8                     |
| ATU          | 10                    |
| NC           | 7                     |
| SMART        | 4                     |
| TEAMSTER     | 34                    |
| TCU          | 45                    |
| <b>Total</b> | <b>108</b>            |

| OPERATIONS                                | FY25 Budget Amendment |
|---|-----------------------|
| RAIL TRANSIT SERVICE DELIVERY             | 4                     |
| RAIL FLEET SERVICES                       | 3                     |
| INFRASTRUCTURE MAINTENANCE & ENGINEERING  | 46                    |
| FACILITIES CONTRACTED MAINTENANCE SERVICE | 2                     |
| Subtotal                                  | 55                    |
| AUXILIARY DEPARTMENTS                     | FY25 Budget Amendment |
| SYSTEM SECURITY & LAW ENFORCEMENT         | 39                    |
| HUMAN CAPITAL & DEVELOPMENT               | 1                     |
| FINANCE & BUDGET                          | 3                     |
| CUSTOMER EXPERIENCE OFFICE                | 10                    |
| Subtotal                                  | 53                    |
| <b>Total</b>                              | <b>108</b>            |





## Board Report

File #: 2024-0213, File Type: Budget

Agenda Number: 38.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2024

**SUBJECT: STAFFING REQUEST FOR METRO CENTER**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to amend the Fiscal Year 2025 (FY25) Budget and add 27 positions as shown below:

- A. ADD five non-contract positions for the System Security and Law Enforcement, Information and Technology Services, and the Operations department to manage/perform the day-to-day emergency, security, physical security, and cyber security operations, as well as manage facilities staff to support maintenance/custodial activities within the facility; and
- B. ADD 22 contract positions for the System Security and Law Enforcement, Information and Technology Services, and Operations departments to manage calls for security service systemwide, as well as provide technical support of computers, software, and data center for a critical facility, supervise/perform ongoing building maintenance, safety and security, daily cleaning, and custodial work in support of a 24-hour daily operation.

#### **ISSUE**

Metro Center is a new Security facility scheduled to open in December 2024. Preparing for this new facility requires technical, maintenance, and auxiliary staff across three departments. Metro must begin recruiting technical operations staff before opening the facility to ensure adequate training and qualification requirements can be met. These positions will be onboarded using a phased approach throughout FY25, and recruitment will be aligned with critical path activities.

#### **BACKGROUND**

As an essential unified command center, the Metro Center can continuously operate for 72 hours during a catastrophe, even with the loss of water, power, gas, and sewer. Its state-of-the-art operations theaters has built-in scalability to accommodate Metro's future transit system up to 2070. The Metro Center serves as a transportation function for the region's response services by enhancing coordination and communication with regional partners to prepare, mitigate, respond, and recover from major incidents, serious hazards, or terrorist attacks. The co-location of the EOC and

SOC provides 24/7 support to System Security and Law Enforcement coordination for bus and rail incidents, protection of Metro facilities/infrastructure, and daily operational connectivity to all bus and rail systems. Metro Center will also align with the Federal Emergency Management Agency's (FEMA) National Incident Management System, a system of national guidelines/principles for businesses to prepare, mitigate, respond, manage, and recover from incidents.

Metro Center is a one-story, 26,000-square-foot building that can house up to 200 employees, with 53 parking spaces, and 10 electric vehicle charging stations. In addition, this space will consist of an IT office space, media room, training room, wellness room, and staff rest area. It consolidates and co-locates Metro's Emergency Operations Center (EOC) and Security Operations Center (SOC), currently located at Gateway Headquarters and One Santa Fe. The various operational aspects housed within the facility include Emergency Management, Physical Security, Data Analytics, Cyber Security collaboration, SOC activity to support bus and rail operations, as well as the EOC for agency-wide/regional incidents and major special events. While providing 24-hour, seven days a week (24/7) operational support, the center will also manage major transit emergencies, special events, and System Security and Law Enforcement response.

The Metro Board approved construction of the Metro Center facility in Fall 2020, and the Board-approved Life of Project budget is \$144 million.

## **DISCUSSION**

The Metro Center is scheduled to be substantially completed this month. It is expected to be fully functional and open for business by December 2024. This agency-wide request for increased staffing in FY25 supports personnel needs for the operation/maintenance of the facility and adjunct departments.

The requested resources represent three departments, each important for successfully implementing daily and emergency activities.

### *Operations*

Operations is responsible for maintaining all communication and fire/life safety systems. As an emergency facility, the communication systems must be well maintained with ongoing support to minimize any possible downtime with dedicated communication staff. Additionally, Operations will provide general upkeep and ongoing maintenance of the facility and its systems to eventually execute necessary state-of-good repair programs. The Facilities Maintenance department will also provide custodial and janitorial services. In order to develop the staffing plan for this facility, Operations used the Rail and Bus Control Centers (ROC/BOC) as a model for the quantity of positions and job classifications. The 15 positions requested by Operations are as follows:

- Infrastructure Maintenance & Engineering (4 FTEs)
  - 2 Rail Electronic Communications Inspectors to maintain the Video Management system (VMS) head-end system for CCTV at this location, radio base station, and other critical communication and fire/life safety systems. Similar to coverage at the Rail Control Center (ROC), there will be single staff coverage at this facility on the 1st, 2nd, and 3rd



- shifts, Monday through Friday, with weekend coverage augmented by existing staff.
- 2 System Electronic Communication Technicians (SECT) to maintain the Gateway server (Telephone System) and two video walls for the 24x7 center. There will be 1 SECT staffed to support the MCP for each shift, 1st, 2nd, 3rd, Monday through Friday. For the weekends, the coverage will be augmented by the existing staff.
- Facilities Maintenance (11 FTEs)
  - 4 Facilities Maintenance field positions: 1 Facilities Systems Technician, 1 Electrician, 1 Property Maintainer, and 1 Air Conditioning Technician. These positions will perform all mandated and regulatory maintenance along with facility preventative and corrective maintenance activities to keep the facility in a state of good repair. Activities also include inspecting and maintaining all fire/life and safety apparatuses, performing small-scale construction projects for the purpose of safety improvements and emergency response, and maintaining/repairing electromechanical equipment. Some equipment includes but is not limited to emergency generators, transfer switches, solar systems, fuel islands, chillers, boilers, air handlers, condenser units, heat pumps, backflows, hydrants, water heaters/pumps, and plumbing fixtures. In order to have an immediate response to critical systems and facility issues, staff will be deployed on one shift per day, Monday through Friday, and weekend coverage will be augmented by existing staff.
  - 5 Custodians are to provide dedicated crews to maintain overall general cleanliness levels, including trash removal, floor care, disinfecting services, as well as dusting restrooms, locker rooms, breakrooms, and response to trouble calls. The center will have dedicated staff across 3 shifts, Monday through Friday, and weekends will be augmented with existing staff.
  - 1 Facilities Maintenance Supervisor to supervise technicians and facilities maintainers.
  - 1 General Services Manager to supervise dedicated cleaning crews.

### *Systems Security and Law Enforcement*

The SOC will perform in a Unified Command structure under the Incident Command System (ICS), FEMA's standardized approach to the command, control, and coordination of incident response, providing a common operating picture and flexibility within which responders from multiple agencies or departments can be effective. The mission of the SOC is to provide reliable security practices protecting Metro's passengers, employees, assets, critical infrastructure, and revenues throughout the system. The goals of the operation include the following:

1. Receive video management system alerts and intrusion detection system alarms simultaneously alongside the ROC and BOC, utilizing the Electronic Security Systems (ESS).
2. Coordinating with the ROC and/or BOC on day-to-day activities related to impacts on the Metro system.
3. Notifying and coordinating with law enforcement and first response agencies of events occurring across the Metro system.
4. Operating 24/7 to ensure constant surveillance and preparedness for incidents and events within a multi-layered unified virtual command.
5. Coordinating the dispatch and response of multi-layered resources to preserve the safety and security of the passengers and respond to events.

6. Operate as the Metro Command Post for significant events.

This affords a multi-layer represented presence within the SOC theater for linear situational awareness when incidents occur and is comprised of the following:

- Contracted law enforcement liaisons to support law enforcement response and collaboration with Metro for direct and indirect incident impacts to the system
- Transit Ambassador liaison to streamline information from and to the field to ensure awareness is afforded to ambassadors
- Homeless Outreach liaison for enhanced coordination and communication to support people experiencing homelessness efforts throughout the system
- Contract Security Dispatchers will deploy security field personnel for infrastructure protection services agency-wide and coordinate within the multi-layer when support is needed
- Metro Transit Security Sergeant as the SOC Floor Supervisor to guide the SCSs and ensure cohesive support amongst all represented

The 6 new FTEs are:

- 4 Security Control Specialists to coordinate with the Rail Operations Center, Bus Operations Center, external local first responders, dispatch of Metro Transit Security, and monitor the Transit Watch app when there are calls for service.
- 1 Departmental Systems Analyst to identify security technologies, analyze capabilities for usage, conduct technical studies, benefit-cost analyses, and serve as data scientists for security solutions.
- 1 Senior Emergency Management Specialist to support SOC standard operating procedures, plus continued maintenance and development of emergency plans for special events and major incidents or disasters.

*Information and Technology Services (ITS)*

ITS requests the following six (6) positions to provide technical, cyber security, and daily system support for the variety of technical systems housed at this facility.

- 1 Network Engineer to support current and future integrations to the technically driven public safety facility.
- 1 Information Security Officer to provide cyber security support within the SOC to collaborate with ITS, Rail ITS/SCADA Engineer for threat detection, incident response, network security, and data protection.
- 4 Digital Systems Technicians to ensure system problems and failures are mitigated on-demand (including computer and software support). Additionally, the techs will maintain the data center and align it with the Gateway Data Center for the agency, which will have the capacity to support enterprise-wide systems as well as minimize system failures within a 24/7 critical facility, such as the BOC and ROC.

Considerations

This request supports the personnel needed to perform activities at Metro Center. It incorporates the time frame required to train and recruit new personnel in conjunction with related project deliverables. In addition, this plan includes thirty-three (33) existing positions within the System Security and Law Enforcement department that have been identified to relocate to Metro Center from their current locations. To develop this request, staff analyzed several factors, including service hours, shift requirements, facility state of good repair, and current labor ratios. The authorization to add positions will allow Metro to hire and provide training for the requested personnel to meet planned deliverables.

**DETERMINATION OF SAFETY IMPACT**

Metro Center will support Rail Operations Control (ROC) and Bus Operations Control (BOC) daily by deploying response teams, coordinating law enforcement responses, providing real-time situational awareness, and reducing incident response time. These activities are critical to Metro’s effectiveness and transition to normal operations after an incident. During emergencies, the facility will provide physical space for staff from areas of operations, security, law enforcement, and others. The facility will house all departments to allow effective collaboration, process incoming information and threats, and collect and disseminate critical information. This will enhance the interoperability during a coordinated response with local governments, mutual aid organizations, and first responders.

**FINANCIAL IMPACT**

The FY25 estimated budget impact is \$6,700,000. Costs will be budgeted for Project 300018 - Emergency Security Operations Center, which will be located within various cost centers and will support funding for the recruitment and training of the added positions.

Impact to Budget

This action will be funded from Federal, State, and Local funds eligible for bus and rail Operations and Capital activities. No other funds were considered for this effort.

**EQUITY PLATFORM**

The additional staff requested will allow Metro to fulfill our strategic goals of helping people within the communities we serve, including Equity Focus Communities, by enhancing systemwide safety for transit riders and by providing diverse, good-paying employment opportunities with the new FTEs. The table below highlights the diverse backgrounds of existing staff within the requested job classifications.

| Union Group  | African    |           | Native     |           |             | White     | N/A       |
|--------------|------------|-----------|------------|-----------|-------------|-----------|-----------|
|              | American   | Asian     | Hispanic   | Hawaiian  | Two or More |           |           |
| AFSCME       | 20%        | 5%        | 60%        | 0%        | 5%          | 10%       | 0%        |
| ATU          | 4%         | 7%        | 61%        | 1%        | 1%          | 27%       | 0%        |
| NC           | 5%         | 75%       | 10%        | 0%        | 5%          | 5%        | 0%        |
| TCU          | 38%        | 2%        | 45%        | 0%        | 5%          | 2%        | 7%        |
| TEAMSTER     | 20%        | 7%        | 53%        | 0%        | 13%         | 7%        | 0%        |
| <b>Total</b> | <b>29%</b> | <b>6%</b> | <b>48%</b> | <b>0%</b> | <b>4%</b>   | <b>8%</b> | <b>5%</b> |

Metro Center will improve security for systemwide transit users, who are 88% people of color and primarily low-income, with 83% of riders reporting an annual household income of \$49,000 or less. The facility will support Rail Operations Control and Bus Operations Control for incident responses to minimize disruptions to revenue service, and the centralized location will utilize innovative technology to reduce response times and streamline awareness of what is happening on the system.

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

The recommendation supports strategic plan goal #5: Provide responsive, accountable, and trustworthy governance within the organization. Metro Center provides a central location to support daily security events such as emergency calls, agency-wide events such as fires, and regional events such as earthquakes. This allows the agency to be nimbler in coordination and response time to all situations. This responsiveness improves the agency's effectiveness in supporting its employees and the public.

### **ALTERNATIVES CONSIDERED**

The alternative is that the Board may not approve the FTE request. This alternative is not recommended since rejecting this request would jeopardize the Agency's ability to staff Metro Center adequately.

### **NEXT STEPS**

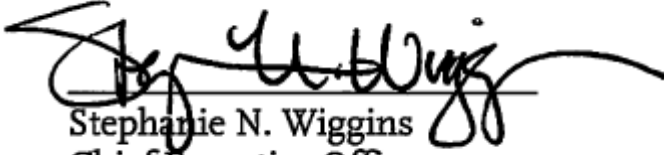
Upon approval, staff will begin recruitment activities to fill these positions and, once hired, train and deploy into available assignments.

### **ATTACHMENTS**

Attachment A - Summary of FTE Request

Prepared by: Carolyn Kreslake, Deputy Executive Officer, Operations, (213) 922-7420  
Koreyne Clarke, Director, Financial & Administrative Management Services,  
(213) 922-2801  
Aldon Bordenave, Deputy Executive Officer, Administration, (213) 617-6223  
Ilyssa Esgar-Decasperis, Chief People Officer, (213) 922-3048  
Kenneth Hernandez, Interim Chief Safety Officer, (213) 922-2990  
Nalini Ahuja, Chief Financial Officer, (213) 922-3088

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



Stephanie N. Wiggins  
Chief Executive Officer

## METRO CENTER PROJECT SUMMARY OF FTE REQUEST

|    |  |                              |
|----|--|------------------------------|
|    | <b>OPERATIONS</b>                        | <b>FY25 Budget Amendment</b> |
| 1  | INFRASTRUCTURE MAINTENANCE & ENGINEERING | 4                            |
| 2  | FACILITIES MAINTENANCE                   | 11                           |
| 3  | Subtotal                                 | 15                           |
|    | <b>AUXILIARY DEPARTMENTS</b>             | <b>FY25 Budget Amendment</b> |
| 4  |  |                              |
| 5  | SYSTEM SECURITY & LAW ENFORCEMENT        | 6                            |
| 6  | INFORMATION & TECHNOLOGY SERVICES        | 6                            |
| 7  | FINANCE & BUDGET                         |                              |
| 8  | Subtotal                                 | 12                           |
| 9  | Total                                    | 27                           |
| 10 |  |                              |
| 11 |  |                              |
|    | <b>BY UNION</b>                          | <b>FY25 Budget Amendment</b> |
| 12 |  |                              |
| 13 | AFSCME                                   | 1                            |
| 14 | ATU                                      | 12                           |
| 15 | NC                                       | 5                            |
| 16 | SMART                                    | 0                            |
| 17 | TEAMSTER                                 | 4                            |
| 18 | TCU                                      | 5                            |
| 19 | Total                                    | 27                           |



# Staffing Request for LAX/Metro Transit Center Opening and Related C and K Line Reconfiguration



**Metro**

Board Staff Briefing  
July 11, 2024

# LAX/Metro Transit Center Opening and Reconfiguration of C Line and K Line

- LAX/Metro Transit Center is planned to open in November 2024
  - Opening of Aviation/Century station and reconfiguration of C Line and K Line operations
  - Increased service on these lines as part of FY25 revenue service plan
- LAX/Metro Transit Center connects transit service to LAX and brings bus, rail, and active transportation modes into one hub
  - Rail station, 16-bay bus plaza, multi-level active transportation hub, private vehicle drop-off zone, customer service center, interactive information kiosks, TVMs, public toilet facilities, and commercial space for potential tenants
  - Critical asset for upcoming major events (World Cup, Olympic/Paralympic Games)
- Additional staff is required for extra service on the C and K Lines and to ensure proper upkeep and security of the station, escalators, artwork, etc
  - Once APM opens to the public, additional staff will be required (to be addressed in FY26 budget)



## Staffing Request – 108 FTEs for FY25

- Staffing request is based on current actual staffing levels for Union Station, which is the only comparable/parallel Metro facility
- Operations requests 55 FTEs for to deliver day-to-day services
  - Additional Operators and Maintenance staff due to 67K additional RSH on the C Line and K Line
  - Custodians for dedicated cleaning and 24/7 coverage
  - Facility Maintenance staff and Rail Electronic Communications Inspectors
- SSLE requests 39 FTEs to provide extremely high visibility and presence 24/7
  - Code of conduct, fare enforcement, and first/last line of security and threat deterrence to LAWA
  - Station includes a Security Operations Center to allow for unified command among Metro and external security/law enforcement partners
- Human Capital and Development, Finance and Budget, and Customer Experience request an additional 14 FTEs to support station and C/K Line reconfiguration

# Summary of Staffing Request

## RECOMMENDATION

AUTHORIZE the CEO to amend the FY25 budget to add 108 positions:

- A. Add 7 non-contract positions to manage customer experience programs, facility maintenance contracts, and provide administrative/financial support
- B. Add 101 contract positions to provide daily revenue service, perform ongoing building maintenance, daily security, daily cleaning, custodial work, and customer service in support of planned operations at the new transit center, in addition to the newly configured C and K Lines

Requested FTEs in this report are within affordability/capacity of the approved FY25 Budget, as confirmed by OMB.

| OPERATIONS            |   | Total # of FTEs | FY25 Budget Amendment | FY26 |
|-----------------------|---|-----------------|-----------------------|------|
| 1                     | RAIL TRANSIT SERVICE DELIVERY             | 4               | 4                     |      |
| 2                     | RAIL FLEET SERVICES                       | 3               | 3                     |      |
| 3                     | INFRASTRUCTURE MAINTENANCE & ENGINEERING  | 46              | 46                    |      |
| 4                     | FACILITIES CONTRACTED MAINTENANCE SERVICE | 2               | 2                     |      |
| 5                     | Subtotal                                  | 55              | 55                    | 0    |
| AUXILIARY DEPARTMENTS |   | Total # of FTEs | FY25 Budget Amendment | FY26 |
| 7                     | SYSTEM SECURITY & LAW ENFORCEMENT         | 83              | 39                    | 44   |
| 8                     | HUMAN CAPITAL & DEVELOPMENT               | 1               | 1                     |      |
| 9                     | FINANCE & BUDGET                          | 5               | 3                     | 2    |
| 10                    | CUSTOMER EXPERIENCE OFFICE                | 15              | 10                    | 5    |
| 11                    | Subtotal                                  | 104             | 53                    | 51   |
| 12                    | Total                                     | 159             | 108                   | 51   |



**Board Report**

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**File #:** 2024-0385, **File Type:** Contract**Agenda Number:** 39.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 18, 2024****SUBJECT: FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION SERVICES****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 3 to Contract No. OP729180008370 with Link-Nilsen Corp, for Fire-Life Safety Systems Testing, Repair and Certification Services, to exercise the one, two-year option in the not-to-exceed (NTE) amount of \$1,990,280, and adding testing locations in the NTE amount of \$702,452, increasing the total contract NTE amount from \$3,911,744 to \$6,604,476, inclusive of the option term, and extending the period of performance from September 30, 2024 to September 30, 2026.

**ISSUE**

The existing contract's three-year base term to provide fire-life safety systems testing, repair, and certification services expires on September 30, 2024. To continue providing these critical services and ensure compliance with Los Angeles Fire Department (LAFD) Regulation 4 (Reg. 4), state and federal fire-life safety testing mandates, a contract modification is required to exercise the two-year option, and add testing locations, increasing the total NTE amount from \$3,911,744 to \$6,604,476 and extending the period of performance from September 30, 2024, to September 30, 2026.

**BACKGROUND**

On June 24, 2021, the Board authorized the Chief Executive Officer to award a firm fixed unit rate Contract No. OP729180008370, with one, two-year option, to provide systemwide fire-life safety systems testing, repair, and certification services, effective October 1, 2021.

Under the existing contract, the contractor Link-Nilsen Corp. has been providing satisfactory services for systemwide annual and five-year Reg. 4 testing, calibration, repair, retesting where applicable, and certification of water-based fire suppression systems and auto-closing fire assemblies. In the past year, Link Nilsen has tested and certified a total of 1,286 fire-life safety systems at Metro facilities consisting of 42 pre-action systems, 87 deluge systems, 510 automatic fire sprinkler systems, 162 standpipes, 17 fire pumps, 48 pressure-reducing valves, 174 fire hydrants, 229 auto-closing fire assemblies, two (2) water storage tanks, one (1) smoke control system, and 14 pressurized stairwell systems. These services are timely and critical to ensure compliance with the

Reg. 4 and fire-life safety testing requirements.

## **DISCUSSION**

Under the existing contract's three-year base term, the contractor's responsibilities have expanded to include repair, annual and five-year testing, and certification of water-based fire suppression systems, auto-closing fire assemblies, smoke management systems, and clean agent extinguishing systems throughout new locations added to the scope of this contract to include Union Station East Portal and Gateway Headquarters Building. These locations used to be managed under a separate contract outside Metro Operations. The scope of services have further expanded to include Metro's system expansion projects for the K Line (Crenshaw/LAX), and Regional Connector (RC).

With staff's focus on providing fiscally responsible services, the costs associated with providing the critical fire/life safety testing and repair services for the additional locations added during the existing contract base period were covered within the contract base term available authority for as-needed services.

Under Modification No. 3 recommended for approval, the existing contract scope of services will further expand to include water-based fire suppression systems and auto-closing fire assemblies for Metro's upcoming system expansion projects at the Airport Metro Connector (AMC), A-Line (Blue) Foothill Extension 2B, and the Metro D Line (Purple) Extension Phase I. This is in addition to the further expanded scope to include the locations added within the existing contract base term.

## **DETERMINATION OF SAFETY IMPACT**

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

## **FINANCIAL IMPACT**

Funding of \$1,335,900 is included within the FY25 budget under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting costs in future years.

### **Impact to Budget**

This action's current source of funds includes operating eligible sales tax funding, including Passenger Fares, Propositions A/C, Measures R/M, STA, and the Transportation Development Act. These fund sources are eligible for bus and rail operations.

## **EQUITY PLATFORM**

Although this contracted service will be applied equally to fire-life and safety systems at all Metro divisions, stations, terminals, and locations, and patrons have no direct interaction with fire-life safety systems throughout the Metro transit system, it is imperative that fire-life safety systems are tested and certified to ensure proper operation during an emergency and ensure rider safety. This is especially critical in EFCs, where public transportation is dependent on as the primary means of travel.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement due to the lack of availability of certified firms able to perform the required fire-life safety systems testing, repair, and certification services.

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

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

### **ALTERNATIVES CONSIDERED**

The board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service severely impacting Metro's system safety and resulting in non-compliance with federal, state, and LAFD Reg. 4 fire-life safety testing requirements.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has conducted an initial analysis for insourcing/outsourcing options for providing fire-life safety systems testing, repair, and certification services, amongst other services. Based on the findings, providing fire-life safety systems testing, repair, and certification services were not recommended for insourcing as this would require Metro to hire dedicated staff to be trained on several water-based fire-life, safety systems, require the dedicated staff to acquire Reg. 4 certifications for each type of system, acquire and maintain a valid C16 state contractor's license, and purchase additional equipment, vehicles, and supplies to support the expanded responsibility. The insourcing/outsourcing study assessment results indicate that this is not a cost-effective option for Metro.

### **NEXT STEPS**

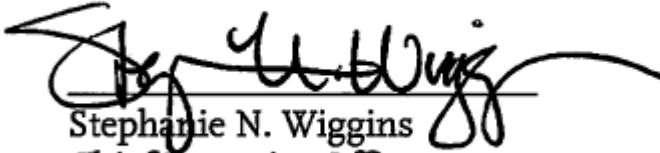
Upon approval by the Board, staff will execute Contract Modification No. 3 to Contract No. OP729180008370 with Link-Nilsen Corp. for systemwide Reg. 4 and fire-life safety testing, repair, and certification services effective October 1, 2024.

### **ATTACHMENTS**

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

Prepared by: Lena Babayan, Executive Officer, Operations Administration (Interim), (213) 922-6765  
Carlos Martinez, Director, Facilities Contracted Maintenance Services, (213) 922-6761  
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION SERVICES/OP729180008370

|    |   |           |   |
|----|---|-----------|---|
| 1. | <b>Contract Number:</b> OP729180008370  |           |   |
| 2. | <b>Contractor:</b> Link-Nilsen Corp   |           |   |
| 3. | <b>Mod. Work Description:</b> Exercising two-year Option, Adding Locations                                    |           |   |
| 4. | <b>Contract Work Description:</b> Conduct Fire-Life Safety Systems Testing, Repair and Certification Services |           |   |
| 5. | <b>The following data is current as of:</b> 6/5/2024  |           |   |
| 6. | <b>Contract Completion Status</b>   |           | <b>Financial Status</b>   |
|    | <b>Contract Awarded:</b>  | 6/24/2021 | <b>Contract Award Amount:</b> \$3,911,744                         |
|    | <b>Notice to Proceed (NTP):</b>   | 10/1/2021 | <b>Total of Modifications Approved:</b> \$0                       |
|    | <b>Original Complete Date:</b>  | 9/30/2024 | <b>Pending Modifications (including this action):</b> \$2,692,732 |
|    | <b>Current Est. Complete Date:</b>  | 9/30/2026 | <b>Current Contract Value (with this action):</b> \$6,604,476     |
| 7. | <b>Contract Administrator:</b><br>Ana Rodriguez   |           | <b>Telephone Number:</b><br>(213) 922-1076                        |
| 8. | <b>Project Manager:</b><br>Marisol Cabral   |           | <b>Telephone Number:</b><br>(213) 922-5021                        |

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 3. to exercise a two-year option in the not-to-exceed (NTE) amount of \$1,990,280, and add testing locations in the NTE amount of \$702,452, increasing the total NTE amount from \$3,911,744 to \$6,604,476, and extending the period of performance from September 30, 2024 to September 30, 2026.

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

On June 24, 2021, Metro Board of Directors authorized the award of a firm fixed unit rate Contract No. OP729180008370 to Link-Nilsen Corp to provide systemwide fire-life safety systems testing, repair, and certification services, effective October 1, 2021 inclusive of a three-year base and one, two-year option.

Refer to Attachment B – Contract Modification/Change Order Log

**B. Cost/Price Analysis**

The recommended price of the option and modification for additional locations, have been determined to be fair and reasonable based upon firm fixed unit rates that were evaluated and established as part of the current contract awarded in June 2021. The contract was awarded as a result of a competitive IFB that included evaluation of the base period and two-year option. The award was made to the lowest responsive, responsible bidder. Approving this option and modification using the firm fixed unit rates already established is in the best interest of Metro as resoliciting this requirement is expected to result in a higher price for these services.

| <b>Proposal Amount</b> | <b>Metro ICE</b> | <b>Negotiated Amount</b> |
|------------------------|------------------|--------------------------|
| NTE \$2,692,732        | NTE \$2,692,732  | NTE \$2,692,732          |



## CONTRACT MODIFICATION/CHANGE ORDER LOG

FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION  
SERVICES/OP729180008370

| <b>Mod. no.</b> | <b>Description</b>                      | <b>Status (approved or pending)</b> | <b>Date</b> | <b>\$ Amount</b>   |
|-----------------|---|-------------------------------------|-------------|--------------------|
| 1               | Modification to the Statement of Work   | Approved                            | 12/21/2021  | \$0.00             |
| 2               | Revised List of Locations               | Approved                            | 9/30/2022   | \$0.00             |
| <b>3</b>        | <b>Exercise Option 1, Add Locations</b> | <b>Pending</b>                      |             | <b>\$2,692,732</b> |
|                 | <b>Modification Total:</b>              |                                     |             | <b>\$2,692,732</b> |
|                 | <b>Original Contract:</b>               |                                     |             | <b>\$3,911,744</b> |
|                 | <b>Total:</b>                           |                                     |             | <b>\$6,604,476</b> |

## DEOD SUMMARY

**FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION  
SERVICES/OP729180008370****A. Small Business Participation**

The Diversity & Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of certified firms available to provide the required services. Link-Nilsen Corporation listed one non-DBE subcontractor to perform on this contract.

**B. Local Small Business Enterprise (LSBE) Preference**

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

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

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

**D. Prevailing Wage Applicability**

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

**E. 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.

# **Fire-life Safety Systems Testing, Repair and Certification Services**



**Metro**

# Recommendation

- Authorize the Chief Executive Officer to execute Contract Modification No. 3 to Contract No. OP729180008370 with Link-Nilsen Corp, for Fire-Life Safety Systems Testing, Repair and Certification Services to:
  - Exercise the one, two-year option in the Not-To-Exceed (NTE) amount of \$1,990,280,
  - Add testing locations in the NTE amount of \$702,452
  - Increase the total contract NTE amount from \$3,911,744 to \$6,604,476, including the three-year base period
  - Extend the period of performance from September 30, 2024, to September 30, 2026
- The existing contract's three-year base term expires on September 30, 2024

# Summary

- Under the existing contract, the contractor Link-Nilsen Corp. has been providing satisfactory services
- Under the existing contract's three-year base term, the contractor's responsibilities have expanded to include locations maintained by others and system expansion projects at:
  - Gateway Headquarters Building & Union Station East Portal
  - K Line (C/LAX)
  - Regional Connector
- During the one, two-year option the responsibilities will further expand to include:
  - Airport Metro Connector (AMC)
  - A Line (Blue ) Foothill Extension 2B
  - Metro D Line (Purple) Extension Phase I



**Board Report**

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**File #:** 2024-0393, **File Type:** Informational Report

**Agenda Number:** 40.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 18, 2024**

**SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

**ACTION: ORAL REPORT**

**RECOMMENDATION**

RECEIVE oral report on Operations.

**EQUITY PLATFORM**

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

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

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

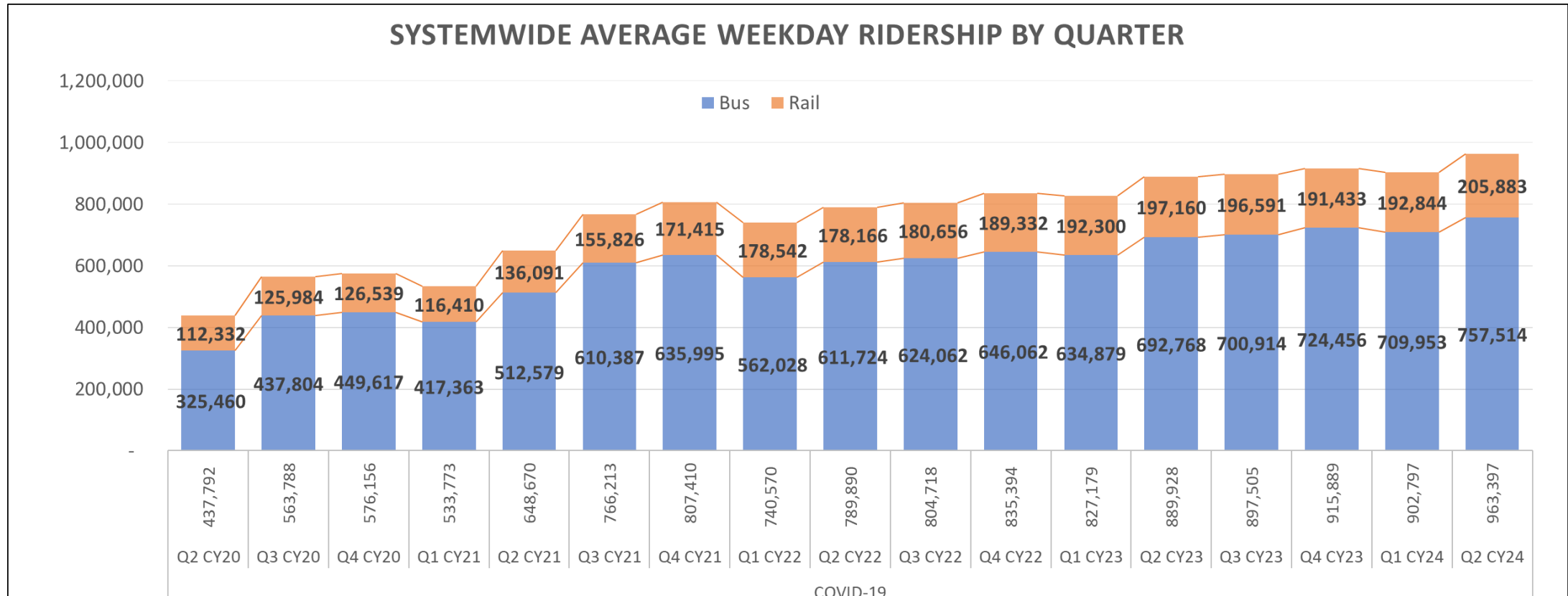
Stephanie N. Wiggins  
Chief Executive Officer



# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
July 18, 2024

# Ridership Update



**June Ridership Percentage of Pre-Pandemic:**

Systemwide:

|       | 2024    | 2019      | %Pre-Covid |
|-------|---------|-----------|------------|
| • DX: | 939,615 | 1,144,856 | 82.1%      |
| • SA: | 690,196 | 729,611   | 94.6%      |
| • SU: | 587,639 | 578,663   | 101.6%     |

**June Total Ridership Percentage**

**Change of 2024 over 2023:**

- Bus: 4.6%
- Rail: 4.0%

**Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):**

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.9% in June 2024 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 68.6% from FY19 to FY23 (rail station data available Fiscal Year level)



# Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service.
- Cancellation rates are now generally lower than or comparable to those for late 2022 and early 2023 when full service was first restored.

## June 2024 Top Five

### Highest Service Cancellations by Line

| Division | Line | Name                               | Jun-24 | Jun-23 | % of Line Miles in EFC |
|----------|------|------------------------------------|--------|--------|------------------------|
| 1        | 18   | Whittier Bl/ W. 6 <sup>th</sup> St | 7.7%   | 1.5%   | 83%                    |
| 5, 18    | 207  | Western Av                         | 7.2%   | 2.7%   | 89%                    |
| 1        | 53   | Central Av                         | 6.0%   | 1.2%   | 82%                    |
| 5        | 108  | Slauson Av                         | 5.4%   | 2.0%   | 55%                    |
| 3, 5     | 206  | Normandie Av                       | 5.3%   | 1.0%   | 99%                    |

| % Cancelled Service                         | Weekday | Saturday | Sunday |
|---|---------|----------|--------|
| Pre- Dec 2022 Service Change 4 week Average | 3.2%    | 3.9%     | 7.4%   |
| One Year Ago WE 7/15/23                     | 1.0%    | 1.2%     | 2.7%   |
| Week Ending 7/13/24                         | 2.8%    | 1.6%     | 5.8%   |
| Week Ending 7/6/24                          | 1.0%    | 0.9%     | 2.0%   |
| June 2024                                   | 1.7%    | 2.5%     | 5.4%   |
| May 2024                                    | 1.8%    | 1.8%     | 4.7%   |
| April 2024                                  | 1.0%    | 1.0%     | 3.2%   |
| March 2024                                  | 1.1%    | 0.9%     | 2.5%   |
| February 2024                               | 1.2%    | 0.7%     | 2.7%   |
| January 2024                                | 1.0%    | 0.8%     | 1.7%   |
| December 2023                               | 1.3%    | 1.0%     | 2.5%   |
| November 2023                               | 0.8%    | 0.9%     | 1.5%   |
| October 2023                                | 0.7%    | 0.8%     | 2.4%   |
| September 2023                              | 0.6%    | 0.5%     | 1.6%   |
| August 2023                                 | 0.7%    | 0.9%     | 2.5%   |
| July 2023                                   | 0.7%    | 0.7%     | 2.4%   |
| June 2023                                   | 0.9%    | 1.0%     | 2.9%   |
| May 2023                                    | 1.4%    | 1.9%     | 5.0%   |
| April 2023                                  | 1.9%    | 1.9%     | 5.8%   |
| March 2023                                  | 2.0%    | 1.3%     | 4.5%   |
| February 2023                               | 3.2%    | 3.1%     | 5.0%   |
| January 2023                                | 3.8%    | 3.2%     | 6.7%   |
| December 2022 (from 12/11 service change)   | 4.2%    | 3.4%     | 11.4%  |

# Bus Barrier Update

- **Design/Engineering**
  - New Flyer 40' buses (900 buses) – 100% complete
  - El Dorado, NABI, BYD, and 60' buses - in process
- **Procurement of Glass Kits**
  - Scheduled delivery of 500 glass kits by end of July
  - Delivery of 1,200 glass kits expected by the end of summer
  - Delivery of glass kits for entire fleet by end of October
- **Project Preparation Activities**
  - CMF producing bracketry, sheet metal and misc. hardware to complete barrier retro-fit kits
  - Technical training bulletin developed
  - In-person training for mechanics completed in early June
  - Installation at all divisions began in late June
- **Installation**
  - Fully enclosed/extended barriers installed - 183 as of 7/16/24
  - Installation of 300 fully enclosed/extended barriers in July
- **Deployment**
  - Priority lines for deployment - 207, 2, 81, 111, 115, 117
    - Identified by SSLE using 12-month historical assault data



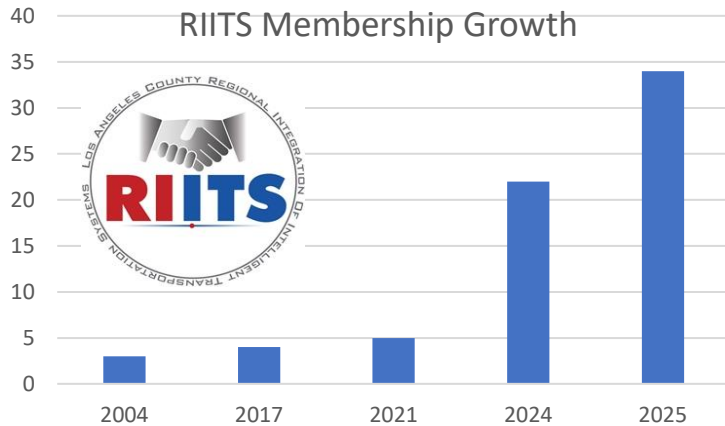
# G-Line Updates and Status

- **Charger Status**
  - **Current Status**
    - 4 opportunity chargers operational.
    - 3 chargers offline. Troubleshooting ongoing.
    - 1 charger decommissioned. Awaiting replacement.
  - **Current Mitigation Strategy**
    - Change Order Request (COR) to replace NoHo 1 submitted to New Flyer.
    - COR to replace all chargers to be submitted.
    - COR to purchase replacement and spare parts to be submitted.
    - Activation of Siemens diagnostic tool for further in-depth investigation underway.
    - Additional 3rd party O&M support under evaluation.
- **Service Mitigation Strategies**
  - (8) 40' CNG buses being used as part of the 24 buses assigned between NoHo and Chatsworth, due to limited charger availability.
  - (5) 60' BYD BEBs will be deployed to support following familiarization training.



# Regional Integration of Intelligent Transportation Systems (RIITS)

A partnership established in 2004 by Metro, Caltrans and LADOT to promote the sharing of transportation data, support collaboration, and promote interoperability in LA County



The value of RIITS is not the technology, but its partnerships

- 2017-2021 – LA SAFE, Santa Clarita
- 2024 – Compton, El Monte, Hawthorne, Huntington Park, Monterey Park, Pasadena, Rosemead, South El Monte, LA County, Commerce, Cudahy, Glendale, Inglewood, Maywood, Pico Rivera, South Gate, Vernon
- 2025 – Alhambra, Bell, Bell Gardens, Lynwood, South Pasadena, West Hollywood, Long Beach, Paramount, El Segundo, Gardena, Lawndale, Manhattan Beach

How is the RIITS Partnership being leveraged:

1. RIITS supports Metro's Measure Up! Program which was heavily leveraged to provide traffic analysis during the I-10 freeway closure in 2023.
2. RIITS is connecting local traffic control systems throughout Los Angeles to ensure traffic operations can be coordinated beyond jurisdictional boundaries, especially to address non-recurring and special event congestion.
3. RIITS partnership agencies are collectively engaged in the largest upgrade of transit signal priority technology in the country to support speed improvements on Metro's Tier 1 bus network.



## Board Report

File #: 2024-0386, File Type: Informational Report

Agenda Number: 41.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2024

**SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2024**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE the NextGen Bus Ridership Update.

#### **ISSUE**

This report provides an assessment of Metro bus system ridership for the first quarter of calendar year 2024 (Q1 CY2024, consisting of the months of January-March 2024) compared to the ridership from the same period of 2019 (pre-pandemic/pre-NextGen Bus Plan). Ridership changes are examined by the day type (weekday, Saturday, Sunday), area, across Equity Focus Communities (EFCs)/non-EFCs, by time period, line/line group, and average passenger trip length changes.

#### **BACKGROUND**

- The NextGen Bus Plan was adopted by the Metro Board in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and to be rolled out in two phases: “Reconnect” and “Transit First.”
- Reconnect was the initial phase set to restructure the existing network and was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan’s effectiveness through strategic, quick-build capital investments to improve bus speeds and direct saved revenue service hours to bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of NextGen Bus Plan service levels was completed in phases by December 2022.
- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability due to full bus operator staffing, which was achieved by August 2023.



- However, a 1-2% operator shortage has existed since the December 2023 service change, when the operator requirement increased due to more peak service from increased ridership, as well as some recruiting challenges. Recruitment efforts have been ramped up in response, and overall canceled service levels remain low.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro’s 120 bus lines, summarized in Table 1. Tier 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and to help ridership recover after the drop caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

**Table 1: NextGen Frequency Tiers as of Dec 2022**

| Service Type                  | Peak Weekday | Midday Weekday | Evening | Weekend | Number of Lines |
|-------------------------------|--------------|----------------|---------|---------|-----------------|
| Core Network (Tier 1)         | 5-10         | 5-10           | 10-15   | 7.5-15  | 31              |
| Convenience Network (Tier 2)  | 12-15        | 12-15          | 20-30   | 15-30   | 24              |
| Connectivity Network (Tier 3) | 20-30        | 20-30          | 30-60   | 30-60   | 26              |
| Community Network (Tier 4)    | 40-60        | 40-60          | 60      | 60      | 39              |

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected increased ridership is attributable to increased speed of service/reduced travel times from the implementation of items from the speed and reliability tool kit including new bus lanes, expanded transit signal priority, all door boarding, as well as reinvestment of time savings for increased service frequencies. Progress on such implementations include 49.7 lane miles of new bus priority lanes implemented as of the end of 2023. Two additional corridors (Florence Av and Roscoe Bl - 31.2 lane miles) will be delivered before the end of 2024, and 14.9 additional lane miles are in planning (Vermont Av, Santa Monica Bl). Transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in late 2024, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover and is near pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by the implementation of the remaining Transit First bus speed and reliability improvements.

**DISCUSSION**

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic beginning in March 2020, with the significant effects on both Metro bus service levels and ridership, but also on societal changes such as increased telecommuting.

As of Q1 CY2024, average daily bus system ridership continues to show growth:

- Weekday ridership was 83.7% (up slightly from 83.4% in Q14 CY2023)

- Saturday ridership was 94.0% (up from 90.3% in Q14 CY2023)
- Sunday ridership was 98.3% (down slightly from 99.97% in Q1 CY2023).

The San Fernando Valley continues to show the highest ridership recovery in Q1 CY2024 compared to the four other service areas, at 88.5% of pre-pandemic Q1 CY2019 levels on weekdays, 103.2% Saturday, and 109.1% Sunday, benefitting from NextGen Bus Plan investments.

The proportion of boardings in Equity Focus Communities remains around 1% above pre-pandemic levels on weekdays.

Midday weekday Q1 CY2024 ridership recovery was at 87% of pre-pandemic levels, exceeding both AM peak (70%) and PM peak (79%) recovery.

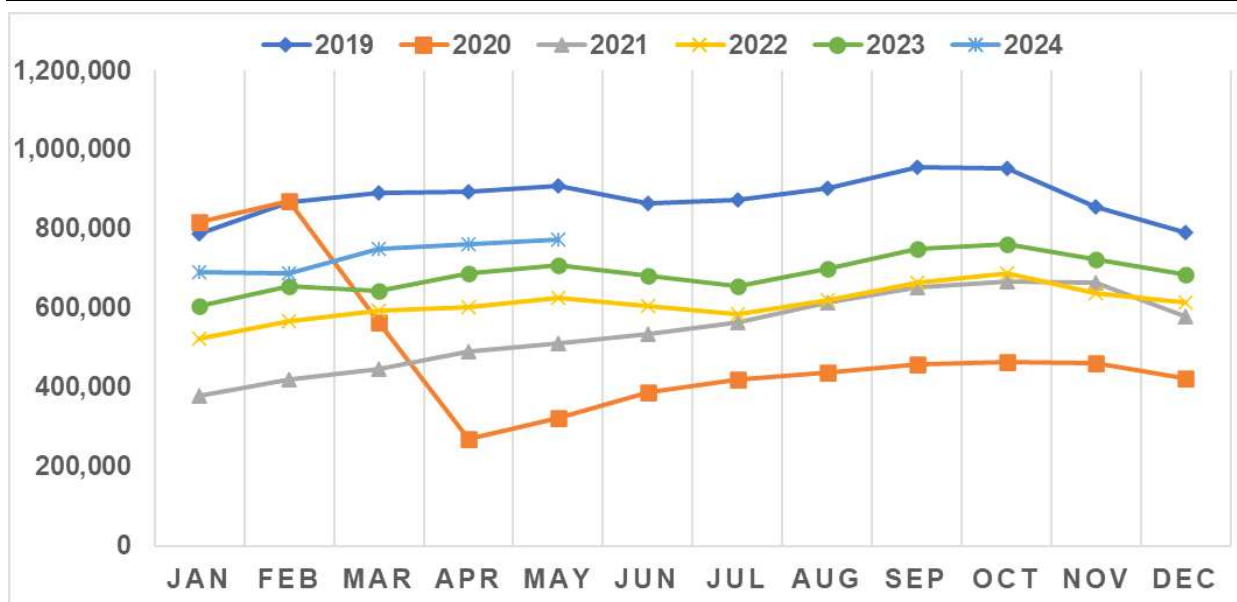
There were 12 lines/line groups weekday (up slightly from 11 in Q4 CY2023), 26 lines/line groups Saturday (up from 18), and 34 lines/line groups Sunday (down slightly from 37) exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2024.

A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide and line/line group level for average weekday, Saturday, and Sunday bus ridership observed between Q1 CY2019 (pre-pandemic and pre-NextGen) and the same period Q1 CY2024. The period of this analysis tracks the significant drop in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration in 2021 based on the implementation of the NextGen Bus Plan.

#### Ridership Trends from 2019 to 2024

Complete restoration of bus service by December 2022, combined with more reliable service delivery and programs, such as GoPass for students and LIFE Program for low-income riders, have contributed to much stronger ridership recovery through 2023 and into 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-pandemic average weekday ridership of 761,757 record set in October 2023 was exceeded in both April and May 2024 (762,811 and 772,969 respectively), the highest monthly averages so far of 2024. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024)



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery, at 88.5% in Q1 CY2024 (slight decline from the 89.4% in Q4 CY2023). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of ten local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the east Valley were also restructured to match regional travel patterns more focused on North Hollywood. Even with the slight decline in this quarter’s San Fernando Valley ridership recovery rate compared to Q4 CY2023, average ridership was up 11.4% in the service area compared to the same Q1 in CY2023, so ridership growth remains strong.

The four other Service Council areas’ weekday ridership recovery rates for Q1 2024 were as follows:

- San Gabriel Valley: 79.2% (up slightly from 78.7% in Q4 CY2023)
- Gateway Cities: 75.9% (down from 79.0% in Q4 CY2023)
- Westside Central: 82.5% (up slightly from 80.1% in Q4 CY2023)
- South Bay Cities: 80.8% (down slightly from 82.4% in Q4 CY2023)

While recovery rates for some service areas were down from the Q4 CY2023, overall average weekday ridership increased in all regions by between 6.8% and 13.9% when comparing Q1 CY2024 with the same quarter Q1 in CY2023. The Gateway Cities area recovery is impacted by a number of factors. Line 130 on Artesia BI was transferred to municipal operators, and a number of lines were replaced by Microtransit. The 2019 data also contains ridership for New Blue bus bridges which were temporary bus services in place of Blue Line rail service.



Similar patterns were seen for growth in Q1 2024 average Saturday ridership, with San Fernando Valley at 103.2%, up from 101.5% in Q4 CY2023, and other areas at 79.8 - 90.9% (up from 78.6 - 87.3% in Q4 CY2023).

Average Sunday ridership also increased, but some areas had a reduced recovery rate. San Fernando Valley's recovery rate was 109.1%, down from 113.4% in Q4 CY2023, and other areas 83.7% to 96.0% (down from 85.6 - 99.0%). Though recovery rates showed some declines in Q1 CY2024 compared to Q4 CY2023, each service area had increased average Sunday ridership when comparing Q1 CY2024 with Q1 CY2023.

The table below shows the percentage change in average daily ridership by service area between Q1 CY2023 and Q1 CY2024.

| <b>Change in Average Daily Ridership<br/>Q1 CY2024 versus Q1 CY2023</b> | <b>Daily</b> | <b>Saturday</b> | <b>Sunday</b> |
|---|--------------|-----------------|---------------|
| Gateway Cities  | 10.4%        | 8.8%            | 6.00%         |
| San Fernando Valley   | 11.4%        | 9.6%            | 6.60%         |
| San Gabriel   | 13.3%        | 12.5%           | 8.50%         |
| South Bay   | 13.9%        | 13.3%           | 9.30%         |
| Westside Central  | 6.8%         | 7.0%            | 1.40%         |

(See also Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q1 CY2019 - Q1 CY2024)

Ridership by Time Period

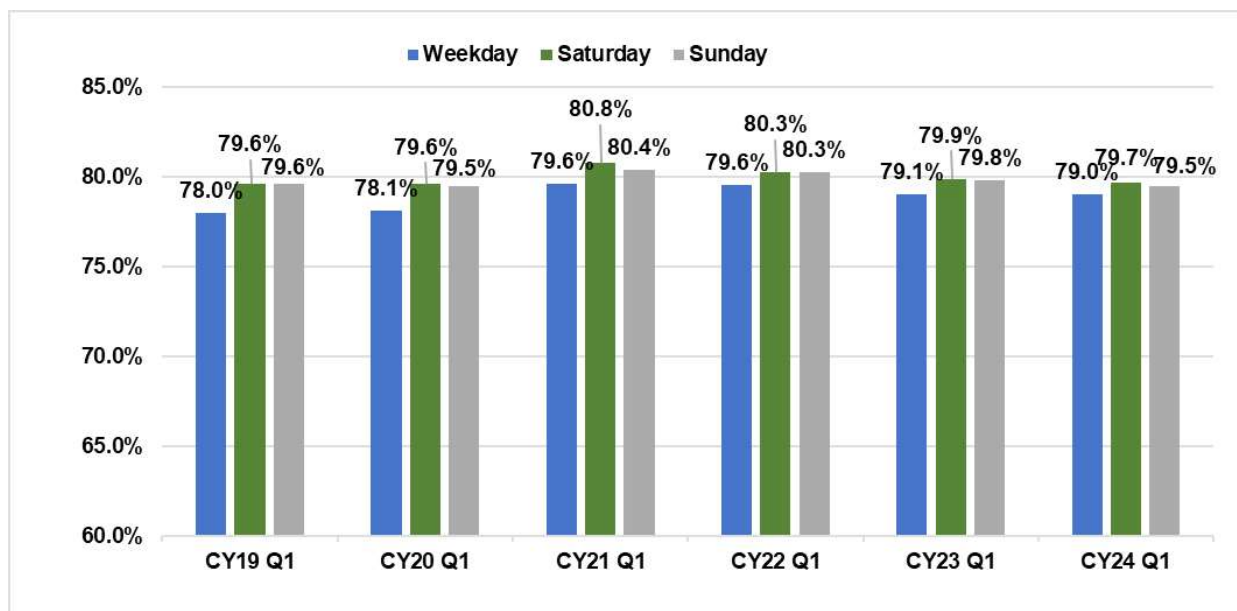
As of Q1 CY2024, early AM and AM peak period ridership remains the least recovered at 73% and 70% of 2019 levels, respectively, while the PM peak and evening recovery rates were 79% and 81%, respectively. By contrast, the base (midday), late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 87%, 90%, and 92%, respectively. This suggests that fewer traditional office workers are commuting on transit in the morning peak. The increase in base (midday) share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership on off-peak weekdays.

Weekend ridership recovery by time of day for Q1 CY2024 was higher than weekdays. Saturday AM peak ridership had the lowest recovery rate at 84%, while Saturday early AM and base were slightly more recovered at 87%, and PM peak and evenings Saturday were 90% and 91% recovered respectively. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates of 96% and 97%, respectively. Sunday recovery rates by time period were closer together, at between 92% and 95%, except early AM, which was 106%, the only period to exceed 100% in Q1 CY2019. (Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019 - Q1 CY2024)

Ridership by Equity Focus Communities (EFC)

Q1 CY2024 average daily boardings in EFCs increased by up to 1.6% on weekdays, 1.2% on Saturdays, and 0.8% on Sundays during Q1 CY2021 and Q1 CY2022 when COVID was most active, compared to pre-COVID. By Q1 CY2024, EFC boardings were still around 1% higher than pre-COVID on weekdays and had returned to pre-COVID levels on weekends. The trips made in the early part of COVID are more likely to have been made by people who relied on transit to access essential jobs and services. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which has likely contributed to the 1% increase in the share of boardings that will continue to be seen in EFCs in 2023 and 2024. This change may also be attributable to fewer choice riders using weekday services in non-EFCs, with factors such as telecommuting continuing post-pandemic.

(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q1 CY2019 through Q4 CY2024)



Equity Focus Communities where ridership recovery has been strongest (over 90% recovered weekdays and weekends) include:

- Western Av Line 207
- Vermont Av Local Line 204
- Central Av Line 53
- Compton Av Line 55
- Vernon Av Line 105
- Slauson Av Line 108
- Gage Av Line 110
- Century Bl Line 117 through South LA
- Line 603 serving Hoover St,
- Line 18 serving East LA

- Line 66 serving W 8<sup>th</sup> St and E Olympic Bl in East LA
- Line 251 on Soto St through East LA and Huntington Park
- Line 611 Huntington Park Shuttle
- Line 605 Shuttle in Boyle Heights and;
- J Line 910/950 BRT between El Monte and Harbor Gateway/San Pedro

Many of these lines operate 15-minute or better service all day on weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been weaker on lines serving Downtown LA, which have seen reductions in daily office worker attendance due to increased telecommuting and associated impacts to service industry jobs. This is in spite of NextGen frequency improvements (examples include Broadway Line 45, Avalon Bl Line 51 in South LA, W Olympic Bl Line 28, and Pico Bl Line 30). Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts coming out of COVID.

#### Average Trip Length

The Metro bus system's average passenger (unlinked) trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased to and remained at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, a market identified through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A, Chart 17 Average Passenger Trip Length)

#### Ridership and Productivity by Service Tiers and Lines

The NextGen Bus Plan change involved restructuring a group of lines to provide a fair comparison of the changes in ridership. The comparison is based on average Q1 CY2024 versus Q1 CY2019 ridership for each day type (weekday, Saturday, Sunday). While there are 120 Metro bus lines, ridership recovery rates are based on 82 weekdays, 75 Saturday, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D, respectively.

The overall system ridership recovery rate in Q1 CY2024 was 83.7% for weekdays, 94.0% for Saturdays, and 98.3% for Sundays compared to Q1 CY2019 as a pre-COVID baseline. There were 12 weekday, 26 Saturday, and 34 Sunday lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2024. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of all bus lines) with above-average

recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery:

| Number of Lines with Above-Average Recovery in Q1 CY2024 | Weekday | Saturday | Sunday |
|--|---------|----------|--------|
| Tier 1   | 19      | 14       | 14     |
| Tier 2   | 12      | 11       | 11     |
| Tier 3   | 6       | 7        | 6      |
| Tier 4   | 7       | 6        | 6      |

The Tier 1 and Tier 2 higher frequencies continue to show stronger recovery; some of these lines also include route changes to better connect riders to key destinations.

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines was that they serve Downtown LA. This neighborhood has seen reduced daily work-related trips due to increased telecommuting, which has negatively impacted many downtown service industry businesses, further reducing travel to downtown LA. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work and for the many leisure and entertainment events occurring there.

This same pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear to not be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Also, notable ridership changes in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate, happened. The ridership recovery rate for the corridor overall was 87.2% on weekdays (up from 84.0% in Q4 CY2023), with the Local Line 204 having a recovery rate of 108.5% (up from 103.5% in Q4 CY2023). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 65.7% (up from 64.6% in Q4 CY2023). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 123.8%; Rapid 65.8%) and Sunday (Local 109.5%; Rapid 76.3%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for their strong ridership recovery as a group. Other Tier 2 lines across Metro’s service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 605 serving Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40-60 minute frequency) had low ridership recovery and, in most cases, no NextGen route changes and a lower percentage of route miles serving EFCs. It will be

essential to test the best performers among these lines by upgrading to 30-minute service to see what impact that might have on their ridership recovery.

Data also showed consistently that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details for line-level ridership can be found in a report (Attachment A) and data tables (Attachments B, C, D). This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding (more details on these initiatives are in the next section). Staff will review ridership for Q2 CY2024 (April through June 2024) as the basis for the next ridership report to be presented in Fall 2024.

### Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan with the route restructuring and establishment of frequency tiers, the Transit First scenario of NextGen is designed to increase ridership based on increased speed of service/reduced travel times from the implementation of items from the speed and reliability toolkit. These items include new bus lanes, expanded transit signal priority, all door boarding, as well as reinvestment of time savings for increased service frequencies.

Progress on such speed and reliability implementations include 49.7 lane miles of new bus priority lanes implemented as of the end of 2023 across Metro's service area. Updates on upcoming and recent projects are listed below:

#### *Roscoe Boulevard Bus Priority Lanes (Metro Line 152)*

In June 2024, LADOT began installation of this 21 lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av and is the first project to be delivered as part of the North San Fernando Valley Transit Corridor project. Construction is expected to take four months and will be completed in the fall of this year.

#### *Florence Avenue Bus Priority Lanes (Metro Line 111)*

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority Lanes project. Design for the Unincorporated LA County portion is expected to be complete in July 2024. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station.

Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County. Construction is expected to begin by the end of 2024.

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*Sepulveda Boulevard and Ventura Boulevard Bus Priority Lanes (Metro Line 234)*

In October 2023, LADOT completed the implementation of this 10.8 lane-mile project. This project provides full-time bus priority lanes along Sepulveda Bl between Ventura Bl and Rayen St, and morning peak-period bus priority lanes on a segment of westbound Ventura Bl between Vesper Av and Sepulveda Bl.

Metro conducted surveys of Line 234 riders in March 2024 to gather feedback on the effects of the bus lanes on riders. Of the 132 riders surveyed, 74% are regular Line 234 riders, 75% experienced faster bus speeds, and 75% experienced improved bus reliability.

*La Brea Avenue Bus Priority Lanes (Metro Line 212)*

In August 2023, Metro reached the final completion of the 5.7 lane-mile peak-period bus priority lanes on La Brea Av between Sunset Bl and Olympic Bl.

Metro conducted surveys of Line 212 riders in March 2024 to gather feedback on the effects of the bus lanes on riders. Of the 110 riders surveyed, 77% are regular Line 212 riders, 64% experienced faster bus speeds, and 54% experienced improved bus reliability.

*Vermont Avenue Bus Priority Lanes (Metro Lines 204 & 754)*

As part of the Vermont Transit Corridor project, Metro will deliver quick-build bus priority lanes to key segments of the corridor ahead of the larger BRT project. This will bring speed and reliability improvements to the over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed Working Group identified a 5-lane mile northern segment of Vermont Av between Sunset Bl and Wilshire Bl and a 7.5 lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station as quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment.

Metro Community Relations staff and Community Based Organization partners have been conducting briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Av for the overall BRT project and the quick-build bus lanes. The quick-build bus lanes will be delivered as soon as early 2025.

Bus Lane Enforcement

Metro continues to partner with LADOT to have dedicated parking enforcement details patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders get to their destinations faster and more reliably.

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro has awarded a contract to Hayden AI Technologies to implement the BLE pilot on

100 buses. Half of these buses have been equipped with the BLE hardware, with the second half expected to be complete with the procurement of new BYD buses due to be delivered in FY25 Q1.

The BLE outreach plan is being led by Metro in coordination and cooperation with LADOT and is in place and is awaiting the start of the program. The outreach effort will focus along the specific BLE corridors that are affected and include some general program informational materials for a wider audience. Metro's partner agency, LADOT, is working to amend the City's municipal code to allow citations under the BLE program. City Council approval of these changes is expected in August 2024. Upon Council approval, there will be a concurrent 60-day warning and outreach effort. A full community engagement plan is being developed. Outreach will be conducted in English, Spanish, and other significant languages where relevant to the communities of focus for the program.

### **EQUITY PLATFORM**

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities, which have been historically more transit-dependent. A central goal of the NextGen Bus Plan was to provide improved transit service frequencies, travel times, and reliability improvements for Metro system riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC); nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the poverty line.

Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the pandemic.

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented with increased frequency of service and speed and reliability enhancements that continue to be implemented. Through the provision of a fast, frequent, reliable network as designed through the NextGen process, the network was designed with a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue to monitor ridership in EFC and Non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus service and related adjustments, such as comments received via Metro's social media channels, Customer Care, and through the Service Council meetings, where service changes are explained and discussed with the public. These channels provide valuable insight into key customer experience concerns of riders.

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

The recommendation supports strategic plan goals:

Goal #1: Provide high-quality mobility options that enable people to spend less time traveling.

Improving the speed and reliability of the bus network will reduce transit travel times and improve competitiveness with other transportation options.

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

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

### **NEXT STEPS**

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will continue implementing bus speed and reliability improvements such as new bus lanes. Another update is planned for the Board in November 2024, tracking the detailed progress on ridership recovery during Q2 CY2024.

### **ATTACHMENTS**

Attachment A - NextGen Ridership Analysis Q1 CY2024

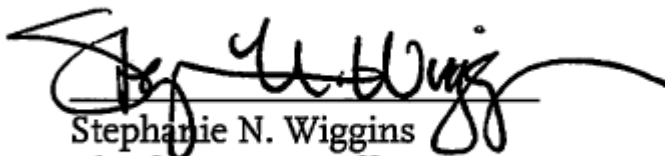
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

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

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



Stephanie N. Wiggins  
Chief Executive Officer



**NextGen Ridership Analysis – Q1 CY2024**

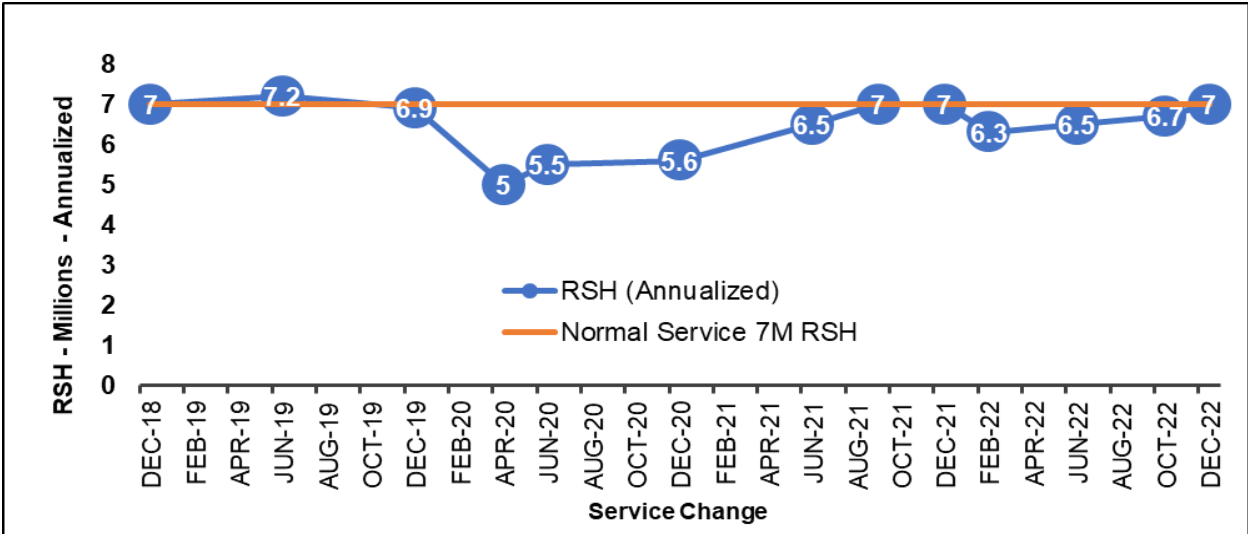
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020, and the Omicron spike in COVID cases and the national bus operator shortage and resulting 10% reduction in service levels in 2022 (restored by December 2022 and full operator staffing by August 2023).

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 to 2024 (when ridership last peaked), as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

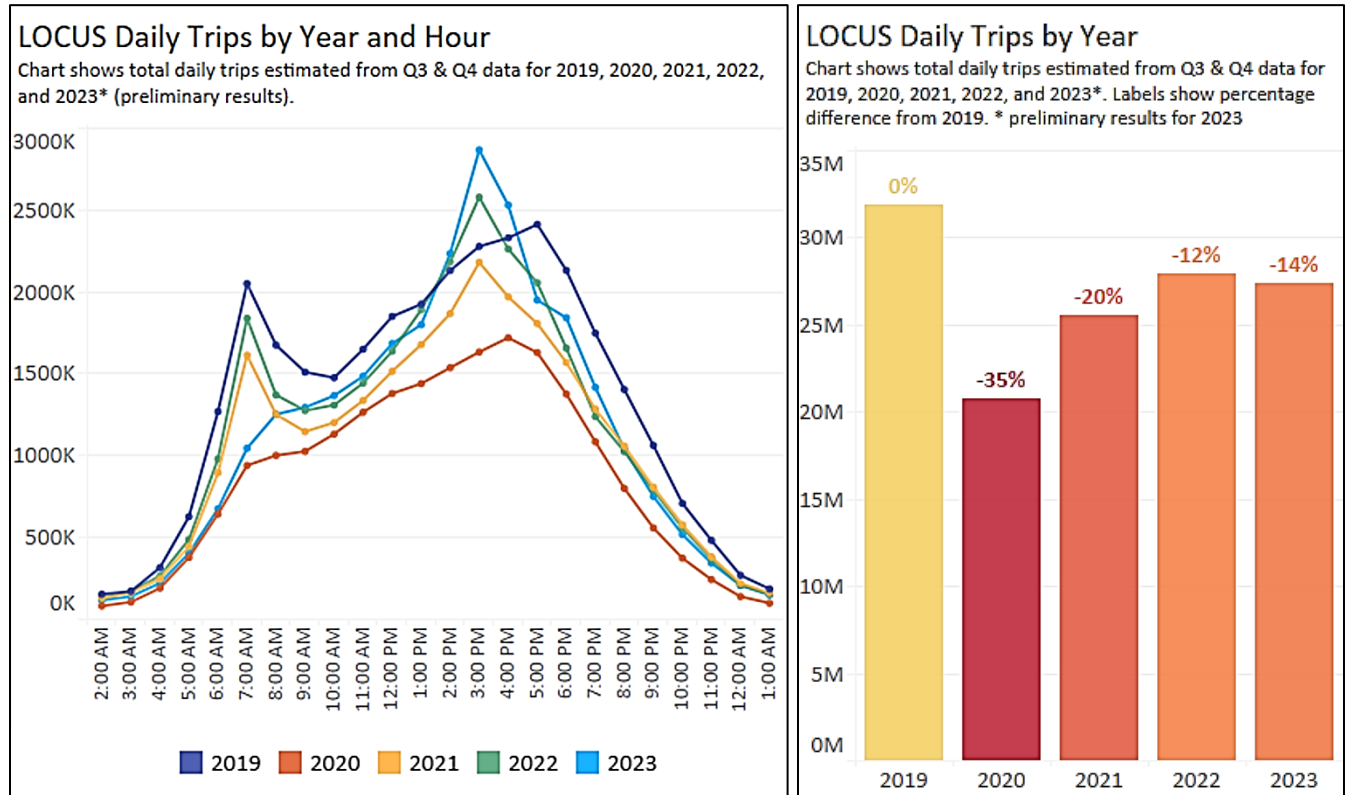
A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards the restoration of service levels as ridership began to increase. The most significant restoration of service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020. Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021.

Chart 1: Metro Bus Service – Annual Revenue Service Hour Levels 2019 – 2022



However, the national shortage of bus operators led to high service cancellation levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, at which time the 7 million RSH was again restored. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Charts 2 and 3: Total Trips By Time of Day and By Year, LA County 2019-2023

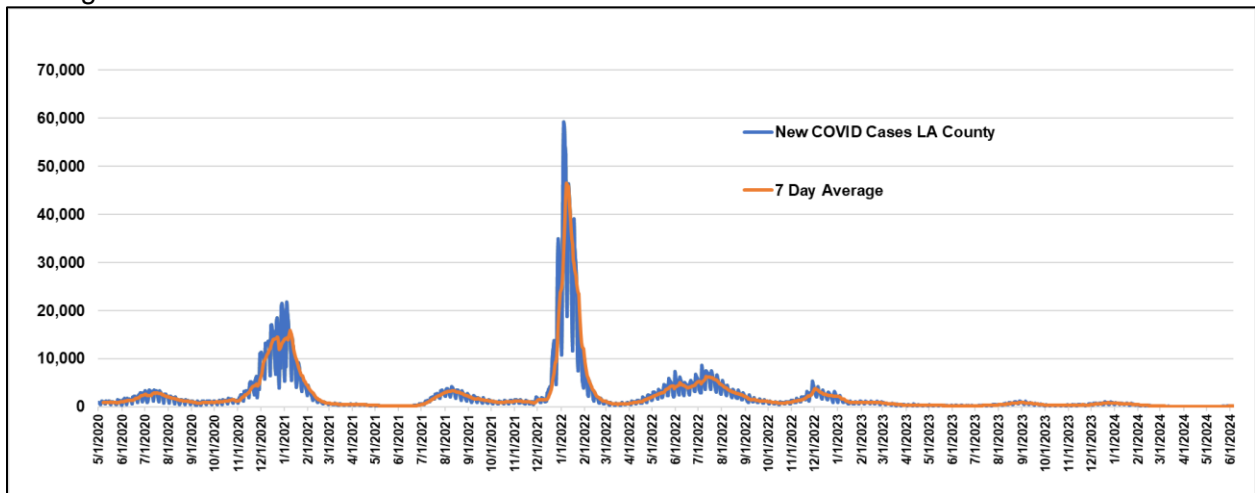


Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and overall remains below pre-COVID levels. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 14% below pre-COVID levels in 2023. However, patterns by time of day are mixed. AM peak and midday travel volumes remained below pre-COVID levels in 2023 (especially AM peak), but with a new afternoon peak exceeding pre-COVID levels in the 3 PM hour in 2022. This trend became even more pronounced in 2023 and may be related to after school travel. Other time periods such as midday, 5 PM “commuter peak”, and evenings have recovered to less than pre-COVID, though not as big a difference compared to AM peak. Some of this lack of recovery may also relate to expanded online services and commerce opportunities (midday) as well as more telecommuting (5 PM peak). These trends will

continue to be monitored to help understand bus ridership patterns in 2024. Recent research by UCLA suggests changes in not just work commutes but also other travel segments.

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership that occurred at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers have remained very low throughout 2023 and into 2024.

Chart 4: LA County (excluding Long Beach, Pasadena) New Daily COVID Cases 7-Day Average



### **Weekday Bus System Ridership**

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This growth was similar to that illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

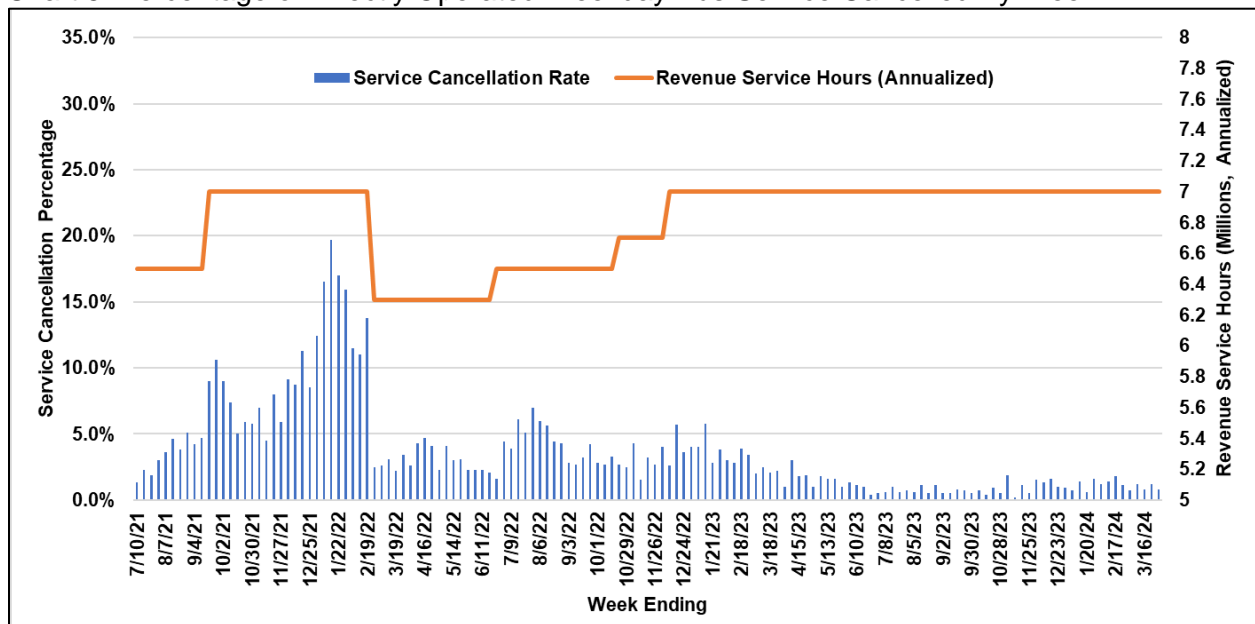
The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the ridership decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

The reintroduction of fares in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

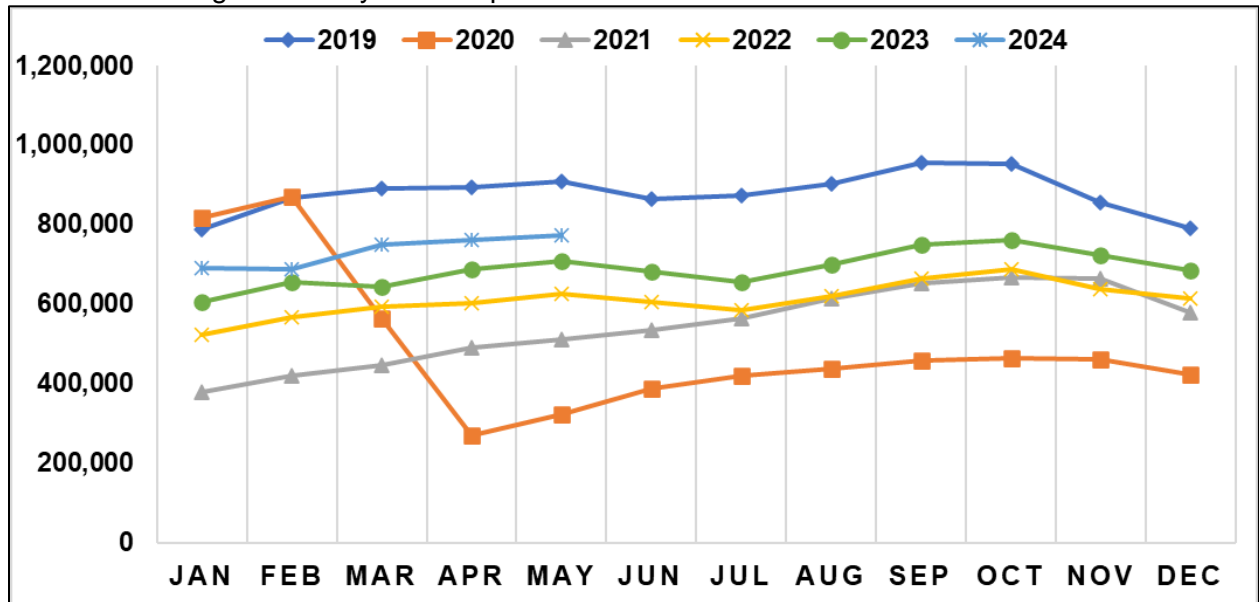
Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges (such as poor turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during Q1 CY2024. New operator class sizes have been increased again to turn around this trend. Service cancellation numbers remained low. Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, with Q4 CY2023 Weekday ridership at 83.4% of pre-COVID 2019 levels and increasing to 83.7% in Q1 CY2024. In May 2023, weekday ridership exceeded 700,000 for the first time since COVID impacts were felt. In September and October 2023 as well as March through May 2024, average weekday bus ridership exceeded 750,000 for the first time since the pandemic.

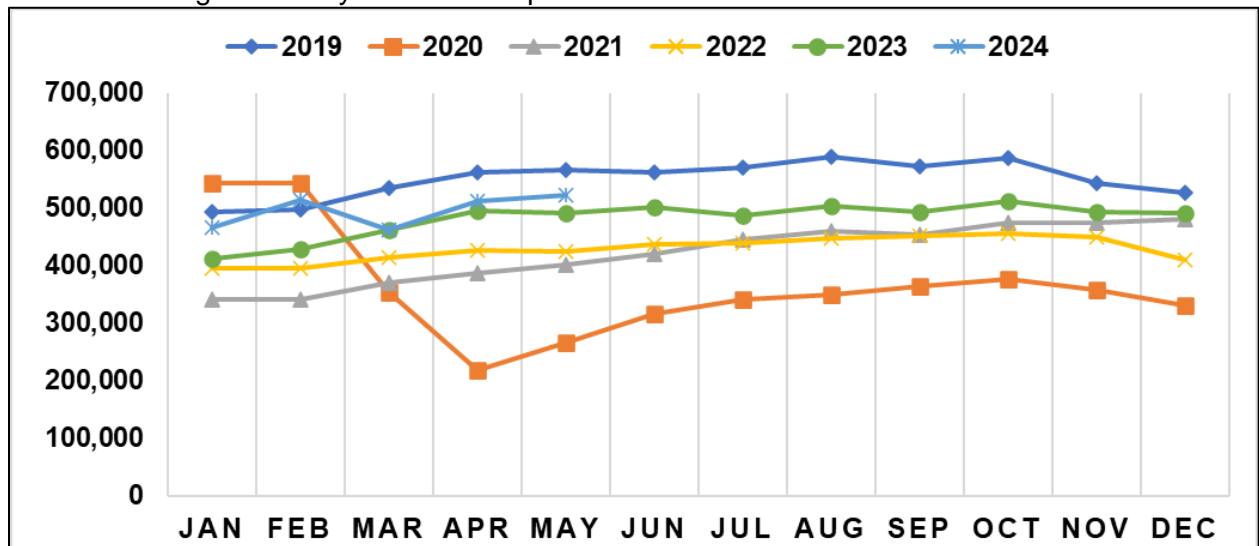
Chart 6 – Average Weekday Ridership 2019 – 2024



**Saturday Bus System Ridership**

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7.

Chart 7: Average Saturday Bus Ridership 2019–2024



As seen with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

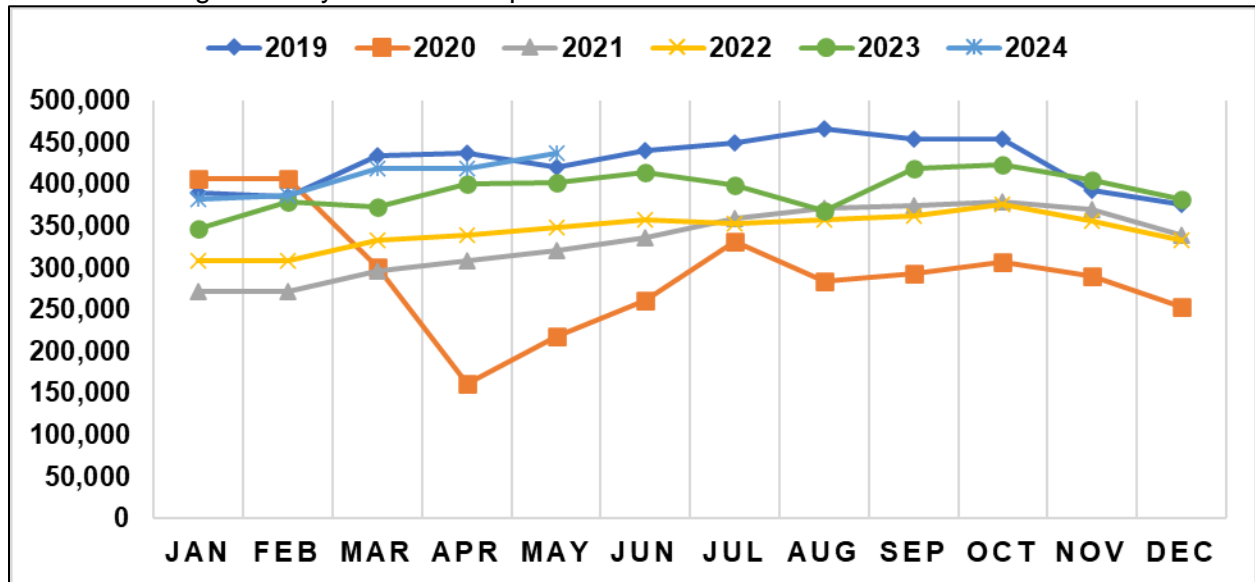
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip in the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 94.0% for Q1 CY2024.

**Sunday Ridership**

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year.

By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancelations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday bus ridership recovery was 99.97%, though the recovery rate declined slightly to 98.3% in Q1 CY2024.

Chart 8: Average Sunday Bus Ridership 2019-2024



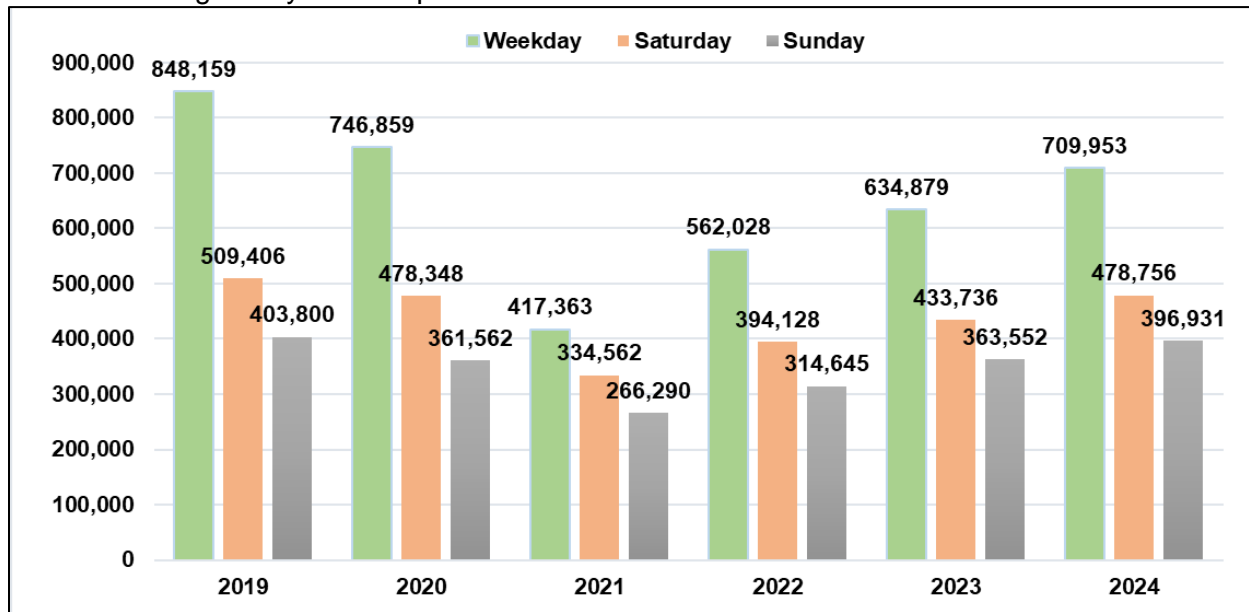
**Current Ridership**

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase more



incrementally between Q4 CY2021 and Q4 CY2022. This slower rate of growth weekdays, or a slight decline in the case of weekends in Q4 CY2022 may be expected after the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3 as well as to bus service reliability problems at that time. The growth from 2022 to 2023 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q1 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9 below.

Chart 9: Average Daily Ridership Q1 CY 2019 – Q1 CY 2024

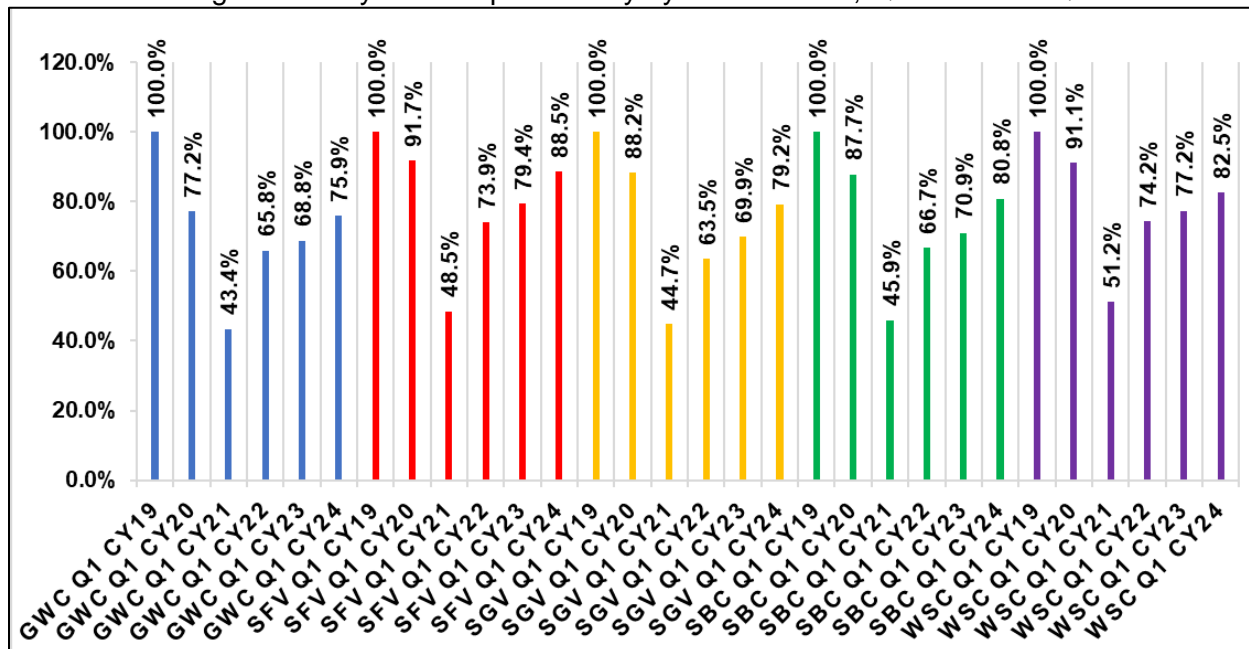


Metro reduced bus service by 10% in February 2022 in response to significant service cancellations caused by a bus operator shortage. Bus service levels were fully restored by December 2022 and service reliability improved significantly in 2023 as the bus operator shortage was resolved. Full service restoration and improved reliability together with the LIFE and GoPass fare programs have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial ridership gains in 2023 continuing into 2024 compared to the more limited ridership growth seen in 2022.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, at 88.5% in Q1 CY2024. This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 82.5% for the Westside Central service area and 75.9% for the Gateway Cities service area.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q1 CY2019 - Q1 CY 2024



Historically, the San Fernando Valley transit lines had less frequent off-peak service. With the NextGen service improvements, local lines in the San Fernando Valley improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:
  - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
  - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)



- Line 18 increased from every 10 to 7.5 minutes weekday midday (6<sup>th</sup> - Whittier)
- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6<sup>th</sup> St)
- Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
- Line 30 increased from every 12 to 10 minutes midday (Pico BI)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)
- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic BI)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods
- Tier 2:
  - Line 10 increased from every 20 to 15 minutes midday
  - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
  - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service area include:

- Tier 1: Eight local lines had frequency improved:
  - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
  - Line 45 increased from every 15 to every 10 minutes midday
  - Line 51 increased from every 12 to 7.5 minutes midday
  - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
  - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
  - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
  - Line 210 increased from every 20 to every 10 minutes peak and midday
  - Line 212 increased from every 12-15 to every 10 minutes peak and midday
  - Express service J Line increased from every 15 minutes to every 10 minutes during midday

- Tier 2: three local lines had improved frequencies
  - Line 110 increased from every 24 to every 15 minutes midday
  - Line 117 increased from every 18-20 to every 15 minutes peak and midday
  - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
  - Line 125 increased from every 25-35 to every 20 minutes peak and midday
  - Line 232 increased from every 22 to every 15 minutes peak
  - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
  - Line 202 added new 60-minute midday service
  - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

- Tier 1: five local lines had frequency improvements:
  - Line 53 increased from every 15 to every 10 minutes midday
  - Line 60 increased from every 18 to every 10 minutes midday
  - Line 105 increased from every 18-20 to every 10 minutes peak and midday
  - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
  - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
  - Line 127 added new 60-minutes peak and midday
  - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

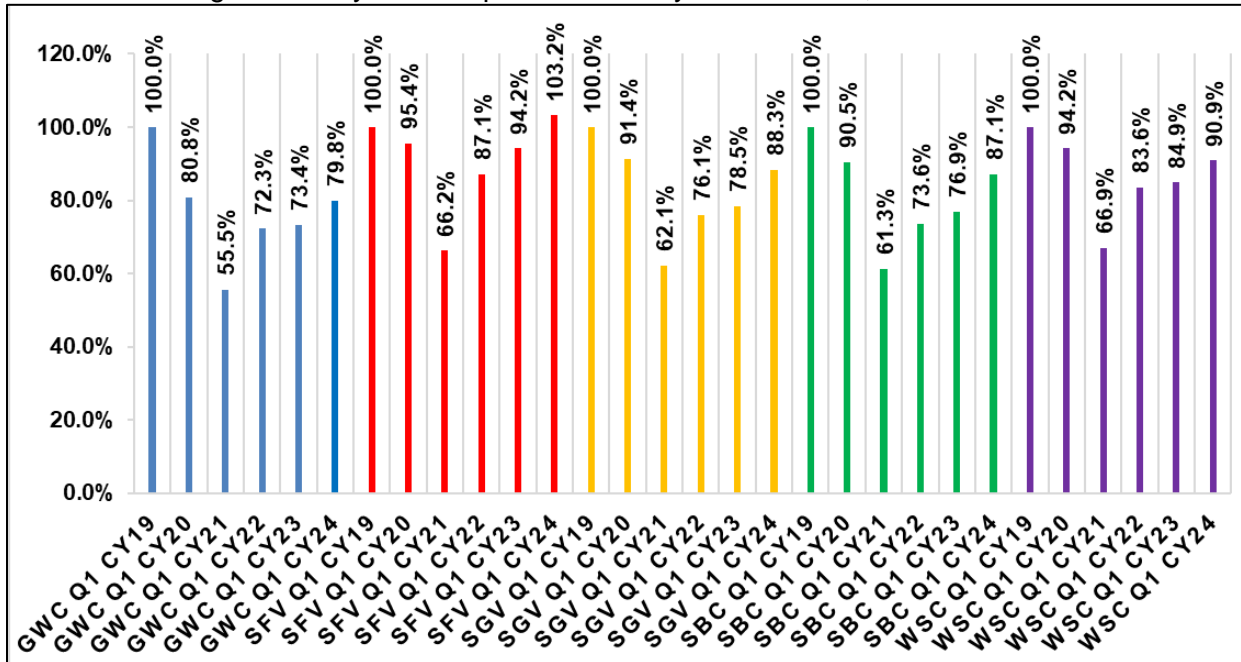
Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:
  - Line 70 increased from every 15 to every 7.5 minutes peak and midday
  - Line 78 increased from every 20 to every 10 minutes midday
  - Line 180 increased from every 12 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods

and from every 20 to every 15 minutes midday

- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q1 CY2019 – Q1 CY2024



Saturday ridership recovery has occurred across all regions between Q1 2019 and Q1 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (103.2%), continuing to exceed its pre-COVID ridership. The other four areas show recovery rates between 79.8% on the lower end (Gateway Cities) and 87.1% (South Bay Cities) at the higher end. The percentage of Saturday ridership recovery by area is shown in Chart 11.

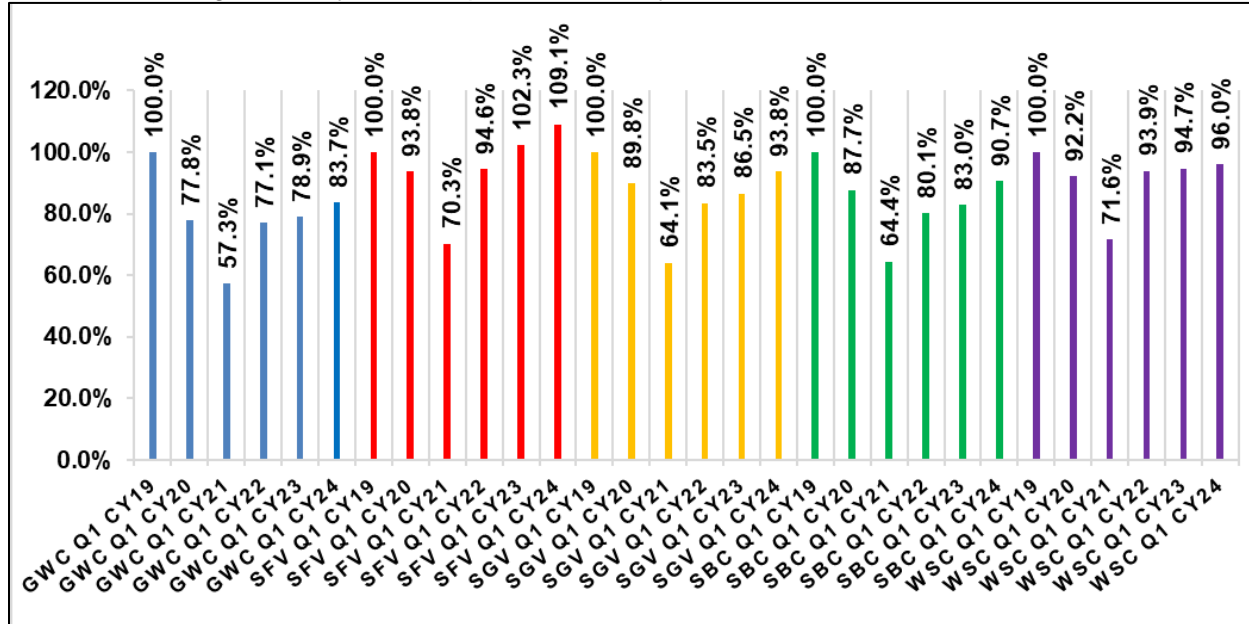
San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines that previously had no weekend service gained Saturday service -

Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). The Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Chart 12: Average Sunday Ridership Recovered by Service Area, Q1 CY2019 – Q1 CY2024



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q1 CY 2020 and Q1 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (109.1% recovered). The Westside Central, San Gabriel Valley, and South Bay Cities all show recovery rates between 90% and 96%. The Gateway Cities area again shows the least recovery (83.7% recovery).

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service (Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239)). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes made in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen weekend frequency changes in the Westside Central service area include:

- Tier 1: nine local lines had improvements made:
  - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
  - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
  - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
  - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
  - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
  - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
  - Line 33 increased from every 20 to 10 minutes peak hours and midday
  - Line 66 increased from every 20 to every 15 minutes Sunday
  - Line 217 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
- Tier 2:
  - Line 14-37 increased from every 20 to 15 minutes Saturday and Sunday
  - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
  - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added

Highlights from NextGen weekend frequency changes in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
  - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
  - Line 45 increased from every 15 to every 10 minutes Sunday
  - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
  - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
  - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
  - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
  - Line 212 increased from every 18 to every 15 minutes Saturday and from

every 23 to 15 minutes Sunday

- Tier 3: two local lines had frequency improvements made:
  - Line 125 increased from every 40 to every 30 minutes Sunday
  - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekend frequency changes in the Gateway Cities service area include:

- Tier 1:
  - Line 53 increased from every 20 to every 15 minutes Sunday
  - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
  - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4:
  - Line 127 added new 30-60 minute Saturday and Sunday service
  - Lines 128 and 258 added new 60-minute Sunday service
  - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekend frequency changes in the San Gabriel Valley service area include:

- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

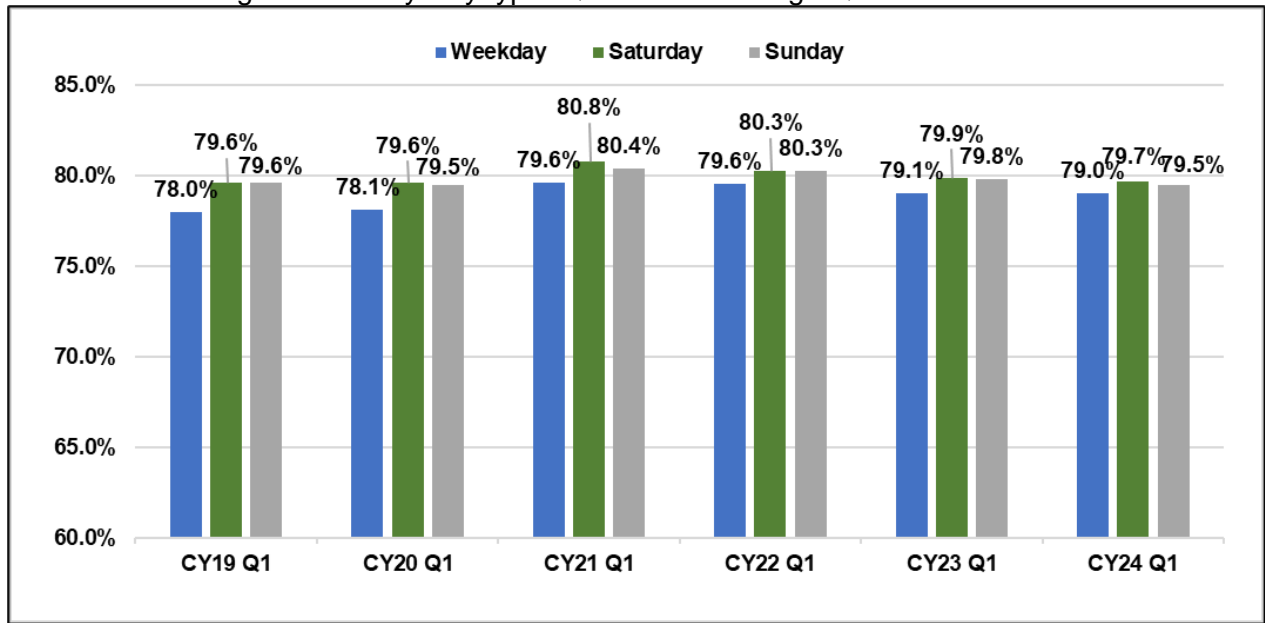
#### Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q1 CY2019 (pre-NextGen and pandemic) through Q1 CY2024.

The proportion of boardings occurring in EFCs increased by 1.6% weekdays, 1.2% Saturdays, and 0.8% Sundays as was expected in the early, most impactful years of the COVID-19 pandemic as those with limited other options still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1% higher, but weekends returned to the same level as

the pre-pandemic share of boardings. This suggests two factors: 1) that the NextGen changes have benefitted EFCs particularly during weekdays where transit is critical to access to jobs, services, and opportunities, more than other areas; and 2) that weekdays may have seen a decline in transit trips in non-EFC areas due to changes reducing travel demand such as telecommuting by office workers to places such as downtown LA.

Chart 13: Boardings in EFCs by Day type: Q1 CY2019 through Q1 CY2024



This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

**Average Ridership by Time of Day**

Weekday ridership by time period for Q1 CY2020 through CY2024 compared to Q1 CY2019 (pre-COVID) ridership showed AM peak ridership as having the largest percentage of decline to 38% in 2021 Q1 and least percentage of recovery to 70% by Q1 2024. Similar patterns were seen in the early AM (4 am to 6 am) with a decline to 45% and recovery to 73%. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (some of which persists in 2023) as well as students who studied from home during the early years of the pandemic.

By comparison, the weekday base 9 am to 3 pm period (decline to 54% in Q1 CY2021, recovery to 87% in Q1 CY2024), late evening 10 pm to 12 am (decline to 52%, recovery to 90%) and most of all, the overnight Owl period (decline to 58%, recovery to 92%) showed the most resilience through the pandemic period. The base result was

consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in base period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

PM peak (declined to 44%, recovered to 80%) and evening (declined to 48%, recovered to 81%) ridership were more resilient than AM peak and early AM ridership, but less resilient than the base, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023.

Chart 14: Weekday Ridership by Time Period – Q1 CY2019 – Q1 CY2024

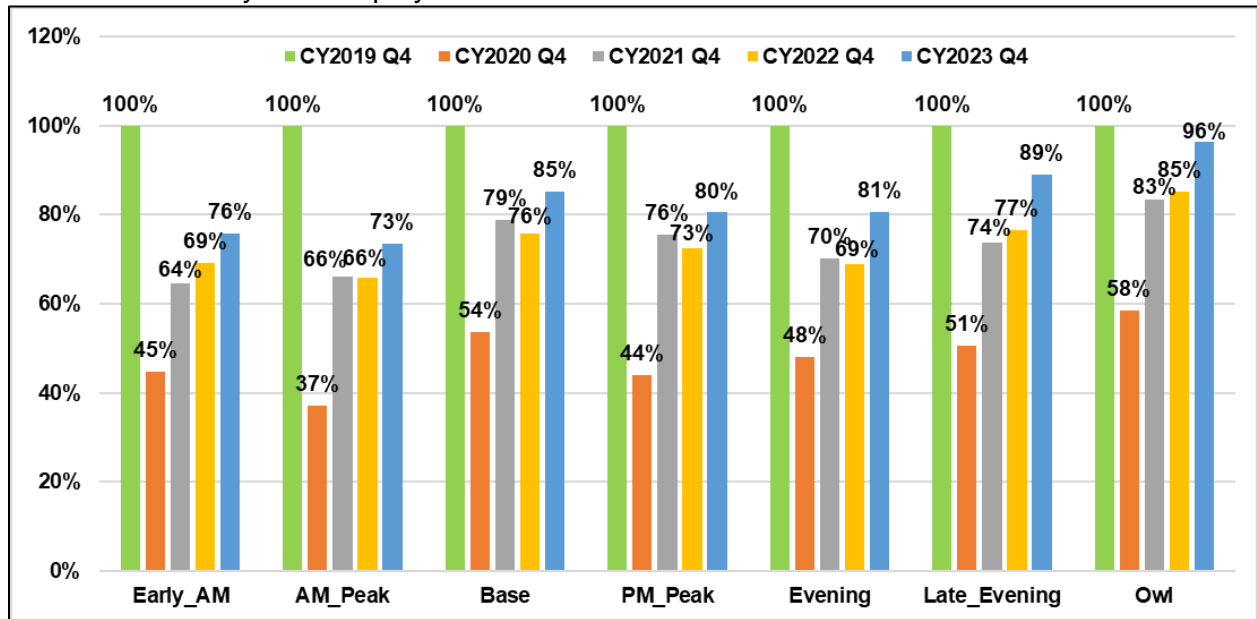
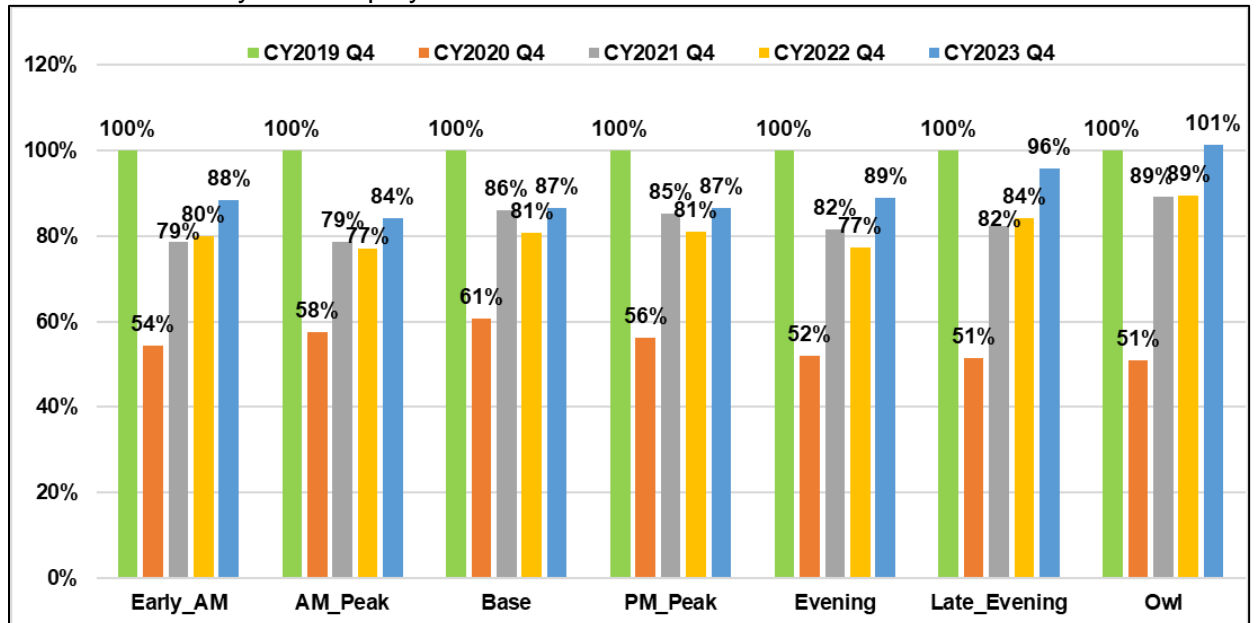


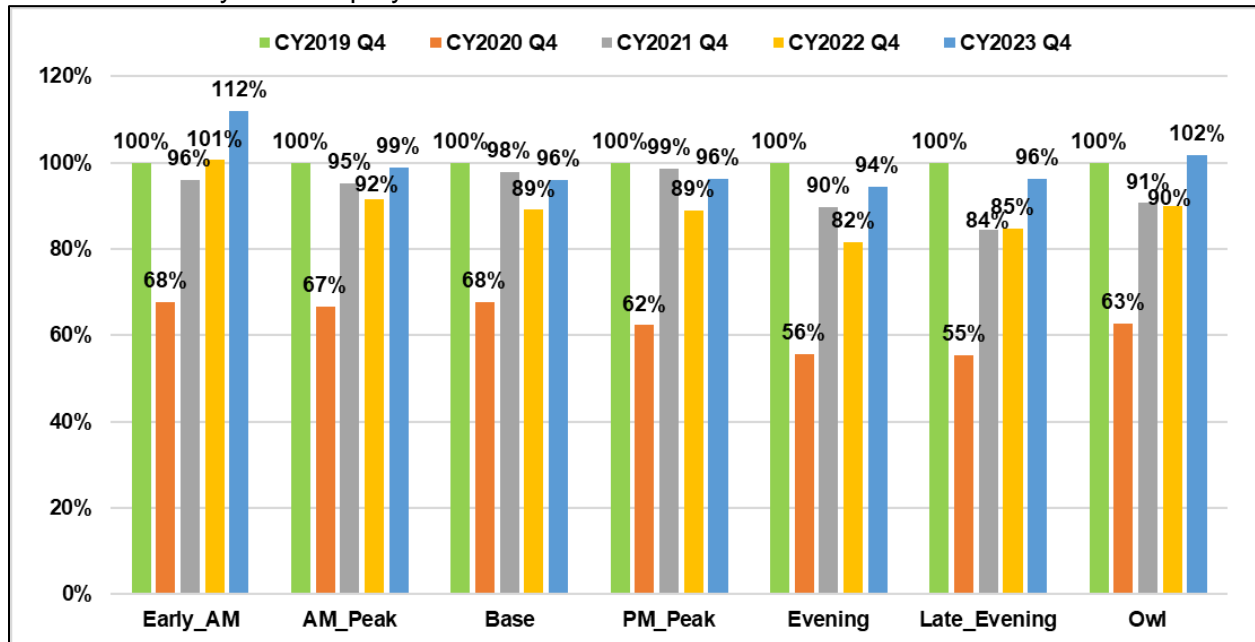
Chart 15: Saturday Ridership by Time Period – Q1 CY2019 – Q1 CY2024





Most notable about Saturday ridership was that base 9 am to 3 pm ridership declined the least to 66% in Q1 CY 2021 compared to Q1 CY2019 (pre-COVID) with early AM, AM peak, PM peak, evening, late evening, and Owl periods all declining more significantly (to 53%, 60%, 61%, 57%, 55% and 57% respectively). These time periods have seen similar recovery rates between 84% and 91%, except late evening and Owl periods which showed recovery rates of 96% and 97% respectively in Q1 CY2024, suggesting a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access.

Chart 16: Sunday Ridership by Time Period – Q1 CY2019 – Q1 CY2024



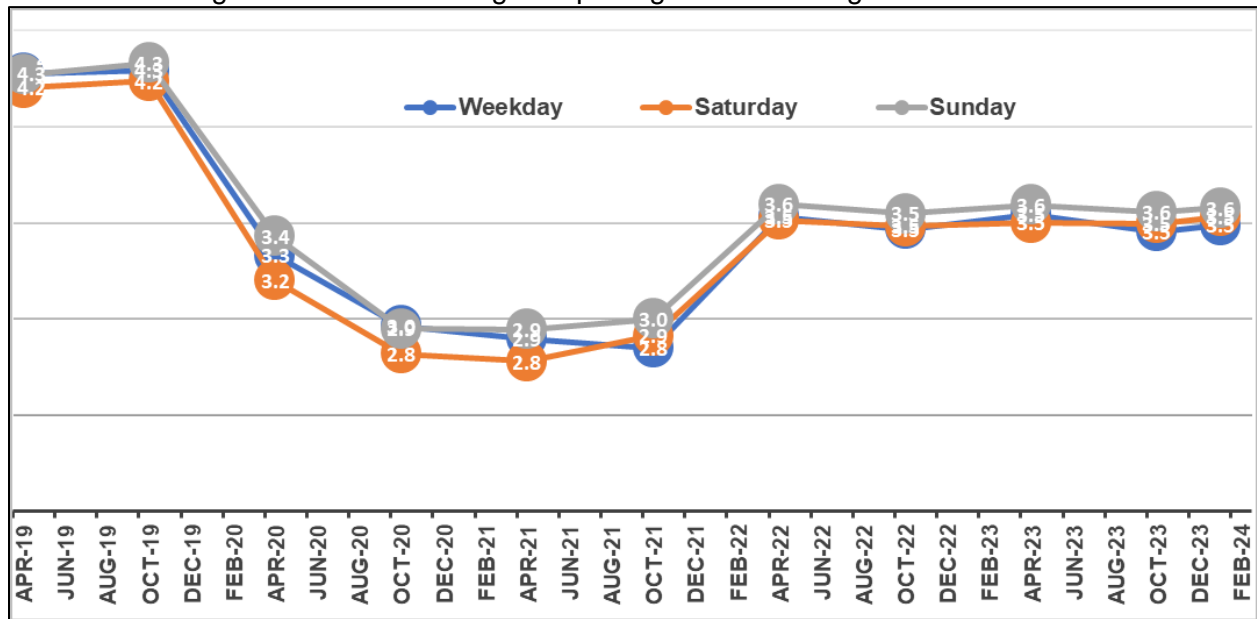
For Sunday ridership, the early AM, evening, and late evening periods saw the greatest declines (to 59-61% in Q1 CY2021), with the AM peak and Owl periods next most impacted (64% in Q1 CY2021), and base and PM peak periods the least impacted (67% in Q1 CY2021) compared to Q1 CY 2019 (pre-COVID). This suggests riders in these time periods were more reliant on transit for essential trips to jobs and services. The pattern of decline here is similar to Saturdays where the base and PM peak periods were the most resilient. By Q1 CY2024, the largest ridership recovery on Sunday was during the early AM at 106%, while other time periods all showed recovery of between 92% (AM Peak) and 95% (Owl) compared to Q1 CY2019 levels.

### **Average Passenger Trip Length**

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2024. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17

shows the average passenger trip length for two points in each year from 2019 through 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



**Ridership by Line and Line Group**

Ridership was assessed based on individual lines, and in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 1 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2023 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q1 CY2024 was 83.7% for weekdays, 94.0% for Saturday, and 98.3% for Sunday when compared to May 2019 as a pre-COVID baseline. There were 12 weekday, 26 Saturday, and 34 Sunday lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2024.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, and the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours and changes in ridership and productivity recovery. Higher increases in revenue service hours are generally associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels remain relatively stable now that the NextGen Bus Plan has been implemented.

Table 1: Ridership Recovery Distribution, Q1 CY2024 versus Q1 CY2019

| <b>Average % Ridership Recovery<br/>Q1 CY2024 versus Q1 CY2019</b> | <b>Number of<br/>Weekday<br/>Lines/Line<br/>Groups</b> | <b>Number of<br/>Saturday<br/>Lines/Line<br/>Groups</b> | <b>Number of<br/>Sunday<br/>Lines/Line<br/>Groups</b> |
|--|--|---|---|
| >= 140.0%  | 0  | 4   | 2   |
| 130.0 – 139.9%   | 0  | 0   | 3   |
| 120.0 – 129.9%   | 1  | 4   | 8   |
| 110.0 – 119.9%   | 2  | 6   | 6   |
| 100.0 – 109.9%   | 9  | 12  | 15  |
| 90.0 - 99.9%   | 23   | 21  | 19  |
| 80.0 - 89.9%   | 16   | 12  | 9   |
| 70.0 - 79.9%   | 14   | 10  | 11  |
| 60.0 - 69.9%   | 10   | 4   | 0   |
| 50.0 - 59.9%   | 4  | 1   | 0   |
| 40.0 - 49.0%   | 2  | 0   | 0   |
| 30.0 - 39.9%   | 1  | 1   | 1   |
| <b>Total Lines/Line Groups</b>                                     | <b>82</b>  | <b>75</b>   | <b>74</b>   |

**Service Reliability**

Q1 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in Q1 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q1 CY2024, operator numbers were about 1-2% below full requirement with 20% extra board after reaching full operator staffing as of August 2023. This decline was due to an increase in operator requirements as of December 2023 service change together with some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators, in order to restore full staffing. Service cancellations should not be a major factor hampering further ridership recovery.

**Service Frequency:**

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of 83.7% recovered: 19-Tier 1, 12-Tier 2, 6-Tier 3, and 7-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 94.0% recovered with a mix of 14-Tier 1, 11-Tier 2, 7-Tier 3, and 6-Tier 4 lines/line groups.
- Sunday lines that were over the system average 98.3% recovered were a mix of

14-Tier 1, 11-Tier 2, 6-Tier 3, and 6-Tier 4 lines/line groups.

**Tier 1 Highest Frequency Lines:**

NextGen Tier 1 lines provide at least 10 minute or better service frequency weekday peak and midday periods on Metro's busiest ridership corridors, typically with 10 to 15-minute weekend service frequency.

The weekday ridership recovery for Tier 1 NextGen service included a high of 116.0% for Line 66 serving E Olympic/W 8<sup>th</sup> St (this line also had strong recovery on Saturdays at 105.2%, and Sundays at 124.6% ridership). Fourteen other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 108.5% weekday, 123.8% Saturday, 109.5% Sunday.
- Central Av Line 53: 99.3% weekday, 102.0% Saturday, 119.7% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 98.8% weekday, 116.6% Saturday, 123.3% Sunday.
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 97.8% weekday, 94.6% Saturday, 101.1% Sunday 108.9%
- Wilshire BI/Whitter BI group based on Lines 18, 20, 720: 96.0% weekday, 97.3% Saturday, 105.6% Sunday
- Slauson Av Line 108: 95.9% weekday, 96.3% Saturday, 111.6% Sunday
- Florence Av Line 111: 94.2% weekday, 90.9% Saturday, 89.4% Sunday
- Santa Monica BI Line 4: 93.7% weekday, 100.3% Saturday, 104.0% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 93.7% weekday, 117.9% Saturday, 121.2% Sunday
- Soto St Line 251: 92.8% weekday, 96.1% Saturday, 99.0% Sunday.
- Vernon/La Cienega Line 105: 92.0% weekday, 98.2% Saturday, 104.5% Sunday
- Western Av Line 207: 90.8% weekday, 100.2% Saturday, 102.6% Sunday
- Venice BI Line 33: 90.3% weekday, 90.1% Saturday, 91.5% Sunday
- Huntington/Las Tunas group of Lines 78, 179: 90.3% weekday, 95.8% Saturday, 96.4% Sunday

These higher recovery Tier 1 lines serve some of the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley, and connect to many job centers. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park.

- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233.
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there).
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities.
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266.
- New bus lanes on Venice BI Line 33.

An additional 4 NextGen Tier 1 lines or line groups met or exceeded system average weekday ridership recovery weekdays of 83.7%, serving key corridors of Hawthorne BI/MLK BI (Line 40), Ventura /Reseda group (Lines 150, 240, 244), La Brea Av (Line 212) and Garvey/Cesar Chavez (Line 70).

There were ten Tier 1 lines/line groups with below system average ridership recovery. Most notable among this group is the G Line (Orange) BRT service at just 60.1% recovered weekdays, down from 63.2% in Q4 CY2023. The G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of weekday discretionary riders may be significantly impacting the recovery of this BRT lines that had higher levels of discretionary riders pre-COVID, though this again opens the opportunity for promotion to build new markets.

- Vermont Rapid Line 754 had only 65.7% recovery weekdays (slightly higher than 64.6% reported for Q4 2023). It experienced very high cancellations in 2022 and to some extent, the line still sees higher cancellations than many other lines, so it may take some time to rebuild the market now that riders can depend on it. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 108.5% (also improved from 103.5% in Q4 CY2023) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 65.8% recovery and Sundays 76.3%, compared to Line 204 recovery rates of 123.8% Saturdays and 109.5% Sundays. The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- Other Tier 1 lines that had significant NextGen route changes include Line 28 on W Olympic BI – 69.0% (up from 67.9%) recovered weekday, 77.0% Saturday, 79.6% Sunday) and Line 30 serving Pico BI – 74.5% (up from 73.6%) recovered weekday, 71.8% Saturday, 79.5% Sunday); both now end in downtown LA and do not travel to northeast LA or East LA respectively. Line 251 was extended to Eagle Rock to replace Line 28, and hence has much higher ridership recovery, while Line 30 in East LA was replaced by the new E Line light rail through the Regional Connector as well as other bus service. Similarly, the north and south ends of Line 45 on Broadway moved to other lines which helps explain its lower

recovery (71.3% weekday (down from 78.0%), 71.6% Saturday, 88.3% Sunday), though it may also partially relate to loss of Rapid service on this corridor.

- Line 210 on Crenshaw with 78.2% (down from 81.5%) recovery weekday (91.3% Saturday, 101.1% Sunday) likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 66 likely gained ridership from the area west of Westlake/MacArthur Park, where Line 51 was removed from, with Line 51 recovery at a low 78.1% (up slightly from 77.1%) weekday (77.6% Saturday, 80.8% Sunday). Line 51 is heavily focused on Downtown LA.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 80.0% (up from 78.3%) recovery weekday (86.4% Saturday, 92.5% Sunday), with Line 4 (93.7% recovered weekday, 100.3% Saturday, 104.0% Sunday) gaining more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery.
- Line group of Lines 180 and 217 serving Pasadena, Glendale, Hollywood and Hollywood-Fairfax has recovered 81.9% weekdays, 90.7% Saturdays, and 95.2% Sundays.
- Line 60 on Long Beach BI between downtown LA and Compton is 79.4% recovered weekdays, 79.6% Saturday, and 85.4% Sunday, with this line being heavily focused on downtown LA.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 93.7% on Santa Monica BI to a low of 69.0% on W Olympic. The Crenshaw, W Olympic, Long Beach BI, and Broadway corridors where Rapid lines were replaced by high frequency local bus have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

### **NextGen Tier 2 Lines**

The NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to their improved frequencies of weekday all-day 15-minutes under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still also performed strongly, suggesting the

weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 108.7% weekday, 127.1% Saturday, 127.9% Sunday
- Nordhoff St Line 166: 102.1% weekday, 124.8% Saturday, 131.6% Sunday
- Vanowen St Line 165: 102.0% weekday, 118.1% Saturday, 127.9% Sunday
- Victory Bl Line 164: 99.7% weekday, 90.7% Saturday, 98.6% Sunday
- Roscoe Bl Line 152: 92.4% weekday, 108.8% Saturday, 116.6% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way.

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle – 102.1% recovery weekdays, 166.6% Saturday, 133.4% Sunday) linking Boyle Heights high EFC area to key medical centers benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service).
- Line 55 (Compton Av – 99.1% recovery weekdays, 97.0% Saturday, 104.6% Sunday) between Willowbrook and downtown LA, through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in December 2023 service change in response to strong ridership.
- Line 603 on Hoover St links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 97.8% recovery on weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday was 101.4% recovery with 12-minute frequency in place of the previous 18-minute, though Sunday was lower at 94.1% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Lines 110 (Gage Av – 95.4% recovery weekdays, 94.7% Saturday, 108.2% Sunday) and 117 (Century Bl – 93.9% recovery weekdays, 96.0% Saturday, 98.9% Sunday) both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequencies. They have also recovered strongly on weekends even without significant frequency improvements.
- Two other Tier 2 lines, Line 94 (San Fernando Rd North Hollywood) and Line 206 (Normandie Av) had slightly below average weekday recovery rates at 81.6% and 79.3% respectively, while Line 260 (Atlantic Bl) had weekday recovery rate still slightly above average at 84.6%. Lines 94 and 260 were both significantly

restructured, which may in part have impacted their lower overall recovery:

- Line 94 offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood, with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency line. The Line 94 group had stronger weekend recovery, with 109.2% Saturday and 111.5% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining from the Line 94 changes.
- Line 260 offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Its weekend recovery was slightly below average at 92.8% Saturday and 97.8% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena, and this is taken into account in the ridership recovery rate.
- In contrast to Lines 94 and 260 above, Line 206 did not have any change of route. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. Line 206 weekend recovery was below average, with 88.4% Saturday and 90.6% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 has seen relatively higher cancellation rates which may be negatively impacting ridership recovery.
- Line 224 (Lankershim BI) in Q1 CY2024 exceeded system average weekday ridership recovery rate at 85.1% (up from 82.2% in Q4 CY2023). Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 109.0% Saturday and 115.4% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Two other Tier 2 lines were below the system average: Lines 81 (Figueroa St) with 77.4% recovery and Line 115 (Manchester-Firestone) with 80.9% recovery weekdays.
  - Line 81 serves Downtown LA from both Northeast LA and South LA and was part of a complex line restructuring in Northeast LA, an area served by the A Line which now utilizes the new Regional Connector through downtown LA. This change included a new direct link from Highland Park to East Hollywood (Line 182). This area may benefit from the marketing of both A Line light rail and the NextGen Bus Plan's new Line 81 and 182 services. Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 90.3% and Sunday at 92.0%.
  - Line 115 did not have significant route changes but did receive a 12-minute weekday peak frequency, a slight increase over the previous 14-minute service (off-peak frequencies did not change). Line 115 weekend recovery



was slightly below average with 87.2% Saturday and 96.5% Sunday.

Four other lines/line groups in NextGen frequency Tier 2 had well below system average ridership recovery weekdays:

- Line 76 on Valley Bl: 70.5% weekday, 70.6% Saturday, 76.6% Sunday
- Line 14/37 on Beverly Bl/W Adams: 68.7% weekday, 87.2% Saturday, 88.9% Sunday
- Line 35/38 Washington Bl/W Jefferson: 66.5% weekday, 68.1% Saturday, 73.4% Sunday
- Line 10/48 Melrose Av/Main-San Pedro: 63.3% weekdays, Saturday 64.7%, Sunday 70.9%

The common aspect of these lines is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While these lines recovery rates have generally improved since Q4 CY2024, there may be marketing opportunities.

### **NextGen Tier 3 and 4 Lines**

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels. There were a few high performers in terms of above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (121.1% recovery weekdays (highest of all bus line/line groups), 111.8% Saturday, 122.4% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery. Other examples include:

- Rosemead Bl Line 266 service between Lakewood and Pasadena (112.3% recovery weekdays, 113.6% Saturday, 125.8% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (105.7% recovery weekdays, 110.4% Saturday, 125.8% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 104.9% recovery weekdays and 140.2% Saturdays (service was newly added Sundays). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.

- Line 92 between downtown LA and Sylmar via Glenoaks BI (102.0% recovery weekday, 103.5% Saturday, 105.6% Sunday) is likely benefitting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Line 344 Rancho Palos Verdes service (101.9% recovery weekday, 95.2% Saturday, 94.7% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 128 serving Alondra BI through the Gateway Cities showed 98.4% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 98.0% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Express Line 577 between El Monte Station and Long Beach VA (95.5% recovery, weekday-only service) may be benefitting from recent high gas prices as well as the improved 30-minute peak service (previously 48 minutes on average).
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (92.8% recovery weekdays, 97.1% Saturday, 94.2% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 120 on Imperial Highway with 87.7% recovery weekday, 98.3% Saturday, and 102.6% Sunday, without any route or frequency changes
- Line 611 Huntington Park Shuttle (85.2% recovery weekdays, 106.7% Saturday, 103.1% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 84.2% weekdays, 86.0% Saturday, 96.0% Sunday with no major changes in service levels or routing. This line may require more promotion coming out of the pandemic, especially with recent increases in gas prices. This line has a focus on downtown LA and has improved recovery all day types this quarter.

Two Tier 3 and 4 lines had notable ridership declines likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (31.9% recovery weekdays, 36.8% Saturday, 34.1% Sunday) operates in a western San Fernando Valley office park with a

largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.

- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (48.6%, down from 57.3% in Q4 CY2023, only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL has also announced downsizing of staffing in 2024.

Key aspects of other Tier 3 and 4 lines with lower than average weekday ridership recovery include low frequency (mostly 40-60 minute), in most cases no route change, and a lower percentage of route miles serving EFCs. Examples include:

- Line 169 on Saticoy St in San Fernando Valley with 82.5% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- San Pedro group of Lines 205, 246, and 550, with 81.9% recovery weekday, 89.9% Saturday, and 97.2% Sunday, all slight reductions from Q4 CY2023. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 80.3% weekday, but 153.0% Saturday, and 156.1% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a low 79.8% recovery weekdays (up from 75.0% in Q4 CY2023), likely related to increasing worker and student travel to CSULA. It had 143.7% recovery Saturday, and 162.4% Sunday, with weekend ridership results due to the expanded span of service Sunday mornings.
- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 76.7% recovery weekdays, 82.8% Saturday, and 86.4% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 134 (Santa Monica – Malibu) with 75.9% recovery (up from 69.3% in Q4 CY2023) weekdays, 80.7% Saturday, and 103.1% Sunday, so much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu.
- Line 62 (Telegraph Rd) with 74.0% recovery weekday (down slightly from Q4 CY2023), 77.0% Saturday, and 79.4% Sunday was not changed significantly in

route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely reduced due to less activity there.

- Line 265 (Paramount Bl) with 73.0% recovery weekdays, 69.1% Saturday, 83.0% Sunday. This is a low-frequency hourly line planned for NextGen frequency improvement (40-45 minute weekdays) in June 2024.
- Line 161 (Canoga Station – Thousand Oaks) with 70.9% (up from 65.8% in Q4 CY2023) recovery weekdays, 88.3% Saturday, and again a high 117.9% Sunday recovery rate. Improved recovery on all day types.
- Line 158 (Plummer/Woodman) with 67.9% recovery weekdays, with higher recovery of 80.0% Saturday, 86.9% Sunday. Slight improvements for weekday and Saturday recovery with new short line to provide 30-minute instead of hourly service weekdays to be introduced in June 2024.
- Line 218 (Studio City – Beverly Hills) with 66.9% (up from 61.4% in Q4 CY2023) recovery weekday, 75.2% Saturday, 77.5% Sunday. Limited by hourly type frequency.
- Line 167 (Devonshire-Coldwater Canyon) with 65.4% (slightly up from 62.9% in Q4 CY2023) recovery weekdays, but higher recovery of 86.9% Saturday, 87.8% Sunday, so more significant recovery rate improvement weekend. Limited by hourly type frequency.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 64.5% recovery weekdays (decline from 69.6% in Q4 CY2023), but much higher and increased weekend recovery at 121.6% Saturday, 135.7% Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips.
- Line 102 (La Tijera-Exposition Bl) with 58.9% recovery weekdays (up from 55.3% in Q4 CY2023), 74.4% Saturday, 70.8% Sunday, is low likely due to the hourly service level now offered.
- Line 96 (Riverside Dr) with 53.3% recovery weekdays, 58.0% Saturday, 71.3% Sunday, is consistently low and weekends declined slightly. This line was cut back to the north end of downtown LA near Union Station.
- Lines 211/215 (Inglewood Av/Prairie Av) at 51.9% recovery (down from 57.8% in Q4 CY2023) only offers peak-hour weekday service. Other than some well-used trips of school student ridership, this line has some very low usage trips that will be discontinued.
- Line 209 (Van Ness Av) with 45.0% recovery (up slightly from 43.0% in Q4 CY2023) only runs weekdays, has hourly frequency, and was significantly shortened. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.

### Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area went through significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 58.1% overall weekdays (down slightly from 60.2% in Q4 CY2023), but above average and much higher 104.2% Saturday, and 105.2% for Sunday (weekend recovery rates increased). This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, though they were increased in frequency in December 2023, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl will be restored in the June 2024 service change, and Lines 267 and 686 will be merged into new Line 267 with 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery.

### **Bus Speed and Reliability:**

As part of the NextGen Bus Plan, almost 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Roscoe Bl and Florence Av plus expanded transit signal priority and all door boarding programs during FY2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2024

| Line Description   | Line (2019) | Avg Weekday Boardings 2019 Q1 | Line (2024) | Avg Weekday Boardings 2024 Q1 | Weekday Ridership Recovery 2024 versus 2019 | Weekday RSH 2019 | Weekday RSH 2024 | % 2024 over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 over 2019 |
|--|-------------|-------------------------------|-------------|-------------------------------|---|------------------|------------------|------------------|----------------------------------|----------------------------------|-------------------------------|
| Balboa BI  | 236         | 1,461                         | 235/236     | 1,770                         | 121.1%                                      | 53.9             | 81.2             | 150.6%           | 27.1                             | 21.8                             | 80.4%                         |
| E Olympic BI/W 8th St  | 066         | 10,595                        | 066         | 12,289                        | 116.0%                                      | 187.7            | 272.6            | 145.2%           | 56.4                             | 45.1                             | 79.9%                         |
| Rosemead BI  | 266         | 4,529                         | 266         | 5,088                         | 112.3%                                      | 129.4            | 191.9            | 148.3%           | 35.0                             | 26.5                             | 75.8%                         |
| Sherman Way  | 163         | 8,511                         | 162         | 9,247                         | 108.6%                                      | 199.8            | 246.1            | 123.2%           | 42.6                             | 37.6                             | 88.2%                         |
| Vermont Av Local   | 204         | 19,838                        | 204         | 21,519                        | 108.5%                                      | 274.9            | 334.7            | 121.8%           | 72.2                             | 64.3                             | 89.1%                         |
| Rosecrans Av   | 125         | 4,516                         | 125         | 4,774                         | 105.7%                                      | 142.7            | 178.1            | 124.8%           | 31.6                             | 26.8                             | 84.7%                         |
| Tampa Av & Winnetka Av   | 243         | 1,498                         | 242         | 1,571                         | 104.9%                                      | 52.9             | 63.6             | 120.2%           | 28.3                             | 24.7                             | 87.2%                         |
| LAC USC Medical Center Shuttle   | 605         | 2,101                         | 605         | 2,146                         | 102.1%                                      | 54.9             | 64.6             | 117.7%           | 38.3                             | 33.2                             | 86.8%                         |
| Nordhoff St  | 166         | 5,401                         | 166         | 5,516                         | 102.1%                                      | 148.8            | 150.1            | 100.9%           | 36.3                             | 36.7                             | 101.2%                        |
| Downtown LA - Glenoaks BI - Sylmar                                       | 092         | 5,291                         | 092         | 5,397                         | 102.0%                                      | 185.8            | 237.2            | 127.7%           | 28.5                             | 22.8                             | 79.9%                         |
| Vanowen St   | 165         | 7,485                         | 165         | 7,631                         | 102.0%                                      | 189.5            | 221.4            | 116.8%           | 39.5                             | 34.5                             | 87.3%                         |
| Hawthorne BI, Rancho Palos Verdes  | 344         | 1,365                         | 344         | 1,391                         | 101.9%                                      | 63.6             | 63.3             | 99.5%            | 21.5                             | 22.0                             | 102.4%                        |
| Victory BI   | 164         | 5,693                         | 164         | 5,674                         | 99.7%                                       | 167.3            | 204.4            | 122.2%           | 34.0                             | 27.8                             | 81.6%                         |
| Central Av   | 053         | 11,158                        | 053         | 11,075                        | 99.3%                                       | 237.0            | 291.3            | 122.9%           | 47.1                             | 38.0                             | 80.8%                         |
| Compton AV   | 055         | 6,930                         | 055         | 6,871                         | 99.1%                                       | 176.2            | 199.7            | 113.3%           | 39.3                             | 34.4                             | 87.5%                         |
| Van Nuys BI Local  | 233         | 10,778                        | 233         | 12,270                        | 98.8%                                       | 703.3            | 789              | 112.2%           | 39.2                             | 34.5                             | 88.1%                         |
| Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761) | 788         | 1,827                         | 761         | 6,756                         |   |                  |                  |                  |                                  |                                  |                               |
| Sepulveda BI Local   | 234         | 5,034                         | 234         | 8,183                         |   |                  |                  |                  |                                  |                                  |                               |
| Sepulveda BI - Westside Rapid  | 734         | 5,856                         |             |                               |   |                  |                  |                  |                                  |                                  |                               |
| Reseda/Ventura/Van Nuys Rapid  | 744         | 4,042                         |             |                               |   |                  |                  |                  |                                  |                                  |                               |
| Alondra BI   | 128         | 1,010                         | 128         | 994                           | 98.4%                                       | 47.8             | 43.6             | 91.2%            | 21.1                             | 22.8                             | 107.9%                        |
| Willowbrook Av   | 202         | 252                           | 202         | 247                           | 98.0%                                       | 19.2             | 27.9             | 145.3%           | 13.1                             | 8.9                              | 67.5%                         |
| 3 <sup>rd</sup> St   | 016         | 20,130                        | 016         | 18,991                        | 97.8%                                       | 426.1            | 486.1            | 114.1%           | 47.2                             | 40.5                             | 85.7%                         |
| Robertson BI - Beverwil Dr   |             |                               | 617         | 688                           |   |                  |                  |                  |                                  |                                  |                               |
| Hoover St  | 603         | 6,875                         | 603         | 7,654                         | 97.8%                                       | 225.8            | 235              | 104.1%           | 34.7                             | 32.6                             | 94.0%                         |
| Silver Lake  | 201         | 951                           |             |                               |   |                  |                  |                  |                                  |                                  |                               |
| Whitter BI W 6th St  | 018         | 17,210                        | 018         | 19,819                        | 96.0%                                       | 1180.5           | 1275.3           | 108.0%           | 48.8                             | 43.4                             | 88.8%                         |
| Wilshire BI Local  | 020         | 12,486                        | 020         | 8,741                         |   |                  |                  |                  |                                  |                                  |                               |
| Wilshire BI Rapid  | 720         | 27,951                        | 720         | 26,755                        |   |                  |                  |                  |                                  |                                  |                               |

RSH = Revenue Service Hours

| Line Description  | Line (2019) | Avg Weekday Boardings 2019 Q1 | Line (2024) | Avg Weekday Boardings 2024 Q1 | Weekday Ridership Recovery 2024 versus 2019 | Weekday RSH 2019 | Weekday RSH 2024 | % 2024 over 2019 | Productivity Boardings/RSH 2019 | Productivity Boardings/RSH 2024 | Productivity % 2024 over 2019 |
|---|-------------|-------------------------------|-------------|-------------------------------|---|------------------|------------------|------------------|---------------------------------|---------------------------------|-------------------------------|
| Slauson Av  | 108         | 14,485                        | 108         | 13,886                        | 95.9%                                       | 331.9            | 376.3            | 113.4%           | 43.6                            | 36.9                            | 84.6%                         |
| El Monte - Long Beach VA Express                                    | 577         | 867                           | 577         | 828                           | 95.5%                                       | 66.1             | 79.3             | 120.0%           | 13.1                            | 10.4                            | 79.6%                         |
| Gage Av   | 110         | 7,811                         | 110         | 7,454                         | 95.4%                                       | 205.3            | 227.3            | 110.7%           | 38.0                            | 32.8                            | 86.2%                         |
| Florence Av   | 111         | 14,585                        | 111         | 13,741                        | 94.2%                                       | 282.1            | 347.9            | 123.3%           | 51.7                            | 39.5                            | 76.4%                         |
| Century BI  | 117         | 8,416                         | 117         | 7,899                         | 93.9%                                       | 222.5            | 233.9            | 105.1%           | 37.8                            | 33.8                            | 89.3%                         |
| Santa Monica BI Local   | 004         | 14,154                        | 004         | 22,491                        | 93.7%                                       | 642.1            | 633.4            | 98.6%            | 37.4                            | 35.5                            | 94.9%                         |
| Santa Monica BI Rapid   | 704         | 9,860                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro | 910/950     | 15,749                        | 910/950     | 14,760                        | 93.7%                                       | 427.5            | 389.6            | 91.1%            | 36.8                            | 37.9                            | 102.8%                        |
| LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy                | 232         | 4,493                         | 232         | 4,168                         | 92.8%                                       | 188.8            | 197.2            | 104.4%           | 23.8                            | 21.1                            | 88.8%                         |
| Soto St   | 251         | 8,195                         | 251         | 13,724                        | 92.8%                                       | 337.2            | 359              |                  | 43.9                            | 38.2                            | 87.1%                         |
| Soto St - Griffin Av  | 252         | 2,093                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| Soto St Rapid   | 751         | 4,506                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| Roscoe BI   | 152         | 10,149                        | 152         | 9,381                         | 92.4%                                       | 225.7            | 231.6            | 102.6%           | 45.0                            | 40.5                            | 90.1%                         |
| Vernon Av, La Cienega BI  | 105         | 10,563                        | 105         | 14,865                        | 92.0%                                       | 356.1            | 348.5            | 97.9%            | 45.4                            | 42.7                            | 94.0%                         |
| Vernon Av, La Cienega BI Rapid                                      | 705         | 5,598                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| Western Av Local  | 207         | 15,589                        | 207         | 24,491                        | 90.8%                                       | 425.2            | 440.2            | 103.5%           | 63.4                            | 55.6                            | 87.7%                         |
| Western Av Rapid  | 757         | 11,373                        |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| Venice BI Local   | 033         | 9,969                         | 033         | 15,926                        | 90.3%                                       | 494.3            | 500.7            | 101.3%           | 35.7                            | 31.8                            | 89.2%                         |
| Venice BI Rapid   | 733         | 7,664                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr          | 078         | 8,399                         | 078         | 6,574                         | 90.3%                                       | 364.1            | 314              | 86.2%            | 23.1                            | 24.1                            | 104.7%                        |
| Rose Hill - Arcadia via Huntington Dr                               |             |                               | 179         | 1,009                         |   |                  |                  |                  |                                 |                                 |                               |
| Ventura BI Local  | 150         | 7,965                         | 150         | 2,952                         | 88.1%                                       | 517.3            | 518.5            | 1.00232          | 33.1                            | 29.1                            | 87.9%                         |
| Reseda BI/Ventura BI Local  |             |                               | 240         | 10,463                        |   |                  |                  |                  |                                 |                                 |                               |
| Topanga Canyon BI (245); De Soto Av (244)                           | 245         | 2,523                         | 244         | 1,673                         |   |                  |                  |                  |                                 |                                 |                               |
| Reseda/Ventura/Van Nuys Rapid                                       | 744         | 4,042                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| Ventura BI Rapid  | 750         | 2,587                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |
| Imperial Hwy  | 120         | 3,489                         | 120         | 3,060                         | 87.7%                                       | 137.6            | 131.9            | 95.9%            | 25.4                            | 23.2                            | 91.5%                         |
| MLK - Hawthorne BI  | 040         | 13,630                        | 040         | 13,854                        | 87.4%                                       | 415.6            | 440.2            | 105.9%           | 38.1                            | 31.5                            | 82.5%                         |
| Hawthorne BI Rapid  | 740         | 2,225                         |             |                               |   |                  |                  |                  |                                 |                                 |                               |

| Line Description  | Line (2019) | Avg Weekday Boardings 2019 Q1 | Line (2024) | Avg Weekday Boardings 2024 Q1 | Weekday Ridership Recovery 2024 versus 2019 | Weekday RSH 2019 | Weekday RSH 2024 | % 2024 over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 over 2019 |
|---|-------------|-------------------------------|-------------|-------------------------------|---|------------------|------------------|------------------|----------------------------------|----------------------------------|-------------------------------|
| Huntington Park Shuttle   | 611         | 1,490                         | 611         | 1,269                         | 85.2%                                       | 55.8             | 50.1             | 89.8%            | 26.7                             | 25.3                             | 94.9%                         |
| Downtown LA - Foothill BI   | 090         | 6,596                         | 090         | 5,583                         | 85.1%                                       | 579.5            | 627.6            | 108.3%           | 29.8                             | 24.1                             | 80.8%                         |
| Hollywood Way   | 222         | 1,272                         | 222         | 1,036                         |   |                  |                  |                  |                                  |                                  |                               |
| Lankershim BI   | 224         | 6,574                         | 224         | 6,024                         |   |                  |                  |                  |                                  |                                  |                               |
| Whiteoak Av, Woodley Av   | 237         | 1,920                         | 237         | 1,481                         |   |                  |                  |                  |                                  |                                  |                               |
| Whiteoak Av   | 239         | 900                           |             |                               |   |                  |                  |                  |                                  |                                  |                               |
| Foothill BI   |             |                               | 690         | 984                           |   |                  |                  |                  |                                  |                                  |                               |
| La Brea Av  | 212         | 11,046                        | 212         | 9,363                         | 84.8%                                       | 240.2            | 300.1            | 124.9%           | 46.0                             | 31.2                             | 67.8%                         |
| Artesia - Pasadena via Atlantic BI and Fair Oaks Av                         | 260         | 9,203                         | 260         | 10,029                        | 84.6%                                       | 379.6            | 329.3            | 86.7%            | 33.6                             | 32.8                             | 97.5%                         |
| Atlantic BI Rapid (762)/Altadena - Pasadena (660)                           | 762         | 3,551                         | 660         | 757                           |   |                  |                  |                  |                                  |                                  |                               |
| Downtown LA - Norwalk - Disneyland  | 460         | 4,554                         | 460         | 3,835                         | 84.2%                                       | 219.4            | 178.5            | 81.4%            | 20.8                             | 21.5                             | 103.5%                        |
| Montebello - Downtown LA via Cesar Chavez Av                                | 068         | 4,780                         |             |                               | 83.7%                                       | 582.3            | 595.3            | 102.2%           | 38.6                             | 31.6                             | 81.9%                         |
| El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local              | 070         | 9,417                         |             |                               |   |                  |                  |                  |                                  |                                  |                               |
| El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local              | 071         | 1,533                         | 070         | 15,064                        |   |                  |                  |                  |                                  |                                  |                               |
| Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace | 106         | 409                           | 106         | 3,761                         |   |                  |                  |                  |                                  |                                  |                               |
| El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid              | 770         | 6,355                         |             |                               |   |                  |                  |                  |                                  |                                  |                               |
| Saticoy St  | 169         | 2,137                         | 169         | 1,764                         | 82.5%                                       | 87.0             | 80               | 92.0%            | 24.6                             | 22.1                             | 89.8%                         |
| San Pedro - Willowbrook via Vermont Av, Wilmington Av                       | 205         | 3,413                         | 205         | 2,744                         | 82.0%                                       | 289.8            | 291.4            | 100.6%           | 24.9                             | 20.3                             | 81.5%                         |
| San Pedro - Harbor Gateway Transit Center - USC                             | 550         | 1,336                         | 550         | 343                           |   |                  |                  |                  |                                  |                                  |                               |
| San Pedro - Harbor Gateway Transit Center via Avalon BI                     | 246         | 2,460                         | 246         | 2,823                         |   |                  |                  |                  |                                  |                                  |                               |
| Hollywood - Pasadena  | 180         | 7,877                         | 180         | 8,853                         | 81.9%                                       | 594.4            | 583.9            | 98.2%            | 35.3                             | 29.4                             | 83.4%                         |
| Hollywood BI Fairfax BI   | 217         | 5,942                         | 217         | 8,340                         |   |                  |                  |                  |                                  |                                  |                               |
| Hollywood/Fairfax - Pasadena Rapid  | 780         | 7,171                         |             |                               |   |                  |                  |                  |                                  |                                  |                               |
| Downtown LA - San Fernando Rd - North Hollywood                             | 094         | 4,112                         | 094         | 6,589                         | 81.6%                                       | 454.0            | 404.8            | 89.2%            | 25.4                             | 23.2                             | 91.5%                         |
| San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)          | 794         | 3,775                         | 294         | 1,307                         |   |                  |                  |                  |                                  |                                  |                               |
| Magnolia BI North Hollywood - Burbank - Glendale                            | 183         | 1,552                         |             |                               |   |                  |                  |                  |                                  |                                  |                               |



| Line Description                            | Line (2019) | Avg Weekday Boardings 2019 Q1 | Line (2024) | Avg Weekday Boardings 2024 Q1 | Weekday Ridership Recovery 2024 versus 2019 | Weekday RSH 2019 | Weekday RSH 2024 | % 2024 over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 over 2019 |
|---|-------------|-------------------------------|-------------|-------------------------------|---|------------------|------------------|------------------|----------------------------------|----------------------------------|-------------------------------|
| Burbank BI Oxnard St                        | 154         | 761                           | 154         | 508                           |   |                  |                  |                  |                                  |                                  |                               |
| Riverside Dr                                | 155         | 1,318                         | 155         | 993                           |   |                  |                  |                  |                                  |                                  |                               |
| Manchester Av - Firestone BI                | 115         | 13,826                        | 115         | 11,179                        | 80.9%                                       | 301.9            | 291.8            | 96.7%            | 45.8                             | 38.3                             | 83.7%                         |
| North Hollywood - Pasadena Express          | 501         | 1,413                         | 501         | 1,135                         | 80.3%                                       | 93.0             | 83.7             | 90.0%            | 15.2                             | 13.6                             | 89.3%                         |
| Sunset BI (became Sunset BI - Alvarado St)  | 002         | 11,384                        | 002         | 17,743                        |   |                  |                  |                  |                                  |                                  |                               |
| Alvarado St                                 | 200         | 10,808                        |             |                               | 80.0%                                       | 496.5            | 472.4            | 95.1%            | 44.7                             | 37.6                             | 84.0%                         |
| CSULA - City Terrace Shuttle                | 665         | 638                           | 665         | 509                           | 79.8%                                       | 27.1             | 34.9             | 128.8%           | 23.5                             | 14.6                             | 61.9%                         |
| Downtown LA - Artesia via Long Beach BI     | 060         | 13,498                        | 060         | 14,110                        |   |                  |                  |                  |                                  |                                  |                               |
| Long Beach BI Rapid                         | 760         | 4,275                         |             |                               | 79.4%                                       | 419.8            | 426.8            | 101.7%           | 42.3                             | 33.1                             | 78.1%                         |
| Normandie Av                                | 206         | 10,981                        | 206         | 8,710                         | 79.3%                                       | 189.9            | 202.6            | 106.7%           | 57.8                             | 43.0                             | 74.3%                         |
| Crenshaw BI Local                           | 210         | 9,971                         | 210         | 12,724                        |   |                  |                  |                  |                                  |                                  |                               |
| Crenshaw BI Rapid                           | 710         | 6,297                         |             |                               | 78.2%                                       | 376.6            | 347.2            | 92.2%            | 43.2                             | 36.6                             | 84.8%                         |
| Avalon BI, W 7th St                         | 051         | 22,961                        | 051         | 17,926                        | 78.1%                                       | 415.0            | 429.6            | 103.5%           | 55.3                             | 41.7                             | 75.4%                         |
| Figueroa St                                 | 081         | 12,928                        | 081         | 9,733                         |   |                  |                  |                  |                                  |                                  |                               |
| Downtown LA - Eagle Rock via York BI        | 083         | 2,344                         |             |                               | 77.4%                                       | 415.2            | 353.3            | 85.1%            | 38.4                             | 34.9                             | 90.9%                         |
| Silver Lake - East Hollywood                | 175         | 659                           | 182         | 2,596                         |   |                  |                  |                  |                                  |                                  |                               |
| Laurel Canyon BI                            | 230         | 3,937                         | 230         | 3,020                         | 76.7%                                       | 100.3            | 93.1             | 92.8%            | 39.3                             | 32.4                             | 82.6%                         |
| Santa Monica - Malibu via Pacific Coast Hwy | 534         | 1,459                         | 134         | 1,108                         | 75.9%                                       | 80.4             | 59.9             | 74.5%            | 18.1                             | 18.5                             | 101.9%                        |
| Pico BI                                     | 030         | 11,537                        | 030         | 8,592                         | 74.5%                                       | 297.8            | 231.6            | 77.8%            | 38.7                             | 37.1                             | 95.8%                         |
| Telegraph Rd                                | 062         | 3,984                         | 062         | 2,950                         | 74.0%                                       | 159.4            | 127.5            | 80.0%            | 25.0                             | 23.1                             | 92.6%                         |
| Paramount BI                                | 265         | 1,365                         | 265         | 997                           | 73.0%                                       | 51.6             | 47.1             | 91.3%            | 26.5                             | 21.2                             | 80.0%                         |
| Broadway Local                              | 045         | 13,682                        | 045         | 12,828                        |   |                  |                  |                  |                                  |                                  |                               |
| Broadway Rapid                              | 745         | 6,084                         |             |                               | 71.3%                                       | 475.5            | 414.3            | 87.1%            | 43.3                             | 35.4                             | 81.8%                         |
| Compton BI, Somerset BI                     | 127         | 816                           | 127         | 1,837                         |   |                  |                  |                  |                                  |                                  |                               |
| Canoga Station - Thousand Oaks              | 161         | 1,079                         | 161         | 765                           | 70.9%                                       | 55.7             | 49.2             | 88.3%            | 19.4                             | 15.5                             | 80.3%                         |
| Valley BI                                   | 076         | 8,141                         | 076         | 5,740                         | 70.5%                                       | 212.4            | 214.9            | 101.2%           | 38.3                             | 26.7                             | 69.7%                         |
| Olympic BI Local                            | 028         | 8,463                         | 028         | 9,604                         |   |                  |                  |                  |                                  |                                  |                               |
| Olympic BI Rapid                            | 728         | 5,450                         |             |                               | 69.0%                                       | 401.1            | 309              | 77.0%            | 34.7                             | 31.1                             | 89.6%                         |
| Beverly BI - W Adams BI                     | 014/037     | 16,212                        | 014/037     | 11,137                        | 68.7%                                       | 382.5            | 277              | 72.4%            | 42.4                             | 40.2                             | 94.9%                         |
| Plummer St, Woodman Av                      | 158         | 1,931                         | 158         | 1,312                         | 67.9%                                       | 58.5             | 49.9             | 85.3%            | 33.0                             | 26.3                             | 79.7%                         |
| Manhattan Beach BI                          | 218         | 860                           | 218         | 575                           | 66.9%                                       | 50.0             | 34.3             | 68.6%            | 17.2                             | 16.8                             | 97.5%                         |

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|--|-------------|-------------------------------|-------------|-------------------------------|---|------------------|------------------|------------------|----------------------------------|----------------------------------|-------------------------------|
| Washington BI/W Jefferson BI                               | 035/038     | 7,653                         | 035/038     | 5,093                         | 66.5%                                       | 209.5            | 152              | 72.6%            | 36.5                             | 33.5                             | 91.7%                         |
| Vermont Av Rapid   | 754         | 19,700                        | 754         | 12,948                        | 65.7%                                       | 238.9            | 231.7            | 97.0%            | 82.5                             | 55.9                             | 67.8%                         |
| Coldwater Canyon Av - Devonshire St                        | 167         | 2,090                         | 167         | 1,366                         | 65.4%                                       | 89.8             | 69.5             | 77.4%            | 23.3                             | 19.7                             | 84.4%                         |
| Westwood - Pacific Palisades                               | 602         | 1,847                         | 602         | 1,192                         | 64.5%                                       | 76.9             | 54.5             | 70.9%            | 24.0                             | 21.9                             | 91.1%                         |
| Melrose Av/Main St/San Pedro St                            | 010/048     | 11,124                        | 010/048     | 7,042                         | 63.3%                                       | 284.3            | 216.2            | 76.0%            | 39.1                             | 32.6                             | 83.2%                         |
| G Line BRT - North Hollywood - Canoga Park - Chatsworth    | 901         | 21,958                        | 901         | 13,290                        | 60.5%                                       | 345.6            | 296.9            | 85.9%            | 63.5                             | 44.8                             | 70.5%                         |
| La Tijera BI, Exposition BI                                | 102         | 2,333                         | 102         | 1,374                         | 58.9%                                       | 90.1             | 68.6             | 76.1%            | 25.9                             | 20.0                             | 77.4%                         |
| Pasadena - Highland Park - Eastern Av                      | 256         | 1,400                         | 256         | 558                           | 58.1%                                       | 675.1            | 497.4            | 73.7%            | 21.3                             | 16.8                             | 78.9%                         |
| Fremont Av - Eastern Av - Garfield Av                      | 258         | 2,508                         | 258         | 2,089                         |   |                  |                  |                  |                                  |                                  |                               |
| El Monte - Pasadena via Temple City BI and Del Mar BI      | 267         | 2,762                         | 267         | 1,261                         |   |                  |                  |                  |                                  |                                  |                               |
| El Monte - Pasadena via Baldwin Av                         | 268         | 1,666                         | 268         | 645                           |   |                  |                  |                  |                                  |                                  |                               |
| Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287) | 176         | 1,451                         | 287         | 948                           |   |                  |                  |                  |                                  |                                  |                               |
| Pasadena - Altadena via Lake Av, Lincoln Av                |             |                               | 662         | 1,359                         |   |                  |                  |                  |                                  |                                  |                               |
| Los Robles Av (687); Allen Av (686)                        | 687         | 1,186                         | 686         | 222                           |   |                  |                  |                  |                                  |                                  |                               |
| Downtown LA - San Gabriel BI (487) - Rosemead BI (489)     | 487/489     | 3,412                         | 487/489     | 1,280                         |   |                  |                  |                  |                                  |                                  |                               |
| Riverside Dr   | 096         | 1,263                         | 096         | 673                           | 53.3%                                       | 85.7             | 47.6             | 55.5%            | 14.7                             | 14.1                             | 95.9%                         |
| Prairie Av/Inglewood Av                                    | 211/215     | 576                           | 211/215     | 299                           | 51.9%                                       | 33.8             | 27               | 79.9%            | 17.0                             | 11.1                             | 65.0%                         |
| Caltech - Pasadena - Jet Propulsion Laboratory             | 177         | 442                           | 177         | 215                           | 48.6%                                       | 15.5             | 16.1             | 103.9%           | 28.5                             | 13.4                             | 46.8%                         |
| Van Ness Av/Arlington Av                                   | 209         | 773                           | 209         | 348                           | 45.0%                                       | 44.0             | 31.4             | 71.4%            | 17.6                             | 11.1                             | 63.1%                         |
| Warner Center Shuttle                                      | 601         | 1,164                         | 601         | 371                           | 31.9%                                       | 73.9             | 37.1             | 50.2%            | 15.8                             | 10.0                             | 63.5%                         |
| Manhattan Beach BI   | 126         | 174                           |             |                               | Discontinued                                | 13.8             | N/A              | N/A              | 12.6                             | N/A                              | N/A                           |
| Artesia BI   | 130         | 2,355                         |             |                               | Transferred to Municipal Agencies           | 106.6            | N/A              | N/A              | 22.1                             | N/A                              | N/A                           |
| Boyle Av   | 254         | 337                           |             |                               | Discontinued                                | 37.5             | N/A              | N/A              | 9.0                              | N/A                              | N/A                           |
| Manchester Av Express                                      | 442         | 171                           |             |                               | Discontinued                                | 10.3             | N/A              | N/A              | 16.6                             | N/A                              | N/A                           |
| Windsor Hills - Inglewood                                  | 607         | 55                            |             |                               | Discontinued                                | 9.2              | N/A              | N/A              | 6.0                              | N/A                              | N/A                           |
| South Gate Shuttle   | 612         | 1,088                         |             |                               | Replaced with Micro                         | 53.6             | N/A              | N/A              | 20.3                             | N/A                              | N/A                           |

| Line Description                 | Line (2019) | Avg Weekday Boardings 2019 Q1 | Line (2024) | Avg Weekday Boardings 2024 Q1 | Weekday Ridership Recovery 2024 versus 2019 | Weekday RSH 2019 | Weekday RSH 2024 | % 2024 over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 over 2019 |
|----------------------------------|-------------|-------------------------------|-------------|-------------------------------|---|------------------|------------------|------------------|----------------------------------|----------------------------------|-------------------------------|
| LAX C Line Shuttle               | 625         | 320                           |             |                               | Replaced with Micro                         | 18.7             | N/A              | N/A              | 17.1                             | N/A                              | N/A                           |
| Glassell Park - Glendale College | 685         | 481                           |             |                               | Replaced with Micro                         | 29.7             | N/A              | N/A              | 16.2                             | N/A                              | N/A                           |

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2024

| Line Description  | Line (2019) | Avg Saturday Boardings Q1-2019 | Line (2024) | Avg Saturday Boardings Q1-2024 | Saturday Ridership Recovery 2024 versus 2019 | Saturday RSH 2019 | Saturday RSH 2024 | RSH % 2024 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|--------------------------------|-------------|--------------------------------|--|-------------------|-------------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| LAC USC Medical Center Shuttle  | 605         | 695                            | 605         | 1,158                          | 166.6%                                       | 27.1              | 49.6              | 183.0%               | 25.6                             | 23.3                             | 91%                           |
| North Hollywood - Pasadena Express                                    | 501         | 466                            | 501         | 713                            | 153.0%                                       | 31.4              | 60.2              | 191.7%               | 14.8                             | 11.8                             | 80%                           |
| CSULA - City Terrace Shuttle  | 665         | 190                            | 665         | 273                            | 143.7%                                       | 13.7              | 30.2              | 220.4%               | 13.9                             | 9.0                              | 65%                           |
| Tampa Av & Winnetka Av  | 243         | 624                            | 242         | 875                            | 140.2%                                       | 40.5              | 55                | 135.8%               | 15.4                             | 15.9                             | 103%                          |
| Sherman Way   | 163         | 4,658                          | 162         | 5,919                          | 127.1%                                       | 110.8             | 172.3             | 155.5%               | 42.0                             | 34.4                             | 82%                           |
| Nordhoff St   | 166         | 2,250                          | 166         | 2,807                          | 124.8%                                       | 74.2              | 79.9              | 107.7%               | 30.3                             | 35.1                             | 116%                          |
| Vermont Av Local  | 204         | 13,422                         | 204         | 16,623                         | 123.8%                                       | 204.1             | 259.9             | 127.3%               | 65.8                             | 64.0                             | 97%                           |
| Westwood - Pacific Palisades  | 602         | 536                            | 602         | 652                            | 121.6%                                       | 50.9              | 50                | 98.2%                | 10.5                             | 13.0                             | 124%                          |
| Vanowen St  | 165         | 3,406                          | 165         | 4,021                          | 118.1%                                       | 90.2              | 111.9             | 124.1%               | 37.8                             | 35.9                             | 95%                           |
| J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro   | 910/950     | 6,428                          | 910/950     | 7,576                          | 117.9%                                       | 201.6             | 202.5             | 100.4%               | 31.9                             | 37.4                             | 117%                          |
| Van Nuys BI Local   | 233         | 8,019                          | 233         | 8,739                          | 116.6%                                       | 164               | 220.2             | 141.5%               | 39.5                             | 32.5                             | 82%                           |
| Sepulveda BI Local  | 234         | 5,704                          | 234         | 5,089                          |  | 182.2             | 179.1             |                      |                                  |                                  |                               |
| Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761) | 744         | 1,309                          | 761         | 3,696                          |  | 34.6              | 139.6             |                      |                                  |                                  |                               |
| Rosemead BI   | 266         | 2,951                          | 266         | 3,353                          | 113.6%                                       | 93.7              | 126.5             | 135.0%               | 31.5                             | 26.5                             | 84%                           |
| Balboa BI   | 236         | 550                            | 236         | 615                            | 111.8%                                       | 25.8              | 45.5              | 176.4%               | 21.3                             | 13.5                             | 63%                           |
| Rosecrans Av  | 125         | 2,331                          | 125         | 2,573                          | 110.4%                                       | 101.4             | 106.9             | 105.4%               | 23.0                             | 24.1                             | 105%                          |
| Downtown LA - San Fernando Rd - North Hollywood                       | 094         | 4,955                          | 094         | 4,766                          | 109.2%                                       | 183.6             | 167.5             | 163.8%               | 24.5                             | 16.4                             | 67%                           |
| Riverside Dr  | 155         | 775                            | 155         | 792                            |  | 46.1              | 61.9              |                      |                                  |                                  |                               |
| Burbank BI Oxnard St  |             |                                | 154         | 371                            |  | 0                 | 35.9              |                      |                                  |                                  |                               |
| Magnolia BI North Hollywood - Burbank - Glendale                      | 183         | 601                            |             |                                |  | 28.3              | 78.7              |                      |                                  |                                  |                               |
| Burbank - Sylmar San Fernando Rd                                      |             |                                | 294         | 986                            |  | 0                 | 78.7              |                      |                                  |                                  |                               |
| Downtown LA - Foothill BI   | 090         | 3,276                          | 090         | 3,506                          | 109.0%                                       | 126.5             | 144.9             | 136.7%               | 24.8                             | 19.8                             | 80%                           |
| Hollywood Way   | 222         | 705                            | 222         | 632                            |  | 52.9              | 56.8              |                      |                                  |                                  |                               |
| Lankershim BI   | 224         | 3,877                          | 224         | 3,823                          |  | 107.1             | 156.6             |                      |                                  |                                  |                               |
| Whiteoak Av, Woodley Av   | 237         | 740                            | 237         | 900                            |  | 60.3              | 68.7              |                      |                                  |                                  |                               |
| Foothill BI   |             |                                | 690         | 508                            |  | 0                 | 47.1              |                      |                                  |                                  |                               |
| Roscoe BI   | 152         | 5,528                          | 152         | 6,013                          | 108.8%                                       | 137.4             | 170.4             | 124.0%               | 40.2                             | 35.3                             | 88%                           |

RSH = Revenue Service Hours

| Line Description                                      | Line (2019) | Avg Saturday Boardings Q1-2019 | Line (2024) | Avg Saturday Boardings Q1-2024 | Saturday Ridership Recovery 2024 versus 2019 | Saturday RSH 2019 | Saturday RSH 2024 | RSH % 2024 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|--------------------------------|-------------|--------------------------------|--|-------------------|-------------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| Huntington Park Shuttle                               | 611         | 838                            | 611         | 894                            | 106.7%                                       | 49.9              | 50.2              | 100.6%               | 16.8                             | 17.8                             | 106%                          |
| E. Olympic Bl/W. 8th St.                              | 066         | 8,121                          | 066         | 8,540                          | 105.2%                                       | 178.4             | 188.8             | 105.8%               | 45.5                             | 45.2                             | 99%                           |
| Pasadena - Highland Park - Eastern Av                 | 256         | 691                            | 256         | 434                            | 104.2%                                       | 59                | 46.9              | 104.0%               | 14.3                             | 14.4                             | 100%                          |
| Fremont Av - Eastern Av - Garfield Av                 |             |                                | 258         | 881                            |  | 0                 | 55.9              |                      |                                  |                                  |                               |
| El Monte - Pasadena via Temple City Bl and Del Mar Bl | 267         | 1,131                          | 267         | 486                            |  | 67.5              | 27.3              |                      |                                  |                                  |                               |
| El Monte - Pasadena via Baldwin Av                    | 268         | 910                            | 268         | 433                            |  | 55.3              | 29.3              |                      |                                  |                                  |                               |
| Arcadia - Santa Anita Av - El Monte                   |             |                                | 287         | 272                            |  | 0                 | 16.8              |                      |                                  |                                  |                               |
| Downtown LA - San Gabriel Bl                          | 487         | 985                            | 487         | 458                            |  | 72.4              | 44.1              |                      |                                  |                                  |                               |
| Pasadena - Altadena via Lake Av, Lincoln Av           |             |                                | 662         | 1,359                          |  | 0                 | 75.3              |                      |                                  |                                  |                               |
| Los Robles Av (687); Allen Av (686)                   | 687         | 576                            | 686         | 152                            |  | 45.1              | 15.6              |                      |                                  |                                  |                               |
| Downtown LA - Glenoaks Bl - Sylmar                    | 092         | 3,364                          | 092         | 3,483                          | 103.5%                                       | 148               | 158.7             | 107.2%               | 22.7                             | 21.9                             | 97%                           |
| Central Av  | 053         | 6,854                          | 053         | 6,990                          | 102.0%                                       | 181.2             | 208.4             | 115.0%               | 37.8                             | 33.5                             | 89%                           |
| Hoover St   | 603         | 5,303                          | 603         | 5,921                          | 101.4%                                       | 146.8             | 203.1             | 116.1%               | 33.4                             | 29.2                             | 87%                           |
| Silver Lake   | 201         | 536                            |             |                                |  | 28.2              | 0                 |                      |                                  |                                  |                               |
| 3rd St.   | 016         | 13,695                         | 016         | 13,522                         | 101.1%                                       | 315.3             | 294.5             | 105.4%               | 43.4                             | 41.6                             | 96%                           |
| Robertson Bl - Beverwil Dr                            |             |                                | 617         | 319                            |  | 0                 | 37.9              |                      |                                  |                                  |                               |
| Santa Monica Bl Local                                 | 004         | 11,283                         | 004         | 17,725                         | 100.3%                                       | 357.7             | 464.9             | 85.7%                | 32.6                             | 38.1                             | 117%                          |
| Santa Monica Bl Rapid                                 | 704         | 6,391                          |             |                                |  | 185               | 0                 |                      |                                  |                                  |                               |
| Western Av Local                                      | 207         | 17,894                         | 207         | 17,937                         | 100.2%                                       | 246               | 300.6             | 122.2%               | 72.7                             | 59.7                             | 82%                           |
| Imperial Hwy  | 120         | 1,665                          | 120         | 1,637                          | 98.3%  | 87.9              | 87.6              | 99.7%                | 18.9                             | 18.7                             | 99%                           |
| Vernon Av, La Cienega Bl                              | 105         | 9,850                          | 105         | 9,673                          | 98.2%  | 223.6             | 223.6             | 100.0%               | 44.1                             | 43.3                             | 98%                           |
| Whitter Bl W. 6th St.                                 | 018         | 11,104                         | 018         | 14,961                         | 97.3%  | 251.4             | 344.5             | 106.4%               | 38.5                             | 35.2                             | 91%                           |
| Wilshire Bl Local                                     | 020         | 6,603                          | 020         | 6,008                          |  | 219.1             | 239.3             |                      |                                  |                                  |                               |
| Wilshire Bl Rapid                                     | 720         | 17,506                         | 720         | 13,283                         |  | 443.1             | 388.3             |                      |                                  |                                  |                               |
| LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy  | 232         | 2,896                          | 232         | 2,812                          | 97.1%  | 137.9             | 134.6             | 97.6%                | 21.0                             | 20.9                             | 99%                           |
| Compton Av  | 055         | 4,055                          | 055         | 3,932                          | 97.0%  | 131.6             | 117.5             | 89.3%                | 30.8                             | 33.5                             | 109%                          |
| Slauson Av  | 108         | 8,136                          | 108         | 7,835                          | 96.3%  | 209.1             | 226.6             | 108.4%               | 38.9                             | 34.6                             | 89%                           |
| Soto St   | 251         | 7,116                          | 251         | 7,511                          | 96.1%  | 192.5             | 234.6             | 105.6%               | 35.2                             | 32.0                             | 91%                           |
| Soto St - Griffin Av                                  | 252         | 701                            |             |                                |  | 29.7              | 0                 |                      |                                  |                                  |                               |
| Century Bl  | 117         | 5,138                          | 117         | 4,934                          | 96.0%  | 147               | 125               | 85.0%                | 35.0                             | 39.5                             | 113%                          |

| Line Description  | Line (2019) | Avg Saturday Boardings Q1-2019 | Line (2024) | Avg Saturday Boardings Q1-2024 | Saturday Ridership Recovery 2024 versus 2019 | Saturday RSH 2019 | Saturday RSH 2024 | RSH % 2024 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|--------------------------------|-------------|--------------------------------|--|-------------------|-------------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr        | 078         | 4,966                          | 078         | 3,946                          | 95.8%  | 188.3             | 139.6             | 101.6%               | 26.4                             | 24.9                             | 94%                           |
| Rose Hill - Arcadia via Huntington Dr                             |             |                                | 179         | 813                            |  | 0                 | 51.8              |                      |                                  |                                  |                               |
| Hawthorne BI, Rancho Palos Verdes                                 | 344         | 932                            | 344         | 887                            | 95.2%  | 55.9              | 44.6              | 79.8%                | 16.7                             | 19.9                             | 119%                          |
| Gage Av   | 110         | 4,058                          | 110         | 3,843                          | 94.7%  | 133.7             | 111.3             | 83.2%                | 30.4                             | 34.5                             | 114%                          |
| MLK - Hawthorne BI  | 040         | 8,863                          | 040         | 9,824                          | 94.2%  | 249.3             | 349               | 107.8%               | 32.2                             | 28.1                             | 87%                           |
| Hawthorne BI Rapid  | 740         | 1,561                          |             |                                |  | 74.5              | 0                 |                      |                                  |                                  |                               |
| Artesia - Pasadena via Atlantic BI and Fair Oaks Av               | 260         | 7,177                          | 260         | 5,929                          | 92.8%  | 200.5             | 176.1             | 106.0%               | 35.8                             | 31.3                             | 87%                           |
| Pasadena - Altadena via Fair Oaks Av                              |             |                                | 660         | 729                            |  | 0                 | 36.5              |                      |                                  |                                  |                               |
| Ventura BI  | 150         | 7,656                          | 150         | 1,679                          | 92.5%  | 237.9             | 90.9              | 119.9%               | 30.9                             | 23.8                             | 77%                           |
| Topanga Canyon BI (245); Reseda/Ventura (240)                     | 245         | 770                            | 240         | 6,579                          |  | 42.5              | 241.2             |                      |                                  |                                  |                               |
| Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/De Soto Av (244) | 744         | 1,309                          | 244         | 743                            |  | 34.7              | 45.6              |                      |                                  |                                  |                               |
| Crenshaw BI Local   | 210         | 6,836                          | 210         | 9,369                          | 91.3%  | 195.4             | 315.9             | 102.0%               | 33.1                             | 29.7                             | 89%                           |
| Crenshaw BI Rapid   | 710         | 3,431                          |             | 0                              |  | 114.4             | 0                 |                      |                                  |                                  |                               |
| Florence Av   | 111         | 9,932                          | 111         | 9,029                          | 90.9%  | 225.3             | 227.8             | 101.1%               | 44.1                             | 39.6                             | 90%                           |
| Victory BI  | 164         | 3,232                          | 164         | 2,930                          | 90.7%  | 107               | 108.4             | 101.3%               | 30.2                             | 27.0                             | 89%                           |
| Hollywood - Pasadena  | 180         | 9,208                          | 180         | 6,841                          | 90.7%  | 263.3             | 253.7             | 102.4%               | 33.1                             | 29.3                             | 89%                           |
| Hollywood BI Fairfax BI   | 217         | 4,752                          | 217         | 5,819                          |  | 158.9             | 178.6             |                      |                                  |                                  |                               |
| Manchester Av - Firestone BI                                      | 115         | 7,984                          | 115         | 7,237                          | 90.6%  | 190.9             | 185.5             | 97.2%                | 41.8                             | 39.0                             | 93%                           |
| Figueroa St   | 081         | 7,807                          | 081         | 6,889                          | 90.3%  | 209.2             | 202.9             | 139.5%               | 44.4                             | 28.7                             | 65%                           |
| Downtown LA - Eagle Rock via York BI                              | 083         | 1,472                          | 182         | 1,493                          |  | 0                 | 88.9              |                      |                                  |                                  |                               |
| Venice BI Local   | 033         | 6,825                          | 033         | 11,689                         | 90.1%  | 207.4             | 351.2             | 87.8%                | 32.4                             | 33.3                             | 103%                          |
| Venice BI Rapid   | 733         | 6,154                          |             |                                |  | 192.7             | 0                 |                      |                                  |                                  |                               |
| San Pedro - Willowbrook via Vermont Av, Wilmington Av             | 205         | 1,480                          | 205         | 1,170                          | 89.9%  | 83.9              | 87                | 100.5%               | 18.4                             | 16.4                             | 89%                           |
| San Pedro - Harbor Gateway Transit Center via Avalon BI           | 246         | 1,650                          | 246         | 2,066                          |  | 79.4              | 109.9             |                      |                                  |                                  |                               |
| San Pedro - Harbor Gateway Transit Center                         | 550         | 470                            |             |                                |  | 32.7              | 0                 |                      |                                  |                                  |                               |
| La Brea Av  | 212         | 6,827                          | 212         | 6,122                          | 89.7%  | 188.8             | 188.2             | 99.7%                | 36.2                             | 32.5                             | 90%                           |
| Montebello - Downtown LA via Cesar Chavez Av                      | 068         | 3,302                          | 070         | 9,880                          | 89.3%  | 98.6              | 291.9             | 95.9%                | 32.3                             | 30.0                             | 93%                           |
| El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local    | 070         | 6,427                          |             |                                |  | 174.3             | 0                 |                      |                                  |                                  |                               |

| Line Description  | Line (2019) | Avg Saturday Boardings Q1-2019 | Line (2024) | Avg Saturday Boardings Q1-2024 | Saturday Ridership Recovery 2024 versus 2019 | Saturday RSH 2019 | Saturday RSH 2024 | RSH % 2024 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|--------------------------------|-------------|--------------------------------|--|-------------------|-------------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| Downtown LA - City Terrace - CSULA  | 071         | 468                            |             |                                |  | 29.1              | 0                 |                      |                                  |                                  |                               |
| Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace |             |                                | 106         | 1,885                          |  | 0                 | 99.8              |                      |                                  |                                  |                               |
| El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid              | 770         | 2,971                          |             |                                |  | 106.3             | 0                 |                      |                                  |                                  |                               |
| Normandie Av  | 206         | 6,454                          | 206         | 5,706                          | 88.4%  | 129.7             | 137.8             | 106.2%               | 49.8                             | 41.4                             | 83%                           |
| Canoga Station - Thousand Oaks  | 161         | 590                            | 161         | 521                            | 88.3%  | 39.6              | 40.8              | 103.0%               | 14.9                             | 12.8                             | 86%                           |
| Beverly BI - W. Adams BI  | 014/037     | 7,619                          | 014/037     | 6,647                          | 87.2%  | 213.4             | 209.4             | 98.1%                | 35.7                             | 31.7                             | 89%                           |
| Coldwater Canyon Av - Devonshire St   | 167         | 1,063                          | 167         | 924                            | 86.9%  | 69.2              | 68.8              | 99.4%                | 15.4                             | 13.4                             | 87%                           |
| Sunset BI (became Sunset BI - Alvarado St)                                  | 002         | 7,022                          | 002         | 13,067                         | 86.4%  | 239.4             | 379.6             | 97.5%                | 38.9                             | 34.4                             | 89%                           |
| Alvarado St   | 200         | 8,107                          |             |                                |  | 149.8             | 0                 |                      |                                  |                                  |                               |
| Downtown LA - Norwalk - Disneyland  | 460         | 3,243                          | 460         | 2,789                          | 86.0%  | 177.3             | 151               | 85.2%                | 18.3                             | 18.5                             | 101%                          |
| Laurel Canyon BI  | 230         | 1,774                          | 230         | 1,468                          | 82.8%  | 61.9              | 62.3              | 100.6%               | 28.7                             | 23.6                             | 82%                           |
| Santa Monica - Malibu via Pacific Coast Hwy                                 | 534         | 980                            | 134         | 791                            | 80.7%  | 59.9              | 51.1              | 85.3%                | 16.4                             | 15.5                             | 95%                           |
| Plummer St, Woodman Av  | 158         | 971                            | 158         | 777                            | 80.0%  | 42.6              | 43.2              | 101.4%               | 22.8                             | 18.0                             | 79%                           |
| Downtown LA - Artesia via Long Beach BI                                     | 060         | 9,644                          | 060         | 9,151                          | 79.6%  | 269.9             | 318.6             | 91.8%                | 33.1                             | 28.7                             | 87%                           |
| Long Beach BI Rapid   | 760         | 1,850                          |             |                                |  | 77                | 0                 |                      |                                  |                                  |                               |
| Avalon BI, W. 7th St.   | 051         | 17,532                         | 051         | 13,610                         | 77.6%  | 351.1             | 348.1             | 99.1%                | 49.9                             | 39.1                             | 78%                           |
| Telegraph Rd  | 062         | 2,339                          | 062         | 1,801                          | 77.0%  | 107.2             | 87.5              | 81.6%                | 21.8                             | 20.6                             | 94%                           |
| Olympic BI Local  | 028         | 8,199                          | 028         | 6,268                          | 76.4%  | 260.9             | 209.3             | 80.2%                | 31.4                             | 29.9                             | 95%                           |
| Studio City - Beverly Hills   | 218         | 501                            | 218         | 377                            | 75.2%  | 34.7              | 32.4              | 93.4%                | 14.4                             | 11.6                             | 81%                           |
| La Tijera BI, Exposition BI   | 102         | 1,504                          | 102         | 1,119                          | 74.4%  | 79.3              | 66.8              | 84.2%                | 19.0                             | 16.8                             | 88%                           |
| G Line BRT - North Hollywood - Canoga Park - Chatsworth                     | 901         | 11,733                         | 901         | 8,435                          | 71.9%  | 220.5             | 232.9             | 105.6%               | 53.2                             | 36.2                             | 68%                           |
| Pico BI   | 030         | 9,182                          | 030         | 6,593                          | 71.8%  | 238.2             | 175.1             | 73.5%                | 38.5                             | 37.7                             | 98%                           |
| Broadway Local  | 045         | 10,721                         | 045         | 8,860                          | 71.6%  | 272.4             | 259.3             | 92.0%                | 36.5                             | 28.4                             | 78%                           |
| Broadway Rapid  | 745         | 2,933                          |             |                                |  | 101.2             | 0                 |                      |                                  |                                  |                               |
| Compton BI, Somerset BI   |             |                                | 127         | 911                            |  | 0                 | 84.3              |                      |                                  |                                  |                               |
| Valley BI   | 076         | 5,611                          | 076         | 3,960                          | 70.6%  | 166.9             | 152.7             | 91.5%                | 33.6                             | 25.9                             | 77%                           |
| Paramount BI  | 265         | 734                            | 265         | 507                            | 69.1%  | 37.6              | 37.5              | 99.7%                | 19.5                             | 13.5                             | 69%                           |
| Washington BI/W. Jefferson BI   | 035/038     | 4,093                          | 035/038     | 2,787                          | 68.1%  | 142.7             | 104.5             | 73.2%                | 28.7                             | 26.7                             | 93%                           |
| Vermont Av Rapid  | 754         | 12,593                         | 754         | 8,291                          | 65.8%  | 163.9             | 144.3             | 88.0%                | 76.8                             | 57.5                             | 75%                           |

| Line Description                | Line (2019) | Avg Saturday Boardings Q1-2019 | Line (2024) | Avg Saturday Boardings Q1-2024 | Saturday Ridership Recovery 2024 versus 2019 | Saturday RSH 2019 | Saturday RSH 2024 | RSH % 2024 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---------------------------------|-------------|--------------------------------|-------------|--------------------------------|--|-------------------|-------------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| Melrose Av/Main St/San Pedro St | 010/048     | 5,783                          | 010/048     | 3,742                          | 64.7%  | 187.6             | 144.2             | 76.9%                | 30.8                             | 26.0                             | 84%                           |
| Riverside Dr                    | 096         | 629                            | 096         | 365                            | 58.0%  | 44.9              | 31.6              | 70.4%                | 14.0                             | 11.6                             | 82%                           |
| Warner Center Shuttle           | 601         | 688                            | 601         | 253                            | 36.8%  | 70.7              | 37.1              | 52.5%                | 9.7                              | 6.8                              | 70%                           |
| Alondra BI                      |             |                                | 128         | 554                            | New Saturday service                         | 0                 | 43.7              | N/A                  | N/A                              | 12.7                             | N/A                           |
| Artesia BI                      | 130         | 1,084                          |             |                                | Transferred to Municipal Agencies            | 57.3              | 0                 | N/A                  | 18.9                             | N/A                              | N/A                           |
| Saticoy St                      |             |                                | 169         | 982                            | New Saturday service                         | 0                 | 66.2              | N/A                  | N/A                              | 14.8                             | N/A                           |
| Boyle Av                        | 254         | 337                            |             |                                | Discontinued                                 | 28.5              | 0                 | N/A                  | 11.8                             | N/A                              | N/A                           |
| South Gate Shuttle              | 612         | 773                            |             |                                | Replaced with Micro                          | 51.8              | 0                 | N/A                  | 14.9                             | N/A                              | N/A                           |



Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2023

| Line Description  | Line (2019) | Avg Sunday Boardings Q1-2019 | Line (2024) | Avg Sunday Boardings Q1-2024 | Sunday Ridership Recovery 2024 versus 2019 | Sunday RSH 2019 | Sunday RSH 2024 | RSH % 2023 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|------------------------------|-------------|------------------------------|--|-----------------|-----------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| CSULA - City Terrace Shuttle  | 665         | 154                          | 665         | 250                          | 162.4%                                     | 11.7            | 30.3            | 259.0%               | 13.2                             | 8.3                              | 63%                           |
| North Hollywood - Pasadena Express                                  | 501         | 401                          | 501         | 626                          | 156.1%                                     | 31.4            | 60.2            | 191.7%               | 12.8                             | 10.4                             | 81%                           |
| Westwood - Pacific Palisades  | 602         | 356                          | 602         | 483                          | 135.7%                                     | 37.3            | 50              | 134.0%               | 9.5                              | 9.7                              | 101%                          |
| LAC USC Medical Center Shuttle                                      | 605         | 689                          | 605         | 919                          | 133.4%                                     | 27              | 49.6            | 183.7%               | 25.5                             | 18.5                             | 73%                           |
| Nordhoff St   | 166         | 1,732                        | 166         | 2,279                        | 131.6%                                     | 55.9            | 79.9            | 142.9%               | 31.0                             | 28.5                             | 92%                           |
| Sherman Way   | 163         | 3,550                        | 162         | 4,539                        | 127.9%                                     | 89.4            | 134.9           | 150.9%               | 39.7                             | 33.6                             | 85%                           |
| Vanowen St  | 165         | 2,493                        | 165         | 3,189                        | 127.9%                                     | 77              | 111.8           | 145.2%               | 32.4                             | 28.5                             | 88%                           |
| Rosemead BI   | 266         | 2,365                        | 266         | 2,974                        | 125.8%                                     | 76              | 126.5           | 166.4%               | 31.1                             | 23.5                             | 76%                           |
| Rosecrans Av  | 125         | 1,700                        | 125         | 2,139                        | 125.8%                                     | 71.2            | 106.9           | 150.1%               | 23.9                             | 20.0                             | 84%                           |
| E. Olympic BI/W. 8th St.  | 066         | 5,240                        | 066         | 6,527                        | 124.6%                                     | 124.1           | 180.5           | 145.4%               | 42.2                             | 36.2                             | 86%                           |
| Van Nuys BI Local   | 233         | 6,277                        | 233         | 7,700                        | 123.3%                                     | 139.2           | 220.2           | 157.4%               | 35.0                             | 27.4                             | 78%                           |
| Sepulveda BI  | 234         | 4,393                        | 234         | 4,206                        |  | 168.5           | 179.1           |                      |                                  |                                  |                               |
| Sepulveda BI - Westside Rapid                                       | 744         | 1,313                        | 761         | 2,869                        |  | 34.6            | 139.6           |                      |                                  |                                  |                               |
| Balboa BI   | 236         | 410                          | 236         | 502                          | 122.4%                                     | 25.8            | 45.5            | 176.4%               | 15.9                             | 11.0                             | 69%                           |
| J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro | 910/950     | 5,127                        | 910/950     | 6,212                        | 121.2%                                     | 201.6           | 202.5           | 100.4%               | 25.4                             | 30.7                             | 121%                          |
| Central Av  | 053         | 4,799                        | 053         | 5,743                        | 119.7%                                     | 125.7           | 210             | 167.1%               | 38.2                             | 27.3                             | 72%                           |
| Canoga Station - Thousand Oaks                                      | 161         | 347                          | 161         | 409                          | 117.9%                                     | 27.4            | 40.8            | 148.9%               | 12.7                             | 10.0                             | 79%                           |
| Roscoe BI   | 152         | 4,214                        | 152         | 4,912                        | 116.6%                                     | 102.8           | 170.4           | 165.8%               | 41.0                             | 28.8                             | 70%                           |
| Downtown LA - Foothill BI   | 090         | 2,258                        | 090         | 2,950                        | 115.4%                                     | 87              | 144.9           | 162.1%               | 23.2                             | 16.5                             | 71%                           |
| Hollywood Way   | 222         | 699                          | 222         | 509                          |  | 52.9            | 56.7            |                      |                                  |                                  |                               |
| Lankershim BI   | 224         | 3,171                        | 224         | 3,227                        |  | 92.3            | 156.6           |                      |                                  |                                  |                               |
| Whiteoak Av, Woodley Av   | 237         | 661                          | 237         | 760                          |  | 60.3            | 68.7            |                      |                                  |                                  |                               |
| Foothill BI   |             |                              | 690         | 390                          |  | 0               | 47.1            |                      |                                  |                                  |                               |
| Slauson Av  | 108         | 5,585                        | 108         | 6,234                        | 111.6%                                     | 150.2           | 219             | 145.8%               | 37.2                             | 28.5                             | 77%                           |
| Downtown LA - San Fernando Rd - North Hollywood                     | 094         | 3,918                        | 094         | 3,838                        | 111.5%                                     | 160.3           | 165.4           | 158.8%               | 23.3                             | 16.4                             | 70%                           |
| Burbank BI Oxnard St  |             |                              | 154         | 286                          |  | 0               | 35.9            |                      |                                  |                                  |                               |
| Riverside Dr  | 155         | 497                          | 155         | 614                          |  | 28.7            | 61.9            |                      |                                  |                                  |                               |
| Magnolia BI North Hollywood - Burbank - Glendale                    | 183         | 601                          |             |                              |  | 26.3            | 0               |                      |                                  |                                  |                               |

RSH = Revenue Service Hours

| Line Description                                      | Line (2019) | Avg Sunday Boardings Q1-2019 | Line (2024) | Avg Sunday Boardings Q1-2024 | Sunday Ridership Recovery 2024 versus 2019 | Sunday RSH 2019 | Sunday RSH 2024 | RSH % 2023 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|------------------------------|-------------|------------------------------|--|-----------------|-----------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| Burbank - Sylmar San Fernando Rd                      |             |                              | 294         | 853                          |  | 0               | 78.7            |                      |                                  |                                  |                               |
| Vermont Av Local                                      | 204         | 13,047                       | 204         | 14,282                       | 109.5%                                     | 196.5           | 257.9           | 131.2%               | 66.4                             | 55.4                             | 83%                           |
| 3rd St.   | 016         | 10,755                       | 016         | 11,433                       | 108.9%                                     | 242.8           | 294.5           | 136.9%               | 44.3                             | 35.2                             | 80%                           |
| Robertson BI - Beverwil Dr                            |             |                              | 617         | 279                          |  | 0               | 37.9            |                      |                                  |                                  |                               |
| Gage Av   | 110         | 2,753                        | 110         | 2,979                        | 108.2%                                     | 98.9            | 111.3           | 112.5%               | 27.8                             | 26.8                             | 96%                           |
| Whitter BI W. 6th St.                                 | 018         | 8,000                        | 018         | 12,629                       | 105.6%                                     | 203.8           | 345             | 133.9%               | 37.4                             | 29.5                             | 79%                           |
| Wilshire BI Local                                     | 020         | 5,219                        | 020         | 5,093                        |  | 183.4           | 238.9           |                      |                                  |                                  |                               |
| Wilshire BI Rapid                                     | 720         | 13,939                       | 720         | 10,968                       |  | 339.1           | 388.3           |                      |                                  |                                  |                               |
| Downtown LA - Glenoaks BI - Sylmar                    | 092         | 2,722                        | 092         | 2,875                        | 105.6%                                     | 123.2           | 158.7           | 128.8%               | 22.1                             | 18.1                             | 82%                           |
| Pasadena - Highland Park - Eastern Av                 | 256         | 557                          | 256         | 365                          | 105.2%                                     | 53.8            | 46.9            | 106.8%               | 12.4                             | 12.2                             | 98%                           |
| Fremont Av - Eastern Av - Garfield Av                 |             |                              | 258         | 761                          |  | 0               | 55.9            |                      |                                  |                                  |                               |
| El Monte - Pasadena via Temple City BI and Del Mar BI | 267         | 962                          | 267         | 409                          |  | 67.1            | 27.3            |                      |                                  |                                  |                               |
| El Monte - Pasadena via Baldwin Av                    | 268         | 747                          | 268         | 347                          |  | 54.5            | 29.3            |                      |                                  |                                  |                               |
| Arcadia - Santa Anita Av - El Monte                   |             |                              | 287         | 208                          |  | 0               | 16.8            |                      |                                  |                                  |                               |
| Downtown LA - San Gabriel BI                          | 487         | 854                          | 487         | 413                          |  | 70.8            | 44.1            |                      |                                  |                                  |                               |
| Pasadena - Altadena via Lake Av, Lincoln Av           |             |                              | 662         | 1,156                        |  | 0               | 75.3            |                      |                                  |                                  |                               |
| Los Robles Av (687); Allen Av (686)                   | 687         | 489                          | 686         | 137                          |  | 45.1            | 15.6            |                      |                                  |                                  |                               |
| Compton Av  | 055         | 3,118                        | 055         | 3,261                        |  | 104.6%          | 104             |                      |                                  |                                  |                               |
| Vernon Av, La Cienega BI                              | 105         | 7,843                        | 105         | 8,197                        | 104.5%                                     | 167             | 220             | 131.7%               | 47.0                             | 37.3                             | 79%                           |
| Santa Monica BI Local                                 | 004         | 9,310                        | 004         | 15,784                       | 104.0%                                     | 282.2           | 464.9           | 107.0%               | 34.9                             | 34.0                             | 97%                           |
| Santa Monica BI Rapid                                 | 704         | 5,874                        |             |                              |  | 152.3           | 0               |                      |                                  |                                  |                               |
| Santa Monica - Malibu via Pacific Coast Hwy           | 534         | 672                          | 134         | 693                          | 103.1%                                     | 44.4            | 51.1            | 115.1%               | 15.1                             | 13.6                             | 90%                           |
| Huntington Park Shuttle                               | 611         | 764                          | 611         | 788                          | 103.1%                                     | 49.8            | 50.2            | 100.8%               | 15.3                             | 15.7                             | 102%                          |
| Western Av Local                                      | 207         | 14,819                       | 207         | 15,243                       | 102.9%                                     | 206.2           | 300.6           | 145.8%               | 71.9                             | 50.7                             | 71%                           |
| Imperial Hwy  | 120         | 1,437                        | 120         | 1,475                        | 102.6%                                     | 87.6            | 87.6            | 100.0%               | 16.4                             | 16.8                             | 103%                          |
| Crenshaw BI   | 210         | 7,894                        | 210         | 7,981                        | 101.1%                                     | 189.3           | 311.4           | 164.5%               | 41.7                             | 25.6                             | 61%                           |
| Ventura BI  | 150         | 5,970                        | 150         | 1,490                        | 100.3%                                     | 185.8           | 90.9            | 158.0%               | 32.4                             | 20.6                             | 64%                           |
| Topanga Canyon BI                                     | 245         | 287                          | 244         | 550                          |  | 13.4            | 45.6            |                      |                                  |                                  |                               |
| Reseda BI - Ventura BI - Van Nuys BI Rapid            | 744         | 1,313                        | 240         | 5,556                        |  | 34.7            | 233             |                      |                                  |                                  |                               |
| Soto St   | 251         | 5,327                        | 251         | 5,944                        | 99.0%                                      | 149.9           | 234.3           | 130.5%               | 33.5                             | 25.4                             | 76%                           |
| Soto St - Griffin Av                                  | 252         | 678                          |             |                              |  | 29.6            | 0               |                      |                                  |                                  |                               |

| Line Description  | Line (2019) | Avg Sunday Boardings Q1-2019 | Line (2024) | Avg Sunday Boardings Q1-2024 | Sunday Ridership Recovery 2024 versus 2019 | Sunday RSH 2019 | Sunday RSH 2024 | RSH % 2023 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|------------------------------|-------------|------------------------------|--|-----------------|-----------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| Century BI  | 117         | 4,187                        | 117         | 4,141                        | 98.9%                                      | 121.8           | 122.1           | 100.2%               | 34.4                             | 33.9                             | 99%                           |
| Victory BI  | 164         | 2,312                        | 164         | 2,279                        | 98.6%                                      | 87.7            | 108.1           | 123.3%               | 26.4                             | 21.1                             | 80%                           |
| Artesia - Pasadena via Atlantic BI and Fair Oaks Av                         | 260         | 5,765                        | 260         | 4,957                        | 97.8%                                      | 166.9           | 176.1           | 127.4%               | 34.5                             | 26.5                             | 77%                           |
| Pasadena - Altadena via Fair Oaks Av  |             |                              | 660         | 679                          |  | 0               | 36.5            |                      |                                  |                                  |                               |
| San Pedro - Willowbrook via Vermont Av, Wilmington Av                       | 205         | 1,259                        | 205         | 1,031                        | 97.2%                                      | 70.9            | 87              | 118.9%               | 18.1                             | 14.8                             | 82%                           |
| San Pedro - Harbor Gateway Transit Center via Avalon BI                     | 246         | 1,325                        | 246         | 1,880                        |  | 60.9            | 110             |                      |                                  |                                  |                               |
| San Pedro - Harbor Gateway Transit Center                                   | 550         | 412                          |             |                              |  | 33.9            | 0               |                      |                                  |                                  |                               |
| La Brea Av  | 212         | 5,282                        | 212         | 5,115                        | 96.8%                                      | 136.9           | 187.6           | 137.0%               | 38.6                             | 27.3                             | 71%                           |
| Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr                  | 078         | 4,192                        | 078         | 3,363                        | 96.4%                                      | 166.7           | 139.6           | 114.8%               | 25.1                             | 21.1                             | 84%                           |
| Rose Hill - Arcadia via Huntington Dr                                       |             |                              | 179         | 680                          |  | 0               | 51.8            |                      |                                  |                                  |                               |
| Downtown LA - Norwalk - Disneyland  | 460         | 2,575                        | 460         | 2,473                        | 96.0%                                      | 155.5           | 151.3           | 97.3%                | 16.6                             | 16.3                             | 99%                           |
| Montebello - Downtown LA via Cesar Chavez Av                                | 068         | 3,742                        |             |                              | 95.7%                                      | 102.2           | 0               | 125.1%               | 35.1                             | 26.8                             | 77%                           |
| El Monte - Downtown LA via Garvey Av and Cesar Chavez Av                    | 070         | 6,824                        | 070         | 8,929                        |  | 181.3           | 291.9           |                      |                                  |                                  |                               |
| Downtown LA - City Terrace - CSULA  | 071         | 415                          |             |                              |  | 29.6            | 0               |                      |                                  |                                  |                               |
| Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace |             |                              | 106         | 1,583                        |  | 0               | 99.8            |                      |                                  |                                  |                               |
| Hollywood - Pasadena  | 180         | 7,773                        | 180         | 5,912                        | 95.2%                                      | 238.4           | 253.7           | 117.6%               | 31.4                             | 25.4                             | 81%                           |
| Hollywood BI Fairfax BI   | 217         | 3,760                        | 217         | 5,065                        |  | 129.3           | 178.6           |                      |                                  |                                  |                               |
| Hawthorne BI, Rancho Palos Verdes   | 344         | 671                          | 344         | 636                          | 94.7%                                      | 39.7            | 44.5            | 112.1%               | 16.9                             | 14.3                             | 84%                           |
| LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy                        | 232         | 2,640                        | 232         | 2,488                        | 94.2%                                      | 119.8           | 134.6           | 112.4%               | 22.0                             | 18.5                             | 84%                           |
| Hoover St   | 603         | 4,448                        | 603         | 4,615                        | 94.1%                                      | 127.5           | 160.3           | 103.0%               | 31.5                             | 28.8                             | 91%                           |
| Silver Lake   | 201         | 455                          |             |                              |  | 28.1            | 0               |                      |                                  |                                  |                               |
| MLK - Hawthorne BI  | 040         | 8,348                        | 040         | 7,749                        | 92.8%                                      | 245.7           | 297.8           | 121.2%               | 34.0                             | 26.0                             | 77%                           |
| Sunset BI (became Sunset BI - Alvarado St)                                  | 002         | 5,750                        | 002         | 11,352                       | 92.5%                                      | 185.3           | 379.6           | 123.2%               | 39.8                             | 29.9                             | 75%                           |
| Alvarado St   | 200         | 6,516                        |             |                              |  | 122.7           | 0               |                      |                                  |                                  |                               |
| Manchester Av - Firestone BI  | 115         | 6,253                        | 115         | 5,760                        | 92.1%                                      | 165.3           | 168.1           | 101.7%               | 37.8                             | 34.3                             | 91%                           |
| Figueroa St   | 081         | 6,009                        | 081         | 5,666                        | 92.0%                                      | 161.4           | 203.1           | 123.2%               | 31.5                             | 23.5                             | 75%                           |
| Downtown LA - Eagle Rock via York BI  | 083         | 1,450                        |             |                              |  | 75.7            | 0               |                      |                                  |                                  |                               |
| East Hollywood - Highland Park - Rose Hill                                  |             |                              | 182         | 1,193                        |  | 0               | 88.9            |                      |                                  |                                  |                               |
| Venice BI Local   | 033         | 5,340                        | 033         | 9,827                        | 91.5%                                      | 170.1           | 349.5           | 98.8%                | 30.4                             | 28.1                             | 93%                           |
| Venice BI Rapid   | 733         | 5,404                        |             |                              |  | 183.8           | 0               |                      |                                  |                                  |                               |

| Line Description  | Line (2019) | Avg Sunday Boardings Q1-2019 | Line (2024) | Avg Sunday Boardings Q1-2024 | Sunday Ridership Recovery 2024 versus 2019 | Sunday RSH 2019 | Sunday RSH 2024 | RSH % 2023 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|---|-------------|------------------------------|-------------|------------------------------|--|-----------------|-----------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| Normandie Av  | 206         | 5,651                        | 206         | 5,118                        | 90.6%                                      | 115.8           | 134.2           | 115.9%               | 48.8                             | 38.1                             | 78%                           |
| Florence Av   | 111         | 8,570                        | 111         | 7,662                        | 89.4%                                      | 208.9           | 215.1           | 103.0%               | 41.0                             | 35.6                             | 87%                           |
| Beverly BI - W. Adams BI                                | 014/037     | 6,261                        | 014/037     | 5,569                        | 88.9%                                      | 186             | 209.4           | 112.6%               | 33.7                             | 26.6                             | 79%                           |
| Broadway Local  | 045         | 8,229                        | 045         | 8,076                        | 88.3%                                      | 200.5           | 259.3           | 132.5%               | 38.7                             | 25.8                             | 67%                           |
| Compton BI, Somerset BI                                 |             |                              | 127         | 778                          |  | 0               | 84.3            |                      |                                  |                                  |                               |
| Broadway Rapid  | 745         | 1,803                        |             |                              |  | 58.8            | 0               |                      |                                  |                                  |                               |
| Coldwater Canyon Av - Devonshire St                     | 167         | 958                          | 167         | 841                          | 87.8%                                      | 69.1            | 68.8            | 99.6%                | 13.9                             | 12.2                             | 88%                           |
| Plummer St, Woodman Av                                  | 158         | 733                          | 158         | 637                          | 86.9%                                      | 40.5            | 43              | 106.2%               | 18.1                             | 14.8                             | 82%                           |
| Laurel Canyon BI  | 230         | 1,436                        | 230         | 1,240                        | 86.4%                                      | 56.8            | 56.4            | 99.3%                | 25.3                             | 22.0                             | 87%                           |
| Downtown LA - Artesia via Long Beach BI                 | 060         | 8,569                        | 060         | 7,314                        | 85.4%                                      | 224.7           | 304.6           | 135.6%               | 38.1                             | 24.0                             | 63%                           |
| Paramount BI  | 265         | 584                          | 265         | 485                          | 83.0%                                      | 37.5            | 37.5            | 100.0%               | 15.6                             | 12.9                             | 83%                           |
| Avalon BI, W. 7th St.                                   | 051         | 12,854                       | 051         | 10,385                       | 80.8%                                      | 261.9           | 257.6           | 98.4%                | 49.1                             | 40.3                             | 82%                           |
| Olympic BI Local  | 028         | 6,737                        | 028         | 5,365                        | 79.6%                                      | 226             | 209.3           | 92.6%                | 29.8                             | 25.6                             | 86%                           |
| Pico BI   | 030         | 7,645                        | 030         | 6,074                        | 79.5%                                      | 203.1           | 175.1           | 86.2%                | 37.6                             | 34.7                             | 92%                           |
| Telegraph Rd  | 062         | 1,885                        | 062         | 1,496                        | 79.4%                                      | 89.4            | 86.5            | 96.8%                | 21.1                             | 17.3                             | 82%                           |
| Studio City - Beverly Hills                             | 218         | 396                          | 218         | 307                          | 77.5%                                      | 25.1            | 32.4            | 129.1%               | 15.8                             | 9.5                              | 60%                           |
| Valley BI   | 076         | 4,679                        | 076         | 3,585                        | 76.6%                                      | 136             | 152.7           | 112.3%               | 34.4                             | 23.5                             | 68%                           |
| Vermont Av Rapid  | 754         | 8,337                        | 754         | 6,364                        | 76.3%                                      | 111.7           | 140.7           | 126.0%               | 74.6                             | 45.2                             | 61%                           |
| G Line BRT - North Hollywood - Canoga Park - Chatsworth | 901         | 9,634                        | 901         | 7,220                        | 74.9%                                      | 220.5           | 232.9           | 105.6%               | 43.7                             | 31.0                             | 71%                           |
| Washington BI/W. Jefferson BI                           | 035/038     | 2,865                        | 035/038     | 2,104                        | 73.4%                                      | 105.7           | 103.1           | 97.5%                | 27.1                             | 20.4                             | 75%                           |
| Riverside Dr  | 096         | 513                          | 096         | 366                          | 71.3%                                      | 38.8            | 31.6            | 81.4%                | 13.2                             | 11.6                             | 88%                           |
| Melrose Av/Main St/San Pedro St                         | 010/048     | 4,409                        | 010/048     | 3,127                        | 70.9%                                      | 146.3           | 144.2           | 98.6%                | 30.1                             | 21.7                             | 72%                           |
| La Tijera BI, Exposition BI                             | 102         | 1,320                        | 102         | 934                          | 70.8%                                      | 78.1            | 66.8            | 85.5%                | 16.9                             | 14.0                             | 83%                           |
| Warner Center Shuttle                                   | 601         | 618                          | 601         | 211                          | 34.1%                                      | 70.7            | 37.1            | 52.5%                | 8.7                              | 5.7                              | 65%                           |
| Alondra BI  |             |                              | 128         | 436                          | New Sunday Service                         | 0               | 43.7            | N/A                  | N/A                              | 10.0                             | N/A                           |
| Tampa Av & Winnetka Av                                  |             |                              | 242/243     | 726                          | New Sunday Service                         | 0               | 55              | N/A                  | N/A                              | 13.2                             | N/A                           |
| Artesia BI  | 130         | 814                          |             |                              | Transferred to Municipal Agencies          | 57.2            | 0               | N/A                  | 14.2                             | N/A                              | N/A                           |
| Saticoy St  |             |                              | 169         | 715                          | New Sunday Service                         | 0               | 61.9            | N/A                  | N/A                              | 11.6                             | N/A                           |

| Line Description   | Line (2019) | Avg Sunday Boardings Q1-2019 | Line (2024) | Avg Sunday Boardings Q1-2024 | Sunday Ridership Recovery 2024 versus 2019 | Sunday RSH 2019 | Sunday RSH 2024 | RSH % 2023 Over 2019 | Productivity Boardings/ RSH 2019 | Productivity Boardings/ RSH 2024 | Productivity % 2024 Over 2019 |
|--------------------|-------------|------------------------------|-------------|------------------------------|--|-----------------|-----------------|----------------------|----------------------------------|----------------------------------|-------------------------------|
| South Gate Shuttle | 612         | 755                          |             |                              | Replaced with Micro                        | 52.3            | 0               | N/A                  | 14.4                             | N/A                              | N/A                           |



# NextGen Ridership Update Quarter 1, Calendar Year 2024

Operations, Safety, and  
Customer Experience Committee  
July 18, 2024



**Metro**<sup>®</sup>

# NextGen Bus Plan Ridership Update

This report provides an assessment of Metro bus system ridership for Q1 (January 1 – March 31) CY 2024. Ridership is analyzed by:

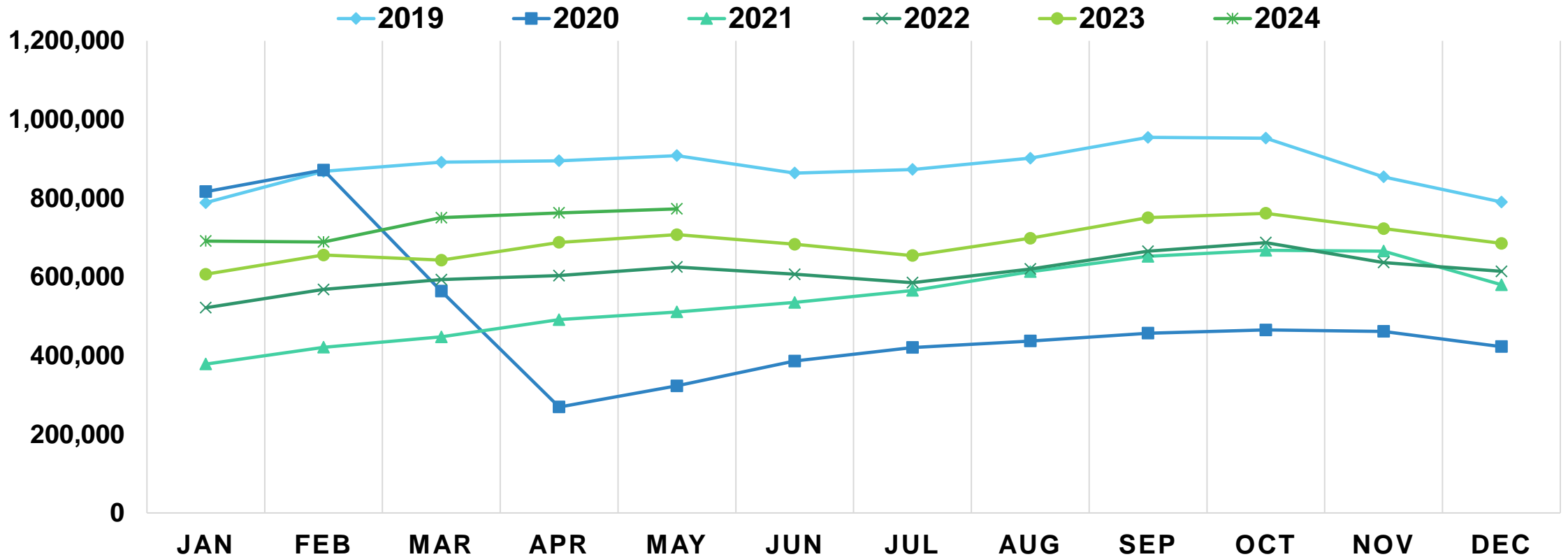
- Day type (Weekday, Saturday, Sunday)
- Service area
- Equity Focus Communities (EFCs)/non-EFCs
- Time period
- Line/line group, and
- Changes in average passenger trip length

The report compares the ridership from Q1 CY2019 (pre-pandemic) with Q1 CY2024 when service was fully restored (7 million revenue service hours annualized) based on the NextGen Bus Plan, with full bus operator staffing.

Another update will be provided in fall 2024 covering bus system ridership for Q2 CY2024.



# Average Weekday Ridership 2019-2023



Service has remained at full 7 million revenue service hours (RSH) since December 2022. Average weekday ridership consistently remained above 2022 levels in 2024, including Q1. Ridership recovery improved in Q1 to 83.7% of pre-COVID ridership (was 83.4% in last update covering Q4 CY2023). In May 2024, weekday ridership exceeded 770,000 for the first time post-COVID.



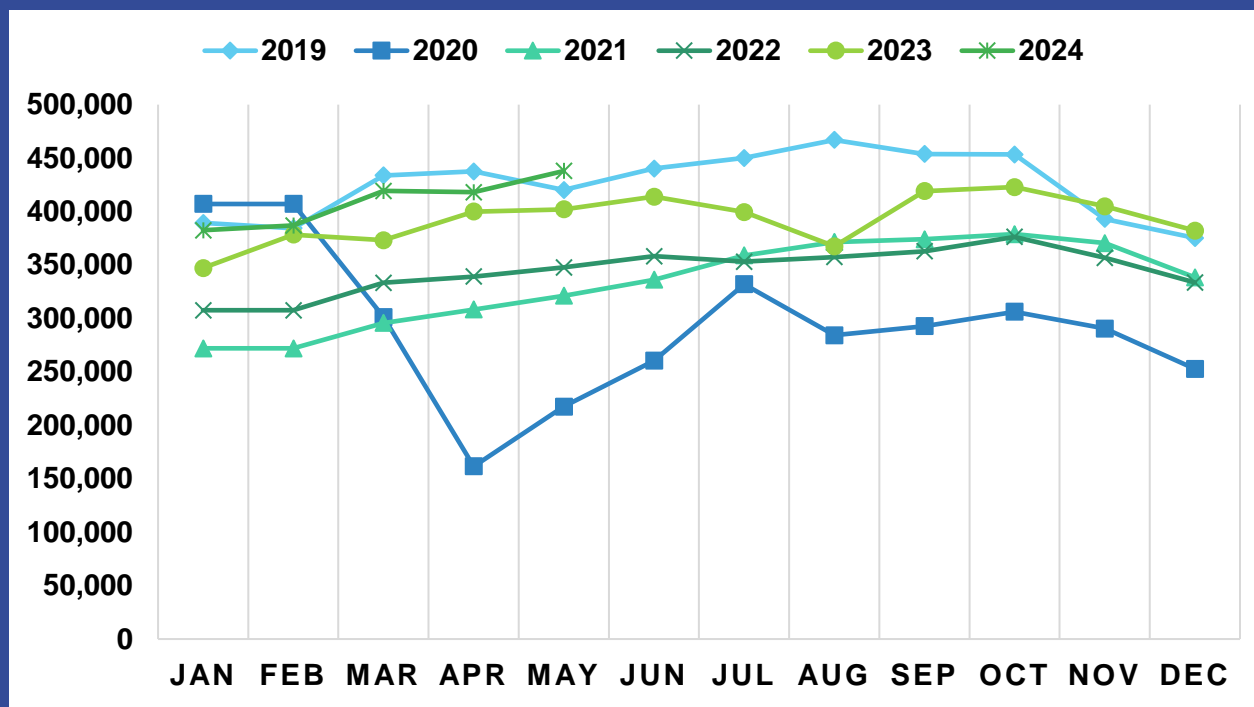
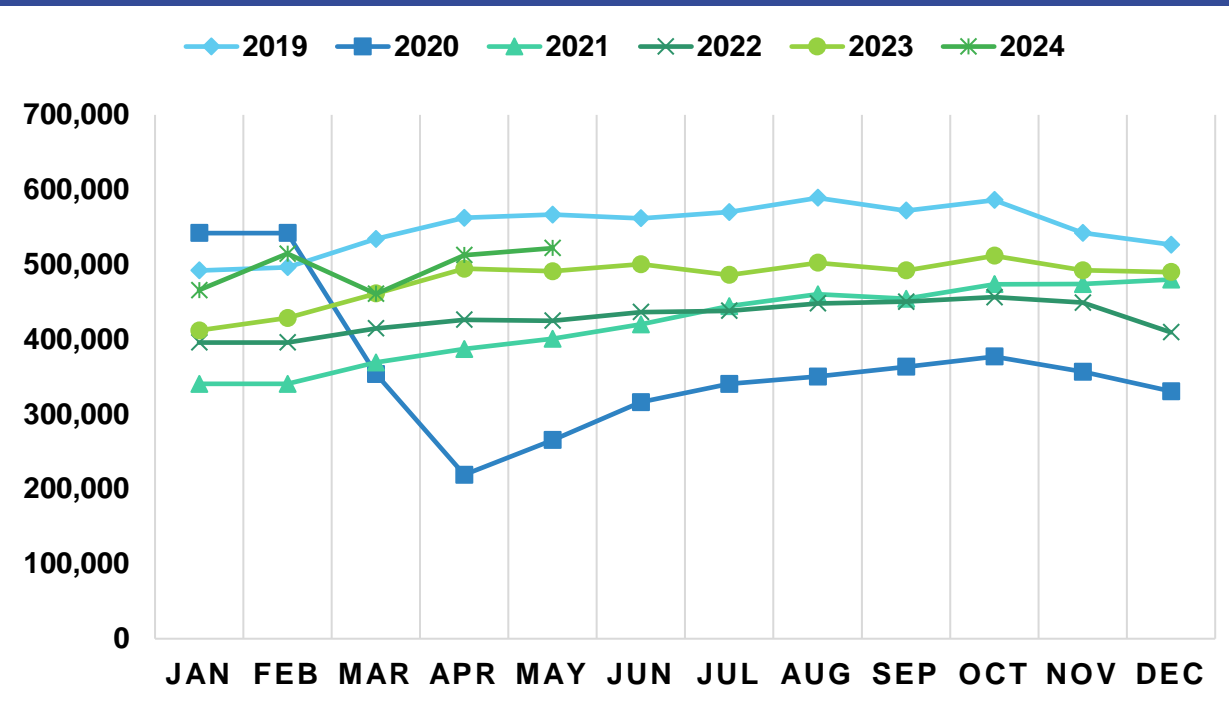
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# Weekend Ridership

## Average Saturday Ridership 2019 – 2024

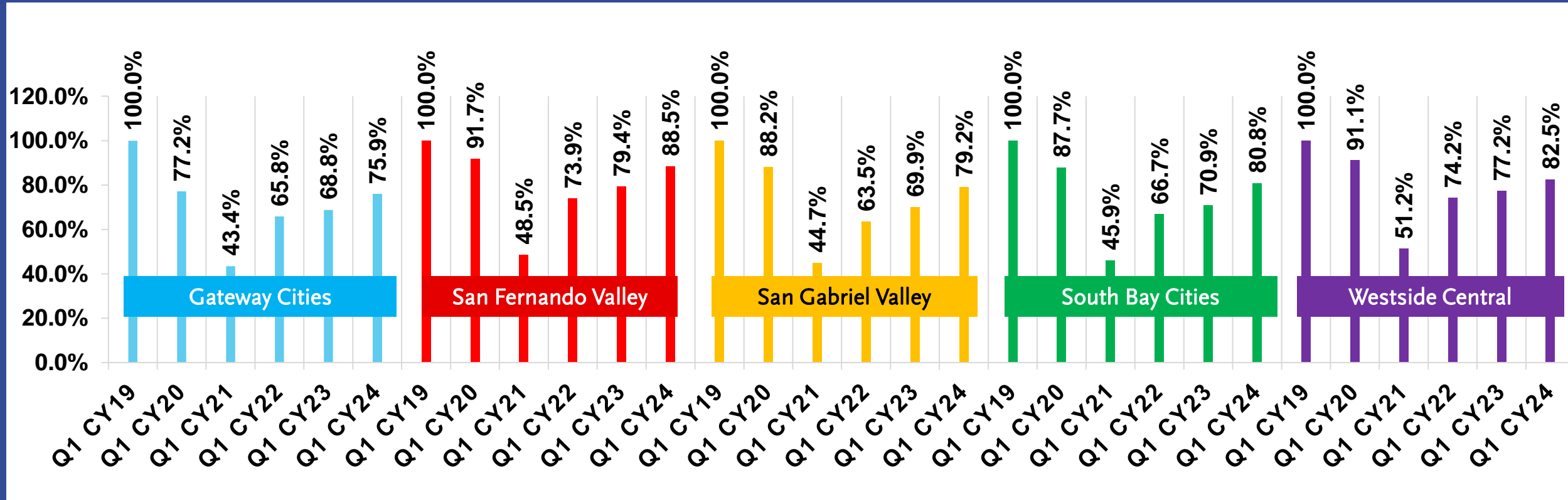
## Average Sunday Ridership 2019 – 2024



Q1 CY2024 average Saturday ridership recovery improved to 94.0% of 2019 pre-COVID level (was 90.3% in last report that reviewed Q4 CY023).

Q1 CY2024 average Sunday ridership recovery declined slightly to 98.3% of 2019 pre-COVID level (was 99.97 in Q4 CY2023).

# Average Weekday Ridership Recovery by Service Area Q1 CY2019 – Q1 CY2024



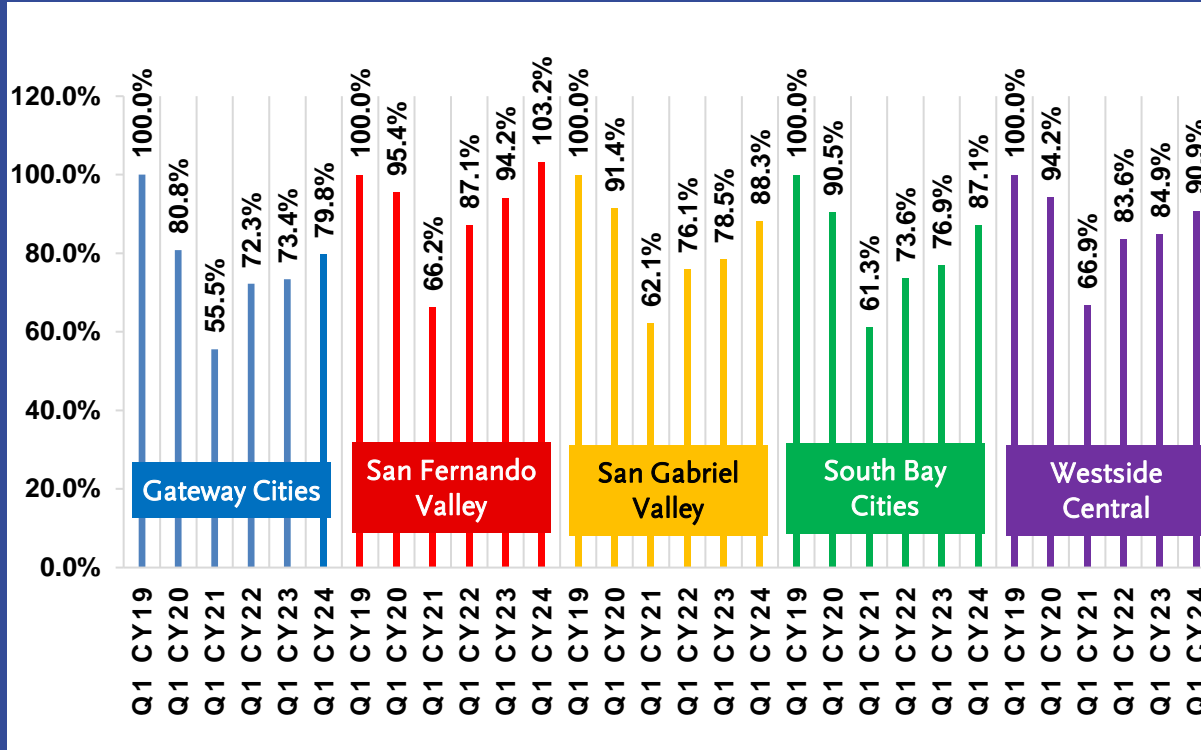
Weekday bus ridership has grown year over year in each of Metro’s regions when comparing Q1 CY2023 with Q1 CY2024. Recovery improved by around 5-10% in all five service areas between Q1 CY2023 and Q1 CY2024. Notably strongest recovery in the San Fernando Valley at 88.5%, the next best recovery being the Westside Central area at 82.5%.



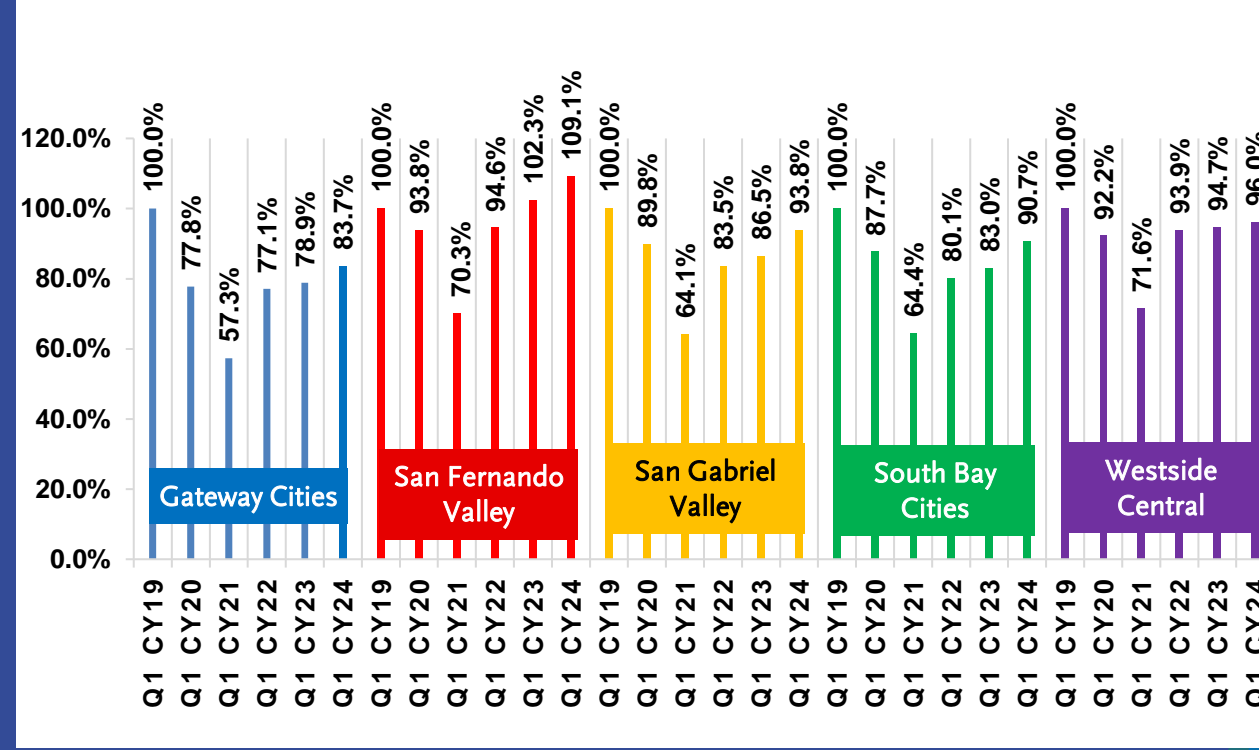
**Metro**

# Saturday and Sunday Ridership

## Average Saturday Bus Ridership 2019–2024

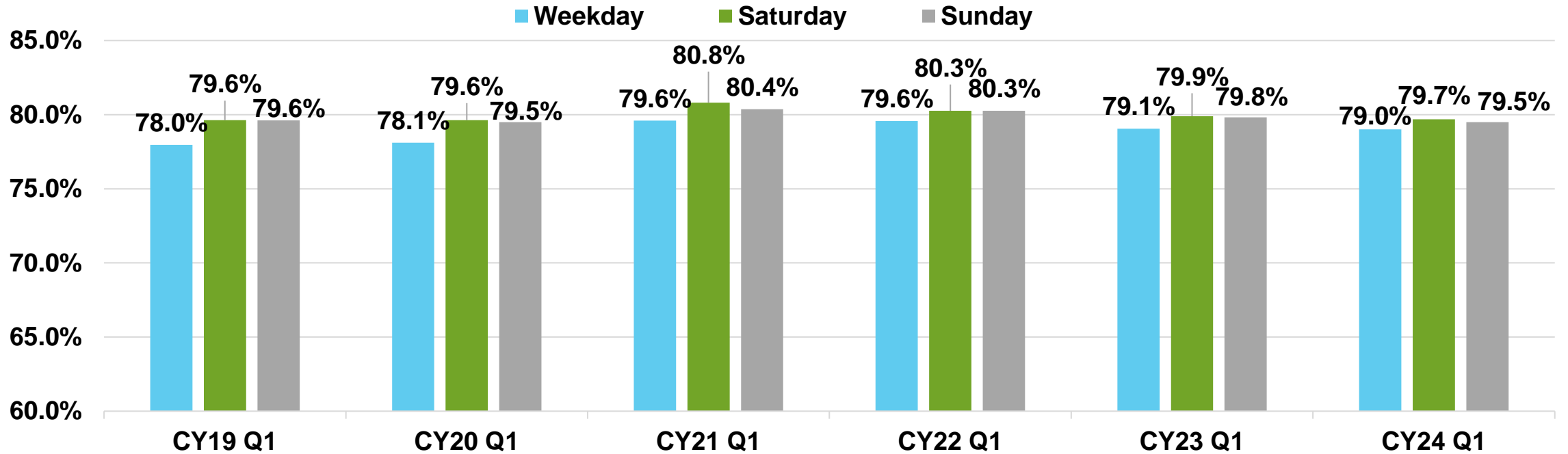


## Average Sunday Bus Ridership 2019-2024



Each area improved by 5-10% or more between Q1 CY2023 and Q1 CY2024 for both average Saturday and Sunday ridership. San Fernando Valley showed the most recovery, exceeding pre-pandemic 2019 ridership levels both Saturday and Sunday, with Westside Central next best recovery 90.9% Saturday/96.0% Sunday.

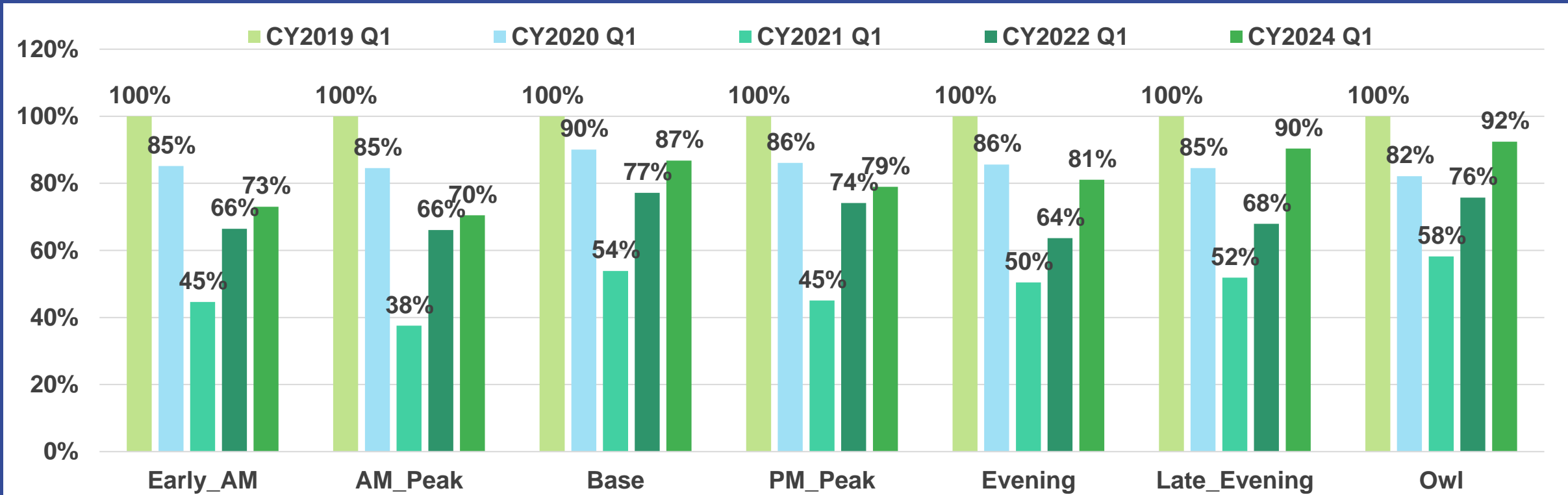
# Ridership Percentage in Equity Focus Communities Q1 CY2019 – Q1 CY2024



Equity-Focus Community share of bus ridership (boardings) grew most in CY21 Q1. The EFC share remains above pre-pandemic levels weekdays (about the same as pre-COVID weekends) suggesting the NextGen Bus Plan continues to be beneficial to these communities, where it peaked early in the COVID period when people travelled for essential jobs and services.



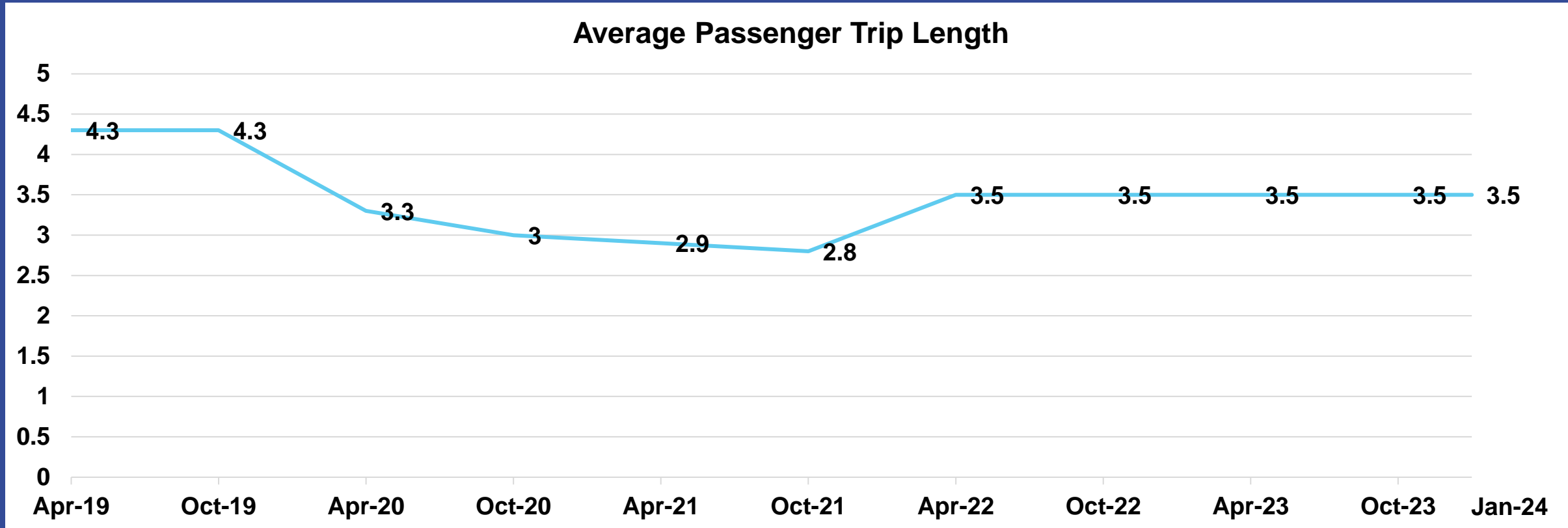
# Weekday Ridership by Time Period Q1 CY 2019 to Q1 CY2023



Midday ridership recovery (base) at 87% has exceeded both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued at 70% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 79% has stronger recovery than AM peak. Late evening and owl ridership periods recovered most strongly at 90% and 92% as these periods typically serve transit-dependent shift workers.



# Average Weekday Bus Passenger Trip Length



Average passenger trips lengths (unlinked) declined from 4.3 miles to just under 3 miles with the pandemic. They have remained lower than pre-pandemic lengths at around 3.5 miles. This is consistent with the NextGen Bus Plan which was designed to attract an increased share of shorter-distance travel through improved local bus frequencies.



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# Average Line/Group Ridership Recovery

| Average % Ridership Recovery<br>Q1 CY2024 versus Q1<br>CY2019 | Number of<br>Weekday<br>Lines/Line<br>Groups Average<br>Recovery | Number of<br>Saturday<br>Lines/Line<br>Groups Average<br>Recovery | Number of<br>Sunday<br>Lines/Line<br>Groups Average<br>Recovery |
|---|--|---|---|
| >= 140.0%   | 0  | 4   | 2   |
| 130.0 – 139.9%  | 0  | 0   | 3   |
| 120.0 – 129.9%  | 1  | 4   | 8   |
| 110.0 – 119.9%  | 2  | 6   | 6   |
| 100.0 – 109.9%  | 9  | 12  | 15  |
| 90.0 - 99.9%  | 23   | 21  | 19  |
| 80.0 - 89.9%  | 16   | 12  | 9   |
| 70.0 - 79.9%  | 14   | 10  | 11  |
| 60.0 - 69.9%  | 10   | 4   | 0   |
| 50.0 - 59.9%  | 4  | 1   | 0   |
| 40.0 - 49.0%  | 2  | 0   | 0   |
| 30.0 - 39.9%  | 1  | 1   | 1   |
| Total Lines/Line Groups                                       | 82   | 75  | 74  |

- In Q1 2024, ridership recovered to above pre-pandemic levels on 12 weekday lines (up from 11 in Q4 CY23), 26 Saturday lines (up from 18), and 34 Sunday lines (down slightly from 37).
  - Weekday lines with ridership recovery above 83.7% average: 19-Tier 1, 12-Tier 2, 6-Tier 3, and 7-Tier 4
  - Saturday lines with ridership recovery above 94.0% average: 14-Tier 1, 11-Tier 2, 7-Tier 3, and 6-Tier 4
  - Sunday lines with ridership recovery above 98.3% average: 14-Tier 1, 11-Tier 2, 6-Tier 3, and 6-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency continue have recovered more slowly. Low frequency lines were the focus of the June 2024 service change.





# Speed & Reliability Update

## Bus Lane Progress:

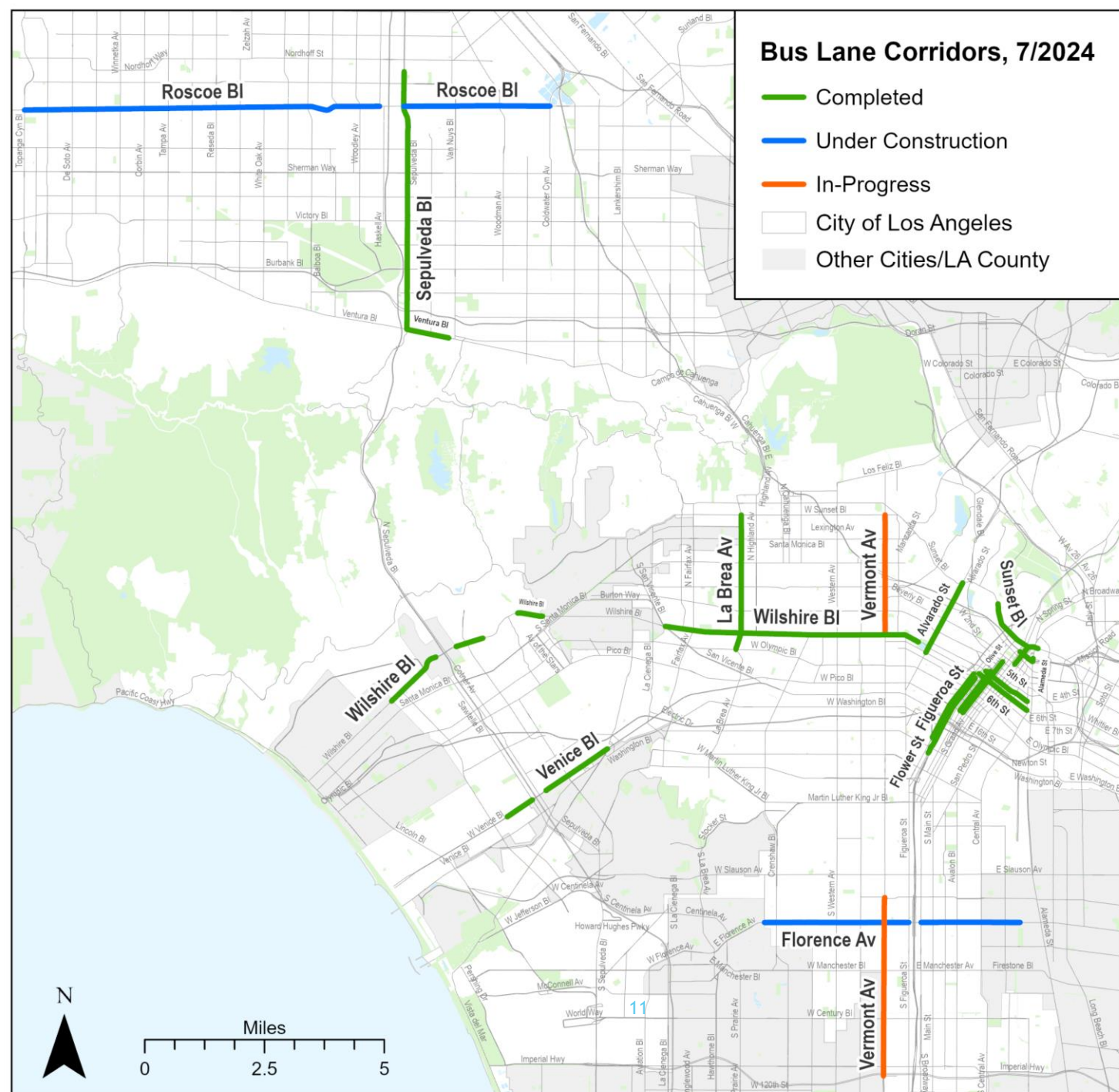
- 49.7 lane-miles Completed
- 31.2 lane-miles Under Construction
- 12.5 lane-miles In Progress

## Under Construction:

- Roscoe Bl, **complete fall 2024**
- Florence Av, **complete end of 2024**

## In-Progress

- Vermont Av near-term, **complete as soon as early 2025**





# Conclusions

- Weekday and Saturday ridership recovery continued in Q1 CY2024 above levels seen in the Q4 CY 2023 review, while Sunday ridership remains highest at just below 100% recovered (though slightly lower than Q4 CY2023). The NextGen Bus Plan appears to be supporting ridership growth with post-COVID records set in May 2024 for weekday, Saturday, and Sunday.
- EFC shares of ridership remain larger than pre-pandemic weekdays, with midday ridership recovery leading the daytime ridership recovery, and average trip length remained shorter. These results are all consistent with the NextGen Bus Plan focus on growing off-peak and shorter-distance ridership.
- NextGen bus priority lanes continue to be expanded in support of the highest-frequency 10 minute or better Tier 1 network.
- Additional frequency improvements as planned in the NextGen Bus Plan for low frequency lines were a focus of the June 2024 service change, to improve the ridership recovery lagging on these lines. Further such improvement will be explored for the December 2024 service change.
- Frequency improvements for 10-minute weekday peak service for the North San Fernando Valley Transit Corridor Improvements Project Roscoe Bl and Nordhoff St corridors together with new peak period bus lanes on Roscoe Bl will also support ridership growth on these two key corridors.



**Questions?  
Thank You**



**Board Report**

**File #:** 2024-0415, **File Type:** Informational Report

**Agenda Number:** 42.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 18, 2024**

**SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**ISSUE**

Metro is committed to providing outstanding trip experiences for all transportation system users. In furtherance of the Vision 2028 Plan, Metro implemented a multi-faceted plan to improve security and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

**BACKGROUND**

Within Metro’s Public Safety Mission statement, the agency recognizes that each individual is entitled to a safe, dignified, and human experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and law enforcement services. Furthermore, since July 2023, Metro has been using a comprehensive deployment model to utilize all resources from the public safety ecosystem.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors and community intervention specialists, as well as transit security, private security, and law enforcement officers) and the piloting of safety and security interventions to address specific concerns (e.g., drug use and crime) on the system.

**DISCUSSION**

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro’s comprehensive approach to safety and security, focused specifically on protecting our customers and employees by preventing and addressing crime

on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

The following is a snapshot of activities and performance and outcome-related data for May, the most recent month for which systemwide law enforcement data is available.

## MONTHLY TRENDS

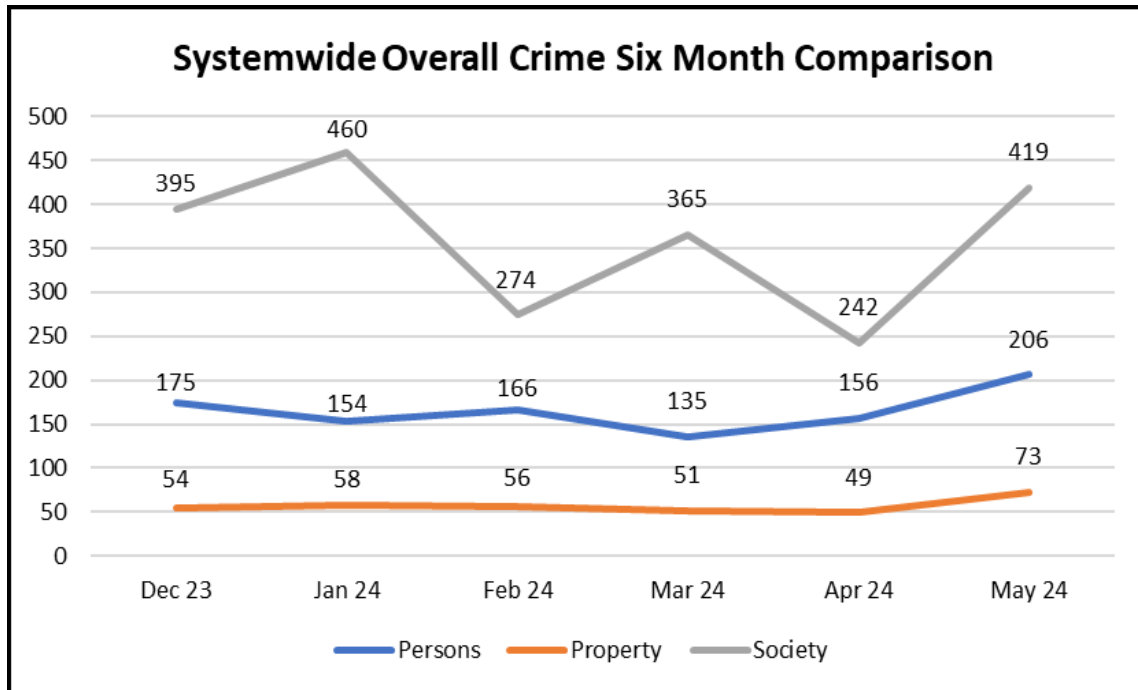
On May 16, 2024, following a spike in crime on Metro's buses and rail, Metro Board Chair Karen Bass held a press conference along with other members of the Board to announce a surge of law enforcement on the system. On May 20, 2024, the Board approved a motion by Directors Bass, Barger, Hahn, Solis, Najarian, and Yaroslavsky (Attachment A) to increase the daily planned deployment of Metro public safety personnel. The motion also established a unified command system to coordinate efforts aimed at improving safety.

Metro implemented the surge of law enforcement, Metro Transit Security, contracted security, and Ambassadors. As expected, this effort had a significant impact on the crime and arrest data during this month. These trends can be clearly seen in May's crime statistics compared to April's. During this time period:

- Systemwide reported crime numbers increased by 251, from 447 in April to 698 in May. Ridership increased by 959,860 boardings, from 26,210,300 in April to 27,170,160 in May.
- Looking at our weekly crime data, the last two weeks of the May reporting period (May 19 - June 1) show as much crime reported as the first three weeks (April 28 - May 18). This further illustrates the impact of the Daily Surge initiated on May 20. The majority of surge-related arrests were for trespassing.
- Crimes Against Property (any criminal act that destroys another's property, such as vandalism and larceny) increased in both rail and bus (from 49 in April to 73 in May), after four consecutive months of declines systemwide. 50 of these incidents are reported as larceny.
- Crimes Against Society (offenses that represent society's prohibition against engaging in certain types of activity, such as drug violations or trespassing) are up from last month in rail but down in bus (from 242 in April to 419 in May). 303 of these incidents are reported as trespassing.
- Crimes Against Persons (crimes that cause or threaten to harm another person, such as assault) also increased by 50 from 156 in April to 206 in May. 82 of these incidents are reported as battery.
- The multi-layered safety partners will continue to utilize data from various internal and external sources (i.e., Call Center, Transit Watch app, crime reports, etc.) to ensure strategies are maintained, adjusted, or newly incorporated to mitigate crime spikes or arising trends on the

system.

The chart below demonstrates the crime trend over the past six months.



The following three tables compare crime data for Crimes Against Persons, Property, and Society per one million boardings for May 2024, April 2024, and May 2023.

Crimes Against Persons (which include violent crimes) per one million boardings is 7.58, an increase of 27.39% when compared to April 2024 of 5.95 and by 16.26% when compared to May 2023 of 6.52:

| Systemwide                                     | May-24     | Apr-24     | % Change May 24 vs April 24 | May-23     | % Change May 24 vs May 23 |
|--|------------|------------|-----------------------------|------------|---------------------------|
| Crimes Against Persons                         | 206        | 156        | 32.10%                      | 164        | 25.60%                    |
| Ridership                                      | 27,170,160 | 26,210,300 | 3.66%                       | 25,165,408 | 7.97%                     |
| Crimes Against Persons per 1 Million Boardings | 7.58       | 5.95       | 27.39%                      | 6.52       | 16.26%                    |

Crimes Against Property per one million boardings is 2.69, an increase of 43.85% compared to April 2024 of 1.87 and an increase of 4.26% compared to May 2023 of 2.58:

| Systemwide                                      | May-24     | Apr-24     | % Change May 24 vs April 24 | May-23     | % Change May 24 vs May 23 |
|---|------------|------------|-----------------------------|------------|---------------------------|
| Crimes Against Property                         | 73         | 49         | 48.98%                      | 65         | 12.31%                    |
| Ridership                                       | 27,170,160 | 26,210,300 | 3.66%                       | 25,165,408 | 7.97%                     |
| Crimes Against Property per 1 Million Boardings | 2.69       | 1.87       | 43.85%                      | 2.58       | 4.26%                     |

Crimes Against Society per one million boardings is 15.42, an increase of 67.06% compared to April 2024 of 9.23 and by 144% compared to May 2023 of 6.32:

| Systemwide                                     | May-24     | Apr-24     | % Change May 24 vs April 24 | May-23     | % Change May 24 vs May 23 |
|--|------------|------------|-----------------------------|------------|---------------------------|
| Crimes Against Society                         | 419        | 242        | 73.14%                      | 159        | 163.50%                   |
| Ridership                                      | 27,170,160 | 26,210,300 | 3.66%                       | 25,165,408 | 7.97%                     |
| Crimes Against Society per 1 Million Boardings | 15.42      | 9.23       | 67.06%                      | 6.32       | 143.99%                   |

### Deployment Results

The following reflects the results of the deployment for May and the effects of preventing and reducing crime on the system.

#### Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. The table below represents the law enforcement efforts to enforce the penal code on the system for May and April which reflects the increased enforcement (209 additional arrests and 138 additional citations) that resulted from greater law enforcement visibility on the system in May as part of the surge.

| Law Enforcement Efforts |            |            |            |            |
|-------------------------|------------|------------|------------|------------|
| Agency                  | Arrests    |            | Citations* |            |
|                         | Apr 2024   | May 2024   | Apr 2024   | May 2024   |
| LAPD                    | 368        | 594        | 466        | 609        |
| LASD                    | 151        | 133        | 154        | 151        |
| LBPD                    | 0          | 1          | 2          | 0          |
| <b>Total</b>            | <b>519</b> | <b>728</b> | <b>622</b> | <b>760</b> |

\*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

Law enforcement homeless outreach data has been omitted from this report as staff works to align how homeless outreach data is defined and reported. Currently, each law enforcement partner defines their outreach efforts differently, making it challenging to demonstrate the impact of their work across the system. Staff worked with Metro’s Homeless Outreach Management and Engagement

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team to define particular data sets based on LA County Department of Health Services' measurement and reporting standards and has given law enforcement partners a standardized template to provide their data. The homeless outreach data centers on the following five metrics for People Experiencing Homelessness (PEH):

1. PEH Observed: Number of people experiencing homelessness on site, as observed by outreach team members.
2. PEH Engaged: Number of people experiencing homelessness that the outreach team members interacted with.
3. PEH - Enrolled: Number of people experiencing homelessness enrolled into the Homeless Information Management System (or equivalent system used by the given law enforcement agency) by outreach team members.
4. Interim Housing: Number of people experiencing homelessness referred to and placed in interim housing.
5. Permanent Housing: Number of people experiencing homelessness referred to and placed in permanent housing (this includes family reunifications).

Consistently using these metrics will allow for a streamlined approach to understanding the outreach efforts systemwide and reporting information and trends. Staff expects to receive the first set of data, based on the new template, from its law enforcement partners in time to be published in the September board report.

### *End of Line*

Contract Security (CS) officers offload trains at the end-of-line (EOL) stations. This operation functions to deter patrons from riding the system without valid fare while allowing train cleaning to promote a clean and safe environment. Offloading operations also simultaneously provide security support for Metro employees performing their duties.

For the month of May, CS cleared 13,645 trains and offloaded 45,586 patrons. As CS officers maintain their efforts at these stations, they are establishing a consistent process and expectations for Metro riders when the train reaches its last stop. Consequently, staff is observing fewer complaints from both riders and front-line staff. Metro service attendants and schedule checkers have been able to perform their duties with relative ease as the CS officers are present to ensure each train car is empty and step in if staff needs security assistance.

| Station               | April 2024     |                   | May 2024       |                   |
|-----------------------|----------------|-------------------|----------------|-------------------|
|                       | Trains Cleared | Patrons Offloaded | Trains Cleared | Patrons Offloaded |
| APU/Citrus            | 1,524          | 7,248             | 1,881          | 6,849             |
| Atlantic              | 1,234          | 2,837             | 1,261          | 3,022             |
| Downtown Long Beach   | 814            | 4,440             | 1,089          | 7,200             |
| Downtown Santa Monica | 1,056          | 3,023             | 1,160          | 3,599             |
| Expo/Crenshaw         | 670            | 51                | 773            | 1,135             |
| North/Hollywood       | 958            | 6,387             | 1,005          | 3,876             |
| Norwalk               | 830            | 3,265             | 877            | 3,225             |
| Redondo Beach         | 1,145          | 1,672             | 1,124          | 3,287             |
| Union Station         | 2,231          | 6,894             | 2,369          | 6,051             |
| Westchester/Veterans  | 1,143          | 3,870             | 1,098          | 4,113             |
| Wilshire/Western      | 667            | 3,147             | 1,008          | 3,229             |
| Grand Total           | 12,272         | 42,834            | 13,645         | 45,586            |

CS shares their observations during weekly comprehensive planned deployment meetings with Metro Homeless Outreach and law enforcement partners. CS observations are compared with feedback from Metro Blue Shirts and Transit Ambassadors to understand where unhoused riders require the most resources. In May, Metro Homeless Outreach efforts continue to target the following stations: Westlake/MacArthur Park, Willowbrook/Rosa Parks, Vermont/Santa Monica, and Lake. The table below reflects these efforts.

| Metro Homeless Outreach Efforts (Excluding End of Line)        | May Totals |
|--|------------|
| Engagements  | 891        |
| Enrollments into Homeless Management Information System (HMIS) | 28         |
| Interim Placements   | 6          |
| Permanent Housing Placements                                   | 0          |

Metro Homeless Outreach has fixed posts at key EOL stations within the comprehensive planned deployment. Staff currently support six EOL stations (Union Station, Downtown Santa Monica, Downtown Long Beach, Atlantic, North Hollywood, and APU/Citrus). The efforts at EOL account for 1,678 (65%) of 2,569 total engagements during the month of May. The table below reflects the outreach efforts at EOL stations.

| Metro Homeless Outreach Efforts (End of Line)                  | May Totals |
|--|------------|
| Engagements  | 1678       |
| Enrollments into Homeless Management Information System (HMIS) | 117        |
| Interim Placements   | 29         |
| Permanent Housing Placements                                   | 3          |

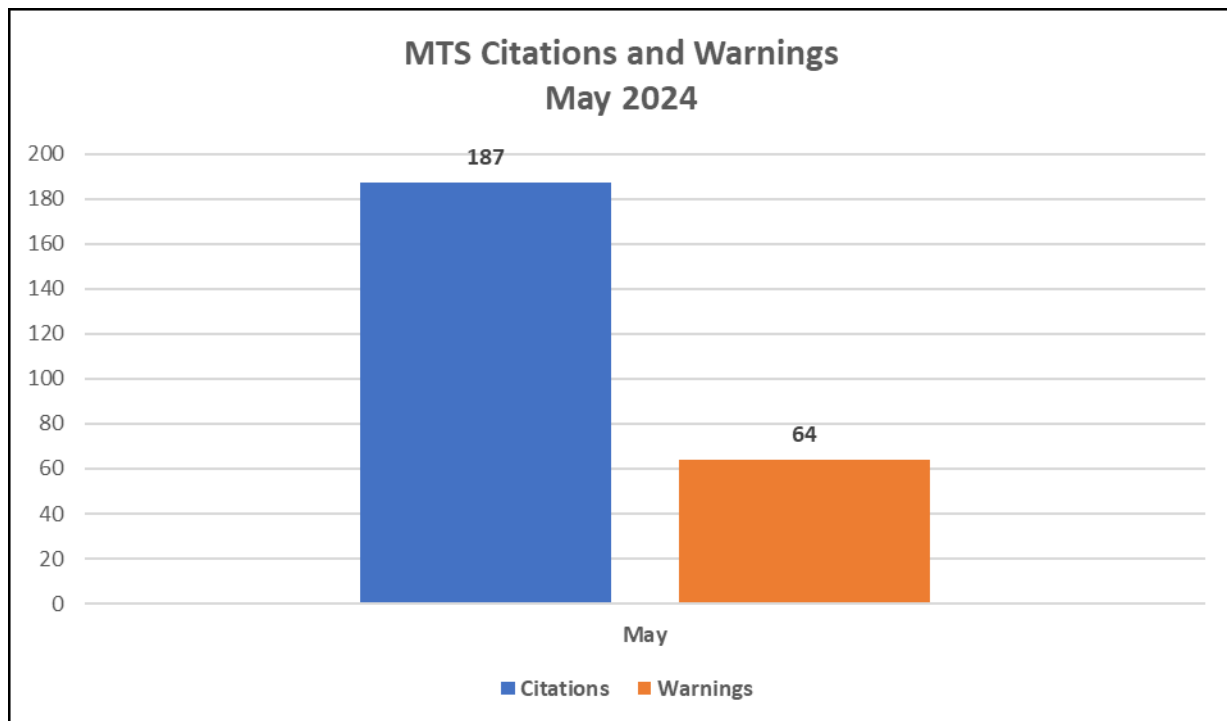
### Transit Security

The primary role of Metro Transit Security (MTS) in the Comprehensive Planned Deployment is Code of Conduct enforcement. In May, MTS officers issued 187 citations and 64 written warnings for Code of Conduct violations. Of those, 189 (75%) were due to individuals failing to provide proof of fare. A



breakdown of the remaining citations and warnings is shown in the table below. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct.

| Citations and Warnings – May 2024 |            |
|-----------------------------------|------------|
| Category                          | Count      |
| Proof of Fare                     | 189        |
| Smoking/Vaping                    | 23         |
| Unruly Activities                 | 15         |
| Weapons Prohibited                | 14         |
| Urinating/Defecating              | 5          |
| Wheeled Riding                    | 3          |
| Sound Devices                     | 1          |
| Loitering                         | 1          |
| <b>Total</b>                      | <b>251</b> |



| TRANSIT SECURITY FARE COMPLIANCE TEAMS – MAY 2024 |                            |                               |                             |
|---|----------------------------|-------------------------------|-----------------------------|
| DEPLOYMENT PERIOD                                 | LINES COVERED <sup>1</sup> | REMOVALS – FARES <sup>2</sup> | REMOVALS – CoC <sup>3</sup> |
| 05/06/24 – 05/10/24                               | A, B, C, E                 | 255                           | 181                         |
| 05/13/24 – 05/17/24                               | A, B, C, E                 | 241                           | 157                         |
| 05/20/24 – 05/24/24                               | A, B, C, E                 | 267                           | 170                         |
| 05/27/24 – 05/31/24                               | A, B, C, E                 | 305                           | 201                         |

<sup>1</sup> Refers to Focus Stations and End-of-Line Stations on indicated rail line.

<sup>2</sup> Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

<sup>3</sup> Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct

| TRANSIT SECURITY TRAIN RIDING TEAMS – MAY 2024 |               |                    |                               |                             |
|--|---------------|--------------------|-------------------------------|-----------------------------|
| DEPLOYMENT PERIOD                              | LINES COVERED | TRIPS <sup>1</sup> | REMOVALS – FARES <sup>2</sup> | REMOVALS – CoC <sup>3</sup> |
| 05/06/24 – 05/10/24                            | A, B, C, E    | 77                 | 82                            | 44                          |
| 05/13/24 – 05/17/24                            | A, B, C, E    | 74                 | 87                            | 51                          |
| 05/20/24 – 05/24/24                            | A, B, C, E    | 70                 | 84                            | 47                          |
| 05/27/24 – 05/31/24                            | A, B, C, E    | 78                 | 85                            | 49                          |

<sup>1</sup> Combined number of trips taken by TRT on the referenced rail lines.

<sup>2</sup> Combined number of persons removed from the train for fare evasion (No proof of fare).

<sup>3</sup> Combined number of persons removed from the train for Code of Conduct violations.

## Operator Safety

In May, operator assaults decreased by one assault when compared to April 2024 (11 vs. 12). Using hands (punching, slapping), and spitting were the top methods of assault. Of the 11 assaults, all reported a bus barrier in use. Of the reported assaults, one victim required medical transport. All 11 assaults occurred on various bus lines, and the occurrences of operator assaults are scattered throughout Metro’s service area. Four of the assaults occurred between 12 noon and 5:59 p.m., four assaults occurred between 12:00 a.m. and 5:59 a.m., and three assaults occurred between 6:00 p.m. and 11:59 p.m. The Maintenance Department is actively working to retrofit the entire fleet with extended barriers. As of May 31, 27 retrofit barriers have been installed; 90 additional are planned for installation in June.

Figures A and B provide context for how operator assaults this month compared to prior months and years, respectively. Methods of assaults for the month are illustrated in Figure C.

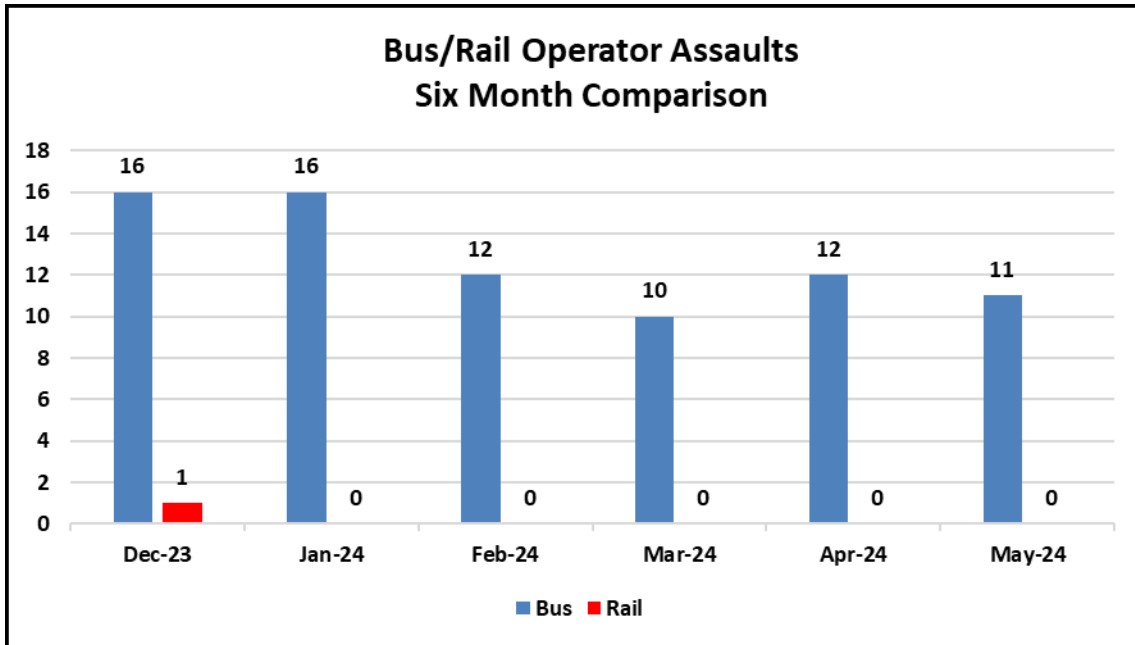


Figure A: Bus/Rail Operator Assaults

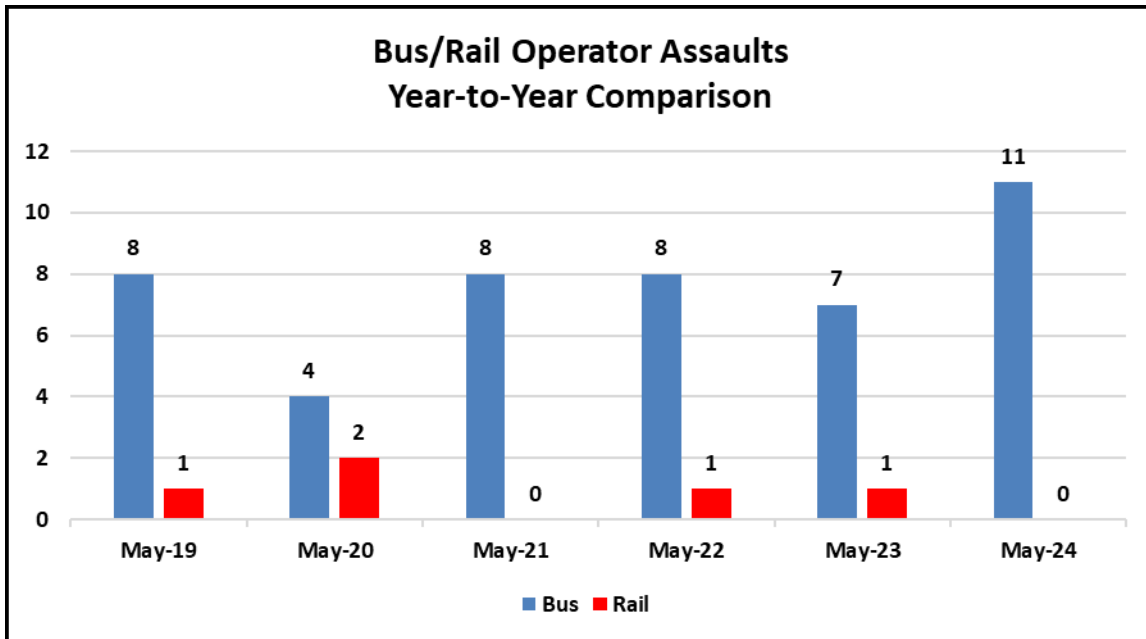


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison

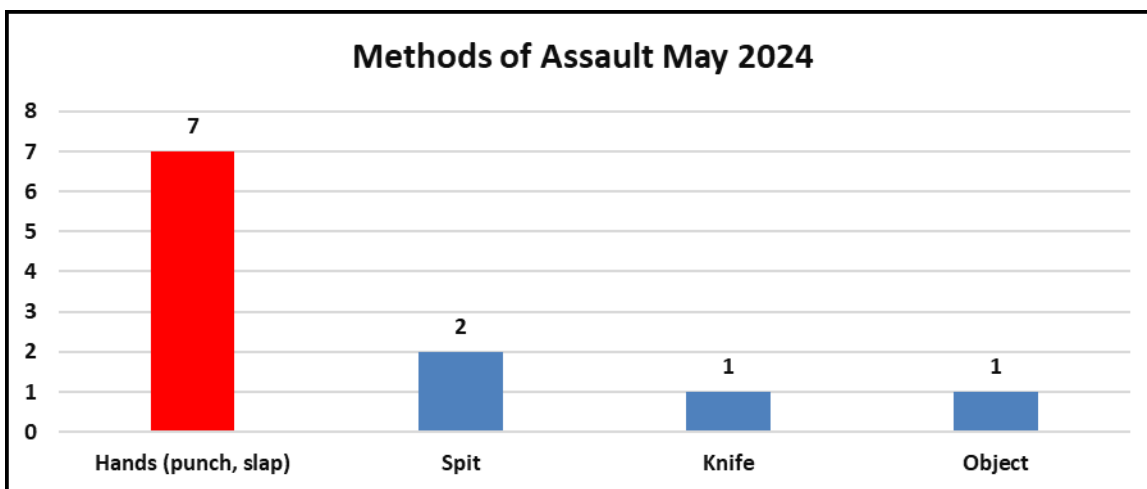


Figure C: Methods of Assault

*Bus Safety Teams*

Transit Security Bus Safety Teams rotate across the top 10 bus lines with reported incidents of operator assaults and lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro’s Code of Conduct. In May, an end-of-line operation was conducted during Owl Service in Santa Monica at the terminus points for Line 4 and Line 720 to address bus operator concerns about non-destination travelers refusing to alight buses at the end of the line. This Bus Safety Team operation resulted in 207 removals for non-compliance on Line 4 between May 6 and May 17 and 203 removals for non-compliance on Line 720 between May 20 and May 31. Staff received positive feedback from bus operators and Division 7 management on this operation.

| TRANSIT SECURITY BUS SAFETY TEAMS – MAY 2024 |                |                    |                       |                              |
|--|----------------|--------------------|-----------------------|------------------------------|
| DEPLOYMENT PERIOD                            | LINES COVERED  | TRIPS <sup>1</sup> | REMOVALS <sup>2</sup> | VERBAL WARNINGS <sup>3</sup> |
| 05/06/24 – 05/10/24                          | 2, 4, 207, 720 | 99                 | 170                   | 149                          |
| 05/13/24 – 05/17/24                          | 2, 4, 207, 720 | 97                 | 154                   | 152                          |
| 05/20/24 – 05/24/24                          | 2, 4, 207, 720 | 92                 | 168                   | 167                          |
| 05/27/24 – 05/31/24                          | 2, 4, 207, 720 | 93                 | 152                   | 142                          |

<sup>1</sup> Combined number of trips taken by BST on the referenced bus lines.

<sup>2</sup> Combined number of persons removed at the bus door for fare evasion.

<sup>3</sup> Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Two remaining Transit Security Bus Safety Teams are tentatively scheduled to be deployed by late Summer 2024. The MTS teams are augmented with law enforcement support. Law enforcement Bus Teams conduct bus boardings, which is when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board. In May, there were 4,269 and 9,158 bus boardings by LAPD officers and LASD deputies, respectively.

In addition to Code of Conduct enforcement, TSOs provide riders with safety tips, such as being aware of their surroundings while using their mobile phones and informing them of the Transit Watch application to report incidents. Several TSOs are bilingual and can assist patrons in Spanish, Korean, and Thai, among other languages. TSOs also engage with bus operators to obtain information regarding safety issues or areas of concern that the Bus Safety Teams can address. Additionally, when possible, TSOs provide operators with verbal tips related to safety and de-escalation tactics to ensure they can respond appropriately to incidents that may threaten their safety.

Staff will continue to review crime statistics and physical assault data to identify potential trends and patterns that will inform deployment strategies to reduce crime on the bus system and help decrease and prevent bus operator assaults. In addition, staff engage with bus operators from all ten bus divisions at monthly RAP sessions to obtain feedback on lines and geographical areas where bus operators have safety concerns.

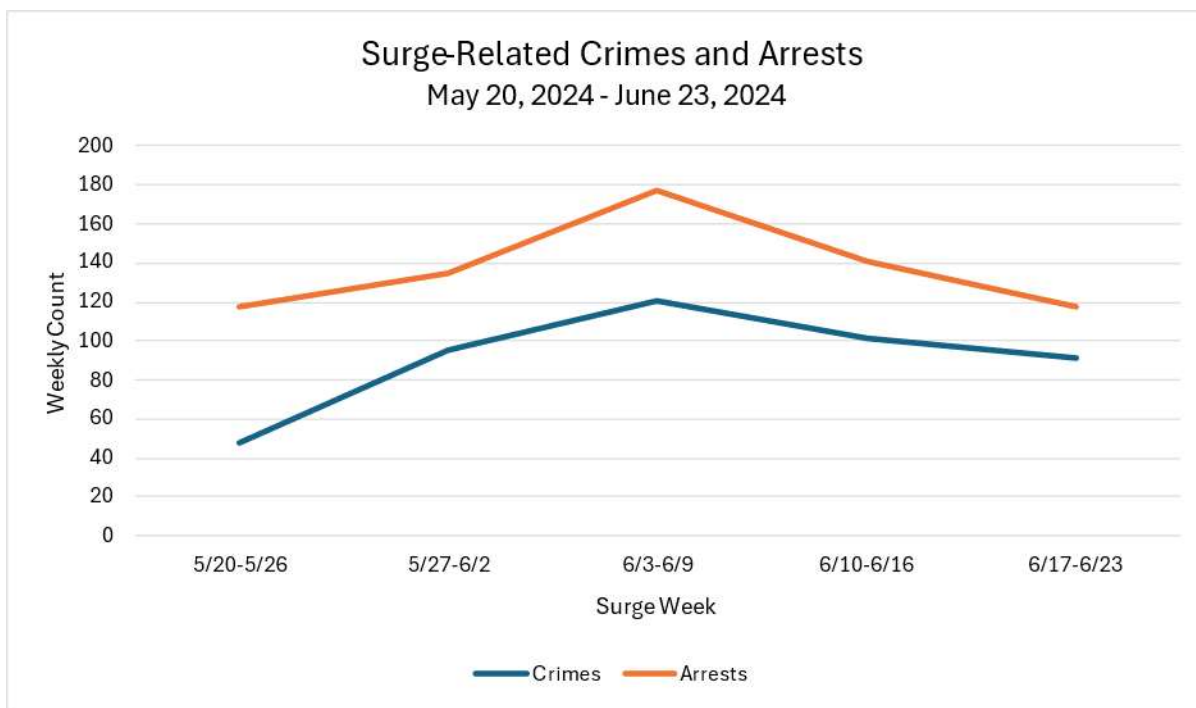
## ACTIVITIES

### Public Safety Surge Update

Metro continued its public safety surge operation of increasing public safety personnel on buses and trains for the month of June. The following is a snapshot of activities for the first four weeks (May 20-June 23):

| Agency            | Category | 5/20-5/26 | 5/27-6/2 | 6/3-6/9 | 6/10-6/16 | 6/17-6/23 | Total to Date |
|-------------------|----------|-----------|----------|---------|-----------|-----------|---------------|
| LAPD              | Crimes   | 48        | 95       | 114     | 100       | 90        | 447           |
|                   | Arrests  | 112       | 132      | 177     | 140       | 117       | 678           |
| LASD              | Crimes   | 0         | 0        | 7       | 1         | 0         | 8             |
|                   | Arrests  | 5         | 3        | 0       | 1         | 0         | 9             |
| Contract Security | Crimes   | 22        | 29       | 26      | 0         | 0         | 77            |
|                   | Arrests  | 11        | 0        | 0       | 0         | 6         | 17            |

*Note: LBPD has not surged its presence pursuant to Motion 41, and thus generally reports no surge-related crime or arrest activity; however, they did report one instance of vandalism on June 21.*



Note: Contract Security work in cooperation with Metro law enforcement partners such that any crime or arrest recorded by Contract Security also results in a police report after the handover of the suspect(s) and/or incident information to the police. To avoid double-counting, crimes or arrests reported by Contract Security are excluded when only totals are shown. However, when breaking out crimes and arrests by agency, Contract Security numbers are still listed to show their contribution to Metro’s public safety initiatives.

After analyzing five weeks of surge data, we observed the following:

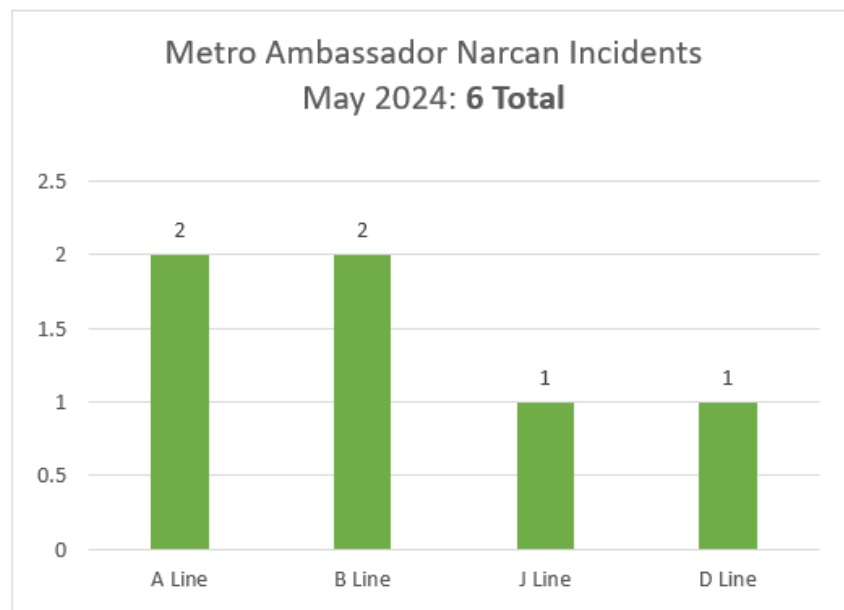
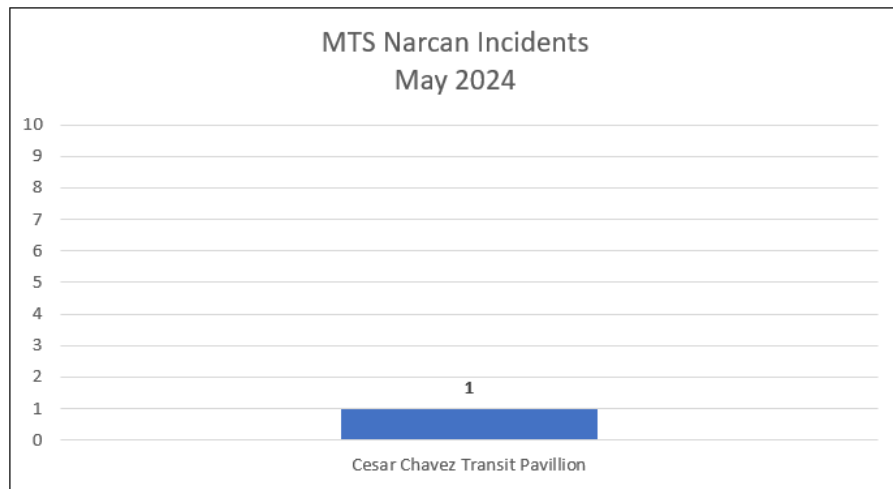
- LAPD reported 447 crimes - 385 were for Trespassing (86% of all crimes)
- LASD reported 8 crimes - all 8 were for Narcotics
- LBPD reported 1 crime (Vandalism, on June 21)
- Contract Security reported 77 crimes - 41 were for Vandalism and 27 were for Trespassing

Law enforcement weekly data showed that crime reporting increased even in the two weeks before the surge. This may be attributed to actual increases in crime or to changes in deployments following the highly publicized crimes committed in the transit system and related media coverage that led to the surge. The first week that included the surge, May 19 to May 25, was the highest, which is expected, as crime reporting improves when there is an increase in law enforcement on the system. Staff will continue to analyze data reported through a bias-free policing lens to ensure and address any inequities presented and provide updates on the surge and its activities in future months.

### Narcan Deployment

MTS, LASD, and Metro Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LAPD and LBPD are not required to carry Narcan, per their agency’s policies. In May, MTS saved one life, while Metro Ambassadors saved five lives through the timely administration of Narcan. LASD reported two Narcan incidents in May, an

increase of one over April.



In total, 9 Narcan incidents were reported in May, a 55% decrease from the 20 reported incidents in April. The continued observed decline on the B Line can be attributed to the 24/7 coverage of contract security and their efforts to keep the ancillary (non-public) areas clear in addition to actively addressing issues, such as trespassing on the tracks and right of way and assisting the offloading of non-destination travelers at end-of-line stations. Additionally, the use of upgraded intrusion detection at certain station ancillary areas provides for proactive alerting, which allows streamlined communication between the Rail Operations Center and the Security Operations Center and a direct dispatch of contract security officers to trespassing in ancillary areas that are known for being briefly occupied for drug use.

### Public Facing Dashboard Update

SSLE continues to focus on the data portion and completing buildout and delivering Phase 1 of the dashboard, while Marketing focuses on the content and design of the Safety landing page on Metro.net (metro.net/safety). Both are currently at 90% completion. An initial version of the dashboard showing crime and arrest statistics is expected to be available for acceptance testing by the middle of July and released in August.

### **Emergency Management Update**

In May, the Emergency Operations Center (EOC) Finance and Administrative Team, comprised of representatives from Emergency Management, Planning and Development, and Finance, received notification from FEMA of an award in the amount of \$947,943.92, as reimbursement for force account labor expensed during the COVID-19 Pandemic. Staff will continue to work on COVID-19-eligible activities to secure additional reimbursement.

On May 18, the Emergency Management Department (EMD) conducted the fifth of 11 planned exercises for this calendar year. The full-scale exercise was conducted at the E Line Culver City Station using an Arson Fire scenario. During this exercise, EMD worked with Metro's Accessibility Department to recruit patrons with disabilities to participate among the volunteers evacuated by first responders. The objectives were to increase engagement with local first responders, improve response time and awareness of response procedures, assess first responders' evacuation process from an overhead station with non-ambulatory and visually impaired patrons, and enhance coordination and communication with our first responder and jurisdictional partners. Participants included the Los Angeles Sheriff's Department, the Culver City Police Department, the Los Angeles Police Department, the Los Angeles Fire Department, Culver City Fire Department, Culver City Traffic Division, Ivy Station Property Management, the Metro Accessibility Department, Metro Transit Ambassadors, Metro Revenue Blue Shirts, Metro Maintenance of Way, Rail Operations, Rail Operations Control Center, Bus Operations Control Center, E Line Management, and the Emergency Management Department.





### Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update on Motion 30 (Attachment B) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn outlining progress on securing and cleaning ancillary areas.

#### *Maintenance*

- All ancillary areas along the B, D, E, and K lines are cleaned weekly by Custodial Services.
- The feedback received from Metro employees is that the ancillary areas have maintained desirable results.
- This is a direct result of the increased frequency of corridor inspections by Contract Security officers, increased frequency of station corridor cleaning, new cleaning products, updated Standard Operating Procedures for chemical and staff safety, and equipment that protects staff from potential exposure to untreated corridors.

#### *Security*

- As of May 1, 2024, 87 Contract Security officers continue to be deployed on the system to support the ancillary efforts.
- Contract Security is deployed 24/7 at all 24 subway stations on the B, D, E, and K lines. They inspect every ancillary area nine times daily and arrest any trespassers they encounter.
- Contract Security efforts resulted in 22 trespassing arrests in ancillary areas in the month of May.
- Contract Security continues to respond to ancillary door alarms set off by intruders, with an average response time of 6 minutes. Contract Security is instrumental in keeping the ancillary

areas clean by providing security escorts to custodial services while the ancillaries are cleaned.

- Contract Security reports damage, repair requests, and clean-up requests via the Metro Transit Watch app between the regularly scheduled clean-ups.

### Alarms

- All audible alarms at the B/D Line ancillary doors have been programmed to activate for up to two hours if the door was entered or exited without first tapping a valid employee ID card on the adjacent badge reader.
- The alarms are reset by Contract Security officers at the station only via the badge readers, and any observed activities are reported to the Security Operations Center.

Staff will continue to provide quarterly updates to the Board on the above activities and their progress.

## CUSTOMER COMMENTS

### Social Media Comments

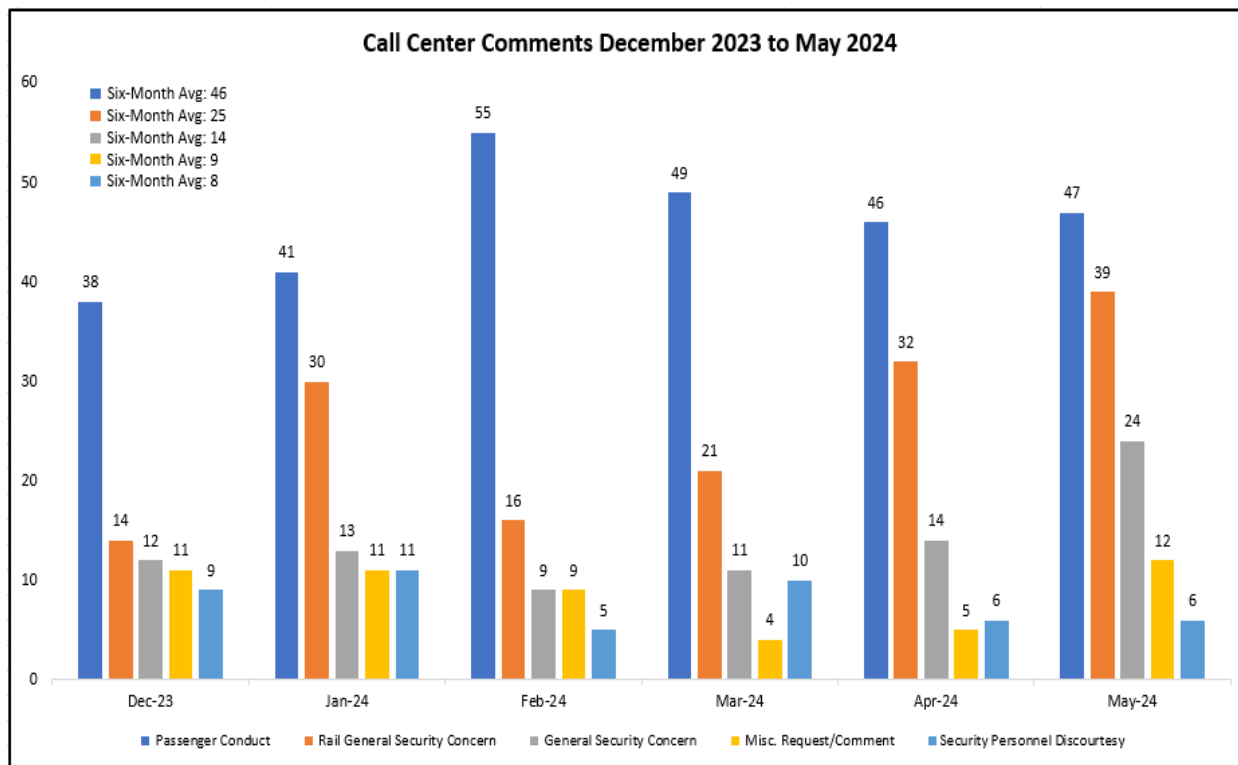
Consistent with the other social media channels, Reddit's volume of posts and comments increased by 50% from April, and sentiment continued to be more negative overall. When discussing safety and security at specific Metro stations, the highest percentage of comments continue to mention Union Station. Users also expressed security concerns at Harbor Freeway Station, primarily concerning graffiti. At the Wilshire/Western Station, riders expressed concern over open drug use in the station and individuals experiencing homelessness who are blocking ADA access to the station. Positive comments in May focused on the visible security presence on the system, specifically Ambassadors and TSOs, increasing the safety among riders. SSLE will continue to ensure a visible security presence through comprehensive security resources.

There was also high engagement with our TAP-to-Exit pilot at the North Hollywood Station on the B Line. Many commenters stated that the extra layer of security and fare enforcement "would be a big step toward safety."

### Call Center Comments

From April to May, customer comments related to *Passenger Conduct* increased by 2.2% from 46 to 47. Examples of some of the most common comments received are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music.

Customer comments related to *Rail General Security Concern* and *General Security Concern* increased by 21.9% (32 to 39) and 71.4% (14 to 24), respectively. Examples of these types of incidents range from harassment to assault. SSLE will continue highlighting top themes from comments submitted to the Call Center and collaborate with its public safety partners to address them as part of the Comprehensive Planned Deployment.



Staff reviews all safety and security-related customer comments for trends and patterns to inform possible shifts of uniformed personnel deployments to where ongoing Code of Conduct and crime issues are identified. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

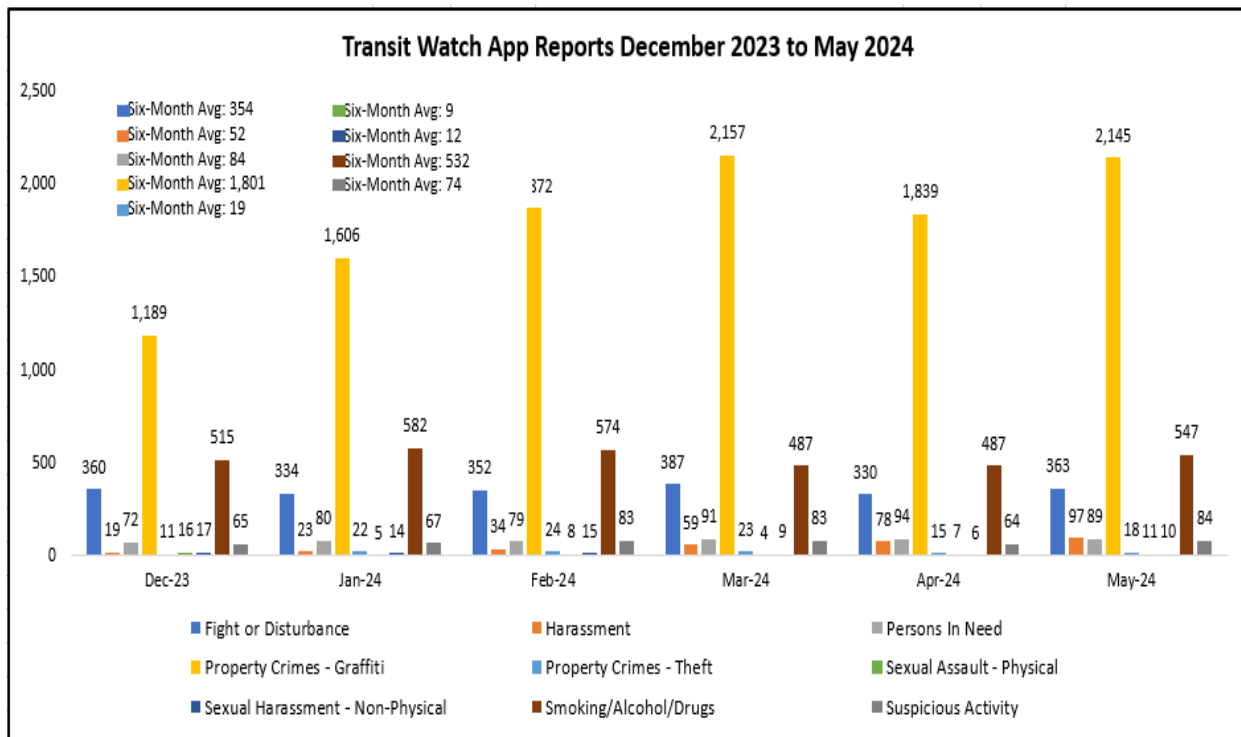
### Transit Watch (TW) App Reports

Transit Watch App reports related to safety and criminal activity for May totaled 3,364, an increase of 15.2% compared to April. The Security Operations Center’s Security Control Specialists’ (SCS) response time for receiving the report to initial contact with the reporting party increased by 6.5% from April to May (0.49 minutes). By comparison, in FY23, the average response time was 4.9 minutes, exceeding the fiscal year’s target of 4 minutes. For FY24, SSLE established a target response time of 2 minutes to ensure a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system. The reported number for May exceeds the target goal and demonstrates Metro’s commitment to providing excellent customer service and timely security resources to keep patrons and employees safe.

### Types of Reported Incidents

Of the incident types reported through the Transit Watch application, fights or disturbances, harassment, and property crimes-graffiti reports increased from April to May. Property crimes-graffiti made up most of the incidents, at 64%.

Graffiti incidents reported in May were 2,145 vs. 1,839 in April (a 16.6% increase). Of the 2,145 graffiti incidents captured, Ambassadors reported 73.1% (1,569) of these occurrences, a 14.3% increase compared to 1,373 reported in April. The number of harassment reports submitted in May was 97 vs. 78 in April (a 24.4% increase), while the fight or disturbance reports submitted in May were 363 vs. 330 in April (a 10.0% increase).



Transit Watch reports highlighted increased property crime and cleanliness issues along the A, B, C, and E lines. These observations resulted in increased patrols at stations with the highest observations.

SSLE also utilized the weekly meetings between members of the Comprehensive Planned Deployment to discuss observed increases in security incidents, which included theft. SSLE will continue to explore best practices such as messaging/awareness campaigns, education, and video analytics to address graffiti, theft, and harassment systemwide. Additionally, SSLE will look to identify locations (stations, trains, and buses) and the time of day of harassment reports to determine if any patterns exist and work with multi-layer resources to develop a strategy for visibility to prevent and minimize these types of incidents.

### Stations with the Most Reported Incidents

For graffiti incidents, the top three locations in May were Willowbrook/Rosa Parks Station (85), Hawthorne/Lennox Station (69), and Avalon Station (69). The top locations reporting harassment incidents were 7<sup>th</sup> Street/Metro Center Station (11), followed by Expo/La Brea, Aviation/LAX,

Hollywood/Highland, Vermont/Sunset, Union Station, and Wilshire/Vermont, which reported three incidents each. The top three locations reporting fight or disturbance incidents were 7<sup>th</sup> Street/Metro Center Station (13), Union Station (10), and North Hollywood (8).

## **METRO AMBASSADOR PROGRAM UPDATE**

A Metro Ambassador's role is to provide support to riders, connect riders to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, and 720.

**Bus Lines 106 & 605 Deployment:** As of late April 2024, we have deployed three Ambassador teams per shift around the **USC General Hospital area**, deploying from Cesar Transit Plaza to the Marengo/State bus stop, to increase uniform presence in that area and improve the customer experience for our riders. We continue building positive relations each day with the Hospital Administration, Healthcare Workers and the ridership in the area.

**Ambassador Surge Deployment:** In late May, we began deploying additional Ambassadors during peak times across two 4-hour shifts with the goal of increasing Ambassador visibility at key locations and providing more support for riders. By the end of June 2024, 52 additional Ambassadors will be deployed daily during peak times.

**Emergency Management Exercise.** On May 18, Metro Ambassadors participated in the Annual E-Line "Arson on a Train at Culver City Station" exercise coordinated by Emergency Management.

**Public Safety Advisory Committee (PSAC) Ambassador Ride Along:** On May 8, Metro Ambassador Program Senior Director Karen Parks participated in another PSAC Metro Ambassador Ride Along. PSAC members had the opportunity to observe firsthand the work performed by Metro Ambassadors on the system and ask questions.

**May 14 & 16, On the Move Riders Program Tours:** The Metro Ambassador project team participated in the tour for the On the Move Riders Program, which is catered towards older adults. The project team provided participants with a program overview, and participants had the opportunity to meet Metro Ambassadors at Union Station.

## **May 2024 Special Deployments**

Ambassadors were sent to special deployments to help with crowd control and wayfinding, assist customers who needed special assistance, and keep a watchful eye to report or de-escalate any safety-related incidents.

- Ambassador Surge Deployments
- Bus Lines 106 & 605 Deployments (USC General Hospital area)
- Dodger Games
- Cruel World Festival
- Billie Eilish Live Nation Album Listening Party

- Just Like Heaven Music Festival
- Long Beach Pride Festival
- Downtown Santa Monica service detours and other unplanned service detours as needed

### By the numbers

For the month of May 2024, Metro Ambassadors conducted 69,962 customer engagements and reported the following:

- 1,920 Cleanliness Issues (2.2% decrease from last month)
- 1,564 Graffiti Incidents (14.2% increase from last month)
- 388 Elevator and Escalator Problems (8.1% increase from last month)
- 308 Safety Issues (6.2% increase from last month)

### Ambassadors in Action

- **May 1, 2024, On Train (A Line), 8:09 AM.** Metro Ambassadors found a bag full of an unknown substance that appeared to be drugs on the train floor. Ambassadors notified SOC and ROC and reported it via the Transit Watch App so that it could be retrieved. Sheriff's deputies collected it at Arcadia Station.
- **May 21, 2024, Sherman Way Station, 7:04 PM.** Metro Ambassadors observed smoke at the edge of the station's parking lot. Ambassadors approached the area and noticed some bushes and a palm tree were in flames. Metro Ambassadors called 911 and BOC. The fire department arrived at the scene shortly after and extinguished the flames.
- **May 26, 2024, Florence Station, 8:17 PM.** A rider approached Metro Ambassadors requesting assistance for their unconscious friend. The Ambassadors administered two doses of Narcan, performed CPR, and called 911. The victim regained consciousness and refused further medical assistance.
- **May 31, 2024, Slauson & Washington Stations, 3:12 PM.** Metro Ambassadors were redeployed to remain fixed at the Slauson and Washington A line Stations to assist riders through the unplanned bus bridge set up due to an incident preventing the train from passing through Vernon Station. Ambassadors remained until 6:30 PM, when the service disruption was cleared.

Metro Ambassadors will continue notifying the public about ongoing service disruptions as needed.

### Positive Customer Feedback - Metro Ambassadors

During May 2024, 6 Metro Ambassadors were recognized through the Special Thanks and Recognition (S.T.A.R.) form.

In one instance, a customer wrote: "I'm writing to commend Rafael Guadamuz for his exceptional helpfulness. Recently, Rafael assisted my grandmother by carrying her backpack. This seemingly



simple act of kindness made a big difference for her, and I truly appreciate his willingness to go the extra mile. Rafael's thoughtfulness is a shining example of excellent customer service, and I hope his actions are recognized”.

In another, a customer wrote: “A Huge Thank You to Metro Heroes Rafael Guadamuz and Mariah Love...I witnessed a horrific situation unfold on a train where an unhoused person attempted to harm a patron. In the midst of this chaos, Rafael and Mariah stepped up and took control. Their calm and collected demeanor helped to de-escalate the situation and ensure the safety of everyone on board. Their actions undoubtedly prevented further violence and created a sense of order amidst the panic. I was particularly impressed by their professionalism throughout the ordeal. They remained composed and acted swiftly, ensuring the safety of all passengers. It's clear that they are highly trained and capable individuals who are dedicated to their jobs and the well-being of the people they serve. Thanks to Rafael and Mariah's quick thinking and courage, a potentially tragic situation was averted. Their actions are a true testament to the professionalism and dedication of Metro employees. I left the train feeling safe and very satisfied with the way they handled the situation. Once again, thank you Rafael Guadamuz and Mariah Love for your heroism!”.

## **EQUITY PLATFORM**

Metro continues to take a cross-disciplinary approach to grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro’s system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work strategically together to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently. Operator safety remains a top priority as Bus Safety Teams continue to assist with offloading during Owl Service. In May, Bus Safety Teams were at the terminus points of Lines 4 and 720 in Santa Monica. Since bus operators continue to express the need for more security presence during Owl Service, this recent operation shows that their voices are being heard and action is being taken to address their concerns. Through these safety operations and the comprehensive deployment, Metro aims to create a safer environment for employees to perform their duties and riders to enjoy their trip experience.

## **NEXT STEPS**

SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

## **ATTACHMENTS**

Attachment A - Board Motion 31  
Attachment B - Board Motion 30

Attachment C - Arrests by Race & Ethnicity May 2024  
Attachment D - Total Crime Summary May 2024  
Attachment E - Systemwide Law Enforcement Overview May 2024  
Attachment F - MTA Supporting Data May 2024  
Attachment G - Bus & Rail Operator Assaults May 2024  
Attachment H - Sexual Harassment Crimes May 2024  
Attachment I - Daily Surge Demographics Data

Prepared by: Robert Gummer, Interim Deputy Chief, System Security & Law  
Enforcement Officer, (213) 922-4513

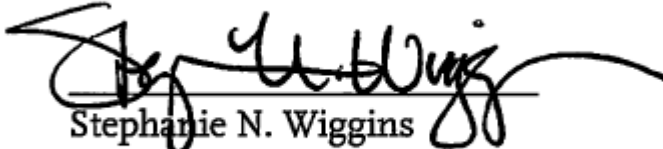
Vanessa Smith, Executive Officer, Customer Experience, (213) 922-7009

Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

Reviewed by: Kenneth Hernandez, Interim Chief Safety Officer, Chief Safety Office, (213) 922-2990

Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213)  
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Conan Cheung, Chief Operations Officer, Operations, (213) 418-3034

  
Stephanie N. Wiggins  
Chief Executive Officer





# Metro

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

## Board Report

**File #:** 2024-0365, **File Type:** Motion / Motion Response

**Agenda Number:** 31.

### REGULAR BOARD MEETING MAY 23, 2024

#### Motion by:

#### **DIRECTORS BASS, BARGER, HAHN, SOLIS, NAJARIAN, AND YAROSLAVSKY**

#### Metro Public Safety Surge Motion

Recently, our system has endured an uptick in violence and crime. Law enforcement agencies are reporting a rise in crime, resulting in increased arrests and citations for trespassing, narcotics, and weapons possession. As Metro ridership continues to increase to pre-pandemic levels, reaching more than 950,000 weekday riders in March 2024, the increase in crime threatens to derail our goal of exceeding 1.2 million weekday riders if we cannot ensure the safety of those who want and need to use the bus and rail system. As a Board, we propose urgent, decisive action to keep our riders, employees, and community members safe.

The Metro Board of Directors took swift action last month to approve the manufacture and installation of reinforced physical barriers to better protect bus operators from this senseless violence. Metro's entire bus fleet is anticipated to be fitted with new barriers by the end of the year. However, this is not enough. There has been a surge in violent crimes across the Metro bus and rail system over the past 3 months, resulting in death, injuries, and increased safety concerns for Metro's riders and frontline employees.

Additionally, Wi-Fi and cell phone service are not reliably available throughout Metro's rail system, hampering our riders' ability to communicate with public safety personnel. Metro's Transit Watch Mobile App, for instance, allows riders to directly contact emergency and law enforcement personnel by text or phone, but requires Wi-Fi or cellular service. We must ensure Wi-Fi and cell phone service are available systemwide so that riders can quickly and easily contact public safety personnel when needed.

While Metro and its security partners have taken many steps to improve safety, we must do more to ensure the safety of our riders and employees across the system.

**SUBJECT: METRO PUBLIC SAFETY SURGE MOTION**

#### **RECOMMENDATION**

APPROVE Motion by Bass, Barger, Hahn, Solis, Najarian, and Yaroslavsky that the Board direct the

Chief Executive Officer to:

- A. Increase the daily planned deployment of public safety personnel, adjusting deployment to focus on the rail cars, buses, and stations with the highest incidents of crime and public safety issues so that riders and frontline employees feel safe.
- B. Direct public safety personnel, including Los Angeles Police Department, Los Angeles Sheriff's Department, Long Beach Police Department, and Metro Transit Security officers to be physically present on buses and trains.
- C. Direct public safety personnel to proactively walk through rail cars and ride buses. Public safety personnel must also schedule overlapping or staggered shift times to ensure continuity and avoid gaps in coverage.
- D. Establish a unified command led by Metro's Systems Security & Law Enforcement Department, with representation from all public safety resources.
- E. Ensure that cellular service is enabled and working at all underground metro rail stations, on the platforms, and during transit throughout the rail system, and bolster education and awareness of Metro's Transit Watch Mobile App so riders can directly access an emergency response.



Metro

Board Report

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

File #: 2023-0598, File Type: Motion / Motion Response

Agenda Number: 30.

**REVISED**  
**EXECUTIVE MANAGEMENT COMMITTEE**  
**SEPTEMBER 21, 2023**

**Motion by:**

**DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN**

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

**SUBJECT: ANCILLARY AREAS MOTION**

**RECOMMENDATION**

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- A. Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- B. Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- C. Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- D. Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.



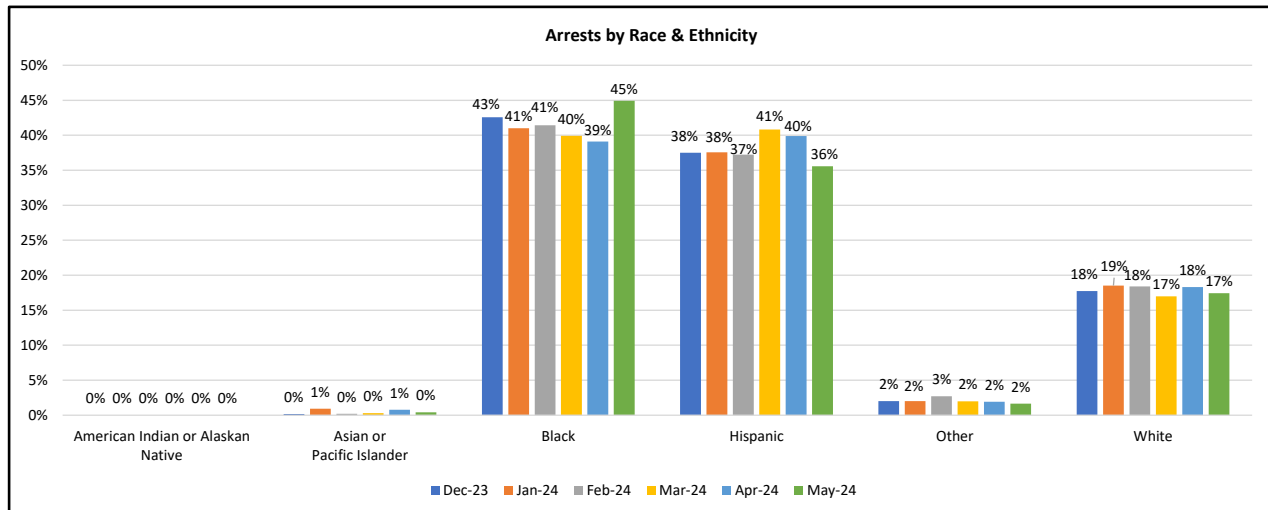
# SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

| Arrests<br>May 2024         | American Indian<br>or Alaskan Native |      | Asian or<br>Pacific Islander |      | Black         |      | Hispanic      |      | Other        |      | White         |      | Total          |
|-----------------------------|--------------------------------------|------|------------------------------|------|---------------|------|---------------|------|--------------|------|---------------|------|----------------|
|                             | Female                               | Male | Female                       | Male | Female        | Male | Female        | Male | Female       | Male | Female        | Male |                |
| <b>Systemwide - Arrests</b> | 0                                    | 0    | 0                            | 3    | 35            | 292  | 24            | 235  | 0            | 12   | 15            | 112  | 728            |
| <b>Total</b>                | <b>0</b>                             |      | <b>3</b>                     |      | <b>327</b>    |      | <b>259</b>    |      | <b>12</b>    |      | <b>127</b>    |      | <b>728</b>     |
| <b>% Share</b>              | <b>0.00%</b>                         |      | <b>0.41%</b>                 |      | <b>44.92%</b> |      | <b>35.58%</b> |      | <b>1.65%</b> |      | <b>17.45%</b> |      | <b>100.00%</b> |

| Arrests<br>May 2024                              | American Indian<br>or Alaskan Native |      | Asian or<br>Pacific Islander |      | Black         |      | Hispanic      |      | Other        |      | White         |      | Total          |
|--|--------------------------------------|------|------------------------------|------|---------------|------|---------------|------|--------------|------|---------------|------|----------------|
|  | Female                               | Male | Female                       | Male | Female        | Male | Female        | Male | Female       | Male | Female        | Male |                |
| <b>Bus Systemwide (includes G &amp; J Lines)</b> | 0                                    | 0    | 0                            | 0    | 3             | 26   | 4             | 32   | 0            | 1    | 1             | 6    | 73             |
| <b>Rail Systemwide</b>                           | 0                                    | 0    | 0                            | 3    | 29            | 244  | 19            | 187  | 0            | 11   | 12            | 99   | 604            |
| <b>Union Station and 7th &amp; Metro Station</b> | 0                                    | 0    | 0                            | 0    | 3             | 22   | 1             | 16   | 0            | 0    | 2             | 7    | 51             |
| <b>Total</b>                                     | <b>0</b>                             |      | <b>3</b>                     |      | <b>327</b>    |      | <b>259</b>    |      | <b>12</b>    |      | <b>127</b>    |      | <b>728</b>     |
| <b>% Share</b>                                   | <b>0.00%</b>                         |      | <b>0.41%</b>                 |      | <b>44.92%</b> |      | <b>35.58%</b> |      | <b>1.65%</b> |      | <b>17.45%</b> |      | <b>100.00%</b> |

| Arrests (by Line, Bus, Union Station, and 7th & Metro Station)<br>May 2024 | American Indian<br>or Alaskan Native |      | Asian or<br>Pacific Islander |      | Black         |      | Hispanic      |      | Other        |      | White         |      | Total          |
|--|--------------------------------------|------|------------------------------|------|---------------|------|---------------|------|--------------|------|---------------|------|----------------|
|  | Female                               | Male | Female                       | Male | Female        | Male | Female        | Male | Female       | Male | Female        | Male |                |
| <b>A Line (Blue)</b>   | 0                                    | 0    | 0                            | 0    | 6             | 43   | 3             | 36   | 0            | 3    | 1             | 8    | 100            |
| <b>B Line (Red)</b>  | 0                                    | 0    | 0                            | 3    | 14            | 151  | 14            | 113  | 0            | 7    | 7             | 76   | 385            |
| <b>C Line (Green)</b>  | 0                                    | 0    | 0                            | 0    | 2             | 16   | 1             | 23   | 0            | 1    | 1             | 1    | 45             |
| <b>D Line (Purple)</b>   | 0                                    | 0    | 0                            | 0    | 1             | 3    | 0             | 2    | 0            | 0    | 2             | 4    | 12             |
| <b>E Line (Expo)</b>   | 0                                    | 0    | 0                            | 0    | 4             | 29   | 1             | 11   | 0            | 0    | 1             | 8    | 54             |
| <b>Bus - G Line (Orange)</b>   | 0                                    | 0    | 0                            | 0    | 1             | 5    | 1             | 5    | 0            | 0    | 0             | 1    | 13             |
| <b>Bus - J Line (Silver)</b>   | 0                                    | 0    | 0                            | 0    | 0             | 0    | 0             | 1    | 0            | 0    | 0             | 0    | 1              |
| <b>K Line</b>  | 0                                    | 0    | 0                            | 0    | 2             | 2    | 0             | 2    | 0            | 0    | 0             | 2    | 8              |
| <b>Union Station</b>   | 0                                    | 0    | 0                            | 0    | 3             | 19   | 1             | 14   | 0            | 0    | 2             | 7    | 46             |
| <b>7th &amp; Metro Station</b>   | 0                                    | 0    | 0                            | 0    | 0             | 3    | 0             | 2    | 0            | 0    | 0             | 0    | 5              |
| <b>Bus Systemwide (excludes G &amp; J Lines)</b>                           | 0                                    | 0    | 0                            | 0    | 2             | 21   | 3             | 26   | 0            | 1    | 1             | 5    | 59             |
| <b>Total</b>   | <b>0</b>                             |      | <b>3</b>                     |      | <b>327</b>    |      | <b>259</b>    |      | <b>12</b>    |      | <b>127</b>    |      | <b>728</b>     |
| <b>% Share</b>   | <b>0.00%</b>                         |      | <b>0.41%</b>                 |      | <b>44.92%</b> |      | <b>35.58%</b> |      | <b>1.65%</b> |      | <b>17.45%</b> |      | <b>100.00%</b> |





# SYSTEM SECURITY & LAW ENFORCEMENT

Attachment D

## Total Crime Summary - May 2024

Total Crimes 5-Year Trend - Systemwide

| January-May                    | 2020       | 2021       | 2022         | 2023         | 2024         |
|--------------------------------|------------|------------|--------------|--------------|--------------|
| <b>Crimes Against Persons</b>  |            |            |              |              |              |
| Agg Assault                    | 94         | 131        | 186          | 199          | 180          |
| Agg Assault on Op              | 4          | 7          | 14           | 11           | 16           |
| Battery                        | 292        | 279        | 389          | 429          | 388          |
| Battery on Operator            | 25         | 26         | 52           | 51           | 45           |
| Homicide                       | 0          | 1          | 1            | 2            | 3            |
| Rape                           | 5          | 5          | 7            | 7            | 7            |
| Robbery                        | 94         | 81         | 140          | 172          | 133          |
| Sex Offenses                   | 34         | 39         | 45           | 56           | 45           |
| <b>Subtotal</b>                | <b>548</b> | <b>569</b> | <b>834</b>   | <b>927</b>   | <b>817</b>   |
| <b>Crimes Against Property</b> |            |            |              |              |              |
| Arson                          | 3          | 6          | 3            | 0            | 1            |
| Bike Theft                     | 24         | 15         | 21           | 11           | 3            |
| Burglary                       | 3          | 5          | 7            | 9            | 5            |
| Larceny                        | 200        | 135        | 238          | 199          | 211          |
| Motor Vehicle Theft            | 9          | 5          | 9            | 18           | 13           |
| Vandalism                      | 73         | 114        | 151          | 79           | 54           |
| <b>Subtotal</b>                | <b>312</b> | <b>280</b> | <b>429</b>   | <b>316</b>   | <b>287</b>   |
| <b>Crimes Against Society</b>  |            |            |              |              |              |
| Narcotics                      | 23         | 83         | 38           | 231          | 371          |
| Trespassing                    | 50         | 34         | 44           | 617          | 1,313        |
| Weapons                        | 14         | 23         | 12           | 51           | 76           |
| <b>Subtotal</b>                | <b>87</b>  | <b>140</b> | <b>94</b>    | <b>899</b>   | <b>1,760</b> |
| <b>Total</b>                   | <b>947</b> | <b>989</b> | <b>1,357</b> | <b>2,142</b> | <b>2,864</b> |

Total Crimes 5-Year Trend May only - Systemwide

|                                | May-20     | May-21     | May-22     | May-23     | May-24     |
|--------------------------------|------------|------------|------------|------------|------------|
| <b>Crimes Against Persons</b>  |            |            |            |            |            |
| Agg Assault                    | 25         | 39         | 33         | 29         | 55         |
| Agg Assault on Op              | 2          | 1          | 3          | 3          | 3          |
| Battery                        | 35         | 50         | 70         | 81         | 82         |
| Battery on Operator            | 4          | 7          | 6          | 5          | 8          |
| Homicide                       | 0          | 0          | 0          | 0          | 1          |
| Rape                           | 0          | 1          | 2          | 0          | 1          |
| Robbery                        | 20         | 17         | 30         | 36         | 46         |
| Sex Offenses                   | 2          | 5          | 14         | 10         | 10         |
| <b>Subtotal</b>                | <b>88</b>  | <b>120</b> | <b>158</b> | <b>164</b> | <b>206</b> |
| <b>Crimes Against Property</b> |            |            |            |            |            |
| Arson                          | 1          | 3          | 0          | 0          | 0          |
| Bike Theft                     | 3          | 5          | 3          | 2          | 0          |
| Burglary                       | 1          | 2          | 0          | 0          | 1          |
| Larceny                        | 19         | 35         | 42         | 43         | 50         |
| Motor Vehicle Theft            | 3          | 1          | 1          | 2          | 3          |
| Vandalism                      | 15         | 23         | 27         | 18         | 19         |
| <b>Subtotal</b>                | <b>42</b>  | <b>69</b>  | <b>73</b>  | <b>65</b>  | <b>73</b>  |
| <b>Crimes Against Society</b>  |            |            |            |            |            |
| Narcotics                      | 1          | 19         | 9          | 26         | 95         |
| Trespassing                    | 7          | 6          | 7          | 123        | 303        |
| Weapons                        | 2          | 5          | 3          | 10         | 21         |
| <b>Subtotal</b>                | <b>10</b>  | <b>30</b>  | <b>19</b>  | <b>159</b> | <b>419</b> |
| <b>Total</b>                   | <b>140</b> | <b>219</b> | <b>250</b> | <b>388</b> | <b>698</b> |

Total Crimes 5-Year Trend - Rail

| January-May                    | 2020       | 2021       | 2022       | 2023         | 2024         |
|--------------------------------|------------|------------|------------|--------------|--------------|
| <b>Crimes Against Persons</b>  |            |            |            |              |              |
| Agg Assault                    | 71         | 88         | 133        | 150          | 118          |
| Agg Assault on Op              | 0          | 2          | 0          | 1            | 0            |
| Battery                        | 195        | 186        | 268        | 297          | 254          |
| Battery on Operator            | 4          | 1          | 4          | 5            | 0            |
| Homicide                       | 0          | 1          | 0          | 2            | 1            |
| Rape                           | 5          | 5          | 6          | 7            | 5            |
| Robbery                        | 69         | 61         | 113        | 123          | 86           |
| Sex Offenses                   | 26         | 24         | 34         | 33           | 25           |
| <b>Subtotal</b>                | <b>370</b> | <b>368</b> | <b>558</b> | <b>618</b>   | <b>489</b>   |
| <b>Crimes Against Property</b> |            |            |            |              |              |
| Arson                          | 3          | 6          | 3          | 0            | 1            |
| Bike Theft                     | 19         | 7          | 12         | 5            | 2            |
| Burglary                       | 3          | 5          | 5          | 9            | 5            |
| Larceny                        | 154        | 102        | 162        | 144          | 143          |
| Motor Vehicle Theft            | 8          | 3          | 4          | 16           | 6            |
| Vandalism                      | 46         | 66         | 108        | 39           | 28           |
| <b>Subtotal</b>                | <b>233</b> | <b>189</b> | <b>294</b> | <b>213</b>   | <b>185</b>   |
| <b>Crimes Against Society</b>  |            |            |            |              |              |
| Narcotics                      | 14         | 30         | 16         | 175          | 337          |
| Trespassing                    | 49         | 30         | 39         | 609          | 1,298        |
| Weapons                        | 11         | 11         | 9          | 41           | 67           |
| <b>Subtotal</b>                | <b>74</b>  | <b>71</b>  | <b>64</b>  | <b>825</b>   | <b>1,702</b> |
| <b>Total</b>                   | <b>677</b> | <b>628</b> | <b>916</b> | <b>1,656</b> | <b>2,376</b> |

Total Crimes 5-Year Trend May only - Rail

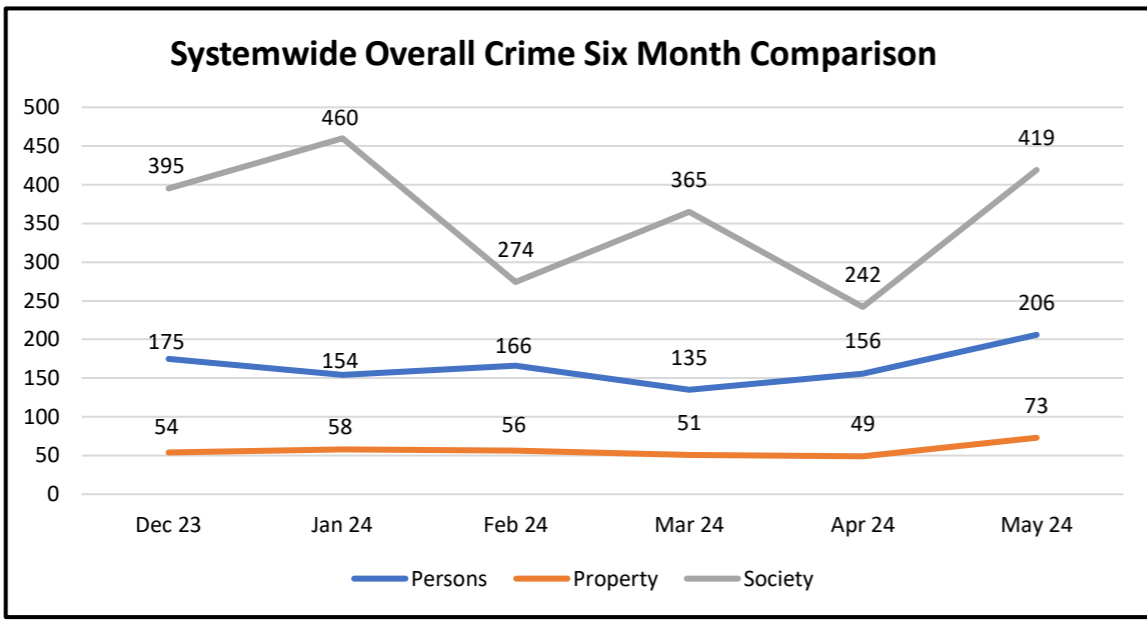
|                                | May-20     | May-21     | May-22     | May-23     | May-24     |
|--------------------------------|------------|------------|------------|------------|------------|
| <b>Crimes Against Persons</b>  |            |            |            |            |            |
| Agg Assault                    | 20         | 27         | 17         | 20         | 35         |
| Agg Assault on Op              | 0          | 0          | 0          | 1          | 0          |
| Battery                        | 25         | 29         | 52         | 53         | 53         |
| Battery on Operator            | 2          | 0          | 1          | 0          | 0          |
| Homicide                       | 0          | 0          | 0          | 0          | 0          |
| Rape                           | 0          | 1          | 1          | 0          | 1          |
| Robbery                        | 15         | 11         | 20         | 24         | 30         |
| Sex Offenses                   | 2          | 3          | 12         | 7          | 7          |
| <b>Subtotal</b>                | <b>64</b>  | <b>71</b>  | <b>103</b> | <b>105</b> | <b>126</b> |
| <b>Crimes Against Property</b> |            |            |            |            |            |
| Arson                          | 1          | 3          | 0          | 0          | 0          |
| Bike Theft                     | 2          | 2          | 2          | 2          | 0          |
| Burglary                       | 1          | 2          | 0          | 0          | 1          |
| Larceny                        | 15         | 27         | 24         | 33         | 43         |
| Motor Vehicle Theft            | 3          | 1          | 0          | 2          | 1          |
| Vandalism                      | 8          | 15         | 18         | 8          | 9          |
| <b>Subtotal</b>                | <b>30</b>  | <b>50</b>  | <b>44</b>  | <b>45</b>  | <b>54</b>  |
| <b>Crimes Against Society</b>  |            |            |            |            |            |
| Narcotics                      | 1          | 7          | 1          | 21         | 88         |
| Trespassing                    | 7          | 4          | 7          | 121        | 300        |
| Weapons                        | 1          | 2          | 1          | 9          | 19         |
| <b>Subtotal</b>                | <b>9</b>   | <b>13</b>  | <b>9</b>   | <b>151</b> | <b>407</b> |
| <b>Total</b>                   | <b>103</b> | <b>134</b> | <b>156</b> | <b>301</b> | <b>587</b> |

Total Crimes 5-Year Trend - Bus

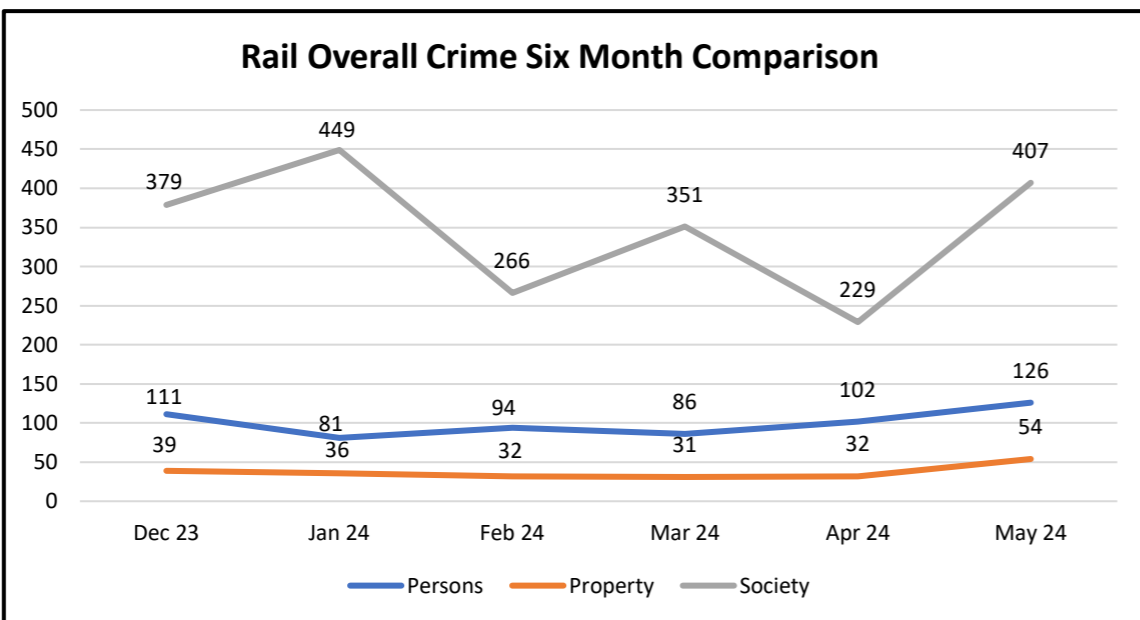
| January-May                    | 2020       | 2021       | 2022       | 2023       | 2024       |
|--------------------------------|------------|------------|------------|------------|------------|
| <b>Crimes Against Persons</b>  |            |            |            |            |            |
| Agg Assault                    | 23         | 43         | 53         | 49         | 62         |
| Agg Assault on Op              | 4          | 5          | 14         | 10         | 16         |
| Battery                        | 97         | 93         | 121        | 132        | 134        |
| Battery on Operator            | 21         | 25         | 48         | 46         | 45         |
| Homicide                       | 0          | 0          | 1          | 0          | 2          |
| Rape                           | 0          | 0          | 1          | 0          | 2          |
| Robbery                        | 25         | 20         | 27         | 49         | 47         |
| Sex Offenses                   | 8          | 15         | 11         | 23         | 20         |
| <b>Subtotal</b>                | <b>178</b> | <b>201</b> | <b>276</b> | <b>309</b> | <b>328</b> |
| <b>Crimes Against Property</b> |            |            |            |            |            |
| Arson                          | 0          | 0          | 0          | 0          | 0          |
| Bike Theft                     | 5          | 8          | 9          | 6          | 1          |
| Burglary                       | 0          | 0          | 2          | 0          | 0          |
| Larceny                        | 46         | 33         | 76         | 55         | 68         |
| Motor Vehicle Theft            | 1          | 2          | 5          | 2          | 7          |
| Vandalism                      | 27         | 48         | 43         | 40         | 26         |
| <b>Subtotal</b>                | <b>79</b>  | <b>91</b>  | <b>135</b> | <b>103</b> | <b>102</b> |
| <b>Crimes Against Society</b>  |            |            |            |            |            |
| Narcotics                      | 9          | 53         | 22         | 56         | 34         |
| Trespassing                    | 1          | 4          | 5          | 8          | 15         |
| Weapons                        | 3          | 12         | 3          | 10         | 9          |
| <b>Subtotal</b>                | <b>13</b>  | <b>69</b>  | <b>30</b>  | <b>74</b>  | <b>58</b>  |
| <b>Total</b>                   | <b>270</b> | <b>361</b> | <b>441</b> | <b>486</b> | <b>488</b> |

Total Crimes 5-Year Trend May only - Bus

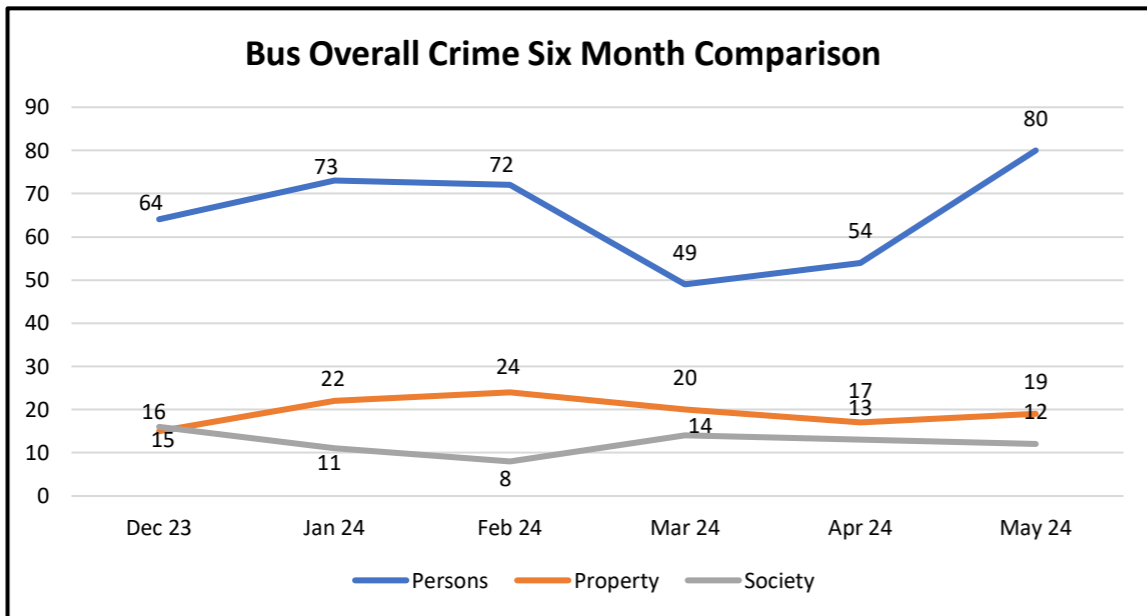
|                                | May-20    | May-21    | May-22    | May-23    | May-24     |
|--------------------------------|-----------|-----------|-----------|-----------|------------|
| <b>Crimes Against Persons</b>  |           |           |           |           |            |
| Agg Assault                    | 5         | 12        | 16        | 9         | 20         |
| Agg Assault on Op              | 2         | 1         | 3         | 2         | 3          |
| Battery                        | 10        | 21        | 18        | 28        | 29         |
| Battery on Operator            | 2         | 7         | 5         | 5         | 8          |
| Homicide                       | 0         | 0         | 0         | 0         | 1          |
| Rape                           | 0         | 0         | 1         | 0         | 0          |
| Robbery                        | 5         | 6         | 10        | 12        | 16         |
| Sex Offenses                   | 0         | 2         | 2         | 3         | 3          |
| <b>Subtotal</b>                | <b>24</b> | <b>49</b> | <b>55</b> | <b>59</b> | <b>80</b>  |
| <b>Crimes Against Property</b> |           |           |           |           |            |
| Arson                          | 0         | 0         | 0         | 0         | 0          |
| Bike Theft                     | 1         | 3         | 1         | 0         | 0          |
| Burglary                       | 0         | 0         | 0         | 0         | 0          |
| Larceny                        | 4         | 8         | 18        | 10        | 7          |
| Motor Vehicle Theft            | 0         | 0         | 1         | 0         | 2          |
| Vandalism                      | 7         | 8         | 9         | 10        | 10         |
| <b>Subtotal</b>                | <b>12</b> | <b>19</b> | <b>29</b> | <b>20</b> | <b>19</b>  |
| <b>Crimes Against Society</b>  |           |           |           |           |            |
| Narcotics                      | 0         | 12        | 8         | 5         | 7          |
| Trespassing                    | 0         | 2         | 0         | 2         | 3          |
| Weapons                        | 1         | 3         | 2         | 1         | 2          |
| <b>Subtotal</b>                | <b>1</b>  | <b>17</b> | <b>10</b> | <b>8</b>  | <b>12</b>  |
| <b>Total</b>                   | <b>37</b> | <b>85</b> | <b>94</b> | <b>87</b> | <b>111</b> |



| Systemwide                     | May 24     | Apr 24     | % Change     |
|--------------------------------|------------|------------|--------------|
| <b>Crimes Against Persons</b>  |            |            |              |
| Agg Assault                    | 55         | 32         | 71.9%        |
| Agg Assault on Op              | 3          | 6          | -50.0%       |
| Battery                        | 82         | 73         | 12.3%        |
| Battery on Operator            | 8          | 6          | 33.3%        |
| Homicide                       | 1          | 1          | 100.0%       |
| Rape                           | 1          | 0          | 100.0%       |
| Robbery                        | 46         | 28         | 64.3%        |
| Sex Offenses                   | 10         | 10         | 0.0%         |
| <b>Subtotal</b>                | <b>206</b> | <b>156</b> | <b>32.1%</b> |
| <b>Crimes Against Property</b> |            |            |              |
| Arson                          | 0          | 0          | 0.0%         |
| Bike Theft                     | 0          | 1          | -100.0%      |
| Burglary                       | 1          | 2          | -50.0%       |
| Larceny                        | 50         | 36         | 38.9%        |
| Motor Vehicle Theft            | 3          | 1          | 200.0%       |
| Vandalism                      | 19         | 9          | 111.1%       |
| <b>Subtotal</b>                | <b>73</b>  | <b>49</b>  | <b>49.0%</b> |
| <b>Crimes Against Society</b>  |            |            |              |
| Narcotics                      | 95         | 64         | 48.4%        |
| Trespassing                    | 303        | 166        | 82.5%        |
| Weapons                        | 21         | 12         | 75.0%        |
| <b>Subtotal</b>                | <b>419</b> | <b>242</b> | <b>73.1%</b> |
| <b>Total</b>                   | <b>698</b> | <b>447</b> | <b>56.2%</b> |

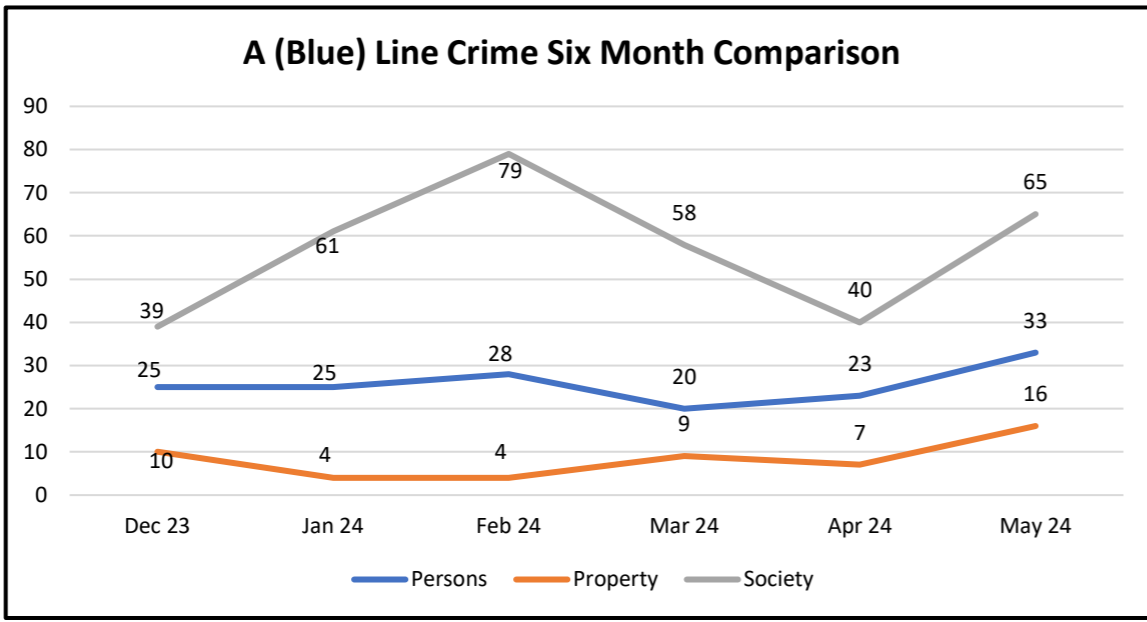


| Rail                           | May 24     | Apr 24     | % Change     |
|--------------------------------|------------|------------|--------------|
| <b>Crimes Against Persons</b>  |            |            |              |
| Agg Assault                    | 35         | 22         | 59.1%        |
| Agg Assault on Op              | 0          | 0          | 0.0%         |
| Battery                        | 53         | 51         | 3.9%         |
| Battery on Operator            | 0          | 0          | 0.0%         |
| Homicide                       | 0          | 1          | -100.0%      |
| Rape                           | 1          | 0          | 100.0%       |
| Robbery                        | 30         | 21         | 42.9%        |
| Sex Offenses                   | 7          | 7          | 0.0%         |
| <b>Subtotal</b>                | <b>126</b> | <b>102</b> | <b>23.5%</b> |
| <b>Crimes Against Property</b> |            |            |              |
| Arson                          | 0          | 0          | 0.0%         |
| Bike Theft                     | 0          | 1          | -100.0%      |
| Burglary                       | 1          | 2          | -50.0%       |
| Larceny                        | 43         | 25         | 72.0%        |
| Motor Vehicle Theft            | 1          | 1          | 0.0%         |
| Vandalism                      | 9          | 3          | 200.0%       |
| <b>Subtotal</b>                | <b>54</b>  | <b>32</b>  | <b>68.8%</b> |
| <b>Crimes Against Society</b>  |            |            |              |
| Narcotics                      | 88         | 55         | 60.0%        |
| Trespassing                    | 300        | 162        | 85.2%        |
| Weapons                        | 19         | 12         | 58.3%        |
| <b>Subtotal</b>                | <b>407</b> | <b>229</b> | <b>77.7%</b> |
| <b>Total</b>                   | <b>587</b> | <b>363</b> | <b>61.7%</b> |

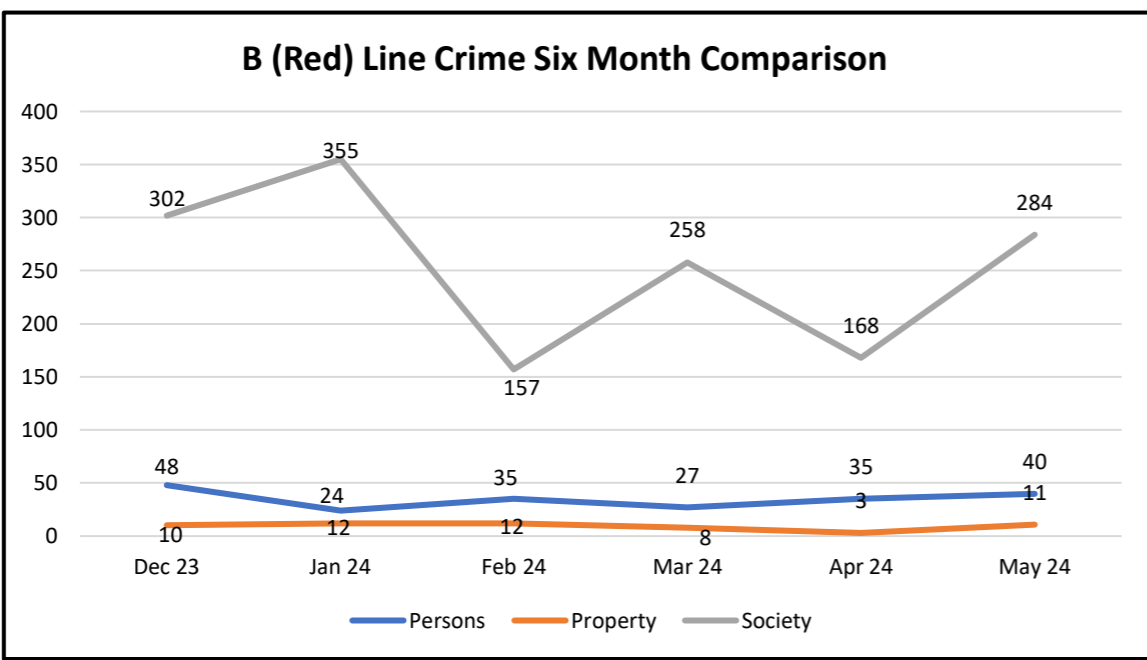


| Bus                            | May 24     | Apr 24    | % Change     |
|--------------------------------|------------|-----------|--------------|
| <b>Crimes Against Persons</b>  |            |           |              |
| Agg Assault                    | 20         | 10        | 100.0%       |
| Agg Assault on Op              | 3          | 6         | -50.0%       |
| Battery                        | 29         | 22        | 31.8%        |
| Battery on Operator            | 8          | 6         | 33.3%        |
| Homicide                       | 1          | 0         | 100.0%       |
| Rape                           | 0          | 0         | 0.0%         |
| Robbery                        | 16         | 7         | 128.6%       |
| Sex Offenses                   | 3          | 3         | 0.0%         |
| <b>Subtotal</b>                | <b>80</b>  | <b>54</b> | <b>48.1%</b> |
| <b>Crimes Against Property</b> |            |           |              |
| Arson                          | 0          | 0         | 0.0%         |
| Bike Theft                     | 0          | 0         | 0.0%         |
| Burglary                       | 0          | 0         | 0.0%         |
| Larceny                        | 7          | 11        | -36.4%       |
| Motor Vehicle Theft            | 2          | 0         | 200.0%       |
| Vandalism                      | 10         | 6         | 66.7%        |
| <b>Subtotal</b>                | <b>19</b>  | <b>17</b> | <b>11.8%</b> |
| <b>Crimes Against Society</b>  |            |           |              |
| Narcotics                      | 7          | 9         | -22.2%       |
| Trespassing                    | 3          | 4         | -25.0%       |
| Weapons                        | 2          | 0         | 200.0%       |
| <b>Subtotal</b>                | <b>12</b>  | <b>13</b> | <b>-7.7%</b> |
| <b>Total</b>                   | <b>111</b> | <b>84</b> | <b>32.1%</b> |

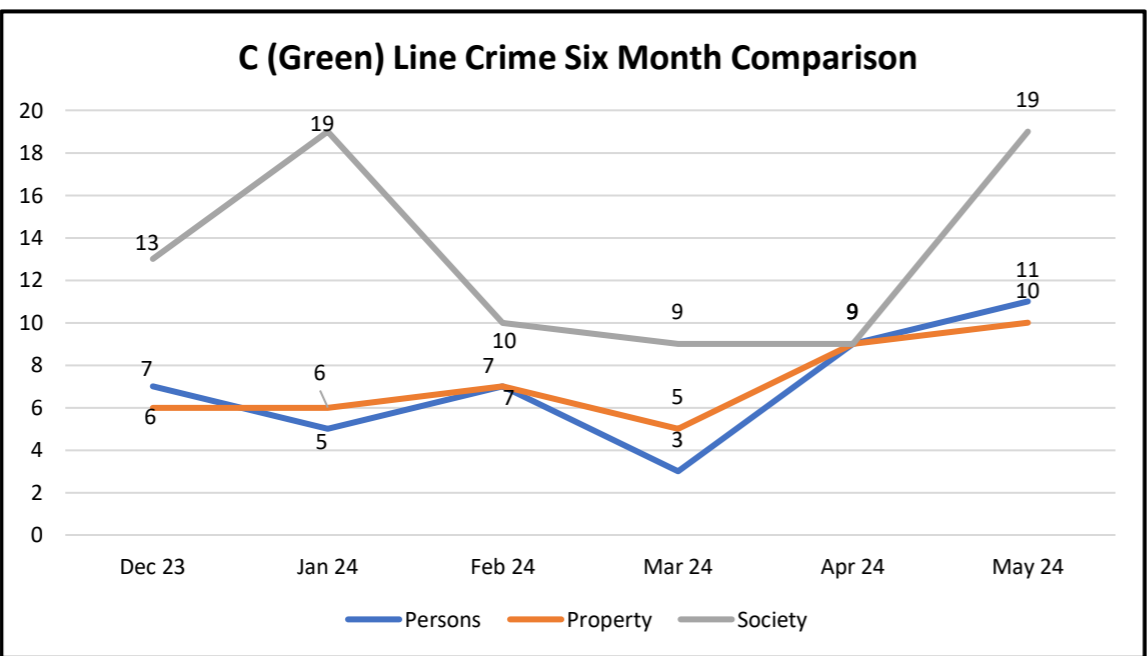




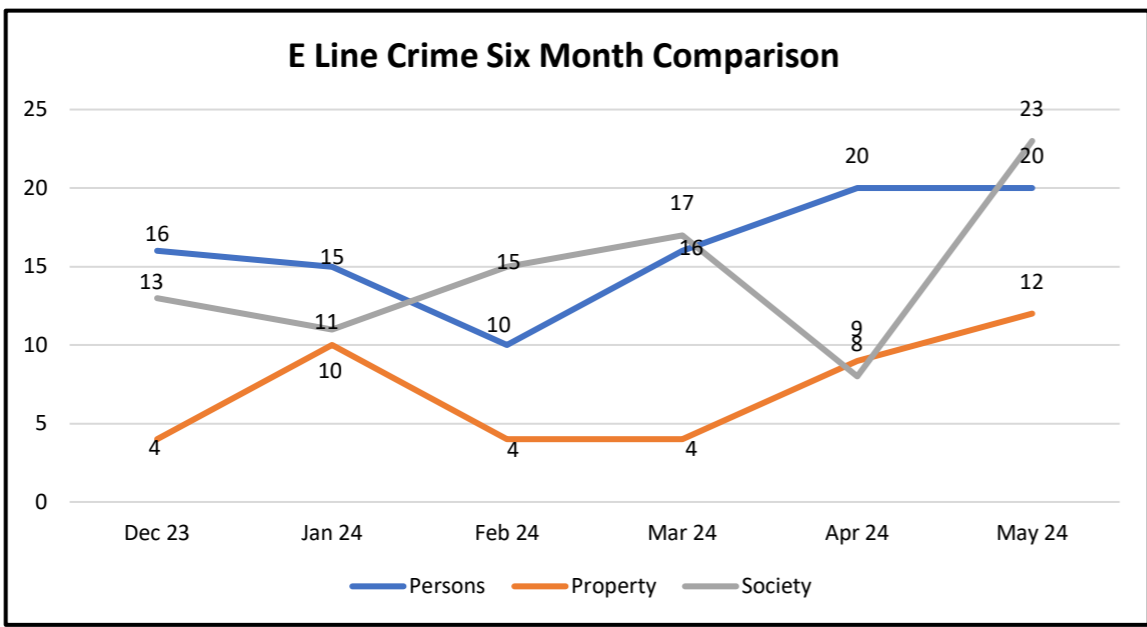
| A (Blue) Line                  | May 24     | Apr 24    | % Change      |
|--------------------------------|------------|-----------|---------------|
| <b>Crimes Against Persons</b>  |            |           |               |
| Agg Assault                    | 7          | 9         | -22.2%        |
| Agg Assault on Op              | 0          | 0         | 0.0%          |
| Battery                        | 15         | 10        | 50.0%         |
| Battery on Operator            | 0          | 0         | 0.0%          |
| Homicide                       | 0          | 0         | 0.0%          |
| Rape                           | 1          | 0         | 100.0%        |
| Robbery                        | 7          | 4         | 75.0%         |
| Sex Offenses                   | 3          | 0         | 300.0%        |
| <b>Subtotal</b>                | <b>33</b>  | <b>23</b> | <b>43.5%</b>  |
| <b>Crimes Against Property</b> |            |           |               |
| Arson                          | 0          | 0         | 0.0%          |
| Bike Theft                     | 0          | 1         | -100.0%       |
| Burglary                       | 0          | 1         | -100.0%       |
| Larceny                        | 10         | 4         | 150.0%        |
| Motor Vehicle Theft            | 1          | 0         | 100.0%        |
| Vandalism                      | 5          | 1         | 400.0%        |
| <b>Subtotal</b>                | <b>16</b>  | <b>7</b>  | <b>128.6%</b> |
| <b>Crimes Against Society</b>  |            |           |               |
| Narcotics                      | 13         | 10        | 30.0%         |
| Trespassing                    | 49         | 27        | 81.5%         |
| Weapons                        | 3          | 3         | 0.0%          |
| <b>Subtotal</b>                | <b>65</b>  | <b>40</b> | <b>62.5%</b>  |
| <b>Total</b>                   | <b>114</b> | <b>70</b> | <b>62.9%</b>  |



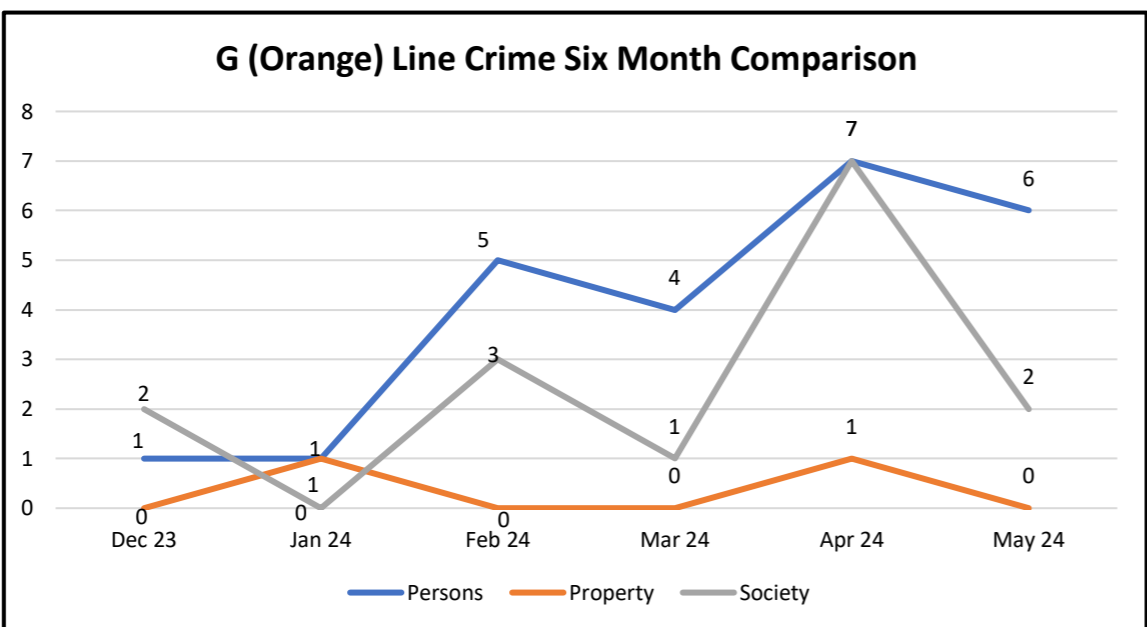
| B (Red) Line                   | May 24     | Apr 24     | % Change      |
|--------------------------------|------------|------------|---------------|
| <b>Crimes Against Persons</b>  |            |            |               |
| Agg Assault                    | 12         | 4          | 200.0%        |
| Agg Assault on Op              | 0          | 0          | 0.0%          |
| Battery                        | 17         | 21         | -19.0%        |
| Battery on Operator            | 0          | 0          | 0.0%          |
| Homicide                       | 0          | 1          | -100.0%       |
| Rape                           | 0          | 0          | 0.0%          |
| Robbery                        | 8          | 4          | 100.0%        |
| Sex Offenses                   | 3          | 5          | -40.0%        |
| <b>Subtotal</b>                | <b>40</b>  | <b>35</b>  | <b>14.3%</b>  |
| <b>Crimes Against Property</b> |            |            |               |
| Arson                          | 0          | 0          | 0.0%          |
| Bike Theft                     | 0          | 0          | 0.0%          |
| Burglary                       | 0          | 0          | 0.0%          |
| Larceny                        | 10         | 3          | 233.3%        |
| Motor Vehicle Theft            | 0          | 0          | 0.0%          |
| Vandalism                      | 1          | 0          | 100.0%        |
| <b>Subtotal</b>                | <b>11</b>  | <b>3</b>   | <b>266.7%</b> |
| <b>Crimes Against Society</b>  |            |            |               |
| Narcotics                      | 55         | 37         | 48.6%         |
| Trespassing                    | 218        | 123        | 77.2%         |
| Weapons                        | 11         | 8          | 37.5%         |
| <b>Subtotal</b>                | <b>284</b> | <b>168</b> | <b>69.0%</b>  |
| <b>Total</b>                   | <b>335</b> | <b>206</b> | <b>62.6%</b>  |



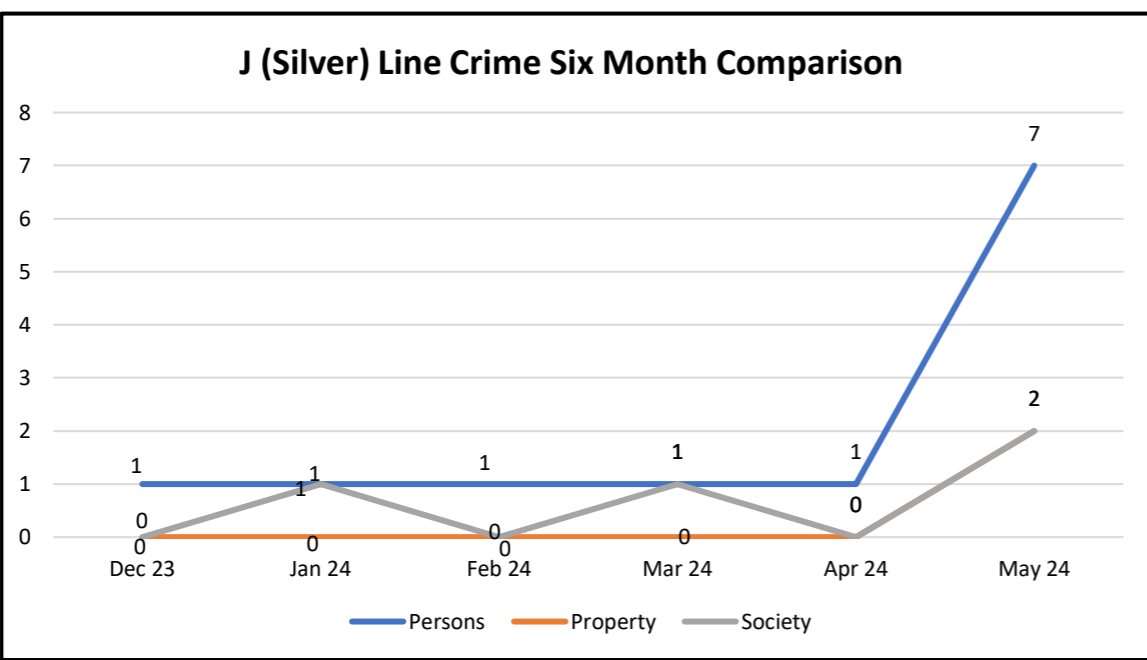
| C (Green) Line                 | May 24    | Apr 24    | % Change      |
|--------------------------------|-----------|-----------|---------------|
| <b>Crimes Against Persons</b>  |           |           |               |
| Agg Assault                    | 3         | 4         | -25.0%        |
| Agg Assault on Op              | 0         | 0         | 0.0%          |
| Battery                        | 1         | 0         | 100.0%        |
| Battery on Operator            | 0         | 0         | 0.0%          |
| Homicide                       | 0         | 0         | 0.0%          |
| Rape                           | 0         | 0         | 0.0%          |
| Robbery                        | 7         | 5         | 40.0%         |
| Sex Offenses                   | 0         | 0         | 0.0%          |
| <b>Subtotal</b>                | <b>11</b> | <b>9</b>  | <b>22.2%</b>  |
| <b>Crimes Against Property</b> |           |           |               |
| Arson                          | 0         | 0         | 0.0%          |
| Bike Theft                     | 0         | 0         | 0.0%          |
| Burglary                       | 0         | 0         | 0.0%          |
| Larceny                        | 9         | 8         | 12.5%         |
| Motor Vehicle Theft            | 0         | 1         | -100.0%       |
| Vandalism                      | 1         | 0         | 100.0%        |
| <b>Subtotal</b>                | <b>10</b> | <b>9</b>  | <b>11.1%</b>  |
| <b>Crimes Against Society</b>  |           |           |               |
| Narcotics                      | 11        | 6         | 83.3%         |
| Trespassing                    | 6         | 2         | 200.0%        |
| Weapons                        | 2         | 1         | 100.0%        |
| <b>Subtotal</b>                | <b>19</b> | <b>9</b>  | <b>111.1%</b> |
| <b>Total</b>                   | <b>40</b> | <b>27</b> | <b>48.1%</b>  |



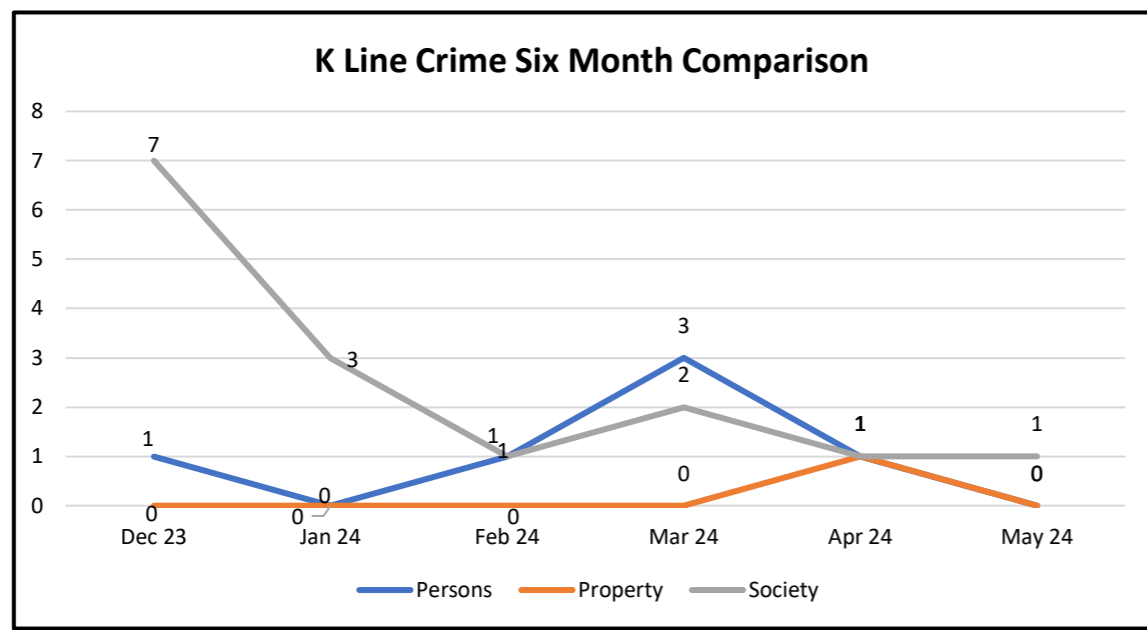
| E Line                         | May 24    | Apr 24    | % Change      |
|--------------------------------|-----------|-----------|---------------|
| <b>Crimes Against Persons</b>  |           |           |               |
| Agg Assault                    | 9         | 3         | 200.0%        |
| Agg Assault on Op              | 0         | 0         | 0.0%          |
| Battery                        | 6         | 9         | -33.3%        |
| Battery on Operator            | 0         | 0         | 0.0%          |
| Homicide                       | 0         | 0         | 0.0%          |
| Rape                           | 0         | 0         | 0.0%          |
| Robbery                        | 4         | 6         | -33.3%        |
| Sex Offenses                   | 1         | 2         | -50.0%        |
| <b>Subtotal</b>                | <b>20</b> | <b>20</b> | <b>0.0%</b>   |
| <b>Crimes Against Property</b> |           |           |               |
| Arson                          | 0         | 0         | 0.0%          |
| Bike Theft                     | 0         | 0         | 0.0%          |
| Burglary                       | 1         | 0         | 100.0%        |
| Larceny                        | 11        | 9         | 22.2%         |
| Motor Vehicle Theft            | 0         | 0         | 0.0%          |
| Vandalism                      | 0         | 0         | 0.0%          |
| <b>Subtotal</b>                | <b>12</b> | <b>9</b>  | <b>33.3%</b>  |
| <b>Crimes Against Society</b>  |           |           |               |
| Narcotics                      | 2         | 2         | 0.0%          |
| Trespassing                    | 21        | 6         | 250.0%        |
| Weapons                        | 0         | 0         | 0.0%          |
| <b>Subtotal</b>                | <b>23</b> | <b>8</b>  | <b>187.5%</b> |
| <b>Total</b>                   | <b>55</b> | <b>37</b> | <b>48.6%</b>  |



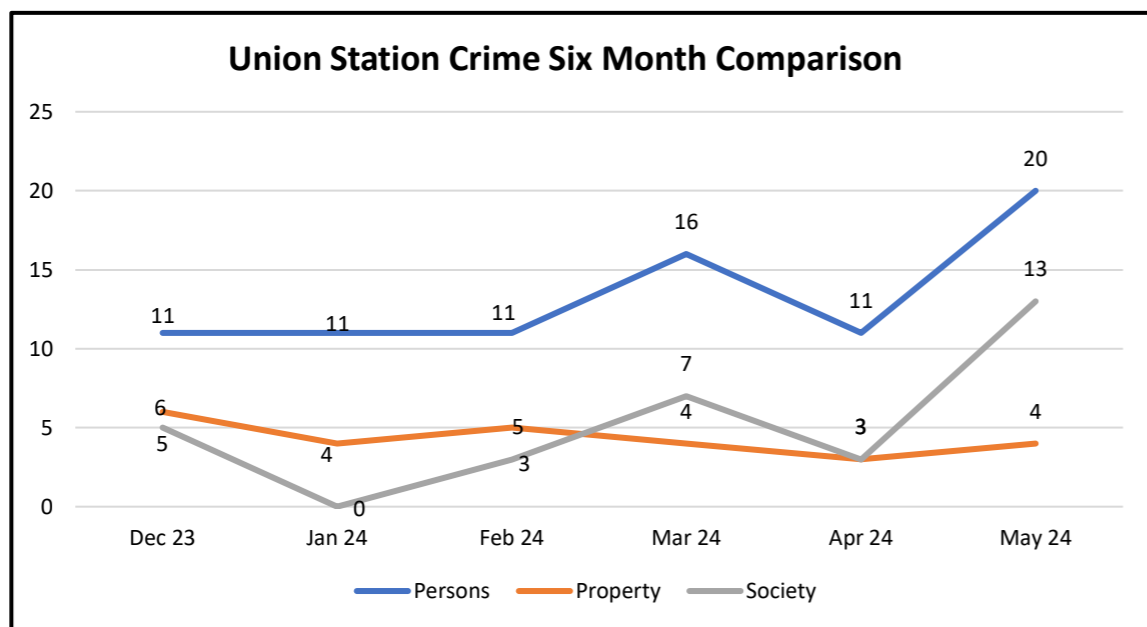
| G (Orange) Line                | May 24   | Apr 24    | % Change       |
|--------------------------------|----------|-----------|----------------|
| <b>Crimes Against Persons</b>  |          |           |                |
| Agg Assault                    | 1        | 3         | -66.7%         |
| Agg Assault on Op              | 0        | 0         | 0.0%           |
| Battery                        | 2        | 4         | -50.0%         |
| Battery on Operator            | 0        | 0         | 0.0%           |
| Homicide                       | 0        | 0         | 0.0%           |
| Rape                           | 0        | 0         | 0.0%           |
| Robbery                        | 3        | 0         | 300.0%         |
| Sex Offenses                   | 0        | 0         | 0.0%           |
| <b>Subtotal</b>                | <b>6</b> | <b>7</b>  | <b>-14.3%</b>  |
| <b>Crimes Against Property</b> |          |           |                |
| Arson                          | 0        | 0         | 0.0%           |
| Bike Theft                     | 0        | 0         | 0.0%           |
| Burglary                       | 0        | 0         | 0.0%           |
| Larceny                        | 0        | 1         | -100.0%        |
| Motor Vehicle Theft            | 0        | 0         | 0.0%           |
| Vandalism                      | 0        | 0         | 0.0%           |
| <b>Subtotal</b>                | <b>0</b> | <b>1</b>  | <b>-100.0%</b> |
| <b>Crimes Against Society</b>  |          |           |                |
| Narcotics                      | 0        | 4         | -100.0%        |
| Trespassing                    | 0        | 3         | -100.0%        |
| Weapons                        | 2        | 0         | 200.0%         |
| <b>Subtotal</b>                | <b>2</b> | <b>7</b>  | <b>-71.4%</b>  |
| <b>Total</b>                   | <b>8</b> | <b>15</b> | <b>-46.7%</b>  |



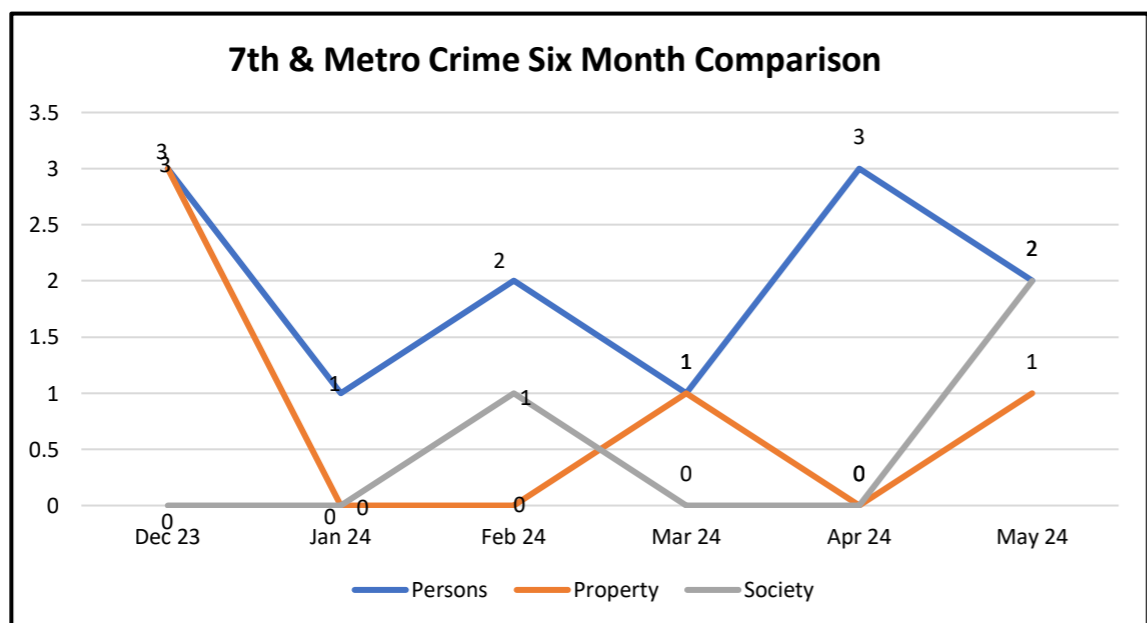
| J (Silver) Line                | May 24    | Apr 24   | % Change       |
|--------------------------------|-----------|----------|----------------|
| <b>Crimes Against Persons</b>  |           |          |                |
| Agg Assault                    | 4         | 1        | 300.0%         |
| Agg Assault on Op              | 0         | 0        | 0.0%           |
| Battery                        | 2         | 0        | 200.0%         |
| Battery on Operator            | 0         | 0        | 0.0%           |
| Homicide                       | 0         | 0        | 0.0%           |
| Rape                           | 0         | 0        | 0.0%           |
| Robbery                        | 1         | 0        | 100.0%         |
| Sex Offenses                   | 0         | 0        | 0.0%           |
| <b>Subtotal</b>                | <b>7</b>  | <b>1</b> | <b>600.0%</b>  |
| <b>Crimes Against Property</b> |           |          |                |
| Arson                          | 0         | 0        | 0.0%           |
| Bike Theft                     | 0         | 0        | 0.0%           |
| Burglary                       | 0         | 0        | 0.0%           |
| Larceny                        | 2         | 0        | 200.0%         |
| Motor Vehicle Theft            | 0         | 0        | 0.0%           |
| Vandalism                      | 0         | 0        | 0.0%           |
| <b>Subtotal</b>                | <b>2</b>  | <b>0</b> | <b>200.0%</b>  |
| <b>Crimes Against Society</b>  |           |          |                |
| Narcotics                      | 0         | 0        | 0.0%           |
| Trespassing                    | 2         | 0        | 200.0%         |
| Weapons                        | 0         | 0        | 0.0%           |
| <b>Subtotal</b>                | <b>2</b>  | <b>0</b> | <b>200.0%</b>  |
| <b>Total</b>                   | <b>11</b> | <b>1</b> | <b>1000.0%</b> |



| K Line                         | May 24   | Apr 24   | % Change       |
|--------------------------------|----------|----------|----------------|
| <b>Crimes Against Persons</b>  |          |          |                |
| Agg Assault                    | 0        | 0        | 0.0%           |
| Agg Assault on Op              | 0        | 0        | 0.0%           |
| Battery                        | 0        | 0        | 0.0%           |
| Battery on Operator            | 0        | 0        | 0.0%           |
| Homicide                       | 0        | 0        | 0.0%           |
| Rape                           | 0        | 0        | 0.0%           |
| Robbery                        | 0        | 1        | -100.0%        |
| Sex Offenses                   | 0        | 0        | 0.0%           |
| <b>Subtotal</b>                | <b>0</b> | <b>1</b> | <b>-100.0%</b> |
| <b>Crimes Against Property</b> |          |          |                |
| Arson                          | 0        | 0        | 0.0%           |
| Bike Theft                     | 0        | 0        | 0.0%           |
| Burglary                       | 0        | 0        | 0.0%           |
| Larceny                        | 0        | 0        | 0.0%           |
| Motor Vehicle Theft            | 0        | 0        | 0.0%           |
| Vandalism                      | 0        | 1        | -100.0%        |
| <b>Subtotal</b>                | <b>0</b> | <b>1</b> | <b>-100.0%</b> |
| <b>Crimes Against Society</b>  |          |          |                |
| Narcotics                      | 0        | 0        | 0.0%           |
| Trespassing                    | 1        | 1        | 0.0%           |
| Weapons                        | 0        | 0        | 0.0%           |
| <b>Subtotal</b>                | <b>1</b> | <b>1</b> | <b>0.0%</b>    |
| <b>Total</b>                   | <b>1</b> | <b>3</b> | <b>-66.7%</b>  |



| Union Station                  | May 24    | Apr 24    | % Change      |
|--------------------------------|-----------|-----------|---------------|
| <b>Crimes Against Persons</b>  |           |           |               |
| Agg Assault                    | 3         | 1         | 200.0%        |
| Agg Assault on Op              | 0         | 0         | 0.0%          |
| Battery                        | 13        | 10        | 30.0%         |
| Battery on Operator            | 0         | 0         | 0.0%          |
| Homicide                       | 0         | 0         | 0.0%          |
| Rape                           | 0         | 0         | 0.0%          |
| Robbery                        | 4         | 0         | 400.0%        |
| Sex Offenses                   | 0         | 0         | 0.0%          |
| <b>Subtotal</b>                | <b>20</b> | <b>11</b> | <b>81.8%</b>  |
| <b>Crimes Against Property</b> |           |           |               |
| Arson                          | 0         | 0         | 0.0%          |
| Bike Theft                     | 0         | 0         | 0.0%          |
| Burglary                       | 0         | 1         | -100.0%       |
| Larceny                        | 3         | 1         | 200.0%        |
| Motor Vehicle Theft            | 0         | 0         | 0.0%          |
| Vandalism                      | 1         | 1         | 0.0%          |
| <b>Subtotal</b>                | <b>4</b>  | <b>3</b>  | <b>33.3%</b>  |
| <b>Crimes Against Society</b>  |           |           |               |
| Narcotics                      | 7         | 0         | 700.0%        |
| Trespassing                    | 3         | 3         | 0.0%          |
| Weapons                        | 3         | 0         | 300.0%        |
| <b>Subtotal</b>                | <b>13</b> | <b>3</b>  | <b>333.3%</b> |
| <b>Total</b>                   | <b>37</b> | <b>17</b> | <b>117.6%</b> |



| 7th & Metro                    | May 24   | Apr 24   | % Change      |
|--------------------------------|----------|----------|---------------|
| <b>Crimes Against Persons</b>  |          |          |               |
| Agg Assault                    | 1        | 1        | 0.0%          |
| Agg Assault on Op              | 0        | 0        | 0.0%          |
| Battery                        | 1        | 1        | 0.0%          |
| Battery on Operator            | 0        | 0        | 0.0%          |
| Homicide                       | 0        | 0        | 0.0%          |
| Rape                           | 0        | 0        | 0.0%          |
| Robbery                        | 0        | 1        | -100.0%       |
| Sex Offenses                   | 0        | 0        | 0.0%          |
| <b>Subtotal</b>                | <b>2</b> | <b>3</b> | <b>-33.3%</b> |
| <b>Crimes Against Property</b> |          |          |               |
| Arson                          | 0        | 0        | 0.0%          |
| Bike Theft                     | 0        | 0        | 0.0%          |
| Burglary                       | 0        | 0        | 0.0%          |
| Larceny                        | 0        | 0        | 0.0%          |
| Motor Vehicle Theft            | 0        | 0        | 0.0%          |
| Vandalism                      | 1        | 0        | 100.0%        |
| <b>Subtotal</b>                | <b>1</b> | <b>0</b> | <b>100.0%</b> |
| <b>Crimes Against Society</b>  |          |          |               |
| Narcotics                      | 0        | 0        | 0.0%          |
| Trespassing                    | 2        | 0        | 200.0%        |
| Weapons                        | 0        | 0        | 0.0%          |
| <b>Subtotal</b>                | <b>2</b> | <b>0</b> | <b>200.0%</b> |
| <b>Total</b>                   | <b>5</b> | <b>3</b> | <b>66.7%</b>  |

**SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW**

MAY 2024

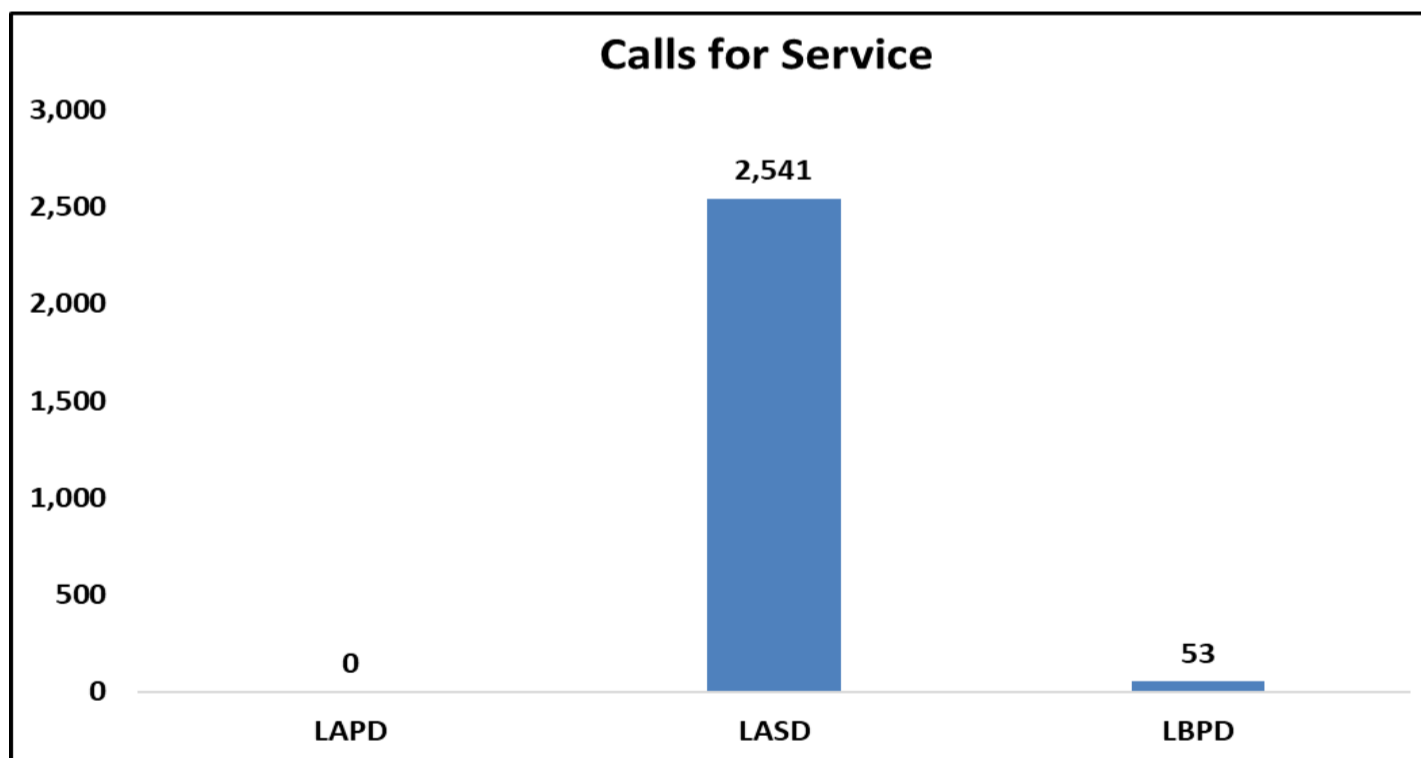
Attachment E

**Total Crimes**


**Crimes Against Persons:** violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

**Crimes Against Property:** crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

**Crimes Against Society:** represent society's prohibition against engaging in certain types of activity (i.e., drug violations)



\* LAPD did not provide Calls for Service data



## SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

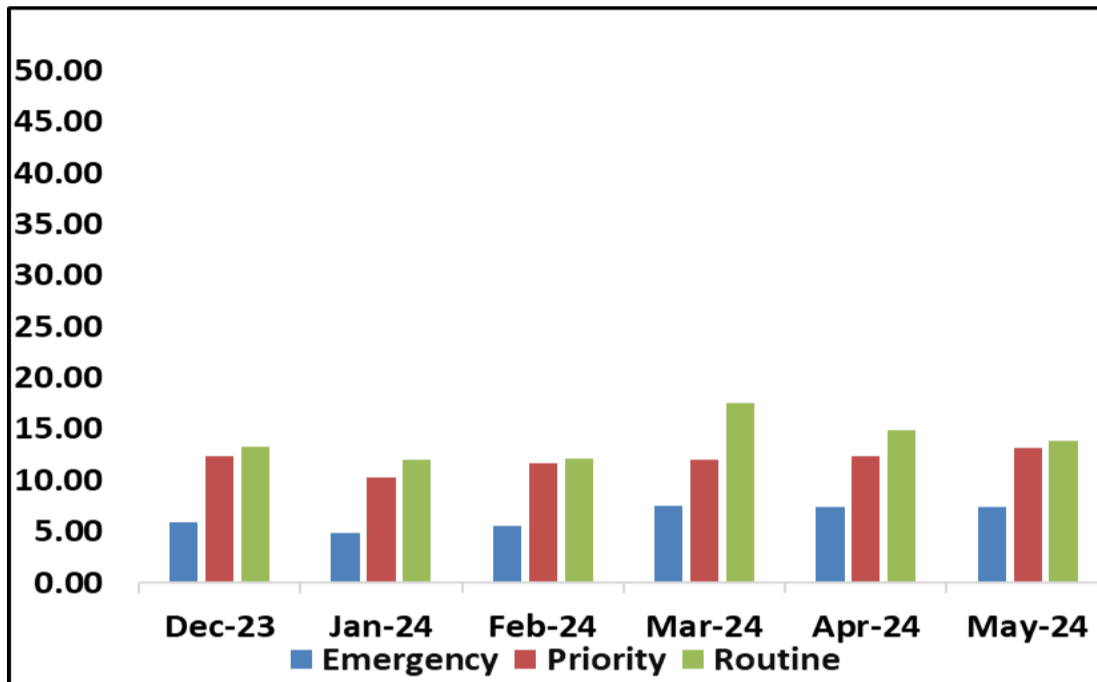
MAY 2024

Attachment E

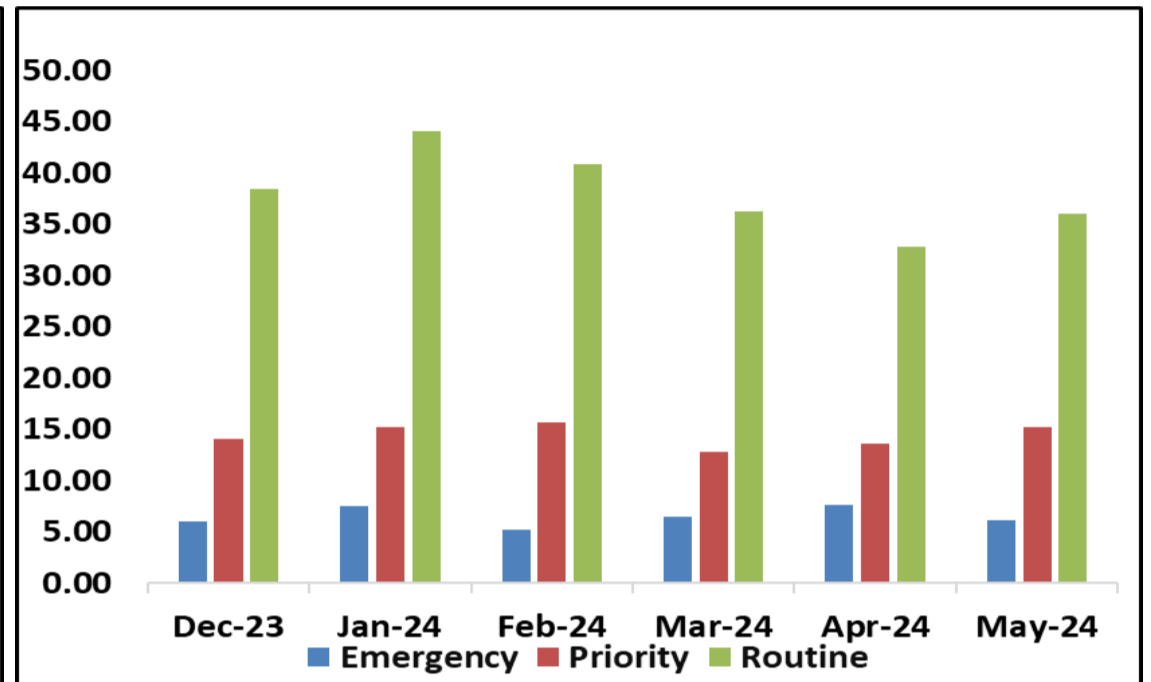
### Average Incident Response Times

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

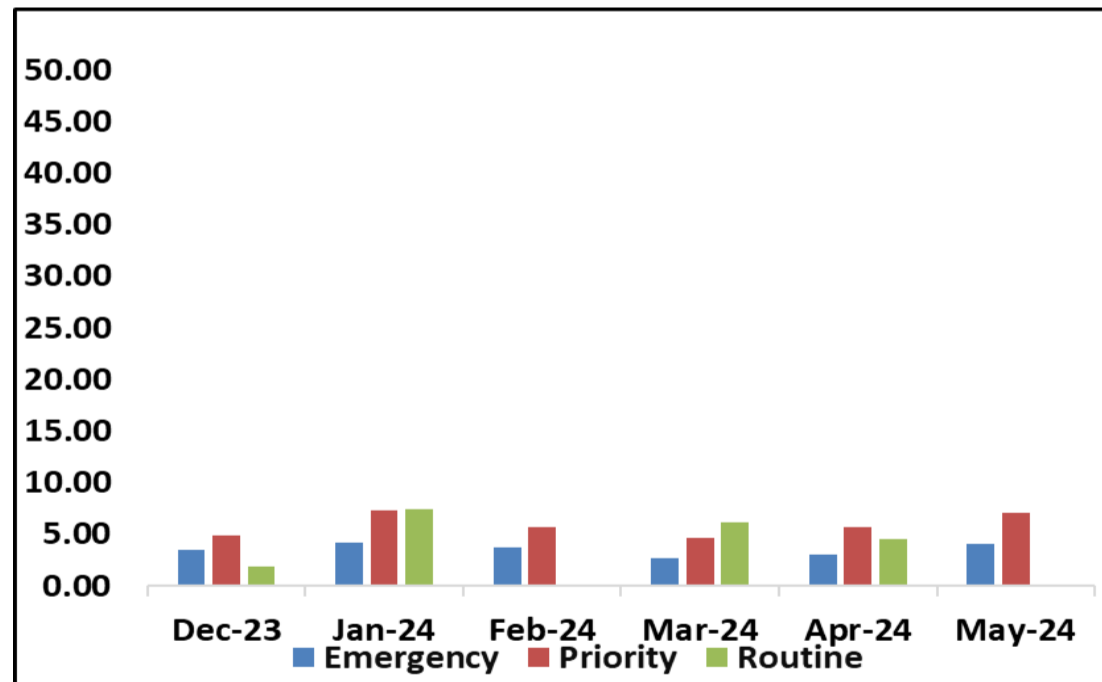
#### LAPD



#### LASD



#### LBPD



# Transit Police

## Monthly Crime Report


**Attachment E**

|                                | 2024       | 2023       | %             |
|--------------------------------|------------|------------|---------------|
|                                | May        | May        | Change        |
| <b>CRIMES AGAINST PERSONS</b>  |            |            |               |
| Homicide                       | 1          | 0          | 100.0%        |
| Rape                           | 1          | 0          | 100.0%        |
| Robbery                        | 46         | 36         | 27.8%         |
| Aggravated Assault             | 55         | 29         | 89.7%         |
| Aggravated Assault on Operator | 3          | 3          | 0.0%          |
| Battery                        | 82         | 81         | 1.2%          |
| Battery on Operator            | 8          | 5          | 60.0%         |
| Sex Offenses                   | 10         | 10         | 0.0%          |
| <b>SUB-TOTAL</b>               | <b>206</b> | <b>164</b> | <b>25.6%</b>  |
| <b>CRIMES AGAINST PROPERTY</b> |            |            |               |
| Burglary                       | 1          | 0          | 100.0%        |
| Larceny                        | 50         | 43         | 16.3%         |
| Bike Theft                     | 0          | 2          | -100.0%       |
| Motor Vehicle Theft            | 3          | 2          | 50.0%         |
| Arson                          | 0          | 0          | 0.0%          |
| Vandalism                      | 19         | 18         | 5.6%          |
| <b>SUB-TOTAL</b>               | <b>73</b>  | <b>65</b>  | <b>12.3%</b>  |
| <b>CRIMES AGAINST SOCIETY</b>  |            |            |               |
| Weapons                        | 21         | 10         | 110.0%        |
| Narcotics                      | 95         | 26         | 265.4%        |
| Trespassing                    | 303        | 123        | 146.3%        |
| <b>SUB-TOTAL</b>               | <b>419</b> | <b>159</b> | <b>163.5%</b> |
| <b>TOTAL</b>                   | <b>698</b> | <b>388</b> | <b>79.9%</b>  |
| <b>ENFORCEMENT EFFORTS</b>     |            |            |               |
| Arrests                        | 728        | 267        | 172.7%        |
| Citations                      | 760        | 348        | 118.4%        |
| Calls for Service              | 2,594      | 1,407      | 84.4%         |



**Metro**

**SYSTEM SECURITY & LAW ENFORCEMENT**

**MONTHLY, BI-ANNUAL, ANNUAL COMPARISON**

**MAY 2024**

Attachment E

**Crimes**

**Monthly**

| <b>System-Wide</b>      | <b>May-24</b> | <b>May-23</b> | <b>% Change</b> |
|-------------------------|---------------|---------------|-----------------|
| Crimes Against Persons  | 206           | 164           | 25.61%          |
| Crimes Against Property | 73            | 65            | 12.31%          |
| Crimes Against Society  | 419           | 159           | 163.52%         |
| <b>Total</b>            | <b>698</b>    | <b>388</b>    | <b>79.90%</b>   |

**Six Months**

| <b>System-Wide</b>      | <b>Dec-23-May-24</b> | <b>Dec-22-May-23</b> | <b>% Change</b> |
|-------------------------|----------------------|----------------------|-----------------|
| Crimes Against Persons  | 992                  | 1,074                | -7.64%          |
| Crimes Against Property | 341                  | 370                  | -7.84%          |
| Crimes Against Society  | 2,155                | 947                  | 127.56%         |
| <b>Total</b>            | <b>3,488</b>         | <b>2,391</b>         | <b>45.88%</b>   |

**Annual**

| <b>System-Wide</b>      | <b>Jun-23-May-24</b> | <b>Jun-22-May-23</b> | <b>% Change</b> |
|-------------------------|----------------------|----------------------|-----------------|
| Crimes Against Persons  | 2,125                | 2,036                | 4.37%           |
| Crimes Against Property | 720                  | 763                  | -5.64%          |
| Crimes Against Society  | 3,192                | 1,142                | 179.51%         |
| <b>Total</b>            | <b>6,037</b>         | <b>3,941</b>         | <b>53.18%</b>   |

**Average Emergency Response Times**

**Monthly**

| <b>May-24</b> | <b>May-23</b> | <b>% Change</b> |
|---------------|---------------|-----------------|
| 5.81          | 5.92          | -1.86%          |

**Six Months**

| <b>Dec-23-May-24</b> | <b>Dec-22-May-23</b> | <b>% Change</b> |
|----------------------|----------------------|-----------------|
| 5.44                 | 5.70                 | -4.60%          |

**Annual**

| <b>Jun-23-May-24</b> | <b>Jun-22-May-23</b> | <b>% Change</b> |
|----------------------|----------------------|-----------------|
| 5.40                 | 5.67                 | -4.81%          |

**Bus Operator Assaults**

**Monthly**

| <b>May-24</b> | <b>May-23</b> | <b>% Change</b> |
|---------------|---------------|-----------------|
| 11            | 8             | 37.50%          |

**Six Months**

| <b>Dec-23-May-24</b> | <b>Dec-22-May-23</b> | <b>% Change</b> |
|----------------------|----------------------|-----------------|
| 78                   | 75                   | 4.00%           |

**Annual**

| <b>Jun-23-May-24</b> | <b>Jun-22-May-23</b> | <b>% Change</b> |
|----------------------|----------------------|-----------------|
| 167                  | 160                  | 4.38%           |

**Ridership**

**Monthly**

| <b>May-24</b> | <b>May-23</b> | <b>% Change</b> |
|---------------|---------------|-----------------|
| 27,170,160    | 24,941,553    | 8.94%           |

**Six Months**

| <b>Dec-23-May-24</b> | <b>Dec-22-May-23</b> | <b>% Change</b> |
|----------------------|----------------------|-----------------|
| 149,679,857          | 135,298,468          | 10.63%          |

**Annual**

| <b>Jun-23-May-24</b> | <b>Jun-22-May-23</b> | <b>% Change</b> |
|----------------------|----------------------|-----------------|
| 297,384,666          | 266,939,542          | 11.41%          |



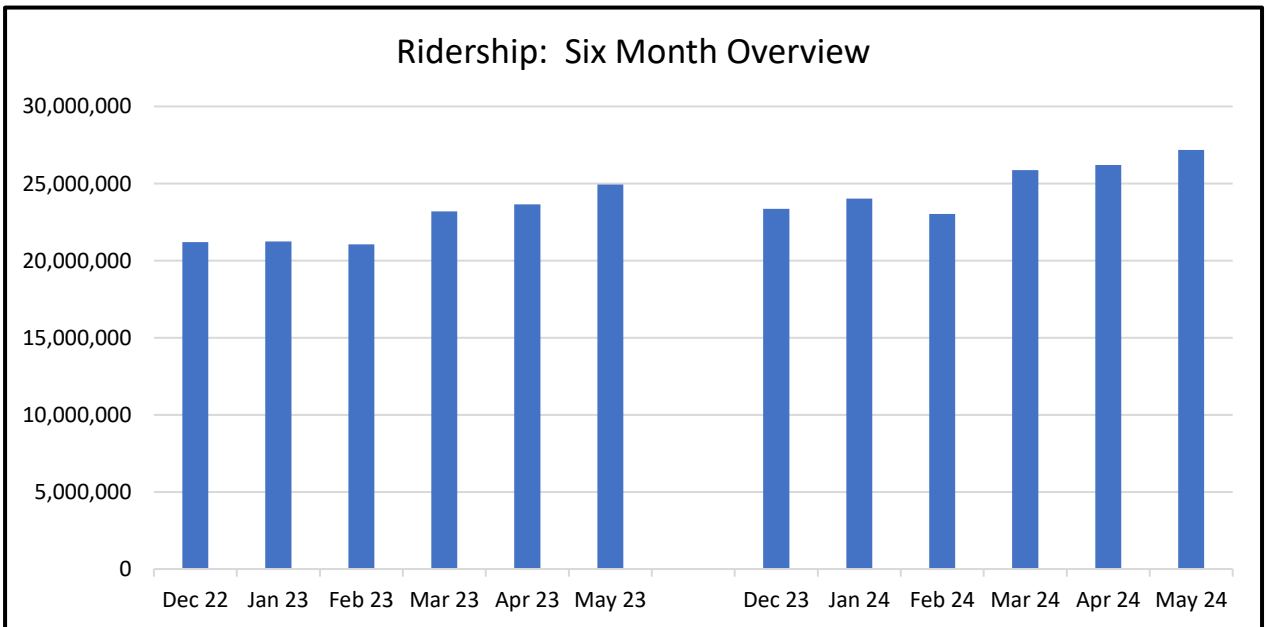
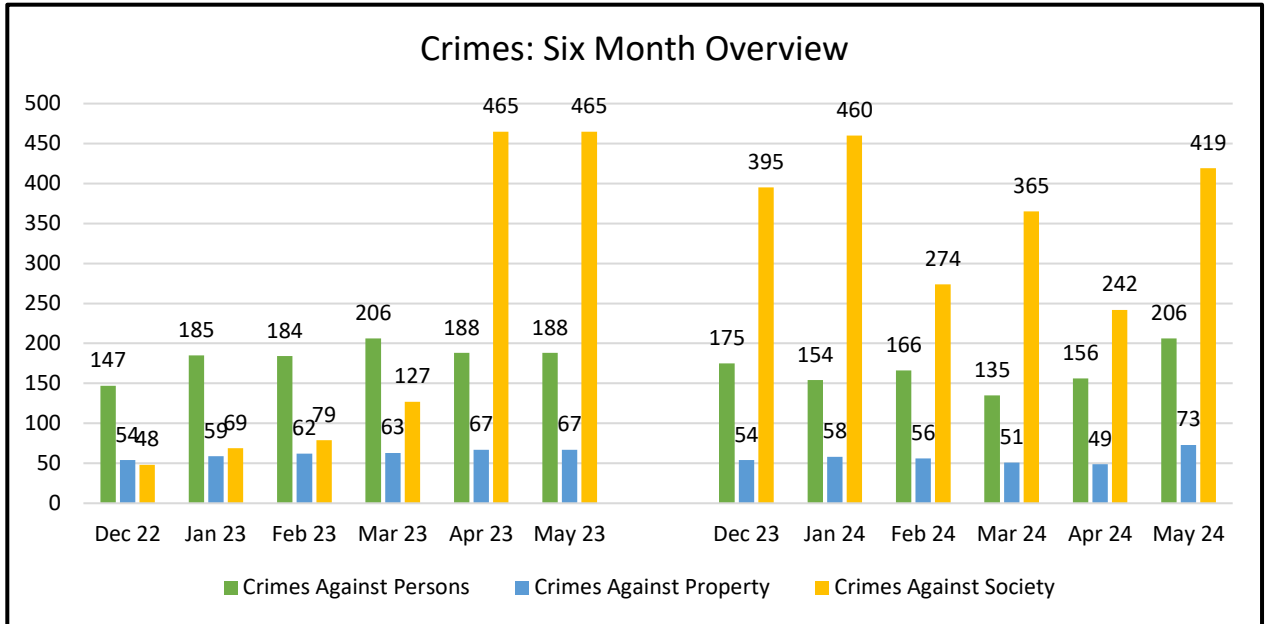
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2024

Attachment E





# A LINE (BLUE)

ATTACHMENT F

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

| REPORTED CRIME                 |           |           |          |            |
|--------------------------------|-----------|-----------|----------|------------|
| CRIMES AGAINST PERSONS         | LAPD      | LASD      | LBPD     | FYTD       |
| Homicide                       | 0         | 0         | 0        | 0          |
| Rape                           | 0         | 0         | 1        | 3          |
| Robbery                        | 3         | 4         | 0        | 58         |
| Aggravated Assault             | 3         | 3         | 1        | 79         |
| Aggravated Assault on Operator | 0         | 0         | 0        | 0          |
| Battery                        | 5         | 6         | 4        | 151        |
| Battery Rail Operator          | 0         | 0         | 0        | 1          |
| Sex Offenses                   | 1         | 2         | 0        | 14         |
| <b>SUB-TOTAL</b>               | <b>12</b> | <b>15</b> | <b>6</b> | <b>306</b> |
| CRIMES AGAINST PROPERTY        | LAPD      | LASD      | LBPD     | FYTD       |
| Burglary                       | 0         | 0         | 0        | 2          |
| Larceny                        | 3         | 6         | 1        | 67         |
| Bike Theft                     | 0         | 0         | 0        | 5          |
| Motor Vehicle Theft            | 0         | 0         | 1        | 12         |
| Arson                          | 0         | 0         | 0        | 1          |
| Vandalism                      | 1         | 4         | 0        | 22         |
| <b>SUB-TOTAL</b>               | <b>4</b>  | <b>10</b> | <b>2</b> | <b>109</b> |
| CRIMES AGAINST SOCIETY         | LAPD      | LASD      | LBPD     | FYTD       |
| Weapons                        | 1         | 2         | 0        | 34         |
| Narcotics                      | 8         | 5         | 0        | 106        |
| Trespassing                    | 48        | 0         | 1        | 342        |
| <b>SUB-TOTAL</b>               | <b>57</b> | <b>7</b>  | <b>1</b> | <b>482</b> |
| <b>TOTAL</b>                   | <b>73</b> | <b>32</b> | <b>9</b> | <b>897</b> |

| CRIMES PER STATION        |                        |                         |                        |            |
|---------------------------|------------------------|-------------------------|------------------------|------------|
| STATION                   | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD       |
| APU/Citrus College        | 0                      | 0                       | 0                      | 17         |
| Azusa Downtown            | 0                      | 0                       | 0                      | 11         |
| Irwindale                 | 0                      | 0                       | 0                      | 2          |
| Duarte/City of Hope       | 0                      | 0                       | 0                      | 7          |
| Monrovia                  | 1                      | 0                       | 1                      | 8          |
| Arcadia                   | 0                      | 1                       | 0                      | 7          |
| Sierra Madre Villa        | 1                      | 0                       | 0                      | 12         |
| Allen                     | 2                      | 0                       | 0                      | 4          |
| Lake                      | 0                      | 0                       | 0                      | 8          |
| Memorial Park             | 1                      | 0                       | 0                      | 3          |
| Del Mar                   | 0                      | 0                       | 0                      | 6          |
| Fillmore                  | 1                      | 0                       | 0                      | 9          |
| South Pasadena            | 1                      | 0                       | 0                      | 5          |
| Highland Park             | 1                      | 0                       | 1                      | 11         |
| Southwest Museum          | 0                      | 0                       | 3                      | 8          |
| Heritage Square           | 0                      | 0                       | 1                      | 7          |
| Lincoln/Cypress           | 1                      | 0                       | 1                      | 15         |
| Chinatown                 | 1                      | 0                       | 3                      | 22         |
| Union Station             | 1                      | 0                       | 0                      | 3          |
| Little Tokyo/Arts Dist    | 0                      | 0                       | 11                     | 46         |
| Historic Broadway         | 1                      | 0                       | 9                      | 38         |
| Grand Av Arts/Bunker Hill | 3                      | 0                       | 18                     | 193        |
| 7th St/Metro Ctr          | 1                      | 1                       | 0                      | 16         |
| Pico                      | 1                      | 2                       | 3                      | 28         |
| Grand/LATTC               | 1                      | 0                       | 3                      | 19         |
| San Pedro St              | 0                      | 0                       | 2                      | 18         |
| Washington                | 1                      | 1                       | 2                      | 26         |
| Vernon                    | 0                      | 0                       | 0                      | 8          |
| Slauson                   | 0                      | 2                       | 0                      | 22         |
| Florence                  | 2                      | 1                       | 2                      | 23         |
| Firestone                 | 1                      | 4                       | 1                      | 25         |
| 103rd St/Watts Towers     | 0                      | 0                       | 0                      | 10         |
| Willowbrook/Rosa Parks    | 3                      | 2                       | 2                      | 98         |
| Compton                   | 2                      | 0                       | 0                      | 32         |
| Artesia                   | 0                      | 0                       | 0                      | 16         |
| Del Amo                   | 0                      | 0                       | 1                      | 20         |
| Wardlow                   | 0                      | 0                       | 0                      | 6          |
| Willow St                 | 1                      | 1                       | 0                      | 18         |
| PCH                       | 2                      | 0                       | 0                      | 12         |
| Anaheim St                | 2                      | 0                       | 0                      | 16         |
| 5th St                    | 0                      | 1                       | 0                      | 5          |
| 1st St                    | 0                      | 0                       | 0                      | 5          |
| Downtown Long Beach       | 1                      | 0                       | 1                      | 24         |
| Pacific Av                | 0                      | 0                       | 0                      | 4          |
| Blue Line Rail Yard       | 0                      | 0                       | 0                      | 0          |
| Other                     | 0                      | 0                       | 0                      | 1          |
| <b>Total</b>              | <b>33</b>              | <b>16</b>               | <b>65</b>              | <b>894</b> |

| ARRESTS      |           |           |          |             |
|--------------|-----------|-----------|----------|-------------|
| AGENCY       | LAPD      | LASD      | LBPD     | FYTD        |
| Felony       | 10        | 12        | 0        | 184         |
| Misdemeanor  | 52        | 25        | 1        | 913         |
| <b>TOTAL</b> | <b>62</b> | <b>37</b> | <b>1</b> | <b>1097</b> |

| CITATIONS              |           |           |          |              |
|------------------------|-----------|-----------|----------|--------------|
| AGENCY                 | LAPD      | LASD      | LBPD     | FYTD         |
| Misdemeanor Citations  | 0         | 0         | 0        | 3            |
| Other Citations        | 40        | 53        | 0        | 990          |
| Vehicle Code Citations | 0         | 1         | 0        | 117          |
| <b>TOTAL</b>           | <b>40</b> | <b>54</b> | <b>0</b> | <b>1,110</b> |

| CALLS FOR SERVICE |          |              |           |               |
|-------------------|----------|--------------|-----------|---------------|
| AGENCY            | LAPD     | LASD         | LBPD      | FYTD          |
| Routine           | 0        | 917          | 0         | 8,813         |
| Priority          | 0        | 122          | 41        | 2,095         |
| Emergency         | 0        | 13           | 12        | 385           |
| <b>TOTAL</b>      | <b>0</b> | <b>1,052</b> | <b>53</b> | <b>11,293</b> |

| DISPATCHED VS. PROACTIVE |             |           |             |
|--------------------------|-------------|-----------|-------------|
| AGENCY                   | LAPD        | LASD      | LBPD        |
| Dispatched               | 22%         | N/C       | 2%          |
| Proactive                | 78%         | N/C       | 98%         |
| <b>TOTAL</b>             | <b>100%</b> | <b>0%</b> | <b>100%</b> |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM |     |
|---|-----|
| Blue Line-LAPD                              | 81% |
| Blue Line-LASD                              | N/C |
| Blue Line-LBPD                              | 80% |

| GRADE CROSSING OPERATIONS |           |            |          |              |
|---------------------------|-----------|------------|----------|--------------|
| LOCATION                  | LAPD      | LASD       | LBPD     | FYTD         |
| Azusa                     | 0         | 18         | 0        | 196          |
| Irwindale                 | 0         | 27         | 0        | 275          |
| Duarte Station            | 0         | 3          | 0        | 59           |
| Monrovia                  | 0         | 11         | 0        | 89           |
| Magnolia Ave              | 0         | 0          | 0        | 0            |
| Arcadia Station           | 0         | 17         | 0        | 133          |
| Pasadena                  | 0         | 41         | 0        | 414          |
| South Pasadena            | 0         | 16         | 0        | 197          |
| Marmion Way               | 0         | 0          | 0        | 0            |
| Flower St                 | 0         | 0          | 0        | 0            |
| Washington St             | 25        | 0          | 0        | 569          |
| Slauson                   | 0         | 12         | 0        | 114          |
| Florence                  | 0         | 16         | 0        | 169          |
| Firestone                 | 0         | 21         | 0        | 131          |
| 103rd St                  | 28        | 0          | 0        | 114          |
| Willowbrook               | 0         | 31         | 0        | 284          |
| Compton                   | 0         | 5          | 0        | 141          |
| Artesia                   | 0         | 8          | 0        | 96           |
| Del Amo                   | 0         | 11         | 0        | 225          |
| Wardlow Rd                | 0         | 0          | 0        | 33           |
| Long Beach Blvd           | 0         | 0          | 0        | 0            |
| Pacific Av                | 0         | 0          | 0        | 0            |
| <b>TOTAL</b>              | <b>53</b> | <b>237</b> | <b>0</b> | <b>3,239</b> |

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

# B LINE (RED)

**ATTACHMENT F**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024**

| REPORTED CRIME                 |            |              |
|--------------------------------|------------|--------------|
| CRIMES AGAINST PERSONS         | LAPD       | FYTD         |
| Homicide                       | 0          | 2            |
| Rape                           | 0          | 4            |
| Robbery                        | 8          | 62           |
| Aggravated Assault             | 12         | 101          |
| Aggravated Assault on Operator | 0          | 0            |
| Battery                        | 17         | 235          |
| Battery Rail Operator          | 0          | 0            |
| Sex Offenses                   | 3          | 27           |
| <b>SUB-TOTAL</b>               | <b>40</b>  | <b>431</b>   |
| CRIMES AGAINST PROPERTY        | LAPD       | FYTD         |
| Burglary                       | 0          | 1            |
| Larceny                        | 10         | 79           |
| Bike Theft                     | 0          | 0            |
| Motor Vehicle Theft            | 0          | 1            |
| Arson                          | 0          | 0            |
| Vandalism                      | 1          | 26           |
| <b>SUB-TOTAL</b>               | <b>11</b>  | <b>107</b>   |
| CRIMES AGAINST SOCIETY         | LAPD       | FYTD         |
| Weapons                        | 11         | 63           |
| Narcotics                      | 55         | 370          |
| Trespassing                    | 218        | 1,694        |
| <b>SUB-TOTAL</b>               | <b>284</b> | <b>2,127</b> |
| <b>TOTAL</b>                   | <b>335</b> | <b>2,665</b> |

| ARRESTS      |            |              |
|--------------|------------|--------------|
| AGENCY       | LAPD       | FYTD         |
| Felony       | 49         | 461          |
| Misdemeanor  | 348        | 2,541        |
| <b>TOTAL</b> | <b>397</b> | <b>3,002</b> |

| CITATIONS              |            |              |
|------------------------|------------|--------------|
| AGENCY                 | LAPD       | FYTD         |
| Other Citations        | 169        | 1,147        |
| Vehicle Code Citations | 16         | 80           |
| <b>TOTAL</b>           | <b>185</b> | <b>1,227</b> |

| CALLS FOR SERVICE |          |              |
|-------------------|----------|--------------|
| AGENCY            | LAPD     | FYTD         |
| Routine           | 0        | 1557         |
| Priority          | 0        | 1,704        |
| Emergency         | 0        | 149          |
| <b>TOTAL</b>      | <b>0</b> | <b>3,410</b> |

| DISPATCHED VS. PROACTIVE |             |
|--------------------------|-------------|
| AGENCY                   | LAPD        |
| Dispatched               | 20%         |
| Proactive                | 80%         |
| <b>TOTAL</b>             | <b>100%</b> |

| CRIMES PER STATION         |                        |                         |                        |              |
|----------------------------|------------------------|-------------------------|------------------------|--------------|
| STATION                    | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD         |
| Union Station              | 3                      | 1                       | 44                     | 233          |
| Civic Center/Grand Park    | 0                      | 0                       | 10                     | 39           |
| Pershing Square            | 7                      | 1                       | 21                     | 258          |
| 7th St/Metro Ctr           | 5                      | 0                       | 29                     | 264          |
| Westlake/MacArthur Park    | 2                      | 4                       | 62                     | 587          |
| Wilshire/Vermont           | 1                      | 0                       | 15                     | 103          |
| Wilshire/Normandie         | 2                      | 0                       | 5                      | 34           |
| Vermont/Beverly            | 0                      | 1                       | 2                      | 35           |
| Wilshire/Western           | 0                      | 1                       | 6                      | 51           |
| Vermont/Santa Monica       | 3                      | 0                       | 6                      | 39           |
| Vermont/Sunset             | 2                      | 0                       | 7                      | 78           |
| Hollywood/Western          | 2                      | 0                       | 8                      | 71           |
| Hollywood/Vine             | 2                      | 0                       | 5                      | 86           |
| Hollywood/Highland         | 3                      | 0                       | 9                      | 97           |
| Universal City/Studio City | 0                      | 1                       | 8                      | 83           |
| North Hollywood            | 8                      | 2                       | 47                     | 572          |
| Red Line Rail Yard         | 0                      | 0                       | 0                      | 37           |
| <b>Total</b>               | <b>40</b>              | <b>11</b>               | <b>284</b>             | <b>2,667</b> |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM |     |
|---|-----|
| Red Line- LAPD                              | 82% |

| LEGEND                               |
|--------------------------------------|
| <b>Los Angeles Police Department</b> |

# C LINE (GREEN)

**ATTACHMENT F**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024**

| REPORTED CRIME                 |          |           |            |
|--------------------------------|----------|-----------|------------|
| CRIMES AGAINST PERSONS         | LAPD     | LASD      | FYTD       |
| Homicide                       | 0        | 0         | 1          |
| Rape                           | 0        | 0         | 2          |
| Robbery                        | 0        | 7         | 35         |
| Aggravated Assault             | 0        | 3         | 25         |
| Aggravated Assault on Operator | 0        | 0         | 0          |
| Battery                        | 1        | 0         | 29         |
| Battery Rail Operator          | 0        | 0         | 0          |
| Sex Offenses                   | 0        | 0         | 1          |
| <b>SUB-TOTAL</b>               | <b>1</b> | <b>10</b> | <b>93</b>  |
| CRIMES AGAINST PROPERTY        | LAPD     | LASD      | FYTD       |
| Burglary                       | 0        | 0         | 4          |
| Larceny                        | 1        | 8         | 66         |
| Bike Theft                     | 0        | 0         | 2          |
| Motor Vehicle Theft            | 0        | 0         | 5          |
| Arson                          | 0        | 0         | 0          |
| Vandalism                      | 1        | 0         | 13         |
| <b>SUB-TOTAL</b>               | <b>2</b> | <b>8</b>  | <b>90</b>  |
| CRIMES AGAINST SOCIETY         | LAPD     | LASD      | FYTD       |
| Weapons                        | 0        | 2         | 10         |
| Narcotics                      | 1        | 10        | 74         |
| Trespassing                    | 3        | 3         | 37         |
| <b>SUB-TOTAL</b>               | <b>4</b> | <b>15</b> | <b>121</b> |
| <b>TOTAL</b>                   | <b>7</b> | <b>33</b> | <b>304</b> |

| ARRESTS      |          |           |            |
|--------------|----------|-----------|------------|
| AGENCY       | LAPD     | LASD      | FYTD       |
| Felony       | 1        | 6         | 58         |
| Misdemeanor  | 3        | 35        | 271        |
| <b>TOTAL</b> | <b>4</b> | <b>41</b> | <b>329</b> |

| CITATIONS              |          |           |            |
|------------------------|----------|-----------|------------|
| AGENCY                 | LAPD     | LASD      | FYTD       |
| Other Citations        | 1        | 42        | 457        |
| Vehicle Code Citations | 2        | 0         | 12         |
| <b>TOTAL</b>           | <b>3</b> | <b>42</b> | <b>469</b> |

| CALLS FOR SERVICE |          |            |              |
|-------------------|----------|------------|--------------|
| AGENCY            | LAPD     | LASD       | FYTD         |
| Routine           | 0        | 548        | 5,031        |
| Priority          | 0        | 50         | 614          |
| Emergency         | 0        | 10         | 79           |
| <b>TOTAL</b>      | <b>0</b> | <b>608</b> | <b>5,724</b> |

| DISPATCHED VS. PROACTIVE |             |             |
|--------------------------|-------------|-------------|
| AGENCY                   | LAPD        | LASD        |
| Dispatched               | 18%         | 35%         |
| Proactive                | 82%         | 65%         |
| <b>TOTAL</b>             | <b>100%</b> | <b>100%</b> |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM |     |
|---|-----|
| Green Line-LAPD                             | 87% |
| Green Line-LASD                             | 92% |

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

| CRIMES PER STATION     |                        |                         |                        |            |
|------------------------|------------------------|-------------------------|------------------------|------------|
| STATION                | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD       |
| Redondo Beach          | 0                      | 0                       | 0                      | 5          |
| Douglas                | 0                      | 0                       | 0                      | 3          |
| El Segundo             | 1                      | 0                       | 0                      | 8          |
| Mariposa               | 0                      | 0                       | 0                      | 5          |
| Aviation/LAX           | 0                      | 0                       | 0                      | 14         |
| Hawthorne/Lennox       | 0                      | 0                       | 1                      | 30         |
| Crenshaw               | 2                      | 1                       | 0                      | 24         |
| Vermont/Athens         | 3                      | 4                       | 0                      | 22         |
| Harbor Fwy             | 0                      | 2                       | 2                      | 34         |
| Avalon                 | 1                      | 0                       | 2                      | 26         |
| Willowbrook/Rosa Parks | 0                      | 2                       | 1                      | 49         |
| Long Beach Bl          | 3                      | 0                       | 9                      | 49         |
| Lakewood Bl            | 1                      | 1                       | 0                      | 12         |
| Norwalk                | 0                      | 0                       | 4                      | 23         |
| <b>Total</b>           | <b>11</b>              | <b>10</b>               | <b>19</b>              | <b>304</b> |

# E LINE

## ATTACHMENT F

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

| REPORTED CRIME                 |           |          |            |
|--------------------------------|-----------|----------|------------|
| CRIMES AGAINST PERSONS         | LAPD      | LASD     | FYTD       |
| Homicide                       | 0         | 0        | 1          |
| Rape                           | 0         | 0        | 1          |
| Robbery                        | 4         | 0        | 38         |
| Aggravated Assault             | 9         | 0        | 48         |
| Aggravated Assault on Operator | 0         | 0        | 0          |
| Battery                        | 4         | 2        | 73         |
| Battery Rail Operator          | 0         | 0        | 1          |
| Sex Offenses                   | 0         | 1        | 7          |
| <b>SUB-TOTAL</b>               | <b>17</b> | <b>3</b> | <b>169</b> |
| CRIMES AGAINST PROPERTY        | LAPD      | LASD     | FYTD       |
| Burglary                       | 1         | 0        | 2          |
| Larceny                        | 11        | 0        | 53         |
| Bike Theft                     | 0         | 0        | 1          |
| Motor Vehicle Theft            | 0         | 0        | 1          |
| Arson                          | 0         | 0        | 0          |
| Vandalism                      | 0         | 0        | 5          |
| <b>SUB-TOTAL</b>               | <b>12</b> | <b>0</b> | <b>62</b>  |
| CRIMES AGAINST SOCIETY         | LAPD      | LASD     | FYTD       |
| Weapons                        | 0         | 0        | 4          |
| Narcotics                      | 2         | 0        | 16         |
| Trespassing                    | 20        | 1        | 89         |
| <b>SUB-TOTAL</b>               | <b>22</b> | <b>1</b> | <b>109</b> |
| <b>TOTAL</b>                   | <b>51</b> | <b>4</b> | <b>340</b> |

| ARRESTS      |           |           |            |
|--------------|-----------|-----------|------------|
| AGENCY       | LAPD      | LASD      | FYTD       |
| Felony       | 6         | 0         | 39         |
| Misdemeanor  | 38        | 10        | 178        |
| <b>TOTAL</b> | <b>44</b> | <b>10</b> | <b>217</b> |

| CITATIONS              |           |           |            |
|------------------------|-----------|-----------|------------|
| AGENCY                 | LAPD      | LASD      | FYTD       |
| Other Citations        | 31        | 14        | 180        |
| Vehicle Code Citations | 2         | 0         | 33         |
| <b>TOTAL</b>           | <b>33</b> | <b>14</b> | <b>213</b> |

| CALLS FOR SERVICE |          |            |              |
|-------------------|----------|------------|--------------|
| AGENCY            | LAPD     | LASD       | FYTD         |
| Routine           | 0        | 287        | 3,321        |
| Priority          | 0        | 27         | 789          |
| Emergency         | 0        | 1          | 118          |
| <b>TOTAL</b>      | <b>0</b> | <b>315</b> | <b>4,228</b> |

| DISPATCHED VS. PROACTIVE |             |           |     |
|--------------------------|-------------|-----------|-----|
| AGENCY                   | LAPD        | LASD      |     |
| Dispatched               | 15%         |           | N/C |
| Proactive                | 85%         |           | N/C |
| <b>TOTAL</b>             | <b>100%</b> | <b>0%</b> |     |

| CRIMES PER STATION         |                        |                         |                        |            |
|----------------------------|------------------------|-------------------------|------------------------|------------|
| STATION                    | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD       |
| Atlantic                   | 1                      | 0                       | 0                      | 10         |
| East LA Civic Ctr          | 0                      | 0                       | 0                      | 2          |
| Maravilla                  | 0                      | 0                       | 0                      | 2          |
| Indiana (both LAPD & LASD) | 0                      | 0                       | 0                      | 7          |
| Soto                       | 0                      | 1                       | 1                      | 15         |
| Mariachi Plaza             | 1                      | 0                       | 0                      | 12         |
| Pico/Aliso                 | 1                      | 0                       | 0                      | 7          |
| Little Tokyo/Arts Dist     | 0                      | 0                       | 0                      | 0          |
| Historic Broadway          | 0                      | 0                       | 0                      | 4          |
| Grand Av Arts/Bunker Hill  | 0                      | 0                       | 0                      | 0          |
| 7th St/Metro Ctr           | 0                      | 0                       | 0                      | 2          |
| Pico                       | 0                      | 0                       | 0                      | 12         |
| LATTC/Ortho Institute      | 0                      | 0                       | 12                     | 41         |
| Jefferson/USC              | 2                      | 3                       | 1                      | 18         |
| Expo Park/USC              | 1                      | 1                       | 0                      | 10         |
| Expo/Vermont               | 1                      | 1                       | 1                      | 16         |
| Expo/Western               | 2                      | 0                       | 2                      | 17         |
| Expo/Crenshaw              | 1                      | 2                       | 1                      | 32         |
| Farmdale                   | 0                      | 0                       | 1                      | 12         |
| Expo/La Brea               | 2                      | 1                       | 2                      | 22         |
| La Cienega/Jefferson       | 2                      | 1                       | 0                      | 14         |
| Culver City                | 1                      | 0                       | 0                      | 4          |
| Palms                      | 0                      | 1                       | 1                      | 11         |
| Westwood/Rancho Park       | 1                      | 1                       | 0                      | 5          |
| Expo/Sepulveda             | 2                      | 0                       | 0                      | 8          |
| Expo/Bundy                 | 1                      | 0                       | 0                      | 7          |
| 26th St/Bergamot           | 0                      | 0                       | 0                      | 4          |
| 17th St/SMC                | 0                      | 0                       | 0                      | 4          |
| Downtown Santa Monica      | 1                      | 0                       | 1                      | 41         |
| Expo Line Rail Yard        | 0                      | 0                       | 0                      | 0          |
| <b>Total</b>               | <b>20</b>              | <b>12</b>               | <b>23</b>              | <b>339</b> |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM |     |
|---|-----|
| Expo Line-LAPD                              | 85% |
| Expo Line-LASD                              | N/C |

| GRADE CROSSING OPERATIONS |           |            |              |
|---------------------------|-----------|------------|--------------|
| LOCATION                  | LAPD      | LASD       | FYTD         |
| East Los Angeles          | 0         | 25         | 339          |
| Figuroa St                | 0         | 0          | 0            |
| Exposition Blvd           | 74        | 0          | 1,115        |
| Culver City               | 0         | 27         | 61           |
| Santa Monica              | 0         | 117        | 366          |
| <b>TOTAL</b>              | <b>74</b> | <b>169</b> | <b>1,881</b> |

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

# G LINE (ORANGE)

**ATTACHMENT F**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024**

| REPORTED CRIME                 |             |             |
|--------------------------------|-------------|-------------|
| CRIMES AGAINST PERSONS         | LAPD        | FYTD        |
| Homicide                       | 0           | 0           |
| Rape                           | 0           | 0           |
| Robbery                        | 3           | 7           |
| Aggravated Assault             | 1           | 13          |
| Aggravated Assault on Operator | 0           | 0           |
| Battery                        | 2           | 14          |
| Battery Bus Operator           | 0           | 1           |
| Sex Offenses                   | 0           | 1           |
| <b>SUB-TOTAL</b>               | <b>6</b>    | <b>36</b>   |
| <b>CRIMES AGAINST PROPERTY</b> | <b>LAPD</b> | <b>FYTD</b> |
| Burglary                       | 0           | 0           |
| Larceny                        | 0           | 5           |
| Bike Theft                     | 0           | 0           |
| Motor Vehicle Theft            | 0           | 0           |
| Arson                          | 0           | 0           |
| Vandalism                      | 0           | 2           |
| <b>SUB-TOTAL</b>               | <b>0</b>    | <b>7</b>    |
| <b>CRIMES AGAINST SOCIETY</b>  | <b>LAPD</b> | <b>FYTD</b> |
| Weapons                        | 2           | 4           |
| Narcotics                      | 0           | 13          |
| Trespassing                    | 0           | 13          |
| <b>SUB-TOTAL</b>               | <b>2</b>    | <b>30</b>   |
| <b>TOTAL</b>                   | <b>8</b>    | <b>73</b>   |

| ARRESTS      |           |           |
|--------------|-----------|-----------|
| AGENCY       | LAPD      | FYTD      |
| Felony       | 2         | 19        |
| Misdemeanor  | 11        | 70        |
| <b>TOTAL</b> | <b>13</b> | <b>89</b> |

| CITATIONS              |           |            |
|------------------------|-----------|------------|
| AGENCY                 | LAPD      | FYTD       |
| Other Citations        | 3         | 22         |
| Vehicle Code Citations | 34        | 322        |
| <b>TOTAL</b>           | <b>37</b> | <b>344</b> |

| CALLS FOR SERVICE |          |            |
|-------------------|----------|------------|
| AGENCY            | LAPD     | FYTD       |
| Routine           | 0        | 565        |
| Priority          | 0        | 137        |
| Emergency         | 0        | 16         |
| <b>TOTAL</b>      | <b>0</b> | <b>718</b> |

| DISPATCHED VS. PROACTIVE |             |
|--------------------------|-------------|
| AGENCY                   | LAPD        |
| Dispatched               | 17%         |
| Proactive                | 83%         |
| <b>TOTAL</b>             | <b>100%</b> |

| PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM |     |
|--|-----|
| Orange Line- LAPD                          | 84% |

| LEGEND                        |
|-------------------------------|
| Los Angeles Police Department |

| CRIMES PER STATION |                        |                         |                        |           |
|--------------------|------------------------|-------------------------|------------------------|-----------|
| STATION            | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD      |
| North Hollywood    | 0                      | 0                       | 2                      | 27        |
| Laurel Canyon      | 0                      | 0                       | 0                      | 1         |
| Valley College     | 0                      | 0                       | 0                      | 3         |
| Woodman            | 0                      | 0                       | 0                      | 4         |
| Van Nuys           | 3                      | 0                       | 0                      | 6         |
| Sepulveda          | 1                      | 0                       | 0                      | 4         |
| Woodley            | 0                      | 0                       | 0                      | 0         |
| Balboa             | 0                      | 0                       | 0                      | 1         |
| Reseda             | 1                      | 0                       | 0                      | 6         |
| Tampa              | 0                      | 0                       | 0                      | 1         |
| Pierce College     | 0                      | 0                       | 0                      | 0         |
| De Soto            | 0                      | 0                       | 0                      | 1         |
| Canoga             | 0                      | 0                       | 0                      | 8         |
| Warner Center      | 0                      | 0                       | 0                      | 0         |
| Sherman Way        | 0                      | 0                       | 0                      | 1         |
| Roscoe             | 0                      | 0                       | 0                      | 0         |
| Nordhoff           | 1                      | 0                       | 0                      | 2         |
| Chatsworth         | 0                      | 0                       | 0                      | 5         |
| <b>Total</b>       | <b>6</b>               | <b>0</b>                | <b>2</b>               | <b>70</b> |

# J LINE (SILVER)

## ATTACHMENT F

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

| REPORTED CRIME                 |          |          |           |
|--------------------------------|----------|----------|-----------|
| CRIMES AGAINST PERSONS         | LAPD     | LASD     | FYTD      |
| Homicide                       | 0        | 0        | 0         |
| Rape                           | 0        | 0        | 0         |
| Robbery                        | 1        | 0        | 4         |
| Aggravated Assault             | 0        | 4        | 10        |
| Aggravated Assault on Operator | 0        | 0        | 0         |
| Battery                        | 2        | 0        | 4         |
| Battery Bus Operator           | 0        | 0        | 1         |
| Sex Offenses                   | 0        | 0        | 0         |
| <b>SUB-TOTAL</b>               | <b>3</b> | <b>4</b> | <b>19</b> |
| CRIMES AGAINST PROPERTY        | LAPD     | LASD     | FYTD      |
| Burglary                       | 0        | 0        | 0         |
| Larceny                        | 2        | 0        | 3         |
| Bike Theft                     | 0        | 0        | 0         |
| Motor Vehicle Theft            | 0        | 0        | 0         |
| Arson                          | 0        | 0        | 0         |
| Vandalism                      | 0        | 0        | 0         |
| <b>SUB-TOTAL</b>               | <b>2</b> | <b>0</b> | <b>3</b>  |
| CRIMES AGAINST SOCIETY         | LAPD     | LASD     | FYTD      |
| Weapons                        | 0        | 0        | 0         |
| Narcotics                      | 0        | 0        | 0         |
| Trespassing                    | 2        | 0        | 5         |
| <b>SUB-TOTAL</b>               | <b>2</b> | <b>0</b> | <b>5</b>  |
| <b>TOTAL</b>                   | <b>7</b> | <b>4</b> | <b>27</b> |

| ARRESTS      |          |          |           |
|--------------|----------|----------|-----------|
| AGENCY       | LAPD     | LASD     | FYTD      |
| Felony       | 0        | 1        | 6         |
| Misdemeanor  | 0        | 0        | 13        |
| <b>TOTAL</b> | <b>0</b> | <b>1</b> | <b>19</b> |

| CITATIONS              |          |          |            |
|------------------------|----------|----------|------------|
| AGENCY                 | LAPD     | LASD     | FYTD       |
| Other Citations        | 0        | 0        | 265        |
| Vehicle Code Citations | 5        | 0        | 233        |
| <b>TOTAL</b>           | <b>5</b> | <b>0</b> | <b>498</b> |

| CALLS FOR SERVICE |          |           |            |
|-------------------|----------|-----------|------------|
| AGENCY            | LAPD     | LASD      | FYTD       |
| Routine           | 0        | 12        | 351        |
| Priority          | 0        | 3         | 78         |
| Emergency         | 0        | 0         | 9          |
| <b>TOTAL</b>      | <b>0</b> | <b>15</b> | <b>438</b> |

| DISPATCHED VS. PROACTIVE |             |             |
|--------------------------|-------------|-------------|
| AGENCY                   | LAPD        | LASD        |
| Dispatched               | 13%         | 17%         |
| Proactive                | 87%         | 83%         |
| <b>TOTAL</b>             | <b>100%</b> | <b>100%</b> |

| PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM |     |
|--|-----|
| Silver Line- LAPD                          | 86% |
| Silver Line- LASD                          | 88% |

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

| CRIMES PER STATION         |                        |                         |                        |           |
|----------------------------|------------------------|-------------------------|------------------------|-----------|
| STATION                    | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD      |
| El Monte                   | 0                      | 0                       | 0                      | 2         |
| Cal State LA               | 1                      | 0                       | 0                      | 1         |
| LAC/USC Medical Ctr        | 0                      | 0                       | 0                      | 0         |
| Alameda                    | 0                      | 0                       | 0                      | 0         |
| Downtown                   | 0                      | 0                       | 0                      | 0         |
| 37th St/USC                | 0                      | 0                       | 0                      | 1         |
| Slauson                    | 0                      | 0                       | 1                      | 5         |
| Manchester                 | 0                      | 0                       | 1                      | 3         |
| Harbor Fwy                 | 0                      | 0                       | 0                      | 3         |
| Rosecrans                  | 0                      | 1                       | 0                      | 1         |
| Harbor Gateway Transit Ctr | 2                      | 1                       | 0                      | 5         |
| Carson                     | 4                      | 0                       | 0                      | 5         |
| PCH                        | 0                      | 0                       | 0                      | 1         |
| San Pedro/Beacon           | 0                      | 0                       | 0                      | 0         |
| <b>Total</b>               | <b>7</b>               | <b>2</b>                | <b>2</b>               | <b>27</b> |

# K LINE

**ATTACHMENT F**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024**

| REPORTED CRIME                 |          |          |           |
|--------------------------------|----------|----------|-----------|
| CRIMES AGAINST PERSONS         | LAPD     | LASD     | FYTD      |
| Homicide                       | 0        | 0        | 1         |
| Rape                           | 0        | 0        | 0         |
| Robbery                        | 0        | 0        | 2         |
| Aggravated Assault             | 0        | 0        | 5         |
| Aggravated Assault on Operator | 0        | 0        | 0         |
| Battery                        | 0        | 0        | 4         |
| Battery Bus Operator           | 0        | 0        | 0         |
| Sex Offenses                   | 0        | 0        | 1         |
| <b>SUB-TOTAL</b>               | <b>0</b> | <b>0</b> | <b>13</b> |
| CRIMES AGAINST PROPERTY        | LAPD     | LASD     | FYTD      |
| Burglary                       | 0        | 0        | 0         |
| Larceny                        | 0        | 0        | 1         |
| Bike Theft                     | 0        | 0        | 0         |
| Motor Vehicle Theft            | 0        | 0        | 0         |
| Arson                          | 0        | 0        | 0         |
| Vandalism                      | 0        | 0        | 1         |
| <b>SUB-TOTAL</b>               | <b>0</b> | <b>0</b> | <b>2</b>  |
| CRIMES AGAINST SOCIETY         | LAPD     | LASD     | FYTD      |
| Weapons                        | 0        | 0        | 5         |
| Narcotics                      | 0        | 0        | 7         |
| Trespassing                    | 1        | 0        | 12        |
| <b>SUB-TOTAL</b>               | <b>1</b> | <b>0</b> | <b>24</b> |
| <b>TOTAL</b>                   | <b>1</b> | <b>0</b> | <b>39</b> |

| ARRESTS      |          |          |           |
|--------------|----------|----------|-----------|
| AGENCY       | LAPD     | LASD     | FYTD      |
| Felony       | 0        | 0        | 9         |
| Misdemeanor  | 8        | 0        | 58        |
| <b>TOTAL</b> | <b>8</b> | <b>0</b> | <b>67</b> |

| CITATIONS              |          |          |           |
|------------------------|----------|----------|-----------|
| AGENCY                 | LAPD     | LASD     | FYTD      |
| Other Citations        | 1        | 0        | 24        |
| Vehicle Code Citations | 4        | 0        | 4         |
| <b>TOTAL</b>           | <b>5</b> | <b>0</b> | <b>28</b> |

| CALLS FOR SERVICE |          |            |              |
|-------------------|----------|------------|--------------|
| AGENCY            | LAPD     | LASD       | FYTD         |
| Routine           | 0        | 186        | 1,872        |
| Priority          | 0        | 1          | 76           |
| Emergency         | 0        | 0          | 10           |
| <b>TOTAL</b>      | <b>0</b> | <b>187</b> | <b>1,958</b> |

| DISPATCHED VS. PROACTIVE |             |             |
|--------------------------|-------------|-------------|
| AGENCY                   | LAPD        | LASD        |
| Dispatched               | 18%         | 56%         |
| Proactive                | 82%         | 44%         |
| <b>TOTAL</b>             | <b>100%</b> | <b>100%</b> |

| CRIMES PER STATION             |                        |                         |                        |           |
|--------------------------------|------------------------|-------------------------|------------------------|-----------|
| STATION                        | CRIMES AGAINST PERSONS | CRIMES AGAINST PROPERTY | CRIMES AGAINST SOCIETY | FYTD      |
| Expo / Crenshaw                | 0                      | 0                       | 0                      | 1         |
| Martin Luther King Jr Station  | 0                      | 0                       | 0                      | 6         |
| Leimert Park Station           | 0                      | 0                       | 0                      | 6         |
| Hyde Park Station              | 0                      | 0                       | 1                      | 6         |
| Fairview Heights Station       | 0                      | 0                       | 0                      | 9         |
| Downtown Inglewood Station     | 0                      | 0                       | 0                      | 6         |
| Westchester / Veterans Station | 0                      | 0                       | 0                      | 5         |
| <b>Total</b>                   | <b>0</b>               | <b>0</b>                | <b>1</b>               | <b>39</b> |

| PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM |     |
|---|-----|
| K Line - LAPD                               | 86% |
| K Line - LASD                               | 88% |

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

# BUS PATROL

ATTACHMENT F

**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024**

| REPORTED CRIME                 |           |           |            |
|--------------------------------|-----------|-----------|------------|
| CRIMES AGAINST PERSONS         | LAPD      | LASD      | FYTD       |
| Homicide                       | 0         | 1         | 2          |
| Rape                           | 0         | 0         | 2          |
| Robbery                        | 8         | 4         | 101        |
| Aggravated Assault             | 6         | 9         | 117        |
| Aggravated Assault on Operator | 2         | 1         | 40         |
| Battery                        | 19        | 6         | 276        |
| Battery Bus Operator           | 3         | 5         | 108        |
| Sex Offenses                   | 1         | 2         | 37         |
| <b>SUB-TOTAL</b>               | <b>39</b> | <b>28</b> | <b>683</b> |
| CRIMES AGAINST PROPERTY        | LAPD      | LASD      | FYTD       |
| Burglary                       | 0         | 0         | 2          |
| Larceny                        | 3         | 2         | 115        |
| Bike Theft                     | 0         | 0         | 6          |
| Motor Vehicle Theft            | 0         | 2         | 8          |
| Arson                          | 0         | 0         | 0          |
| Vandalism                      | 7         | 3         | 68         |
| <b>SUB-TOTAL</b>               | <b>10</b> | <b>7</b>  | <b>199</b> |
| CRIMES AGAINST SOCIETY         | LAPD      | LASD      | FYTD       |
| Weapons                        | 0         | 0         | 27         |
| Narcotics                      | 3         | 4         | 81         |
| Trespassing                    | 1         | 0         | 8          |
| <b>SUB-TOTAL</b>               | <b>4</b>  | <b>4</b>  | <b>116</b> |
| <b>TOTAL</b>                   | <b>53</b> | <b>39</b> | <b>998</b> |

| LASD's Crimes per Sector |           |            |
|--------------------------|-----------|------------|
| Sector                   |           | FYTD       |
| Westside                 | 4         | 30         |
| San Fernando             | 3         | 17         |
| San Gabriel Valley       | 9         | 70         |
| Gateway Cities           | 8         | 82         |
| South Bay                | 15        | 166        |
| <b>Total</b>             | <b>39</b> | <b>365</b> |

| LAPD's Crimes per Sector |           |            |
|--------------------------|-----------|------------|
| Sector                   |           | FYTD       |
| <b>Valley Bureau</b>     |           |            |
| Van Nuys                 | 3         | 18         |
| West Valley              | 3         | 14         |
| North Hollywood          | 2         | 24         |
| Foothill                 | 1         | 8          |
| Devonshire               | 1         | 9          |
| Mission                  | 1         | 12         |
| Topanga                  | 0         | 8          |
| <b>Central Bureau</b>    |           |            |
| Central                  | 5         | 79         |
| Rampart                  | 6         | 41         |
| Hollenbeck               | 2         | 11         |
| Northeast                | 0         | 23         |
| Newton                   | 7         | 53         |
| <b>West Bureau</b>       |           |            |
| Hollywood                | 3         | 32         |
| Wilshire                 | 1         | 30         |
| West LA                  | 1         | 21         |
| Pacific                  | 3         | 10         |
| Olympic                  | 2         | 45         |
| <b>Southwest Bureau</b>  |           |            |
| Southwest                | 3         | 57         |
| Harbor                   | 1         | 6          |
| 77th Street              | 6         | 107        |
| Southeast                | 2         | 25         |
| <b>Total</b>             | <b>53</b> | <b>633</b> |

| ARRESTS      |           |           |            |
|--------------|-----------|-----------|------------|
| AGENCY       | LAPD      | LASD      | FYTD       |
| Felony       | 7         | 12        | 238        |
| Misdemeanor  | 8         | 32        | 455        |
| <b>TOTAL</b> | <b>15</b> | <b>44</b> | <b>693</b> |

| CITATIONS              |            |           |              |
|------------------------|------------|-----------|--------------|
| AGENCY                 | LAPD       | LASD      | FYTD         |
| Other Citations        | 25         | 36        | 596          |
| Vehicle Code Citations | 247        | 5         | 710          |
| <b>TOTAL</b>           | <b>272</b> | <b>41</b> | <b>1,306</b> |

| CALLS FOR SERVICE |          |            |              |
|-------------------|----------|------------|--------------|
| AGENCY            | LAPD     | LASD       | FYTD         |
| Routine           | 0        | 215        | 3,818        |
| Priority          | 0        | 133        | 2,134        |
| Emergency         | 0        | 16         | 470          |
| <b>TOTAL</b>      | <b>0</b> | <b>364</b> | <b>6,422</b> |

| DISPATCHED VS. PROACTIVE |           |             |
|--------------------------|-----------|-------------|
| AGENCY                   | LAPD      | LASD        |
| Dispatched               | 0%        | 4%          |
| Proactive                | 0%        | 96%         |
| <b>TOTAL</b>             | <b>0%</b> | <b>100%</b> |

| PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM |     |
|--|-----|
| LAPD BUS                                   | 0%  |
| LASD BUS                                   | 93% |

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



# UNION STATION

## ATTACHMENT F

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

| REPORTED CRIME                 |           |            |
|--------------------------------|-----------|------------|
| CRIMES AGAINST PERSONS         | LAPD      | FYTD       |
| Homicide                       | 0         | 0          |
| Rape                           | 0         | 1          |
| Robbery                        | 4         | 13         |
| Aggravated Assault             | 3         | 16         |
| Aggravated Assault on Operator | 0         | 0          |
| Battery                        | 13        | 115        |
| Battery Rail Operator          | 0         | 0          |
| Sex Offenses                   | 0         | 6          |
| <b>SUB-TOTAL</b>               | <b>20</b> | <b>151</b> |
| CRIMES AGAINST PROPERTY        | LAPD      | FYTD       |
| Burglary                       | 0         | 1          |
| Larceny                        | 3         | 42         |
| Bike Theft                     | 0         | 2          |
| Motor Vehicle Theft            | 0         | 0          |
| Arson                          | 0         | 0          |
| Vandalism                      | 1         | 7          |
| <b>SUB-TOTAL</b>               | <b>4</b>  | <b>52</b>  |
| CRIMES AGAINST SOCIETY         | LAPD      | FYTD       |
| Weapons                        | 3         | 5          |
| Narcotics                      | 7         | 16         |
| Trespassing                    | 3         | 69         |
| <b>SUB-TOTAL</b>               | <b>13</b> | <b>90</b>  |
| <b>TOTAL</b>                   | <b>37</b> | <b>293</b> |

| ARRESTS      |           |            |
|--------------|-----------|------------|
| AGENCY       | LAPD      | FYTD       |
| Felony       | 17        | 55         |
| Misdemeanor  | 29        | 125        |
| <b>TOTAL</b> | <b>46</b> | <b>180</b> |

| CITATIONS              |           |           |
|------------------------|-----------|-----------|
| AGENCY                 | LAPD      | FYTD      |
| Other Citations        | 23        | 84        |
| Vehicle Code Citations | 1         | 3         |
| <b>TOTAL</b>           | <b>24</b> | <b>87</b> |

| CALLS FOR SERVICE |          |             |
|-------------------|----------|-------------|
| AGENCY            | LAPD     | FYTD        |
| Routine           | 0        | 722         |
| Priority          | 0        | 585         |
| Emergency         | 0        | 54          |
| <b>TOTAL</b>      | <b>0</b> | <b>1361</b> |

| DISPATCHED VS. PROACTIVE |             |
|--------------------------|-------------|
| AGENCY                   | LAPD        |
| Dispatched               | 20%         |
| Proactive                | 82%         |
| <b>TOTAL</b>             | <b>102%</b> |

| PERCENTAGE OF TIME SPENT ON THE SYSTEM |     |
|--|-----|
| Union Station                          | 82% |

| LEGEND                        |  |
|-------------------------------|--|
| Los Angeles Police Department |  |

# 7TH & METRO STATION

## ATTACHMENT F

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

| REPORTED CRIME                 |          |           |
|--------------------------------|----------|-----------|
| CRIMES AGAINST PERSONS         | LAPD     | FYTD      |
| Homicide                       | 0        | 0         |
| Rape                           | 0        | 0         |
| Robbery                        | 0        | 3         |
| Aggravated Assault             | 1        | 7         |
| Aggravated Assault on Operator | 0        | 0         |
| Battery                        | 1        | 22        |
| Battery Rail Operator          | 0        | 0         |
| Sex Offenses                   | 0        | 0         |
| <b>SUB-TOTAL</b>               | <b>2</b> | <b>32</b> |
| CRIMES AGAINST PROPERTY        | LAPD     | FYTD      |
| Burglary                       | 0        | 0         |
| Larceny                        | 0        | 7         |
| Bike Theft                     | 0        | 0         |
| Motor Vehicle Theft            | 0        | 0         |
| Arson                          | 0        | 0         |
| Vandalism                      | 1        | 2         |
| <b>SUB-TOTAL</b>               | <b>1</b> | <b>9</b>  |
| CRIMES AGAINST SOCIETY         | LAPD     | FYTD      |
| Weapons                        | 0        | 1         |
| Narcotics                      | 0        | 0         |
| Trespassing                    | 2        | 14        |
| <b>SUB-TOTAL</b>               | <b>2</b> | <b>15</b> |
| <b>TOTAL</b>                   | <b>5</b> | <b>56</b> |

| ARRESTS      |          |           |
|--------------|----------|-----------|
| AGENCY       | LAPD     | FYTD      |
| Felony       | 3        | 4         |
| Misdemeanor  | 2        | 6         |
| <b>TOTAL</b> | <b>5</b> | <b>10</b> |

| CITATIONS              |          |           |
|------------------------|----------|-----------|
| AGENCY                 | LAPD     | FYTD      |
| Other Citations        | 2        | 34        |
| Vehicle Code Citations | 3        | 12        |
| <b>TOTAL</b>           | <b>5</b> | <b>46</b> |

| CALLS FOR SERVICE |          |            |
|-------------------|----------|------------|
| AGENCY            | LAPD     | FYTD       |
| Routine           | 0        | 110        |
| Priority          | 0        | 79         |
| Emergency         | 0        | 9          |
| <b>TOTAL</b>      | <b>0</b> | <b>198</b> |

| DISPATCHED VS. PROACTIVE |             |
|--------------------------|-------------|
| AGENCY                   | LAPD        |
| Dispatched               | 20%         |
| Proactive                | 80%         |
| <b>TOTAL</b>             | <b>100%</b> |

| PERCENTAGE OF TIME SPENT ON THE SYSTEM |     |
|--|-----|
| 7th & Metro Station                    | 82% |

| LEGEND                        |  |
|-------------------------------|--|
| Los Angeles Police Department |  |



**BUS/RAIL OPERATOR ASSAULTS  
MAY 2024**

**SYSTEM SECURITY & LAW ENFORCEMENT**

Attachment G

| Date      | Time  | Line | Bus   | Intersection/City         | Narrative   | Barrier | Reason        | Method              | Transported to Hospital? |
|-----------|-------|------|-------|---------------------------|---|---------|---------------|---------------------|--------------------------|
| 5/3/2024  | 7:30  | 45   | 1612  | Broadway & Washington     | Suspect entered bus and engaged another passenger in an argument. Victim told suspect to stop disturbing the peace on the bus or he would contact the police. Suspect became irate and directed his attention towards victim. Suspect held a metal chain approximately 3-4 inches with a pad lock on the end. Suspect violently swung the chain at victim, striking the plastic barrier. Victim stated the chain was directly towards his head, however, victim was able to move and avoid being hit. Victim stopped bus, suspect exited and fled location. | Yes     | No reason     | Object              | No                       |
| 5/3/2024  | 18:25 | 4    | 8808  | Venice & Broadway         | Suspect boarded bus, wrapped in a blanket and without wearing shoes. Victim stated, you cannot enter bus without shoes. Suspect became upset, spat on victim while carrying a black comb with a metal pick. Suspect then lunged at another bus patron. LAPD arrived, observed suspect seated inside the bus. Suspect gathered her belongings, exited bus and sat at a nearby bus stop. Suspect was taken into custody without further incident.   | Yes     | Upset         | Spit                | No                       |
| 5/13/2024 | 7:30  | 901  | 18517 | Topham & Reseda           | Unprovoked, suspect exited rear bus door, approached the front door and re-entered bus. Suspect yelled, "Hey dog, you're a f..... b.....!" Suspect then repeated the same words to victim and spat towards victim. Suspect's spit struck the plastic barrier and also with the top of victim's head. Suspect then exited bus and fled location.   | Yes     | No reason     | Spit                | No                       |
| 5/15/2024 | 9:00  | 53   | 5975  | E. 55th St & S. Hooper Av | Suspect approached vic m and complained about the bus not stopping at 55th St. & Compton. Victim advised suspect of the next bus stop. Suspect became angry and began punching victim's face with a closed fist several times. Victim was stopped at a tri-light and stopped to block suspect's strikes. Suspect exited bus and fled location.  | Yes     | Demanded stop | Hands (punch, slap) | No                       |
| 5/15/2024 | 18:10 | 70   | 4008  | El Monte Terminal         | MH/30yrs assaulted bus op when sus demanded to stop   | Yes     | Demanded stop | Hands (punch, slap) | No                       |
| 5/16/2024 | 0:05  | 4    | 8730  | Santa Monica / 14th St    | Sus MB/59yrs arrested for punching bus op when sus refused to exit for smoking crack  | Yes     | Told to exit  | Hands (punch, slap) | No                       |
| 5/18/2024 | 17:40 | 251  | 8563  | Soto & Whittier           | Victim arrived at the end of the line, pulled along the curb and allowed passengers to exit. Suspect walked up to victim, reached over the barrier and punched victim's face 3-4 times. Victim attempted to defend himself and raised his right arm to block suspect's punches. Suspect continued to punch victim multiple times. LAPD arrived, and took suspect into custody via Private Persons Arrest (PPA).   | Yes     | No reason     | Hands (punch, slap) | Yes                      |
| 5/19/2024 | 22:20 | 720  | 8720  | Santa Monica / Stanley    | Sus MH/45yrs assaulted bus operator when sus tried to vandalize bus   | Yes     | No reason     | Hands (punch, slap) | No                       |
| 5/23/2024 | 15:30 | 266  | 5636  | Rosemead                  | Sus transient MH/40s slapped bus op over not allowing bike in bus   | Yes     | Upset         | Hands (punch, slap) | No                       |
| 5/23/2024 | 16:30 | 344  | 1638  | Hawthorne / Lomita        | Sus transient MW/50yrs arrested for attempting to stab bus op   | Yes     | No reason     | Knife               | No                       |
| 5/25/2024 | 13:40 | 60   | 5937  | Los Angeles               | Sus MH/24yrs arrested for hitting bus operator when operator took a different route b/c of construction   | Yes     | Upset         | Hands (punch, slap) | No                       |



**SYSTEM SECURITY & LAW ENFORCEMENT**

Attachment H

**Sexual Crimes / Harassment Calls for Service May 2024**

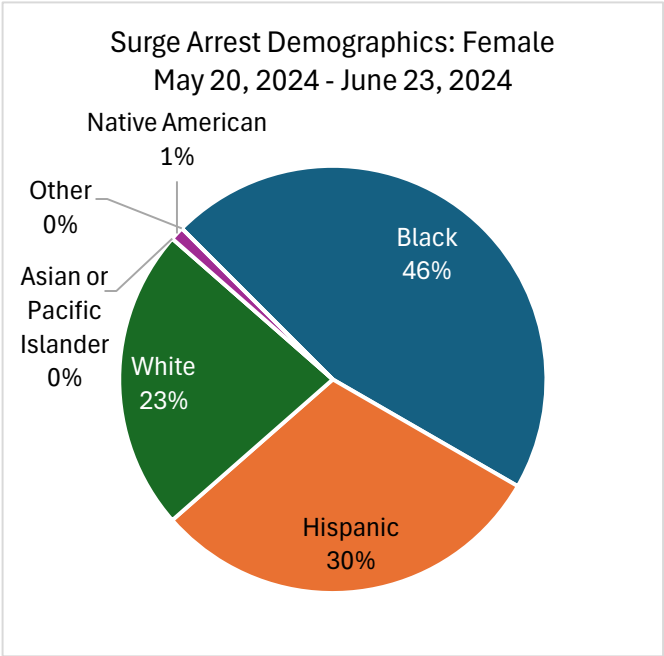
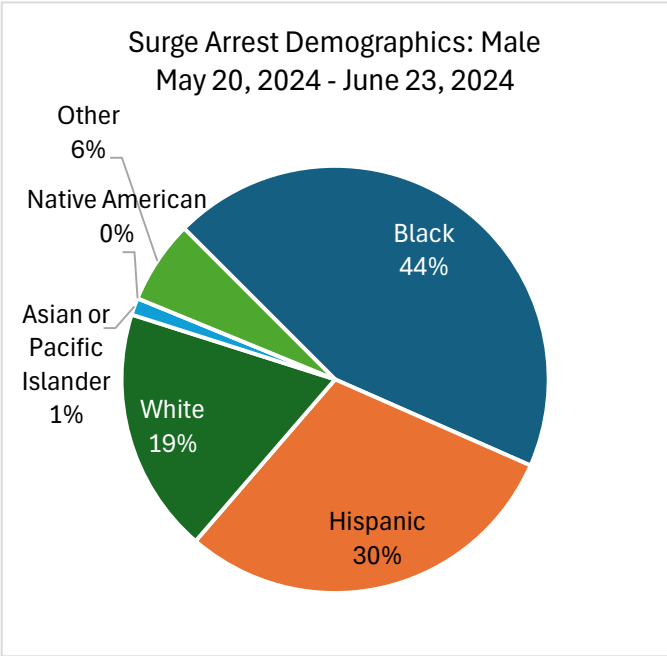
Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between May 1 and May 31, Metro Transit Security, LAPD, LASD, and LBPD received nine (9) incidents and referred all victims of sexual crimes / harassment to the above free hotlines except for one who was gone on arrival.

| Incident Type & Totals |          |           |               |          |          |             |
|------------------------|----------|-----------|---------------|----------|----------|-------------|
|                        | May 24   | Apr 24    | % Change      | May 24   | May 23   | % Change    |
| Sexual Harassment      | 0        | 0         | 0.0%          | 0        | 0        | 0.0%        |
| Sexual Battery         | 8        | 6         | 33.3%         | 8        | 8        | 0.0%        |
| Lewd Conduct           | 0        | 1         | -100.0%       | 0        | 1        | -100.0%     |
| Indecent Exposure      | 1        | 5         | -80.0%        | 1        | 0        | 100.0%      |
| <b>TOTAL</b>           | <b>9</b> | <b>12</b> | <b>-25.0%</b> | <b>9</b> | <b>9</b> | <b>0.0%</b> |

| Counseling Information Provided |          |
|---------------------------------|----------|
|                                 | May 2024 |
| Yes                             | 8        |
| No - If no, why?                | 1        |
| Gone On Arrival                 | 1        |
| Did Not Have Info               | 0        |
| Telephonic Report               | 0        |
| Not Offered                     | 0        |
| Refused                         | 0        |
| Officer Witnessed Incident      | 0        |
| <b>TOTAL</b>                    | <b>9</b> |

# Public Safety Surge Arrest Demographics

Attachment I



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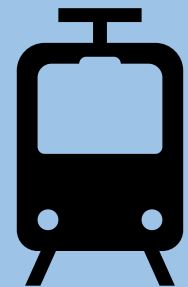
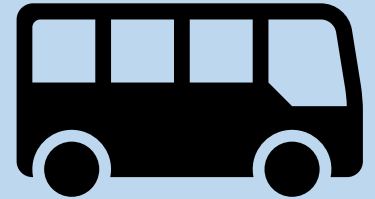
# JULY 2024

## MONTHLY UPDATE ON PUBLIC SAFETY

Ken Hernandez  
Interim Chief Safety Officer



M



# PUBLIC SAFETY SURGE UPDATE

In May 2024, Metro implemented a public safety surge of law enforcement, Metro Transit Security, contracted security, and Ambassadors.

- Contracted law enforcement partners have expanded their visible presence, primarily on the rail system.
- MTS is focusing on increasing its visible presence on the bus system. The surge is initially focusing on end-of-line offloading, based on feedback from union partners.

| Agency            | Category | 5/20-5/26 | 5/27-6/2 | 6/3-6/9 | 6/10-6/16 | 6/17-6/23 | Total to Date |
|-------------------|----------|-----------|----------|---------|-----------|-----------|---------------|
| LAPD              | Crimes   | 48        | 95       | 114     | 100       | 90        | <b>447</b>    |
|                   | Arrests  | 112       | 132      | 177     | 140       | 117       | <b>678</b>    |
| LASD              | Crimes   | 0         | 0        | 7       | 1         | 0         | <b>8</b>      |
|                   | Arrests  | 5         | 3        | 0       | 1         | 0         | <b>9</b>      |
| Contract Security | Crimes   | 22        | 29       | 26      | 0         | 0         | <b>77</b>     |
|                   | Arrests  | 11        | 0        | 0       | 0         | 6         | <b>17</b>     |

*Note: LBPD has not surged its presence pursuant to Motion 41, and thus generally reports no surge-related crime or arrest activity; however, they did report one instance of vandalism on June 21.*

- As expected, this effort had a significant impact on the crime and arrest data during this month.
- The last two weeks of the May reporting period (May 19-June 1) show as much crime reported as the first three weeks (April 28-May 18), further illustrating the impact of the Surge.

# MAY 2024

## PUBLIC SAFETY TRENDS & STATS

### Systemwide

- **Crimes Against Persons** increased by 50 or 32.1% vs April 2024; up by 42 vs May 2023.
- **Crimes Against Property** increased by 24 or 49.0% vs April 2024; up by 8 vs May 2023.
- **Crimes Against Society** increased by 177 or 73.1% vs April 2024; up 260 vs May 2023.

| Systemwide                                     | May-24     | Apr-24     | % Change<br>May 24 vs<br>April 24 | May-23     | % Change<br>May 24 vs<br>May 23 |
|--|------------|------------|-----------------------------------|------------|---------------------------------|
| Crimes Against Persons                         | 206        | 156        | 32.1%                             | 164        | 25.6%                           |
| Ridership                                      | 27,170,160 | 26,210,300 | 3.7%                              | 25,165,408 | 8.0%                            |
| Crimes Against Persons per 1 Million Boardings | 7.58       | 5.95       | 27.4%                             | 6.52       | 16.3%                           |

| Systemwide                                     | May-24     | Apr-24     | % Change<br>May 24 vs<br>April 24 | May-23     | % Change<br>May 24 vs<br>May 23 |
|--|------------|------------|-----------------------------------|------------|---------------------------------|
| Crimes Against Property                        | 73         | 49         | 49.0%                             | 65         | 12.3%                           |
| Ridership                                      | 27,170,160 | 26,210,300 | 3.7%                              | 25,165,408 | 8.0%                            |
| Crimes Against Persons per 1 Million Boardings | 2.69       | 1.87       | 43.7%                             | 2.58       | 4.3%                            |

| Systemwide                                     | May-24     | Apr-24     | % Change<br>May 24 vs<br>April 24 | May-23     | % Change<br>May 24 vs<br>May 23 |
|--|------------|------------|-----------------------------------|------------|---------------------------------|
| Crimes Against Society                         | 419        | 242        | 73.1%                             | 159        | 163.5%                          |
| Ridership                                      | 27,170,160 | 26,210,300 | 3.7%                              | 25,165,408 | 8.0%                            |
| Crimes Against Persons per 1 Million Boardings | 15.42      | 9.23       | 67.1%                             | 6.32       | 144.0%                          |

### Per 1 Million Boardings

The data in May 2024 is largely due to the impact of the surge.

- **Crimes Against Persons is 7.58 per million boardings** - 39.8% were reported batteries.
- **Crimes Against Property is 2.69 per million boardings** - 68.5% were reported larcenies.
- **Crimes Against Society is 15.42 per million boardings** - 72.3% were reported trespassing.

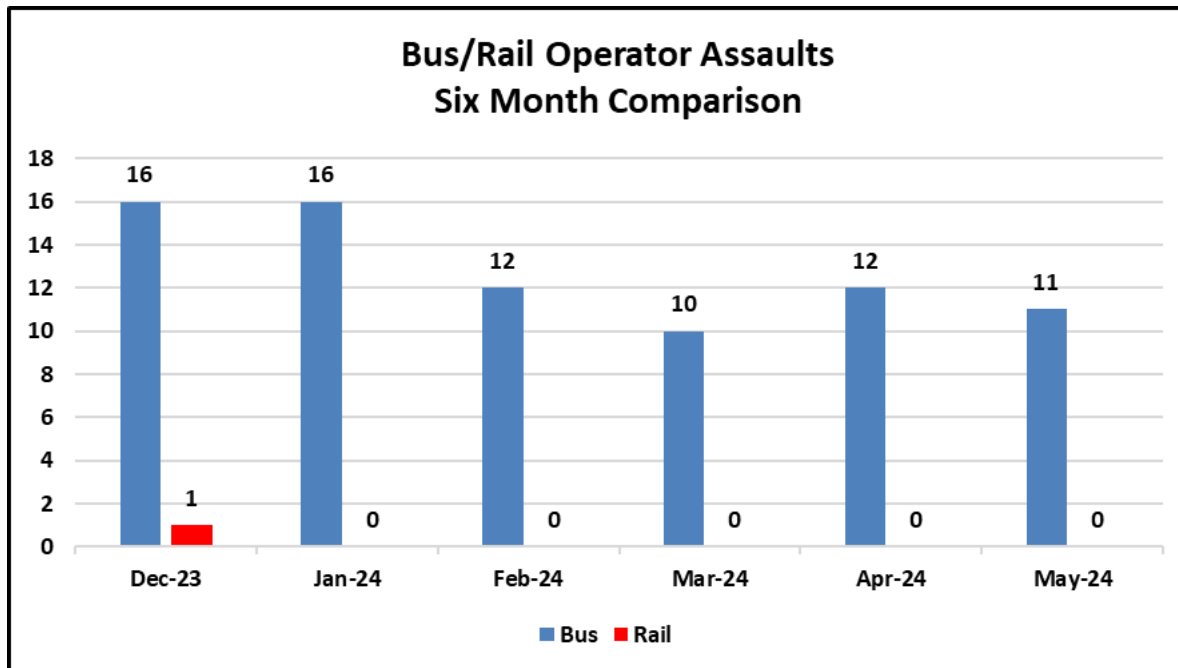


# MAY 2024

## OPERATOR ASSAULTS

- Operator assaults decreased from 12 in April to 11 in May
- Using hands (punching, slapping), and spitting were the top methods of assault
- No reason, upset, and demanded stop were the top reasons for assaults

| Top Reasons for Assault |           |
|-------------------------|-----------|
| Reason                  | Count     |
| No reason               | 5         |
| Upset                   | 3         |
| Demanded stop           | 2         |
| Told to exit            | 1         |
| <b>Grand Total</b>      | <b>11</b> |



### Bus Safety Teams

- End-of-line operation was conducted during Owl Service in Santa Monica at the terminus points for Line 4 and line 720 to address bus operator concerns about non-destination travelers refusing to alight buses.
  - Line 4: 207 removals for non-compliance (May 6-17)
  - Line 720: 203 removals for non-compliance (May 20-31)

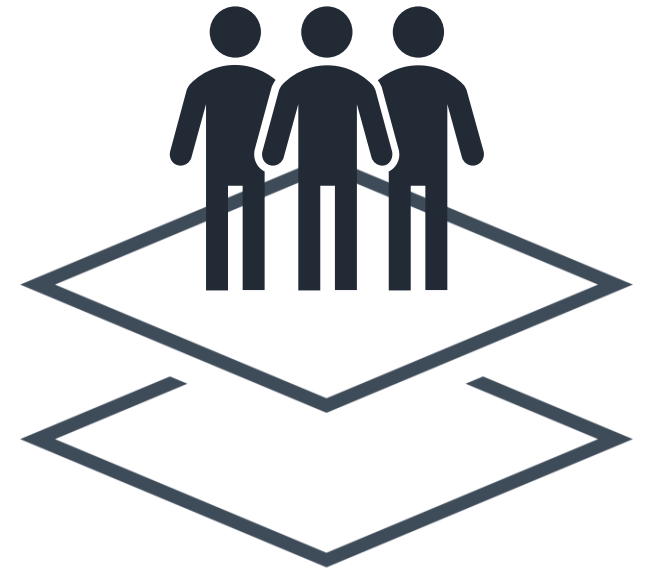
# MULTI-LAYERED DEPLOYMENT UPDATE

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Since July 2023, Metro has been utilizing a multi-layered deployment, which has a significant impact across the entire rail system, including end-of-line stations and mid-point (focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes.

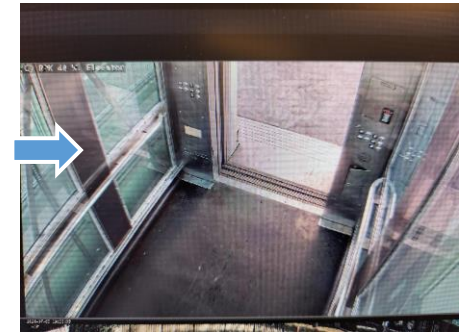
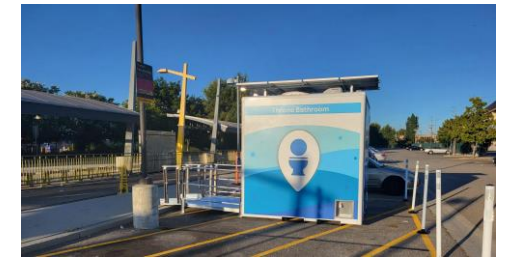
The following reflects the results of the deployment for the month of May.

- Transit Security Officers issued:
  - 187 citations (56 more than April)
  - 64 written warnings (25 more than April)
- Contract Security cleared 13,645 trains (1,373 more than April)
- Law enforcement conducted:
  - 728 arrests (209 more than April)
  - 760 citations (158 more than April)



# STATION EXPERIENCE UPDATES

- Throne Public Restrooms Added to 2 More Stations (Reseda G Line in SFV & Sierra Madre Villa A Line in Pasadena)
- Elevator Open Door Program Expands to Willowbrook/Rosa Parks
- Recent Customer Commendation Supporting Classical Music Program
  - Cleaner and safer conditions at Civic Center/Grand Park, Pershing Square, Westlake/MacArthur Park and Cesar Chavez/Vignes Entrance to Union Station
  - *“I am a regular public transportation rider and have been since 2006. I love the classical music that comes over the speakers in the Civic Center station downtown. It makes me very happy to hear that when I enter the station and I hope that you can provide that throughout all the stations on all the lines. It really helps. Thank you so much.”*
- El Monte Bus Station Improvements Coming Soon



*ABOVE: Before & After Elevator Conditions at Willowbrook/Rosa Parks with Open Doors*



*LEFT & RIGHT: Persistent vandalism in/around traditional restrooms, trash fires, and inaccessible elevators at El Monte*



# METRO AMBASSADORS UPDATE

## Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. Special deployments included Bus Lines 106 & 605 by LA General Medical Center(ongoing), Ambassadors participated in the Emergency Management exercise, “Arson on a Train at Culver City Station”. Ambassadors provided support for the Billie Eilish concert, two Rose Bowl music festivals, Dodger Games, downtown Santa Monica service detours and other unplanned service detours as needed.

**Ambassador Surge Deployment:** In late May, we began deploying additional Ambassadors during peak times with the goal of increasing Ambassador visibility at key locations and providing more support for riders; 52 additional Ambassadors will be deployed daily during peak times.

## Connect

For the month of May 2024, Metro Ambassadors conducted 69,962 customer engagements and reported the following:

- 1,920 Cleanliness Issues (2.2% decrease from last month)
- 1,564 Graffiti Incidents (14.2% increase from last month)
- 388 Elevator and Escalator Problems (8.1% increase last month)
- 308 Safety Issues (6.2% increase from last month)

## Report

For the month of May 2024, Metro Ambassadors reported 6 Narcan incidents. One fatality took place in May.

