

Metro

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



Agenda - Final

Thursday, January 16, 2020

9:00 AM

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

Operations, Safety, and Customer Experience Committee

Mike Bonin, Chair

Mark Ridley-Thomas, Vice Chair

Jacquelyn Dupont-Walker

John Fasana

Robert Garcia

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

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

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 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

LIMITED ENGLISH PROFICIENCY

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



323.466.3876 x2

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中文

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ภาษาไทย

Tiếng Việt

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Internet Access to Agendas - www.metro.net

TDD line (800) 252-9040

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

CALL TO ORDER

ROLL CALL

18. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2019-0839](#)

RECOMMENDATION

Operations Employees of the Month

Attachments: [Presentation](#)

19. SUBJECT: ORAL REPORT ON SYSTEM SAFETY, SECURITY AND OPERATIONS [2019-0840](#)

RECOMMENDATION

RECEIVE oral update on A Line service and ridership.

20. SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE COUNCILS [2019-0802](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's San Gabriel Valley and Westside Central Service Councils.

Attachments: [Attachment A - Nominees Listing of Qualifications](#)
[Attachment B - Nomination Letters](#)
[Presentation](#)

21. SUBJECT: PUBLIC REVIEW OF NEXTGEN TRANSIT FIRST SERVICE PLAN [2019-0853](#)

RECOMMENDATION

CONSIDER:

1. AUTHORIZING the release of the NextGen Draft Transit First Service Plan for public review; and
2. APPROVING updates to the Transit Service Policy to reflect the NextGen Regional Service Concept

Attachments: [Attachment A - NextGen Transit First Service Plan](#)
[Attachment B - Transit Service Policy](#)

-
22. SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) POWERED AXLE ASSEMBLY OVERHAUL [2019-0861](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 60-month, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA53169000 to Pamco Machine Works, the lowest responsive and responsible bidder, for the overhaul of P2000 Light Rail Vehicle (LRV) Powered Axle Assembly Overhaul. This award is a not-to-exceed amount of \$3,132,902 subject to resolution of protest(s), if any.

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

23. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE [2020-0016](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

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

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

24. SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS [2020-0017](#)

RECOMMENDATION

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

Attachments: [Attachment A - Homeless Snapshot Outreach September-November 2019](#)

25. SUBJECT: ENTERPRISE SAFETY MANAGEMENT SYSTEM

[2019-0816](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. PS43249000 with Cority Software Inc. to add the Environmental and Ergonomics modules to the Enterprise Safety Management System (ESMS) in the amount of \$594,980, increasing the total contract value from \$1,292,926 to \$1,887,906 and extending the contract period of performance through December 31, 2020.

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

**26. SUBJECT: I-10 EXPRESSLANES BUSWAY HOV5+ PILOT
IMPLEMENTATION PLAN**

[2019-0658](#)

RECOMMENDATION

CONSIDER:

- A. APPROVING I-10 ExpressLanes Busway HOV5+ Pilot Implementation Plan; and
- B. AUTHORIZING implementation of the I-10 ExpressLanes Busway HOV5+ Pilot.

Attachments: [Attachment A - April 26, 2018 Board Motion 43](#)
 [Attachment B - Draft I-10 Pilot Implementation Plan Executive Summary](#)
 [Attachment C - Draft I-10 Pilot ExpressLanes/Busway Pilot Implementation Plan](#)

27. SUBJECT: REAL ESTATE MANAGEMENT SYSTEM

[2019-0870](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a six-year firm-fixed price Contract No. PS62371000 to Flairsoft Ltd. for the purchase of Real Estate Management System and software support services in the amount of \$946,463, plus optional licenses, modules and subscription maintenance and support of \$714,960 for a combined total amount of \$1,661,423, subject to resolution of protest(s), if any.

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

SUBJECT: GENERAL PUBLIC COMMENT

[2020-0038](#)

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



Metro

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

Board Report

File #: 2019-0839, **File Type:** Oral Report / Presentation

Agenda Number: 11.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2020**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

Operations Employees of the Month

DISCUSSION

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

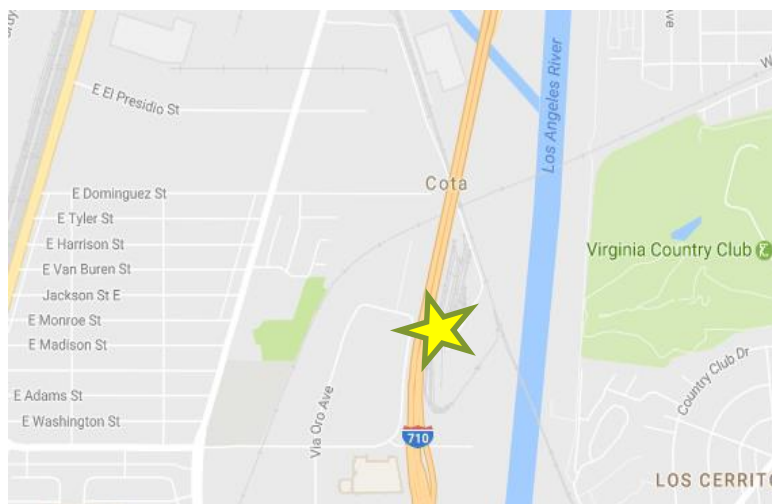
January Employees of the Month

Employees of the Month



Transportation

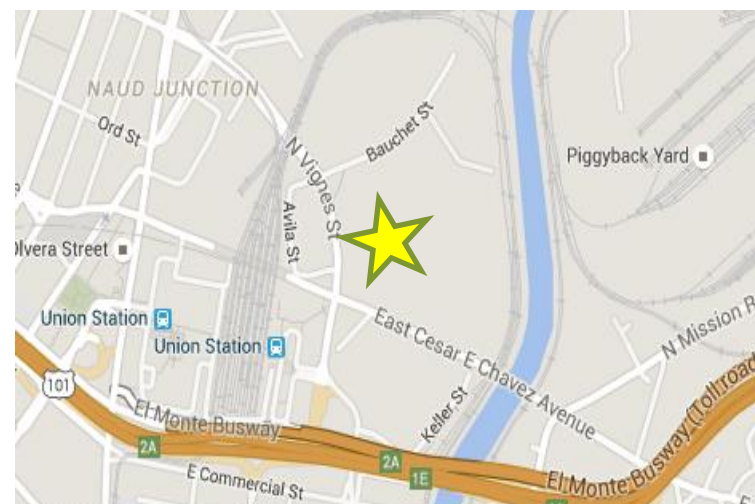
**Rail Transit Operation
Supervisor,
Kimberly Henderson**



Division 11 – Long Beach

Maintenance

**Production Planner,
Erin Hagadorn**



Central Maintenance Shops – LA



Metro

Los Angeles County
Metropolitan Transportation
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Los Angeles, CA

Board Report

File #: 2019-0840, **File Type:** Oral Report / Presentation

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2020**

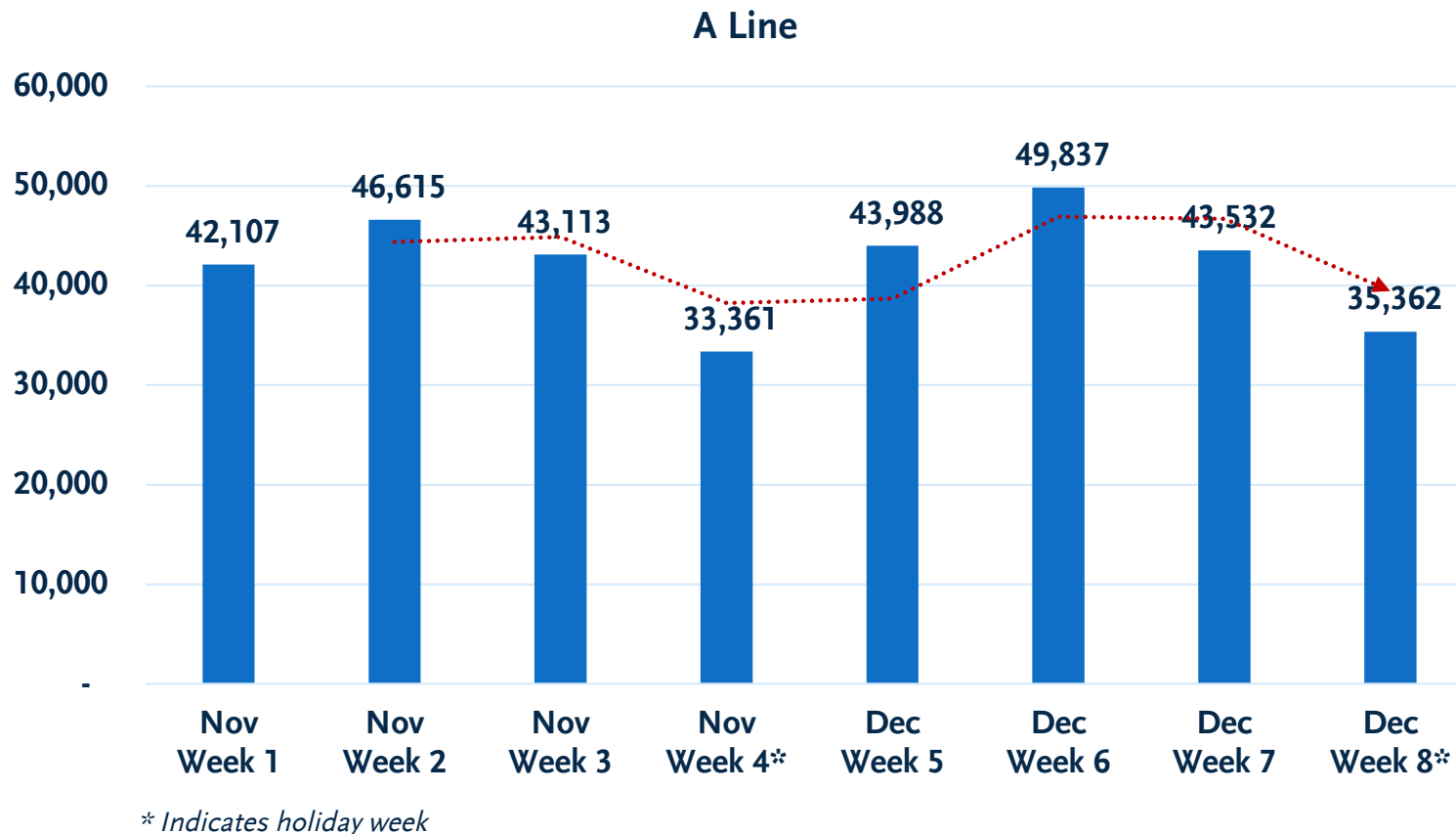
SUBJECT: ORAL REPORT ON SYSTEM SAFETY, SECURITY AND OPERATIONS

RECOMMENDATION

RECEIVE oral update on A Line service and ridership.

A Line Service & Ridership Update

A Line Average Ridership - Weekday

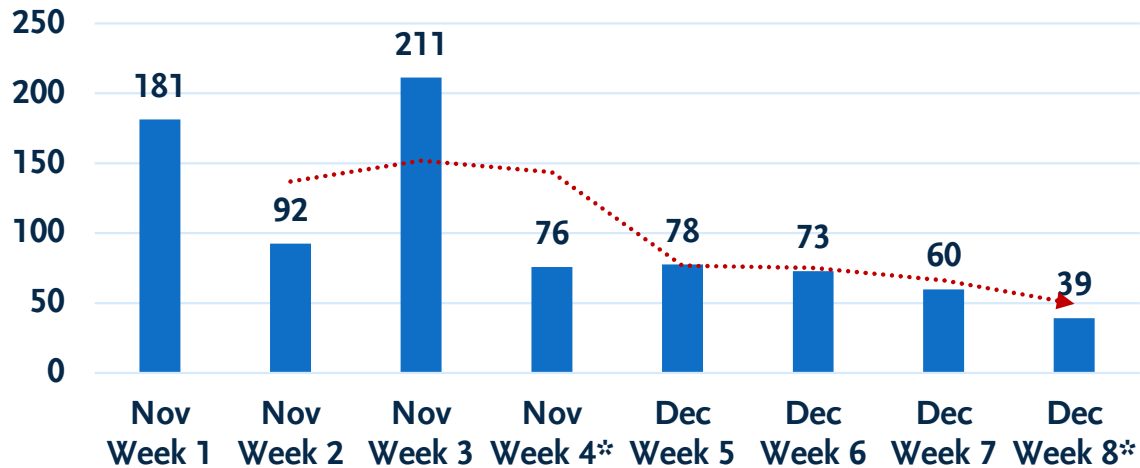


Credit: Photo taken by customer Gary Gick on 12/26/19 on A Line 7th/Metro at 5:00 pm

A Line ridership was affected by end of year holiday travel patterns

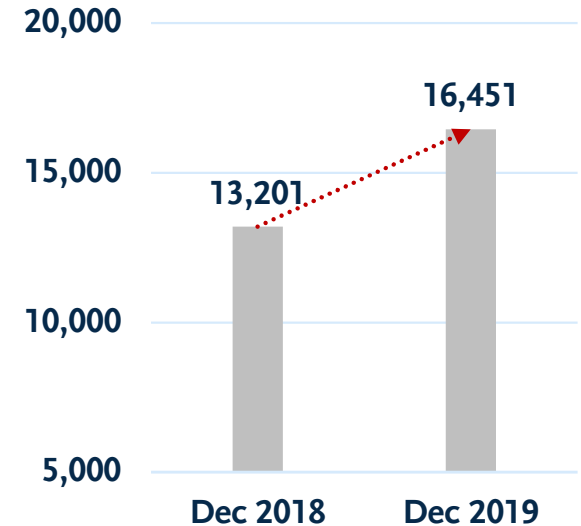
Line 456 & Silver Line Info

Line 456 - Average Weekday Ridership



* Indicates holiday week

Silver Line Monthly Year Over Year Comparison

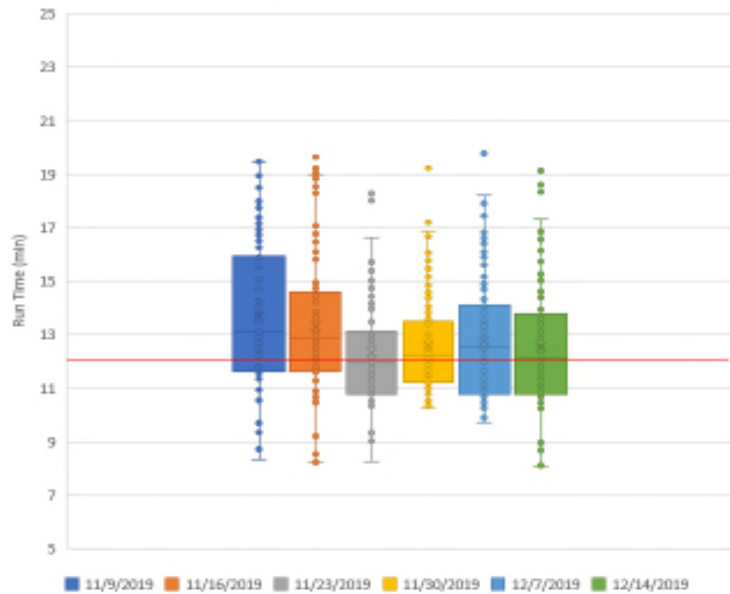


Credit: Photo taken by customer Juan Juarez on 12/18/19 on Line 456 N/B at Wardlow at 7:47 am

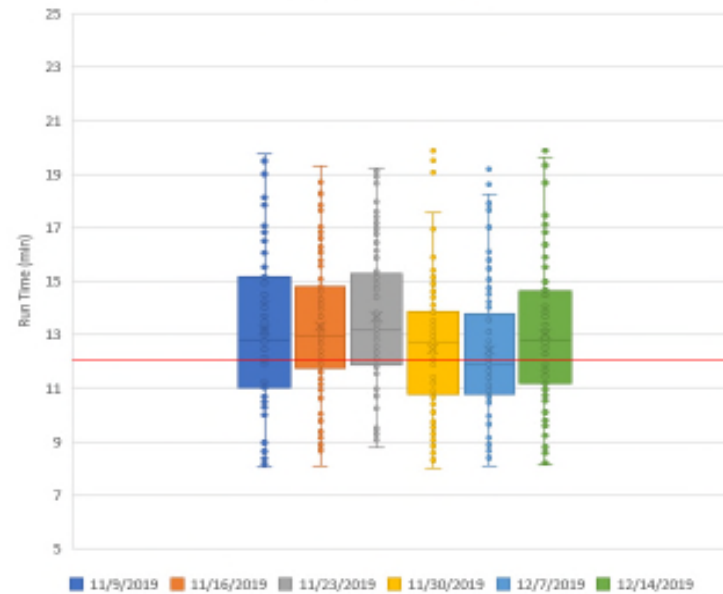
- Line 456 ridership was also affected by end of year holiday travel patterns
- Silver Line ridership has increased

A Line Average Run Time – Weekly

7/M-Washington
AM Peak Northbound



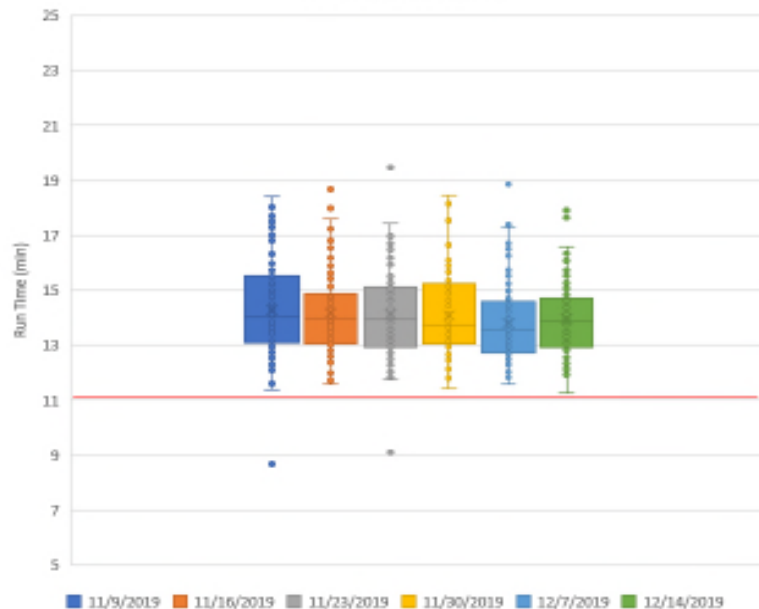
7/M-Washington
PM Peak Northbound



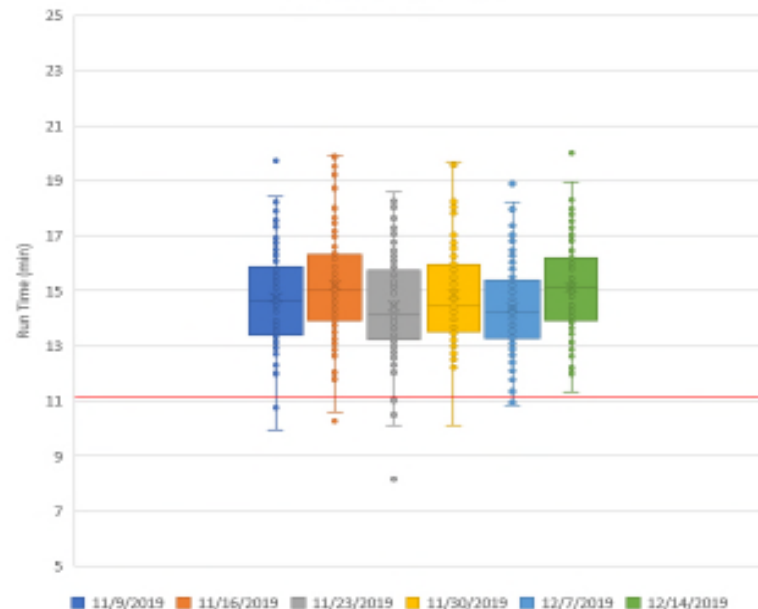
7th/Metro

- Northbound service is close to schedule
- Southbound service is slower than expected

7/M-Washington
AM Peak Southbound

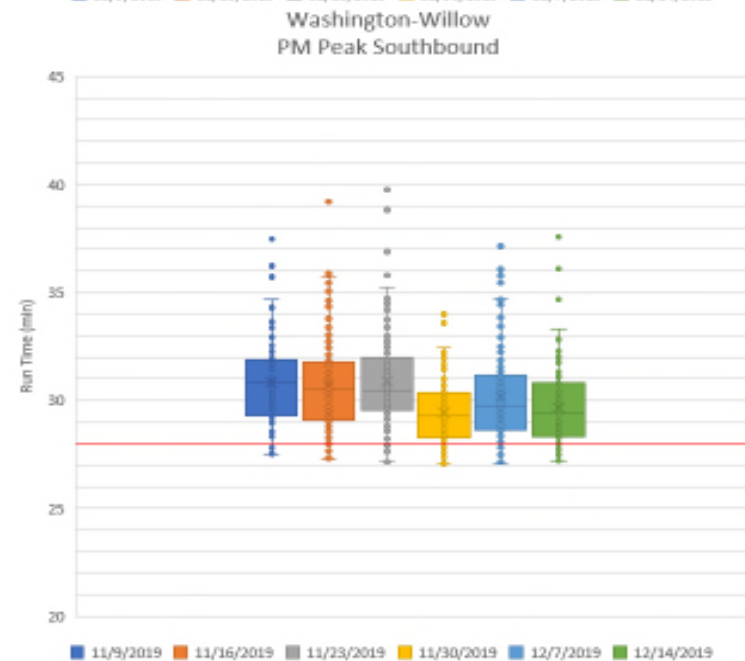
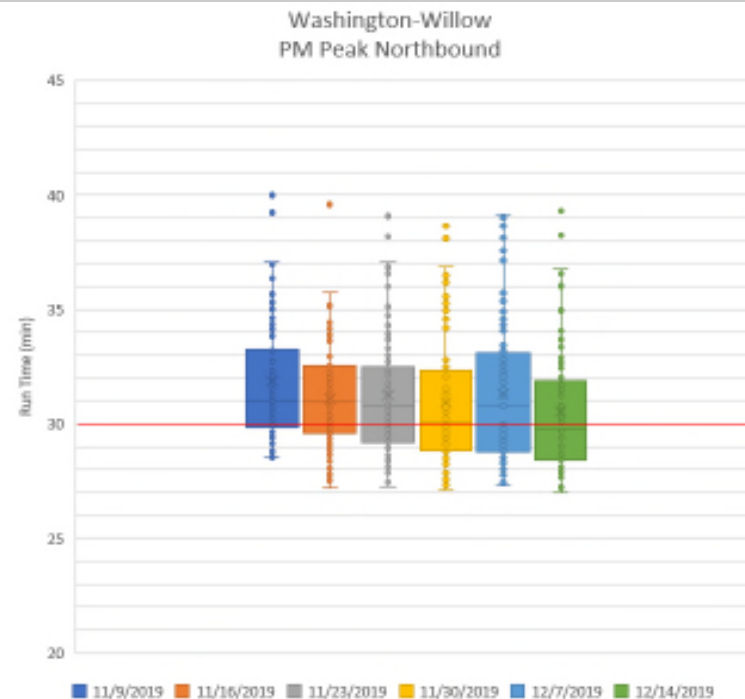
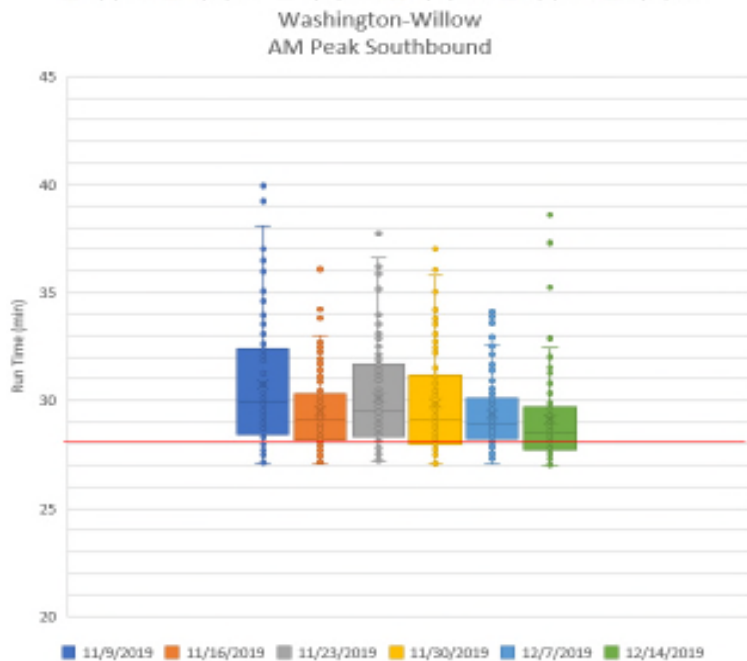
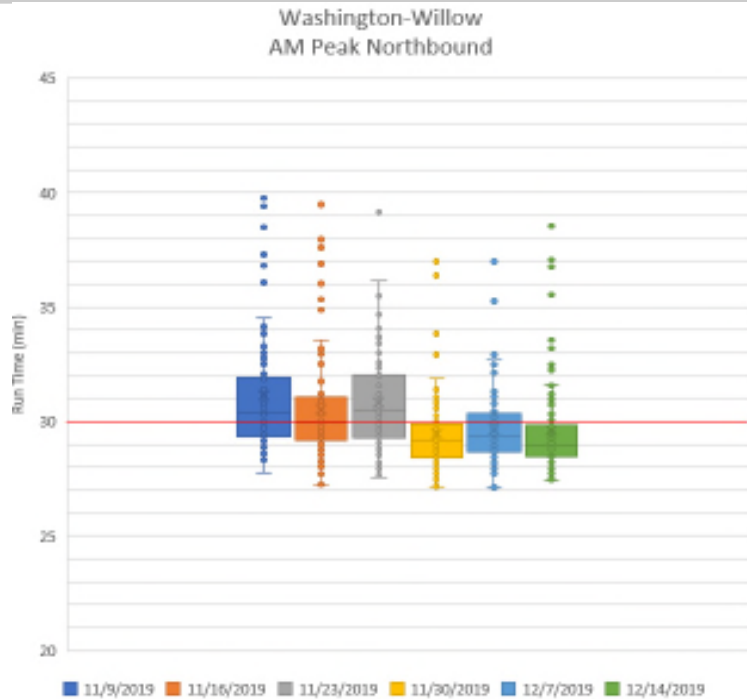


7/M-Washington
PM Peak Southbound



Legend: The vertical boxes on the graphs represent ~70% of average run times

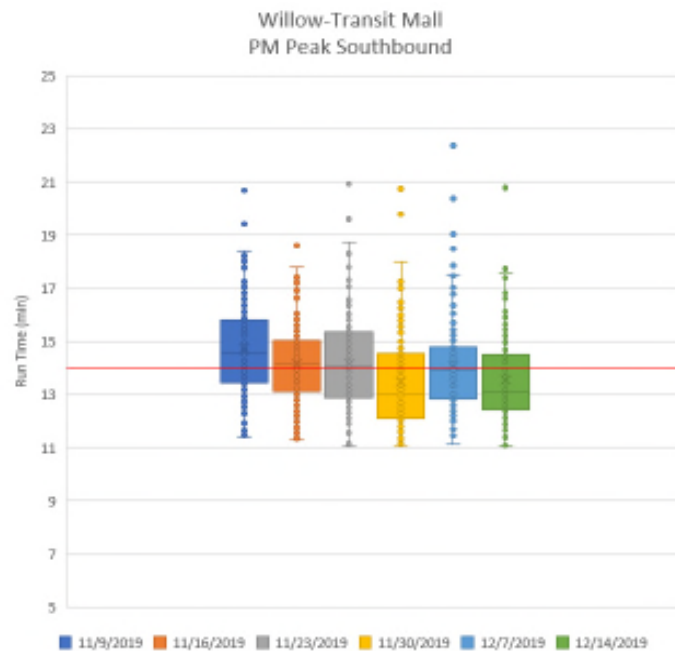
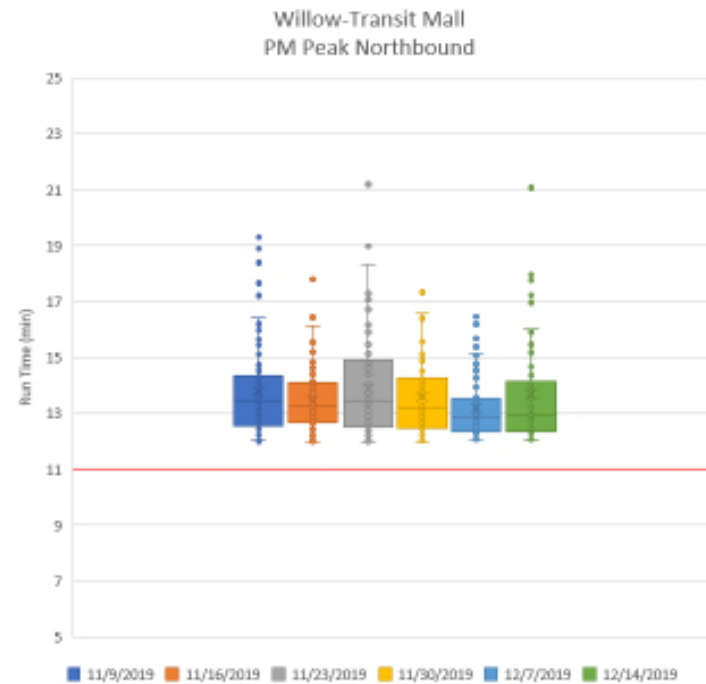
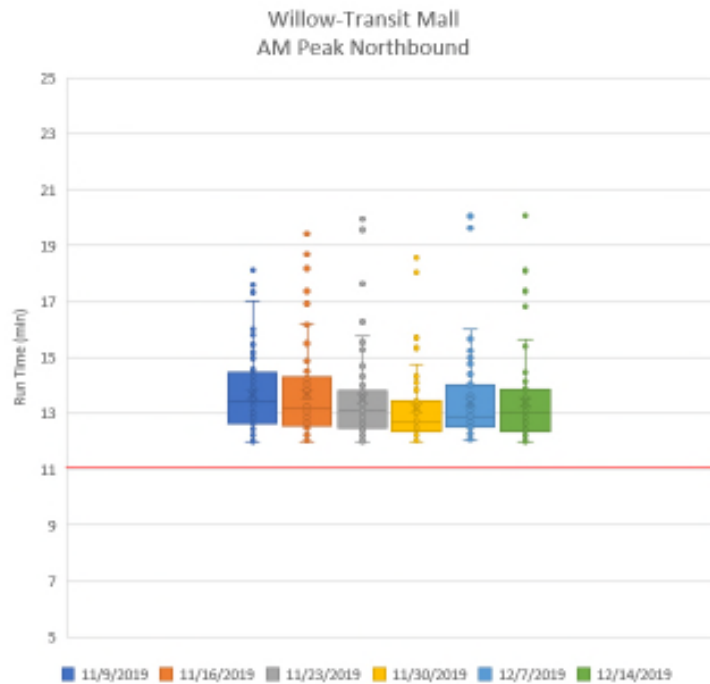
A Line Run Time – Weekly Analysis



Washington – Willow Segment

- Northbound time allotment is about right
- Southbound PM time allotment needs further review

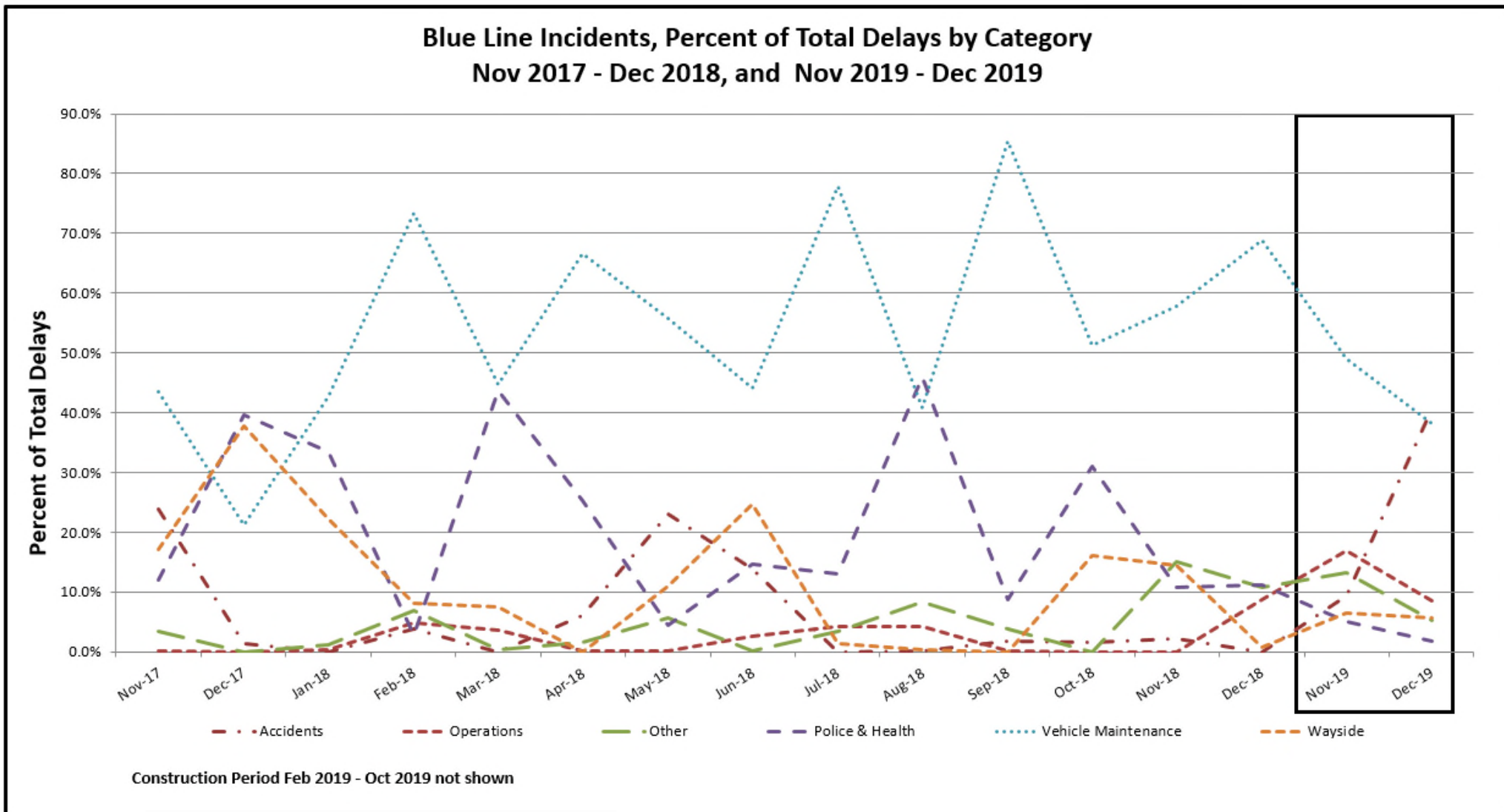
A Line Run Time – Weekly Analysis



Long Beach

- Northbound service is slower than scheduled
- Southbound service is faster than scheduled, indicating a possible imbalance in run-time

A Line Delay Information



Accidents caused about 40% of A Line delays in December 2019

A Line Service Delivery Information – Nov & Dec 2019

November 2019

- RSH: 17,655
- Cancelled/Delayed Hours: 63
 - Operations: 16.9%
 - Accidents: 9.4%
 - Vehicle Maintenance: 49.0%
 - Wayside: 6.4%
 - Police: 5.1%
 - Other: 13.2%

December 2019

- RSH: 17,833
- Cancelled/Delayed Hours: 205
 - Operations: 8.5%
 - Accidents: 40.5%
 - Vehicle Maintenance: 43.4%
 - Wayside: 5.7%
 - Police: 1.8%
 - Other: 0.1%

Ongoing Initiatives to Improve A Line Service

Task Force Deployed Nov-2019 through Jan-2020

- Rail Fleet Services technicians
- Rail Operations supervisors
- Maintenance & Engineering signals and traction power technical personnel
- Strategically placed about 20 Operations personnel along the trunk and at other locations during the AM/PM peak hours to quickly respond issues on A & Expo Lines

Scheduling

- Scheduling staff will continue analyzing the redistribution of run times to improve service in the DTLA & Long Beach areas

Security & Law Enforcement

- Security personnel will continue to be deployed along A Line stations to maintain an active security presence and will focus on deterring additional copper theft incidents





Board Report

File #: 2019-0802, File Type: Appointment

Agenda Number: 20.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2020****SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE COUNCILS****ACTION: APPROVE NOMINATIONS****RECOMMENDATION**

APPROVE nominees for membership on Metro's San Gabriel Valley and Westside Central Service Councils.

ISSUE

A member of the San Gabriel Valley Service Council submitted her resignation effective October 24, 2020. The term of that now-vacant seat is July 1, 2018 - June 30, 2021.

A member of the Westside Central Service Council submitted her resignation effective December 11, 2020. The term of that now-vacant seat is July 1, 2019 - June 30, 2022.

DISCUSSION

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. The 2016 American Community Survey demographics of the Service Council regions where these appointments are to be made as compared to the demographics of the membership of those Councils with these appointments is as follows:

Region	San Gabriel Valley		Westside Central	
Race	Membership	Actual	Membership	Actual
Hispanic	33.3 %	49.9%	44.4%	43.2%
White	44.4%	18.3%	22.0%	31.0%
Asian	22.2%	26.2%	11.1%	13.3%
Black	0%	3.3%	22.2%	9.3%
Other	0%	2.3%	0%	3.1%

The following individuals have been nominated to serve by the nominating authorities of the vacant seats. If approved by the Board, these appointments will serve the remainder of the seats' three-year terms. A brief listing of the nominees qualifications and the nomination letters are provided.

San Gabriel Valley

- A. Ben Wong, San Gabriel Valley Service Council, New Appointment
Nominated by: San Gabriel Valley Council of Governments
Term Ending: June 30, 2021

The demographic makeup of the San Gabriel Valley Service Council with the appointment of this nominee will consist of three (3) Hispanic members, four (4) White members, and two (2) Asian members as self-identified by the members in terms of racial/ethnic identity. The gender breakdown of the Council will be eight (8) men and one (1) woman.

Westside Central

- A. Francisco Gomez, Westside Central Service Council, New Appointment
Nominated by: Westside Cities Council of Governments
Term Ending: June 30, 2022

The demographic makeup of the Westside Central Service Council with the appointment of this nominee will consist of four (4) Hispanic members, two (2) White members, one (1) Asian member, and two (2) Black members as self-identified by the members in terms of racial/ethnic identity. The gender breakdown of the Council will be six (6) men and three (3) women.

DETERMINATION OF SAFETY IMPACT

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The alternative to approving this appointment would be for this nominee to not be approved for appointment. To do so would result in reduced effectiveness of the Service Councils, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Councils to formulate and submit their recommendations to the Board. It would also result in the Service Councils having less diverse representation of their respective service area.

NEXT STEPS

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

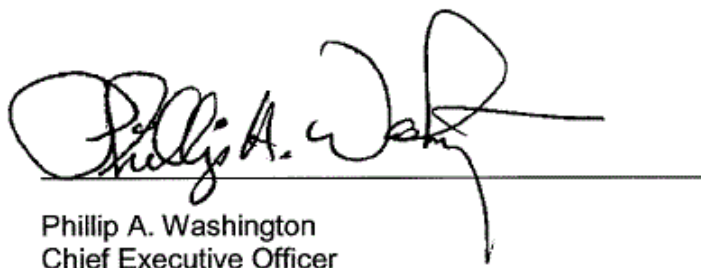
ATTACHMENTS

Attachment A - Nominees Listing of Qualifications

Attachment B - Nomination Letters

Prepared by: Conan Cheung, Sr. Executive Officer, Service Development, Scheduling and Analysis, (213) 418-3034
Dolores Ramos, Chief Administrative Analyst, Regional Service Councils, (213) 922-1210

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



Phillip A. Washington
Chief Executive Officer

NEW APPOINTEE BIOGRAPHY AND LISTING OF QUALIFICATIONS

Ben Wong, Nominee for San Gabriel Valley Service Council



Ben Wong is a former Mayor and West Covina Councilmember. A longtime West Covina resident, Mr. Wong is the past president of the West Covina Chamber of Commerce and Executive Board president of Foothill Transit. He has also served on the boards of directors of numerous community and nonprofit organizations including West Covina Lions Club, Citrus Valley Medical Center Foundation, Mt. San Antonio College Foundation, San Gabriel Valley Economic Partnership, CAUSE (Center for Asian Americans United for Self-Empowerment), and the Institute for Local Government.

Mr. Wong currently works as a Board Consultant to a Southern California Air Quality Management District (SCAQMD) Board member, where he plans, organizing, develops, and evaluates a variety of programs, and assists stakeholders with SCAQMD grant/permit processes. His past experience includes: Executive Director for the Industry Manufacturers Council (2016-2018), Local Public Affairs Officer for Southern California Edison (2013-2015), Regional Public Affairs Manager for the League of California Cities (2006 – 2007), and Executive Director of the League of California Cities' Los Angeles County Division (2007-2010). For more than 20 years before that, Ben managed The Great Wall Restaurant, a West Covina family-owned business founded by Ben's immigrant parents in 1955. Mr. Wong is a graduate of Covina High School, and holds a Bachelor of Science degree in Biology and a Doctorate in Biochemistry from the University of Southern California (USC).

Francisco Gomez, Nominee for Westside Central Service Council



Francisco Gomez has served as a Transportation Program Administrator for the City of West Hollywood Lines since 2014. Prior to holding that position, he worked as an Administrative Specialist in the Social Services Division where he drafted a Title VI Program for the City's transportation programs. Mr. Gomez has also experience as a Planning Commissioner and Citizen's Advisory Committee Commissioner with the City of South Gate. Mr. Gomez holds a Bachelor of Arts degree in Political Science from University of California, Merced and a Master of Science in Public Administration from Cal State Los Angeles.

APPOINTING AUTHORITY NOMINATION LETTERS



November 27, 2019

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Ms. Dolores Ramos
Chief Administrative Analyst
1 Gateway Plaza, MS 99-7-2
Los Angeles, CA 90012

RE: Metro's San Gabriel Valley Service Council Representative

MEMBERS

Alhambra

Arcadia

Azusa

Baldwin Park

Bradbury

Claremont

Covina

Diamond Bar

Duarte

El Monte

Glendora

Industry

Irwindale

La Cañada Flintridge

La Puente

La Verne

Monrovia

Montebello

Monterey Park

Pomona

Rosemead

San Dimas

San Gabriel

San Marino

Sierra Madre

South El Monte

South Pasadena

Temple City

Walnut

West Covina

First District, L.A. County
Unincorporated Communities

Fourth District, L.A. County
Unincorporated Communities

Fifth District, L.A. County
Unincorporated Communities

SGV Water Districts

Dear Ms. Ramos:

At their November 21, 2019 meeting, the San Gabriel Valley Council of Governments' Governing Board appointed Ben Wong as the replacement for Valerie Gibson and will be the new representative for the San Gabriel Valley Metro Service Council position. Mr. Wong will complete the remainder of the July 1, 2018-June 30, 2021 term. Should you have any questions, please feel free to contact me at (626) 457-1800.

Sincerely,

Marisa Creter
Executive Director
San Gabriel Valley Council of Governments

cc: Ben Wong

San Gabriel Valley Council of Governments
1000 South Fremont Avenue, Unit #42 ♦ Alhambra, California 91803



Date: December 13, 2019

To: Dolores Ramos, Chief Administrative Analyst, Metro

From: Cecilia Estolano, WSCCOG Executive Director
Winnie Fong, WSCCOG Project Director

CC: Francisco Gomez, Transit Program Administrator, City of West Hollywood

Subject: Westside Cities COG Re-Appointment to the Metro Westside/Central Service Council

On November 19, 2019, the Westside Cities Council of Governments (WSCCOG) received correspondence from our Metro Westside/Central Service Council Representative Perri Sloane Goodman announcing her retirement at the City of West Hollywood at the end of this year and will be resigning from her position as the Service Council member (refer to [Attachment A](#)). This will vacate the position for a Service Council member to serve the remainder of Ms. Goodman's term from January 2020 until June 2022. In the letter, Ms. Goodman recommended Francisco Gomez, Transit Program Administer (City of West Hollywood) to cover the remainder of her term. Mr. Gomez meets Metro's requirements for the position as a regular transit user working and/or residing in the Westside subregion. Refer to [Attachment B](#) for Mr. Gomez's letter of interest.

On December 12, 2019, the WSCCOG Board voted unanimously to appoint Mr. Gomez to serve as the WSCCOG representative to the Metro Westside/Central Service Council beginning January 2020 until June 2020.

Please accept this appointment on behalf of the WSCCOG Board. Should you have any questions regarding this matter, please contact the WSCCOG Project Director Winnie Fong at winnie@estolanoadvisors.com or at (213) 612-4545.

Service Councils Overview

Background

2003 – Established by the Metro Board to provide budgetary and operational oversight and collect community input on proposed bus service changes

2011 – Centralized and retained responsibility for conducting public hearings, and approving all changes to modify, add, and remove Metro bus service routes

Membership

- Nominated by appointing authorities and confirmed by the Metro Board (Slide 4)
- Each Council has 9 members; Members serve 3-year terms, which are staggered among members. Members can serve more than one 3-year term if reappointed by the nominating authority and confirmed by the Board
- Members must live, represent, or work in the communities within the boundaries of a designated region; should use public transit within the region they represent
- May be elected official and/or private citizen; at least 50% of each Council's members shall be regular users of public transit services

By Laws

Roles and Responsibilities

- Provide locally accessible public forums (monthly meetings & public hearings)
- Identify issues related to transit user experience, such as customer information and wayfinding, fare collection, safety, and cleanliness of vehicles and facilities
- Monitor KPIs and provide feedback for improvement
- Call and conduct public hearings for all major bus service changes
- Quarterly meetings with the Metro Chief Executive Officer and other executive staff
- Review route planning studies to improve Metro services routes and schedules
- Promote coordination of transit services (Metro, Municipal, and Local Return)

Structure

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

Composition

	LA County 2019	All Councils Avg 2019	All Councils Avg 2013
Hispanic	48.7%	42.2%	27.8%
White	25.6%	37.8%	52.2%
Asian	14.4%	8.9%	6.7%
Black	8.3%	8.9%	8.9%
Other Race	2.9%	0%	2.2%
Male	49.7%	68.89%	74.17%
Female	50.3%	31.11%	25.83%
Age	36 yrs	52.91 yrs	55.30 yrs



Board Report

File #: 2019-0853, **File Type:** Fare / Tariff / Service Change

Agenda Number: 16.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 16, 2020

SUBJECT: PUBLIC REVIEW OF NEXTGEN TRANSIT FIRST SERVICE PLAN

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

1. AUTHORIZING the release of the NextGen Draft Transit First Service Plan for public review;
and
2. APPROVING updates to the Transit Service Policy to reflect the NextGen Regional Service Concept

BONIN AMENDMENT: Add a report back from OMB by April 2020 regarding funding options for the capital portion of the NextGen Transit First scenario.

ISSUE

In July 2019, the Metro Board approved the NextGen Regional Service Concept, which is the framework for restructuring Metro's bus routes and schedules for NextGen and includes:

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

Staff have updated the Board adopted Transit Service Policy (TSP) to reflect the Regional Service Concept which was used to develop the NextGen draft service plans. This report requests approval of the updates to the TSP and the release of the Draft Transit First Service Plan for public review starting February 2020.

BACKGROUND

In January 2018, Metro began the NextGen Bus Study aimed at reimagining the bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County.

More specifically, the NextGen Bus Study aims to increase transit use within the County over the next decade by retaining current customers and attracting them to ride more often, reclaiming past customers, and recruiting new customers

The NextGen Bus Study is divided into four phases:

1. Conduct market research, travel demand analysis and existing service evaluation to identify areas of success, deficiency, and gaps within the network;
2. Establish a Regional Service Concept to guide the development of the NextGen Service Plan;
3. Develop the NextGen Service Plan, including routing, stop spacing, frequency, span of service, and coordination with municipal operators;
4. Implement the NextGen Service Plan through extensive engagement and public hearing process.

The first phase of the project consisted of understanding customers and what they want in a bus system. A significant effort went into understanding overall travel patterns within LA County using cell phone location data as well as an analysis of regional TAP use across 26 transit operators. A comprehensive evaluation of the existing bus network (Attachment A), broken down by routes and segments by time of day, was conducted to understand current successes as well as deficiencies and gaps in service. Significant public engagement was conducted with customers and residents with over 10 million touchpoints throughout the County via online engagement, print advertising, pop-up sessions, 260+ stakeholder and community meetings, on-board bus canvassing, and at 20 interactive public workshops to validate the market research, receive comments, and to gain valuable insight into route and area specific concerns and recommendations.

Based on the research and outreach conducted in Phase I, the Board adopted the Regional Service Concept in July 2019 which established:

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

This Regional Service Concept provides a planning framework to redesign the bus network.

Transit Service Policy

The policy choices set by the NextGen Regional Service Concept have been incorporated into an updated Transit Service Policy. This Board adopted document translates policies and objectives into criteria and thresholds to be used in designing and managing the Metro bus network. In addition to the changes from NextGen, other changes to the document have been incorporated to reflect the updated Title VI program, including service standards, definitions of what constitute major service changes, and the standards for determining disparate impact on minorities, and disproportionate burden for low income persons.

NextGen Draft Service Plan (Building a World Class Bus System)

In 2018 the Board adopted Metro Vision 2028 as the agency's strategic plan. This plan envisioned

building a World Class Transportation System in which a World Class Bus System is a cornerstone to its success. Building a World Class Bus System requires improving the attractiveness and competitiveness of the bus network. Attractiveness includes addressing issues such as safety and security, cleanliness, comfort, real time arrival information, easy fare payment, wayfinding and signage, and first/last mile access. Competitiveness requires developing a bus network that minimizes the overall travel time to complete a trip compared to the driving alternative. This travel time considers directness of route, access to the bus stop, waiting time, and onboard travel time.

NextGen's primary purpose is to improve the competitiveness of the bus network. However, through this process, improvements to certain aspects of attractiveness can also be achieved. The following outlines a strategy for how NextGen will set the foundation for building a World Class Bus System.

Step 1: Reconnect Scenario

Metro currently provides roughly 7 million revenue service hours (RSH) of bus service per year. The first step in creating a World Class Bus System is to redesign the routes and schedules to attract trips where and when there is the greatest market potential. The lessons learned in Phase 1 present a path forward for reinventing the bus network:

- **85% of LA County residents have used transit at least once in the past year,** THEREFORE, we should attempt to maintain coverage throughout the County by minimizing discontinued segments.
- **Fast/Frequent/reliable service is key,** THEREFORE, we need to create a competitive transit network that reduces overall travel time by optimizing all components of the trip, including walking, waiting, and riding.
- **Metro's current system is not always competitive to get people where they want to go,** THEREFORE routing should be adjusted to reflect the key origins and destinations identified in the cell phone location data.
- **The greatest opportunity to grow ridership is between midday & evening when many trips are short distance,** THEREFORE service levels should be improved for midday, evenings and weekends.
- **Need to integrate Metro's Equity Framework into the planning process,** THEREFORE service improvements should be prioritized for equity-focused areas.

A draft service plan has been developed based on the lessons learned to "reconnect" or realign routes and schedules based on where and when people travel today. Reconnect is estimated to increase ridership by 5% with no additional increase in revenue service hours.

Step 2: Transit First Scenario

Once the bus network is reestablished to reflect the travel patterns of today, the next step in building a World Class Bus System is to: 1) invest in speed and reliability infrastructure, 2) create safe &

comfortable waiting environments, 3) improve the boarding and riding experience, and 4) establish facilities to optimize layovers. These capital improvements create a more competitive and attractive bus network while saving resources to be reinvested into more service.

- Speed and Reliability Improvements - As bus system speeds continue to decline, Metro must allocate an additional \$10 million cumulatively every year to provide the same amount of service. Not only does this reduce the opportunity to increase service, it degrades our competitiveness and attractiveness. Therefore, investing to improve the speed and reliability of the bus system is critical to the success of NextGen. Some improvements can be implemented within METRO's control, such as optimizing stop spacing, all door boarding, and headway-based service management. However, other improvements can only be implemented through collaboration with local jurisdictions, including transit priorities, bus bulb outs, and bus only lanes. Under the Transit First scenario, \$750 million in capital improvements are proposed to support speed and reliability improvements for the regional bus network. This investment is anticipated to save 25%-34% in system speed if fully implemented.
- Customer Wait Environment - Through the significant public outreach conducted in Phase 1, as well as other Metro efforts such as the How Women Travel Study, we learned that an uncomfortable and unsecured wait environment is a significant barrier for customers in using the bus network. This is particularly concerning for women who account for over half of our customers and often travel with young children. Metro completed the Transfer Design Guideline in March 2018. Under the Transit First scenario, we plan to begin implementing the recommendations from this policy document at our busiest wait and transfer locations. This investment is anticipated to cost \$150 million and address several of the safety and comfort issues identified in the NextGen outreach and How Women Travel Study.
- Boarding and Riding Experience - Metro has implemented All Door Boarding on several lines, including Orange Line, Silver Line, Line 720 (Wilshire), and Line 754 (Vermont). Experience on the Silver Line showed that dwell times were reduced by 15% on average, on time performance improved, cash payment declined with more TAP penetration, and significant customer and operator satisfaction. Other strategies to improve boarding and on board experience include level boarding at key stops and improved on board information. These improvements are estimated at \$100 million systemwide.
- Layover Optimization - Due to limited curb space, many routes are extended purely to access a layover location. These unnecessary route extensions cost several million dollars in operating cost per year with little to no benefit to the customer. By investing in off street layover terminals to optimize layover locations, we can reallocate wasted resources and reallocate it to more productive use. In addition, these locations would provide facilities for better regional mobility coordination, a better wait and rest environment for customers and operators, improve bus service reliability, and opportunities for new en route Zero Emissions Bus (ZEB) charging infrastructure.

With the investment in this \$1 billion capital program, we expect to achieve resource savings by generating more revenue service miles/trips within the same revenue service hours. These savings would be reinvested into Transit First service improvements, including:

- Ensure that all regular bus lines operate 7 days per week, including weekend service on eight lines;
- Ensure no wider than 30 min headways on any line between 6:00 am and 7:00 pm;
- Expand owl (overnight) service on an additional eight lines;
- Increase weekday midday and evening service levels;
- Increase weekday evening service levels.

Investing “one time” capital dollars into transit supportive infrastructure would increase the attractiveness and competitiveness of the bus network, while freeing resources to reinvest into service enhancements. Under the Transit First scenario, these benefits are expected to generate a 15-20% increase in ridership (10-15% over Reconnect) without additional increases in revenue service hours.

Step 3: Future Funding Scenario

Should future funding be secured through efforts such as de-congestion pricing, additional resources can be added to the Transit First network. However, without disincentives for driving, there will be diminishing returns on benefits since most customers would already have been served well within the Transit First Scenario. Therefore a 34% increase in revenue service hours would only be expected to yield a 10% increase in ridership over Transit First.

Summary of Benefits

The following is a summary of benefits from each scenario described above.

	Existing Conditions	Reconnect Scenario	Transit First Scenario	Future Funding Scenario
Revenue Service Hours	7 million	7 million	7 million	9.4 million
Revenue Service Miles	75 million	75 million	82 million	95 million
# High Freq Lines ¹ (weekdays)	16	28	29	46
# High Freq Lines ¹ (weekends)	2	14	14	19
Pop within walk access to High Freq Lines (weekdays)	900k	2.15m	2.17m	2.96m

Pop within walk access to High Freq Lines (weekends)	630k	1.14m	1.18m	1.49m
Ridership Change ²	0	+5%	+15-20%	+25-30%
% Riders who lose convenient access to transit ³	0	0.3%	0.3%	0.3%

Notes¹ Every 10 min or better² Compared to Existing Conditions³ Beyond a 5 min walk (.25 mile) to a transit stopRecommendation

Based on the benefits and costs identified above, staff recommends that the Board approve the Transit First scenario as the NextGen Service Plan to be released for public review and comment starting February 2020. This scenario includes:

- Service adjustments recommended through the Reconnect scenario (revenue service hour neutral);
- \$1 billion in transit supportive capital infrastructure to improve speed and reliability, customer wait environment, boarding and riding experience, and layover optimization.
- Reinvestment of resource savings from speed infrastructure and layover optimization into additional revenue service as outlined above

If fully implemented, the Transit First scenario is expected to achieve a 15-20% increase in ridership over current levels.

FINANCIAL IMPACT

Approving the Transit First scenario for public review and updates to the Transit Service Policy will not have an impact on the FY20 budget. However, future implementation of any components of the Transit First scenario will be evaluated for financial impact at that time based on cost and implementation schedule. Funding will be identified and programmed into the appropriate annual budget.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The study also encompasses two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS

Should the Board approve the recommendations above, staff will begin the public outreach process to review all route and schedule changes within Transit First with stakeholders and the public. Public workshops will be held between February and March 2020 followed by community and stakeholder meetings/briefings. The formal public hearing process to approve the service changes for implementation is scheduled to begin in June 2020 with Service Council consideration of approval in August 2020. If approved by the Service Councils, the final NextGen service plan will be presented to the Board for approval in September 2020. Assuming approval, the service plan will be implemented in two to three starting in December 2020, then June 2021 and possibly December 2021.

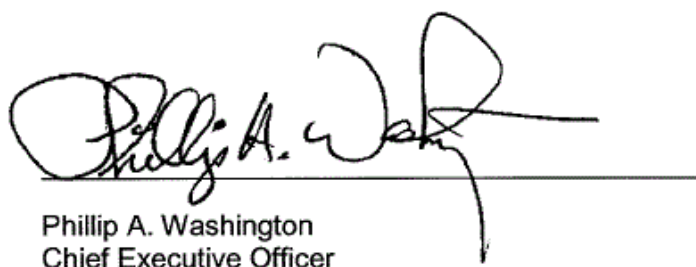
As a complementary effort, staff will continue to work with LADOT through the established traffic engineering working group to develop annual work programs to design, engineer, fund and construct the speed and reliability infrastructure. The customer experience and layover infrastructure will also be further defined and scoped. The individual elements of the Transit First capital program will be presented to the Board for approval of Life of Project (LOP) budget as they are defined and programmed through the annual budget development process for implementation.

ATTACHMENTS

Attachment A - NextGen Transit First service plan
Attachment B - Transit Service Policy

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



Phillip A. Washington
Chief Executive Officer

Transit First Service Plan

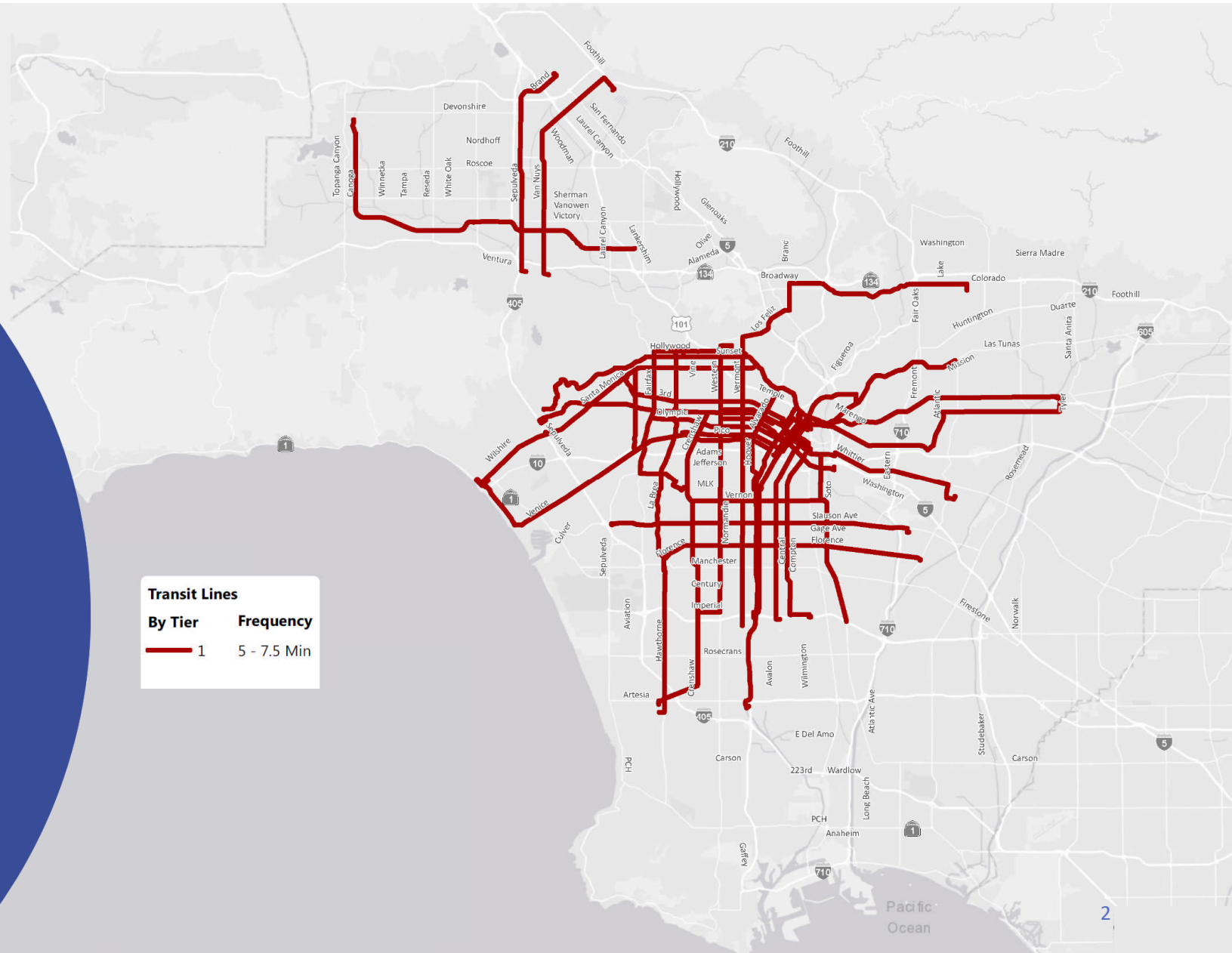


Core Network

Key spines in the network

Highest investment in customer and operations infrastructure

53% of today's bus riders use one of these top 25 corridors



Convenience Network

Completes the spontaneous-use network

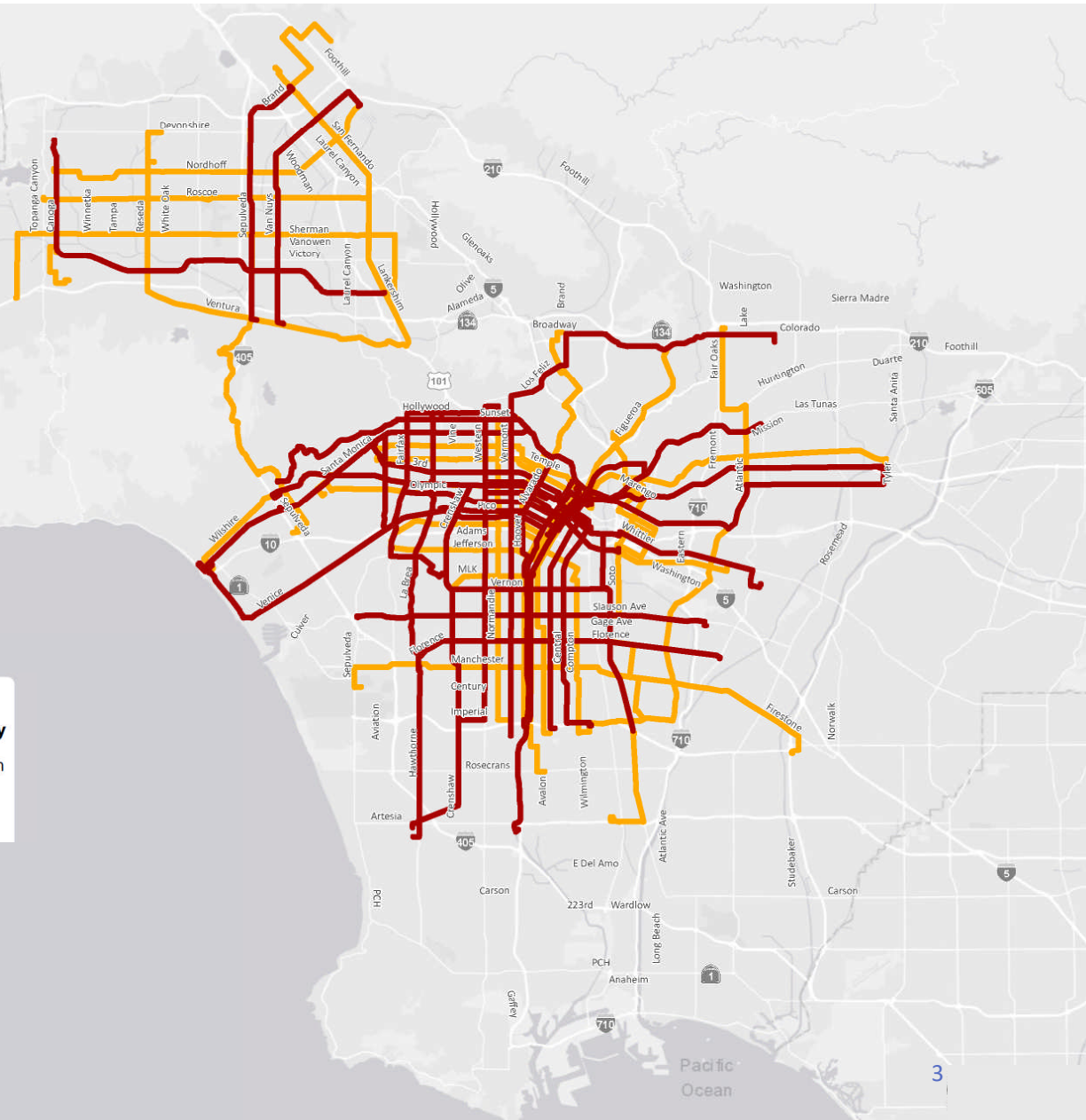
Focuses on network continuity

High investment in customer and operations infrastructure

28% of today's bus riders use one of the 19 Tier 2 corridors

81% of Metro's bus riders use a Tier 1 or 2 corridor

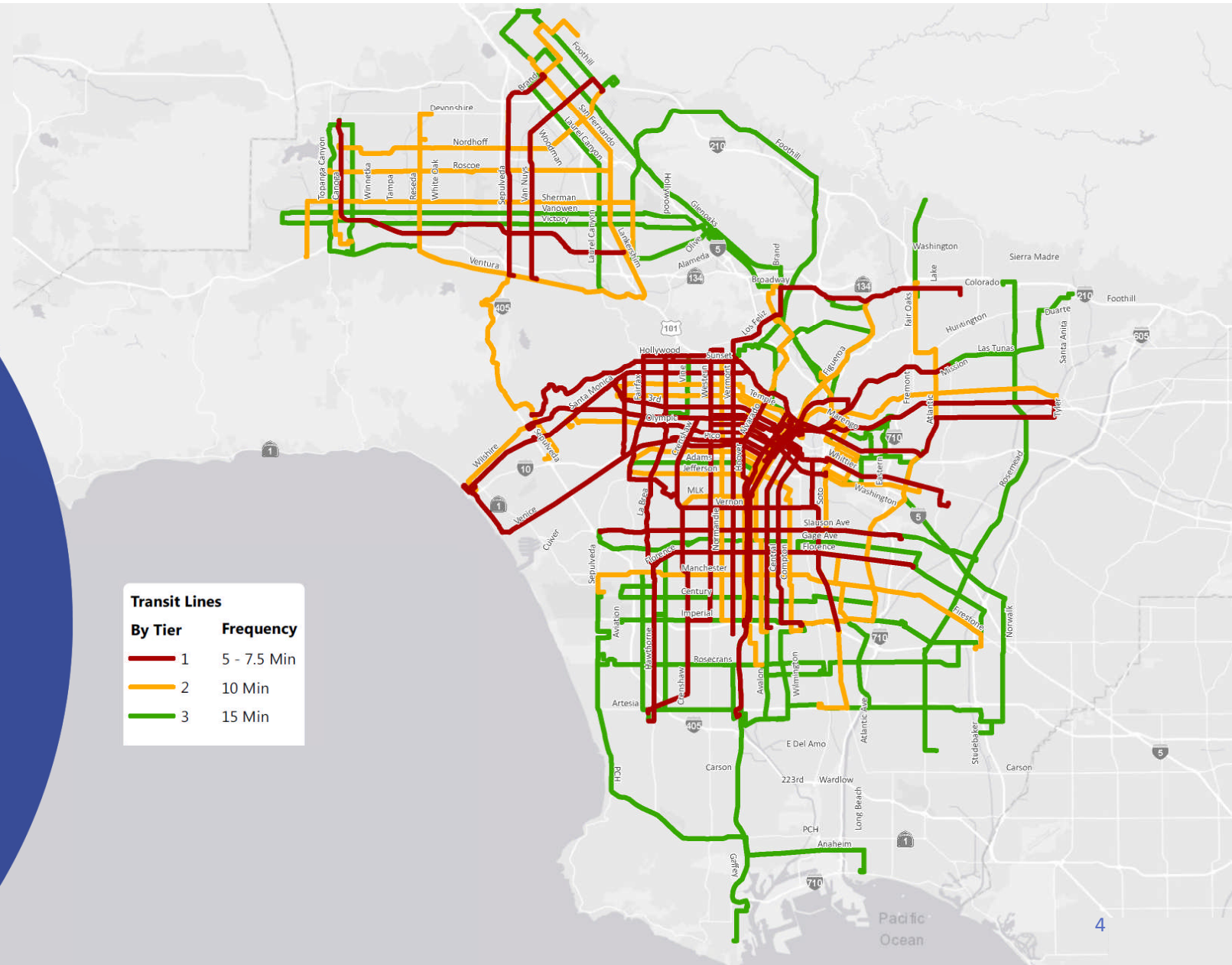
Transit Lines	
By Tier	Frequency
1	5 - 7.5 Min
2	10 Min



Connectivity Network

Completes the frequent network

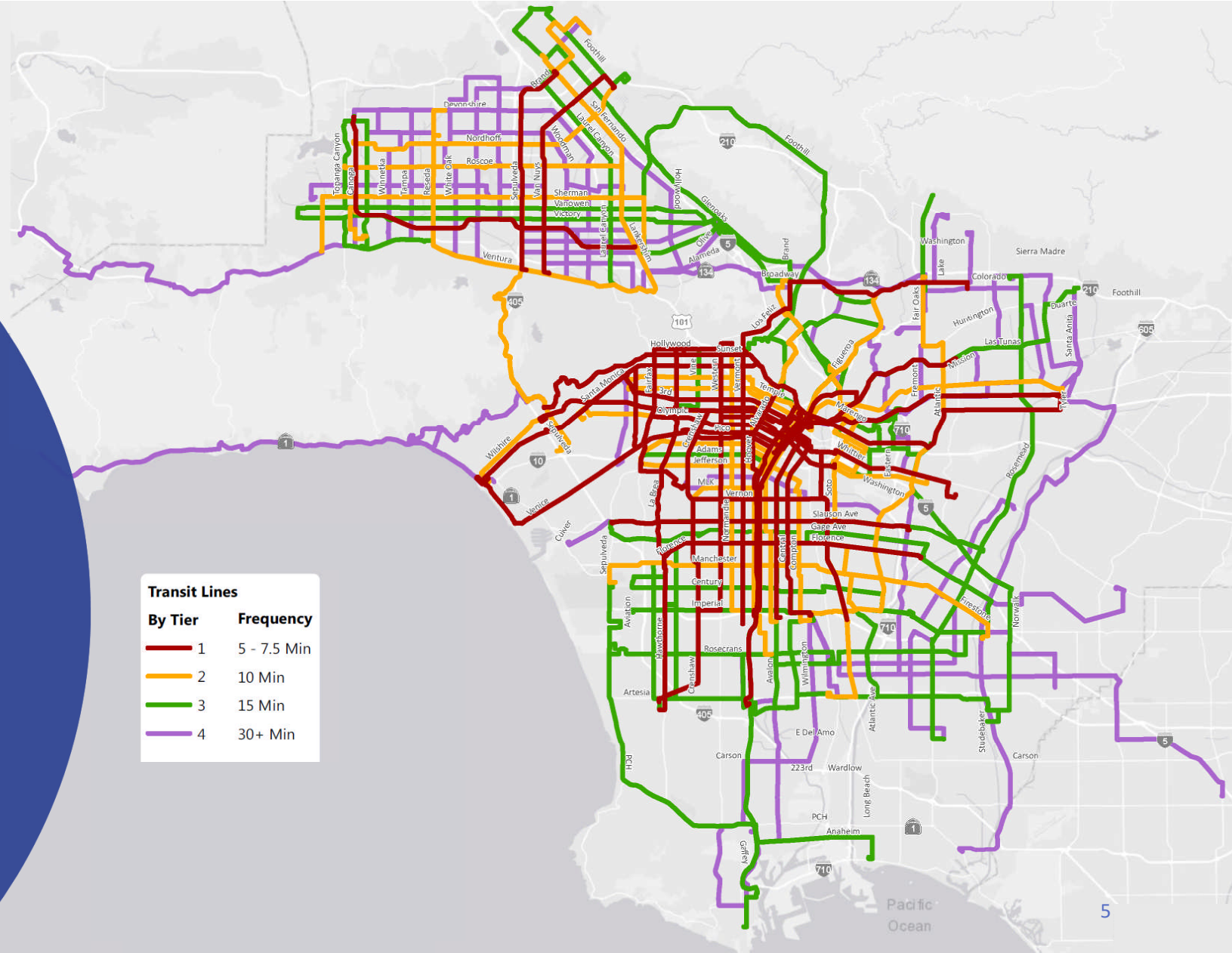
Moderate investment in customer and operations infrastructure



Community Network

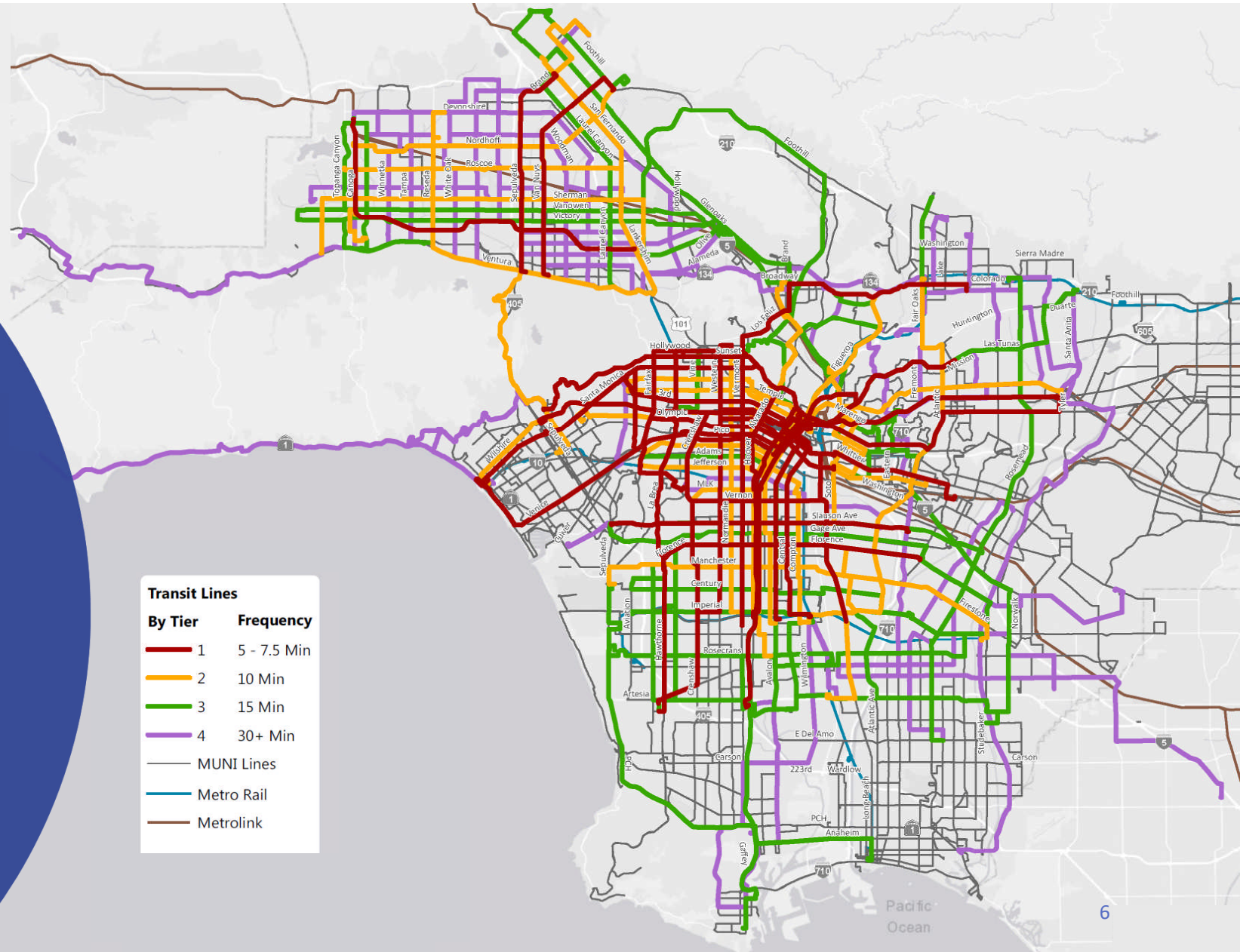
Focuses on community travel in areas with lower demand; also includes Expresses

Minimal investment in customer and operations infrastructure



Full Network

The full network complements Muni lines, Metro Rail, & Metrolink services



Attachment A
NextGen Transit First Service Change Proposals by Line

Line	Service Change Proposal	Existing Weekday Frequency						Proposed Weekday Frequency						Existing Saturday Frequency						Proposed Saturday Frequency						Existing Sunday Frequency						Proposed Sunday Frequency						
		AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	
R2	New Line 2: Merge Lines 2 and 302 on Sunset Bl with Line 200 (Alvarado/Hoover): •New Line 2 would follow existing Lines 2 & 302 routes on Sunset Bl between UCLA and Hollywood, merging with existing Line 200 at Sunset & Alvarado to Exposition Park/USC via Alvarado, Hoover, Figueroa and MLK Jr New Line 2 would provide : •New direct route between USC/Exposition Park and Hollywood •High frequency service for all bus stops on Sunset Blvd and Alvarado St •Underutilized bus stops would be consolidated to balance speed, reliability, and accessibility •Line 4 would remain serving Sunset Bl east of Alvarado St through downtown LA	15	15	15	20	30	60	7.5	12	7.5	15	30	60	12	15	15	20	30	60	12	12	12	15	30	60	20	20	20	30	30	60	12	12	12	15	30	60	
R302		10	-	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R602		-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	30	-	-	-	-	-	-	30	30	30	30	30	-		
R200		8	12	7	20	40	-	-	-	-	-	-	-	12	12	10	20	40	-	-	-	-	-	-	20	13	10	25	40	-	-	-	-	-	-	-		
Sunset/ Alvarado	More frequent service would be provided all day on weekdays for Line 602.	6	15	7.5	20	30	60	7.5	12	7.5	15	30	60	12	15	15	20	30	60	12	12	12	15	30	60	20	20	20	30	30	60	12	12	12	15	30	60	
R4	New Line 4: Merge Lines 4 and 704 on Santa Monica Bl: •New Line 4 would follow the existing Line 4 & 704 routes between downtown Santa Monica and downtown LA via Santa Monica Bl and Sunset Bl •Bus stops between Westwood and downtown LA would be adjusted through consolidation of underutilized stops to balance speed, reliability, and accessibility, with bus stops for existing Line 704 retained between Westwood and downtown Santa Monica. •More frequency for new Line 4 bus stops between Westwood and downtown LA.	10	15	10	20	20	25	12	15	12	20	30	30	15	15	12	20	20	30	15	15	15	20	30	30	20	15	15	25	25	25	25	15	15	15	20	30	30
RS4		-	-	-	-	-	-	12	15	12	20	30	60	-	-	-	-	-	-	15	15	15	20	30	60	-	-	-	-	-	-	15	15	15	20	30	60	
R704		10	15	10	20	20	-	-	-	-	-	-	-	20	20	20	25	25	-	-	-	-	-	-	30	20	20	25	25	-	-	-	-	-	-	-		
Santa Monica		5	7.5	5	10	10	25	6	7.5	6	10	15	20	9	9	7.5	12	12	30	7.5	7.5	7.5	10	15	20	12	9	9	13	13	25	7.5	7.5	7.5	10	15	20	
R10	Line 10 has no changes and would continue to operate in partnership with Line 48. Buses continuing to change between these two lines at Temple/Figueroa in downtown LA. Line 10 would have more frequency during midday and evening hours on weekdays.	8	20	10	30	60	60	10	15	10	15	30	-	20	20	20	18	60	60	20	20	20	20	30	-	30	20	20	40	60	60	20	20	20	20	30	-	
R14	Line 14 would continue between downtown Los Angeles to Beverly/San Vicente via Beverly Bl and then travel north on San Vicente to Santa Monica Blvd then connect to Line 4: •Line 14 would have more frequency during midday and evening hours on weekdays. •Existing Line 14 segment west of Beverly/San Vicente to Pico Bl via Beverly Dr would be discontinued due to underutilized service. Nearest alternative bus service would be on Robertson Bl (Line 17), Santa Monica Bl (Line 4), Wilshire Bl (Line 20), Olympic Bl (Line 28), and Pico Bl (Big Blue Bus Line 7). •Line 14 would continue to operate in partnership with Line 37, with buses still changing to Line 37 at 1st/Beaudry in downtown LA	6	15	8	15	60	60	10	15	10	15	30	-	25	20	17	30	60	60	20	20	20	20	30	-	25	20	20	25	60	60	20	20	20	20	30	-	
R16	New Line 16: Merge Lines 16, 17, and 316.	10	10	20	15	30	-	6	7.5	6	10	15	60	10	8	6	10	20	-	7.5	7.5	7.5	10	15	30	12	8	8	20	20	-	7.5	7.5	7.5	10	15	30	
R17	New Line 16 will operate between downtown LA and 3rd St/San Vicente via 3rd St, then north on San Vicente to Santa Monica Bl to connect with Line 4: •Line 16 and 316 would no longer continue west of 3rd St/San Vicente at Beverly Hills on Burton due to underutilized service •Lines 4 (Santa Monica Bl) or Line 28 (Olympic Bl) would be available service at Century City •New Line 16 will have more frequency during midday and evening hours on weekdays	25	60	30	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R617		-	-	-	-	-	-	30	30	30	30	-	-	-	-	-	-	-	-	45	45	45	45	-	-	-	-	-	-	-	45	45	45	45	-	-		
R316	New Line 617 would operate between E Line (Expo) Culver City Station to Cedars-Sinai Medical Center/Beverly Center via Robertson Bl, to operate more reliably: •New Line 617 will have more frequency during midday and evening hours on weekdays, as well as new Saturday and Sunday service	8	-	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
3rd		4	9	5	12	30	-	6	7.5	6	10	15	60	10	8	6	10	20	-	7.5	7.5	7.5	10	15	30	12	8	8	20	20	-	7.5	7.5	7.5	10	15	30	
R18	New Line 18: Merge Line 18 and Line 720. New Line 18 would operate between Metrolink Montebello-Commerce Station and downtown LA: •More frequency for all new Line 18 bus stops between East LA and downtown LA •New Line 18 service would continue between downtown LA and Wilshire/Western via 6th St •Underutilized bus stops would be consolidated to balance speed, reliability, and accessibility.	5	10	8	22	30	60	6	7.5	6	10	15	30	7.5	12	12	25	30	60	7.5	7.5	7.5	10	15	30	15	15	12	25	30	60	7.5	7.5	7.5	10	15	30	
RS20		10	12	10	20	30	30	10	10	10	15	-	-	20	15	15	25	30	30	12	12	12	15	-	-	25	20	20	20	30	30	12	12	12	15	-	-	
RL20	New High Frequency Line 20: Merge Line 20 and Line 720 between downtown Santa Monica and downtown LA via Wilshire Bl., following the existing Line 20/720 route: •More frequency for all new Line 20 bus stops between Westwood and downtown LA •Underutilized Line 20 bus stops between Westwood and downtown LA would be consolidated to balance speed, reliability, and accessibility, •New Line 20 would serve existing Line 720 stops west of Sepulveda Bl to Santa Monica •New Line R20 would operate peak periods weekdays serving existing Line 720 stops between downtown LA and Santa Monica							10	10	10	15	15	30	-	-	-	-	-	-	12	12	12	15	15	30	-	-	-	-	-	-	12	12	12	15	15	30	
R720		10	10	4	10	15	-	10	-	10	-	-	-	12	10	8	10	15	-	-	-	-	-	-	-	20	10	10	15	15	-	-	-	-	-	-	-	
Wilshire		5	5	5	6	10	30	5	5	5	7.5	15	30	-	-	-	-	-	-	6	6	6	7.5	15	30	-	-	-	-	-	-	6	6	6	7.5	15	30	
R28	New High Frequency Line 28: Merge Line 28 & Line 728. New Line 28 would operate between Century City, downtown LA and Eagle Rock via Olympic Bl between Century City and downtown LA New Line 684 will link Gold Line Lincoln/Cypress Station and Eagle Rock: •More frequency during weekdays and weekends at all bus stops between Century City and downtown LA •Underutilized stops between Century City and downtown LA on Olympic Bl would be consolidated to balance speed, reliability, and accessibility, •New Line 684 would link Gold Line Lincoln/Cypress Station and Eagle Rock via existing Line 28. •Line 45 would serve the section of Line 28 on Broadway between downtown LA and Avenue 26	12	30	15	30	30	60	15	20	15	15	30	-	15	12	12	20	30	60	15	15	15	15	30	-	18	15	15	25	30	60	15	15	15	15	30	-	
RS28		-	-	-	-	-	-	15	20	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R684		-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	60	30	30	60	60	-	-	-	-	-	-	60	30	30	60	60	-	-	
R728		10	20	12	30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Olympic		6	12	7	15	30	60	7.5	10	7.5	15	30	-	15	12	12	20	30	60	15	15	15	15	30	-	18	15	15	25	30	60	15	15	15	15	30	-	
R30	New Frequent Line 30: Merge Lines 30 & 330 between West Hollywood and Gold Line Indiana Station via San Vicente Bl, Pico Bl, and 1st St, via existing Lines 30/330 between Pico Rimpau Transit Center and Gold Line Little Tokyo/Arts District Station: •Existing Line 30/330 service on San Vicente Bl would be discontinued, with alternative bus service available on Olympic Bl (Line 28), Wilshire Bl (Lines 20, 320), 3rd St (Line 16), Beverly Bl (Line 14), Santa Monica Bl (Line 4) •Existing Line 30 service between Little Tokyo and Indiana Gold Line stations would be eliminated, with alternative service available on the Gold Line •Underutilized bus stops will be consolidated on Pico Bl to balance speed, reliability, and accessibility,	12	12	12	10	30	60	10	10	10	15	30	-	8	12	10	20	30	60	15	15	15	15	30	-	15	12	10	25	30	60	15	15	15	15	30	-	
R330		12	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Pico		6	12	7	10	30	60	10	10	10	15	30	-	8	12	10	20	30	60	15	15	15	15	30	-	15	12	10	25	30	60	15	15	15	15	30	-	
R33	New Line 33: Merge Lines 33 & 733 on Venice Bl, following existing Line 33/733 alignment between downtown Santa Monica and downtown LA via Venice Bl: •New Line 33 route would be modified to serve Pico Station in downtown LA •Increased service frequency for all new Line 33 bus stops between Santa Monica and downtown LA •Underutilized stops between Santa Monica and downtown LA would be consolidated to balance speed, reliability, and accessibility	12	20	12	20	30	30	7.5	10	7.5	10	30	60	20	20	13	15	25	30	10	10	10	10	30	60	30	20	20	20	20	25	30	10	10	10	10	30	60
R733		15	20	15	20	30	-	-	-	-	-	-	-	20	20	20	30	30	-	-	-	-	-	-	-	20	20	20	20	30	-	-	-	-	-	-	-	
Venice		7	10	7	10	15	30	7.5	10	7.5	10	30	30	10	10	7.5	10	15	30	10	10	10	10	30	60	12	10	10	10	15	30	10	10</					

Line	Service Change Proposal	Existing Weekday Frequency						Proposed Weekday Frequency						Existing Saturday Frequency						Proposed Saturday Frequency						Existing Sunday Frequency						Proposed Sunday Frequency					
		AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl
R45	New High Frequency Line 45: Merge Lines 45 & 745 on Broadway St: •New Line 45 would follow existing route between Harbor Freeway Station, downtown LA, and Lincoln Heights via Broadway St	5	15	10	25	60	60	5	7.5	5	10	30	60	9	8	15	30	60	60	7.5	7.5	7.5	15	30	60	20	12	15	30	60	60	7.5	7.5	7.5	15	30	60
R745	•More frequency for all new Line 45 bus stops •Underutilized bus stops on Broadway St would be consolidated to balance speed, reliability, and accessibility •Line 127 will replace the segment of Line 45 south of Harbor Freeway Station on 117th St, Broadway St, El Segundo Bl, and Main St to San Pedro & Rosecrans (see Line 127 information sheet)	8	15	10	30	-	-	-	-	-	-	-	-	12	18	20	20	-	-	-	-	-	-	-	30	30	30	30	-	-	-	-	-	-	-	-	
Broadway		3	7.5	5	15	60	60	5	7.5	5	10	30	60	6	6	8	12	60	60	7.5	7.5	7.5	15	30	60	12	9	10	15	60	60	7.5	7.5	7.5	15	30	60
R51	New Line 51: Merge Lines 51, 52, 352 on San Pedro St and Avalon Bl. New Line would follow existing routes between downtown LA, San Pedro St, and Avalon Bl, with a new southern terminus at Cal State Dominguez Hills	10	24	20	15	60	60	15	15	15	30	30	60	10	7.5	10	20	60	-	20	20	20	20	30	60	30	10	10	60	60	-	20	20	20	20	30	60
RS51	•Lines 51/52/351 would not operate between downtown LA and Wilshire/Vermont, with alternative service available on Wilshire Bl (Line 20) and 8th St (Line 66)	-	-	-	-	-	-	15	15	15	-	-	-	-	-	-	-	-	-	20	20	20	-	-	-	-	-	-	-	-	-	20	20	20	-	-	-
R52	•Line 127 would replace Lines 51/351 on Compton Bl and Line 52 on Victoria St (see Line 127 information sheet) •More frequency would be provided for all bus stops on San Pedro St and Avalon Bl, with highest frequency provided north of the Green Line Avalon Station	20	24	20	60	-	-	-	-	-	-	-	-	30	30	30	40	-	-	-	-	-	-	-	30	20	30	60	-	-	10	10	10	20	30	60	
R351	•Underutilized bus stops would consolidated to balance speed, reliability, and accessibility.	20	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Avalon		5	12	6	12	60	60	7.5	7.5	7.5	30	30	60	7.5	6	7.5	12	60	-	10	10	10	20	30	60	15	6	7.5	30	60	-	10	10	10	20	30	60
R53	Line 53 between downtown LA and Cal State Dominguez Hills via Central Av would be changed as follows: •More frequency during the midday and evening hours on weekdays	8	15	8	30	60	-	20	20	20	20	30	-	12	15	15	20	60	60	20	20	20	20	30	-	30	20	20	30	60	60	20	20	20	20	30	-
RS53	•Reroute Line 53 to serve the A Line (Blue) Line Willowbrook/Rosa Parks Station (instead of Green Line Avalon Station) to connect with both the A (Blue) Line and Green Line •Selected Line 53 trips will continue south of the A Line (Blue) Willowbrook/Rosa Parks Station to Cal State Dominguez Hills	-	-	-	-	-	-	20	20	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Central	•Reroute Line 53 in downtown LA from Beaudry Av to Olive St to serve more destinations and a new connection to Line 4 (Line 55 will replace Line 53 on Beaudry Ave)	8	15	8	30	60	-	10	10	10	20	30	-	12	15	15	20	60	60	20	20	20	20	30	-	30	20	20	30	60	60	20	20	20	20	30	-
R55	New Line 55: Merge Lines 55 & 355 between downtown LA and Willowbrook/Rosa Parks Station via Adams Bl and Compton Av: •New Line 55 would follow existing Line 55/355 route with all trips ending at Willowbrook/Rosa Parks Station •More frequency for all bus stops on Adams Bl and Compton Av	15	20	15	60	60	60	12	12	12	15	30	60	12	15	15	30	60	60	20	20	20	20	30	60	30	23	23	60	60	60	20	20	20	20	30	60
R355	•Underutilized stops would be consolidated to balance speed, reliability, and accessibility •Line 55 in downtown LA would be rerouted on Beaudry Av, maintaining Metro rail connections •Eliminate Line 55 segment via Firestone Station to travel direct on Compton Av •Underutilized late-night Owl service would be discontinued. Nearest alternative late night Owl service would be Avalon Bl (Line 51)	20	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Adams/Compton		8	20	8	60	60	60	12	12	12	15	30	60	12	15	15	30	60	60	20	20	20	20	30	60	30	23	23	60	60	60	20	20	20	20	30	60
R60	New High Frequency Line 60: Merge Lines 60 & 760 on Long Beach Blvd between downtown LA, Green Line Long Beach Blvd and A Line (Blue) Artesia Stations: •New Line 60 would follow the existing Line 60 route between downtown LA and A Line (Blue) Artesia Station •High frequency service would be provided for all new Line 60 bus stops	7.5/15	15	7.5/15	20	23	60	10	10	10	15	30	60	15	10	15	30	34	60	10	10	10	15	30	60	20	12	12	30	34	60	10	10	10	15	30	60
RS60	•More high frequency would be available north of Green Line Long Beach Bl Station •Underutilized bus stops on Santa Fe Av and Long Beach Bl would be consolidated to balance speed, reliability and accessibility, •New Line 60 would include a reroute in downtown LA from Figueroa St to Olive St	-	-	-	-	-	-	10	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
R760		12	20	15	30	-	-	-	-	-	-	-	-	20	30	25	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Long Beach Blvd		5/7.5	8	5/7.5	12	23	60	5	10	5	15	30	30	9	7.5	10	20	34	60	10	10	10	15	30	60	20	12	12	30	34	60	10	10	10	15	30	60
R62	New Line 262: New Line 262 will operate between East LA College, Gold Line Atlantic Station, and Los Cerritos Center, via Atlantic Ave, Telegraph Rd, Pioneer Bl: •Line 62 will be discontinued between downtown Los Angeles and Hawaiian Gardens via Telegraph Rd, Norwalk Bl, and Pioneer Bl. This would remove service duplication with Line 66 west of Atlantic Bl/Telegraph Rd to downtown LA. •New connection to East LA College will be created •Discontinue existing Line 62 on Imperial Hwy/Bloomfield Av at Norwalk, reducing overlap of Norwalk Transit service, providing better service on Pioneer Bl.	16	33	25	60	60	-	-	-	-	-	-	-	60	35	30	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-
R262	•Discontinue existing Line 62 south of Los Cerritos Center due to underutilized service, with nearest alternative lines available on Long Beach Transit Lines 173 and Cerritos on Wheels	-	-	-	-	-	-	20	20	20	30	60	-	-	-	-	-	-	-	60	30	30	60	60	-	-	-	-	-	-	60	30	30	60	60	-	-
R66	Line 66 between Red Line Wilshire/Western Station and Metrolink Montebello Station via Western Av, 8th St, and Olympic Bl will change as follows: •Replace the deviation along 8th St in East LA with Line 66 traveling direct on Olympic Bl, replacing Line 62 and providing faster more direct service. •Line 605 would still be available on 8th St. •Discontinue service between Olympic & Gerhart and Metrolink Montebello Station due to underutilized service and to reduce overlap of lines, with Line 66 ending at Commerce Center. •Line 18 would provide alternative service to Metrolink Montebello Station	6	20	15	20	60	-	10	10	10	15	30	-	8.5	15	15	30	60	-	15	15	15	15	30	-	22	20	20	30	60	-	15	15	15	15	30	-
R68	New Frequent Line 70 replaces Line 68 between downtown LA and East LA College via Cesar E Chavez Av (see Line 70 information sheet): •Discontinue existing segment of Line 68 east of Atlantic Bl due to underutilized service. •Access to The Shops at Montebello would be available through a connection between Metro Line 18 and Montebello Bus Line 70 at Whittier Bl and Garfield Av	15	20	15	30	45	-	-	-	-	-	-	-	20	20	20	30	40	-	-	-	-	-	-	-	30	20	15	25	45	-	-	-	-	-	-	-
R770	New Higher Frequency Line 70: Merge Lines 70 and 770 New Line 70 would operate between downtown LA and El Monte Station via Garvey Av. The route will follow the existing Line 770 route via Garvey Av, Atlantic Bl, and Cesar Chavez Av: •Alternative New Line 106 would Replace Line 70 service on Ramona Bl and Marengo St. •Underutilized bus stops on Garvey Ave, Atlantic Blvd, and Cesar Chavez Ave would be consolidated to balance speed, reliability and accessibility, •New Overnight Owl service on Cesar Chavez Ave	12	15	12	30	-	-	-	-	-	-	-	-	20	22	22	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
R70		12	15	12	25	60	60	7.5	7.5	7.5	10	30	60	15	20	15	30	60	60	10	10	10	15	30	60	15	15	15	35	60	60	10	10	10	15	30	60
R71		15	35	35	60	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	-
Garvey/Cesar Chavez	Line 71 will be replaced by new Line 106 between Cal State University Los Angles and downtown LA via City Terrace Dr, Wabash Ave, Marengo St, and Mission Rd and City Terrace Dr, Wabash Ave, and Marengo St: •New Line 70 will link with new Line 106 at Cesar E. Chavez Av/State Av for access to downtown LA in place of Line 71	6	7.5	6	15	60	60	7.5	7.5	7.5	10	30	60	10	10	10	30	60	60	10	10	10	15	30	60	15	15	15	30	60	60	10	10	10	15	30	60
R76	Line 76 between downtown LA and El Monte Bus Station via Main St and Valley Blvd would continue to follow the majority of the existing alignment operating more frequent midday and evening service during the weekdays: •Line 76 would no longer travel to the Metrolink El Monte Station due to underutilized service and will instead operate on Santa Anita Av. The Metrolink El Monte Station would be served by City of El Monte's shuttle & trolley services •Line 76 in downtown LA would continue operating on Alameda St. to 1st St. then existing route to 7th St./Maple St.	12	15	12	45	60	60	12	12	12	15	60	60	20	20	15	35	60	60	20	20	20	30	60	60	30	20	20	45	60	60	20	20	20	30	60	60
R78	New Frequent Line 78: Merge Lines 78, 79, and 378 between downtown LA and Arcadia. Route would follow Mission Rd, Huntington Dr then continue along Main St/Las Tunas Dr, Baldwin, back to Huntington Dr with a new connection to Gold Line Arcadia Station	20	15	15	45	60	-	20	20	20	20	30	-	20	15	12	45	60	-	20	20	20	30	60	-	40	32	18	60	60	-	20	20	20	30	60	-
RS78	•Discontinue Line 78 service on Live Oak Av east of Baldwin Av •Discontinue Line 79 service on Huntington Dr east of Maycrest Av to Baldwin Av due to underutilized service.	-	-	-	-	-	-	20	20	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
R378	•Foothill Transit Line 187 would provide alternative service on Huntington Dr at Rosemead Bl to the Gold Line Arcadia Station	20	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
R79		22	40	30	60	60	-	-	-	-	-	-	-	45	45	40	40	60	-	-	-	-	-	-	-	45	32	40	40	60	-	-	-	-	-	-	-
Mission/Las Tunas	•Underutilized bus stops would be consolidated to balance speed, reliability, accessibility.	7	10	7	24	30	-	10	10	10	20	30	-	12	12	9	15	30	-	20	20	20	30	60	-	22	16	13	24	30	-	20	20	20	30	60	-

Line	Service Change Proposal	Existing Weekday Frequency						Proposed Weekday Frequency						Existing Saturday Frequency						Proposed Saturday Frequency						Existing Sunday Frequency						Proposed Sunday Frequency					
		AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl
R81	Line 81 route would remain same south of Figueroa St and Yosemite Dr between Harbor Freeway Silver/Green Line Station, downtown LA, and Eagle Rock. Line 81 will replace Line 181 and will be rerouted via Yosemite St to provide service to Colorado Bl/Eagledale.	8	15	10	35	60	-	20	20	20	30	60	60	20	20	15	30	60	-	20	20	20	20	30	60	25	25	22	30	60	-	20	20	20	20	30	60
RS81	•More frequency during midday hours on weekdays							20	20	20	30	60	60																								
Figueroa	•Selected trips would continue to end at Figueroa/Colorado	8	15	10	35	60	-	10	10	10	15	30	30	20	20	15	30	60	-	20	20	20	20	30	60	25	25	22	30	60	-	20	20	20	20	30	60
	•New Overnight Owl Service (in place of Line 83) to Figueroa/Colorado, connecting with Line 180 Overnight Owl service																																				
R83	Line 83 would be replaced with new Line 182 between downtown LA and Eagle Rock via York Blvd and Pasadena Ave and would be extended to East Hollywood (Red Line Vermont/Sunset Station) via York St, Eagle Rock Bl, Fletcher Dr, Rowena Av, and Franklin St:	23	40	25	40	-	-	-	-	-	-	-	-	35	40	40	40	-	-	-	-	-	-	-	-	34	40	35	40	-	-	-	-	-	-	-	
	•This new segment provides a more direct east-west connection between Northeast LA and Hollywood while maintaining service to John Marshall High School, and replacing Line 175																																				
R182	•New Line 182 would begin from Lincoln/Cypress Gold Line Station (rather than Downtown LA) via Pasadena Ave and Figueroa St rather than Marmion Wy and Monte Vista St	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	60	30	30	30	60	-	-	-	-	-	-	-	60	30	30	30	60	
	•Frequent alternative service to/from downtown LA is available on Figueroa St (Line 81) and the Gold Line																																				
	•New Line 81 Overnight Owl Service will replace Line 83 Overnight Owl Service.																																				
R290	New Line 290: Merge Lines 90 & 91 on Foothill Blvd:	-	-	-	-	-	-	20	20	20	30	60	-	-	-	-	-	-	-	30	30	30	60	60	-	-	-	-	-	-	-	30	30	30	60	60	-
	•New Line 290 would connect with Gold Line Lincoln/Cypress Station for frequent rail connections to downtown LA then extend via Daly St to LA County USC Medical Center																																				
R90	•Line 94 will provide service on Hill St	25	40	30	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-
R91	•On the north end, new Line 290 would be routed on Vineland Av from Sunland to North Hollywood Station, for better connections to bus and rail service	28	30	30	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-
Foothill Blvd	•Line 90 north of Sunland Bl would be discontinued. And new Line 690 would operate on a segment of Foothill Bl between Lake View Terrace and Sylmar	13	18	15	30	30	-	20	20	20	30	60	-	30	30	30	30	30	-	30	30	30	60	60	-	30	30	30	30	30	-	30	30	30	60	60	-
R92	Line 92 will be extended south to Venice & Broadway in downtown LA and operate more frequency.	25	25	25	35	60	60	20	20	20	30	60	-	30	30	30	60	60	60	30	30	30	60	60	-	40	40	40	60	60	60	30	30	30	60	60	-
R292		35	45	35	40	60	-	-	-	-	-	-	-	45	45	45	45	-	-	-	-	-	-	-	-	40	40	40	40	40	-	-	-	-	-	-	
Glenoaks		25	25	25	35	60	60	20	20	20	30	60	-	30	30	30	60	60	60	-	30	30	30	60	60	-	40	40	40	60	60	60	30	30	30	60	60
R94	New Lines 94 and 794: Merge Lines 94 and 794 on San Fernando Rd:	20	30	25	35	60	-	15	15	15	30	60	60	20	22	20	30	60	-	30	30	30	30	60	60	30	20	20	30	60	-	30	30	30	30	60	60
	•New Line 94 would operate via the existing Line 94 route between downtown LA and downtown Burbank, then extend west on Magnolia Blvd to end at the Red Line North Hollywood Station. This new route would provide more service between Burbank and North Hollywood.	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-
R294	•A new Line 294 would operate along San Fernando Rd between Sylmar and downtown Burbank. (See New Line 294 information sheet.)	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-
R794	•Underutilized bus stops on new Line 294 would be consolidated between North Hollywood and downtown LA to balance speed, reliability, and accessibility	20	30	20	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
San Fernando	•Frequent service would be available at all new Line 94 bus stops	10	15	12	20	60	-	15	15	15	30	60	60	-	-	-	-	-	-	30	30	30	30	60	60	-	-	-	-	-	-	30	30	30	30	60	60
R96	Line 96 is will be replaced by the following service:																																				
	•Lines 92 and 94 would provide service between Burbank, Glendale, and downtown LA																																				
	•Line 501 between North Hollywood, Burbank, Glendale, and Pasadena would include a new stop at the LA Zoo, with connections to downtown LA available on Brand Bl at Glendale with Line 92. San Fernando Valley residents would have more frequent service to LA Zoo and Griffith Park with direct connections to the Red Line and Orange Line.	28	40	30	55	-	-	-	-	-	-	-	-	50	55	52	55	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	
	•Lines 81 and 94 would operate on Hill St to serve Chinatown																																				
	•Line 92 would serve Echo Park at Glendale Bl																																				
	Refer to Line 81, Line 92, Line 94, and Line 501 information pages.																																				
R102	New Line 102 would operate between Slauson/Atlantic and Crenshaw/43rd:																																				
	•Service would be discontinued on Stocker St due to underutilized service, with alternative service on Crenshaw Bl (Line 210), La Brea Av (Line 212) and on La Tijera Bl (with alternative service Slauson Av (Line 108), Centinela Av (Line 110) or Manchester Ave (Line 115))	34	60	35	55	60	-	30	30	30	30	60	-	30	60	30	60	60	-	30	30	30	30	60	-	30	60	30	60	60	-	30	30	30	30	60	-
	•Future Crenshaw/LAX light rail service would also connect to LAX area																																				
	•Reroute Line 102 east of Central Av/41st St to Vernon and Maywood (Slauson/Atlantic) via Central Ave, Vernon Av, Pacific Av, Leonis Bl, District Bl, Atlantic Bl, replacing Line 611																																				
	•Line 102 to South Gate via Hooper Av, Gage Av, Central Av, Florence Av, Seville Av would be discontinued due to underutilized service, with alternative service available on Lines 53, 111, 251																																				
R105	New High Frequency Line 105: Merge Lines 105 & 705 on Vernon Av, Martin Luther King, Jr. Bl, and La Cienega Bl between Vernon and West Hollywood:	12	18	15	30	60	60	10	10	10	15	30	60	15	15	13	25	60	60	15	15	15	30	30	60	25	16	16	35	60	60	15	15	15	30	30	60
	•All New Line 105 trips would continue to serve Santa Rosalia Dr between Hillcrest Dr and Marilton Av	12	30	15	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
R705	•Discontinue Line 705 segment on Martin Luther King Jr. Bl between Hillcrest Dr and Marilton Av)																																				
Vernon	•High frequency service would be provided for all new Line 105 stops	6	12	7.5	20	60	60	10	10	10	15	30	60	15	15	13	25	60	60	15	15	15	30	30	60	25	16	16	35	60	60	15	15	15	30	30	60
	•Underutilized bus stops would be consolidated to balance speed, reliability and accessibility.																																				
R106	Line 106 between East LA College and LA County USC Medical Center via East LA and Boyle Heights is significantly upgraded:																																				
	•New Line 106 would extend south via Atlantic Bl to Gold Line Atlantic Station																																				
	•New Line 106 would replace Line 71 and extend east via Marengo St, Wabash Av, City Terrace Dr to Cal State University LA.	50	50	50	50	-	-	15	15	15	30	60	-	-	-	-	-	-	-	30	15	15	30	60	-	-	-	-	-	-	-	30	15	15	30	60	-
	•New Line 106 would travel direct via 15t St instead of deviating via Indiana St, 3rd St, 4th St (Line 605 and Montebello Bus Lines 40), Soto St (Line 251), Whittier Bl (line 18) and Boyle Av																																				

Line	Service Change Proposal	Existing Weekday Frequency						Proposed Weekday Frequency						Existing Saturday Frequency						Proposed Saturday Frequency						Existing Sunday Frequency						Proposed Sunday Frequency					
		AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl
Nordhoff	•On the west end, New Line 166 is proposed to end at Nordhoff St/Canoga Av, with access to Chatsworth Station via the Metro Orange Line •A segment on Topanga Canyon Blvd would continue to be served by new Line 150	7.5	24	7.5	40	60	-	15	15	15	30	60	60	35	35	35	60			30	30	30	30	60	60	40	40	40	40			30	30	30	30	60	60
R167	New Line 158 would follow the existing Line 158 via Woodman Av, then travel via Plummer St to Chatsworth Station, while new Line 167 would serve the current Line 158 segment on Devonshire St. •This swap of east-west alignments between Lines 158 and 167 is intended to create simpler, easier to use Lines 158 and 167 •Service to Sepulveda Ambulatory Care Center would be provided on-street at Haskell Av and Gloria Av	40	40	55	60	60	-	60	60	60	60	60	-	50	40	60	60	60	-	60	60	60	60	60	-	50	40	60	60	60	-	60	60	60	60	60	-
R169	New Line 169 would operate on Satcoy St between Lankershim Bl and West Hills Medical Center: •The east end of new Line 169 would end at Satcoy St/Lankershim Bl due to underutilized service east of Lankershim Bl. •Discontinue the segment south of West Hills Medical Center due to underutilized service •Additional trips serving El Camino High School would be maintained •More weekday frequency and new weekend service would be provided between Lankershim Bl and Fallbrook Av	10	60	25	60	-	-	30	30	30	30	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	-	-	
R175	Replace Line 201 weekday service between Koreatown and Glendale via Silver Lake with frequent service on Fletcher Dr, Rowena Av, and Franklin St (see New Line 83 information sheet), Glendale Bl (Line 92) and Sunset Av (new Lines 2 and 4).	15	-	60	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R201		55	55	54	54	-	-	-	-	-	-	-	-	60	70	70	66	-	-	-	-	-	-	-	-	55	70	70	66	-	-	-	-	-	-		
R176	Discontinue Line 176 weekday service between Highland Park and El Monte Bus Station due to underutilized service and overlap of Metro Lines 78, 258, 260, 266 and 267, Montebello Bus Lines 20 and 30, and Foothill Transit Line 487.	40	45	45	50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R177	Pasadena Transit would operate weekday peak period service between Pasadena and the Jet Propulsion Laboratory in place of Metro, with a minor reroute proposed in Pasadena to use Mountain St instead of Walnut St.	30	-	30	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R180	New Frequent Line 180: Merge Lines 180, 181, 217, 780	30	60	30	50	60	60	7.5	7.5	7.5	10	30	60	24	36	24	40	-	-	15	15	15	15	60	60	50	24	24	50	-	-	15	15	15	15	60	60
R181	New Line 180 would operate between Pasadena, Glendale, Hollywood via Colorado Bl, Broadway, Los Feliz Bl, Hollywood Bl, Fairfax Av, following existing Lines 217, 180, 181 between La Cienega/Jefferson Expo Line Station and Pasadena City College:	30	60	30	50	60	-	-	-	-	-	-	-	36	36	36	40	-	-	-	-	-	-	-	-	50	36	36	50	-	-	-	-	-	-	-	
R780	•Underutilized bus stops on new Line 180 would be consolidated to balance speed, reliability, and accessibility	10	20	12	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R217	•Discontinue Line 217 south of La Cienega/Jefferson Station to Westfield Culver City due to underutilized service •Line 81 would replace Line 181 on Yosemite Dr	15	15	13	15	30	60	-	-	-	-	-	-	40	15	12	20	30	60	-	-	-	-	-	-	35	20	15	20	30	60	-	-	-	-	-	-
Colorado/ Fairfax	•Pasadena Transit Line 20 and New Line 662 would replace Line 180 on Lake Av •Foothill Transit Line 187 would replace Line 181 service on Colorado Bl east of Pasadena City College	6	7	9	9	30	60	7.5	7.5	7.5	10	30	60	12	18	12	20	-	-	15	15	15	15	60	60	25	12	12	25			15	15	15	15	60	60
R183	Merge Line 183 with a segment of Line 155: •New Line 155 would operate via Riverside Dr, Sepulveda Bl, and Magnolia Bl between North Hollywood Station and Universal City/Studio City Station •New Line 94 would provide more frequency on the segment of existing Line 183 east of Red Line North Hollywood Station along Magnolia Bl	30	60	30	60	-	-	30	30	30	30	-	-	65	65	65	65	-	-	60	60	60	60	-	-	65	65	65	65	-	-	60	60	60	60	-	-
R202	New Line 202 would operate peak hours only weekdays via the existing Line 202 route between A (Blue) and Green Line and Imperial/Wilmington Rosa Parks Stations' to A Line (blue) Artesia Station. Discontinue service south of A Line (Blue) Artesia Station to Wilmington via Santa Fe Av, Victoria St, Susana Rd, Del Amo Bl and Alameda St due to underutilized service. Nearest alternative Metro service would be Line 205 (Wilmington Av), Line 232 (Anaheim St) and Line 246 (Avalon Bl).	60	-	60	-	-	-	30	-	30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R204	New Line 204 would follow the existing route between Hollywood and the Green Line Vermont/Athens Station via Vermont Av:	10	15	10	20	30	30	5	5	5	10	15	30	20	20	15	20	30	30	7.5	7.5	7.5	10	15	30	20	20	15	20	30	30	7.5	7.5	7.5	10	15	30
R54	•New Line R54 would provide more frequent midday and weekend service •New Line R54 would provide more weekday peak service serving existing Line 754 stops	6	15	6	20			10	-	10	-	-	-	12	12	12	20			-	-	-	-	-	-	25	15	20	30			-	-	-	-	-	
Vermont	•More frequency would be provided for all New Line 204 bus stops on Vermont Ave •Underutilized existing Line 204 bus stops would be consolidated to balance speed, reliability, and accessibility.	4	7.5	4	10	30	30	5	5	5	10	15	30	7.5	7.5	7	10	30	30	7.5	7.5	7.5	10	15	30	12	8	8	12	30	30	7.5	7.5	7.5	10	15	30
R205	New Line 205 would provide faster service on a simpler route via Del Amo Bl between Wilmington Bl and Main St, serving new development and connecting with Silver Line service at Carson Transitway Station. •This will eliminate out-of-direction service overlapping Line 246 on Avalon Bl to Harbor Gateway Transit Center •Avoids service duplication of Torrance Transit Line 6 on Victoria St and Torrance Transit Line 1 on Vermont Av north of Carson St •In San Pedro, new Line 205 would be simpler, serving 7th Street in both directions between Harbor Bl and Weymouth Av, and alternative service on 1st St and 13th St would be provided by DASH San Pedro	25	30	35	50	60	-	30	30	30	30	60	-	50	55	60	60	60	-	60	60	60	60	-	-	55	60	60	60	60	-	60	60	60	60	-	-
R206	Line 206 will continue to serve Normandie Av between Red Line Vermont/Sunset Station and Green Line Vermont/Athens Station, with no proposed route changes, and more frequency during the midday hours on weekdays.	8	20	12	20	60	-	10	15	10	15	30	-	20	20	20	30	60	-	20	20	20	20	30	-	20	20	20	30	60	-	20	20	20	20	30	-
R207	New High Frequency Line 207: Merge Lines 207 and 757	10	15	10	20	20	60	6	7.5	6	12	15	30	12	12	10	15	20	60	12	12	12	15	15	30	15	12	12	20	35	60	12	12	12	15	15	30
R757	New Line 207 would operate between Hollywood and the Green Line Crenshaw Station:	10	15	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Western	•More frequency for all new Line 207 bus stops on Western Av •Underutilized bus stops would be consolidated on Western Av to balance speed, reliability, and accessibility.	5	7.5	6	20	20	60	6	7.5	6	12	15	30	12	12	10	15	20	60	12	12	12	15	15	30	15	12	12	20	35	60	12	12	12	15	15	30
R209	Discontinue Line 209 on Van Ness Ave and Arlington Av due to underutilized service. Alternative service is available on nearby Western Av (Metro Line 207) and Western and Vermont Av (G-Trans Line 2).	50	60	50	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R210	New High Frequency Line 210: Merge Lines 210 & 710	15	20	15	30	60	-	10	10	10	15	30	60	30	20	20	20	60	-	10	10	10	15	30	60	25	15	15	30	60	-	10	10	10	15	30	60
R610	New Line 210 would operate via Crenshaw Bl between Crenshaw/Wilshire and Crenshaw/Redondo Beach and via Redondo Beach Bl to South Bay Galleria: •More frequency would be provided for all bus stops on Crenshaw Bl.	-	-	-	-	-	-	15	15	15	30	30	-	-	-	-	-	-	-	15	15	15	30	30	-	-	-	-	-	-	-	15	15	15	30	30	-
R710	•Underutilized bus stops on Crenshaw Bl would be consolidated to balance speed, reliability, and accessibility, •Torrance Transit Line 2 would replace the existing Line 210 segment on Crenshaw Bl and Artesia Bl south of El Camino College	10	20	10	20	-	-	-	-	-	-	-	-	20	20	20	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Crenshaw	•New Metro Line 610 would replace existing Line 210 north of Wilshire Bl via Rossmore Av and Vine St to Red Line Hollywood/Vine Station •New Line 210 would provide new Late Night Owl service	6	10	6	12	60		10	10	10	15	30	60	12	10	10	10	60	-	10	10	10	15	30	60	25	15	15	30	60	-	10	10	10	15	30	60
R211	New Lines 211 and 215 would operate as separate two-directional loop routes serving north (new Line 211) and south (new Line 215) of the Green Line Hawthorne/Lennox Station. Service would provide new midday weekday, night and weekend service on both lines: •New Line 211 loop would replace Line 212/312 on Prairie Av (Line 212 would instead serve Hawthorne Bl) and New Line 211 would also replace Line 215 service on Manchester Av and Inglewood Av north of the Green Line •New Line 215 loop would replace existing Lines 211 and 215 south of the Green Line on Prairie Av, Marine Av, and Inglewood Av	30	-	30	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-
R215	New Lines 211 and 215 would operate as separate two-directional loop routes serving north (new Line 211) and south (new Line 215) of the Green Line Hawthorne/Lennox Station. Service would provide new midday weekday, night and weekend service on both lines: •New Line 211 loop would replace Line 212/312 on Prairie Av (Line 212 would instead serve Hawthorne Bl) and New Line 211 would also replace Line 215 service on Manchester Av and Inglewood Av north of the Green Line •New Line 215 loop would replace existing Lines 211 and 215 south of the Green Line on Prairie Av, Marine Av, and Inglewood Av	30	-	30	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-

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		AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	
Soto	underutilized service and duplication of service from other lines. The following alternative bus service would be available: Figueroa St (Line 81); Pasadena Av (new Line 182); Broadway (Line 45); Huntington Dr (Line 78), Valley Bl (Line 76), and Soto St (Line 51).	7.5	10	9	15	50	60	10	10	10	15	30	60	15	12	12	40	50	60	15	15	15	30	30	60	25	15	15	40	50	60	15	15	15	30	30	60	
R254	Line 254 would be discontinued between East LA and Watts via Boyle Av and Lorena St due to underutilized service and duplication of service from other lines. The following alternative bus services would be available: 103rd St (Line 117), Compton Av (Line 55); Firestone Bl (Line 115); Florence Av (Line 111); Pacific Bl (Lines 60, 251); Gage Av (Line 110); Soto St (Line 51); Lorena Av (Line 605); Indiana St (Line 665).	35	70	70	-	-	-	-	-	-	-	-	-	60	60	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R256	Line 256 between Commerce and Altadena via El Sereno, Highland Park, and Pasadena would be subdivided by three separate bus lines with more frequent service: •City of Commerce would operate the existing segment between Commerce and Cal State LA Station, with no proposed changes to alignment •Metro would continue to operate the existing segment between Cal State LA Station and Gold Line Highland Park Station as Line 256, with no proposed changes to alignment •Pasadena Transit would operate a simpler route between Highland Park and Pasadena, via Colorado Bl, Gold Line Memorial Park Station, Lincoln Ave, Washington Bl, Altadena Dr and Foothill Bl to Sierra Madre Villa Station •New Line 662 would serve Lake Av between Pasadena and Altadena, with Metro Lines 180, 686 and Foothill Transit 187 serving Colorado Bl in Pasadena	50	50	50	45	-	-	20	30	30	30	30	-	60	60	60	60	-	-	40	40	40	40	-	-	60	60	60	60	-	-	40	40	40	40	-	-	
R258	Line 258 would be shortened between Paramount and Altadena via South Gate, Bell Gardens, Commerce, East LA, Monterey Park, Alhambra and Pasadena on Eastern Av, Fremont Av, and Lake Av to improve reliability and avoid duplication of other bus service. This would provide a much-requested connection with the Gold Line South Pasadena Station via Fremont Av and Fair Oaks Av: •Service would be discontinued on Huntington Dr/Oak Knoll Av-Cir in San Marino due to underutilized Line 258 service •New Metro Line 662 would operate two-directional service on Lake Av, Altadena Dr, Lincoln Av, Washington Bl, and Los Robles Av between Pasadena (Gold Line Del Mar and Lake Stations) and Altadena •New Lines 258 and 662 would both provide new weekend service	40	40	40	60	-	-	40	40	40	40	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	60	60	60	60	60	-	-	
R260	New Line 260: Merge Lines 260 & 762 between Altadena, Pasadena, Alhambra, East LA, Lynwood and Compton via Fair Oaks Av and Atlantic Bl; would provide more frequent and more reliable service following the existing Line 260/762 route between Gold Line Memorial Park Station and Imperial Highway then travel west to Willowbrook/Rosa Parks A (Blue) & Green Line Station: •A new frequent Line 261 would link A (Blue) Line & Green Line Willowbrook/Rosa Parks A (Blue) Station and A (Blue) Line Artesia Station via Imperial Hwy, Atlantic Bl, and Artesia Bl •A new frequent Line 660 would operate between Gold Line Memorial Park Station and Altadena via Fair Oaks Av	15	20	15	20	60	-	12	12	12	15	30	60	20	20	20	40	60	-	20	20	20	30	30	60	30	20	20	30	60	-	20	20	20	30	30	60	
R261		-	-	-	-	-	-	15	15	15	15	30	-	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-	
R660		-	-	-	-	-	-	15	15	15	15	30	-	-	-	-	-	-	-	15	15	15	15	30	-	-	-	-	-	-	-	15	15	15	15	30	-	
R762		25	30	25	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Atlantic	•A new frequent Line 660 would operate between Gold Line Memorial Park Station and Altadena via Fair Oaks Av	10	12	10	15	60	-	12	12	12	15	30	60	20	20	20	40	60	-	15	15	15	15	30	60	30	20	20	30	60	-	15	15	15	15	30	60	
R264	Line 264 would be discontinued between Duarte, Monrovia, Arcadia, Pasadena, Altadena via Duarte Rd, Michillinda Ave, Foothill Bl, Altadena Dr due to underutilized service and duplication of service of other bus lines: •New Line 256 (Pasadena Transit) would serve Altadena Dr (south of Washington Bl) and Foothill Bl, with new Line 662 serving Altadena Dr at Lake Av •Nearest alternative service in Duarte and Monrovia would be Metro Gold Line, Foothill Transit on Buena Vista St (Line 272) and Myrtle Av (Line 170), and Duarte Transit •Nearest alternative service to Arcadia-Sierra Madre Villa would be on Temple City Bl, Huntington Dr, Rosemead Bl, Michillinda Av (Metro Lines 266, 267, 268 and Foothill Transit Line 187) and on Baldwin Av/Huntington Dr (Metro Lines 78 and 268)	60	60	65	60	-	-	-	-	-	-	-	-	60	60	60	-	-	-	-	-	-	-	-	-	60	60	60	-	-	-	-	-	-	-	-	-	
R267	Line 267 would be shortened between El Monte, Arcadia, Pasadena, and Altadena via Temple City Bl, Rosemead Bl, Del Mar Bl, Lincoln Av, and Altadena Dr to end at the Gold Line Del Mar Station in Pasadena. This would improve reliability and avoid service duplication with other bus lines: •Pasadena Transit would operate new Line 256 on southern end of Lincoln Ave with new Metro Line 662 serving the north end of Lincoln Av and Altadena Dr	30	30	30	25	-	-	30	30	30	30	-	-	60	60	60	-	-	-	60	60	60	60	-	-	60	60	60	-	-	-	60	60	60	60	-	-	
R265	More frequent service would be provided during daytime hours on weekdays.	40	60	60	60	-	-	30	30	30	30	60	-	-	60	60	60	-	-	60	60	60	60	-	-	-	60	60	60	60	-	-	60	60	60	60	-	-
R266	Line 266 has no significant changes between Lakewood, Bellflower, Downey, Pico Rivera, South El Monte, Arcadia, Pasadena, and Altadena via Lakewood Bl and Rosemead Bl: •Line 266 would end on northbound Lakewood Bl adjacent to Lakewood Center Mall for improved connections with the mall and Line 265 •Line 266 would provide more frequent service during midday hours on weekdays and weekends	20	35	20	50	-	-	20	20	20	30	60	-	45	45	40	40	40	-	30	30	30	30	60	-	50	45	45	45	-	-	30	30	30	30	60	-	
R268	Line 268 route would be shortened between El Monte, Arcadia, Sierra Madre, Pasadena, La Canada Flintridge (Jet Propulsion Lab), and Altadena via Baldwin Av, Sierra Madre Bl, Orange Grove Bl, and Washington Bl to end at the Gold Line Sierra Madre Villa Station to improve reliability and avoid service duplication of other bus lines: •Pasadena Transit would operate new Line 256 on southern end of Lincoln Ave, Washington Blvd, Altadena Dr, Foothill Bl to Sierra Madre Villa Station •New Metro Line 662 would serve the northern end of Lincoln and Washington Blvd west of Los Robles Av (see Line 662 information sheet) •Line 268 has very low utilization to JPL on weekends. Line 177 (to be operated by Pasadena Transit) would provide alternative service to JPL on the weekdays only during peak periods via connections to the Gold Line Del Mar & Memorial Park Stations. •Line 268 would provide more frequent service during midday hours on weekdays and weekends	30	50	30	50	-	-	30	30	30	30	60	-	60	60	50	50	-	-	60	60	60	60	60	-	60	60	60	60	-	-	60	60	60	60	60	-	
R442	Express Line 442 would be discontinued due to underutilized service and service duplication with other bus lines. Alternative bus service would be available on Metro Silver Line to Manchester Station (connection with Line 115 on Manchester Bl) or Harbor Freeway Station (connection with Line 120 on Imperial Hwy or Green/Silver Line service).	40	-	40	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R460	Line 460 would operate between downtown LA and Disneyland via I-110 Harbor Transitway, I-105, Green Line Norwalk Station, Rosecrans Av, Carmentita Rd, Alondra Bl, Beach Bl, I-5 and Harbor Bl	20	25	25	30	40	-	-	-	-	-	-	-	30	25	25	30	40	-	-	-	-	-	-	-	30	30	30	30	35	-	-	-	-	-	-	-	
R160	Line 460 would operate as new Line 160 between Green Line Norwalk Station and Disneyland: •New Line 160 would not serve the existing Line 460 segment between downtown LA and Green Line Norwalk Station due to duplication of other service; alternative bus service for this segment would be available by utilizing the Silver Line, Blue Line and Green Line •New Line 160 would bypass Fullerton Park & Ride to provide faster, more direct service to Knott's Berry Farm in Buena Park and Disneyland in Anaheim, with alternative bus service available on OCTA Routes 30 and Bravo! 529	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-	
R487	New Line 487: frequent service would link the Gold Line Sierra Madre Villa Station and LA Union Station via San Gabriel Bl, Las Tunas Dr, Mission Dr, Del Mar Av, I-10 Express-Lanes: •Frequent Metro Red/Purple/Silver Line services would serve downtown LA and Westlake/MacArthur Park in place of Line 487 •New Line 287 would be introduced, serving existing Line 487 segment between El Monte Station and Gold Line Arcadia Station via Santa Anita Ave seven days a week	25	40	40	50	-	-	15	30	15	30	60	-	50	60	50	60	-	-	60	60	60	60	60	-	60	50	50	60	-	-	60	60	60	60	60	-	
R287	•Existing Line 487 north and west of Gold Line Arcadia Station to Gold Line Sierra Madre Villa Station via Santa Anita Av, Sierra Madre Av, San Gabriel Av would be discontinued due to underutilized service, with alternative Metro Line 268 service available on Baldwin Av, Sierra Madre Bl and Michillinda Av	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	
R489		15	-	20	-	-	-	20	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Santa Anita	Proposed Line 489 would link Arcadia and LA Union Station during peak hours on weekdays via Rosemead Bl, Valley Bl, Del Mar Av, I-10 Express Lanes: •Frequent Metro Red/Purple/Silver Line services would serve downtown LA and Westlake/MacArthur Park in place of Line 489 west of Union Station	-	-	-	-	-	-	8.5	30	8.5	30	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	

Line	Service Change Proposal	Existing Weekday Frequency						Proposed Weekday Frequency						Existing Saturday Frequency						Proposed Saturday Frequency						Existing Sunday Frequency						Proposed Sunday Frequency					
		AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl	AM Peak	Midday	PM Peak	Evening	Late Night	Owl
R501	Line 501 would continue to link North Hollywood, Burbank, Glendale, and Pasadena, with the following changes: •A new route for Line 501 is proposed in Burbank to simplify and expedite service through the Media District by operating on Alameda Av instead of Olive Av •A new route for Line 501 would operate in downtown Glendale via Brand Bl and Broadway with a new Line 501 stop to serve the Americana at Brand and Glendale Galleria •A new route and stop for Line 501 would serve the LA Zoo and Griffith Park	12	30	12	25	-	-	15	30	15	30	-	-	45	45	45	45	-	-	30	30	30	30	-	-	45	45	45	45	-	-	30	30	30	30	-	-
R534 R134	New Line 134: Line 534 would be renumbered to 134. There are no route changes for New Line 134 between Malibu and Santa Monica.	20	60	30	50	-	-	-	-	-	-	-	-	25	60	30	50	-	-	-	-	-	-	-	-	60	60	45	60	-	-	-	-	-	-	-	
		-	-	-	-	-	-	30	30	30	30	30	-	-	-	-	-	-	-	30	30	30	30	30	-	-	-	-	-	-	-	30	30	30	30	30	-
R550	Express Line 550 would be discontinued due to underutilized service and service duplication with other bus lines. Alternative bus service would be provided by Metro E Line (Expo) and Silver Line 910, Torrance Transit Line 1 on Vermont Av from Harbor Gateway Transit Center, and Metro Line 205 on Vermont Ave and 7th St in San Pedro from Carson Transitway Station.	30	60	30	60	-	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	-	60	60	60	60	60	-	-	-	-	-	-	
R577	Line 577 between El Monte Station and Cal State Long Beach via I-605 would change as follows: •Reroute service between El Monte Station and Rio Hondo College via the I-10 and I-605 freeways instead of Santa Anita Ave and Peck Rd, providing faster and more direct service •Discontinue the deviation to Los Cerritos Center due to low ridership, providing faster and more direct service to/from Cal State Long Beach and VA	40	45	40	50	-	-	30	30	30	60	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
R603	Line 603 would continue on the current route between Glendale Galleria and downtown LA, with more frequent service during the midday hours on weekdays: •Line 603 would be rerouted via Glendale Station, providing direct connections with Metrolink and Amtrak.	10	20	12	25	-	-	12	12	12	15	30	-	25	20	15	20	-	-	20	20	20	20	30	-	30	20	15	20	-	-	20	20	20	20	30	-
R605	Line 605 would operate between LA County USC Medical Center and Olympic Bl/Grande Vista Av and be extended west on 8th St to end at Olympic Bl/Soto St, improving connections with Lines 66, 251, and 665. Line 605 would provide more frequency during midday hours on weekdays and weekends.	15	25	15	-	-	-	15	15	15	30	30	-	30	35	35	-	-	-	20	20	20	30	30	-	30	35	35	-	-	-	20	20	20	30	30	-
R607	Line 607 would be discontinued due to underutilized service. Nearest alternative bus service would be on Slauson Av (Line 108), Hyde Park Bl (Line 110), Manchester Av (Line 115), Crenshaw Bl (Line 210), and La Brea Av (Line 212).	60	-	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R611	Line 611 Huntington Park Shuttle would be discontinued due to underutilized service and service duplication of other bus lines. This line currently is operating on Florence Av, Compton Av, Vernon Av, Leonis St, Wilcox Av, and Santa Ana St.: •Alternative bus services would be available on Florence Av (Line 111), Compton Av (Line 55), Vernon Av (Line 105), Leonis (see Line 102 information sheet), Atlantic Bl (Line 260), Seville Av and Pacific Bl (Line 60)	45	60	50	60	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	
R612	Line 612 South Gate Shuttle would be discontinued due to underutilized service and service duplication of other bus lines. This line is currently operating on Wilmington Av, Compton Av, 92nd St, Santa Fe Av, Florence Av, Otis St, Abbott Rd, Atlantic Av, Martin Luther King Jr. Bl, and Imperial Hwy: •Alternative bus services would be available on 103rd St (Line 117), Compton Av (Line 55), Long Beach Bl and Pacific Bl (Line 60), Florence Av (Line 111), Atlantic Av (Line 260), Martin Luther King Jr. Bl (see Line 261 information sheet), and Imperial Hwy (Line 120)	60	60	60	60	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	-	60	60	60	60	-	-	-	-	-	-	-	
R625	Line 625 would be discontinued due to underutilized service. Nearest alternative bus service would be Metro Line 232 on Sepulveda Bl and Beach Cities Transit Line 109 on Imperial Hwy.	20	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R662	New Metro Line 662 would operate two-directional service on Lake Av, Altadena Dr, Lincoln Av, Washington Bl, and Los Robles Av between Pasadena (Gold Line Del Mar and Lake Stations) and Altadena •New Lines 258 and 662 would both provide new weekend service	-	-	-	-	-	-	30	30	30	30	30	-	-	-	-	-	-	-	30	30	30	30	60	-	-	-	-	-	-	-	30	30	30	30	60	-
R665	Line 665 through East LA would to operate all trips the full route between Olympic Bl/Soto St and Cal State University LA, instead of selected trips starting at Indiana St/Olympic Bl. This change will improve connections with Metro Lines 66, 251, and 605. More frequent Line 665 service would operate every day, including weekends.	40	40	50	40	-	-	30	30	30	30	60	-	60	60	60	-	-	-	30	30	30	30	60	-	-	60	60	-	-	-	30	30	30	30	60	-
R685	Line 685 would be discontinued due to underutilized service. This line currently operates between Glassell park and Glendale City College via Eagle Rock Bl and Verdugo Rd: •Line 28 will continue to serve Eagle Rock Bl •Line 90 will link Gold Line Lincoln/Cypress Station to Glendale City College (see Line 90 information sheet)	30	30	30	30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	60	30	30	60	60	-
R686	Line 686 would operate between Altadena (New York Dr/Allen Av) and Gold Line Del Mar Station in Pasadena and would no longer continue to Fillmore Station, avoiding overlap with new Line 260 and providing improved frequency weekdays.	40	40	40	50	-	-	30	30	30	30	-	-	40	60	60	60	-	-	-	-	-	-	-	-	40	60	60	60	-	-	40	40	40	40	-	-
R687	Line 687 would be discontinued due to underutilized service and duplication of bus service or proximity to other bus routes. This line currently operates between Altadena and Gold Line Del Mar and Fillmore Stations in Pasadena via Los Robles Av, Colorado Bl, and Fair Oaks Av/Raymond Av. Alternative bus service would be available as follows: •Frequent New Line 660 will be available on Fair Oaks Av •Frequent New Line 662 will be available on Washington Bl, Los Robles Av, and Lake Av •Pasadena Transit will be available in the area	40	40	40	50	-	-	-	-	-	-	-	-	30	60	60	60	-	-	-	-	-	-	-	-	30	60	60	60	-	-	-	-	-	-	-	
R690	New Line 690 would operate between Lake View Terrace and Sylmar via San Fernando Rd., Maclay Ave., Foothill Blvd. and Terra Bella St.	-	-	-	-	-	-	30	30	30	30	30	-	-	-	-	-	-	-	30	30	30	30	30	-	-	-	-	-	-	-	30	30	30	30	30	-
R901	The Orange Line will continue to serve as a critical arterial service linking destinations across the San Fernando Valley, with more frequency for midday and late evening on weekdays. There are no changes for Line 601.	5/10.	10	5/10.	10	20	40	10	10	10	10	15	30	12/30.	10/20.	10/20.	15	20	40	10	10	10	10	15	30	12/30.	10/20.	10/20.	15	20	40	10	10	10	10	15	30
RS901		-	-	-	-	-	-	10	-	10	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
R601		10	10	10	10	20	20	10	10	10	10	20	20	15	10	10	15	20	20	15	10	10	12	20	20	15	10	10	15	20	20	15	10	10	12	20	20
Orange Line		-	-	-	-	-	-	5	10	5	5	15	20	-	-	-	-	-	-	10	10	10	10	15	20	-	-	-	-	-	-	10	10	10	10	15	20
R910	The Silver Line 910 will continue operating as usual between El Monte, downtown LA and Harbor Gateway Transit Center. New Line 510 would replace Line 950 and operate between Harbor Freeway Station and San Pedro via the I-110 Freeway, remaining on I-110 and bypassing Harbor Gateway Transit Center for faster service to San Pedro.	5	30	5	30	20	60	5	10	5	10	15	30	30	30	30	40	20	60	15	15	15	20	20	30	30	30	30	40	20	60	15	15	15	20	20	30
R950	New Line 510 would maintain convenient, same platform transfers with Silver Line 910 at Rosecrans Station, and provide connections with the future Crenshaw/LAX Line at Harbor Freeway Station.	15	30	20	40	-	-	-	-	-	-	-	-	40	30	30	40	-	-	-	-	-	-	-	-	40	30	30	40	-	-	-	-	-	-		
RS10	Additional Silver Line 910 trips would operate in place of Line 950 between El Monte and Harbor Gateway Transit Center. This change would improve Silver Line 910 reliability and allow for the transition to operating new Zero Emission Buses on the Silver Line.	-	-	-	-	-	-	15	30	15	20	30	-	-	-	-	-	-	-	30	30	30	30	30	-	-	-	-	-	-	30	30	30	30	30	-	
Silver Line		-	-	-	-	-	-	5	10	5	10	15	30	-	-	-	-	-	-	15	15	15	20	20	30	-	-	-	-	-	-	15	15	15	20	20	30

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EXECUTIVE SUMMARY

Los Angeles County Metropolitan Transportation Authority (Metro) serves as transportation planner and coordinator, designer, builder and operator for Los Angeles County. More than 8.6 million people live, work, and play within its 1,469-square-mile service area.¹

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The plan outlines five goals to guide the development of transportation in LA County. Metro must ensure that: our customers feel safe when riding, that they do so in clean equipment, service is reliable and on-time, and our staff provides service in a courteous manner.

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

Goal 2: Deliver outstanding trip experiences for all users of the transportation system

Goal 3: Enhance communities and lives through mobility and access to opportunity

Goal 4: Transform LA County through regional collaboration and national leadership

Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization

Metro's Transit Service Policy (TSP) establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board of Directors, including a formal process for evaluating services, service design guidelines, and a process for implementing service changes.

¹ FY19 National Transit Database

SECTION 1: INTRODUCTION, PURPOSE & BACKGROUND

Metro operates a comprehensive bus and rail network that complements Metro Rail and municipal operator services. Determining the most appropriate transit service in a corridor depends on several factors such as level of demand, resource availability, site or corridor characteristics, environmental considerations, and community acceptance. The characteristics that determine which type of service is most appropriate are summarized in Table 1.1.

Table 1.1 *Service Type Determination²*

Service Type	Corridor	Optimal Characteristics
Heavy Rail (Subway)	Operate 100% within an exclusive right of way.	- 2,500 boardings per route mile or more than 50,000 boardings per day. - Ability to construct a fully grade-separated facility.
Light Rail	Operate in mixed flow traffic or an exclusive right of way.	- 1,000 boardings per route mile or more than 25,000 boardings per day. - Ability to construct a guideway within or adjacent to the corridor.
Commuter Routes	Operate in mixed flow traffic in along either an HOV or HOT Lane and may operate a segment of their route on local streets.	300 or more boardings during peak-hour and in peak direction of travel.
BRT and Rapid	Operated using 40', 45' or 60' buses. - Metro G Line (Orange) (BRT) operates on a fixed guideway. - Metro Rapid and Hybrid Lines operate in exclusive bus lanes or mixed flow traffic on local streets with signal priority.	- 300 or more boardings during peak-hour and in peak direction of travel. - Daily average of more than 500 boardings per route mile or more than 10,000 daily boardings. - Ability to implement operating speed improvements in the corridor.
Core, Convenience, Connectivity and Community Routes	Operate in mixed flow traffic on local streets by 32', 40', 45', or 60' buses.	- The median bus route carries about 4,500 daily boardings. - Core and Convenience services are expected to carry more than the daily median, while Connectivity and Community are anticipated to carry less.

Metro Bus

Metro currently operates 165 bus routes, of which 18 routes are contracted out. Metro serves nearly 14,000 bus stops, including station stops on the G Line (Orange) and J Line (Silver) BRT systems. On weekdays, Metro operates a fleet of over 2,300 buses. Metro's bus operations consist of both directly operated and contract operated services. Metro operates the largest

²Capacity limits adapted from TCRP, Research Results Digest, November 1999—Number 35, Highlight of Large Transit Capacity and Quality of Service Manual, Figure 1 Achievable Capacity (Peak direction passengers/hour)

share of all bus services provided in the region. Municipal and Local Return operators provide additional public bus and paratransit services in areas of the region where Metro provides limited service or no service at all.

Metro classifies its bus services into tiers stratified by the frequency of service. The tiers are assigned to individual routes in accordance with demand and propensity for future growth. Table 1.2 describes the features of each of Metro's bus service types. Tier definitions are:

- **Core (Tier 1):** weekday all day headways of 7.5 minutes or better
- **Convenience (Tier 2):** 7.5 to 10 minutes
- **Connectivity (Tier 3):** 10 to 15 minutes
- **Community (Tier 4):** 15 to 30+ minutes
- **Commuter (Tier 5):** Varies

Table 1.2 *Metro Bus Service Types and Features*

Feature	Bus Service Type			
	BRT	Rapid	Commuter	Core, Convenience, Connectivity, Community
Right of Way	Dedicated right-of-way	Major arterials	Major arterials and freeways.	Major arterials and local streets
Minimum Average Stop Spacing	1.25 miles	0.75 mile	1.25 miles	0.2 - 0.30 mile
Target Travel Market	Inter-community	Inter-community	Inter-community, regional	Inter-community, neighborhood
Vehicle Type	45/60-foot buses	40/45/60-foot buses	40-foot bus	40/45/60-foot buses
Communities Served	Multiple	Multiple	Multiple	Multiple
Signal Priority	Yes	Yes	No	
Fare Collection	On board /pre-pay	On Board	On Board	On Board
Passenger Amenities	Shelters and stations	Shelters and stations	Shelters and stations	Benches and shelters
Real-time Passenger Info	Yes	Yes	Yes	

Note: Proposed stop spacing standards provide for the average stop spacing in miles by type of service and spacing should fall within 0.1 mile of the specified average at least 90% of the time.

Metro Bus Rapid Transit (BRT)

To support BRT, Metro incorporates a series of design features to reduce delays, increase reliability and improve customer comfort. Metro operates two high-capacity vehicle types: 45-foot buses with 46 seats and articulated 60-foot buses with 57 seats. Ideally, high-capacity vehicles should primarily be operated on high-volume trunk service routes with more than

10,000 total daily boardings. Metro BRT services operate on an exclusive right-of-way, major arterials, or in HOV/HOT lanes.

Metro operates two such routes: the G Line (Orange) which operates on its own exclusive right-of-way, and the J Line (Silver) which operates on the I-10 and I-110 ExpressLanes (freeway toll lanes) as well as surface streets through downtown. These are considered Tier 1 services. BRT services charge a premium fare.

- **Dedicated Bus Lanes:** A bus lane is an exclusive lane used by transit on urban streets along a roadway through widening or dedication of one or more existing general traffic or parking lanes for transit use. These lanes can be designated for transit use during peak periods only or all day. Bus lanes typically allow use by general traffic for right turn movements, bicycles, parking, and local access to and from driveway, and are most effective in those areas where there are very high bus or customer volumes and where operational efficiencies can be achieved. Bus lanes should be a minimum of 17 feet wide. This right of way provides fewer traffic conflicts and obstructions and reduces delays and travel time. Metro is currently studying the feasibility of adding bus lanes on several major corridors to further improve travel times.
- **High-Capacity Vehicles:** State-of-the-art high-capacity vehicles are used to meet high demand and provide greater customer comfort.
- **Transit-Signal Priority:** An operational strategy that facilitates the movements of in-service transit vehicles through signalized intersections to improve transit performance by extending the green phase or shortening the red phase of traffic signals.
- **Bus Stations and Shelters:** Stations and shelters provide customers with enhanced comfort and safety.
- **Streetscape:** Streetscape and other design features such as landscaping, pedestrian count-down signals, bicycle racks, and well-designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- **Improved Fare Collection:** For faster service and convenience, major stations have ticket vending machines (TVMS) which allow customer s to preload their TAP cards.
- **Park & Ride Facilities:** Provided in close proximity to major stops and stations. Adjacent development and joint use parking are encouraged.
- **Advanced Transportation Management Systems:** ATMS provide an array of technologies to improve service reliability and customer travel.

The advantage of their deployment is the opportunity to reduce vehicle requirements and service hours; however, deployment should not increase service intervals to the point where service quality is degraded. For this reason, bus lines with a peak headway of five minutes or less are ideal candidates for this type of vehicle. In evaluating services for higher capacity vehicles, other factors must be considered including facility compatibility, street design, and potential impacts to services where schedules have been interlined.

Metro Rail

Metro operates two heavy and four light rail lines serving a total of 96 stations across approximately 101 route miles, with a fleet of 406 heavy and light rail cars.

Metro Rail operates in heavily congested travel corridors and provides connections to key multi-modal transportation hubs. Metro operates two types of rail service to better match the transit mode with specific customer demand and needs. Metro Rail is high-capacity rapid transit service operating along a dedicated right-of-way, serving full-scale transit stations, and powered by electricity. The rail system supports public transportation in the greater Los Angeles region, linking many key multi-modal transportation centers and destinations together.

Rail service operates in high-demand travel corridors and is offered in two forms – heavy rail and light rail. Metro’s heavy rail is the subway system served by the B and D Lines (Red, Purple) powered by a third rail. Metro’s four light rail lines – A (Blue), C (Green), L (Gold) and E (Expo) – are powered by overhead catenary wires, generally use shorter trains, and operate at slower speeds than heavy rail. Unlike heavy rail, light rail lines run along a right-of-way ranging from complete grade separation to at-grade in mixed flow traffic.

Transit Service Policy (TSP)

The TSP was originally adopted in 1986 and is reviewed on an annual basis. This document sets forth the policies, principles, and service guidelines that are used by Metro staff in the design or modification of the bus network to better serve customers and make more beneficial use of available operating resources. This document outlines the service change process that provides the quantitative tools to evaluate the system, identifies opportunities for service improvements, and ensures the regional transit system is adjusted according to the service goals and objectives approved by the Metro Board.

The TSP is updated as needed to better reflect agency goals and objectives, major initiatives, and changes in local, state, and federal regulations and funding.

This document updates the most recent version adopted by the Board in FY2016.

SECTION 2: DESIGNING A WORLD CLASS BUS SYSTEM

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The plan outlines five goals to guide the development of transportation in LA County. The NextGen Bus Study was also initiated in 2018 to reimagine the Metro bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County. NextGen addresses **Goal #1: Provide high quality mobility options that enable people to spend less time traveling.** The study also encompasses two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

In addition to the strategic plan, the Board adopted Motion 38.1 (June 2018), endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. Finally, regardless of the level of resources expended on the bus network, optimizing system performance should always be an objective in network design to maximize benefit to the public.

These goals and objectives drive the development of the NextGen Service Plan, including routing, stop spacing, frequency, span of service, and coordination with municipal operators. In addition, a set of performance measures have been defined below to ensure the bus network continues to evolve consistent with the goals and objectives defined by the Board.

NextGen Service Plan

Metro Vision 2028 envisions building a World Class Transportation System in which a World Class Bus System is a cornerstone to its success. Building a World Class Bus System requires improving the attractiveness and competitiveness of the bus network. Attractiveness includes addressing issues such as safety and security, cleanliness, comfort, real time arrival information, easy fare payment, wayfinding and signage, and first/last mile access. Competitiveness requires developing a bus network that minimizes the overall travel time to complete a trip compared to the driving alternative. This travel time considers directness of route, access to the bus stop, waiting time, and onboard travel time.

NextGen's primary purpose is to improve the competitiveness of the bus network. However, through this process, improvements to certain aspects of attractiveness can also be achieved. The following outlines a strategy for how NextGen will set the foundation for building a World Class Bus System.

Step 1: Reconnect Scenario: Metro currently provides roughly 7 million revenue service hours (RSH) of bus service per year. The first step in creating a World Class Bus System is to redesign the routes and schedules to attract trips where and when there is the greatest market potential. The lessons learned in Phase 1 of the bus study present a path forward for reinventing the bus network:

- **85% of LA County residents have used transit at least once in the past year, THEREFORE, we should attempt to maintain coverage throughout the County by minimizing discontinued segments.**

- **Fast/Frequent/reliable service is key**; THEREFORE, we need to create a competitive transit network that reduces overall travel time by optimizing all components of the trip, including walking, waiting, and riding.
- **Metro's current system is not always competitive to get people where they want to go**, THEREFORE routing should be adjusted to reflect the key origins and destinations identified in the cell phone location data.
- **The greatest opportunity to grow ridership is between midday & evening when many trips are short distance**, THEREFORE service levels should be improved for midday, evenings and weekends.
- **Need to integrate Metro's Equity Framework into the planning process**, THEREFORE service improvements should be prioritized for equity-focused areas.

These lessons learned to “reconnect” routes and schedules with where and when people travel today were incorporated into the Service Design Guidelines outlined in Section 3 to develop the NextGen Reconnect service plan. Reconnect is estimated to increase ridership by 5% with no additional increase in revenue service hours.

Step 2: Transit First Scenario: Once the bus network is reestablished to reflect the travel patterns of today, the next step in building a World Class Bus System is to: 1) invest in speed and reliability infrastructure, 2) create safe and comfortable waiting environments, 3) improve the boarding and riding experience, and 4) establish facilities to optimize layovers. These capital improvements create a more competitive and attractive bus network while saving resources to be reinvested into more service.

- **Speed and Reliability Improvements** – As bus system speeds continue to decline, Metro must allocate an additional \$10 million cumulatively every year to provide the same amount of service. Not only does this reduce the opportunity to increase service, it degrades our competitiveness and attractiveness. Therefore, investing to improve the speed and reliability of the bus system is critical to the success of NextGen. Some improvements can be implemented within METRO's control, such as optimizing stop spacing, all door boarding, and headway-based service management. However, other improvements can only be implemented through collaboration with local jurisdictions, including transit priorities, bus bulb outs, and bus only lanes. Under the Transit First scenario, \$750 million in capital improvements are proposed to support speed and reliability improvements for the regional bus network. This investment is anticipated to save 25%-34% in system speed if fully implemented.
- **Customer Wait Environment** – Through the significant public outreach conducted in Phase 1, as well as other Metro efforts such as the How Women Travel Study, we learned that an uncomfortable and unsecured wait environment is a significant barrier for customers in using the bus network. This is particularly concerning for women who account for over half of our customers and often travel with young children. Metro completed the Transfer Design Guideline in March 2018. Under the Transit First scenario, we plan to begin implementing the recommendations from this policy document at our busiest wait and transfer locations. This investment is anticipated to cost \$150 million

and address several of the safety and comfort issues identified in the NextGen outreach and How Women Travel Study.

- **Boarding and Riding Experience** – Metro has implemented All Door Boarding on several lines, including G Line (Orange), J Line (Silver), Line 720 (Wilshire), and Line 754 (Vermont). Experience on the J Line (Silver) showed that dwell times were reduced by 15% on average, on time performance improved, cash payment declined with more TAP penetration, and significant customer and operator satisfaction. Other strategies to improve boarding and on board experience include level boarding at key stops and improved on board information. These improvements are estimated at \$100 million systemwide.
- **Layover Optimization** – Due to limited curb space, many routes are extended purely to access a layover location. These unnecessary route extensions cost several million dollars in operating cost per year with little to no benefit to the customer. By investing in off street layover terminals to optimize layover locations, we can reallocate wasted resources and reallocate it to more productive use. In addition, these locations would provide facilities for better regional mobility coordination, a better wait and rest environment for customers and operators, improve bus service reliability, and opportunities for new en route Zero Emissions Bus (ZEB) charging infrastructure.

This \$1 billion capital program is expected to achieve resource savings by generating more revenue service miles/trips within the same revenue service hours. These savings would be reinvested into Transit First service improvements, including:

- Ensure that all bus lines operate seven days per week;
- Ensure no wider than 30 minute headways on any line between 6:00 am and 7:00 pm;
- Expand owl (overnight) service on an additional eight lines;
- Increase weekday midday and evening service levels;
- Increase weekday evening service levels.

Investing “one time” capital dollars into transit supportive infrastructure would increase the attractiveness and competitiveness of the bus network, while freeing resources to reinvest into service enhancements. Under the Transit First scenario, these benefits are expected to generate a 15-20% increase in ridership (10-15% over Reconnect) without additional increases in revenue service hours.

Step 3: Future Funding Scenario: Should future funding be secured through efforts such as de-congestion pricing, additional resources can be added to the Transit First network. However, without disincentives for driving, there will be diminishing returns on benefits since most customers would already have been served within the Transit First Scenario. Therefore a 34% increase in revenue service hours would only be expected to yield a 10% increase in ridership over Transit First.

SECTION 3: SERVICE DESIGN GUIDELINES

Key Principles of Network Design

Three key elements are taken into consideration during the Network Development Process to identify when and where transit can be successful.

- **Transit Propensity** – Areas where the propensity to use transit is the greatest embody three main characteristics. First, there is a significantly large population of transit market segments, including people who rely on transit for most of their travel, commuters and students who use transit for work and school trips, and discretionary customers who choose transit for some or all their trips. Second, is the intensity of travel demand to and from areas based on population and employment densities, retail and entertainment, colleges and universities, and other trip generators. A pedestrian oriented street environment is also critical, including safe and well lighted pathways, sidewalks and curb-cuts, grid street network, and level topography.
- **Existing Service Performance** – It is important to identify the most productive segments of the existing bus network which articulates current transit demand. These corridors and routes should be optimized through the network development process, and lessons learned should be applied to other areas with similar demand and service characteristics.
- **Service Environment** - A transit-oriented service environment is also critical to the success of transit, including the pedestrian orientation of the streets and land use, barriers to other modes such as limited and costly parking supply, and transit supportive infrastructure including bus only lanes and transit priorities.

Once these key elements are taken into consideration in the Network Development Process, this transit orientation can then be translated into design considerations, including elements explained in the following sub-sections.

3.1 Service Design Concepts

Service design concepts, developed as part of the NextGen Bus Study, are guidelines established based on the feedback received through the study's stakeholder and public outreach sessions. Network characteristics most important to the public include:

- | | |
|---------------------------------------|-------------------------------------|
| – Faster service | – Better network connectivity |
| – Frequent service throughout the day | – Accessibility to key destinations |
| – More reliable service | – Improved security |

Based on these service themes, the following service design concepts will guide the design of the Metro bus network:

Hybrid Local/Rapid Stop Spacing – Currently stop spacing is determined by route classification. For example, local lines are planned with $\frac{1}{4}$ mile stop spacing while Rapid lines have $\frac{3}{4}$ to 1 mile stop spacing. As a result, customers travelling on local lines go slower between communities but have closer access to origins and destinations. Conversely, Rapid customers

travel faster along a corridor, but may be picked up or dropped off much further from their origin or destination. In addition, resources are split between the local and Rapid lines resulting in wider headways for each service. Therefore, overall end to end travel time including walking/rolling to the stop, waiting for the bus and finally the in-vehicle run time may result in longer travel times on the Rapid, especially for shorter distance trips.

Consolidating local and Rapid resources along a corridor will provide much better headways, and customizing stop spacing along the corridor based on changing land use densities along a corridor results in shorter wait times, faster on board travel times compared to the local, and shorter walk/roll compared to Rapid service. In addition, this standardizes the frequency along the entire corridor, vs inconsistent frequencies between local and Rapid services that have different speeds.

Shorter Route Lengths and Subarea Transit Hubs – The cell phone location based data indicates that almost half of all travel in Los Angeles County are within 1 to 5 miles. In addition, the origin-destination travel patterns indicate that many people travel locally and not necessarily regionally across the region. Creating shorter route lengths will improve schedule reliability. Being able to tie the lines to subarea transit hubs will improve network efficiencies and provide a safer and more convenient location for transfers.

Municipal Operator Coordination – Metro serves as LA County's regional coordinator of transit services. Improved coordination between all operators and modes is vital to establishing an integrated regional transit network. Metro operates within a hierarchy of services, in which Metrolink provides the region's commuter rail to serve high volume, longer distance trips. Metro Rail, Metro BRT [G Line (Orange) and J Line (Silver)], and Metro Bus serves as the backbone of the urban transit network, which is augmented by municipal operators. Municipal and local return operators complement the system with community and shuttle buses that serve specific neighborhood needs.

Roughly one third of transit service in LA County is provided by municipal bus operators and Metrolink. Their coverage is especially strong in Santa Monica, South Bay, Gateway Cities, and eastern San Gabriel Valley. Therefore, it is imperative that Metro bus service is closely coordinated with municipal transit service. Given that several of the municipal operators are currently undergoing their own system redesigns, there is an opportunity to work together to develop service change ideas between Metro and municipal services to improve overall coordination for customers.

MicroTransit and Other On-Demand Services – Some areas of the County are difficult to serve with fixed route transit due to terrain, narrow streets, and dispersed lower density destinations. In addition, travel activity in some areas are low during certain times of day or days of week. Metro is currently piloting Mobility on Demand and will be implementing a pilot program for MicroTransit. These service modes may be more appropriate for areas and times of day where fixed route cannot be competitive and will be considered for application in lieu of fixed route if warranted.

Standardize Frequencies by Service Tiers – Currently, schedules are written based on the Board-adopted load standard for frequent services (15 min or better) and based on policy for infrequent services (wider than 15 min). To ensure the core network has consistent frequencies and span of service, corridors will be categorized into tiers based on transit propensity, current ridership, and overall travel demand. Each tier will be assigned a frequency designation (e.g. 10 min peak/12 min base) to ensure that all services within the tier provide consistent service levels for ease of transfer along the network. If a line requires better frequencies than the tier designation, it will be set based on the Board-adopted load standard.

Routing to Reflect Current Travel Patterns and Transit Propensity – Currently corridors are being evaluated by segments. Based on the origin – destination travel patterns identified using the cell phone location based data as well as regional TAP data, the segments will be connected together to create lines. Better aligning the routing with travel patterns is expected to reduce the number of transfers required to make a trip and increase the distance travelable and access to opportunities along the network within 15 min, 30 min, etc. While resources will be focused in areas with high transit propensity, there will be a concerted effort to maintain service in areas of low demand but with the greatest mobility needs.

Table 3.1 *Service Design Concepts*

	Faster service	Frequent service throughout the day	More reliable service	Better network connectivity	Access to key destinations	Improved security
Routing to reflect current travel patterns and transit propensity				X	X	X
Standardize Frequencies by Service Tiers	X	X				
Subarea transit hubs				X		X
Shorter route lengths			X			
Optimize stop spacing	X		X			
Municipal operator coordination				X	X	
MicroTransit and other on- demand		X			X	
Transit supportive infrastructure	X		X			X

Transit Supportive Infrastructure – The service design will identify transit supportive infrastructure that either improves overall travel time and reliability or reduces inefficiencies in the network. Speed and reliability improvements include bus only lanes, queue jumpers, bus bulb outs, signal retiming, All Door Boarding, fare payment technology, etc. improves the

attractiveness and competitiveness of transit while reducing revenue hours that can be reapplied to better use. Infrastructure that optimizes terminals and layover locations, reduce out of direction movements, and improves transfer movements will reduce non-revenue miles and hours that can be reallocated to revenue service.

Table 3.1 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

3.2 Service Standards

Service standards are established to ensure that service levels are maintained based on board adopted standards.

Headways

The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day, and it should not be exceeded for at least 90% of all hourly periods as summarized in Table 3.2.

Table 3.2 *Maximum Headway by Service Type*

Service Type	Peak	Off-Peak
Heavy Rail	10	20
Light Rail	12	20
Core Network	7.5	7.5
Convenience Network	10	10
Connectivity Network	15	15
Community Network	30	30
Commuter Network	varies	varies
Micro-Transit	varies	varies

Passenger Loads

Passenger loading standards have been developed to ensure there is sufficient service capacity on Metro Bus and Rail service. The loading standard for bus is based on the maximum average ratio of customer s to available seating per vehicle size (i.e. 40-foot, 45-foot, and 60-foot buses). The loading standard for rail is based on the maximum average ratio of customer s per seat by service type (i.e. Heavy Rail and Light Rail). Current loading standards are shown in Table 3.3.

- **Bus Passenger Loading Standard** expresses the maximum average ratio of customer s to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. This TSP sets the current loading standard for Metro bus to 1.3 as recommended by the 2016 APTA Peer Review Committee. Vehicles used for MicroTransit or Mobility-on-Demand will have a load standard of 1.0.

- **Rail Passenger Loading Standard** expresses the maximum average ratio of customers to seats by service type and by direction for one-hour period by time of day and should not be exceeded for at least 95% of all hourly periods.

Table 3.3 *Passenger Loading Standards by Vehicle Type*

Service Type	Seats per Vehicle	Passengers per Seat	Maximum Passengers Onboard
Heavy Rail	54	2.30	124
Light rail	76	1.75	133
Bus – 40 foot	38	1.30	49
Bus – 45 foot	46	1.30	60
Bus – 60 foot	57	1.30	74

Wheelchair Boardings and Pass ups.

Ideally, in a floating 6-month period, regular operating bus service will average of no more 6% pass-ups of customers who use wheelchairs or other mobility devices. Should the average increase to over the threshold of 6%, Service Planning will adjust service to better serve the ridership patterns of the route in such a way so as to minimize pass-ups.

Network Route Spacing

Network Route Spacing refers to the average distance between two or more parallel bus and/or rail lines. It is generally accepted that customers are willing to walk up to 0.25 mile to a bus stop. Generally, bus routes operating parallel to each other in an urban area should be spaced 0.5 mile apart from one another and bus routes operating parallel to rail should be spaced a 0.5 mile apart on either side of a rail route. Bus routes operating parallel in a suburban area should be spaced no more than one mile apart from each other, and bus routes operating in low density or underdeveloped areas should be operated where needed in a cost-effective manner. Where possible, alternate delivery methods should be considered.

Bus Stop/Station Spacing

Stop/Station spacing refers to the average distance between consecutive stops/stations along an entire bus/rail route. The standard is expressed as the maximum average stop/station spacing in miles by type of service and is not to be exceeded by at least 90% of all routes operated. Stop/Station spacing is established based on the goals and guidelines each service type is designed to achieve as discussed below. Metro's maximum average stop/station spacing by mode is summarized in Table 4.3.

- **Heavy/Light Rail Line** station spacing is greater than bus stop/station spacing to achieve the highest speed. Rail station location is determined during the design phase. Ideal average rail station spacing should be no greater than 1.50 miles.
- **BRT and Commuter Bus Routes** achieve the highest bus speeds through even greater stop spacing than Rapid, Core, Convenience, Connectivity, and Community routes. To ensure these services provide access to major activity centers and transfer points, average stop/station spacing should be no greater than 1.25 miles, though there may be exceptions due to geography or existing facility design. See Table 3.4 for further details.

- **Core, Convenience, Connectivity and Community Bus Routes** primarily operate on city streets and secondary streets respectively. These route types are designed to provide service closer to a customer's destination and reduce walking times. Therefore, average stop spacing should be no greater than 0.25 mile for convenient walk access.

Decisions regarding bus stop spacing and location call for analysis of ridership density, customer service requirements, the safety of customers, operators, equipment, the service type provided, interaction of stopped buses with general traffic flow. Stops should be closer together in major commercial districts and farther apart in outlying areas.

Table 3.4 *Maximum Avg. Stop/Station Spacing*

Service Type	Stop/Station Spacing
Heavy Rail	1.50
Light Rail	1.50
BRT	1.25
Rapid	0.75
Commuter	1.25
Core, Convenience, Connectivity, Community	0.30

3.2 Bus/Rail Interface Planning

As the Metro Rail system expands, adjustments are made to the bus system to improve access to rail stations, take advantage of new transfer facilities, and reduce bus and rail service duplication. The following guidelines provide direction to routing and scheduling changes that will be necessary as the Metro Rail system is expanded:

Discontinuation of Parallel Limited and Express Service

Competing Commuter services that parallel the rail corridor will be discontinued when duplication exists.

Bus Route Deviation

Bus routes that run parallel to a rail line may be diverted to a station when:

- Walk time from the nearest station is greater than 3 minutes;
- Diversion time in one direction is 5 minutes or less; and
- Net travel time benefit for connecting customers exceeds increased travel for through travel.

Intersecting bus lines or ones that travel in a perpendicular direction to a rail line will be diverted to serve the closest rail station when:

- Diversion time in one direction is 5 minutes or less
- Net travel time benefit for connections and through travel

Extend Terminating Lines

Bus routes that end within one mile of a rail station will be extended to terminate at the station. Routes that terminate at distances greater than one mile may be extended if the rerouting will create a valuable link to the rail system or will result in a reduction in travel time for a significant number of customers.

New Bus Routes

New rail feeder service will be considered as part of the service change process if a need is demonstrated and if funding is available.

Scheduling Rail/Bus Interface

Bus arrival and departure times should be governed by the rail arrival and departure times when predominant movement is from bus to rail. Bus routes with frequencies of 20 minutes or greater ending at a rail station should be scheduled to arrive 5 minutes before the rail departure time. When the predominant movement is from rail to bus, terminal buses should be scheduled to depart 5 minutes after the scheduled rail arrival time.

3.3 Metro Bus Routing Guidelines

An easy-to-understand-and-use transit system relies on simple network and route design. Consolidating duplicative services on the same or parallel corridors within a quarter-mile to a half-mile distance provides an opportunity to simplify the network for ease of use and reduce unused capacity. This concept requires better coordination of schedules and transfer points and will result in an easier-to-use and more convenient system while reducing wait time and overall travel time.

Metro's directly operated service primarily operates three types of buses: a standard 40-foot bus, a 45-foot bus, and a 60-foot "articulated" bus. To ensure that buses can adequately navigate route alignments and serve bus stops, Metro established the following standards:

- **Transit Centers /Bus Terminals**
 - Layover zones should be designed to accommodate various sizes of buses.
 - Re-striping of layover zones should be completed as needed based on the needs of the service and bus sizes scheduled.
 - Routes should be scheduled so that the amount of layover space needed is available. Layover zones should be placed as close as possible to the route terminal. Where not accommodated by the design, the added operating cost to serve the location will be computed and made part of the decision-making process for bus/rail interface.
- **Minimum turning radius clearance** required for each type size bus movement
 - 50 feet for 40-foot buses (Figure 3.1)
 - 47.5 feet for 45-foot buses (Figure 3.3)
 - 44 feet for 60-foot articulated buses (Figure 3.2)

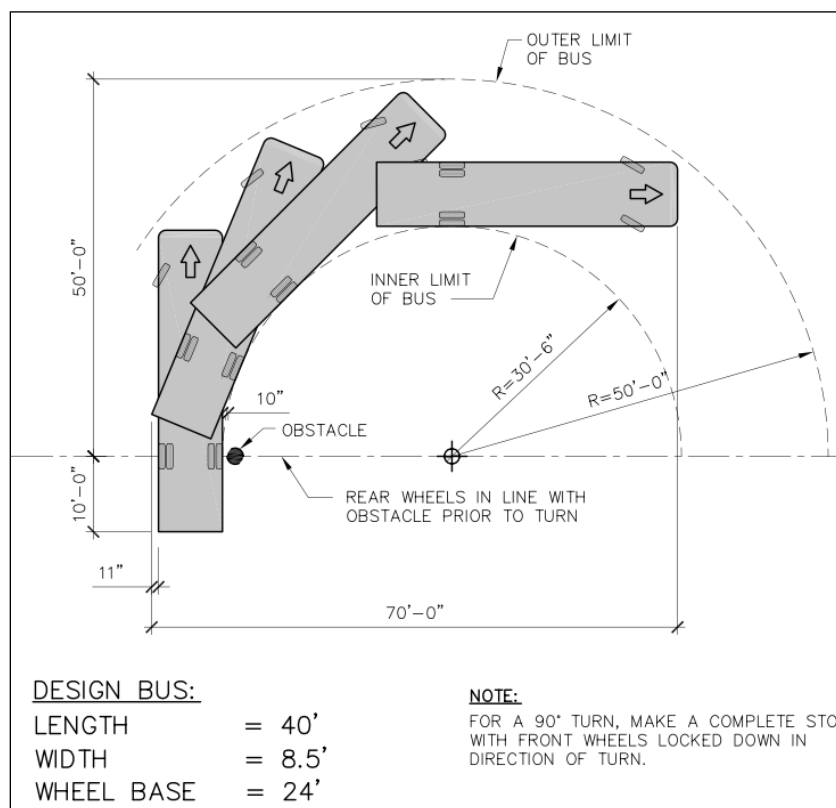


Figure 3.1 40-foot bus turning radius

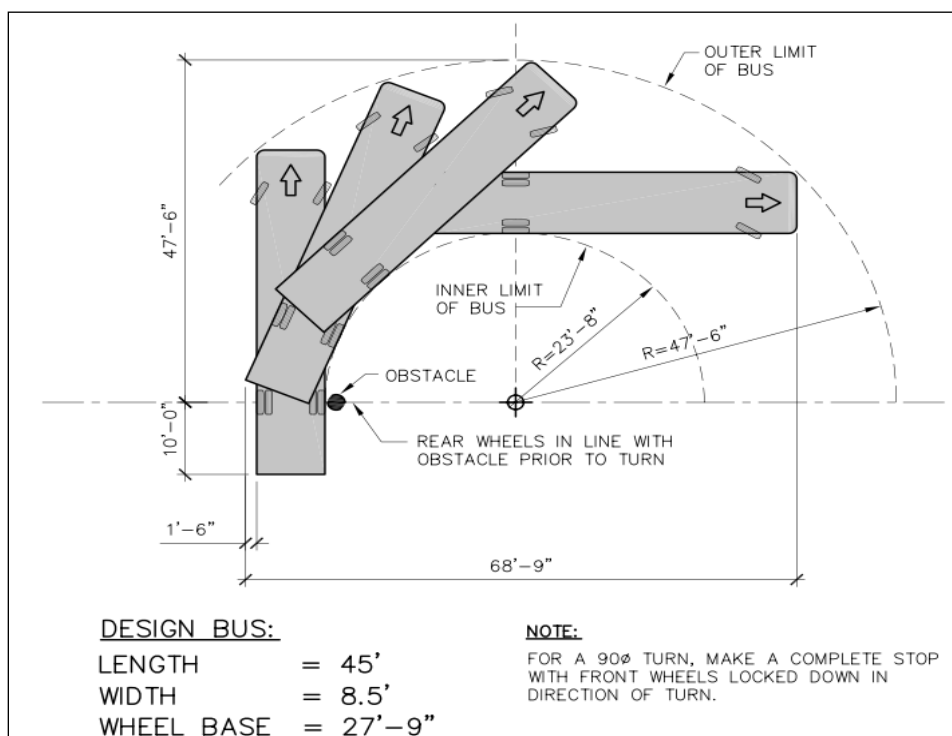


Figure 3.2 45-foot bus turning radius

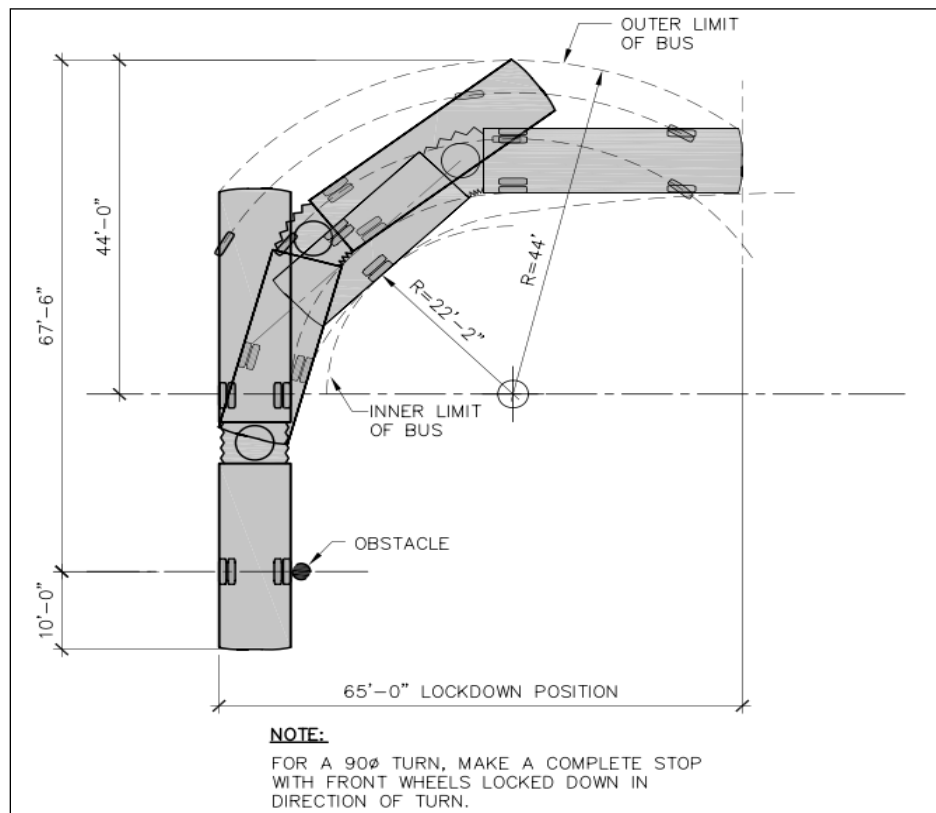


Figure 3.3 Articulated 60-foot bus turning radius

- Desired street lane widths for bus operations should be 12 feet or more.

– Optimal Bus Stop Curb Lengths and Zone

40-foot buses should at minimum:

- Far-side – 90 feet
- Near-side – 100 feet
- Mid-block – 150 feet

For two 40-foot buses servicing a stop simultaneously, add 50 feet. Additional bus stop curb length may be needed for 45-foot buses.

60-foot bus should at a minimum:

- Far-side and mid-block – 120 feet
- Near-side – 170 feet

For two 60-foot buses servicing a stop simultaneously, add 70 feet.

- **Bus Layover Zone** general space requirements based on frequency between scheduled trips:

- One space – 15 minutes
- Two spaces – 12 minutes
- Four spaces – 6 minutes

3.4 Vehicle Assignment

Metro's goal is to ensure a consistent basis for assigning vehicles to facilities to meet operating needs at a minimal cost and improve quality of service. This policy ensures that operating needs are met at a minimal cost and improve quality of service.

Metro's transit system consists of light rail, heavy rail, and bus operations.³ On any given weekday, Metro serves approximately 925,000 bus boardings and 297,000 rail boardings.⁴

- **Buses:** Buses will be assigned to individual facilities based on vehicle size requirements for lines supported by each facility.
- **Light Rail:** Light Rail cars will be assigned to individual lines based on compatibility of vehicle controllers with each line's signal system. Ideally, the number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise.
- **Heavy Rail:** Assignment policy is not applicable to Heavy Rail. The Metro B Line (Red) and D Line (Purple) operate out of the same division and both are operated by the same vehicle type.

3.5 School Trippers

School trippers are extra service operated to protect against overcrowding on bus routes serving schools. Metro's policy on school trippers is based on FTA regulations (49 CFR Part 605). These regulations are directed at protecting the private sector against unfair competition and ensuring that FTA funding is focused on providing services that meet the needs of the public. School tripper service may be operated if it meets the following criteria:

- There is sufficient demand to warrant the operation of a tripper;
- There are sufficient resources to operate a tripper;
- The school tripper will not result in a significant increase in travel time for regular customers; and
- The school tripper is operated as part of the regularly-scheduled public transportation service.

School tripper service must meet the following requirements:

- All school trippers must fully comply with established policies and procedures;
- All regularly scheduled school trippers must be published on public timetables;

³ Source: lacmta.sharepoint.com/sites/MyMetro/Operations/Pages/Home.aspx

⁴ Figures taken from October 2019 data; selected for seasonal average and adjusted for Blue Line closure.

- All locations where trippers board or alight customers, including the bus stops at deviated routes, must be marked with Metro signage including the bus line numbers servicing the stop;
- School tripper changes must be provided to the public by a service change notice or on the Metro website at www.metro.net; and
- Requests for new school trippers or modifications to existing school trippers will be considered when a notice is given at least two weeks in advance providing ample time to complete an appropriate analysis of the request and to allow appropriate notification of changes to the public.

School tripper services changes must comply with the following procedures

- Service Development Managers (SDM) in the Service Planning & Scheduling Department are responsible for certifying that all school trippers in their respective service area fully comply with Metro's School Tripper Policy as discussed herein. Each SDM will submit a report prior to each major service change program that details all existing and proposed school tripper service.
- School tripper "pink letters" require notification to the public through use of a service change notice or on Metro's webpage.
- Uniform standards for the documentation of school tripper pink letters must be employed. This includes standardizing the pink letter form and oversight of the pink letter information being input into the SLS 2000 system to ensure accuracy. All requests for new school trippers and modifications to existing school trippers must be logged into the SLS2000 regardless if the requested new or modified school tripper is implemented.
- SDMs are responsible for working with school districts in their service area which use school tripper service. For example, a specific protocol has been established with LAUSD in which their monthly Operations Coordinators' Meeting has a standing agenda item, "Metro Coordination," where special events and bell-time changes are disseminated to Metro through communication with staff and the meeting's minutes.

3.5 Charter Service

As a grantee of Federal funds, Metro is prohibited from using its federally-funded equipment and facilities to provide charter service except on an incidental basis and when one or more of the applicable exceptions below apply:

- Charter service shall be incidental to the mass transportation service and shall be provided only during times of the day when vehicles are not needed for regularly scheduled service.
- Charter service will only be considered when one of the following exceptions apply:
 - There are no willing or able private charter operators;
 - For special events the private operators are not capable of providing the service;

- When there is a formal agreement regarding the provision of charter services between the recipient and all private charter operators who have been identified to be willing and able; and
 - For government or certain non-profit organizations, if the trip involves a significant number of handicapped persons, or if the organization is a qualified social service agency, or if it receives public welfare assistance funds whose implementation may require transportation services.
- All requests for Charter Service must be approved by the Chief Executive Officer and may require a waiver from the Federal Transit Administration. Petitions for a waiver should be requested in writing 90 days in advance of the event whenever possible.
 - The rates for charter service shall equal or exceed the annual fully allocated cost, including depreciation, of providing charter bus operations, and Metro shall deduct the mileage and hours from the useful life of the buses.
 - The operation of charter service also must comply with relevant state laws, including Section 30630.5 of the California Public Utilities Code.

Charter service is the use of buses, vans or facilities (rail system) to provide a group of persons under a single contract, at a fixed charge, with the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. Generally, for service not to be considered charter, it must meet the following tests:

- Be available to the public;
- Operate within the system's normal scope (existing routings, fit within normal hours of operation and established fare structure);
- Provide a published timetable; and
- Customers must pay their own fare.

3.6 Special Event Service

Special event services are bus routes designed to take customers to a specific venue and are not part of regularly scheduled operations. Metro will provide service under contract to other entities only if the provision of these services does not interfere with Metro's ability to meet regularly scheduled service obligations and fits within the scope of the agency's regular operation in terms of route structure, fares, and span of service. Special event services will be provided on a full cost recovery basis and in conformance with the agency's charter bus policy.

3.7 Service Transfer Guideline

The regional public transit network consists of 17 "Included or Eligible" fixed route operators (including Metro). Included operators (and routes) are those that were operating within LA County in 1971 at the time of adoption of the TDA/STA statute. Eligible operators (and routes) are those added to the Formula Allocation Procedure (FAP) since that time.

Much of the funding for operation of “Included or Eligible” fixed route public transit service in LA County is distributed according to an adopted FAP. The FAP allocates sales tax receipts for public transit each fiscal year in support of public transit throughout the region. Many of the “Included and Eligible” systems operate under the guidelines of the “reserve service areas” established in 1971. Municipal operators have also grown, providing an expanded route network that has improved connections to Metro’s regional lines. In addition, there are numerous Local Return fixed route transit providers who are not eligible for FAP funding, but instead are funded through Propositions A and C (1990 sales tax initiative), Measure R (2008 sales tax initiative), and Measure M (2016 sales tax initiative). These Operators are funded as “Local Return” operators (see Appendix B for a list of operators funded as Local Return and/or Included/Eligible Municipal operators).

Policy guidance states that the network should be well integrated, coordinated, reduce service duplication, and simplify service. Therefore, the evaluation of transit corridors for consideration to be operated in the future by another operator should include:

- Existing performance relative to the system average;
- Value to the customer through integration into an established nearby transit provider;
- Net cost to each operator and the region;
- Completion of another operator’s route network;
- Provide improved connections to a Municipal Operator’s established network;
- Impacts to exiting and projected ridership;
- Generation of a net cost savings to Metro based on Metro’s calculation of the FAP impacts for all service realignment proposals.

Any transfer of directly operated Metro services to a municipal or contract operator must adhere to the terms and conditions governing such transfers as agreed to within the adopted collective bargaining and other superseding agreements between the affected labor unions and Metro.

If a proposed service change is adopted that results in a reduction of service, Metro should reinvest at least half of the net savings (operating cost less customer and FAP reduction) to improve service on Metro’s core network of regionally significant lines in the service area from which the savings were drawn.

Any significant service modifications will be subject to review under Title VI of the Civil Rights Act of 1964, as amended, the approval of the appropriate Metro Service Council(s) and the local transit provider’s Board of Governance, and must be in compliance with local, regional, and labor legislation or agreements. Finally, the agency that assumes service will be required to maintain or improve the days, spread, and frequency of the exiting service for at least a one-year period. In addition, the assuming agency must be a participant in the regional TAP program to minimize fare change impacts.

3.8 Alternative Service Delivery Options

Alternative service delivery options generally refers to services not directly operated by Metro, such as contract services, Municipal and Local Return Operators, taxis and other flexible destination operations. These alternatives can complement traditional transit service. In addition, Access Services provides mandatory ADA complimentary paratransit services for functionally disabled individuals in Los Angeles County. Access transportation service is available for any ADA paratransit eligible individual to any location within $\frac{3}{4}$ of a mile of any fixed bus operated by the Los Angeles County public fixed route bus operators and within $\frac{3}{4}$ of a mile around Metro Rail stations during the hours that the systems are operational. Complementary paratransit service is not required to complement commuter rail and commuter bus services, since the ADA does not require that these services provide complementary paratransit service.⁵

Metro has launched two pilot programs to leverage demand-responsive technology to improve mobility, customer experience, and system performance by providing additional first-mile and last-mile service options: Mobility on Demand and MicroTransit.

The Mobility on Demand pilot launched in January 2019 and will operate for 12 months. Metro has partnered with Via, a provider of on-demand shared rides, to develop on-demand technology to increase access to Metro's transit system by offering service to and from three of Metro's transit stations: North Hollywood, Artesia, and El Monte. This pilot program is funded in part by a \$1.35-million Mobility on Demand (MOD) Sandbox Demonstrations grant from the Federal Transit Administration (FTA).

The MicroTransit Pilot Project is anticipated to launch in late 2019. Metro is partnering with RideCo, NoMad/Via, and Transdev to develop on-demand technology to increase access to Metro's transit system. MicroTransit short trips will be approximately 20 mins in vehicle and run one to five miles in distance. These short trips may connect customers to Metro operated services and to municipal operators.

⁵ https://accessla.org/riding_access/overview.html

SECTION 4: CUSTOMER INFORMATION AND AMENITIES

Customer information instructs both regular customers and infrequent customers on how to use transit as a viable mode of transportation to and from their destinations. Clear, accurate, and timely information is an important adjunct to service quality, particularly when bus and rail services are not operating as planned. Amenities aid in the comfort and security of customers.

4.1 Customer Information

Customers need to know how to use transit: where to go to access it, where to alight to access their destination, whether transfers are required, when transit services are scheduled to depart and arrive, and how planned and unplanned service changes or disruptions impact travel. Both regular and infrequent users require specific route information when they need to travel to a location they rarely visit or that is new to them. Information must be provided in accessible formats. Metro provides customer trip planning and help information via telephone, customer service representatives, on-board announcements, mobile device applications and text/SMS messaging, by mail, online at the metro.net website, and by email.

- **Signage** at transit infrastructures such as stations and shelters, signs directing motorists to Park & Ride lots, and bus stop signs that indicate the presence of service to people not currently using transit.
- **Audible Announcements** at bus stops, rail stations and on-board vehicles to assist customers with visual impairments and customers unfamiliar with the route or area.
- **Online Information** is available 24-hours to anyone with Internet access such as:
 - Nextrip's next bus arrival (detour notices should be posted on this service, Metro's website, as well as other transit applications)
 - Google, Apple, and Bing Maps
 - Route maps and timetables, fare information, and Trip Planner
 - Specialized guides (Bikes, Riders with Disabilities, Safety & Security)
 - Commuter program information (carpools, vanpools, employer programs, etc.)
 - News and media information
 - Latest projects and programs
 - Contact information
 - Special event information
 - Social media accounts
- **Bus and Train Real-Time Information:** Accurate, timely, relevant, and readily available trip information is useful for reassuring customers when the next transit vehicle will arrive or how long the expected delay time is if there has been a service disruption. It should provide them with enough information to help them decide whether to continue to wait for the next transit vehicle, consider alternate routes, or take another mode of transportation to complete their trip.
- **Printed and Distributed Information**, such as timetables, maps, service change notices, customer newsletters, etc., preferably available at multiple locations.

- **Posted Information**, such as system maps, bus cubes posted at stops, stations, and on board transit vehicles.
- **Route Numbering Convention** at stops and on transit vehicle head signs assist customers to quickly identify what stops to wait at and what transit vehicle to board related to printed and posted information. See Appendix A.
- **Wayfinding** is the process of communicating information to support the ability to navigate using signage, system/route maps, kiosks, bus cubes, directions, etc. so that customers can easily determine where they are, where they want to go, and how to get there.
- **Visual Displays** to assist customers with hearing impairments and to supplement on-board announcements that may be muffled by other noise.
- **Customer Information Panels (CIPs)** are interactive touch screen panels that display vehicle arrivals, service alerts, system and local maps, Metro Arts programming, advertising, and Agency PSAs.

4.2 Customer Amenities

Customer amenities are those elements provided at a transit stops, transit centers, and station stops to enhance comfort, convenience, and security. Amenities include items such as shelters, benches, vending machines, trash receptacles, lighting, restrooms, and telephones. In some instances, Metro coordinates with municipalities to provide appropriate amenities. Metro provides a minimum set of customer amenities at all rail stations and major Metro-owned off-street bus facilities that allow for boarding as summarized in Table 4.1.

- **Benches** provide comfort for waiting customers, help identify the stop or station, and provide an affordable alternative to shelters.
- **Elevator/Escalators** provide accessibility for those who otherwise cannot use stairs to elevated or lowered station stops.
- **Lighting** increases visibility, security, and discourages misuse of bus stops when transit operations are not in service.
- **Public Restrooms** may be provided at major transit centers and maintained for public safety and convenience.
- **Shelters** provide comfort for waiting customers, protection from climate conditions, and help identify the stop or station. Metro does not own or install benches and shelters but will coordinate with local jurisdictions on their placement where appropriate.
- **Telephones/Intercoms** provide access to transit information and emergency services.
- **Trash receptacles** provide a place to discard trash and contribute to keeping bus stops and surroundings clean. Trash receptacles are placed and maintained by individual municipalities at bus stop locations.

Table 4.1 *Customer Information and Amenities*

Amenity	Service Type	Allocation
Shelters:	Heavy Rail:	n/a
	Light Rail:	At least 80 linear ft. per bay
	Bus Facilities:	At least 6 linear ft. per bay
Seating:	Heavy Rail:	At least 12 seats
	Light Rail:	At least 10 seats
	Bus Facilities:	At least 3 seats per bay
Info Displays:	Heavy Rail:	At least 12
	Light Rail:	At least 10
	Bus Facilities:	At least 3
LED Displays:	Heavy Rail:	At least 8 arrival/departure screens
	Light Rail:	n/a
	Bus Facilities:	n/a
TVMs:	Heavy Rail:	At least 2
	Light Rail:	At least 2
	Bus Facilities:	n/a
Elevators:	Heavy Rail:	At least 2
	Light Rail:	At least 1 for elevated/underground
	Bus Facilities:	At least 1 for multi-level terminals
Escalators:	Heavy Rail:	At least 4 (2 Up/2 Down)
	Light Rail:	n/a
	Bus Facilities:	n/a
Trash receptacles:	Heavy Rail:	At least 6
	Light Rail:	At least 2
	Bus Facilities:	At least 1 per 3 bays/2 per facility

4.3 Rail Stations and Major Off-Street Bus Facilities

When transit service is not provided near one's origin, driving to a Park & Ride lot or utilizing another first-last mile option such as a bicycle or scooter to transit may be viable alternatives. Park & Ride lots, bicycle storage, and micro-mobility parking areas are important amenities for transit customers.

- **Park & Ride/Station Parking Facilities** provide parking for transit customers who use their cars to access a bus or train. Park & Ride facilities are usually provided at station stops or transit centers such as the Metro El Monte Station, Harbor Gateway Transit Center, and at various rail stations. Park & Ride lots also can be found in suburbs to serve as a staging area for commuter customers.

- **Bicycle Storage** may be provided at transit stations where demand exists and space allows, and on transit vehicles. Bicycle racks, lockers, and hubs may be provided at transit center and stations. On transit vehicles, bicycles may be transported on bus-mounted racks located in front of a bus or on board a rail car in designated spaces. Bike racks provide a simple, relatively low-cost approach and can hold many bicycles in a relatively small space, but bicycles are subject to potential damage and theft. Enclosed bicycle lockers and hubs provide added protection from theft and from weather but cost more and require more space.
- **Micro Mobility Vehicle Parking** is being tested at key Metro system locations as a pilot program. At their July 25, 2019 meeting, the Metro Board adopted a parking ordinance to regulate parking of electric scooters and other similar devices. As part of the pilot, Metro has designated parking areas at select stations and transit hubs for parking of devices; the private firms seeking to park their vehicles at Metro sites must pay a fee for use of the parking facilities.⁶

4.4 Bus Stop Amenities

There are no standards for bus stop amenities because apart from painting the curb red and erecting bus stop signage, Metro has no jurisdiction over street-sitting fixtures or other appurtenances; those are installed by the municipality where the stop is located and often contracted to third parties who support installation and maintenance through advertising revenues.

Transit services are supported by bus stop, transit center and stations facilities. These locations are often the first and last points of contact with the customer. These facilities are an essential component of transit infrastructure that direct customers to existing transit services, provide a safe and comfortable environment in which to wait for service, and facilitate safe and efficient transfers between services. Given their importance, it is vital that transit routes and schedules are developed in consideration of the quality, appropriateness, and availability of facilities.

Bus stops are locations along the route of a bus line where customers safely wait to board or alight from a bus in service. Bus stops consist of a pole with a sign that includes route line number, destination and service qualification signage, and curb markings or parking restriction signage. Select bus stops also include a bus information cube affixed to the pole. Most bus stops are located along the curb of a street; others are located at offsite facilities such as transit centers or rail stations that are owned and maintained by the local municipality or by Metro.

Transit stations are stops along a fixed guideway and have features such as loading platforms, TVMs for fare pre-payment, shelters, benches, lighting, information displays, trash receptacles, bike racks and lockers, and emergency call boxes. Many are located adjacent to Park & Ride lots and customer pick-up/drop off areas.

⁶ Planning and Programming Committee File #2019-0085; LACMTA Administrative Code Title 8: Metro Parking Ordinance

Transit centers are high volume transfer points for multiple transit services and layover spaces for end-of-line bus storage and turn around. Features include customer loading and alighting areas, benches, shelters, lighting, information displays, bicycle racks and lockers, trash receptacles, and bus layover bays.

On-street bus layover zones are designated stopover points for buses at or near the end of the line. They may or may not allow for customer boarding and alighting. Bus terminals are major offsite layover areas for multiple bus lines and may or may not allow for customer boarding and alighting.

Locating bus facilities (other than on-street stops) in heavily congested or urbanized areas increases the burden on the transit operator to find layover spaces for buses and operator restrooms. The extension of a line to a specific terminal may prove uneconomical and at the very least add costs to an already budget constrained operation.

Cost and minimization of customer disruptions are significant concerns when locating facilities for bus operations. Metro Operations continues to evaluate routes and layovers to reduce costs and improve efficiency. As a key internal stakeholder in the environmental planning process, the Service Development Department should be involved early in the analysis of alternatives to and the development of mitigation measures to ensure adequate accommodations are incorporated to foster connectivity of future projects.

Capital costs of new support facilities are an important determinant; but more significant is the added operating cost that may be incurred due to inadequate facilities.

4.5 Bus Stop/Station Location, Design and Guidelines

Bus stops and station stops allow for boarding and alighting of customers; their locations should balance safe, convenient access with pedestrian safety. Locations should support efficient transfers, minimize walking distances and unnecessary crosswalk movements, and preferably be located at a signalized crosswalk to prevent potential jaywalking. Bus stops are generally located adjacent to a bus/rail station or within a short walk to medical facilities, schools, shopping centers, office buildings, multi-unit apartments, or other major activity centers to provide access for uses that generally attract transit customers. Hospitals and schools have high priority when considering new bus stop locations and/or when relocating existing bus stops.

BRT/Rail station locations are determined during the design phase of a fixed guideway/right-of-way. There are criteria associated with station location, but this is beyond the scope of this TSP. Generally, stations are located at major transfer points with bus or rail and provide access to major activity centers. No standard type of stop can be recommended for all locations, as each intersection has its own unique characteristics. An inventory of land uses that serve as major trip producers and attractors within a 0.25-mile corridor of the road under consideration should be taken prior to establishment. The location of a transit stop requires concurrence of the municipality in which the stop is located in.

In general, far-side stops are preferable, particularly at signalized intersections; however, near side or mid-block stops may be justified in certain situations. A summary of advantages and disadvantages to each location are provided in Table 4.2. TCRP Report 19 “Guidelines for the Location and Design of Bus Stops” (1996) provides a more detailed discussion.

Table 4.2 *Comparative Analysis of Bus Stop Locations*

Stop Type	Advantages	Disadvantages
Near-Side	<ul style="list-style-type: none"> Minimizes interference when traffic is heavy on the far side of the intersection customers access buses closest to crosswalk Intersection available to assist in pulling away from curb Buses can service customers while stopped at a red light Provides driver with opportunity to look for oncoming traffic including other buses with potential customers 	<ul style="list-style-type: none"> Conflicts with right turning vehicles are increased Stopped buses may obscure curbside traffic control devices and crossing pedestrians Sight distance is obscured for crossing vehicles stopped to the right of the bus. The through lane may be blocked during peak periods by queuing buses Increases sight distance problems for crossing pedestrians
Far-Side	<ul style="list-style-type: none"> Minimizes conflicts between right turning vehicles Provides additional right turn capacity by making curb lane available for traffic Minimizes sight distance problems on approaches to intersection Encourages pedestrians to cross behind the bus Requires shorter deceleration distances for buses Gaps in traffic flow are created for buses re-entering the flow of traffic at signalized intersections Allows bus routes that operate signal priority to take advantage this technology at signalized intersections. 	<ul style="list-style-type: none"> Intersections may be blocked during peak periods by queuing buses Sight distance may be obscured for crossing vehicles Increases sight distance problems for crossing pedestrians May increase number of rear-end accidents since drivers do not expect buses to stop again after stopping at a red light
Mid-Block	<ul style="list-style-type: none"> Minimizes sight distance problems for vehicles and pedestrians Passenger waiting areas experience less pedestrian congestion 	<ul style="list-style-type: none"> Requires additional distance for no-parking restrictions Encourages customers to cross street at mid-block (jaywalking) Increases walking distance for customers crossing at intersections and for transferring customers

Source: FTA webpage (http://www.fta.dot.gov/12351_4361.html)

When two or more bus routes operate along the same corridor, stops should be consolidated to avoid unnecessary crosswalk movements and minimize confusion as to which stop customers should wait to catch their bus wherever possible. However, if a group of bus lines operating along the same street, in the same direction, serving the same intersection (such as in the downtown environment), it may be necessary to implement two stop locations (e.g.

nearside and farside) to minimize congestion and negatively impact bus operations under the following circumstances:

- Some bus lines will queue up to make a right turn while other lines continue through the intersection (unsafe right turn movements)
- Lack of space availability and no room to lengthen zone due to business owner objection, jurisdiction refusal to extend, a loading zone being located behind the current stop, etc.)
- Bus Stop/Station Accessibility: All stops and stations should be fully accessible in accordance with the 1990 Americans with Disabilities Act. This includes ensuring there are no obstructions preventing the boarding and alighting of customers who use a wheelchair or other assistive mobility devices, and that pathways to and from a stop or station are unobstructed. If obstructions do exist, every effort must be made to mitigate the issue(s) with the respective municipalities. In the case of bus stops, they can either be moved to a new location on a permanent basis or temporary basis depending on situations, such as during construction.

The following renderings (Figures 4.1 – 4.4) illustrate a typical bus stop/zone design and offers guideline for near-side, far-side, and mid-block locations. TCRP Report 19 “Guidelines for the Location and Design of Bus Stops” (1996) provides a more detailed discussion.

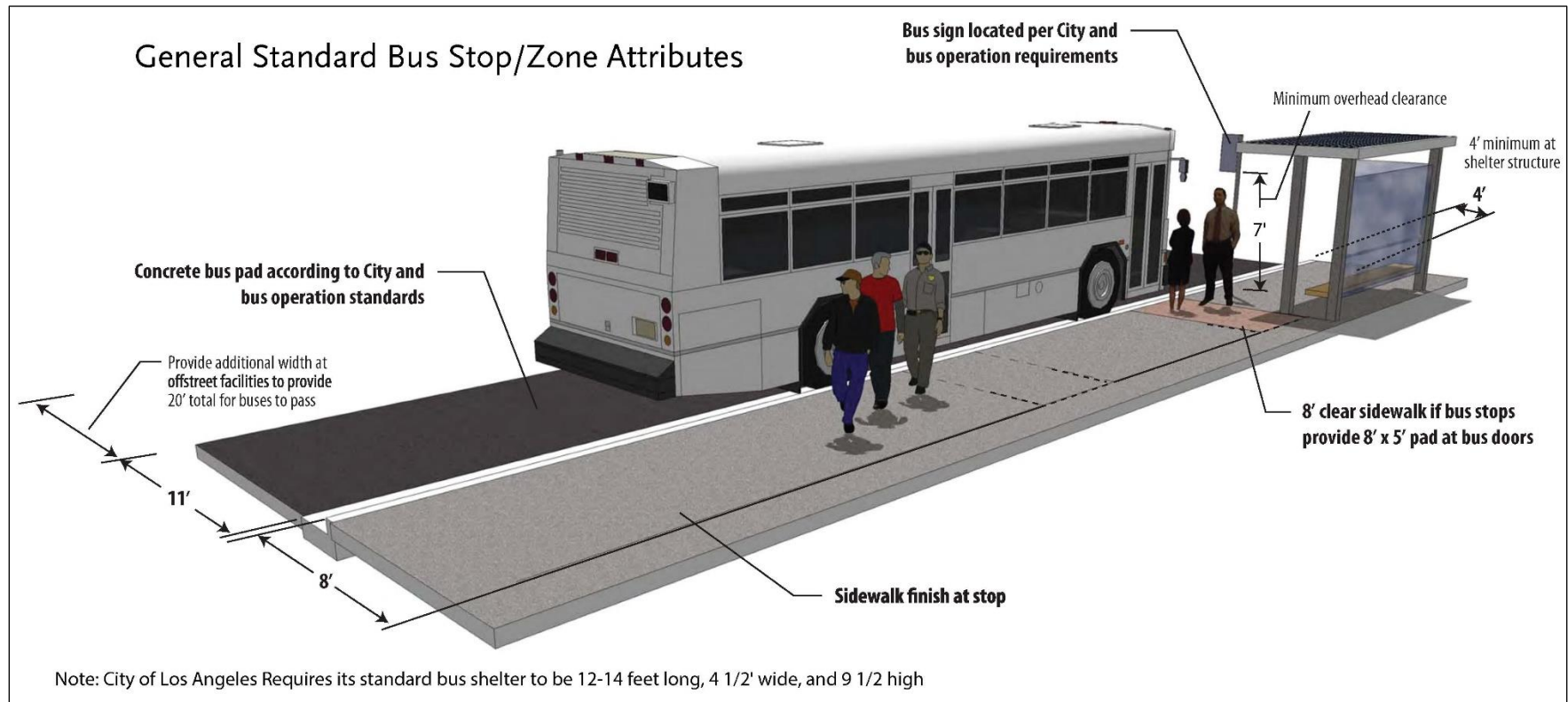


Figure 4.1 *General Standard Bus Stop/Zone Attributes*

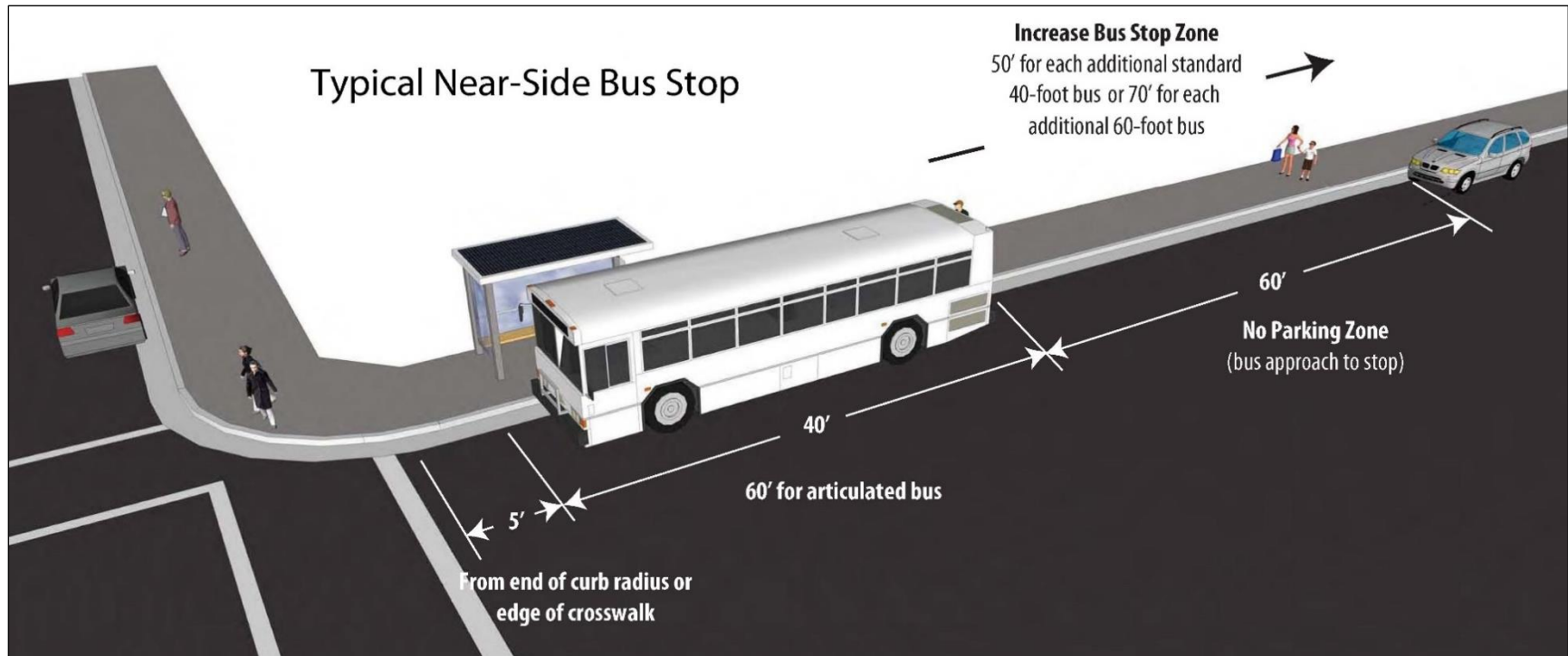


Figure 4.2 Typical Near-Side Bus Stop

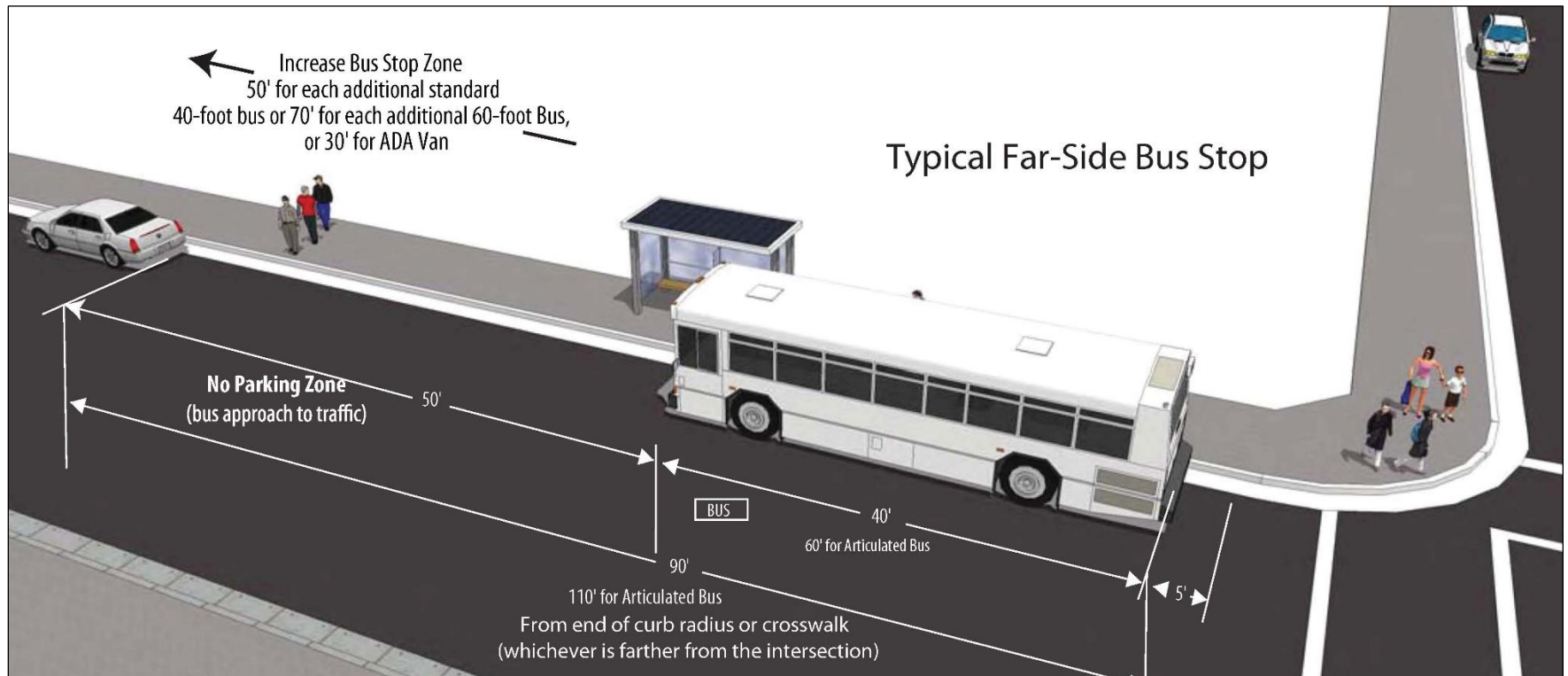


Figure 4.3 Typical Far-Side Bus Stop

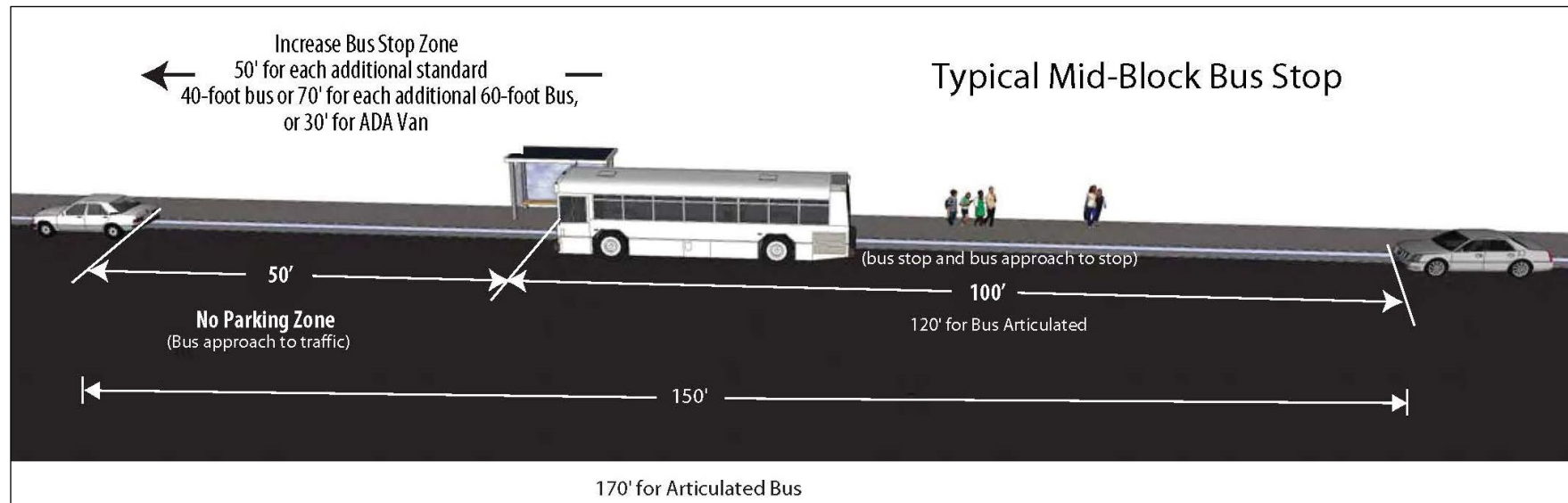


Figure 4.4 Typical Mid-Block Bus Stop

SECTION 5: SERVICE PERFORMANCE EVALUATION

The 2019 Metro TSP establishes a set of performance criteria and standards that balances optimization for efficiency and productivity with customer experience measures of success. Optimization of key performance indicators ensures that the services being provided generate the maximum benefit in terms of ridership at the lowest cost. Customer experience criterion measure how well the transit system can attract customers to use the system more often and for new trip purposes.

5.1 Route Performance Index

The Route Performance Index (RPI) is a conventional industry measure used to ensure Metro services are effective and provide a reasonable return on investment. The RPI is designed to provide an objective measure of bus route performance relative to system performance. The index is based on system ridership and financial targets from the current fiscal year Metro Budget.

This measure is applied to all Metro bus lines that have been in operation for more than one year. The RPI is used to identify under-performing lines. Specific corrective actions are taken during the service change process. Corrective actions may include marketing, service restructuring, implementing an alternative service, or discontinuation of service.

Defining RPI Variables

The RPI considers the following three variables in creating the index. No weight is given to an individual measure; rather the selected statistics represent all facets of the operation in terms of cost efficiency, service effectiveness, and customer use.

- **Utilization of Resources:** Passenger Boardings per Revenue Service Hour (RSH) is used as a measure to determine how effectively resources are used on a given line. This measure is determined by dividing the total number of boardings by the RSHs operated. A route having a higher number of boardings per RSH represents a better utilization of resources such as buses, operators and fuel.
- **Utilization of Capacity:** Passenger Miles per Seat Mile is the measure used to evaluate how the seating capacity of the system is being used. Passenger miles are calculated by multiplying the average distance traveled per customer by the number of customers using the service. Seat miles are calculated by determining the number of seats per vehicle by the number of service miles operated. A higher resulting number indicates greater utilization of system capacity.
- **Fiscal Responsibility:** Subsidy per Passenger is the measure for fiscal responsibility. Subsidy refers to the amount of public funding required to cover the difference between the cost of operation and the customer revenues collected. Higher subsidy services require more public funding support.

The formula for calculation of the RPI for each Metro Bus line is as follows:

$$\text{RPI} = ((\text{Passengers/RSH/System Avg.}) + (\text{Passengers Miles per Seat Mile/System Avg.}) + (\text{Subsidy per Passenger / System Avg.}))/3$$

Lines with an index of 1.0 perform at the system average, while lines with an index of less than 1.0 perform below the average. Lines with an RPI lower than 0.6 are defined as performing poorly and targeted for corrective action. Lines that have been subjected to corrective actions and do not meet the 0.60 productivity index after six additional months of operation may be discontinued, subject to Metro Service Council and Board approval.

The RPI is calculated and reported quarterly by Metro's Service Planning & Scheduling Department. The performance measurement standards for each route are set annually relative to the percentage improvement of overall system performance relative to the previous year's performance. This percentage improvement will be based on the performance objectives outlined in the Metro Annual Operating Budget.

5.2 Customer Experience

Providing high quality mobility options that enable people to spend less time traveling on the transit network requires that we are available when and where our customers want to travel, we are competitive enough to have them try us over other options, and we are attractive enough to ensure they return for the same trip and ideally for more trips. Therefore, our recommended measures of success are aimed at evaluating the bus network within these three stages of Find, Try, and Rely. These customer focused measures help to balance our traditional metrics of productivity and efficiency (e.g. ridership, boardings per hour, subsidy per boarding). Several of these measures (*italicized below*) will be used to evaluate the network through the lens of equity.

Find - How well do people understand how effectively transit can serve their needs? Is the system easy to understand and use? Proposed measures include:

- Services and information is Readily Available
 - Percentage of trip ends within ¼ mile of transit stop
 - Trip planner, app, and website usage rates
 - *Percent of public considering transit (survey-based)*
- The Bus System is Easy to Understand and Use
 - Percentage of out of direction travel
 - Percentage of route miles with all-day frequent service (<15 min headways)
 - *Percent of public understand how to use system (survey-based)*

Try - How can we encourage customers to try the regional transit system? (Metro and Municipal Bus Operators) Proposed measures include:

- Bus Goes Where/When Customers Want
 - *Percentage of trips compatible with transit by time of day and day of week*
 - *Number of jobs and activity centers accessible within a 15 minute and 30 minute transit ride*
 - Number of unique transit users

- Bus system is Competitive
 - *Door-to-door travel times*
 - *Competitiveness of transit time to drive time*
 - System-wide boardings
- Coverage is Adequate
 - *Population within ¼-mile of transit stops by frequency of service*
- Transit Journeys are Simple
 - Average number of transfers
 - Percent of trips that are one-seat rides

Rely - How can we provide services that customers can rely on for their travel needs? Proposed measures include:

- Bus System is Effective and Productive
 - *Competitive transit paths for short, evening, midday, and weekend trips*
 - Number of frequent customers
 - Boardings by time of day and day of week
 - Boardings per revenue hours and miles
 - Cost per passenger mile
- Buses are Reliable
 - Headway regularity on frequent routes
 - On-time performance
 - Real time arrival accuracy
- Customers are Satisfied
 - Rides per week for frequent and infrequent users
 - *Percentage of customers satisfied with Metro services (survey-based)*

5.3 Service Evaluation Process

Services are evaluated monthly, quarterly, and biannually based on the network, lines and segments (geographic, time of day, and day of week) . Services that are inconsistent with demand or do not meet system standards are identified for restructuring, reduction, or discontinuation. Services that have potential for exceeding existing performance will be identified for possible enhancements as should markets that are currently not well served. The following priorities will be considered when restructuring the Metro system:

- **Priority 1** – Restructure services to increase system speed, on-time performance, and balance loads.
- **Priority 2** – Restructure services that are duplicative with Metro Rail, other Metro Bus routes, and Municipal and Local Return operator services. Such services will be identified for discontinuation, consolidation, reduction and/or reallocation to achieve greater productivity and cost efficiency.

- **Priority 3** – Restructure remaining services (constrained by existing budget) based on the service concept and to address major gaps and deficiencies. Prioritize these service adjustments.
- **Priority 4** – Develop new services (unconstrained) to address all gaps and deficiencies. Prioritize these new services.

Significant changes to municipal operator services are incorporated into the evaluation of existing and new services as possible enhancements to address identified gaps or deficiencies in service.

Service Change Performance Evaluation

Schedule adjustments to bus or rail should be evaluated shortly after implementation to determine if there are any obvious issues. This should include line rides and visits to the operating divisions to receive comments and recommendations from customers, operators and supervisors. Appropriate adjustments should be made as required. After three months of operations, the schedules should be evaluated in detail to begin the process of schedule adjustments for the next service change cycle.

Route modifications to bus service should also be evaluated shortly after implementation like the schedule evaluation outlined above. The overall goals of the service changes such as reducing costs, improving connections, increasing bus speeds, and increasing ridership, among others, should have near term goals that are established prior to the service change process. At about 6 months after service implementation, the performance of the changes should be evaluated relative to the established goals. Remedial actions, if necessary, should be developed and considered for the next service change cycle.

SECTION 6: SERVICE CHANGE PROCESS

In 2003 Metro created five localized service areas (Figure 6.1), each to be overseen by a Governance Council. In 2011, Metro restructured and re-established a centralized bus-controlled operation to include the service planning and scheduling function, while maintaining the authority and responsibility of the Councils to help coordinate service changes. Metro restructured the roles and responsibilities of the Governance Councils, now referred to as Service Councils.

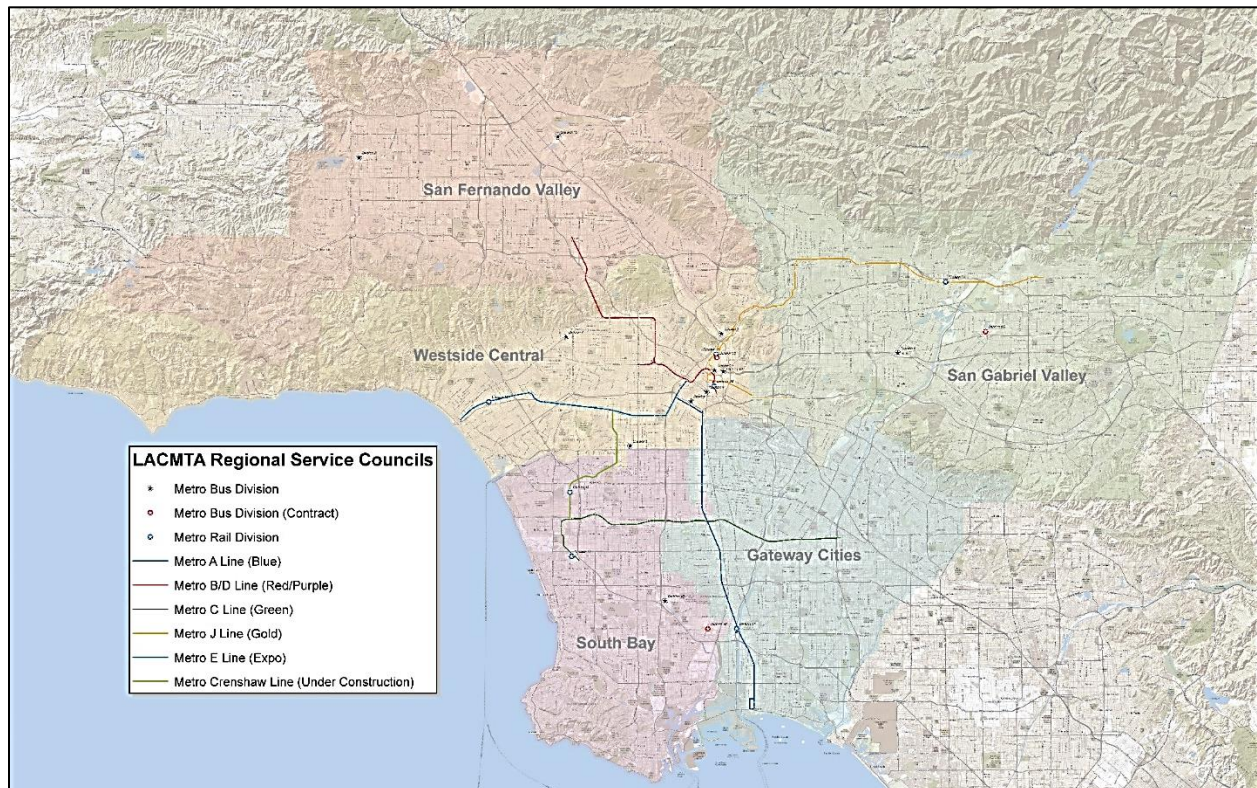


Figure 6.1 *Metro Service Council Areas*

Metro Service Councils provide locally accessible public forums for community members, transit users, and local municipal operators to voice concerns, suggestions, and questions on how Metro can best serve customers. Through these forums, Service Council members can:

- better understand customer needs and make recommendations;
- evaluate opportunities and service coordination issues;
- advise and approve the planning and implementation of service changes within their areas.

As stated in the 2011 update to the Service Council bylaws, one of the Service Council's primary responsibilities is to render decisions on proposed bus route changes considering staff's recommendations and public comments. Metro Service Councils (MSC) will be responsible for approving all proposed permanent route changes, excluding turnaround and out of service route modifications, which exceed a cumulative \$100,000 annual operating cost change. All

major service level changes that require public hearings will be brought to the MSCs who will conduct public hearings then vote to approve, modify, or deny the service change proposals. Any significant temporary service change should be brought to the Council for their information but not approval.

Each MSC will be responsible for holding public hearings that relate to major service changes to Metro bus and rail lines that provide significant service within their Region, consistent with State and Federal laws and with Metro policies pertaining to public hearings. Following receipt of public input, the Councils is responsible for approving all major service changes that are to be implemented that modify, add or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies. When a major service change program requires three or more Councils to hold public hearings, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday.

Table 6.1 *Service Change Timeline*

Key Activities	Required Lead Time (Months Prior to Implementation)
Initiate Planning Process	12
Develop Preliminary Recommendations	7-8
Impact Analysis for Proposed Changes	6-7
Title VI Equity Analysis on Major Service Change and Fare Change Proposals	5-7
Service Council Review and Input	6-7
Confer with Labor Relation and Union Representatives	6-7
Public Review and Input	5
Finalize Service Change Program	4-5
Program Approval	3-4
Develop New Service Schedules	2-4
Print Public Timetables and Operator Assignments	1-2
Fabricate Decals for Bus Blades	1-2
Take Ones/Rider Alerts on Buses	1

All route and major service changes that are approved by the MSC will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move a Service Council approved service change to an Action Item, the Service Council will be notified of this change, prior to the next Service Council monthly meeting. Table 6.1 provides the established service change timeline.

6.1 Service Change Programs

Service change programs are developed based on input generated by a wide variety of sources including customer and employee input, service restructuring studies, requests from other local operators, and performance monitoring results. The service change process includes public review of the proposals, a technical evaluation of ridership impact, and Title VI equity analysis. In accordance with contractual agreements with the Sheet Metal Air, Rail and Transit Union (SMART)⁷, bi-annual service changes will be implemented in June and December. Metro service changes are conducted to modify service based on customer demand, running time adjustments, performance monitoring results, and budget considerations. A service change process workflow is provided in Figure 6.2.

Other factors considered are service performance, availability of alternatives, and mitigation strategies. As part of the evaluation process, resource impacts to in-service hours and required vehicles are also tracked to ensure compliance with budget parameters. In summary, the purpose of an evaluation on proposed service changes is to:

- Define and evaluate the impact on customers
- Determine whether a proposed major service change or fare increase will have disparate adverse impact on minorities or a disproportionate burden on low-income individuals by performing a Title VI Equity Analysis
- Consider alternatives if a disparate adverse impact to minorities or disproportionate burden on low-income individuals are identified
- Develop appropriate mitigation measures if needed
- Determine whether a public hearing is required

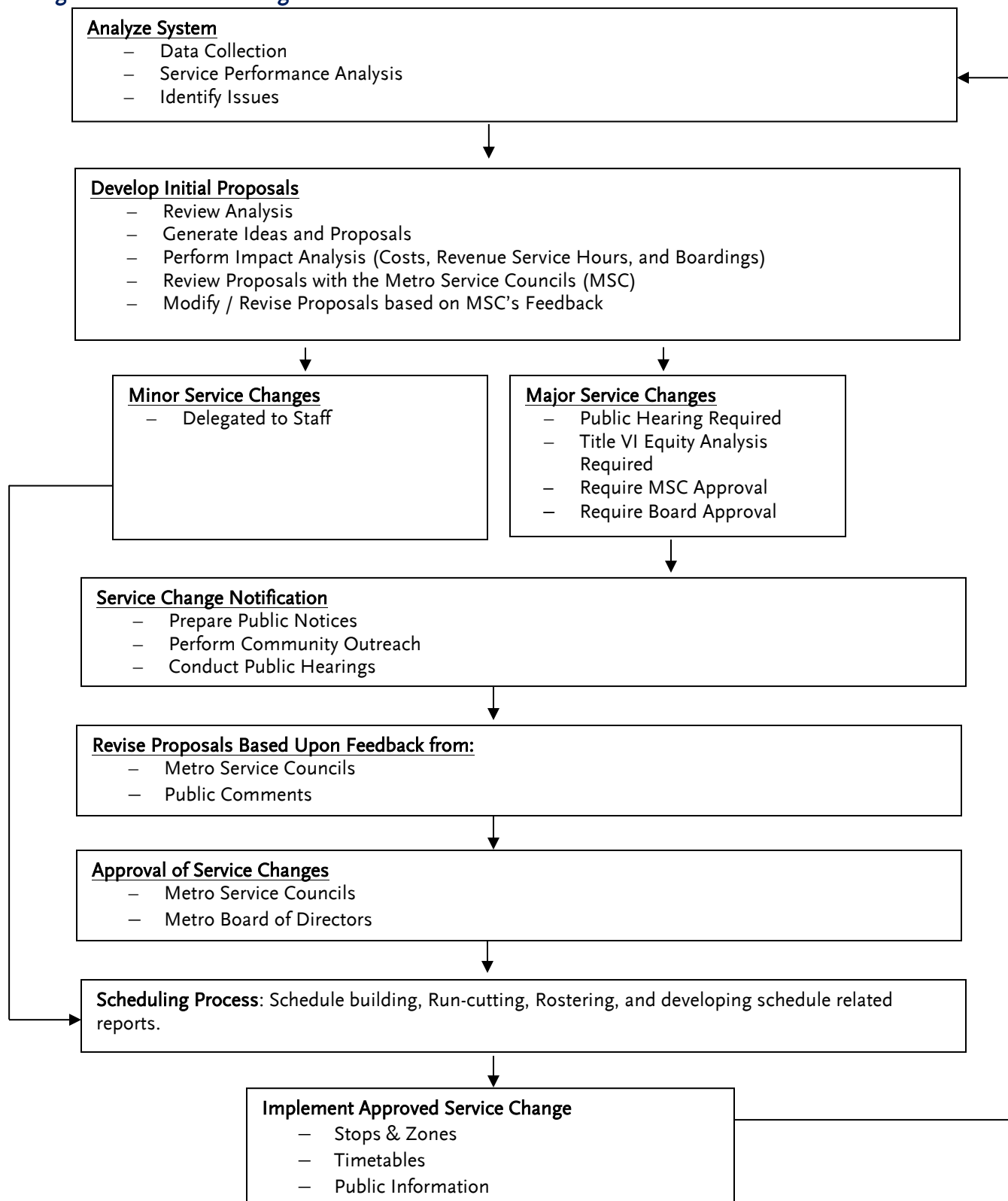
Changes to the rail system occur less frequently. They generally relate to the opening of a new line or adjustments to the frequency or hours of operation for existing service. Changes in rail and bus service follow the same planning and implementation process.

6.2 Title VI and Metro's Equity Platform

Metro's Equity Platform was adopted in February 2017. The framework for equity begins with Title VI of the Civil Rights Act of 1964 which protects minority and low-income communities from disparate and disproportionate negative impacts as a result of major transit service changes.

⁷ The United Transportation Union (UTU) merged with the Sheet Metal Workers Union in 2014 to form SMART.

Figure 6.2 Service Change Process



6.3 Title VI Equity Analysis

In addition, Metro will ensure a Title VI Equity Analysis is performed on all major service change and fare change proposals to determine if these proposals will have a disparate adverse impact on minorities or disproportionate burden on low-income individuals prior to a public hearing. If it is determined that these proposed changes will have a disparate adverse impact on minorities or a disproportionate burden on low-income individuals, Metro will make a good-faith effort to mitigate or reduce the adverse impacts by looking for alternatives.

The framework for equity begins with Title VI of the Civil Rights Act of 1964 which protects people from discrimination based on race, color, or national origin. Impacts on minority and low-income communities must be analyzed to identify disparate and disproportionate negative impacts resulting from a fare change or major transit service changes.

In accordance with FTA's Title VI Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (Effective October 1, 2012), Metro's Administrative Code was revised to incorporate FTA's requirements under Title VI. The Metro Board adopted the updated Administrative Code in January 2013. Based on this Circular, Metro is required to perform a Title VI Equity Analysis on all proposed major service changes or fare changes prior to implementation. The goal is to ensure there is no *disparate adverse impact* to minorities or *disproportionate burden* on low-income individuals created by a major service or fare change. The following definitions and criteria were updated and adopted by the Board in September 2019. The Administrative Code now contains a reference to these definitions so that it need not be amended every time there is a need to modify the definitions:

Disparate Impact Policy:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority customers.

- a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%).
- b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%)

Disproportionate Burden Policy:

Disproportionate burden refers to a facially neutral policy or practice that disproportionately affects low-income populations more than those populations that are not low-income. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

1. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least five percent (5%).
2. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least five percent (5%)

Discretion of the Metro Board of Directors

A *major service change* or *fare increase* may be implemented even if the Title VI Equity Analysis determines a *disparate adverse impact* to minorities was created by the change. However, the Metro Board of Directors must first ensure these changes meet two tests:

- There is a substantial legitimate justification for adopting the proposed major service change or fare increase, meaning the selected service change or fare increase meets a goal that is integral to the mission of Metro; and
- The selected alternative would have a less severe adverse effect on Title VI protected populations than other alternatives that were studied.

Major Service Change

Major service changes are defined in Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-010 as any service change that meets at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1-5 above to be inclusive of any bus/rail interface changes.
6. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.

7. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Fare Changes

Any fare change requires an equity evaluation consistent with the following guidance:

1. A Fare Equity Analysis shall be prepared for any fare change (increase or decrease). This includes but is not limited to permanent fare changes, temporary changes, promotional fare changes, and pilot fare programs. The analysis will evaluate the effects of fare changes on Title VI protected populations and low-income populations. The analysis will be done for fares not available to the general public such as special discount programs for students, groups or employers.
2. If fare changes are planned due to the opening of a new fixed guideway project, an equity analysis shall be completed six months prior to opening of the service.
3. Each Title VI Fare Equity Analysis shall be completed and presented for consideration of the Board of Directors in advance of the approval of the proposed fare or fare media change by the Board of Directors. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.
4. A Title VI analysis is not required when:
 - a) A change is instituted that provides free fares for all customers;
 - b) Temporary fare reductions are provided to mitigate for other actions taken by Metro;
 - c) Promotional fare reductions are less than six months in duration. An equity analysis must be conducted prior to making any temporary fare change into a permanent part of the fare system.

6.4 Metro's Equity Platform

Metro's Equity Platform builds upon Title VI in two distinct ways. First, it goes beyond ethnicity and income to determine communities with the greatest mobility needs. Through market research, surveys, and public input, other groups most reliant on transit include non-English speaking new immigrants, youth and seniors, persons without access to an automobile either by choice or necessity, persons with disabilities, and women who tend to make more transit trips than men.

Second, NextGen Bus Study aims to go above and beyond Title VI, to not only protect against negative impacts, but to further improve service for communities with the greatest mobility needs. To do this, the Four Pillars of the Equity Platform have been integrated into the NextGen Bus Study planning and public engagement process.

- I. **Define and Measure** – Use Title VI as a baseline for identifying communities with the greatest needs, and supplement those with market research to identify the segments of population and trips with the highest propensity for transit use. Evaluate bus

network changes based on the customer focused performance metrics established within this report with particular focus on communities with the greatest mobility needs as identified above.

- II. **Listen & Learn** –The technical work of the NextGen Bus Study identified important information about Metro’s current and potential customers. This data was validated by the robust countywide public engagement effort, including engaging customers onboard buses, outreach sessions at community events, stakeholder briefings, interactive public workshops, digital engagement and print advertising. Comments received will be incorporated into the systemwide service design as well as individual route changes.
- III. **Focus & Deliver** – Service design concepts (discussed above) have been established to address the recurring themes identified from the public outreach and market research, including faster and more frequent service, better reliability and accessibility to key destinations, better connectivity particularly with the municipal operators, and improved perception of security on board buses and at bus stops. These concepts, described below, will be used to redesign the routes and schedules.

In addition, a Transit Propensity Index score has been developed and assigned to every Census Tract in Los Angeles County. This index score considers the various market segments likelihood to use transit, the transit orientation of the environment being served, and the travel demand within the area. Areas with high scores should be prioritized for high quality transit service.

Lastly, other customer experience enhancements such as improved security, accurate real time arrival information, cleanliness, and improved first/last mile service are critical to attracting customers to use transit.

- IV. **Train & Grow** – The Board adopted Transit Service Policy will be updated to reflect the Regional Service Concept as adopted by the Board, including the goals and objectives of the bus network, measures of success, route and network design concepts based on public input and data analysis, and framework for balancing tradeoffs in consideration of Metro’s Equity Platform. In addition, an annual monitoring program will be established to track the progress of achievement towards the goals and objectives, and to inform on necessary adjustments.

6.4 Public Outreach

Prior to a public hearing, several public outreach efforts are made so that the greatest number of customers may respond to the changes at either a public hearing or by submitting written comments at a hearing, or via email, mail, or fax. In accordance with Metro’s Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-025:

1. Any public hearing required by Section 2-20-020 shall be conducted as set forth in this section.
2. Notice of the hearing shall be published in at least one English language and Spanish language newspaper of general circulation and at least thirty (30) days prior to the date

of the hearing. Notice at least thirty (30) days prior to the date of the hearing shall also be published in the neighborhood and foreign language and ethnic newspapers as appropriate to provide notice to the members of the public most likely to be impacted by the proposed action.

3. Notice of the public hearing shall also be announced by brochures in English, Spanish and other appropriate languages on transit vehicles serving the areas to be impacted and at customer service centers.
4. To ensure that the views and comments expressed by the public are taken into consideration, MTA staff shall prepare a written response to the issues raised at the public hearing. That response should also include a general assessment of the social, economic and environmental impacts of the proposed change, including any impact on energy conservation.
5. The public hearing related to a recommendation to increase transit fares charged the public shall be held before the Board of Directors and any action taken to increase the fares charged the general public must be approved by a two-thirds vote of the members of the Board of Directors. The Board of Directors may delegate to another body or a hearing officer appointed by the Chief Executive Officer the authority to hold the public hearing related to a change in transit service.

Table 6.2 *Timeline for Public Notification Activities*

Activity	Months Prior to Service Change
Service Planning staff reviews preliminary proposals.	7
Metro Service Councils set dates of public meetings, publish hearing notices in local newspapers and send LEP and minority communities written notification to elected officials, other operators and key stakeholder groups. Confer with Labor Relations and Union representatives.	5-6
Service Planning staff provides information on proposed changes to the Metro Bus Operators Subcommittee and at quarterly meetings held with the region's municipal and local operators.	3
Communication Department posts information proposed changes on Metro's website.	5
Operations staff distributes meeting notices on board vehicles. Public outreach at key transportation centers, bus stops, and on-board customer interface occurs as well.	Minimum one month prior to public hearings
Metro Service Councils conduct public hearings.	4
Metro Service Councils approve final service change program.	3
Metro Board receives the Service Councils' approved service change program as a Receive and File item.	2
Communication Department prepares press releases on final program and program brochures are distributed on-board Metro vehicles and other outlets.	1

The distribution of information will include line number, line name, route change information, and/or fare change proposals. Other public outreach occurs at key transportation centers, bus stops, and bus and rail stations 30 days prior to the public hearing date. These efforts are made to reach and engage customers who may not have time to attend a public hearing and to inform them of alternative communication methods available to file public comments. Public participation in the public hearing process is an important step in assisting staff and Metro Service Councils in developing and approving final service change proposals. Table 6.2 provides a timeline for public notification activities.

6.5 Public Hearing Process

Once a Service Change Program has been developed by Metro Service Planning Staff, the Metro Service Councils are asked to set a date, time and place for their public hearings. During the period between publication of the hearing notices and public hearings, each Service Council is provided a detailed presentation on service change proposals and given an opportunity to discuss the changes that will be the subject of public comment. After each hearing, each Service Council will meet to consider and approve, modify, or deny all proposed service changes. These actions will then be summarized and presented in an informational report to the Metro Board of Directors.

Under Metro's Service Council by-laws, all service changes must be reviewed and approved by their respective Service Council(s). Public hearings are usually held at the same location where the Service Councils hold their meetings but may be held at other locations at their discretion. When a major service change program requires three or more Councils to hold public hearings, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday. In accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-020, Metro will hold a public hearing on all major service change or fare change proposals that are subject to a Title VI Equity Analysis. These proposals are subject to Metro Service Council and Metro Board approval.

6.6 Implementing Minor Changes on an Interim Basis

Minor service changes are generally route modifications that can be accommodated without impacting the vehicle or operator requirements of the service. Minor service changes do not require a public hearing but are shared with the relevant Service Councils as a courtesy and can be implemented at the discretion of staff.

APPENDICES

APPENDIX A: Metro Line Identification

The purpose of establishing transit service line identification standards is to create a simple way for customers to identify, locate, and reference Metro services, and thereby make the services easier for customers to use.

The line identification standards shall be adhered to when identifying Metro Bus and Metro Rail lines by name. The standards shall be implemented across all internal and external mediums including but not limited to, rail station signs, bus stop signs, bus station signs, vehicle head signs, vehicle destination signs, timetables, the Metro Transit Trip Planner, HASTUS and ATMS⁸. The descriptions and chart below help explain the standards, and how and when they should be implemented.

General Standards

- Transit service lines will be identified using a combination of line number, destinations (both terminals) and the corridor(s) the line travels along. Metro Rail and Metro BRT service which previously used the established operational names (e.g., Metro Red Line, Metro Purple Line, Metro Orange Line) are being transitioned to names based on a letter designation. To ensure consistent usage of transitional naming for Rail and BRT lines, updates to customer information should be referred to the Communications Department.
- Acceptable destination names include a city, community, major landmark, transit center or rail station. Street intersections are no longer to be used as a destination, unless the intersection is required to identify short-line service.
- The destination points will be listed in a West to East or North to South order, consistent with how the line would be read on a map. Destinations on head signs, destination signs, timetables, and physical signage must always be consistent.
- Lines that have Downtown LA as one of the line's end points will list its first, as Downtown LA.
- The name of the line will also list at least one major corridor on which it travels.
- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Printed Materials and Electronic Customer Information

- The line will be presented using the full name, listing both the destinations and major corridor(s).
- Printed materials include, but are not limited to, timetables, service change announcements, brochures, system maps, and service reports.

⁸ HASTUS (Horaires et Assignments pour Systems de Transport Urban et Semi-Urban) refers to the software used to create schedules. ATMS (Advanced Transportation Management System)

- Electronic customer information includes the line information presented on metro.net and underlying electronic databases such as HASTUS and ATMS.
- The Metro Transit Trip Planner will present the line name similarly to what will be shown on the vehicle head sign and bus stop sign, so customers can easily locate the appropriate line at the stop.

Rail Station Signage

- The line will be presented using the line letter designation, and destination point that the vehicle is traveling to in each direction.

Bus Stop Signage

- The line will be presented using the line number, service brand, color and destination point that the vehicle is traveling to in each direction.
- The main corridor(s) will also be listed as well as special service qualifiers including, but not limited to, rush-hour service and weekday-only service.
- Short-line trip destinations will not be shown on bus stop signs.

Vehicle Head Signs

- Head signs will list the destination in which the vehicle is traveling towards in one frame.
- Head signs on Rail and BRT vehicles will list the line letter designation in one frame.
- For short-line trips, the line number and destination shown will be the destination of that trip and not of the entire line.
- When the line is not in service, the sign will read “Not in Service” and display the route number per Operations Notice #09-18.

Automatic Voice Announcements

- External On-Board Announcements:
 - The line will be identified in automatic external voice announcements using the line number and destination point that the vehicle is traveling to in each direction.
 - For short-line trips, the destination noted will be the destination of that trip and not of the entire line.
- Internal On-Board Announcements:
 - When the automatic voice announcement system identifies a stop, the end destination of that line will follow.
 - The stops and stations announced onboard should be consistent with names used on maps, timetables and other printed materials.









Assigning Line Identifiers

It is expected that the standards will be easily applied to the majority of lines; however, it is also understood that exceptions will have to be made for some lines due to unfamiliar end points or corridors, or where temporary solutions are necessary due to construction, temporary service changes, or pilot program deployment. In these limited cases, Service Planning staff and Communications must be in consensus regarding these changes before deciding to deviate from the standards. The Stop and Zones Department may also deploy temporary signage at bus and rail facilities as needed when emergency closures or other service changes impact scheduled service. For detailed guidance on using Metro signage standards, Metro Signage and Environmental Graphic Design Standards documents may be obtained from the Communications Department.

Metro's Rail Line Identification, Naming, and Color Conventions

Rail and BRT lines previously denoted by a color will transition to a letter/color combination beginning in November 2019 when the Metro Blue Line reopens after an extended upgrade. Metro's BRT lines will also transition to this naming convention. The letters assigned to each rail line generally conform to the order in which each line went into operation.

The current planned designations follow:

Prior Designation	Updated Designation	Updated Line Badge
Blue Line	A Line	
Red Line	B Line	
Green Line	C Line	
Purple Line	D Line	
Expo Line	E Line	
Orange Line	G Line	
Silver Line	J Line	
Gold Line	L Line	

The Gold Line has been assigned the letter L for clarity and consistency systemwide while service plans are being developed for the Regional Connector Project. When the Regional Connector is completed, the appropriate sections of the Gold Line will become the A Line or the E Line.

APPENDIX B: Los Angeles County Local Fixed and Demand Response Route Transit Operators

Operator	Municipal	Local Return
Agoura Hills		X
Alhambra		X
AVTA	X	X
Artesia		X
Avalon		X
Azusa		X
Baldwin Park		X
Beach Cities	X	X
Bell		X
Bell Gardens		X
Bellflower		X
Beverly Hills		X
Burbank		X
Calabasas		X
Carson		X
Cerritos		X
Commerce	X	X
Compton		X
Covina		X
Cudahy		X
Culver City	X	X
Downey		X
Duarte		X
El Monte		X
El Segundo		X
Foothill	X	X
Gardena	X	X
Glendale		X
Glendora		X
Hawthorne		X
Huntington Park		X
Inglewood		X

Operator	Municipal	Local Return
La Puente		X
Lawndale		X
Long Beach	X	X
Los Angeles	X	X
Los Angeles County		X
Lynwood		X
Manhattan Beach		X
Malibu		X
Maywood		X
Monrovia		X
Montebello	X	X
Monterey Park		X
Norwalk	X	X
Palos Verdes Estates		X
Paramount		X
Pasadena		X
Pico Rivera		X
Pomona		X
Redondo Beach		X
Rosemead		X
San Fernando		X
SCVTA	X	X
Santa Fe Springs		X
Santa Monica	X	X
Sierra Madre		X
South Gate		X
Torrance	X	X
West Covina		X
West Hollywood		X
Westlake Village		X
Whittier		X
Total	12	62

Many of the Local Return systems listed above do not provide fixed route service but instead provide Demand Response services: Hawthorne, Malibu, and Manhattan Beach are examples.



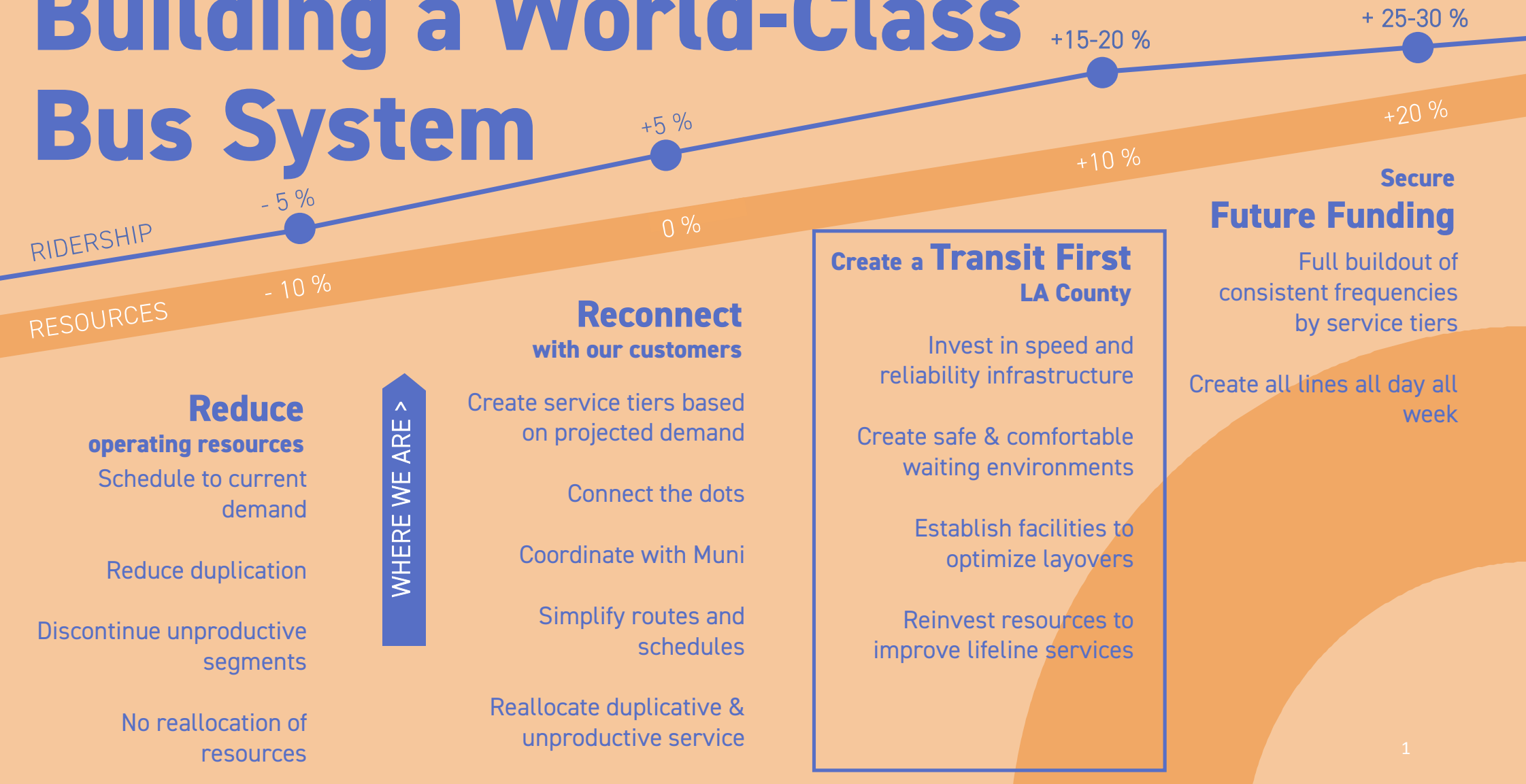
NEXTGEN Bus Plan



Metro

January 23, 2020
Regular Board Meeting

Building a World-Class Bus System



Reduce operating resources

Schedule to current demand

Reduce duplication

Discontinue unproductive segments

No reallocation of resources

Comparing the Alternatives

	Existing Conditions Today	Scenario A Reconnect	Scenario B Transit First	Scenario C Future Funding
Resources (Rev. Hrs)	7.0m	7.0m	7.0m	9.4m
Resources (Rev. Mi)	75.0m	75.0m	80.5m	105.0m
High-Frequency Lines (weekday) <i>Every 10 min or better</i>	16	28	29	46
High-Frequency Lines (weekend) <i>Every 10 min or better</i>	2	14	14	19
People w/walk access to high-frequency service <i>(weekday)</i>	900,000	2.15m	2.17m	2.96m
People w/walk access to high-frequency service <i>(weekend)</i>	630,000	1.14m	1.18m	1.49m
Ridership Increase	0	+5-10%	+15-20%	+25-30%
% riders who lose convenient walk access to transit	0	0.3%	0.3%	0.3%

Translating Lessons Learned Into Service Concepts

- **84% of LA County residents have used transit at least once in the past year**
Minimize discontinued segments
- **Fast/Frequent/Reliable service is key**
Create a competitive transit network
- **Metro's current system is not always competitive to get people where they want to go**
Build a network that reflects travel today & tomorrow
- **The greatest opportunity to grow ridership is between midday & evening when many trips are short distance**
Improve service for midday, evening & weekend
- **Need to integrate Metro's Equity Framework into the planning process**
Provide better service in equity-focused areas

The Metro Customer Experience



1 Speed & Reliability

Walk up & ride

Fast, reliable,
& predictable

Consistent & simple
routing



2 Stop Access & Waiting

Easy to find & access

Comfortable, convenient,
& well-informed

Safe and Secure



3 Boarding & Riding

Fast all-door boarding

Smooth, quiet ride

On-board information

NextGen Frequent Lines



Service Design Warrants

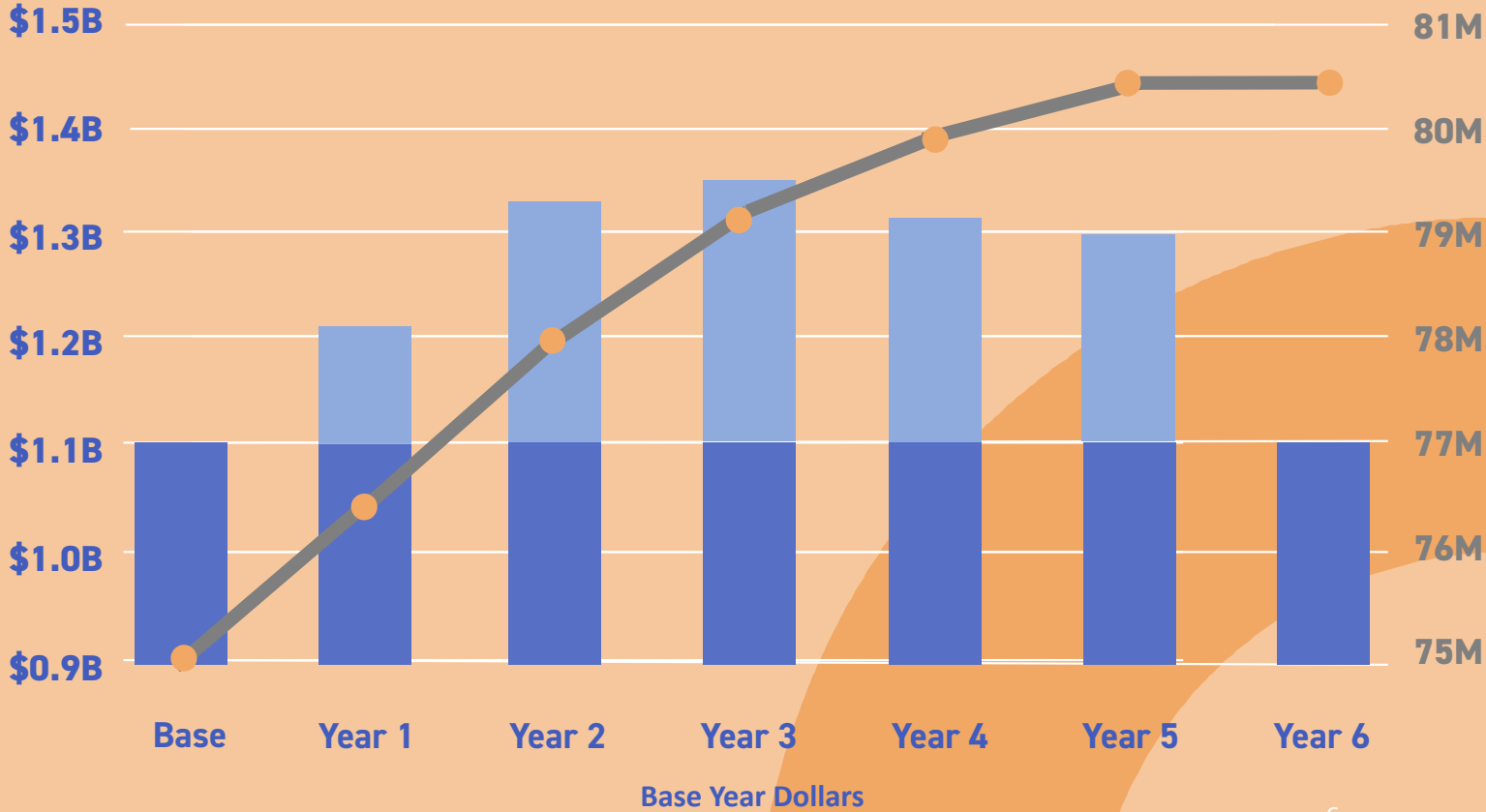
NextGen

Rapid

Frequent Headways	5-10 min	5-10 min
Stop Spacing	0.25-0.3 mi	0.5-0.75 mi
Transit Priorities/bus lanes	✓	✓
Bus Bulbs/Islands	✓	✗
Stop Amenities	✓	✓
Faster Boarding	✓	✗
Branded Buses and Stations	✗	✓
Headway Operations/Line Managers	✓	✓

Phasing Improvements

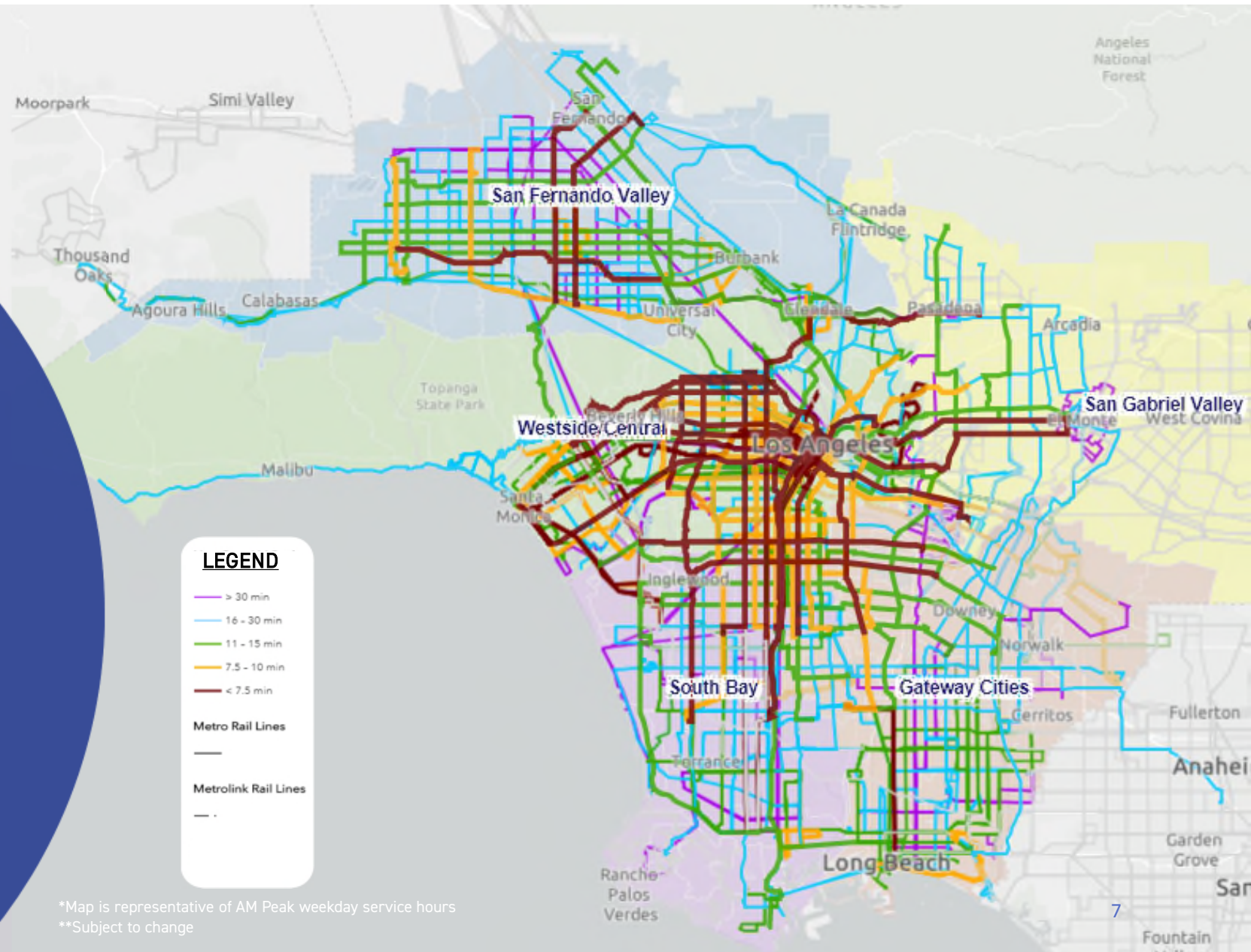
Capital investments create opportunities for system enhancements.



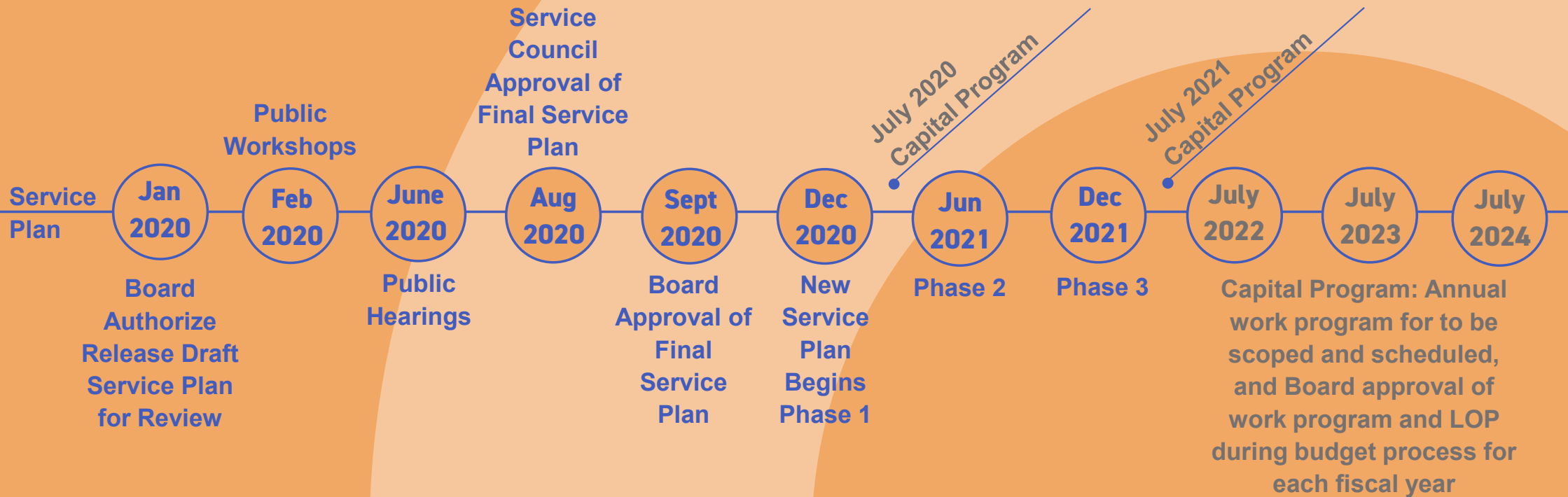
Transit First

The full network complements Muni lines, Metro Rail, & Metrolink services

83% of Metro's bus riders would have frequent service all-day (compared with 48% today)



Next Steps



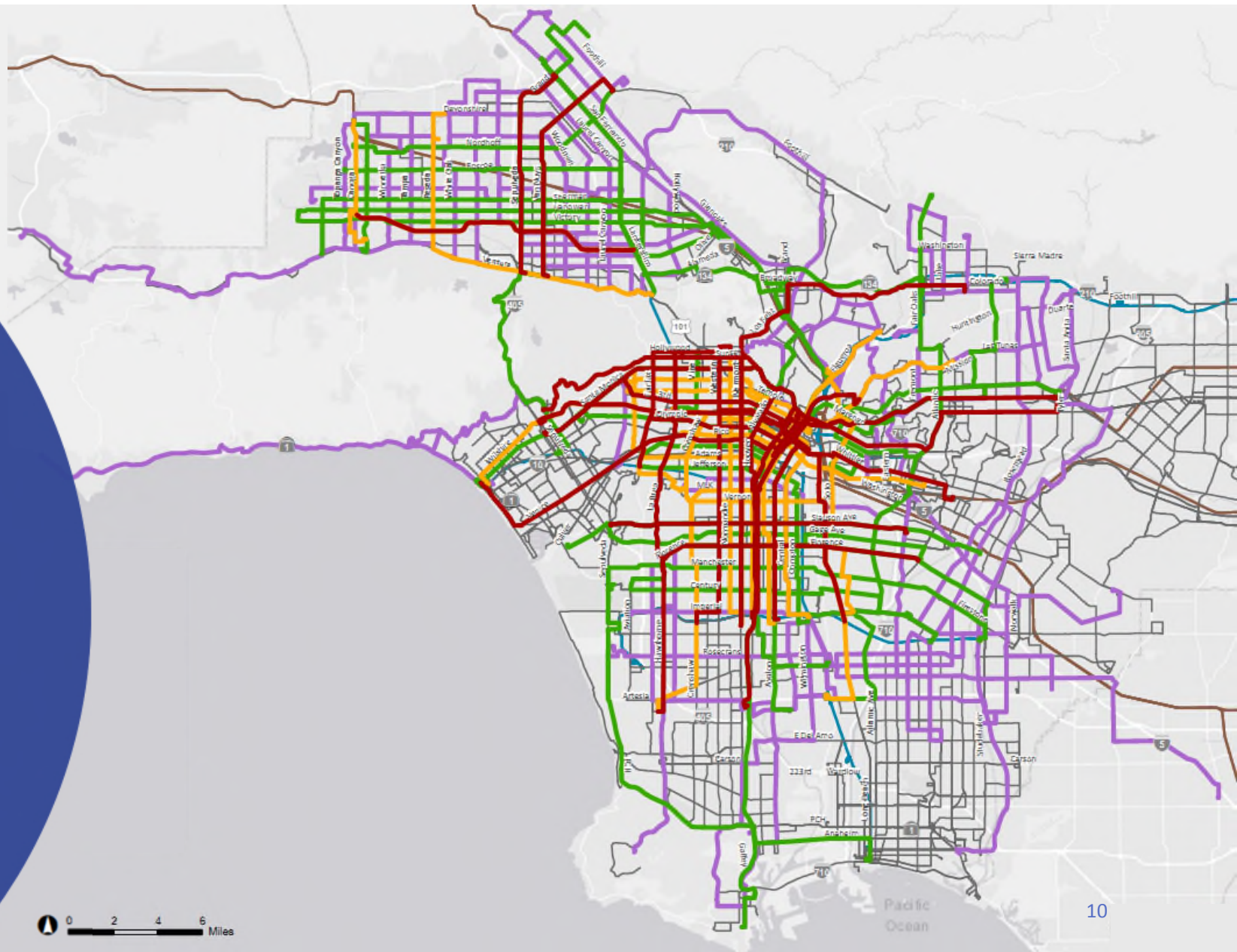
Historical Ridership Trends

			1985	1990	1997	2000	2005	2010	2015	2017
1	Bus	LACMTA (Bus)	497,158,321	401,054,700	351,289,226	359,001,513	377,268,411	365,975,482	342,749,692	289,999,055
2		Muni Operators	54,900,600	65,573,000	87,838,916	105,579,793	135,992,801	137,095,260	127,749,026	99,059,684
3		Subtotal (Bus)	552,058,921	466,627,700	439,128,142	464,581,306	513,261,212	503,070,742	470,498,718	389,058,739
4		Change		-15%	-6%	6%	10%	-2%	-6%	-17%
5	Rail	LACMTA (Rail)			34,287,541	57,817,208	74,242,912	94,314,992	110,281,822	113,397,844
6		Metrolink			5,534,633	6,978,588	10,693,327	12,005,849	13,062,262	14,396,198
7		Subtotal (Rail)			39,822,174	64,795,796	84,936,239	106,320,841	123,344,084	127,794,042
8		Ann Change				63%	31%	25%	16%	4%
9	Access	Access Services						2,777,037	4,092,766	4,389,944
10		Ann Change							47%	7%
11	Total	Total (System)	552,058,921	466,627,700	478,950,316	529,377,102	598,197,451	612,168,620	597,935,568	521,242,725
12		Ann Change		-15%	3%	11%	13%	2%	-2%	-13%

Transit First

The full network complements Muni lines, Metro Rail, & Metrolink services

83% of Metro's bus riders would have frequent service all-day (compared with 48% today)





Board Report

File #: 2019-0861, **File Type:** Oral Report / Presentation

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 16, 2020

SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) POWERED AXLE ASSEMBLY OVERHAUL

ACTION: CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 60-month, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA53169000 to Pamco Machine Works, the lowest responsive and responsible bidder, for the overhaul of P2000 Light Rail Vehicle (LRV) Powered Axle Assembly Overhaul. This award is a not-to-exceed amount of \$3,132,902 subject to resolution of protest(s), if any.

ISSUE

This procurement is for the acquisition of Powered Axle Assembly overhaul services as described by the Original Equipment Manufacturer (OEM) established maintenance guidelines. This project encompasses overhaul of fifty-two (52) LRVs in addition to (10) spare Powered Axle assemblies or 228 axle assemblies in total. Completion of this overhaul ensures the P2000 fleet remains in a constant State of Good Repair (SGR) while safeguarding passenger safety, vehicle performance and equipment longevity.

DISCUSSION

The P2000 Light Rail Vehicle (LRV) fleet is in its eighteenth (18) year of revenue operation with the highest mileage car at 1.75 million miles and a cumulative fleet mileage of 45 million miles. To ensure continued passenger safety and equipment reliability the Powered Axle Assembly overhaul is recommended by the OEM at a time base interval of 4 years. The Powered Axle Assembly consists of heavy-duty mechanical components including axle sets, wheels, traction gear units, brake disc, ground rings and journal bearings assemblies. Wear and tear of these component are predictable, necessitating periodic overhauls accomplished by a vendor with specialized equipment and mechanical expertise.

The P2000 Powered Axle Overhaul is in its 2nd overhaul cycle since and is (1 of 5) systems currently under a component overhaul program. This overhaul is defined by the OEM as a standard maintenance activity to be completed every 4 years. Other systems include Coupler, Friction Brake & Air Compressor, Auxiliary Inverter (completed), and GTO Driver Board Overhaul (completed).

Metro's Transit Asset Management and Operations staff conducted a condition assessment of the

P2000 fleet in the fall of 2016. The P2000 fleet's overall State of Good Repair (SGR) rating is 2.45 out of 5.0 for an overall adequate rating. This represents an asset that has reached its mid-life and has some moderately defective or deteriorated components. The condition assessment suggested that by performing the recommended OEM mid-life (Modernization) overhauls, currently accomplished under a separate project, overhauling or replacing in-kind the Propulsion equipment, Heating Ventilation & Cooling (HVAC) equipment, Traction Motors, and Auxiliary Power equipment, the vehicles would then be expected to reach the intended design life of 30-years based on statistical condition decay models.

Rail Fleet Services (RFS) Engineering developed an equipment overhaul specification for the Powered Truck Assembly overhaul based upon the OEM recommendations and with RFS maintenance experience. The contractor will perform overhaul services in accordance with a defined schedule and with Metro's technical specifications requirements.

Metro's Diversity & Economic Opportunity Department (DEOD) did not establish a goal for this procurement based on the lack of subcontractor opportunities.

DETERMINATION OF SAFETY IMPACT

Safety is of the utmost importance to Metro and, therefore, it is imperative to maintain the P2000 fleet without deferred maintenance and in a constant state of good repair. The Powered Axle Assembly overhaul will be accomplished in conjunction with the Modernization overhaul program thereby ensuring the fleet is overhauled in accordance with regulatory standards, according to the defined schedule and technical specifications requirements, and within Metro's internal standards, policies and procedures. This procurement is part of the on-going LRV preventive maintenance program.

FINANCIAL IMPACT

Funding in the amount of \$100,000 for this procurement is included in the FY20 budget under account 50316, Professional and Technical Services, Cost Center 3940, Executive Director, Rail Maintenance, Project 300055, Gold Line Operations.

Since this is a multi-year contract, the cost center Manager, Project Manager, and Sr. Executive Officer will ensure that the balance of funds are budgeted in future fiscal years.

IMPACT TO BUDGET

The current source of funds for this action are Fares, Prop A, Measure R, Measure M, State SB1, STA, Cap and Trade, and Federal formula grants. Using these funding sources will maximize allowable project funding allocations given approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal 2, Deliver outstanding trip experience for all users of the transportation system.

ALTERNATIVES CONSIDERED

Deferral of this program is not recommended as the Powered Axle Assembly is an integral component of the vehicle systems that if not properly maintained could result in equipment failures, service delays, risk to passenger safety, with negative impact to vehicle available and reliability.

NEXT STEPS

Overhaul of the P2000 LRV Powered Axle Assembly overhaul will continue in accordance with Rail Fleet Services' scheduled requirements. If approved, the project is scheduled to commence in February 2020.

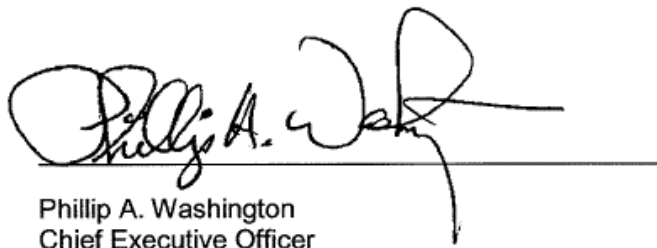
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Bob Spadafora, Sr. Executive Officer, Rail Fleet Services
(213) 922-3144
Richard M. Lozano, Sr. Director, Rail Vehicle Maintenance,
(323) 224-4042

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



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

**P2000 Light Rail Vehicle (LRV) Powered Axle Assembly Overhaul
Contract No. MA53169000**

1.	Contract Number: MA53169000	
2.	Recommended Vendor: Pamco Machine Works	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 9/05/2018	
	B. Advertised/Publicized: 9/05/2018	
	C. Pre-Bid Conference: 9/14/2018	
	D. Bids Due: 10/17/2019	
	E. Pre-Qualification Completed: 11/21/19	
	F. Conflict of Interest Form Submitted to Ethics: 01/15/2019	
	G. Protest Period End Date: 12/09/2019	
5.	Solicitations Picked Up/Downloaded: 25	Bids Received: 2
6.	Contract Administrator: Edmund Gonzales	Telephone Number: 213/418-3073
7.	Project Manager: Richard Wurtele	Telephone Number: 310/816-5504

A. Procurement Background

This Board Action is to approve Contract No. MA53169000 to procure overhaul services for the P2000 Light Rail Vehicle (LRV) Powered Assembly Axles in support of Metro's Blue and Green Lines. Board approval of contract award is subject to resolution of any properly submitted protest.

The Request for Proposal (RFP) No. MA53169 was issued in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery/Indefinite Quantity (ID/IQ).

Seven (7) amendments were issued during the solicitation phase of the RFP:

- Amendment No. 1, issued on October 9, 2018, extended the due date for proposals to October 29, 2018.
- Amendment No. 2, issued on October 24, 2018, extended the due date for proposals to November 13, 2018.
- Amendment No. 3, issued on November 9, 2018, provided Revision 1 to the Technical Specification and extended the due date for proposals to November 30, 2018.
- Amendment No. 4, issued on April 11, 2019, changed the contract Period of Performance; provided a revised Statement and Work, Specifications, technical documents; revised the Schedule of Quantities and Prices to reduce the quantity of AC Traction Motors to be overhauled; and extended the proposal due date April 19, 2019.
- Amendment No. 5, issued on April 18, 2019, revised the Schedule of Quantities and Prices and extended the proposal due date to April 22, 2019.
- Amendment No. 6, issued on June 21, 2019, provided a revised Statement of Work, revised Minimum Contractor Qualifications and Requirements, provided a revised

Schedule of Quantities and Prices to delete all remaining Traction Motors from the procurement, and extended the proposal due date to July 1, 2019.

- Amendment No. 7, issued on October 10, 2019, provided a revised Schedule of Quantities and Prices to delete pricing for Powered Axle spare parts and substitute pricing for Gear Unit spare parts, and extended the proposal due date to October 17, 2019.

A total of two (2) proposals were received on October 17, 2019. The proposers are listed below in alphabetical order:

1. ORX
2. Pamco Machine Works (Pamco)

Evaluation of Proposals

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive Technically Acceptable Low Price (TALP) RFP. The Proposal Evaluation Team (PET) evaluated each proposal to determine technical compliance and acceptability on a pass/fail basis against the evaluation criteria and posed questions that were answered by the proposers. Both firms, ORX and Pamco, met the RFP's technically acceptable requirements and the award recommendation was made to the lowest priced technically acceptable firm. Pamco was found to be the lowest priced proposer in full compliance with the RFP and its technical requirements.

B. Price Analysis

This procurement was a TALP. Pamco offered the lowest technically acceptable priced proposal. The recommended total price from Pamco has been determined to be fair and reasonable based upon Metro's award to the lowest price offer and adequate price competition in accordance with TALP RFP requirements. Pamco's price proposal was nine percent (9%) lower than Metro's Independent Cost Estimate (ICE).

	Contractor	Proposed Total Price	Metro ICE
1.	Pamco	\$3,132,902	\$3,446,776
2.	ORX	\$3,776,795	

C. Background on Recommended Contractor:

Pamco Machine Works., located in Rancho Cucamonga, CA, has been in business since 1967. They provide mechanical repair services for several types of rotating equipment including gearboxes and rail wheelsets. Pamco has provided similar products to other transit agencies including Miami-Dade Transit, San Francisco Bay Area Rapid Transit (BART) Maryland Transit Authority, and New Jersey Port Authority Transit. They are currently performing light rail powered axle repair services for Metro. Their performance has been satisfactory.

DEOD SUMMARY

**P2000 LIGHT RAIL VEHICLE (LRV) POWERED AXLE ASSEMBLY
OVERHAUL/MA53169000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or a Disabled Veteran Business Enterprise (DVBE) goal for this Original Equipment Manufacturer (OEM) procurement of P2000 Light Rail Vehicle (LRV) Powered Axle Assembly Overhaul services. DEOD determined there was a lack of available SBE/DVBE certified firms to perform assembly overhaul services. Pamco Machine Works proposed one non-SBE/DVBE subcontractor, the OEM of the P2000 LRV Powered Axle Assembly. Pamco Machine Works did not make an SBE/DVBE commitment.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2020-0016, **File Type:** Informational Report

Agenda Number: 23.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
JANUARY 16, 2020**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

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

BACKGROUND

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

DISCUSSION

Crime stats are as follows:

Crimes Against Persons

For the month of October 2019, crimes against persons decreased by 10 crimes system-wide

compared to the same period last year.

For the month of November 2019, crimes against persons decreased by 15 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of October 2019, crimes against property decreased by 13 crimes system-wide compared to the same period last year.

For the month of November 2019, crimes against property decreased by 64 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of October 2019, crimes against society increased by 20 crimes system-wide compared to the same period last year.

For the month of November 2019, crimes against society increased by 17 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 10 bus operator assaults reported in October, which is the same compared to the same period last year.

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

Average Emergency Response Times

Emergency response times averaged 5.05 minutes for the month of October and 4.24 minutes for the month of November.

Crime Victimization Survey

In December, SSLE staff met with Metro's Countywide Planning & Development Department's Technical Services Team to begin planning for a National Crime Victimization Survey in coordination with the Department of Justice standards to include training for SSLE staff on how to develop and implement this program. Staff will meet on a bi-weekly basis and will provide monthly updates on our expected timeline and progress.

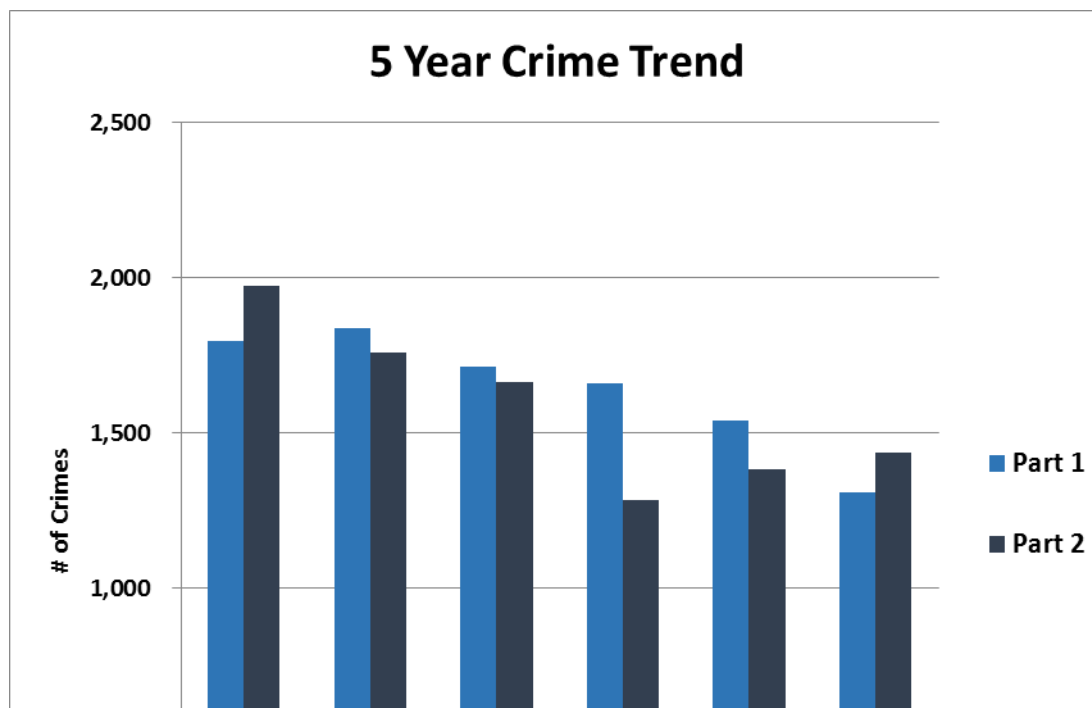
Five-Year Crime Trend

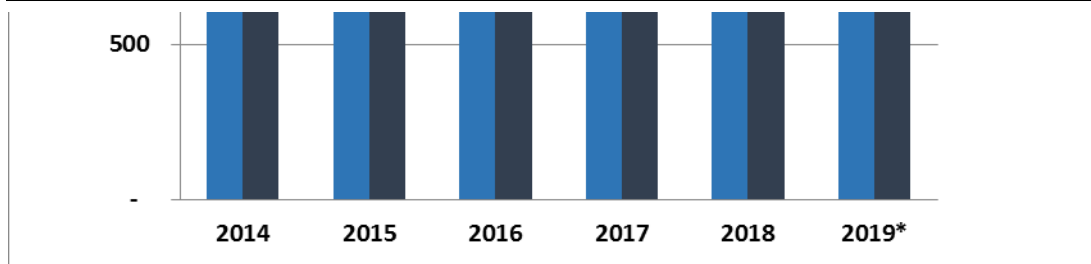
Metro has experienced a steady decline in Part 1 and 2 crimes over the past 5 years as seen in the table and graph below. One of the reasons behind this steady decline may be attributed to our multi-policing model with the Los Angeles Police Department, Los Angeles County Sheriff's Department, and Long Beach Police Department. More recently, Metro has implemented a surge strategy in our law enforcement deployments to help with the increase in homeless population that rides on our bus and rail systems.

From 2014 to 2019, Part 1 crimes have decreased by 27%, Part 2 crimes have decreased by 27%,

and total crimes have also decreased by 27%.

	2014	2015	2016	2017	2018	2019*
Part 1	1,795	1,836	1,714	1,660	1,541	1,308
Part 2	1,975	1,761	1,663	1,283	1,384	1,439
Total Crime	3,770	3,597	3,377	2,943	2,925	2,747





* December 2019 data not included

Physical Security Improvements

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction was completed in November, and we were successful in assisting the construction team in this effort. We continue to work closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The New Blue Line North construction team was confronted with multiple thefts of copper wire along the tracks during August. Metro Construction and Security teamed up to deploy law enforcement, contract security and Metro personnel along the Blue Line to thwart the thefts, and the thefts were

stopped with this enhanced deployment.

We deployed the Thruvision explosive detection device in October and November at two rail stations; and will continue to deploy the device randomly throughout our system. We worked closely with the Los Angeles Police Department and Metro Security to develop a concept of the operation for the deployment.

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

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

Emergency Management: October and November 2019

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

- **Saddleridge, Tick, and Getty Fires** - Emergency Management Department provided situational awareness to all Metro department leads. The Emergency Operations Center was on standby for all three fires and maintained communication with LA City and LA County Emergency Management Agencies.
- **October 13, 2019 - Division 13 Bus Operations Hazardous Material Release Functional Exercise:** Conducted a two-phase exercise with Division 13 Transportation and Maintenance staff with participation from LAFD and LAPD Hazardous Materials units. Phase one objective was a full facility evacuation with accountability for all staff at the off-site assembly area. Phase two objectives were a HazMat response to an unknown chemical on a bus, an improvised chemical release device reported on a second bus, in addition to testing internal and external communications with Metro departments and partner agencies.
- **October 17, 2019 - Great California Shakeout:** Emergency Management Department coordinated the Enterprise-wide participation in the annual earthquake drill. All buses and trains were stopped for 30 seconds as announcements were made to thousands of passengers riding our system. All 27 Divisions and locations including Gateway Headquarters, participated in the drop, cover and hold-on drill. The California Governor's Office of Emergency Services presented Metro with a certificate for its participation.
- **Emergency Plans** - Emergency Site Plans (ESP) for all Divisions and Locations were completed, approved and signed by each site Director.
- **November 16, 2019 - Annual Notification Drill:** All 12,087 employees were notified through Metro's emergency notification system, via phone call, text and/or email. Receipt of notification responses were received from 4,882 (40%) of staff.

-
- **November 23, 2019 - Active Shooter Functional Exercise:** Emergency Management in collaboration with LAPD SWAT and Air Support conducted an active shooter on the Gateway building rooftop, exercise. The scenario of the exercise was modeled after the Las Vegas Mandalay Bay mass shooting. During the exercise Emergency Management and Transit Security tested Metro's lockdown procedures along with mass notification and the Public Announcement (PA) System. Mass notification was tested for stakeholders within the building in addition to external stakeholders in the Union Station Gateway Campus. Transit Security also swept the building floors to simulate searching for the armed intruder.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview October and November 2019

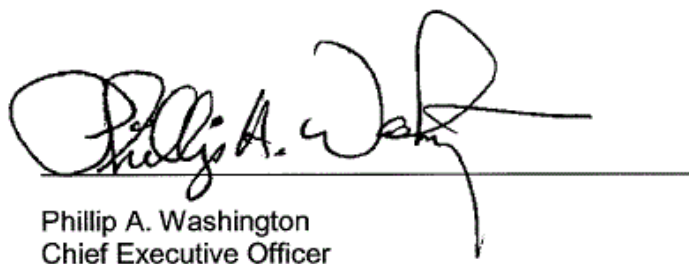
Attachment B - MTA Supporting Data October and November 2019

Attachment C - Key Performance Indicators October and November 2019

Attachment D - Transit Police Summary October and November 2019

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

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



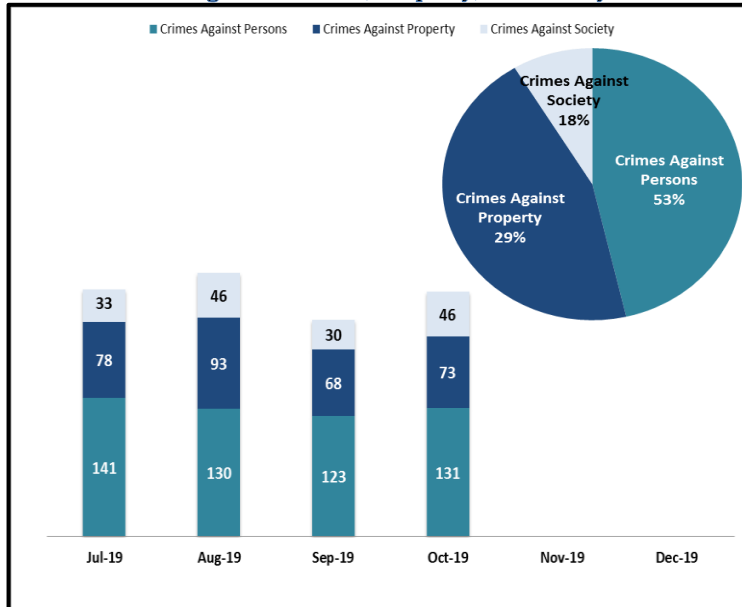
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

OCTOBER 2019

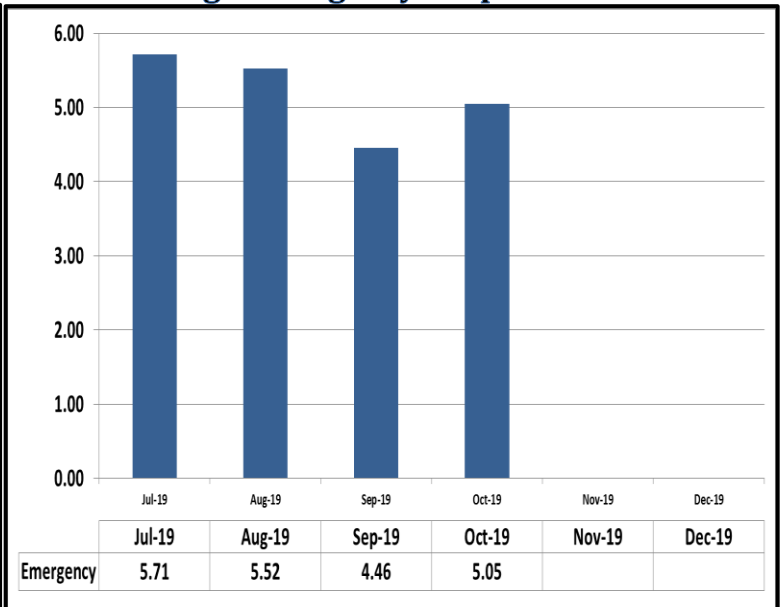
Attachment A

Crimes Against Persons, Property, and Society



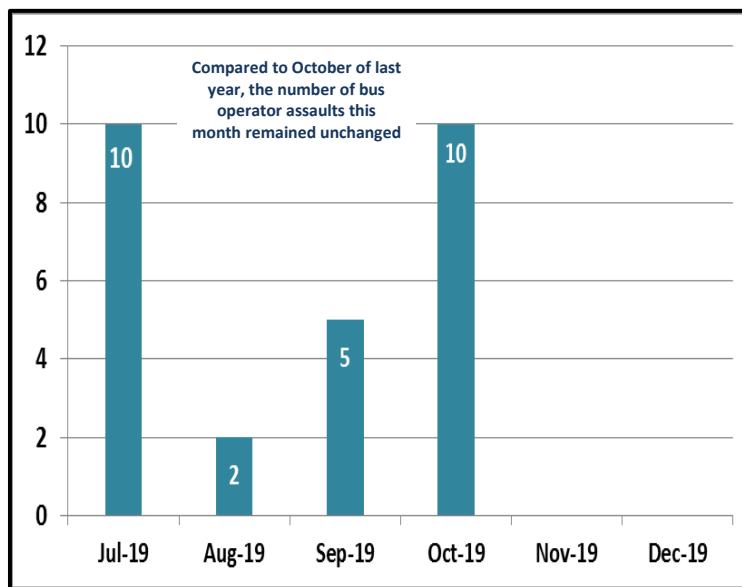
When compared to the same period last year, Crimes Against Persons decreased by 10 crimes, Crimes Against Property decreased by 13 crimes, and Crimes Against Society increased by 20 crimes.

Average Emergency Response Times

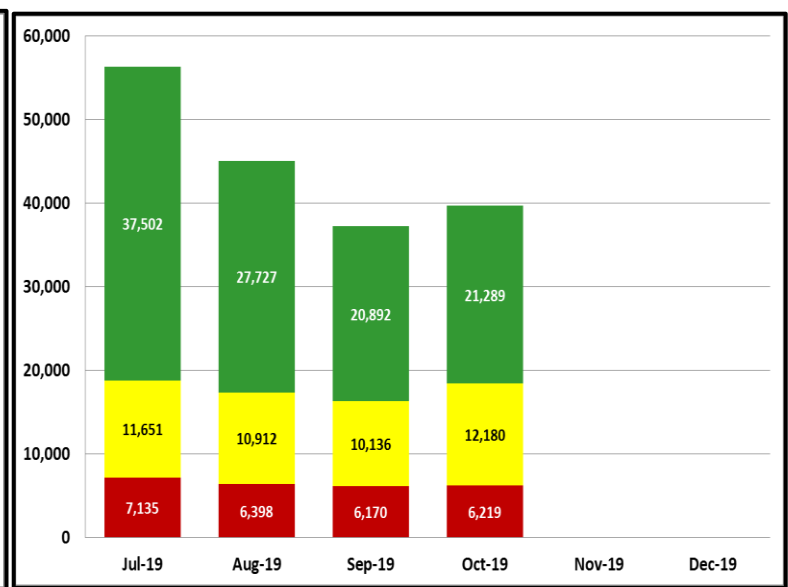


Average emergency response time was 5.05 mins.

Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

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

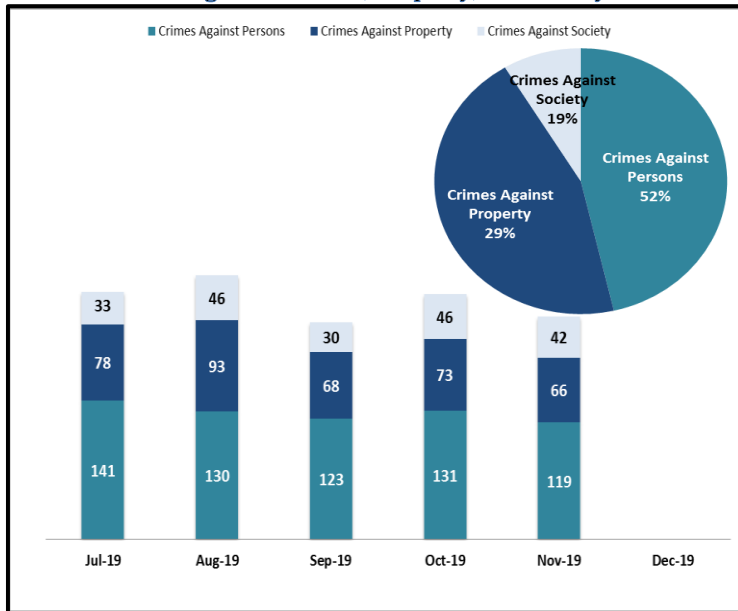
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2019

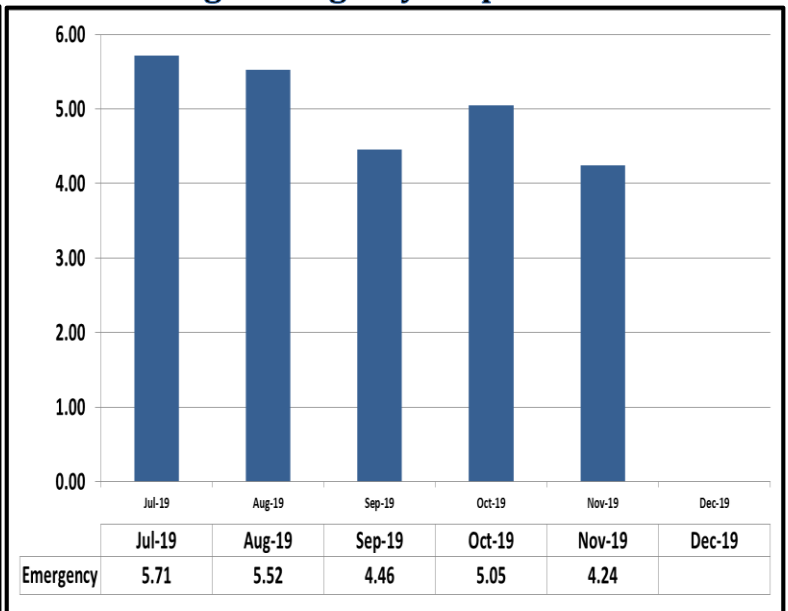
Attachment A

Crimes Against Persons, Property, and Society



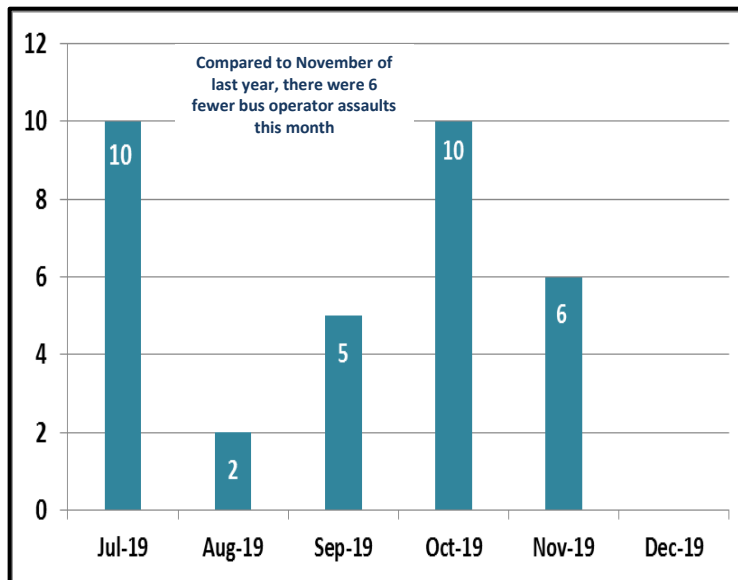
When compared to the same period last year, Crimes Against Persons decreased by 15 crimes, Crimes Against Property decreased by 64 crimes, and Crimes Against Society increased by 17 crimes.

Average Emergency Response Times

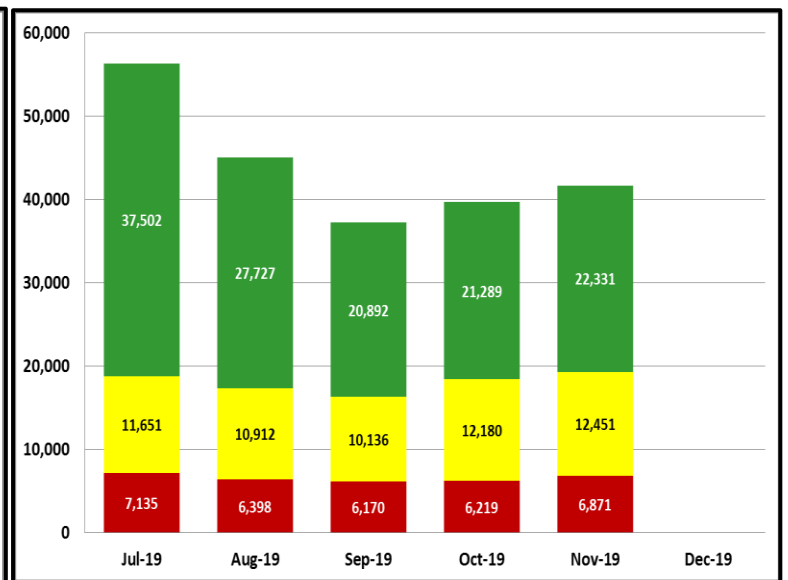


Average emergency response time was 4.24 mins.

Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

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

Red Checks- Occurs when a patron has invalid fare

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	0	0	9
Aggravated Assault	0	1	1	6
Aggravated Assault on Operator	0	0	0	0
Battery	0	2	4	20
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	3
SUB-TOTAL	1	4	5	38
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	1
Larceny	0	0	0	10
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	2
Arson	0	0	0	0
Vandalism	0	1	2	7
Other	0	0	0	0
SUB-TOTAL	0	1	2	20
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	2	0	9
Narcotics	0	6	1	24
Trespassing	0	1	0	6
SUB-TOTAL	0	9	1	39
TOTAL	1	14	8	97

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	6
Pico	0	0	0	0
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	0
Washington	1	0	0	1
Vernon	0	0	0	1
Slauson	0	0	0	8
Florence	0	0	0	5
Firestone	0	0	1	2
103rd St/Watts Towers	0	0	0	0
Willowbrook/Rosa Parks	0	0	3	19
Compton	4	1	4	24
Artesia	0	0	1	8
Del Amo	0	0	0	2
Wardlow	0	0	0	1
Willow St	2	1	1	6
PCH	0	0	0	4
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	2	0	0	2
Downtown Long Beach	1	1	0	4
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Total	10	3	10	97

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	1	9	9	109
Misdemeanor	10	37	44	341
TOTAL	11	46	53	450

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	1,307	35	36	5,598
Vehicle Code Citations	1,152	8	151	4,519
TOTAL	2,459	43	187	10,117

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	6	53	7	294
Priority	5	56	33	399
Emergency	3	9	20	107
TOTAL	14	118	60	800

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	18%	1%	3%
Proactive	82%	99%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	88%
Blue Line-LASD	54%
Blue Line-LBPd	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	6	0	0	25
Flower St	6	0	0	15
103rd St	0	0	0	2
Wardlow Rd	0	0	3	10
Pacific Ave.	0	0	1	2
Willowbrook	0	32	0	131
Slauson	3	9	0	28
Firestone	0	6	0	18
Florence	0	16	0	44
Compton	0	14	0	114
Artesia	0	0	0	12
Del Amo	0	7	0	14
Long Beach Blvd	0	0	0	1
TOTAL	15	84	4	416

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	6	18
Aggravated Assault	0	3	6
Aggravated Assault on Operator	0	0	0
Battery	0	1	17
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	1	10	43
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	7
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
SUB-TOTAL	1	1	11
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	8
Narcotics	0	1	11
Trespassing	0	1	1
SUB-TOTAL	0	4	20
TOTAL	2	15	74

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	1	3
Douglas	0	0	0	0
El Segundo	0	0	0	1
Mariposa	1	0	0	1
Aviation/LAX	0	1	0	1
Hawthorne/Lennox	1	0	0	2
Crenshaw	2	0	0	7
Vermont/Athens	0	0	0	6
Harbor Fwy	0	0	0	3
Avalon	1	0	0	4
Willowbrook/Rosa Parks	4	1	0	23
Long Beach Bl	1	0	2	11
Lakewood Bl	1	0	0	7
Norwalk	0	0	1	7
Total	11	2	4	76

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	5	27
Misdemeanor	0	50	164
TOTAL	1	55	191

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	7	60	228
Vehicle Code Citations	2	2	57
TOTAL	9	62	285

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	89	389
Priority	12	86	358
Emergency	2	14	51
TOTAL	16	189	798

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	83%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	7	2	12
Aggravated Assault	1	0	6
Aggravated Assault on Operator	0	0	0
Battery	3	0	20
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	11	2	42
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	4	0	32
Bike Theft	2	1	11
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	2
SUB-TOTAL	7	1	46
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	0	0
Trespassing	2	0	3
SUB-TOTAL	2	1	5
TOTAL	20	4	93

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	3
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	18
Jefferson/USC	0	0	0	4
Expo Park/USC	0	0	1	3
Expo/Vermont	2	1	0	7
Expo/Western	1	0	0	7
Expo/Crenshaw	1	0	0	5
Farmdale	0	0	0	7
Expo/La Brea	2	1	0	9
La Cienega/Jefferson	2	0	0	4
Culver City	1	1	0	5
Palms	2	2	0	4
Westwood/Rancho Park	0	1	0	1
Expo/Sepulveda	0	0	0	4
Expo/Bundy	0	2	1	11
26th St/Bergamot	0	0	0	2
17th St/SMC	1	0	0	2
Downtown Santa Monica	0	0	1	7
Expo Line Rail Yard	0	0	0	0
Total	13	8	3	103

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	2	14
Misdemeanor	12	2	43
TOTAL	14	4	57

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	15	2	95
Vehicle Code Citations	55	0	101
TOTAL	70	2	196

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	52	204
Priority	53	37	329
Emergency	5	1	36
TOTAL	65	90	569

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	11%
Proactive	79%	89%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	88%
Expo Line-LASD	83%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	132	0	365
Santa Monica	N/A	6	103
Culver City	N/A	0	4
TOTAL	132	6	472

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	4	13
Aggravated Assault	1	17
Aggravated Assault on Operator	0	0
Battery	19	73
Battery Rail Operator	0	0
Sex Offenses	1	8
SUB-TOTAL	25	111
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	14	48
Bike Theft	2	6
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	4
SUB-TOTAL	16	58
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	5	13
SUB-TOTAL	5	13
TOTAL	46	182

ARRESTS		
AGENCY	LAPD	FYTD
Felony	33	126
Misdemeanor	100	400
TOTAL	133	526

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	649	2,515
Vehicle Code Citations	250	861
TOTAL	899	3,376

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	13	19
Priority	65	147
Emergency	6	13
TOTAL	84	179

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	27%
Proactive	73%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	4	3	1	27
Civic Center/Grand Park	2	0	1	3
Pershing Square	1	0	0	14
7th St/Metro Ctr	2	1	0	14
Westlake/MacArthur Park	2	3	0	24
Wilshire/Vermont	1	0	1	14
Wilshire/Normandie	0	0	0	1
Vermont/Beverly	1	1	1	14
Wilshire/Western	1	3	1	9
Vermont/Santa Monica	2	0	0	10
Vermont/Sunset	1	0	0	5
Hollywood/Western	2	0	0	9
Hollywood/Vine	0	1	0	6
Hollywood/Highland	1	2	0	9
Universal City/Studio City	0	1	0	5
North Hollywood	3	1	0	16
Red Line Rail Yard	0	0	0	0
Total	23	16	5	180

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	82%

LEGEND
Los Angeles Police Department

GOLD LINE

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	1	1
Robbery	0	0	7
Aggravated Assault	0	2	6
Aggravated Assault on Operator	0	0	0
Battery	3	1	11
Battery Rail Operator	0	0	0
Sex Offenses	0	1	2
SUB-TOTAL	3	5	27
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	2	16
Bike Theft	0	0	5
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	0	3	11
SUB-TOTAL	2	5	34
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	1	5
Trespassing	0	1	1
SUB-TOTAL	0	2	7
TOTAL	5	12	68

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	2	20
Misdemeanor	5	15	81
TOTAL	7	17	101

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	14	23	229
Vehicle Code Citations	2	2	51
TOTAL	16	25	280

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	190	543
Priority	20	87	539
Emergency	6	11	66
TOTAL	29	288	1,148

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	25%	4%
Proactive	75%	96%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	4
Azusa Downtown	0	0	0	1
Irwindale	0	1	1	5
Duarte/City of Hope	0	0	0	5
Monrovia	2	0	0	5
Arcadia	1	0	0	1
Sierra Madre Villa	2	0	0	4
Allen	0	0	0	3
Lake	0	0	0	3
Memorial Park	0	1	0	4
Del Mar	0	0	0	1
Fillmore	0	0	0	1
South Pasadena	0	0	0	2
Highland Park	0	0	0	3
Southwest Museum	0	0	0	1
Heritage Square	0	1	0	1
Lincoln/Cypress	0	1	0	2
Chinatown	1	0	0	2
Union Station	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	3
Pico/Aliso	1	0	0	2
Mariachi Plaza	0	0	0	1
Soto	1	0	0	5
Indiana (both LAPD & LASD)	0	2	0	3
Maravilla	0	0	0	1
East LA Civic Ctr	0	1	0	1
Atlantic	0	0	0	2
Total	8	7	2	68

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	66%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	78	0	344
Arcadia Station	0	4	47
Irwindale	0	3	11
Monrovia	0	2	28
City of Pasadena	0	31	82
Magnolia Ave	0	0	0
Duarte Station	0	0	6
City Of Azusa	0	5	46
South Pasadena	0	7	59
City Of East LA	0	12	37
Figuerola St	36	0	156
TOTAL GOAL= 10	114	64	816

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	1	3
Aggravated Assault	2	4
Aggravated Assault on Operator	0	0
Battery	1	10
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	4	18
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	5
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	2
SUB-TOTAL	4	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	8	27

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	1	0	7
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	1	1	0	4
Sepulveda	0	0	0	0
Woodley	0	0	0	1
Balboa	0	0	0	1
Reseda	0	0	0	1
Tampa	0	0	0	1
Pierce College	2	0	0	2
De Soto	0	0	0	0
Canoga	0	1	0	2
Warner Center	0	0	0	0
Sherman Way	0	1	0	1
Roscoe	0	0	0	1
Nordhoff	0	0	0	2
Chatsworth	0	0	0	4
Total	4	4	0	27

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	7
Misdemeanor	7	19
TOTAL	7	26

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	285	902
Vehicle Code Citations	166	773
TOTAL	451	1,675

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	4	4
Priority	20	73
Emergency	3	7
TOTAL	27	84

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	89%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	1	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	1
Total	0	0	1	7

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	1
Misdemeanor	10	1	43
TOTAL	11	1	44

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	294	0	1,023
Vehicle Code Citations	307	0	1,059
TOTAL	601	0	2,082

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	2	9
Priority	2	1	33
Emergency	0	0	2
TOTAL	3	3	44

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	1%
Proactive	85%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	90%
Silver Line- LASD	85%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	2	26
Aggravated Assault	5	3	31
Aggravated Assault on Operator	0	0	2
Battery	19	8	101
Battery Bus Operator	10	0	25
Sex Offenses	6	0	17
SUB-TOTAL	44	13	202
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	12	6	80
Bike Theft	0	1	6
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	7	20
SUB-TOTAL	14	14	106
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	5
Narcotics	0	17	47
Trespassing	0	0	4
SUB-TOTAL	0	18	56
TOTAL	58	45	364

LASD's Crimes per Sector		
Sector		FYTD
Westside	3	6
San Fernando	2	3
San Gabriel Valley	5	16
Gateway Cities	21	53
South Bay	14	47
Total	45	125

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	7
West Valley	0	1
North Hollywood	2	8
Foothill	0	0
Devonshire	0	3
Mission	0	3
Topanga	0	2
Central Bureau		
Central	12	46
Rampart	7	15
Hollenbeck	1	3
Northeast	1	2
Newton	5	26
West Bureau		
Hollywood	1	4
Wilshire	2	14
West LA	0	4
Pacific	0	5
Olympic	6	22
Southwest Bureau		
Southwest	4	32
Harbor	2	2
77th Street	8	26
Southeast	5	14
Total	58	239

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	13	47
Misdemeanor	6	93	310
TOTAL	6	106	357

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	18	95	428
Vehicle Code Citations	0	50	166
TOTAL	18	145	594

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	130	421
Priority	27	151	711
Emergency	5	17	76
TOTAL	39	298	1,208

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	35%	2%	
Proactive	65%	98%	
TOTAL	100%	100%	

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	91%
LASD BUS	72%

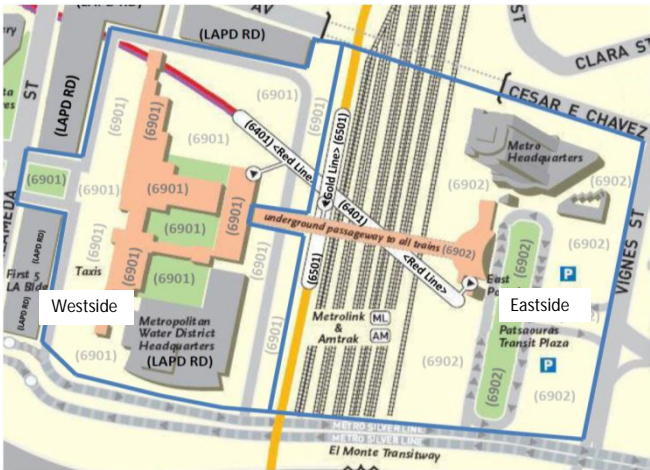
LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	3
Aggravated Assault	1	6
Aggravated Assault on Operator	0	0
Battery	1	26
Battery Rail Operator	0	0
Sex Offenses	0	4
SUB-TOTAL	3	39
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	4	21
Bike Theft	1	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	5	26
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	13
SUB-TOTAL	3	13
TOTAL	11	78



ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	14
Misdemeanor	8	56
TOTAL	10	70

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	85
Vehicle Code Citations	2	58
TOTAL	12	143

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	13	38
Priority	33	172
Emergency	3	10
TOTAL	49	220

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

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	88%

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	1	0	0	1
Robbery	2	5	0	16
Aggravated Assault	0	0	0	6
Aggravated Assault on Operator	0	0	0	0
Battery	2	1	0	23
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	3
SUB-TOTAL	5	6	0	49
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	1
Larceny	1	1	0	12
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	2
Arson	0	0	0	0
Vandalism	0	4	0	11
Other	0	0	0	0
SUB-TOTAL	1	5	0	26
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	2	0	11
Narcotics	0	8	2	34
Trespassing	1	2	0	9
SUB-TOTAL	1	12	2	54
TOTAL	7	23	2	129

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	7
Pico	2	0	0	2
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	0
Washington	0	1	1	3
Vernon	0	0	0	1
Slauson	0	0	0	8
Florence	3	4	0	12
Firestone	1	0	2	5
103rd St/Watts Towers	2	0	0	2
Willowbrook/Rosa Parks	1	1	7	28
Compton	1	0	1	26
Artesia	0	0	2	10
Del Amo	0	0	0	2
Wardlow	0	0	0	1
Willow St	0	0	1	7
PCH	0	0	0	4
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	0	0	0	2
Downtown Long Beach	0	0	1	5
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Total	11	6	15	129

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	3	5	5	122
Misdemeanor	9	58	47	455
TOTAL	12	63	52	577

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	982	83	30	6,693
Vehicle Code Citations	751	9	176	5,455
TOTAL	1,733	92	206	12,148

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	10	52	5	361
Priority	18	70	39	526
Emergency	1	12	13	133
TOTAL	29	134	57	1,020

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	19%	3%	3%
Proactive	81%	97%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	69%
Blue Line-LBPd	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	30	0	0	55
Flower St	11	0	0	26
103rd St	0	0	0	2
Wardlow Rd	0	0	1	11
Pacific Ave.	0	0	0	2
Willowbrook	0	28	0	159
Slauson	0	0	0	28
Firestone	0	4	0	22
Florence	0	8	0	52
Compton	0	9	0	123
Artesia	0	4	0	16
Del Amo	0	4	0	18
Long Beach Blvd	7	0	0	8
TOTAL	48	57	1	522

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	1	1
Robbery	0	2	20
Aggravated Assault	1	0	7
Aggravated Assault on Operator	0	0	0
Battery	1	4	22
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	2	7	52
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	2	1	10
Bike Theft	0	0	1
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	0	1	4
SUB-TOTAL	2	4	17
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	9
Narcotics	0	2	13
Trespassing	0	0	1
SUB-TOTAL	0	3	23
TOTAL	4	14	92

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	3
Douglas	0	0	0	0
El Segundo	2	0	0	3
Mariposa	0	0	0	1
Aviation/LAX	0	0	0	1
Hawthorne/Lennox	2	0	0	4
Crenshaw	0	1	0	8
Vermont/Athens	0	0	0	6
Harbor Fwy	2	0	0	5
Avalon	2	0	0	6
Willowbrook/Rosa Parks	0	0	1	24
Long Beach Bl	2	1	2	16
Lakewood Bl	0	1	0	8
Norwalk	1	1	0	9
Total	11	4	3	94

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	34
Misdemeanor	1	31	196
TOTAL	1	38	230

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	32	261
Vehicle Code Citations	1	2	60
TOTAL	2	34	321

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	91	483
Priority	6	71	435
Emergency	0	12	63
TOTAL	9	174	981

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	4%
Proactive	81%	96%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	85%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	14
Aggravated Assault	0	0	6
Aggravated Assault on Operator	0	0	0
Battery	3	2	25
Battery Rail Operator	0	0	0
Sex Offenses	1	0	5
SUB-TOTAL	6	2	50
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	8	0	40
Bike Theft	2	1	14
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	10	1	57
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	0
Trespassing	1	0	4
SUB-TOTAL	1	0	6
TOTAL	17	3	113

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	1	6
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	18
Jefferson/USC	1	1	0	6
Expo Park/USC	0	1	0	4
Expo/Vermont	0	1	0	8
Expo/Western	1	2	0	10
Expo/Crenshaw	0	2	0	7
Farmdale	2	0	0	9
Expo/La Brea	0	1	0	10
La Cienega/Jefferson	0	1	0	5
Culver City	1	1	0	7
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	0	4
Expo/Bundy	0	1	0	12
26th St/Bergamot	0	0	0	2
17th St/SMC	1	0	0	3
Downtown Santa Monica	0	0	0	7
Expo Line Rail Yard	0	0	0	0
Total	8	11	1	123

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	16
Misdemeanor	8	9	60
TOTAL	10	9	76

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	18	18	131
Vehicle Code Citations	6	0	107
TOTAL	24	18	238

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	27	81	312
Priority	39	24	392
Emergency	4	2	42
TOTAL	70	107	746

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	14%
Proactive	80%	86%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	88%
Expo Line-LASD	89%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	140	0	505
Santa Monica	0	1	104
Culver City	0	0	4
TOTAL	140	1	613

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	16
Aggravated Assault	1	18
Aggravated Assault on Operator	0	0
Battery	13	86
Battery Rail Operator	0	0
Sex Offenses	2	10
SUB-TOTAL	19	130
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	15	63
Bike Theft	0	6
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	5
SUB-TOTAL	16	74
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	16
SUB-TOTAL	3	16
TOTAL	38	220

ARRESTS		
AGENCY	LAPD	FYTD
Felony	37	163
Misdemeanor	94	494
TOTAL	131	657

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	408	2,923
Vehicle Code Citations	111	972
TOTAL	519	3,895

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	74	87
Priority	66	131
Emergency	5	11
TOTAL	145	229

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	36%
Proactive	64%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	85%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	5	2	3	37
Civic Center/Grand Park	0	2	0	5
Pershing Square	0	0	0	14
7th St/Metro Ctr	2	3	0	19
Westlake/MacArthur Park	2	1	0	27
Wilshire/Vermont	0	1	0	15
Wilshire/Normandie	1	1	0	3
Vermont/Beverly	0	0	0	14
Wilshire/Western	0	1	0	10
Vermont/Santa Monica	0	0	0	10
Vermont/Sunset	0	0	0	5
Hollywood/Western	0	0	0	9
Hollywood/Vine	3	3	0	12
Hollywood/Highland	3	0	0	12
Universal City/Studio City	1	1	0	7
North Hollywood	2	1	0	19
Red Line Rail Yard	0	0	0	0
Total	19	16	3	218

GOLD LINE

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	0	7
Aggravated Assault	1	1	8
Aggravated Assault on Operator	0	0	0
Battery	2	2	15
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	3	3	33
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	18
Bike Theft	1	0	6
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	1	2	14
SUB-TOTAL	4	2	40
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	0	5
Trespassing	0	0	1
SUB-TOTAL	0	1	8
TOTAL	7	6	81

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	5	26
Misdemeanor	3	9	93
TOTAL	4	14	119

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	15	16	260
Vehicle Code Citations	1	2	54
TOTAL	16	18	314

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	13	177	733
Priority	16	84	639
Emergency	2	16	84
TOTAL	31	277	1,456

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	4%
Proactive	86%	96%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	5
Azusa Downtown	0	0	0	1
Irwindale	0	1	0	6
Duarte/City of Hope	0	0	0	5
Monrovia	0	0	0	5
Arcadia	1	0	0	2
Sierra Madre Villa	0	0	0	4
Allen	1	0	0	4
Lake	0	0	1	4
Memorial Park	0	0	0	4
Del Mar	0	0	0	1
Fillmore	0	0	0	1
South Pasadena	0	0	0	2
Highland Park	1	1	0	5
Southwest Museum	1	1	0	3
Heritage Square	0	0	0	1
Lincoln/Cypress	0	0	0	2
Chinatown	0	0	0	2
Union Station	0	1	0	3
Little Tokyo/Arts Dist	0	1	0	4
Pico/Aliso	0	0	0	2
Mariachi Plaza	1	0	0	2
Soto	0	0	0	5
Indiana (both LAPD & LASD)	0	0	0	3
Maravilla	0	0	0	1
East LA Civic Ctr	0	1	0	2
Atlantic	0	0	0	2
Total	6	6	1	81

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	90%
Gold Line-LASD	75%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	81	0	425
Arcadia Station	0	1	48
Irwindale	0	4	15
Monrovia	0	1	29
City of Pasadena	0	22	104
Magnolia Ave	0	0	0
Duarte Station	0	0	6
City Of Azusa	0	13	59
South Pasadena	0	4	63
City Of East LA	0	2	39
Figuerroa St	44	0	200
TOTAL GOAL= 10	125	47	988

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	1	4
Aggravated Assault	1	5
Aggravated Assault on Operator	0	0
Battery	1	11
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	3	21
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	5
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	0	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	3	30

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	8
Misdemeanor	1	20
TOTAL	2	28

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	250	1,152
Vehicle Code Citations	208	981
TOTAL	458	2,133

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	7	11
Priority	16	89
Emergency	0	7
TOTAL	23	107

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

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

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	7
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	1	0	0	5
Sepulveda	1	0	0	1
Woodley	0	0	0	1
Balboa	1	0	0	2
Reseda	0	0	0	1
Tampa	0	0	0	1
Pierce College	0	0	0	2
De Soto	0	0	0	0
Canoga	0	0	0	2
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	1
Nordhoff	0	0	0	2
Chatsworth	0	0	0	4
Total	3	0	0	30

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

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

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	3	0	46
TOTAL	3	0	47

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	307	0	1,330
Vehicle Code Citations	348	0	1,407
TOTAL	655	0	2,737

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	1	16
Priority	6	0	39
Emergency	1	0	3
TOTAL	13	1	58

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	0%
Proactive	84%	100%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	90%
Silver Line- LASD	82%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	5	0	31
Aggravated Assault	6	3	40
Aggravated Assault on Operator	2	0	4
Battery	20	2	123
Battery Bus Operator	3	1	29
Sex Offenses	4	3	24
SUB-TOTAL	40	9	251
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	13	2	95
Bike Theft	0	0	6
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	0	22
SUB-TOTAL	15	2	123
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	4	9
Narcotics	0	10	57
Trespassing	0	1	5
SUB-TOTAL	0	15	71
TOTAL	55	26	445

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	7
San Fernando	2	5
San Gabriel Valley	2	18
Gateway Cities	14	67
South Bay	7	54
Total	26	151

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	8
West Valley	0	1
North Hollywood	1	9
Foothill	0	0
Devonshire	0	3
Mission	0	3
Topanga	2	4
Central Bureau		
Central	11	57
Rampart	5	20
Hollenbeck	0	3
Northeast	1	3
Newton	3	29
West Bureau		
Hollywood	2	6
Wilshire	3	17
West LA	2	6
Pacific	0	5
Olympic	6	28
Southwest Bureau		
Southwest	12	44
Harbor	0	2
77th Street	6	32
Southeast	0	14
Total	55	294

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	10	57
Misdemeanor	3	76	389
TOTAL	3	86	446

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	77	508
Vehicle Code Citations	3	35	204
TOTAL	6	112	712

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	29	111	561
Priority	9	115	835
Emergency	4	15	95
TOTAL	42	241	1,491

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	21%	2%	
Proactive	79%	98%	
TOTAL	100%	100%	

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	75%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	4
Aggravated Assault	0	6
Aggravated Assault on Operator	0	0
Battery	10	36
Battery Rail Operator	0	0
Sex Offenses	0	4
SUB-TOTAL	11	50
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	4	25
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	4	30
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	4	17
SUB-TOTAL	4	17
TOTAL	19	97



ARRESTS		
AGENCY	LAPD	FYTD
Felony	6	20
Misdemeanor	14	70
TOTAL	20	90

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	95
Vehicle Code Citations	0	58
TOTAL	10	153

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	37	75
Priority	35	207
Emergency	1	11
TOTAL	73	293

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	48%
Proactive	52%
TOTAL	100%

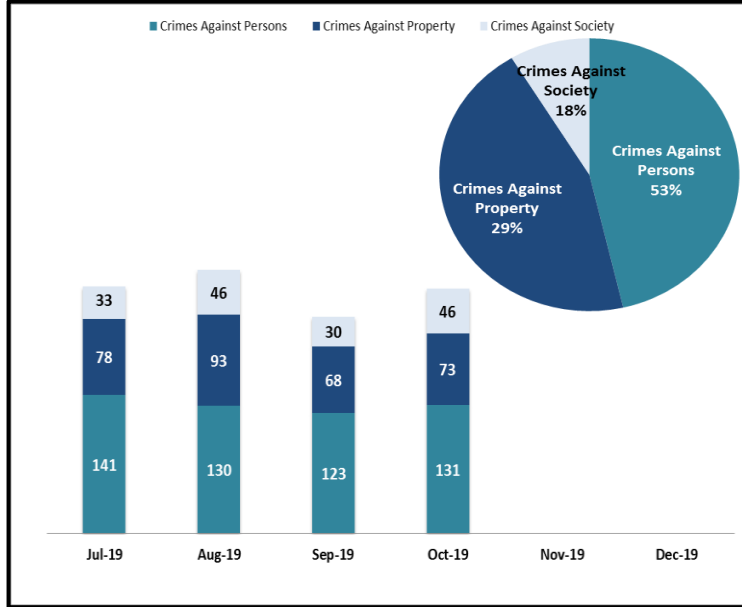
PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	91%

LEGEND	
Los Angeles Police Department	

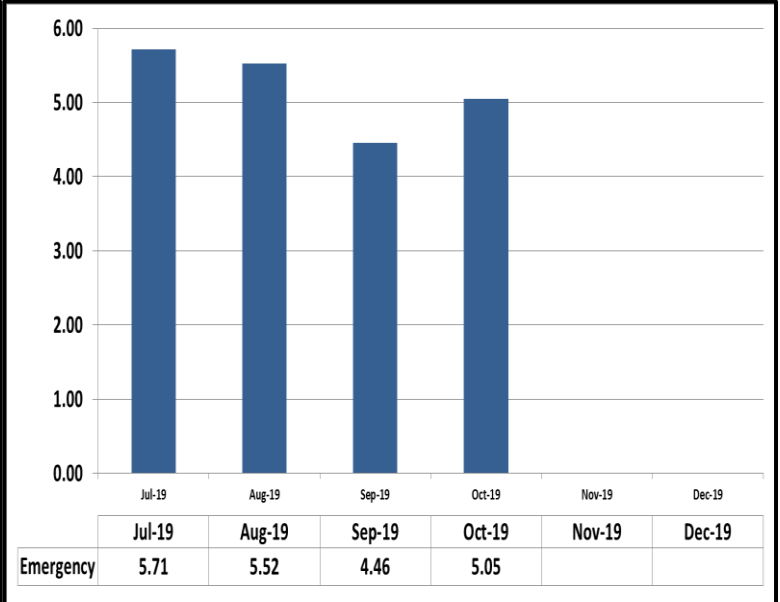
KEY PERFORMANCE INDICATORS

OCTOBER 2019

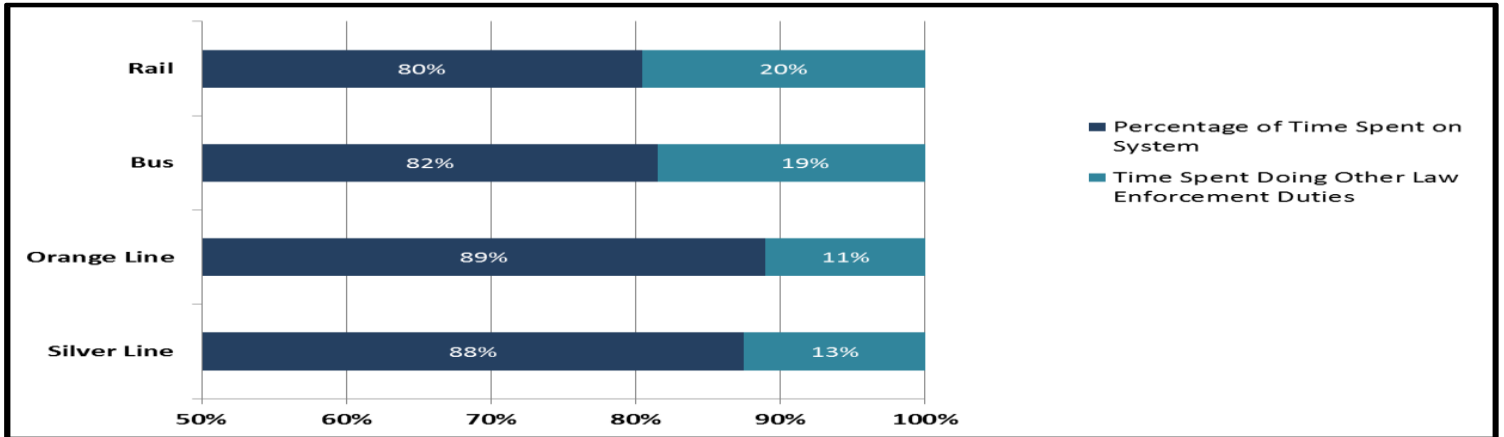
Crimes Against Persons, Property, and Society



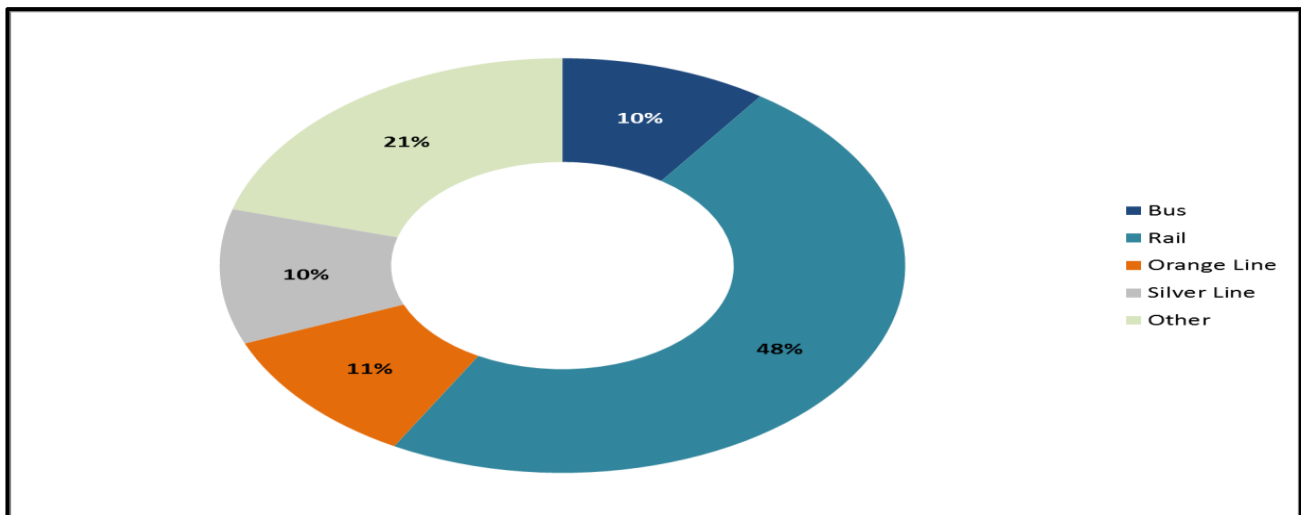
Average Emergency Response Times



Percentage of Time Spent on the System



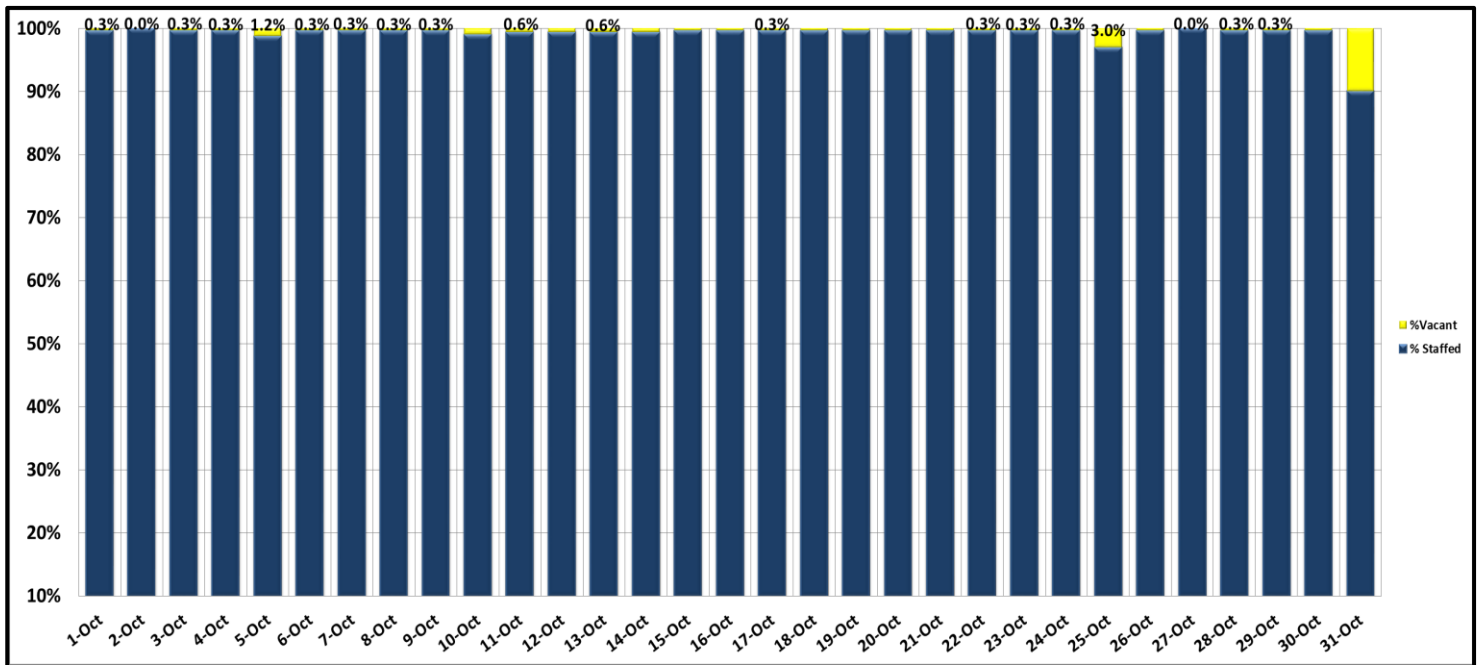
Percentage of Time Spent on the System as a Whole



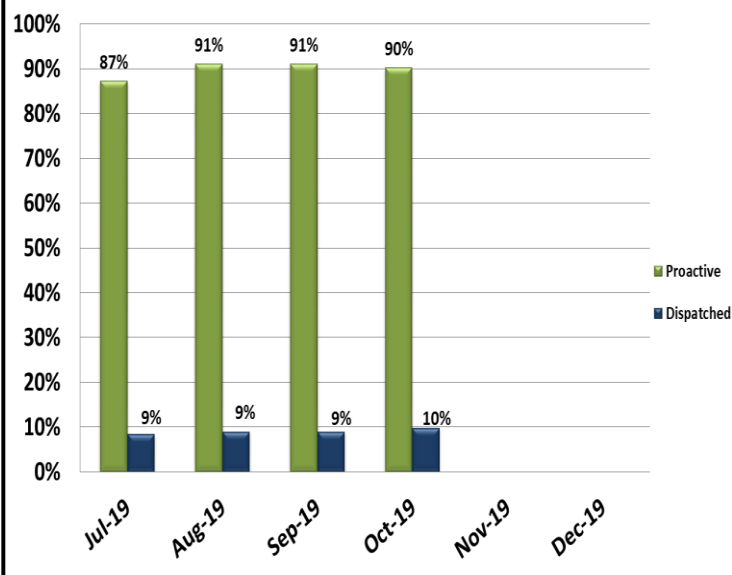
KEY PERFORMANCE INDICATORS

OCTOBER 2019

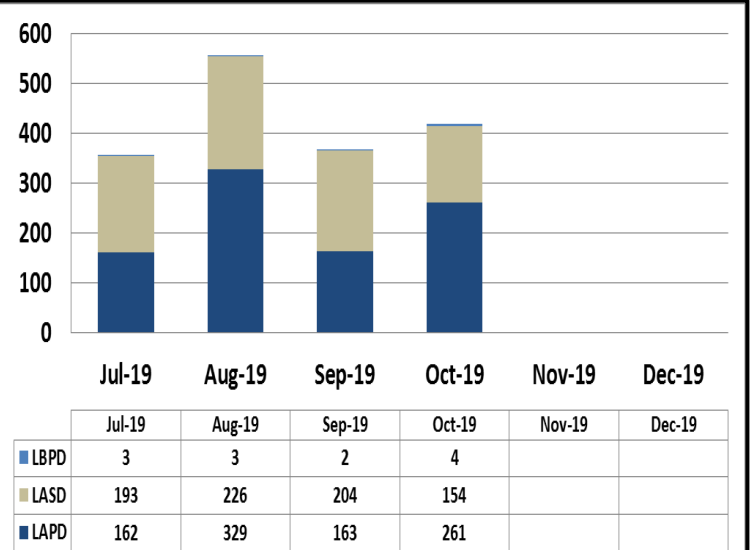
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



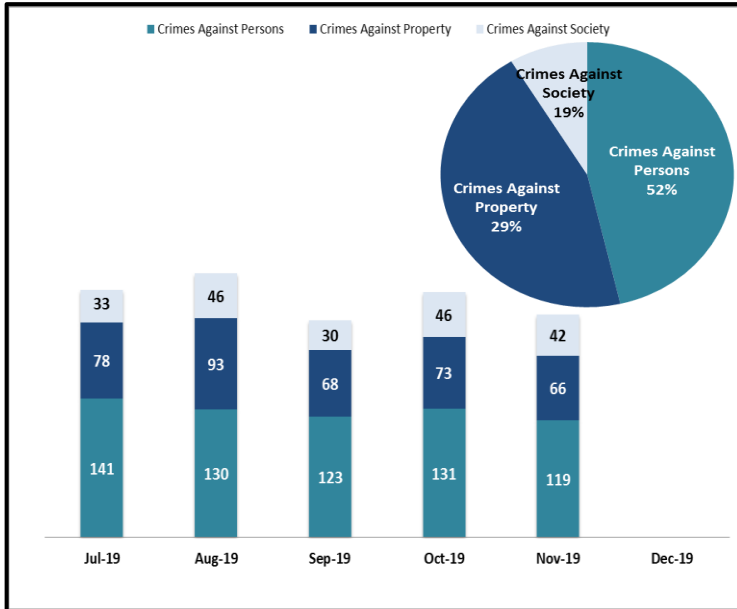
Grade Crossing Operation Locations October:

1. Blue Line Stations (103)
2. Expo Line Stations (138)
3. Gold Line Stations (178)

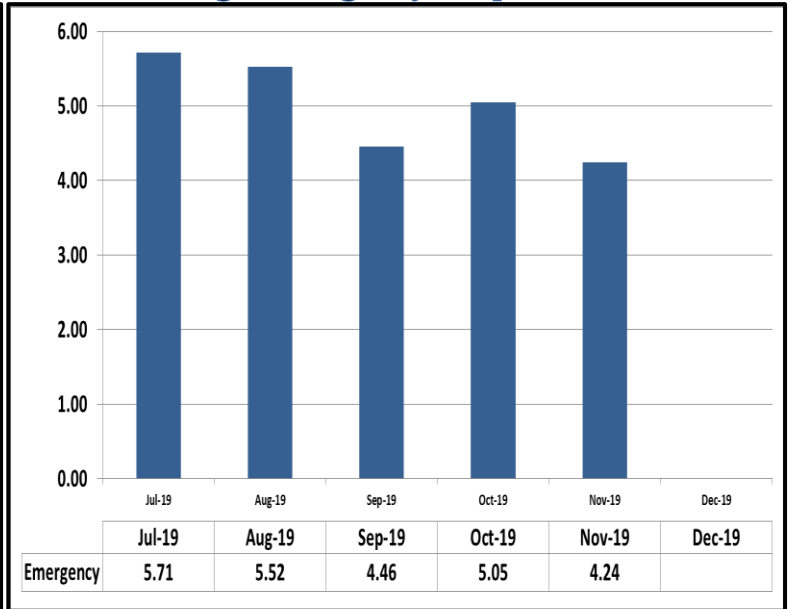
KEY PERFORMANCE INDICATORS

NOVEMBER 2019

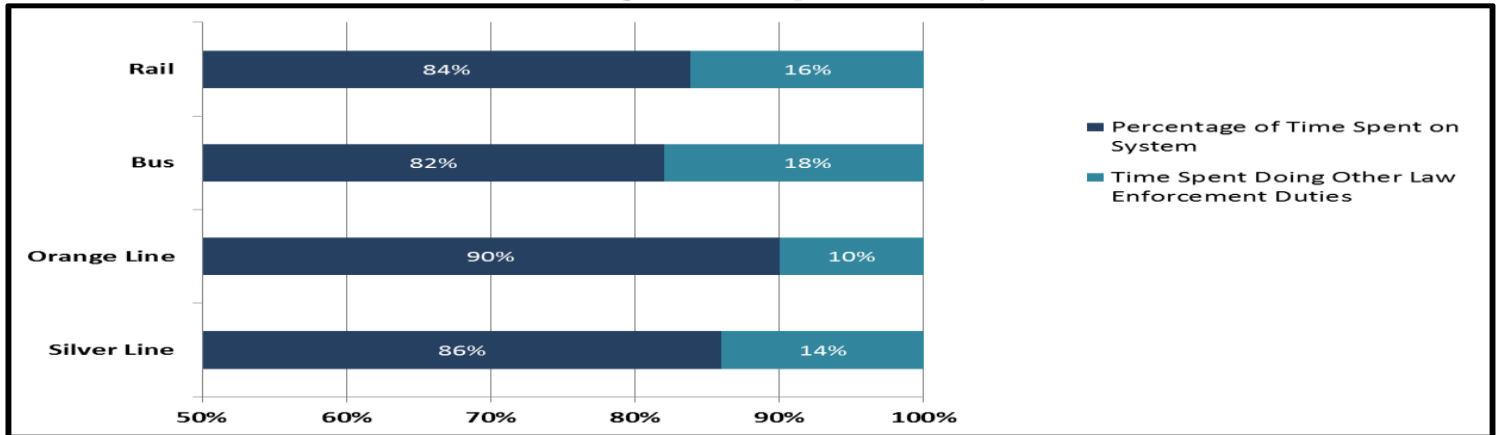
Crimes Against Persons, Property, and Society



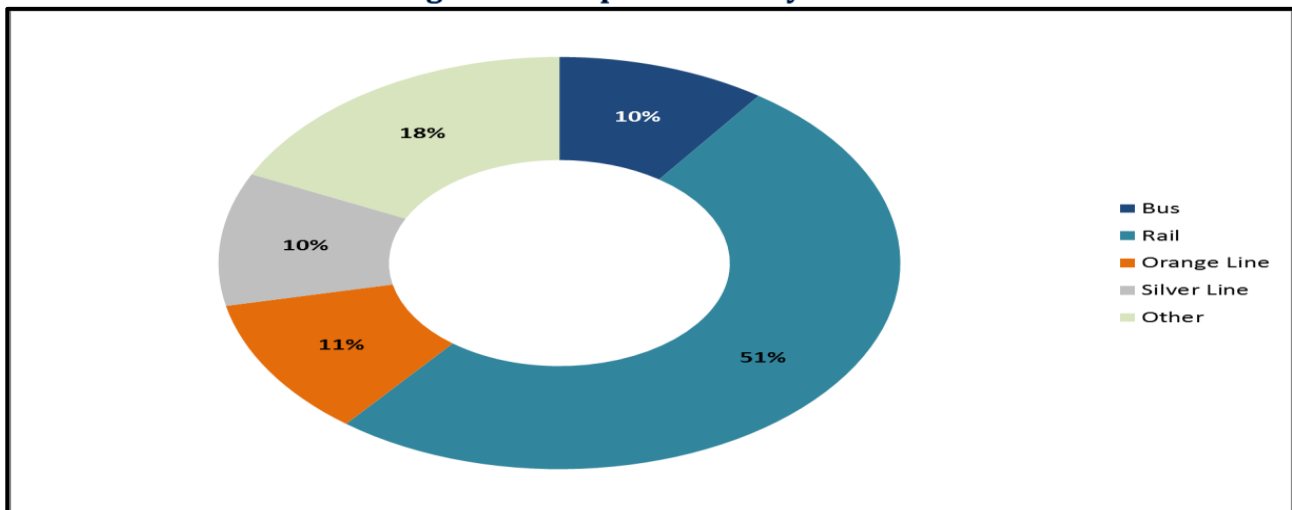
Average Emergency Response Times



Percentage of Time Spent on the System



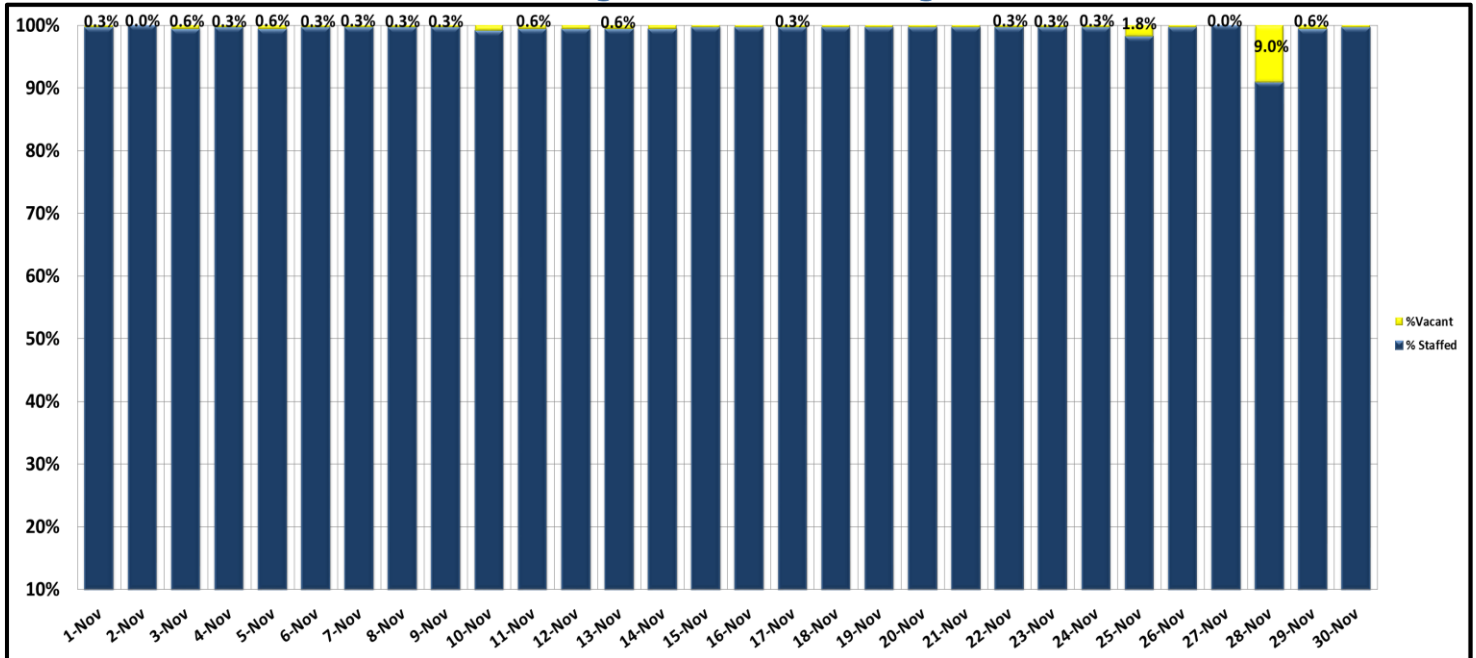
Percentage of Time Spent on the System as a Whole



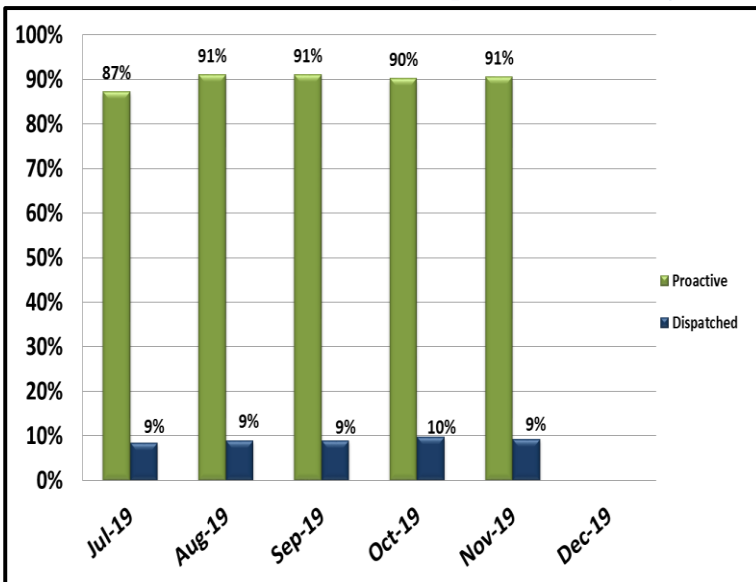
KEY PERFORMANCE INDICATORS

NOVEMBER 2019

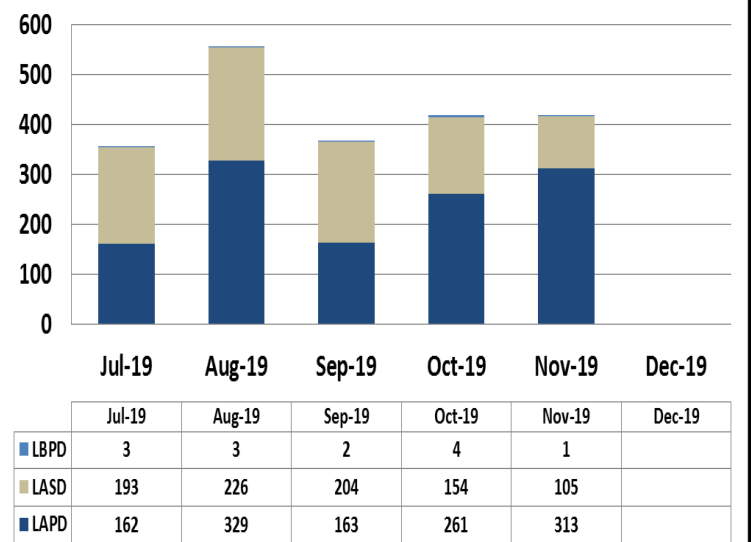
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations November:

1. Blue Line Stations (106)
2. Expo Line Stations (141)
3. Gold Line Stations (172)

Transit Police

Monthly Crime Report



Attachment D

	2018	2019
	October	October
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	0	1
Robbery	24	29
Aggravated Assault	24	20
Aggravated Assault on Operator	1	0
Battery	70	62
Battery Rail Operator	9	10
Sex Offenses	13	9
SUB-TOTAL	141	131
CRIMES AGAINST PROPERTY		
Burglary	2	0
Larceny	60	48
Bike Theft	10	8
Motor Vehicle Theft	0	0
Arson	0	0
Other	1	0
Vandalism	13	17
SUB-TOTAL	86	73
CRIMES AGAINST SOCIETY		
Weapons	2	6
Narcotics	18	27
Trespassing	6	13
SUB-TOTAL	26	46
TOTAL	253	250
ENFORCEMENT EFFORTS		
Arrests	230	482
Citations	2,021	4,999
Fare Checks	352,123	39,688
Calls for Service	992	1,372



Metro

To provide excellence in service and support

Transit Police

Monthly Crime Report



Attachment D

	2018	2019
	November	November
CRIMES AGAINST PERSONS		
Homicide	1	0
Rape	0	2
Robbery	30	22
Aggravated Assault	37	14
Aggravated Assault on Operator	2	2
Battery	53	63
Battery Rail Operator	10	4
Sex Offenses	1	12
SUB-TOTAL	134	119
CRIMES AGAINST PROPERTY		
Burglary	2	1
Larceny	107	49
Bike Theft	8	4
Motor Vehicle Theft	1	1
Arson	0	0
Other	2	0
Vandalism	10	11
SUB-TOTAL	130	66
CRIMES AGAINST SOCIETY		
Weapons	4	8
Narcotics	15	22
Trespassing	6	12
SUB-TOTAL	25	42
TOTAL	289	227
ENFORCEMENT EFFORTS		
Arrests	247	448
Citations	1,868	3,903
Fare Checks	253,588	41,653
Calls for Service	967	1,426



Metro

To provide excellence in service and support



Board Report

File #: 2020-0017, **File Type:** Informational Report

Agenda Number: 24.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
JANUARY 16, 2020**

SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS

ACTION: RECEIVE AND FILE

RECOMMENDATION

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

ISSUE

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

BACKGROUND

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

DISCUSSION

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

Daily:

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

Communication:

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

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

Data:

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

Oversight/Cooperation:

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

needs.

General Deployment strategy and line coverage specifics:

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

Union Station coverage:

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

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

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

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

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

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

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

PATH Impact Stories resulting in Stable Housing

- I. November 2019: Family of four was engaged on Metro Property at Wardlow Station on the Blue Line Train. Emergency motel room and other services were provided in the Los Angeles area. Family consists of Hispanic father, mother, 4 year old daughter and 3 year old son. There are three other step children not with family presently. The father became homeless in 2014 due to loss of employment. The mother became homeless in 2016 when she was kicked out of her home, with the 4 year old daughter, due to larger family issues. The mother was able to link herself to the Dream Center and able to gain assistance from the program. After being there for some time the mother and father were reunited while at the Dream Center. They were discharged from the Dream Center and returned to being homeless. The Metro outreach team found them at the Wardlow Metro Station. Outreach staff provided emergency housing in a Los Angeles Motel while working to connect them with appropriate resources. Outreach connected family with the Union Rescue Mission's Family Program, and they entered shelter on Skid Row. However, the Skid Row environment exacerbated the daughter's asthma. Metro Outreach re-established emergency assistance in the motel and then continued to coordinate/collaborate with case management from the Union Rescue Mission Family Program. Outreach staff worked closely with family to obtain necessary documents for housing, apartment searching, and ongoing support and advocacy. With the support of PATH, Family Solution Center Rapid Rehousing and Metro Outreach program, the family was able to move in to their own two-bedroom apartment on the day before Thanksgiving. **Client quote," keep on pushing forward and never give up."**
- II. October 2019: Participant is a 41- year-old Caucasian. While conducting outreach on the Orange Line, the team connected with client who was sleeping under a tarp. The Orange Line team engaged her and found her to be weak, dehydrated and in need of medical attention. Team nurses examined her in the field and found that client had a large mass on her left breast the size of a softball. At the time team met client, client refused to go to the hospital. The team followed-up with the client the following Monday to discuss a plan for medical treatment. That Monday the team went to see client and contacted 911 due to client being in immediate need of medical treatment. Staff consulted with LAFD and client was transported to the hospital. Staff went to the hospital the following day to find out that the client had been discharged. The client was transported to Valley Presbyterian Hospital. Once client was admitted to the hospital, it was confirmed that client had stage 4 breast cancer. Since being admitted, the client has been advised that her condition is terminal and there is no treatment available. Outreach team worked with hospital social workers to locate client's family. Client has reconnected with her son, grandchildren, and mother. Client is currently waiting for hospice care and is reconnected with her family. She continues to have a positive outlook. Client will be spending the end stages of life indoors, rather than on the street.
- III. September 2019: Participant is a 34 year-old male who had been a heroin addict for the past six years, five of those years he had experienced homelessness. Participant has experienced

significant mental health issues for much of his adult life which had gone untreated for the most part. Participant developed a chronic illness with severe symptoms as a result of his addiction. Based on the participant's chronic physical illness, mental health issues and substance use disorder, a referral was made to DHS HFH IH and he was placed at the Weingart Center a few days later.

IV. Cumulative Performance Metrics:

- a. Through PATH C3 Outreach Team workers, 171 homeless individuals were permanently housed beginning May 17, 2019 - November 30, 2019.

NOTE: Per Board Director Bonin's request, PATH responded that in November 2019, "on 173 occasions, we had individuals refuse to go into shelter beds in Skid Row. On 84 occasions, we had individuals who were willing to accept shelter, but no beds were available."

NOTE: Per Board Director Krekorian's request. Law Enforcement definitions for LAPD, LASD, LBPD are explained below.

Definition of Two Performance Metrics used by Law Enforcement: Referrals and Mental Illness

LAPD -Transit HOPE Team

Referrals: "... considers a referral to be a contact that resulted in a positive connection to outreach workers or service providers."

Mental Illness: "Mental health numbers are based on an individual displaying signs of mental illness, admitted mental illness or a verified history of mental illness related contacts or treatment."

LASD

Referrals: "...usually those clients who decline our outreach services. We referred them to locations where they can obtain services such as homeless shelters, medical or mental health clinics, counseling, permanent housing, and/or DMV vouchers to obtain CA identifications, etc. These referrals can be in the form of pamphlets or verbal discussions, such as names and locations available to them."

Mental Illness: "Mental illness means clients who display signs of mental illness such as Bipolar, Schizophrenia, etc., but they don't meet the level of 5150 WIC criteria."

LBPD

Referrals: "...usually those clients who decline our outreach services. We referred them to locations where they can obtain services such as homeless shelters, medical or mental health clinics, counseling, permanent housing, and/or DMV vouchers to obtain CA identifications, etc. These referrals can be in the form of pamphlets or verbal discussions, such as names and locations available to them."

Mental Illness: “A wide range of conditions that affect mood, thinking, and behavior. Verified by self-admission, prior contacts by Law Enforcement or DMH, or observation with evaluation.

LAPD Outreach

November 2019: Transit Services Bureau HOPE Officers sheltered 2 homeless persons out of 21 referrals.

October 2019: Transit Services Bureau HOPE Officers sheltered 2 homeless persons out of 19 referrals. In addition, HOPE Officers:

- Observed Alfredo sleeping on the ground near the Flower and 7th escalator entrance. Officers learned that Alfred suffered from a developmental disability and found to be a “Missing Person” from San Ramon, CA. Alfredo required immediate medical attention and LAFD was contacted for assistance. Alfredo was transported to Good Samaritan Hospital for medical treatment. Officers were able to locate and contact Alfredo’s family. Approximately eight (8) hours after Alfredo was medically stabilized, Alfredo’s family from San Ramon came to Good Samaritan Hospital and picked him up. Alfredo’s family stated that “without the intervention of the TRSG HOPE Team, Alfredo would have likely perished alone on the streets of Los Angeles.”

September 2019: Transit Services Bureau HOPE Officers sheltered 3 homeless persons out of 30 referrals. In addition, HOPE Officers:

- Observed a homeless woman at Union Station with maggots pouring out of one of her legs. She was placed on a hold then transferred to receive much needed medical treatment. LAPD’s Mental Evaluation Unit worked to have the homeless woman evaluated through the Detective section of LAPD’s Mental Evaluation Unit for conservatorship consideration. Meanwhile PATH was working on housing options.

LASD Outreach

November 2019: Transit Mental Evaluation Units sheltered 8 homeless persons out of 300 referrals. In addition, the Transit MET Units:

- Transported 13 clients to other homeless outreach connection services.

October 2019: Transit Mental Evaluation Teams Units sheltered 4 homeless persons out of 296 referrals. In addition, the Transit MET Units:

- Transported 16 clients to other homeless outreach connection services.

September 2019: Transit Mental Evaluation Units sheltered 3 homeless persons out of 376 referrals. In addition, the Transit MET Units:

- Transported 23 clients to other homeless outreach connection services.

LBPD Outreach

November 2019: Quality of Life Officers sheltered 2 homeless persons out of 17 referrals. In addition, Metro Quality of Life Officers:

- Transported one person experiencing homelessness from the Long Beach Metro 5th Street Station to the Long Beach Health Department Multi Service Center for shelter and services.
- Transported one wheelchair bound person experiencing homelessness from the Long Beach Metro Wardlow Station to the Long Beach Health Department Multi Service Center for shelter and services.

October 2019: Metro Quality of Life Officers sheltered 1 homeless person out of 14 referrals. In addition, Metro Quality of Life Officers:

- Placed a female subject experiencing homelessness at the Long Beach Multi-Service Center. The Long Beach Multi-Service Center planned for temporary transitional housing.

September 2019: Metro Quality of Life Officers sheltered 1 homeless person out of 9 referrals. In addition, Metro Quality of Life Officers:

- Placed an elderly male subject at the Long Beach Reserve Mission. The Mission assigned the subject temporary housing for one week.

Homeless Projects in Progress:

1. Faith Leader Survey
 - Goal: identify faith leaders' concerns, perceptions and recommendations
 - Serves as a basis for open discussion/exploration
 - Identifies areas of collaboration to mitigate homelessness on Metro's system
 - Supports continuity of connection between Metro and faith leaders (post-Faith Leader Roundtable event)
2. Faith Leader Roundtable Events
 - Opportunity to follow-up and collaborate with faith leaders on:
 - hosting Connect Days
 - partnering with entities that provide necessities (food, shelter, clothing)
 - providing counseling (voluntary)
 - providing welcome home boxes containing household items
 - purchasing welcome home boxes (empty boxes to be filled)

As a result of the Korean Faith Leader Roundtable Event, August 8th, Pastors reconvened, November 15, 2019 at Metro to discuss their expectations of Metro and discuss ways Metro could facilitate connecting Korean churches with social service agencies. Korean Pastor,

Timothy Park, had a community-based thanksgiving celebration at MacArthur on Thanksgiving Day. Metro's marketing department provided bags for distribution at the event.

3. Esri Mapping Tool

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

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

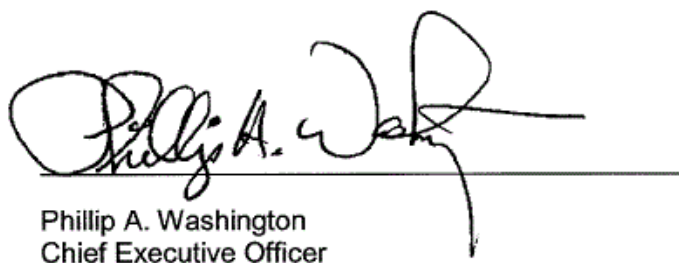
The use of the Esri mapping tool will enhance the Customer Experience by ensuring that homelessness is addressed rapidly throughout the System.

ATTACHMENTS

Attachment A - Homeless Snapshot Outreach September-November 2019

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

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



Phillip A. Washington
Chief Executive Officer

Metro Homeless Snapshot – By System Outreach

C3 Teams

Performance Measure	Number Served September 2019	Number Served October 2019	Number Served November 2019	Project Year to date Number Served (May 2017 – November 2019)
Contacts with unduplicated individuals	182	190	123	6,313
Unduplicated individuals engaged	55	68	62	3,256
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	82	90	61	2,695
Unduplicated individuals engaged who are successfully linked to an interim housing resource	31	41	45	1,151
Unduplicated individuals engaged who are linked to a permanent housing resource	5	8	5	376
Unduplicated individuals engaged who are permanently housed	5	9	12	171

Law Enforcement Homeless Outreach (September 2019 – November 2019)

ACTION	LAPD HOPE	LASD MET	LBPD Q.O.L	Total
Contacts	2,930	1,902	133	4,965
Referrals	70	972	40	1,082
5150 Hold	17	44	3	64
Mental Illness	70	644	24	738
Substance Abuse	217	507	33	757
Veterans	10	13	4	27
Shelter	7	15	4	26
Motel With Housing Plan	3	0	0	3
VA Housing	1	0	0	1
Return To Family	1	5	0	6
Transitional Long Tern Housing	4	0	0	4
Detox	6	0	0	6
Rehab	1	0	0	1



Metro

LAHSA Point-In-Time Count on Metro

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

Individuals experiencing homelessness on Metro station platforms categorized by line

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

Source: 2019 Greater Los Angeles Homeless Count, LAHSA



Metro

**Board Report**

File #: 2019-0816, **File Type:** Contract**Agenda Number:** 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2020****SUBJECT: ENTERPRISE SAFETY MANAGEMENT SYSTEM****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. PS43249000 with Cority Software Inc. to add the Environmental and Ergonomics modules to the Enterprise Safety Management System (ESMS) in the amount of \$594,980, increasing the total contract value from \$1,292,926 to \$1,887,906 and extending the contract period of performance through December 31, 2020.

ISSUE

The requested modification authorizes the addition of two new modules to the ESMS system currently under development. In addition to the current modules which manage safety incidents on bus and rail, the new modules will focus on upgrading the reporting of ergonomic and environmental safety hazards, a critical piece in meeting federal health and safety regulatory reporting standards. This modification will allow for ergonomic and environmental reporting of the web and mobile application solution on the ESMS system. Additionally, the current ergonomic and environmental solution is outdated and in need of automation, which the ESMS system provides.

BACKGROUND

The Board approved a contract with Cority Software Inc., in June 2018 to implement the ESMS system. The ESMS is currently being implemented as a replacement for the Vehicle Accident and Monitoring System (VAMS) as well as the TransitSafe system which have reached obsolescence. Metro's VAMS and TransitSafe systems are the central repository for all bus and non-bus vehicle accidents, incidents, and injuries. VAMS was developed in 1984 to handle bus accidents and was expanded in 1991 to include rail accidents. To augment the limited VAMS functionality, TransitSafe software was integrated with VAMS and implemented in 2004. VAMS was used for reporting and administrative functions, and TransitSafe was used to capture accident, incident, and injury details. Over the last 25 years, VAMS and TransitSafe's business logic has been continually upgraded to meet Metro's changing business needs and regulatory requirements. Currently, the system captures Bus, Rail, and Non-revenue accident details, personal injuries, all work-related incidents, supervisory investigations, field investigations, instructor investigations, hazards, observations, efficiency testing

records, audit findings and tracking, inspection findings and tracking, corrective actions, accident review cycle, blind claims, other accident/incident related information, and regulatory reports. The VAMS/TransitSafe systems have now reached obsolescence and the vendor has discontinued support for these systems. Metro is implementing the new ESMS system to incorporate the latest technology solutions for monitoring and adapting to the evolving safety and regulatory reporting requirements. The current system does not cover incidents/accidents related to ergonomic or environmental issues.

DISCUSSION

The intent of integrating the Environmental module into the ESMS system is to automate the current paper-based environmental management process. The new Environmental module being proposed will automate processes and procedures to reduce risk and increase compliance for Metro. Metro will have the ability to handle compliance in a real-time environment with access to data, instant notifications, and tracking of corrective actions on an auditable approval system. The system will also serve as a repository to store permits, corrective action requests, inspection and compliance correspondence and other information that is pertinent to the sustainability decision-making process. Additionally, the system includes GIS mapping functionality to track locations of environmental assets and permit-ready locations throughout Metro's territory.

The Ergonomics module will provide for the management of physical access-related safety concerns for employees within Metro facilities and fleet vehicles. The new module will assist Metro in its management of these issues to enable Metro's commitment to supporting reasonable accommodations when medically and legally necessary, or when requested by employees to meet certain operational or situational conditions.

DETERMINATION OF SAFETY IMPACT

Approval of the contract modification will ensure that the agency better identifies risks, prevents injury and illness, and safeguards the health and safety of the workforce.

FINANCIAL IMPACT

The additional funding of \$594,980 will be added to the FY20 budget under cost center 9210, for Contract No. PS43249000, increasing the total contract value to \$1,887,906. The recommended contract modification is within the Board approved capital Life-of-Project budget for CP 207153. Since this is a multi-year project, the project manager and the Chief Information and Technology Officer will be responsible for budgeting the project funds.

Impact to Budget

The funding for this action will be a combination of local, state and federal operating funds.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Improved safety assessment and reporting supports Metro Vision 2028, Strategic Goal 5: "Provide

responsive, accountable, and trustworthy governance within the Metro organization,” and specifically fulfills Initiative 5.6: “Metro will foster and maintain a strong safety culture.”

ALTERNATIVES CONSIDERED

The Board may choose not to approve the contract modification. This option is not recommended as Metro’s existing systems are obsolete and do not meet the needs of ergonomic and environmental reporting. By approving the staff recommendation, Metro can take advantage of the technology solutions currently available to meet the needs of the agency.

NEXT STEPS

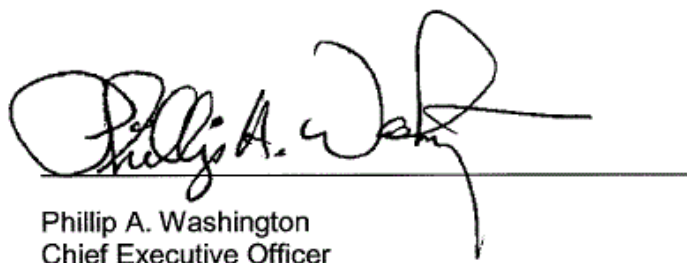
Upon approval by the Board, staff will execute Modification No. 3 to Contract No. PS43249000 and will re-baseline the project management plan and schedule to implement the new Environmental and Ergonomics modules.

ATTACHMENTS

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

Prepared by: Al Martinez, Senior Director, IT, (213) 922-2956
Patrick Astredo, Deputy Executive Officer, IT, (213) 922-4290

Reviewed by: Kenneth L. Hernandez, Chief Risk, Safety and Asset Management Officer, (213) 922-2990
Bryan Sastokas, Chief Information Technology Officer, (213) 922-5510
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

ENTERPRISE SAFETY MANAGEMENT SYSTEM/PS43249000

1.	Contract Number: PS43249000			
2.	Contractor: Cority Software, Inc.			
3.	Mod. Work Description: Add Environmental and Ergonomics Modules			
4.	Contract Work Description: Enterprise Safety Management System			
5.	The following data is current as of: 11/20/19			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	6/28/2018	Contract Award Amount:	\$1,292,926
	Notice to Proceed (NTP):	7/27/2018	Total of Modifications Approved:	\$0
	Original Complete Date:	7/25/2019	Pending Modifications (including this action):	\$594,980
	Current Est. Complete Date:	12/31/2020	Current Contract Value (with this action):	\$1,887,906
7.	Contract Administrator: Ana Rodriguez		Telephone Number: (213) 922-1076	
8.	Project Manager: Al Martinez		Telephone Number: (213) 922-2956	

A. Procurement Background

This Board Action is to approve Contract Modification No. 3 issued to add Environmental and Ergonomics modules to the Enterprise Safety Management System.

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

On June 28, 2018, Contract No. PS43249000 for the Enterprise Safety Management System was awarded to Cority Software, Inc. in the firm fixed price contract amount of \$1,292,926.

Refer to Attachment B – Contract Modification/Change Order Log for modifications issued to date.

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate, cost analysis, fact finding, and negotiations.

Proposal Amount	Metro ICE	Negotiated Amount
\$866,717	\$598,675	\$594,980

CONTRACT MODIFICATION/CHANGE ORDER LOG
ENTERPRISE SAFETY MANAGEMENT SYSTEM/PS43249000

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	No cost modification to add a Subcontractor	Approved	4/10/19	\$0
2	No cost modification for period of performance extension	Pending	11/20/19	\$0
3	Environmental and Ergonomics Modules, and period of performance extension	Pending	Pending	\$594,980
	Modification Total:			\$594,980
	Original Contract:			\$1,292,926
	Total:			\$1,887,906

DEOD SUMMARY

ENTERPRISE SAFETY MANAGEMENT SYSTEM / PS43249000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to lack of subcontracting opportunities. As confirmed by the Project Manager, the Enterprise Safety Management System (ESMS) is proprietary software and the required hardware is being procured, installed, and maintained by Metro personnel.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this contract.



Board Report

File #: 2019-0658, File Type: Plan

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 16, 2020

SUBJECT: I-10 EXPRESSLANES BUSWAY HOV5+ PILOT IMPLEMENTATION PLAN

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. APPROVING I-10 ExpressLanes Busway HOV5+ Pilot Implementation Plan; and
- B. AUTHORIZING implementation of the I-10 ExpressLanes Busway HOV5+ Pilot.

ISSUE

In April 2018, the Metro Board of Directors adopted a motion requesting that Metro staff work with Caltrans and other stakeholders to develop a pilot program (Pilot) exclusively for the I-10 ExpressLanes increasing the required occupancy for toll free travel from HOV2/HOV3+ to buses and vanpools, as a means of preserving the ExpressLanes as a faster and more reliable travel option for ExpressLanes corridor travelers and transit users.. The stated objectives of the Pilot are to:

- Keep transit moving in the ExpressLanes.
- Move people more efficiently in the ExpressLanes.
- Reduce occupancy misrepresentation by ExpressLanes users.

In January 2019, Metro staff reported on the potential effects of the Pilot, key decision points and milestones for implementation including feedback received from corridor users on the potential impacts of the Pilot with emphasis on low-income commuters. At that time, the Metro Board of Directors authorized Metro staff to develop a more detailed implementation plan for the Pilot. This report is in response to the direction provided in January.

Staff is recommending a phased approach with Phase 1 providing free passage to transit and registered vanpools and Phase 2 adding HOV5+ vanpools to those traveling free of charge on the ExpressLanes. This approach will enable an expedited deployment of the Pilot and evaluation of two different policies which will better inform the final decision regarding the most effective policy to implement upon conclusion of the Pilot.

DISCUSSION

The I-10 ExpressLanes Busway HOV5+ Pilot Implementation Plan describes all major activities required to successfully deploy the Pilot. It has been informed by an extensive literature review of best practices, consultation with industry experts, and original research including 15 peer/partner agency interviews, 2,400 stakeholder surveys, nine focus groups, and detailed data analysis. The Implementation Plan discusses the following major activities associated with the pilot development and implementation:

- Phased Approach to Implementation
- Public education and marketing campaign efforts
- Mitigation strategies and incentives
- Roadside signage considerations
- Development of a robust solution for occupancy declaration and verification
- Before-and-after data collection and evaluation
- Concurrence from Caltrans and FHWA

The Implementation Plan concludes with a review of expected costs for implementation, a discussion of recommended deployment schedule for Phases 1 and 2, and a description of known risks and potential associated protections against them. Summaries of each category of activities in the Implementation Plan are provided in the following sections, with additional detail available in the full plan document (see Attachment A).

Public education and marketing campaign efforts

The Implementation Plan includes a multi-faceted public education and marketing plan covering all impacted audiences, with a focus on historically underserved and low-income populations. Outreach for the Pilot will begin three to six months in advance of the anticipated go-live date for each phase and will include:

- Community events and meetings with community groups and civic leaders.
- Presentations to partner agencies and key stakeholder groups.
- Targeted outreach to existing customers by e-mail and postal mail.
- Broader public outreach to corridor users and other stakeholders (e.g., vanpools, employers, commuters) using a range of media including radio, digital display boards, social media, newspapers, and Metro channels (e.g., onboard vehicle advertising, 511, Metro web site development and updating).

Mitigation Strategies and Incentives

Several complementary support strategies and programs are included in the Implementation Plan to promote a smooth and successful pilot deployment. These include mitigation strategies to address the potential impacts of the Pilot to existing HOV2-HOV4 corridor users that could lose toll-free access to the I-10 ExpressLanes, and incentive strategies to further encourage and facilitate shifts to more efficient travel modes including transit and vanpools. All strategies were selected based on a detailed screening across several metrics including alignment with Pilot objectives and goals, feasibility of deployment within the Pilot timeframe, and ability to address the specific program impacts and mode shift barriers identified by current users of the corridor through surveys and focus groups. The mitigation strategies and incentives that will be deployed on the I-10 ExpressLanes corridor as part of the Pilot are:

- Providing a two-month grace period for HOV2 and HOV3+ customers at the start of the

deployment period in which they continue to receive toll-free travel.

- Continuing existing Carpool Loyalty program for HOV2 and HOV3+ customers.
- Continuing investment in transit services.
- Expanding the existing Transit Rewards program to increase the frequency of rewards for transit users on the I-10 corridor.
- Expanding the Carpool Loyalty program, as part of Phase 2, to include dedicated rewards for a new class of HOV5+ customers beyond those offered to HOV2/HOV3+ classes.
- Promoting the existing Universal College Student Transit Pass (U-Pass) program for access to reduced transit fares for students using the corridor.

Roadside Signage Considerations

Aspects of the Pilot that affect roadside signage on I-10 include the toll-free travel for buses and registered vanpools (Phase 1) and the new definition of HOVs and the new declaration method (Phase 2). To address the new definition of HOVs, the existing signage that defines the occupancy requirements by time of day is anticipated to be replaced with new signage indicating, “Buses and registered Vanpools No Toll” (Phase 1), and “HOV5+ & registered Vanpools must register for No Toll” (Phase 2). Additionally, for Phase 2, a supplemental sign stipulating “HOV5+ is 5 or more persons per vehicle” will be placed along the corridor intermittently. To address toll-free travel during Phase 1 and Phase 2, the existing optional/discretionary signage that reminds drivers that “All HOV must have FasTrak” would be replaced with new signage reading, “Vanpools call 511 for tolling info,” or “HOV 5+ call 511 for discount info” respectively. Upon calling 511, and depending on the current phase of Pilot operation, drivers would be informed about how to travel toll free on the I-10 ExpressLanes and/or about the new Pilot Mobile App and how to use it to receive toll-free trips when traveling with 5 or more occupants. The pricing signs along the corridor would also be updated to remove the line, “HOV2+ \$0 w/Flex” or “HOV3+ \$0 w/Flex.” The final signs to be deployed require concurrence from Caltrans and FHWA.

Development of a Robust Solution for Occupancy Declaration and Verification

A core component of the Pilot is the development and deployment of a robust method for declaring and verifying vehicle occupancies for toll-free trips (i.e., the Pilot Mobile App). For this purpose, Metro will procure the services of a mobile app developer to provide a reliable, fast, and easy-to-use smartphone-based automated vehicle occupancy declaration and verification solution, subject to accuracy requirements. A secondary alternative mobile phone method for declaration and verification will also be available for customers that do not have smartphones or for instances where the primary system is unavailable. At no time would vehicle occupants be required to interact with the Pilot Mobile App while driving. Because of the pioneering nature of this app-based approach to vehicle occupancy verification, there is a degree of schedule uncertainty and potential liability exposure associated with this aspect of the Pilot. The contract will include provisions to protect against, but not fully eliminate, these risks.

Before-and-After Data Collection and Evaluation

The primary performance metrics used in the evaluation of the I-10 HOV5+ Pilot were selected based on their alignment with the Pilot's stated objectives from the original April 2018 Board Motion. In collaboration with FHWA, and Caltrans, the following performance criteria were selected for post-Pilot evaluation:

- Travel time and travel time reliability (ExpressLanes and general-purpose lanes)

- Maintenance of 45 mph speeds on the ExpressLanes/reduction in HOV only mode.
- Transit ridership
- Transit running time
- Person throughput (ExpressLanes and general-purpose lanes)

Concurrence from Caltrans and FHWA

Concurrence from Caltrans and FHWA is required to revise the definition of HOVs on this corridor as part of the Pilot. Caltrans District 7 formally indicated its support in a letter dated September 12, 2018. On November 8, 2018, the FHWA California Division responded with a similar letter of support. Metro staff has been coordinating with representatives from both agencies throughout the development of the Implementation Plan to ensure that it remains consistent with their expectations. Both agencies are reviewing the final draft of the Implementation Plan at this time, and their concurrence is anticipated after the final review cycle.

Cost Estimate

The cost estimate for all activities associated with performing the pilot implementation plan is \$7.7 million. The major cost components are estimated as follows:

- Public education and marketing campaign: \$1.9 million
- Mitigation strategies and incentives: \$2.5 million
- Operational Elements (i.e. design, signage, CSC/BOS, mobile app) and integration: \$2.1 million
- Before-and-after data collection and Management: \$1.2 million

Schedule

Staff recommends two phases for the I-10 Pilot, with each phase containing a 12-month full deployment period, a two-month initial grace period, and a five-month post-deployment evaluation period. Additional detail about the activities preceding, within, and following the two phases are provided in the sections below. The decision to implement Phase 2 will be dependent on the performance evaluation data from Phase 1, as well as the readiness of the declaration and verification mobile app. Any delay in availability of the mobile app will delay the start of Phase 2.

Phase 1 of the Pilot is scheduled to begin October 2020 and continue for 23 months through August 2022 and is inclusive of the following:

- Two-month “grace period” which gives commuters time to acclimate to the new occupancy requirements for toll-free travel, including formation of vanpools or switching to transit,
- Twelve months of full Pilot operations,
- Five months to evaluate Phase 1 results, which will inform the decision to move forward to Phase 2 and secure Board concurrence; and
- Four months for outreach and any other necessary preparations prior to the beginning of Phase 2 operations.

During the evaluation, Metro staff will review the effectiveness of the Pilot and, based on the before and after analysis and other criteria, make a recommendation to the Metro Board. Metro anticipates a Board decision by May 2022. The Board decision could range from rolling back to pre-Pilot

implementation operation, transitioning Phase 1 to permanent operation, transitioning Phase 1 to Phase 2 operations, or some other operating scenario. Following the Board decision, Metro staff will prepare the appropriate action plan and timetable for remaining Pilot activities.

Should the Board direct staff to move forward with Phase 2 of the Pilot, Phase 2 implementation could begin by September 1, 2022 and continue for 19 months through March 2024. As this Pilot features components that are industry innovations that have not been attempted before, there is a degree of schedule uncertainty associated with achieving each of these four stages within the estimated timeframes above. The above schedule should be considered an approximate forecast only. The 19 months include:

- Two-month “grace period” which gives commuters time to acclimate to the new occupancy requirements for toll-free travel,
- Twelve months of full Pilot operations, and
- Five months to evaluate Phase 2 and to compare the results from both phases which will culminate in a Metro Board decision regarding the status of Pilot operations moving forward.

It is anticipated that following the conclusion of Phase 2 operations (November 30, 2023), staff will review the effectiveness of the Pilot and, based on the before and after analysis and other criteria, make a recommendation to the Metro Board. Metro anticipates a Board decision by April 2024, which could range from 1) the continuance of Phase 2 operations (or some form thereof), 2) reversion back to Phase 1, or 3) roll back to pre-Pilot operations. Based on the analysis and staff recommendation, the Metro Board will decide how to move forward. If the Board decides to transition the Pilot to permanent operations, Metro staff will prepare and implement a Transition to Permanent (TPO) action plan. It is anticipated Phase 2 operations will continue during the evaluation and Metro Board decision periods.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The FY18 I-10 ExpressLanes Pilot Program aligns with Strategic Goal 1: Provide high quality mobility options that enable people to spend less time traveling. ExpressLanes provides drivers with the option of a more reliable trip while improving the overall operational efficiency of the freeway network.

FINANCIAL IMPACT

Funds in the amount of \$1.9 million to initiate implementation of the Pilot are available in the FY20 budget in cost center 2220. Because this is a multi-year program, the cost center manager and the Executive Officer, Congestion Reduction programs, will be responsible for budgeting for future years.

Impact to Budget

The funding for this action will come from toll revenues generated from the Metro I-10 ExpressLanes operations. No other funds were considered for this activity.

ALTERNATIVES CONSIDERED

The Board may elect not to implement the Pilot. This alternative is not recommended since, based on current analysis, the Pilot can increase overall person throughput, assure travel time reliability for transit vehicles, and address current enforcement challenges related to scofflaws, revenue leakage and HOV-only restrictions.

NEXT STEPS

Upon Board approval, staff will perform all tasks and activities discussed in the Implementation in pursuit of the I-10 ExpressLanes Busway HOV5+ Pilot.

ATTACHMENTS

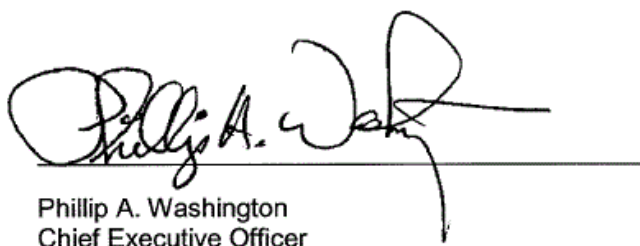
Attachment A: April 26, 2018 Board Motion 43

Attachment B: Draft I-10 ExpressLanes/Busway Pilot Implementation Plan - Executive Summary

Attachment C: Draft I-10 ExpressLanes/Busway Pilot Implementation Plan

Prepared by: Alice Tolar, Sr. Manager, Transportation Planning, Congestion Reduction, 213.418.3334
Robert Campbell, Manager, Transportation Planning, Congestion Reduction, 213.418.3170
Mark Linsenmayer, Deputy Executive Officer, Congestion Reduction, 213.922.5569

Reviewed by: Shahrzad Amiri, Executive Officer, Congestion Reduction, 213.922.3061



Phillip A. Washington
Chief Executive Officer



Metro

Board Report

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

File #: 2018-0195, **File Type:** Motion / Motion Response

Agenda Number: 43.

REGULAR BOARD MEETING APRIL 26, 2018

Motion by:

Director Fasana

as amended by Solis

I-10 ExpressLane/Busway Pilot

The I-10 El Monte Busway opened in 1973 as an exclusive busway with stations at El Monte, California State University at Los Angeles, and Los Angeles County USC Medical Center. The El Monte Bus Station, rebuilt and reopened in 2012, is the busiest bus terminal west of Chicago.

Construction of the busway resulted in substantial increases in bus service along the corridor. According to a study by FHWA conducted in 2002, "Executive Report Effects of Changing HOV Lane Occupancy Requirements: El Monte Busway Case Study", from 1973 to 1976, the number of buses using the lane in the morning peak-hour, peak-direction of travel increased from 21 to 64, with a corresponding increase in passengers from 766 to 3,044. Daily bus ridership levels increased from 1,000 to 14,500 passengers during the same period.

Three-person carpools were allowed to use the Busway for three months in 1974 during a strike by bus operators. The Busway was opened to 3+ carpools in 1976. At the time of conversion to an ExpressLane in 2013, the Busway operated at HOV 3+ during peak hours and HOV 2+ off-peak.

The I-10 Busway / HOV lane is being extended by Caltrans and Metro to the Los Angeles County Line, with an extension to Baldwin Park already open. San Bernardino County is beginning construction this year on an I-10 ExpressLane that would meet up with the Metro / Caltrans lane at the County line and extend to I-15 in 2022, and Redlands in 2026.

The Express Lane allows low occupancy vehicles to use the lanes with payment of a fee, which varies dynamically with traffic levels. To remain consistent with prior HOV 2+ and 3+ requirements, Metro developed a switchable Fastrak transponder for carpools. As ExpressLane acceptance among customers has grown, the busway has grown more congested and has degraded bus service in the corridor. As demand and price have increased, transponders are being switched to HOV 2+ or 3+ to avoid tolls.

The switchable transponder requires CHP to manually observe vehicles to determine if the number of

occupants is consistent with the setting on the transponder. Due to right of way constraints, enforcement of ExpressLane requirements is difficult on I-10, as limited room is available to pull-over and issue citations. CHP enforcement slows traffic in the ExpressLane.

Physical constraints within the right-of-way footprint also limit the ability to place thermal readers that may be able to detect vehicle occupants in the ExpressLane.

One alternative to CHP enforcement is to move to an automated approach where all cars are charged without regard to the number of occupants, through a "Pay-as-You-Use" model.

The Foothill Gold Line and Metrolink also provide east/west service through the San Gabriel Valley. The Gold Line, which will extend east to Montclair, currently is operating at capacity in some locations during peak hours according to the "Metro Rail Capacity Study" that is being presented to the System Safety, Security and Operations Committee in April 2018.

As Metro prepares to expand its ExpressLane network, piloting a new operating approach on I-10 will provide valuable insight on how best to maximize mobility on ExpressLanes.

Therefore, to keep buses moving and enable movement of more people efficiently within the I-10 ExpressLane,

SUBJECT: MOTION BY FASANA AS AMENDED BY SOLIS
I-10 EXPRESSLANE/BUSWAY PILOT

APPROVE Motion by Fasana that:

- A. Metro staff work with Caltrans and other stakeholders to develop, within existing federal and state guidelines, a pilot exclusively for the I-10 ExpressLane / Busway that would define carpools as registered vanpools with all other vehicles (other than passenger buses) subject to fees through a "Pay-as-You-Use" model. The Zero Emission Vehicles using the corridor would be eligible for discounts in effect at the time the pilot commences; and
- B. Report back to the Metro Board within 180 days on potential effects, key decision points and milestones necessary to implement this pilot including community outreach with feedback and surveys as well as service analysis on impacts and exemptions for low income commuters. The proposed pilot program to be consulted with SCAQMD in relation to Air Quality Management Plan and its impact to sticker program for Electric Vehicle.



ATTCHMENT B

I-10 ExpressLanes/Busway

PILOT IMPLEMENTATION PLAN

A DEGRADATION MITIGATION STRATEGY



December 2019

Prepared by:

HNTB

Executive Summary

Introduction

Due to factors such as increased demand, capacity constraints west of the I-710 freeway, operational challenges approaching the I-10/I-605 interchange, and occupancy misdeclaration, degradation on the I-10 ExpressLanes has been increasing. A High Occupancy Vehicle (HOV) lane or ExpressLane is considered degraded if average traffic speeds during the morning or evening weekday peak commute period fall below 45 miles per hour for more than 10 percent of the time over a consecutive 180-day period. Currently, the facility requires three or more persons for toll free travel during the AM and PM peak periods (HOV 3+) and two or more persons for toll free travel (HOV 2+) at all other times.

In response, the Los Angeles County Metropolitan Transportation Authority's (Metro) Board of Directors (Board) put forth a motion in April 2018 that proposed developing a new operating approach on I-10 by increasing the occupancy requirements in the ExpressLanes. The Board motion included the following:

- Metro staff will work with Caltrans and other stakeholders to develop, within existing federal and state guidelines, a pilot exclusively for the I-10 ExpressLanes/Busway that would define carpools as registered vanpools with all other vehicles (other than passenger buses) subject to fees through a "Pay As You Go" model. The zero emission vehicles using the corridor would be eligible for discounts in effect at the time the pilot commences; and
- Metro staff will report back to the Metro Board within 180 days on potential effects, key decision points, and milestones necessary to implement the pilot, including community outreach with feedback and surveys and service analysis on impacts and exemptions for low-income commuters.

In January 2019, the Ad Hoc Congestion, Highway, and Roads Committee issued a motion in response to the April 2018 motion referenced above. This motion requested that Metro Staff report on:

1. Potential effects of implementing the Pilot;
2. Key decision points and milestones for implementation; and
3. Solicitation of feedback and evaluation of potential impacts associated with this Pilot with a focus on low-income commuters.

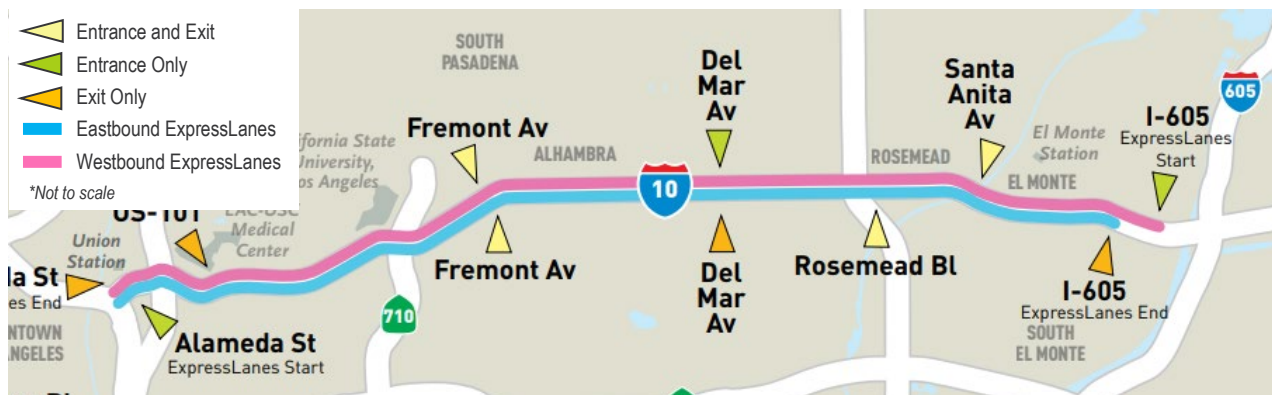
The Board adopted this motion authorizing the development of this Pilot Implementation Plan (PIP) to increase the I-10 ExpressLanes minimum occupancy requirement. Metro and Caltrans staff have also been coordinating with the Federal Highway Administration (FHWA) and FHWA has provided authorization to Caltrans and Metro to revise the definition of high-occupancy vehicles (HOV) in the I-10 ExpressLanes.

The PIP proposes a two phased approach to increasing occupancy on the I-10 – first to offer toll-free travel to transit vehicles only (defined as registered vanpools and transit) and then to vehicles with five or more occupants (HOV 5+). To accomplish this task, the PIP outlines the technical and operational requirements, communication and outreach plan, incentivization/mitigation strategies, budget, and schedule for planning and implementation.

Project Area

The project limits are identical to the existing Metro I-10 ExpressLanes between Alameda Street in the west and the I-605 freeway in the east.

I-10 ExpressLanes Project Area Map



Source: LA Metro ExpressLanes website (http://media.metro.net/projects_studies/expresslanes/images/ExpressLanes_Map_Toll_Entry.pdf)

Methodology and Findings

The PIP Development Process graphic below shows the sequence of activities that were used to develop the PIP. The activities were broken down into three phases – Research, Develop, and Implement. The Research phase focused on listening and gathering information to identify opportunities and potential concerns on the transit only and HOV5+ concepts and potential Pilot. The Develop phase includes preparation of mitigation/incentivization strategies, a comprehensive outreach/education plan, and operational considerations. The implement phase will take the plans prepared in the develop phase and put them into operation. All phases will require ongoing stakeholder collaboration/communication and program management coordination, progress reporting, and oversight. The following sections summarize the process, findings, and recommendations by phase and topic.



Research

Peer Agencies Interviews

Metro's research from speaking with peer toll agencies indicated that changing existing HOV occupancy policies is a challenging task when stricter policies are proposed. When comparing interview responses, numerous commonalities emerged as essential to a successful transition, including:

- Obtaining political support; it is key to successful implementation because elected officials and key communicators can help explain, answer questions, and communicate to the public which will help extend the reach of the outreach/marketing campaign.
- Conducting extensive public outreach; develop a robust public awareness/education campaign; and thoroughly educate the public on the new requirements prior to implementation.
- Implementing mitigation strategies to help make the transition to and implementation of new requirements as easy as possible, and offer incentives to ExpressLanes users to form vanpools/vehicle pools, increase transit usage, etc.
- Providing viable transit service options.

More from the interviews with peer agencies can be found in Section 4.

Partner Transit Agencies Interviews

Each partner transit agency interviewed brought a unique perspective regarding how the potential HOV5+ occupancy requirement may affect their service and operations. More detail on the interviews can be found in Section 5. Increasing speeds and decreasing travel times and operating costs were important benefits. However, if the HOV5+ requirement reduces congestion in the ExpressLanes, buses may travel faster than the GP lanes which may entice people to ride transit rather than drive. If the Pilot is implemented, it may have financial ramifications due to agencies needing to purchase more buses and hire additional operators and staff, if there is a significant increase in transit ridership.

Key Stakeholders Interviews

Most of the stakeholders from Caltrans and FHWA feel the ExpressLanes system is effective in reducing overall congestion and improving travel times on I-10. They acknowledged the ExpressLanes are more efficient than GP lanes, but they were concerned with the potential impacts to the GP lanes once this change in occupancy requirement goes into effect. They are concerned it will increase degradation and, in some cases, divert traffic onto local streets to avoid congestion on I-10. The ExpressLanes are susceptible to congestion due to enforcement challenges, especially during peak periods. Stakeholders suggested several potential mitigation strategies to address these concerns, which can be read in Section 5. Metro considered these suggestions and incorporated them into the PIP where feasible.

Preliminary Outreach

To inform development of the PIP and the related outreach and education plan, preliminary outreach activities, including focus groups and electronic/field surveying, were conducted. A detailed description of preliminary outreach activities and findings is included in Section 6.

Focus groups were held with voluntary community participants who commute as solo drivers, vehicle/van pools, or use transit on the I-10 corridor. In addition, Metro conducted field and electronic surveys and received approximately 2,400 survey responses. Focus group and survey findings and recommendations included:

- Existing carpoolers are more likely to seek out a 5+ vehicle pool.
- Financial incentives are the most attractive.
- Simple, straightforward, and transparent communication about the Pilot is desired.

- Communication through radio and newspaper ads, billboards, highway messaging signs, email, text, direct mail, and public outreach materials and events is preferred.
- More effective ExpressLanes enforcement is needed.

Based on these findings, a Comprehensive Outreach and Education Plan (Section 8) was developed. It includes a strategic messaging campaign to help build awareness and consensus and to consistently message the need and benefit of transit only and HOV5+ prior to implementation.

Develop

Based on what was learned in the investigation phase (RESEARCH), Metro considered several activities to include as components of the PIP during its development. These options were evaluated against the Pilot's goals and objectives while considering what would potentially be the most impactful and implemented in a short timeframe. That analysis resulted in the identification of specific activities that formed the PIP (DEVELOP). These are recommended for implementation as part of the PIP (IMPLEMENT).

Phased Approach

Increasing occupancy requirements aligns with the original intent of the El Monte Busway, and it will help mitigate degraded conditions caused by overutilization of the existing ExpressLanes, particularly where capacity is more constrained (e.g., I-10 ExpressLanes single-lane segments).

The Metro Board's April 2018 motion was to implement a Pilot that increases toll-free occupancy requirements from HOV2+/HOV3+ to transit (buses and vanpools only) to preserve the ExpressLanes as a fast, reliable travel option. After the motion was approved, Metro prepared the *I-10 ExpressLanes/Busway Preliminary Assessment* (October 2018), which provided an alternative option of allowing HOV5+ vehicles to travel toll free. As a result, the PIP proposes a two phased approach to increasing occupancy as follows:

- **Phase 1:** Transit only (buses and registered vanpools) travels toll free in the ExpressLanes; all others pay the full toll. (add how you would register a vanpool)
- **Phase 2:** Addition of HOV5+ vehicles travel toll free in the ExpressLanes; introduction of an occupancy declaration/verification mobile application (app).

Under the Pilot, Metro would revise the current definition of the HOV policy of HOV3+ (three-or-more-person vehicle pool) during peak and HOV2+ (two-person vehicle pool) during off-peak periods to transit only (buses and registered vanpools) in Phase 1 and then add HOV5+ (five-person vehicle pool) in Phase 2 for toll-free travel in the ExpressLanes.

In Phase 2, HOV5+ vehicles wishing to take advantage of toll-free travel will need a valid FasTrak® account and transponder or sticker tag on a vehicle's windshield, and they would have to declare a vehicle occupancy of at least five people using a mobile application (app).

PIP Support Strategies

The PIP also identifies potential mitigation and incentivization support strategies. Their purpose is to mitigate the Pilot's impacts on current HOV2+/3+ ExpressLanes users who will have to pay a toll under the Pilot and to encourage transit use and the formation of vanpools and 5+ vehicle pools. Certain existing Metro programs will also be featured as support strategies. The recommended mitigation and incentivization strategies are consistent with input received from focus groups and

field/online surveys conducted as part of the preliminary outreach efforts which informed development of the PIP.

Mitigation Strategies

The purpose of mitigation strategies is to offset the real or perceived impacts of changing the toll-free occupancy requirement from 2+/3+ to transit only and then HOV5+. The top mitigation strategies recommended for the Pilot include:

- Provide an introductory grace period of two months for 2+/3+ carpools (depending on peak period) where they can travel for free before the full implementation of each phase.
- Expand the existing 2+/3+ Carpool Loyalty Program.
- Expand the existing Transit Rewards Program.

Incentivization Strategies

Incentivization strategies are designed to encourage transit use and the formation and use of vanpools and 5+ vehicle pools beyond the financial incentive of toll-free travel. The top incentive strategies recommended for the Pilot are:

- Develop Vanpool and HOV5+ Vehicle Pool Loyalty Toll Credit Drawing Programs (similar to the current HOV2+/3+ program).
- Establish a Vehicle Pool Rewards program where the HOV5+ vehicle pool driver would receive a toll credit after 16 one-way trips during peak periods.

Existing and Potential Programs

The Pilot will benefit from the continuance of Metro's current Low-Income Assistance Plan and Guaranteed Ride Home Program. These programs will be continued, and ongoing outreach and education will be provided as part of the PIP. Metro will also continue current internal/external programs and relationships during the Pilot by collaborating with Metro Transit and other transit partners, 511, and third-party traffic information providers (e.g. Waze) or similar programs.

Additionally, an opportunity exists to further develop the concept of a Transit Re-Investment Program which would use excess toll revenues to enhance existing transit operations. This could encourage commuters to use transit over vehicles and increase passenger throughput, a goal of Metro's Congestion Reduction Program and this Pilot. As part of the Pilot's next steps, staff will collaborate with I-10 ExpressLanes transit operators (Metro and Foothill Transit) and continue to develop guidelines/criteria for participation in this potential program.

Disadvantaged Community and Equity Considerations

In all PIP and Pilot activities, Metro will focus on reaching and meeting the needs of disadvantaged communities and addressing equity concerns and opportunities. For the PIP, this primarily includes outreach activities and the continuance of the Low-Income Assistance Plan. Should the Pilot be successful and become permanent or extended to other Metro ExpressLanes facilities, there may be opportunities to further enhance these programs based on lessons learned during the Pilot.

Comprehensive Outreach and Education Campaign and Support Strategies Implementation

Section 8 discusses Metro's plan to implement a comprehensive public outreach/education campaign to support the Pilot. The program was developed based on input from focus groups,

surveys, stakeholders, and peer agencies and in close coordination with the Metro Marketing and Community Relations teams. The program's purpose is to 1) ensure I-10 corridor travelers are informed about the Pilot and the changes that will come with each phase; 2) mitigate impacts from the Pilot on current ExpressLanes users; and 3) encourage transit use and the formation of vanpools and HOV5+ vehicle pools as an alternative to driving alone or in smaller carpools. It will focus efforts on historically underserved and low-income populations and ensure all the appropriate audiences are reached.

Comprehensive outreach/education activities include:

- Communicating directly with Metro ExpressLanes FasTrak® customers.
- Engaging existing partnerships with key stakeholder groups within the San Gabriel Valley, sharing information with new stakeholders, and distributing collateral materials online, in-person, and by mail.
- Participating in targeted community events and meetings with community leaders in known I-10 commute sheds, with a focus on low-income and disadvantaged communities.
- Advertising on radio, digital display boards, and local newspapers, and Metro-owned media, including onboard rail/transit/bus advertising, 511, Metro and partner websites, and Metro Source articles.
- Leveraging Facebook, Instagram, and Twitter, which will act as tools to monitor and respond to public reactions to the Pilot.
- Utilizing free mediums available (social, digital, and press release [PR], editorial board, etc.) to maximize the number of impressions¹ and the budget.
- Conducting focus groups and electronic surveys to gather feedback.

Metro will also perform further education and outreach activities to support continuance of the Pilot or to revert to pre-Pilot operations depending on the Board's direction.

Operational Considerations

There are several operational considerations to be addressed for successful implementation of the Pilot. The Implementation Roadmap includes the following activities:

- Implement required signage changes to reflect the change to buses/registered vanpools only and then HOV5+ for toll-free travel in the I-10 ExpressLanes (Section 9 and Appendix A).
- Develop pre- and post-Pilot data needs and establish a baseline data and collection plan to assess impacts from each phase (Section 10).
- Procure and implement the mobile app for occupancy declaration prior to beginning Phase 2 (Section 9.4).
- Assess and implement needed modifications to BOS and customer service center (CSC) technology to support the Pilot.
- Train CHP enforcement officers, ExpressLanes customer service representatives, and other Metro staff for the Pilot.

¹ Impressions are the number of times an advertisement is viewed/heard by the public.

These activities will need to be completed before Go Live for Phases 1 and 2. Some of these activities are already underway. For example, Metro continues to meet with Caltrans and FHWA regarding signage changes and to identify data needs to evaluate the Phase 1 implementation. Also, preparations are underway for the mobile app procurement and to address potential customer service technology needs.

Implement

Program/Project Management

The PIP and the Pilot will be implemented and managed by Metro's Congestion Reduction Department. Program/ Project Management will be ongoing throughout the develop and implement phases. Specific program management tasks will include progress reporting, defining the decision-making structure, establishing a risk register/mitigation strategy (Appendix C), budget management, regularly reviewing the schedule and identifying critical path tasks, maintaining open issues lists, and conducting regular project team meetings.

Stakeholder Collaboration

Beginning shortly after Board approval and leading up to and during the Pilot, Metro will continue ongoing stakeholder collaboration with peer transit agencies, Caltrans, FHWA, CHP, and other stakeholders that provided input for the PIP, including KPIs to measure Pilot success. Collaboration activities will include meetings with stakeholders to review the PIP, establishing regular meetings leading up to and during the Pilot to share information, evaluating how the Pilot is progressing, and making course corrections as needed. PIP and Pilot Budget

As indicated below, the budget for the Pilot is expected to be around \$7.9 million. A description of the cost estimate methodology is provided in Section 11.

TASK	COST
Outreach/Education/Marketing	\$1,895,215
Mitigations/Incentives	\$2,450,910
Operational Elements (i.e., design, signage changes, CSC/BOS, mobile app)	\$2,109,575
Before/After Data Collection and Management	\$1,244,300
TOTAL	\$7,700,000

PIP Implementation Schedule

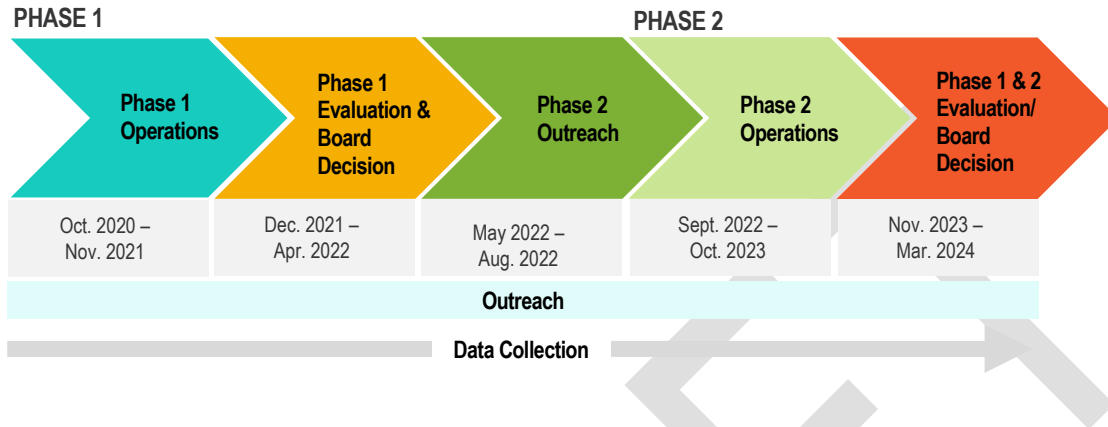
The PIP implementation schedule includes activities that need to be completed prior to Go Live, as well as activities that will be ongoing during the Pilot's phases and potentially occur post-Pilot. Metro anticipates that it will take approximately eight months to complete all the pre-Go Live activities for Phase 1. Metro anticipates a 14-month operational period for each phase that includes a two-month "grace period" to mitigate potential confusion by customers. The decision to implement Phase 2 will be dependent on the performance evaluation data from Phase 1 as well as the readiness of the mobile app. A high-level PIP implementation schedule is in Section 3 (Figure 11).

Proposed PIP activities are described in Sections 7 (Pilot Implementation Plan Support Strategies), 8 (Comprehensive Outreach and Education Plan), 9 (Operational Considerations, and 10 (Data Collection and Analysis Plan) of this document, and they are further expanded upon in the Implementation Roadmap and Master Schedule in Appendix B.

Next Steps

Metro is prepared to implement the PIP and will begin preparing for Phase 1 upon Board approval. The estimated Timeline of Pilot Implementation Activities is provided below:

Timeline of Pilot Activities





Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

ATTACHMENT C

I-10 ExpressLanes/Busway Pilot Implementation Plan:
A Degradation Mitigation Strategy

Document Available Online At:

[http://libraryarchives.metro.net/DB_Attachments/200109_Attachment_C_Implementation_Plan.p
df](http://libraryarchives.metro.net/DB_Attachments/200109_Attachment_C_Implementation_Plan.pdf)

**Board Report**

File #: 2019-0870, **File Type:** Contract**Agenda Number:** 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2020****SUBJECT: REAL ESTATE MANAGEMENT SYSTEM****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a six-year firm-fixed price Contract No. PS62371000 to Flairsoft Ltd. for the purchase of Real Estate Management System and software support services in the amount of \$946,463, plus optional licenses, modules and subscription maintenance and support of \$714,960 for a combined total amount of \$1,661,423, subject to resolution of protest(s), if any.

ISSUE

Metro is embarking on a significant growth in its real estate holdings as a result of capital infrastructure development outlined in Measure M. The Real Estate Department estimates that over 3,000 acquisitions and relocations are to be completed in the next ten years. Currently there is no electronic record management system or formal workflow for the acquisition of Metro property or planning of future real property acquisitions. In order to handle and improve process efficiencies, the department requires a new Real Estate Management System (REMS) to act as the principal work management solution.

BACKGROUND

The Real Estate Department's mission is to ensure optimal use of all Metro owned properties, maximize the value of each of these assets, acquire all needed property at the best possible value to the agency and keep the goal of efficient and effective public transit in Los Angeles County.

The department manages and administers over 5,000 real estate agreements spanning some 250 miles of Right-of-Way (ROW) throughout Los Angeles County and provides full-service property management for the Union Station Transit Hub. It is responsible for the full range of real estate services including appraisal, services, environmental investigations, acquisition/disposition of real estate for administrative and transit projects.

DISCUSSION

The proactive approach to implementing this system now will avoid costly errors in years to come from the sheer enormity of the task. It will inhibit long delays to right-of-way acquisition under tight schedules as currently defined by the projects in the department's portfolio. The implemented solution will have a fully developed platform for what is a highly defined and regulated business involving multiple processes. The solution's affordable technology stack will provide:

- A scalable solution which can be extended in the cloud for use by Metro contractors performing work on Metro's behalf
- An integrated GIS environment which can be distributed to multiple stakeholders to communicate status and provide a common operating picture for greater exchange among Planning, Real Estate, and Project Management
- A database with workflow integration based on multiple laws regulating public land acquisition & relocation

DETERMINATION OF SAFETY IMPACT

Approval of the contract award will ensure that the agency better complies with laws & regulations managing schedules, resources, risks, budgets and quality controls.

FINANCIAL IMPACT

Funding for this service has been approved under a capital project ([CP 207157](#)) and is included in the FY20 budget under cost center 9210, Information Management. Since this project will span over a year, the project manager and the Chief Information Technology Officer will be responsible for budgeting the cost in future years.

IMPACT TO BUDGET

The funding for this action will be a combination of federal, state and local operating funds.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports **Metro Vision 2028 Strategic Goal 5** - Provide responsive, accountable and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The Board may choose not to proceed with the contract award, however this is not recommended as Flairsoft fully meets the requirements in the RFP.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS62371000 with Flairsoft Ltd. for the purchase of Real Estate Management System and software support services.

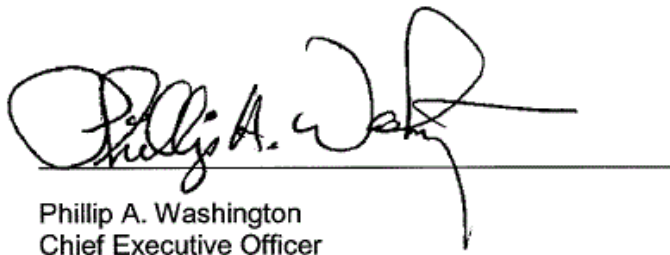
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Vahram Shahgaldian, Sr. Manager, ITS (213) 418-3468
John Potts, Executive Officer, Countrywide Planning and Development, (213) 418-3397

Reviewed by:
Bryan Sastokas, Chief Information Technology Officer, ITS (213) 922-5510
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

REAL ESTATE MANAGEMENT SYSTEM/PS62371000

1.	Contract Number: PS62371000	
2.	Recommended Vendor: Flairsoft Ltd.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 6/17/2019	
	B. Advertised/Publicized: 6/18/2019	
	C. Pre-Proposal Conference: 6/26/2019	
	D. Proposals Due: 7/30/2019	
	E. Pre-Qualification Completed: 9/12/2019	
	F. Conflict of Interest Form Submitted to Ethics: 8/1/2019	
	G. Protest Period End Date: 1/21/2020	
5.	Solicitations Picked up/Downloaded: 34	Bids/Proposals Received: 1
6.	Contract Administrator: Manchi Yi	Telephone Number: (213) 418-3332
7.	Project Manager: Vahram Shahgaldian	Telephone Number: (213) 418-3468

A. Procurement Background

This Board Action is to approve Contract No. PS62371000 to Flairsoft Ltd. (Flairsoft) for the purchase of Real Estate Management System and software support services, including optional licenses, modules and subscription maintenance & support. Board approval of contract awards are subject to resolution of any properly submitted protest.

The Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The RFP was issued as a Small Business Set Aside procurement.

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

- Amendment No. 1 was issued on June 19, 2019 to provide proposers an option to participate in the pre-proposal conference via conference call;
- Amendment No. 2 was issued on July 8, 2019 to extend the proposal due date to July 30, 2019.

A pre-proposal conference was held on June 26, 2019 and was attended by 12 participants representing six firms. There were 13 questions submitted and responses were released prior to the proposal due date.

A total of 34 firms downloaded the RFP and were included on the planholders' list. A single proposal was received on July 30, 2019 from Flairsoft. A market survey was conducted of the planholders to determine why there were no other proposers. The following is a summary of the market survey from potential proposers:

1. We are focusing our resources to respond to another more relevant RFP.
2. We felt intimidation for not having enough experience to perform the work. Additionally, we are a small three-man business.
3. We determined that our solutions were not the best fit for your organization's needs and decided not to submit a proposal.
4. Our understanding of the SOW was that an off-the-shelf solution was required. We develop custom solutions and as such do not have an off-the-shelf offering.
5. We felt we would not be able to "comply with the SBE Program requirements provided in the Diversity & Economic Opportunity Department Contract Compliance Manual (Set-Aside)."
6. We found the timeline required to be short as to our current capacity. The COTS vendors we interviewed also hesitated in partnering with a small agency such as ours.
7. Our technical staff No-Go'ed this opportunity due to the delivery structure and our inability to meet the basic RFP specifications.
8. We had gotten notice of the request for proposal late and had already committed our resources to another response.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from the Information and Technology Services Department and Real Estate Department was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following pass/fail minimum requirements and evaluation criteria and weights:

Pass/Fail Minimum Requirements

- Proposed REMS software must be installed and in operation in at least three (3) other establishments. Proposer shall provide references with contact information.
- Proposer's resources must have experience in configuring, integrating and supporting the proposed REMS software.

Evaluation Criteria and Weights

- | | |
|---|------------|
| • Proposer's Business & Service Profile | 10 percent |
| • Proposer Resource's Skillsets & Relevant Experience | 20 percent |
| • Technical Solution: REMS Requirements Goodness-of-Fit | 20 percent |
| • REMS Software Demonstration | 15 percent |
| • Project Methodology, Approach & Schedule | 10 percent |
| • Cost Proposal | 25 percent |

The evaluation criteria are appropriate and consistent with criteria developed for other similar software procurement.

The PET began its independent evaluation of Flairsoft's proposal in August. Flairsoft's proposal passed the minimum requirements and a software demonstration was held in early September. Flairsoft was required to demonstrate how their proposed software's functionality met the requirements of the RFP. Staff then requested several clarification meetings via phone conference. The PET concluded that Flairsoft's proposal was technically acceptable and met the requirements of the RFP.

The following table is a summary of the PET's scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Flairsoft Ltd.				
3	Proposer's Business & Service Profile	92.00	10%	9.20	
4	Proposer Resource's Skillsets & Relevant Experience	90.00	20%	18.00	
5	Technical Solution: REMS Requirements Goodness-of-Fit	92.00	20%	18.40	
6	REMS Software Demonstration	83.00	15%	12.45	
7	Project Methodology, Approach & Schedule	90.00	10%	9.00	
8	Cost Proposal	100.00	25%	25.00	
9	Total		100%	92.05	1

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), technical evaluation, fact finding, and negotiations. The original proposal amount is lower than the negotiated amount because optional modules and subscription maintenance and support were added during negotiations.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	Flairsoft Ltd.	\$986,463	\$1,425,750 *	\$1,661,423

* ICE amount did not include optional modules or subscription maintain and support.

D. Background on Recommended Contractor

The recommended firm, Flairsoft, located in Columbus, Ohio, has been in business since 2001. Flairsoft has implemented and completed over 10 systems and has over 16 years of configuring, integrating and supporting Flairdocs Right-of-Way and Real Estate solution across government agencies, transportation, utilities, gas and pipeline companies. Government clients include Sound Transit, Oregon DOT, New York State Department of Transportation and Las Vegas Water District Authority.

DEOD SUMMARY

REAL ESTATE MANAGEMENT SYSTEM/PS62371000

A. Small Business Participation

Pursuant to Metro's Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope shall constitute a Small Business Set-Aside procurement. Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro's website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to SBE Certified Small Businesses Only.

Flairsoft LTD, an SBE Prime, is performing 96.87% of the work with its own workforce. Flairsoft LTD made a 96.87% SBE commitment.

SMALL BUSINESS PRIME (SET-ASIDE)

	SBE Prime Contractor	SBE % Committed
1.	Flairsoft LTD	96.87%
Total Commitment		96.87%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

Real Estate Management System and software support services



INFORMATION AND
TECHNOLOGY SERVICES

Operations, Safety, And Customer Experience Committee

January 16, 2020

2019 – 0870

Real Estate Management System & software support services

Request to award a multiyear contract to Flairsoft Ltd for a Real Estate Management System for \$1,661,423.

❖ Metro will see significant growth in its real estate holdings as a result of capital infrastructure developments.

- ❑ The department currently manages and administers over 5,000 real estate agreements and estimates to add over 3,000 acquisitions in the next ten years.
- ❑ Metro does not have an electronic record management system.
- ❑ The new system will provide an integrated GIS environment, sanction greater exchange among groups and allow contractors to perform work on Metro's behalf.
- ❑ The system will increase functionality for tracking, managing & planning real estate acquisitions and ensure adherence to laws regulating public land acquisition & relocation.



Questions?