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Agenda - Final

Thursday, August 20, 2020

9:00 AM

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Operations, Safety, and Customer Experience

Committee

Robert Garcia, Chair

Mike Bonin, Vice Chair

Jacquelyn Dupont-Walker

Sheila Kuehl

Mark Ridley-Thomas

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

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(ALSO APPLIES TO BOARD COMMITTEES)

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

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

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

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

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

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x2 *Español (Spanish)*

x3 *中文 (Chinese)*

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x8 *Հայերէն (Armenian)*

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

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Item: 21.

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

CONSENT CALENDAR

21. SUBJECT: CROSSING GATES [2020-0437](#)

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Light Rail gate down time for at-grade crossings for a six-month period covering May through October 2019.

Attachments: [Attachment A - Gold Line Grade Crossings](#)
[Attachment B - Expo Line Grade Crossings](#)

NON-CONSENT

22. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2020-0451](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

Attachments: [Presentation](#)

23. SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE [2020-0452](#)

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update

Attachments: [Presentation](#)

24. SUBJECT: ORAL REPORT BY CHIEF COMMUNICATIONS OFFICER ON COVID19 [2020-0504](#)

RECOMMENDATION

RECEIVE oral report by Chief Communications Officer on COVID-19.

Attachments: [Attachment - COVID-19 Oral Report](#)

25. SUBJECT: FY21 REVENUE SERVICE HOURS [2020-0521](#)

RECOMMENDATION

RECEIVE oral report on FY21 Revenue Service Hours.

26. SUBJECT: ORAL REPORT ON REGIONAL CONNECTOR SERVICE PLAN UPDATE [2020-0549](#)

RECOMMENDATION

RECEIVE oral report on Regional Connector Service Plan Update.

Attachments: [Presentation](#)

27. SUBJECT: CUSTOMER EXPERIENCE PLANNING [2020-0464](#)

RECOMMENDATION

RECEIVE oral report on Customer Experience Planning.

Attachments: [Presentation](#)

28. SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS [2020-0485](#)

RECOMMENDATION

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

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

29. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE [2020-0486](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report

Attachments: [Attachment A - System-Wide Law Enforcement Overview June 2020](#)
[Attachment B - MTA Supporting Data June 2020](#)
[Attachment C - Key Performance Indicators June 2020](#)
[Attachment D - Transit Police Summary June 2020](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2020-0534](#)

RECEIVE General Public Comment

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

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

Adjournment



Board Report

File #: 2020-0437, File Type: Informational Report

Agenda Number: 21.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE AUGUST 20, 2020

SUBJECT: CROSSING GATES

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Light Rail gate down time for at-grade crossings for a six-month period covering May through October 2019.

ISSUE

During the June 18, 2020 Operations, Safety, and Customer Experience Committee, Director Fasana requested a report back on crossing gates.

BACKGROUND

Metro's light rail system has a total of 75 highway grade crossings, all of which are located on the A, Expo, and Gold Lines with 27, 15, and 33 grade crossings respectively.

The highway grade crossings have active traffic control devices which consist of bells, flashing lights, and gates to inform motorists of the presence of trains, either approaching or occupying a crossing. The warning system activates when an approaching train occupies a segment of track designated to provide a minimum advanced warning time and deactivates after the last train clears the roadway.

At highway traffic signalized intersections, the highway traffic controller is interconnected to the crossing signal system and is part of the traffic control system at the crossing. Traffic preemption is activated by an approaching train occupying a segment of track selected to provide the designed preemption time required to clear vehicular and pedestrian traffic in advance of the train approaching the roadway crossing.

Maintenance of the highway grade crossing system occurs regularly in accordance with Metro's procedures as well as the requirements of the CPUC General Order 75C and FRA Title 49 part 234. Metro employees perform inspections and testing of the gate mechanisms (e.g., flashers, bells, grounds, batteries, control circuits and relays) on a monthly and quarterly basis.

DISCUSSION

An analysis of all grade crossings was performed utilizing supervisory control and data acquisition system (SCADA) information for a six-month period, May 1, 2019 through October 31, 2019. The table below was completed per Motion 47 and summarizes the total number of events for a six-month period where gate down times occurred for less than 3 minutes, 3 to 5 minutes, 5 to 10 minutes, and above 10 minutes.

Grade Crossing Gate Down Time Occurrences - May 1, 2019 to October 31, 2019

Down Time	E Line (Expo)	L Line (Gold)	A Line (Blue)	All Lines
< 3 Min	587,994	1,251,580	280,490*	2,120,064
	99.19 %	99.57 %	98.86 %	99.37 %
3 to 5 Min	3,958	4,450	2,128	10,536
	0.69 %	0.35 %	0.75 %	0.49 %
5 to 10 Min	757	749	746	2,252
	0.13 %	0.06 %	0.26 %	0.11 %
>10 Min	69	238	347	654
	0.01 %	0.02 %	0.12 %	0.03 %
Total Events	592,778	1,257,017	283,711	2,133,506
Total Gates	15	33	27	75

*A Line grade crossing gate down times influenced by A Line closure during 2019.

Overall Grade Crossing Down Time Analysis

Metro’s light rail system has a total of 75 grade crossings as follows:

- A Line (Blue) - 27
- E Line (Expo) - 15
- L Line (Gold) - 33

Primary reasons that grade crossing down times range for 3-10 minutes include:

- Multiple trains travelling through E Line (Expo), L Line (Gold), and A Line (Blue) crossings concurrently
- Metro and Union Pacific (UP) trains travelling through the A Line (Blue) concurrently
- Metro hi-rail vehicles going through crossings for maintenance purposes
- Trains pulling in and out of the yard close to crossings

Primary reasons that grade crossing down times are above 10 minutes include:

- Equipment failures
- Broken arm gates
- Vehicle accidents
- Adjacent UP railroad operations

- Vandalism

Efforts to Reduce Extended Gate Crossing Down Times

Metro has implemented the following to reduce gate crossing down times, while maintaining safety as top priority for train operations:

- Installation of motorman lights for train operators which allow for operators to maintain cab speeds on approach to grade crossings, thus reducing gate down times
- Installation of raised push buttons (on signal cases adjacent to grade crossings) which allow for active grade crossings to be de-activated during equipment failures
- Partnerships with cities to reduce signal preemptions at grade crossings
- Proactive grade crossing gate mechanism maintenance and inspections per CPUC General Order 75C and FRA Title 49 part 234

L (Gold) Line Grade Crossing Analysis

For the L (Gold) Line, there were three grade crossings with slightly higher downtime instances which were above 1% of the total instances (see attachment A). They were:

- Mountain and Myrtle Crossing
 - Both grade crossings are in close proximity to the (L) Gold Line yard, so the activation of the gates are more frequent due to the trains entering and exiting the yard.
- Ave. 45
 - Because there is a blind curve heading Northbound, a speed restriction of 30 MPH was placed on Track 1 and 2 on the approach and through the grade crossing.

E (Expo) Line Grade Crossing Analysis

For the E (EXPO) line, there were three grade crossings which had a higher number of downtimes which were above 1% of the total instances (see attachment B). They were:

- Stewart St., 26th St. and 20th St.
 - The grade crossings are in close proximity to the 26th St. Station and E (EXPO) Line yard, so the activation of the gates is more frequent due to the trains entering and exiting the yard.
 - There is a motorman platform south of the Bundy Station which can activate the Stewart St. grade crossing more frequently due to train operator exchanges.

Actions Taken to Date

As noted above, further investigation will be performed to improve the gate downtimes for the outlier grade crossings for the L (Gold) and E (EXPO) Lines. Although the Barrington Ave. grade crossing was not one of the outlier crossings, the percent of downtime instances for gate activations was .91% between the 3 to 5 minutes. Therefore, a detailed assessment will be conducted on the E (EXPO) Line Barrington Ave. grade crossing.

For the A (Blue) Line, another 6-month review of the grade crossings will be conducted since full

service was restored on November 1, 2019.

DETERMINATION OF SAFETY IMPACT

Improving gate down at the highway grade crossings will have a positive impact on the safety of our customers and employees.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This receive and file report supports the following Metro Strategic Plan Goal 2: To deliver outstanding trip experiences for all users of the transportation system.

NEXT STEPS

Staff will continue to monitor gate down times and equipment failures to identify problem crossings with excessive down times. Crossings with excessive down times will be studied and any feasible recommendations to reduce gate down times will be implemented. Staff will also continue to work with the cities where necessary, for modifications and improvements to the highway traffic control system.

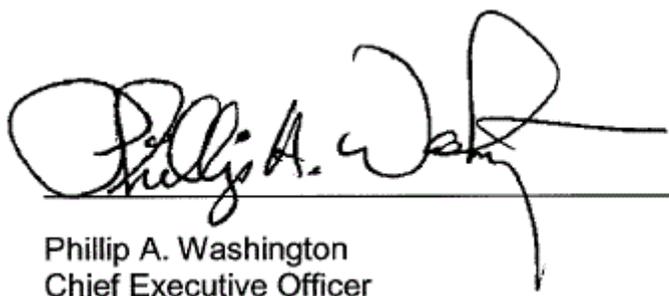
ATTACHMENTS

Attachment A - Gold Line Grade Crossings

Attachment B - Expo Line Grade Crossings

Prepared by: Errol Taylor, Sr. Executive Officer, Maintenance & Engineering
Leticia Solis, Interim Deputy Executive Officer, Wayside Systems Maintenance
Marshall Epler, Deputy Executive Officer, Systems Engineering

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



Phillip A. Washington
Chief Executive Officer

GOLD LINE

Attachment A

SANTA CLARA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	37078	99.64%
3:00 to 4:59	107	0.29%
5:00 to 9:59	22	0.06%
10:00 or more	5	0.01%
Total Instances	37212	

GOLD LINE GRADE CROSSING DOWNTIMES		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	1251580	99.57%
3:00 to 4:59	4450	0.35%
5:00 to 9:59	749	0.06%
10:00 or more	238	0.02%
Total Instances	1257017	

DALTON CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	41909	99.75%
3:00 to 4:59	87	0.21%
5:00 to 9:59	15	0.04%
10:00 or more	3	0.01%
Total Instances	42014	

PASADENA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39061	99.03%
3:00 to 4:59	328	0.83%
5:00 to 9:59	40	0.10%
10:00 or more	14	0.04%
Total Instances	39443	

AZUSA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39025	99.42%
3:00 to 4:59	193	0.49%
5:00 to 9:59	21	0.05%
10:00 or more	15	0.04%
Total Instances	39254	

HIGHLAND CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	41774	99.82%
3:00 to 4:59	46	0.11%
5:00 to 9:59	20	0.05%
10:00 or more	8	0.02%
Total Instances	41848	

SAN GABRIEL CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	42073	99.86%
3:00 to 4:59	31	0.07%
5:00 to 9:59	12	0.03%
10:00 or more	16	0.04%
Total Instances	42132	

VIRGINIA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	40519	99.86%
3:00 to 4:59	32	0.08%
5:00 to 9:59	9	0.02%
10:00 or more	15	0.04%
Total Instances	40575	

BUENA VISTA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38531	99.32%
3:00 to 4:59	221	0.57%
5:00 to 9:59	28	0.07%
10:00 or more	13	0.03%
Total Instances	38793	

MOUNTAIN CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38950	98.94%
3:00 to 4:59	403	1.02%
5:00 to 9:59	12	0.03%
10:00 or more	3	0.01%
Total Instances	39368	

CALIFORNIA (FOOTHILL) CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	36681	99.33%
3:00 to 4:59	228	0.62%
5:00 to 9:59	18	0.05%
10:00 or more	0	0.00%
Total Instances	36927	

MAGNOLIA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38298	99.82%
3:00 to 4:59	61	0.16%
5:00 to 9:59	5	0.01%
10:00 or more	2	0.01%
Total Instances	38366	

MAYFLOWER CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38128	99.91%
3:00 to 4:59	27	0.07%
5:00 to 9:59	6	0.02%
10:00 or more	3	0.01%
Total Instances	38164	

S.MYRTLE CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	35066	98.83%
3:00 to 4:59	354	1.00%
5:00 to 9:59	54	0.15%
10:00 or more	8	0.02%
Total Instances	35482	

ARROYO VERDE CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39454	99.93%
3:00 to 4:59	15	0.04%
5:00 to 9:59	7	0.02%
10:00 or more	4	0.01%
Total Instances	39480	

AVE 33 CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38012	99.74%
3:00 to 4:59	51	0.13%
5:00 to 9:59	29	0.08%
10:00 or more	18	0.05%
Total Instances	38110	

AVE 45 CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	36265	98.55%
3:00 to 4:59	486	1.32%
5:00 to 9:59	40	0.11%
10:00 or more	8	0.02%
Total Instances	36799	

AVE 50 CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38210	99.74%
3:00 to 4:59	89	0.23%
5:00 to 9:59	7	0.02%
10:00 or more	2	0.01%
Total Instances	38308	

AVE 59 CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38208	99.72%
3:00 to 4:59	79	0.21%
5:00 to 9:59	24	0.06%
10:00 or more	4	0.01%
Total Instances	38315	

AVE 60 CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38402	99.72%
3:00 to 4:59	80	0.21%
5:00 to 9:59	23	0.06%
10:00 or more	5	0.01%
Total Instances	38510	

AVE 61 CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	35992	99.16%
3:00 to 4:59	255	0.70%
5:00 to 9:59	43	0.12%
10:00 or more	7	0.02%
Total Instances	36297	

CALIFORNIA (Pasadena) CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	35647	99.30%
3:00 to 4:59	166	0.46%
5:00 to 9:59	66	0.18%
10:00 or more	18	0.05%
Total Instances	35897	

DEL MAR CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	34784	99.62%
3:00 to 4:59	108	0.31%
5:00 to 9:59	17	0.05%
10:00 or more	9	0.03%
Total Instances	34918	

EL CENTRO CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38240	99.83%
3:00 to 4:59	42	0.11%
5:00 to 9:59	18	0.05%
10:00 or more	6	0.02%
Total Instances	38306	

FIGUEROA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	35926	99.19%
3:00 to 4:59	242	0.67%
5:00 to 9:59	45	0.12%
10:00 or more	6	0.02%
Total Instances	36219	

FREMONT CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	37921	99.75%
3:00 to 4:59	65	0.17%
5:00 to 9:59	26	0.07%
10:00 or more	5	0.01%
Total Instances	38017	

FRENCH CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38447	99.73%
3:00 to 4:59	59	0.15%
5:00 to 9:59	33	0.09%
10:00 or more	14	0.04%
Total Instances	38553	

GLENARM ST. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	36263	99.75%
3:00 to 4:59	72	0.20%
5:00 to 9:59	16	0.04%
10:00 or more	2	0.01%
Total Instances	36353	

HOPE ST. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38586	99.92%
3:00 to 4:59	22	0.06%
5:00 to 9:59	6	0.02%
10:00 or more	2	0.01%
Total Instances	38616	

INDIANA CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39170	99.96%
3:00 to 4:59	10	0.03%
5:00 to 9:59	3	0.01%
10:00 or more	3	0.01%
Total Instances	39186	

MISSION CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	34272	99.53%
3:00 to 4:59	137	0.40%
5:00 to 9:59	19	0.06%
10:00 or more	5	0.01%
Total Instances	34433	

ORANGE GROVE CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	37350	99.72%
3:00 to 4:59	78	0.21%
5:00 to 9:59	18	0.05%
10:00 or more	8	0.02%
Total Instances	37454	

PASADENA WEST CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	34550	99.20%
3:00 to 4:59	236	0.68%
5:00 to 9:59	36	0.10%
10:00 or more	7	0.02%
Total Instances	34829	

STATE ST. PED CROSSING

Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38788	99.87%
3:00 to 4:59	40	0.10%
5:00 to 9:59	11	0.03%
10:00 or more	0	0.00%
Total Instances	38839	

EXPO LINE

Attachment B

ARLINGTON AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39311	99.77%
3:00 to 4:59	77	0.20%
5:00 to 9:59	9	0.02%
10:00 or more	3	0.01%
Total Instances	39400	

E LINE (EXPO) GRADE CROSSING DOWNTIMES		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	587994	99.19%
3:00 to 4:59	3958	0.67%
5:00 to 9:59	757	0.13%
10:00 or more	69	0.01%
Total Instances	592778	

7TH AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39601	99.65%
3:00 to 4:59	125	0.31%
5:00 to 9:59	11	0.03%
10:00 or more	4	0.01%
Total Instances	39741	

11TH AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	41420	99.95%
3:00 to 4:59	15	0.04%
5:00 to 9:59	1	0.00%
10:00 or more	5	0.01%
Total Instances	41441	

FARMDALE AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	43196	99.51%
3:00 to 4:59	190	0.44%
5:00 to 9:59	20	0.05%
10:00 or more	2	0.00%
Total Instances	43408	

BUCKINGHAM RD. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38575	99.84%
3:00 to 4:59	57	0.15%
5:00 to 9:59	3	0.01%
10:00 or more	1	0.00%
Total Instances	38636	

HAUSER BLVD. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39164	99.87%
3:00 to 4:59	27	0.07%
5:00 to 9:59	16	0.04%
10:00 or more	9	0.02%
Total Instances	39216	

BAGLEY AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	40466	99.97%
3:00 to 4:59	11	0.03%
5:00 to 9:59	1	0.00%
10:00 or more	0	0.00%
Total Instances	40478	

OVERLAND AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	36137	99.38%
3:00 to 4:59	187	0.51%
5:00 to 9:59	33	0.09%
10:00 or more	7	0.02%
Total Instances	36364	

WESTWOOD BLVD. CROSSING		
--------------------------------	--	--

Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39019	99.73%
3:00 to 4:59	88	0.22%
5:00 to 9:59	12	0.03%
10:00 or more	6	0.02%
Total Instances	39125	

MILITARY AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39968	99.79%
3:00 to 4:59	65	0.16%
5:00 to 9:59	12	0.03%
10:00 or more	6	0.01%
Total Instances	40051	

BARRINGTON AVE. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38762	98.97%
3:00 to 4:59	356	0.91%
5:00 to 9:59	39	0.10%
10:00 or more	9	0.02%
Total Instances	39166	

STEWART ST. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	40269	98.57%
3:00 to 4:59	528	1.29%
5:00 to 9:59	56	0.14%
10:00 or more	1	0.00%
Total Instances	40854	

26TH ST. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	34577	94.78%
3:00 to 4:59	1409	3.86%
5:00 to 9:59	480	1.32%
10:00 or more	14	
Total Instances	36480	

20TH ST. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	38165	98.49%
3:00 to 4:59	540	1.39%
5:00 to 9:59	44	0.11%
10:00 or more	1	0.00%
Total Instances	38750	

17TH ST. CROSSING		
Downtime (minutes)	# of Instances	% of Total
0:00 to 2:59	39364	99.23%
3:00 to 4:59	283	0.71%
5:00 to 9:59	20	0.05%
10:00 or more	1	0.00%
Total Instances	39668	

Motion 47

Automatic Crossing Gates

Motion 47 Response

- Request for additional information on specific at-grade crossings and the gate downtimes for L (Gold) Line and E (Expo) Line
- June Board Box analysis outlined all grade crossings and gate down instances on the L and E Lines
- Deep Dive focused on most significant gate time instances within 3 to 5 minutes
 - L Line had three grade crossings – Mountain, Myrtle and Ave. 45
 - E Line had three grade crossings – 26th St, Stewart, and 20th St.
- Barrington Ave crossing (E Line) information included

Mountain Ave Grade Crossing



Legend: * Relief Platform

Findings

- Gates down longer due to use of operator relief platform

Actions

- Eliminate routine use of operator relief platform – emergency only
- Cancel gate activation during use of the operator relief platform by using the Train-to-Wayside (TWC) control system
- Implemented change on Dec 15, 2019

Myrtle Ave Grade Crossing



Findings

- Close proximity to Monrovia Station
- Dwell times at station impacting gate down times

Actions

- Train Operators to consistently use the Train-to-Wayside (TWC) control system to cancel gate activation during long dwell times

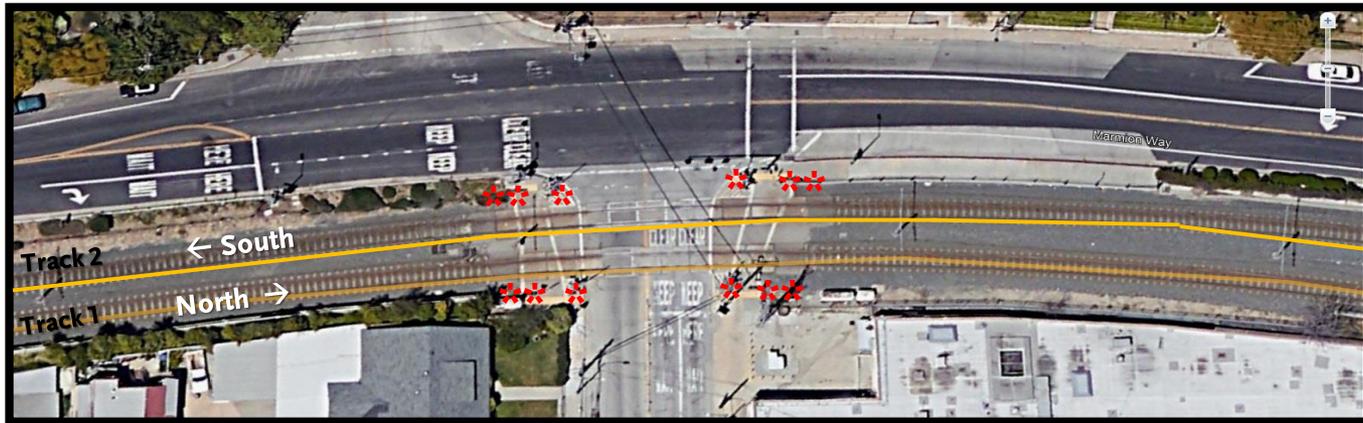
Caltrans Traffic Controller Upgrade Project – Target Completion Dec 2020

- Upgrade firmware/timing/controllers for traffic signals
- Prioritize Duarte/Myrtle intersection traffic signal



Metro

Ave 45 Grade Crossing



Legend: * Crossing Gates
** PED Gates

Findings

- 30 mph speed restriction on northbound track on approach & through grade crossing
- Current design speed at 45 mph, results in gates being down earlier than necessary

Actions

- Lift speed restriction to reduce gate down times
- Engineering analysis complete
- Field testing complete



Metro

26th St Grade Crossing



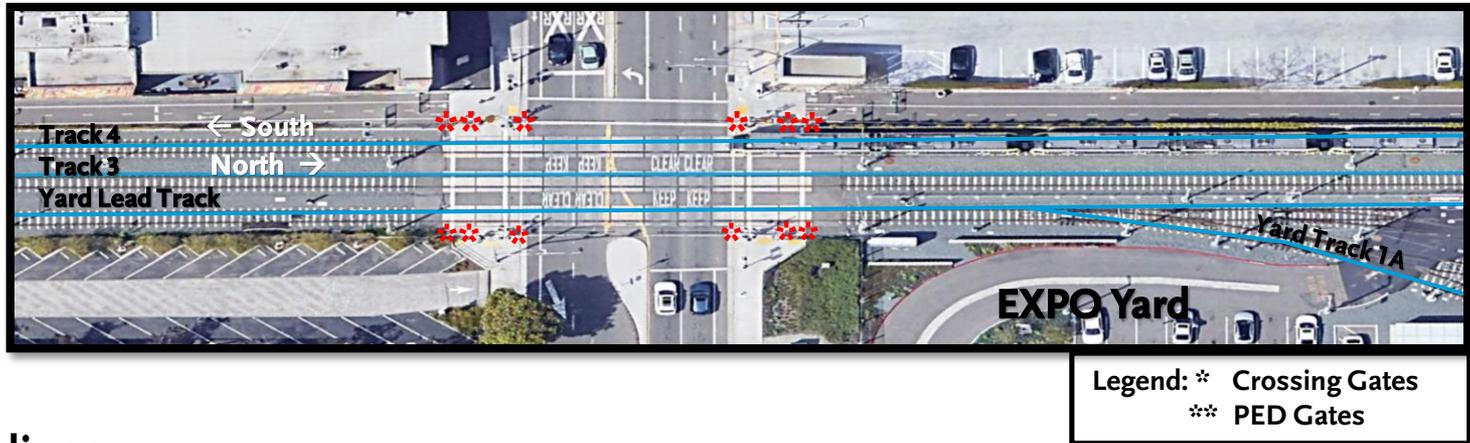
Findings

- Highest amount of gate down instances within 3 to 5 minutes and 5 to 10 minutes
- Proximity to 26th St Station & E Line yard result in longer gate down times
- Crossings activate when southbound trains stop at station & variable dwell times can result in longer gate down times
- Northbound trains from Santa Monica approaching the crossing slow down due to train(s) ahead entering the yard

Actions

- Train Operators to consistently use TWC control system to cancel gate activation during long dwell times
- Change schedule for pull ins to avoid train bunching

Stewart St Grade Crossing



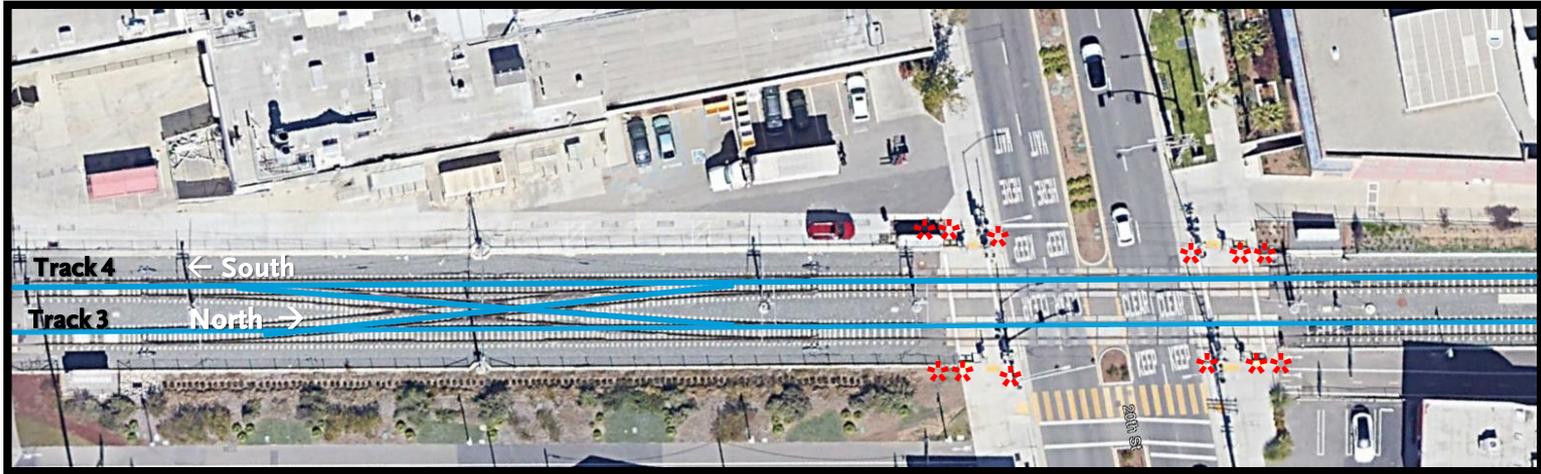
Findings

- Grade crossing within limits of E Line yard and gate activation is more frequent due to trains entering & exiting yard
- 30 mph speed restriction implemented in both directions due to track bed conditions
 - Since design speed is 45 mph, slower southbound trains to Santa Monica will cause longer gate down times

Actions

- Modify train control design – temporary while track bed is being improved
 - Design speed of 35 mph will be provided and start of gate activation will be modified
- Northbound trains headed to the yard should stop before the crossing without activating the gates and only proceed when route into the yard is clear

20th St Grade Crossing



Legend: * Crossing Gates
** PED Gates

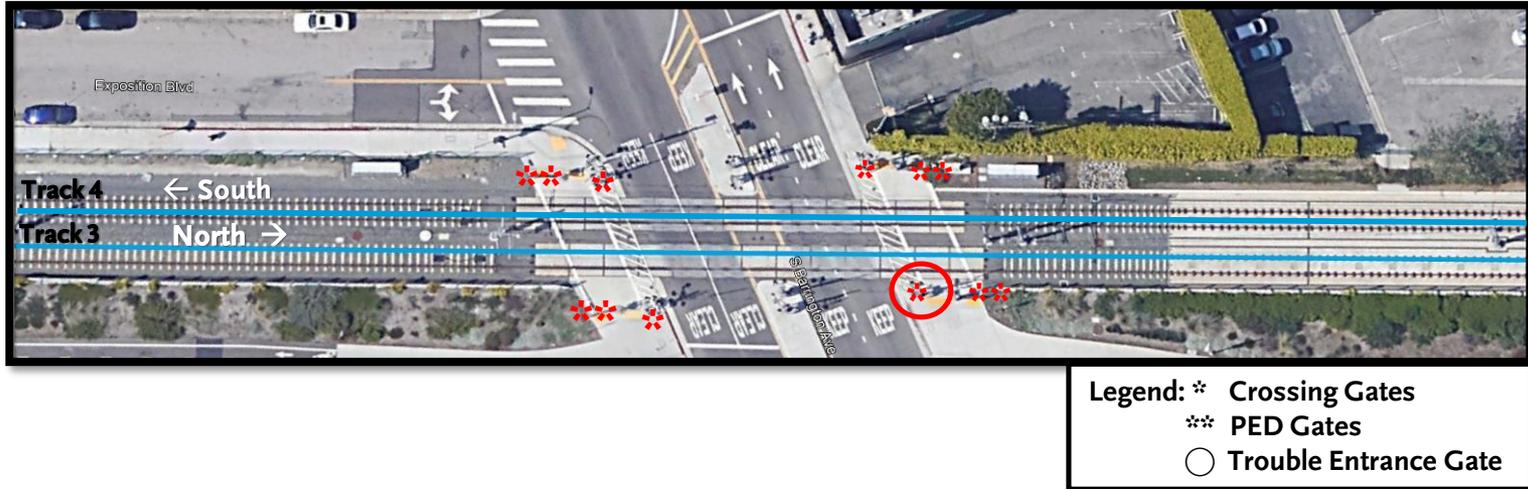
Preliminary Findings

- Frequent train meets
- Northbound trains are bunching

Actions

- Revise schedule for pull ins to avoid train bunching

Barrington Grade Crossing



Findings

- Metro Rail Operations Center (ROC) reported single gate malfunction – 11/14/19
- Metro received complaints of excessive gate down time

Results

- Metro found one gate down, while other 7 gates at grade crossings were up
- Found failure of electronic controller board for gate & replaced



File #: 2020-0451, File Type: Oral Report / Presentation

Agenda Number: 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

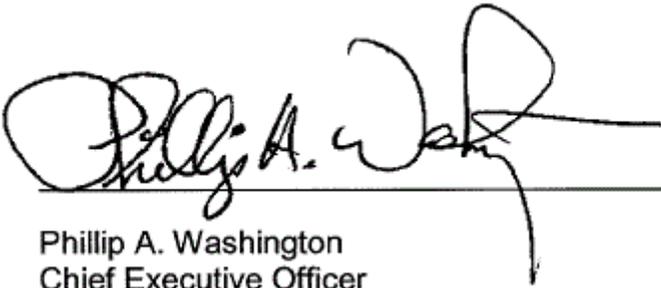
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

DISCUSSION

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



Phillip A. Washington
Chief Executive Officer

August Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

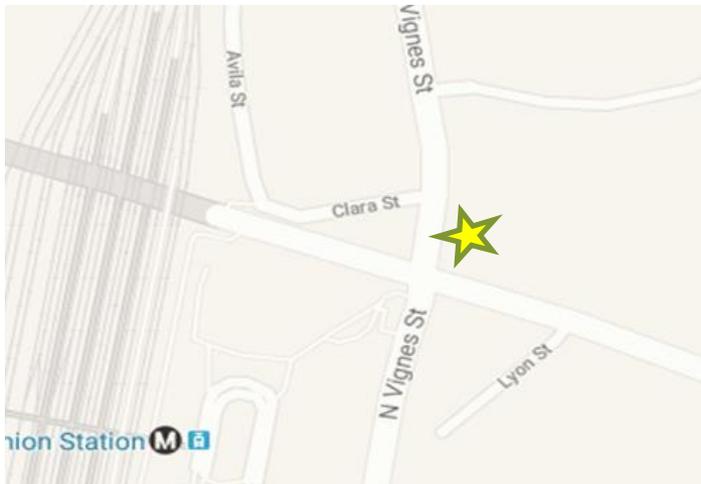
August 20, 2020

Employees of the Month



Transportation

Bus Operator
Llefri Galindo



Division 13 – Los Angeles

Maintenance

Service Attendant
Ulisses Alex Rivas



Division 8 – Chatsworth



File #: 2020-0452, File Type: Oral Report / Presentation

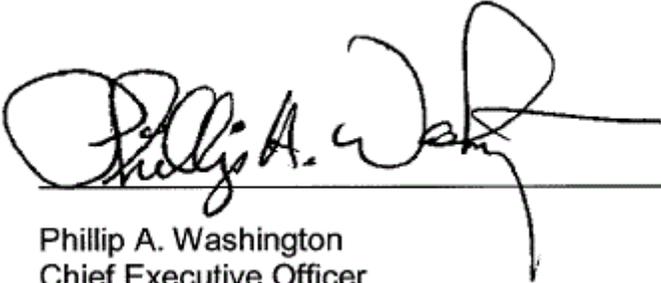
Agenda Number: 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update



Phillip A. Washington
Chief Executive Officer

ITEM 23

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

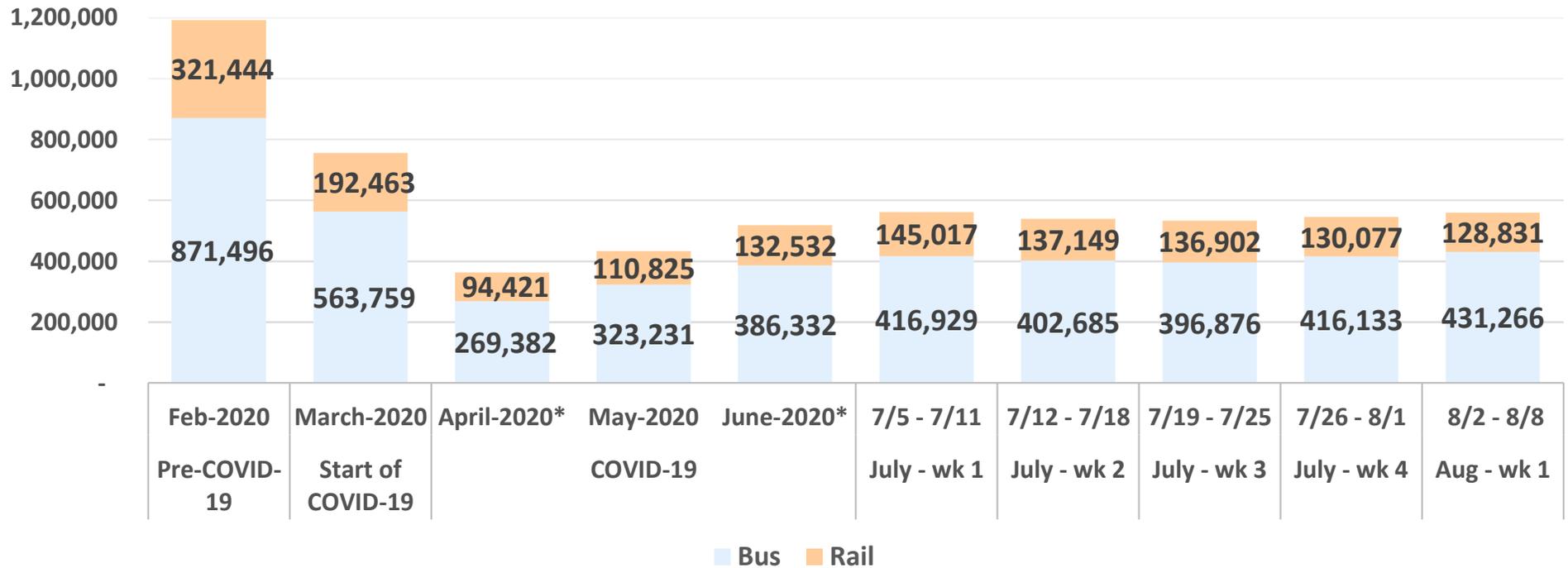


Metro

Operations, Safety & Customer Experience Committee Meeting
August 20, 2020

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID Feb-20	Start of COVID Mar-20	April-20*	May-20	June- 20**	July Wk-1	July Wk-2	July Wk-3	July Wk-4***	Aug Wk-1
TOTAL	1,192,940	756,222	363,803	434,056	518,864	561,946	539,834	533,778	546,210	560,097

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

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

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

Service Recovery Efforts

April 2020/June 2020 Service Changes & Partial Station Closure Update

- **Customers:** required to wear masks/face coverings
- Data shows that about **99%** of customers are wearing masks
- **April 19th** - Implemented a Modified Enhanced-Sunday Service Plan
- **April 28th** - Completed B Line (Red) partial station closures (7 stations) and still in effect today
- **June 21st** - Implemented additional service adjustments consistent with ridership demand, including:
 - Service additions to 95 (over half) of the lines
 - Increased frequencies on select Tier 1 and 2 lines
 - Adjusted running times based on faster current speeds
 - Use of weekday rail consists and 60-foot buses to allow for social distancing
 - Early July – added additional trips on Line 734 to accommodate ridership demand

Pershing Square (4th St
NW/Angels Flight Entrance)



7th St/Metro Ctr (Hope St
NW/Qdoba Entrance)



Service Recovery Efforts Continued

July 2020 Service Changes

- As of Monday, July 27th, trips on the following bus lines were also added or adjusted to even out loads and provide more capacity:
 - Weekdays: Lines 18, 20, 33, 45, 51, 53, 66, 108, 111, 152, 204, 224, 232 and Metro Rapid Lines 720 & 754
 - Saturdays: Lines 28, 81, 180/181 and 260
- All other bus and rail lines have retained the modified Enhanced-Sunday schedule
- Rail: Continuing 12-minute service throughout the day and using weekday rail-car consists to the extent possible
- Operations will continue to monitor ridership and adjust service as necessary
- Phase II – Start NextGen in December 2020

Workforce Impacts & COVID-19 Response

Workforce Update As of August 14th, 2020

- **Confirmed Cases: 310 (193 employees & 117 contractors)**
- **Confirmed Deaths: 2 (1 employee & 1 contractor)**
- **Recovered Cases: 118 (118 employees)**

COVID-19 Response

- **Metro continues to require customers and employees to wear masks/face coverings and/or PPE**
- **Employees must continue to conduct Symptom Self-Checks, utilize PPE & barriers**
- **Over 240 emergency clean-ups completed at Divisions/Locations with confirmed cases, exposed persons, and/or persons exhibiting COVID symptoms**

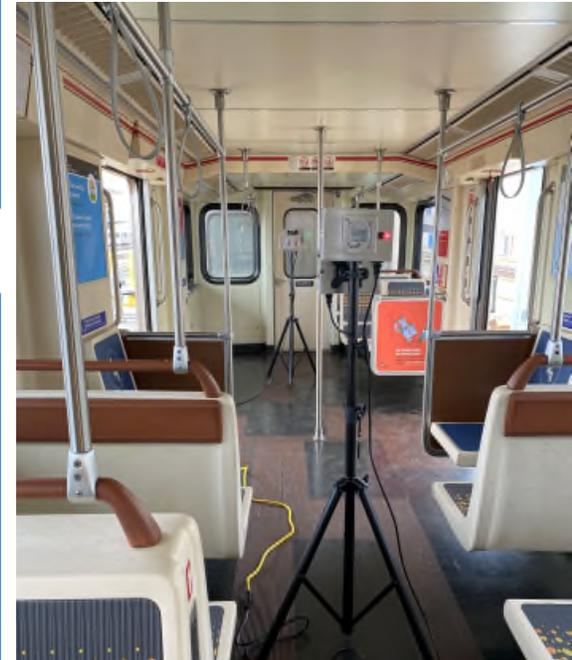
Cleaning Regimes & UVC Portable Light Pilot Update

Continued Increased Cleaning Regimes

- Strengthened cleaning regimes in addition to regular cleaning activities on all vehicles, stations & terminals
- Focus cleaning efforts on high touchpoint areas using EPA-approved disinfectants

UVC Portable Light Pilot Program

- Red Line: UVC portable light pilot equipment has been received and is scheduled for efficacy testing in August
 - 26 portable tripod UV light fixtures
 - 4 stanchion UV light fixtures
- Operations staff has been trained to use this equipment
- Program will receive input from the EPA and Corporate Safety
- Operations will continue to explore the feasibility and efficacy of other disinfection alternatives, including HVAC filtration systems, for bus and rail vehicles



Gold Line Overhead Catenary System – Dog Bone Insulator Part Update

Incident Review

- Monday, September 9, 2019: North of Allen Station at 5:52 am – a dog bone insulator broke at a balance weight assembly, causing the OCS wire to sag far below normal operating height
- The Gold Line was down in this area for a total of 81 hours requiring the deployment of bus bridge to continue service
- Normal operations resumed on Thursday, September 12, 2019

Update

Short-term Solution

- ✓ Completed December 2019 – Traction Power Staff temporary installed safety tethers on all termination assemblies along the Gold Line Pasadena (Union Station to Sierra Madre Station)
- ✓ Impounded all spare dog bone insulator parts

Long-term Solution

- ✓ Completed July 2020 – Traction Power Staff installed *permanent* safety tethers to *retrofit* the Gold Line Pasadena (Union Station to Sierra Madre Station)
- ✓ Improved the quality management of spare part inspection and verification process

BEFORE



AFTER



Traction Power Staff On-Site



Board Report

File #: 2020-0504, **File Type:** Oral Report / Presentation

Agenda Number: 24.

**OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

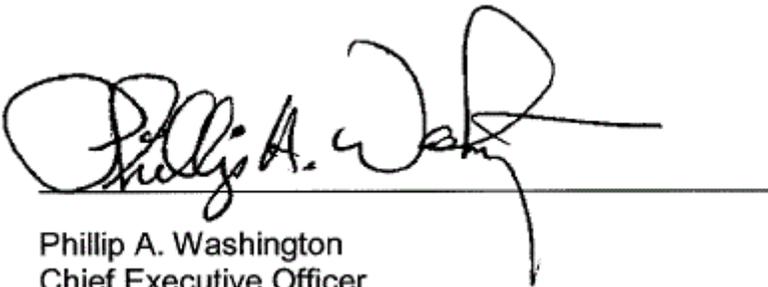
SUBJECT: ORAL REPORT BY CHIEF COMMUNICATIONS OFFICER ON COVID19

RECOMMENDATION

RECEIVE oral report by Chief Communications Officer on COVID-19.

Prepared by: Yvette Rapose, Chief Communications Officer, 213-418-3154

Reviewed by: Yvette Rapose, Chief Communications Officer, 213-418-3154



Phillip A. Washington
Chief Executive Officer

Lapsed Ridership Due to COVID

Under current Stay At Home requirements ...	
I am mostly working from home	44%
I am still going to work part time and working from home part time	8%
I am still going to work	15%
I lost my job	14%
I was furloughed	19%



Will your employer let you work from home (at least partially) after Stay At Home order is discontinued?	
Yes	23%
No	9%
I don't know	21%



May 29 – June 24, 2020

N = 670 individuals riding in Jan 2020 but not riding currently



Social Distancing and Masks

Which of the following do you feel is MOST important for your safety when riding Metro during the COVID epidemic?

	N = 902
Adequate distance between customers	37%
Riders wear masks or face coverings	63%
Total	100%

We're distributing masks.



- > 50,000 masks distributed to date
- > 50,000 more by end of September

“Travel Safe” Information

TRAVEL SAFE
VIAJE DE FORMA SEGURA

metro.net



> A face covering is required over your nose and mouth during **your** entire ride.

Se requiere cubrirse la cara sobre la nariz y la boca durante todo su viaje.

> Practice **physical** distancing where possible.

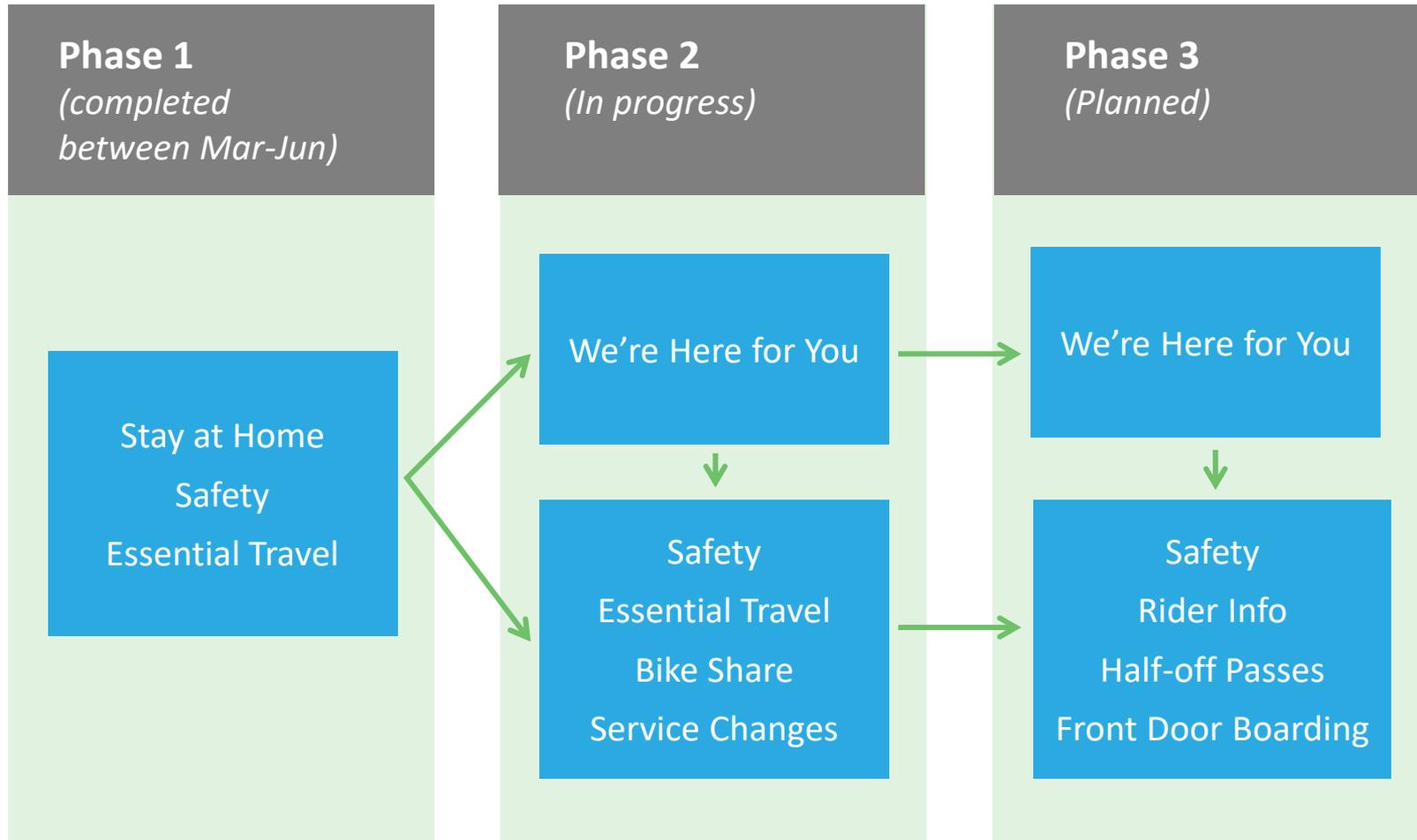
Practique el distanciamiento físico siempre que sea posible.



Stay informed at **metro.net**.

Manténgase informado en metro.net.

Marketing's Phased Rider Messaging



“We’re Here for You” Campaign

Go Metro for your
essential trips.



Stay safe and informed. Visit metro.net.





File #: 2020-0521, File Type: Oral Report / Presentation

Agenda Number: 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

SUBJECT: FY21 REVENUE SERVICE HOURS

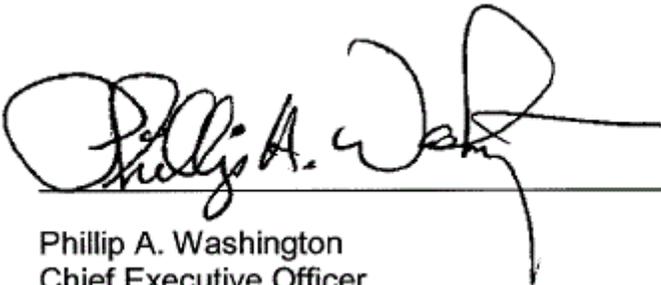
ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on FY21 Revenue Service Hours.

DISCUSSION

During the FY20 budget development process, the Board requested that bus and rail service levels forecasted in Revenue Service Hours (RSH) be presented to the Operations, Safety and Customer Experience Committee prior to the draft budget being presented to the Board. This report provides information on the anticipated service levels for FY21.



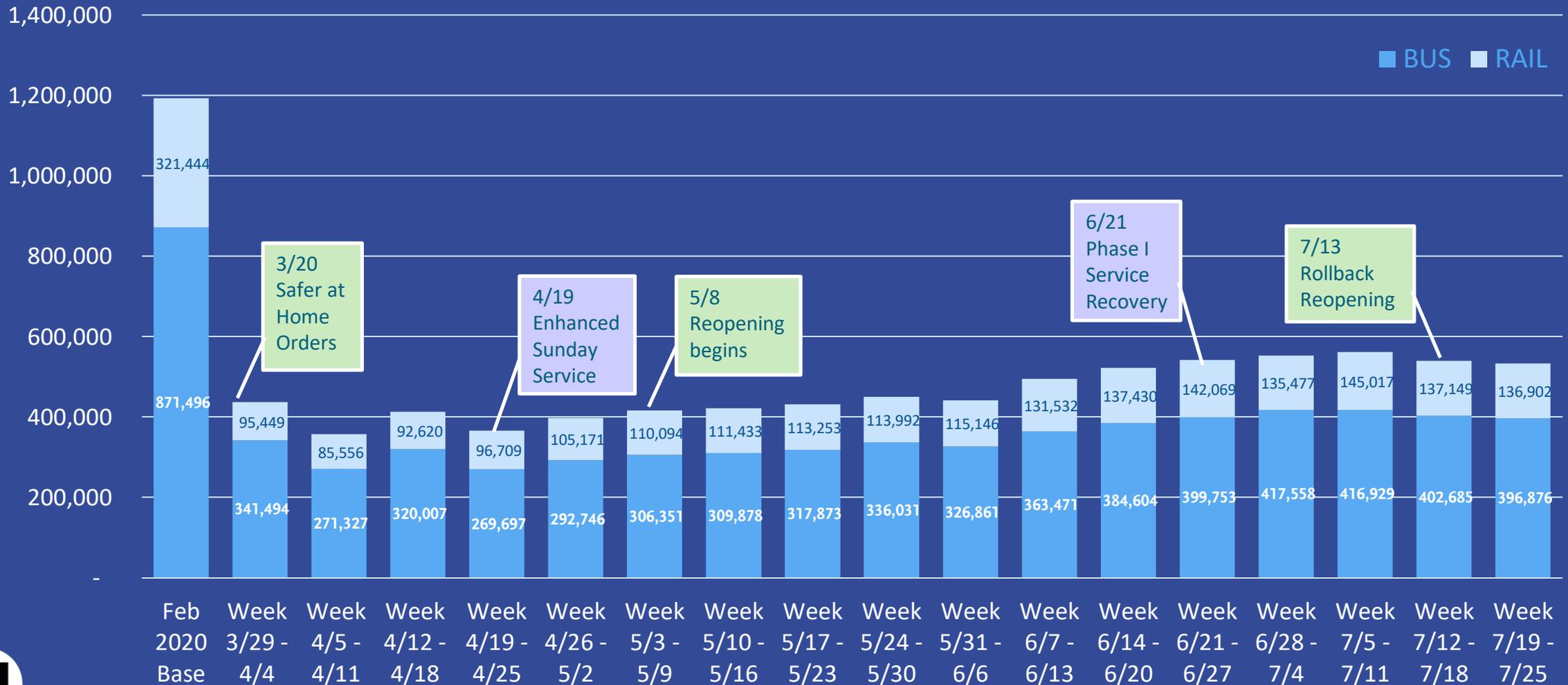
Phillip A. Washington
Chief Executive Officer

FY21 Revenue Hour Planning Parameters



Transit Service
Planning Framework
August 2020

Ridership Trends



Metro

Service Changes Since April 2020 & Modified Enhanced Sunday Schedule

Bus Service Plan

- April 2020 - June 2020
 - 50 trips added weekdays on 19 lines (Lines 18, 51, 53, 66, 90, 125, 152, 165, 166, 205, 224, 232, 236, 266, 534, 603, 720, 901, 910)
 - Articulated buses added on Lines 4, 45, 108, 111, 745, 910
- June 21st:
 - Weekdays 1101 trips added on 95 lines
 - Saturdays 365 trips added on 40 lines
 - Sundays 130 trips added on 23 lines
- July 6th: 8 trips added on Line 734 weekdays
- July 27th: 33 trips added/18 trips adjusted weekdays (on 16 lines) and Saturdays 11 trips adjusted on 4 lines

Rail Service Plan

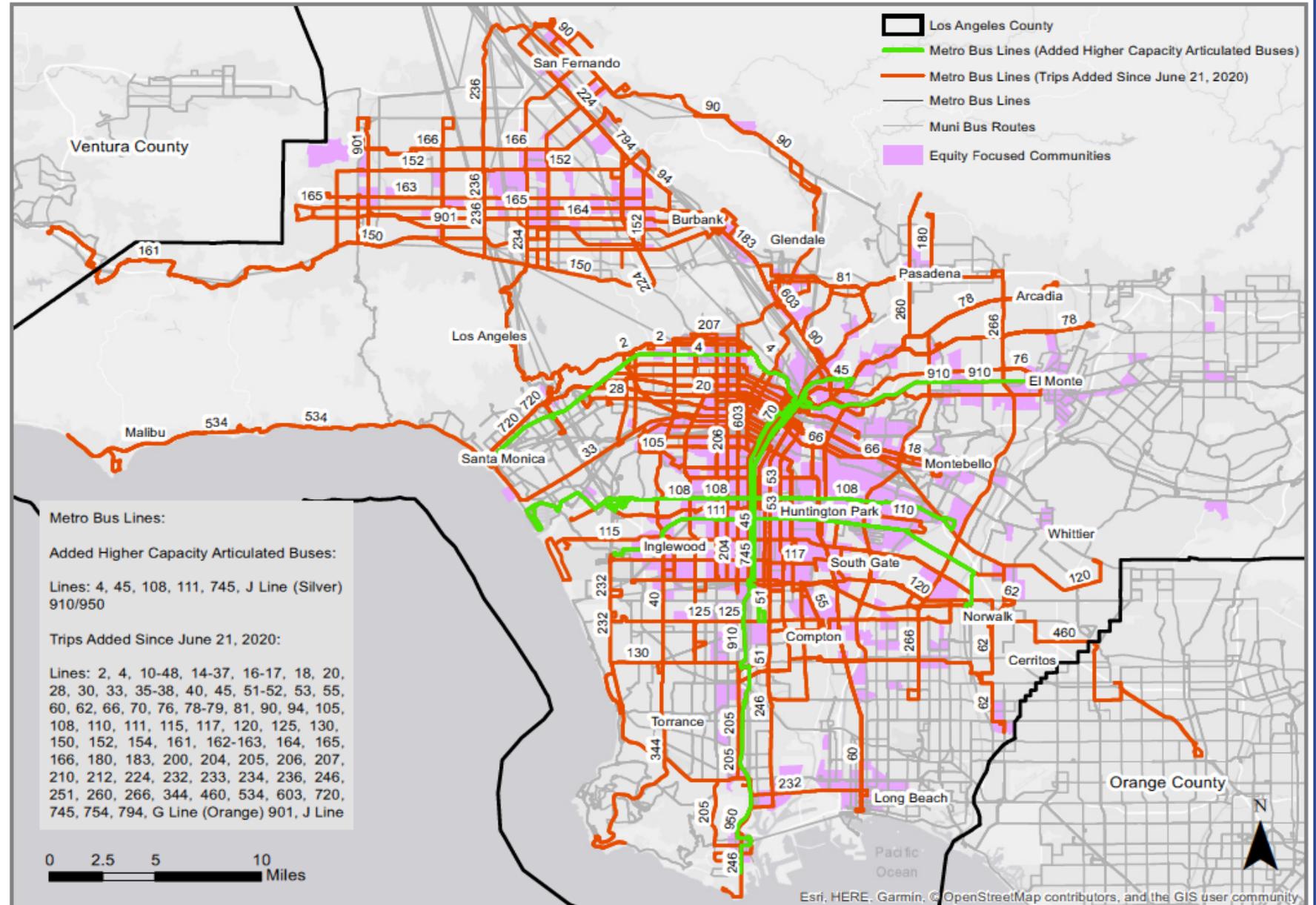
- No Change from April 2020 Service Plan



NexTrip & Service Added Since June 2020

- Until recently, trips added between shake ups did not show up in NextTrip due to limitations in data processing
- For the extra trips added/adjusted on 20 lines starting July 27th, Operations and ITS were able to develop a work around to load the extra trips into NextTrip
- This process will be continued as service is adjusted mid-shake up

COVID-19 Improved Metro Bus Lines - Equity Focused Communities



Metro

Planning Principles

1

Initial reduction in service (Apr 2020) in response to declines in ridership, revenues, and staffing levels

2

Service adjustments informed by weekly ridership and load analysis, Operator/BOC report, social media reports, economic indicators

3

Continue to track Safer at Home orders and Reopening Phases to anticipate ridership changes

4

Build back system based on principles established through NextGen

5

Nimble to easily adjust to changing trends in travel demand & economic recovery, and resources (revenues and staffing levels)



Bus Recovery Phasing Plan

	BASE COVID Enhanced Sunday Service	PHASE 1 “Orders Begin Lifting”	PHASE 2 “Schools Back, Start NextGen”	PHASE 3 “Post-COVID FY21 New Norm”	PHASE 4 “NextGen FY22 New Norm”
Objective	Provide for essential travel only	Proactively manage core network for returning customers as COVID impacts evolve. Complete NextGen PH & approvals and begin implementation (-7%)		React to patterns of emerging econ. growth	Continue buildout of a sustainable NextGen Plan for the New Normal
Timing	April 2020	June 2020	December 2020	January-June 2021	July 2021 – June 2022
Est. Service Levels (RSH)	5.0M (-30%)	5.6M (-20%)	5.6M (-20%)	5.6M (-20%)	6.5M (-8%) est.
Service Adjustments	<ul style="list-style-type: none"> - Sunday Base - Add weekday Locals, Rapids 	<ul style="list-style-type: none"> - Reduce underutilized peak service - Right-size added weekday Rapids - Add extra trips where highest loads (Tier 1,2) - Tier 3,4 – maintain Sun service level all week 	<ul style="list-style-type: none"> - Begin NextGen network changes (approved) - Redeploy trips to high load and Tier 1, 2 lines - Replace some unproductive service with MicroTransit - Add School trippers (when schools reopen) 	<ul style="list-style-type: none"> - Continue to monitor economic recovery - Implement demand specific service reallocations IF available - Reg Connect. bus bridge - Match service levels to any mid-year budget adjustments 	<ul style="list-style-type: none"> - Complete NextGen routing changes - Enhance Tier 1,2 midday & weekend freq. towards NextGen goals given resources and ridership - - Implement second group of MicroTransit zones

Capital Improvements

FY 21 NextGen Related Projects	FY21 Budget	LOP	Status	Opening Date
Patsaouras Plaza Busway Station	\$3M	\$49M	Under construction, nearly complete	Sept 2020
DTLA Bus Priority Lanes on Flower, 5 th , 6 th & Aliso Streets	-	\$0.6M	Flower, 5 th , 6 th Streets* completed; Aliso Street** in design	*Completed **Oct 2020
Cesar Chavez/Vignes Bus Pavilion at Union Station	\$1.1M	\$2.5M	Under construction, nearly complete	Sept 2020
Willowbrook/Rosa Parks Station Bus Plaza & Passenger Drop-Off	\$12.2M	\$15M	Under construction	Mar 2021
Total	\$16.3M	\$67.1M		

Other Major Bus Improvements	FY21 Budget	Project Cost	Status	Opening Date
Airport Metro Connector Bus Plaza	\$75M	\$75M	Begin construction in spring 2021	2024
G Line (Orange) BRT Improvements	\$20.4M	\$361M	In design; begin construction in fall 2021	2025
NoHo To Pasadena BRT	\$5.7M	\$267M	In planning, EIR release winter 2021	2024/2025
North San Fernando Valley BRT	\$2.5M	\$180M	In planning, EIR release winter 2021	2024/2025
Vermont Transit Corridor	\$3.2M	\$425M	In planning, EIR release date 2021/2022	2028
Total	\$106.8M	\$1,308M		

Grand Total	\$123.1M	\$1,375M		
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NextGen Capital Program

\$15M Program for FY 21-22

Speed & Reliability Improvements on Tier 1 Corridors

- Bus Priority Lanes on Tier 1 Corridors
- Transit Signal Priority Loop Detection
- All Door Boarding Expansion
- Bus Zone Optimization
- LADOT & External Affairs Support

Systemwide Upgrades

- Transit Signal Priority for Local Buses
- Bus Stop Bulb Outs
- Metro Rail Speed Analysis
- Station Cleanliness & Evaluation

Phasing Over Two Years

FY 21 Program (\$7M)

- Technical Analysis & Outreach for Bus Priority Lanes on 5 new Tier 1 Corridors
- Implement Bus Priority Lanes as Prioritized from Technical Analysis & Outreach Process
- All Door Boarding Expansion
- Bus Zone Optimization
- Metro Rail Speed Analysis
- Station Cleanliness & Evaluation

FY 22 Program (\$8M)

- Implement remaining Bus Priority Lanes
- Transit Signal Priority Expansion
- Bus Stop Bulb Outs Expansion



Metro

Rail Recovery Phasing Plan

BASE COVID Enhanced Sunday Service

PHASE 1 “Orders Begin Lifting”

PHASE 2 “Post-COVID FY22 New Norm”

Objective

Provide for essential travel only

Improve headways for returning customers as COVID impacts evolve

Grow back service to Pre-COVID levels in anticipation of Crenshaw and Regional Connector

Timing

April 2020

December 2020

July 2021 – June 2022

Est. Service Levels (RSH)

0.97M (-14%)

1.05M (-7%)

1.05M+ (-7%) est.

Service Adjustments

- A, Expo, Gold, Red/Purple: 12 min between 6am-6pm; 20 min night
- Green: 12 min peaks; 15 min midday
- last train departure at midnight

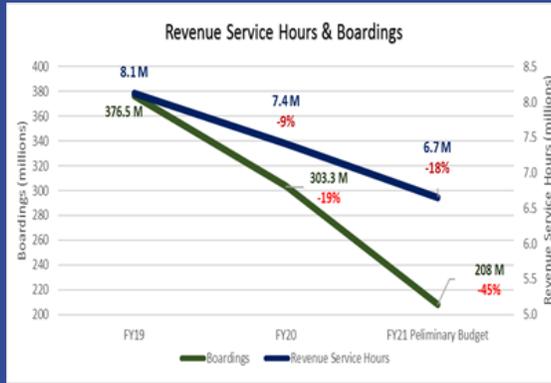
- A, Expo, Gold: 8 min peaks; 12-min base; 20 min night
- Green: 8 min peaks; 15 min base; 20 min night
- Red/Purple: 10 min peaks; 12 min base, 20 min night
- last train departure at midnight
- Reg. Connect. Gold Line cut

- A, Expo, Gold: 8 min peaks; 12 min base; 20 min night
- Green: 8 min peaks; 15 min base; 20 min night
- Red/Purple: 10 min peaks; 12 min base, 20 min night
- last train departure at midnight



Metro

Metro Transit Expense Summary



Metro Transit Expenses (\$ in millions)	Expense Category	FY20 Budget	FY21 Preliminary	\$ Change	% Change	% of Total
Direct Operating Cost	Labor - FTE	\$ 1,147.9	\$ 1,192.6	\$ 44.7	4%	53%
	Labor - Overtime	\$ 88.9	\$ 53.0	\$ (35.9)	-40%	2%
	Total Labor	\$ 1,236.8	\$ 1,245.7	\$ 8.9	1%	55%
	Service-related Consumables	\$ 148.9	\$ 119.4	\$ (29.5)	-20%	5%
	Other	\$ 171.4	\$ 159.0	\$ (12.5)	-7%	7%
	Total Non-Labor	\$ 320.4	\$ 278.4	\$ (42.0)	-13%	12%
Total Direct Operating Cost		\$ 1,557.2	\$ 1,524.1	\$ (33.1)	-2%	68%
Support Costs		\$ 281.9	\$ 274.6	\$ (7.3)	-3%	12%
Total Metro - Transit Operations & Maintenance		\$ 1,839.1	\$ 1,798.6	\$ (40.4)	-2%	80%
Metro Transit - SGR		\$ 493.5	\$ 457.0	\$ (36.5)	-7%	20%
Total Metro Transit		\$ 2,332.6	\$ 2,255.6	\$ (77.0)	-3%	100%

Revenue Service Hours (RSH) and Boardings

- Boardings and RSHs drive the costs needed to run service and maintain infrastructure
- On average, FY21 RSH will be 81% of pre-COVID service levels and will support 55% of estimated boardings
- Service will be phased-in and support people returning to work, changing demand, NextGen, and Microtransit implementation

Operations & Maintenance

- Preserve staffing levels & maintain commitment to negotiated CBA provisions
- Reductions in overtime, consumables, and other cost control initiatives offset cost of staffing preservation

State of Good Repair

- Supports bus and rail vehicle deliveries, bus fleet electrification, and reflects cash flow required to complete project milestones and deliverables

NextGen Capital Investment

- Direct Operational planning, technical analysis for a total of \$15 million, \$7 million in FY21 and \$8 million in FY22, is included in Operation's preliminary budget
- Additional investments in Transit Infrastructure, \$123 million in FY21



File #: 2020-0549, File Type: Oral Report / Presentation

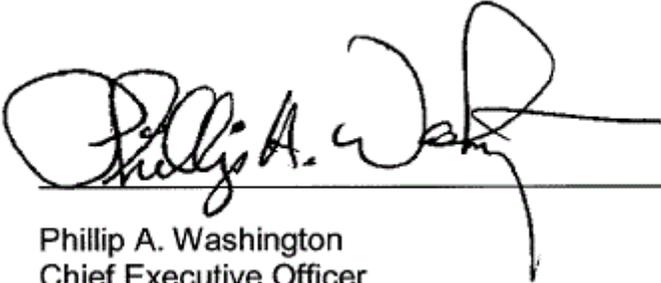
Agenda Number: 26.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

SUBJECT: ORAL REPORT ON REGIONAL CONNECTOR SERVICE PLAN UPDATE

RECOMMENDATION

RECEIVE oral report on Regional Connector Service Plan Update.



Phillip A. Washington
Chief Executive Officer

Regional Connector Operating Plan

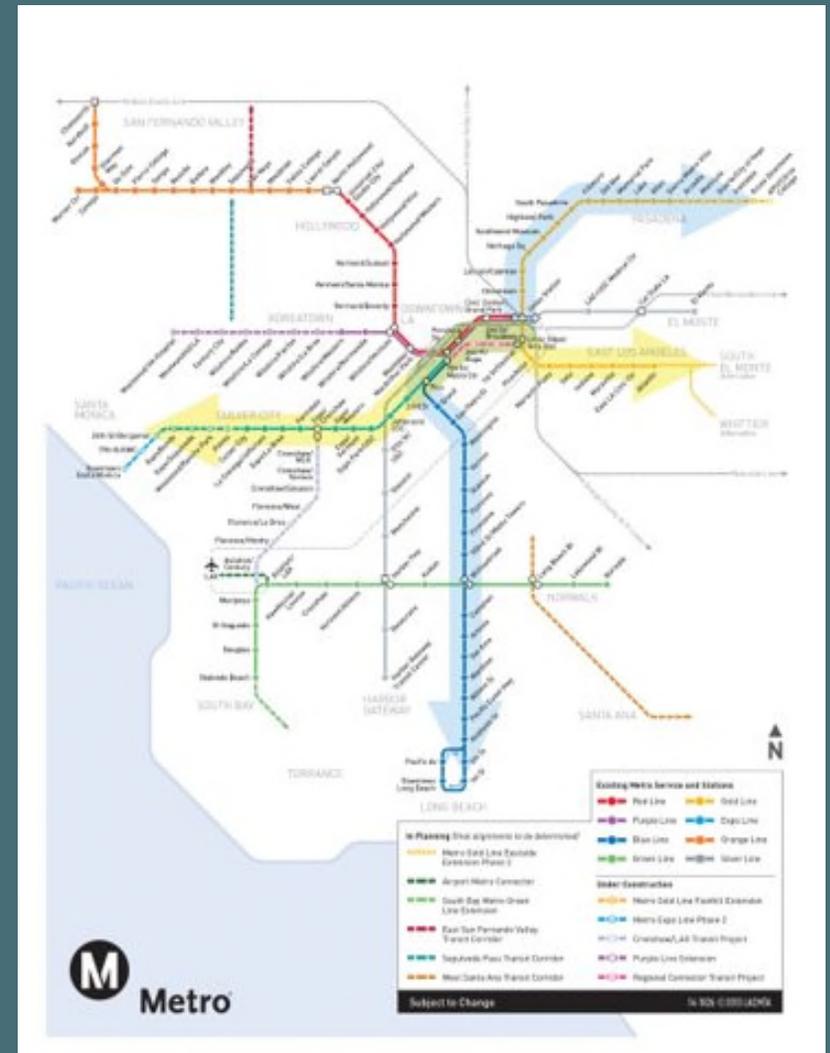
August 2020



Metro

Public Engagement and Outreach – Environmental Phase (2008-2014)

- Prior to the Board of Directors selection of the Locally Preferred Alternative (LPA):
 - Elected Official briefings
 - Over 100 Stakeholder Working Group briefings:
 - Little Tokyo, Arts District, Financial District, Grand Ave Cultural Institutions, Bunker Hill, Broadway, Historic Core, and Project area-wide groups
 - Community Update Meetings
 - Collateral materials
- Positive community and stakeholders support of the North-South, East-West service alignment



Public Engagement and Outreach – Construction Phase (2014-2020)

- Continued outreach following Board approval of the LPA:
 - Distribution of Final EIS/EIR
 - Elected Official briefings
 - Community Leadership Council (CLC)*
 - Monthly community meetings
 - Special events in downtown LA and Boyle Heights
 - Printed and online materials:
 - Project website, social media, agency blogs, e-newsletters
 - Little Tokyo Community Office
 - Title VI Program Update – Office of Civil Rights
- Community and stakeholders continue to support the North-South, East-West service alignment
- Minimal interest in maintaining north/south Gold Line connection

Purpose

- Purpose – Validate Locally Preferred Alternative (LPA) as continued to be supported by stakeholders and the community through the environmental and construction phases.
- Criteria for validating alternatives include:
 - Travel patterns to/from each segment
 - Network simplicity
 - Headway consistency
 - On Time Performance
 - Peak vehicle requirement
 - Revenue vehicle hours

Service Scenarios

Three primary service scenarios being evaluated:

Alt A: Long Beach – Azusa,
Santa Monica – Atlantic*

Alt B: Long Beach – Atlantic,
Santa Monica – Azusa

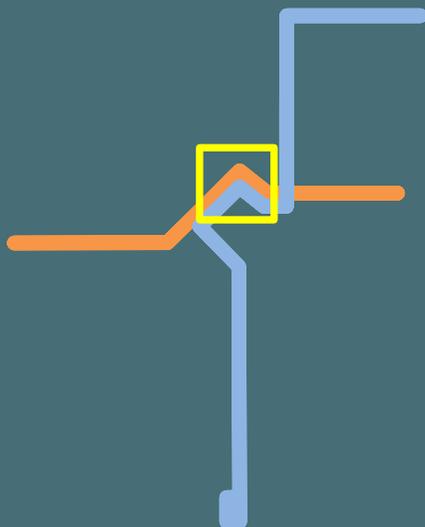
Alt C: Long Beach – Atlantic/Azusa
Expo – Atlantic/Azusa



* Locally Preferred Alternative



Travel Patterns: Alternative A



All Trips

East Flows

West Flows

Origin (O) to Destination (D)	All Trips	Outside DTLA – Outside DTLA	Inside DTLA – Inside DTLA	Outside DTLA – Inside DTLA
O: Expo D: Gold Line East O: Blue D: Gold Line (US – APU)	100%	12%	52%	36%
O: Gold Line East D: Expo O: Gold Line (US – APU) D: Blue	100%	12%	53%	35%

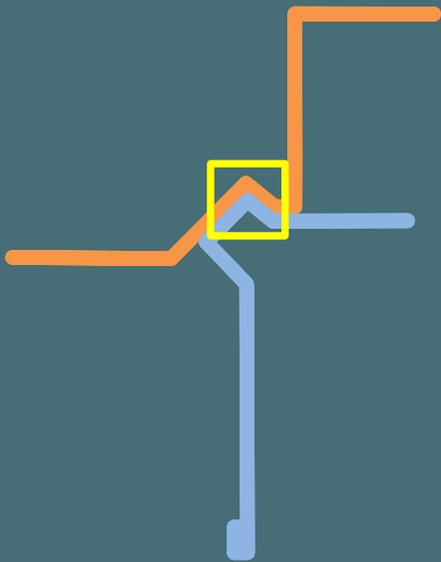
Transit Trips

East Flows

West Flows

Origin (O) to Destination (D)	All Trips	Outside DTLA – Outside DTLA	Inside DTLA – Inside DTLA	Outside DTLA – Inside DTLA
O: Expo D: Gold Line East O: Blue D: Gold Line (US – APU)	100%	12%	24%	64%
O: Gold Line East D: Expo O: Gold Line (US – APU) D: Blue	100%	8%	25%	67%

Travel Patterns: Alternative B



All Trips

East Flows
West Flows

Origin (O) to Destination (D)	All Trips	Outside DTLA – Outside DTLA	Inside DTLA – Inside DTLA	Outside DTLA – Inside DTLA
O: Expo D: Gold Line (US – APU) O: Blue D: Gold Line East	100%	14%	51%	35%
O: Gold Line (US – APU) D: Expo O: Gold Line East D: Blue	100%	14%	51%	34%

Transit Trips

East Flows
West Flows

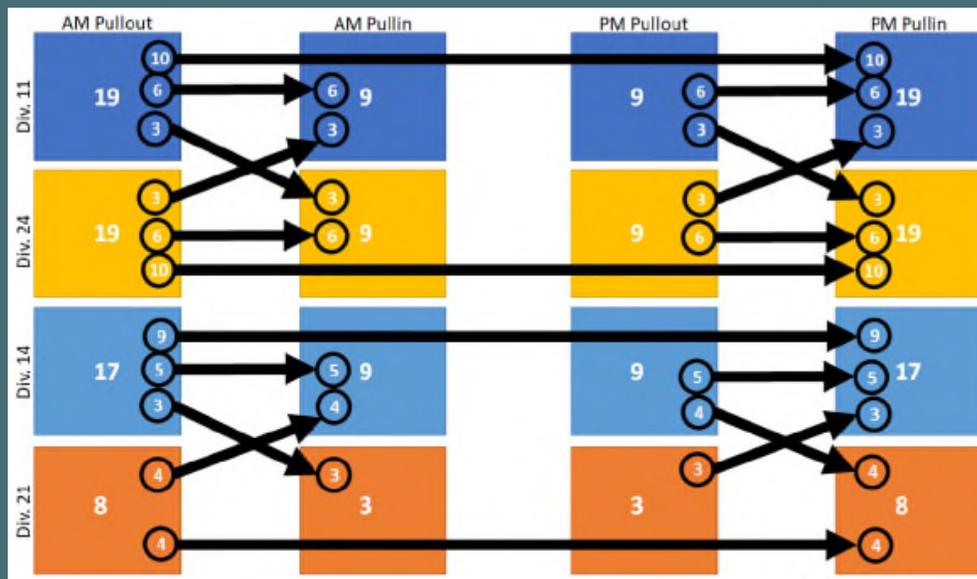
Origin (O) to Destination (D)	All Trips	Outside DTLA – Outside DTLA	Inside DTLA – Inside DTLA	Outside DTLA – Inside DTLA
O: Expo D: Gold Line (US – APU) O: Blue D: Gold Line East	100%	14%	24%	62%
O: Gold Line (US – APU) D: Expo O: Gold Line East D: Blue	100%	9%	25%	66%

Network Simplicity: Wait and Transfers

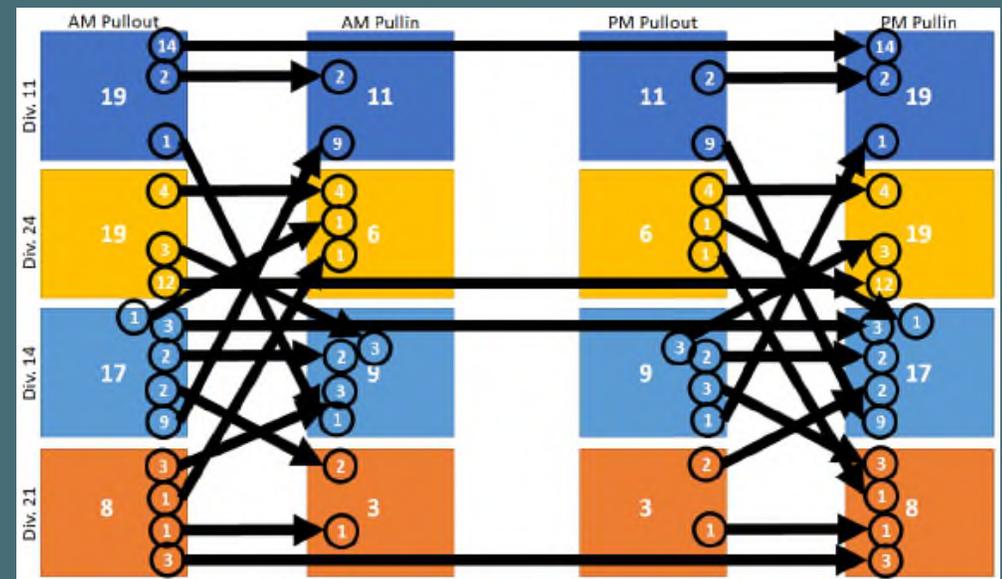
Alternative	Route	Initial Wait	Transfer	Total
<p>A</p> 	Santa Monica - Atlantic	3	0	3
	Santa Monica - APU/CC	3	3	6
	Long Beach - Atlantic	3	3	6
	Long beach - APU/CC	3	0	3
<p>B</p> 	Santa Monica - Atlantic	3	3	6
	Santa Monica - APU/CC	3	0	3
	Long Beach - Atlantic	3	0	3
	Long beach - APU/CC	3	3	6
<p>C</p> 	Santa Monica - Atlantic	6	0	6
	Santa Monica - APU/CC	6	0	6
	Long Beach - Atlantic	6	0	6
	Long beach - APU/CC	6	0	6

Network Simplicity: Train Cycling Plans

Alternative A and B



Alternative C



Headway Regularity

Alternative	Percent of Scheduled Headway (NB/EB)						
	100%	110%	120%	130%	140%	150%	Greater
A	55%	73%	82%	87%	90%	92%	8%
B	57%	71%	78%	82%	85%	87%	13%
C	53%	67%	75%	81%	85%	88%	12%
Current	69%	81%	87%	92%	95%	97%	3%

Alternative	Percent of Scheduled Headway (SB/WB)						
	100%	110%	120%	130%	140%	150%	Greater
A	60%	75%	83%	87%	90%	92%	8%
B	59%	73%	79%	83%	86%	88%	12%
C	57%	71%	79%	84%	87%	89%	11%
Current	67%	78%	85%	90%	93%	96%	4%

- Alternative A performs the best for regularity of headways
- No alternative performs as well as current because traffic signal delays on Blue and Expo will spread to Gold Line

Resource Requirement

Alternative	Total Peak Vehicles	With 20% Spares	Weekday Revenue Car Hours	Annual Revenue Car Hours	Annual Operating Cost
A	195	234	2,658	901,461	\$433M
B	192	231	2,621	889,027	\$427M
C	195	234	2,753	933,582	\$448M

Service Plan Recommendation

Alternative A (Long Beach – Azusa, Santa Monica – Atlantic)

- Approved as Locally Preferred Alternative
- Significant outreach and support for Alt A
- Simple to understand (and operate) network that minimizes wait and transfer times
- Performs best in headway regularity
- Second least costly operations
- Opportunities to improve upon Alternative A with train delay mitigations

Train Delay Mitigations

- Delays through the Regional Connector due to variability in run times can be mitigated through better signal priority/preemption along the current A (Blue) and E (Expo) Line street running territory and more consistent dwell times;
- Otherwise, in-line schedule recovery of up to 5 minutes approaching the junctions will need to be built into the schedules to ensure trains enter the Regional Connector on time.



Headway Regularity

Alternative	Percent of Scheduled Headway (NB/EB)						
	100%	110%	120%	130%	140%	150%	Greater
A	55%	73%	82%	87%	90%	92%	8%
B	57%	71%	78%	82%	85%	87%	13%
C	53%	67%	75%	81%	85%	88%	12%
Current	69%	81%	87%	92%	95%	97%	3%
Recovery	58%	82%	90%	94%	96%	97%	3%

Alternative	Percent of Scheduled Headway (SB/WB)						
	100%	110%	120%	130%	140%	150%	Greater
A	60%	75%	83%	87%	90%	92%	8%
B	59%	73%	79%	83%	86%	88%	12%
C	57%	71%	79%	84%	87%	89%	11%
Current	67%	78%	85%	90%	93%	96%	4%
Recovery	60%	84%	92%	96%	98%	99%	1%

- Scheduled holds improve headway regularity to current levels

Resource Requirement

With No In-Line Schedule Recovery

Alternative	Total Peak Vehicles	With 20% Spares	Weekday Revenue Car Hours	Annual Revenue Car Hours	Annual Operating Cost
A	195	234	2,658	901,461	\$433M
B	192	231	2,621	889,027	\$427M
C	195	234	2,753	933,582	\$448M

With In-Line Schedule Recovery

Alternative	Total Peak Vehicles	With 20% Spares	Weekday Revenue Car Hours	Annual Revenue Car Hours	Annual Operating Cost
A	208	250	2,835	961,558	\$462M
B	205	246	2,799	949,221	\$456M
C	208	250	2,936	995,820	\$478M

Implementation Recommendation

- Implement Alternative A (Long Beach – Azusa, Santa Monica – Atlantic) which is the Locally Preferred Alternative (LPA).
- Initially implement in-line schedule recovery before the junction to improve the headway regularity of service running through the Regional Connector.
- Continue to work with LADOT to reduce street signal delays on the Blue and Expo Lines near Downtown LA so that in-line schedule recovery can be minimized or eliminated.

Next Steps

- Board Staff briefing and oral report to OSCE Committee in August 2020
- Ongoing Construction Relations outreach for final phases of construction
- Board approval of recommendation in September 2020

Questions?



File #: 2020-0464, File Type: Oral Report / Presentation

Agenda Number: 21.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

SUBJECT: CUSTOMER EXPERIENCE PLANNING

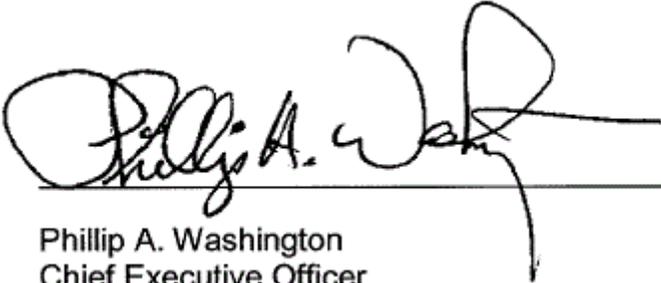
ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Customer Experience Planning.

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

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



Phillip A. Washington
Chief Executive Officer



Customer Experience (CX) Planning

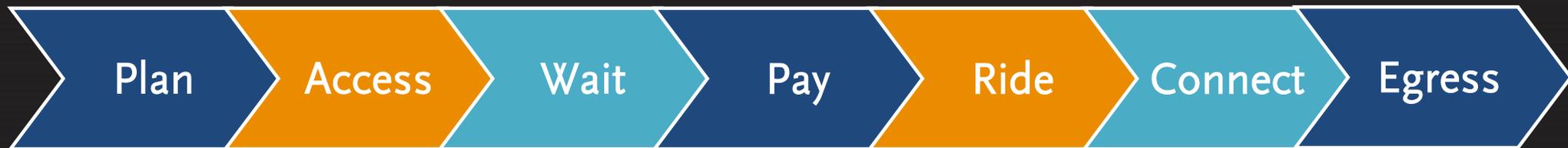
*Operations, Safety, and Customer Experience Committee
August 20, 2020*



Metro

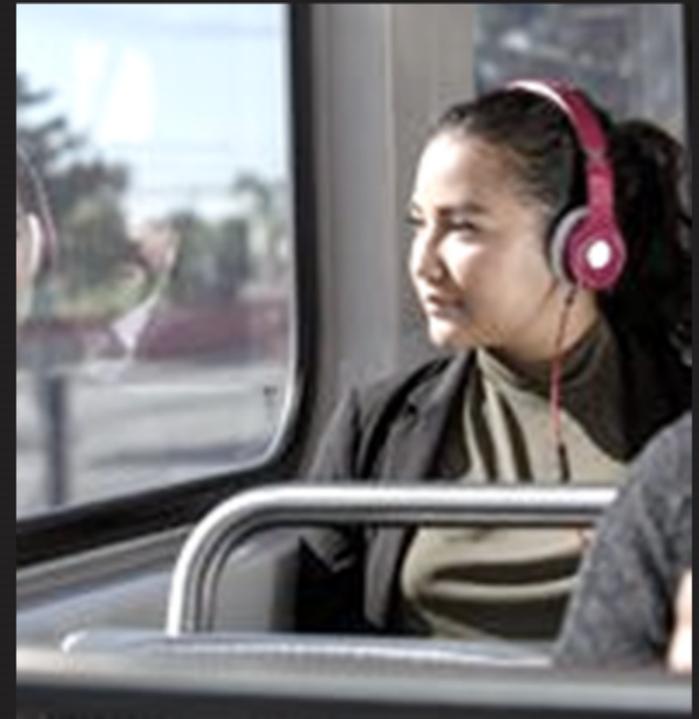
CX Definition

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



CX Vision

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



Pain Points for 2020 CX Plan

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

* Asterisked items interrelate with Covid epidemic

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

2020 CX Plan Contents

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

Future Directions

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



Board Report

File #: 2020-0485, **File Type:** Informational Report

Agenda Number: 16.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

SUBJECT: QUARTERLY UPDATE ON METRO’S HOMELESS OUTREACH EFFORTS

ACTION: RECEIVE AND FILE

RECOMMENDATION

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

ISSUE

In spring 2016, Metro created the Metro Homeless Task Force to address displaced persons that have turned to Metro’s system and property for alternative shelter. Since then, Metro has made significant progress in addressing the homelessness issue by expanding its resources and partnering with community-based organizations.

BACKGROUND

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

DISCUSSION

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

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

Four-Prong Deployment Strategy

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

P.A.T.H.

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

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

The challenge in hiring outreach clinicians is attributed to:

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

Quarterly Summary of Motel Placements

March Motel Report:

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

Brief Demographic Overview:

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

Total Motel Cost: \$50,491.14

April Motel Report:

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

Brief Demographic Overview:

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

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

Total Motel Cost: \$153,955.06

May Motel Report:

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

Brief Demographic Overview:

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

Total Motel Cost: \$62,464.45

June Motel Report:

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

Brief Demographic Overview:

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

Total Motel Cost: \$61,462.06

City and County Homeless Outreach Partnerships

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

New Homeless Outreach Partnerships

LA DOOR - Los Angeles City Attorney's Office

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

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

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

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

Seeking Collaborations with:

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

Encampment Discussions in Progress include:

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

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

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

Metro System-wide Homeless Count:

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

NEXT STEPS

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

ATTACHMENTS

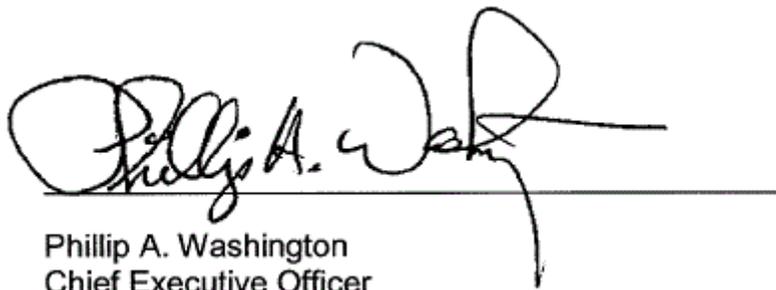
Attachment A - Homeless Snapshot Outreach March 2020 - June 2020 REV

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

Attachment C - March - June 2020 Motel Report

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

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



Phillip A. Washington
Chief Executive Officer

Homeless Outreach Efforts

C3 Teams

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

Operation Shelter the Unsheltered: April – June 2020

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

Operation Shelter the Unsheltered: April – June 2020

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

Operation Shelter the Unsheltered: April – June 2020

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

Operation Shelter the Unsheltered: April – June 2020

MAY 2020	
# OF REFERRALS	58
HOLD FOR 5150	1

**Some data is unavailable for May 2020

Operation Shelter the Unsheltered: April – June 2020

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

**Some data for June 2020 is unavailable

Homeless Outreach Success Stories

PATH Highlight (March)

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

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

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

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

PATH Success Story (April)

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

PATH Success Story (May)

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

PATH Success Story (June)

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

MARCH 2020 MOTEL REPORT

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

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

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

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

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

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

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

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

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

TOTAL: \$50,491.14

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

APRIL 2020 MOTEL REPORT

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

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

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

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

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

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

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

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

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

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

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

Total: \$153, 955.06

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

MAY 2020 MOTEL REPORT

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

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

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

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

Total: \$62, 464.45

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

JUNE 2020 MOTEL REPORT

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

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

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

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

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

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

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

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

Total: \$61,462.06

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



Metro's Homeless Outreach Efforts

Quarterly Update

2020-0234

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

Operation “Shelter the Unsheltered”



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



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



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



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

Operation “Shelter the Unsheltered”

Operation Summary	Qt.
# OF AM OFF-LOADINGS	44,072
# OF PM OFF-LOADINGS	1,392
TOTAL	45,464
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	495
# OF INDIVIDUALS SHELTERED (PATH only)	472
# OF INDIVIDUALS CONTACTED (LA DOOR only)	259
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	428

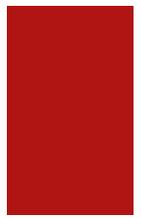
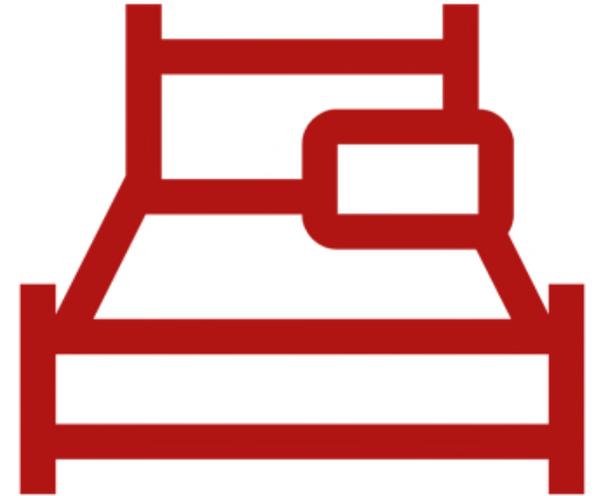
C3 Team Outreach Data

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

Quarterly Summary Motel Placements

P.A.T.H. Motel Placements

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



New CBO Partnerships + Deployment Schedules

Dream Center Outreach Team (Blue T-Shirts)

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

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

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



Board Report

File #: 2020-0486, **File Type:** Informational Report

Agenda Number: 29.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE AUGUST 20, 2020

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report

ISSUE

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

BACKGROUND

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

DISCUSSION

DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT

Transit Security has conducted the following review of overall deployment of resources and has taken the following actions.

- Evaluated RMI Security and their subcontractors' deployments throughout the system. We have removed several assignments that were determined to be no longer needed and re-deployed several guards to new assignments. Following this assessment, the Department realized a total cost savings of approximately \$35,155 per week.

Transit Security managerial staff will continue to assess the need for contract security throughout the Metro system and further adjust staffing as necessary.

Staff has also reviewed Transit Security Department’s overtime assignments to include supervisory assignments, priority assignments and special skill assignments (i.e., Dispatcher; Transit Watch; Training staff, etc.). These positions must be filled with straight time personnel unless the Director of Transit Security approves a deviation. We are currently looking to train additional personnel for these special skill assignments to further reduce overtime.

LAW ENFORCEMENT CONTRACT COMPLIANCE

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

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

TRANSIT SECURITY HIRING EFFORTS

Current Staffing Levels

As of 7/16/20:

Job Title	# Budgeted	# Filled	Vacancies	Capacity
Transit Security LT	5	5	0	100.00%
Transit Security SGT	12	10	2	83.33 %
SR Transit Security OFCR	15	13	2	86.67%
Transit Security OFCR II	75	72	3	98.67%
Transit Security OFCR I	77	67	10	87.01%
TOTAL	184	167	17	90.76%

Hiring Plan

We have processed 161 applicants through the qualification process (interview, written assessment, physical agility, and live scan). Intake meetings are being completed with qualified candidates to select those suitable to continue with the process. Beginning July 27, 2020, we will process another 87 applicants.

Training: Metro Academy Program (MAP)

- **M A P CLASS 18** -. The curriculum has been modified similarly to the Class 17 curriculum due to the unavailability of most 3rd party training vendors. Also, staffing of the training cadre will be modified because of the small size of the class as to have minimal impact on operations.
- **ENHANCED SEXUAL HARASSMENT TRAINING** - PowerPoint training completed at roll calls. 97% complete.

BUS OPERATOR ASSAULTS

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

EMERGENCY MANAGEMENT COVID-19 RESPONSE

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

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

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

- 60 Command Staff Meetings
- Over 200 Duty Officer calls
- 77 Command Staff Public Health Intelligence Briefs
- 92 Operational Periods of EOC Activation
- Through LA County Office of Emergency Management, acquired over 100,000 masks and other personal protective equipment and supplies, for employees
- Maintain direct communication with APTA & DHS/TSA/CISA, LA County Public Health, LA County Office of Emergency Management, and LA City Emergency Management Department COVID-19 Planning Groups
- Assisted in collecting data and facilitating the FEMA reimbursement application process for Metro's COVID-19 response and mitigation expenses

Emergency Management has also procured emergency water with a 50-year shelf life and distributed

to all divisions, locations and headquarters.

HOMELESS OUTREACH SERVICES

Updates are reflected on the Quarterly Homeless Outreach report.

SEXUAL HARASSMENT INITIATIVES

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

PEACE OVER VIOLENCE PERFORMANCE JUNE 2020 METRICS

Performance Measure	Number Served
Total Sexual Harassment Cases Contacting POV	2
Total Cases of Metro Located Sexual Harassment Contacting POV	2
Total Number of Metro Riders Requesting Counseling Services	2
Total Number of Police Reports Filed or Intended to File	2
Total Number of Active Cases	1

JUNE FULL BOARD MEETING

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

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

NEXT STEPS

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

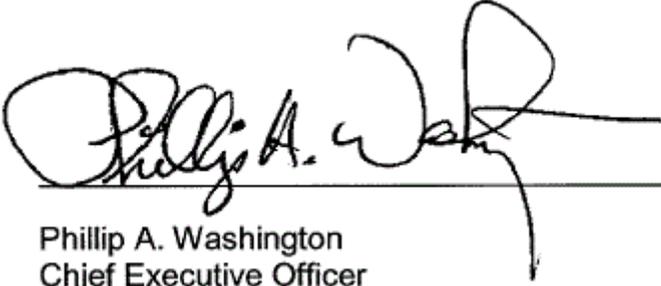
ATTACHMENTS

- Attachment A - System-Wide Law Enforcement Overview June 2020
- Attachment B - MTA Supporting Data June 2020
- Attachment C - Key Performance Indicators June 2020
- Attachment D - Transit Police Summary June 2020

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement,

(213) 922-2615

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



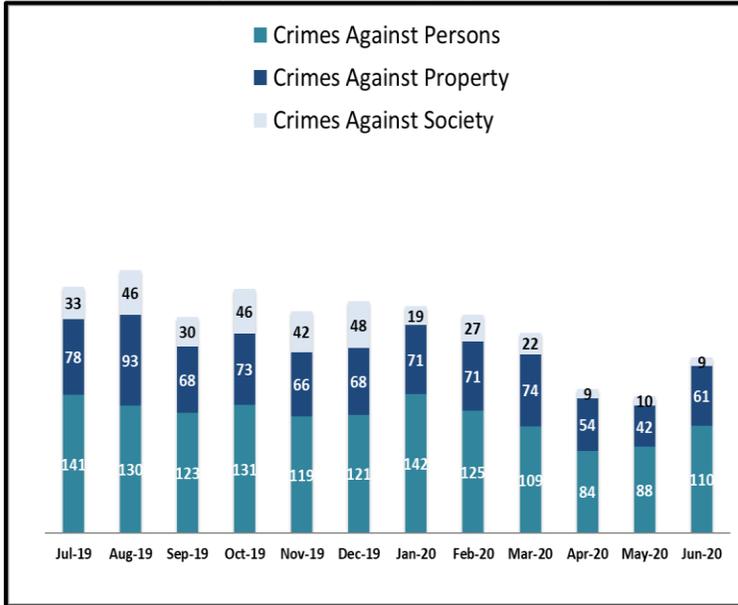
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JUNE 2020

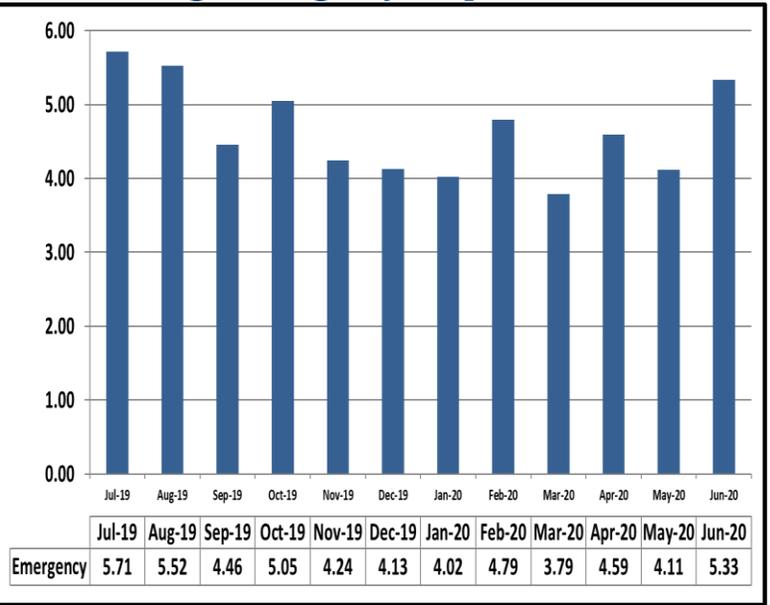
Attachment A

Crimes Against Persons, Property, and Society



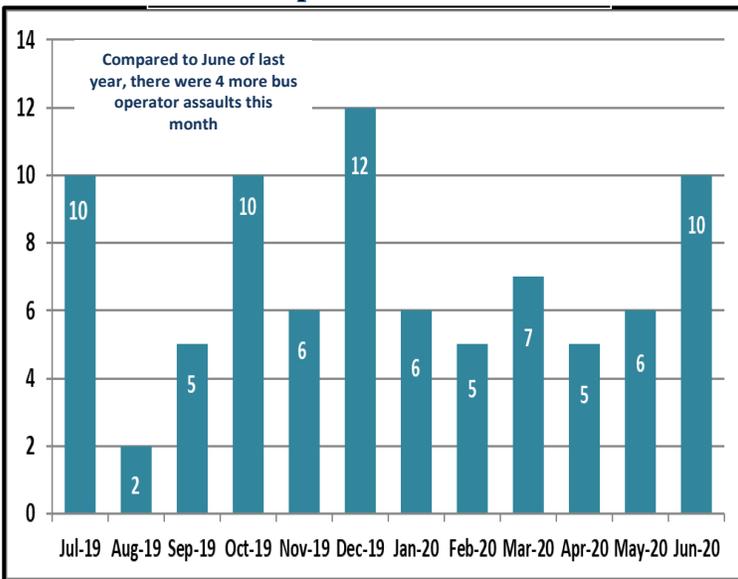
When compared to the same period last year, Crimes Against Persons decreased by 33 crimes, Crimes Against Property decreased by 30 crimes, and Crimes Against Society decreased by 11 crimes.

Average Emergency Response Times

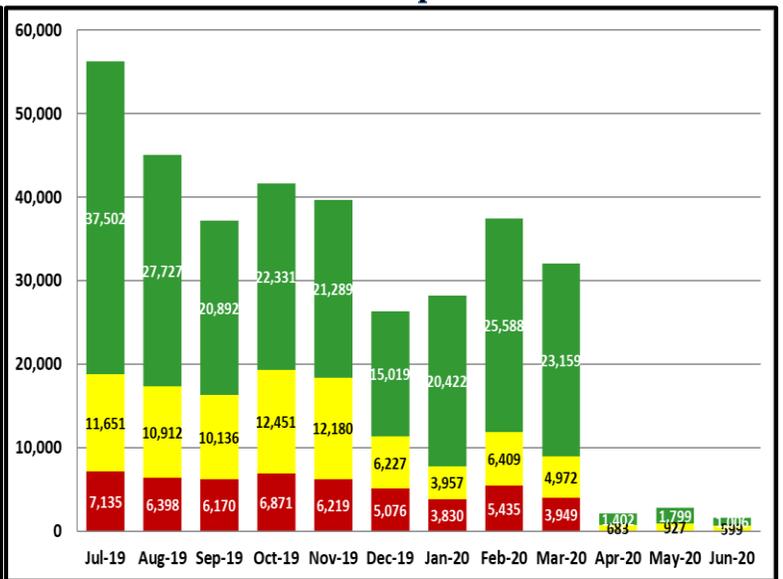


Average emergency response time was 5.33 mins.

Bus Operator Assaults



Fare Compliance



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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	1
Robbery	0	3	1	42
Aggravated Assault	0	0	0	28
Aggravated Assault on Operator	0	0	0	0
Battery	1	3	0	56
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	8
SUB-TOTAL	1	6	1	135
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	3
Larceny	2	4	1	46
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	6
Arson	0	0	0	1
Vandalism	1	2	0	30
Other	0	0	0	0
SUB-TOTAL	3	6	1	87
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	1	0	18
Narcotics	0	1	0	55
Trespassing	0	0	0	15
SUB-TOTAL	0	2	0	88
TOTAL	4	14	2	310

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	1	0	19
Pico	1	0	0	9
Grand/LATTC	0	0	0	1
San Pedro St	0	0	0	5
Washington	0	1	0	6
Vernon	0	0	0	4
Slauson	2	1	0	19
Florence	0	0	0	20
Firestone	1	0	0	14
103rd St/Watts Towers	0	1	0	10
Willowbrook/Rosa Parks	1	2	2	72
Compton	1	1	0	39
Artesia	0	1	0	37
Del Amo	1	1	0	12
Wardlow	0	0	0	2
Willow St	0	0	0	10
PCH	0	0	0	8
Anaheim St	0	0	0	8
5th St	0	0	0	2
1st St	1	0	0	3
Downtown Long Beach	0	3	0	12
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Total	8	12	2	313

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	0	0	1	197
Misdemeanor	1	15	17	808
TOTAL	1	15	18	1005

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	2	14	0	10,132
Vehicle Code Citations	1	0	15	8,698
TOTAL	3	14	15	18,830

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	1	74	4	827
Priority	10	83	27	1,412
Emergency	2	15	12	345
TOTAL	13	172	43	2,584

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	24%	4%	3%
Proactive	76%	96%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	91%
Blue Line-LASD	15%
Blue Line-LBPDP	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	0	0	0	109
Flower St	0	0	0	46
103rd St	0	0	0	3
Wardlow Rd	0	0	2	33
Pacific Ave.	0	0	0	2
Willowbrook	0	35	0	311
Slauson	0	0	0	83
Firestone	0	0	0	38
Florence	0	17	0	134
Compton	0	36	0	209
Artesia	0	21	0	61
Del Amo	0	0	0	40
Long Beach Blvd	0	0	0	10
TOTAL	0	109	2	1,079

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	3
Robbery	0	5	39
Aggravated Assault	0	2	21
Aggravated Assault on Operator	0	0	0
Battery	2	0	42
Battery Rail Operator	0	0	0
Sex Offenses	0	0	8
SUB-TOTAL	2	7	113
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	1	2	21
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	4
Arson	0	1	2
Vandalism	0	2	17
SUB-TOTAL	1	5	48
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	12
Narcotics	0	0	21
Trespassing	0	0	5
SUB-TOTAL	0	0	38
TOTAL	3	12	199

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	75
Misdemeanor	1	4	291
TOTAL	1	7	366

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	4	397
Vehicle Code Citations	5	0	103
TOTAL	5	4	500

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	91	1,220
Priority	5	70	980
Emergency	0	11	135
TOTAL	5	172	2,335

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	5%
Proactive	82%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	9
Douglas	0	0	0	0
El Segundo	0	0	0	4
Mariposa	0	0	0	1
Aviation/LAX	0	0	0	5
Hawthorne/Lennox	1	1	0	11
Crenshaw	0	0	0	19
Vermont/Athens	4	2	0	23
Harbor Fwy	1	0	0	11
Avalon	1	1	0	16
Willowbrook/Rosa Parks	0	1	0	47
Long Beach Bl	0	0	0	26
Lakewood Bl	1	0	0	14
Norwalk	1	1	0	16
Total	9	6	0	202

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	20%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	5	0	34
Aggravated Assault	1	0	23
Aggravated Assault on Operator	0	0	0
Battery	7	0	60
Battery Rail Operator	0	0	0
Sex Offenses	0	1	17
SUB-TOTAL	13	1	134
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	2	1	63
Bike Theft	1	0	18
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	1	6
SUB-TOTAL	4	2	88
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	3
Trespassing	0	0	6
SUB-TOTAL	0	0	11
TOTAL	17	3	233

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	56
Misdemeanor	1	0	112
TOTAL	1	0	168

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	270
Vehicle Code Citations	2	0	203
TOTAL	2	0	473

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	51	963
Priority	36	22	829
Emergency	3	4	84
TOTAL	45	77	1,876

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	8%
Proactive	82%	92%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	9
Pico	0	0	0	1
LATTC/Ortho Institute	0	0	0	18
Jefferson/USC	0	0	0	10
Expo Park/USC	2	0	0	6
Expo/Vermont	1	0	0	18
Expo/Western	2	0	0	21
Expo/Crenshaw	1	2	0	18
Farmdale	4	0	0	20
Expo/La Brea		1	0	20
La Cienega/Jefferson	3	0	0	16
Culver City	0	0	0	11
Palms	0	0	0	7
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	1	0	10
Expo/Bundy	0	0	0	22
26th St/Bergamot	0	1	0	7
17th St/SMC	1	1	0	8
Downtown Santa Monica	0	0	0	19
Expo Line Rail Yard	0	0	0	0
Total	14	6	0	243

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	91%
Expo Line-LASD	8%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	995
Santa Monica	N/A	6	148
Culver City	N/A	0	6
TOTAL	0	6	1,149

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	2	34
Aggravated Assault	3	52
Aggravated Assault on Operator	0	0
Battery	11	190
Battery Rail Operator	0	2
Sex Offenses	3	19
SUB-TOTAL	19	299
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	6	144
Bike Theft	0	10
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	4	18
SUB-TOTAL	10	173
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	35
SUB-TOTAL	1	35
TOTAL	30	507

ARRESTS

AGENCY	LAPD	FYTD
Felony	1	257
Misdemeanor	4	888
TOTAL	5	1,145

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	0	3,940
Vehicle Code Citations	0	1,276
TOTAL	0	5,216

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	19	40
Priority	97	189
Emergency	6	9
TOTAL	122	238

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	18%
Proactive	82%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	0	75
Civic Center/Grand Park	0	0	0	12
Pershing Square	2	0	0	41
7th St/Metro Ctr	1	0	0	50
Westlake/MacArthur Park	4	2	0	68
Wilshire/Vermont	1	1	0	35
Wilshire/Normandie	0	0	0	6
Vermont/Beverly	1	0	0	29
Wilshire/Western	0	2	0	17
Vermont/Santa Monica	1	0	0	23
Vermont/Sunset	0	0	0	16
Hollywood/Western	0	0	0	17
Hollywood/Vine	0	0	0	24
Hollywood/Highland	2	0	0	28
Universal City/Studio City	3	1	1	17
North Hollywood	1	4	0	47
Red Line Rail Yard	0	0	0	0
Total	19	10	1	505

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	89%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	0	2	16
Aggravated Assault	0	1	14
Aggravated Assault on Operator	0	0	0
Battery	2	5	41
Battery Rail Operator	0	0	2
Sex Offenses	0	0	3
SUB-TOTAL	2	8	78
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	37
Bike Theft	0	0	13
Motor Vehicle Theft	0	0	4
Arson	0	0	1
Vandalism	1	1	22
SUB-TOTAL	1	1	77
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	5
Narcotics	0	1	7
Trespassing	1	0	3
SUB-TOTAL	1	1	15
TOTAL	4	10	170

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	43
Misdemeanor	2	2	165
TOTAL	2	2	208

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	5	384
Vehicle Code Citations	0	0	100
TOTAL	2	5	484

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	106	1,401
Priority	17	87	1,345
Emergency	2	7	151
TOTAL	25	200	2,897

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	6%
Proactive	79%	94%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	10
Azusa Downtown	0	0	0	5
Irwindale	1	0	1	9
Duarte/City of Hope	1	0	0	10
Monrovia	3	0	0	13
Arcadia	0	0	0	4
Sierra Madre Villa	1	1	0	11
Allen	0	0	0	4
Lake	0	0	0	5
Memorial Park	2	0	0	14
Del Mar	0	0	0	2
Fillmore	0	0	0	2
South Pasadena	0	0	0	2
Highland Park	0	0	0	6
Southwest Museum	0	0	0	6
Heritage Square	0	0	0	2
Lincoln/Cypress	0	1	0	7
Chinatown	0	0	0	4
Union Station	2	0	0	17
Little Tokyo/Arts Dist	0	0	0	4
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	0	0	4
Soto	0	0	1	7
Indiana (both LAPD & LASD)	0	0	0	6
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	2
Atlantic	0	0	0	10
Total	10	2	2	170

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	88%
Gold Line-LASD	22%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	684
Arcadia Station	0	7	100
Irwindale	0	6	48
Monrovia	0	6	50
City of Pasadena	0	12	251
Magnolia Ave	0	0	1
Duarte Station	0	4	45
City Of Azusa	0	20	136
South Pasadena	0	7	135
City Of East LA	0	38	136
Figueroa St	0	0	342
TOTAL GOAL= 10	0	100	1,928

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	2	14
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	3	19
Battery Bus Operator	0	1
Sex Offenses	0	1
SUB-TOTAL	5	43
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	8
Bike Theft	1	4
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	5
SUB-TOTAL	3	17
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	8	60

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	10
Misdemeanor	0	40
TOTAL	0	50

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	2,480
Vehicle Code Citations	0	2,391
TOTAL	0	4,871

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	2	41
Priority	5	145
Emergency	2	11
TOTAL	9	197

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	91%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	15
Laurel Canyon	0	0	0	0
Valley College	0	0	0	1
Woodman	0	0	0	0
Van Nuys	0	0	0	8
Sepulveda	0	0	0	2
Woodley	0	0	0	2
Balboa	0	1	0	4
Reseda	0	0	0	3
Tampa	1	0	0	4
Pierce College	0	0	0	2
De Soto	0	1	0	1
Canoga	1	0	0	5
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	1	0	0	2
Nordhoff	0	0	0	3
Chatsworth	1	1	0	8
Total	5	3	0	61

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	3
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	2	0	5
Battery Bus Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	2	0	12
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	10
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	2	0	12
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	2
Trespassing	0	0	0
SUB-TOTAL	0	0	2
TOTAL	4	0	26

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	0	0	74
TOTAL	0	0	75

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	2,364
Vehicle Code Citations	0	0	2,445
TOTAL	0	0	4,809

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	2	40
Priority	2	2	74
Emergency	0	0	7
TOTAL	3	4	121

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	2%
Proactive	0%	98%
TOTAL	0%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	2
Downtown	0	0	0	3
37th St/USC	0	0	0	0
Slauson	0	0	0	1
Manchester	0	0	0	0
Harbor Fwy	2	0	0	5
Rosecrans	0	1	0	4
Harbor Gateway Transit Ctr	1	1	0	7
Carson	0	0	0	1
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	1
Total	3	2	0	27

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	0%
Silver Line- LASD	98%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	56
Aggravated Assault	3	4	77
Aggravated Assault on Operator	2	1	13
Battery	8	11	251
Battery Bus Operator	4	3	66
Sex Offenses	0	0	31
SUB-TOTAL	19	19	494
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	9	2	162
Bike Theft	0	1	12
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	2	4	56
SUB-TOTAL	11	7	232
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	14
Narcotics	0	3	78
Trespassing	0	0	6
SUB-TOTAL	0	3	98
TOTAL	30	29	824

LASD's Crimes per Sector		
Sector		FYTD
Westside	6	20
San Fernando	0	11
San Gabriel Valley	8	50
Gateway Cities	9	107
South Bay	6	94
Total	29	282

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	16
West Valley	1	9
North Hollywood	2	18
Foothill	0	5
Devonshire	0	4
Mission	0	5
Topanga	0	6
Central Bureau		
Central	1	84
Rampart	1	32
Hollenbeck	0	7
Northeast	1	8
Newton	2	43
West Bureau		
Hollywood	1	18
Wilshire	0	26
West LA	1	13
Pacific	1	6
Olympic	2	50
Southwest Bureau		
Southwest	11	81
Harbor	1	7
77th Street	0	74
Southeast	4	30
Total	30	542

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	6	116
Misdemeanor	1	11	638
TOTAL	3	17	754

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	11	762
Vehicle Code Citations	1	12	391
TOTAL	1	23	1,153

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	92	1,368
Priority	6	168	1,930
Emergency	0	16	214
TOTAL	6	276	3,512

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	19%	2%	
Proactive	81%	98%	
TOTAL	100%	100%	

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	35%

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

UNION STATION

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	10
Aggravated Assault	0	11
Aggravated Assault on Operator	0	0
Battery	3	85
Battery Rail Operator	0	0
Sex Offenses	1	7
SUB-TOTAL	5	113
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	3	69
Bike Theft	0	7
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	8
SUB-TOTAL	4	85
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	54
SUB-TOTAL	1	54
TOTAL	10	252



ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	50
Misdemeanor	7	178
TOTAL	10	228

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	239
Vehicle Code Citations	0	92
TOTAL	2	331

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	9	218
Priority	29	377
Emergency	0	19
TOTAL	38	614

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

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	87%

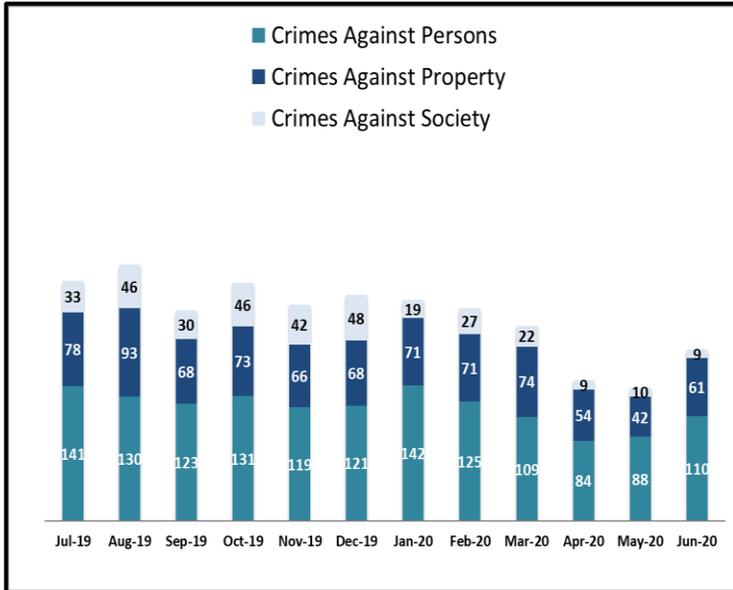
LEGEND	
Los Angeles Police Department	

KEY PERFORMANCE INDICATORS

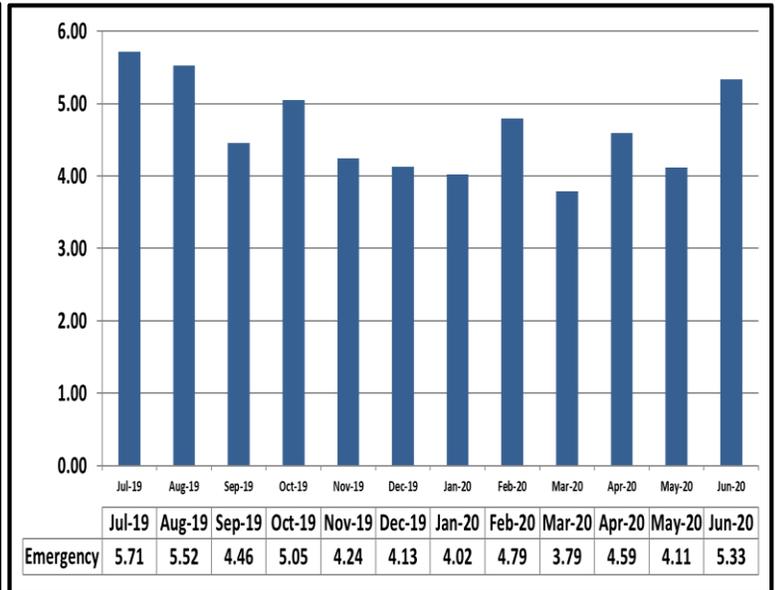
JUNE 2020

Attachment C

Crimes Against Persons, Property, and Society



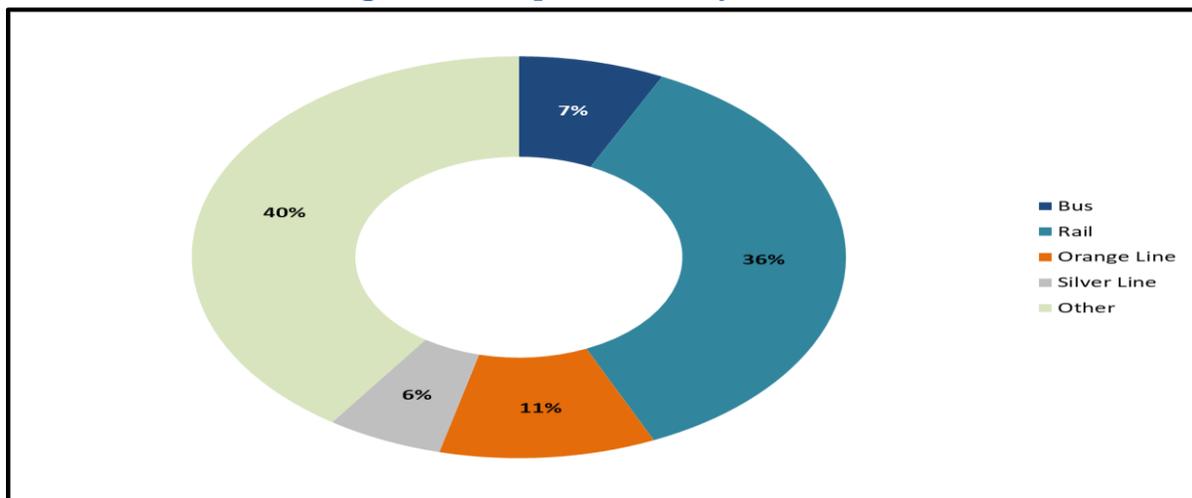
Average Emergency Response Times



Percentage of Time Spent on the System



Percentage of Time Spent on the System as a Whole

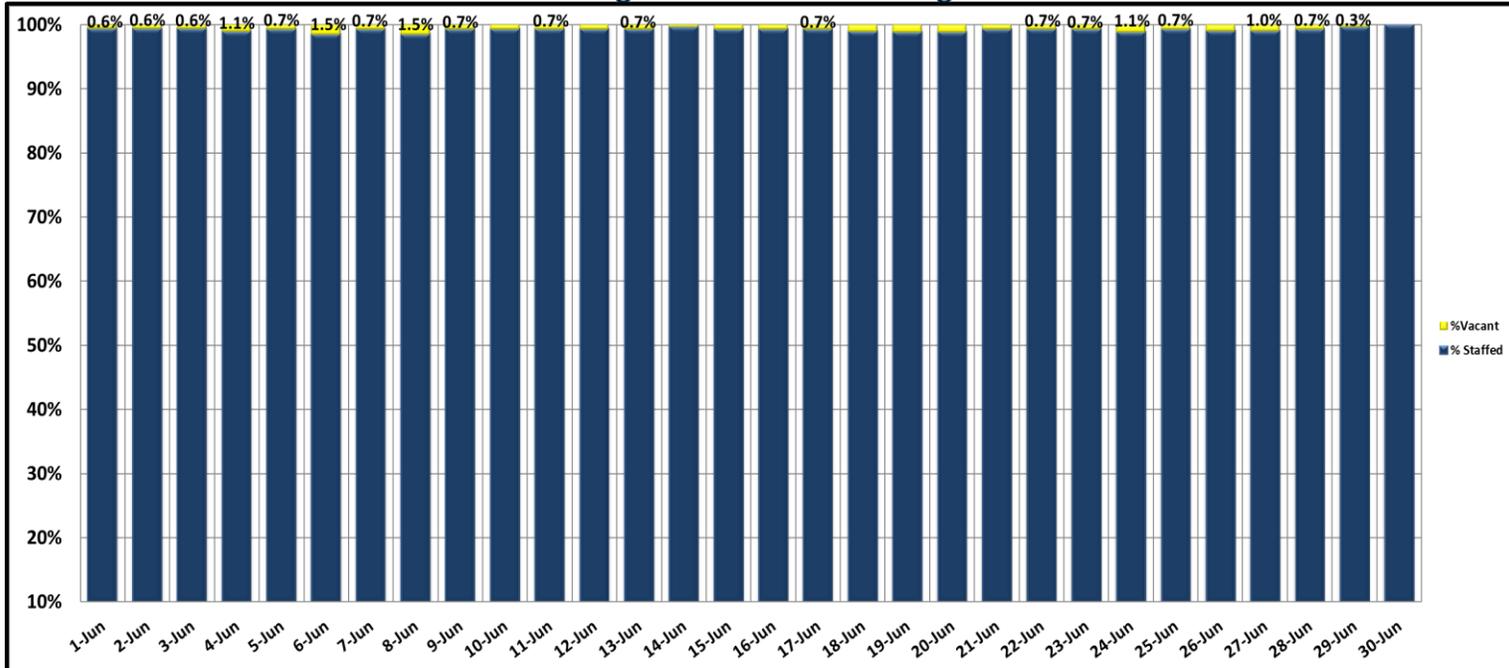


KEY PERFORMANCE INDICATORS

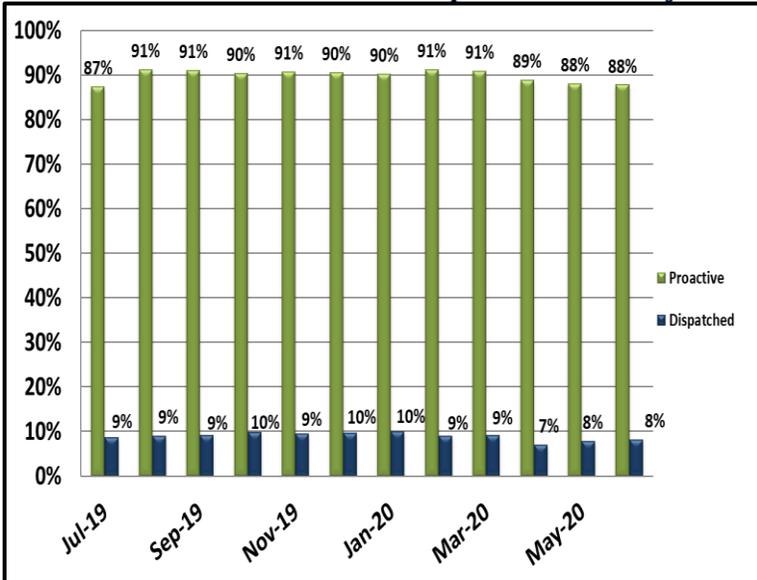
JUNE 2020

Attachment C

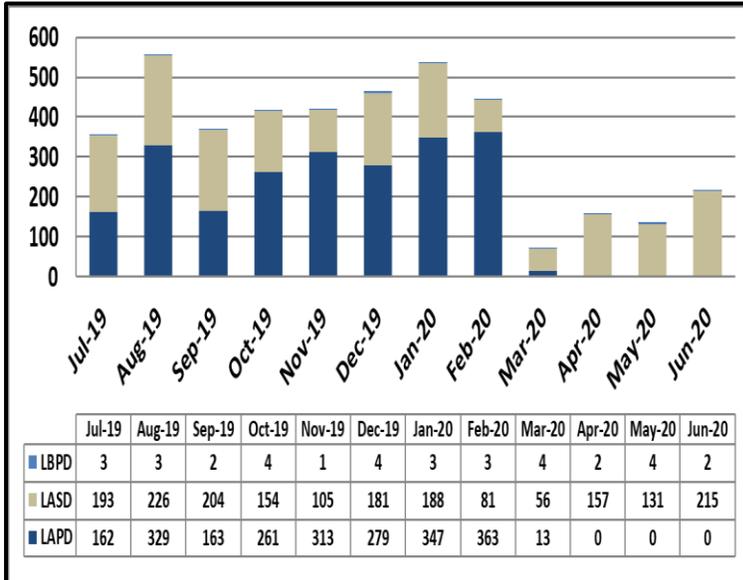
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



- Grade Crossing Operation Locations June:
1. Blue Line Stations (111)
 2. Expo Line Stations (6)
 3. Gold Line Stations (100)

Transit Police

Monthly Crime Report



Attachment D

	2019	2020
	June	June
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	0	0
Robbery	15	23
Aggravated Assault	24	14
Aggravated Assault on Operator	0	3
Battery	89	58
Battery on Operator	6	7
Sex Offenses	9	5
SUB-TOTAL	143	110
CRIMES AGAINST PROPERTY		
Burglary	1	0
Larceny	59	36
Bike Theft	7	3
Motor Vehicle Theft	1	0
Arson	0	1
Vandalism	23	21
Other	0	0
SUB-TOTAL	91	61
CRIMES AGAINST SOCIETY		
Weapons	1	1
Narcotics	14	5
Trespassing	5	3
SUB-TOTAL	20	9
TOTAL	254	180
ENFORCEMENT EFFORTS		
Arrests	393	82
Citations	1,556	76
Fare Checks	65,115	1,619
Calls for Service	1,164	1,210

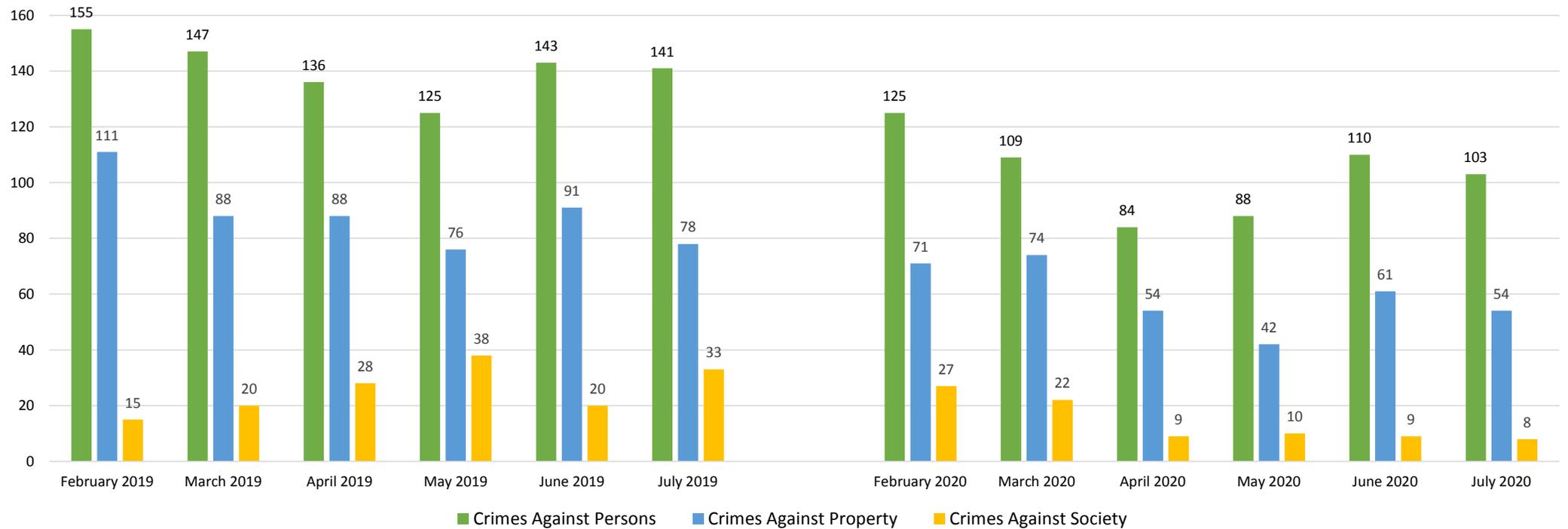
Monthly Update on Transit Safety and Security Performance

2020-0486

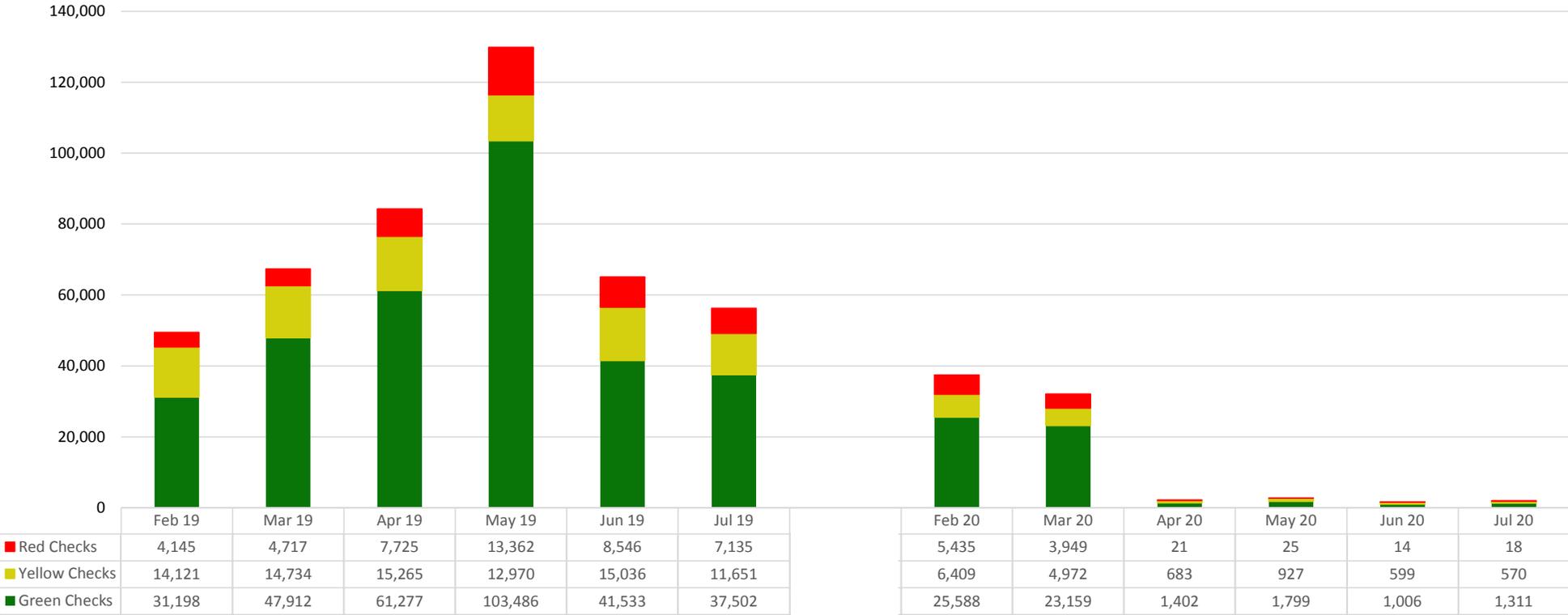
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE



Crime Overview: 2019 vs 2020



Fare Compliance: 2019 vs 2020





Divisions 1 and 2
20 Encampment Fires since
January 2020



New Security Measures at Harbor Subway Station (Slauson/Western Ave)

A photograph of a transit station where a person in a blue shirt and yellow cap is handing a white face mask to another person. The background shows station infrastructure like turnstiles and signs.

COVID-19 Response Activities & Grant News

Provided over 40,000 masks to Law Enforcement and Transit Security personnel use and to utilize as a de-escalation tool for Metro system patrons without masks.

Assisted with FEMA reimbursement application process for Metro's COVID-19 response and mitigation expenses, totaling over \$177 million.

Received a \$12.1 million grant for an enterprise video management system, a cyber-security assessment, and a facility hardening project.