



**Metro**

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

**Agenda - Final**

**Thursday, March 20, 2025**

**1:00 PM**

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

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

*Holly J. Mitchell, Chair*

*Katy Yaroslavsky, Vice Chair*

*James Butts*

*Jacquelyn Dupont-Walker*

*Tim Sandoval*

*Gloria Roberts, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

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

**PUBLIC INPUT**

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

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

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

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

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

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

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

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

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

## DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process , labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

## ADA REQUIREMENTS

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

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

## LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



**323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - <https://www.metro.net>

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Board Clerk Email - [boardclerk@metro.net](mailto:boardclerk@metro.net)

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

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

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

The Meeting begins at 1:00 PM Pacific Time on March 20, 2025; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter  
English Access Code: 5647249#  
Spanish Access Code: 7292892#

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

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

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 20 de Marzo de 2025. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-978-8818 y ingrese el codigo  
Codigo de acceso en ingles: 5647249#  
Codigo de acceso en espanol: 7292892#

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

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

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

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

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

## CALL TO ORDER

### ROLL CALL

18. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2025-0069](#)

#### **RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

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

19. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2025-0070](#)

#### **RECOMMENDATION**

RECEIVE oral report on Metro Operations.

20. **SUBJECT: METRO B AND D LINES UNINTERRUPTIBLE POWER SUPPLY BATTERIES** [2024-1128](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to amend Contract No. OP44570-2000B with Skyler Electric Company, Inc., in the amount of \$1,403,491 for Task Order No. 9, to provide Uninterruptible Power Supply (UPS) Batteries for Metro B and D Lines, increasing the cumulative Not-to-Exceed (NTE) contract amount from \$3,468,400 to \$4,871,891.

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

21. **SUBJECT: COUNTYWIDE TRANSIT SIGNAL PRIORITY (TSP) CLOUD SOLUTION** [2025-0045](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a 30-month, firm-fixed-price Contract No. PS125493000 to JMDiaz, Inc., for the design, development, and implementation of a cloud-based Transit Signal Priority (TSP) system on portions of the NextGen Tier One network in the County of Los Angeles in the amount of \$2,443,389, subject to the resolution of any properly submitted protest(s), if any.

**Attachments:** [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)  
[Attachment C - Countywide TSP Program Corridors](#)

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**22. SUBJECT: PEST AND BIRD CONTROL SERVICES**

[2025-0160](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP48505(2)0008370 to CDS Services, Inc. DBA Legion Pest Management, for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, in the Not-To-Exceed (NTE) amount of \$2,887,332 for the three-year base period and \$1,925,728 for the two-year option, for a combined NTE amount of \$4,813,060, effective May 5, 2025; subject to the resolution of any properly submitted protest(s), if any.

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

(CARRIED OVER FROM FEBRUARY'S COMMITTEE CYCLE)

**23. SUBJECT: METRO AGENCYWIDE FURNITURE AND MOVING SERVICES**

[2025-0071](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. PS125302000, for furniture, space planning, and installation services, to M3 Office, Inc., for a Not-to-Exceed (NTE) amount of \$3,475,000.00 for the three-year base period and \$1,075,000.00 for each of the two, one-year options, for a combined total of \$5,625,000.00 effective April 1, 2025, subject to the resolution of any properly submitted protest(s), if any.

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

**24. SUBJECT: METRO BIKE SHARE**

[2025-0096](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 18 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) in the amount of \$8,357,384 to continue Metro Bike Share (MBS) program services increasing the total contract value from \$116,292,084 to \$124,649,468 and extend the period of performance by a total of 7 months from April 30, 2025 through November 30, 2025, inclusive of a base period of four months and three, one-month options; and

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B. EXECUTE individual contract modifications within the Board approved contract modification authority.

**Attachments:**      [Attachment A - Board Motion Item No. 41](#)  
[Attachment B - Procurement Summary](#)  
[Attachment C - Contract Modification/Change Order Log](#)  
[Attachment D - DEOD Summary](#)  
[Presentation](#)

25. **SUBJECT:      QUARTERLY UPDATE ON TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT (TCPSD) IMPLEMENTATION PLAN**      [2025-0180](#)

**RECOMMENDATION**

RECEIVE AND FILE the quarterly update on the Transit Community Public Safety Department (TCPSD) Implementation Plan.

**Attachments:**      [Attachment A - Anticipated Hiring and Recruitment Contracts 5 Year Projection](#)  
[Presentation](#)

26. **SUBJECT:      MONTHLY UPDATE ON PUBLIC SAFETY**      [2025-0097](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**Attachments:**      [Attachment A - Station Experience Updates](#)  
[Attachment B - Board Motion 31](#)  
[Attachment C - Total Crime Summary January 2025](#)  
[Attachment D - Systemwide Law Enforcement Overview January 2025](#)  
[Attachment E - MTA Supporting Data January 2025](#)  
[Attachment F - Sexual Harassment Crimes January 2025](#)  
[Attachment G - Operator Assaults January 2025](#)  
[Attachment H - Arrests by Race & Ethnicity January 2025](#)  
[Attachment I - Law Enforcement Homeless Outreach January 2025](#)  
[Presentation](#)

27. **SUBJECT:      PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT**      [2024-1146](#)

**RECOMMENDATION**

RECEIVE AND FILE a quarterly status report on Metro's Public Safety Advisory Committee (PSAC).

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**28. SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY  
UPDATE**

[2024-1145](#)

**RECOMMENDATION**

RECEIVE AND FILE quarterly status report on the Community Advisory Council (CAC).

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

**29. SUBJECT: STATION ACTIVATION MOTION**

[2025-0217](#)

**RECOMMENDATION**

APPROVE Motion by Yaroslavsky, Bass, Dupont-Walker, and Sandoval that the Board direct the Chief Executive Officer to:

- A. Create a pilot station activation program to help Metro reimagine and determine how to elevate the experience of our transit riders and the surrounding communities, using tools like farmers markets, cultural programming, vending, and community events and report back in 3 months on the progress. The plan should also identify a rapid deployment that can support Purple Line Extension Section 1 station openings;
- B. Open TAP Card art contest for the new stations, time permitting;
- C. Explore TAP ticket integration art entertainment venues and cultural centers near stations, such as, but not limited to, the El Rey Theater, Pomona Fairplex, LACMA, and the Petersen Museum, building off of the successful Hollywood Bowl pilot; and
- D. Report back on the progress of the actions above on a quarterly basis to the Operations, Safety, and Customer Experience Committee.

**SUBJECT: GENERAL PUBLIC COMMENT**

[2025-0200](#)

RECEIVE General Public Comment

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

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

**Adjournment**





## Board Report

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File #: 2025-0069, File Type: Informational Report

Agenda Number: 18.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 20, 2025

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

#### **RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

#### **ISSUE**

The Operations Department is celebrating two Employees of the Month (EOM) for March 2025. This presentation will highlight the EOMs' work ethic, tenure, and outstanding achievements, among other respectable attributes.

#### **EQUITY PLATFORM**

EOM nominations submitted to the Chief Operations Officer (COO) must be for frontline employees or field supervisors in a customer-facing role. Operations management is encouraged to nominate employees who have achieved excellence, went above and beyond their assigned job description, and are diverse in both genders/ethnicities. In addition, a review of the location, job responsibilities, and seniority is considered for final selections to ensure diverse representation among the various groups within the department. Operations also works with Logistics and System Security & Law Enforcement (SSLE) to nominate employees at various Metro locations.

#### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

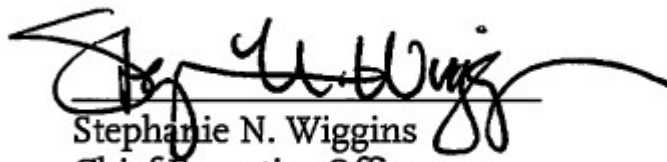
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field supervisors in the Operations, Logistics, and System Security and Law Enforcement (SSLE) Departments. Because the Metro Board has adopted an agency-wide VMT Reduction Target, which

generally supports the agency's overall function, it is consistent with the goal of reducing VMT.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

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



Stephanie N. Wiggins  
Chief Executive Officer

# March 2025

## Employees of the Month



**Metro**

Operations, Safety, and Customer Experience Committee

March 20, 2025

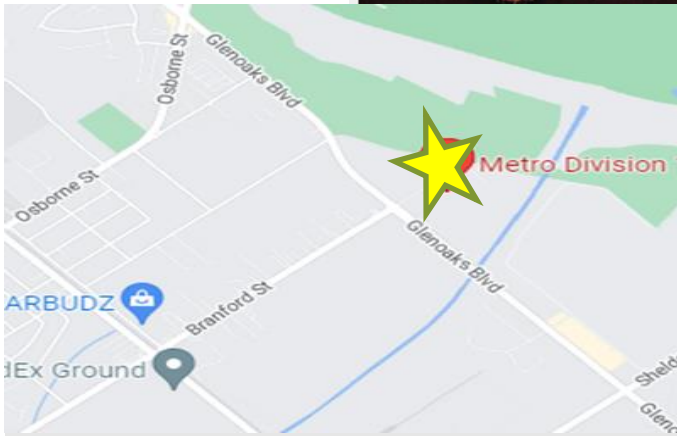
# March Employees of the Month



## Bus Transportation

Bus Operator

Zaman Alzaidi

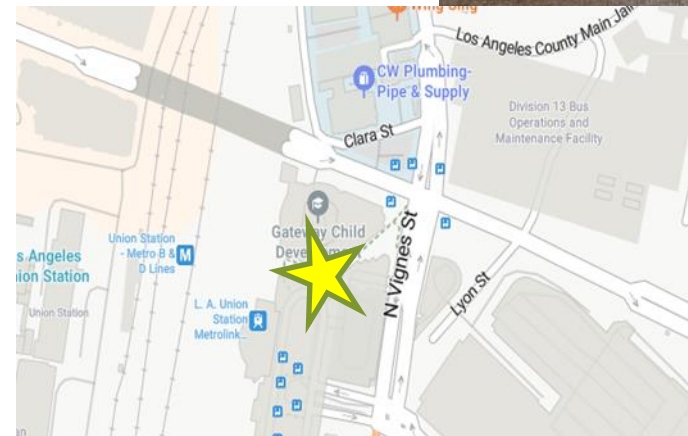


Division 15 – Chatsworth

## Custodial

Custodian

Maria Medrano Molina



USG – Downtown Los Angeles

# Employees of the Month



**Metro<sup>®</sup>**



## Board Report

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File #: 2025-0070, File Type: Informational Report

Agenda Number: 19.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 20, 2025

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

**ACTION: ORAL REPORT**

#### **RECOMMENDATION**

RECEIVE oral report on Metro Operations.

#### **ISSUE**

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

#### **EQUITY PLATFORM**

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

#### **VEHICLE MILES TRAVELED OUTCOME**

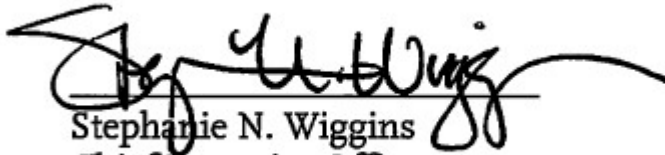
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the monitoring and reporting of Operations activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

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



Stephanie N. Wiggins  
Chief Executive Officer



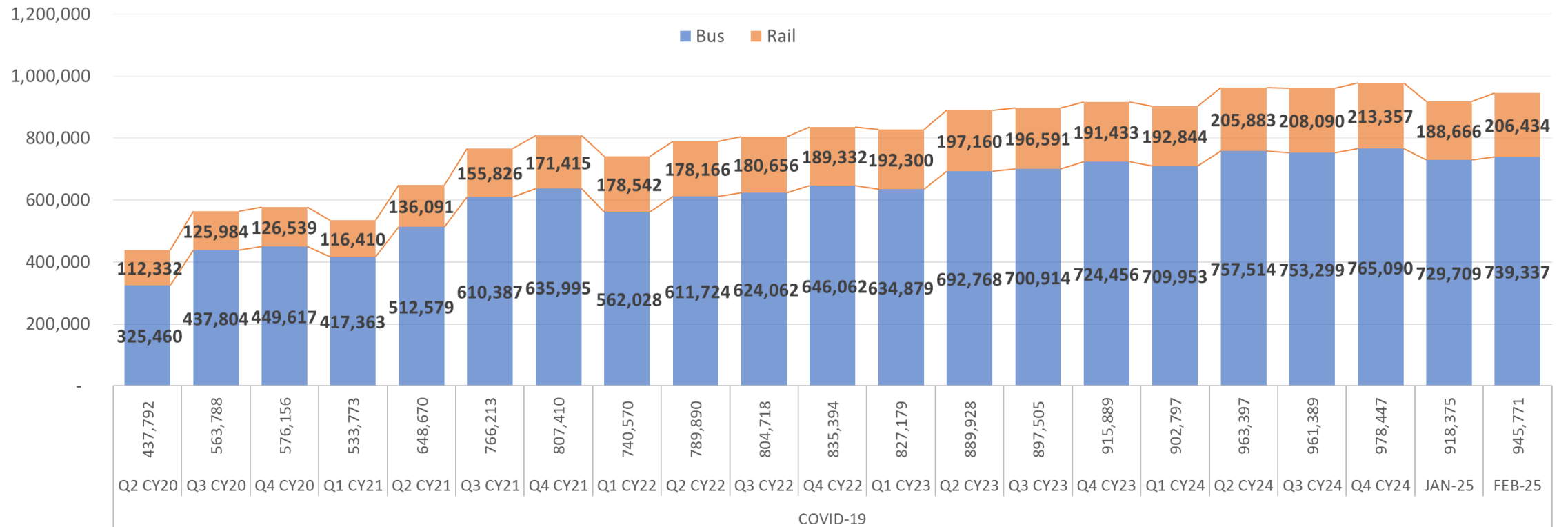
# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
March 20, 2025



# Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



### February Total Ridership Percentage Change 2025 over 2024:

- Bus: 3.0% Rail: 2.9%
- Monitoring ridership for impacts from Federal workers returning in full time office attendance.

### February Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 945,771	1,182,550	80.0%
• SA: 694,472	672,884	103.2%
• SU: 583,819	540,358	108.0%

### Average Weekday Rail Ridership By Line - February 2025

Line	Feb-25	% Recovery	Feb-24	% Recovery	Feb-19
A/E/L	116,454	63.0%	103,440	55.9%	184,902
B/D	64,978	46.5%	63,819	45.6%	139,850
C/K	25,002	84.4%	22,704	76.7%	29,607

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using Feb 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022.

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

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.6% in February 2025 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69% from FY19 to FY24 (rail station data available Fiscal Year level)

# Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved in January 2025.
- Cancellation rates have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

## February 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Feb-25	Feb-24	% of Line Miles in EFC
5, 18	207	Western Av	3.0%	4.2%	89%
18	111	Florence Av	2.0%	1.1%	68%
18	210	Crenshaw Bl	2.0%	1.9%	58%
18	40	Hawthorne BL/MLK Bl	1.9%	1.4%	52%
2	55	Compton Av	1.8%	1.3%	83%
18	117	Century Bl	1.8%	1.5%	56%
18	115	Manchester Av/Firestone Bl	1.7%	1.6%	47%
5	108	Slauson Av	1.4%	3.7%	55%
5, 18	204	Vermont Bl	1.3%	3.7%	98%
2	60	Long Beach Bl	1.3%	1.5%	61%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 3/16/24	0.8%	1.2%	1.9%
Week Ending 3/15/25	0.3%	0.5%	1.4%
Week Ending 3/8/25	0.5%	0.5%	1.9%
Week Ending 3/1/25	0.3%	0.2%	0.5%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

# Metro Vanpool Program



- Vanpool offers single seat, point-to-point commute options for LA County employees that travel long distances to work or at off-peak times
- Vanpools are a recognized transit service by the FTA and Metro vanpools are required to provide monthly data which is submitted to the FTA National Transit Database (NTD).
- **Funds generated in federal formula revenues greatly exceed program annual expenditures.**

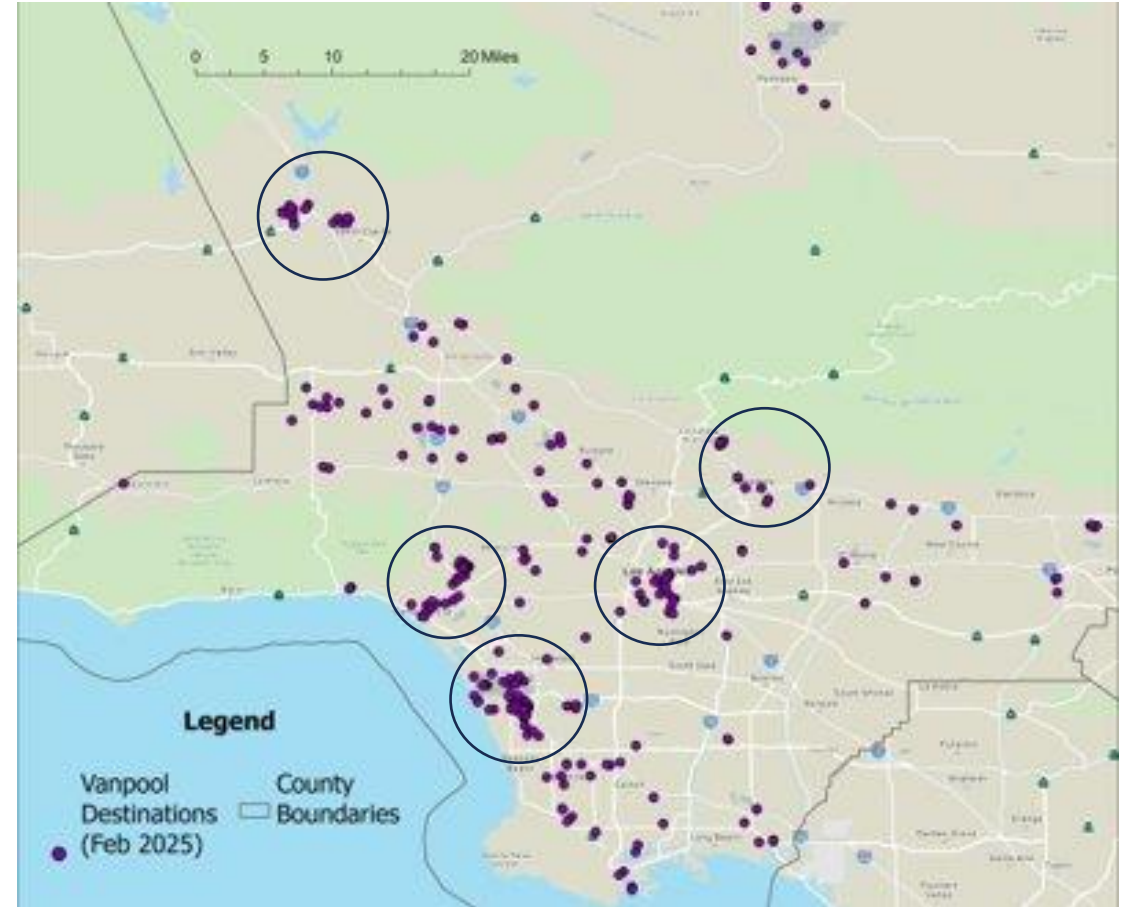
Fiscal Year	Expenditures	Federal Formula Funding	ROI
FY24	\$6 M	\$15.9 M	265%

# Metro Vanpool Program



- Metro Vanpool is the **largest vanpool program in the country.**
  - 803 vanpools (as of March 1, 2025)
  - 4,537 participants
- Metro provides participating vanpools a base fare subsidy of up to \$600 per month to offset vehicle lease costs
  - Lease cost covers the cost of the vehicle, maintenance, insurance
  - Vanpool groups and/or their employers pay the balance of the lease as well as gas and cleaning expenses

## Vanpool Destinations



Major destination clusters are circled on the map

# Metro Vanpool Program - Roles



## Commuter/ Vanpool Coordinator

Volunteer vanpool participant who holds the vehicle lease and is responsible for monthly reports

## Vehicle Providers (Enterprise, Airport Van Rental, Green Commuter)

- Contracted by Metro to provide vanpool vehicles via a lease to commuters
- Screen all vanpool groups and enforce safety program
- Provide insurance and ongoing maintenance of vehicles

## Employers

- May offer rideshare incentives in support of AQMD goals – examples:
  - Additional funding to cover lease costs
  - Covering parking, fueling, tolling and other costs associated with vanpooling

## Metro

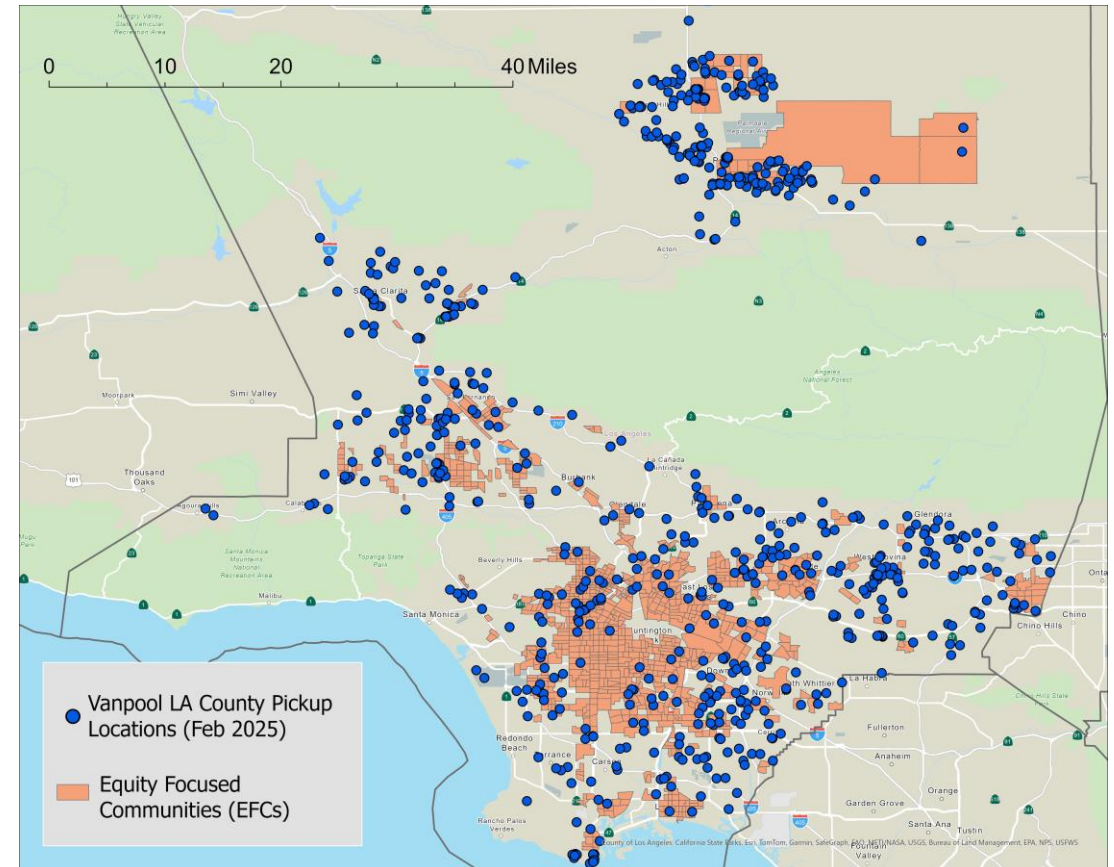
- Monitor and enforce program eligibility and guidelines
- Administer vanpool subsidy
- Contract with vehicle suppliers to provide vanpool vehicles
- Report program data to FTA's annual NTD submission

# Metro Vanpool Program



- Over **56 million VMT reduced** in FY24
  - Average One-Way Commute: 49 miles
  - Longest One-Way Commute: 144 miles
- Average 5.72 riders per van
- 20% of LA County riders are from EFCs
- Nearly 2,000 participants commute from other counties
  - 29% of riders from other counties board a vehicle from a California-designated Disadvantaged Community
- 14% of the fleet is hybrid or electric

LA County Vanpool Pick Up Locations



**Board Report**

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**File #:** 2024-1128, **File Type:** Contract**Agenda Number:** 20.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MARCH 20, 2025****SUBJECT: METRO B AND D LINES UNINTERRUPTIBLE POWER SUPPLY BATTERIES****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to amend Contract No. OP44570-2000B with Skyler Electric Company, Inc., in the amount of \$1,403,491 for Task Order No. 9, to provide Uninterruptible Power Supply (UPS) Batteries for Metro B and D Lines, increasing the cumulative Not-to-Exceed (NTE) contract amount from \$3,468,400 to \$4,871,891.

**ISSUE**

The battery banks for the UPS systems at six Metro B and D Line subway stations are nearing the end of their useful life and require replacement. These battery banks provide critical backup power, ensuring the uninterrupted operation of emergency lighting, communication, and Fire Life Safety (FLS) systems during utility power outages or fluctuations. This backup power is essential for maintaining the safety of passengers and employees, especially during station evacuations caused by utility outages. To proceed with the replacements, an increase in funding is necessary to award a task order for the battery banks.

**BACKGROUND**

In October 2018, the Board approved establishing a task order bench contract under Request for Information and Qualification (RFIQ) No. OP44570-2. The contract award was made to two firms, M.C. Dean, Inc., and Skyler Electric Company, Inc. The purpose of the contract was to supply and install UPS batteries at B and D Line subway stations to replace aging batteries nearing the end of their useful life. The contract was authorized for a total of \$2,244,000 for a two-year base period, with an additional \$1,000,000 allocated for three one-year options, resulting in a total not-to-exceed amount of \$3,468,400, inclusive of Contract Modification Authority (CMA). A no-cost contract modification was executed to extend the period of performance through May 30, 2025. Task orders totaling \$3,405,800.53 have been awarded to date. Skyler Electric Company, Inc. submitted a proposal in alignment with Metro's specifications and delivery requirements and M.C. Dean, Inc. has been non-responsive to past requests. The issuance of Task Order No. 9 will be to Skyler Electric Company, Inc. Refer to Attachment B which shows the task order history log and the locations of UPS battery replacements.

## **DISCUSSION**

Batteries for a total of 17 UPS units were replaced under the original contract scope. However, as the work progressed, an additional 6 UPS units were identified as needing battery replacement, leading to an expansion of the project scope. In addition, battery costs have escalated since 2018 due to rising raw material prices for lithium, cobalt, and nickel, partly caused by increased demand from renewable energy and electric vehicle production. The increase in prices and expansion of the project scope contributed to the additional amount needed for Contract No. OP44570-2000B.

The project work scope under Task Order No. 9 is to replace the UPS battery banks for six stations: North Hollywood, Universal City, Hollywood/Western, Wilshire/Normandie, Hollywood/Vine, and Vermont/Beverly. These UPS battery systems provide backup power for critical infrastructure in the event of a power outage for emergency lighting, fire alarm panels, emergency ventilation control panels, and communications, such as TPIS (Transit Passenger Information Systems) monitors, cameras, radios, emergency / public telephones, public announcements, train control and Supervisory Control and Data Acquisition (SCADA). In the event of a utility power loss, each station uses emergency backup battery banks capable of supplying up to four hours of power. This ensures the functionality of the critical systems and allows the safe evacuation of passengers and employees in the event of an emergency on the subway system.

The work on the battery bank replacements under Task Order No. 9 will be the final task order issued under Contract No. OP44570-2000B. Separately, the Operations Engineering Department is actively preparing to procure a new contract dedicated to UPS battery banks, which will address the replacement of aging UPS batteries across the Metro rail network.

The replacement of UPS batteries is part of the Capital Improvement Program (CIP), which aims to renew transit infrastructure assets.

## **DETERMINATION OF SAFETY IMPACT**

UPS batteries are safety components that ensure the proper functioning of critical systems, including emergency lighting in tunnels and passenger stations, communication networks, and FLS control systems. In underground rail stations, these systems are essential for guiding passengers to safety during power outages or emergencies. Without reliable UPS batteries, critical systems may fail to operate when needed most.

## **FINANCIAL IMPACT**

This action will be funded from capital project 205126 - B and D Line UPS Batteries. The project was approved with a Life-of-Project (LOP) budget of \$5,640,000. It is within the project LOP). The Project Manager will ensure that the balance of funds is budgeted in future fiscal years.

### **Impact to Budget**

The current source of funds for this action is Measure R 2%, which is eligible for Capital Projects.



This funding source maximizes the project funding allocation intent allowed by its approved provisions and guidelines.

### **EQUITY PLATFORM**

The equity benefits of this action enhance the safety of Metro riders along transit lines that directly provide service for Equity Focus Communities (EFCs), specifically for low-income riders who are the primary users of the Metro system.

The B and D Lines serve numerous communities with a high EFC concentration, including Westlake/MacArthur Park, Koreatown, Hancock Park, Hollywood, East Hollywood, and North Hollywood. They also serve as a key transfer connection to other Metro rail lines and multiple bus lines for workers, students, and residents in these EFCs.

This task order bench contract promotes the inclusion of small business and disabled veteran business enterprise participation goals to ensure fairness and equitable opportunities for smaller contractors. Skyler Electric Company committed to a 5% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) participation on this task order-based contract. Currently, based on task order awards and payments, the participation levels stand at 4.44% for SBE and 2.14% for DVBE. Skyler Electric Company (SEI) has a shortfall mitigation plan on file and contends, and concurred by Metro's Project team, open orders with both SBE and DVBE subcontractors are still pending. SEI stated that once these orders are received and payment is reported, the company expects to meet its commitment goals. See Attachment C for the DEOD Summary information.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit. \* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through State of Good Repair (SGR) investments to renew UPS batteries, which provide backup power to critical systems at Metro B and D Line stations. These SGR investments further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

Approval of this recommendation aligns with Metro's Strategic Plan by advancing Goal No.2, which is

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to deliver outstanding trip experiences for all transportation system users, and Goal No. 3, which is to enhance communities and lives through mobility and access to opportunity.

**ALTERNATIVES CONSIDERED**

The Board may choose not to increase the Contract Modification Authority for Contract No. OP44570-2000B. However, this is not recommended. The alternative of purchasing UPS batteries individually would result in higher costs and a longer time to procure.

**NEXT STEPS**

Upon Board approval of the recommendations, staff will amend Contract No. OP44570-2000B and award Task Order No. 9 needed to proceed with the project work.

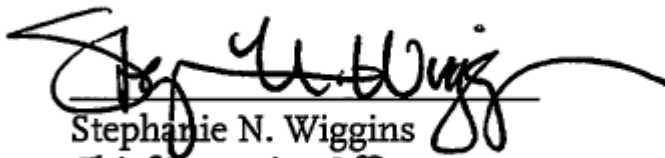
**ATTACHMENTS**

- Attachment A - Procurement Summary
- Attachment B - Task Order Log
- Attachment C - DEOD Summary

Prepared by:

- Geyner Paz, Chief Administrative Analyst, (213) 922-3744
- Darryl Lewis, Senior Director, Traction Power Engineering, (213) 613-2105
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- Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227
- Debra Avila, Deputy Chief Vendor/Contract Management, (213) 418-3051

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



Stephanie N. Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY**

**METRO B AND D LINES UNINTERRUPTIBLE POWER SUPPLY (UPS) BATTERIES/OP44570-2000B**

1.	<b>Contract Number:</b> OP44570-2000B		
2.	<b>Contractor:</b> Skyler Electric Company, Inc.		
3.	<b>Mod. Work Description:</b> Additional UPS batteries for Metro B Line (formerly the Red Line)		
4.	<b>Work Description:</b> Provide, install, and commission six UPS batteries.		
5.	<b>The following data is current as of:</b> January 8, 2025		
6.	<b>Contract Completion Status:</b>		<b>Financial Status:</b>
	<b>Award Date:</b>	11/13/2018	<b>Board Approved NTE Amount:</b> \$2,244,000
	<b>Notice to Proceed (NTP):</b>	1/31/2019	<b>Total Contract Modification Authority (CMA) + Options:</b> \$224,400 \$1,000,000
	<b>Original Completion Date:</b>	11/13/2023	<b>Value of Task Orders and Mods. Issued to Date (including this action):</b> \$4,809,291.53
	<b>Current Est. Complete Date:</b>	5/30/2025	<b>Remaining Board Approved Amount:</b> \$62,599.47
7.	<b>Contract Administrator:</b> Anush Beglaryan		<b>Telephone Number:</b> (213) 418-3047
8.	<b>Project Manager:</b> Winston Dixon		<b>Telephone Number:</b> (213) 922-3323

**A. Contract Action Summary**

This Board Action is to approve Task Order No. 9, under Contract No. OP44570-2000B for the purchase and installation of six Uninterruptible Power Supply (UPS) batteries, in support of Metro’s Maintenance of Way (MOW) Department for the Metro B Line Station (Formerly the Red Line).

All Task Orders and Contract Modifications are handled in accordance with Metro’s Acquisition Policy. The contract type is an indefinite delivery/indefinite quantity.

In October 2018, Metro’s Board of Directors approved the award of a bench Contract for goods and services for a two-year base period in the amount of \$2,244,000 and three one-year options in the amount of \$1,000,000 for a cumulative not-to-exceed value of \$3,244,000 and Contract Modification Authority in the amount of \$224,400.

Refer to Attachment B, Task Order Log for details on Task Orders issued to date.

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis, technical evaluation, and an Independent Cost Estimate (ICE).

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Recommended Amount</b>
\$1,403,491	\$1,420,000	\$1,403,491

**TASK ORDER LOG  
METRO B AND D LINES UNINTERRUPTIBLE POWER SUPPLY (UPS)  
BATTERIES/OP44570-2000B**

<b>Task Order No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>Amount</b>
1	Batteries for Hollywood/Highland UPS East, Vermont/Santa Monica UPS South, Union Station UPS East, Hollywood/Vine UPS West	Approved	1/31/19	\$764,506.00
2	Batteries for Wilshire/Western UPS East, Hollywood/Highland UPS West, Vermont/Beverly UPS South, Union Station UPS West	Approved	4/24/20	\$458,205.00
3	Batteries for Vermont/Santa Monica UPS North, 7th Metro Station UPS East	Approved	1/6/21	\$176,540.00
4	Task Order Canceled	-	-	-
5	Battery for Hollywood/Western UPS East	Approved	11/23/22	\$224,153.71
6	Batteries for Solar Drive UPS, North Hollywood UPS South, Civic Center UPS North	Approved	9/20/23	\$957,419.82
7	Batteries for Wilshire/Normandie UPS West, Pershing UPS North, Universal City Station UPS North	Approved	12/23/24	\$824,976.00
8	Task Order Canceled	-	-	-
9	Batteries for North Hollywood UPS North, Vermont/Sunset UPS North, Hollywood/Western UPS West, Wilshire/Normandie UPS East, Hollywood/Vine UPS East, Vermont/Beverly Stations UPS North	Pending	3/27/25	\$1,403,491.00
	<b>TO Total:</b>			<b>\$4,809,291.53</b>
	<b>Original Contract:</b>		<b>11/13/18</b>	<b>\$2,244,000.00</b>
	<b>Options Total:</b>			<b>\$1,000,000.00</b>
	<b>CMA:</b>			<b>\$ 224,400.00</b>
	<b>Remaining CMA:</b>			<b>\$ 62,599.47</b>

**DEOD SUMMARY**

**METRO B AND D LINES UNINTERRUPTIBLE POWER SUPPLY  
BATTERIES/OP4570-2000B**

**A. Small Business Participation**

Skyler Electric, Inc. (SEI) made an overall 5% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise commitment on this Task Order (TO) based contract. SEI has been awarded eight (8) TO's to date. Based on payments, the project is 56% complete and the overall level of participation is 4.44% SBE and 2.14% DVBE, representing shortfalls of the commitments by 0.56% SBE and 0.86%.

SEI has a shortfall mitigation plan on file and contends, and concurred by Metro's Project team, that the shortfall is due to the SBE and DVBE work on the task orders being widely spaced apart and therefore the orders with these firms are placed throughout the entire life of the contract. SEI further contends that there are existing open orders with both subcontractors and once received and reported, SEI should meet their target numbers.

<b>Small Business Commitment</b>	<b>5.00% SBE 3.00% DVBE</b>	<b>Small Business Participation</b>	<b>4.44% SBE 2.14% DVBE</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	South Bay Transportation, Inc.	TBD	4.44%
	<b>SBE Participation</b>	<b>5.00%</b>	<b>4.44%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	SigTel, Inc.	TBD	2.14%
	<b>DVBE Participation</b>	<b>3.00%</b>	<b>2.14%</b>

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

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

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

**C. Prevailing Wage Applicability**

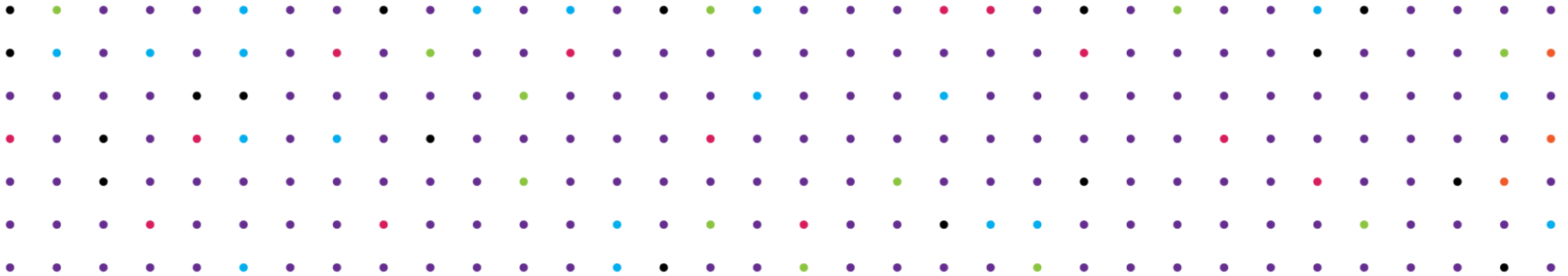
Prevailing Wage requirements are applicable to this contract. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

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

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

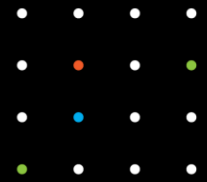
# Metro B and D Lines Uninterruptible Power Supply (UPS) Batteries

March 20, 2025





# Recommendation & Issue



## Recommendation

Amend Contract No. OP44570-2000B with Skyler Electric Company, Inc., in the amount of \$1,403,491 for Task Order No. 9 to provide Uninterruptible Power Supply (UPS) Batteries for Metro B and D Lines, increasing the cumulative Not-to-Exceed (NTE) contract amount from \$3,468,400 to \$4,871,891

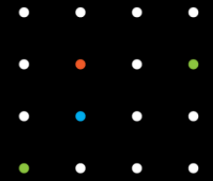
## Issue

The batteries for the UPS systems at six Metro B and D Line subway stations are nearing the end of their useful life and require replacement. These batteries provide critical backup power, ensuring the uninterrupted operation of emergency lighting, communication, and Fire Life Safety (FLS) systems during utility power outages or fluctuations. To proceed with the replacements, an increase in funding is necessary to award a task order for the batteries.



**Metro**

# Background



## Task Order Awardee

Skyler Electric Company

## Number of Bids

One

## DEOD Commitment

5% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE)

## Background

In October 2018, the Board approved establishing a task order bench contract under Request for Information and Qualification (RFIQ) No. OP44570-2. The purpose of the contract was to supply and install UPS batteries at B and D Line stations to replace aging batteries nearing the end of their useful life. The contract award was made to two firms, M.C. Dean, Inc., and Skyler Electric Company, Inc. The issuance of Task Order No. 9 will be to Skyler Electric Company.



**Metro**<sup>®</sup>

# Discussion



Batteries for a total of 17 UPS units were replaced under the original contract scope. However, as the work progressed, an additional 6 UPS units were identified as needing battery replacement, leading to an expansion of the project scope. Further, battery costs have escalated since 2018 due to rising raw material prices for lithium, cobalt, and nickel partly caused by increased demand from renewable energy and electric vehicle production. The increase in prices and expansion of the project scope contributed to the additional amount needed for Contract No. OP44570-2000B.

In the event of a utility power loss, each station uses emergency backup battery banks capable of supplying up to four hours of power. This ensures the functionality of critical infrastructure and allows the safe evacuation of passengers and employees during emergencies on the subway system.



## Board Report

File #: 2025-0045, File Type: Contract

Agenda Number: 21.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 20, 2025

**SUBJECT: COUNTYWIDE TRANSIT SIGNAL PRIORITY (TSP) CLOUD SOLUTION**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a 30-month, firm-fixed-price Contract No. PS125493000 to JMDiaz, Inc., for the design, development, and implementation of a cloud-based Transit Signal Priority (TSP) system on portions of the NextGen Tier One network in the County of Los Angeles in the amount of \$2,443,389, subject to the resolution of any properly submitted protest (s), if any.

#### **ISSUE**

The Countywide TSP Program, which was initiated in 1998, has deployed transit signal priority at 471 intersections along 13 high-ridership corridors in Los Angeles County that traverse through 24 jurisdictions. After more than 20 years, the originally deployed transit signal priority system and hardware along these corridors have reached the end of their useful life. Furthermore, in October 2020, the Board approved the NextGen Transit First Service Plan, necessitating the upgrade and expansion of the Countywide TSP Program and its supporting software and hardware solutions.

#### **BACKGROUND**

In 1998, Metro initiated the then Countywide Bus Signal Priority (BSP) Pilot Project as part of an effort to design, develop, implement, and evaluate a multi-jurisdictional bus signal priority system. The BSP Pilot Project was a collaborative effort bringing together multiple jurisdictions and transit operators to develop consensus on a unified signal priority technology approach for the County. In 2005 and 2008, the Board extended the Pilot Project to support the expansion of signal priority to enhance Metro bus operations. Since the inception of the program, a total of 471 signalized intersections along 13 corridors traversing through 24 jurisdictions have been equipped which now require upgrades through this contract.

In 2018, Metro began the process of redesigning the bus system to improve the service for current and future riders. The Plan was approved by the Board in October 2020 after extensive public outreach and review. The public communicated to Metro that improving bus speed and reliability is the single most important step Metro can take to retain and grow ridership by increasing the

throughput capacity of local roadways and shifting regional travel patterns toward more sustainable transportation modes.

The Plan proposed improvements that would speed up buses, double the number of frequent Metro bus lines, and provide over 80 percent of current bus riders with frequent service throughout the day. Implementation of the Plan includes capital investment in transportation infrastructure utilized in high-frequency bus corridors on the NextGen Tier One network, including the upgrade and expansion of transit signal priority.

In November 2022, the Board approved a contract for the NextGen Wireless Cloud-Based TSP System for Metro buses within the City of Los Angeles only. This project is currently underway and will provide a road map and lessons learned for upgrade and expansion work that will take place throughout the County. In addition, the underlying technical strategy for this project will be used as the approach for all subsequent transit signal priority projects, ensuring seamless operational performance throughout the system.

In July 2023, Metro applied for and was successfully awarded \$4,004,028 from the 2021 Southern California Association of Governments (SCAG) Regional Early Action Planning Grant (REAP 2.0) under the County Transportation Commission (CTC) Partnership Program to fund the Countywide TSP Cloud Solution for the LA County project.

## **DISCUSSION**

Approval of this contract award will support the speed and reliability goals of the NextGen Transit First Service Plan and demonstrate Metro's commitment to the 2021 REAP and CTC Partnership Program for Metro-led and Metro-partnered transportation plans, programs, and infrastructure projects.

The Countywide TSP Cloud Solution project will upgrade existing hardware and software, leveraging Metro's existing on-board Global Positioning System (GPS) real-time data and cloud computing services. This technology enhancement will address the inherent technological deficiencies tied to the existing out-of-date TSP solution developed over 20 years ago. In addition, the project upgrades will provide a more customizable, flexible, and scalable solution that will support advanced transit signal priority capabilities beyond those currently supported by the original system.

With this project, all 471 TSP-equipped intersections along 13 Metro NextGen Tier One bus corridors will be fully integrated into the new system by Fall 2027, enabling greater performance, data analysis, more reliable signal priority operations, and lower overall maintenance and support costs.

Metro will continue to partner with all 24 municipalities currently participating in the existing Countywide TSP program. This includes the cities of Alhambra, Bell, Bell Gardens, Commerce, Compton, Cudahy, El Monte, Glendale, Hawthorne, Huntington Park, Inglewood, Lawndale, Lynwood, Maywood, Monterey Park, Pasadena, Pico Rivera, Rosemead, South El Monte, South Gate, South Pasadena, Vernon, West Hollywood and the Los Angeles County Department of Public works. Many of these agencies have existing agreements to support TSP that were executed in the

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early 2000s. Metro is currently in the process of renewing or replacing the agreements by July 2025 to reflect new requirements and expand participation in the Regional Integration of Intelligent Transportation Systems partnership.

### **DETERMINATION OF SAFETY IMPACT**

Board approval of this recommendation will not impact safety. Implementing transit signal priority will conform to the California Manual on Uniform Traffic Control Devices (CA MUTCD) standards for traffic signal timing.

### **FINANCIAL IMPACT**

For FY25, \$300,000 has been set aside in Cost Center 4740, Countywide TSP Upgrade & Expansion project #203045, Task #01.001. The project has secured \$4,004,028 from the Southern California Association of Governments (SCAG)'s REAP 2.0 grant. Since this is a multi-year project, the project manager, cost center manager, and Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting the remaining costs for future fiscal years.

#### Impact to Budget

The source of fund for the Project is State REAP 2.0 grant fund. This fund is not eligible for bus/rail operating or capital expense.

### **EQUITY PLATFORM**

The speed and reliability improvements with the upgraded TSP systems are part of the NextGen Transit First Service Plan, which directly addresses the critical needs of low-income residents and others who rely on public transit to serve the community-identified destinations with reliable and fast service. Many of our riders reside in the NextGen Tier One network, which primarily operates in the Equity Focus Communities. Wireless cloud-based TSP improves bus speed and reliability by reducing travel time, which translates into more time available for work, leisure, or other activities. These improvements increase the attractiveness of transit, potentially resulting in mode shift opportunities and increases in overall transit ridership.

Request for Proposals (RFP) No. PS125493 was advertised under the Small Business Prime (Set-Aside) program and was open only to Metro-certified Small Businesses. The project is funded with state funds and the recommended firm met the Small Business Prime requirements by committing to perform 30.65% of the work with its own workforce. Additional details on the small business commitment are available in Attachment B - DEOD Summary.

### **VEHICLES MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on

## VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This Item supports Metro's systemwide strategy to reduce VMT through equipment and software purchase activities that will improve and further encourage transit ridership by increasing bus speed, reducing service intervals, and increasing the number of frequent Metro bus lines, thus enhancing customer experience. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The Project supports the goals outlined in the Metro Vision 2028 Strategic Plan. The recommendation supports strategic plan Goal 1: Provide high quality mobility options that enable people to spend less time traveling and Goal 2: Deliver outstanding trip experience for all users of the transportation system. This project will improve the speed and reliability of Metro NextGen Tier One bus service that runs through the heart of some of the most congested areas in Los Angeles County, comprising equity focus communities. This project will enhance transit customer experience in those areas by reducing travel times and improving schedule adherence.

## **ALTERNATIVES CONSIDERED**

The Board may elect not to award the contract as recommended by staff. However, this is not recommended since the SCAG Regional Council approved project funding on July 6, 2023. Subsequently, Metro executed a Memorandum of Understanding (MOU) with SCAG (MOU # M-008-24) for the \$4,004,028 in REAP grants. Without the implementation of a wireless cloud-based TSP in the County of Los Angeles, Metro will not be able to achieve the speed and reliability improvements outlined in the Next Gen Transit First Service Plan, and the existing system will become inoperable.

## **NEXT STEPS**

Upon Board approval, staff will execute Contract No. PS125493000 with JMDiaz, Inc., and issue a Notice-to-Proceed (NTP) to begin the design, development, and implementation of the Countywide TSP Cloud Solution.

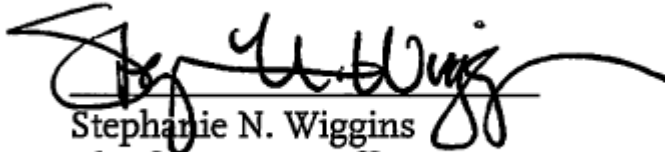
## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary  
Attachment C - Countywide TSP Program Corridors

Prepared by: Eva Moon, Senior Manager, Shared Mobility, (213) 418-3285  
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 922-2920



Stephanie N. Wiggins  
Chief Executive Officer



PROCUREMENT SUMMARY

COUNTYWIDE TRANSIT SIGNAL PRIORITY CLOUD SOLUTION  
PS125493000

1.	<b>Contract Number:</b> PS125493000	
2.	<b>Recommended Vendor:</b> JMDiaz, Inc.	
3.	<b>Type of Procurement (check one):</b> <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.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> August 6, 2024	
	<b>B. Advertised/Publicized:</b> August 8, 2024	
	<b>C. Pre-Proposal Conference:</b> August 20, 2024	
	<b>D. Proposals Due:</b> September 12, 2024	
	<b>E. Pre-Qualification Completed:</b> January 29, 2025	
	<b>F. Ethics Declaration Forms Submitted to Ethics:</b> September 13, 2024	
	<b>G. Protest Period End Date:</b> March 25, 2024	
5.	<b>Solicitations Downloaded:</b> 71	<b>Bids/Proposals Received:</b> 4
6.	<b>Contract Administrator:</b> Joshua Sierra	<b>Telephone Number:</b> 213-922-4539
7.	<b>Project Manager:</b> Eva Moon	<b>Telephone Number:</b> 213-418-3285

**A. Procurement Background**

This Board Action is to approve Contract No. PS125493000 issued in support of equipping and transitioning the entire footprint (except the Southeast Los Angeles area which will be covered under a separate contract) of Countywide Signal Priority (CSP) enabled intersections with an off-the-shelf cloud-based Transit Signal Priority (TSP) system. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. PS125493 was issued in accordance with Metro’s Acquisition Policy as a Small Business Prime Set-Aside, and the contract type is a firm fixed price.

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

- Amendment No. 1, issued on August 15, 2024, provided updated SBE Set-Aside forms and updated information for the pre-proposal conference.
- Amendment No. 2, issued on August 22, 2024, provided a revision of Exhibit A, Scope of Services.

A total of 71 firms downloaded the RFP and were included on the planholders’ list. A virtual pre-proposal conference was held on August 20, 2024, and was attended by 13 participants representing six firms. There were 13 questions received for this RFP and responses were provided prior to the proposal due date.

A total of four proposals were received on the due date of September 12, 2024, and are listed below in alphabetical order:

1. Architectural Engineering Technology, Inc. (AET)
2. Connected Signals
3. Irvine Global Consultants (IGC)
4. JMDiaz, Inc. (JMD)

## **B. Evaluation of Proposals**

A diverse Proposal Evaluation Team (PET) consisting of staff from the Intelligent Transportation Systems, Speed and Reliability Transit Engineering, and Alternative Delivery Construction Management Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- |  |            |
|--|------------|
| • Experience and Qualifications of the Contractor Team | 25 percent |
| • Experience and Qualifications of the Personnel       | 25 percent |
| • Effectiveness of Work Plan/Project Approach          | 30 percent |
| • Cost Proposal  | 20 percent |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar procurements. Several factors were considered when developing these weights, giving the greatest importance to the effectiveness of work plan/project approach.

Of the four proposals received, two were determined to be within the competitive range.

The two firms within the competitive range are listed below in alphabetical order:

1. Architectural Engineering Technology, Inc. (AET)
2. JMDiaz, Inc. (JMD)

Two firms were determined to be outside the competitive range and were not included for further consideration.

In October, the Proposal Evaluation Team (PET) met with the firms in the competitive range. During this meeting, each firm's project managers and key team members presented their qualifications, work plan, approach, and responded to the PET's questions. The presentations generally covered the RFP requirements, the team's experience, and each firm's commitment to the project's success. The PET also had an opportunity to ask the firms questions regarding the technical risks and challenges of the project, how tasks and staff hours were to be allocated, what stakeholder deliverables and engagement would be necessary, what components they felt were most critical

during the O&M phase, what made their proposed TSP solution unique, would there be any customization expected for LA Metro, and finally what is their licensing structure.

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

#### **JMD**

JMDiaz, Inc. has been in business for 25 years. They specialize in the field of civil engineering services for transportation and land development projects and have worked on cloud-based systems projects, with communication infrastructure, traffic signal controller and firmware operations, and testing and configuration. The JMD team also includes Iteris, a company with a 15-year history developing traveler information systems, connected vehicle technologies, traffic performance measurement, and analytics software solutions. Iteris brings significant expertise in traffic signal operations and has successfully designed, configured, implemented and operated a multi-jurisdictional TSP project, spanning 13-corridors and 24 agencies across the Los Angeles County area.

#### **AET**

Architectural Engineering Technology, Inc. is a comprehensive transportation consulting firm offering a wide range of services to both public and private sector clients. Their expertise spans Transportation Planning, Traffic and Parking Studies, Signal Improvements, Intelligent Transportation Systems (ITS), Smart Mobility, Transportation Management, and Emerging Technologies. Clients include City of Torrance, City of Westminster, City of Costa Mesa, City of San Gabriel, Los Angeles County Metropolitan Transit Authority (LACMTA), and Virginia Department of Transportation.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>JMDiaz (JMD)</b>				
3	Experience and Qualifications of the Contractor Team	85.00	25.00%	21.25	
4	Experience and Qualifications of the Proposed Personnel	88.33	25.00%	22.08	
5	Effectiveness of Work Plan/Project Approach	86.67	30.00%	26.00	
6	Cost Proposal	51.16	20.00%	10.23	
7	<b>Total</b>		<b>100.00%</b>	<b>79.56</b>	<b>1</b>
8	<b>Architectural Engineering Technology (AET)</b>				
9	Experience and Qualifications of the Contractor Team	83.33	25.00%	20.83	
10	Experience and Qualifications of the Proposed Personnel	73.33	25.00%	18.33	
11	Effectiveness of Work Plan/Project Approach	73.33	30.00%	22.00	
12	Cost Proposal	48.16	20.00%	9.63	
13	<b>Total</b>		<b>100.00%</b>	<b>70.79</b>	<b>2</b>

### C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate price competition and price analysis. The negotiated amount of \$ \$2,443,389 is 39% below the Independent Cost Estimate (ICE). The ICE used a higher fully-burdened hourly rate and overestimated the hours on several tasks.

The change in the proposal amount from the original proposal to the accepted proposal amount is due to a clarification on the license agreement. The proposer had made an assumption that the license for this project would continue to be provided under the CSP Pilot Project and therefore noted in their proposal that the license was not included. Upon Metro's inquiry, the clarification was provided that the license would need to be provided under this agreement, and the contractor provided the revision to their proposal.

The revised proposal, inclusive of the license, is \$2,443,389.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	JMD	\$1,473,768	\$4,003,949	\$2,443,389

**D. Background on Recommended Contractor**

The recommended firm, JMDiaz, located in City of Industry, has been in business for 25 years and is a leader in the field of civil engineering services for transportation and land development projects. Previous clients include City of Anaheim, County of Los Angeles Department of Public Works (LACDPW), City of Glendora, and Culver City. JMD has also previously provided services for Metro and their performance has been satisfactory.

**DEOD SUMMARY**

**COUNTYWIDE TRANSIT SIGNAL PRIORITY CLOUD SOLUTION  
PS125493000**

**A. Small Business Participation**

This procurement was subject to the Small Business (SB) Prime (Set-Aside) policy and was open to SBE Certified Small Business Only. JMDiaz, Inc., an SBE Prime, is performing 30.65% of the work with its own workforce. JMDiaz listed (2) non-SBE subcontractors to perform on this contract.

**SMALL BUSINESS SET-ASIDE**

	<b>SBE Prime Contractor</b>	<b>SBE % Committed</b>
1.	JMDiaz, Inc (Prime)	30.65%
<b>Total SBE Commitment</b>		30.65%

**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.

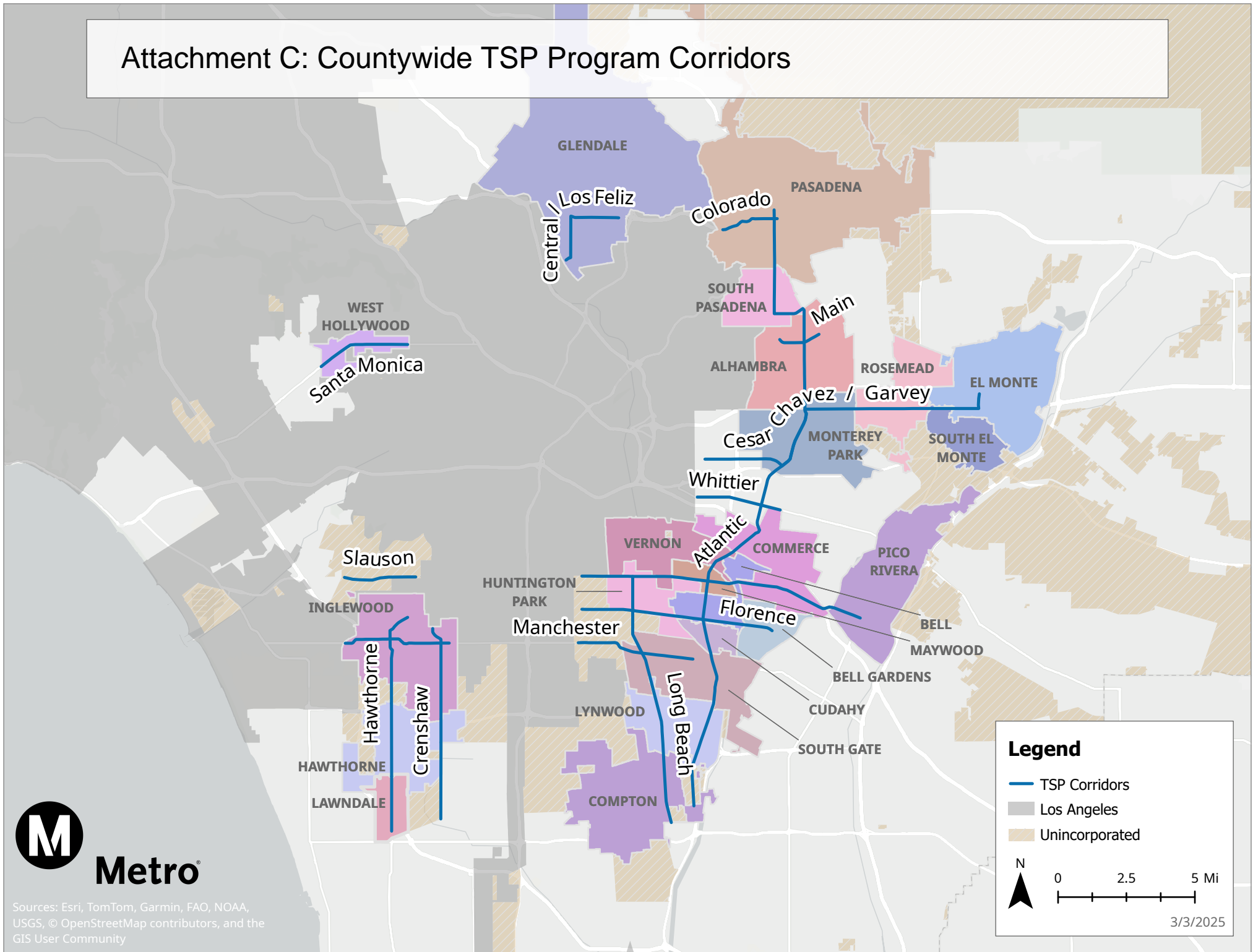
**C. Prevailing Wage Applicability**

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. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

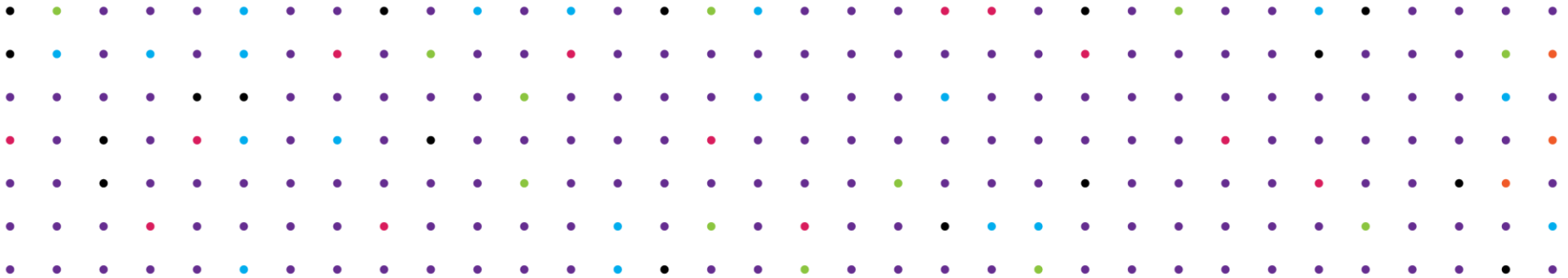
# Attachment C: Countywide TSP Program Corridors



Sources: Esri, TomTom, Garmin, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

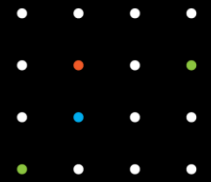
# Countywide Transit Signal Priority (TSP) Cloud Solution

March 20, 2025





# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a 30-month, firm-fixed-price Contract No., PS125493000 to JMDiaz, Inc., for the design, development, and implementation of a cloud-based Transit Signal Priority (TSP) system on portions of the NextGen Tier One network in the County of Los Angeles in the amount of \$2,443,389, subject to the resolution of any properly submitted protest(s), if any.

# ISSUE



## AWARDEE

JMDiaz, Inc.

## NUMBER OF PROPOSERS

4 TOTAL (2 are outside the competitive range)

- JMDiaz
- AET
- Connected Signals
- IGC

## DEOD COMMITMENT

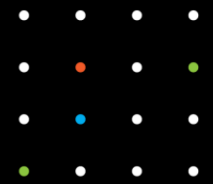
30.65% Small Business Enterprise

## ISSUE

This contract will transition Metro's 20-year-old transit signal priority hardware and software solution to a cloud-based system supporting 471 intersections along 13 high ridership bus corridors in 24 jurisdictions within Los Angeles County.

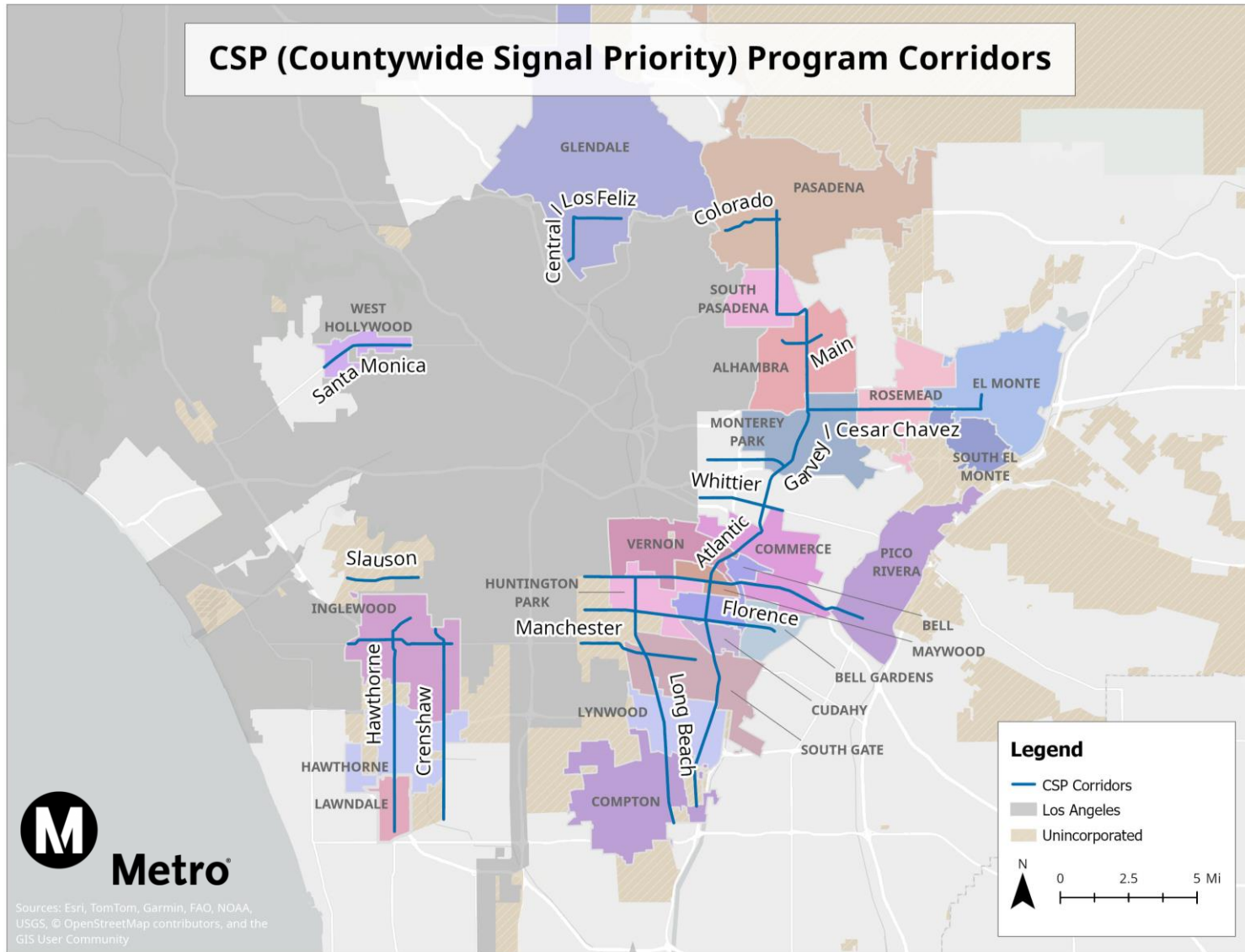
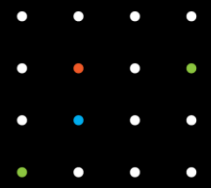


# PROCUREMENT EVALUATION



	Max. Points	JMDiaz	AET	Connected Signals	IGC
Experience and Qualifications of the Contractor Team	25	21.25	20.83	15.83	17.50
Experience and Qualifications of the Proposed Personnel	25	22.08	18.33	12.50	15.83
Effectiveness of Work Plan/Project Approach	30	26.00	22.00	12.00	16.00
Cost Proposal	20	10.23	9.63	20.00	5.61
<b>Total Score</b>	<b>100</b>	<b>79.56</b>	<b>70.80</b>	<b>60.33</b>	<b>59.94</b>

# BACKGROUND



# DISCUSSION



- Project is 100% funded through a Southern California Association of Governments Regional Early Action Planning Grant (REAP 2.0).
- Project will upgrade transit signal priority at all 471 signalized intersections along 13 Metro NextGen Tier 1 bus corridors .
- Contract will:
  - Implement new cloud-based technology solution to replace obsolete system
  - Elevate system reliability, flexibility, and scalability
  - Implement advanced transit signal priority capabilities beyond those currently supported by the original system



## Board Report

File #: 2025-0160, File Type: Contract

Agenda Number: 22.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 20, 2025

**SUBJECT: PEST AND BIRD CONTROL SERVICES**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP48505 (2)0008370 to CDS Services, Inc. DBA Legion Pest Management, for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, in the Not-To-Exceed (NTE) amount of \$2,887,332 for the three-year base period and \$1,925,728 for the two-year option, for a combined NTE amount of \$4,813,060, effective May 5, 2025; subject to the resolution of any properly submitted protest(s), if any.

#### **ISSUE**

The existing contract for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, excluding buses, expires on May 4, 2025. A new contract award is required to avoid a lapse in service and continue performing pest and bird control services, effective May 5, 2025.

#### **BACKGROUND**

On October 26, 2017, the approved the award of Contract No. OP852420003367 to Pestmaster Services Inc. for the combined amount of \$6,634,069.20 to provide regularly scheduled and as-needed pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, excluding buses.

During the term of the existing contract, pest and bird control services were expanded to include Union Station West Portal, the K-Line (C/LAX), and the Regional Connector expansion projects, reflecting sufficient existing contract authority through October 31, 2023.

On May 5, 2023, a new pest and bird control services solicitation was issued, and on June 12, 2023, three bids were received. On September 21, 2023, the Board awarded Contract No. OP485050008370 to CDS Services, Inc. DBA Legion Pest Management to provide regularly scheduled and as-needed pest and bird control services systemwide, pending the resolution of any property submitted protest. Concurrently, Metro received a timely protest on the same day as the contract

award.

In September of 2023, it became necessary to execute short-term agreements to extend the services provided by the incumbent contractor to avoid a lapse in service and continue providing pest and bird control services systemwide while allowing sufficient time for protest resolution and re-solicitation.

On May 21, 2024, Metro canceled IFB No. OP48505 due to bidders not meeting small business program requirements. All bidders were notified of the cancellation and that the services would be re-solicited.

## **DISCUSSION**

Under the new contract recommended for the award, the contractor is required to provide regularly scheduled and as-needed pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, excluding buses serviced under a separate service maintenance contract. Metro bus and rail facilities consist of 254 locations and 451 rail cars. Services include treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent applications, animal trapping, and dead animal removal.

During the new contract term, the scope of services will increase to include the addition of the Rail to Rail, Airport Metro Connector (AMC), D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure that Metro's maintenance standards are met and the necessary regularly scheduled and as-needed pest and bird control services are provided with prompt response time to deliver safe, quality, on-time, and reliable services.

## **FINANCIAL IMPACT**

The current funding for this action is \$378,464, which is included within the FY25 budget under cost center 8370-Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

### **Impact to Budget**

The funding source for this action includes bus and rail operating-eligible funds, which include Propositions A and C, Measure R and M sales taxes, State Transit Assistance (STA), and Transportation Development Act (TDA) funds. Use of these funding sources maximizes the intent of project usage given approved guidelines and provisions,

## **EQUITY PLATFORM**

Scheduled and as-needed pest and bird control services improve bus and rail station cleanliness and provide a safe environment for Metro's patrons. This will ensure safe working conditions for employees and provide reliable service to all patrons. This is especially critical in Equity Focus Communities, where individuals often depend on public transportation as their primary means of travel.

Metro patrons, employees, and Transit Ambassadors can report cleanliness and maintenance issues through the Customer Relations phone numbers posted throughout the rail and bus system. Customers can communicate with Metro in nine different languages using our translation service. Metro also ensures that translated signage is posted for those reporting cleanliness and maintenance issues on the Metro system. For the 12 months ending on December 19, 2024, 131 incidents were reported through the Transit Watch App, indicating that 29% of the 453 incidents related to pest and bird control services were reported through Metro's M3 Incident Reporting System.

As part of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on March 27, 2023. During this outreach event, staff provided detailed information regarding SBE Programs to encourage small business participation.

DEOD established a 10% SBE and 3% DVBE goal for this solicitation. CDS Services, Inc. DBA Legion Pest Management made a 60% SBE and 40% DVBE commitment.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through these maintenance activities that will improve bus and rail station cleanliness and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

This Board action supports Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system within the Metro organization. Performing ongoing, regularly scheduled, and as-needed pest and bird control services will prolong the lifespan of bus and rail facilities, rail cars, and non-revenue vehicles by keeping Metro's assets free of intrusions from birds and pests. These services will ensure safe and clean conditions while enhancing Metro's customer experience and providing reliable operations systemwide.



## **ALTERNATIVES CONSIDERED**

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service, impacting Metro's system safety, cleanliness, and customer experience.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for pest and bird control services, among other services. Based on initial findings, pest and bird control services were not recommended for insourcing as they would require Metro to obtain specialty licenses to purchase pesticides, hire and train licensed personnel to apply pesticides, and purchase additional equipment, vehicles, and supplies to support bird and pest control service delivery.

## **NEXT STEPS**

Upon Board approval, staff will execute Contract No. OP48505(2)0008370 with CDS Services, Inc. DBA Legion Pest Management effective May 5, 2025, to provide necessary regularly scheduled and as-needed pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles.

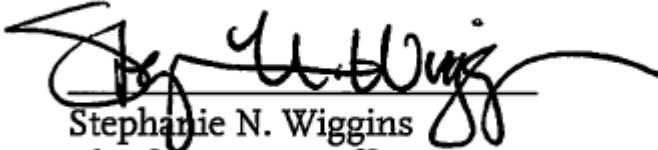
## **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Lena Babayan, Executive Officer, Operations Administration,  
(213) 922-6765  
Ruben Cardenas, Senior Manager, Facilities Contracted Maintenance Services,  
(213) 922-5932  
Shahzad Amiri, Deputy Chief Operations Officer, Shared Mobility,  
(213) 922-3061  
Debra Avila, Deputy Chief Vendor/Contract Management Officer,  
(213) 418-3051

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

  
Stephanie N. Wiggins  
Chief Executive Officer



## PROCUREMENT SUMMARY

## PEST AND BIRD CONTROL SERVICES / OP48505(2)0008370

1.	<b>Contract Number:</b> OP48505(2)0008370	
2.	<b>Recommended Vendor:</b> CDS Services, Inc. DBA, Legion Pest	
3.	<b>Type of Procurement (check one) :</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFIQ <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> July 26, 2024	
	<b>B. Advertised/Publicized:</b> July 26, 2024	
	<b>C. Pre-Bid Conference:</b> August 6, 2024	
	<b>D. Bids Due:</b> September 4, 2024	
	<b>E. Pre-Qualification Completed:</b> January 24, 2025	
	<b>F. Ethics Declaration Forms submitted to Ethics:</b> August 13, 2024	
	<b>G. Protest Period End Date:</b> March 6, 2025	
5.	<b>Solicitations Picked up/Downloaded:</b> 16	<b>Bids Received:</b> 3
6.	<b>Contract Administrator:</b> Ana Rodriguez	<b>Telephone Number:</b> (213) 922-2790
7.	<b>Project Manager:</b> Ruben Cardenas	<b>Telephone Number:</b> (213) 922- 5932

**A. Procurement Background**

This Board Action is to approve the award of Contract No. OP48505(2)0008370 to support pest and bird control services throughout Los Angeles County. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On May 5, 2023, Invitation for Bids (IFB) No. OP48505 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. This IFB was issued under the Medium Sized Business Enterprise I Program (MSZ-I Program) which requires that bidders must be MSZ-I firms, Metro Certified Small Business Enterprises (SBE), Disadvantaged Business Enterprises (DBE), or Disabled Veterans Business Enterprises (DVBE) to be eligible to participate in this solicitation. Bidders were also required to meet or exceed the recommended SBE goal of 10% and a DVBE goal of 3%. On May 21, 2024, Metro rejected all bids and informed bidders that IFB No. OP48505 was cancelled and would be resolicited.

On July 26, 2024, the solicitation was re-issued as IFB No. OP48505(2) and was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. This IFB was issued under the Medium Sized Business Enterprise I Program (MSZ-I Program) which requires that bidders must be MSZ-I firms, Metro Certified Small Business Enterprises (SBE), Disadvantaged Business Enterprises (DBE), or Disabled Veterans Business Enterprises (DVBE) to be eligible to participate in this solicitation. Bidders

were also required to meet or exceed the recommended SBE goal of 10% and a DVBE goal of 3%.

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

- Amendment No. 1, issued on August 20, 2024, amended DEOD Instructions to Bidders/Proposers and updated amended section SP-18 Living Wage/Service Contract Worker Retention Policy of the sample contract
- Amendment No. 2, issued on August 26, 2024, amended Exhibit 2, Schedule of Quantities and Prices and extended the bid due date to September 4, 2024.

A virtual pre-bid conference was held on August 6, 2024, with five firms in attendance and ten attendees.

Sixteen firms downloaded the IFB and were included on Metro's planholders' list. Four questions were received, and responses were released prior to the bid due date.

A total of three bids were received by the due date of September 4, 2024, and are listed below in alphabetical order:

1. CDS Services, Inc.
2. Loisun, Inc. DBA A1 Watkins Pest and Termite Control (Loisun Inc.)
3. Stafford Environmental Services, Inc.

## **B. Evaluation of bids**

On September 4, 2024, the bids received were forwarded to the Pre-Qualification Office to determine eligibility to MSZ-I program requirements. All three bidders were deemed responsive to the MSZ-I requirement.

Stafford Environmental Services, Inc., was determined to be non-responsive to the SBE/DVBE goal.

The recommended firm, CDS Services Inc., was the apparent lowest bidder, and its bid was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness included meeting the minimum qualifications, such as years of experience providing pest and bird control services, possession of required licenses to perform the services, and having access to the necessary equipment required to perform the services.

### C. Price Analysis

The award amount has been determined to be fair and reasonable based on an award to the lowest responsive, responsible bidder, adequate competition, price analysis, and technical analysis. The recommended award amount of \$4,813,060 is 42.09% lower than the Independent Cost Estimate (ICE) due to differences in the method of calculation for pest control services for rail cars and Union Station Headquarters and the competitiveness of the solicitation leading to lower-than-expected service rates. The recommended bidder proposed to absorb the additional monthly costs for each rail car location within the overall systemwide monthly cost. Conversely, the ICE assumed a firm fixed unit rate per rail car, per location, as is the case with the existing contract. Additionally, the service rates for pest and bird control are between 14% and 20% lower than the ones used by the ICE that were based on existing contract rates.

	<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>	<b>Award Amount</b>
1.	CDS Services, Inc.	\$4,813,060	\$8,311,668	\$4,813,060
2.	Loisun, Inc.	\$5,900,899		
3.	Stafford Environmental Services	\$8,669,464		

### D. Background on Recommended Contractor

The recommended firm, CDS Services Inc., established in 2013 is located in Murrieta, California. It specializes in developing custom Integrated Pest Management (IPM) and Bird Management Plans. IPM is a specialized pest control program that is an effective and environmentally responsible approach to pest management services. CDS Services has accounts in the Greater Los Angeles, Orlando, New York, Fresno, Rocky Mountain Veterans Affairs Medical Centers, and military bases.

DEOD SUMMARY

PEST AND BIRD CONTROL SERVICES / OP4850520008370

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this Medium Size Business Enterprise (MSZ-I) solicitation. CDS Services Inc., DBA Legion Pest Management, an SBE and DVBE firm, exceeded the goal by making a 60% SBE and 40% DVBE commitment.

<b>Small Business Goal</b>	<b>10% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>60% SBE 40% DVBE</b>
----------------------------	----------------------------	----------------------------------	-----------------------------

	<b>SBE Subcontractor</b>	<b>% Committed</b>	<b>LSBE</b>	<b>Non-LSBE</b>
1.	CDS Services Inc., DBA Legion Pest Management (Prime)	60%		X
	<b>Total Commitment</b>	<b>60%</b>		

	<b>DVBE Subcontractor</b>	<b>% Committed</b>	<b>LSBE</b>	<b>Non-LSBE</b>
1.	CDS Services Inc., DBA Legion Pest Management (Prime)	40%		X
	<b>Total Commitment</b>	<b>40%</b>		

**B. Medium Size Business Enterprise Program (MSZ-I)**

CDS Services Inc., DBA Legion Pest Management is an MSZ-I firm.

**C. Local Small Business Enterprise (LSBE) Preference Program**

CDS Services Inc., DBA Legion Pest Management, a non-LSBE Prime, did not meet the LSBE Preference Program requirements and is not eligible for LSBE preference.

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

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) will be applicable on this Contract. Metro staff will monitor and enforce the policy guidelines to ensure that workers are paid, at minimum, the current Living Wage rate of \$25.23 per hour (\$19.28 base + \$5.95 health benefits), including yearly increases. In addition, Contractors will be responsible for submitting the required reports for the

LW/SCWRP and other related documentation to staff to determine overall compliance with the policy.

LW/SCWRP is applicable on Professional Service Contracts listed below that are \$25,000.00 or greater and have a contract term of three (3) months or more. The LW/SCWRP will apply to professional service contracts for Asphalt and Concrete Repair, Facility and Building Maintenance, Food Services, Janitorial and Custodial, Landscaping, Laundry Services, Moving Services, Office and Clerical (copier maintenance, facsimile maintenance, courier mailing, photographic, printing, collections), Parking Lot Management, Pest Control, Security, Street Sweeping, Towing, Trash Collection, Tree Trimming, Weed Abatement and Debris Removal; and any other Service or labor determined by Metro's Board of Director, Executive Management and DEOD, to meet the intent of this Policy.

DEOD Staff will input current Living Wage hourly rates during the development of the Board Report. The policy guidelines are applicable from conception to completion of the service contracts, including change order and modification work.

**E. Prevailing Wage Applicability**

Prevailing Wage is not applicable to this contract.

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

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

# **Pest and Bird Control Services for Metro Transit Facilities**

**Contract No. OP4850520008370**



**Metro**



# ISSUE & DISCUSSION

**AWARDEE** - CDS Services, Inc., DBA, Legion Pest Management

**NUMBER OF BIDS** - 3

- Loison, Inc., dba, A1 Watkins Pest and Termite Control - \$5,852,252.52
- CDS Services, Inc. DBA Legion Pest Management - \$4,813,060.00
- Stafford Environmental Services, Inc. – Non Responsive

**DEOD COMMITMENT** - 10% Small Business Enterprise (SBE) & 3% Disadvantaged Veteran Business Enterprise (DVBE) goal established, with 60% SBE and 40% DVBE commitment made.

**ISSUE** - The existing contract for pest and bird control services expires May 4, 2025. A new contract award is required to avoid a lapse in service and continue performing pest and bird control services, effective May 5, 2025.

# ISSUE & DISCUSSION

## DISCUSSION

- Under the new contract recommended for award, the contractor is required to provide regularly scheduled and as-needed pest and bird control services throughout Metro's 451 bus and rail locations and 451 rail cars
- Services include treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent applications, animal trapping, and dead animal removal.
- During the new contract term, the scope of services will increase to include the addition of the Rail to Rail, Airport Metro Connector (AMC), D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP4850520008370 to CDS Services, Inc. DBA Legion Pest Management for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, in the Not-To-Exceed (NTE) amount of \$2,887,332 for the three-year base period and \$1,925,728 for the two-year option, for a combined NTE amount of \$4,813,060, effective May 5, 2025; subject to resolution of any properly submitted protest(s), if any.



## Board Report

File #: 2025-0071, File Type: Contract

Agenda Number: 23.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 20, 2025

**SUBJECT: METRO AGENCYWIDE FURNITURE AND MOVING SERVICES**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. PS125302000, for furniture, space planning, and installation services, to M3 Office, Inc., for a Not-to-Exceed (NTE) amount of \$3,475,000.00 for the three-year base period and \$1,075,000.00 for each of the two, one-year options, for a combined total of \$5,625,000.00 effective April 1, 2025, subject to the resolution of any properly submitted protest(s), if any.

#### **ISSUE**

This Contract is for a full-service Herman Miller furniture dealer to provide furniture, space planning, and installation services for all Metro facilities, including new operating facilities and the Gateway Headquarters building. The current Metro furniture, space planning, and installation services contract will expire on March 31, 2025.

#### **BACKGROUND**

The initiation of a Herman Miller furniture contract was for the original opening of the Gateway building in 1994. Since that time there have been numerous furniture procurements to continue to provide furnishings for the ebb and flow of growth at Metro.

The previous contract was awarded to M3 Office Inc by the Board at its meeting in May 2017 for a three-year contract in the amount of \$5,000,000 with two one-year options of \$1,000,000 each. Both options one and two were modified in 2019. Contract Modification Authority was granted for \$500,000 in March of 2022. Due to a failed procurement there was an extension and an additional \$1,500,000 was authorized to allow for the continued furniture needs while a new procurement could be initiated. Then in November 2024 the most current non-monetary extension was granted which extended the life of the contract to expire March 31, 2025.

#### **DISCUSSION**

Herman Miller systems furniture for cubicles and offices form the core of this procurement. Facilities

Maintenance continually reconfigures cubicles and offices in Metro buildings and divisions to meet ever-changing business needs. For example, the existing contract was used to furnish Bus Division 9, the Metro Transit Training and Innovation Center, and the New Emergency Security Operation Center (ESOC).

The new contract includes the implementation of new space standards to accommodate additional staff required for service expansion. These reconfigurations require various furniture components that must work seamlessly with our existing inventory of furniture and are readily available. This Contract will be utilized to buy new and replacement Herman Miller furniture components to support the requirements.

This procurement also includes space planning and move services. This is to augment the in-house capabilities if the need arises to restack the Gateway building as staff re-populate the building due to office space needs. These services have been included in the contract to be able to plan for large scale staffing changes, for instance the TCPD group. Ambassadors and others. Also, these changes will allow Metro to quickly respond to any changes in the workforce due to upcoming large events.

### **DETERMINATION OF SAFETY IMPACT**

This Contract will positively impact safety as new ergonomic furniture is introduced in response to employee-specific health and safety concerns. A workspace designed with safety in mind helps prevent common workplace injuries <<https://www.who.int/tools/occupational-hazards-in-health-sector/occupational-injuries>> such as repetitive strain, slips, falls, or ergonomic-related issues. Additionally, an ergonomically designed workspace directly impacts productivity.

### **FINANCIAL IMPACT**

The funding of \$300,000 for the Gateway Headquarters building is included in the FY25 budget in cost center number 6430 (Building Services) under project number 100090 (Gateway Building Costs). Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer will be accountable for budgeting costs in future years. Please note that funding for furniture is also budgeted in various cost centers and operating and capital projects through Metro, as other departments that make use of this Contract will be responsible for the budgeting of these costs for their respective cost center(s).

#### **Impact to Budget**

Partial funding for this project is allocated through General Overhead funding, which is based on Metro's federally approved indirect-cost allocation plan, which distributes costs agency-wide. The remaining funding for this project will come from the Enterprise Fund, as Departments using this Contract will use their budgeted funds. No other funds were considered, as these fund sources are an appropriate use for these activities.

### **EQUITY PLATFORM**

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The Diversity and Economic Opportunity Department (DEOD) established an overall 8% Disadvantaged Business Enterprise (DBE) goal for this procurement. M3, Inc., a DBE firm, met the goal by making an overall 8% DBE commitment.

Securing the furniture contract will help create a more inclusive and accessible workspace for employees of diverse backgrounds and abilities. The contract will also enable the provision of new ergonomic furniture, potentially enhancing employee comfort and productivity across all demographics at all facilities. This improvement could lead to greater job satisfaction and retention of diverse talent, supporting Metro's commitment to diversity and equal opportunities across departments.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it will increase accessibility, comfort, and productivity in workspaces across LA Metro. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

This Board action also supports Strategic Goal 5, which is to provide responsive, accountable, and trustworthy governance within the Metro organization. Ensuring that all employees have a more inclusive and accessible workspace, including a provision of new ergonomic furniture for all Metro facilities.

### **ALTERNATIVES CONSIDERED**

Staff have considered the following alternatives; however, they are not recommended.

- A. Purchase furniture on a yearly basis. This alternative is more costly to Metro and is not recommended.
- B. Require each department and project to purchase furniture and space planning/installation services directly with multiple vendors through multiple procurement actions. This alternative is more costly to Metro and is not recommended.

**NEXT STEPS**

Upon Board approval, staff will execute Contract No. PS125302000 with M3 Office, Inc. for furniture, space planning, and installation services and facilitate the transition to the new contractor.

**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Merrilu Alfaro, Director, General Services, (213) 922-2154

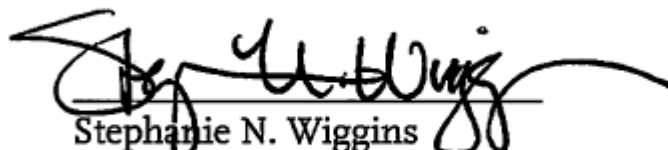
Eladio (Lalo) Salas, Senior Director, Facilities Maintenance, (213) 418-3232

Christopher Limon, Executive Officer, Operations Administration, (213) 922-6637

Errol Taylor, Deputy Chief Operations Officer, (213) 922-3227

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

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



Stephanie N. Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY**

**METRO AGENCYWIDE FURNITURE AND MOVING SERVICES/PS125302000**

1.	<b>Contract Number: PS125302000</b>	
2.	<b>Recommended Vendor:</b> M3 Office Inc.	
3.	<b>Type of Procurement (check one):</b> <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.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 09/06/2024	
	<b>B. Advertised/Publicized:</b> 09/06/2024	
	<b>C. Pre-Proposal Conference:</b> 09/17/2024	
	<b>D. Proposals Due:</b> 10/10/2024	
	<b>E. Pre-Qualification Completed:</b> 02/03/2025	
	<b>F. Ethics Declaration Forms submitted to Ethics:</b> 10/15/2024	
	<b>G. Protest Period End Date:</b> 03/25/2025	
5.	<b>Solicitations Downloaded:</b> 15	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Tina Hoffstetter	<b>Telephone Number:</b> 213-922-2775
7.	<b>Project Manager:</b> Merrilu Alfaro	<b>Telephone Number:</b> 213-922-2154

**A. Procurement Background**

This Board Action is to approve Contract No. PS125302000 issued to provide office furniture, workspace components, interior space planning, and move coordination services. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. PS125302 was issued in accordance with Metro’s Acquisition Policy and the contract type is an Indefinite Delivery/Indefinite Quantity (IDIQ). The Diversity & Economic Opportunity Department recommended a Disadvantaged Business Enterprise (DBE) goal of 8%.

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

- Amendment No. 1, issued on September 12, 2024 clarified the Pre-proposal Conference date
- Amendment No. 2 issued September 16, 2024 amended the Insurance Requirements, Evaluation Criteria, Schedule of Quantities and Prices, and Task Order sections

A total of 14 firms downloaded the RFP and were included in the planholders’ list. A virtual pre-proposal conference was held on September 17, 2024 and was attended by 14 participants representing three firms. There was one question received for this RFP and the response was provided prior to the proposal due date.



A total of two proposals were received on the due date of October 10, 2024, from the following firms listed below in alphabetical order:

1. M3 Office, Inc.
2. The Sheridan Group

Staff conducted a market survey to request information from prospective proposers to determine why no additional proposals were submitted. Inquiries were made of all firms that downloaded the solicitation. One firm responded that the RFP document was quite extensive and they didn't have time to propose; another firm responded that they did not qualify as a small business and the margins were too low, and another firm responded that they currently only had interim staff. The results of the market survey indicated that factors beyond Metro's control caused the potential sources not to submit bids and that there were no restrictive elements in the solicitation documents that prevented competition.

## **B. Evaluation of Proposals**

A diverse Proposal Evaluation Team (PET) consisting of staff from the Building Services Department, Corporate Safety Department, and Operations Administration Department was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- |  |            |
|--|------------|
| • Minimum Qualifications                                       | Pass/Fail  |
| • Qualification of the Firm/Team                               | 20 percent |
| • Qualifications of Key Personnel                              | 20 percent |
| • Understanding of the Scope of Services and Proposed Approach | 30 percent |
| • Price  | 30 percent |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar furniture and space planning type procurements. Several factors were considered when developing these weights, giving the greatest importance to Understanding of the Scope of Services and Proposed Approach and Price.

The Sheridan Group was determined to be non-responsive to the technical, certification, and DEOD requirements of the solicitation and was eliminated from further consideration.

The evaluation committee conducted an evaluation of the proposal submitted by M3 Office, Inc. The PET reviewed the proposer's qualifications, capabilities, key personnel, understanding of the scope of services and proposed approach. Upon conclusion of the evaluation, it was determined that the proposer was qualified to provide the services.

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

**M3 Office Inc.**

M3 Office Inc. has been in business since 1997 and is a certified DBE. The firm shows strengths in the relevant experience of its team members, longevity in the industry, and detailed response to space planning and installation process. The firm has two Project Managers with a combined 30 years of experience working with installation and reconfiguration projects.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>M3 Office Inc.</b>				
3	Qualifications of the Firm	90.05	20.00%	18.01	
4	Qualification of Key Personnel	83.40	20.00%	16.68	
5	Understanding of the SOS and Proposed Approach	68.90	30.00%	20.67	
6	Price Proposal	100.00	30.00%	30.00	
7	<b>Total</b>		<b>100.00%</b>	<b>85.36</b>	<b>1</b>

**C. Cost/Price Analysis**

The recommended proposal from M3 Office, Inc. has been determined to be fair and reasonable based upon the expectation of adequate price competition, and previous contracts for similar services. The difference between Metro’s Independent Cost Estimate (ICE) and the proposal is due to methods of calculation. The ICE was developed as the Not-to-Exceed amount that would be used as a ceiling price for the contract and is based on the projected furniture and space planning needs of the Agency over the life of the contract. The RFP requested firm fixed unit rate pricing for space planning and installation services and fixed discounts for high-volume pieces of furniture that are expected to be frequently purchased. The Proposers were provided hypothetical orders that they would have to price in accordance with their proposed rates and discounts. This was done in order to permit the evaluation of proposals, however, the proposal amount is not indicative of the work that will be conducted as all work will be issued through individual task orders, as needs arise.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
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1.	M3 Office Inc.	\$48,809.00	<b>\$5,625,000.00</b>	<b>\$5,625,000.00</b>
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**D. Background on Recommended Contractor**

The recommended firm, M3 Office Inc., located in the City of Pasadena, CA, has been in business for 28 years and is a leader in the Office Furniture space including Space Planning and Design. M3 Office Inc has been a Herman Miller dealer for 19 years. M3 has completed projects for other agencies such as the Los Angeles Registrar, and the Los Angeles Sheriff's Department. M3 Office, Inc. has is also the incumbent contractor providing services to Metro and has performed satisfactorily.

**DEOD SUMMARY**

**METRO AGENCYWIDE FURNITURE AND MOVING SERVICES/PS125302000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an overall 8% Disadvantaged Business Enterprise (DBE) goal for this Task Order Contract. M3 Office Inc., a DBE firm, met the goal by making an overall 8% DBE commitment.

In response to a specific Task Order request with a defined scope of work, M3 Office Inc. will be required to identify DBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE achievement in meeting the commitments will be determined based on cumulative DBE participation of all Task Orders awarded.

<b>Small Business Goal</b>	<b>8% DBE</b>	<b>Small Business Commitment</b>	<b>8% DBE</b>
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	<b>DBE Subcontractor</b>	<b>% Committed</b>
1.	M3 Office Inc. (DBE Prime)	8%
	<b>Total DBE Commitment</b>	<b>8%</b>

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

Metro included moving service in the subject contract for large-scale moves. When these moving services are used, the Living Wage and Service Contract Worker policy will apply.

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) will be applicable on this Contract. Metro staff will monitor and enforce the policy guidelines to ensure that workers are paid at minimum, the current Living Wage rate of \$25.23 per hour (\$19.28 base + \$5.95 health benefits), including yearly increases. In addition, Contractors will be responsible for submitting the required reports for the LW/SCWRP and other related documentation to staff to determine overall compliance with the policy.

LW/SCWRP is applicable on Professional Service Contracts listed below that are \$25,000.00 or greater and have a contract term of three (3) months or more. The LW/SCWRP will apply to professional service contracts for Asphalt and Concrete Repair, Facility and Building Maintenance, Food Services, Janitorial and Custodial, Landscaping, Laundry Services, Moving Services, Office and Clerical (copier maintenance, facsimile maintenance, courier mailing, photographic, printing, collections), Parking Lot Management, Pest Control, Security, Street Sweeping,

Towing, Trash Collection, Tree Trimming, Weed Abatement and Debris Removal; and any other Service or labor determined by Metro's Board of Director, Executive Management and DEOD, to meet the intent of this Policy.

DEOD Staff will input current Living Wage hourly rates during the development of the Board Report. The policy guidelines are applicable from conception to completion of the service contracts, including change order and modification work.

**C. Prevailing Wage Applicability**

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

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

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

# METRO AGENCYWIDE FURNITURE AND MOVING SERVICES ITEM 2025-0071

Date: MARCH 20, 2025

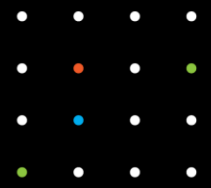


# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a five-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. PS125302000, for furniture, space planning, and installation services, to M3 Office Inc., for a Not-to-Exceed (NTE) amount of \$3,475,000.00 for the three-year base period, and \$1,075,000.00 for each of the two, one-year options, for a combined total of \$5,625,000.00 effective April 1, 2025, subject to the resolution of any properly submitted protest(s), if any.

# AWARD/PROPOSALS



## AWARDEE

M3 Office Inc.

## NUMBER OF PROPOSALS

2 Total; 1 Non-Responsive

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>M3 Office Inc.</b>				
<b>3</b>	Qualifications of the Firm	90.05	20.00%	18.01	
<b>4</b>	Qualification of Key Personnel	83.40	20.00%	16.68	
<b>5</b>	Understanding of the SOS and Proposed Approach	68.90	30.00%	20.67	
<b>6</b>	Price Proposal	100.00	30.00%	30.00	
<b>7</b>	<b>Total</b>		<b>100.00%</b>	<b>85.36</b>	<b>1</b>

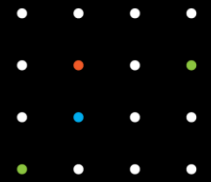
## DEOD COMMITMENT

8% DBE Commitment





# ISSUE AND DISCUSSION



## ISSUE

The current Metro furniture, space planning and installation services contract will expire on March 31, 2025.

## DISCUSSION

This will provide systems furniture for cubicles and offices throughout Metro facilities including USG Headquarters to accommodate new staff for service expansion as well as seamless replacement of existing components. This is an as-needed task-order based contract.



## Board Report

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File #: 2025-0096, File Type: Contract

Agenda Number: 24.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 20, 2025

**SUBJECT: METRO BIKE SHARE**  
**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 18 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) in the amount of \$8,357,384 to continue Metro Bike Share (MBS) program services increasing the total contract value from \$116,292,084 to \$124,649,468 and extend the period of performance by a total of 7 months from April 30, 2025 through November 30, 2025, inclusive of a base period of four months and three, one-month options; and
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

#### **ISSUE**

The Board approved Motion Item No. 41 by Directors Krekorian, Garcetti, Kuehl and Sandoval at its December 2021 meeting (Attachment A). Directive C of the motion requires that staff ensure uninterrupted bike share service as the next iteration of the MBS program is determined and executed. The current MBS contract with BTS is set to expire on April 30, 2025, and this extension is needed to ensure uninterrupted service until the award of the new multi-year contract, which is currently an active procurement.

#### **BACKGROUND**

The MBS program was launched in July 2016 in partnership with the City of Los Angeles. It continues to provide service to Los Angeles County residents with 225 stations located in the Downtown Los Angeles, Central Los Angeles, Hollywood, Westside, and North Hollywood areas. To date, over 2.6 million trips have been taken, 9.1 million miles have been traveled, and 8.6 million pounds of CO<sub>2</sub> have been averted through the use of MBS.

The program continues to see improvements overall. More than 519,000 rides were recorded in 2024, the highest annual ridership to date. This represents a 17% increase from the previous 12

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months. The number of pass holders continues to increase as well. During 2024, 30-Day and 365-Day passholders increased by 14%. During the last year, the number of pass holders with reduced fare passes increased by 39%. Reduced fare passes are offered to low-income individuals through EBT verification, and Metro's Low Income Fare is Easy (LIFE) program. They are also offered to seniors (62 years and over), students (16 years and over), and individuals with disabilities. Trips taken by reduced fare pass holders increased by more than 70,000 trips, or 77%, in the last 12 months. The number of trips taken per bike each day, an industry metric used to measure the effectiveness of bikeshare, also continues to increase, especially for pedal-assisted electric bikes (e-bikes). In December 2024, human-powered "classic" bikes reported 0.31 trips/bike/day, while e-bikes reported 3.79 trips/bike/day.

The MBS motion passed by the Board in December 2021 directed staff to take a series of actions focused on stabilizing the current program and preparing for the next iteration of bike share in Los Angeles County. In October 2022, the Board approved a new "privately owned - publicly managed (contracted)" bike share model.

..Discussion

### **DISCUSSION**

Based on the Board approved MBS model, staff conducted a procurement action to secure a new contract. The initial procurement was cancelled, and a new solicitation was prepared and issued on July 23, 2024. The new procurement is currently underway and subject to a communications blackout. Staff is requesting an extension of the current contract to allow for the completion of the procurement process, award of the new contract, and the transition of services. The current contract expires on April 30, 2025. If the Board approves the extension, the contract will end November 30, 2025, inclusive of three, one-month options.

Per the MOU with the City of Los Angeles, the City will provide 65% of the funds in support of ongoing operation and maintenance of MBS. Staff reviewed this item with the City of Los Angeles and has received their concurrence to proceed with the extension.

### **DETERMINATION OF SAFETY IMPACT**

Metro's safety standards will be improved through the approval of this recommendation by ensuring the continued operation of a safe and secure bike share program.

### **FINANCIAL IMPACT**

The cost of the extended contract is included in the FY25 Budget and FY26 Proposed Budget in Account 50316, Project 308010, and Cost Center 4540.

#### **Impact to Budget**

The funding sources for this expense consist of the City of Los Angeles subsidy, advertising/sponsorship, system user fees, and general funds. The general fund is eligible for bus

and rail operating projects and capital projects.

### **EQUITY PLATFORM**

The approval of this contract modification and extension will ensure Metro's ability to continue to operate and maintain a regional bike share program that is accessible to Los Angeles County residents. This contract extension will allow Metro to continue to provide current service to those who live and work within Equity Focus Communities (EFCs) in Downtown/Central Los Angeles, Westside, and North Hollywood. Currently, 47% of MBS stations are located in EFCs, and 40% of all trips are initiated from these stations. In addition, maintaining low bike share fares and ensuring that participants of the LIFE and Reduced Fare programs continue to have uninterrupted access to service with continued discounted fare media are critical components of this program. As mentioned, the number of pass holders with Reduced Fare passes increased in 2024 and now represents 39% of 30-Day and 365-Day pass holders. Participants with eligibility through California EBT represent 54% of all Reduced Fare passes, while students (16 years and over) represent 30%.

As part of the annual survey conducted by MBS, demographic data is collected. In 2024, and consistent with previous surveys, respondents to the survey were mostly male (61%) and Caucasian (44%), and most were younger than 50 years old (79%). However, one change observed was that just over half (52%) had incomes less than \$75K. This is an increase in individuals with lower incomes and is consistent with the growth observed in reduced fare passes.

This contract has a DBE commitment of 22.37% and is currently operating at a participation rate of 26.70%, exceeding the commitment by 4.33%

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. Metro conducted a preliminary analysis to show that the net effect of this item is to decrease VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. To date, more than 9.1 million miles have been traveled by MBS users, which represents a minimum reduction of approximately 1.9 million Vehicle Miles Traveled since the 2024 MBS survey results show that 22% of users would have driven their personal vehicles or used a taxi or equivalent vehicle to complete their travel if not for Metro Bike Share.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

MBS program supports the following Vision 2028 Strategic Plan Goals:

1. Provide a high-quality mobility option that enables people to spend less time traveling.
2. Deliver an outstanding trip experience for all users of the transportation system.
3. Enhance communities and lives through mobility and access to opportunity.
4. Transform LA County through regional collaboration and national leadership.
5. Provide responsive, accountable, and trustworthy governance within the organization.

### **ALTERNATIVES CONSIDERED**

The Board may choose not to authorize the requested action. This alternative is not recommended as this would not support the Board motion, would impact the stability of the program, and Metro's ability to provide uninterrupted MBS service. If the current contract is not extended, Metro Bike Share operations will end on April 30, 2025.

### **NEXT STEPS**

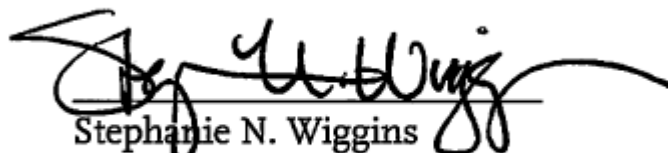
Upon Board approval, staff will execute Modification No. 18 to Contract No. PS272680011357 with BTS to continue MBS program services and extend the period of performance from April 30, 2025, through November 30, 2025, inclusive of three, one-month options.

### **ATTACHMENTS**

- Attachment A - Board Motion Item No. 41
- Attachment B - Procurement Summary
- Attachment C - Contract Modification/Change Order Log
- Attachment D - DEOD Summary

Prepared by: Paula Carvajal-Paez, Senior Director, Shared Mobility, (213) 922-4258  
Ken Coleman, Executive Officer, Shared Mobility, (213) 922-2951  
Shahrzad Amiri, Deputy Chief Operations Officer - Shared Mobility, (213) 922-3061  
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

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



Stephanie N. Wiggins  
Chief Executive Officer

**Board Report**

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**File #:** 2021-0743, **File Type:** Motion / Motion Response**Agenda Number:** 41.

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**EXECUTIVE MANAGEMENT COMMITTEE  
NOVEMBER 18, 2021****Motion by:****DIRECTORS KREKORIAN, GARCETTI, KUEHL, AND SANDOVAL**

## Improving the Effectiveness and Sustainability of Metro Bike Share

Metro Bike Share, a county-wide bike share program, launched in 2016. Since then, Metro has had over 3,300 bicycles in the system, consisting of a mix of Classic, Smart, and E-bikes.

Currently, Metro only has 38% of the total original fleet remaining in operation. Metro Bikes have been targets of theft, and rates of fleet loss ebb and flow as new methods of theft are discovered and addressed. The Metro Bike Share team has increased efforts to recover lost and stolen bicycles but this is not sustaining the fleet and the program does not have an established fleet replenishment strategy. As a result, fewer Metro Bikes are available for use, which degrades the quality of service available to the public.

Affordable, accessible public transportation and active transportation options such as Metro Bike Share are a cornerstone of meeting our region's climate goals. As local jurisdictions in the County continue expanding bicycle infrastructure and mobility options to meet climate goals and improve the quality of life for residents, a successful and sustainable Metro Bike Share program is more important than ever.

**SUBJECT: IMPROVING THE EFFECTIVENESS AND SUSTAINABILITY OF METRO BIKE SHARE**

**RECOMMENDATION**

APPROVE Motion by Directors Krekorian, Garcetti, Kuehl, and Sandoval that the Board direct the Chief Executive Officer to report back in 90 days on:

- A. An action plan to stabilize the current fleet size including actions for how to identify, prioritize, and address new mechanisms of theft as they arise.
- B. An action plan to address equitable access in the current program and in any future form of the program. This plan shall include recommendations on issues such as serving people who may be unbanked, addressing the digital divide, and keeping fare cost low.

- C. A plan to provide uninterrupted service as the next iteration of the program is determined and executed.
- D. A plan to convene an industry forum (as was performed for Metro Micro) to bring together academics, cities with existing bike share programs, community stakeholders, and industry experts to provide recommendations on advancing Metro Bike Share beyond the current contract in one of several forms including but not limited to:
1. Continuing Metro Bike Share as a contracted service,
  2. Operating the program In-house with Metro employees,
  3. A private-sector model with financial subsidy provided by Metro.
- E. Performing a market survey to identify best practices and business models among existing bike-share systems in the US, and comparable global systems (e.g., Paris, London, Barcelona, Madrid, and Mexico City), and to develop comparative data on subsidy cost per ride, total ridership, size of fleet, vehicle technology, theft and damage loss and prevention, and alternative financing sources like sponsorship and advertising.
- F. Recommendations for continuing and evolving the Metro Bike Share program to meet the goals of the agency, with countywide stakeholder engagement and consideration of cost-sharing, with the goal of expanding service area and local participation to all subregions in the County. These recommendations should include eligible local, state, and federal funding sources for capital and operations budgets, as well as legislative opportunities to expand such funding eligibility.

## PROCUREMENT SUMMARY

## METRO BIKE SHARE/PS272680011357

1.	<b>Contract Number:</b> PS272680011357		
2.	<b>Contractor:</b> Bicycle Transit Systems, Inc.		
3.	<b>Mod. Work Description:</b> Continuation of services for the Metro Bike Share Program through November 30, 2025.		
4.	<b>Contract Work Description:</b> Metro Bike Share Program		
5.	<b>The following data is current as of:</b> 1/31/25		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	06/25/15	<b>Contract Award Amount:</b> \$11,065,673
	<b>Notice to Proceed (NTP):</b>	07/31/15	<b>Total of Modifications Approved:</b> \$105,226,411
	<b>Original Complete Date:</b>	07/29/22	<b>Pending Modifications (including this action):</b> \$8,357,384
	<b>Current Est. Complete Date:</b>	11/30/25	<b>Current Contract Value (with this action):</b> \$124,649,468
7.	<b>Contract Administrator:</b> Lily Lopez		<b>Telephone Number:</b> (213) 922-4639
8.	<b>Project Manager:</b> Paula Carvajal		<b>Telephone Number:</b> (213) 922-4258

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 18 issued in support of the Metro Countywide Bike Share program to ensure uninterrupted service until the award of the new contract. This modification will extend the period of performance from April 30, 2025 through November 30, 2025, for a total of seven months, inclusive of three, one-month options.

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

On June 25, 2015, the Board approved firm fixed price Contract No. PS272680011357 to Bicycle Transit Systems, Inc. for the equipment, installation and operations of the Metro Bike Share Phase I Pilot in the amount of \$11,065,673 for a two-year period.

Seventeen modifications have been issued to date.

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



**B. Cost Analysis**

The recommended amount has been determined to be fair and reasonable based on an Independent Cost Estimate (ICE), cost analysis validating the level of effort, existing overhead rate, other operational costs based on market conditions, a reduction in profit, and technical analysis.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Modification Amount</b>
\$8,357,384	\$8,608,106	\$8,357,384

The variance between the ICE and recommended amount is due to Metro not accounting for a reduction in profit.

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## METRO BIKE SHARE/PS272680011357

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>Amount</b>
1	Addition of Sponsorship Broker Agreement	Approved	12/30/15	\$0
2	Additional Support for Phase I – Downtown Los Angeles	Approved	06/06/16	\$108,656
3	Addition of 2 Subcontractors	Approved	07/07/16	\$0
4	Extend Phase I (Downtown Los Angeles Pilot), expand and accelerate Phase II (Pasadena) and Phase III (Venice and Port of Los Angeles)	Approved	11/07/16	\$42,618,583
5	Update Exhibit A-1 Milestone Payment Schedule	Approved	03/22/17	\$0
6	Addition of TAP Integration Step 3	Approved	05/31/17	\$610,076
7	Extend and activate Phase III and Phase IV	Approved	10/08/18	\$34,598,747
8	Added Metro Countywide Bike Share Greenhouse Gas Reduction Fund (GGRF) Grant	Approved	12/06/18	\$6,342,126
9	Revised SOW and Milestones	Approved	12/14/18	\$0
10	Reallocation of bikes and update milestones	Approved	08/21/21	\$0
11	Extended period of performance (POP) through 7/29/23, purchase new bicycles to replenish and stabilize the on-street bicycle fleet, purchase and install GPS equipment, and maintain a 10% inventory.	Approved	05/03/22	\$15,250,213
12	Extended POP through 12/31/23.	Approved	05/25/23	\$5,698,010

13	Extended POP through 4/30/24.	Approved	11/02/23	\$0
14	Extended POP through 6/30/24.	Approved	12/21/23	\$0
15	Extended POP through 8/30/24.	Approved	03/07/24	\$0
16	Extended POP through 3/31/25.	Approved	07/23/24	\$0
17	Extended POP through 4/30/25.	Approved	12/11/24	\$0
<b>18</b>	Extend POP through 11/30/25 for a total of seven months (inclusive of three, one-month options).	<b>Pending</b>	<b>Pending</b>	<b>\$8,357,384</b>
	<b>Modification Total:</b>			<b>\$113,583,795</b>
	<b>Original Contract:</b>		<b>06/25/15</b>	<b>\$11,065,673</b>
	<b>Total:</b>			<b>\$124,649,468</b>

**DEOD SUMMARY**

**METRO BIKE SHARE/PS272680011357**

**A. Small Business Participation**

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment. Based on payments, the project is 95% complete and the current DBE participation is 26.70%, exceeding the commitment by 4.33%.

<b>Small Business Commitment</b>	<b>22.37% DBE</b>	<b>Small Business Participation</b>	<b>26.70% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Accel Employment Services	Asian-Pacific American	15.28%	11.27%
2.	Bike Hub	Asian-Pacific American	5.48%	14.40%
3.	Say Cargo Express	Hispanic American	0.68%	0.23%
4.	Toole Design Group, LLC	Non-Minority Female	0.93%	0.80%
	<b>Total</b>		<b>22.37%</b>	<b>26.70%</b>

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

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

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

**C. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this project. DEOD will continue to monitor contractors' compliance with the State of California Department of Industrial

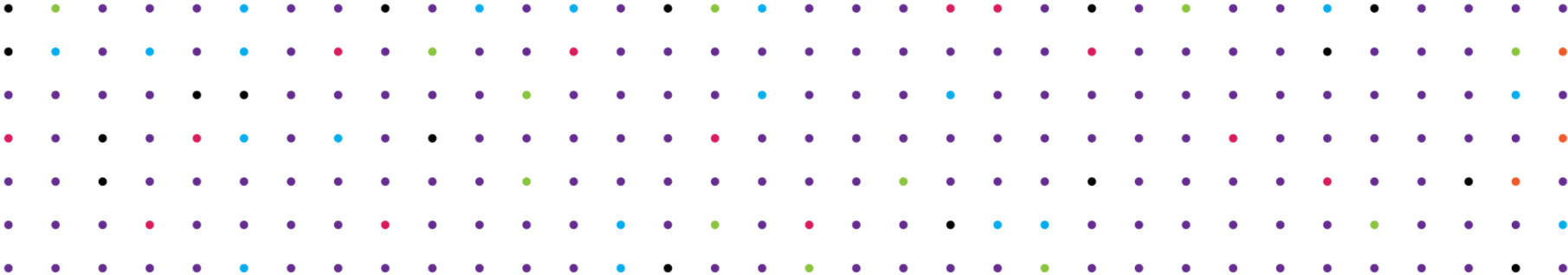
Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

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

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

# METRO BIKE SHARE

March 20, 2025



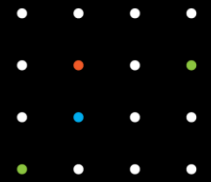
# RECOMMENDATION



AUTHORIZE the Chief Executive Officer (CEO) to:

- a. EXECUTE Modification No. 18 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) in the amount of \$8,357,384 to continue Metro Bike Share (MBS) program services increasing the total contract value from \$116,292,084 to \$124,649,468 and extend the period of performance by a total of 7 months from April 30, 2025 through November 30, 2025, inclusive of a base period of four months and three one-month options; and
- b. EXECUTE individual contract modifications within the Board approved contract modification authority.

# ISSUE & DISCUSSION



## AWARDEE

Bicycle Transit Systems, Inc.

## NUMBER OF BIDS

One (1) bid received – This is a modification to an existing contract

## DEOD COMMITMENT

DBE commitment – 22.37%

## ISSUE

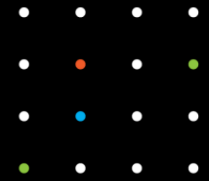
The current contract expires April 30, 2025, and this extension ensures uninterrupted service until the award of the new multi-year contract, which is in procurement.

## DISCUSSION

The modification will extend the contract term 7 months, inclusive of a base period of four months and three one-month options. The new term ends November 30,



# PROGRAM OVERVIEW



- Program launched July 2016
- Three service areas:  
Downtown/Central LA (including Hollywood), Westside and North Hollywood
- Inventory: 225 stations; 1,800 bikes (approximately 15% Electric)
- To date:
  - 2.6 million trips
  - 9.1 million miles traveled
  - 364 thousand passes sold
  - 8.6 million lbs. emissions reduced



# RIDERSHIP OVERVIEW

- Approximately 520,000 trips taken in 2024, the highest annual ridership to date, and 17% increase from last year.
- 30-Day & 365-Day passholders grew 14%.
- Reduced fare (RF) passes increased by 39%
  - RF passes include: EBT verification, Metro's LIFE program, seniors (62+), students (16+), and individuals with disabilities.
  - Trips taken by RF passholders grew 70,000.





**Board Report**

**File #:** 2025-0180, **File Type:** Motion / Motion Response

**Agenda Number:** 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MARCH 20, 2025**

**SUBJECT: QUARTERLY UPDATE ON TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT (TCPSPD) IMPLEMENTATION PLAN**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE the quarterly update on the Transit Community Public Safety Department (TCPSPD) Implementation Plan.

**ISSUE**

In alignment with Metro’s mission and comprehensive safety and security framework, staff continues to implement the plan to stand up Metro’s TCPSPD. This report serves as a status report to the Board. In addition, the hiring and recruitment process for sworn and non-sworn staff necessary to stand up the new TCPSPD is a multi-step process that requires agreements with a myriad of vendors and agencies.

**BACKGROUND**

At its June 2024 meeting, the Board adopted the TCPSPD Implementation Plan and approved the department’s phased establishment over five years. The Board directed staff to report quarterly on the implementation progress.

Phase One (transition planning) activities are currently underway and include establishing a transition team, recruiting the Chief of Police position, formulating hiring and recruitment strategies for sworn officers and non-sworn positions, and developing procurement and facility plans.

**DISCUSSION**

Following the Board’s approval of the Implementation Plan, Metro’s CEO assembled an interdepartmental task force to support the program rollout. This task force is composed of members of Metro’s key departments, including Homeless Outreach Management and Engagement, Customer Experience, System Security and Law Enforcement, Chief People Office, Vendor/Contract Management, the Office of the Chief of Staff, and the Office of Management and Budget. Additionally, the CEO brought on a consultant to oversee and coordinate all activities related to standing up the

TCPD. This team meets bi-weekly to coordinate efforts and ensure that progress is being made implementing all work plan elements. A summary of progress made since the last quarterly report is detailed below.

### ***Transition Team Advisory Group***

The CEO assembled an advisory board of highly qualified professionals to form the TCPD Transition Team Advisory Group. The transition team members provide strategic advice on program/policy development, training, and operational protocols. The Advisory Group includes national experts from diverse fields with extensive experience in law enforcement, mental health, social services, and public safety reform.

A kickoff meeting for the Transition Team Advisory Group was held on January 24, 2025. Metro staff provided a system tour and an overview of Metro's current public safety model. Advisory Group members met with key Metro staff and learned more about the implementation plan, roles and responsibilities of the various security units as well as current homeless outreach and crisis intervention efforts.

A recruitment workshop was held with two members of the Transition Team Advisory Group (former police chiefs), Chief Bar (the current police chief of the Whittier Police Department), and Metro staff. This workshop discussed the hiring and recruitment process for sworn officers, what steps might require new contracts with outside vendors, incentives the various law enforcement agencies are offering to recruit officers, as well as strategies and best practices to expeditiously bring the best recruits onboard.

The Transition Team Advisory Members will meet regularly with Metro staff to provide input and feedback into the development of training policies, crisis intervention strategies and policies, hiring and recruitment processes, key performance indicators and other metrics of success to ensure that the TCPD holistically meets the needs of riders, employees, and the community.

### ***Hiring and Recruitment Progress***

#### ***CalPERS Safety Retirement Benefits***

Establishing a safety retirement plan is essential to successfully standing up the new TCPD. Police and safety personnel serve in specialized roles that require a specific pension plan designed for law enforcement. As TCPD will be a new department within the agency, the current pension plans offered by Metro are outside of the required safety category. Metro submitted a request to CalPERS to initiate a new safety pension plan. CalPERS determined that the new TCPD qualifies under the safety plan category and presented Metro with three retirement formulas for consideration. Metro staff worked with the Office of Management and Budget, Labor Relations and County Counsel to align a pension plan formula that would fit within the projected budget for the new TCPD but that would be competitive with pension plans offered by other police departments around the state. At its February 2025 meeting, the Board approved the recommended formula of 2.7% at age 57 for the retirement plan for police members. Following this action by the Metro Board, the Resolution of Intent to adopt the new pension plan and contract amendment with CalPERS was adopted by the Public Transportation Services Corporation (PTSC) Board at its Board meeting also held last month. This is

a multi-step process and requires a second PTSC Board meeting to formally adopt the Plan and Contract Amendment. This meeting is scheduled for March 25, 2025, and the Plan is scheduled to become effective March 30, 2025.

### *Executive Recruitment*

The first TCPD hire will be the Chief of Police, who will report directly to the CEO. This leadership position will set the stage for subsequent efforts to recruit sworn and non-sworn TCPD personnel. Metro retained Public Sector Search and Consulting (PSSC), a firm that specializes in nationwide recruiting for public safety leadership positions. Metro held several employee, public, and business listening sessions to solicit input and feedback on the leadership qualities they would like to see in a Chief of Police. Metro staff also provided updates on the process to the Community Advisory Committee, Technical Advisory Committee, Aging and Disability Transportation Network, Women & Girls Governing Council, Community Advisory Council, and other stakeholder groups. Meetings were also held with Metro Board members to get additional input and feedback.

The Chief of Police position was posted on December 30, 2024, and will remain open until filled. Candidates will be screened and vetted through interviews. The Chief of Police is expected to be selected and onboard in the Spring of 2025.

### *Hiring and Recruitment of Sworn Officers*

Metro staff has also started formulating job descriptions and researching salary ranges and benefit packages for sworn officers so that hiring may commence once the Chief of Police is selected. Job descriptions will continue to evolve; however, staff has commissioned outside consultants to conduct market research on the salaries and benefits of similar positions across the State so that there is no delay in the hiring process. Performing this market analysis is crucial to ensure that Metro attracts and retains the highest quality candidates.

Recruitment and hiring of sworn officers is increasingly competitive across the state of California. Furthermore, the hiring process is a multi-step process that can take between four-six months for each candidate. In addition to the recruitment workshop discussed above, Metro staff also met with the Chief of Police of the City of Menifee and his leadership team to discuss their experiences with recruitment and hiring, procurement, and lessons learned. The City of Menifee stood up their own police department in the last five years, and they were forthcoming in sharing the challenges, recommendations, procurement approaches, and hiring and recruitment strategies they used to start up a new police department.

### **Procurement**

Staff has developed a comprehensive procurement approach to ensure that Metro can acquire the necessary resources and tools to stand up the new department. This multi-year strategy includes utilizing existing contracts, piggybacking on other competitively bid contracts executed by other agencies, utilizing state contracts, as well as developing scopes of work that will be used for competitive procurements. Staff is developing a full inventory and procurement approach for all equipment and services, including a schedule and cost for each item needed to stand up the new TCPD.

When Metro met with police agencies such as Whittier, Menifee, and BART, all of the agencies conveyed that one of the biggest challenges they face is in the area of recruitment and hiring. These departments shared best practices and industry standards for all steps in the hiring process. These industry standards include issuing contracts for certified and approved vendors who provide pre-hiring services such as background investigations, psychological evaluations, polygraph tests, and medical and written assessments. Many police agencies in California use specific firms to perform these services, and the Commission on Peace Officers Standards and Training (POST) has certified firms that police departments must use for certain services, such as psychological assessments.

Because the pre-hiring process can take between four to six months before an officer is even given a conditional offer, and because there will be a need to send new recruits to police academies which takes another six months, staff want to ensure that all contracts and services are in place to start the hiring process when a Chief of Police is selected. Further, before a recruit attends the police academy, that recruit must have a firearm, and after graduating, the new hire must have a uniform and utility gear (i.e., baton, ballistic vest, etc.) before being able to start work. Attachment A provides a list of services necessary for the recruitment and hiring process that must be executed by the CEO before hiring can commence.

Staff anticipates returning to the Board in the coming months with recommendations to enter into contracts for other long-lead items.

### ***Emergency Security Operations Center (Metro Center)***

The Emergency Security Operations Center (ESOC) is near full completion, with one punch list item tentatively to be completed by mid-March. This timing includes awaiting the delivery of a new part, installation, programming, and testing by Metro Rail Communications. From there, Metro staff and law enforcement will conduct a series of training, tabletops, and exercises to work through daily scenarios (calls for service, fire response, serious incident), communication drills, dispatch protocols, and incident response in a constant unified command security operations environment.

In addition, staff is working to ensure that each console in the ESOC is fitted properly for each public safety role within the Security Operations Center (SOC) to ensure seamless operations for Transit Ambassadors, law enforcement contract services, transit security, contract security, crisis intervention specialists, and homeless outreach. Staff are also identifying additional opportunities to incorporate communications with the Long Beach Police Department, with their contract service concluding at the end of March, to ensure a seamless relationship as Metro assumes control over the eight stations within the Long Beach area.

The opening date for the ESOC is slated between late March and early April. Staff is working on integrating all bus and rail camera network feeds to mirror the capabilities currently available in the USG Gateway SOC today. In addition, staff are working on integrating physical security alerts from facilities, SCADA, and critical infrastructure with the goal of enhancing situation awareness to every Metro facility and asset. These enhancements, in addition to the integration of capabilities such as drones to combat copper theft, will strengthen Metro's holistic approach to safety and the ability to support critical incidents, natural disasters, and special events.

### ***Crisis Interventionist and Crisis Response Teams***

As reported last quarter, staff has initiated several key steps in the development of the crisis response program that will be housed in the TCPSPD to support the provision of a care-based response to individuals suffering from mental crisis on the Metro system. Staff has continued a review of evidence-based practices for community-based crisis intervention. Police-Mental Health Collaboration (PMHC) is a broad framework that promotes a reduction of force, redirects people from the criminal justice system toward mental health care, and enhances overall safety. A variety of communities utilize programs under the PMHC umbrella, and staff engaged several of them, including LAPD's Mental Evaluation Unit (MEU), LA Sheriff's Mental Evaluation Team (TMET), LA Department of Mental Health's Emergency Outreach and Triage Division, Bay Area Rapid Transit (BART), and Eugene, Oregon's CAHOOTS program. Staff plans to make site visits to BART and CAHOOTS in the near future to participate in in-depth discussions with their staff as well as joining their teams for ride-alongs to make firsthand observations. LAPD's MEU currently provides POST-certified Mental Health Intervention Training (MHIT) to officers, and they have shared the training manual and POST certification requirements with Metro staff. They have also extended invitations for Metro staff to attend these trainings this month.

Staff has also drafted the job descriptions of four crisis intervention positions for review and consideration. The crisis response teams are in addition to Metro's contracted homeless outreach teams, and will be focused on addressing mental health crises.

### **DETERMINATION OF SAFETY IMPACT**

The TCPSPD will improve safety as it will allow for increased visibility, better accountability and enhanced community engagement across the entire Metro transit system.

### **EQUITY PLATFORM**

An in-house TCPSPD would empower Metro with the authority to implement safeguards, oversight, and training of officers based on agency priorities and values, promoting the equitable treatment of all riders and respect in accordance with the Board-approved Bias-Free Policing Policy. Further, an in-house TCPSPD would allow for a transit policing style of engaged visibility, where officers are more visible across the system, thus increasing the feeling of safety for Metro riders and employees. The TCPSPD will ensure a comprehensive approach to public safety that prioritizes care, compassion, and community collaboration. This holistic strategy not only addresses safety concerns but also fosters equity and collaboration with marginalized communities to improve public safety on the transit system.

As part of Phase One of the implementation plan, the recruitment of the Chief of Police has begun, and Metro gathered input and feedback on desired leadership qualities through several employee, public, and business listening sessions, where Spanish translation services were provided to the public. In addition to providing regular updates to Metro's advisory groups, staff developed a communications plan, which includes a newsletter on TCPSPD progress updates to employees and a

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dedicated email to accept any questions. An interest form was also posted on the Metro website for easy access to those interested in becoming a TCPSP officer.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve and further encourage transit ridership through enhancing safety on our system and providing an improved customer experience. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

The recommendation supports strategic plan goal 2.1 of committing to improving security. Based on the In-House Public Safety Feasibility Study findings, transitioning to an in-house TCPSP would enhance safety.

### **NEXT STEPS**

Staff will continue to actively engage employees and the public during the implementation of the TCPSP. Staff will report back to the Board quarterly with progress updates.

### **ATTACHMENTS**

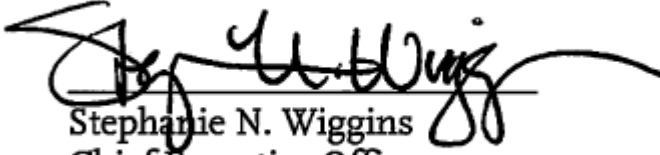
Attachment A - Anticipated Hiring and Recruitment Contracts: 5-Year Projection

Prepared by: Nancy Felix, Deputy Executive Officer, System Security and Law Enforcement (213) 922-7011

Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

Reviewed by: Kenneth Hernandez, Chief Transit Safety Officer (Interim), (213) 922-2290





Stephanie N. Wiggins  
Chief Executive Officer

## Anticipated Hiring and Recruitment Contracts: 5-Year Projection\*

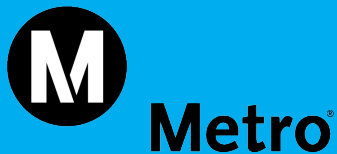
<b>Item</b>	<b>Estimated Cost</b>
Background Investigations	\$1,530,000
Psychological Evaluation	\$872,000
Written Assessments/Multiple Choice	\$436,000
Medical Clearance	\$268,000
Polygraph	\$335,000
Physical Agility Tests	\$201,000
Police Academy	\$5,000,000
Uniforms and Utility Accessories	\$4,500,000
Firearms and ammunition (necessary to attend the academy)	\$700,000
<b>Total</b>	<b>\$13,842,000</b>

\* Includes annual escalation



# Quarterly Update on Transit Community Public Safety Department (TCPSPD) Implementation Plan

*Operations, Safety, and Customer Experience Committee Meeting  
March 20, 2025*



# Transition Team Advisory Group

**The Advisory Group includes national experts from diverse fields with extensive experience in law enforcement, mental health, social services, and public safety reform.**

- Kickoff meeting was held on January 24, 2025.
  - Metro staff provided members with a system tour and an overview of Metro's current public safety model.
- The Transition Team Advisory Members will meet regularly with Metro staff to provide input and feedback on:
  - The development of training policies
  - Crisis intervention strategies and policies
  - Hiring and recruitment processes
  - Key performance indicators



# CalPers & Chief of Police

## CalPERS Safety Retirement Benefits

- Staff recommended a formula of 2.7 at 57 for the retirement plan for police members.
- The Resolution of Intent was adopted by the Public Transportation Services Corporation (PTSC) Board at its February Board meeting.
- A second PTSC Board meeting to formally adopt the Plan and Contract Amendment is scheduled for March 25, 2025, and **the Plan is scheduled to become effective March 30, 2025.**

## Executive Recruitment – Chief of Police

- Metro retained Public Sector Search and Consulting (PSSC) for recruiter services.
- Position was posted on December 30, 2024, and will remain open until filled.
- **The Chief of Police is expected to be selected and onboarded in the spring of 2025.**

# Sworn Officers & Crisis Response Teams

## Hiring & Recruitment of Sworn Officers

- Staff started formulating job descriptions and developing salary ranges and benefit packages so that hiring may commence once the Chief of Police is selected.

## Crisis Interventionist & Crisis Response Teams

- Police-Mental Health Collaboration (PMHC) is a framework that promotes a reduction of force and redirects people from the criminal justice system toward mental health care.
  - Staff has engaged partners such as LAPD's Mental Evaluation Unit, LASD's Mental Evaluation Team, and Bay Area Rapid Transit, who use programs under the PMHC umbrella.
- Staff plans to make site visits to BART and CAHOOTS and participate in ride-alongs.
- Job descriptions have been drafted for crisis intervention positions. **The goal is to hire the Clinical Supervisor position by July.**

# Procurement

- A multi-year strategy that includes:
  - Utilizing existing contracts
  - Piggybacking on other competitively bid contracts executed by other agencies
  - Utilizing state contracts
  - Developing scopes of work that will be used for competitive procurements
- Staff is developing a full inventory and procurement approach for each item needed to stand up the new TCPD.
  - **Staff anticipates returning to the Board in the coming months with recommendations to enter into contracts for other long-lead items.**

# Next Steps

- Continue to actively engage employees and the public during the implementation of the TCPSPD.
- Fill the Chief of Police position by spring of 2025.
- Prepare recommendations to enter contracts for long-lead items that will be needed by the TCPSPD.





**Board Report**

**File #:** 2025-0097, **File Type:** Informational Report

**Agenda Number:** 26.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MARCH 20, 2025**

**SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**ISSUE**

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

**BACKGROUND**

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

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

**DISCUSSION**

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

focused specifically on protecting our customers and employees by preventing and addressing crime on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

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

## OVERVIEW

In January, California declared a state of emergency due to the devastating Pacific Palisades and Eaton wildfires. To ensure residents could travel safely to reunite with loved ones, reach shelters, attend work or school, and deliver essential donations, Metro provided free fares from January 8 to January 26 while wildfire conditions persisted.

Despite the impacts to bus service due to the fires, Metro ridership increased by 0.54% this month compared to January of the previous year (25,358,363 vs. 24,147,542). This marked the 26<sup>th</sup> consecutive month of year-over-year ridership growth.

## SPECIAL INITIATIVES

### ***Station Experience Updates***

As part of Metro's commitment to safety and its continued efforts to ensure the system is used for its intended purpose, the agency partners with city officials and community groups, including neighborhood councils and local businesses, to find bespoke solutions to address the differing challenges at various stations. Attachment A describes the most recent initiatives Metro's Station Experience team has implemented, including:

- Throne Bathrooms expand to more stations with over 1,400 uses in the first week
- Parking Lot User Safety (PLUS) Program brightens the Harbor Gateway Transit Center

### ***Public Safety Surge Update***

In May 2024, the Board directed staff to increase the number of public safety personnel deployed and visibly present on buses, trains, and at stations (Motion 31; Attachment B).

In January 2025\*:

- Law enforcement personnel reported 90 crimes and made 473 arrests.
- Reported trespassing crimes continued to decline, decreasing by 45% in January compared to December (24 vs. 44).
- There was a 29% decrease in arrests in January compared to December (473 vs. 670).
- Arrests for outstanding warrants fell 39% from December to January (118 vs. 194).
- Reports of crimes related to Narcotics declined 34% during this period (27 vs. 41).

*\*From January 8 to January 26, Metro provided free fares on trains and buses during the wildfire crisis in Los Angeles County, which contributed to the decrease in reported crimes and arrests this month.*

CRIMES & ARRESTS BY SURGE PERSONNEL				
	DECEMBER 2024		JANUARY 2025	
INCIDENT TYPE	CRIME	ARREST	CRIME	ARREST
Agg Assault	0	1	0	0
Arson	0	0	0	0
Assault on Operator	0	0	0	0
Battery	1	1	0	1
Battery on Operator	0	0	0	0
Bike Theft	0	0	0	0
Burglary	0	0	0	0
Larceny	0	0	1	0
Narcotics	41	55	27	44
Released from Custody*	0	283	0	220
Robbery	0	0	0	0
Trespassing	44	115	24	72
Vandalism	1	1	0	0
Warrants	0	194	0	118
Weapons	6	7	3	6
Other	14	13	35	12
<b>TOTAL</b>	<b>107</b>	<b>670</b>	<b>90</b>	<b>473</b>

*\*Released from Custody (RFC) is when a suspect is detained and then released on the spot; they are not booked but the incident is still counted as an arrest.*

## SYSTEMWIDE CRIME STATS

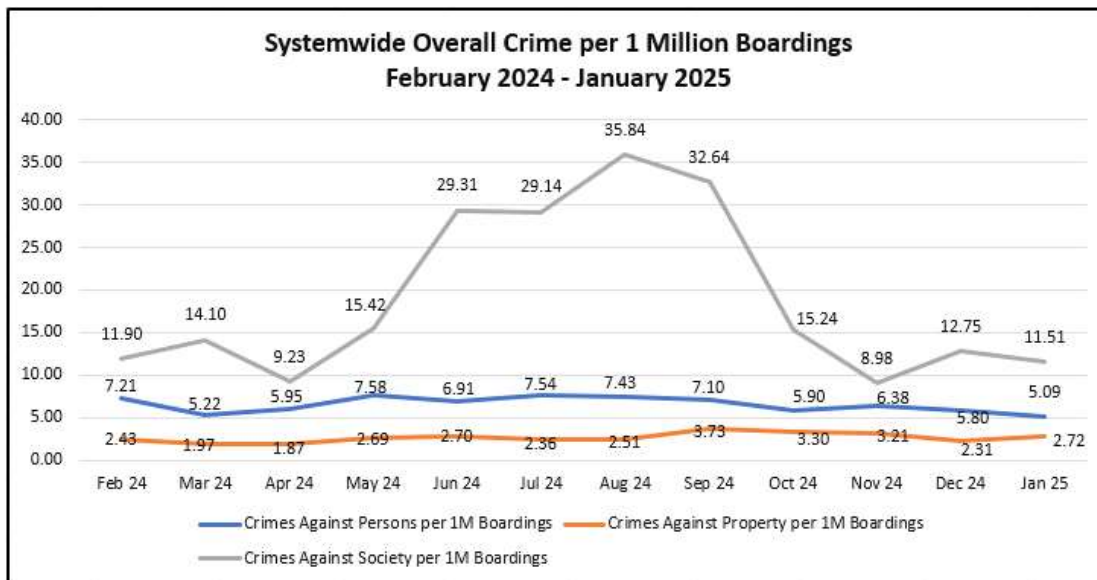
### January 2025 vs. December 2024

- Crimes Against Persons decreased by 10.3% in January 2025 compared to December 2024 (129 vs. 148).
  - On the rail system, Crimes Against Persons decreased by 5.4% (70 vs. 74) due to decreases in aggravated assaults (12 vs. 21) and robberies (9 vs. 12).
  - On the bus system, Crimes Against Persons decreased by 20.3% (59 vs. 74), mainly due to fewer aggravated assaults (21 vs. 16) and batteries (37 vs. 29).
- Crimes Against Property systemwide increased by 16.9% when comparing January 2025 to December 2024 (69 vs. 59).
  - On the rail system, an increase in thefts (38 vs. 33) contributed to a 32.5% increase (53 vs. 40) in property crimes.
  - On the bus system, these incidents decreased by 15.8% (16 vs. 19) due to decreased vandalism (4 vs. 13).
- Crimes Against Society decreased by 10.2% in January compared to December (292 vs. 325).
  - On the rail system, Crimes Against Society decreased by 5.3% (268 vs. 283) due to decreases in narcotics (107 vs. 139) and weapons (17 vs. 30).
  - On the bus system, Crimes Against Society decreased by 42.9% (24 vs. 42) due to decreases in narcotics (14 vs. 33) and trespassing (3 vs. 4).

Despite the increase in Crimes Against Property in January compared to December, the monthly average of Crimes Against Property in the last three months of 2024 was higher than the total in

January 2025 (79 vs. 69). Also, Crimes Against Property in January is on par with the monthly average for 2024 (69 vs. 68). More information can be found in Attachments C, D, E, and F.

The following chart compares Crimes Against Persons, Property, and Society crime data per one million boardings.



In January 2025, Crimes Against Persons per one million boardings decreased by 12.4% compared to December 2024 (5.09 vs. 5.80) and decreased by 20.6% compared to January 2024 (5.09 vs. 6.41). Crimes Against Property per one million boardings increased by 17.6% compared to December 2024 (2.72 vs. 2.31) and increased by 12.7% compared to January 2024 (2.72 vs. 2.41). Crimes Against Society per one million boardings decreased by 9.7% compared to December 2024 (11.51 vs. 12.75) and decreased by 39.9% compared to January 2024 (11.51 vs. 19.15).

**FRONTLINE EMPLOYEE SAFETY**

As the table below shows, assaults on Metro employees and contractors increased by 9.5% in January compared to the previous month.

Assaults on Metro Employees & Contractors		
Type	Dec-24	Jan-25
Bus Operators	5	6
Rail Operators	0	0
Metro Transit Security Officers	1	0
Contract Security Officers	10	11
Ambassadors	5	3
Blue Shirts	0	0
Custodians	0	3
<b>Total</b>	<b>21</b>	<b>23</b>

**Operator Safety**

Metro’s law enforcement partners reported six operator assaults in January, a slight increase from December (6 vs. 5). Using physical force (e.g., punch, slap, kick), spitting, and using a weapon were the methods of assaults on operators in January. Of the six assaults reported, three reported a bus barrier in use, and three occurred outside of the operator area. The three assaults that occurred despite a bus barrier in place occurred when the suspects sprayed a liquid or spat through the gap between the fare box and barrier or banged on the barrier several times.

Figures A and B provide context on operator assaults in January compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively. Details of the assaults can be found in Attachment G.

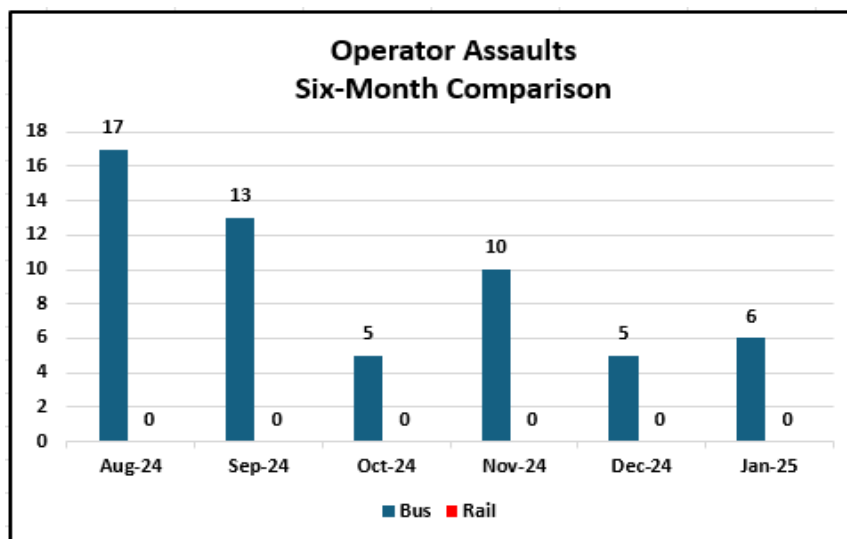


Figure A: Operator Assaults Six-Month Comparison

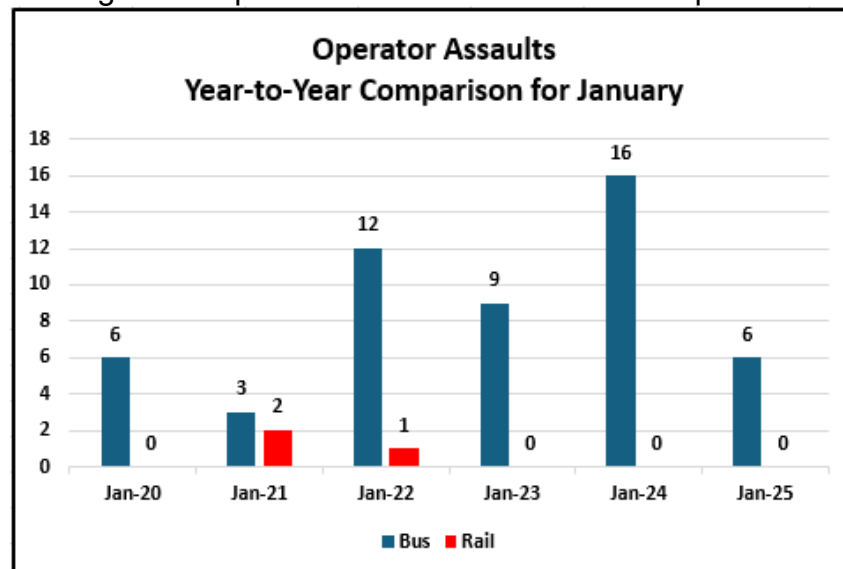


Figure B: Operator Assaults Year-to-Year Comparison

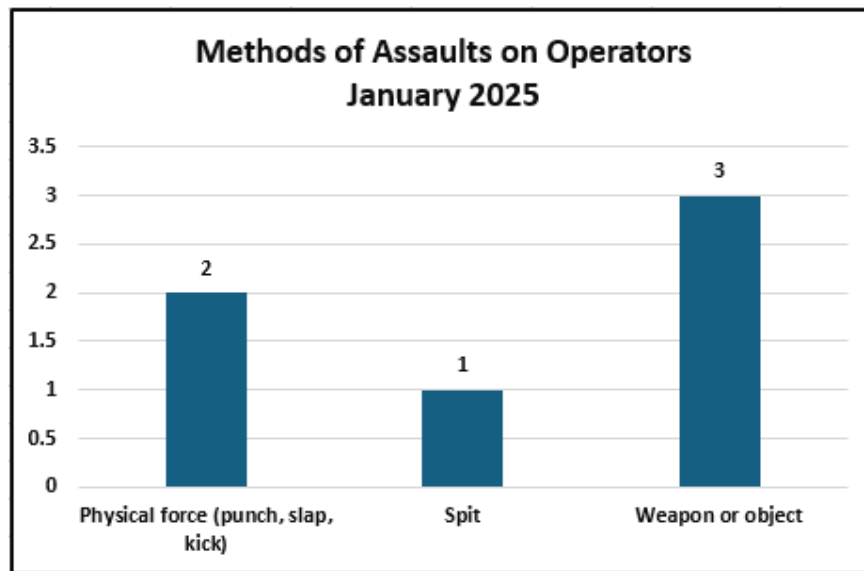


Figure C: Methods of Assaults on Operators

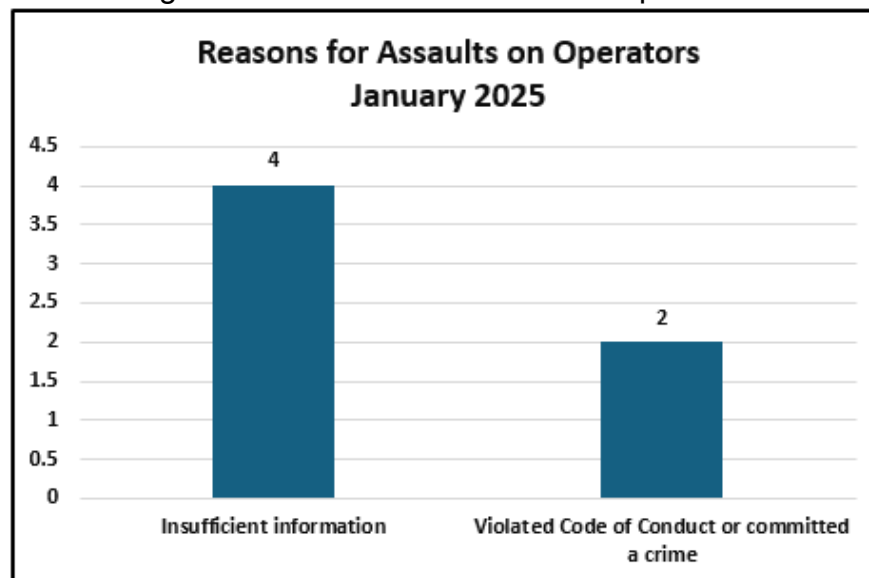


Figure D: Reasons for Assaults on Operators

### **Other Frontline Staff Safety**

Assaults on frontline staff (all Metro personnel excluding operators) increased from 16 in December to 17 in January. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to spitting, throwing objects, and brandishing a weapon.

Assaults on security officers tend to involve physical altercations because they usually approach individuals asking them to adhere to the Code of Conduct, which often results in a confrontational or resistive reaction from the suspect. LASD provided enhanced training to include officer safety, de-escalation, arrest laws, and customer service. In addition, Contract Security increased its training program to align with its new responsibilities and reduce officer assaults.

For other frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults tend to be unpredictable and involve random displays of aggression such as spitting, verbal threats, or throwing objects and liquid. However, they may also be physically assaulted. All frontline staff complete de-escalation training to better handle situations with uncooperative or aggressive individuals. Methods of assaults and reasons for assaults are illustrated in Figures E and F, respectively.

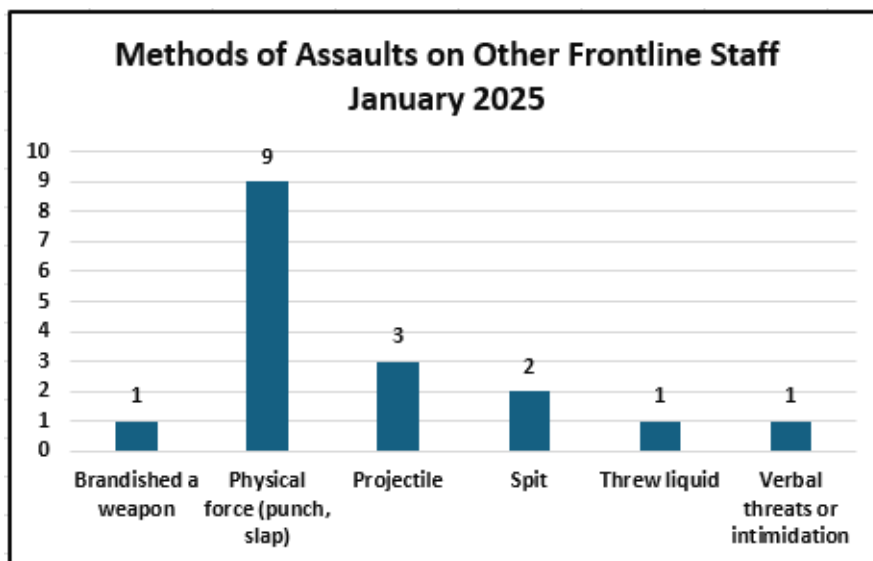


Figure E: Methods of Assaults on Other Frontline Staff

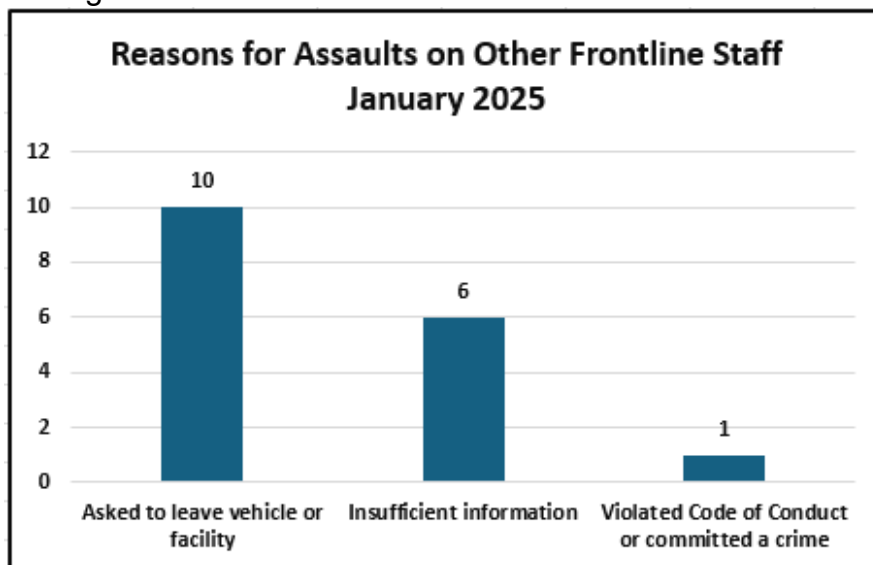


Figure F: Reasons for Assaults on Other Frontline Staff

**Assaults per Vehicle Revenue Mile**

The Federal Transit Administration (FTA)’s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro’s vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000

miles.

The rolling yearly average rate of assaults on transit workers (rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in January 2025 was 1.25 compared to 1.33 in December 2024. This means that over the last 12 months ending January 2025, there was an average of 1.27 assaults per 100,000 revenue miles, a 6% decrease compared to the 12 months ending December 2024.

**Bus Safety Teams**

Transit Security Bus Safety Teams rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro’s Code of Conduct.

In January, end-of-line operations were conducted during Owl Service at the J Line at El Monte Station to address bus operator concerns about individuals refusing to alight buses at the end of the line. These operations resulted in 204 removals for non-compliance between December 30 and January 31.

TRANSIT SECURITY BUS SAFETY TEAMS – JANUARY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS <sup>2</sup>	VERBAL WARNINGS <sup>3</sup>
12/30/24 – 01/03/25	2, 4, 16, 207, J Line	88	52	39
01/06/25 – 01/10/25	2, 4, 16, 207, J Line	133	120	107
01/13/25 – 01/17/25	2, 4, 16, 207, J Line	141	0	118
01/20/25 – 01/24/25	2, 4, 16, 207, J Line	138	0	114
01/27/25 – 01/31/25	2, 4, 16, 207, J Line	140	54	117

<sup>1</sup> Combined number of trips taken by BST on the referenced bus lines.  
<sup>2</sup> Combined number of persons removed at the bus door for fare evasion.  
<sup>3</sup> Combined number of verbal warnings given inside the bus for Code of Conduct violations.

The MTS teams are augmented with law enforcement support. In January, there were 2,475 and 9,649 bus boardings by LAPD officers and LASD deputies, respectively.\*

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

\*Law enforcement Bus Teams conduct bus boardings, which is when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board.

**DEPLOYMENT ACTIVITIES**



The following are Metro’s public safety personnel’s deployment activities for January, which are intended to prevent and reduce crime in the system.

**Law Enforcement**

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. The table below represents law enforcement’s efforts to enforce the penal code on the system for January.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	December 2024	January 2025	Rolling 12-Month Average	December 2024	January 2025
LAPD	676	588	406	787	1,050	755
LASD	141	151	127	148	178	113
LBPB	2	1	0	4	1	19
<b>Total</b>	819	740	533	939	1,229	887

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

In January, the three law enforcement agencies made 533 arrests and issued 887 citations. Law enforcement citations and warnings are not related to fare, but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment H. Law enforcement’s homeless outreach teams engage with unhoused individuals on the system and offer available services; more details can be found in Attachment I.

**End of Line**

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation functions to deter patrons from riding the system without valid fare while allowing train cleaning to promote a clean and safe environment. Offloading operations also simultaneously provide security support for Metro employees performing their duties. The table below shows January’s offloading

efforts compared to the previous month.

Station	December 2024		January 2025	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,193	2,518	1,518	2,306
Atlantic	1,652	1,091	1,612	1,178
Downtown Long Beach	1,788	1,755	1,175	409
Downtown Santa Monica	778	2,142	1,348	456
Expo/Crenshaw	1,272	315	1,115	257
North Hollywood	1,352	2,489	1,414	2,102
Norwalk	1,466	1,789	996	466
Redondo Beach	1,948	1,830	1,507	169
Union Station	1,926	2,340	1,984	2,322
Westchester/Veterans	2,505	350	1,574	260
Wilshire/Western	1,556	2,691	1,863	2,110
<b>Grand Total</b>	<b>17,436</b>	<b>19,310</b>	<b>16,106</b>	<b>12,035</b>

CS observations and experiences have been positive, as the operation has reduced disorderly behavior and improved customer experience. Riders who remain on the trains and require CS interaction are now more willing to adhere to alighting the train and the re-tapping protocols. Enforcing the Customer Code of Conduct sends a message to repeat offenders, deterring them from remaining on trains arriving at the EOL.

**Transit Security**

A primary role of Metro Transit Security is Code of Conduct enforcement. In January, MTS officers issued 15 citations and 18 written warnings for Code of Conduct violations. Of those, 26 (79%) were due to individuals failing to provide proof of fare.

The table below shows a breakdown of the remaining citations and warnings. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. The significant decline in citations and removals for fare evasion this month is due to the suspension of fare collection during the wildfire state of emergency.

MTS Citations and Warnings		
	January 2025	12-month Avg
<b>Citations</b>	15	525
<b>Warnings</b>	18	203

MTS Citations and Warnings - January 2025	
Category	Count
Proof of Fare	26
Non-Service Animal without Carrier	3
Block Access or Exits with Bicycle	1
Smoking/Vaping	1
Urinating or Defecating	1
Wheeled Riding Device Over 6ft Long	1
<b>Total</b>	<b>33</b>

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of January's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – JANUARY 2025			
DEPLOYMENT PERIOD	LINES COVERED <sup>1</sup>	REMOVALS – FARES <sup>2</sup>	REMOVALS – CoC <sup>3</sup>
12/30/24 – 01/03/25	A, B, C, E	101	77
01/06/25 – 01/10/25	A, B, C, E	227	198
01/13/25 – 01/17/25	A, B, C, E	0	27
01/20/25 – 01/24/25	A, B, C, E	0	18
01/27/25 – 01/31/25	A, B, C, E	92	73

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

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

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

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro’s Code of Conduct aboard trains. The table below provides a recap of January’s monthly activity.

TRANSIT SECURITY TRAIN RIDING TEAMS – JANUARY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS – FARES <sup>2</sup>	REMOVALS – CoC <sup>3</sup>
12/30/24 – 01/03/25	A, B, C, E	44	67	48
01/06/25 – 01/10/25	A, B, C, E	101	111	88
01/13/25 – 01/17/25	A, B, C, E	104	0	94
01/20/25 – 01/24/25	A, B, C, E	102	0	91
01/27/25 – 01/31/25	A, B, C, E	101	82	89

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

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

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

**Metro Ambassadors**

Metro Ambassadors provide support to riders, connect them to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety and the overall customer experience. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, and 720.

In addition, they were called upon to provide crowd control and wayfinding support for special events such as the Rose Parade and the ongoing NFL Games.

**Fire-Related Redeployments:** In early January 2025, Metro Ambassadors were also redeployed to remain fixed at Southwest Museum, Highland Park, South Pasadena, and Filmore stations to assist customers through unplanned service disruptions. Additionally, Metro Ambassadors were redeployed to Bus Line 78, around the San Gabriel Area, and to the Hollywood/Western, Duarte/City of Hope,

Lake, and Expo/Bundy stations, to assist the public seeking the FEMA resource centers.

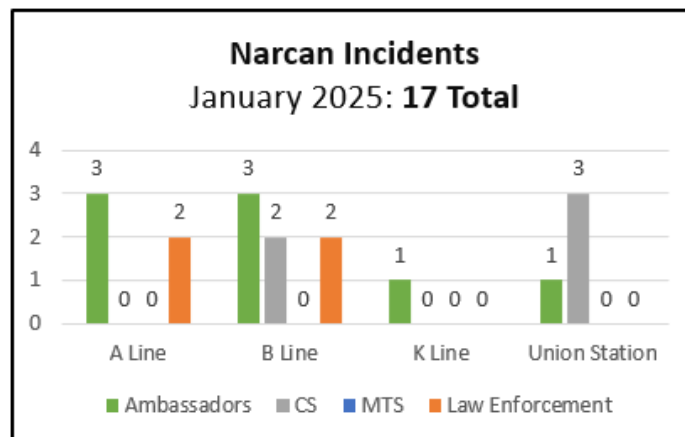
For January 2025, Metro Ambassadors conducted 42,535 customer engagements and reported the following:

- 2,805 Cleanliness Issues (10.8% decrease from December 2024)
- 1,810 Graffiti Incidents (15.7% decrease from December 2024)
- 431 Elevator and Escalator Problems (7.4% increase from December 2024)
- 314 Safety Issues (19.2 % decrease from December 2024)
- Seven lives were saved through the timely administration of Narcan, compared to five lives in December 2024.

**Narcan Deployment**

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LBPD is not required to carry Narcan, according to its agency’s policies.

In January, there were a total of 17 Narcan incidents. Ambassadors reported eight incidents, Contract Security reported five, LAPD reported four, and MTS reported no incidents.



**EMERGENCY MANAGEMENT**

From January 8 to January 17, the Emergency Management Department (EMD) activated Metro’s Emergency Operations Center (EOC) to a Level Two, coordinating Metro’s planning and response to the windstorm and fire events. EMD facilitated daily meetings for Metro departments to provide updates on the evolving incident and impacts on employees and transit routes, coordination of resource needs, mutual aid requests, and collaboration on riders’ and employees’ safety and security. Metro liaisons reported to both the Los Angeles City and Los Angeles County EOC activations, assisting with information sharing and streamlining requests for transportation resources. Metro also activated its Crisis Management Team (CMT), which is made up of the agency’s cabinet of chiefs representing each executive office. The CMT discussed and made executive-level decisions on Metro’s response to employee and service impacts. During the EOC activation, seven mutual aid requests were facilitated to support evacuations, parking lot usage, and transporting impacted

residents to Disaster Resource Centers. Due to poor air quality from the fires, KN95 face masks were made available on certain buses and rail lines. Metro Ambassadors, Transit Security officers, and Contract Security also distributed masks across the system. Additionally, individuals experiencing homelessness were permitted to shelter overnight at the Plaza level at Union Station.

On January 21, EMD participated in the Los Angeles World Airports (LAWA) Airport People Mover (APM) discussion-based tabletop exercise. The exercise provided an opportunity to discuss potential terrorist incident scenarios that would impact both Metro and LAWA and operational communication and coordination among the various response agencies.

## **CUSTOMER COMMENTS**

Using various sources, including comments submitted to Metro's social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. SSLE's Data Analytics team monitors general sentiment while specific and actionable security concerns brought up by customers are reported on weekly calls with security and maintenance for awareness and strategy development. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

The number of security-related reports submitted to Metro decreased month-over-month from December to January, from 3,686 to 3,245. The Security Operations Center's Security Control Specialists (SCS) continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 48 seconds in January. By comparison, in FY24, the average response time was 99 seconds, also falling within the fiscal year's target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

### ***Overall Sentiment and Engagement***

In January, the Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch tickets from Metro Ambassadors and Contract Security. Meanwhile, discussions about drugs registered the most negative sentiment, especially on Reddit and Transit Watch.

At the same time, the visible security presence on the system received the most positive comments, especially on X (formerly Twitter) and Reddit.

- On X, a rider posted they would love to see Metro police officers on trains too, not just at stations like they have started to see.
- On Reddit, a user posted they have noticed more security presence in the stations around South LA and that Metro should encourage more ridership since there is "strength in numbers and problematic individuals are more likely to be deterred if more passengers are around to intervene."
- Another user on Reddit shared they and their family were evacuated from their home due to the wildfires. As a car-less family, they felt very nervous about the difficulties they may encounter riding on the system with the "city feeling so uncertain." However, the user stated that everyone on their transit paths was wonderful, pointing them in the right direction when they were lost and making everything go as smoothly as possible. The user said that Metro

staff and security at the stations and on the trains were a huge comfort and that it all felt organized and safe. The user ended by stating that it was incredibly impressive at how thorough the support presence was and that Metro has their deepest gratitude.

Similar to previous months, Metro's Facilities/infrastructure garnered the most mentions, at 7,212 mentions, a 17.59% decrease compared to December (8,752 mentions).

When discussing safety and security at specific Metro stations:

- Union Station generated the most mentions this month, seeing 41 more mentions in January than in December, representing the largest increase of all stations
- Slauson Station generated the second-most overall engagement, followed by Crenshaw Station

Most mentions about safety and security at these stations were related to concerns impacting perceptions of safety, including:

- broken lights,
- graffiti,
- cleanliness, and
- passenger conduct.

These observations are shared with the relevant teams at Metro and at cross-departmental weekly meetings so they can be addressed.

### ***Most Common Customer Concerns***

Property crime reports related to graffiti remained the most reported incident type, making up most of the incidents at 70% in January. This is mainly due to the large number of graffiti reports submitted by the Ambassadors and Contract Security through the Transit Watch app. In January, the top three locations for graffiti incidents were Willowbrook/Rosa Parks Station, LATTC/Ortho Institute Station, and La Cienega/Jefferson Station.

The second most reported type of incidents are Smoking/Alcohol/Drugs. The top three locations in January for these types of incidents were 7<sup>th</sup> Street/Metro Center Station, Vermont/Santa Monica Station, and Washington Station.

Reports of fights or disturbances are the third most common. In January, the top three locations reporting fight or disturbance incidents were Expo/Bundy Station, Union Station, and 7<sup>th</sup> Street/Metro Center Station. The total number of fights or disturbances in January was 263, a 17.6% decrease compared to December 2024 (319) and a 33.2% decrease compared to November 2024 (394).

Metro Transit Security and Contract Security train riding teams continue enforcing and providing education on the Metro Code of Conduct. Stations consistently reported with the most issues are noted and shared with public safety personnel so deployments can be adjusted to focus on those locations.

Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, drugs) along the A, B, C, and E lines. These observations are shared during

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weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address these concerns systemwide.

### **EQUITY PLATFORM**

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. During the wildfire crisis, the agency suspended fare collection, and the information was shared on various social media platforms and news outlets to ensure everyone was informed of this temporary operation change. Additionally, with the poor air quality, MTS officers, Contract Security, and Ambassadors provided free KN95 masks to riders around the affected areas to keep them safe.

The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by Law Enforcement partners, Contract Security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently. Furthering these efforts, contract security officers who conduct offloading operations at EOL stations have begun offering "Metro Cares" cards that provide information on resources for people experiencing homelessness; these cards are in English and Spanish.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve customer experience on our bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

### **NEXT STEPS**

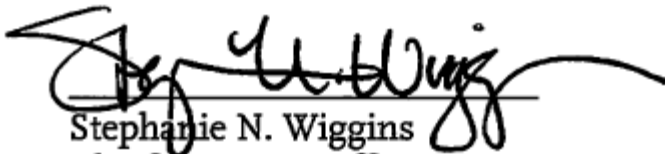
SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

**ATTACHMENTS**

- Attachment A - Station Experience Updates
- Attachment B - Board Motion 31
- Attachment C - Total Crime Summary January 2025
- Attachment D - Systemwide Law Enforcement Overview January 2025
- Attachment E - MTA Supporting Data January 2025
- Attachment F - Sexual Harassment Crimes January 2025
- Attachment G - Operator Assaults January 2025
- Attachment H - Arrests by Race & Ethnicity January 2025
- Attachment I - Law Enforcement Homeless Outreach January 2025

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Stephanie N. Wiggins  
Chief Executive Officer



## Station Experience Updates (March 2025)

### *Throne Bathrooms Expand to More Stations with Over 1,400 Uses in First Week*

As part of the Board-approved expansion plan for safe, clean, free-to-use Throne Bathrooms, staff continued deployment to five new stations last month.

- On Wednesday, February 19, new Throne Bathrooms were deployed to:
  - Harbor Freeway C & J Line Station in South LA
  - Soto E Line Station in Boyle Heights
- On Friday, February 21, bathrooms were added to:
  - Little Tokyo/Arts District A & E Line Station in Downtown LA
  - Highland Park A Line Station in Northeast LA
  - Downtown Santa Monica E Line

Within the first week of installation, these five new locations have seen over 1,400 uses, including over 500 uses at Little Tokyo/Arts District Station and over 250 uses at Downtown Santa Monica Station.

While there is a single employee bathroom at Downtown Santa Monica intended for E Line train operators, the additional staff supporting TAP-to-Exit, HOME Outreach, and Code of Conduct compliance have outgrown the workforce infrastructure at this station. As a result, the new Throne bathroom at Downtown Santa Monica Station not only supports the public but also supports Metro's workforce in providing a basic need that is safe and clean so they can continue to support increased end-of-line cleanliness and safety initiatives.

The fifteen Throne bathrooms at Metro stations and transit centers have successfully served over 165,000 bathroom visits with a 4.1 out of 5-star user cleanliness rating. Throne bathrooms provide a safe, clean, and appropriate place to use the restroom while also leveraging technology to ensure the amenity is not misused. The availability of Throne Restrooms makes our system feel safer and healthier while also contributing to a positive customer experience.

Following the Board-approved expansion plan, Metro will continue rolling out about five new Throne Bathrooms every three months. Up to 50 units will be in place by the World Cup in Summer 2026 and 64 units by early 2027.

### *Parking Lot User Safety (PLUS) Program Brightens Harbor Gateway Transit Center*

The Station Experience team recently received reports from the South Bay Cities Regional Service Council and J Line commuters about dark conditions within the expansive parking lot at Harbor Gateway Transit Center. Upon investigation, the Facilities Maintenance team discovered that the recent rainstorms damaged the lighting conduit, which required repairs. Within two days, crews began repairs to the damaged equipment and completed them within several weeks. As a result, early morning and late evening commuters have improved visibility between the parking lot and bus transit center, and these repairs are also timely with the return of the Dodger Stadium Express service in the coming weeks.



# Metro

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

## Board Report

**File #:** 2024-0365, **File Type:** Motion / Motion Response

**Agenda Number:** 31.

### REGULAR BOARD MEETING MAY 23, 2024

#### Motion by:

**DIRECTORS BASS, BARGER, HAHN, SOLIS, NAJARIAN, AND YAROSLAVSKY**

#### Metro Public Safety Surge Motion

Recently, our system has endured an uptick in violence and crime. Law enforcement agencies are reporting a rise in crime, resulting in increased arrests and citations for trespassing, narcotics, and weapons possession. As Metro ridership continues to increase to pre-pandemic levels, reaching more than 950,000 weekday riders in March 2024, the increase in crime threatens to derail our goal of exceeding 1.2 million weekday riders if we cannot ensure the safety of those who want and need to use the bus and rail system. As a Board, we propose urgent, decisive action to keep our riders, employees, and community members safe.

The Metro Board of Directors took swift action last month to approve the manufacture and installation of reinforced physical barriers to better protect bus operators from this senseless violence. Metro's entire bus fleet is anticipated to be fitted with new barriers by the end of the year. However, this is not enough. There has been a surge in violent crimes across the Metro bus and rail system over the past 3 months, resulting in death, injuries, and increased safety concerns for Metro's riders and frontline employees.

Additionally, Wi-Fi and cell phone service are not reliably available throughout Metro's rail system, hampering our riders' ability to communicate with public safety personnel. Metro's Transit Watch Mobile App, for instance, allows riders to directly contact emergency and law enforcement personnel by text or phone, but requires Wi-Fi or cellular service. We must ensure Wi-Fi and cell phone service are available systemwide so that riders can quickly and easily contact public safety personnel when needed.

While Metro and its security partners have taken many steps to improve safety, we must do more to ensure the safety of our riders and employees across the system.

**SUBJECT: METRO PUBLIC SAFETY SURGE MOTION**

#### **RECOMMENDATION**

APPROVE Motion by Bass, Barger, Hahn, Solis, Najarian, and Yaroslavsky that the Board direct the

Chief Executive Officer to:

- A. Increase the daily planned deployment of public safety personnel, adjusting deployment to focus on the rail cars, buses, and stations with the highest incidents of crime and public safety issues so that riders and frontline employees feel safe.
- B. Direct public safety personnel, including Los Angeles Police Department, Los Angeles Sheriff's Department, Long Beach Police Department, and Metro Transit Security officers to be physically present on buses and trains.
- C. Direct public safety personnel to proactively walk through rail cars and ride buses. Public safety personnel must also schedule overlapping or staggered shift times to ensure continuity and avoid gaps in coverage.
- D. Establish a unified command led by Metro's Systems Security & Law Enforcement Department, with representation from all public safety resources.
- E. Ensure that cellular service is enabled and working at all underground metro rail stations, on the platforms, and during transit throughout the rail system, and bolster education and awareness of Metro's Transit Watch Mobile App so riders can directly access an emergency response.



# SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

## Total Crime Summary - January 2025

**Total Crimes 5-Year Trend Year-to-Date - Systemwide**

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	17	33	43	25	24
Agg Assault on Op	2	0	1	4	3
Battery	39	89	101	85	65
Battery on Operator	3	13	8	12	3
Homicide	1	1	1	0	0
Rape	1	0	0	2	0
Robbery	15	24	28	19	20
Sex Offenses	3	5	3	7	14
<b>Subtotal</b>	<b>81</b>	<b>165</b>	<b>185</b>	<b>154</b>	<b>129</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	2
Bike Theft	1	2	0	1	1
Burglary	0	3	2	0	1
Larceny	22	35	40	43	46
Motor Vehicle Theft	1	2	2	4	4
Vandalism	23	29	15	10	15
<b>Subtotal</b>	<b>47</b>	<b>71</b>	<b>59</b>	<b>58</b>	<b>69</b>
<b>Crimes Against Society</b>					
Narcotics	9	8	33	69	121
Trespassing	8	5	31	373	147
Weapons	2	3	5	18	24
<b>Subtotal</b>	<b>19</b>	<b>16</b>	<b>69</b>	<b>460</b>	<b>292</b>
<b>Total</b>	<b>147</b>	<b>252</b>	<b>313</b>	<b>672</b>	<b>490</b>

**Total Crimes 5-Year Trend Current Month only - Systemwide**

	Jan-21	Jan-22	Jan-23	Jan-24	Jan-25
<b>Crimes Against Persons</b>					
Agg Assault	17	33	43	25	24
Agg Assault on Op	2	0	1	4	3
Battery	39	89	101	85	65
Battery on Operator	3	13	8	12	3
Homicide	1	1	1	0	0
Rape	1	0	0	2	0
Robbery	15	24	28	19	20
Sex Offenses	3	5	3	7	14
<b>Subtotal</b>	<b>81</b>	<b>165</b>	<b>185</b>	<b>154</b>	<b>129</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	2
Bike Theft	1	2	0	1	1
Burglary	0	3	2	0	1
Larceny	22	35	40	43	46
Motor Vehicle Theft	1	2	2	4	4
Vandalism	23	29	15	10	15
<b>Subtotal</b>	<b>47</b>	<b>71</b>	<b>59</b>	<b>58</b>	<b>69</b>
<b>Crimes Against Society</b>					
Narcotics	9	8	33	69	121
Trespassing	8	5	31	373	147
Weapons	2	3	5	18	24
<b>Subtotal</b>	<b>19</b>	<b>16</b>	<b>69</b>	<b>460</b>	<b>292</b>
<b>Total</b>	<b>147</b>	<b>252</b>	<b>313</b>	<b>672</b>	<b>490</b>

**Total Crimes 5-Year Trend Year-to-End - Rail**

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	12	24	33	16	12
Agg Assault on Op	2	0	0	0	0
Battery	31	60	68	51	41
Battery on Operator	0	1	0	0	0
Homicide	1	0	1	0	0
Rape	1	0	0	0	0
Robbery	12	21	24	12	9
Sex Offenses	3	5	1	2	8
<b>Subtotal</b>	<b>62</b>	<b>111</b>	<b>127</b>	<b>81</b>	<b>70</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	2
Bike Theft	0	2	0	1	1
Burglary	0	3	2	0	1
Larceny	17	26	31	28	34
Motor Vehicle Theft	1	2	2	1	4
Vandalism	18	19	7	6	11
<b>Subtotal</b>	<b>36</b>	<b>52</b>	<b>42</b>	<b>36</b>	<b>53</b>
<b>Crimes Against Society</b>					
Narcotics	2	4	17	63	107
Trespassing	8	4	31	371	144
Weapons	2	3	3	15	17
<b>Subtotal</b>	<b>12</b>	<b>11</b>	<b>51</b>	<b>449</b>	<b>268</b>
<b>Total</b>	<b>110</b>	<b>174</b>	<b>220</b>	<b>566</b>	<b>391</b>

**Total Crimes 5-Year Trend Current Month only - Rail**

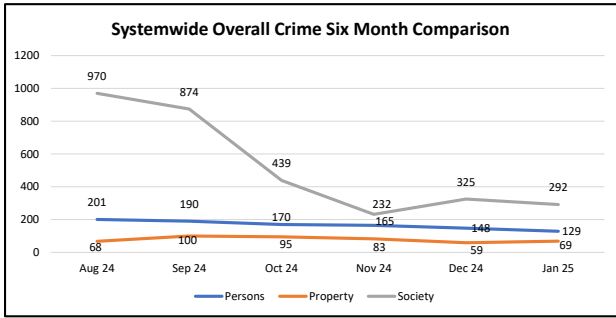
	Jan-21	Jan-22	Jan-23	Jan-24	Jan-25
<b>Crimes Against Persons</b>					
Agg Assault	12	24	33	16	12
Agg Assault on Op	2	0	0	0	0
Battery	31	60	68	51	41
Battery on Operator	0	1	0	0	0
Homicide	1	0	1	0	0
Rape	1	0	0	0	0
Robbery	12	21	24	12	9
Sex Offenses	3	5	1	2	8
<b>Subtotal</b>	<b>62</b>	<b>111</b>	<b>127</b>	<b>81</b>	<b>70</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	2
Bike Theft	0	2	0	1	1
Burglary	0	3	2	0	1
Larceny	17	26	31	28	34
Motor Vehicle Theft	1	2	2	1	4
Vandalism	18	19	7	6	11
<b>Subtotal</b>	<b>36</b>	<b>52</b>	<b>42</b>	<b>36</b>	<b>53</b>
<b>Crimes Against Society</b>					
Narcotics	2	4	17	63	107
Trespassing	8	4	31	371	144
Weapons	2	3	3	15	17
<b>Subtotal</b>	<b>12</b>	<b>11</b>	<b>51</b>	<b>449</b>	<b>268</b>
<b>Total</b>	<b>110</b>	<b>174</b>	<b>220</b>	<b>566</b>	<b>391</b>

**Total Crimes 5-Year Trend Year-to-Date - Bus**

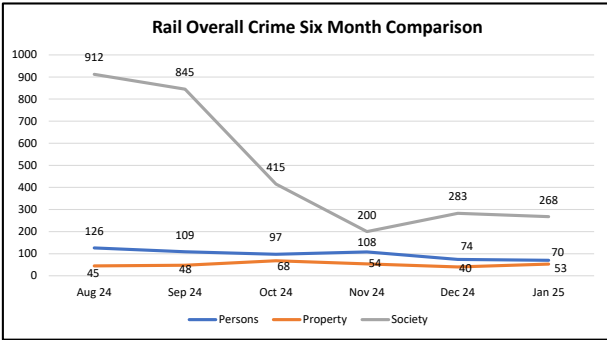
	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	5	9	10	9	12
Agg Assault on Op	0	0	1	4	3
Battery	8	29	33	34	24
Battery on Operator	3	12	8	12	3
Homicide	0	1	0	0	0
Rape	0	0	0	2	0
Robbery	3	3	4	7	11
Sex Offenses	0	0	2	5	6
<b>Subtotal</b>	<b>19</b>	<b>54</b>	<b>58</b>	<b>73</b>	<b>59</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	0
Bike Theft	1	0	0	0	0
Burglary	0	0	0	0	0
Larceny	5	9	9	15	12
Motor Vehicle Theft	0	0	0	3	0
Vandalism	5	10	8	4	4
<b>Subtotal</b>	<b>11</b>	<b>19</b>	<b>17</b>	<b>22</b>	<b>16</b>
<b>Crimes Against Society</b>					
Narcotics	7	4	16	6	14
Trespassing	0	1	0	2	3
Weapons	0	0	2	3	7
<b>Subtotal</b>	<b>7</b>	<b>5</b>	<b>18</b>	<b>11</b>	<b>24</b>
<b>Total</b>	<b>37</b>	<b>78</b>	<b>93</b>	<b>106</b>	<b>99</b>

**Total Crimes 5-Year Trend Current Month only - Bus**

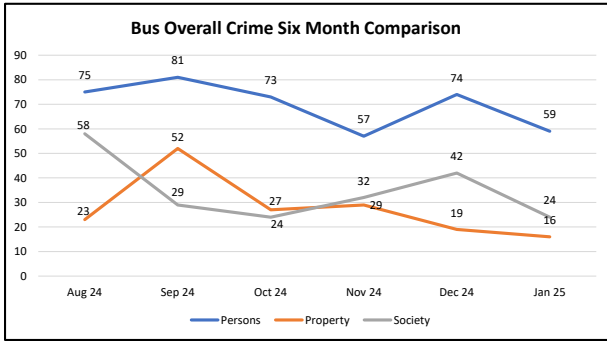
	Jan-21	Jan-22	Jan-23	Jan-24	Jan-25
<b>Crimes Against Persons</b>					
Agg Assault	5	9	10	9	12
Agg Assault on Op	0	0	1	4	3
Battery	8	29	33	34	24
Battery on Operator	3	12	8	12	3
Homicide	0	1	0	0	0
Rape	0	0	0	2	0
Robbery	3	3	4	7	11
Sex Offenses	0	0	2	5	6
<b>Subtotal</b>	<b>19</b>	<b>54</b>	<b>58</b>	<b>73</b>	<b>59</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	0
Bike Theft	1	0	0	0	0
Burglary	0	0	0	0	0
Larceny	5	9	9	15	12
Motor Vehicle Theft	0	0	0	3	0
Vandalism	5	10	8	4	4
<b>Subtotal</b>	<b>11</b>	<b>19</b>	<b>17</b>	<b>22</b>	<b>16</b>
<b>Crimes Against Society</b>					
Narcotics	7	4	16	6	14
Trespassing	0	1	0	2	3
Weapons	0	0	2	3	7
<b>Subtotal</b>	<b>7</b>	<b>5</b>	<b>18</b>	<b>11</b>	<b>24</b>
<b>Total</b>	<b>37</b>	<b>78</b>	<b>93</b>	<b>106</b>	<b>99</b>



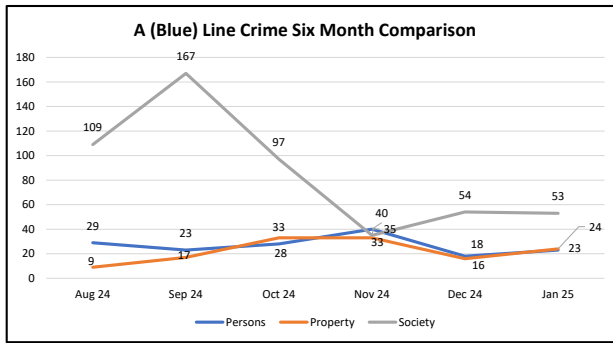
Systemwide	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	24	39	-38.5%
Agg Assault on Op	3	3	0.0%
Battery	65	72	-9.7%
Battery on Operator	3	2	50.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	20	23	-13.0%
Sex Offenses	14	8	75.0%
<b>Subtotal</b>	<b>129</b>	<b>148</b>	<b>-12.8%</b>
<b>Crimes Against Property</b>			
Arson	2	0	200.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	46	34	35.3%
Motor Vehicle Theft	4	5	-20.0%
Vandalism	15	20	-25.0%
<b>Subtotal</b>	<b>69</b>	<b>59</b>	<b>16.9%</b>
<b>Crimes Against Society</b>			
Narcotics	121	172	-29.7%
Trespassing	147	118	24.6%
Weapons	24	35	-31.4%
<b>Subtotal</b>	<b>292</b>	<b>325</b>	<b>-10.2%</b>
<b>Total</b>	<b>490</b>	<b>532</b>	<b>-7.9%</b>



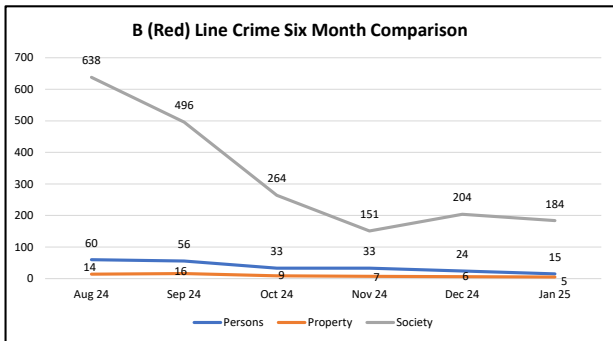
Rail	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	12	21	-42.9%
Agg Assault on Op	0	0	0.0%
Battery	41	37	10.8%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	9	12	-25.0%
Sex Offenses	8	3	166.7%
<b>Subtotal</b>	<b>70</b>	<b>74</b>	<b>-5.4%</b>
<b>Crimes Against Property</b>			
Arson	2	0	200.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	34	28	21.4%
Motor Vehicle Theft	4	5	-20.0%
Vandalism	11	7	57.1%
<b>Subtotal</b>	<b>53</b>	<b>40</b>	<b>32.5%</b>
<b>Crimes Against Society</b>			
Narcotics	107	139	-23.0%
Trespassing	144	114	26.3%
Weapons	17	30	-43.3%
<b>Subtotal</b>	<b>268</b>	<b>283</b>	<b>-5.3%</b>
<b>Total</b>	<b>391</b>	<b>397</b>	<b>-1.5%</b>



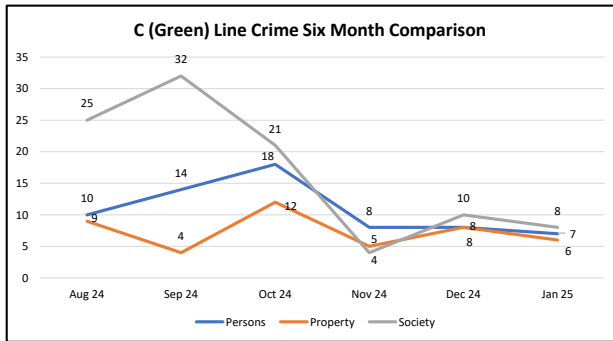
Bus	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	12	18	-33.3%
Agg Assault on Op	3	3	0.0%
Battery	24	35	-31.4%
Battery on Operator	3	2	50.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	11	11	0.0%
Sex Offenses	6	5	20.0%
<b>Subtotal</b>	<b>59</b>	<b>74</b>	<b>-20.3%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	12	6	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	4	13	-69.2%
<b>Subtotal</b>	<b>16</b>	<b>19</b>	<b>-15.8%</b>
<b>Crimes Against Society</b>			
Narcotics	14	33	-57.6%
Trespassing	3	4	-25.0%
Weapons	7	5	40.0%
<b>Subtotal</b>	<b>24</b>	<b>42</b>	<b>-42.9%</b>
<b>Total</b>	<b>99</b>	<b>135</b>	<b>-26.7%</b>



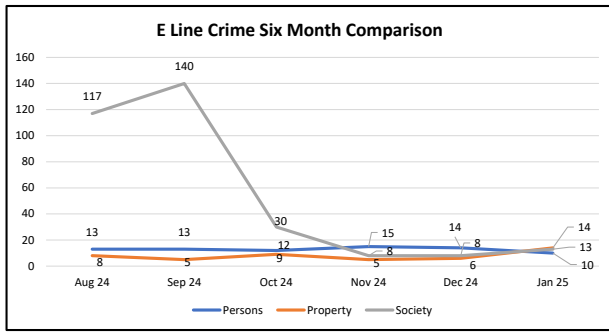
A (Blue) Line	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	2	9	-77.8%
Agg Assault on Op	0	0	0.0%
Battery	16	7	128.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	1	100.0%
Sex Offenses	3	1	200.0%
<b>Subtotal</b>	<b>23</b>	<b>18</b>	<b>27.8%</b>
<b>Crimes Against Property</b>			
Arson	2	0	200.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	18	14	28.6%
Motor Vehicle Theft	1	1	0.0%
Vandalism	2	1	100.0%
<b>Subtotal</b>	<b>24</b>	<b>16</b>	<b>50.0%</b>
<b>Crimes Against Society</b>			
Narcotics	21	19	10.5%
Trespassing	28	23	21.7%
Weapons	4	12	-66.7%
<b>Subtotal</b>	<b>53</b>	<b>54</b>	<b>-1.9%</b>
<b>Total</b>	<b>100</b>	<b>88</b>	<b>13.6%</b>



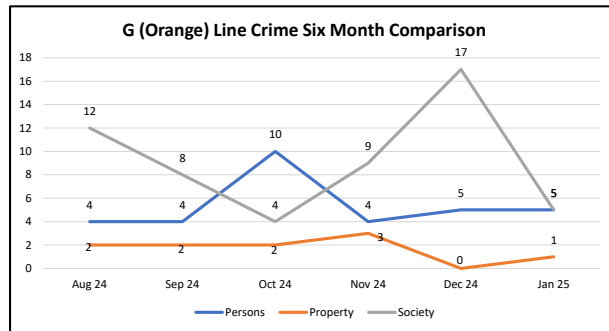
B (Red) Line	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	5	5	0.0%
Agg Assault on Op	0	0	0.0%
Battery	10	14	-28.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	4	-100.0%
Sex Offenses	0	1	-100.0%
<b>Subtotal</b>	<b>15</b>	<b>24</b>	<b>-37.5%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	2	100.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	4	-100.0%
<b>Subtotal</b>	<b>5</b>	<b>6</b>	<b>-16.7%</b>
<b>Crimes Against Society</b>			
Narcotics	78	110	-29.1%
Trespassing	97	79	22.8%
Weapons	9	15	-40.0%
<b>Subtotal</b>	<b>184</b>	<b>204</b>	<b>-9.8%</b>
<b>Total</b>	<b>204</b>	<b>234</b>	<b>-12.8%</b>



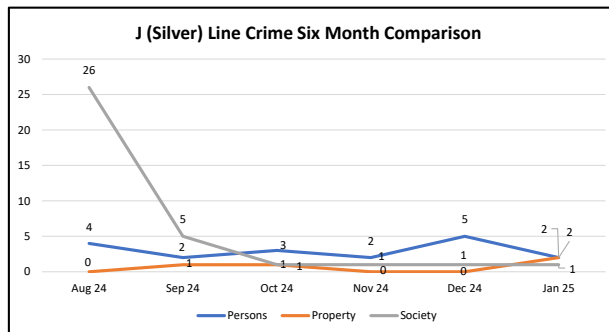
C (Green) Line	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	3	-66.7%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	4	-25.0%
Sex Offenses	2	0	200.0%
<b>Subtotal</b>	<b>7</b>	<b>8</b>	<b>-12.5%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	3	-33.3%
Motor Vehicle Theft	1	4	-75.0%
Vandalism	3	1	200.0%
<b>Subtotal</b>	<b>6</b>	<b>8</b>	<b>-25.0%</b>
<b>Crimes Against Society</b>			
Narcotics	5	7	-28.6%
Trespassing	2	2	0.0%
Weapons	1	1	0.0%
<b>Subtotal</b>	<b>8</b>	<b>10</b>	<b>-20.0%</b>
<b>Total</b>	<b>21</b>	<b>26</b>	<b>-19.2%</b>



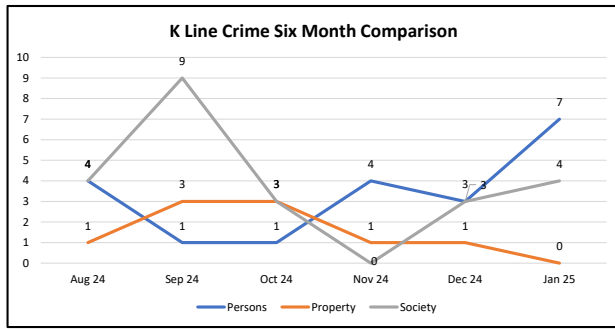
E Line	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	3	-66.7%
Agg Assault on Op	0	0	0.0%
Battery	6	8	-25.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	3	0.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>10</b>	<b>14</b>	<b>-28.6%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	1	0	100.0%
Larceny	10	6	66.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	3	0	300.0%
<b>Subtotal</b>	<b>14</b>	<b>6</b>	<b>133.3%</b>
<b>Crimes Against Society</b>			
Narcotics	2	2	0.0%
Trespassing	9	5	80.0%
Weapons	2	1	100.0%
<b>Subtotal</b>	<b>13</b>	<b>8</b>	<b>62.5%</b>
<b>Total</b>	<b>37</b>	<b>28</b>	<b>32.1%</b>



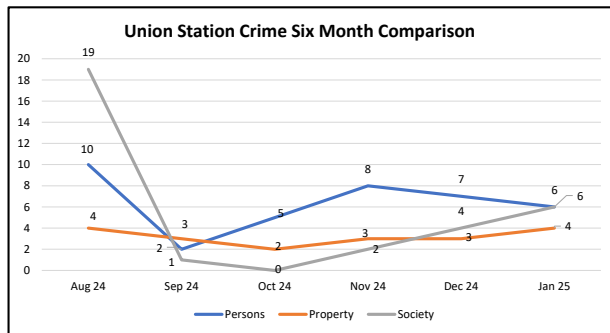
G (Orange) Line	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	4	2	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	2	-100.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>5</b>	<b>5</b>	<b>0.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
<b>Subtotal</b>	<b>1</b>	<b>0</b>	<b>100.0%</b>
<b>Crimes Against Society</b>			
Narcotics	5	17	-70.6%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
<b>Subtotal</b>	<b>5</b>	<b>17</b>	<b>-70.6%</b>
<b>Total</b>	<b>11</b>	<b>22</b>	<b>-50.0%</b>



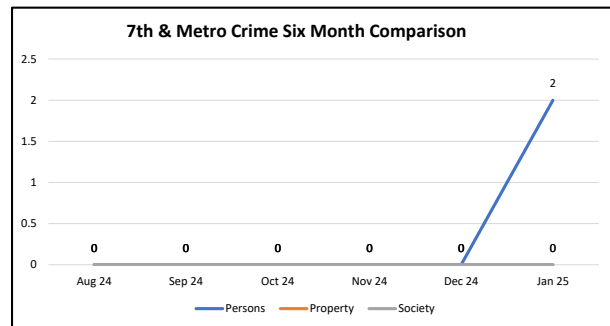
J (Silver) Line	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	2	-100.0%
Sex Offenses	1	0	100.0%
<b>Subtotal</b>	<b>2</b>	<b>5</b>	<b>-60.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	0	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
<b>Subtotal</b>	<b>2</b>	<b>0</b>	<b>200.0%</b>
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	0	1	-100.0%
Weapons	1	0	100.0%
<b>Subtotal</b>	<b>1</b>	<b>1</b>	<b>0.0%</b>
<b>Total</b>	<b>5</b>	<b>6</b>	<b>-16.7%</b>



K Line	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	6	3	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>7</b>	<b>3</b>	<b>133.3%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
<b>Subtotal</b>	<b>0</b>	<b>1</b>	<b>-100.0%</b>
<b>Crimes Against Society</b>			
Narcotics	1	0	100.0%
Trespassing	2	3	-33.3%
Weapons	1	0	100.0%
<b>Subtotal</b>	<b>4</b>	<b>3</b>	<b>300.0%</b>
<b>Total</b>	<b>11</b>	<b>7</b>	<b>57.1%</b>



Union Station	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	4	-75.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	0	0	0.0%
Sex Offenses	3	1	200.0%
<b>Subtotal</b>	<b>6</b>	<b>7</b>	<b>-14.3%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	3	-100.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	3	0	300.0%
<b>Subtotal</b>	<b>4</b>	<b>3</b>	<b>33.3%</b>
<b>Crimes Against Society</b>			
Narcotics	0	1	-100.0%
Trespassing	6	2	200.0%
Weapons	0	1	-100.0%
<b>Subtotal</b>	<b>6</b>	<b>4</b>	<b>50.0%</b>
<b>Total</b>	<b>16</b>	<b>14</b>	<b>14.3%</b>



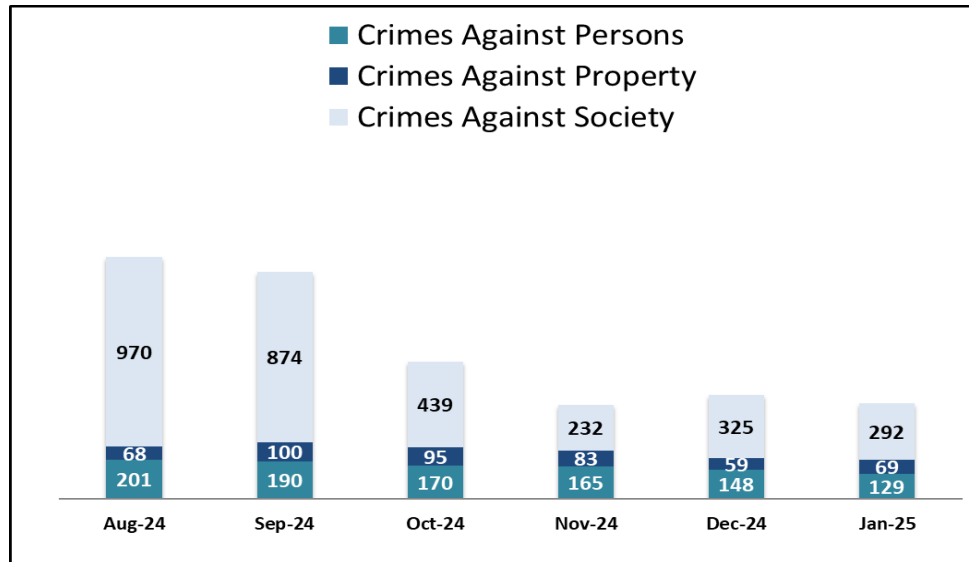
7th & Metro	Jan 25	Dec 24	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>2</b>	<b>0</b>	<b>200.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>2</b>	<b>0</b>	<b>200.0%</b>



**SYSTEMWIDE LAW ENFORCEMENT OVERVIEW**

JANUARY 2025

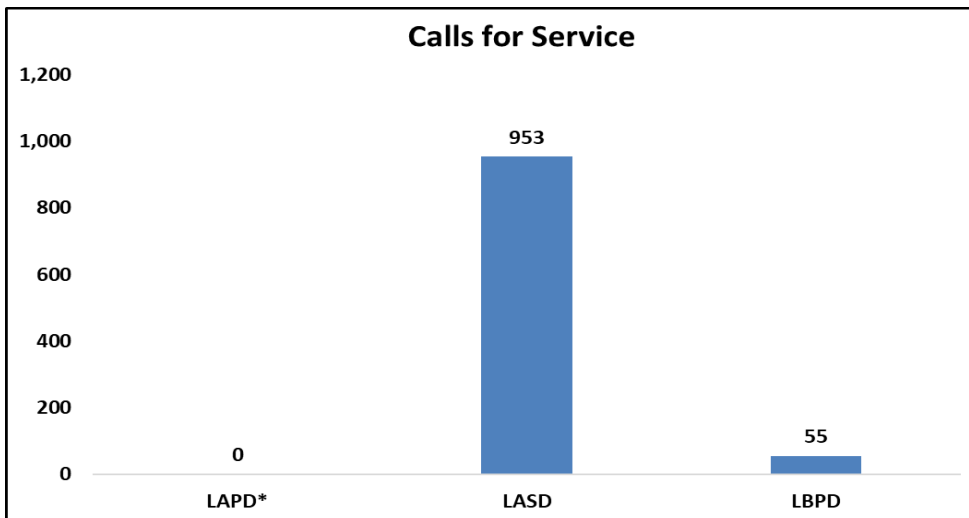
Attachment D

**Total Crimes**


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

**Calls for Service**


\* LAPD Calls for Service data is currently unavailable

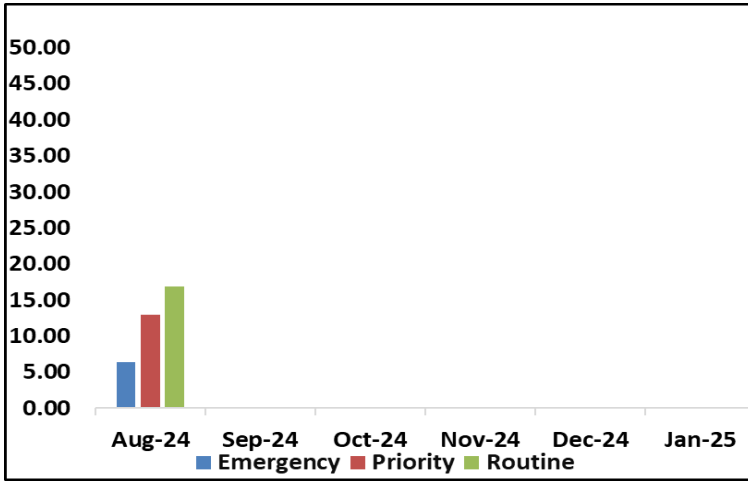
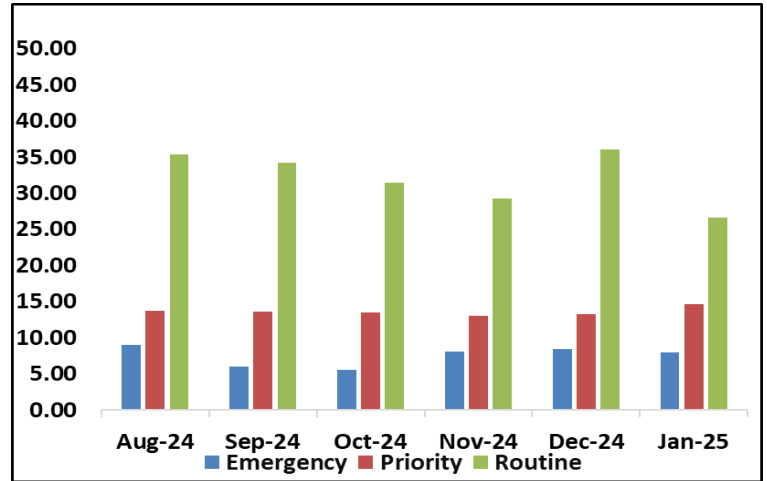
**SYSTEMWIDE LAW ENFORCEMENT OVERVIEW**

JANUARY 2025

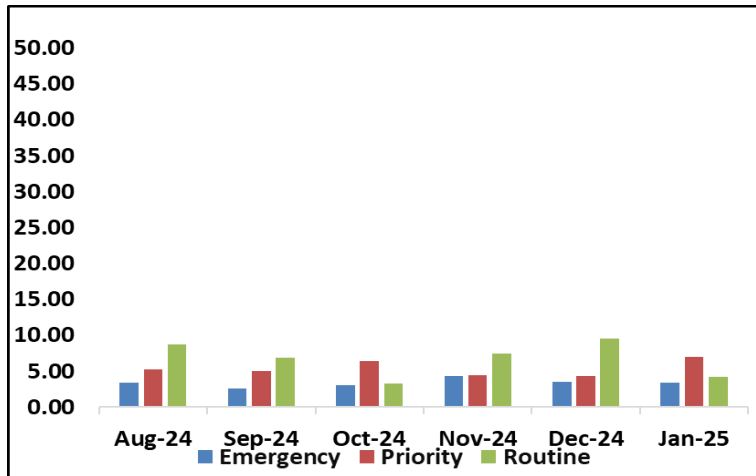
Attachment D

**Average Incident Response Times**

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

**LAPD**

**LASD**


\* LAPD Incident Response Times data is currently unavailable

**LBPD**


# Transit Police

## Monthly Crime Report


**Attachment D**

	2025	2024	%
	January	January	Change
<b>CRIMES AGAINST PERSONS</b>			
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	20	19	5.3%
Aggravated Assault	24	25	-4.0%
Aggravated Assault on Operator	3	4	-25.0%
Battery	65	85	-23.5%
Battery on Operator	3	12	-75.0%
Sex Offenses	14	7	100.0%
<b>SUB-TOTAL</b>	<b>129</b>	<b>154</b>	<b>-16.2%</b>
<b>CRIMES AGAINST PROPERTY</b>			
Burglary	1	0	100.0%
Larceny	46	43	7.0%
Bike Theft	1	1	0.0%
Motor Vehicle Theft	4	4	0.0%
Arson	2	0	200.0%
Vandalism	15	10	50.0%
<b>SUB-TOTAL</b>	<b>69</b>	<b>58</b>	<b>19.0%</b>
<b>CRIMES AGAINST SOCIETY</b>			
Weapons	24	18	33.3%
Narcotics	121	69	75.4%
Trespassing	147	373	-60.6%
<b>SUB-TOTAL</b>	<b>292</b>	<b>460</b>	<b>-36.5%</b>
<b>TOTAL</b>	<b>490</b>	<b>672</b>	<b>-27.1%</b>
<b>ENFORCEMENT EFFORTS</b>			
Arrests	533	751	-29.0%
Citations	887	674	31.6%
Calls for Service	1,008	2,889	-65.1%



**Metro**

**SYSTEM SECURITY & LAW ENFORCEMENT**

**MONTHLY, BI-ANNUAL, ANNUAL COMPARISON**

**JANUARY 2025**

Attachment D

**Crimes**

**Monthly**

<b>System-Wide</b>	<b>Jan-25</b>	<b>Jan-24</b>	<b>% Change</b>
Crimes Against Persons	129	154	-16.23%
Crimes Against Property	69	58	18.97%
Crimes Against Society	292	460	-36.52%
<b>Total</b>	<b>490</b>	<b>672</b>	<b>-27.08%</b>

**Six Months**

<b>System-Wide</b>	<b>Aug-24-Jan-25</b>	<b>Aug-23-Jan-24</b>	<b>% Change</b>
Crimes Against Persons	1,003	1,108	-9.48%
Crimes Against Property	474	339	39.82%
Crimes Against Society	3,132	1,720	82.09%
<b>Total</b>	<b>4,609</b>	<b>3,167</b>	<b>45.53%</b>

**Annual**

<b>System-Wide</b>	<b>Feb-24-Jan-25</b>	<b>Feb-23-Jan-24</b>	<b>% Change</b>
Crimes Against Persons	2,032	2,204	-7.80%
Crimes Against Property	831	748	11.10%
Crimes Against Society	5,912	2,722	117.19%
<b>Total</b>	<b>8,775</b>	<b>5,674</b>	<b>54.65%</b>

**Average Emergency Response Times**

**Monthly**

<b>Jan-25</b>	<b>Jan-24</b>	<b>% Change</b>
3.78	5.47	-30.96%

**Six Months**

<b>Aug-24-Jan-25</b>	<b>Aug-23-Jan-24</b>	<b>% Change</b>
3.97	5.30	-25.07%

**Annual**

<b>Feb-24-Jan-25</b>	<b>Feb-23-Jan-24</b>	<b>% Change</b>
4.81	5.49	-12.37%

**Bus Operator Assaults**

**Monthly**

<b>Jan-25</b>	<b>Jan-24</b>	<b>% Change</b>
6	16	-62.50%

**Six Months**

<b>Aug-24-Jan-25</b>	<b>Aug-23-Jan-24</b>	<b>% Change</b>
56	91	-38.46%

**Annual**

<b>Feb-24-Jan-25</b>	<b>Feb-23-Jan-24</b>	<b>% Change</b>
138	175	-21.14%

**Ridership**

**Monthly**

<b>Jan-25</b>	<b>Jan-24</b>	<b>% Change</b>
25,358,363	24,147,542	5.01%

**Six Months**

<b>Aug-24-Jan-25</b>	<b>Aug-23-Jan-24</b>	<b>% Change</b>
159,347,257	148,053,076	7.63%

**Annual**

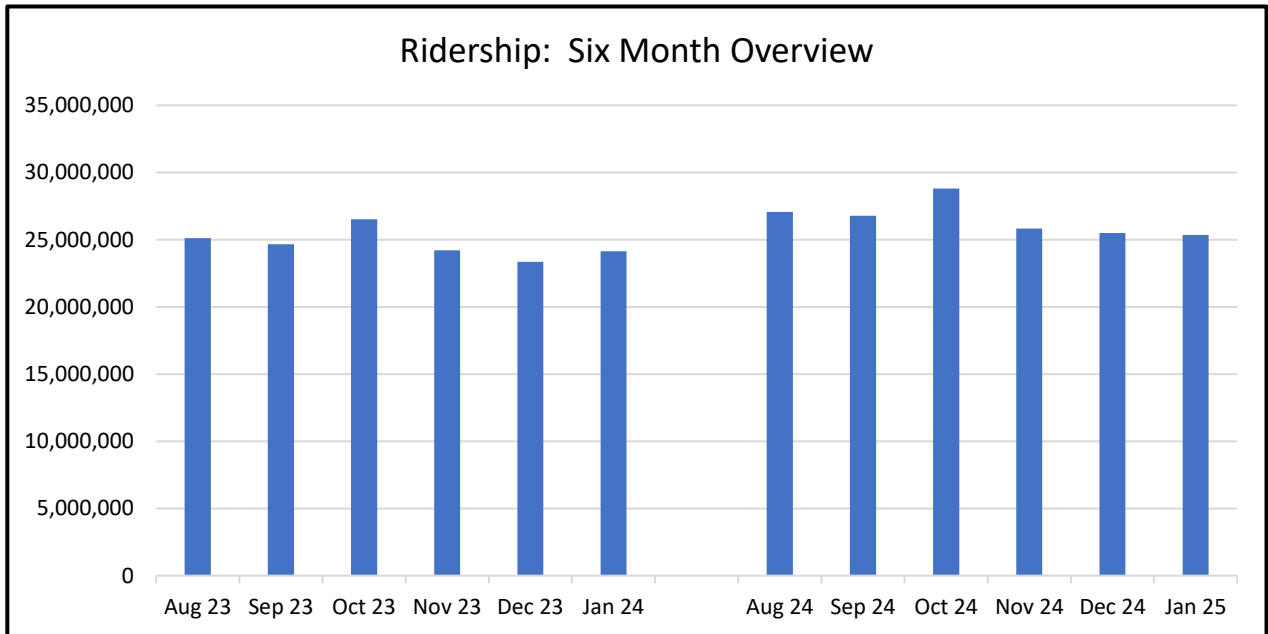
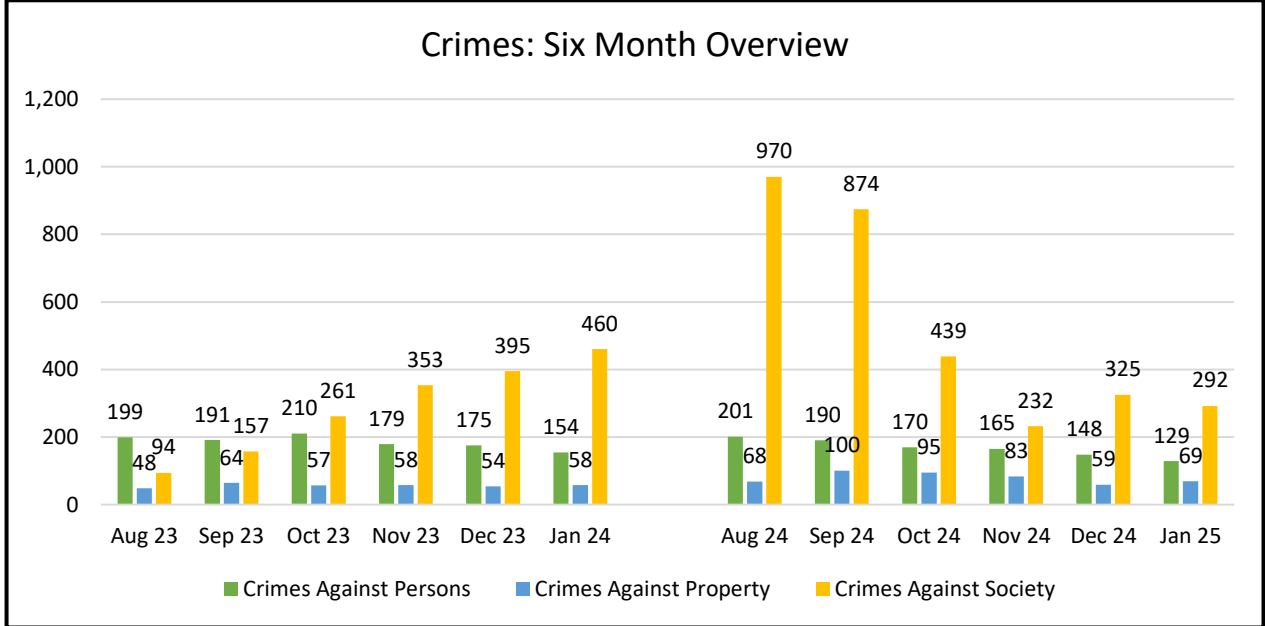
<b>Feb-24-Jan-25</b>	<b>Feb-23-Jan-24</b>	<b>% Change</b>
312,287,577	288,290,996	8.32%



MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JANUARY 2025

Attachment D



# A LINE (BLUE)

**ATTACHMENT E**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025**

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	1	0	38
Aggravated Assault	0	1	1	51
Aggravated Assault on Operator	0	0	0	1
Battery	10	4	2	86
Battery Rail Operator	0	0	0	0
Sex Offenses	0	3	0	11
<b>SUB-TOTAL</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>187</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	1
Larceny	7	10	1	112
Bike Theft	0	1	0	1
Motor Vehicle Theft	0	1	0	7
Arson	0	2	0	2
Vandalism	0	0	2	19
<b>SUB-TOTAL</b>	<b>7</b>	<b>14</b>	<b>3</b>	<b>142</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	3	1	0	32
Narcotics	9	12	0	139
Trespassing	21	7	0	428
<b>SUB-TOTAL</b>	<b>33</b>	<b>20</b>	<b>0</b>	<b>599</b>
<b>TOTAL</b>	<b>51</b>	<b>43</b>	<b>6</b>	<b>928</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	2
Azusa Downtown	2	0	1	14
Irwindale	0	0	0	1
Duarte/City of Hope	0	0	1	4
Monrovia	0	0	0	6
Arcadia	0	0	0	3
Sierra Madre Villa	0	1	0	5
Allen	0	0	0	2
Lake	2	0	1	17
Memorial Park	0	0	1	4
Del Mar	0	0	0	4
Fillmore	0	0	1	7
South Pasadena	1	0	0	7
Highland Park	0	0	0	20
Southwest Museum	1	0	0	29
Heritage Square	0	0	1	16
Lincoln/Cypress	1	0	0	25
Chinatown	0	0	6	86
Union Station	2	0	1	15
Little Tokyo/Arts Dist	0	0	2	46
Historic Broadway	0	0	0	22
Grand Av Arts/Bunker Hill	0	1	8	181
7th St/Metro Ctr	1	0	1	13
Pico	1	0	10	38
Grand/LATTC	0	1	3	57
San Pedro St	1	0	0	11
Washington	2	2	0	15
Vernon	0	0	0	8
Slauson	1	0	0	23
Florence	0	1	0	20
Firestone	0	1	0	27
103rd St/Watts Towers	2	3	1	17
Willowbrook/Rosa Parks	1	5	7	80
Compton	2	1	3	21
Artesia	0	5	4	36
Del Amo	0	0	1	12
Wardlow	0	0	0	0
Willow St	0	1	0	12
PCH	0	0	0	1
Anaheim St	2	1	0	6
5th St	0	0	0	1
1st St	1	0	0	1
Downtown Long Beach	0	0	0	6
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	1	0	5
Other	0	0	0	0
<b>Total</b>	<b>23</b>	<b>24</b>	<b>53</b>	<b>927</b>

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	17	9	0	235
Misdemeanor	38	44	0	833
<b>TOTAL</b>	<b>55</b>	<b>53</b>	<b>0</b>	<b>1,068</b>

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	28	45	0	911
Vehicle Code Citations	7	2	19	97
<b>TOTAL</b>	<b>35</b>	<b>47</b>	<b>19</b>	<b>1,008</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	Currently Unavailable	202	6	3,192
Priority	Currently Unavailable	104	40	947
Emergency	Currently Unavailable	5	9	146
<b>TOTAL</b>	<b>0</b>	<b>311</b>	<b>55</b>	<b>4,285</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	27%	N/C	2%
Proactive	73%	N/C	98%
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	84%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Azusa	0	31	0	187
Irwindale	0	23	0	175
Duarte Station	0	8	0	52
Monrovia	0	5	0	88
Magnolia Ave	0	0	0	0
Arcadia Station	0	16	0	131
Pasadena	0	33	0	318
South Pasadena	0	8	0	118
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	24	0	0	297
Slauson	0	2	0	100
Florence	0	5	0	126
Firestone	0	4	0	81
103rd St	19	0	0	81
Willowbrook	0	7	0	73
Compton	0	5	0	41
Artesia	0	6	0	36
Del Amo	0	1	0	41
Wardlow Rd	0	0	0	16
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
<b>TOTAL</b>	<b>43</b>	<b>154</b>	<b>0</b>	<b>1,961</b>

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

# B LINE (RED)

ATTACHMENT E

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	0	25
Aggravated Assault	5	61
Aggravated Assault on Operator	0	0
Battery	10	162
Battery Rail Operator	0	0
Sex Offenses	0	17
<b>SUB-TOTAL</b>	<b>15</b>	<b>266</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	4	42
Bike Theft	0	0
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	0	20
<b>SUB-TOTAL</b>	<b>5</b>	<b>63</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	9	95
Narcotics	78	565
Trespassing	97	1,803
<b>SUB-TOTAL</b>	<b>184</b>	<b>2,463</b>
<b>TOTAL</b>	<b>204</b>	<b>2,792</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	91	620
Misdemeanor	203	3,001
<b>TOTAL</b>	<b>294</b>	<b>3,621</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	441	2,575
Vehicle Code Citations	9	306
<b>TOTAL</b>	<b>450</b>	<b>2,881</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	30%
Proactive	70%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	0	1	10	737
Civic Center/Grand Park	0	0	4	23
Pershing Square	2	1	78	332
7th St/Metro Ctr	3	0	7	222
Westlake/MacArthur Park	4	0	17	440
Wilshire/Vermont	0	2	6	202
Wilshire/Normandie	0	0	1	21
Vermont/Beverly	0	0	3	64
Wilshire/Western	0	0	4	63
Vermont/Santa Monica	1	0	9	48
Vermont/Sunset	0	0	5	52
Hollywood/Western	1	0	7	58
Hollywood/Vine	2	0	8	67
Hollywood/Highland	0	0	5	66
Universal City/Studio City	1	0	3	50
North Hollywood	1	1	17	347
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>15</b>	<b>5</b>	<b>184</b>	<b>2,792</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	81%

LEGEND
Los Angeles Police Department

# C LINE (GREEN)

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	3	24
Aggravated Assault	0	1	26
Aggravated Assault on Operator	0	0	0
Battery	0	1	17
Battery Rail Operator	0	0	0
Sex Offenses	1	1	6
<b>SUB-TOTAL</b>	<b>1</b>	<b>6</b>	<b>73</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	2	34
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	6
Arson	0	0	0
Vandalism	1	2	9
<b>SUB-TOTAL</b>	<b>2</b>	<b>4</b>	<b>49</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	14
Narcotics	0	5	48
Trespassing	2	0	54
<b>SUB-TOTAL</b>	<b>2</b>	<b>6</b>	<b>116</b>
<b>TOTAL</b>	<b>5</b>	<b>16</b>	<b>238</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	6	65
Misdemeanor	1	13	235
<b>TOTAL</b>	<b>2</b>	<b>19</b>	<b>300</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	10	297
Vehicle Code Citations	0	1	8
<b>TOTAL</b>	<b>0</b>	<b>11</b>	<b>305</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	96	1,854
Priority	Currently Unavailable	38	314
Emergency	Currently Unavailable	0	27
<b>TOTAL</b>	<b>0</b>	<b>134</b>	<b>2,195</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	26%	N/C
Proactive	74%	N/C
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center				
Aviation/Century	0	0	0	0
Aviation/Imperial	0	2	1	16
Hawthorne/Lennox	1	0	0	10
Crenshaw	0	2	1	15
Vermont/Athens	0	0	0	6
Harbor Fwy	1	0	0	67
Avalon	0	0	1	20
Willowbrook/Rosa Parks	2	1	0	30
Long Beach Bl	2	0	3	42
Lakewood Bl	0	1	1	5
Norwalk	1	0	1	22
<b>Total</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>233</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	80%
Green Line-LASD	N/C

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



**E LINE**

**ATTACHMENT E**

**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025**

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	3	0	23
Aggravated Assault	0	1	17
Aggravated Assault on Operator	0	0	0
Battery	5	1	48
Battery Rail Operator	0	0	0
Sex Offenses	0	0	5
<b>SUB-TOTAL</b>	<b>8</b>	<b>2</b>	<b>95</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	8	2	42
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	2	1	9
<b>SUB-TOTAL</b>	<b>10</b>	<b>4</b>	<b>53</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	6
Narcotics	2	0	38
Trespassing	9	0	336
<b>SUB-TOTAL</b>	<b>13</b>	<b>0</b>	<b>380</b>
<b>TOTAL</b>	<b>31</b>	<b>6</b>	<b>528</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	0	53
Misdemeanor	13	1	487
<b>TOTAL</b>	<b>16</b>	<b>1</b>	<b>540</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	21	1	656
Vehicle Code Citations	1	0	11
<b>TOTAL</b>	<b>22</b>	<b>1</b>	<b>667</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	101	1,133
Priority	Currently Unavailable	15	171
Emergency	Currently Unavailable	1	16
<b>TOTAL</b>	<b>0</b>	<b>117</b>	<b>1,320</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	27%	N/C
Proactive	73%	N/C
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	5
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	1
Indiana (both LAPD & LASD)	1	1	0	24
Soto	1	0	1	18
Mariachi Plaza	1	0	0	18
Pico/Aliso	2	1	0	6
Little Tokyo/Arts Dist	0	0	1	3
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	1	1	6
LATTC/Ortho Institute	1	0	0	84
Jefferson/USC	0	0	0	7
Expo Park/USC	0	0	0	11
Expo/Vermont	0	2	0	38
Expo/Western	1	2	4	33
Expo/Crenshaw	1	0	5	68
Farmdale	0	2	0	17
Expo/La Brea	1	2	0	44
La Cienega/Jefferson	0	0	0	90
Culver City	0	1	0	4
Palms	0	0	0	3
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	0	0	6
Expo/Bundy	0	0	1	7
26th St/Bergamot	0	0	0	3
17th St/SMC	0	2	0	6
Downtown Santa Monica	1	0	0	21
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>528</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	83%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	12	47
Figueroa St	0	0	0
Exposition Blvd	170	0	1,038
Culver City	0	3	100
Santa Monica	0	61	617
<b>TOTAL</b>	<b>170</b>	<b>76</b>	<b>1,802</b>

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

# G LINE (ORANGE)

**ATTACHMENT E**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025**

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	8
Aggravated Assault	1	9
Aggravated Assault on Operator	0	0
Battery	4	17
Battery Bus Operator	0	0
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>5</b>	<b>34</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	5
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	9
<b>SUB-TOTAL</b>	<b>1</b>	<b>14</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	3
Narcotics	5	39
Trespassing	0	25
<b>SUB-TOTAL</b>	<b>5</b>	<b>67</b>
<b>TOTAL</b>	<b>11</b>	<b>115</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	27
Misdemeanor	4	50
<b>TOTAL</b>	<b>7</b>	<b>77</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	9	115
Vehicle Code Citations	14	83
<b>TOTAL</b>	<b>23</b>	<b>198</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	18%
Proactive	82%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	2	0	0	16
Laurel Canyon	1	0	0	3
Valley College	0	0	0	2
Woodman	0	0	2	3
Van Nuys	0	0	0	6
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	2	36
Tampa	0	0	0	2
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	1	0	0	6
Roscoe	0	1	0	2
Nordhoff	0	0	0	1
Chatsworth	1	0	1	27
<b>Total</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>115</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	85%

LEGEND
<b>Los Angeles Police Department</b>

# J LINE (SILVER)

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	1	0	6
Aggravated Assault on Operator	0	0	0
Battery	0	0	6
Battery Bus Operator	0	0	2
Sex Offenses	1	0	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>0</b>	<b>20</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>0</b>	<b>5</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	0	2
Narcotics	0	0	10
Trespassing	0	0	33
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>45</b>
<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>70</b>

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	2
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	7
Slauson	1	1	0	10
Manchester	0	0	1	14
Harbor Fwy	0	0	0	18
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	1	0	12
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>66</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	5
Misdemeanor	0	2	34
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>39</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	84
Vehicle Code Citations	4	0	28
<b>TOTAL</b>	<b>4</b>	<b>0</b>	<b>112</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	8	42
Priority	Currently Unavailable	3	12
Emergency	Currently Unavailable	0	1
<b>TOTAL</b>	<b>0</b>	<b>11</b>	<b>55</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	13%	6%
Proactive	87%	94%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	87%
Silver Line- LASD	89%

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

# K LINE

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	1	0	3
Aggravated Assault on Operator	0	0	0
Battery	1	5	14
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>2</b>	<b>5</b>	<b>21</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>12</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	0	3
Narcotics	1	0	5
Trespassing	2	0	17
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>25</b>
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>58</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	2	9
Misdemeanor	5	0	35
<b>TOTAL</b>	<b>8</b>	<b>2</b>	<b>44</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	3	34
Vehicle Code Citations	0	0	3
<b>TOTAL</b>	<b>0</b>	<b>3</b>	<b>37</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	88	892
Priority	Currently Unavailable	6	42
Emergency	Currently Unavailable	1	4
<b>TOTAL</b>	<b>0</b>	<b>95</b>	<b>938</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	29%	N/C
Proactive	71%	N/C
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	17
Martin Luther King Jr Station	0	0	0	6
Leimert Park Station	1	0	0	5
Hyde Park Station	0	0	0	9
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	0	0	3
LAX/Metro Transit Center				

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	85%
K Line - LASD	N/C

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

**BUS PATROL**
**ATTACHMENT E**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025**

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	9	2	59
Aggravated Assault	5	5	91
Aggravated Assault on Operator	2	1	24
Battery	13	7	201
Battery Bus Operator	3	0	52
Sex Offenses	5	0	22
<b>SUB-TOTAL</b>	<b>37</b>	<b>15</b>	<b>450</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	6	3	98
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	3	1	72
<b>SUB-TOTAL</b>	<b>9</b>	<b>4</b>	<b>172</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	5	31
Narcotics	1	8	84
Trespassing	1	2	26
<b>SUB-TOTAL</b>	<b>3</b>	<b>15</b>	<b>141</b>
<b>TOTAL</b>	<b>49</b>	<b>34</b>	<b>763</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	18
San Fernando	1	6
San Gabriel Valley	11	40
Gateway Cities	4	56
South Bay	16	82
<b>Total</b>	<b>34</b>	<b>202</b>

LAPD's Crimes per Sector		
Sector		FYTD
<b>Valley Bureau</b>		
Van Nuys	3	14
West Valley	0	17
North Hollywood	1	19
Foothill	1	9
Devonshire	0	8
Mission	3	12
Topanga	1	5
<b>Central Bureau</b>		
Central	7	112
Rampart	1	30
Hollenbeck	2	15
Northeast	1	17
Newton	3	42
<b>West Bureau</b>		
Hollywood	4	26
Wilshire	1	22
West LA	3	21
Pacific	1	10
Olympic	3	48
<b>Southwest Bureau</b>		
Southwest	8	40
Harbor	1	10
77th Street	2	61
Southeast	3	23
<b>Total</b>	<b>49</b>	<b>561</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	9	16	155
Misdemeanor	10	34	344
<b>TOTAL</b>	<b>19</b>	<b>50</b>	<b>499</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	49	40	1,180
Vehicle Code Citations	166	11	1,103
<b>TOTAL</b>	<b>215</b>	<b>51</b>	<b>2,283</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	180	1,200
Priority	Currently Unavailable	102	668
Emergency	Currently Unavailable	3	25
<b>TOTAL</b>	<b>0</b>	<b>285</b>	<b>1,893</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
<b>TOTAL</b>	<b>0%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

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

# UNION STATION

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	0	2
Aggravated Assault	2	10
Aggravated Assault on Operator	0	0
Battery	1	29
Battery Rail Operator	0	0
Sex Offenses	3	4
<b>SUB-TOTAL</b>	<b>6</b>	<b>47</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	12
Bike Theft	0	0
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	3	11
<b>SUB-TOTAL</b>	<b>4</b>	<b>24</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	2
Trespassing	6	35
<b>SUB-TOTAL</b>	<b>6</b>	<b>38</b>
<b>TOTAL</b>	<b>16</b>	<b>109</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	16
Misdemeanor	2	35
<b>TOTAL</b>	<b>3</b>	<b>51</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	6	654
Vehicle Code Citations	0	6
<b>TOTAL</b>	<b>6</b>	<b>660</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	7%
Proactive	93%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	87%

LEGEND	
Los Angeles Police Department	

# 7TH & METRO STATION

**ATTACHMENT E**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2025**

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

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

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	85%

LEGEND	
Los Angeles Police Department	



**SYSTEM SECURITY & LAW ENFORCEMENT**

Attachment F

**Sexual Crimes / Harassment Calls for Service January 2025**

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between January 1 and January 31, Metro Transit Security, LAPD, LASD, and LBPD received fourteen (14) incidents and referred thirteen victims of sexual crimes / harassment to the above free hotlines. One incident was a public urination incident observed by a Metro Transit Security Officer.

Incident Type & Totals						
	Jan 25	Dec 24	% Change	Jan 25	Jan 24	% Change
Sexual Harassment	0	0	0.0%	0	1	-100.0%
Sexual Battery	9	3	200.0%	9	4	125.0%
Lewd Conduct	1	3	-66.7%	1	2	-50.0%
Indecent Exposure	4	1	300.0%	4	2	100.0%
Rape	0	1*	-100.0%	0	0	0.0%
<b>TOTAL</b>	<b>14</b>	<b>8</b>	<b>75.0%</b>	<b>14</b>	<b>9</b>	<b>55.6%</b>

*\*LAPD stated that victim was uncooperative, gave inconsistent statements, did not agree to a SART examination, and did not show injuries that were consistent with a rape claim.*

Counseling Information Provided	
	January 2025
Yes	13
No - If no, why?	1
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	1
<b>TOTAL</b>	<b>14</b>





**OPERATOR ASSAULTS  
JANUARY 2025**

**SYSTEM SECURITY & LAW ENFORCEMENT**

Attachment G

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
1/5/2025	20:00	28	5730	Olympic & Figueroa	Suspect spat at victim approximately 3 times on the arms and face.	Barrier present - closed	Insufficient information	Spit	No
1/14/2025	10:15	18	1757	Atlantic Bl & Whittier Bl	Unknown suspect approached victim after exiting the bus, suspect then punched victim in the face several times, causing him to fall over, suspect fled location.	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	No
1/17/2025	23:50	207	3682	Western Ave & 29th St	Suspect sprayed caustic chemical to the victims face. Suspect fled unknown direction.	Barrier present - closed	Insufficient information	Weapon or object used as weapon	No
1/18/2025	23:00	76	1821	3501 Santa Anita, El Monte	Suspect transient arrested for cutting bus operator with knife.	Outside of operator area	Insufficient information	Weapon or object used as weapon	Yes
1/22/2025	16:30	N/A	6056	Frank Modugno Dr & Village Way Dr	Unknown suspect attempted to take Victim 1's (MTA Bus Operator) property by punching him leaving visible injuries. The suspect pushed Victim 2 (MTA Bus Operator) on the chest.	Outside of operator area	Violated Code of Conduct or committed a crime	Physical force (punch, slap, kick)	Yes
1/30/2025	19:49	N/A	1696	Frank Modugno Dr & Village Way Dr	Suspect entered the Metro Bus and refused to leave. Suspect began banging on the driver's glass barrier causing the barrier to hit the victim's face.	Barrier present - closed	Violated Code of Conduct or committed a crime	Weapon or object used as weapon	No



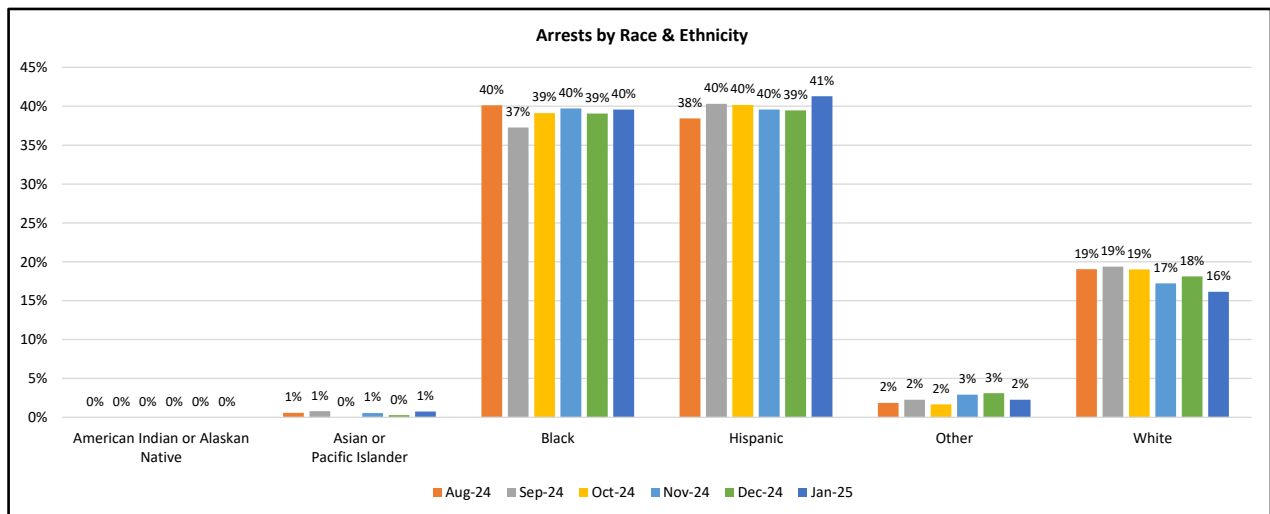
# SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Arrests January 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Systemwide - Arrests</b>	0	0	1	3	25	186	24	196	0	12	20	66	533
<b>Total</b>	0		4		211		220		12		86		533
<b>% Share</b>	0.00%		0.75%		39.59%		41.28%		2.25%		16.14%		100.00%

Arrests January 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Bus Systemwide (includes G &amp; J Lines)</b>	0	0	0	0	3	20	10	44	0	1	0	2	80
<b>Rail Systemwide</b>	0	0	1	3	22	164	14	151	0	11	20	64	450
<b>Union Station and 7th &amp; Metro Station</b>	0	0	0	0	0	2	0	1	0	0	0	0	3
<b>Total</b>	0		4		211		220		12		86		533
<b>% Share</b>	0.00%		0.75%		39.59%		41.28%		2.25%		16.14%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) January 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>A Line (Blue)</b>	0	0	0	2	8	32	6	43	0	0	4	13	108
<b>B Line (Red)</b>	0	0	1	1	12	108	5	91	0	11	15	50	294
<b>C Line (Green)</b>	0	0	0	0	0	11	3	7	0	0	0	0	21
<b>E Line (Expo)</b>	0	0	0	0	2	7	0	7	0	0	1	0	17
<b>Bus - G Line (Orange)</b>	0	0	0	0	0	3	0	3	0	1	0	0	7
<b>Bus - J Line (Silver)</b>	0	0	0	0	0	2	0	2	0	0	0	0	4
<b>K Line</b>	0	0	0	0	0	6	0	3	0	0	0	1	10
<b>Union Station</b>	0	0	0	0	0	2	0	1	0	0	0	0	3
<b>7th &amp; Metro Station</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Bus Systemwide (excludes G &amp; J Lines)</b>	0	0	0	0	3	15	10	39	0	0	0	2	69
<b>Total</b>	0		4		211		220		12		86		533
<b>% Share</b>	0.00%		0.75%		39.59%		41.28%		2.25%		16.14%		100.00%





## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment I

#### Law Enforcement Homeless Outreach

January 2025

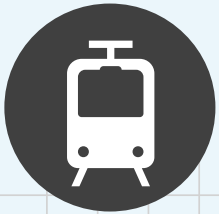
	LAPD	LASD	LBPB
Contacts	151	335	203
Refusal of Services	133	0	151
Referrals	15	0	52
Veteran	6	0	0
5150	7	4	0
Mental Illness	51	0	29
Evaluations	74	0	0
Narcotics	126	0	40
Detox	2	0	0
Housed	2	0	0
Parole	3	0	0
Probation	9	0	0
Cleanup requests	15	0	0
Cleanups	23	0	0
Provided Social Services	0	1	0
Hospital	0	1	0
Food/Clothing	0	2	0

*\*Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.*

# MARCH 2025

## Monthly Update On Public Safety

*Operations, Safety, & Customer Experience Committee Meeting  
March 20, 2025*

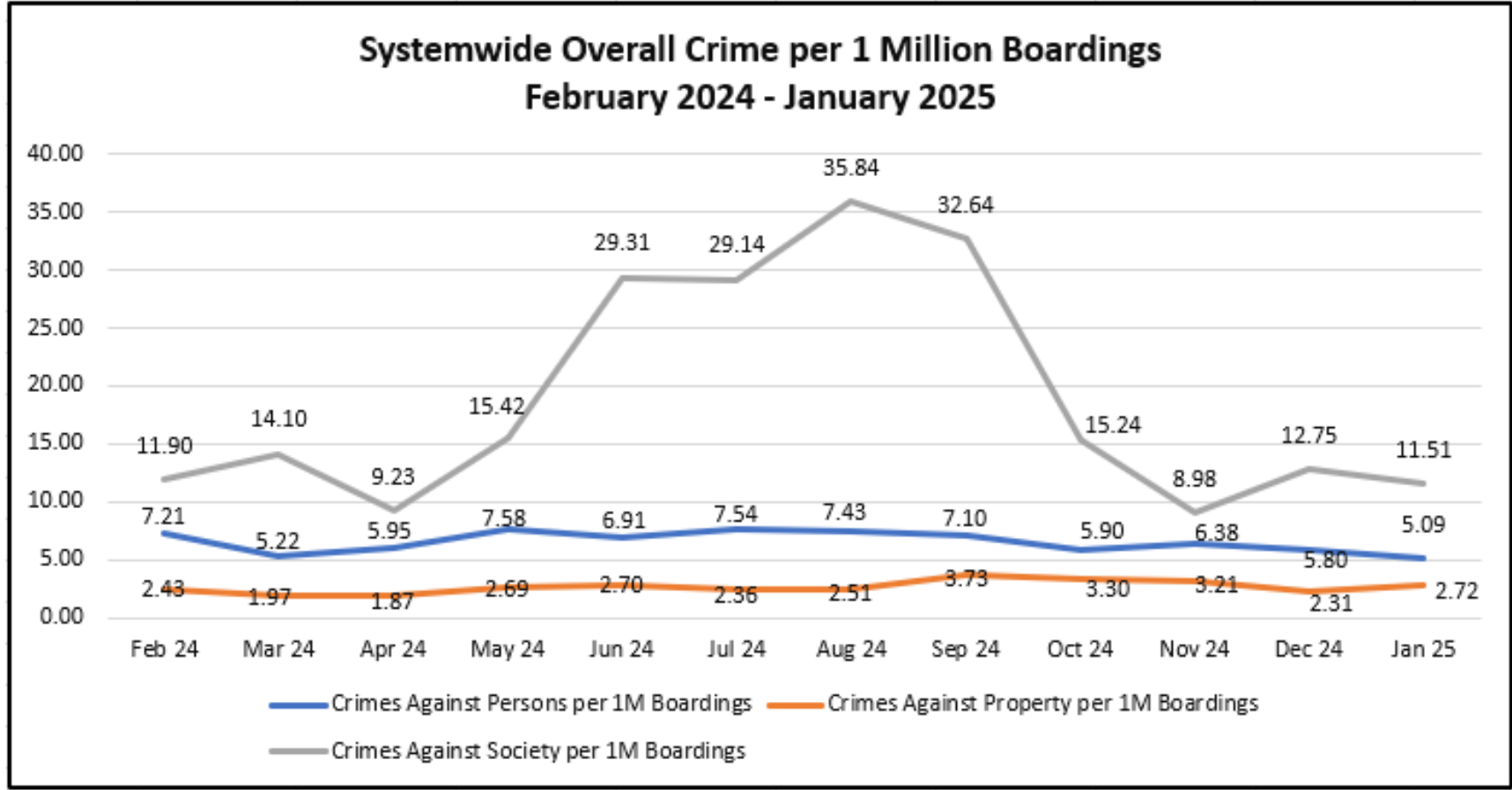


CRIMES & ARRESTS BY SURGE PERSONNEL				
	DECEMBER 2024		JANUARY 2025	
INCIDENT TYPE	CRIME	ARREST	CRIME	ARREST
Agg Assault	0	1	0	0
Arson	0	0	0	0
Assault on Operator	0	0	0	0
Battery	1	1	0	1
Battery on Operator	0	0	0	0
Bike Theft	0	0	0	0
Burglary	0	0	0	0
Larceny	0	0	1	0
Narcotics	41	55	27	44
Released from Custody*	0	283	0	220
Robbery	0	0	0	0
Trespassing	44	115	24	72
Vandalism	1	1	0	0
Warrants	0	194	0	118
Weapons	6	7	3	6
Other	14	13	35	12
<b>TOTAL</b>	<b>107</b>	<b>670</b>	<b>90</b>	<b>473</b>

- Law enforcement personnel reported 90 crimes and made 473 arrests.
- Reported trespassing crimes continued to decline, decreasing by 45% in January compared to December (24 vs. 44).
- There was a 29% decrease in arrests in January compared to December (473 vs. 670).
- Arrests for outstanding warrants fell by 39% from December to January (118 vs. 194).
- Reports of crimes related to Narcotics declined by 34% during this period (27 vs. 41).

*\*Released from Custody (RFC) is when a suspect is detained and then released on the spot: they are not booked but the incident is still counted as an arrest.*

Note: From January 8 to January 26, Metro provided free fares on trains and buses during the wildfire crisis in Los Angeles County, which contributed to the decrease in reported crimes and arrests this month.

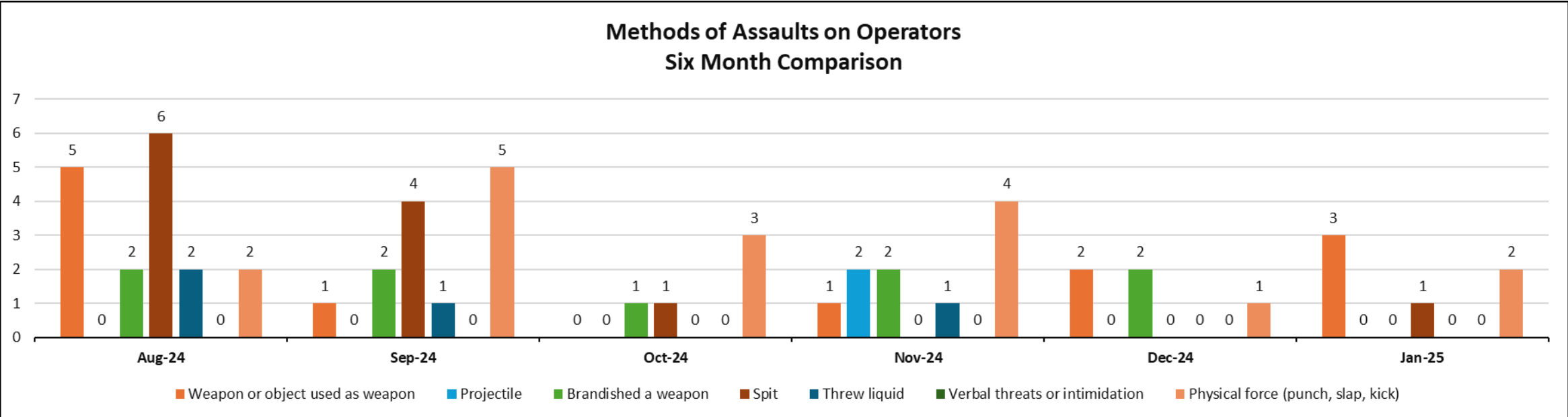


- Crimes Against Persons and Crimes Against Society **decreased** this month, by 12.4% and 9.7%, respectively.
- Crimes Against Property increased by 17.6% compared to the previous month.

- There were 23 assaults on Metro frontline personnel in January.
  - **Operator assaults slightly increased from 5 in December 2024 to 6 in January 2025.**
- Using a weapon or object and physical force (punch, slap) were the most common methods of assault.

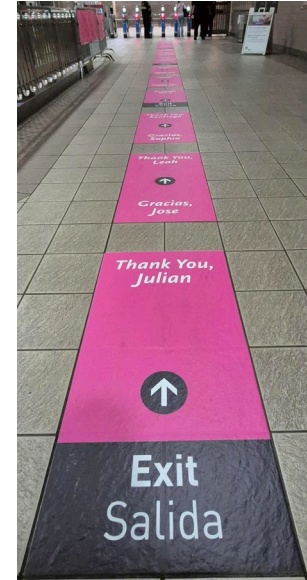
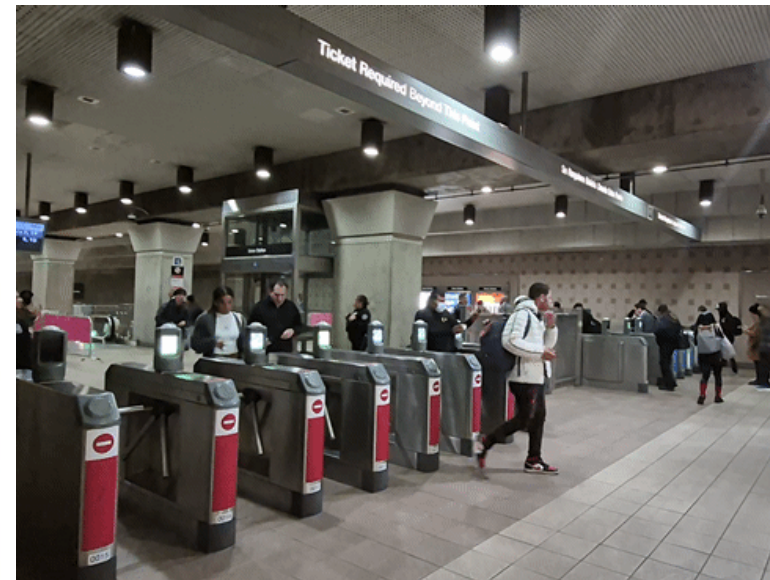
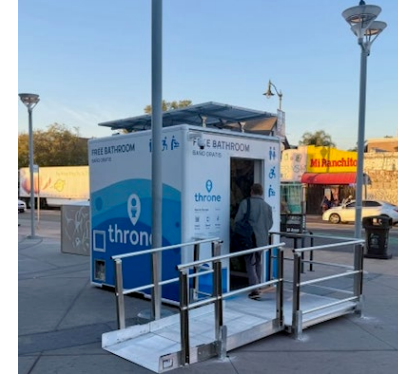
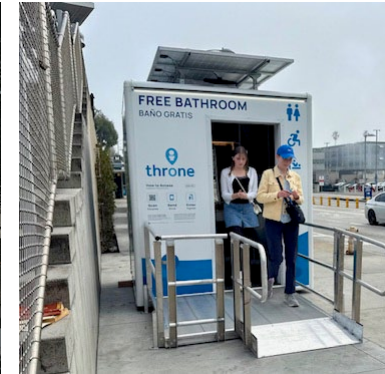
Assaults on Metro Employees & Contractors		
Type	Dec-24	Jan-25
Bus Operators	5	6
Rail Operators	0	0
Metro Transit Security Officers	1	0
Contract Security Officers	10	11
Ambassadors	5	3
Blue Shirts	0	0
Custodians	0	3
<b>Total</b>	<b>21</b>	<b>23</b>

Reasons for Assaults on Non-Operator Personnel	
Reason	Jan-25
Asked to leave vehicle or facility	10
Insufficient information	6
Violated Code of Conduct or committed a crime	1
<b>Grand Total</b>	<b>17</b>



# STATION EXPERIENCE UPDATES

- **Safe, Clean, Free-to-Use Throne Bathrooms expand to more stations with over 3,000 uses in first two weeks**
  - Over 1,100 uses at Little Tokyo/Arts District in DTLA
  - Over 600 uses at Downtown Santa Monica
  - Over 500 uses at Soto in Boyle Heights
  - Over 450 uses at Harbor Fwy in South LA
  - Nearly 350 uses at Highland Park in NELA
- **CX infuses 'Surprise & Delight' as Union Station TAP-to-Exit corrects nearly 2,000 unpaid rides in first week**
- **Parking Lot User Safety (PLUS) Program brightens Harbor Gateway Transit Center**



Lighting improvements at Harbor Gateway Transit Center(Before & After)



# METRO AMBASSADORS UPDATE

## Support

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs. In addition, they were called upon to provide crowd control and wayfinding support for special events such as the Rose Parade, ongoing NFL Games, and service detours systemwide.

**Fire-Related Redeployments:** In early January 2025, Metro Ambassadors were redeployed to remain fixed at Southwest Museum, Highland Park, South Pasadena, and Filmore stations to assist customers through unplanned service disruptions. Additionally, Metro Ambassadors were redeployed to Bus Line 78, around the San Gabriel Area, and to the Hollywood/Western, Duarte/City of Hope, Lake, and Expo/Bundy stations, to assist the public seeking the FEMA resource centers.

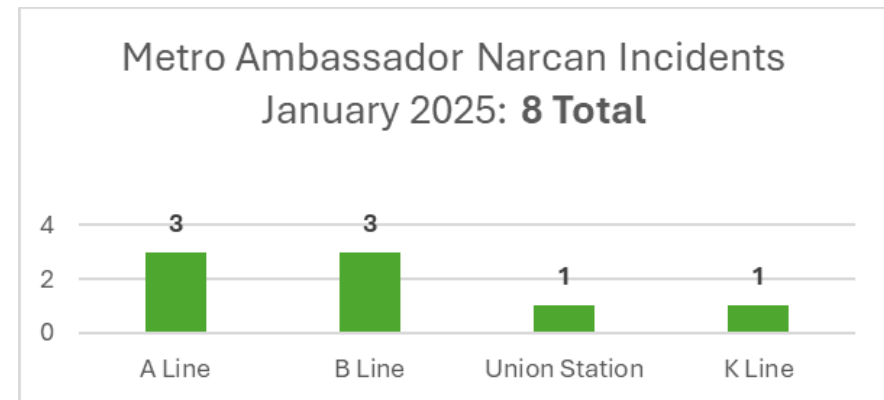
## Connect

For the month of **January 2025**, Metro Ambassadors conducted 42,535 customer engagements and reported the following:

- 2,805 Cleanliness Issues
- 1,810 Graffiti Incidents
- 431 Elevator and Escalator Problems
- Seven lives were saved through the timely administration of Narcan, compared to five lives in December 2024.

## Report

For the month of **January 2025**, Metro Ambassadors reported **8 Narcan Incidents** and (1) fatality.





**Board Report**

**File #:** 2024-1146, **File Type:** Informational Report

**Agenda Number:** 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MARCH 20, 2025**

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE a quarterly status report on Metro’s Public Safety Advisory Committee (PSAC).

**ISSUE**

In June 2020, the Board directed the CEO to form an advisory committee to contribute to developing a community-based approach to public safety on the transit system. This Board report provides an update on the work of the Public Safety Advisory Committee from November 2024 through February 2025.

**BACKGROUND**

Metro established the first cohort of PSAC on April 7, 2021, with five objectives:

- Advise on the development of a community-based approach to public safety.
- Share input on the development of the multi-agency policing contract renewal.
- Review the Customer Code of Conduct.
- Provide feedback on Metro’s mission and value statements regarding public safety.
- Guide the establishment of Metro’s Transit Ambassadors program.

After its 16-month tenure, the first cohort concluded on August 17, 2022. At the September 2022 Board meeting, the CEO recommended that the PSAC continue, and the Board approved the recommendation. The second cohort was established on February 25, 2023, and served for two years through February 2025. The third cohort began their term on February 6, 2025.

**Executive Committee Members**

The Cohort 2 Executive Committee, which ended on February 6, 2025, were:

- Jeremy Oliver-Ronceros, Chair
- Misty Wilks, Vice-Chair
- Darryl Goodus, Secretary (termed out; now vacant)

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Together with the Office of the CEO, in January 2025, the PSAC Executive Committee developed a workplan that aligns with its five objectives framing PSAC's scope of work to enhance the customer experience by addressing safety and perceptions of safety on the system. The Executive Committee and staff together identified key projects, programs, and initiatives for the committee to review, evaluate, and/or help advance throughout the year. The PSAC Executive Committee meets with CEO Wiggins monthly to set PSAC's monthly meeting agenda.

## **DISCUSSION**

During the period of November 2024 through February 2025, agenda items included a presentation about Metro's On the Move Riders Program, review and discussion of the Ad Hoc Committees' Recommendations, and preparation for the transition of the Committee from Cohort 2 to Cohort 3.

In addition, PSAC also conducted Transit Community Public Safety Department (TCPD) Community Listening Sessions, which concluded in November with presentations to several Metro advisory committees (Community Advisory Committee, Youth Council, Accessibility Advisory Committee, and the Aging Disability Transportation Network), Metro's On the Move Riders Program participants, and BizFed.

### Cohort 3

A new PSAC cohort (Cohort 3) of eighteen members (eight existing Cohort 2 members, seven new voting members, and three new alternates) was selected and installed due to the PSAC Bylaws' term limits requiring eight existing members to be replaced annually.

After a thorough review of 431 applicants to serve on Cohort 3 of PSAC, the 20 top candidates interviewed with Metro staff, including CEO Wiggins, and seven voting members and three alternates were selected. Orientation of the new and returning members took place on January 25, 2025. At the orientation, CEO Wiggins welcomed PSAC new and returning members. Members were oriented on committee participation expectations, asked for input on how to improve committee processes, and received a thorough orientation on the Brown Act and Robert's Rules of Order.

The information on meetings during this reporting period is as follows:

### **November 2024 Meeting**

The November meeting featured a staff presentation about Metro's On the Move Riders Program. The presentation focused on:

- Outreach activities and events
  - Educational workshops
  - Pop-Up events
  - Annual Older Adult Transportation Expo
- Seniors' safety concerns while riding/using Metro - captured through surveys

A total of 10 recommendations for Ad Hoc Committees A (Alternatives to Fare Enforcement) and B (Equitable Fare Enforcement) were also presented at the November meeting. During the meeting, five passed, three were tabled and/or combined, and one did not pass:

Passed:

- Creating a social media campaign on the Code of Conduct
- Fare pardoning for first time offenders after receiving citations
- Supporting future expansions of the Go Pass Program to reduce fare citations for youth and improve perceptions of safety through less interactions with law enforcement
- Allowing community service for first time offenders, and
- Ensuring that fare enforcement does not put Metro Operators in harm's way

Tabled:

- One recommendation to move to fareless transit was tabled to January due to insufficient data at the time of request; staff subsequently sent a Board Report 2023-0760 with data showing the results of the fareless feasibility study. Since then, staff have reminded PSAC of their five objectives.
- Two similar recommendations to increase the amount of Code of Conduct signage and improve readability by each committee were combined for better awareness of the Code of Conduct
- One recommendation to consider unhoused riders' financial status and those experiencing mental illness when enforcing fare collection was tabled for a vote in January

Did not pass:

- One recommendation to upgrade video surveillance to better enforce the Code of Conduct did not pass.

## December 2024 Meeting

There was no PSAC meeting during December as the committee is dark per its adopted bylaws.

## January 2025 Meeting

The departure of PSAC Secretary Darryl Goodus and Committee member Florence Annang (part of the first cohort of PSAC) was acknowledged, as they officially termed out.

The meeting featured a brief but in-depth review of the PSAC Objectives by Chair Oliver-Ronceros, to remind and guide members during their decision making and voting process. Committee members also finalized voting on two recommendations from Ad Hoc Committees A (Alternatives to Fare Enforcement) and B (Equitable Fare Enforcement), that were pending from the November meeting, one of which had been tabled at the previous meeting (fareless transit), and the other (fare enforcement protocol) on which a motion had been made, but final vote not tallied. The fareless transit recommendation was not approved because as the idea evolved during the discussions, it became apparent that it was outside of the PSAC's scope of work. The recommendation to support fare enforcement protocol that considers financial insecurity was approved and was forwarded to Metro staff for review prior to CEO review. All recommendations will now be reviewed and advanced to Metro CEO for consideration.

## February 2025 Meeting

The February meeting featured the introduction and seating of the seven voting and three alternate Cohort 3 Committee members. Suggested revisions to the Bylaws were shared and updates discussed. Metro staff presented on Fare Gate Hardening. Questions arose about accessibility and making sure the new fare gates are accessible to people with disabilities. Overall, committee members responded positively to the presentation and look forward to the pilot implementation.

### **DETERMINATION OF SAFETY IMPACT**

This Board action will not have an impact on safety standards for Metro.

### **EQUITY PLATFORM**

PSAC plays a crucial role in addressing equity within the transportation system. Equity is a central consideration in the committee's decision-making processes, as it strives to ensure that all members of the community, especially those historically marginalized or underserved, have access to safe and reliable transportation options. The criteria for member selection has and continues to ensure racial, gender, and geographical equity, as well as ensuring committee spots for racial justice advocates, social service providers, and mental health practitioners, amongst other underrepresented voices. This was reflected in the recent new member selection and orientation that happened in January 2025. Through its commitment to inclusivity, community engagement, and data-driven approaches, the committee strives to create a transit environment that is safe, accessible, and equitable for all residents of Los Angeles County.

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

PSAC's work supports Metro's Strategic Vision Goal #2, which is to deliver outstanding trip experiences for all transportation system users.

This quarterly update highlights PSAC's important role in supporting Metro's Equity Platform. For example, PSAC's community engagement efforts to develop its recommendations for a potential new Transit Community Safety Department started with community listening sessions for all interested stakeholders to provide feedback about public safety in a safe space and allowed different perspectives to flourish. These efforts continued during November with outreach to Metro stakeholders and community councils. As previously shared in the last quarterly update, Ad Hoc Committee B recommendations incorporated the important perspective of equity in advising Metro on potential strategies for equitable fare enforcement. The Ad Hoc Committees have finished refining their recommendations and they will now be forwarded to staff to analyze their proposals and determine feasibility.

This goal outlines that the agency will specifically take action to improve security and ease of use by preventing crime and enforcing Metro's code of conduct. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component to help reach this goal as the committee will work to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides awareness, transparency, and support for the work of the PSAC-- an advisory body for LA Metro focused on customer experience and safety on our transit system. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

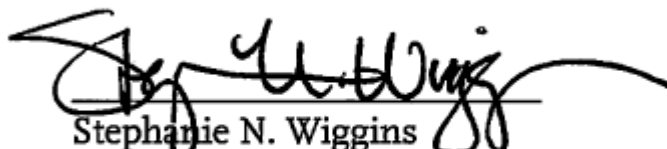
\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

### **NEXT STEPS**

The CEO will continue to meet with the PSAC Executive Committee monthly to ensure that the Board's priorities are met.

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**Metro**

# Public Safety Advisory Committee (PSAC)

Quarterly Board Update March 20, 2025

# November 7, 2024, PSAC General Meeting

## Metro On the Move Riders Program (OTMRP)

- Metro Staff presented information on outreach activities and events
  - Educational workshops & Pop-Up Events
  - Annual Older Adult Transportation Expo
- Safety concerns of Older Adults while riding Metro were discussed (from OTMRP surveys)

## Review of Ad Hoc Committee Recommendations - (A) Alternatives to Fare Enforcement & (B) Equitable Fare Enforcement

- Ten Recommendations were presented to the full Committee
- Committee members voted on all but two recommendations:
  - Recommendation on fareless transit – ***Tabled***
  - Recommendation on fare enforcement for those experiencing various impacts of financial insecurity – ***Vote pushed to Jan 2025 due to time constraints***



# January 16, 2025, PSAC General Meeting

## Departure of Committee Members

- Two Committee members from Cohort 1, Darryl Goodus and Florence Annang, termed out and were recognized for their efforts

## Review of Ad Hoc Committee Recommendations - (A) Alternatives to Fare Enforcement & (B) Equitable Fare Enforcement

- Committee members voted on remaining two recommendations held over from November meeting:
  - Recommendation on fareless transit – ***Failed***
  - Recommendation on fare enforcement for those experiencing various impacts of financial insecurity – ***Approved***

# February 6, 2025, PSAC General Meeting

## Installation of New Committee Members

- Newly selected Committee members were introduced
  - Voting Members: 7
  - Alternates: 3

## Review/Discussion of PSAC Bylaws Update

- Discussion centered on attendance, tardiness, Executive Committee members, and alternates
- Final review and vote to adopt revised Bylaws scheduled for PSAC March General Meeting

## Fare Gate Hardening

- Metro Staff presented information on:
  - Research and use at other transit agencies
  - Upcoming installation dates and locations
  - Testing, Usage, and Monitoring



**Metro**



**Thank You**



**Metro**



## Board Report

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File #: 2024-1145, File Type: Informational Report

Agenda Number: 28.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 20, 2025

**SUBJECT:** COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY UPDATE

**ACTION:** RECEIVE AND FILE

#### **RECOMMENDATION**

RECEIVE AND FILE quarterly status report on the Community Advisory Council (CAC).

#### **ISSUE**

This receive and file report is a Board-directed quarterly update on Community Advisory Council (CAC) activities from November 2024 through February 2025.

#### **BACKGROUND**

Per state statute, Metro must appoint a citizens advisory committee, whose membership “shall reflect a broad spectrum of interests and all geographic areas of the county.” The CAC prefers to be referred to as the Community Advisory Council because it better reflects its constituency.

Per the CAC's bylaws, the group consults, obtains, and collects public input on matters of interest and concern to the community, as well as those assigned by the Board of Directors or Metro staff. The CAC communicates their recommendations concerning key issues to the Board.

The CAC is currently comprised of 23 voting members. CAC members are directly appointed by the Metro Board of Directors and serve at the pleasure of their appointing Director. The CAC General Assembly has historically met monthly on the Wednesday evening before the Metro Board of Directors meeting but recently updated its bylaws to allow for flexibility within the fourth week of the month. The CAC's elected officers have historically met as an Executive Committee on the first Friday of each month but also updated the bylaws to allow for flexibility to meet within the first week of each month to lead agenda planning for the General Assembly meeting.

#### **DISCUSSION**

Since the November 2024, update to the Board, the CAC General Assembly convened three times - twice to discuss matters related to Metro business directly with agency staff working on critical programs, projects, operations, and agency initiatives, and once for a holiday celebration.

### November 2024

At the November 20, 2024, meeting, SSLE presented an overview of Metro's Transit Community Public Safety Department (TCPSP) Implementation Plan and multilayered approach to the department design and asked for input on the characteristics they wanted to see in the future Chief of Police. CAC members asked about coordination with other agencies and candidate selection considerations and suggested that the Chief of Police and Emergency Management have a strong engagement and community policing/relations background, as well as experience working with communities of color.

The CAC has set an intention to be able to align with and influence Metro board policy through the formation of subcommittees to delve more deeply on topics before the board. To that end, the CAC also voted to finalize subcommittees that mirror Metro Board committees, Planning and Programming and Operations, Safety, and Customer Experience.

### December 2024

At its December 2024 meeting, the CAC had a holiday/end of the year meeting and celebration with the CEO. No business was conducted, rather the CAC informally shared input on various Metro projects and programs with the CEO.

At its December meeting, the Board approved the CAC's updated bylaws, which allow for some General Assembly meeting time flexibility to further the goals of aligning with and influencing Metro board priorities.

### January 2025

At its January 2025 General Assembly meeting, the CAC received an overview from Service Planning regarding considerations for planning a new bus route and identifying route frequency and bus size. Staff shared emergency management resources and CAC members expressed support for Metro's emergency wildfire response, including temporarily waiving fares for affected riders. The CAC also discussed subcommittee formation and updating the list of interested CAC members based on a budget for a range of three to seven members per subcommittee.

### February 2025

At its February 2025 meeting, the CAC received an update from SSLE on the Chief of Police hiring timeline, as well as presentations from Operations on Emergency service planning and OMB on the Budget Development Process and community input opportunities. They also formalized their subcommittee membership.

### Membership Update

In December 2024, one CAC Member, Tony Banash, appointed by Director Najarian passed away. Tony Banash was one of the longest standing CAC Members and a past Chair Emeritus. He demonstrated an unwavering commitment and dedication to the CAC and was passionate about Metro being a pleasant experience for riders and employees, through investing in safety and

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cleanliness initiatives. He also was a champion for fiscal responsibility and sustainability projects at Metro and beyond.

In February, the CAC Chair and Metro staff reached out to all Board Members' Deputy staff to identify new appointees, including any vacancies on the CAC. The 13 voting Metro Board of Directors, under AB 152, can appoint up to four CAC members each.

### **DETERMINATION OF SAFETY IMPACT**

This Board action will not have an impact on safety standards for Metro.

### **EQUITY PLATFORM**

CAC Members intentionally represent diverse ethnic, socio-economic, and geographic backgrounds and distinct perspectives to be reflective of Metro's ridership. Of the 23 members who self-disclosed their ethnic background, 61% identify as Black, Indigenous, and/or People of Color. Over recent years, the CAC has increasingly become more diverse in terms of race/ethnicity and gender and is comprised of several members that ride transit and Access services. Additionally, some CAC Members have disabilities - further increasing equitable representation and diverse perspectives. At present, there are seven women out of 23 total members (30%) and one transgender person serving on the CAC.

The CAC's increasing diversity is due to Metro staff and the CAC Chair collaborating to communicate with each Board of Directors' deputy and reminding them of current vacancies and which demographic/geographic needs can be filled by their appointments.

CAC members' concerns and feedback on various topics have helped inform the Metro's Board of Directors to make more equitably designed projects, programs, and initiatives by uplifting underserved voices, such as the Transit Community Public Safety Department (TCPSP) and Chief of Police job description, including a compassionate and sensitive approach to community policing.

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

**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 community 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

The CAC's advisory input to Metro supports Metro's Strategic Vision Goals, as outlined above, per the State statute that created the CAC. Per the CAC's bylaws, its purview may be broad and needn't

be specific to one agency issue area or concern.

### **VEHICLE MILES TRAVELED (VMT) OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it is a formal advisory body which provides community input on key agency priorities, projects and programs which can lead to an enhanced customer experience. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

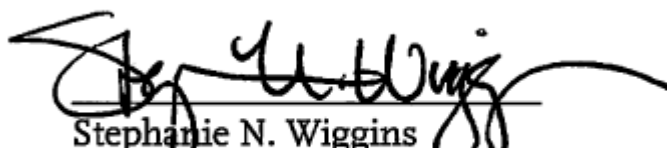
*\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.*

### **NEXT STEPS**

The CAC General Assembly will meet March 26 to discuss creating a strategic workplan for 2025, hear a requested presentation from Government Relations on Federal/State legislative and funding updates, and receive a Brown Act/Robert's Rules of Order training. Metro staff will continue to support the CAC.

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*Community Advisory Council (CAC) Update  
Operations, Safety, and Customer Experience*

*March 20, 2025*



**Metro**



## Background

- Per State law, Metro appointed a Citizens' Advisory Council (CAC), now called the Community Advisory Council (CAC), whose membership shall reflect a broad spectrum of interests and all geographic areas of the county.
- Per the CAC's bylaws, the CAC may consult, obtain, and collect public input on matters of interest and concern to the community and make recommendations to Metro. Issues may also be assigned to the CAC by Metro for its review, comment, and recommendation.
- The CAC is currently comprised of 23 members and each member is directly appointed by an active/voting Metro Board Director and serves at the pleasure of their appointing Director.
- Each voting Metro Board Director can appoint up to four people to serve on the CAC.



## November 20, 2024 – General Assembly Meeting

- During this meeting, the CAC discussed the following issues:
  - Input on the Transit Community Public Safety Department’s Implementation Plan and desired traits in a new Chief of Police & Emergency Management
  - Voted to finalize new CAC Planning & Programming and Operations, Safety, and Customer Experience Subcommittees



## December 6, 2024 – General Assembly Meeting

- During this meeting, the CAC held a Holiday End-of-Year meeting with CEO Wiggins
- The group informally shared feedback on various Metro projects and programs with the CEO



## January 22, 2025 – General Assembly Meeting

- During this meeting (held virtually due to the wildfires/State of Emergency), the CAC discussed the following issues:
  - Presentation on Service Planning efforts for new bus routes, identifying route frequencies and bus sizes.
  - Discussion regarding the CAC’s 2025 General Assembly meeting dates.
  - CAC members volunteered for the two new Subcommittees:
    - Planning & Programming
    - Operations, Safety, and Customer Experience



## February 26, 2025 – General Assembly Meeting

At the General Assembly meeting, agenda items included:

- An update from SSLE on the Chief of Police Hiring timeline
- Presentations from:
  - The Operations Department on Emergency Service Planning
  - Metro’s Budget Development Process from the Office of Management & Budget (OMB)
- The committee also formalized its subcommittees’ membership

*\*Membership Update: One CAC member appointed by Board Member Najarian passed away. In February, the CAC Chair and Metro staff contacted all Board Members’ staff to encouraged them to identify new appointees, including any vacancies on the CAC. The 13 voting Metro Board members, under AB 152, can appoint up to four CAC members each.*