



Metro®

*Watch online: <http://boardagendas.metro.net>
Listen by phone: Dial 888-251-2949 and enter Access Code:
8231160# (English) or 4544724# (Español)*

Agenda - Final

Thursday, March 17, 2022

9:00 AM

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

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

*Mike Bonin, Chair
Holly Mitchell, Vice Chair
Jacquelyn Dupont-Walker
Janice Hahn
Sheila Kuehl
Tony Tavares, non-voting member*

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

DISCLOSURE OF CONTRIBUTIONS

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

ADA REQUIREMENTS

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

LIMITED ENGLISH PROFICIENCY

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



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

HELPFUL PHONE NUMBERS

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department)

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

Internet Access to Agendas - www.metro.net

TDD line (800) 252-9040

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

Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on March 17, 2022; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter
English Access Code: 8231160#
Spanish Access Code: 4544724#

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

Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 17 de Marzo de 2022. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo
Codigo de acceso en ingles: 8231160#
Codigo de acceso en espanol: 4544724#

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

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.
Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
Email: BoardClerk@metro.net
Post Office Mail:
Board Administration
One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 16 and 17.

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

CONSENT CALENDAR

- 16. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE FACILITATOR SERVICES**

[2022-0087](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS72932000 with Estolano Advisors, for an amount not to exceed \$160,563, increasing the contract price from \$210,459 to \$371,022.

Attachments: [Attachment A - Procurement Summary - Mod 1](#)
 [Attachment B - Modification Change Order Log](#)
 [Attachment C - DEOD Summary](#)

- 17. SUBJECT: FENCE REPAIR AND INSTALLATION SERVICES FOR METRO RAIL RIGHTS-OF-WAY, FACILITIES AND PARCEL PROPERTIES**

[2022-0038](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 11 to Contract No. OP4056400OP for Fence Repair and Installation Services for Metro Rail Rights-of-Way, Facilities and Parcel Properties with AZ Construction Inc, DBA Ace Fence Co., in the amount of \$865,000, increasing the total contract value from \$3,196,800 to \$4,061,800, and extending the period of performance from May 1, 2022, through October 31, 2022. Modification No. 11 also includes an as-needed option to extend the contract period of performance up to six (6) months through April 30, 2023 and increase the total contract value up to an additional \$390,000 for a total contract not to exceed amount of \$4,451,800, pending lawsuit resolution.

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

NON-CONSENT

18. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2022-0013](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

19. **SUBJECT: ORAL REPORT ON OPERATIONS AND MOTION 43
UPDATE** [2022-0014](#)

RECOMMENDATION

RECEIVE oral report on Operations ridership, hiring and Motion 43 response.

Attachments: [Presentation](#)

20. **SUBJECT: EXECUTE CONTRACT MODIFICATION WITH BYD FOR
VEHICLE TELEMATICS AND CHARGE MANAGEMENT
SYSTEM, AND K9MD-ER EXTENDED RANGE BUSES** [2021-0723](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. INCREASE the Life of Project (LOP) budget by \$34,551,702, raising the LOP budget to \$163,534,000;
- B. EXECUTE Modification No. 11 to BYD Coach & Bus, LLC (BYD), to provide Vehicle Telematics and Charge Management System software to assist Metro in lowering operational costs and developing custom software to manage the Silver Line electric buses at Division 9 and Division 18 more efficiently, at the firm fixed price of \$2,944,274; and upgrade ninety-five (95) buses from a K9M model to a K9MD-ER extended range model increasing the battery size from 348kWh to a 496 kWh, at a firm fixed price of \$15,025,340; for a combined modification total of \$17,969,614, increasing the contract value from \$102,620,864 to \$120,590,478 (excluding CMA); and
- C. INCREASE Contract Modification Authority by \$12,970,951 to incorporate the Charge Management System and Extended Range Bus upgrade, and includes an additional 10% or \$1,796,961 for future vehicle configuration changes.

Attachments: [Attachment A - Motion 25](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - DEOD Summary](#)
 [Attachment D - Contract Modification Change Order Summary](#)
 [Attachment E - Funding and Expenditure Plan](#)

21. SUBJECT: ACCESS TO CAREER OPPORTUNITIES MOTION

[2022-0162](#)

RECOMMENDATION

APPROVE Motion by Directors Hahn, Solis, Dutra, Dupont-Walker, and Krekorian that the Board direct the Chief Executive Officer to:

- A. In partnership with Metro's Office of Equity and Race, Transit Operations, Program Management, and WIN-LA, create a working group with community colleges and regional occupational centers from communities located along Metro's major transit projects and consisting of members and stakeholders based in these communities to begin discussions for the establishment of future skills-based courses at such institution(s), including but not limited to:
 - 1. transit project construction
 - 2. transit operations, and
 - 3. pre-apprenticeships/apprenticeships;
- B. Ensure course curricula align with Metro's workforce requirements, including the need for multilingual employees;
- C. Provide skills-based Certificates upon completion;
- D. Focus opportunities for residents in communities located along and near future transit projects in order to increase access to the jobs created by Metro's infrastructure construction program; and
- E. Report back to the Board on progress toward this effort in June of 2022.

22. SUBJECT: GENDER ACTION PLAN MOTION

[2022-0163](#)

RECOMMENDATION

APPROVE Motion by Directors Hahn, Solis, Kuehl, Barger, Mitchell, and Dupont-Walker that directs the Chief Executive Officer to return to the board in May 2022 with a report on the following items:

- A. Status Update on Metro's Gender Action Plan.
- B. Identification of funding for specific Gender Action Plan Initiatives that will be included in the FY23 Budget.

Further direct the CEO to return to the Board in March 2023 with a report on lessons learned through the Gender Action Plan Initiatives funded in the FY23 Budget.

23. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)
QUARTERLY UPDATE**

[2022-0088](#)

RECOMMENDATION

RECEIVE AND FILE Public Safety Advisory Committee (PSAC) quarterly update.

Attachments: [Attachment A - November 3, 2021 PSAC Meeting Minutes](#)
 [Attachment B - November 17, 2021 PSAC Meeting Minutes](#)
 [Attachment C - November 29, 2021 PSAC Meeting Minutes](#)
 [Attachment D - December 15, 2021 PSAC Meeting Minutes](#)
 [Attachment E - January 5, 2022 PSAC Meeting Minutes](#)
 [Attachment F - January 19, 2022 PSAC Meeting Minutes](#)
 [Attachment G - February 2, 2022 PSAC Meeting Minutes](#)
 [Attachment H - February 16, 2022 PSAC Meeting Minutes](#)
 [Presentation](#)

24. **SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY
PERFORMANCE**

[2022-0089](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments: [Attachment A - Sexual Harassment Crimes January 2022](#)
 [Attachment B - Systemwide Law Enforcement Overview January 2022](#)
 [Attachment C - MTA Supporting Data January 2022](#)
 [Attachment D - Transit Police Summary January 2022](#)
 [Attachment E - Monthly, Bi-Annual, Annual Comparison January 2022](#)
 [Attachment F - Violent, Prop, and Part 1 Crimes January 2022](#)
 [Attachment G - Demographics Data January 2022](#)
 [Presentation](#)

- SUBJECT: GENERAL PUBLIC COMMENT**

[2022-0135](#)

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 #: 2022-0087, File Type: Contract

Agenda Number: 16.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MARCH 17, 2022

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE FACILITATOR SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS72932000 with Estolano Advisors, for an amount not to exceed \$160,563, increasing the contract price from \$210,459 to \$371,022.

ISSUE

Metro staff established a Public Safety Advisory Committee (PSAC) to re-envision transit safety and explore community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract approved in 2017. In April 2021, PSAC meetings commenced with the support of a contracted facilitator from Estolano Advisors. PSAC meeting frequency has increased with the formation of several PSAC Ad hoc meetings, requiring additional contract authority.

BACKGROUND

During the planning stages of PSAC, Staff identified the need to procure facilitator services to aid in the public safety discussions between PSAC and Metro. Considering PSAC would work to review, comment, and provide input on how Metro can re-imagine public safety, Staff sought a qualified subject matter expert to facilitate and help guide PSAC toward clearly defined recommendations.

DISCUSSION

PSAC kicked off its meetings in April 2021 with two general meetings per month. With the introduction of Motion 26.2 in late March 2021, staff realized the PSAC needed to meet more often than twice a month to achieve its goals set forth by the Board. It was then decided that ad-hoc subcommittees would be formed to address priority topics such as the law enforcement contracts. In June and July, four (4) ad-hoc subcommittees were created to address the following priorities: Public Safety Survey, Infrastructure Protection Services, Policing Contracts, and Non-Law Enforcement Alternatives. The Public Safety Survey ad-hoc subcommittee was created for members to provide feedback and help shape the survey questions for the agency's first Public Safety Survey. Since the survey launched in July, this ad-hoc subcommittee soon sunset and was replaced with the

Community Engagement ad-hoc subcommittee.

From June through December 2021, each ad-hoc subcommittee met twice a month in order to meet time-sensitive deadlines, such as contract extensions and new procurements. Beginning in January 2022, ad-hoc subcommittees started meeting monthly rather than bi-weekly. In total, we are anticipating 70 ad-hoc subcommittee meetings and 30 general meetings between April 2021 and June 2022, including up to eight additional PSAC meetings and presentations to the Board of Directors, as necessary.

DETERMINATION OF SAFETY IMPACT

There are no safety impacts with this action.

FINANCIAL IMPACT

Impact to Budget

The FY22 Adopted Budget includes \$295,700 allocated in Cost Center 2610, Account 50316 and project number 306006. The source of funds for this contract modification will be local operating funds including Proposition A, C, TDA, Measure R, and Measure M taxes. These funds are eligible for Bus and Rail operations.

EQUITY PLATFORM

This contract was awarded under Metro's Small Business Enterprise (Set-Aside) Program. Estolano Advisors is a Metro certified SBE contractor and made a 74.39% SBE commitment as the Prime. Approval of the contract modification would allow Metro to continue to carry out its commitment to working with small and disadvantaged business enterprises and would directly align with Metro's Equity Platform in advancing equity through its investment decisions.

In addition, by increasing the funding of this contract, Metro staff and the contractor will be able to continue to have robust conversations about public safety and develop recommendations in partnership with community members. The facilitators have helped create an inclusive and safe space for members to express their ideas, feelings, and experiences about public safety and propose alternatives to existing models. For example, PSAC members who represent people with disabilities or bus operators have been able to voice their unique safety concerns and raise recommendations for their colleagues' consideration.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The following strategic goals will be achieved through this action: goal #2 deliver outstanding trip experiences for all users of the transportation system and goal #3 enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board of Directors may choose not to authorize this Contract Modification. This alternative is not recommended because Metro does not have specialized staff that can facilitate community discussions on public safety and experience using dynamic tools to reach consensus and develop group recommendations.

NEXT STEPS

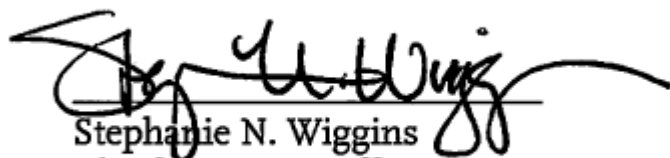
Upon Board approval, staff will execute Modification No. 1 to Contract No. PS72932000 with Estolano Advisors. .

ATTACHMENTS

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

Prepared by: Judy Gerhardt, Deputy Chief System Security and Law Enforcement Officer, (213) 922-4811

Reviewed by: Gina Osborn, Chief Safety Officer, (213) 922-3055
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

TRANSIT PUBLIC SAFETY FACILITATOR SERVICES/PS72932000

1.	Contract Number: PS72932000			
2.	Contractor: Estolano Advisors			
3.	Mod. Work Description: Increase contract authority			
4.	Contract Work Description: Provide facilitation services between Metro and the Transit Public Safety Advisory Committee (PSAC)			
5.	The following data is current as of: 2/8/22			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	4/6/21	Contract Award Amount:	\$ 210,459
	Notice to Proceed (NTP):	N/A	Total of Modification Approved:	0
	Original Complete Date:	11/7/22	Pending Modification (including this action):	\$160,563
	Current Est. Complete Date:	11/7/22	Current Contract Value (with this action):	\$371,022
7.	Contract Administrator: Aielyn Dumaua		Telephone Number: (213) 922-7320	
8.	Project Manager: Imelda Hernandez		Telephone Number: (213) 922-6760	

A. Procurement Background

This Board Action is to approve Modification No. 1 to Contract No. PS72932000 with Estolano Advisors to provide facilitation services between Metro and the Public Safety Advisory Committee (PSAC).

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

In April 2021, Metro awarded a 19-month contract to Estolano Advisors to facilitate and help guide PSAC through productive consensus toward clearly defined recommendations for Metro to embrace.

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

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis, negotiations and technical analysis. The negotiated amount is based on fully burdened hourly labor rates that were established as part of a competitive contract award in April 2021.

The negotiated amount is higher than Metro's independent cost estimate (ICE) due to additional personnel required in support of the expanded scope of services and supplementary facilitation services for additional PSAC general meetings and ad-hoc sub-committee meetings.

The recommended increase in contract authority is in the best interest of Metro.

Proposed Amount	Metro ICE	Negotiated Amount
\$210,458	\$121,760	\$160,563

CONTRACT MODIFICATION/CHANGE ORDER LOG

TRANSIT PUBLIC SAFETY FACILITATOR SERVICES/PS72932000

Mod. No.	Description	Date	Amount
1	Increase contract authority to provide facilitation services between Metro and the Public Safety Advisory Committee (PSAC)	PENDING	\$ 160,563
	Modification Total:		\$ 160,563
	Original Contract:	4/6/21	\$ 210,459
	Total Contract Value:		\$ 371,022

DEOD SUMMARY

TRANSIT PUBLIC SAFETY FACILITATOR SERVICES/PS72932000

A. Small Business Participation

Estolano Advisors, an SB Prime, made a 74.39% Small Business Enterprise (SBE) commitment. The contract is 38.76% complete and the current (SBE) participation is 79.35%, exceeding the SBE commitment by 4.96%.

Small Business Commitment	SBE 74.39%	Small Business Participation	SBE 79.35%
----------------------------------	-------------------	-------------------------------------	-------------------

	SBE Subcontractors	% Committed	Current Participation¹
1.	Estolano Advisors (SB Prime)	74.39%	79.35%
	Total	74.39%	79.35%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0038, File Type: Contract

Agenda Number: 17.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 17, 2022****SUBJECT: FENCE REPAIR AND INSTALLATION SERVICES FOR METRO RAIL RIGHTS-OF-WAY, FACILITIES AND PARCEL PROPERTIES****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 11 to Contract No. OP4056400OP for Fence Repair and Installation Services for Metro Rail Rights-of-Way, Facilities and Parcel Properties with AZ Construction Inc, DBA Ace Fence Co., in the amount of \$865,000, increasing the total contract value from \$3,196,800 to \$4,061,800, and extending the period of performance from May 1, 2022, through October 31, 2022. Modification No. 11 also includes an as-needed option to extend the contract period of performance up to six (6) months through April 30, 2023 and increase the total contract value up to an additional \$390,000 for a total contract not to exceed amount of \$4,451,800, pending lawsuit resolution.

ISSUE

On May 27, 2021, Metro Board of Directors authorized the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788370008370 to Deco Fence Company, to provide fence repair and maintenance services effective July 1, 2021, subject to resolution of a protest followed by litigation. Staff has not proceeded with an award of the contract to the low bidder, Deco Fence, due to a lawsuit that was filed by Izurieta Fence Co., a competing bidder on the contract. That lawsuit is pending in the Los Angeles County Superior Court, however, no trial date has been set.

The existing contract five-year term with Ace Fence Co. to provide fence repair and installation services has been extended with an expiration date of April 30, 2022. To ensure service continuity providing safe, timely and quality services for as-needed safety sensitive fencing repair and installation services system-wide, a modification for the existing contract with Ace Fence Co. is required effective May 1, 2022.

BACKGROUND

The lawsuit filed by Izurieta Fence Co., a competing bidder on Contract No. OP1788370008370 seeks to enjoin the award of the contract to Deco Fence based upon Izurieta's allegations of Deco Fence's lack of appropriate licenses. That lawsuit is pending in the Los Angeles County Superior

Court, however, no trial date has been set. Therefore, a modification for the existing Contract No. OP4056400OP with Ace Fence Co. is required effective May 1, 2022, to ensure service continuity providing the critical as-needed safety sensitive fencing repair and installation services system-wide.

Under this existing contract with Ace Fence Co., the contractor is required to provide timely fencing repair services in response to as-needed inquiries and service requests of damaged fence due to vandalism, forced entries, vehicular accidents, and in support of Metro's Construction projects to ensure safety and security incidents are addressed.

DISCUSSION

In order to meet Metro's security needs, multiple types of fencing are required on Metro's active and inactive railroad rights-of-way (ROWs), electrified railroad yards, traction power substations, storage yards and other Metro rail operating properties. Timely fencing repair services are necessary to prevent the public from accessing restricted areas and placing themselves at the risk of being hit by trains, being electrocuted by third rail or high-power electrical lines, to mitigate illegal dumping and to protect Metro properties from theft, vandalism and forced entries.

As of July 2021, to-date, the contractor responded to 124 incidents requiring fencing repair and replacement due to vandalism, trespassing and homeless encampments, with a total cost of \$368,000. In addition, under this contract, the contractor will be performing major fencing improvements replacing the perimeter chain link fence with security grade fencing for the employee parking lots at Metro Bus Division 1 as well as the yard fencing for Metro Bus Divisions 2 and 18. While the security grade fencing materials are acquired outside this contract, Ace Fence Co. will be installing the security fencing for a total cost of \$450,000. Therefore, there is insufficient funds remaining within the existing contract, requiring approval of modification No. 11 to increase contract authority and extend the period of performance effective May 1, 2022.

These actions are necessary to ensure timely response to as-needed safety sensitive fencing repair inquiries, protect Metro employees and properties from theft and unauthorized access, and allow sufficient time to perform the necessary fencing improvements and complete installation of perimeter security fencing at Metro Bus Divisions 1, 2 and 18, while improving the overall safety and security conditions.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure continuity of maintenance services with timely response to as-needed fencing repair and installation services, in an effort to provide safe, on-time and reliable services system-wide.

FINANCIAL IMPACT

Funding of \$289,000 for the remainder of FY22 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer (Interim), Maintenance and Engineering will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes Fares, proposition A/C, Measure M, and State Transportation Assistance. These funding sources maximize allowable project funding use given approved funding provisions and guidelines.

EQUITY PLATFORM

Metro ensures the fence repair and installation services program provides timely, uninterrupted and continual services under Title VI of the Civil Rights Act of 1964 through proper service maintenance of fencing and safer passage to public transit, that positively impacts underserved communities inflicted by greater levels of vandalism and aid with community beautification initiatives.

Under the existing contract, a 100% SBE commitment was made by the prime. Ace Fence Co. is a Metro certified SBE and is meeting their commitment with a 100% SBE participation.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely as-needed fencing repair and installation services will ensure providing safe environment to our patrons, accessibility and service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

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

NEXT STEPS

Upon approval by the Board, staff will execute Modification No. 11 to Contract No. OP4056400OP with AZ Construction Inc, DBA Ace Fence Co., to continue providing as-needed safety sensitive fencing repair and installation services system-wide effective May 1, 2022, through October 31, 2022, and extending the contract thereafter on an as-needed basis up to six (6) months through April 30, 2023, pending lawsuit resolution

In an effort to further enhance service efficiency and cost effectiveness with a focus on safety and customer experience, staff will be conducting an in-depth feasibility review and cost-benefit analysis of all possible alternatives to provide safe, timely, reliable and cost-effective fencing repair and maintenance services. The analysis will review and evaluate the existing practices, available resources, and recommend options along with proposed resources for hiring and training of any additional personnel, and purchase of additional equipment, vehicles and supplies, as necessary.

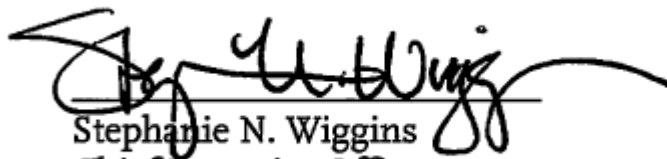
Staff's assessment will utilize an equity lens to ensure that all efforts relative to fencing repair and maintenance are justifiable and responsive to customer needs, Metro policies and board directives.

ATTACHMENTS

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

Prepared by: Errol Taylor, Deputy Chief Operations Officer (Interim), Maintenance & Engineering, (213) 922-3227
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

Reviewed by: Bernard Jackson, Chief Operations Officer (Acting), (213) 418-8301
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

FENCE REPAIR AND INSTALLATION SERVICES FOR METRO RAIL RIGHTS-OF-WAY, FACILITIES AND PARCEL PROPERTIES/OP4056400OP

1.	Contract Number: OP4156400OP			
2.	Contractor: AZ Construction, Inc. dba Ace Fence Company			
3.	Mod. Work Description: Increase contract authority			
4.	Contract Work Description: Provide as-needed fencing repair and installation services system-wide			
5.	The following data is current as of: 3/1/22			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:		Contract Award Amount:	\$1,000,800
	2/25/16			
	Notice to Proceed (NTP):		Total of Modification Approved:	\$2,196,000
	N/A			
	Original Complete Date:		Pending Modification(s) (including this action):	\$1,255,000
	4/30/22			
	Current Est. Complete Date:		Current Contract Value (with this action):	\$4,451,800
	10/31/22			
7.	Contract Administrator: Aielyn Dumaua		Telephone Number: (213) 922-7320	
8.	Project Manager: Alberto Garcia		Telephone Number: (213) 922-6760	

A. Procurement Background

This Board Action is to approve Modification Nos. 11 and 12 to Contract No. OP4056400OP with AZ Construction, Inc. dba Ace Fence Company to continue to provide as-needed fencing repair and installation services system-wide.

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

In February 2016, Metro awarded a five-year contract to AZ Construction, Inc. dba Ace Fence Company to provide as needed fencing repair and installation services for Metro owned rail rights-of way, facilities, and parcel properties.

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

B. Cost/Price Analysis

California Prevailing Wage requirements are applicable to this Contract. The recommended price has been determined to be fair and reasonable based on price analysis. Negotiated rates for the extended term are lower than current market rates for similar services. Therefore, the recommended increase in contract authority is in the best interest of Metro.

Proposed Amount	Metro ICE	Modification Amount
\$1,255,000	\$1,255,000	\$1,255,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

FENCE REPAIR AND INSTALLATION SERVICES FOR METRO RAIL RIGHTS-OF-WAY, FACILITIES AND PARCEL PROPERTIES/OP4056400OP

Mod. No.	Description	Date	Amount
1.	Amend the statement of Work to add new locations	6/3/16	\$ 0
2	Increase contract authority of the three-year base term to cover needed fencing repair and installation services in support of Metro's construction and maintenance safety related projects	6/28/18	\$ 1,250,000
3	Exercise Option Year One	6/28/18	\$ 593,200
4	Exercise Option Year Two	3/13/20	\$ 352,800
5	Extend period of performance by one year	12/30/20	\$ 0
6	Extend period of performance by two months	6/30/21	\$ 0
7	Extend period of performance by one month	8/31/21	\$ 0
8	Extend period of performance by three months	9/30/21	\$ 0
9	Extend period of performance by two months	12/30/21	\$ 0
10	Extend period of performance by two months	1/31/22	\$ 0
11	Increase contract authority to continue to provide as needed fencing repair and installation services and extend the period of performance by six months	PENDING	\$ 865,000
12	Increase contract authority to continue to provide as needed fencing repair and installation services and extend the period of performance by six months, as necessary pending lawsuit resolution	PENDING	\$ 390,000
	Modification Total:		\$ 3,451,000
	Original Contract:	2/25/16	\$ 1,000,800
	Total Contract Value:		\$ 4,451,800

DEOD SUMMARY

FENCE REPAIR AND INSTALLATION SERVICES/OP4056400OP

A. Small Business Participation

Small Business Enterprise (SBE) Prime AZ Construction, Inc., dba Ace Fence Company (Ace) made a 100% SBE commitment. The project is 80.40% complete. With 100% current SBE participation, AZ Construction, Inc. is meeting its commitment and is compliant with the SBE Program.

Small Business Commitment	SBE 100.00%	Small Business Participation	SBE 100.00%
----------------------------------	--------------------	-------------------------------------	--------------------

	SBE Contractors	% Committed	Current Participation¹
1.	AZ Construction, Inc. (dba Ace Fence Company) (SBE Prime)	100.00%	100.00%
	Total	100.00%	100.00%

¹Current Participation = Total Actual amount Paid-to-Date to SBE firms ÷ Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0013, **File Type:** Oral Report / Presentation

Agenda Number: 18.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 17, 2022**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

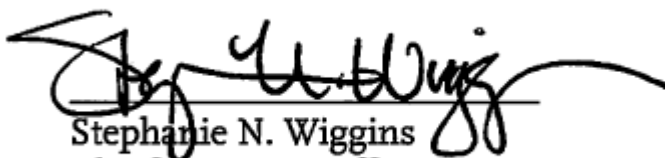
RECOGNIZE Operations Employees of the Month.

Equity Platform

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employee or field supervisor serving in a customer facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of location, job responsibilities and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also works with Logistics, which nominates employees once a quarter that work in our storerooms.

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

Reviewed by: Bernard Jackson, Acting Chief Operations Officer, Rail (213) 418-3001



Stephanie N. Wiggins
Chief Executive Officer

March Employees of the Month

Employees of the Month



Transportation

Tamara Moten
Bus Operator



Division 8 – Chatsworth

Maintenance

Eleanor Orozco
SR Service Attendant



Division 1 – Los Angeles



Metro

Board Report

File #: 2022-0014, **File Type:** Oral Report / Presentation

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 17, 2022**

SUBJECT: ORAL REPORT ON OPERATIONS AND MOTION 43 UPDATE

RECOMMENDATION

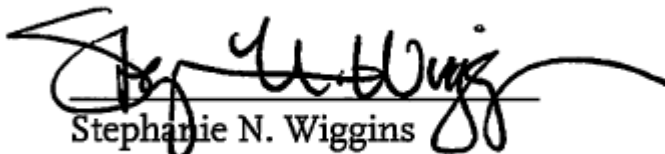
RECEIVE oral report on Operations ridership, hiring and Motion 43 response.

Equity Platform

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

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

Reviewed by: Conan Cheung, Acting Chief Operations Officer, Bus
(213) 418-3034
Bernard Jackson, Acting Chief Operations Officer, Rail
(213) 418-3001



Stephanie N. Wiggins
Chief Executive Officer

ITEM 19

COO Oral Report Operations Ridership & Motion 43 Update

MicroTransit Update

Service Snapshot (as of 3/12/2022)

- Life of Program Boardings (12/12/20 – 3/12/22): 347,942
 - Boardings through January 2022: 218,461
 - 20% increase from January to early March
- Average weekday ridership: 1,850 (17% increase since January 2022)
- Average weekly ridership: 11,700 (17% increase since January 2022)
- Average wait time across the program: 17.63 minutes
 - Program KPI is maximum of 15 mins wait time for customers
- Average ride rating (most recent week): 4.84 of 5 stars
 - Program KPI is 4.5, last reported in October 2021 was 4.8 of 5 stars

Hiring Update

- FY22 Budget: 147
- Active: 126
- Leave: 13
- In training: 5
- Training Duration: 5 weeks

Continued Focus On

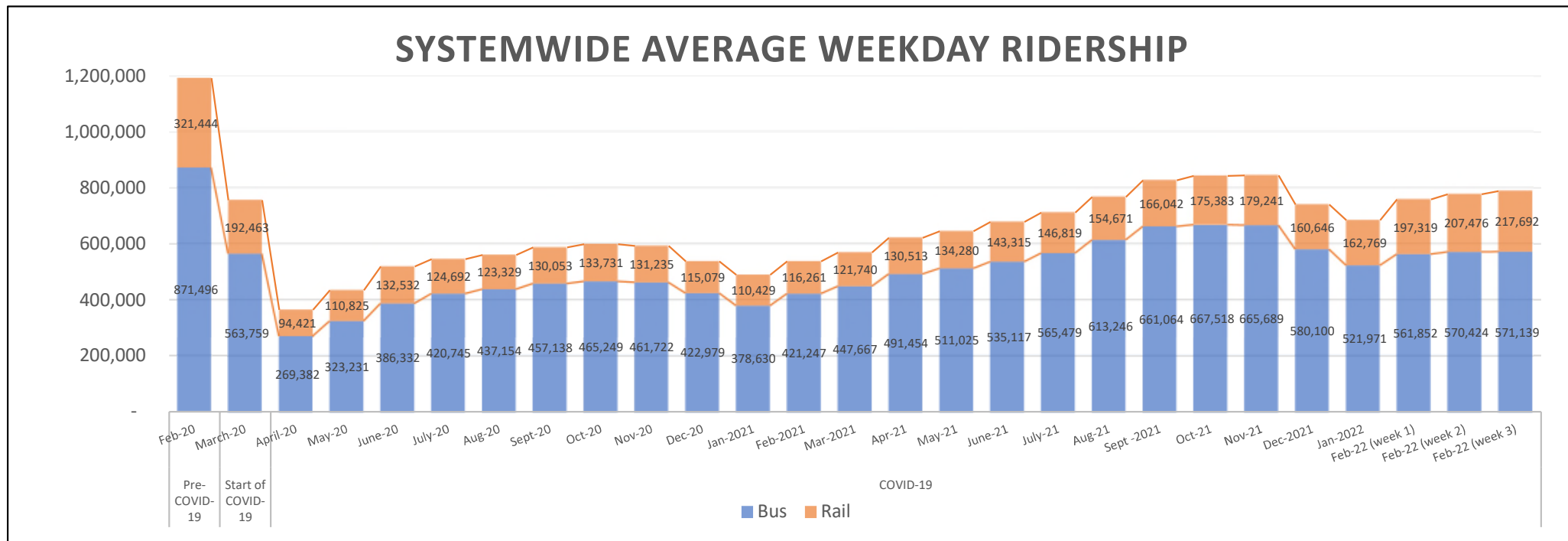
- Bring Revenue Service Hours in-line with Customer Demand
- Right Size Staffing
- Fleet Rebalancing
- Ride Reliability
- Use Case Prioritization

Next Board Update

Receive and File at April Committee as a follow-up to October Comprehensive Report



Weekly Ridership Update



Rider-ship	Pre- COVID- 19	Start of COVID- 19																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
------------	----------------------	--------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Ridership Analysis Relative to Equity Focused Communities

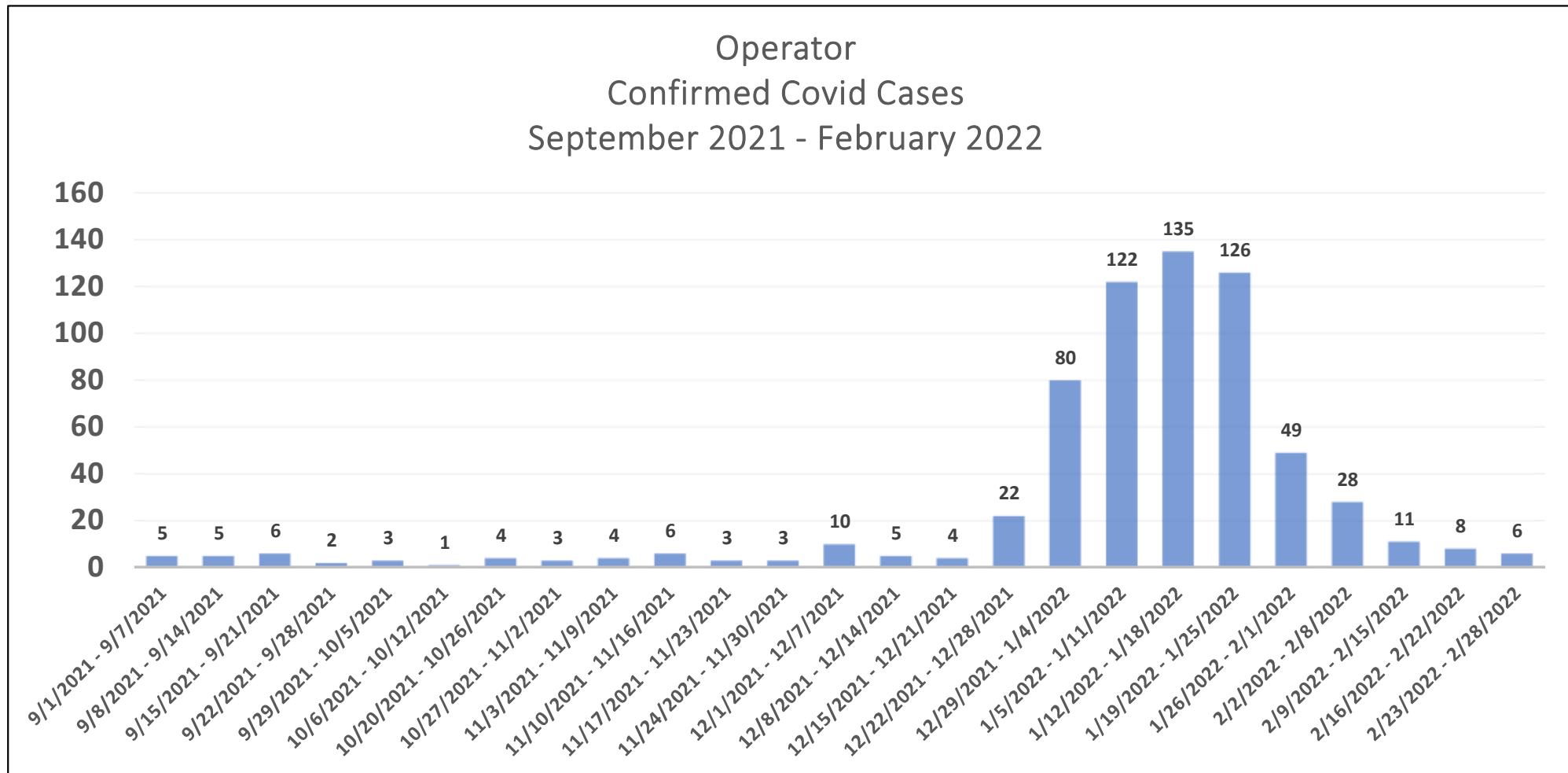
- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.4% in Jan 2022 (bus stop data available month to month)
- **Rail:** Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

Service Restoration Conditions Update

The following is an update on the four criteria monitored for full-service restoration:

1. Operator COVID status
2. Operator Staffing Level
3. Minimized cancelled service
4. Minimized ordered call backs (OCBs)

Operator COVID Status



- **Goal: no more than 30 new COVID cases per month for operators**
- **January 2022 total: 459 operator cases**
- **February 2022 total: 58 operator cases**

Operator Staffing Level

	Week ending			Week ending			Week ending			Week ending		
	2/5/2022			2/12/2022			2/19/2022			2/26/2022		
Operator	Bus	Rail	Total	Bus	Rail	Total	Bus	Rail	Total	Bus	Rail	Total
Need*	3,677	326	4,003	3,677	326	4,003	3,677	326	4,003	3,677	326	4,003
Active	3,129	294	3,423	3,138	308	3,446	3,132	309	3,441	3,095	310	3,405
Deficit	-548	-32	-580	-539	-18	-557	-545	-17	-562	-582	-16	-598

- As of 2/26/22, there is a 598 operator deficit

*Need = operator need to return to full service (or 4,003 operators)

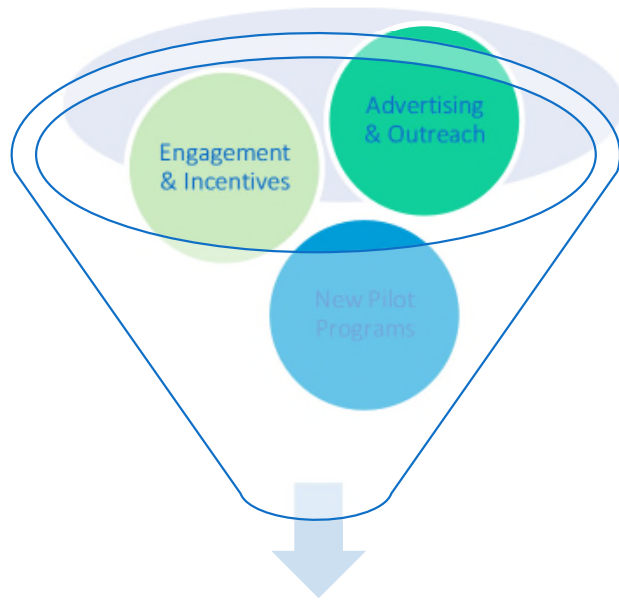
Recruitment Efforts- New Streamed Lined Process

Recruitment Status-- February 5th to March 11th:

- 414 - New Applicants received and are in the selection process
- 437 - Candidates are pending conditional offers
- 85 - Candidates with conditional offers ready to begin training
- 154 - Employees in training



Operator Hiring & Recruitment Efforts



Hiring & Retaining Bus Operators

> Implemented:

- Starting Pay increase to \$19.12 (6-month pilot) – 18% increase in applications submitted since February 1st
- Increased training class size from 25 to 85 to accommodate increased conditional offers
- Held Bus Operator Hiring Event on February 26, 2022 and registered 177 candidates.

> Continue employee engagement, incentive, and hiring programs

- Weekend Rewards
- New Hire Sign-On Bonus
- Employee Referral Program
- In-Person Hiring Events – Scheduled for April 2, 2022

Bus Operators Separations During Training

	FY19	FY20	FY21
Total Separations	687	629	503

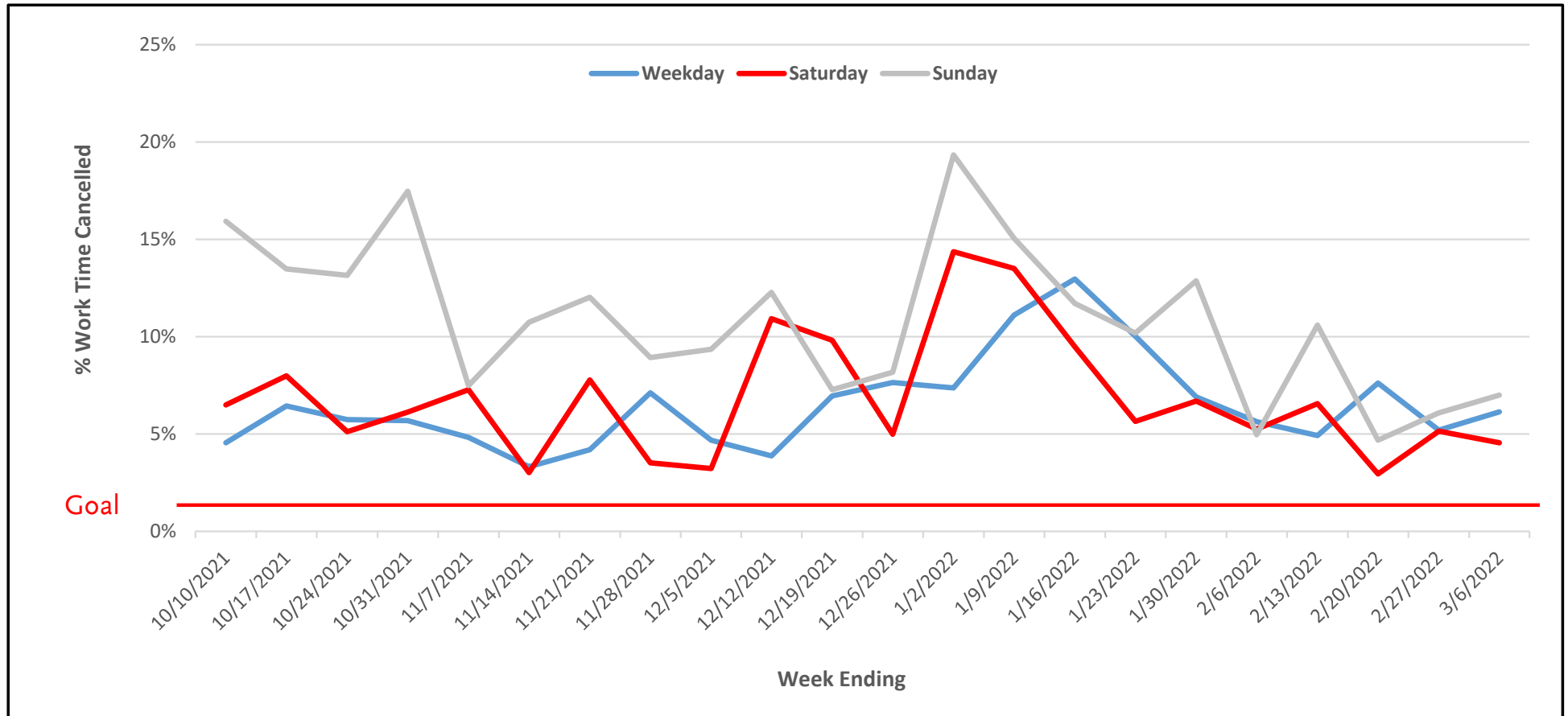
Separated During Training	256	239	101
% of all Separations	37.3%	38.0%	20.1%

	FY22								
	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 22	Feb 22	FY22 YTD
Total Separations	82	49	79	72	59	48	47	23	459

Separated During Training	26	10	8	15	6	2	8	4	79
% of all Separations	31.71%	20.41%	10.13%	20.83%	10.17%	4.17%	17.02%	17.39%	17.21%

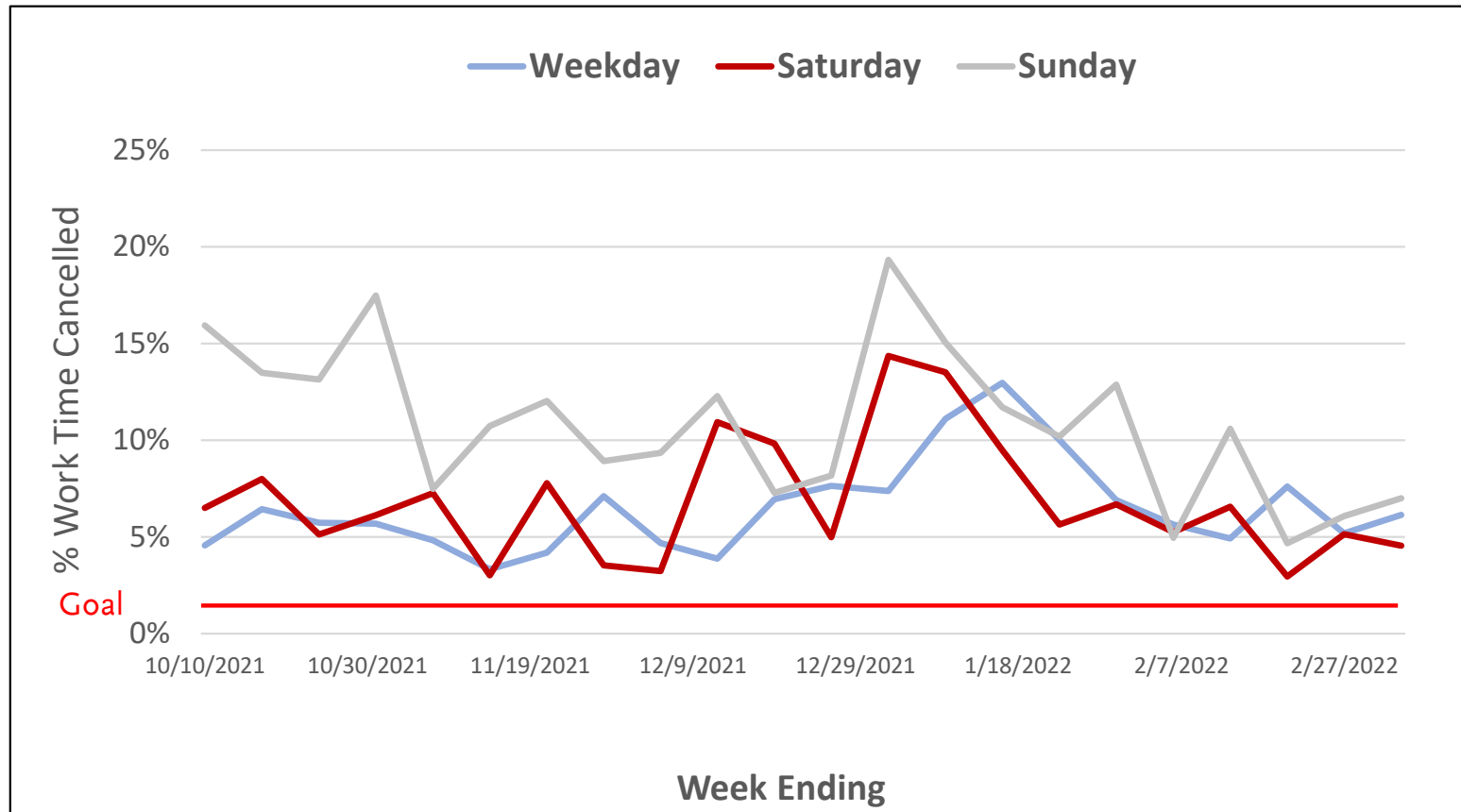
- As of February 2022, retention is trending upward for Bus Operator Training

Cancelled Service (Directly Operated)



- Goal: No more than 2% systemwide bus service cancellations
- Week ending 2/26/22 averages:
 - 2.3% Weekday (compared to 13% week of 2/24/22 – 2/18/22)
 - 4.0% Saturday (compared to 9.8% on Saturday 2/19/22)
 - 9.1% Sunday (compared to 15% on Feb 6 and 28% on Feb 13 Super Bowl)

Cancelled Service (Contract Services)



- Goal: No more than 2% systemwide bus service cancellations
- Week ending 2/27/22 averages:
 - 5% weekday (compared to 8% week of 2/20/22)
 - 5% Saturday (compared to 3% week of 2/20/22)
 - 6% Sun (compared to 5% week of 2/20/22)

Directly Operated Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 service change	% Cancelled Trips before 2/20 service change	% within EFC*	Area
018	Whittier & 6th St	1	12.34%	21.2%	85%	East LA-West LA
045	Broadway	1	10.49%	20.7%	98%	South LA-Downtown-Lincoln Hts
240	Reseda	1	9.43%	25.3%	13%	San Fernando
016	3rd St	1	8.37%	18.0%	48%	Downtown - West Hollywood
020	Wilshire	1	8.33%	19.8%	35%	Downtown - Santa Monica
060	Long Beach	1	8.09%	15.8%	71%	South LA-Downtown
002	Sunset	1	7.94%	19.3%	56%	Downtown - Westwood
066	8th St	1	7.37%	16.4%	87%	East LA- Downtown- Wilshire
053	Central Av	1	7.22%	25.1%	72%	South LA- Downtown
754	Vermont Rapid	1	7.19%	44.7%	100%	Hollywood-South LA
210	Crenshaw	1	7.06%	26.3%	63%	Hollywood-South LA
081	Figueroa	2	6.58%	23.9%	71%	Eagle Rock-DTLA-South LA
158	Devonshire-Woodman	4	6.40%	9.0%	13%	San Fernando
051	Avalon	1	6.32%	18.1%	71%	South LA- Downtown
010	Melrose-Avalon	2	5.95%	14.4%	79%	South LA- Downtown-Westlake
014	Beverly-Adams	2	5.82%	16.2%	70%	West LA- Downtown
040	Hawthorne	1	5.71%	24.1%	62%	South Bay - Downtown
251	Soto	1	5.67%	17.0%	79%	South LA- Eagle Rock
207	Western	1	5.47%	29.6%	89%	Hollywood-South LA
055	Compton	2	5.29%	15.7%	93%	South LA- Downtown
150	Topanga-Ventura	3	5.18%	21.4%	27%	San Fernando
180	Los Feliz	1	5.09%	13.2%	44%	Hollywood- Pasadena

Contract Services Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service Change	% Cancelled Trips before 2/20 Service Change	% within EFC	Area
96	Griffith Pk Dr	4	9.44%	5.23%	50%	Downtown LA - Burbank
266	Rosemead Bl	3	9.43%	15.23%	30%	Sierra Madre - Lakewood
603	San Fernando Rd - Rampart St - Hoover St	2	7.62%	5.64%	73%	Glendale - Downtown LA
232	Sepulveda Bl - Pacific Coast Hwy	3	7.43%	16.20%	29%	LAX - Long Beach
128	Alondra Bl	4	6.67%	6.32%	34%	Compton - Cerritos
256	Eastern Av - Av 64 - Washington Bl	4	6.03%	7.54%	35%	Commerce - Sierra Madre
205	Wilmington Av - Vermont Av	3	5.36%	10.26%	29%	Willowbrook - San Pedro

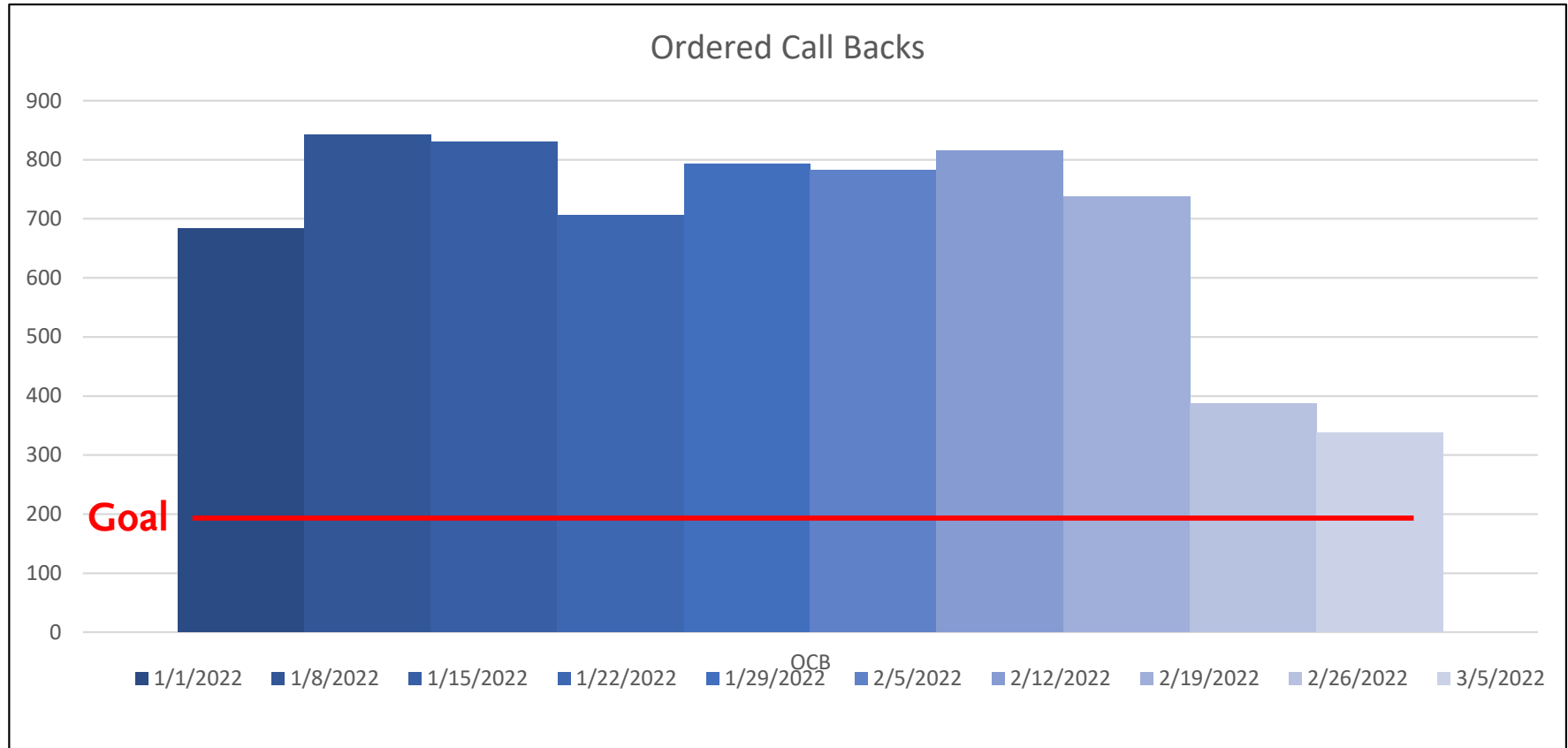
Cancelled Service by Division (Since 2/20/22 Service Change)

Directly Operated Divisions	EFC* (Y/N)	Scheduled Worktime	Canceled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
1 - Downtown LA	Y	16,670	1,193	7%	15%
2 – Downtown LA	Y	16,866	896	5%	12%
3 – Cypress Park	Y	15,005	578	4%	12%
5 – South LA	Y	15,427	332	2%	17%
7 – West Hollywood	N	20,029	1,007	5%	13%
8 – Chatsworth	N	17,095	636	4%	15%
9 – El Monte	Y	16,283	251	2%	9%
13 – Downtown LA	N	16,057	244	2%	14%
15 – Sun Valley	Y	20,516	190	1%	8%
18 – South Bay	N	23,199	932	4%	17%
Total		177,146	6,259	4%	13%

Contract Services Divisions	EFC* (Y/N)	Scheduled Worktime	Canceled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
95 - Southland	N	5,204	343	7%	11%
97 - MV	N	8,003	390	5%	7%
98 - Transdev	N	6,877	396	6%	9%
Total		20,083	1,129	6%	7%






*Equity Focused Communities

Ordered Call Backs



- Goal: No more than 200 mandatory (ordered) call backs per week systemwide
- January 2022 ordered call back average: 771
- Ordered call backs for week of Feb 27- March 5: 338

Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS (week ending 2/5/22)	STATUS (week ending 2/27/22)	
Operator COVID Cases	30 or less per month	Nov 2021	459 Jan 2022 (month)	58 Feb 2022 (month)	
Operator Staffing Level	4,003 operators	Pre-Covid	3,423	3,405	
Cancelled Service	2% or less per day	May 2021	11.0% weekday 8.0% Sat 20.0% Sun	2.3% weekday 4.0% Sat 9.1% Sun	
Ordered Call Backs	200 or less per week	Dec 2020	766 per week	387 (338 for week ending 3/5/22)	

Operator Retention Survey

Start Date: Tuesday, February 22, 2022

End Date: Ongoing

Objective: Survey at least 500 operators to better understand Operator pain points and discover opportunities to improve conditions for frontline employees in order to retain more operators

Strategy: Survey team to visit all 10 bus Divisions and Metro Micro locations. Created a QR Code to take the survey from a mobile device. Survey is anonymous and confidential.

Progress to Date:

- As of 3/14/22: 642 responses
- Full time: 522
- Part time: 120

Preliminary Findings Include

Opportunities for improvement and reasons why Operators consider leaving Metro:

- Low Pay
- Safety
- Stress

Next Steps: Continue to review and analyze data, and concentrate on a set of actionable & feasible deliverables to ultimately retain and attract operators for Metro



Operator Retention Survey – Additional Information

Preliminary Survey Highlights

Q8. I enjoy being an Operator

- 62% favorable
- 12% unfavorable
- 26% declined to answer

Q13. I am satisfied with the benefits Metro offers me

- 51% favorable
- 21% unfavorable
- 28% declined to answer

Operator Sample Responses to Open Ended Questions

Q11. What do you like most about being an Operator?

“I really enjoy driving busses from our fleet and helping the public. We make it look easy but it’s a true skill set that takes years to master.”

“There is an importance of being an operator and my passengers make me feel great when they appreciate my performance on the road.”

“The independence involved. Just you and your bus.”

Operator Retention Survey – Additional Information

Q18. What suggestions do you have to create a better Operator work environment?

“Provide more running time during rush hours. More layover time. Have better restrooms facilities at layovers.”

“Just having more moral support for operators. We deal with a lot.”

“I had no transportation experience and because I’m a rookie I have been on and off the extra board. I am surprised how many hours I work weekly with only one day off. Do you think one day off is enough? I understand the shortage of drivers but why is it our problem. I know for sure as operators we are fatigued. Metro should really think about rotating days off. One week OCB the following week two days off.”

“The main issue for every operator is uncontrollable safety from our passengers. Daily we are faced with immense danger from passengers who simply would just like to cause harm, along with passengers who are very intoxicated. These passengers threaten us and physically attack us and there’s nothing we can do. They make the ride uncomfortable for all passengers and scare customers away from taking our system.”

Exit Interview Process Improvement

•Exit Interviews

- On February 28, 2022, Metro began a robust exit interview survey that will provide additional data to inform retention strategies:

- Questions now include:

- What prompted you to leave Metro?

- Did you take advantage of Metro's Career Pathway Programs?

- How did you feel about your salary and benefits?

- How frequently did you discuss your career goals with your manager?

- The following are questions that focus on Bus Operators who are leaving in training:

- Did anything happen during your training that you were dissatisfied with?

- Could Metro have done anything better or differently?

- Did your instructors provide you with accurate information?

- Do you feel the training at Operations Central Instruction was helpful?

- Do you feel the training was difficult? If yes, what difficulties did you have with the training?

- Do you feel that Metro cares about your work environment?

- How would you rate the overall Bus Operator training?

Operator Wellness & Mental Health Information

Metro has a robust Employee Assistance Program (EAP) through its contractor Guidance Resources. We respond to the mental health and wellness needs of employees who are victims of assault while on assignment by offering:

- Traumatic Incident Counseling Program (TICP)
 - Immediate telephonic support service offered for employees directly involved or witnessing a trauma directly
 - Symptoms of trauma are assessed, strategies for self care are provided, and emergency services if necessary
- Critical Incident Stress Management (CISM)
 - Onsite counselors are dispatched to offer debriefing services including grief counseling for fatalities, near miss, employee assaults, and accidents
- Employee Initiated Confidential Counseling Services
 - Available 24/7 via web, mobile app and phone

Operator Safety

- Law enforcement partners and SSLE Community Liaisons attend monthly Division Rap sessions with rail and bus operators to share safety initiatives, tips, build relationships with operators and hear their safety concerns to help enhance safety strategies.
 - ✓ Will work with the Divisions to extend these sessions to custodial staff
- Weekly newsletter launched on 2/24/22 to address safety and security tips, wellness, emergency preparedness, and other safety topics
- Bystander Training is being finalized and will introduce operators to scenario-based training for response options

Safety Begins With Me

WEEK OF FEBRUARY 18, 2022
ISSUE 0001

METRO TRANSIT SECURITY SAFETY BULLETIN




"See Something, Say Something" has been a recurring mantra in the public safety consciousness since 2010. The concept is simple, but sometimes we need a little help understanding WHO to report WHAT kinds of incidents to. The below graphic is a quick-reference guide, and this bulletin will help you decide which resource to call.

Quick Reference Card

SITUATION	RESOURCE	CONTACT INFORMATION
Emergency	Local Law Enforcement	9-1-1
Suspicious Activity	Security Operations Center (SOC)	(213) 922-7600
Workplace Behavior Concerns	H.E.A.R. Office	(213) 922-4270

See or experience something that needs our attention?
The **LA Metro Transit Watch app** is a quick, easy and anonymous way for you to directly connect to Metro Security anytime. Use the app to report suspicious activity or safety issues.



SCAN ME

Metro

Bienvenidos a Metro

- Tap into the labor market of individuals who do not speak English as their primary language.
- Provide job opportunities and potential career paths
- Allows Metro to offer job candidates a way gain the English proficiency required for this job classification
- Continue to advance equity and diversity in the workplace
- Program is still in the conceptual phase and will require a multi-partnership approach including internal and external stakeholders to advance and/or accelerate

Development of an English Second Language (ESL - Spanish) Bus Operator Training Program - Concept

Bienvenidos a Metro - Concept

- Program is still in the conceptual phase and will require a multi-partnership approach including internal and external stakeholders to advance and/or accelerate
- One avenue to be considered is a program that will teach English proficiency to those whose native language may not be English with an emphasis on transportation concepts and terminology for seamless movement into successful completion of bus operator training and DMV licensing obtainment
- Requires addressing unknown challenges and resource needs such as:
 - Existing state requirements including:
 - DMV Skills Tests (pre-trip, skills, and road tests) are to be conducted in English only
 - DMV Applicant and Examiners are not allowed to communicate in any language other than English during the Skills Tests
 - Attaining the expertise required to launch this concept
 - Identifying employment status

Next Steps

- **Continue to monitor February 20, 2022 service changes and adjust as necessary in an equitable manner**
- **Continue to monitor conditions to minimize impact of service reductions**
- **Continue achievement of conditions for full service restoration**



Board Report

File #: 2021-0723, File Type: Contract

Agenda Number: 20.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 17, 2022

SUBJECT: EXECUTE CONTRACT MODIFICATION WITH BYD FOR VEHICLE TELEMATICS AND CHARGE MANAGEMENT SYSTEM, AND K9MD-ER EXTENDED RANGE BUSES

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. INCREASE the Life of Project (LOP) budget by \$34,551,702, raising the LOP budget to \$163,534,000;
- B. EXECUTE Modification No. 11 to BYD Coach & Bus, LLC (BYD), to provide Vehicle Telematics and Charge Management System software to assist Metro in lowering operational costs and developing custom software to manage the Silver Line electric buses at Division 9 and Division 18 more efficiently, at the firm fixed price of \$2,944,274; and upgrade ninety-five (95) buses from a K9M model to a K9MD-ER extended range model increasing the battery size from 348kWh to a 496 kWh, at a firm fixed price of \$15,025,340; for a combined modification total of \$17,969,614, increasing the contract value from \$102,620,864 to \$120,590,478 (excluding CMA); and
- C. INCREASE Contract Modification Authority by \$12,970,951 to incorporate the Charge Management System and Extended Range Bus upgrade, and includes an additional 10% or \$1,796,961 for future vehicle configuration changes.

ISSUE

In July 2017, Metro's Board of Directors approved a motion to convert the Metro G Line to full Zero Emission operation by 2020 and thereafter the Metro J Line as soon as feasible. On February 17, 2022, a motion was passed directing the CEO to provide a change order allowing for extended range buses for the J Line (Attachment A).

The successful transition of J Line operations from CNG to Battery Electric Buses (BEB) in a technically & fiscally responsible manner requires addressing challenges with BEB Performance and limited charging opportunities. To mitigate these challenges, it is recommended to adopt an extended range electric bus configuration and a load & charge management system to make efficient & effective use of the charging infrastructure.

Approval of staff's recommendations is necessary to support the transition of J Line Service from CNG to Zero Emissions Bus operations.

BACKGROUND

In July 2017 the Metro Board approved a motion to convert the J Line to full Zero Emission operation as soon as feasible following the conversion of the G Line. Metro is currently in the process of upgrading the electric utilities at Division 9 (D9) and the adjacent El Monte Transit Center / Busway to support the anticipated service with BYD's BEB's.

Vehicle Telematics and Charging Management System

To optimize the use of the planned charging infrastructure with predicted BEB performance, control software is needed to provide:

- 1) Real-time status information from the buses and charging equipment;
- 2) Charge management to optimize the charging strategies to maximize bus availability for service while minimizing peak and demand charges; and
- 3) Bus dispatch management to ensure buses are matched to the most optimum routes given bus's state of charge.

Having a centralized control software package to manage BEB's and chargers from multiple vendors and with different performance characteristics is critical to optimize charging strategies, maximize bus availability for service, and allow for operational flexibility.

K9MD-Extended Range (ER)

Originally, Metro's intent was to service the J Line with BYD's 348-kWhr K9M buses, dispatched from D9. However, computer modeling suggests the buses applied on the longer J Line routes may realize unacceptable low levels of charge. On-going tests with the Pilot K9M buses appear to partially mitigate this concern; however, testing under all possible adverse operating conditions remains to be completed.

In parallel, since the contract was first awarded, BYD was able to increase the battery capacity on their K9 40-ft Bus Series, under the K9MD-ER model. In addition to an added 22% battery capacity, it is also capable of being charged at faster rate. A ten (10) minute charge at a layover will add 27 miles of range to a K9MD-ER vs. 19 miles to a K9M.

The proposed configuration, with increased battery capacity and higher charge rate, will improve the ability of the buses to meet the rigorous service needs of the Metro J Line, and allow for additional routes to be supported with BEB's from Divisions 9 and 18.

DISCUSSION

Findings

Given the technical challenges with significant capital and operational costs associated with transitioning to Zero Emissions Bus operations, control software is required to minimize the amount of charging infrastructure that needs to be installed, optimize the charging strategies, and effectively dispatch the buses. Additionally, bus range should be maximized to reduce the need for charging infrastructure.

- **The Vehicle Telematics and Charge Management software** - This software will help Metro lower the operational cost of the electric buses by managing when, where and how these buses are charged. In addition, the contractor will be developing a custom software (Smart Dispatching) to manage the J Line Buses at Division 9 and Division 18.
- **Battery Range** -. The "K9MD-ER" battery capacity will be 22% larger than the K9M. The Range of the K9M in comparison to the K9MD-ER its approximately 150 miles vs 200 miles, respectively.
- **Battery's Charge Acceptance** - Charge Acceptance directly translates to how much energy a battery will accept in a given amount of time. The higher the acceptance translates to the more energy the batteries will accept. Increasing the Charge Acceptance along the J Line with opportunity chargers at El Monte Station and Harbor Gateway Transit Center will improve the ZEB's ability to meet the service needs of the J Line. The K9MD-ER charge rate is 400 kWhr and the K9M's is 300 kWhr. For Example, charging both the K9M and the K9MD- ER for 10 minutes will add 19 miles and 27 miles respectively.

Staff shall administer recommendation B to modify the cumulative CMA as required to execute Modification 11 and provide the cumulative 10% allowance as noted.

Considerations

It is staff's recommendation to issue BYD a contract modification to develop and implement the vehicle telematics and charging management system as well as the executing the Contract Modification for the K9MD-ER.

DETERMINATION OF SAFETY IMPACT

There is no impact to safety. Recommendations B-C will allow Metro to efficiently manage the BEB fleet telematics and charging system while the K9MD-ER will provide extended range for the BYD BEB fleet.

FINANCIAL IMPACT

Upon approval of recommendation A, the LOP budget for project 201077 (40 Foot ZEB: BYD) will be increased by \$34,551,702 to \$163,534,000. Since this is a multi-year contract and project, the Project Manager, Cost Center Manager and Chief Operations Officer will be responsible for budgeting the costs in future years.

Impact to Budget

Approval of this action will increase the project LOP to \$163,534,000. Staff will fund this FY project budget increase using available existing FY22 funds from other Bus Acquisition Capital projects. As a result, this will be a net zero FY22 budget impact to the Bus Acquisitions program. The combined funding for these actions include Federal, State and Local funding sources including Green Funds. Staff will continue to pursue traditional funding sources such as LCTOP and Federal 5307 for this electrification effort. Lastly, staff will continue to pursue all grant and rebate opportunities as they materialize.

EQUITY PLATFORM

The J Line provides bus services to Equity Focused Communities (EFC's) from El Monte Station to Downtown Los Angeles to Harbor Gateway Transit Center. The J Line runs through the 10 and 110 Freeways along a dedicated BRT lane and serves the following ridership (Fall 2019 Silver Line Rider Survey):

- 48% below \$25K household income (42.5% below poverty line)
- 68.3% had no car available
- 74% use transit 5+ days a week
- Rider Ethnicity: Latino 58.3%; Black 15.2; White 10.6%; Asian/Pacific Islander 9.8%; Other 6.1%

It is recognized that BEBs provide improved air quality and quieter services compared to current Renewable Natural Gas (RNG) bus fleet.. However, RNG compared to BEB ranges are not at the point where 1 for 1 service replacement can be provided without increasing risks to the quality of service. Staff will provide options for further electrified J Line services as BEB range performance is improved and/or additional charging infrastructure installations are completed. SBE and DVBE requirements from the contract remain unchanged with this change order.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations support Goal #3, Enhance communities and lives through mobility and access to opportunity and Goal #4 Transform LA County through regional collaboration and national leadership.

ALTERNATIVES CONSIDERED

Staff has considered retaining the BEBs configuration as per the original contract. However, there are significant performance benefits that are now available resulting from technological evolution that can improve service quality and reliability and providing a seamless ride from El Monte Station to San Pedro with these recommendations.

The Board of Directors may choose not to authorize the Contract Modification for this project; however, this alternative is not recommended as this could impact the J Line meeting the service

needs and lowering ridership, and or increasing operation costs.

NEXT STEPS

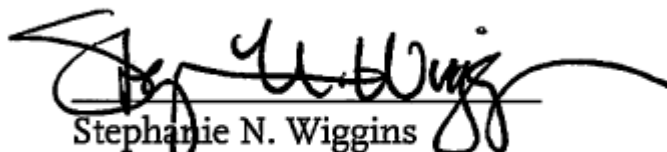
Upon Board approval, staff will execute the Contract Modifications to implement the charge management system and upgrade the vehicle configuration to the K9MD-ER.

ATTACHMENTS

Attachment A - Motion 25
Attachment B - Procurement Summary
Attachment C - DEOD Summary
Attachment D - Contract Modification Log
Attachment E - Funding and Expenditure Plan

Prepared by: Quintin Sumabat, Deputy Executive Officer, Vehicle Engineering & Acquisition
(213) 922-4922
Jesus Montes, Sr. Executive Officer, Vehicle Engineering & Acquisition (213) 418-3277

Reviewed by: Conan Cheung, Acting Chief Operations Officer, Bus (213) 418-3034
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051


Stephanie N. Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2022-0097, **File Type:** Motion / Motion Response

Agenda Number: 25.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 17, 2022

Motion by:

DIRECTORS HAHN, SOLIS, MITCHELL, BUTTS, AND BONIN

J Line (Silver) Electrification Motion

The Metro J Line (Silver) Bus Rapid Transit service offers a single-seat ride, spanning 38 miles from San Pedro to El Monte. This high-quality bus line serves tens of thousands of riders daily, connecting them to jobs in Downtown LA, dozens of rail and bus lines, and Union Station.

The J Line is the next line set for electrification, with the Metro G Line (Orange) having recently gone fully electric. To ensure the success of this new technology, Metro staff have been evaluating locations for new en-route charging facilities and have identified the El Monte Bus Terminal and the Harbor Transit Gateway Center as the best-available locations.

As part of the NextGen Bus Plan, approved by the Board in October 2020 (Board File 2020-0617), Metro staff recommended terminating the J Line at Harbor Transit Gateway Center, in part owing to challenges with battery electric buses with limited range and Metro's difficulty finding a suitable en-route charging location in San Pedro. In order to maintain the current single-seat ride to San Pedro, the Board unanimously approved Motion 40 in November 2020 (Board File 2020-0781), which directed Metro to meet with numerous agencies about the possibility of locating charging facilities in San Pedro and to provide recommendations to fully electrify the J Line from El Monte to San Pedro.

In January 2022, Metro staff stated in their discussion of Motion 40 that, with a change order to the existing procurement for 100 electric buses on the J Line (Board File 2017-0304, July 2017, and Board File 2019-0605, September 2019), new technology could be installed that extends the range of these buses and ensures that efforts to go fully electric on this important line will not impact service.

SUBJECT: J LINE (SILVER) ELECTRIFICATION MOTION

RECOMMENDATION

APPROVE Motion by Directors Hahn, Solis, Mitchell, Butts, and Bonin to direct the Chief Executive Officer to return to the Board with a change order for the 100 electric buses designated for the J Line, to extend the range of these buses and to provide the single-seat ride requested by this Board.

PROCUREMENT SUMMARY

FORTY-FOOT (40') LOW FLOOR ZERO EMISSION TRANSIT BUSES / CONTRACT
NO. OP28367-002

1.	Contract Number: OP28367-002		
2.	Contractor: BYD Coach & Bus, LLC (BYD)		
3.	Mod. Work Description: See Attachment B		
4.	Contract Work Description: See list of pending and negotiated changes in Attachment B.		
5.	The following data is current as of: 1/31/22		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	9/08/2017	Contract Award Amount: \$47,774,723
	Notice to Proceed (NTP):	11/15/2017	Total of Modifications Approved: \$54,604,344
	Original Complete Date:	8/16/2019	Pending Modifications (including this action): \$18,211,410
	Current Est. Complete Date:	1/24/2024	Current Contract Value (with this action): \$120,590,478
7.	Contract Administrator: Greg Baker		Telephone Number: (213) 922-7577
8.	Project Manager: Julio Rodriguez		Telephone Number: (213) 922-6603

A. Procurement Background

This Board Action is to approve Contract Modification No. 11 to provide vehicle telematics and charge management software to assist Metro in lowering operational costs and developing custom software to manage the Silver Line electric buses at Division 9 and Division 18 more efficiently. Additionally, this modification will upgrade ninety-five (95) buses from a K9M model to a K9MD-ER extended range model increasing the battery size from 348kWh to a 496 kWh, in the total amount of \$17,969,614.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price. All other terms and conditions remain in effect.

On July 20, 2017, the Board awarded Contract No. OP28367-002 to BYD Coach & Bus, LLC, for the manufacture and delivery of the 60 units of the 60' ZE transit buses in the Not-to-Exceed amount of \$47,774,723. Attachment B shows the list of pending and negotiated change orders.

On September 19, 2019, the Metro Board approved Modification No. 2 to purchase 40 Contract Option forty-foot ZE buses for the firm fixed price of \$30,863,440, increasing the Total Contract Value from \$47,774,723 to \$78,638,163.

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

B. Cost Analysis

The recommended price of \$17,969,614 including tax, has been determined to be fair and reasonable based upon an independent cost estimate, cost analysis, technical evaluation, fact finding, and negotiations.

Proposal Amount	Metro ICE	Negotiated Amount
\$17,969,614	\$19,059,977	\$17,969,614

DEOD SUMMARY**VEHICLE TELEMATICS AND CHANGE MANAGEMENT SYSTEM AND 95 K9MD-ER
EXTENDED RANGE BUSES/OP28367-002****A. Small Business Participation**

BYD Coach and Bus, LLC, a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. BYD Coach and Bus, LLC reported that it submitted its overall Disadvantaged Business Enterprise (DBE) goal of 2.5% to FTA for FY21. In compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1), TVMs submit overall DBE goals and report participation directly to FTA annually.

B. Living Wage and Service Contract Worker Retention Policy Applicability

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

CONTRACT MODIFICATION/CHANGE ORDER LOG

FORTY-FOOT (40') LOW FLOOR ZERO EMISSION TRANSIT BUSES / CONTRACT
NO. OP28367-002

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Modify SP-38 LEP definition of Disadvantage Worker	Approved	1/9/19	\$0
2	Exercise 3.0 Optional Configuration - APC PF-1	Approved	12/3/19	\$326,780.00
3	Extend Period of Performance for Base Buy to 11/1/2021	Approved	12/27/19	\$0
4	Negotiated changes in configuration on base buy buses	Approved	4/4/20	(\$473,709.75)
5	Procure 10 shop chargers	Approved	10/22/20	\$450,514.00
6	On-Route OPP chargers (8) Difference from original 300kW to 450kW	Approved	5/20/21	\$450,592.80
7	Depot Chargers, Licenses, Monitoring, Infrastructure	Approved	6/30/21	\$22,938,871.73
8	Exercise Option 1 for 40 Battery Electric Buses	Approved	7/26/21	\$30,863,440.00
9	Negotiated changes for installing External MirrorEye Camera System and MERV-13 Air Filtration System	Approved	1/10/22	\$47,855.57-00
10	Modeling Software	Pending	Pending	\$241,796.50
11	Vehicle Telematics and Charge Management System (RFC 15) & K9MD-ER Extended Range Buses (RFC24)	Pending	Pending	\$17,969,613.80
	Modification Total:			\$72,815,754.65
	Original Contract:	Approved		\$47,774,723.91
	Total:			\$120,590,477.56

ATTACHMENT E

FUNDING AND EXPENDITURE PLAN CP 201077

	ITD thru FY21	FY22	FY23	FY24	FY25	Total LOP	% of Total
1							
2	Vehicle: Battery Electric Buses	\$2,027,629	\$3,250,000	\$42,497,094	\$26,092,903	\$4,248,227	\$78,115,853 47.8%
3	Charging Infrastructure	\$8,654,896	\$642,785	\$16,603,522	\$16,603,522	\$0	\$42,504,725 26.0%
4	Prof Services / Consultants	\$107,239	\$2,800,000	\$750,000	\$640,000	\$480,233	\$4,777,472 2.9%
5	Staff Labor / Admin / Travel	\$1,837,400	\$321,809	\$321,809	\$321,809	\$321,809	\$3,124,636 1.9%
6	Contingency					\$459,612	\$459,612 0.3%
7	Subtotal	\$12,627,164	\$7,014,594	\$60,172,425	\$43,658,234	\$5,509,881	\$128,982,298 78.9%
8	Requested Change Order Items Causing the LOP increase						
9	1. Vehicle: K9MD-ER			\$5,008,441	\$5,008,441	\$5,008,458	\$15,025,340 9.2%
10	2. Charge & Load Management (Viriciti)			\$981,425	\$981,425	\$981,424	\$2,944,274 1.8%
11	Subtotal	\$0	\$0	\$5,989,866	\$5,989,866	\$5,989,882	\$17,969,614 11.0%
12	Requested Increase in LOP to In Order to Support Executed and Pending Change Orders						
13	1. Prof Services / Consultants		\$650,000	\$450,000	\$400,000	\$279,854	\$1,779,854 1.1%
14	2. Staff Labor / Admin / Travel		\$150,000	\$350,000	\$350,000	\$370,146	\$1,220,146 0.7%
15	3. Known/Unknown Contract Allowance			\$4,327,333	\$4,327,333	\$4,327,333	\$12,981,999 7.9%
16	4. Contingency					\$600,089	\$600,089 0.4%
17	Subtotal	\$0	\$800,000	\$5,127,333	\$5,077,333	\$5,577,422	\$16,582,088 10.1%
18	Total Project Costs (Uses of Funds)	\$12,627,164	\$7,814,594	\$71,289,624	\$54,725,433	\$17,077,185	\$163,534,000 100.0%
19							
20	Sources of Funds	(ITD) thru FY21	FY22 Q4	FY23	FY24	FY25	Total LOP % of Total
21	Federal (CMAQ/STBGP/5307)			36,051,000	10,000,000		46,051,000 28.2%
22	State: (STIP/MSRC)	12,627,164	7,014,594	17,977,242			37,619,000 23.0%
23	Local: (Prop C40% / MR 2% / TDA / Green Funds)	0		6,144,183	33,658,234	5,509,881	45,312,298 27.7%
24	Total Orig Sources	12,627,164	7,014,594	60,172,425	43,658,234	5,509,881	128,982,298 78.9%
25	New Funding Source						0 0.0%
26	LCTOP (Actual LCTOP Award for FY19-20: \$39,098,039)		800,000	11,117,199	11,067,199	11,567,304	34,551,702 21.1%
27	Total NEW Funding Source(s)	0	800,000	11,117,199	11,067,199	11,567,304	34,551,702 21.1%
28	<i>* Future Local, State & Federal Funds to be identified as they become available.</i>						
29	Total Funding Sources	\$12,627,164	\$7,814,594	\$71,289,624	\$54,725,433	\$17,077,185	\$163,534,000 100.0%

Note: Recommendations requests an LOP increase of \$34,551,702 to be funded with LCTOP and other eligible local funding sources. LOP Increase is required to fund upgrade for (95) K9MD-ER Extended Range Buses, provide telematics and provide addl CMA for future change orders. Current LCTOP approved amount is \$39,098,039. and is an approved funding source for this project and use for Charging Infrastructure Other State and Local funding sources will be allocated to meet expenses in excess of LCTOP and proposed LOP.



Board Report

File #: 2022-0088, File Type: Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MARCH 17, 2022

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) QUARTERLY UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Public Safety Advisory Committee (PSAC) quarterly update.

ISSUE

This report reflects a quarterly update of progress in convening an advisory committee that will provide recommendations on how Metro can reimagine public safety on its system.

BACKGROUND

In the June 2020 Regular Board Meeting, the Board of Directors approved motions 37 and 37.1 for Metro staff to form an advisory committee and, in partnership, develop a community-based approach to public safety on the transit system. Staff is to report back quarterly.

DISCUSSION

General PSAC Meeting Highlights

From November through February, we've had eight (8) general PSAC meetings. In these meetings, the following items were discussed:

- Approval of the mission and values statements for public safety on Metro, Discussed and approved the recommendations for the contract extensions for the multi-agency policing contracts,
- Approved the forthcoming infrastructure protection services and law enforcement services scope of work recommendations,
- Approved the recommendations on a pilot Transit Ambassador program, Discussed the results of Metro's Public Safety Survey,
- Approved the Home at Last (HAL) Short-term Shelter Program recommendations,
- Received a FY22 public safety budget and FY23 budget presentation from the Metro Office of Management and Budget,

Received a Metro's Budget Equity Assessment tool (MBEAT) presentation, and
Received an update on the initiatives related to Motion 26.2.

Ad-Hoc Subcommittee Meetings

From November through February, we've had four (4) Infrastructure Protection Services meetings, five (5) Policing Practices meetings, seven (7) Non-Law Enforcement Alternatives meetings, and five (5) Community Engagement meetings. Each ad-hoc subcommittee was very involved and engaged in the approval of each recommendation item presented during the general PSAC meetings from November through February.

The Infrastructure Protection Services ad-hoc subcommittee concluded at the end of December, followed by the Policing Practices ad-hoc subcommittee in February. The remaining two ad-hoc subcommittees, Non-Law Enforcement Alternatives and Community Engagement will continue to meet and focus on providing feedback on the following items: place-based implementation strategy, enhanced homeless outreach teams, and pilot homelessness strategies.

EQUITY PLATFORM

PSAC creates an inclusive space for members of the public to express their ideas, feelings, and experiences about public safety and propose alternatives to existing models. PSAC members who represent people with disabilities or bus operators have been able to voice their unique safety concerns and raise recommendations for their colleagues' consideration.

NEXT STEPS

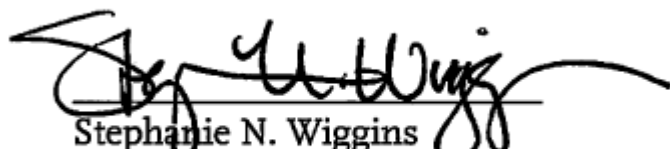
We will continue to provide PSAC updates in the monthly Transit Safety and Security Performance report.

ATTACHMENTS

Attachment A - November 3, 2021 PSAC Meeting Minutes
Attachment B - November 17, 2021 PSAC Meeting Minutes
Attachment C - November 29, 2021 PSAC Meeting Minutes
Attachment D - December 15, 2021 PSAC Meeting Minutes
Attachment E - January 5, 2022 PSAC Meeting Minutes
Attachment F - January 19, 2022 PSAC Meeting Minutes
Attachment G - February 2, 2022 PSAC Meeting Minutes
Attachment H - February 16, 2022 PSAC Meeting Minutes

Prepared by: Judy Gerhardt, Deputy Chief System Security and Law Enforcement Officer, (213) 922-2711

Reviewed by: Gina Osborn, Chief Safety Officer, (213) 922-3055



Stephanie N. Wiggins
Chief Executive Officer

Metro Public Safety Advisory Committee

General Committee Meeting #14

MINUTES

Wednesday, November 3, 2021

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting. .

C. Roll Call

Present: Ashley Ajayi, Carrie Madden, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Scarlett de Leon

Absent: Jessica Kellogg, Ma'ayan Dembo, Raul Gomez

D. Approval of Meeting Minutes for 10/20/21

Committee members voted to approve the meeting minutes for the October 20, 2021 meeting. The minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor with the Advancement Project California expressed support for the cancellation of policing contracts and the reinvestment of funds into community safety alternatives.
- B. Commentor alleged that they were wrongfully terminated from their job as a security contractor with American Eagle Protection Services, a subcontractor of RMI (who provides Metro's infrastructure protection services) for reporting alleged illegal activities of other private security personnel. They requested for the owner of RMI to speak to PSAC regarding alleged "illegal activities and arrests."
 - a. Member Florence Annang commented she would like to learn more about these allegations.
- C. Commentor Dr. Chris B. Liban from the Metro Asian American Native Hawaiian and Pacific Islander (AANHPI) Steering Committee highlighted that they are considering training and recognition of the Asian American community as part of their policy platform. They also submitted written statement that was distributed to PSAC.

III. Discussion

A. Proposal to Approve the Mission & Values Statements

Facilitator France reviewed [final draft of the PSAC Public Safety Mission & Values statements](#) and requested feedback from the committee.

- a. **Context & process:** France detailed the recent efforts to provide edits on the statements. In advance of this meeting, a small working group of members met to make any wordsmithing changes and finalized the mission and values statements.

- b. **Request for agenda modification:** Member Ajayi proposed for committee members to move the mission and values to later in the agenda, in order to approve the other agenda items first and have an extended discussion on modifications to the statements.
 - i. Member Annang stressed that today's meeting already has a full agenda and would like to not shift the agenda order.
 - ii. Member Wen shared it's important to finalize the mission and values statements set to use as a guiding system for future PSAC decision-making.
 - iii. The agenda was not restructured.
 - c. **Proposal to edit mission and value statements:** Member Ajayi proposed edits to the statements. These edits proposed adding Metro's actions on dependable transit service to the "Emphasizing Compassion and a Culture of Care" statement and removing "human centered" from the "Implementing a Human-Centered Approach" value.
 - i. Member Wen agreed to adding dependability but not the "human-centered" change.
 - ii. Member Annang shared they are in support of adding dependability if it does not replace "fair treatment."
 - iii. Facilitator proposed suggested adding dependability as a fourth pillar.
 - 1. Member De Rivera responded they do strongly support adding the term "dependability."
 - d. **Public Comment**
 - i. Commentor responded to a committee member and stated that dependability is definitely the responsibility of MTA.
 - e. **Test for consensus:** Facilitator France proposed approving the mission and values statements, with the addition of dependability to the "Emphasizing Compassion and a Culture of Care" statement.
 - i. Members Ajayi and Davis seconded moving forward with the dependability addition. There were no concerns from other members.
 - f. **Vote to approve modified Mission and Values statements**
 - i. Yes: 14 No: 0 Abstain: 0
 - ii. The item was approved.
- B. Proposal to Approve Metro Staff Recommendations for the Infrastructure Protection Services Contract Extension**
- Committee members discussed endorsing Metro staff recommendations that would modify the contract provisions for the Infrastructure Protection Services contract.
- a. **Body worn camera alternatives:** Metro staff Judy Gerhardt clarified that Metro does not explicitly recommend the vendor mentioned in the recommendations and only included it as an example.
 - b. **Timeline and alternative financing:** Member Wen asked if the committee will be able to be vote on the recommendations again in six months if they are not approved today. He also inquired if alternative forms of financing were considered to fund body worn cameras.
 - i. Facilitator France responded that if PSAC decides to not vote on IPS recommendations, Metro will present their staff recommendations without PSAC's comment.
 - 1. Additionally, recommendations from the IPS ad hoc committee will be brought to the full PSAC committee in early 2022.
 - ii. Metro staff Judy Gerhardt shared that for this extension, alternative forms of financing were not something that could be considered but Metro may consider alternatives in the future.
 - c. **Proposal to move forward:** Facilitator France proposed that the committee voted on approving Metro staff recommendations, with the exclusion of the body worn camera recommendations. This exclusion was due to a lack of consensus around this topic.
 - i. Members Ajayi, Smith, and Davis agreed with advancing this proposal.
 - d. **Public comment period:** There were no public comments on this item.
 - e. **Test for consensus:** Members agreed to vote upon approving Metro staff recommendations,

with the exclusion of supporting the body worn camera alternatives recommendations.

- i. In advance of the vote, Member Wen asked if the contract extension is for six months totaling \$19M with RMI as the contractor.

1. Metro Staff Imelda Hernandez confirmed this is correct.

f. **Vote to approve modified recommendations from Metro staff on the IPS contract extension.**

- i. Yes: 3 No: 9 Abstain: 2
- ii. The item was not approved.

g. **Next steps:** The facilitation team will draft a memo to communicate PSAC's decision to the Metro Board.

C. **Proposal to Approve Policing Practices Ad Hoc Committee Response to Metro Staff Recommendations for the Multi-Agency Law Enforcement Contract Extensions**

The sub-committee presented their recommendations which responded to Metro staff's recommendations for amendments to the contract and received feedback from the larger committee.

a. **Response Overview:** Member Scarlett de Leon shared the proposed position to not support a six-month extension. Member Chauncey Smith presented the committee's suggested recommendations for alternative public safety strategies that should receive the contract extension's allocated funding

b. **Questions and Feedback from PSAC**

i. **Previous policing models:** Member Carrie Madden asked why Metro reverted from a non-contracted policing model in 2009.

1. Member Smith indicated that public demands for policing affected the agency's decision.
2. Metro Staff Member Gerhardt shared a [document detailing the history of Metro policing](#). She clarified that Metro never had a non-contracted policing model.

ii. **Metro's decision-making process:** Member Wen asked what Metro would do if PSAC votes to not support the extension.

1. Member de Leon responded that the final decision lies with the Metro board, but they should consider PSAC's opinion when making that decision.

iii. **Public opinion:** Member De Rivera called out the public comments that call for increased presence of police as being important in this decision. She shared that the survey conducted by Metro demonstrated support on both sides, with respondents wanting more or fewer police equally.

iv. **Funding allocations:** Member Tajsar expressed his support for the recommendations and highlighted that Metro's reallocation for public health services was for less than \$2.5 million. He felt this funding should be dramatically increased.

v. **Support for law enforcement:** Member Garcia shared his personal positive experiences with law enforcement and how he struggles with the need for their continued presence.

1. Member Strickland shared her experiences from a ride-along with LASD where the officers advocated for increased public health services, because they are not trained to provide them. She also emphasized that community efforts around public health need to be foregrounded in this new funding allocation.
2. Member Smith clarified that quality-of-life issues can be addressed by providing the correct services to the appropriate situations, rather than allocating those tasks to law enforcement.
 - a. Smith also clarified that the proposal is not to eradicate the police, but rather to have Metro not pay for a special contract. Instead, responding to issues on the Metro system would be the responsibility of the individual municipal police departments as part of their standard tasks.

c. **Public Comment:**

- i. Commentor expressed disappointment with the committee's stance on ending the contract with law enforcement without first putting in place any public safety alternatives.

d. **Additional questions and feedback:**

- i. **Phasing decreased funding:** Member Wen asked for an amendment to the recommendations that would take a stepped phasing process to decrease funding for Metro law enforcement partners.
 1. Facilitator France clarified that these recommendations are only for the six-month extension and this recommendation might be better suited for a longer-term proposal.
- ii. **Police scope:** Member De Rivera stated that they are not anti-police, instead they feel that law enforcement is asked to do take on tasks (mental health, homeless services, etc.) that are not their job.
- iii. **Transit ambassadors:** Member Madden recommended to replace officers with the forthcoming Transit Ambassadors to continue having a public safety presence on the system.
- iv. **Communicating this decision:** Member Wen asked Metro to share how they will be sharing the results of Metro Board's vote on this topic with the public.
 1. Metro Staff Gerhardt responded that Metro has a communications department that will inform the public and riders of the Metro Board's decision.

e. **Vote:**

- i. Yes: 14 No: 0 Abstain: 0
- ii. The item was approved.

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor stated that they disagree with PSAC's decision to not support a contract extension. They stated that police are needed to deter violent crimes on the system.

V. Adjournment

- A. Meeting adjourned at 7:07 PM

VI. Next Steps

- A. The committee will reconvene on November 17, 2021.

Metro Public Safety Advisory Committee

General Committee Meeting #15

MINUTES

Wednesday, November 17th, 2021

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting.

C. Roll Call

Present: Andrea Urmanita, Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Ma'ayan Dembo, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Scarlett de Leon

Absent: Raul Gomez

D. Approval of Meeting Minutes for 11/03/21

Committee members voted to approve the meeting minutes for the November 3rd, 2021 meeting. The minutes were approved unanimously.

E. New Co-Facilitator Introduction

The facilitation team introduced their new co-facilitator, Asma Mahdi, Senior Policy Director of Better World Group, who will be co-facilitating the PSAC General Committee meetings with Facilitator France.

II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor from the Labor Community Strategy Center praised the action PSAC took at the previous meeting, where they approved a memorandum to not support the extension of the multi-agency policing contracts.
- B. Commentor phoned in on behalf of the union that represents Metro's maintenance workers to indicate he did not support PSAC's action to not support the extension of the multi-agency policing contracts, citing lack of police responsiveness. Additionally, he indicated the new position of Transit Ambassadors must be union positions.
- C. Commentor requested additional surveillance cameras in and around elevators at transit stations.
- D. Commentor indicated that he is a frequent rail rider and has not seen police officers enforcing the code of conduct on transit.
- E. Commentor indicated that the removal of police officers does not ensure the safety of riders, particularly for female riders.

III. Discussion

A. **Discussion and Approval of the Non-Law Enforcement Ad hoc Committee's Recommendations on a Forthcoming Transit Ambassador Program**

The committee discussed and then approved the recommendations from the Non-Law Enforcement ad hoc committee (NLEA AHC) pertaining to the goals, objectives, roles, and responsibilities of a Transit Ambassador program.

- a. **Context-setting:** Facilitator Mahdi indicated that these recommendations are high-level and will require further consultation between the NLEA AHC and Metro staff. Additionally, she encouraged members to provide feedback at the appropriate level, with more detailed feedback coming at a later phase of the process.
- b. **Presentation from NLEA AHC representatives:** Members Raigoza and Wen provided an overview presentation on the recommendations, sharing the objectives and reasoning behind each recommendation.
- c. **Objective:** Member Raigoza described Transit Ambassadors as community-facing unarmed individuals who would help welcome and support riders on the transit system. He described the recommendations as a high-level framework that describes a mature program.
- d. **Deployment:** Member de Rivera shared the importance of deploying transit ambassadors in high need areas.
 - i. Member de Leon shared that these are ideal recommendations and there will be discussions about deployment at a future phase.
- e. **Ambassadors as Metro employees:** Member Ajayi shared her concerns that Ambassadors would not have a vested interest in the program's success if they were contracted employees.
 - i. Member Raigoza replied that the AHC had discussed this topic and at a future phase would discuss a system of performance standards for this role.
 - ii. Member de Rivera indicated that she feels this position should begin as Metro employees, despite the possible extended timeline and difficulties of standing up this program.
- f. **Use of de-escalation techniques:** Member Strickland felt there should be multiple categories of Ambassadors, where one group focuses on customer service but does not intervene in situations, and another group that is focused on de-escalating situations.
 - i. Member de Leon shared that the AHC agrees with this concept, and they had envisioned multiple levels of Ambassadors with different levels of training and responsibilities.
 - ii. Facilitator France proposed to amend recommendation #4 to specify that certain classes of Ambassadors will engage in de-escalation and other classes of Ambassadors will not engage in this activity.
- g. **Edit to recommendation #10:** Member de Leon proposed to add an additional amendment to this recommendation that specified the different classes of Ambassadors, to better align recommendation #10 with the amendment to recommendation #4.
- h. **Ad hoc committee response to Metro staff recommendations:** Members Wen and Raigoza laid out the committee's response to Metro's recommendation that this program should initially be staffed by an outside contractor during the pilot phase. They shared a series of questions and next steps that Metro staff must address. This includes:
 - i. Questions:
 - 1. How will Metro ensure that contracted staff have access to professional development opportunities?
 - 2. How will Metro ensure that the selected contractors have diverse leadership/management overseeing the scope of work?
 - 3. Will the contract require bilingual pay differentials?
 - 4. Will contracted staff have access to health care?
 - ii. Next Steps for the AHC to consider:
 - 1. Determining a deployment strategy for the pilot Transit Ambassador program
 - 2. Working with Metro to define contracting and/or hiring parameters for the pilot program launch

3. Identifying evaluation metrics and recommendations for accountability measures
 4. Defining training requirements and providing input on a job description
 5. Further defining the supportive ecosystem (e.g., additional service providers) for Ambassadors
- i. **Metro's response to this proposal:** Metro Chief of Staff Englund shared the process that would occur following this vote. She indicated that all recommendations from the ad hoc committee would be provided in tandem with Metro staff recommendations to the Metro Board.
 - i. Member de Rivera wanted to ensure that there was a clear distinction between PSAC memorandums and Metro staff memorandums in the documents shared with the Metro Board.
 - ii. Member de Rivera also requested that for future reports to the Board PSAC recommendations are presented to the Board before Metro staff recommendations, in the order they are attached to the Board report.
 - j. **General Committee response to the ad hoc committee's response:** Members responded to the proposal of questions and next steps from the ad hoc committee to Metro staff.
 - i. Member de Rivera indicated that this job must support PSAC's values of uplifting and investing in BIPOC communities.
 - ii. Member Tasjar echoed Member de Rivera's comment. He also recommended removing the words "access to" from recommendation #13.
 1. The committee agreed to remove these words from the recommendation.
 - iii. Member Goodus indicated that he wanted the committee to be rolled out in a timely fashion.
 - k. **Language Barriers:** Member Davis indicated the importance of hiring Ambassadors with language competencies.
 - l. **Timeline:** Member Ajayi asked if Metro had an idea of the timeline required to begin this program.
 - i. Metro Chief of Staff Englund indicated that there are several variables, such as whether they will be working directly with one community-based organization or several providers.
 - m. **Modifications to the recommendations:** Facilitator France proposed the following modifications to the recommendations that the committee would be voting on. He laid out the following:
 - i. Amend recommendation #4 to describe different job classifications for ambassadors;
 - ii. Amend recommendation #10 to align with recommendation #4 by describing a system of advancement through job positions;
 - iii. And remove the words "access to" from recommendation #13.
 - iv. The committee agreed with these amendments.
 - n. **Public Comment**
 - i. Commentor from the Labor Community Strategy Center supported the committee's decision to recommend the Ambassador positions are union jobs. They also expressed concerns that Metro staff is sharing their own recommendations that differ from the committee.
 - ii. Member representing Metro's maintenance worker unions indicated that the timeline for setting up a program with union jobs is not as time-intensive as Metro claimed during the meeting. He used the Metro microtransit program as an example. He supported setting up the ambassador program with union jobs.
 - o. **Test for consensus:** Facilitator France proposed approving the ad hoc committee's recommendations with the modifications.
 - i. The committee agreed with this proposal.
 - p. **Vote to approve modified Non-Law Enforcement Alternatives ad hoc committee recommendations**
 - i. Yes: 12 No: 0 Abstain: 0
 - ii. The item was approved.

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor shared their dissatisfaction with the current state of public safety on the Metro system.
- B. Commentor shared the importance of having police officers walking up and down transit vehicles to enforce the code of conduct.

V. Adjournment

- A. Meeting adjourned at 7:02 PM

VI. Next Steps

- A. The committee will reconvene on November 29th, 2021.

Metro Public Safety Advisory Committee

General Committee Meeting #16

MINUTES

Monday, November 29th, 2021

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting.

C. Roll Call

Present: Andrea Urmanita, Carrie Madden, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jose Raigoza, Ma'ayan Dembo, Maricela De Rivera, Dr. Sabrina Howard, Scarlett de Leon

Absent: Raul Gomez, Scarlett de Leon, Mohammad Tajsar, Jessica Kellogg, Charles Hammerstein, Ashley Ajayi

D. Approval of Meeting Minutes for 11/17/21

Committee members voted to approve the meeting minutes for the November 17th, 2021 meeting. The minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants. No public comments were shared.

III. Discussion

A. Presentation & Discussion of Public Safety Survey Results

The committee received a presentation of public safety survey results and provided questions and comments to the consultant team. [That presentation can be found here.](#)

- a. **Context-setting:** Facilitator Mahdi reminded members that the survey was not a PSAC approved work product and was largely developed by Metro before PSAC was underway.
- b. **Presentation from the Public Safety Survey representatives:** Aaron Weinstein, Dr. Richard Bernard, and Shikari Byerly presented results from surveys conducted of Metro riders, people experiencing homelessness, and staff.
- c. **Survey Methodology:** Dr. Bernard shared that the surveys were conducted online or by phone and were offered in multiple languages. The consultant team modified the survey to include more than fifteen of PSAC Public Safety Survey ad hoc committee's edits.
- d. **Key Survey results:** Consultant Byerly summarized that most riders usually feel safe on Metro except at night. Overall, riders want to increase lighting, unarmed security staff, and

transit ambassadors, whereas a smaller portion of riders would like more law enforcement. She shared that the survey showed mixed sentiments around safety concerns related to unhoused riders.

- i. Byerly also shared results from the survey of unhoused riders – notably that fewer than half of the respondents experiencing homelessness reported that they were not treated well by Metro operators and security; these riders would also like to see improvements to safety and physical environment, including adding restrooms, additional staff to assist people with disabilities, and transit ambassadors.
- ii. The internal survey of Metro staff showed their primary concerns were around providing resources to better ensure their personal safety.

e. **Q&A**

- i. Member Davis asked if the staff survey disaggregated responses by demographic characteristics, including gender, race, and ethnicity.
 1. Staff member Weinstein responded that these variables were included in the survey and would follow up with additional information for the committee.
- ii. Member Smith commented that based on survey results, PSAC recommendations are in line with what most Metro riders would like to see regarding public safety.
- iii. Member Dembo asked for more information about the breakdown between infrequent and current riders.
 1. Dr. Bernard responded that current riders made up 70% of responses. The survey had questions that asked about riding frequency that allowed survey analysts to distinguish between current and infrequent Metro riders.
- iv. Member Wen responded to the finding regarding Metro operators' perspectives on the agency's approach to unhoused riders. He indicated that he feels Metro operators are not necessarily uncompassionate but stressed and performing too many job duties. He asked if it would be possible to add a question regarding operator's mental health in a follow up survey.
 1. Staff member Weinstein responded that they can certainly incorporate this question if there is a follow up survey.
 2. Member Murrell shared her experience as an African American female train operator and her safety concerns with unhoused riders.
 3. Member Raigoza also shared his safety concerns as a Metro operator and previous negative experiences with violent riders.
- v. Member Davis shared concern for accessibility issues for riders with disabilities – specifically vision impairments.
 1. Dr. Bernard responded that 17% of survey takers reported having a disability and 13% of them experience low-vision or blindness.
 2. Member Goodus asked for surveys to be made more accessible to capture more responses from riders with disabilities.

B. Discussion of Committee Work to Date & Next Steps

- a. **Context-setting:** Facilitator France reviewed PSAC's timeline through the beginning of 2022 and potential discussion items for tonight.
 - i. Member Dembo suggested moving up the CAHOOTS guest speaker presentation to before recommendations.
- b. **Infrastructure Protection Services:** Member Madden asked for direction from committee members regarding recommendations from the IPS ad hoc committee, specifically why the previous set of recommendations were not approved.
 - i. Facilitator France summarized the ad hoc committee's recommendation to approve Metro staff recommendations to amend the IPS contract during the extension period were voted down during a previous general committee meeting.
 - ii. Member Wen shared his concern with the contract extension for the specific contractor (RMI) and cited a lack of clarity with the recommendation's wording that impacted his decision to vote no.
 - iii. Member Murrell asked for clarification as to why there are subcontractors listed under RMI in the contract and expressed her personal frustration with contracted security being distracted on their cell phones while working.
 1. Staff member Dickerson clarified that subcontractors are needed to ensure coverage throughout the Metro system and encouraged Member Murrell to contact the security operations center to report these cell phone incidents.

- c. **Media Coverage of PSAC:** Committee members discussed recent media coverage of the committee.
 - i. Links to media coverage:
 - 1. [LA Times](#)
 - 2. [Sheriff's Press Conference](#)
 - ii. Member de Rivera provided an overview of the Sheriff's press conference and indicated that the Sheriff gave an oversimplified and disingenuous overview of PSAC.
 - 1. Member Annang asked if the committee can draft a response in the press to the Sheriff's comments and clarify the committee's goals.
 - a. Metro Chief of Staff Englund responded that individual members can respond as an op-ed but is unsure of the impact it will have on the Sheriff.
 - 2. Member de Rivera shared that in response to the press conference, Metro board members were vocal in their support of PSAC.

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor shared their apprehension with the transit ambassador program.
- B. Commentor indicated they are a bus operator and shared their negative experiences that could have benefited from law enforcement.
- C. Commentor expressed their dissatisfaction with the committee's stance on armed security.
- D. Commentor listed their difficulties riding Metro, including lack of Wi-Fi and unreliable services.
- E. Commentor apologized for the comments from the Sheriff.
- F. Commentor shared their distrust with the Sheriff's department and expressed their support for PSAC.

V. Adjournment

- A. Meeting adjourned at 7:09 PM

VI. Next Steps

- A. The committee will reconvene on December 15th, 2021.

Metro Public Safety Advisory Committee

General Committee Meeting #17

MINUTES

Wednesday, December 15th, 2021

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpretation services would be available during the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting.

C. Roll Call

Present: Andrea Urmanita, Ashley Ajayi, Carrie Madden, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jose Raigoza, Ma'ayan Dembo, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Scarlett de Leon, Jessica Kellogg

Absent: Raul Gomez

D. Approval of Meeting Minutes for 11/29/21

Committee members voted to approve the meeting minutes for the November 29th, 2021 meeting. The minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants.

- A. Commentor from the Labor Community Strategy Center apologized for the attacks PSAC has been receiving from the LA County Sheriff's office and shared he is grateful to have had a chance to speak to the ad committee.
- B. Commentor also stated that the Sheriff's office has made some unfair statements regarding PSAC and added that they hope Metro's long-standing security system issue finds a solution soon.
- C. Commentor shared that as a wheelchair user with a significant disability, they feel that it's necessary for Metro to keep the private security currently in place.
- D. As a follow-up comment, Member de Rivera requested additional accessibility updates for PSAC meeting including translating comments in the chat, spoken descriptions of visuals on slides, and having interpretation available in more languages.

III. Discussion

Committee members had an open discussion with Metro CEO Stephanie Wiggins and an external facilitation team on PSAC's current progress and working methods.

A. 6 Month Reflection Process – Conversation with the CEO

- a. **Context-setting:** Facilitator France reviewed PSAC's decision making process and

commitment to having a reflection period following any action by Metro's Board of Directors on PSAC recommendations.

- b. **CEO Wiggins:** The CEO thanked committee members for their work to ensure Metro is meeting its safety needs, emphasized Metro's commitment to partnership with community, and summarized the committee's next steps.
 - c. **Communication tools for partnership:** LaShanya Aikerson and Chrystina Katz facilitated a workshop on communication tools and meeting structures that can be used for actionable change. They stressed the importance of communication styles, reviewed the four dominant personality types, and shared some tools to facilitate difficult conversations.
 - i. Members Tajsar and Gallardo asked for clarity around the purpose of tonight's workshop.
 - 1. Facilitator Aikerson shared that the goal for tonight was to offer more tools for collaboration.
 - ii. Member Annang shared that the tools mentioned were already in use during committee meetings and the hurdles for PSAC are based on the recommendation's substance, not the process.
 - iii. Member Smith shared appreciation for the intention of the workshop but commented that the conversation feels unnecessary. He also expressed appreciation for Facilitator France.
 - 1. Various members echoed their appreciation for the facilitation team.
 - iv. Member de Rivera thanked CEO Wiggins for taking the time to join PSAC's meeting and expressed her support for bolder policies.
 - 1. Member Annang echoed Member de Rivera's comment, stated that the conversation with the CEO was a great learning opportunity. She also mentioned that in-person meeting opportunities could be beneficial to the process of building trust within the committee.
 - d. **Budget:** Member Dembo shared that Metro needs to have a larger budget for policing alternatives.
 - i. CEO Wiggins replied that they are currently working on finalizing concepts for alternatives to be included in FY23 budget development – going to the Metro Board in May – to have a better idea of the budget for policing alternatives.
 - e. **Bus and Rail Operators:** Member Ajayi shared that a missing component from the public safety discussion is the need for reliable transit service. She also added that PSAC should make space to hear from operators.
 - i. CEO Wiggins stressed that the operators' primary concern is safety and Metro is constantly working towards improving their wellbeing.
 - f. **Green Spaces:** Member Davis shared his experience with a lack of green/open spaces to highlight a need to include facilities for rest and recreation near public transportation.
- B. **January Meeting Schedule:** Facilitator Mahdi reviewed the topics for the two General Committee meetings in January – January 5th (Infrastructure Protection Services and Home at Last short-term shelter program recommendations) and January 15th (Policing Practices ad hoc committee recommendations and guest speaker).

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor stated that there has been a lack of visible Metro security on trains and platforms in Long Beach for years.
- B. Commentor thanked PSAC members for the conversation and echoed comments that the problem is collaboration with Metro Board, not communication within the committee. They also recommended that PSAC bring in speakers already working on security alternatives.
- C. Commentor recommended the committee work on finding more practical solutions to slowly shift away from police instead of calling for defunding. They also recommended inviting people opposing PSAC's

recommendations, including the Sherriff, to join one of the General Committee meetings.

- D. Commentor shared their disagreement with moving away from armed law enforcement on Metro. They shared their negative experience of being physically assaulted by a homeless individual while riding the Metro Gold Line.
- E. Commentor stated that the proposal to replace LASD with Metro Transit Ambassadors is dangerous because of the excessive amount of violence and public health issues.
- F. Commentor shared their negative experience with homeless individuals and public health issues while riding the Expo Line to work.

V. Adjournment

- A. Meeting adjourned at 7:11 PM

VI. Next Steps

- A. The committee will reconvene on January 5, 2022.

Metro Public Safety Advisory Committee

General Committee Meeting #18

MINUTES

Wednesday, January 5th, 2022

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpretation services would be available during the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting.

C. Roll Call

Present: Andrea Urmanita, Ashley Ajayi, Carrie Madden, Chauncey Smith, Constance Strickland, Darryl Goodus, Esteban Garcia, Florence Annang, Glenda Murrell, James Wen, Jose Raigoza, Ma'ayan Dembo, Maricela De Rivera, Dr. Sabrina Howard, Scarlett de Leon

Absent: Clarence Davis, Fabian Gallardo, Jessica Kellogg, Mohammad Tajsar, Raul Gomez

D. Approval of Meeting Minutes for 12/15/21

Committee members voted to approve the meeting minutes for the December 15th, 2021 meeting. The minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants. No comments were received.

III. Discussion

A. Discussion of Infrastructure Protection Services (IPS) Recommendations

The IPS ad hoc committee provided final recommendations and asked the Committee to provide feedback on the firearms recommendations. This recommendation was presented for discussion as members of the ad hoc committee were unable to reach consensus and wanted the General Committee to weigh in.

- a. **Offering two recommendations:** Members Madden and Strickland represented the IPS ad hoc committee and presented the two options for weapons recommendations—reducing the provision of firearms to IPS personnel gradually (option one) or eliminating the provision of firearms to IPS personnel immediately (option two).

- i. Member Strickland emphasized that these recommendations would not take place for the current IPS contract but as a recommendation for future contracts. Additionally, she noted this only applied to IPS personnel, not officers from LAPD or the Sheriff's Department.
 - ii. Facilitator France added that Metro supports the option to reduce 10% of armed personnel.
- b. **IPS Scope:** Member Dembo asked for clarification on what the IPS scope covers in comparison to the contracted law enforcement contract.
 - i. Member Smith responded that IPS serves brick-and-mortar operations facilities and has some limited engagement with members of the public.
- c. **Data Concerns:** Members shared their concern with not having enough data on outcomes before choosing a recommendation option.
 - i. Member Goodus shared his worry about the number of calls IPS personnel respond to regarding trespassers. He also noted that there is a lack of data to support the benefits of removing firearms. Those considerations informed his decision to support only a small reduction in armed personnel.
 - 1. Member Murrell echoed her support for option one because, as a Metro operator, she sees having armed security as a deterrent for intruders.
 - a. Member Garcia emphasized Member Murrell's experience as a Metro worker and shared his support for option one.
 - ii. Member Ajayi asked if an IPS contractor will allocate resources to gather data on outcomes.
 - 1. Metro Staff Gerhardt responded that part of the revised IPS scope of work asked for specific data collection and accountability measures, which includes data on the use of force and firearms. She added that option one of the recommendations would include a deep analysis on the impact of weapons reductions.
 - iii. Member Howard asked if data exists on whether deterrents are a result of the presence of armed security or just increased security in general.
 - 1. Member Annang also asked for information on the impact of armed security versus unarmed security.
 - 2. Member Murrell shared that the most important piece for her is having security presence, whether armed with firearms or not.
 - iv. Members Strickland and Madden also shared their support for more detailed and consistent data.
- d. **Support for Reducing Armed IPS Personnel Gradually**
 - i. Member and Metro operator Raigoza expressed his support for this option because of the positive impact contracted security has had, notably reducing trespassers and providing increased security for employees working at night.
 - ii. Member de Rivera shared that her support of an option ultimately relies on results from data. At the moment, she is leaning towards option one if Metro workers feel it is necessary for a gradual reduction in armed security.
- e. **Test for consensus for moving forward with option one**
 - i. Facilitator France proposed the committee move forward with a recommendation to support option one.
 - ii. Members Dembo and Smith shared that they would not be able to support the recommendations if option one is selected.
- f. **Public Comment**
 - i. Commentor expressed their support for option one because it is a more responsible

and reasonable selection.

g. Test for consensus to vote to approve IPS recommendations absent a recommendation for weapons.

- i. Facilitator France proposed the committee table the weapons recommendation and vote to approve the other remaining recommendations. The weapons recommendation will be a topic for discussion at the 01/19/22 General Committee meeting.
- ii. Member Wen shared that he prefers committee members vote for an option for weapons tonight.
- iii. Metro Chief of Staff Englund suggested that the committee and Metro find a compromise, such as a reduction greater than 10%.
 1. Member Wen suggested a 25% reduction.
- iv. Member Smith requested a note be added to recommendations that explains why the committee did not provide a weapons suggestion.
- v. Facilitator France indicated the committee would return to the weapons conversation during the next committee meeting.
 1. Member Smith requested transparency around the voting process when the time comes.

h. Vote to approve IPS recommendations absent a weapons recommendation

- i. Yes: 12 No: 0 Abstain:1
- ii. The item was approved.

B. Discussion of Home at Last (HAL) Short-term Shelter Program Recommendations

The committee discussed and then approved the recommendations for the HAL Short-term Shelter Program.

a. Context-setting:

Ad Hoc committee members Strickland and Annang provided an overview of recommendations to endorse the program, provide programmatic amendments, and additional recommendations for Metro.

b. Questions and Comments

- i. Member Garcia asked where the facility is located.
 1. Metro Staff indicated the shelter is located near Western and Manchester.
- ii. Member Wen requested adding “implement” to recommendation four to read “Explore and implement special accommodations.”
 1. Facilitator France commented that because Metro is not operating the shelter, only funding it, the main recommendation from the committee is to continue funding the program. Additional recommendations from the committee are only advisory.
- iii. Member Ajayi asked for ad hoc committee members' general sentiment regarding the facility.
 1. Member Annang shared that visiting the shelter was a positive experience and the environment was welcoming and provided many amenities.
 2. Member Strickland added that the shelter team cared about their work, provided services many others cannot, and that she heard positive feedback from people staying at the center. She mentioned that it could benefit from more cleaning services.
- iv. Member Goodus shared his support for continuing to endorse the program and praised Metro for diving into this issue.
- v. Member de Rivera expressed her gratitude for the center being open during the COVID-19 pandemic and storms.

- c. **Vote to approve ad hoc committee recommendations for the Home at Last program**
 - i. Yes: 12 No: 0 Abstain:0
 - ii. The item was approved.
- d. **Next steps:** Facilitator Mahdi announced that the facilitation team will draft and circulate a PSAC memo to be included alongside Metro's recommendations.
 - i. Facilitator France added that the team will also be drafting a process to vote on the options regarding firearms.

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor shared that they are not in support of reducing security and suggested committee members ride on one of Metro's lines before the next meeting.

V. Adjournment

- A. Meeting adjourned at 6:50 PM

VI. Next Steps

- A. The committee will reconvene on January 19, 2022.

Metro Public Safety Advisory Committee

General Committee Meeting #19

MINUTES

Wednesday, January 19th, 2022

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpretation services would be available during the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting.

C. Roll Call

Present: Andrea Urmanita, Ashley Ajayi, Carrie Madden, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Florence Annang, Fabian Gallardo, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Ma'ayan Dembo, Maricela De Rivera, Scarlett de Leon

Absent: Mohammad Tajsar, Raul Gomez, Dr. Sabrina Howard

D. Approval of Meeting Minutes for 01/05/22

Committee members voted to approve the meeting minutes for the January 5th, 2022 meeting. The minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants.

- A. Commentor shared his negative experience with dirty and unsafe Metro trains/buses.

III. Discussion

A. Discussion of Infrastructure Protection Services

The Committee discussed and voted on the IPS weapons recommendation that was tabled during the previous general committee meeting.

- a. **Context setting:** Prior to the meeting, members completed a survey to get a sense of which option members prefer.
- b. **Survey results:** ~53% of members preferred the gradual reduction of armed IPS personnel (option #1), compared to ~46% who preferred an immediate disarmament (option #2). All

members were willing to stand aside if their preferred option was not the consensus option.

- c. **Proposal to move to a vote:** Facilitator France proposed that the committee modify its decision-making process. Instead of for one option, the committee would choose either “option 1,” “option 2,” or abstain from the vote. Whichever outcome achieved a majority (eight votes) would be the committee’s recommendation. Endorsers of the losing option would have the opportunity to write a dissenting opinion.

- i. Members agreed to this proposal and the item moved to a vote.

- d. **Public Comment:**

- i. Commentor shared that as a rider with a disability, they support a gradual reduction.

- e. **Vote to approve IPS recommendations absent a weapons recommendation**

- i. Option #1: 6 Obtain #2: 6 Abstain: 1 Absent: 2

- ii. Neither option achieved a simple majority, therefore the committee did not endorse either option.

B. Discussion of Policing Practices Ad Hoc Committee Recommendation on the Multi-Agency Policing Contact Scope of Work

The committee discussed and then approved the ad hoc committee policing contract recommendations.

- a. **Context-setting:** The policing practices committee recommended that Metro phase out the contracted law enforcement model, with the understanding that a forthcoming policing contract would be an interim measure that would allow the agency to implement an alternative model. The recommendations under review are specifically related to the forthcoming policing contract. The recommendation regarding an alternative law enforcement model would require additional discussion with Metro.

- b. **Riders with disabilities:** Member Davis shared his concern with Metro staff’s response to recommendation #8 and stressed the importance of not requiring individuals to be placed in specific body positions during arrest procedures.

- c. **General comments on recommendations:**

- i. Member Goodus shared that he disagreed with several of the recommendations. He also supports funding mental health services but not at the expense of cutting current policing services.

- d. **Funding and resources:**

- i. Member Dembo asked Metro to speak to how reimbursement for police services at special events is structured.

- 1. Metro Staff Gerhardt shared that, in the current contract, expenditures from special events were part of the overall contract value and were approved by Metro Board. Additional funding was required last year because there was not enough funding within the contract value for the total approved events.

- ii. Member Raigoza asked budget can go towards overtime for security services during

unexpected events. This would help to minimize disruptions and improve the overall customer experience.

1. Metro Staff Gerhardt responded that there is some flexibility in expenditures, but beyond the requested budget, additional expenditures must first be approved by Metro.
2. Member Davis shared his support for more transit ambassadors to assist at unexpected events.
 - a. Member de Rivera echoed support for unarmed security.
- iii. Member Smith clarified that the recommendations are not proposing a removal of the role of law enforcement but rather phasing out of contracted services paid for by Metro.
 1. Metro Staff Gerhardt responded that currently Metro has 600 law enforcement officers ready to respond to emergency calls. If they were not contracted, they would no longer be available.
 - a. Member Davis recommended calling for a reduction in contracted law enforcement officers instead of a complete removal.
 - b. Member de Rivera commented that crowd control techniques are often racialized and asked Metro to consider how law enforcement responds during events.

e. Oversight and tracking:

- i. Member Ajayi asked Metro what kinds of additional resources will be employed to ensure Metro has additional oversight.
 1. Metro Staff Gerhardt shared that internally, Metro had the Office of Civil Rights, Office of Ethics, the Office of the Inspector General, and the CEO who all have oversight powers.
 2. Member Smith stressed the importance of community oversight adding to what Metro already has in place.
 3. He added that racial disparities in citations demonstrate that the current overall system needs improvement.
- ii. Member Goodus shared concern about continuity of service and response time improvements if Metro moves away from contracted services. He added that the committee and Metro must continue working together to ensure the safety of all riders.
- iii. Member Annang recommended Metro connect with other city transit systems, including the Bay Area's BART oversight commission. She called for more research about efforts on transit systems around the country.
 1. Metro Staff Gerhardt responded that Metro requires all agencies to develop an oversight commission as part of their contract obligations.

f. Metro Policies:

- i. Member Garcia asked for clarification on the reasoning for recommendation #22 (engaging in anti-terrorism operations) and process for making recommendations that conflict with Metro.
 1. Member Dembo responded that the subcommittee felt that anti-terrorism can be addressed by alternatives to law-enforcement.
 2. Facilitator France added that recommendations first go to the CEO for consideration, then they are presented to the Metro Board.

g. Vote to approve ad hoc committee's policing contract recommendations

- i. Yes: 10 No: 3 Abstain:0 Absent: 2
 - ii. The item was approved.
- h. Next Steps:** Facilitator France announced that the facilitation team will draft an outcomes memo for the CEO to present to the Metro Board.

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor shared his experience as a rider with increased violence on Metro.
- B. Commentor shared that she has not seen statements from Metro when violent incidents occur and asked for the appropriate allocation of law enforcement on trains and buses.

V. Adjournment

- A. Meeting adjourned at 7:05 PM

VI. Next Steps

- A. The committee will reconvene on February 2, 2022.

Metro Public Safety Advisory Committee

General Committee Meeting

Meeting Summary

Wednesday, February 2, 2022

5:00 – 7:00 p.m.

I. Call to Order

a. **Zoom Meeting Protocols**

- i. Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpretation services would be available during the meeting.

b. **Agenda**

- i. Facilitator France reviewed the agenda for the meeting

c. **Roll Call**

Present: Ashley Ajayi, Florence Annang, Clarence Davis, Ma'ayan Dembo, Esteban Gallardo, Darryl Goodus, Charles Hammerstein, Sabrina Howard, Jessica Kellogg, Scarlett de Leon, Carrie Madden, Glenda Murrell, Jose Raigoza, Maricela de Rivera, Chauncey Smith, Constance Strickland,

Absent: Andrea Urmanita, James Wen, Mohammad Tajsar

d. **Approval of Meeting Minutes for 02/02/22**

- i. Committee members voted to approve the meeting minutes for the February 2nd, 2022, meeting. The minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants.

- a. There were no requests for public comment.

III. Discussion

Presentation from Ben Adam Climer, Crisis Consulting

Ben Adam Climer of Crisis Consulting, and formerly of CAHOOTS in Eugene, OR shared a presentation on the CAHOOTS model of non-emergency first response.

- a. CAHOOTS is a non-emergency first response model, which pairs an EMT and crisis counselor to respond to calls for incidents.
- b. The model is designed to alleviate the burden on police, fire, and EMS, while providing the appropriate response to crisis derived from emotional distress, substance abuse, and homelessness.
- c. CAHOOTS can be dispatched through 911 or another non-emergency number; the dispatch determines the appropriate response for an incident and dispatches the appropriate service.

- d. **Member Q&A:** PSAC members asked Climer questions about the model, its implementation challenges, and potential application to Metro.
 - i. Member Smith asked how the presence of law enforcement effects the outcomes of incidents, citing concerns from racial justice and disability advocates.
 - 1. Climer emphasized that the CAHOOTS model doesn't utilize law enforcement unless absolutely necessary; approximately 10-15% of calls for CAHOOTS will involve law enforcement. Instead, he indicated that the CAHOOTS model is designed to relieve the burden from law enforcement. He also emphasized the need for extensive training of dispatchers.
 - ii. Member Howard asked how CAHOOTS worked to make community members aware of their model.
 - 1. Climer responded that they had done significant community outreach over the course of 30 years. Additionally, they engaged in trainings with social services staff.

Metro Presentation on the FY2022 Budget Process

Metro staff Melissa Wang and Irene Fine presented an overview of Metro's FY22 budget process. After this overview presentation, PSAC members asked questions of Metro staff.

- a. **Federal Funding:** Member Raigoza asked about how current federal funding allocations will affect the budget for the coming year.
 - i. Wang answered that most of that specific funding is for capital projects. Currently, they are projecting limited funding increases for the operation and maintenance of transit services. The agency is drafting their proposal to compete for their fair share of federal funding.
- b. **Resumption of Fares:** Member Ajayi asked how the resumption of fare collection on Metro transit has changed the budget and asked if there were plans for fareless transit in the future.
 - i. Wang responded that Metro is focused on building the LIFE and student fare programs. They will also be pursuing federal funding dedicated to fareless transit.
 - ii. Member de Leon asked what level of enrollment the LIFE program was at.
 - iii. Wang answered that the program has enrolled between 30-50% of its target number of participants.
- c. **Surveillance Budget:** Member Annang asked how Metro had allocated funding for surveillance in the past year.
 - i. Metro staff responded that they would follow up on this item.
- d. **Revenue Pathways:** Member de Leon asked if the revenue from fare collection is then used to fund fare enforcement.
 - i. Wang responded that once revenue is received, it does not have a

specified destination.

Summary of PSAC Work to Date

Facilitator France gave a summary of the recommendations passed by the PSAC General Committee. This includes the following:

- New Mission & Values statement for public safety on Metro
- Recommendations on the interim and forthcoming multi-agency policing contracts
- Recommendations on the forthcoming Infrastructure Protection Services (IPS) contract
- Recommendations for a Transit Ambassador program framework
- Recommendations on the Home At Last (HAL) short-term shelter program for unhoused riders

IV. General Public Comment

Public comment was taken from meeting participants.

- a. There was one request for public comment, but participants were unable to hear the commentor's audio after several attempts.

V. Adjournment

- a. Meeting adjourned at 7:02 p.m.

VI. Next Steps

- a. The committee will reconvene on 02/16/22.

Metro Public Safety Advisory Committee

General Committee Meeting #21

Meeting Summary

Wednesday, February 16, 2022

5:00 – 7:00 p.m.

I. Call to Order

a. Zoom Meeting Protocols

- i. Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpretation services would be available during the meeting.

b. Agenda

- i. Facilitator France reviewed the agenda for the meeting.

C. Roll Call

Present: Andrea Urmanita, Ashley Ajayi, Clarence Davis, Ma'ayan Dembo, Esteban Gallardo, Darryl Goodus, Charles Hammerstein, Sabrina Howard, Jessica Kellogg, Glenda Murrell, James Wen, Jose Raigoza, Maricela de Rivera, Chauncey Smith, Constance Strickland, Mohammad Tajsar

Absent: Carrie Madden, Florence Annang, Scarlett de Leon, Raul Gomez

d. Approval of Meeting Minutes for 02/02/22

- i. Committee members voted to approve the meeting minutes for the February 2nd, 2022, meeting.
- ii. Yes: 11 Abstain:1 No:0
- iii. Meeting minutes were approved

e. New Metro Staff Introduction

- i. Metro staff introduced Gina Osbourne as the new Metro Chief Safety Officer who will oversee SSLE and risk safety asset management.

II. General Public Comment

Public comment was taken from meeting participants.

- a. There were no requests for public comment.

III. Discussion

PSAC Work-to-date

Committee members reflected on the committee's work-to-date and shared feedback on outstanding items that the committee should or will include in its workplan.

- a. **Context setting:** Facilitator France provided a summary of the recommendations passed by the committee, new roles that have been developed, alternatives advanced, and data produced. He also reviewed next steps and asked for feedback.

- b. **Member feedback:**

- i. Member Ajayi asked what the plan was for outstanding items that are not addressed before June.
 - 1. Metro staff replied that they are currently finishing up the procurement to employ a consultant to complete the evaluation of PSAC. The goal is to complete the evaluation by May to chart next steps before the committee term ends.

Update on Initiatives Related to Motion 26.2 & Motion 37 Amendment

Metro staff Nicole Englund, Judy Gerhardt, and Deserae Jones provided an update on the agency's various safety initiatives including security blue light boxes, right-of-way intrusion prevention, the transit ambassador program, elevator attendants, operator security, flexible dispatch, and outreach program improvements.

- a. **Next steps:** Metro staff shared that they will present a more comprehensive version of tonight's updates at the next Metro Board meeting.
- b. **Flexible Dispatch Initiative:** Member Tajsar asked for more information on intelligence sharing and communication between bus operators and law enforcement.
 - i. Metro staff replied that there will be recommendations coming to the general PSAC committee on the Flexible Dispatch program in April. The initiative will put LAPD dispatchers in the Bus Operations Center so a dispatcher can quickly respond with the most appropriate responder.
 - ii. Member Smith responded that although the idea of putting police dispatchers into Metro's dispatch system to listen and decrease response times may seem like a good idea for community safety, but that there is research showing that it puts people of color at a higher risk for over-policing. He shared a [link](#) to an article that provides more information.
- c. **Funding:** Member Ajayi asked for more information regarding allocated funding for the initiatives mentioned.
 - i. Metro staff responded that funding came out of the motion 26.2, which allocated funding available in the current fiscal year, and has already been approved by the Board.
- d. **Operator Safety and Right-of-Way Intrusion Prevention:** Member Murrell asked for clarification on the button mentioned for operator safety.

- i. Metro staff responded that the panic button alarms are in a conceptual stage and would enhance, rather than supplant, the current systems in place.

Metro Budget Equity Assessment Tool: Metro Office of Equity and Race

Executive Officer KeAndra Dodds presented an update on how the Office of Equity and Race is working with Metro staff to measure equity in their annual budget process.

a. Questions and Comments:

- i. Member Ajayi asked if the MBEAT assessment has been applied to the most recent bus service changes.
 - 1. Dodds clarified that the MBEAT is not applied to service changes and is instead applied only during the budget process when making funding requests.
- ii. Member Davis asked work the office has accomplished so far and what projects are currently in progress.
 - 1. Dodds replied that the budget equity assessment has grown in use and is now being applied to budget requests agency-wide, resulting in a general cultural change. They added that additionally the office is ensuring equity is considered in every step of a project's process, are training equity liaisons, and they developed a compensation policy for members of advisory bodies.
- iii. Member Tajsar asked what the biggest challenge to implementing new approaches to budgeting has been.
 - 1. Dodds shared that training staff and making sure the tool is comprehensive of Metro's scope are the most difficult.

Budget Allocation Exercise

Facilitators Mahdi and Dryjanski lead a discussion and exercise around Metro's public safety budget allocation.

- a. **Context setting:** Facilitator Mahdi summarized reviewed the major spending categories from last year's public safety budget. She emphasized that this exercise is solely for public safety and not inclusive of Metro's full operating budget.
 - i. Member Ajayi asked how the process of categorizing and ranking different potential funding streams is equitable.
 - 1. Facilitator France shared that by April, the committee must provide input on Metro's budgeting process for public safety and this is a mechanism to reach consensus with the group.
 - 2. He added that after listening to the previous presentation on Metro's budget equity process, the facilitation team has some possible next steps and questions for the committee.
 - 3. He added that the budgeting process will inherently require tradeoffs and prioritization.
- b. **Mentimeter Exercise:** Facilitator Dryjanski led the committee through a polling exercise to gather initial data on the committee's preferences for how Metro allocates its public safety budget. [The results of the polling can be found here.](#) The following section details questions and clarifications asked during this discussion item.
 - i. **Creating Safe Environment:** Member Tajsar suggested expanding on the projects

that fall under this category to achieve the vision for a safe environment that the committee has discussed.

1. Facilitator Dryjanski shared that the categories are based on how Metro has grouped things together, but the facilitation team will follow up with a more detailed survey. He also clarified that the purpose of today's exercise is to set a baseline for future conversations.
- ii. **Emergency Response:** Metro staff shared that emergency operations are the high-level coordination and collaboration with other transit agencies/partners for planned and unplanned emergencies or other large public events.
 1. Member Dembo asked if Metro is acting solely as a transit agency or more as a countywide convener.
 - a. Metro staff responded that during such instances, they have representation in their Emergency Operations Center (EOC) that represents the agency's needs. While all other entities have their priorities, they work to find balance within a unified command system. Within their EOC, they have representatives from the Sheriff's Department, City Emergency Planning, and the Fire Department.
 2. Member Wen asked if there are any remaining funds from the previous fiscal year in the emergency response budget.
 - a. Metro staff were unsure if there was a remaining budget but shared that funds do not roll over. Funds for the EOC primarily come from grantmaking.
- iii. **Homeless Outreach:** Member Davis asked if the 11 million dedicated to homeless outreach includes future funding from a built-in ecosystem like recycling programs.
 1. Facilitator Dryjanski responded that this is not something that would likely fall under the homeless outreach budget. However, he noted that this is something that can be suggested as a possible alternative/initiative in a future discussion the committee will have.
- iv. **Investments in Technology:** Member Howard shared that they voted to keep the budget for this item about the same because it is not clear to them that investing in it would improve the rider experience or safety.
 1. Member Murrell shared that they support increasing funding for this item, especially to improve the effectiveness of the camera system.
- v. **Law enforcement:** Member Tajsar noted that having more than half the total budget dedicated to law enforcement seems fundamentally at odds with what the Board and the public want.
 1. Member Davis shared that it does not seem that law enforcement will be removed, but the budget should gradually be reduced.
- vi. **Safety and Security Initiatives Support:** Metro staff shared that this item is for labor costs which includes benefits, workers compensation, and other standard fringe benefits for Metro's Security Department.
- c. **Next Steps:** Facilitator Dryjanski announced that the facilitation team will follow up with a survey that includes detailed line items.

IV. General Public Comment

Public comment was taken from meeting participants.

- a. There were no requests for public comment.

V. Adjournment

- a. Meeting adjourned at 7:01 p.m.

VI. Next Steps

- a. The committee will reconvene on 03/02/22.



Public Safety Advisory Committee Quarterly Update

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

MARCH 17, 2022

April – February PSAC Meetings

General PSAC
Meetings
22

Non-Law
Enforcement
Alternatives
Ad-hoc Meetings
19

Policing Practices
Ad-hoc Meetings
15

Infrastructure
Protection Services
Ad-hoc Meetings
14

Community
Engagement
Ad-hoc Meetings
10

Public Safety Survey
Ad-hoc Meetings
3

84 Meetings Total

November – February Meeting Highlights

> Approve the Mission & Values Statements
> Transit Ambassador Program Framework Recommendations

> Forthcoming infrastructure protection services and law enforcement contract recommendations
> Home at Last Short-term Shelter Program recommendations

December

February

November

January

> Year-end Workplan Reflection

> Guest Speaker: Ben Adam Climer, CRISIS Consulting
> FY22 Public Safety Budget Overview and FY23 Budget Process Briefing

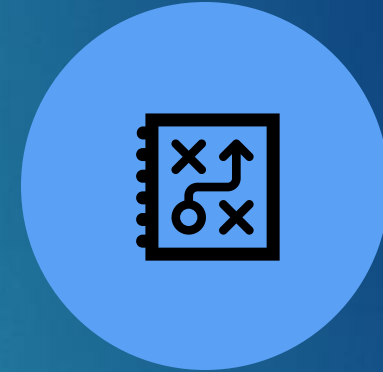
Look Ahead



FY23 PUBLIC SAFETY
BUDGET



CODE OF CONDUCT



PLACE-BASED
IMPLEMENTATION
STRATEGY



Board Report

File #: 2022-0089, File Type: Informational Report

Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

MARCH 17, 2022

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

As of June 2021, Metro System Security & Law Enforcement (SSLE) has revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). To avoid discrepancies related to crime reclassifications and maintain consistency with contract terms and conditions, SSLE will have all data submitted by the 15th of every month. This will provide ample time for staff to review, thereby providing the Board with complete and accurate data.

BACKGROUND

The following sections provide data, trends, and updates on SSLE initiatives to help improve public safety on the Metro system.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

Technical Review

The SSLE Administration and Compliance Unit continue to verify that all field Officers/Deputies on duty are tapping their Metro-issued badges at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors. This ensures high visibility for riders utilizing Metro's services, while also establishing a method of accountability for our contracted law enforcement personnel.

Upon reviewing the sample size from December 2021 and the relevant supporting information provided by LAPD and LBPD, it was determined that the Officers from the daily deployment schedule

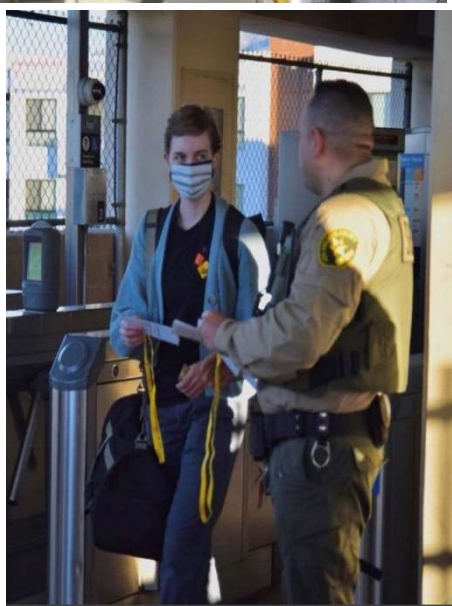
served at their respective details and are compliant with the contract.

LASD encountered a problem with their information technology. Due to this problem, they could not complete their review of staff's discrepancies discovered and submit relevant supporting information. LASD will continue to work on these issues. Upon receiving supporting information, staff will review and report findings in the April report.

Community Policing Updates

As part of Metro's Community Safety Partnerships, each contracted agency hosts its own community policing events. The following is an update on reported community engagements in January and February:

AGENCY	DATE	LOCATION	EVENT	DESCRIPTION
LASD	1/27/2022	Sierra Madre Villa Station	Fentanyl Awareness	Informational pop-up designed to educate riders on the dangers of fentanyl — 40 attendees
LAPD	2/3/2022	Harbor Gateway Transit Center	Donuts with a Cop	Bus Operator engagement pop-up — 25 attendees
LASD	2/23/2022	Willowbrook/Rosa Parks Station	Anti-Hate Campaign	LA Stop Hate campaign pop-up — 20 attendees
LASD	2/24/2022	Santa Monica Station	Coffee with a Deputy	Community engagement pop-up — 25 attendees
LBPD	3/9/2022	Willow Station	Coffee with a Cop	Community engagement pop-up
LAPD	3/10/2022	Canoga Station	Coffee with a Cop	Community engagement pop-up



Human Trafficking Awareness Month Lunch & Learn

As part of Human Trafficking Awareness Month, SSLE hosted a Lunch & Learn webinar for Metro employees.. The presentation taught participants about the critical role transit agencies play in combating human trafficking. Speakers included Dr. Kezban Sokat (Associate Professor from the Mineta Transportation Institute at San Jose State University), Sergeant Jeffrey Walker (Los Angeles County Sheriff's Department Special Victims Bureau-Human Trafficking Task Force), and Tera Hilliard (CEO of Forgotten Children, Inc.). Sixty (60) Metro employees attended the webinar. Additionally, SSLE provided two agency-wide emails with information on how to report human trafficking..

On the Move Riders Program - Cyber Seniors Series



Get with the tech!

Join Metro's On the Move Riders Program in partnership with Cyber Seniors for a series of app and mobile device training webinars for iPhone and Android users.



Transit Watch App

February 15-17, 2022

10am



TAP LA App

March 15-18, 2022

10am



Metro Micro App

April 12-14, 2022

10am

As part of Metro's Community Safety Partnerships, SSLE participated in the On the Move Riders Program (OTMRP) "Cyber Seniors Series" From February 15th to the 17th, 2022. The OTMRP teaches senior citizens how to ride the Metro system and travel safely. SSLE highlighted Transit Watch and taught seniors how to download the app on their mobile devices, and how to report incidents on the Metro system to Transit Security and Law Enforcement.

METRO TRANSIT SECURITY (MTS)

Spotlight

On February 18th, 2022, Metro Transit Security Officers Marvin Garcia and Oscar Hernandez were on duty at Union Station Red Line. The officers observed an individual that they recognized from a Los Angeles County Sheriffs missing persons flyer from January 22nd, 2022. The flyer described the individual as missing, male, a juvenile, and at risk. Officers Garcia and Hernandez noted that he was in good spirits, clean, and appeared to be well-nourished. Prior to taking action, the officers verified with our law enforcement partners whether the juvenile from January's bulletin was still considered a missing person. After confirming that he was in fact still missing, the officers contacted LAPD, who then took the minor into custody at Union Station and eventually released him to a family member that same day.

On February 18th, 2022, Metro Transit Security Officers Mitchel Triay and Amilcar Oliveros were on duty at Union Station. A bus operator flagged them down and reported an incident at the East Portal. The officers responded and found an individual who said he was attacked in the men's restroom. The officers identified the suspect and took him into custody without incident. The suspect had a hammer concealed on his person. The victim received medical treatment at the scene but declined to be transported to a hospital. LAPD took custody of the suspect.

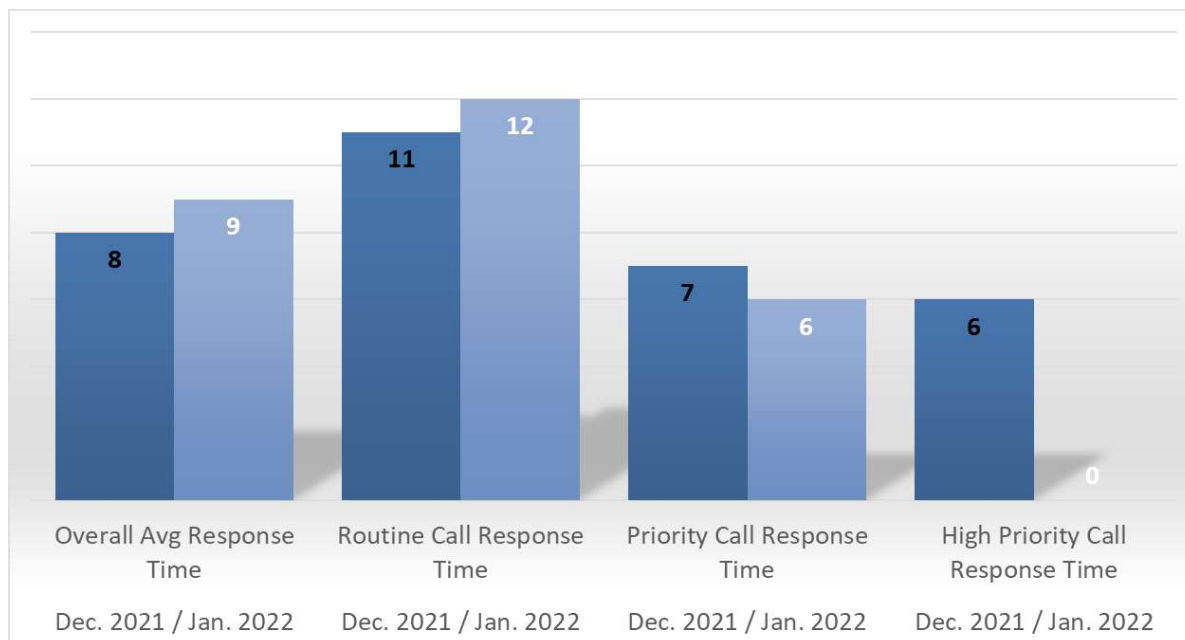
Quality Service Audits

For January, MTS completed seventeen (17) Quality Service Audits. MTS Supervisors contacted two (2) internal partners, and fifteen (15) patrons to gain feedback on the performance of our officers. Those surveyed gave ratings ranging from "meets," "exceeded," and "greatly exceeded" expectations for the services rendered by Transit Security Officers (TSOs).

Calls for Service

For the month of January, Transit Security received 462 calls for service, compared to 421 calls for service in December 2021. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 323 calls and responded to 276 of them with an average response time of twelve (12) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator tech.
- Priority: Transit Security received 139 calls and responded to 116 of them with an average response time of six (6) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator tech.
- High Priority: Transit Security did not receive any high priority calls.



BUS OPERATIONS SECURITY

In January, there were a total of thirteen (13) assaults on bus/rail operators, with nine (9) assaults occurring in LAPD's jurisdiction and four (4) assaults occurring in LASD's jurisdiction. Furthermore, there were 16,743 bus boardings by LAPD officers and 6,200 bus boardings by LASD deputies on

various routes throughout the system. LAPD's analysis revealed that the decrease in bus operator assaults (from November 2021's twelve-month high of 12 assaults followed by 11 assaults in December 2021) can be attributed to Transit Services Bureau officers' bus boardings and interactions with bus patrons at the identified problem locations. The problem locations have been identified through daily analysis and officers interacting with bus operators at the end of the line. Detectives determined the incidents were unrelated based on the suspects' descriptions, location of occurrence, and victim interviews. Currently, there are no crime trends or patterns that have been identified by both LAPD and LASD.

Staff is implementing the following concepts to decrease operator assaults and increase the feeling of safety:

- Law enforcement partners and SSLE Community Liaison meet weekly with bus operators to build relationships, discuss safety strategies, de-escalation techniques, and reporting processes.
- Bystander Training that will introduce operators to scenario-based training for response options to events on a bus.
- A weekly newsletter to be distributed via email and at Divisions to address safety and security tips, wellness, emergency preparedness, and other relative topics.
- Collaboration with Operations to collect and evaluate feedback from operators to better understand needs.
- Consideration of deployment of Metro Transit Security on buses.

We will provide updates on the effectiveness of the above strategies in future reports.

SUPER BOWL SECURITY PLAN

In February 2022, SSLE participated in region-wide preparedness activities to support Super Bowl LVI, which was held at SoFi Stadium in Inglewood. Support was also directed to Downtown Los Angeles, where the Super Bowl Experience was being held at the Los Angeles Convention Center. Led by Metro's Emergency Management Department, Metro activated its Emergency Operations Center (EOC). Leading up to the Super Bowl and Super Bowl Experience, Emergency Management developed the Event Action (Security) Plan and established a liaison with the City of Inglewood's Operation Center for coordination, communication, and collaboration among the more than twenty (20) command posts. Additionally, LAPD, LASD, Metro Transit Security, and contract security (RMI) increased their presence on the Metro system by 174%. This increased security measure also included partners from the Transportation Security Administration (TSA). Overall, the Super Bowl planning initiative, which Metro had been strategizing for more than nine months prior to February, was vital to the success of Metro's response to all the Super Bowl activities. As Metro prepares for future major events coming to Los Angeles, this operation will serve as a guide to inform SSLE and its partners of how best to ensure a safe and efficient transportation system.

SAFETY BULLETIN

Transit Security began publishing a weekly periodical focusing on a multitude of safety-related topics

spanning from health, environmental, and personal safety, workplace safety, and more. In addition, it will include interactive opportunities for employees to provide feedback on developing topics through polls. The bulletin will be sent to employees via email, included once a week in the Daily Brief, as well as printed and distributed to Operations divisions. The pilot issue was delivered on February 24th, 2022. Internal marketing will include posters featuring a QR code directing readers to archived issues that can be searched by topic.

SEXUAL HARASSMENT

The Peace Over Violence (POV) contract ended on January 1st, 2022. Calls are now being routed through Metro Transit Security Operations Center, which then transfers the caller to one (1) of three (3) free 24/7 hotlines - Peace Over Violence, Center for the Pacific Asian Family Inc., and Sister Family Services - that can provide more directed counseling. Between January 1st through January 31st, Metro Transit Security, LAPD, and LASD received and referred a total of 13 victims of sexual harassment to the above free hotlines.

BYSTANDER PROGRAM

The previous report announced that the Bystander Intervention Training Program would be launching in February 2022. This date has been adjusted to Spring of 2022 to allow draft materials to be thoroughly reviewed by an internal working group consisting of members from the Office of Civil Rights, Racial Equity & Inclusion, County Counsel, and the Office of Inspector General. The expanded launch window will also grant more time to prepare the learning materials for launch on Metro's Adobe Captivate Prime learning portal.

EQUITY PLATFORM

The weekly safety bulletin will serve as a channel for SSLE to communicate with employees, especially front-line staff. The periodical will benefit employees and help empower them by providing valuable safety information to improve their work environment. As mentioned above, it will also include interactive features such as polls to gather employee feedback on developing safety topics.

The random Quality Service Audits (QSA) provide a key assessment tool to help measure and enhance customer's perception of safety, security, customer service, and public sentiment toward Metro Transit Security. This comes in the form of a survey that asks to rate the service provided by Transit Security Officers. Participants range from external and internal personnel and patrons who ride the system. For the month of January, we had the following representation of QSAs for riders/patrons.

January QSA Demographics	Avg. Rating (out of 20)	2017 System Demographics (On-board Survey)
18% African American	18	16% African American
29% Hispanic	19	56% Hispanic
35% Caucasian	18	13% Caucasian
0% Asian American	NA	9% Asian American
0%	NA	1% Native American

6% Other	17	5% Other
12% No info	17	

NEXT STEPS

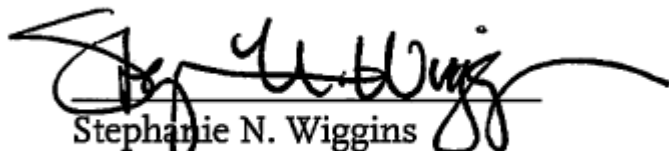
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

Attachment A - Sexual Harassment Crimes January 2022
Attachment B - Systemwide Law Enforcement Overview January 2022
Attachment C - MTA Supporting Data January 2022
Attachment D - Transit Police Summary January 2022
Attachment E - Monthly, Bi-Annual, Annual Comparison January 2022
Attachment F - Violent, Prop, and Part 1 Crimes January 2022
Attachment G - Demographics Data January 2022

Prepared by: Judy Gerhardt, Deputy Chief System Security and Law Enforcement Officer, (213) 922-4811

Reviewed by: Gina Osborn, Chief Safety Officer, (213) 922-3055


Stephanie N. Wiggins
Chief Executive Officer

Sexual Crime / Harassment Calls for Service (January 2022)

January 2022 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	1	0	0	2	3
Sexual Battery	5	0	0	1	6
Lewd Conduct	0	0	0	0	0
Indecent Exposure	0	1	0	3	4
Rape	0	0	0	0	0
TOTAL	6	1	0	6	13

Counseling Information Provided	
	January 2022
YES	12
NO- If no, why?	1
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	1
Officer Witnessed Incident	0
TOTAL	13

January 2022: Dept. Average Incident Response Time Sex Crime / Harassment Measured in Minutes			
Agency	Time Tracking: Incident Rpt. To Call Created	Time Tracking: Call Generated To On Scene	Time Tracking: Incident Rept. To On Scene
LAPD	0	4	4
LASD	1	1	2
LBPD	N/A	N/A	N/A
MTS	0	9	9
DEPT AVERAGE	0	5	5

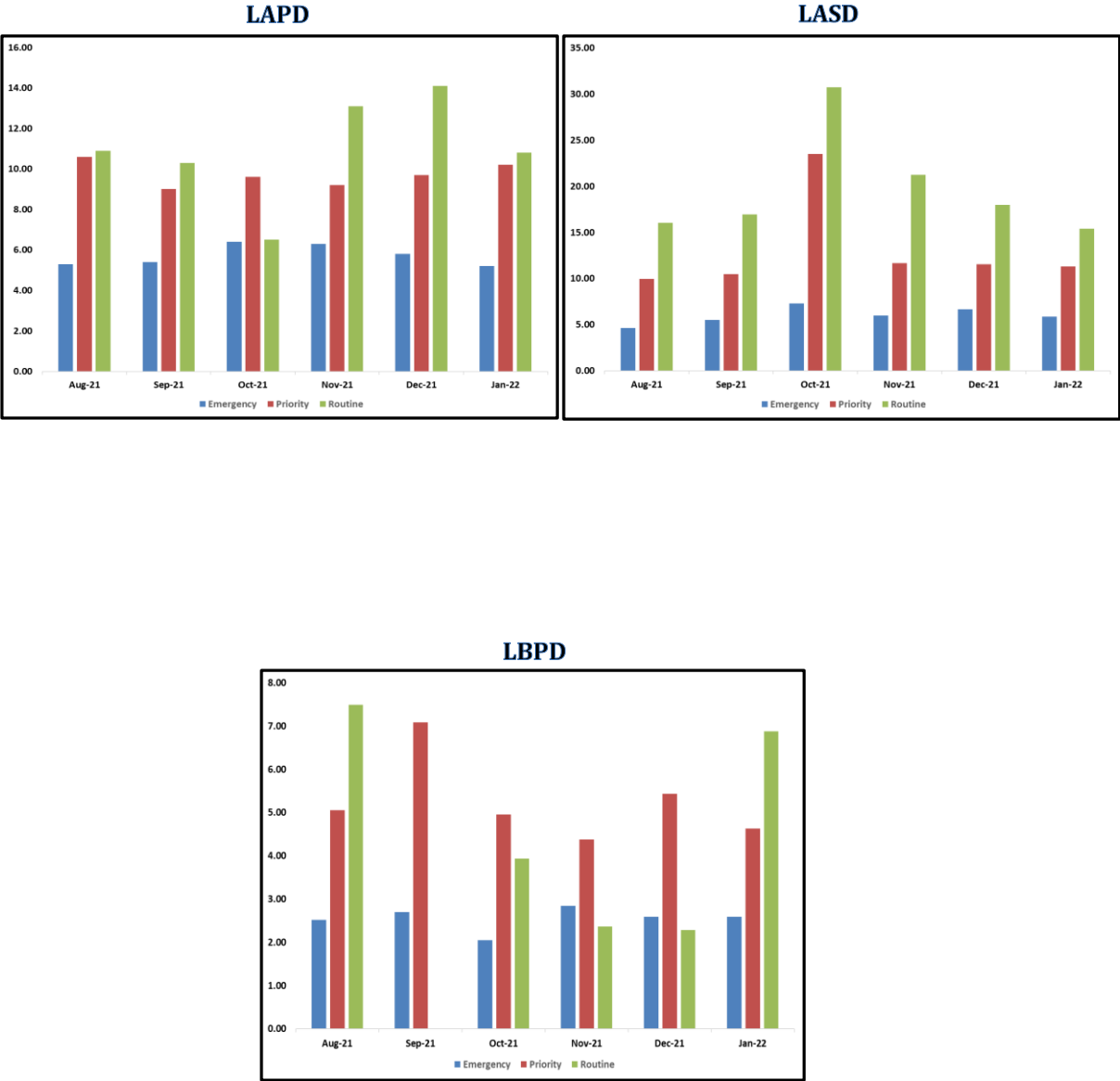
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2022

Attachment B

Average Incident Response Times

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

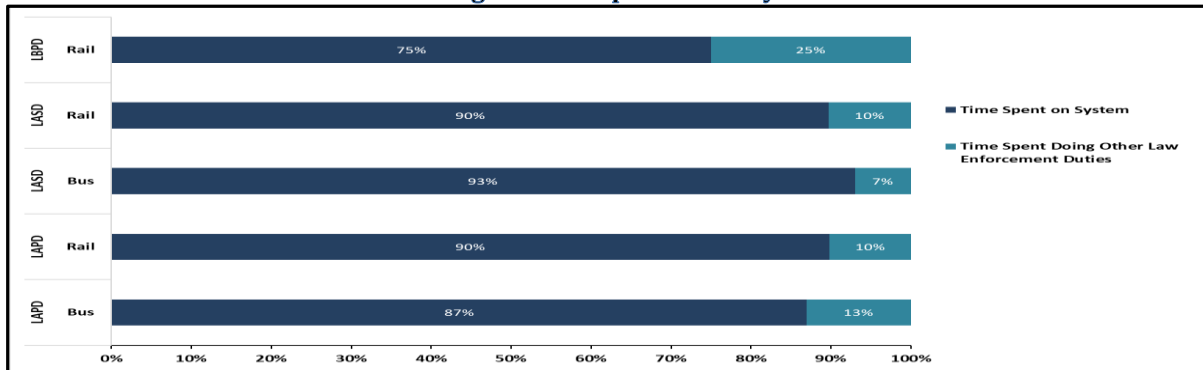


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

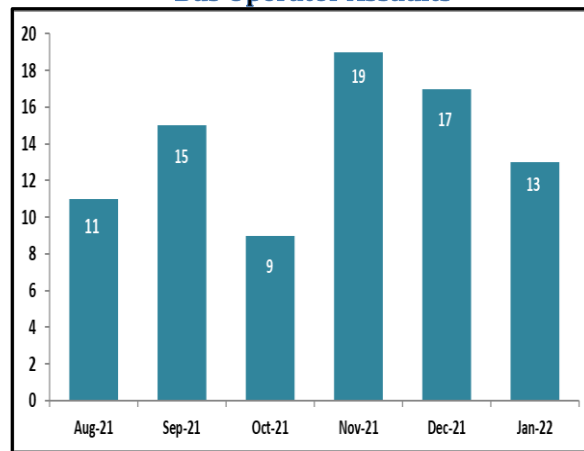
JANUARY 2022

Attachment C

Percentage of Time Spent on the System



Bus Operator Assaults

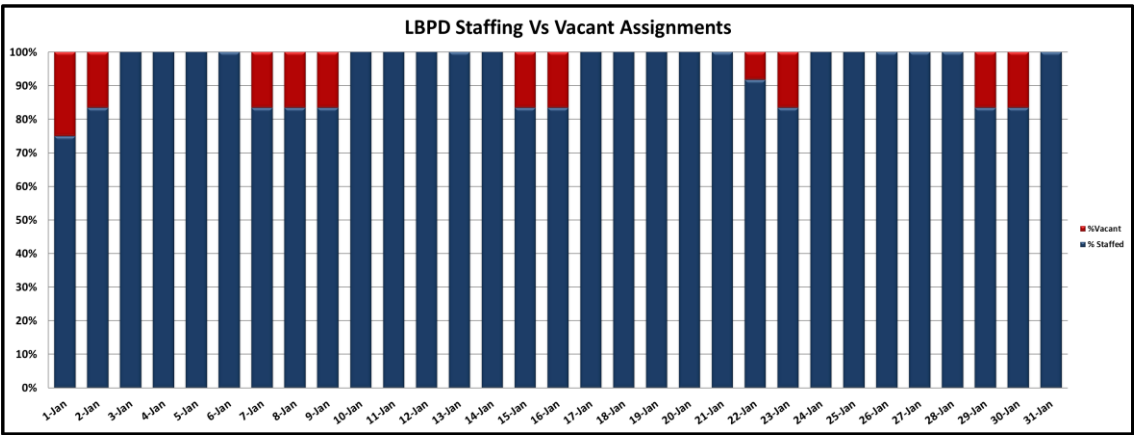
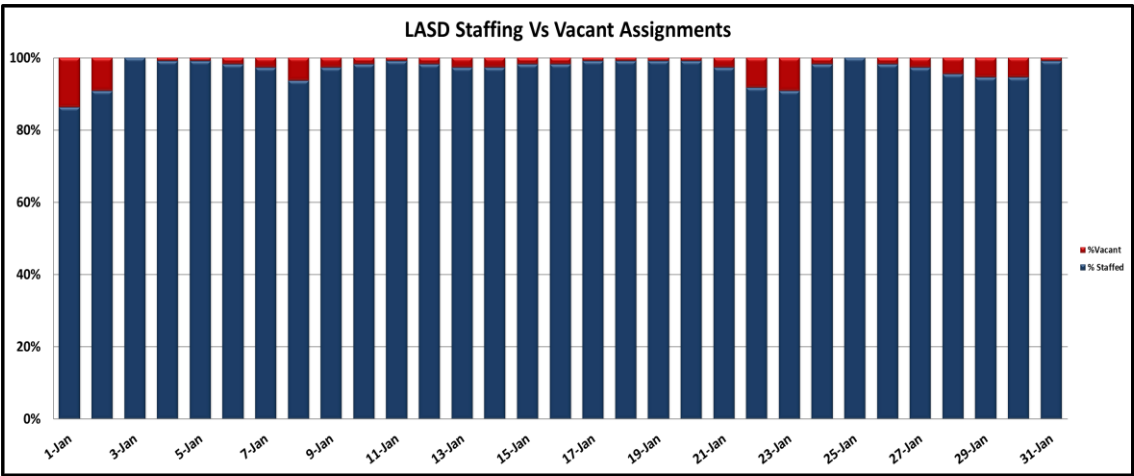
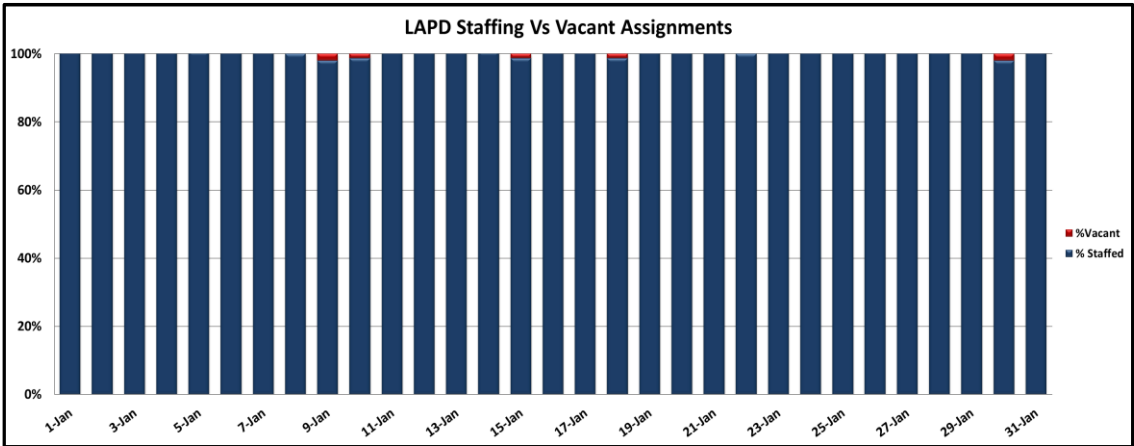


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2022

Attachment C

Ratio of Staffing Levels vs Vacant Assignments



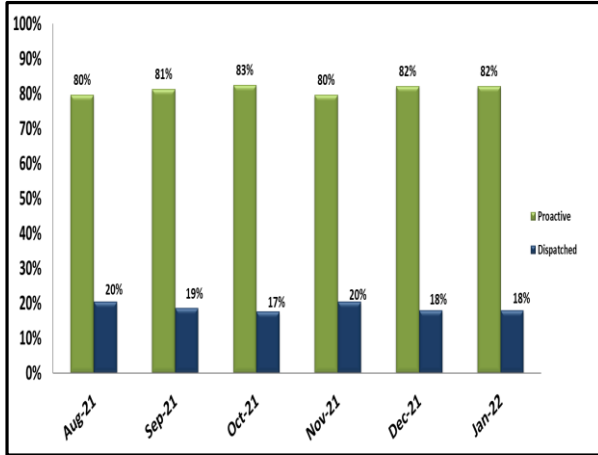
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2022

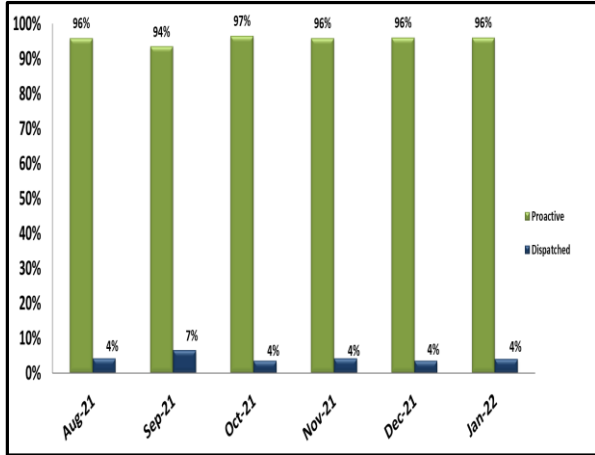
Attachment C

Ratio of Proactive vs Dispatched Activity

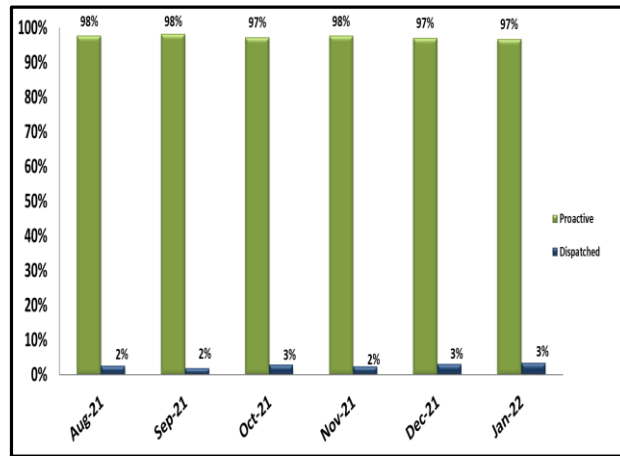
LAPD



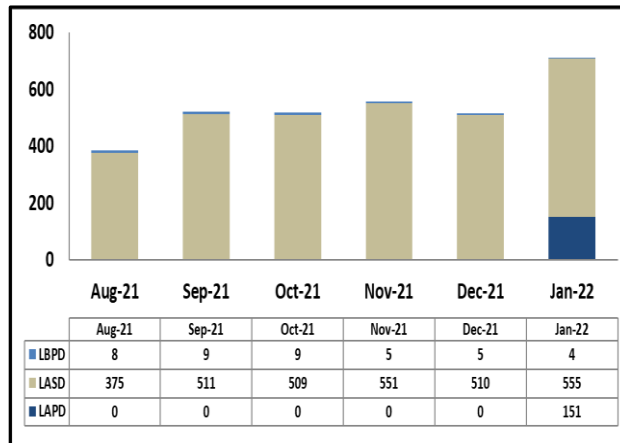
LASD



LBPDP



Grade Crossing Operations



Grade Crossing Operation Locations January:

1. Blue Line Stations (273)
2. Expo Line Stations (133)
3. Gold Line Stations (304)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	1	5	0	28
Aggravated Assault	1	4	1	39
Aggravated Assault on Operator	0	0	0	0
Battery	2	3	2	60
Battery Rail Operator	0	0	0	1
Sex Offenses	0	0	0	7
SUB-TOTAL	4	12	3	137
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	1	4
Larceny	2	3	0	26
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	1
Arson	0	0	0	1
Vandalism	0	0	0	19
SUB-TOTAL	2	3	1	52
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	0	1	6
Narcotics	0	2	0	11
Trespassing	0	0	0	4
SUB-TOTAL	0	2	1	21
TOTAL	6	17	5	210

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	5
Pico	1	0	0	8
Grand/LATTC	0	0	0	6
San Pedro St	0	0	0	6
Washington	0	2	0	18
Vernon	2	0	0	11
Slauson	1	0	0	8
Florence	1	0	0	11
Firestone	1	2	1	20
103rd St/Watts Towers	1	0	0	8
Willowbrook/Rosa Parks	5	0	1	42
Compton	2	0	0	13
Artesia	2	1	0	15
Del Amo	0	0	0	7
Wardlow	1	1	0	5
Willow St	0	0	0	5
PCH	0	0	0	3
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	2	0	1	10
Pacific Av	0	0	0	5
Blue Line Rail Yard	0	0	0	0
Total	19	6	3	210

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	0	9	2	60
Misdemeanor	1	27	1	212
TOTAL	1	36	3	272

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	5	20	0	118
Vehicle Code Citations	0	0	39	474
TOTAL	5	20	39	592

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	2	63	8	578
Priority	27	72	49	964
Emergency	2	7	16	176
TOTAL	31	142	73	1,718

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	22%	2%	3%
Proactive	78%	98%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	91%
Blue Line-LASD	82%
Blue Line-LBPDP	75%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	29	0	0	29
Flower St	25	0	0	25
103rd St	2	0	0	2
Wardlow Rd	0	0	4	48
Pacific Ave.	0	0	0	0
Willowbrook	0	52	0	426
Slauson	0	5	0	61
Firestone	0	14	0	73
Florence	0	19	0	158
Compton	0	34	0	405
Artesia	0	62	0	422
Del Amo	0	27	0	199
Long Beach Blvd	0	0	0	0
TOTAL	56	213	4	1,848

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	0	3	18
Aggravated Assault	0	1	15
Aggravated Assault on Operator	0	0	1
Battery	0	3	13
Battery Rail Operator	0	0	0
Sex Offenses	0	0	6
SUB-TOTAL	0	7	54
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	0	0	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	5	24
SUB-TOTAL	0	5	35
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	4
Narcotics	0	2	2
Trespassing	0	0	1
SUB-TOTAL	0	4	7
TOTAL	0	16	96

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	5
Douglas	0	1	0	1
El Segundo	0	0	0	3
Mariposa	0	0	0	2
Aviation/LAX	0	0	0	6
Hawthorne/Lennox	0	0	0	6
Crenshaw	1	1	1	12
Vermont/Athens	1	0	0	5
Harbor Fwy	0	0	0	5
Avalon	0	0	0	7
Willowbrook/Rosa Parks	3	2	2	20
Long Beach Bl	0	1	0	10
Lakewood Bl	0	0	0	3
Norwalk	1	0	1	11
Total	7	5	4	96

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	31
Misdemeanor	0	8	23
TOTAL	0	11	54

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	8	42
Vehicle Code Citations	6	0	11
TOTAL	8	8	53

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	142	873
Priority	9	53	428
Emergency	0	8	46
TOTAL	11	203	1,347

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	4%
Proactive	83%	96%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	93%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	1	37
Aggravated Assault	2	0	16
Aggravated Assault on Operator	0	0	0
Battery	4	3	34
Battery Rail Operator	0	1	2
Sex Offenses	0	0	3
SUB-TOTAL	10	5	92
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	8	0	34
Bike Theft	1	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	2	0	10
SUB-TOTAL	11	0	47
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	0	0	0
Trespassing	0	0	2
SUB-TOTAL	0	0	6
TOTAL	21	5	145

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	3
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	3
Jefferson/USC	0	0	0	5
Expo Park/USC	0	0	0	4
Expo/Vermont	2	0	0	12
Expo/Western	2	1	0	24
Expo/Crenshaw	1	3	0	13
Farmdale	1	1	0	8
Expo/La Brea	1	2	0	11
La Cienega/Jefferson	1	2	0	8
Culver City	3	0	0	10
Palms	1	0	0	2
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	1	2	0	8
Expo/Bundy	0	0	0	3
26th St/Bergamot	0	0	0	2
17th St/SMC	1	0	0	3
Downtown Santa Monica	1	0	0	24
Expo Line Rail Yard	0	0	0	0
Total	15	11	0	145

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	14
Misdemeanor	0	2	12
TOTAL	0	2	26

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	6	3	16
Vehicle Code Citations	0	0	1
TOTAL	6	3	17

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	9	59	483
Priority	45	21	477
Emergency	3	4	47
TOTAL	57	84	1,007

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	51	0	54
Santa Monica	0	71	379
Culver City	0	11	55
TOTAL	51	82	488

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	3
Robbery	4	32
Aggravated Assault	14	72
Aggravated Assault on Operator	0	0
Battery	21	109
Battery Rail Operator	0	1
Sex Offenses	3	22
SUB-TOTAL	42	240
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	5	62
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	28
SUB-TOTAL	8	92
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	18
SUB-TOTAL	1	18
TOTAL	51	350

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	35
Misdemeanor	3	43
TOTAL	8	78

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	8	18
Vehicle Code Citations	9	14
TOTAL	17	32

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	35	180
Priority	168	1145
Emergency	8	100
TOTAL	211	1,425

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

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

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	7	1	0	40
Civic Center/Grand Park	0	0	0	13
Pershing Square	6	0	0	25
7th St/Metro Ctr	1	1	0	34
Westlake/MacArthur Park	6	2	0	49
Wilshire/Vermont	6	0	0	18
Wilshire/Normandie	0	0	0	3
Vermont/Beverly	2	0	0	19
Wilshire/Western	0	0	0	9
Vermont/Santa Monica	1	0	0	14
Vermont/Sunset	1	1	0	9
Hollywood/Western	3	0	0	16
Hollywood/Vine	5	0	0	20
Hollywood/Highland	2	1	0	27
Universal City/Studio City	1	1	0	19
North Hollywood	1	1	1	35
Red Line Rail Yard	0	0	0	0
Total	42	8	1	350

GOLD LINE

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	0	7
Aggravated Assault	1	0	11
Aggravated Assault on Operator	0	0	0
Battery	4	2	18
Battery Rail Operator	0	0	1
Sex Offenses	0	1	8
SUB-TOTAL	5	3	46
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	0	1	21
Bike Theft	0	0	6
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	1	3	30
SUB-TOTAL	1	5	61
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	6
Trespassing	0	2	6
SUB-TOTAL	0	2	12
TOTAL	6	10	119

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	4	29
Misdemeanor	3	12	65
TOTAL	4	16	94

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	8	18	105
Vehicle Code Citations	10	0	14
TOTAL	18	18	119

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	157	1159
Priority	22	91	752
Emergency	3	12	70
TOTAL	32	260	1,981

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	7%
Proactive	82%	93%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	1	0	7
Azusa Downtown	0	0	0	5
Irwindale	0	0	0	7
Duarte/City of Hope	0	2	0	6
Monrovia	0	0	0	9
Arcadia	0	0	1	8
Sierra Madre Villa	1	0	1	16
Allen	0	0	0	1
Lake	0	0	0	4
Memorial Park	0	0	0	5
Del Mar	0	0	0	3
Fillmore	0	1	0	4
South Pasadena	0	0	0	3
Highland Park	1	0	0	3
Southwest Museum	0	0	0	9
Heritage Square	0	0	0	2
Lincoln/Cypress	0	0	0	3
Chinatown	0	1	0	5
Union Station	1	0	0	4
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	2
Mariachi Plaza	2	0	0	3
Soto	1	0	0	3
Indiana (both LAPD & LASD)	0	0	0	2
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	1	1	0	3
Total	8	6	2	119

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	37	0	37
Arcadia Station	0	17	97
Irwindale	0	48	190
Monrovia	0	12	79
City of Pasadena	0	57	240
Magnolia Ave	0	0	8
Duarte Station	0	15	97
City Of Azusa	0	29	144
South Pasadena	0	13	47
City Of East LA	0	69	350
Figueroa St	7	0	7
TOTAL GOAL= 10	44	260	1,296

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	4
Aggravated Assault	3	10
Aggravated Assault on Operator	0	0
Battery	1	8
Battery Bus Operator	0	2
Sex Offenses	0	0
SUB-TOTAL	4	24
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	0	3
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	4	27

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	1
Misdemeanor	0	4
TOTAL	0	5

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	28	28
Vehicle Code Citations	78	78
TOTAL	106	106

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	2	7
Priority	10	36
Emergency	0	0
TOTAL	12	43

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

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

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	7
Laurel Canyon	1	0	0	2
Valley College	0	0	0	0
Woodman	0	0	0	1
Van Nuys	0	0	0	4
Sepulveda	1	0	0	3
Woodley	0	0	0	0
Balboa	0	0	0	1
Reseda	1	0	0	2
Tampa	0	0	0	1
Pierce College	0	0	0	2
De Soto	0	0	0	1
Canoga	0	0	0	1
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	0	0	0
Total	4	0	0	27

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	2
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	1	0	3
Manchester	0	0	0	0
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	3
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	0	1	0	11

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	0	8
TOTAL	0	0	11

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	57	0	57
Vehicle Code Citations	102	0	103
TOTAL	159	0	160

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	19
Priority	1	1	19
Emergency	0	0	2
TOTAL	1	3	40

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	97%

Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	0	1
Rape	0	0	0
Robbery	3	0	35
Aggravated Assault	4	2	61
Aggravated Assault on Operator	0	0	21
Battery	16	12	170
Battery Bus Operator	9	3	63
Sex Offenses	0	0	9
SUB-TOTAL	33	17	360
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	7	1	54
Bike Theft	0	0	9
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	5	5	52
SUB-TOTAL	12	6	118
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	7
Narcotics	0	4	34
Trespassing	1	0	3
SUB-TOTAL	1	4	44
TOTAL	46	27	522

LASD's Crimes per Sector		
Sector		FYTD
Westside	3	27
San Fernando	2	12
San Gabriel Valley	2	30
Gateway Cities	11	62
South Bay	9	57
Total	27	188

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	13
West Valley	0	5
North Hollywood	4	18
Foothill	1	5
Devonshire	0	4
Mission	2	5
Topanga	0	6
Central Bureau		
Central	6	51
Rampart	3	18
Hollenbeck	0	7
Northeast	3	11
Newton	1	17
West Bureau		
Hollywood	2	14
Wilshire	2	20
West LA	0	8
Pacific	0	11
Olympic	4	31
Southwest Bureau		
Southwest	5	40
Harbor	0	1
77th Street	8	38
Southeast	5	11
Total	46	334

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	3	59
Misdemeanor	2	31	278
TOTAL	8	34	337

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	54	424
Vehicle Code Citations	0	13	113
TOTAL	0	67	537

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	134	1,143
Priority	14	115	840
Emergency	1	11	69
TOTAL	21	260	2,052

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	1%
Proactive	81%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	87%
LASD BUS	93%

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

UNION STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	3	15
Aggravated Assault	0	17
Aggravated Assault on Operator	0	0
Battery	16	86
Battery Rail Operator	0	0
Sex Offenses	1	5
SUB-TOTAL	20	125
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	5
Larceny	7	46
Bike Theft	1	5
Motor Vehicle Theft	2	2
Arson	0	0
Vandalism	5	13
SUB-TOTAL	16	71
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	17
SUB-TOTAL	1	17
TOTAL	37	213

ARRESTS		
AGENCY	LAPD	FYTD
Felony	6	37
Misdemeanor	4	51
TOTAL	10	88

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	2
Vehicle Code Citations	0	0
TOTAL	0	2

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	12	69
Priority	61	324
Emergency	4	11
TOTAL	77	404

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	23%
Proactive	77%
TOTAL	100%

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

LEGEND	
Los Angeles Police Department	

Transit Police

Monthly Crime Report



Attachment D

	2021	2022
	January	January
CRIMES AGAINST PERSONS		
Homicide	1	1
Rape	1	0
Robbery	15	24
Aggravated Assault	17	33
Aggravated Assault on Operator	2	0
Battery	39	89
Battery on Operator	3	13
Sex Offenses	3	5
SUB-TOTAL	81	165
CRIMES AGAINST PROPERTY		
Burglary	0	3
Larceny	22	35
Bike Theft	1	2
Motor Vehicle Theft	1	2
Arson	0	0
Vandalism	23	29
SUB-TOTAL	47	71
CRIMES AGAINST SOCIETY		
Weapons	2	3
Narcotics	9	8
Trespassing	8	5
SUB-TOTAL	19	16
TOTAL	147	252
ENFORCEMENT EFFORTS		
Arrests	119	133
Citations	142	474
Calls for Service	1,267	1,478

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JANUARY 2022

Attachment E

Crimes

Monthly	System-Wide	Jan-21	Jan-22	% Change
	Crimes Against Persons	81	165	103.70%
	Crimes Against Property	47	71	51.06%
	Crimes Against Society	19	16	-15.79%
	Total	147	252	71.43%
Six Months	System-Wide	Aug-20-Jan-21	Aug-21-Jan-22	% Change
	Crimes Against Persons	616	938	52.27%
	Crimes Against Property	299	409	36.79%
	Crimes Against Society	114	111	-2.63%
	Total	1,029	1,458	41.69%
Annual	System-Wide	Feb-20-Jan-21	Feb-21-Jan-22	% Change
	Crimes Against Persons	1,235	1,704	37.98%
	Crimes Against Property	655	780	19.08%
	Crimes Against Society	199	282	41.71%
	Total	2,089	2,766	32.41%

Average Emergency Response Times

Monthly	Jan-21	Jan-22	Change in Seconds	% Change
	4:42	4:33	-9	-3.19%
Six Months	Aug-20-Jan-21	Aug-21-Jan-22	Change in Seconds	% Change
	4:56	4:46	-10	-3.38%
Annual	Feb-20-Jan-21	Feb-21-Jan-22	Change in Seconds	% Change
	4:42	4:32	-10	-3.55%

Bus Operator Assaults

Monthly	Jan-21	Jan-22	% Change
	5	13	160.00%
Six Months	Aug-20-Jan-21	Aug-21-Jan-22	% Change
	39	84	115.38%
Annual	Feb-20-Jan-21	Feb-21-Jan-22	% Change
	76	125	64.47%

Fare Compliance

Monthly		Jan-21	Jan-22	% Change
	Green Checks	180	449	149.44%
	Yellow Checks	87	511	487.36%
	Red Checks	5	29	480.00%
	Total	272	989	263.60%
Six Months		Aug-20-Jan-21	Aug-21-Jan-22	% Change
	Green Checks	282	463	64.18%
	Yellow Checks	153	516	237.25%
	Red Checks	17	29	70.59%
	Total	452	1,008	123.01%
Annual		Feb-20-Jan-21	Feb-21-Jan-22	% Change
	Green Checks	54,547	489	-99.10%
	Yellow Checks	14,313	530	-96.30%
	Red Checks	9,479	32	-99.66%
	Total	78,339	1,051	-98.66%

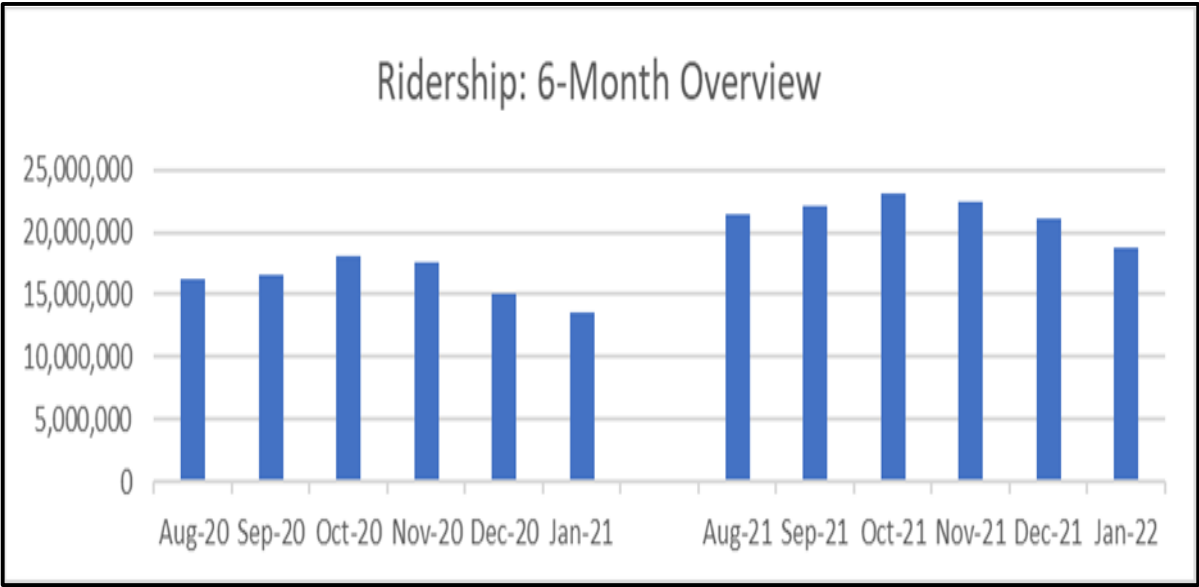
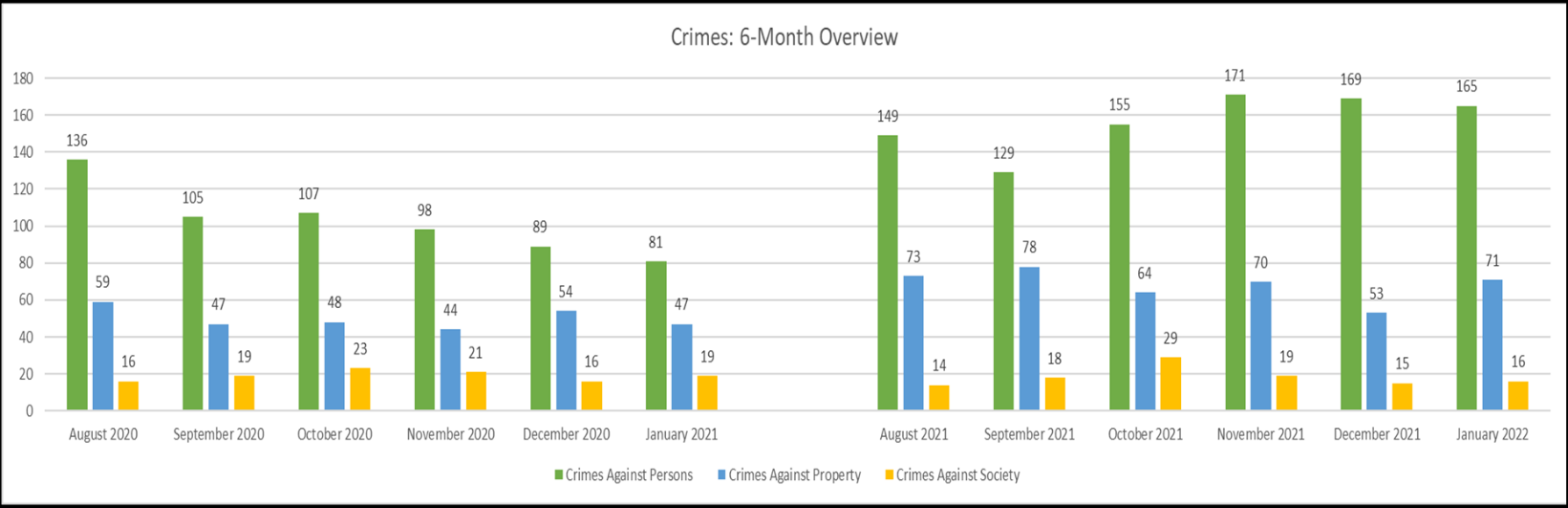
Ridership

Monthly	Jan-21	Jan-22	% Change
	13,560,354	18,766,760	38.39%
Six Months	Aug-20-Jan-21	Aug-21-Jan-22	% Change
	97,143,877	128,937,348	32.73%
Annual	Feb-20-Jan-21	Feb-21-Jan-22	% Change
	200,162,487	233,171,558	16.49%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JANUARY 2022

Attachment F



Violent and Property Crimes

Attachment F

January 2022

VIOLENT CRIMES	1/01/2022 TO 1/31/2022	12/01/2021 TO 12/31/2021	% Change	12/01/2021 TO 12/31/2021	11/01/2021 TO 11/30/2021	% Change	1/01/2022 TO 1/31/2022	1/01/2021 TO 1/31/2021	% Change	1/01/2022 TO 1/31/2022	1/01/2020 TO 1/31/2020	% Change
Homicide	1	0	N/A	0	1	-100.0%	1	1	0.0%	1	0	N/A
Rape	0	0	0.0%	0	0	0.0%	0	1	-100.0%	0	4	-100.0%
Robbery	24	41	-41.5%	41	23	78.3%	24	15	60.0%	24	23	4.3%
Agg Assault	33	29	13.8%	29	36	-19.4%	33	17	94.1%	33	23	43.5%
Agg Assault on Operator	0	4	-100.0%	4	5	-20.0%	0	2	-100.0%	0	0	0.0%
TOTAL VIOLENT	58	74	-21.6%	74	65	13.8%	58	36	61.1%	58	50	16.0%
PROPERTY CRIMES	1/01/2022 TO 1/31/2022	12/01/2021 TO 12/31/2021	% Change	12/01/2021 TO 12/31/2021	11/01/2021 TO 11/30/2021	% Change	1/01/2022 TO 1/31/2022	1/01/2021 TO 1/31/2021	% Change	1/01/2022 TO 1/31/2022	1/01/2020 TO 1/31/2020	% Change
Burglary	3	0	N/A	0	0	0.0%	3	0	N/A	3	1	200.0%
Larceny	35	31	12.9%	31	42	-26.2%	35	22	59.1%	35	45	-22.2%
Bike Theft	2	6	-66.7%	6	2	200.0%	2	1	100.0%	2	7	-71.4%
Motor Vehicle Theft	2	2	0.0%	2	1	100.0%	2	1	100.0%	2	3	-33.3%
TOTAL PROPERTY	42	39	7.7%	39	45	-13.3%	42	24	75.0%	42	56	-25.0%
TOTAL PART 1	100	113	-11.5%	113	110	2.7%	100	60	66.7%	100	106	-5.7%

This table summarizes Violent Crimes and Property Crimes, which make up Part 1 Crimes.

Los Angeles Police Department Transit Services Division

ARREST DEMOGRAPHIC

01/01/2022 - 01/31/22

PREMISE	MALE					FEMALE			TOTAL
	BLK	HISP	WHI	OTH	TOTAL MALE	BLK	NATIVE AMER	TOTAL FEMALE	
RED LINE	13	3	4	0	0	1	0	1	21
WILSHIRE / VERMONT	3	0	1	0	4	0	0	0	4
7TH & METRO CTR	3	0	0	0	3	0	0	0	3
HOLLYWOOD / VINE	1	1	1	0	3	0	0	0	3
UNION STATION	0	1	0	0	1	1	0	1	2
VERMONT / SUNSET	2	0	0	0	2	0	0	0	2
NORTH HOLLYWOOD	0	1	1	0	2	0	0	0	2
PERSHING SQUARE	2	0	0	0	2	0	0	0	2
7TH & METRO CTR	1	0	0	0	1	0	0	0	1
VERMONT / BEVERLY	0	0	1	0	1	0	0	0	1
WESTLAKE MACARTHUR PARK	1	0	0	0	1	0	0	0	1
UNION STATION	4	3	1	0	8	2	2	4	12
UNION STATION	4	3	1	0	8	2	2	4	12
BUS	1	4	0	0	5	3	0	3	8
BUS	1	4	0	0	5	3	0	3	8
ORANGE LINE	3	1	0	0	4	0	0	0	4
NORTH HOLLYWOOD	2	1	0	0	3	0	0	0	3
CHATSWORTH	1	0	0	0	1	0	0	0	1
SILVER LINE	1	0	1	1	3	0	0	0	3
HARBOR GATEWAY TRANSIT CTR	1	0	0	1	2	0	0	0	2
MANCHESTER	0	0	1	0	1	0	0	0	1
BLUE LINE	0	1	0	0	1	2	0	2	3
PICO	0	1	0	0	1	2	0	2	3
GOLD LINE	1	1	0	1	3	0	0	0	3
MARIACHI PLAZA	1	1	0	0	2	0	0	0	2
HERITAGE WAY	0	0	0	1	1	0	0	0	1
PURPLE LINE	0	1	0	0	1	1	0	1	2
WILSHIRE / NORMANDIE	0	1	0	0	1	0	0	0	1
CIVIC CENTER / GRAND PARK	0	0	0	0	0	1	0	1	1
EXPO LINE	1	0	0	0	1	0	0	0	1
EXPO / WESTERN	1	0	0	0	1	0	0	0	1
TOTAL	24	14	6	2	46	9	2	11	57
% OF MONTHLY TOTAL	42.1%	24.6%	10.5%	3.5%	80.7%	15.8%	3.5%	19.3%	100.0%

01/01/2022 - 01/31/2022

[illegible]

Los Angeles Sheriff's Department - Transit Services Bureau

Arrestee Information for the Month of January 2022

01/01/2022 - 01/31/2022

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	1	1	0	1	3	3
L-Line - Arcadia	0	0	0	0	0	1	0	0	1	2	2
L-Line - Monrovia	0	0	0	0	0	0	0	0	0	0	0
L-Line - Duarte	0	0	0	0	0	0	0	0	0	0	0
L-Line - Irwindale	0	0	0	1	1	0	1	0	0	1	2
L-Line - Azusa Downtown	0	0	0	0	0	0	1	1	0	2	2
L-Line - APU/Citrus College	0	1	0	0	1	0	5	0	0	5	6
J-Line - Carson	0	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	0	0	0	0	0	0
Bus	6	2	0	0	8	7	12	0	7	26	34
Total	9	5	0	3	17	23	40	1	18	82	99

Long Beach Police Department - Metro Transportation Detail

Arrestee Demographic Stats - January 2022

2/15/22

Crimes Against Persons	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
Battery	Cite	M	B	45	Downtown Long Beach Stn	Yes
Assault; Not Firearm	Arr	F	B	30	Downtown Long Beach Stn	Yes


Crimes Against Property	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused

Crimes Against Society	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
Carry Concealed Dirk or Dagger	Arr	M	H	27	Downtown Long Beach Stn	Yes

Monthly Update on Transit Safety & Security Performance

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

MARCH 17, 2022

A solid orange horizontal bar spanning the width of the slide at the bottom.

Crime Stats

VIOLENT CRIMES	January 2022	December 2021	% Change	December 2021	November 2021	% Change	January 2022	January 2021	% Change	January 2022	January 2020	% Change
Homicide	1	0	N/A	0	1	-100.0%	1	1	0.0%	1	0	N/A
Rape	0	0	0.0%	0	0	0.0%	0	1	-100.0%	0	4	-100.0%
Robbery	24	41	-41.5%	41	23	78.3%	24	15	60.0%	24	23	4.3%
Agg Assault	33	29	13.8%	29	36	-19.4%	33	17	94.1%	33	23	43.5%
Agg Assault on Op	0	4	-100.0%	4	5	-20.0%	0	2	-100.0%	0	0	0.0%
TOTAL VIOLENT	58	74	-21.6%	74	65	13.8%	58	36	61.1%	58	50	16.0%

PROPERTY CRIMES	January 2022	December 2021	% Change	December 2021	November 2021	% Change	January 2022	January 2021	% Change	January 2022	January 2020	% Change
Burglary	3	0	N/A	0	0	0.0%	3	0	N/A	3	1	200.0%
Larceny	35	31	12.9%	31	42	-26.2%	35	22	59.1%	35	45	-22.2%
Bike Theft	2	6	-66.7%	6	2	200.0%	2	1	100.0%	2	7	-71.4%
Motor Vehicle Theft	2	2	0.0%	2	1	100.0%	2	1	100.0%	2	3	-33.3%
TOTAL PROPERTY	42	39	7.7%	39	45	-13.3%	42	24	75.0%	42	56	-25.0%
TOTAL PART 1	100	113	-11.5%	113	110	2.7%	100	60	66.7%	100	106	-5.7%

System Tour & Security Safety Bulletin



- Chief Safety Officer, Gina Osborn, and SSLE staff toured the rail system on Feb 23rd to have a first-hand view of the safety conditions.
- First issue of the weekly Transit Security Safety Bulletin was released on Feb 24th and included the following topics: reporting emergencies, incidents, and concerns.
- Chief Gina Osborn conducted a ride along with Operations schedule checkers on March 9th.

SSLE Programs and Outreach Efforts



- **Human Trafficking Awareness Month Lunch & Learn:** SSLE hosted a webinar designed to increase awareness for human trafficking during the week of the Super Bowl.
- **On the Move Riders Program – Cyber Seniors Series:** Ongoing program designed to educate seniors on how to safely ride the Metro system, as well as how to use resources such as the TAP, Transit, and Transit Watch apps.
- **Super Bowl Security Plan:** SSLE worked in conjunction with LAPD, LASD, LBPd, RMI International, TSA, and local entities to provide security across the Metro system for both the Super Bowl in Inglewood and the Super Bowl Experience in Downtown L.A.
- **New Law Enforcement Contract Services SOW:** Posted for public comment on March 8th, closes on April 7th

Analytics-Led: Data Points for Consideration

- BOC/ROC Incident Reports (Code 2 Calls)
- Bus & Rail CAD (Computer Aided Dispatch)
- CCATS(Customer Concerns Analysis Tracking System)
- CCTV(Closed-Circuit Television) Camera Feeds
- Code of Conduct Citations
- Customer and Employee Surveys
- Dispatch Calls for Service
- E-Tel/P-Tel
- Emergency Management Panels
- Emergency Trip Station Switch Alerts
- Homeless Outreach
- Intrusion Alarms and Alerts
- Joint Regional Intelligence Center (JRIC)
- Law Enforcement Crime Statistics
- Law Enforcement Service Request Form
- Mystery Rider Program
- Passenger Intercom on the Train
- Ridership
- Social Media
- Station Lighting
- TAP Card
- Transit Ambassador Program Feedback
- Transit Watch App
- TSA Intelligence from ST(Surface Transportation) and PT-ISAC(Public Transportation Information Sharing & Analysis Center)