



Metro

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

Agenda - Final

Thursday, September 21, 2023

12:30 PM

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

Holly J. Mitchell, Chair

James Butts, Vice Chair

Kathryn Barger

Jacquelyn Dupont-Walker

Paul Krekorian

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

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

PUBLIC INPUT

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

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

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

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

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

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

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

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

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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

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Requests can also be sent to boardclerk@metro.net.



323.466.3876

x2 *Español (Spanish)*

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x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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Live Public Comment Instructions:

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

The Committee Meeting begins at 12:30 PM Pacific Time on September 21, 2023; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter
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Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 21 de Septiembre de 2023. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-251-2949 y ingrese el codigo
Codigo de acceso en ingles: 8231160#
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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: 33, 34, 35, 36, 37, 38, and 39.

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

CONSENT CALENDAR

33. SUBJECT: ENGINE ELECTRICAL WIRING HARNESS KITS [2023-0463](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery, Indefinite Quantity (IDIQ) Contract No. SD105427000 to DSM&T Company, Inc. the responsive and responsible bidder for Electrical Wiring Harness Kits. The Contract one-year base amount is \$543,207.60 inclusive of sales tax, and the one-year option to extend the amount is \$543,207.60, inclusive of sales tax, for a total contract amount of \$1,086,415.20, subject to resolution of any properly submitted protest(s), if any.

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

34. SUBJECT: BUS BATTERIES [2023-0425](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA90333-2000 to Battery Power, Inc., the responsive and responsible bidder for Bus Batteries - 12V, Group 31. The contract one-year base amount is \$1,474,110.90 inclusive of sales tax, and the one-year option amount is \$1,474,110.90, inclusive of sales tax, for a total contract amount of \$2,948,221.80, subject to resolution of any properly submitted protest(s), if any.

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

35. SUBJECT: PEST AND BIRD CONTROL SERVICES [2023-0481](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate Contract No. OP485050008370 to CDS

Services Inc., the lowest responsive and responsible bidder, to provide pest and bird control services throughout Metro's facilities, rail cars, and non-revenue vehicles in the not-to-exceed (NTE) amount of \$2,988,462 for the three-year base, and \$2,090,150 for the one, two-year option, for a total combined NTE amount of \$5,078,612, effective November 1, 2023, subject to the resolution of any properly submitted protest; and

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

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

36. **SUBJECT: STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION
 AND REPLACEMENT SERVICES FOR REGIONS 1
 THROUGH 3**

[2023-0485](#)

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate Contract No. OP964830008370, for Regions 1, 2, and 3 combined, to Graffiti Shield, Inc., to provide stainless steel anti-graffiti film installation and replacement services systemwide in the not-to-exceed (NTE) amount of \$15,722,845 for the three-year base, \$5,737,859 for option year one, and \$5,963,032 for option year two, for a combined NTE amount of \$27,423,736, effective December 1, 2023, subject to the resolution of any properly submitted protest(s); and

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

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Attachment C - Stainless Steel Film Vandalism Hot Spots](#)

37. **SUBJECT: ELEVATOR AND ESCALATOR MAINTENANCE SERVICES**

[2023-0491](#)

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Modification No. 14 to Contract No. OP710100003367 with Mitsubishi Electric USA, Inc. (MEUS) to perform comprehensive preventative maintenance, inspections, and repairs of elevators and escalators along with their associated systems and equipment in the amount of \$9,481,930, increasing the total not-to- exceed amount from \$110,310,554 to \$119,792,484 and extending the period of performance

from November 1, 2023, to April 30, 2024; and

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

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

38. SUBJECT: PURCHASE OF OCS WIRE INSTALLATION TRUCK [2023-0499](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a firm fixed price contract, Contract No. DR97819000, to ZAGRO Bahn-und Baumaschinen GmbH, for one (1) Overhead Contact System (OCS) Wire Installation Truck for a firm fixed price of \$2,387,340.00, inclusive of sales tax, subject to resolution of any properly submitted protest(s) if any; and

- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

39. SUBJECT: MEMBERSHIP ON METRO'S WESTSIDE CENTRAL SERVICE COUNCIL [2023-0455](#)

RECOMMENDATION

APPROVE nominee for membership on Metro’s Westside Central Service Council.

Attachments: [Attachment A - New Appointee Nomination Letter](#)
 [Attachment B - New Appointee Biography and Qualifications](#)

NON-CONSENT

40. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2023-0486](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

41. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT [2023-0487](#)

RECOMMENDATION

RECEIVE oral report on Operations.

Attachments: [Presentation](#)

42. SUBJECT: MICROTRANSIT PILOT PROJECT - PART B [2023-0464](#)

RECOMMENDATION

A. AUTHORIZE the extension of the MicroTransit Pilot Program to allow the project team to move forward with a new operational business model to improve overall performance and support a more sustainable on-demand transit service program as outlined in Attachment G.

B. AUTHORIZE the Chief Executive Officer (CEO) to execute Modification No. 11 to Contract No. PS46292001 with RideCo., Inc., for the MicroTransit Pilot Project to extend the period of performance from October 1, 2023, through September 30, 2024, in an amount not to exceed \$14,120,992, increasing the Total Contract Value from \$43,225,766 to \$57,346,758; and

C. AUTHORIZE the CEO to negotiate and execute a contract modification to extend Contract No. PS46292001 with RideCo, Inc., for an additional six months, if necessary, from October 1, 2024 through March 31, 2025, for demobilization, mobilization and deployment efforts utilizing funds to be requested during future fiscal year's budget process.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Contract Modification Change Order Log](#)
[Attachment C - DEOD Summary](#)
[Attachment D - MicroTransit Zones Map](#)
[Attachment E - NextGen Bus Route Mitigations](#)
[Attachment F - EFC Coverage Among Zones](#)
[Attachment G - MicroTransit Operations Model Concepts](#)
[Presentation](#)

43. SUBJECT: NEXTGEN SPEED & RELIABILITY PROGRAM UPDATE [2023-0513](#)

RECOMMENDATION

RECEIVE AND FILE the NextGen Speed and Reliability Program Update.

Attachments: [Attachment A - Motion 22.1](#)
[Attachment B - Motion 38.1](#)
[Attachment C – Bus Lane Progress Map](#)
[Presentation](#)

44. **SUBJECT: 2023 CUSTOMER EXPERIENCE PLAN** [2023-0405](#)

RECOMMENDATION

RECEIVE AND FILE the 2023 Customer Experience Plan.

Attachments: [Attachment A - Metro's 2023 Customer Experience Plan](#)
[Attachment B - Metro's 2022 Customer Experience Action Items Update](#)
[Presentation](#)

45. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2023-0524](#)

RECOMMENDATION

RECEIVE AND FILE Public Safety Report.

Attachments: [Attachment A - Total Crime Summary June & July 2023](#)
[Attachment B - Systemwide Law Enforcement Overview June & July 2023](#)
[Attachment C - MTA Supporting Data June & July 2023](#)
[Attachment D - Bus & Rail Operator Assaults June & July 2023](#)
[Attachment E - Sexual Harassment Crimes June & July 2023](#)

SUBJECT: GENERAL PUBLIC COMMENT [2023-0551](#)

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 #: 2023-0463, File Type: Contract

Agenda Number: 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: ENGINE ELECTRICAL WIRING HARNESS KITS

ACTION: AWARD CONTRACT FOR ENGINE ELECTRICAL WIRING HARNESS KITS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery, Indefinite Quantity (IDIQ) Contract No. SD105427000 to DSM&T Company, Inc. the responsive and responsible bidder for Electrical Wiring Harness Kits. The Contract one-year base amount is \$543,207.60 inclusive of sales tax, and the one-year option to extend the amount is \$543,207.60, inclusive of sales tax, for a total contract amount of \$1,086,415.20, subject to resolution of any properly submitted protest(s), if any.

ISSUE

This procurement is for the acquisition of Compressed Natural Gas (CNG) Engine Conversion Electrical Wiring Harness Kits that are required to maintain the safe and reliable operation of the bus fleet. The harness kits are required for the installation of newer model near-zero emission engines during the Midlife refurbishment of Metro's New Flyer Xcelsior bus fleet. The engine conversion program updates the bus fleet with lower emission and more efficient L9N engine, providing Metro's customers with safer and more reliable transportation. The three wiring harness assemblies included in the harness kits are installed on the new CNG engines and replace outdated harnesses used on the older engines that were originally installed in these buses. Awarding this contract will ensure that Bus Maintenance has adequate inventory for the Midlife Program to continue to repair and maintain buses according to Metro maintenance standards.

BACKGROUND

Transit bus engines, transmissions, cooling systems, air conditioning systems, doors, and numerous other systems and components are controlled electrically by switches, sensors, and computers located throughout the buses. Electrical harnesses provide the connection to allow communication through electronic signals to control these systems and components. The harnesses are a critical part of the bus electrical systems, and degradation of the harnesses can significantly impact the performance and reliability of the engine, transmission, and cooling systems. Corrosion or wear in electrical connectors can result in performance problems and unnecessary in-service failures and increased maintenance costs.

The midlife refurbishment program is replacing engines on New Flyer Xcelsior buses that have been in service for over eight years, with an average mileage on these buses approaching 300,000 miles. The Midlife Program replaces the older ISLG engine with an environmentally cleaner and more efficient L9N engine. The new engine improves the reliability of the bus fleet, results in fewer road failures, and provides better overall service for Metro customers and cleaner emissions for the greater Los Angeles County service area. The electrical wiring harness kits are required for the installation of the new CNG near-zero emission engines during the Midlife refurbishment of the Metro New Flyer Xcelsior bus fleet.

DISCUSSION

The L9N Engine Conversion Electrical Wiring Harness Kits include three wiring harnesses specifically designed by Metro to interface with the New L9N engine, which are installed on the New Flyer bus fleet during the midlife refurbishment process. The three harnesses replace existing harnesses that provide electrical current to components for the Engine, OBD II diagnostics, and catalytic converter.

The replacement of older, high mileage engines with new engines covered by manufacturer warranties provides Metro with a more reliable transit bus fleet along with a reduction in exhaust emissions. The harness kits replace harnesses that have been degraded by engine compartment heat, water intrusion, and corrosion. Wiring harnesses that are degraded from extended use can often result in defects and engine performance issues. The replacement of the harnesses will improve the reliability and extend the service mileage of the vehicle.

The contract to be awarded is an Indefinite Delivery, Indefinite Quantity (IDIQ) agreement in which Metro commits to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for Metro to order any or all of the Electrical Wiring Harness Kits that may be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required.

Electrical Wiring Harness Kits will be purchased and maintained in inventory and managed by Material Management. As Electrical Wiring Harness Kits are issued, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

Award of the contract for Electrical Wiring Harness Kits will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain the equipment according to Metro Maintenance standards. This action will prevent service impacts, deferred maintenance, and ensure bus availability for revenue service.

FINANCIAL IMPACT

Funding in the amount of \$543,207.60 for these Electrical Wiring Harness Kits is included in the

FY24 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance Shops (CMS) cost center 3366 under project 203050 New Flyer / El Dorado Bus Midlife.

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

Impact to Budget

The current sources of funding for this action are Federal, State, and Local including sales tax and fares. These sources are eligible for Bus Operating or Capital projects.

EQUITY PLATFORM

This action will ensure that Metro's bus fleet which serves most regions in Los Angeles County can provide vital transportation services to neighborhoods, including many underserved communities where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities, and the Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide transportation for these underserved communities. The L9N Near Zero natural gas engines that utilize the Electrical Wiring Harness Kits from this procurement reduces Nitrous Oxide (NOx) emissions by ninety percent (90%) and greenhouse gas emissions by nine percent (9%) compared to the standard ISL-G CNG powered engine currently installed in this bus fleet, which results in improvements in the air quality for underserved communities.

The Diversity and Economic Opportunity Department (DEOD) recommended a two percent (2%) DBE goal for this solicitation.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Electrical Wiring Harness Kits supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The procurement of Electrical Wiring Harness Kits for inventory will help to ensure the reliability of the bus fleet and enable our customers to arrive at their destinations on schedule and without interruption.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and procure Electrical Wiring Harness Kits on the open market on an as-needed basis. This approach is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability. Not awarding the contract would negatively impact the Central Maintenance Midlife program and result in delays or deferral of the engine repower program. Additionally, Metro bus maintenance divisions and the fleet would be negatively impacted.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. SD105427000 for the procurement of Electrical Wiring Harness Kits with DSM&T Company, Inc., at the one-year base amount of \$543,207.60 inclusive of sales tax, and the one-year option to extend the amount of \$543,207.60, inclusive of sales tax, for a total contract amount of \$1,086,415.20.

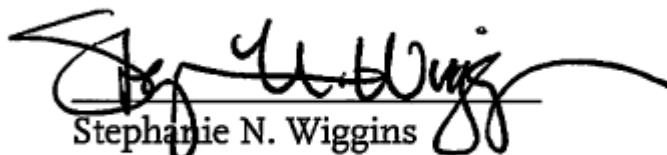
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared By: David Ball, Sr. Manager, (213) 922-5895
James Pachan, Sr. Executive Officer (213) 922-5804
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418 3051

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ELECTRICAL WIRING HARNESS KITS/SD105427

1.	Contract Number: SD105427000	
2.	Recommended Vendor: DSM&T Company Inc., 10609 Business Dr., Fontana, CA 92337	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates :	
	A. Issued: 4/24/23	
	B. Advertised/Publicized: 4/29/23	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 6/6/23	
	E. Pre-Qualification Completed: 7/27/23	
	F. Conflict of Interest Form Submitted to Ethics: 6/9/23	
	G. Protest Period End Date: 9/22/23	
5.	Solicitations Picked up/Downloaded: 10	Bids/Proposals Received: 2
6.	Contract Administrator: Tanya Allen	Telephone Number: (213) 922-1018
7.	Project Manager: David Ball	Telephone Number: (213) 922-5895

A. Procurement Background

This Board Action is to approve Contract No.SD105427000 for the procurement of Electrical Wiring Harness Kits. Board approval of this contract award is subject to the resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. SD105427 was issued in accordance with Metro's Acquisition Policy and the contract type is Firm Fixed Price (FFP).

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

A total of two (2) bids were received on June 6, 2023.

B. Evaluation of Bids

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

1. DSM&T Company, Inc.
2. Longview Holding Inc. dba WTS

All firms were determined to be responsive and responsible to the IFB requirements. The recommended firm, DSM&T Company Inc., the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price from DSM&T Company, Inc. (DSM&T) has been determined to be fair and reasonable based upon adequate price competition and selection of the lowest responsive and responsible bidder.

Low Bidder Name	Bid Amount	Metro ICE
DSM&T Company, Inc.	\$1,086,415.20	\$987,339.60
Longview Holding Inc. dba WTS	\$1,495,529.10	

D. Background on Recommended Contractor

The recommended firm, DSM&T is located in Fontana, CA has been in business for forty-one (41) years. DSM&T has provided similar products for Metro and other agencies including Modine Manufacturing, Racine, WI, Taylor Dunn, Anaheim, CA, Edelbrock, Torrance, CA and numerous other transit proprietries that are available upon request. DSM&T has provided Satisfactory service and product to Metro on previous purchases.

DEOD SUMMARY

ELECTRICAL WIRING HARNESS KITS/SD105427

A. Small Business Participation

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

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	Say Cargo Express, Inc.	Hispanic American	2%
Total DBE Commitment			2%

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage / Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2023-0425, File Type: Contract

Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: BUS BATTERIES

ACTION: AWARD CONTRACT FOR BUS BATTERIES

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA90333-2000 to Battery Power, Inc., the responsive and responsible bidder for Bus Batteries - 12V, Group 31. The contract one-year base amount is \$1,474,110.90 inclusive of sales tax, and the one-year option amount is \$1,474,110.90, inclusive of sales tax, for a total contract amount of \$2,948,221.80, subject to resolution of any properly submitted protest(s), if any.

ISSUE

Bus Batteries are used by the Bus Maintenance Department supporting a fleet of over 2,000 Metro buses. Bus batteries are required for the engine to operate and perform effectively.

Award of this contract will ensure the operating divisions have adequate inventory to repair and maintain the buses according to Metro maintenance standards and is necessary to ensure service continuity and avoid any interruption to Metro operations.

BACKGROUND

Bus batteries provide the stored electrical energy necessary to start engines on buses, energize control modules and other electrical systems. It also energizes the alternator which generates additional power for the various electrical systems installed on the bus fleet. After repeated heavy use each day for the extended service intervals on Metro buses, the batteries deteriorate and become unable to store the required amount of energy to provide the current required to start the engines on buses and supply power for the electrical subsystems. Bus batteries that fail will result in buses being taken out of service due to engine no start or stalling issues, which will impact the service provided to customers while buses are pending installation of new replacement batteries. Similar to automotive batteries, the purchase of new bus batteries includes a core charge for the recycling of failed batteries. The failed batteries are returned to the vendor for recycling. Bus batteries functioning at full capacity are crucial for the safe and reliable operation of the bus fleet.

DISCUSSION

The bus operating divisions and Central Maintenance Shops use the bus batteries when performing repairs and preventative maintenance on the bus fleet. It is imperative to always have an inventory of bus batteries on hand to service the Metro bus fleet.

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

Bus batteries will be purchased and maintained in inventory and managed by Material Management. As bus batteries are issued, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

The award of the contract for bus batteries will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain the equipment according to Metro Maintenance standards. This action will prevent service impacts, deferred maintenance, and ensure bus availability for revenue service.

FINANCIAL IMPACT

Funding in the amount of \$1,474,110.90 for these bus batteries is included in the FY24 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance Shops cost center 3366 under project 203050 NEW FLYER/ELDORADO BUS MIDLIFE Program.

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

Impact to Budget

The current sources of funding for this action are Federal, State, and Local including sales tax and fares. These sources are eligible for Bus Operating or Capital projects.

EQUITY PLATFORM

This action will ensure that Metro’s bus fleet which serves most regions in Los Angeles County is able to provide vital transportation services to neighborhoods, including many underserved communities where disparities within the region can exist between residents’ access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities, and the Metro bus maintenance programs ensure the proper State of

Good Repair of the bus fleet to provide transportation for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) completed a proposal evaluation for this project and did not recommend a DBE goal for this procurement due to the lack of subcontracting opportunities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The bus batteries support Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The procurement of bus batteries for inventory will help to ensure the reliability of the bus fleet and enable our customers to arrive at their destinations on schedule and without interruption.

ALTERNATIVES CONSIDERED

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

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. MA90333-2000 for the procurement of bus batteries with Battery Power, Inc.,

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

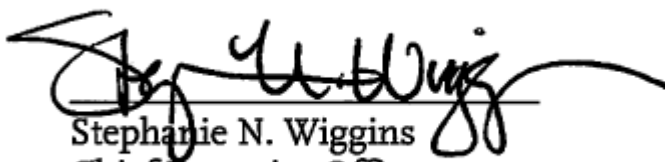
Prepared By: Harold Torres, Sr. Director, Central Maintenance, (213) 922-5714

James Pachan, Sr. Executive Officer (213) 922-5804

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

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

BATTERY - 12V GROUP 31/MA90333-2000

1.	Contract Number: MA90333-2000	
2.	Recommended Vendor: Battery Power Inc., 11818 Glenoaks Blvd., San Fernando, CA 91340	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates :	
	A. Issued: 3/09/23	
	B. Advertised/Publicized: 3/10/22	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 4/12/23	
	E. Pre-Qualification Completed: 5/23/23	
	F. Conflict of Interest Form Submitted to Ethics: 4/20/23	
	G. Protest Period End Date: 9/25/23	
5.	Solicitations Picked up/Downloaded: 13	Bids/Proposals Received: 3
6.	Contract Administrator: Tanya Allen	Telephone Number: (213) 922-1018
7.	Project Manager: Harold Torres	Telephone Number: (213) 922-5714

A. Procurement Background

This Board Action is to approve Contract No. MA90333-2000 for the procurement of Battery – 12V Group 31. Board approval of this contract award is subject to the resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA90333-2 was issued in accordance with Metro’s Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

A total of three (3) bids were received on March 9, 2023.

B. Evaluation of Bids

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

1. Battery Power Inc.
2. Peacock Systems
3. Jamison Transportation Products

All firms were determined to be responsive and responsible to the IFB requirements. The recommended firm, Battery Power, Inc., the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price of \$2,948,221.80 is 11% over the Independent Cost Estimate (ICE) of \$2,658,067.00. The ICE was based on historical pricing and did not factor in material cost increases and on-going supply chain constraints. The recommended price from Battery Power Inc. has been determined to be fair and reasonable based on adequate price competition and selection of the lowest responsive and responsible bidder.

Low Bidder Name	Bid Amount	Metro ICE
Battery Power Inc.	\$2,948,221.80	\$2,658,067.00
Peacock Systems	\$3,130,210.80	
Jamison Transportation Products	\$3,461,430.78	

D. Background on Recommended Contractor

The recommended firm, Battery Power Inc. is located in San Fernando, CA has been in business for 50 (fifty) years. Battery Power, Inc. has provided similar products for Metro and other agencies including Orange Coast Transportation, and City of Santa Monica and numerous other transit proprietries that are available upon request. Battery Power Inc. has provided satisfactory service and products to Metro on previous purchases.

DEOD SUMMARY

BUS BATTERIES/MA90333-2000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) participation goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) procurement due to lack of subcontracting opportunities. Battery Power, Inc. did not make a commitment. It is expected that Battery Power will be performing the services of this contract with their own workforce.

B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference is not applicable to federally funded procurements.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2023-0481, File Type: Contract

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: PEST AND BIRD CONTROL SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP485050008370 to CDS Services Inc., the lowest responsive and responsible bidder, to provide pest and bird control services throughout Metro's facilities, rail cars, and non-revenue vehicles in the not-to-exceed (NTE) amount of \$2,988,462 for the three-year base, and \$2,090,150 for the one, two-year option, for a total combined NTE amount of \$5,078,612, effective November 1, 2023, subject to the resolution of any properly submitted protest; and
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

ISSUE

The existing contract for pest and bird control services expires on December 31, 2023. Since services under the existing contract have expanded to include additional locations within Metro's system expansion projects, and due to the current market conditions with the unanticipated increases in material costs and labor rates, there is insufficient contract authority remaining. To avoid a lapse in service and continue providing safe, quality, regularly scheduled, and as-needed pest and bird control services systemwide, a new contract award is required effective November 1, 2023.

BACKGROUND

On October 26, 2017, the Metro Board of Directors awarded a firm fixed unit rate Contract No. OP852420003367 to Pestmaster Services Inc., to provide regularly scheduled and as-needed pest and bird control services throughout Metro's facilities, rail cars, and non-revenue vehicles, excluding buses, which are covered under a separate maintenance contract.

Under the existing contract, the contractor is required to provide pest and bird control services for 227 locations and 475 rail cars. With the opening of the Metro K Line (Crenshaw/LAX) and Regional

Connector, services were expanded to include an additional 26 locations and 32 rail cars, for an updated total of 253 locations and 507 rail cars systemwide.

DISCUSSION

Under the new contract recommended for award, the contractor is required to provide regularly scheduled and as-needed pest and bird control services throughout Metro's facilities and rail cars. Services include treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent applications, animal trapping, and dead animal removal.

CDS Services Inc. is a Metro certified Small Business Enterprise (SBE) Prime and a Disabled Veteran Business Enterprise (DVBE).

This contract is critical to Metro's operations, to mitigate pest and bird infestations and ensure the provision of safe and clean facilities and vehicles for Metro employees and patrons. While the new contract service frequencies and pricing schedule have been restructured to ensure efficient and site-specific quality service delivery, the contract's NTE amount reflects cost savings when compared to the existing contract amount and the Independent Cost Estimate. Therefore, it is deemed fair and reasonable.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure meeting Metro maintenance standards by providing the necessary regularly scheduled and as-needed pest and bird control services with prompt response time to deliver safe, quality, on-time, and reliable services.

FINANCIAL IMPACT

For this new contract recommended for award, funding in the amount of \$665,000 for the remainder of FY24 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, Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes operating eligible sales tax funding including Propositions A/C, Measures R/M, and Transportation Development Act. These fund sources are eligible for bus and rail operations.

EQUITY PLATFORM

Regularly scheduled and as-needed pest and bird control services contribute to improving bus and rail stations' cleanliness and providing a safe environment for Metro's patrons. Bus and rail station cleanliness was identified as one of the top areas of concern in the 2020 Customer Experience

Survey conducted to develop the Metro Customer Experience Plan 2022 and the FY23 Metro Budget, as well as assist with funds allocation for the FY23 budget.

Metro customers, staff, and Transit Ambassadors can report cleanliness and maintenance issues through the Customer Relations phone numbers posted throughout the rail and bus system. Customers have the option of communicating with Metro in nine (9) different languages using our translation service. Metro also ensures translated signage is posted for those reporting cleanliness and maintenance issues on the Metro system.

As part of this solicitation, two (2) Systemwide Metro Connect Industry Forum Outreach events were conducted on March 27, 2023, and April 17, 2023, with the participation of over 40 attendees representing small and medium size firms within the Equity Focus Communities. The outreach events were advertised to existing businesses registered with Metro's Diversity and Economic Opportunity Department (DEOD). During the outreach

events, staff provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and SBE Programs' policy for competitively negotiated procurements.

The Diversity and Economic Opportunity Department (DEOD) applied the MSZ-I Program and established a 10% SBE goal and a 3% DVBE goal. CDS Services Inc. is a Metro certified SBE Prime and a DVBE firm, making a 30% SBE and 20% DVBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing ongoing scheduled and as-needed pest and bird control services will ensure a safe and clean environment for our patrons as well as enhance the overall experience of customers.

ALTERNATIVES CONSIDERED

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

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

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP485050008370 with CDS Services Inc., to provide pest and bird control services throughout Metro facilities and rail vehicles systemwide, effective November 1, 2023.

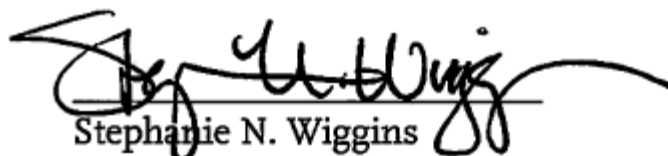
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

PEST AND BIRD CONTROL SERVICES / OP485050008370

1.	Contract Number: OP485050008370	
2.	Recommended Vendor: CDS Services Inc.	
3.	Type of Procurement (check one) : <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFIQ <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: May 5, 2023	
	B. Advertised/Publicized: May 5, 2023	
	C. Pre-Bid Conference: May 11, 2023	
	D. Bids Due: June 12, 2023	
	E. Pre-Qualification Completed: June 16, 2023	
	F. Conflict of Interest Forms Submitted to Ethics: June 12, 2023	
	G. Protest Period End Date: September 26, 2023	
5.	Solicitations Picked up/Downloaded: 18	Bids Received: 3
6.	Contract Administrator: Shannon Thoene	Telephone Number: (213) 922-2790
7.	Project Manager: Ruben Cardenas	Telephone Number: (213) 922- 5932

A. Procurement Background

This Board Action is to approve the award of Contract No. OP485050008370 issued in support of pest and bird control services throughout Metro facilities, rail cars, non-revenue vehicles and service vehicles (excluding buses and bus stops). Pest and bird control services include, but are not limited to, treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent measures and systems, animal trapping, and live and dead animal removal. Board approval of contract awards are subject to resolution of any properly submitted protest.

Prior to the release of the solicitation, two virtual Metro Connect Industry Forum events were conducted for this procurement on March 27, 2023, and April 17, 2023. During the outreach events, staff provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and SBE Programs' policy.

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

Program which gives eligible LSBE bidders a 5% percent preference as a bid price reduction.

Three amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on May 12, 2023, added the Living Wage/Service Contract Worker Retention Policy Information Sheets as Exhibit 12.
- Amendment No. 2, issued on May 30, 2023, corrected the minimum limits of coverage for the required General Liability Insurance per occurrence.
- Amendment No. 3, issued on June 9, 2023, revised Exhibit 6 – Supplemental List of Current Projects to update information requested to demonstrate bidders' depth of experience in providing the service.

A virtual pre-bid conference was held on May 11, 2023, with five firms in attendance.

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

A total of three bids were received by the due date of June 12, 2023, and are listed below in alphabetical order:

1. CDS Services Inc.
2. Pestmaster Services, LP
3. Stafford Environmental Services, Inc.

B. Evaluation of bids

The procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid.

On June 12, 2023, the bids received were forwarded to the Pre-Qualification Office to determine eligibility to MSZ-I program requirements. Pestmaster Services LP was determined to be non-responsive and was excluded from further evaluation. The following firms were deemed responsive to the MSZ-I requirement:

1. CDS Services Inc.
2. Stafford Environmental Services, Inc.

The recommended firm, CDS Services Inc. (CDS Services), was the apparent lowest bidder, and its bid was further evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting the minimum qualifications requirements, such as years of experience providing pest and bird control services, possession of required licenses to perform the required services and having California certified pest control technicians. CDS Services was

determined to be qualified to perform the required services based on the IFB requirements.

C. Price Analysis

The award amount has been determined to be fair and reasonable based on adequate competition, price analysis, technical analysis, and the independent cost estimate (ICE). The award amount is \$3,730,059, or 42%, lower than the ICE primarily due to the difference in the method of calculation for pest control services for rail cars. The bidder provided a fully burdened monthly rate per location regardless of the number of rail cars, while the ICE assumed a firm fixed unit rate per rail car, per location. Metro’s staff validated the rates, and the bidder confirmed the accuracy of the rates.

	Bidder Name	Bid Amount	Metro ICE	Award Amount
1.	CDS Services Inc.	\$5,078,612	\$8,808,671	\$5,078,612
2.	Stafford Environmental Services, Inc.	\$7,170,326		

D. Background on Recommended Contractor

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

CDS Services is a Metro-Certified Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE).

DEOD SUMMARY

PEST AND BIRD CONTROL SERVICES / OP485050008370

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. CDS Services Inc., an SBE and DVBE prime contractor, exceeded the goal by making a 30% SBE and 20% DVBE commitment.

Small Business Goal	10% SBE 3% DVBE	Small Business Commitment	30% SBE 20% DVBE
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	SBE Subcontractor	% Committed
1.	CDS Services Inc. (SBE Prime)	30%
	Total SBE Commitment	30%

	DVBE Subcontractor	% Committed
1.	CDS Services Inc. (DVBE Prime)	20%
	Total DVBE Commitment	20%

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

The Pre-Qualification Department determined that CDS is an MSZ-I.

C. Local Small Business Preference Program (LSBE)

CDS is a non-LSBE prime and did not subcontract at least 30% of its contract value with eligible LSBE firms. CDS did not receive the LSBE Preference.

D. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$24.52 per hour (\$18.57 base + \$5.95 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

E. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

F. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2023-0485, File Type: Contract

Agenda Number: 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES FOR REGIONS 1 THROUGH 3

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP964830008370, for Regions 1, 2, and 3 combined, to Graffiti Shield, Inc., to provide stainless steel anti-graffiti film installation and replacement services systemwide in the not-to-exceed (NTE) amount of \$15,722,845 for the three-year base, \$5,737,859 for option year one, and \$5,963,032 for option year two, for a combined NTE amount of \$27,423,736, effective December 1, 2023, subject to the resolution of any properly submitted protest(s); and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE

Providing monthly and as-needed stainless-steel anti-graffiti film maintenance and replacement services systemwide contributes to improving bus and rail stations' cleanliness and providing a safe environment for Metro's patrons. The existing stainless-steel anti-graffiti film installation and replacement services contract's three-year base term expires on November 30, 2023.

BACKGROUND

On December 6, 2018, Metro Board of Directors awarded a non-competitive three-year base with two (2), one-year options contract No. OP1141410003367 to Graffiti Shield, Inc., as the sole provider of the patent-pending stainless-steel anti-graffiti film product, to provide systemwide stainless-steel anti-graffiti film installation and replacement services.

In November 2022, Graffiti Shield, Inc., informed Metro that the product's patent-pending application

was denied, and the stainless-steel anti-graffiti film was available for purchase. To expand competition, staff elected not to exercise the option terms for the existing non-competitive contract and instead initiated a new contract solicitation splitting Metro's service area into three (3) geographical regions. Based on Metro's enhanced programs for Medium-Size Business Enterprise (MSZ) and Small Business Enterprise (SBE) approved by the Board on June 24, 2021, all three (3) regions were released for solicitation under Metro's Medium Size Business Enterprise (MSZ1) program. As part of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on July 13, 2022, to provide a detailed overview of the enhanced MSZ and SBE programs policy for competitively negotiated procurements.

On March 8, 2023, a single bid was received by Graffiti Shield, Inc., a Metro certified SBE Prime. A market review was conducted afterward to solicit feedback from potential bidders. One firm indicated the anti-graffiti film specifications included within the solicitation package are similar to product specifications manufactured by Graffiti Shield, Inc., therefore, the firm elected not to submit a bid. Another firm stated they were disappointed by the amount of paperwork required by Metro for a bid submittal.

DISCUSSION

Under this new contract, the contractor is required to conduct monthly and as-needed inspections of the stainless-steel anti-graffiti film installed systemwide, with 100% replacement of all vandalized stainless-steel anti-graffiti film. Regular and as-needed stainless-steel anti-graffiti film maintenance and replacement services are critical to protect Metro's assets, mitigate extended downtime of elevators due to vandalized stainless-steel surfaces compromising their integrity with repeated severe etching and engraving requiring costly repair and replacement, and to ensure compliance with ADA requirements and accessibility to Metro's transit system. The Metro stations that experience above average stainless-steel vandalism are highlighted in Attachment C.

Graffiti Shield, Inc., is a Metro certified SBE Prime and has been performing satisfactorily providing the necessary stainless-steel anti-graffiti film maintenance and replacement services systemwide.

There are approximately 200,000 sq. ft. of stainless-steel panel surfaces throughout the Metro transit system subject to vandalism. Based on historical data, an average of 57,000 sq. ft. of stainless-steel anti-graffiti film systemwide is etched/vandalized and replaced each month. Furthermore, the scope of services will expand during the life of this contract to include Metro's new system expansion projects for the D Line (Purple) Extension Phases I, II & III, A Line (Blue) Foothill Extension Phase 2B, and Airport Metro Connector (AMC) with an additional 13,579 sq. ft. of stainless-steel panel surface to be inspected and serviced on a monthly basis.

While the NTE amount for the new contract recommended for award is comparable to the existing contract NTE amount and 10% above the Independent Cost Estimate (ICE), it is deemed fair and reasonable when taking into consideration the expanded services to include Metro's system expansion projects and the post pandemic inflation rates impacting both labor and material costs.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure the delivery of timely and reliable stainless-steel anti-graffiti film maintenance and replacement services, while improving Metro bus and rail stations' overall appearance and cleanliness, and enhancing customers' experience.

FINANCIAL IMPACT

For this contract, funding in the amount of \$2,794,346 for the remainder of FY24 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, Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting the cost in future years.

Impact to Budget

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

EQUITY PLATFORM

Metro customers, including those with Limited English Proficiency (LEP), Metro staff, and Transit Ambassadors can report vandalism, cleanliness, and maintenance issues through the Customer Relations numbers posted throughout the rail and bus system. Customers have the option of communicating with Metro through nine (9) different languages using our translation service. Metro also ensures translated signage is posted for those reporting vandalized glass anti-graffiti film on the Metro system.

As part of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on July 13, 2022. During the outreach event, staff provided an overview detailing the new enhanced MSZ and SBE Programs policy for competitively negotiated procurements.

The Diversity and Economic Opportunity Department (DEOD) established a 22% Small Business Enterprise (SBE) and 3% for Disabled Veterans Business Enterprise (DVBE) goals for Regions 1, 2, and 3 and was issued as a MSZ-1 solicitation.. Graffiti Shield, Inc. is an MSZ-1 as a certified SBE firm and made a 97% SBE and 3% DVBE commitment for the three (3) Regions combined.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing ongoing anti-graffiti film maintenance and replacement services contributes to facilities' overall cleanliness and will ensure providing a safe, clean environment for our patrons, service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

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

With the completion of a financial based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for stainless-steel anti-graffiti film installation and maintenance services among other services. Based on the findings, stainless-steel anti-graffiti film installation and maintenance services may be considered for insourcing. Approving this recommendation for a contract award will allow staff the time during the three-year base contract term to take the necessary steps for the planning, acquisition of equipment and materials, allocation of resources, training, and implementation to bring the stainless-steel anti-graffiti film installation and maintenance services in-house.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP964830008370, with Graffiti Shield Inc., to provide stainless-steel anti-graffiti film maintenance and replacement services systemwide, effective December 1, 2023.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Attachment C - Stainless Steel Anti-Graffiti Film Vandalism Hot Spots

Prepared by: Lena Babayan, Executive Officer, Operations Administration (Interim), (213) 922-6765

Carlos Martinez, Director, Facilities Contracted Maintenance Services, (213) 922-6761

Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES / OP964830008370

1.	Contract Number: OP964830008370	
2.	Recommended Vendor: Graffiti Shield, Inc.	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: February 1, 2023	
	B. Advertised/Publicized: February 1, 2023	
	C. Pre-Proposal Conference: February 8, 2023	
	D. Proposals Due: March 8, 2023	
	E. Pre-Qualification Completed: July 7, 2023	
	F. Ethics Declaration Form Submitted to Ethics: March 9, 2023	
	G. Protest Period End Date: September 26, 2023	
5.	Solicitations Picked up/Downloaded: 12	Bids/Proposals Received: Region 1: 1 bid Region 2: 1 bid Region 3: 1 bid
6.	Contract Administrator: Antonio Monreal	Telephone Number: 213-922-4679
7.	Project Manager: Maral Minasian	Telephone Number: 213-922-6762

A. Procurement Background

This Board action is to approve the award of Contract No. OP964830008370 in support of stainless steel anti-graffiti film installation and replacement services systemwide, subject to resolution of any properly submitted protest(s), if any. The scope of service was split into three geographical regions: Regions 1, 2, and 3.

Prior to release of the solicitation, Metro conducted a virtual Metro Connect Industry Forum Outreach event on July 13, 2022. During the outreach event, staff provided an overview detailing the new enhanced MSZ and SBE Program policies for competitive sealed bid procurements. The event also informed the small business community of the upcoming contracting opportunity to increase and promote small business participation.

Invitation for Bid (IFB) No. OP96483 was issued on February 1, 2023, as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy. The proposed contract type is a firm fixed unit rate. Bidders were allowed to submit bids for one or more regions.

The IFB was issued under the Medium-Size Business Enterprise Program 1 (MSZ-1) which requires that bidders must be MSZ-I firms, Metro Certified Small Business Enterprises (SBE), or Disadvantaged Business Enterprises (DBE) or Disabled Veterans Business Enterprises (DVBE) to be eligible to participate in this solicitation.

Bidders were also required to meet or exceed the recommended SBE goal of 22% and a DVBE goal of 3%. Further, the solicitation was subject to the Local Small Business Enterprise (LSBE) Preference Program, which gives eligible bidders a 5 percent preference as a bid price reduction for the utilization of local small business firms.

One (1) amendment was issued during the solicitation phase of this IFB:

- Amendment No. 1, issued March 7, 2023, extended the bid due date.

A virtual Pre-Bid Conference was held on February 8, 2023, and two firms were in attendance.

A total of 12 firms downloaded the IFB and were included on the planholders' list. Only one question was received, and Metro's response was released prior to the bid due date.

On March 8, 2023, the bid due date, Metro received bids from Graffiti Shield, Inc. for Regions 1, 2 and 3. Since only one bid was received per Region from the same firm, Metro staff canvassed firms on the planholders' list to determine why no other bids were received. One firm indicated the anti-graffiti film specifications included within the solicitation package are similar to product specifications manufactured by Graffiti Shield, Inc., therefore, it elected not to submit a bid. Another firm stated they were disappointed by the amount of paperwork required by Metro for a bid submittal.

Metro staff determined that the solicitation was not restrictive. The market survey revealed that the decisions not to propose were based on individual business considerations. Furthermore, the scope of services only provided the salient physical, functional and other characteristics of the required graffiti film material and did not require the use of a specific brand or manufacturer. Therefore, this solicitation can be awarded as a competitive award.

B. Evaluation of Bids

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid. Graffiti Shield, Inc.'s bid was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting the minimum qualifications requirements, such as years of experience providing anti-graffiti film installation and replacement services and salient features of the graffiti film material (including coating and adhesive).

Graffiti Shield Inc. was determined to be qualified to perform the required services based on the IFB requirements.

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on the independent cost estimate (ICE), price analysis, fact-finding, technical evaluation

and negotiations. It is 10% higher than Metro’s ICE due to increase in fuel, insurance, and labor costs.

	Bidder Name	Bid Amount	Metro ICE	Recommended Amount
1.	Graffiti Shield, Inc.			
	Region 1	\$ 13,299,880	\$ 11,539,056	\$ 12,708,116
	Region 2	\$ 6,537,599	\$ 5,671,283	\$ 6,246,465
	Region 3	\$ 8,863,245	\$ 7,689,043	\$ 8,469,155
	Total	\$ 28,700,724	\$ 24,899,382	\$ 27,423,736

By combining all three regions into one contract, Metro staff successfully negotiated a cost savings of \$1,276,988.

D. Background on Recommended Contractor

Graffiti Shield, Inc. (Graffiti Shield), was founded in 2013 and is located in Anaheim, CA. It manufactures and installs surface protection products for glass, metal and other solid surfaces. The firm specializes in precut anti-graffiti films for public and private spaces. Graffiti Shield’s clients include the San Diego Metropolitan Transit System, Dallas Area Rapid Transit, and Mitsubishi Electric US, Inc.

The Graffiti Shield team includes one DVBE subcontractor, TPRK Company, that will provide cleaning services after installation of stainless steel anti-graffiti film.

Graffiti Shield is a Metro certified SBE firm and has been providing stainless steel anti-graffiti film installation and replacement services to Metro since 2013 and performance has been satisfactory.

DEOD SUMMARY

STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES FOR REGIONS 1 THROUGH 3 / OP964830008370

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 22% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this Medium Size Business Enterprise (MSZ-I) solicitation. Graffiti Shield, Inc., an MSZ-I and certified SBE firm, exceeded the SBE goal by making a 97% SBE commitment and a 3% DVBE commitment on Regions 1, 2, and 3 combined.

Small Business Goal	22% SBE 3% DVBE	Small Business Commitment	97% SBE 3% DVBE
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	SBE Subcontractor	% Committed
1.	Graffiti Shield, Inc. (Prime)	97%
	Total SBE Commitment	97%

	DVBE Subcontractor	% Committed
1.	TPRK Consulting	3%
	Total DVBE Commitment	3%

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

The Pre-Qualification Department determined that Graffiti Shield, Inc. is an eligible MSZ-I.

C. Local Small Business Preference Program (LSBE)

Graffiti Shield, Inc. is a non-LSBE prime and did not subcontract at least 30% of its contract value with eligible LSBE firms and ineligible to receive the preference.

D. Living Wage and Service Contract Worker Retention Policy Applicability

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

E. Prevailing Wage Applicability

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

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

F. Project Labor Agreement/Construction Careers Policy

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

ATTACHMENT C

Stainless Steel Anti-Graffiti Film Vandalism Hot Spots



Rail Station
Transfer Station
Busway Station
 Busway Street Service
 UNDER CONSTRUCTION

Metro Rail

- A Line** Azusa to Long Beach
- B Line** North Hollywood to Union Station
- C Line** Redondo Beach to Norwalk
- D Line** Wilshire/Western to Union Station
- E Line** Santa Monica to East LA
- K Line** Expo/Crenshaw to Westchester

Metro Busway

- G Line** Chatsworth to North Hollywood
- J Line** El Monte to San Pedro
Street Service in Downtown LA and San Pedro

Regional Rail

- Amtrak** amtrak.com
- MetroLink** metrolinktrains.com

Airport Shuttle

- LAX FlyAway*** flylax.com/flyaway
- LAX Shuttle (free)** flylax.com

JUN 2023 Subject to Change





Board Report

File #: 2023-0491, File Type: Contract

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: ELEVATOR AND ESCALATOR MAINTENANCE SERVICES

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 14 to Contract No. OP710100003367 with Mitsubishi Electric USA, Inc. (MEUS) to perform comprehensive preventative maintenance, inspections, and repairs of elevators and escalators along with their associated systems and equipment in the amount of \$9,481,930, increasing the total not-to-exceed amount from \$110,310,554 to \$119,792,484 and extending the period of performance from November 1, 2023, to April 30, 2024; and
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

ISSUE

The existing contract with MEUS expires on October 31, 2023. Under this contract, MEUS is responsible for providing comprehensive maintenance, repair, and inspections of elevators and escalators systemwide, excluding Gateway Headquarters Building and Union Station East Portal. Approval of the recommendations is required to ensure service continuity for elevators and escalators within Gateway Headquarters Building, Union Station East Portal as well as the new units added as part of Metro's system expansion projects, post the warranty and maintenance period. Also, this action is critical to allow the time necessary to complete a new solicitation in progress with opportunities for small business participation and to finish the improvement projects that were initiated under this contract. These projects are necessary to address major repairs due to aging/obsolete infrastructure, that have been impacted by the current market conditions and supply chain issues, leading to increased pricing and extended lead times.

BACKGROUND

On August 25, 2016, the Metro Board of Directors awarded a seven-year, firm fixed unit rate Contract No. OP710100003367 to MEUS, to provide comprehensive elevator and escalator maintenance, inspection, and repair services systemwide excluding Gateway Headquarters Building and Union

Station East Portal, effective November 1, 2016, through October 31, 2023. On October 22, 2020, the Metro Board of Directors awarded a 32-month, firm fixed unit rate Contract No. OP1680130003367 to Elevators, Etc., L.P. (EE), to provide comprehensive elevator and escalator maintenance services for Gateway Headquarters Building as well as Union Station East Portal, effective March 1, 2021, through October 31, 2023.

While a new solicitation for elevator and escalator maintenance services is in progress, and to allow sufficient time to finish the improvement projects initiated under the existing contracts, staff considered extending the period of performance for the two (2) existing contracts with MEUS and EE to ensure service continuity. Due to a commitment to a new project and a labor shortage, EE will not be able to perform any maintenance activities beyond October 31, 2023. Upon Board approval of the recommendations, MEUS will ensure service continuity for Metro's elevators and escalators systemwide, including all units currently maintained under the EE contract as well as the new units added as part of the system expansion projects, post the warranty and maintenance period.

MEUS has been providing satisfactory services performing preventative maintenance, inspections, repairs, critical cleaning, and as-needed services for Metro's elevators and escalators.

DISCUSSION

Under the existing contract, MEUS is required to provide a systematic preventive maintenance program and timely repair of equipment to meet the State code requirements and provide a safe and reliable vertical transportation system for Metro patrons. Since the contract award, the scope of services has expanded to include an additional nine (9) elevators and four (4) escalators as part of Metro's system expansion projects for the Metro B Line (Red) Universal City Station Pedestrian Bridge, North Hollywood Station, K Line (Crenshaw/LAX) Division 16 and Location 64. In October 2023, the service area under this contract will further expand to include Metro K Line's (Crenshaw/LAX) 12 elevators and 14 escalators - increasing the number of elevators from 167 to 188 and the number of escalators from 136 to 154, for a total of 342 units systemwide.

With Board approval of this action, the service area under this contract will further expand in November 2023 to include units currently maintained under the contract with EE, with 28 elevators and seven (7) escalators located at Gateway Headquarters Building and Union Station East Portal, for a total of 35 additional units. The updated overall count of units maintained under the MEUS contract will be 216 elevators and 161 escalators, for a total of 377 units systemwide.

Significant improvements have been implemented under this contract, to enhance cleanliness for elevator hoistway glass and pit cleaning from an as-needed basis to twice a year, and for escalator step cleaning from twice a year to four times a year. State-of-good repair refurbishment projects have been an integral part of this contract, performing elevator floor replacement for 117 units at a cost of \$2 million, corrosion damage repairs to hoistway entrances and platforms at a cost of \$1.9 million, and escalator step tread replacement at a cost of \$430,000.

Additional ongoing projects to be completed under this contract include improvements identified upon surveying all units maintained within this contract. This includes modernizations for six (6) elevators with obsolete components at a cost of ~1.02 million, and one (1) escalator with obsolete parts at a

cost of ~\$183,000, replacement of failed hydraulic jack for one (1) elevator at a cost of ~\$60,000, controller cabinet coolers for nine (9) escalators at a cost of ~\$90,000, elevator cab camera installations for four (4) elevators at a cost of ~\$107,000, elevator glass door replacement with solid stainless-steel doors for 20 elevators at a cost of ~\$433,000, escalator vandalized stop switch materials replacement for 54 escalators at a cost of ~\$45,000 and balustrade panel replacement for seven (7) escalators at a cost of ~\$225,000, for a total of ~\$2.2 million. These projects have already been initiated; however, due to the unprecedented market conditions and supply chain issues, costs have increased, and equipment manufacturing/delivery has been delayed.

As-needed services will also continue, repairing damage caused by water intrusion, vandalism, and misuse of units, replacement of obsolete parts, and upgrading existing equipment. These actions are critical to ensure service reliability, compliance with ADA requirements focused on accessibility for patrons with disabilities, maintaining a state of good repair, and remaining in compliance with State code requirements.

Under the existing contract with MEUS, terms for liquidated damages are included and designed to minimize equipment downtime, provide an incentive for the contractors to respond as well as perform timely repairs in accordance with contract requirements, and keep the units in operation. Liquidated damages are also applicable for failure to repair a unit after repeated calls for the same problem and excessive equipment downtime.

The systemwide annual average unit availability Key Performance Indicator (KPI) for Metro's existing transit elevators is 98.85% and 98.75% for escalators. The elevator and escalator annual average KPIs measure units' availability while verifying the contractors' responsiveness and ability to maintain the units in operation. A units' availability is calculated taking into consideration the unit's downtime associated with scheduled maintenance and a contingency for unplanned downtime caused by misuse of units, vandalism, and/or technical matters.

A new competitive solicitation with opportunities for small business participation is in progress for two (2) new contract awards to provide the regulatory and critical preventative maintenance services for elevators and escalators. One (1) contract will service Gateway Headquarters Building and the second contract will provide services systemwide including Union Station East Portal. Approval of the recommendations will support service continuity systemwide and allow staff the time necessary to finish the solicitation in progress.

DETERMINATION OF SAFETY IMPACT

The approval of these recommendations will provide continuity of maintenance services for elevators and escalators throughout Metro's transit system, Gateway Headquarters Building, and Union Station East Portal. This will also ensure compliance with State code requirements, and sustain high levels of equipment availability, to continue delivering safe, on-time, and reliable access to our patrons.

FINANCIAL IMPACT

Forelevator and escalator maintenance services, funding of \$14,484,468 for the remainder of FY24 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 Chief Operations Officer will be responsible for budgeting the cost in future fiscal years.

Impact to Budget

The current source of funds for this action consists of operating eligible sales tax funding including Propositions A/C, Measures R/M, and the Transportation Development Act. These fund sources are eligible for bus and rail operations.

EQUITY PLATFORM

Comprehensive elevator and escalator maintenance is critical to Metro's operations to ensure service continuity, sustain high levels of equipment availability and reliability, and minimize equipment downtime and impact on riders. The elevators and escalators throughout Metro's transit system play a vital role in riders' access, especially for mobility-impaired patrons.

Metro customers, Metro staff, and Transit Ambassadors can report vandalism, cleanliness, and maintenance issues through the Customer Relations numbers posted throughout the rail and bus system. Customers have the option of communicating with Metro through nine (9) different languages using translation services. Metro also ensures translated signage is posted for those reporting vandalized or out of service elevators and escalators on the Metro system.

Under the existing contract, MEUS made a commitment of 7.51% for SBE and 3.05% for DVBE. The project is 82% complete with the current SBE participation at 9.78%, exceeding their commitment by 2.27%, and the current DVBE participation at 3.12%, exceeding their commitment by 0.07%.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 1) Provide high-quality mobility options that enable people to spend less time traveling, and Strategic Goal 2) Deliver outstanding trip experiences for all users of the transportation system. Specifically, the systemwide elevator and escalator maintenance contract ensures the continuity of meeting the State mandated regulations and critical maintenance needs necessary to provide safe, clean, timely, and reliable services.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendations. This option is not recommended as it would result in a gap of service significantly impacting Metro's system safety, accessibility, cleanliness, operations, and customer experience.

NEXT STEPS

Upon approval by the Board, staff will execute Modification No. 14 to Contract No. OP710100003367

with MEUS, to continue providing comprehensive preventative maintenance, inspections, and repairs of elevators and escalators along with their associated systems and equipment.

ATTACHMENTS

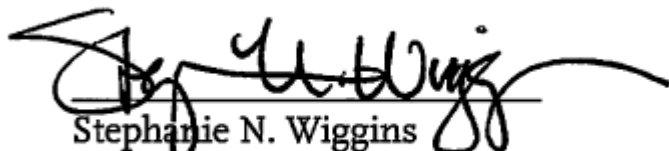
- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - DEOD Summary

Prepared by:

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

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ELEVATOR/ESCALATOR MAINTENANCE / OP710100003367

1.	Contract Number: OP710100003367		
2.	Contractor: Mitsubishi Electric USA, Inc. (MEUS)		
3.	Mod. Work Description: Continue existing services and extend the period of performance		
4.	Contract Work Description: To provide comprehensive preventative maintenance, inspection and repair of elevators and escalators, along with their associated systems and equipment, throughout the entire Metro system including Metro Gateway Headquarters and Union Station East Portal.		
5.	The following data is current as of: 8/11/23		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	11/1/16	Contract Award Amount: \$ 75,077,960
	Notice to Proceed (NTP):	N/A	Total of Modification Approved: \$ 35,232,594
	Original Complete Date:	10/31/23	Pending Modification (including this action): \$ 9,481,930
	Current Est. Complete Date:	4/30/24	Current Contract Value (with this action): \$119,792,484
7.	Contract Administrator: Aielyn Dumaua		Telephone Number: (213) 922-7320
8.	Project Manager: Carlos Martinez		Telephone Number: (213) 922-6761

A. Procurement Background

This Board Action is to approve Modification No. 14 to Contract No. OP710100003367 to provide comprehensive preventative maintenance, inspection, and repair of elevators and escalators, along with their associated systems and equipment, throughout the entire Metro system, including the Metro Gateway Headquarters and Union Station East Portal. This Modification will also extend the period of performance from November 1, 2023, to April 30, 2024.

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

A total of 13 modifications have been issued to date.

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

B. Price Analysis

Proposed fully burdened rates and escalation rates for the extended term (including Metro Gateway building the Union Station East Portal and as-needed services) are determined to be fair and reasonable based on price analysis, independent cost estimate (ICE), technical analysis, and the current Department of Labor and Statistics' indices for changes in private industry workers' salaries and commodity prices. MEUS maintained existing rates for the first 2 months of the 6-month extension period, while an escalation rate of up to 5.6% shall be effective January 1, 2024, to cover agreed-upon wage adjustments with the International Union of Elevator Constructors (IUEC) and increases in material cost.

Proposed Amount	Metro ICE	Recommended Amount
\$9,481,930	\$9,510,465	\$9,481,930

CONTRACT MODIFICATION/CHANGE ORDER LOG

ELEVATOR/ESCALATOR MAINTENANCE / OP710100003367

Mod. No.	Description	Status (approved or pending)	Date	Amount
1.	Increase contract authority due to the addition of two escalator units at the Universal City Pedestrian Bridge.	Approved	10/13/17	\$ 291,657
2.	Increase contract authority due to the addition of two escalator units at the North Hollywood Station.	Approved	1/31/18	\$ 255,200
3.	Increase contract authority due to the addition of three escalator units at the Universal Pedestrian Bridge.	Approved	11/11/18	\$ 210,719
4.	Increase contract authority due to the addition of two elevator units at the North Hollywood Station.	Approved	8/1/19	\$ 413,322
5	Increase contract authority to provide funding two escalator units at the Universal City Pedestrian Bridge to cover maintenance services for years 3 and 4 of the base term.	Approved	10/1/19	\$ 311,226
6	Increase contract authority to cover maintenance services of four additional elevator units (2 units at Location 64 and another 2 units at Division 16); and discontinue maintenance services on two (2) escalators units (1 unit at Location 61 and another unit at MGL Willowbrook/Rosa Parks).	Approved	12/9/19	\$ 172,000
7	Amend the Statement of Work to revise invoice submittal requirements.	Approved	6/18/20	\$ 0
8	Amend the Statement of Work to require the submission of Contractor's employee timesheet as supporting documentation for invoices.	Approved	1/12/21	\$ 0
9	Amend the Statement of Work to require the submission of maintenance records/reports on inoperable units.	Approved	5/11/21	\$ 0

Mod. No.	Description	Status (approved or pending)	Date	Amount
10	Exercise Two Year Option and extend the period of performance (POP) through 10/31/23	Approved	10/31/21	\$ 32,592,290
11	Continue existing services	Approved	1/30/23	\$ 500,000
12	Add a DVBE subcontractor	Approved	4/10/23	\$ 0
13	Continue existing services	Approved	7/17/23	\$ 486,180
14	Continue existing services, including Metro Gateway building and Union Station East Portal, and extend POP through April 30, 2024	Pending	Pending	\$ 9,481,930
	Modification Total:			\$ 44,714,524
	Original Contract:		11/1/16	\$ 75,077,960
	Total Contract Value:			\$ 119,792,484

DEOD SUMMARY

ELEVATOR AND ESCALATOR MAINTENANCE SERVICES/OP710100003367

A. Small Business Participation

Mitsubishi Electric US, Inc. Elevator and Escalator Division (MEUS) made a 7.51% Small Business Enterprise (SBE) and a 3.05% Disabled Veterans Business enterprise (DVBE) commitment on this contract. Based on payments, the contract is 82% complete and the current level of participation is 9.78% SBE and 3.12% DVBE, exceeding the SBE and DVBE commitments by 2.27% and 0.07%, respectively.

Small Business Commitment	7.51% SBE 3.05% DVBE	Small Business Participation	9.78% SBE 3.12% DVBE
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	SBE Subcontractors	% Committed	Current Participation¹
1.	Elevators ETC, LP	2.78%	2.99%
2.	Elite Escalator, Inc,	1.85%	2.48%
3.	Excelsior Elevator Corporation	2.82%	3.34%
4.	Lift Solutions, Inc.	0.06%	0.97%
	Total	7.51%	9.78%

	DVBE Subcontractors	% Committed	Current Participation¹
1.	Vintage Elevator Services, Inc.	3.05%	3.12%
2.	Double Tap Specialty Cleaning	Added	0.00%
	Total	3.05%	3.12%

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

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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.



Board Report

File #: 2023-0499, File Type: Contract

Agenda Number: 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: PURCHASE OF OCS WIRE INSTALLATION TRUCK

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a firm fixed price contract, Contract No. DR97819000, to ZAGRO Bahn-und Baumaschinen GmbH, for one (1) Overhead Contact System (OCS) Wire Installation Truck for a firm fixed price of \$2,387,340.00, inclusive of sales tax, subject to resolution of any properly submitted protest(s) if any; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

This procurement is to purchase a specialized OCS wire installation truck to be used for regular maintenance of the OCS wires along Metro's light rail system and for upcoming overhaul of the OCS systems on the C Line, A Line (north of Union Station), and E Line.

The current method of OCS wire replacement uses hand tools and manual labor to replace heavy gauge copper wire. Utilizing this new OCS wire installation truck will significantly speed up the wire replacement process, potentially reducing the length of service disruptions for patrons.

BACKGROUND

Metro currently maintains over 200 miles of Overhead Contact Wire System (OCS) wires for all light rail train lines. This OCS wire truck will be deployed to all light rail lines to maintain the OCS system and improve reliability. Since Metro currently does not have an OCS wire truck in its fleet., Traction Power crews presently use a bucket truck, crane truck, and hand tools to manually replace OCS

contact wire. The OCS wire truck improves work productivity and efficiencies by automating the wire removal and installation processes.

DISCUSSION

The OCS wire truck will significantly enhance the maintenance process of our OCS infrastructure by allowing for the simultaneous removal of old wire and installation of new wire with the required tension. This truck will support regular maintenance activities as well as upcoming capital projects to replace the OCS wire along the C Line, A Line (north of Union Station), and E Line, improving reliability and state of good repair of the light rail system. It will allow for the simultaneous removal of old wire and installation of new wire with the required tension so that the maintenance crew can use the truck in part of the C Line OCS replacement project and also can maintain the OCS system effectively and safely.

The truck will also be utilized for all other Light Rail Lines and future OCS wire replacement and maintenance. The existing OCS wires on the Pasadena Gold Line (PGL) and Eastside Extension & Expo Phase-1 are also about due for replacement in the near future.

This truck will have a new type of diesel engine that produces lower emissions, is compliant with the South Coast Air Quality Management District (SCAQMD) emission standards, has improved efficiency in horsepower, and consumes less fuel. Metro staff researched Zero Emission (ZE) electric power trucks for purchase. The option to purchase a ZE electric power drive OCS wire truck is not available in the US market.

A 2/3 vote of the board is required per Public Utilities Code 130237:

"Notwithstanding Section 130232, the commission may direct the purchase of any supply, equipment, or material without observance of any provision in this article regarding contracts, bids, advertisement, or notice upon a finding by two-thirds of all members of the commission that there is only a single source of procurement therefor and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use."

DETERMINATION OF SAFETY IMPACT

Metro maintenance crews need to pull the OCS wire to achieve proper tension during wire replacement activities. A new OCS wire truck will provide better efficiency and improved safety and reliability of the light rail system.

FINANCIAL IMPACT

A total of \$2,387,340.00 is needed for this action. The budget is contained in Capital Project 205121 - FY24 Metro Green Line OCS Wire Replacement Project. The Life of Project (LOP) budget is \$38,350,000.00, which is within the project budget.

Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future Fiscal Years.

Impact to Budget

The current source of funds for this action is Proposition A. This is eligible for bus and rail operations.

EQUITY PLATFORM

The Diversity and Economic Opportunity Department (DEOD) did not recommend an SBE or DVBE participation goal for this procurement due to limited suppliers and only one bid submitted for the OCS wire installation trucks. Approving the award of the OCS wire installation truck permits Metro to replace the end of useful life OCS wires in optimal time. This minimizes rail service disruption for Metro riders who rely on transit services for their mode of transportation.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro's Strategic Plan Goal 5) Provide responsive, accountable, and trustworthy governance within the Metro organization.

A new OCS wire installation truck will improve OCS maintenance and the OCS wire installation process and improve safety by utilizing automated tools to speed up and increase production. With this, Metro is exercising good public policy judgment and sound fiscal stewardship.

ALTERNATIVES CONSIDERED

Staff considered not purchasing a new OCS wire installation truck and continue performing the OCS wire replacement process manually using bucket trucks, crane trucks, and hand tools. Replacing the OCS wires without a specialized automation wire truck would take a much longer time to complete, especially for upcoming planned OCS replacement projects for the C Line, A Line (north of Union Station), and E Line.

NEXT STEPS

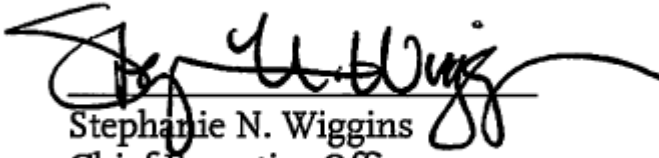
Following the authorization and execution of the contract, the vendor will begin the manufacturing process and provide Metro with a production schedule to identify milestones consistent with the approved schedule.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Kelvin Zan, Executive Officer, Operations Engineering, (213) 617-6264
Errol Taylor, Deputy Chief Operations Officer, Maintenance and Engineering, (213) 922-3227
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

Overhead Catenary System (OCS) Wire Installation Truck

CONTRACT NO. DR97819000

1.	Contract Number: DR97819000	
2.	Recommended Vendor: ZAGRO Bahn-und Baumaschinen GmbH	
3.	Type of Procurement (check one): IFB RFP RFP-A&E Non-Competitive Modification Task Order	
4.	Procurement Dates:	
	A. Issued: 2/15/23	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: 3/15/23	
	E. Pre-Qualification Completed: 6/14/23	
	F. Conflict of Interest Form Submitted to Ethics: 4/7/23	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Lorretta Norris	Telephone Number: (213) 922-2632
7.	Project Manager: Kelvin Zan	Telephone Number: (213) 617-6264

A. Procurement Background

This Board Action is to approve a single source Contract No. DR97819000 to ZAGRO Bahn-und Baumaschinen GmbH for the purchase of an Overhead Catenary System (OCS) Wire Installation Truck to be utilized in Metro's C Line OCS wires replacement project. Board approval of contract awards are subject to resolution of any properly submitted protest.

A Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy for single source procurements and the contract type is a firm fixed price. SBE and DVBE goals were not recommended due to the lack of subcontracting opportunities.

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

- Amendment No. 1, issued on March 17, 2023, clarified the Scope of Services.
- Amendment No. 2, issued on March 20, 2023, clarified the Schedule of Quantities and Prices, and Evaluation Criteria.

The proposal was received from ZAGRO Bahn-und Baumaschinen GmbH on March 15, 2023.

B. Evaluation of Proposals

The proposal submitted was reviewed by staff from the Metro Operations Department and was deemed responsive and in full compliance with the technical requirements of the RFP.

ZAGRO Bahn-und Baumaschinen GmbH's (ZAGRO) proposal was reviewed for technical approach, pricing, and understanding of the work.

Metro staff engaged in discussions with ZAGRO to address questions and get clarification on the technical specifications, work plan and scope of work to ensure that it aligned with the OCS wires replacement project.

C. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon fact finding, an independent cost estimate (ICE), technical evaluation, additional justification and cost analysis conducted by staff.

The price variance of 10.5% from the ICE is reflective of the current global market conditions which have been heavily impacted by the COVID-19 pandemic. The market price of steel has fluctuated to almost double of what it was since the last procurement of heavy-duty trucks were purchased. A worldwide semiconductor supply shortage has stalled production within the automotive industry and drastically delayed the delivery timeline of vehicles. In addition, the global logistics landscape of moving goods is heavily burdened by a shortage of manpower combined with an increased cost of fuel driving up the freight cost for this unit. The price variance is also due to supply chain issues and labor cost escalations.

Proposer Name	Proposal Amount	Metro ICE	Agreed Amount
ZAGRO Bahn-und Baumaschinen GmbH	\$2,387,340	\$2,161,000	\$2,387,340

D. Background on Recommended Contractor

The recommended firm, ZAGRO Bahn-und Baumaschinen GmbH, located in Germany, has been in business for 54 years. It merged with ZWEIWEG International GmbH (founded in 1940) and Co. KG and GMEINDER LOKOMOTIVEN GmbH (founded in 1913) to form the ZAGRO Group, a full-range supplier in the field of railroad vehicles and shunting technology. The ZAGRO Group develops, designs, and produces innovative railroad and maneuvering technology. The combined expertise has allowed the group to become a leader in its field by providing its customers optimal solutions.

DEOD SUMMARY

Overhead Catenary System (OCS) Wire Installation Truck
CONTRACT NO. DR97819000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this single source solicitation due to lack of subcontracting opportunities. ZAGRO Bahn-und Baumaschinen GmbH Industries (ZAGRO) did not make a commitment. It is expected that ZAGRO will perform the services of this contract with their own workforce.

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 modification/contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2023-0455, File Type: Appointment

Agenda Number: 39.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: MEMBERSHIP ON METRO'S WESTSIDE CENTRAL SERVICE COUNCIL

ACTION: APPROVE NOMINATION

RECOMMENDATION

APPROVE nominee for membership on Metro's Westside Central Service Council.

ISSUE

Each Metro Service Council (MSC) is comprised of nine Representatives who serve terms of three years; terms are staggered so that the terms of three of each Council's nine members expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority and confirmed by the Metro Board.

The Westside Central Service Council has vacancies created by Councilmembers who have recently resigned.

BACKGROUND

Metro Service Councils were created in 2002 as community-based bodies tasked with improving bus service and promoting service coordination with municipal and local transit providers. The MSC bylaws specify that Representatives should live in, work in, or represent the region; have a basic working knowledge of public transit service within their region, and an understanding of passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.

The MSCs are responsible for convening public hearings to receive community input on proposed service modifications, rendering decisions on proposed bus route changes, and considering staff's recommendations and public comments. All route and major service changes that are approved by the MSC will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move an MSC-approved service change to an Action Item, the MSC will be notified of this change before the next Service Council monthly meeting.

DISCUSSION

The individual listed below has been nominated to serve on the Westside Central Service Council by the vacant seat’s nominating authority. If approved by the Board, this appointment will serve for the remainder of the three-year terms specified below. A brief listing of qualifications and the nomination letter for the new nominee are provided in Attachments A and B.

For your reference, the 2021 American Community Survey demographics and 2019 Metro Ridership Survey demographics for each region are compared to the membership, should this nominee be appointed.

Westside Central Service Council Nominee

- A. Pamela Sparrow, New Appointment
 Nominated by: Second District Supervisor Holly J. Mitchell
 Term: July 1, 2021 - June 30, 2024

% Region Total	Hispanic	White	Asian & PI	Black	Native Amer	Other
WSC Council Region	42.4%	30.7%	13.7%	9.1%	0.2%	3.9%
WSC Region Ridership	66%	7%	7%	16%	1%	4%
WSC Membership/No.*	37.5% / 3	25% / 2	12.5% / 1	25% / 2	0% / 0	0% / 0

The gender makeup of the Westside Central Cities Service Council will be as follows:

Gender	WSC Membership/No.	Los Angeles County
Male	50% / 4	49.7%
Female	50% / 4	50.3%

*There is one remaining vacancy on this Service Council. A fully appointed Council consists of 9 members. The remaining vacancy will be appointed by Mayor Karen Bass.

DETERMINATION OF SAFETY IMPACT

Maintaining the full complement of representatives on each Service Council to represent each service area is important, as each Representative is required to regularly use public transit, and each Council is composed of people from diverse areas and backgrounds. This enables each Council to better understand the needs of transit consumers including the need for safe operation of transit service and safe location of bus stops.

EQUITY PLATFORM

Metro seeks to appoint Service Council members who represent the diverse needs and priorities reflective of the demographics of each respective region. To encourage nominating authorities to nominate individuals who will closely reflect the region and its ridership, staff shares regional ridership, resident, and Service Council membership race/ethnicity, and gender demographics with

each nomination request. This practice has resulted in the Service Councils becoming much more diverse in terms of both race/ethnicity and gender over the last several years. However, approximately half of LA County residents and Metro riders are women, and there is still work that needs to be done to achieve gender equity on some of the Service Councils. Staff will continue to share demographic information and encourage nominating authorities to give weight to gender equity when considering individuals for nomination.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

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

NEXT STEPS

Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service and the customer experience in their areas. Staff will also continue to work with the nominating authority for the remaining vacant seat to identify potential nominees.

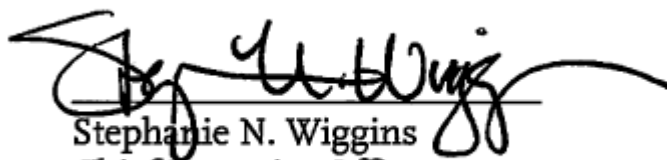
ATTACHMENTS

Attachment A - New Appointee Nomination Letter

Attachment B - New Appointee Biography and Qualifications

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 922-1210

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



Stephanie N. Wiggins
Chief Executive Officer

NEW APPOINTEE NOMINATION LETTER



**BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES**

KENNETH HAHN HALL OF ADMINISTRATION
500 W. TEMPLE STREET, STE. 866, LOS ANGELES, CALIFORNIA 90012
PHONE: 213-974-2222 | FAX: 213-680-3283

HOLLY J. MITCHELL
SUPERVISOR, SECOND DISTRICT

August 2, 2023

Ms. Dolores Ramos
Los Angeles County Metropolitan Transportation Authority
Regional Service Councils
One Gateway Plaza
Mail Stop: 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

As the Supervisor for the Second Supervisorial District (Second District) of Los Angeles County, I would like to nominate Ms. Pamela Sparrow to the Westside Central Service Council (Council) to serve as the Second District's representative for the term of July 1, 2021 - June 30, 2024.

I am confident that Ms. Sparrow's knowledge and experience will serve the Council well. She understands the needs of transit riders as someone who is fully transit dependent due to a visual impairment and will advocate for more reliable, safe, affordable, and accessible service. She travels regularly by transit to her job as an Office Technician for the California Department of Veterans Affairs.

Ms. Sparrow has a long history of living and working in the Second District. She is a strong leader and a perfect fit for this role.

Please let me know if you need any additional information. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink that reads "H. Mitchell".

Holly J. Mitchell
Supervisor, Second District
Los Angeles County Board of Supervisors

(TJ/KaS:sw)

EXPOSITION PARK OFFICE
900 EXPOSITION BOULEVARD
LOS ANGELES, CA 90007

LENNOX OFFICE
4343 LENNOX BOULEVARD
LENNOX, CA 90304

MARINA DEL REY OFFICE
13640 MINDANAO WAY, ROOM 2C
MARINA DEL REY, CA 90292

VERMONT CORRIDOR OFFICE
510 S. VERMONT AVENUE, STE G-100
LOS ANGELES, CA 90020

NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS

Pamela R. Sparrow, Nominee to Westside Central Service Council



Pamela Sparrow has lived and worked in the 2nd Supervisorial District for nearly 22 years. She resides in the Pico/Fairfax district and regularly rides Metro Lines 20/720, 28, 33, the E Line, as well as Santa Monica Big Blue Bus Lines 7/R7, 14, and 17. Ms. Sparrow currently works as an office technician for the California Department of Veterans Affairs.

Ms. Sparrow has also served as a Field Organizer for Hillary for America, a Delegation Liason to South Africa for the Special Olympics World Games (2015), on the 57th Presidential Inauguration Committee of President Barack Obama as a Finance Marketing Fellow, and as Deputy Travel Director for the Democratic National Committee/Obama For America. She is also a longtime volunteer for the Foundation Fighting Blindness and a member of the First African Methodist Episcopal Church of Los Angeles.

Ms. Sparrow has bachelor's degree in business administration, management and marketing from the University of Redlands, a Certificate in Professional Project Managment from the AAA Institute, and has completed the Human Resources Certificate Program in Human Resources Management/Personnel Administration at Loyola Marymount University.



File #: 2023-0486, File Type: Oral Report / Presentation

Agenda Number: 40.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 21, 2023**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

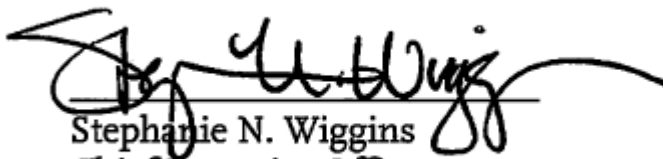
RECOGNIZE Operations Employees of the Month.

Equity Platform

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

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

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



Stephanie N. Wiggins
Chief Executive Officer

**September 2023
Bus Transportation &
MicroTransit
Employees of the Month**



Metro

Operations, Safety, and Customer Experience Committee
September 21, 2023

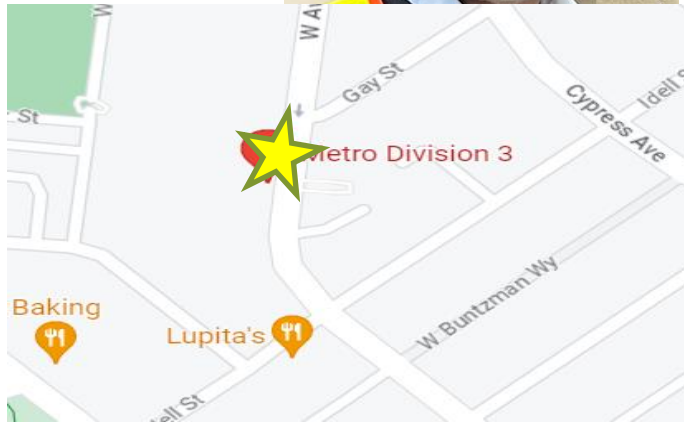
Employees of the Month



Bus Transportation

Bus Operator

Herman Gavia



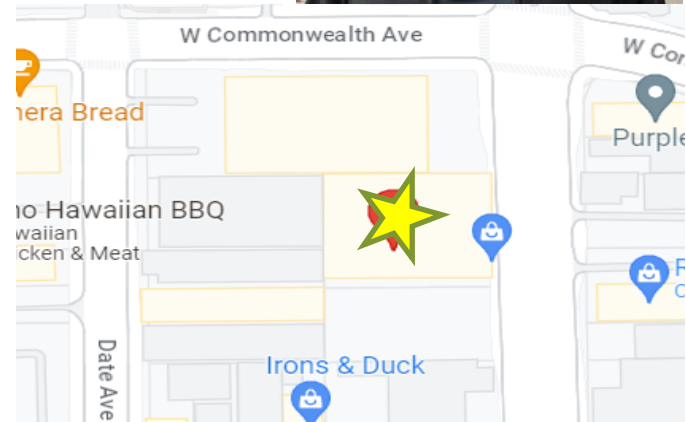
Division 3 – North Los Angeles/Cypress Park

MicroTransit

MicroTransit

Operator

Ta Tanisha Woodson



MicroTransit – Alhambra Location



Board Report

File #: 2023-0487, **File Type:** Oral Report / Presentation

Agenda Number: 41.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 21, 2023**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

EQUITY PLATFORM

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

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

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

Stephanie N. Wiggins
Chief Executive Officer

The signature is a cursive, handwritten name in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a black, sans-serif font.

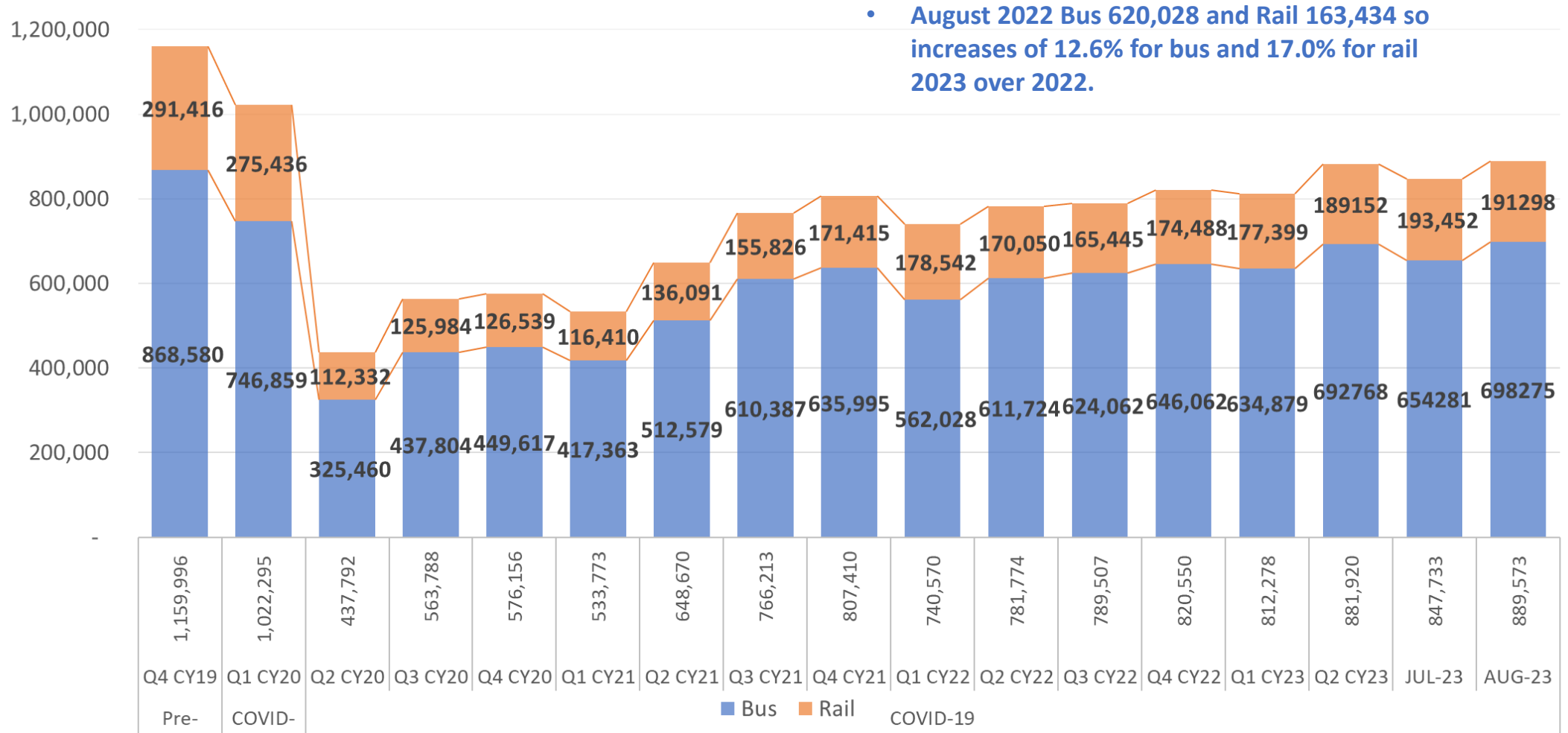


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
September 21, 2023

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 80% in August 2023 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

Cancelled Service

- **Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service.**
- **Cancellation rates are now below pre-service change and from one year ago.**
- **There are no lines with a cancellation rate above 5%.**
- **Line 294 (San Fernando Rd) had the highest cancellation rate for August 2023:**
 - **2.7% in August 2023 vs 3.5% in August 2022**

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 9/3/22	2.8%	2.4%	10.5%
Week Ending 9/2/23	0.5%	0.7%	2.2%
Week Ending 8/26/23	1.1%	0.7%	3.4%
Week Ending 8/19/23	0.5%	1.4%	1.2%
Week Ending 8/12/23	1.1%	0.9%	3.0%
Week Ending 8/5/23	0.6%	0.4%	2.6%
Week Ending 7/29/23	0.7%	0.6%	2.5%
Week Ending 7/22/23	0.6%	0.3%	2.4%
Week Ending 7/15/23	1.0%	1.2%	2.2%
Week Ending 7/8/23	0.6%	1.1%	2.0%
Week Ending 7/1/23	0.5%	0.2%	2.7%
Week Ending 6/24/23	0.4%	0.5%	3.8%
Week Ending 6/17/23	1.0%	0.5%	2.6%
Week Ending 6/10/23	1.1%	1.0%	2.3%
Week Ending 6/3/23	1.3%	2.0%	2.5%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Service Changes Update

Bus Services

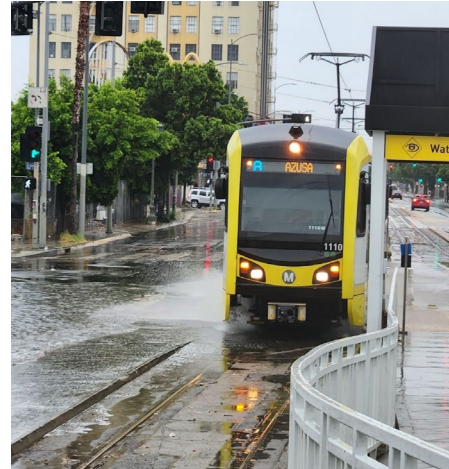
- Metro implemented the June 2023 service change on June 25th:
 - Most changes focused on improving on time performance for Metro buses run, with adjustments to 65 weekday and over 40 weekend bus line schedules.
 - Some restructured bus lines in East LA, Highland Park-El Sereno areas reflecting the Regional Connector A and E Lines opening on June 16.
 - No significant issues with this implementation.
- Headway based service operation was launched on Line 16 (Third Street) from July 10 to improve service reliability with a focus on more consistent intervals between buses.
 - This projects combines additional support from Street Supervisors and Bus Operations Control and software to help operators.
 - Early observations show a significant improvement (+10-20%) in on time departures from the start of trips, with up to 5% improvement in reliable intervals between trips.

Rail Services

- B and D subway lines between Union Station, North Hollywood, and Wilshire Western stations will increase in frequency from 15 to 12 minutes weekdays and weekends, starting September 10.
- A, C, E, & K lines will increase in frequency from 10 to 8 min. weekday peak, and from 12 – 15 min. to 10 min. off peak in December 10.

Tropical Storm Hilary

- Frontline Operations
 - Communications Systems
 - Facilities Maintenance
 - Bus & Rail Operators
 - Traction Power
 - SCADA
 - Signals
 - Track
- Cleaned drains, prepared sandbags, water pumps, etc.
- Scheduled service with minimal delays due to flooding



Metro service operated as scheduled despite flooding



Clogged drain cleared in 90 min.



Sandbags were strategically placed at various sites



Interior station cleanup to remove debris



Water pump equipment in case of flooding

Tropical Storm Hilary

Thank you to our frontline employees!



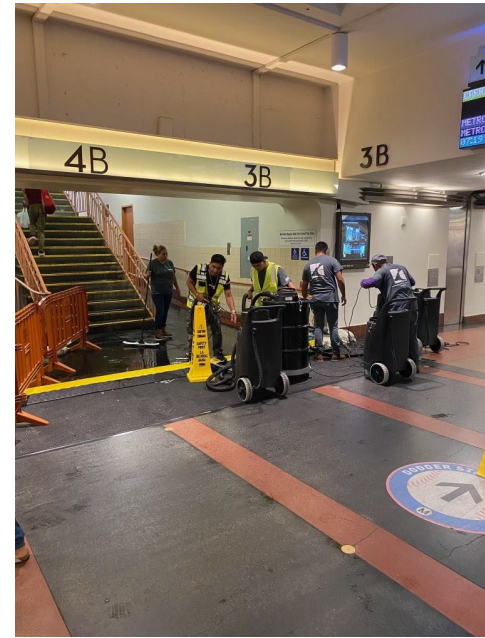
Flood prevention near tracks to avoid service disruption



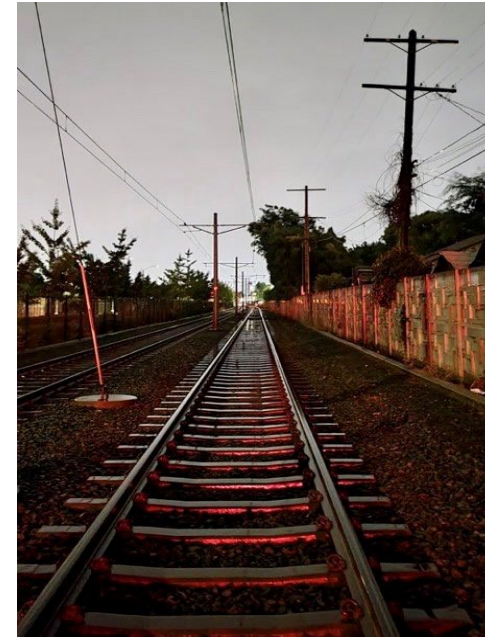
Crews pinned crossing gates in anticipation of high winds



Escalators were shut off at 5 stations for safety reasons



Prepping water pumps at Union Station passageway



Supported tree trimmers to clear passageway

Tropical Storm Hilary

Cummulative Hilary Storm Weekend PEH Engagments/Metro HOME

PEH Placement Type	Total Placed
Metro Motel Vouchers	10
Emergency Shelter Placements	143
Family Reunifications	5

Cumulative accounting of the efforts for people experiencing homelessness over the course of the weekend.

Metro Emergency Shuttle to Shelter Operation 8-20-23

Shuttle Transportation Bus Count	End of Line Station	Number of PEH Referred
3 trips	Union Station	41
1 trip	Downtown Santa Monica	27
2 trips	APU/Citrus	24
2 trips	Downton Long Beach	20
1 trip	North Hollywood	8
Total		120

Shuttle to shelter operation that took place on 8/20.



Ambassador J Line Team- Pico & Figueroa



Ambassadors helping with directions



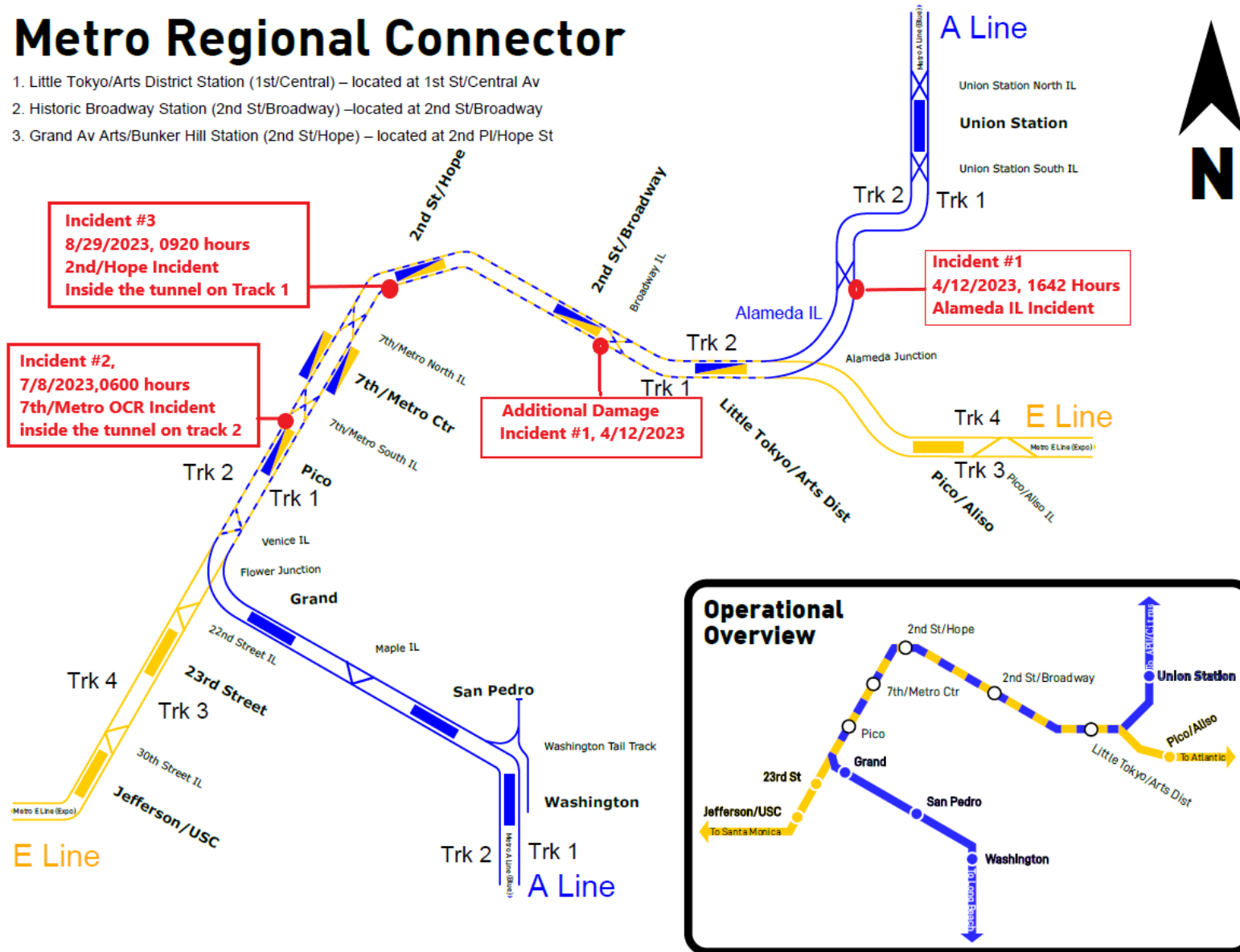
Ambassador gave patron a poncho



Regional Connector OCS/OCR Service Disruptions

Metro Regional Connector

1. Little Tokyo/Arts District Station (1st/Central) – located at 1st St/Central Av
2. Historic Broadway Station (2nd St/Broadway) –located at 2nd St/Broadway
3. Grand Av Arts/Bunker Hill Station (2nd St/Hope) – located at 2nd Pl/Hope St



OCS/OCR SERVICE DISRUPTIONS

4/12/23 – A Line Alameda Interlocking Incident

- Uneven installation of straight and diverging Overhead Conductor Rail caused excessive arcing and major contact wire pitting at the Alameda Interlocking.
- Feeder cables at Broadway Interlocking were supported by an unapproved method which failed, causing an impact to the train pantograph.

7/8/23 – A/E Line Tunnel Between Pico Station and 7th/Metro Station

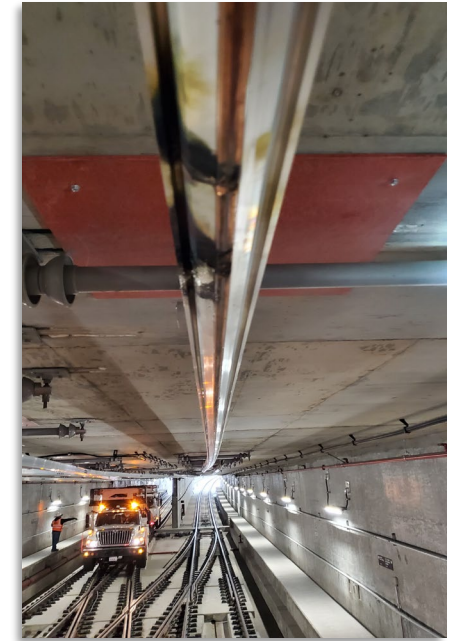
- A non-OEM bolt was used to install the feeder cable clamp at I-10 flyover along Flower and 18th Street, which broke loose causing the feeder cables to hang inside the train envelope.
- A train pantograph impacted the hanging feeder cable and caused damage to the pantograph.
- The pantograph did not drop as designed due to a safety pin installed during maintenance which was not removed.
- Visual alarms on the train's console were not noticed resulting a missed opportunity to inspect the pantograph at Pico Station before entering the 7th & Metro portal.
- The damaged pantograph tore down the OCR inside the 7th & Metro portal tunnel.

8/29/23 – A/E Line Tunnel Between 7th/Metro Station and Grand Av Arts/Bunker Hill Station

- A damaged pantograph on the train caused a short circuit to the OCR which resulted in major OCR contact wire pitting.



Failed feeder cable securement



Arcing location



Damaged OCR



Lessons Learned

Project Delivery

- Improve quality control inspections from the project team
- Share all punch list items between Metro departments before pre-revenue operations begin
- Review the critical spare parts list and ensure an adequate supply of spare parts from the project or procurement

Operations

- Additional training and review of SOP for Operators on train console alarms
 - (e.g. pantograph inspection at the next nearest station after power failure alarm)
- Review maintenance check list
 - (e.g. reminder to remove safety pins on pantographs after maintenance)
- Continue to pre-plan contingent service based on incident time and location

Communications

- Immediately after an incident that impacts service, CX receives notification from BOC (for Bus incidents) or ROC (for Rail incidents)
- Service Alerts are posted on Metro's Twitter Service Alert Page (now called X), Metro's Facebook page and The Source
- Metro's Media Relations Team will notify the Media to help get the word out about major service disruptions
- Improve the amount of information that is shared quickly with the public (e.g. include photos, facts, and stations affected when sending out continued updates on the situation to the public)
- Communicate other transportation alternatives through social media



Board Report

File #: 2023-0464, File Type: Contract

Agenda Number: 42.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: MICROTRANSIT PILOT PROJECT - PART B

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the:

- A. extension of the MicroTransit Pilot Program to allow the project team to move forward with a new operational business model to improve overall performance and support a more sustainable on-demand transit service program as outlined in Attachment G;
- B. Chief Executive Officer (CEO) to execute Modification No. 11 to Contract No. PS46292001 with RideCo., Inc., for the MicroTransit Pilot Project to extend the period of performance from October 1, 2023, through September 30, 2024, in an amount not to exceed \$14,120,992, increasing the Total Contract Value from \$43,225,766 to \$57,346,758; and
- C. CEO to negotiate and execute a contract modification to extend Contract No. PS46292001 with RideCo, Inc., for an additional six months, if necessary, from October 1, 2024 through March 31, 2025, for demobilization, mobilization and deployment efforts utilizing funds to be requested during future fiscal year's budget process.

ISSUE

The MicroTransit Pilot (MTP) has faced several challenges, such as an unsuited business model and the impact of COVID-19. Despite these challenges, staff recognizes the program's potential benefits and highly recommend extending the pilot to more accurately assess its effectiveness. The MTP Part B contract expires on September 30, 2023. This modification extends the current contract to allow the project team to develop new solicitation packages scheduled for release in Fall 2023 for MicroTransit service based on the improved business model. Without this extension, MicroTransit service would need to be suspended at the conclusion of the current contract extension, lasting until the new business model is implemented.

BACKGROUND

MicroTransit combines technology and operational approaches to provide flexible, on-demand transit

service. Passengers using MicroTransit enjoy flexible pick-up and drop-off locations and times. Instead of using a fixed schedule and route for each driver and vehicle, customers seeking to travel within a service zone are matched with drivers using a smartphone application, phone dispatch service, and/or website.

On February 27, 2020, the Metro Board of Directors awarded Contract No. PS46292001 Part B to RideCo, Inc. to implement and operate the MTP service. The intent of the MTP was to test the viability of a flexible on-demand service in terms of impacts on ridership, equity, accessibility (first/last mile), workforce development, and as a cost-effective alternative to underperforming fixed route services. The current MTP annual cost is approximately \$31M (\$16M contract cost and \$15M for SMART, AFSCME, and Management Labor & Overhead).

The first two Micro Zones were Watts/Willowbrook and LAX/Inglewood, deployed in December 2020. Within 45 days, the Pilot was expanded to incorporate the MOD/Sandbox Pilot adding three more zones covering Compton/Artesia, El Monte, and North Hollywood/Burbank. In June 2021, Highland Park/Eagle Rock/Glendale and the Altadena/Pasadena/Sierra Madre Micro Zones were implemented, followed by the Northwest San Fernando Valley Micro Zone in September 2021. The Compton/Artesia Zone was also merged into the existing Watts/Willowbrook Micro Zone in that same month of September. The UCLA/Westwood/VA Medical Center Micro Zone was added in December 2021 to create a total of eight Micro Zones, all deployed within one year. Today, within the eight zones as displayed in Attachment E, the MTP provides coverage in 21 cities as well as several unincorporated Los Angeles County communities across 165 square miles.

To ensure the goals of the service launch, the MTP was coupled with the NextGen Bus Plan as a key ridership initiative to drive usage by current and new customers. As such, the MTP programming was synchronized and, ultimately, implemented to help replace low-performing fixed-route Metro bus services. Replacing fixed-route bus services with the MTP was seen as a way to resolve changes to the network while improving transit access for residents in the areas served by these low-performing bus routes. In total, fourteen routes were partially or fully replaced by the MTP.

In March 2023, the Board approved a six-month extension to the existing contract with RideCo, Inc. to continue the pilot operation and evaluation of MicroTransit. During this time, staff continued to optimize the deployment of operators and vehicles, as well as the software and dispatch rules, including automatic booking limits, improving on-time performance, and time snapping. Staff also completed an evaluation of the MicroTransit pilot, and researched other MicroTransit deployments across the country to determine the best path forward for the program, both were presented to the Board at its July 2023 meeting.

DISCUSSION

From a service perspective, the MTP has several major goals, including focusing on the customer experience and ease of use, improved connections to the larger Metro system and local and regional operators, addressing inequities in the availability and affordability of on-demand ride-hailing offered by private companies, which are often less available in communities of color and areas with lower median household incomes, and providing service throughout areas with low-performing Metro bus lines removed in the NextGen systemwide bus network redesign. The original MTP zones were

developed through a separate, but parallel planning process with NextGen. The MTP zone development aimed to identify areas that had specific use cases to test, were not duplicative of productive fixed route service, and aimed to address inequities in the availability of on demand service in equity focused communities. As the MTP and NextGen planning process were coming to a close, the plans were compared and adjusted to ensure coordination of service and consistency in service priorities between MTP and fixed route bus. Therefore, some of the MTP zones were revised to account for discontinued unproductive fixed route bus service.

Replacing Underperforming Fixed Route Bus Service:

As stated earlier, MicroTransit was partially implemented to replace underperforming fixed route bus service discontinued as part of the NextGen bus network redesign project. As shown in the table in Attachment E, the total value of savings of the discontinued bus service is about \$20.5 million per year in operating costs.

The annual cost of the MicroTransit program is \$31 million, which includes \$16 million in Contract cost and \$15 million in Metro Labor and overhead. Deducting the NextGen service reductions of \$20.5 million from the total cost, the adjusted cost of operating MicroTransit is \$10.5 million per year. Therefore, after removing \$2 million in capital costs from the contract, the net cost of operating MicroTransit is \$8.5 million per year.

The 12-month contract extension requested in this report will allow staff to complete the following:

Continue the MTP but with Operational Changes

One way to partially achieve the original MTP goals and work toward achieving performance measures would be to discontinue or curtail service in some Micro Zones and concentrate as well as conserve resources in the remaining Zones. Additional steps could be taken such as:

- Incrementally raising fares to the original planned fare of \$2.50 (current MTP fares are \$1 per trip as an introductory fare)
- Shifting operating costs to capital costs to reduce operating costs and improve overall financial viability
- Streamlining operating hours (current MTP hours of operation are generally from 5 am to 11 pm) to address the demand for more service levels during high demand periods as indicated by failed search percentages
- Structuring future contracts with better accounting for time-of-day and performance delivery to remain useful to customers and cost-effective for Metro
- Discontinuing or curtailing service in some low-performing Metro MicroTransit zones with consideration of continued service in zones where bus lines were eliminated/reduced due to NextGen

Implement a New Business Model

Staff is working towards achieving the performance and cost efficiency goals through a new business model. Using the information from the MTP evaluation and peer agencies comparison, Metro will be able to reduce the current per trip cost to \$20-\$25. The concepts for the MicroTransit Operational Model are outlined in Attachment G.

DETERMINATION OF SAFETY IMPACT

Ongoing operations of the MTP through this extension are not anticipated to adversely impact safety.

FINANCIAL IMPACT

Funding for Contract No. PS46292001 in the NTE increase amount of \$14,120,992 for the FY24 is allocated under Cost Center 3595 - MTP Operations, Project 309001, Operations Department Strategic Initiatives.

Since this is a multi-year contract, the Executive Officer, Transit Operations - Strategic Initiatives will be accountable for budgeting the cost in future years.

Impact to Budget

The sources of funding for this action include Proposition A, Proposition C, Measure R, Measure M, TDA, and STA. These funds are eligible for bus operations.

EQUITY PLATFORM

The MTP sought to also address inequities in the availability and affordability of on-demand ride-hailing services offered by private companies, which are often less available in communities of color and areas with lower median household incomes. Part of this effort included asking appropriate questions in our April/May 2023 Mode Shift Survey that examined how we can provide better availability and affordability through the MTP program.

To generate the broadest sample possible, the survey was issued through three methods: (1) an online survey, announced via email in English and Spanish; (2) an on-board survey conducted by bilingual outreach personnel in English and Spanish; and (3) a telephone survey in English and Spanish of people booking through the Metro Call Center in September 2022 who opted-in to be contacted. A total of 2,875 Metro MicroTransit customers completed surveys. The survey was available in English and Spanish. The completion rate for English-language individuals was 80%, and the Spanish-language completion rate was 78%. 95% (n=2733) of the surveys were completed in English, and 5% (n=142) were completed in Spanish.

Initial survey results indicate:

- More than half of respondents identified as female (53%), 40% identified as male, 3% as non-

- binary, and 0.3% as other gender
- Compared to Metro customers overall, Metro Micro users identified as Asian/Native Hawaiian/Pacific Islander (18% vs. 7% overall) and White/Caucasian (28% vs. 12% overall), compared to riders identifying as Black/African American (10% vs 14% overall) or Hispanic/Latinx (40% vs 58% overall)
- Compared to overall Metro customer household income, Metro Micro users identified as under \$15,000 (19% vs 39% overall), \$15,000-\$24,999 (14% vs 23% overall), \$25,000-\$49,999 (19% vs 21% overall), compared to \$50,000-\$99,999 (16% vs 11% overall) or \$100,000 or more (13% vs 6% overall)

While all Metro MicroTransit zones contain EFCs, there is a range of EFC coverage among zones. This coverage can be found in Attachment F EFC Coverage Among Zones.

For context, 31% of the land area of the eight Metro MicroTransit zones are in EFCs.

Metro staff continues to monitor changes to daily operations for equity-related impacts.

As the MTP seeks to increase ridership and efficiency with an eye toward reducing cost per boarding, Metro staff will be conscious of the potential impacts on equity.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The MTP supports strategic plan goals #1.2 and 2.3: Metro MicroTransit is an investment in a world-class transportation system that is reliable, convenient, and attractive to more customers for more trips. Metro MicroTransit was designed to improve customer satisfaction at customer touch points by offering an accessible, flexible service that better adapts to customer demand and needs.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommended action(s). This alternative would cease revenue service operations for the communities and neighborhoods that utilize MTP for essential trips, including:

- Loss of population access to transit for nearly 350,000 residents, including in EFCs and loss in first/last mile connections as currently 19% of Metro Micro customers connect to fixed route transit using the new offering
- Loss of potential new customers as 11% of Metro Micro customers are new to Metro
- Loss of a well-liked transit service with a 4.8 out of 5 customer rating
- Loss of jobs/pathways for existing and new operators

In addition, staff will need to recommend mitigations to the Board to consider for replacement service in areas where MTP was used to replace unproductive fixed route bus service.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 11 to Contract No. PS46292001 with RideCo, Inc.

Staff will move forward with the implementation of the business model concepts that were derived from lessons learned. The new model appropriately assigns risk and responsibilities to Metro and the private sector by using expertise to maximize cost efficiency, service quality, innovation, and productivity.

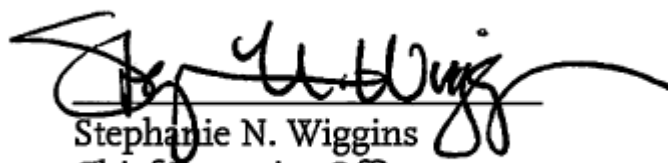
Staff will come back to the Board with a recommendation for a new contract award based on the new business model for an optimized MicroTransit program that is expected to provide a more cost-competitive solution and efficient operation.

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - DEOD Summary
- Attachment D - MicroTransit Zones Map
- Attachment E - NextGen Bus Route Mitigations
- Attachment F - EFC Coverage Among Zones
- Attachment G - MicroTransit Operations Model Concepts

Prepared by: Dan Nguyen, Executive Officer, Operations Administration (213) 418-3233
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

MICROTRANSIT PILOT PROJECT/PS46292001

1.	Contract Number: PS46292001		
2.	Contractor: RideCo, Inc.		
3.	Mod. Work Description: MicroTransit Pilot Project – PART B (Implementation)		
4.	Contract Work Description: Continuation of services for the MicroTransit Pilot Program from October 1, 2023 through September 30, 2024.		
5.	The following data is current as of: August 9, 2023		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	04/26/2018	Contract Award Amount: \$219,650
	Notice to Proceed (NTP):	05/22/2018	Total of Modifications Approved: \$43,006,116
	Original Complete Date:	09/06/2019 (PART A)	Pending Modifications (including this action): Not-to-Exceed \$14,120,992
	Current Est. Complete Date:	09/30/24 (PART B)	Current Contract Value (with this action): \$57,346,758
7.	Contract Administrator: Lily Lopez		Telephone Number: 213-922-4639
8.	Project Manager: Dan Nyguen		Telephone Number: 213-418-3233

A. Procurement Background

This Board Action is to approve Contract Modification No. 11 to extend the contract for twelve months for the continuation of services from October 1, 2023 through September 30, 2024.

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

The initial Request for Proposals (RFP) for this project was issued on October 25, 2017 and was solicited and awarded to be executed in two parts; Part A, the “Planning and Design” phase and Part B, the “Implementation and Evaluation” phase. This procurement tool served as the agency’s first Pre-Development Agreement Public Private Partnership (PDA-P3) procurement model.

On April 26, 2018, the Board awarded three (3) contracts to firms to perform Part A (Planning and Design) of the MicroTransit Pilot Project. The period of performance for Part A was 6 months. Part B was determined to be a future Board action depending on the feasibility results of Part A. On February 27, 2020, the Board approved RideCo to perform Part B of the MicroTransit Pilot Project.

Ten modifications have been issued to date.

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

B. Cost Analysis

The not-to-exceed amount of \$14,120,992 has been determined to be fair and reasonable based upon an independent cost estimate (ICE), technical analysis, cost analysis, and fact finding.

Proposal Amount	Metro ICE	Not-to-Exceed Amount
\$14,120,992	\$14,667,391	\$14,120,992

CONTRACT MODIFICATION/CHANGE ORDER LOG

MICROTRANSIT PILOT PROJECT/PS46292001

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Extend period of performance	Approved	09/04/18	\$0.00
2	Extend period of performance	Approved	12/19/18	\$0.00
3	Revise Statement of Work to increase Work to be Performed	Approved	05/23/19	\$66,334
4	Extend period of performance	Approved	10/31/19	\$0.00
5	Part B (Implementation) of MicroTransit Pilot Project	Approved	07/30/20	\$28,874,748
6	Add new subcontractor	Approved	09/22/20	\$0.00
7	Expand MicroTransit Operations to three additional service zones (North Hollywood/Burbank, El Monte and Compton/Artesia) for 24 months	Approved	1/28/21	\$5,970,870
8	Revise the requirements for the excess liability insurance requirement.	Approved	4/23/21	\$0.00
9	No cost time extension for the continuation of services through March 31, 2023.	Approved	12/13/22	\$0.00
10	Extend period of performance for 6 months for the continuation of services for the MicroTransit Pilot Program.	Approved	3/23/23	\$8,094,164
11	Extend period of performance for 12 months for the continuation of services for the MicroTransit Pilot Program through September 30, 2024.	Pending	Pending	\$14,120,992
	Modification Total:			\$57,127,108
	Original Contract:		04/26/18	\$219,650
	Total:			\$57,346,758

DEOD SUMMARY

MICROTRANSIT PILOT PROJECT/PS46292001

A. Small Business Participation

Rideco, made a 10.23% Small Business Enterprise (SBE) and a 3.20% Disabled Veterans Business Enterprise (DVBE) commitment on this contract. Based on payments, the project is 91% complete and the current level of participation is 11.40% SBE 1.42% DVBE. Rideco is exceeding the SBE commitment by 1.17% and has a 1.78% DVBE shortfall.

Rideco contends that Metro descope work to focus more directly on operation of the service, post-pandemic, which impacted its utilization of originally listed SBE/DVBE firms Arellano, Ready Artwork, and Proforma. Rideco submitted an updated mitigation plan outlining their efforts to bring additional SBE/DVBE firms onto the project to meet Metro's need. Rideco added DVBE firm, Semper FI Automotive Inc. dba Fullerton Ford to perform Vehicle Inspection and Maintenance Services and stated this will help narrow the gap towards reaching its DVBE commitment. Staff will continue to track and monitor Rideco's efforts to meet or exceed their commitments.

Small Business Commitment	10.23% SBE 3.20% DVBE	Small Business Participation	11.40% SBE 1.42% DVBE
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	SBE Subcontractors	% Committed	Current Participation¹
1.	Arellano Associates	2.19%	1.45%
2.	Design Studios dba Ready Artwork	8.04%	2.50%
3.	Sandbox Production, LLC dba Autoconcierge	Added	7.45%
	Total SBE Participation	10.23%	11.40%

	DVBE Subcontractors	% Committed	Current Participation¹
1.	DVE Global Marketing, Inc. dba Proforma DVA Global Marketing	3.20%	1.32%
2.	Semper Fi Automotive Inc.	Added	0.10%
	Total DVBE Participation	3.20%	1.42%

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

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.

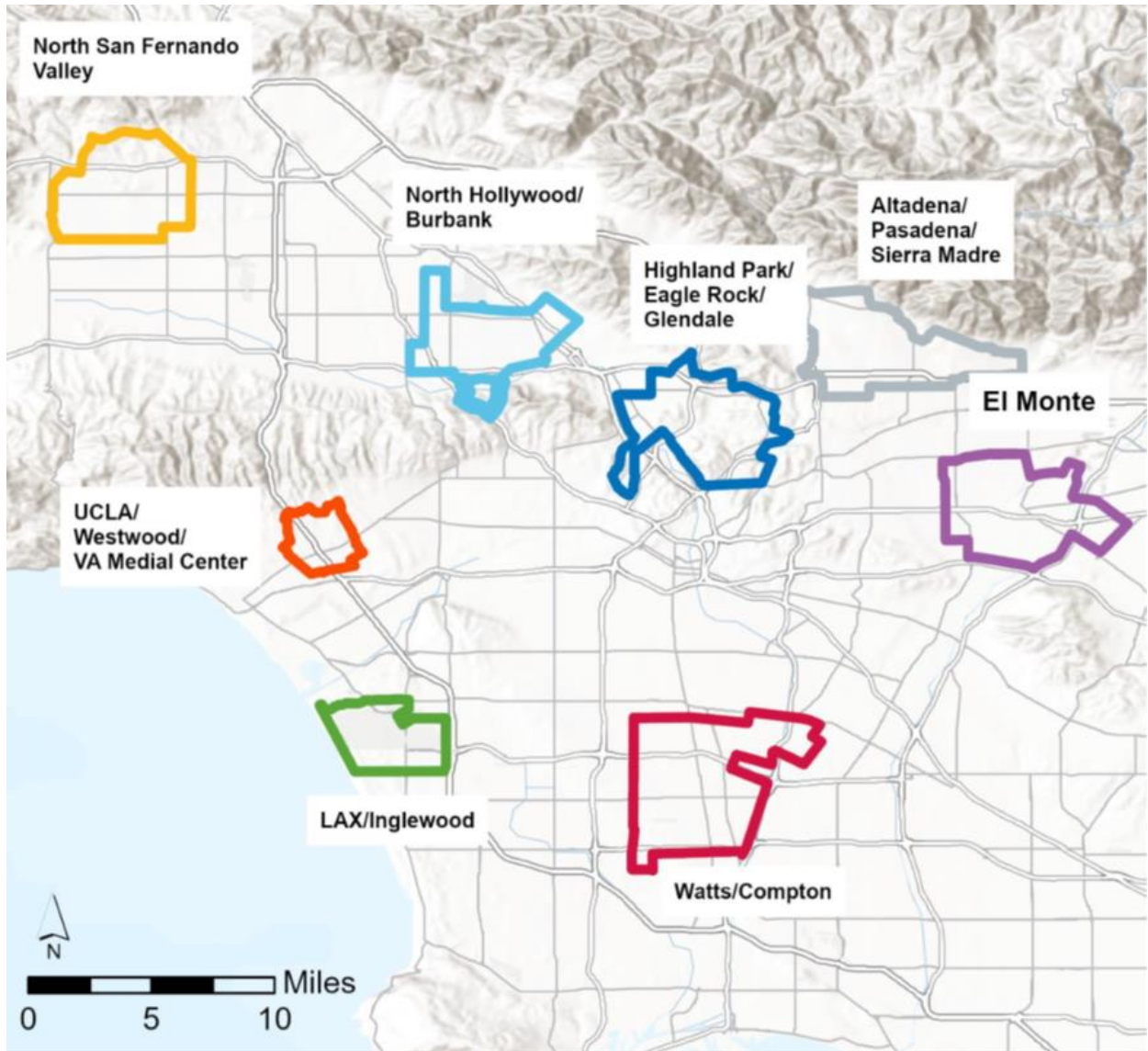
C. Prevailing Wage Applicability

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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

MicroTransit Zones Map



ATTACHMENT E

NextGen Bus Route Mitigations

Zone Name	NextGen Replacement	NextGen Mitigation	Revenue Service Hour	NextGen Fixed-Route Cost
Watts/Compton	Routes: 254 and 612	Restore Line 612.	19,564	\$ 4,204,695
LAX/Inglewood	Routes: 625	Restore Line 625 (weekday only as it was)	5,916	\$ 970,520
El Monte	N/A	None		
North Hollywood/Burbank	Routes: 183 (Bel Aire Dr) and 222(Barham Bl)	Extend Line 96, Modify Line 155.	6,333	\$ 1,213,295
Highland Park/Eagle Rock/Glendale	Routes: 183, 201, 256 (part) and 685	Restore Lines 201, 685 (modified); Extend Line 179	43,404	\$ 9,328,280
Altadena/Pasadena/Sierra Madre	Routes: 256 (part), 264, 267 (part), 268 (part), 487 (part), and 687	Extend/Modify Lines 287 and 686.	12,391	\$ 2,662,966
Northwest San Fernando Valley	Routes: 242/243 (Porter Ranch)	Extend Lines 242/243	10,217	\$ 2,195,838
UCLA/Westwood/VA Medical Center	N/A	None		
			97,824	\$ 20,575,594

EFC Coverage Among Zones

Zone Name	% of Land Area in EFC	% of Population in EFC	Average Weekday Ridership FY23Q4
Watts/Compton	68.0%	69.8%	443
LAX/Inglewood	33.2%	40.3%	126
El Monte	50.6%	73.3%	183
North Hollywood/Burbank	19.2%	29.5%	212
Highland Park/Eagle Rock/Glendale	19.3%	31.7%	531
Altadena/Pasadena/Sierra Madre	9.9%	23.7%	538
Northwest San Fernando Valley	3.9%	7.2%	207
UCLA/Westwood/VA Medical Center	5.5%	10.6%	115

ATTACHMENT G

MicroTransit Operational Model Concepts

Cost Efficiency Considerations:

- Shifting operating costs to capital costs and optimize labor model to reduce operating costs and improve overall financial viability
- Effective January 2024, incrementally raising fares to the originally planned fare of \$2.50 (current MTP fares are \$1 per trip as an introductory fare)
- Structuring future contracts with better accounting for time-of-day and performance delivery to remain useful to customers and cost-effective for Metro
- Hybrid approach which combines a smaller MicroTransit program coupled with a partnership with a Transportation Network Company (TNC)

Performance Enhancements:

- November 2023, streamlining operating hours (current MTP hours of operation are generally from 5 am to 11 pm) to address the demand for more service levels during high demand periods as indicated by failed search percentages
- June 2024, discontinuing or curtailing service in some low-performing Metro MicroTransit zones with consideration of continued service in zones where bus lines were eliminated/reduced due to NextGen

Metro Micro™



**OPERATIONS, SAFETY, AND
CUSTOMER EXPERIENCE COMMITTEE**

SEPTEMBER 2023

Recommendations



- A. AUTHORIZE the extension of the MicroTransit Pilot Program to allow the project team to move forward with a new operational business model to improve overall performance and support a more sustainable on-demand transit service program as outlined in Attachment G.
- B. AUTHORIZE the Chief Executive Officer (CEO) to execute Modification No. 11 to Contract No. PS46292001 with RideCo., Inc., for the MicroTransit Pilot Project to extend the period of performance from October 1, 2023, through September 30, 2024, in an amount not to exceed \$14,120,992, increasing the Total Contract Value from \$43,225,766 to \$57,346,758; and
- C. AUTHORIZE the CEO to negotiate and execute a contract modification to extend Contract No. PS46292001 with RideCo, Inc., for an additional six months, if necessary, from October 1, 2024 through March 31, 2025, for demobilization, mobilization and deployment efforts utilizing funds to be requested during future fiscal year's budget process.

Background



- Microtransit zone planning and NextGen bus network redesign were done in parallel
- NextGen and Microtransit service plans were compared and coordinated to ensure consistency in service priorities between MTP and fixed route bus network
- As a result, some of the MTP zones were adjusted to replace discontinued unproductive fixed route service



Cost Analysis



- The annual cost of the MicroTransit program is \$31 million inclusive of \$16 million in Contract costs and \$15 million in Metro labor and overhead
- NextGen service reductions save \$20.5 million in annual operating costs
- Net costs for Microtransit is \$10.5 million (\$2 million considered as capital costs)



Progress to Date



Since the March 2023 Board approved 6-month contract extension, the Microtransit team have been optimizing the program as follows:

- Rightsizing vehicles to minimize lease/maintenance cost
- Rewriting operator schedules to increase deployment to times/locations with greater demand and reduce down time
- Limiting bookings for customers with high cancellation rates to increase resources and coverage
- Adjusting the software algorithm to increase shared rides
- Researching other Microtransit deployments to understand key factors in developing a new business model that minimizes cost per passenger, and maximizes passengers per vehicle hour
- Evaluating service zones (e.g. stop spacing, ridership, duplication, productivity by time, day of week, and area)
- Reducing contract costs from \$16 million on the Mod-10 contract to \$14 million on the Mod-11 contract



Microtransit Benefits

Metro Micro Trip Variations from September 9 to 17, 2023

Zones	First/Last Connection	No Fixed Route	One Fixed Route	Fixed Routes (2 plus)
Altadena/Pasadena/Sierra Madre	47.6%	13.6%	11.5%	27.4%
El Monte	42.4%	45.1%	1.3%	11.2%
Highland Park/Eagle Rock/Glendale	56.6%	17.5%	5.9%	20.1%
LAX-Inglewood	57.1%	10.0%	5.7%	27.2%
NoHo-Burbank	39.6%	7.4%	19.9%	33.1%
Northwest San Fernando Valley	45.4%	4.4%	14.5%	35.7%
UCLA/Westwood/VA Medical Center	54.5%	29.5%	2.3%	13.6%
Watt/Compton	43.7%	9.1%	11.2%	36.0%
All Zones	48.4%	14.8%	9.9%	27.0%

- 48% of trips provide first/last mile connections to fixed route service
- 15% of trips provide service where no fixed route exists
- 11% of Microtransit riders are new to Metro services



Next Steps



Board approval of this 12-month extension will allow Microtransit to accomplish the following:

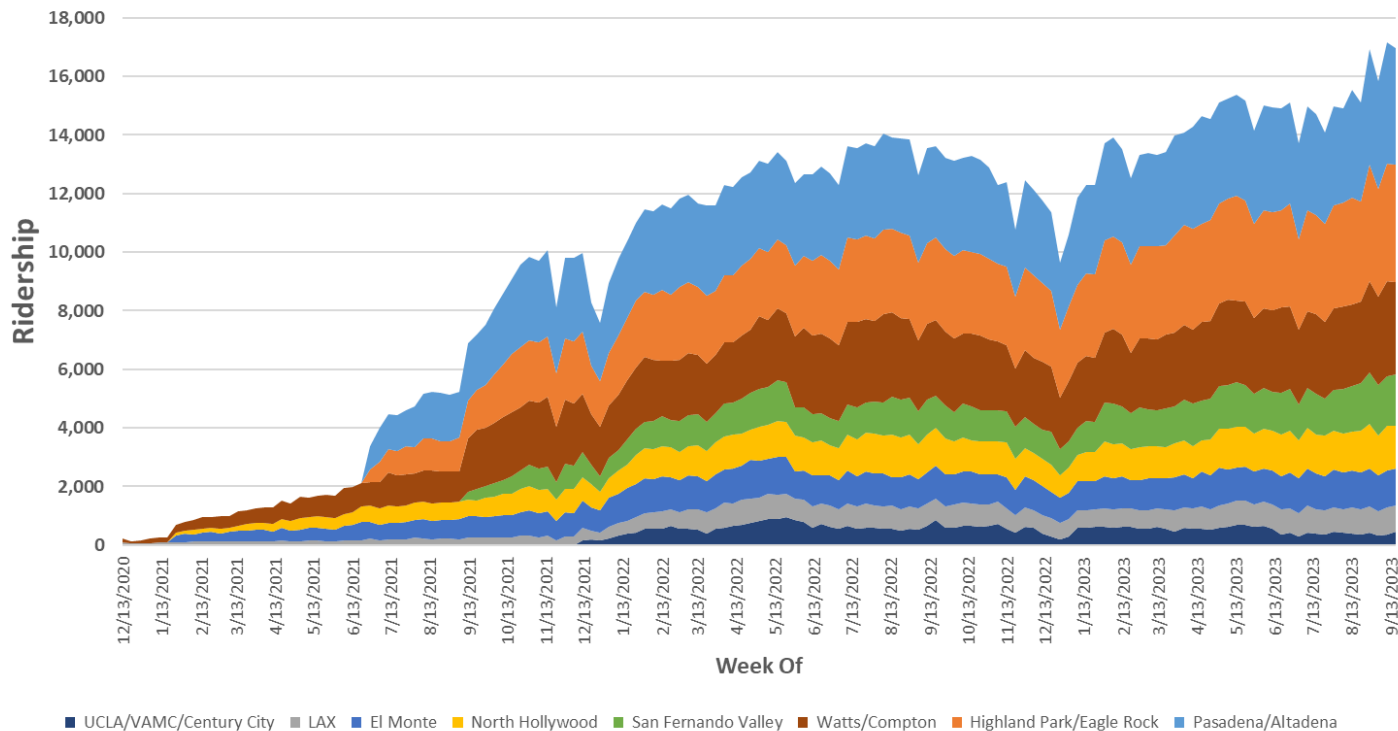
- Continue internal optimization by developing a new business model to achieve performance/cost goals
- Anticipate a new RFP issued on Fall-Winter 2023
- Streamline operating hours (e.g. reduce span of service) and discontinue or reduce service coverage in low performing zones by June 2024
- Discontinue the introductory fare of \$1 and returning to the originally planned fare of \$2.50 per ride by January 2024



Ridership



Total Week Ridership





Board Report

File #: 2023-0513, File Type: Informational Report

Agenda Number: 43.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: NEXTGEN SPEED & RELIABILITY PROGRAM UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the NextGen Speed and Reliability Program Update.

ISSUE

The NextGen Bus Plan is a reimagining of the Metro bus system. It includes a redesign of the bus route network and a capital program to improve the speed and reliability of the network. This report provides an update on the NextGen Speed and Reliability Program initiatives, including bus priority lanes, recently awarded grant funding, and all door boarding improvements.

BACKGROUND

The NextGen Bus Plan was initiated in 2018 and approved by the Metro Service Councils in September 2020 followed by Metro Board adoption in October 2020. A key part of the plan was to establish a fast, frequent, and reliable network of bus services capable of competing effectively in the overall market for travel to grow Metro bus ridership. This network was largely implemented between December 2020 and December 2021.

As part of NextGen, a Bus Speed and Reliability Program, was established to accelerate design and implementation of initiatives to improve the speed and reliability of the bus system, focused on quick-build, tactical transit engineering. These approaches can also be applied to street-running rail operations, resulting in operational improvements for Metro's light rail system as well.

In July 2018, the Board adopted Motion 38.1 (Attachment A) by Garcetti, Kuehl, Bonin, and Garcia, as amended by Barger, endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. These objectives were incorporated into the NextGen Regional Service Concept approved by the Board in July 2019. This provided the framework for restructuring Metro's bus routes and schedules under the NextGen Bus Plan, the first comprehensive review of the Metro bus network in a generation. It focused on establishing a fast, frequent/ reliable network that is easy to understand and competitive in the overall

market for travel in LA County. This new network would be capable of supporting growth in overall ridership for the bus system by addressing opportunities to be more competitive at off peak times and for shorter distance trips.

In July 2019, the Board approved Motion 22.1 (Attachment B) by Bonin, Garcetti, Krekorian, Solis, and Garcia entitled NextGen Bus Speed Engineering Working Group as part of the NextGen Service Concept. This motion directed staff to establish a partnership between Metro and LADOT to identify, design, fund, and implement transit supportive infrastructure to speed up transit service as part of the NextGen Bus Plan. Specifically, this motion requested the following:

- A. Develop a list of priority bus supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager (GM) of the Los Angeles Department of Transportation (LADOT), or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety and Customer Experience Committee on the above in April 2020, and quarterly thereafter.

In response to Motion 22.1, Metro appointed a Technical Working Group in 2019 focused on identifying, planning, designing, and implementing bus speed and reliability improvements. Metro Service Planning, in close partnership with LADOT's equivalent technical team, consisting of Traffic Operations, Active Transportation, Vision Zero, and Transportation Planning Groups, have met regularly (every 2-4 weeks) to ensure ongoing coordination and advancement of the program. Additional Metro departments (e.g. Customer Experience, Planning, Office of Management & Budget, Office of Strategic Innovation, Program Management, Security) and other municipal traffic departments as well as transit operators are engaged as needed when specific projects have been defined and advanced towards design and implementation.

An External Affairs Working Group was also established in 2019 and continues as a subcommittee of the Technical Working Group. It is comprised of staff from Metro Community Relations, LADOT External Affairs, StreetsLA, the Los Angeles Mayor's Office, Metro Board Staff and Metro Service Planning. Their work focuses on coordinating communication and engagement efforts as well as preparing communities for coming improvements and identifying and addressing potential impacts for these projects.

DISCUSSION

As of September 21, 2023, 40 lane miles of bus priority lanes are operational, increasing speed and reliability by up to 15%. Another 45 lane miles of bus priority lanes are under design or construction, and another 13 lane miles are in the planning stage. A map detailing these projects is provided in Attachment C.

Since the last NextGen Speed & Reliability Program update provided to the Board in April 2023, the

Working Group has met regularly in support of the following initiatives:

Venice Boulevard Bus Priority Lanes (Metro Line 33)

In partnership with LADOT, the initial phase of the Venice BI Safety and Mobility Project in the Mar Vista and Palms neighborhoods was completed and celebrated in June 2023. This project incorporated the following elements:

- Conversion of the rightmost traffic lane to full-time and bus priority lanes in both directions between Inglewood BI and Culver BI near Culver City E Line Station
- Parking-protected and buffered bike lanes along this segment and served by several adjacent Metro Bikeshare stations

Preliminary data (comparing April 2023 pre-implementation to July 2023 post-implementation) indicates that Line 33 travel speeds have improved up to 8 MPH faster during the rush hour periods, which represents up to a 130% speed improvement in the most congested segments. On-time performance has also improved from 54% to 79%, with late buses decreasing by 73%. Early buses have also increased to 10%, indicating that Line 33 buses are now beating previously established schedules and allows for reinvestment of captured time savings into more competitive bus service in future schedule changes.

Metro was also recently awarded \$6.5M under the California Transportation Commission's (CTC) 2022 Solutions for Congested Corridors Program (SCCP) to further partner with the City of Los Angeles to upgrade 38 bus stops with expanded boarding islands and 27 bus shelters equipped with lighting and real-time passenger information. These elements will be designed and implemented under the next phase of this project in the coming years and Metro staff will provide future updates.

La Brea Avenue Bus Priority Lanes (Metro Line 212)

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

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

In September 2023, LADOT began implementation of this 11.3 lane mile project and expects to reach completion in October 2023. This project provides full-time bus priority lanes along Sepulveda Blvd and morning rush-hour bus priority lanes on a segment of westbound Ventura Blvd.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In June 2023, StreetsLA completed nearly 2 miles of roadway repairs to prepare for the upcoming 10.2 lane mile peak period bus priority lanes project along Florence Av from Florence A Line Station to West BI. In August 2023, LA County Department of Public Works began designing their jurisdictional segment of the project between Florence A Line Station and Central Ave. In September 2023, LADOT began their design within the City of Los Angeles segment between Central Av and West BI. An implementation schedule will be provided in a future update.

SR-2 Santa Monica Boulevard Bus Priority Lanes (Metro Line 4 & Big Blue Bus)

Caltrans is making roadway improvements to Santa Monica Bl, between Centinela Av and Sawtelle Bl. As part of these improvements, Caltrans will be implementing 2.6-lane miles of peak-hour bus lanes in both directions. These bus lanes will operate within the existing peak-hour lanes, which currently have AM and PM peak weekday parking restrictions. There are typically over 26,000 daily Metro bus boardings along the Santa Monica Blvd corridor with key connections to Beverly Hills, West Hollywood, Hollywood and Central Los Angeles, in addition to bus boardings on City of Santa Monica Big Blue Bus routes making key connections to Westwood and UCLA. The project is not anticipated to remove any parking. Caltrans has partnered with Metro and Big Blue Bus to ensure these new bus lanes support these agencies' efforts to improve bus speed and reliability, with start of construction anticipated in Summer 2024.

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

As part of the Vermont Transit Corridor project, Metro staff conducted extensive community engagement to establish priorities to complete the project. One of the key outcomes from the community included implementing short term projects to deliver immediate improvements for the current bus service on the corridor. As a result, the Technical Working Group identified a 5 lane mile northern segment of Vermont Av between Sunset Bl and Wilshire Bl, and a 7.5 lane mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station, as the next corridor to study for bus priority lanes. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment. Metro Community Relations staff will also conduct briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Av. There are significant equity benefits to improving today's bus service on Vermont Av, such as the following key points:

- Typically, there are over 43,000 boardings per day, representing the busiest Metro bus only corridor in the entire system
- 84% do NOT own or have access to a car, indicating they rely on Metro service for mobility
- 87% are below the United States Department of Housing & Urban Development's (HUD) Very Low Income Level
- 93% ride Metro everyday or nearly everyday
- 96% are Black, Indigenous, People of Color (BIPOC)

However, the Metro "How Women Travel Study" identified that disproportionately women in this corridor travel off-peak hours so staff is assessing how to address this need. Community engagement is slated for Fall/Winter 2023, design in Spring 2024, and implementation in Summer 2025.

Wilshire Boulevard Bus Priority Lanes (Metro Lines 20 & 720)

In partnership with the City of Los Angeles Council District 5, LADOT will upgrade a segment of the Wilshire Bus Priority Lanes between the City of Beverly Hills and Comstock Ave from peak period only to full time. Previously, this segment was open to general traffic during off peak periods, as street parking in this segment is not permitted. This upgrade to full time bus only lanes will improve overall bus lane operations by more clearly rationalizing this segment of Wilshire Blvd at all times.

Southeast Los Angeles (SELA) Transportation Improvement Program

As an element of the Long Beach-East Los Angeles Corridor Mobility Investment Plan (formerly I-710 Freeway project), Metro was recently awarded \$14.5M in grant award funding from the California Transportation Commission's (CTC) Local Partnership Program (LPP) as part of a \$31.13M program for SELA tactical transit improvements, including:

- Transit Signal Priority expansion to 114 SELA intersections using state-of-the-art cloud-based technology
- Purchase and installation of bus shelters with real-time displays and improved lighting at 100 of the busiest bus stops that lack shelters today
- Purchase and installation of solar-powered lighting upgrades at 100 other bus stops that do not have shelters
- Operational and customer experience improvements at Norwalk C Line Station, Artesia A Line Station, and Compton A Line Station / MLK Transit Center
 - Bus terminal layover upgrades for operational capacity and passenger amenity improvements
 - Purchase and installation of ten zero-emission bus charging masts

Metro will be working with key stakeholders in the SELA region, including the Long Beach-East Los Angeles Corridor Mobility Investment Plan Taskforce, the Gateway Cities Council of Governments, municipal transit operators, and local municipalities to implement these tactical transit improvements.

Camera Bus Lane Enforcement (CBLE)

Metro remains on schedule to enforce parking violations in bus-only lanes through the use of automated, on-vehicle, forward-facing cameras under California Assembly Bill AB917. Metro is currently reviewing proposals and in a communications blackout period and staff anticipates returning to the Board with a recommendation for contract award in October 2023.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing service in Equity Focus Communities (EFC) where transit was more likely to provide a key mobility option for residents. The above report shows progress in rolling out speed and reliability improvements for improved transit travel times on corridors benefitting EFC residents.

These gains for EFCs should continue to improve as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan. As described above, staff include rider survey data in developing these projects along project corridors to measure the benefits and impacts to marginalized groups as a result of these projects. One example includes the Vermont Ave Bus Priority Lanes project, which is a key component of the NextGen Bus Plan. The Bus Priority Lanes project will deliver improved service for over 43,000 riders along the Tier 1 network, which was developed through the NextGen Bus Plan's equity analysis. By reducing delays and improving transit

travel times along the Tier 1 network, the project supports Metro's Equity Platform of removing barriers and supporting increased access to opportunity for all riders.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plans:

Goal #1: Provide high quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times, as well as improve competitiveness with other transportation options.

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

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

Goal #4: Transform Los Angeles County through regional collaboration and national leadership. Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, Caltrans, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

NEXT STEPS

The NextGen Bus Speed Engineering Working Group will continue to discuss and analyze future corridors along key arterials for equitable opportunities and are actively collaborating with partner agencies and stakeholders. Staff plans to provide further details about these corridors in the next quarterly update in early 2024.

ATTACHMENTS

Attachment A - Motion 22.1

Attachment B - Motion 38.1

Attachment C - Bus Lane Progress Map

Prepared by: Stephen Tu, Senior Director, Service Development, (213) 418-3005
James Shahamiri, Director, Engineering, (213) 922-4823
Julia Brown, Senior Manager, Community Relations, (213) 922-1340
Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

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



Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2019-0572, **File Type:** Motion / Motion Response

Agenda Number: 22.1

REGULAR BOARD MEETING JULY 25, 2019

Motion by:

DIRECTORS BONIN, GARCETTI, KREKORIAN, SOLIS AND GARCIA

Related to Item 22: NextGen Bus Speed Engineering Working Group

In June 2018, the Metro Board endorsed speed, frequency, and reliability as the highest priorities for Metro's bus service in the NextGen Bus Study. In recent years, the primary contributor to slow speeds and poor schedule reliability has been growing traffic congestion on city streets. This congestion directly increases Metro's operating costs and reduces the quality of the service that Metro can afford to provide. Providing high-quality transit options with competitive travel times is the single most important step Metro can take to retain and grow ridership, increase the carrying capacity of local roadways, and shift regional travel patterns toward more efficient modes. These goals are essential components of both Metro's Vision 2028 Strategic Plan and the City of Los Angeles' Mobility Plan 2035 and Sustainable City pLAN.

The phenomenon of traffic congestion impeding mass transit operations is particularly acute in Downtown Los Angeles and nearby neighborhoods -- and the experience of the recent Flower Street pilot bus lane has demonstrated the effectiveness of strategic bus-supportive infrastructure in allowing transit riders to bypass congestion. Other types of bus-supportive infrastructure may include queue jumpers, signal priority, or boarding islands. Combined with operational improvements like All Door Boarding, these types of infrastructure improvements can cut stop times and improve bus speeds by 20% or more.

Metro buses operate on streets controlled by local jurisdictions. Therefore, close coordination between Metro and local agency partners is essential to successfully implement infrastructure changes. A working group is needed to ensure close coordination between Metro's Operations Department and city transportation agencies.

SUBJECT: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP

APPROVE Motion by Directors Bonin, Garcetti, Krekorian, Solis and Garcia that the Board direct the CEO to:

- A. Develop a list of priority bus-supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager of the Los Angeles Department of Transportation, or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety, and Customer Experience Committee on the above in October 2019, and quarterly thereafter.



Board Report

File #: 2018-0414, **File Type:** Motion / Motion Response

Agenda Number: 38.1

**REGULAR BOARD MEETING
JUNE 28, 2018**

Motion by:

**GARCETTI, KUEHL, BONIN AND GARCIA
AS AMENDED BY BARGER**

Related to Item 38: **NEXTGEN BUS STUDY SERVICE PARAMETERS**

MTA should strive to deliver the best customer experience of any public transit provider in America.

MTA's customers should be able to easily and conveniently access MTA services and data and feel assured that their transit trip will be fast, convenient, and reliable.

Additionally, MTA's customers should feel that MTA actively cares about their experience. MTA's customers should see a proven, constant, and continuous effort by MTA to improve the experience of using MTA's services.

Furthermore, MTA must demonstrate that its services are superior to alternatives.

The Ad Hoc Customer Experience Committee was formed to ensure that MTA was focused on these issues.

Since July, the ad hoc committee has met six times. The committee has examining a wide range of issues, including quality bus service, station cleanliness, TAP, pass programs, real-time data, service interruptions, marketing, Customer Care, system accessibility, and the causes of MTA's recent ridership trends.

In the coming fiscal year, the duties of the Ad Hoc Customer Experience Committee will transition to the Operations Committee.

However, as MTA continues important customer experience initiatives, especially the NextGen Bus Study, it is important that the Board remain engaged on customer experience issues.

Additionally, as MTA advances the NextGen Bus Study, it is appropriate for the Board to provide policy direction on the highest priorities for the future restructuring of the MTA bus network.

SUBJECT: MOTION BY GARCETTI, KUEHL, BONIN AND GARCIA

NEXTGEN BUS STUDY SERVICE PARAMETERS

WE THEREFORE MOVE THAT the Board:

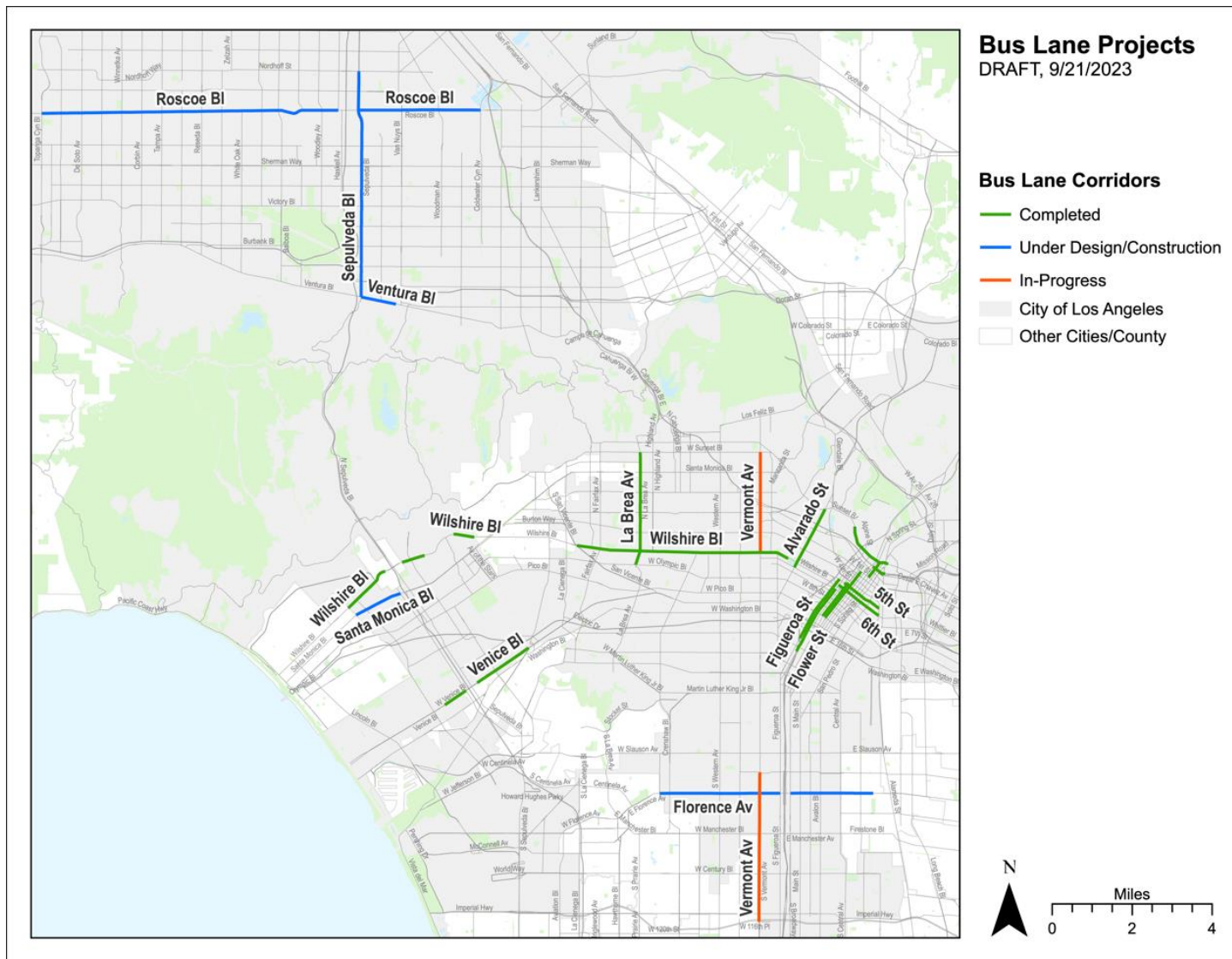
- A. Rename the System Safety, Security and Operations Committee to the Operations, Safety, and Customer Experience Committee;
- B. Endorse Travel Speed, Service Frequency, and System Reliability as the highest priority service parameters to guide the work of the NextGen Bus Study;

WE FURTHER MOVE that the Board direct the CEO to:

- C. Develop customer experience key performance indicators (KPIs) within Operations, Communications, Information & Technology Services, TAP, System Security and Law Enforcement, and other functional areas of MTA to regularly report on the status of the system, transit service, and the transit service environment;
- D. Develop an Annual Customer Service and Experience Plan, including but not limited to improvements planned and desired for:
 - 1. KPIs developed under section C. above
 - 2. The status of Customer Service & Experience projects
 - 3. Key accomplishments, objectives, and challenges in Customer Service and Customer Experience for the following budget year
 - 4. Key accomplishments, objectives, and challenges in transit service marketing for the following budget year
 - 5. The CEO's Ridership Initiatives, including the Customer Experience Strategist (Board File 2018-0365);
- E. Report back to the Operations Committee on all the above in 120 days.

BARGER AMENDMENT: continue to seek input and feedback on priorities from NextGen working groups and relevant community stakeholders.

Bus Lane Progress Map





NEXTGEN Bus Plan

Speed & Reliability
Program Update

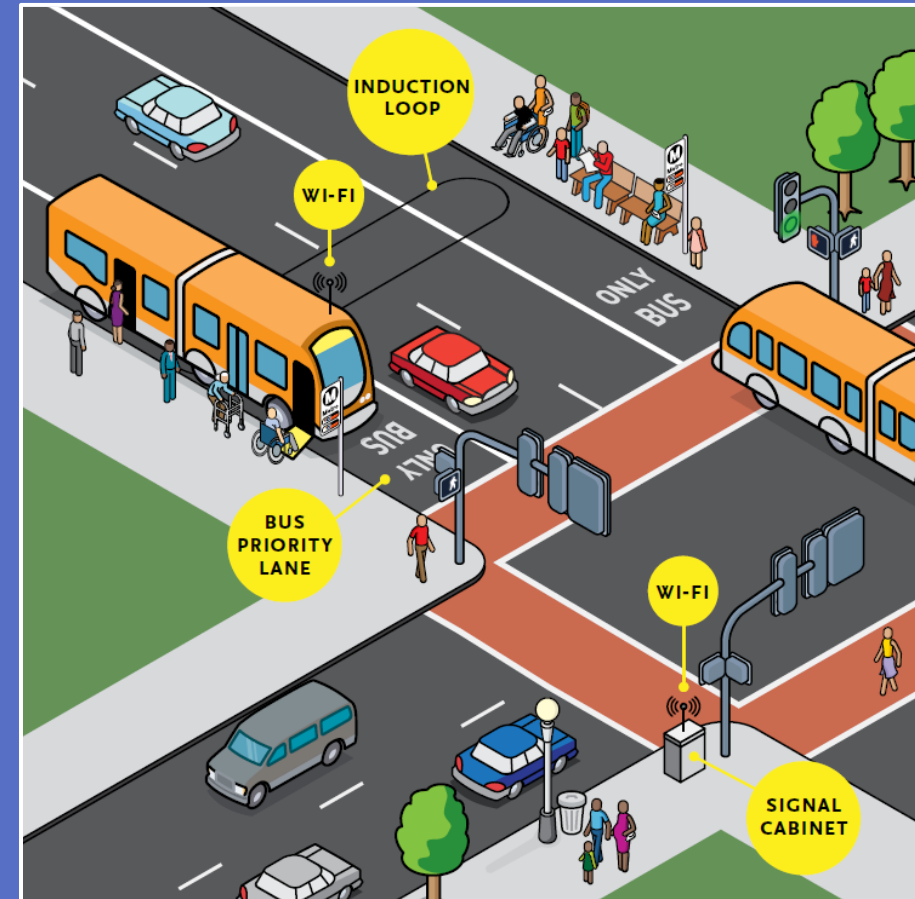


Metro®

SEPTEMBER 2023

Speed & Reliability (S&R) Background

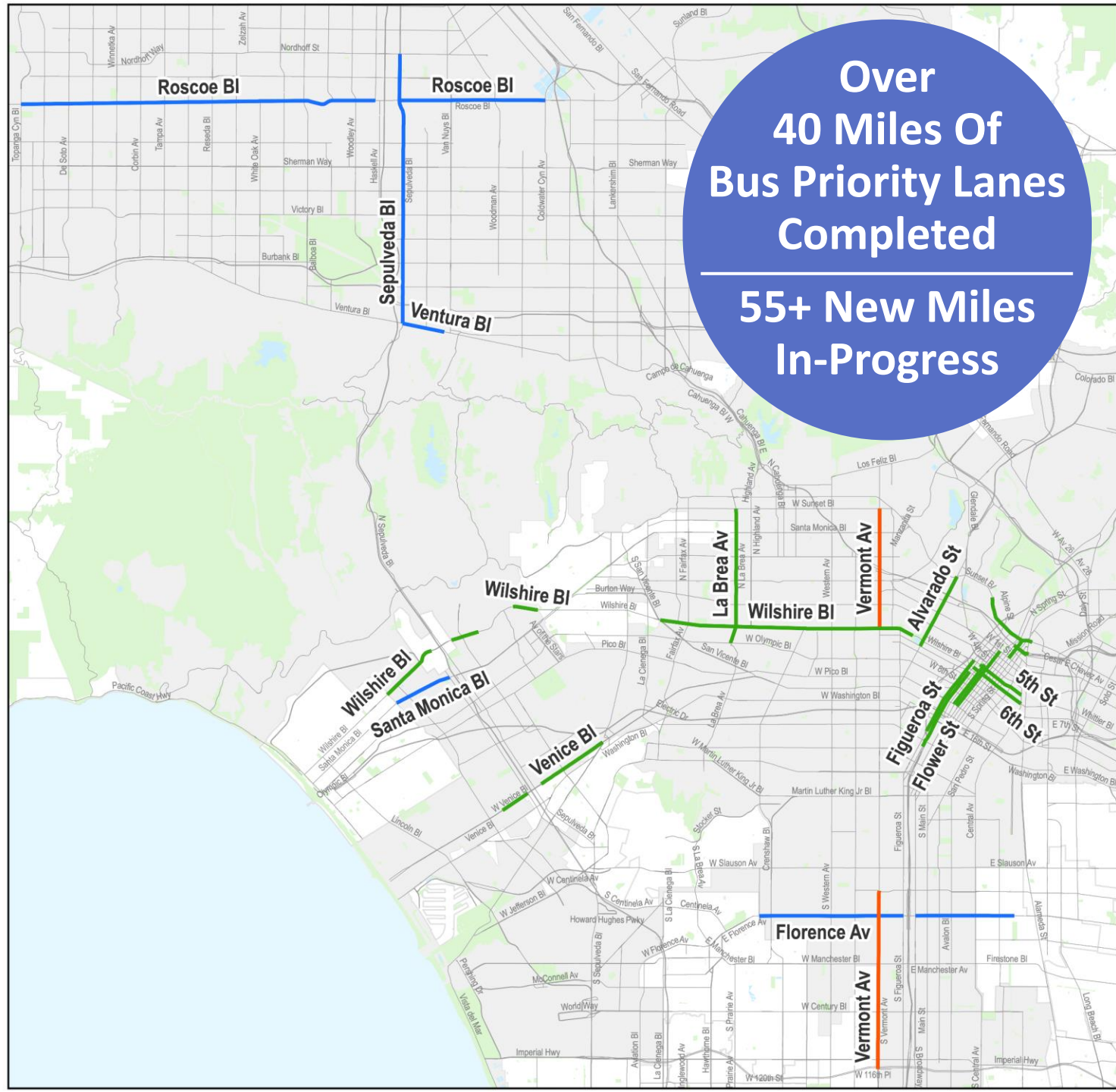
- NextGen Bus Plan improves transit competitiveness through faster, more frequent, and more reliable bus service
- Pursuant to Motions 38.1 (July 2018) and 22.1 (July 2019), a Bus Speed & Reliability tactical transit infrastructure program was established to accelerate collaborative solutions for bus delays
 - 100+ Miles of Bus Priority Lanes
 - 1,600+ Intersections with Transit Signal Priority
 - All Door Boarding to Reduce Dwell Times
 - Tactical Treatments & Studies (Bus & Rail)
 - Bus Stop & Layover Improvements
- Force multiplier that improves the customer experience (CX) and operator conditions with operational savings reinvested into better service



Bus Lane Map

Bus Priority Lane Corridors

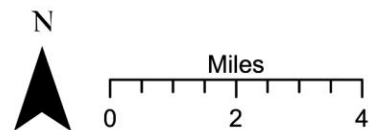
- ✓ Wilshire Bl
- ✓ Flower St
- ✓ Aliso St
- ✓ 5th St
- ✓ 6th St
- ✓ Alvarado St
- ✓ Grand Av
- ✓ Olive St
- ✓ Venice Bl
- ✓ La Brea Av
-  Sepulveda Bl
-  Florence Av
-  Santa Monica Bl
-  Vermont Av



Bus Lane Projects DRAFT, 9/21/2023

Bus Lane Corridors

-  Completed
-  Under Design/Construction
-  In-Progress
-  City of Los Angeles
-  Other Cities/County



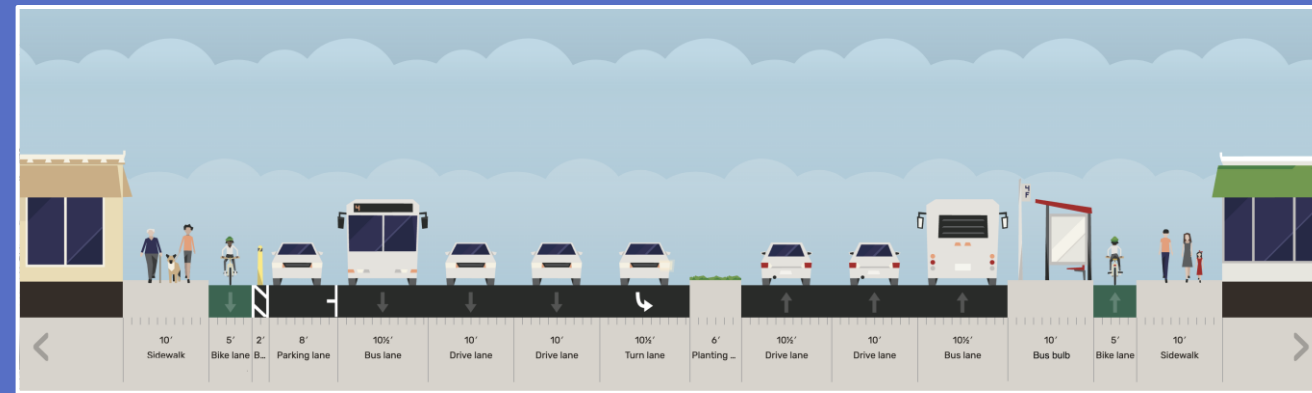
Bus Priority Lanes Update

La Brea Av (Line 212): Completed August 2023



Venice Bl (Line 33): Completed June 2023

- Bus speeds have improved up to 8 MPH faster, or up to 130% speed improvement
- On-time performance improved 54% to 79%, with 73% fewer late buses
- California Transportation Commission (CTC) recently awarded \$6.5M for Phase 2 partnership with City of LA to upgrade 38 bus stops with expanded boarding islands and 27 bus shelters with lighting and real-time arrival displays



Bus Priority Lanes Update

Sepulveda Bl (Line 234) in SFV

Implementation began September 2023

Florence Av (Line 111)

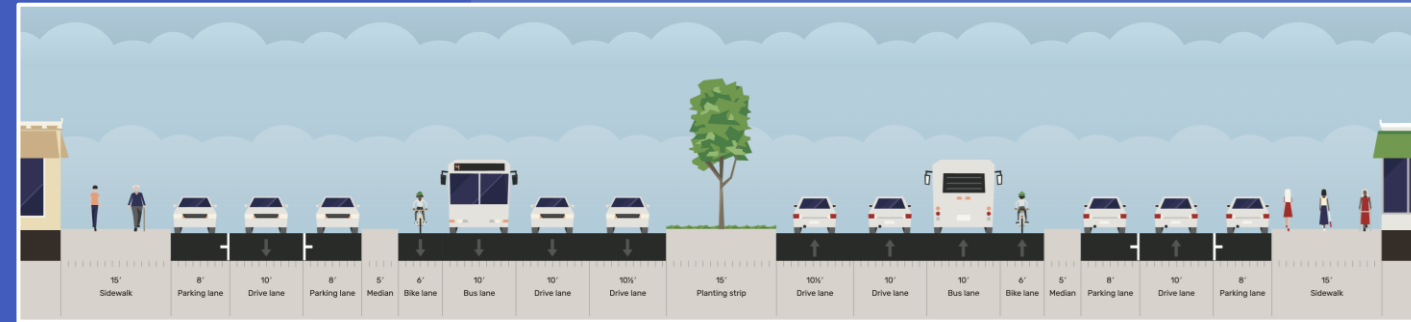
- In June 2023, StreetsLA completed nearly 2 miles of roadway repairs to prepare for bus lanes
- In September 2023, design work began for the bus lanes. Project timeline will be provided at the next quarterly update.

Wilshire Bl (Lines 20 & 720)

Upgraded segment between the City of Beverly Hills and Comstock Av from peak period to full-time hours

Santa Monica Bl (Line 4 & Big Blue Bus)

Partnering with Caltrans to implement a peak-period bus lane between the I-405 Fwy and Centinela Av,

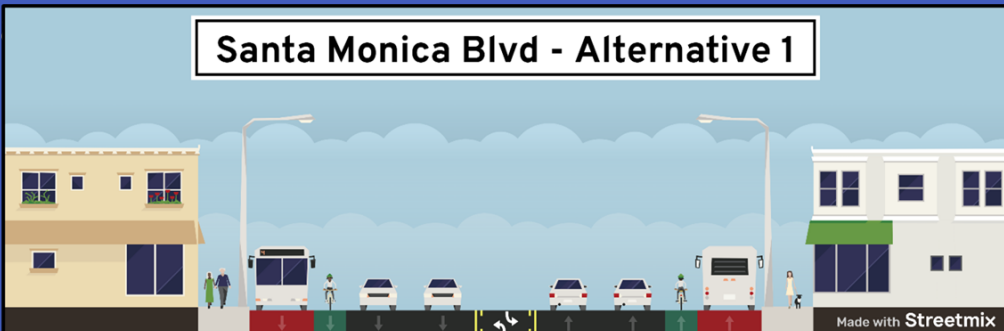


Vermont Av (Lines 204 & 754)

Proposed northern segment between Sunset Bl and Wilshire Bl, and southern segment between Gage Av and Vermont/Athens C Line Station

- Typically, over 43,000 boardings per day, busiest bus corridor in the entire Metro system
- 84% do NOT own or have access to a car
- 87% below HUD's Very Low Income Level
- 93% ride Metro every day or near daily
- 96% are BIPOC

Community engagement slated for Fall/Winter 2023, design in Spring 2024, and implementation in Summer 2025



Southeast Los Angeles (SELA)

Transportation Improvement Program

Metro recently awarded \$14.5M from the CTC Local Partnership Program (LPP) as part of a \$31.13M program for tactical transit improvements, including:

- Transit Signal Priority expansion to 114 SELA intersections using state-of-the-art cloud-based technology, providing more green time for buses
- Purchase and installation of bus shelters with real time displays and improved lighting at 100 of the busiest bus stops that lack shelters today
- Purchase and installation of solar-powered lighting upgrades at 100 other bus stops that do not have shelters
- Operational and customer experience improvements at Norwalk C Line Station, Artesia A Line Station, and Compton A Line Station / MLK Transit Center



Board Report

File #: 2023-0405, **File Type:** Informational Report

Agenda Number:

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: 2023 CUSTOMER EXPERIENCE PLAN

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the 2023 Customer Experience Plan.

ISSUE

Metro continues its work to improve the customer experience and reach its moonshot goal of becoming the first choice in transportation for Angelenos and visitors. The 2023 Customer Experience Plan - Metro's third - shares the many ways Metro listens to customers, what we learned from them, and the steps we took - and continue to take - to make improvements to address their concerns and improve their experience with Metro.

Metro's 2023 Customer Experience Plan is attached (Attachment A) as is a progress update on CX Action Items from previous years (Attachment B).

BACKGROUND

An Annual Customer Experience (CX) Plan and update is required by Board Motion 38.1 (2018). In April 2020, Metro established the CX unit within the Office of the CEO, and staff developed the first CX Plan, with Board adoption in December 2020. In 2021, CEO Wiggins announced an organizational realignment that included establishing a Chief Customer Experience Officer (CXO) position that would report directly to the CEO and oversee not only Customer Experience but also Communications and Customer Care to bolster excellence in all these areas.

The second CX Plan was adopted by the Board in April 2022, and the new CXO joined Metro on June 13, 2022.

DISCUSSION

The 2023 Customer Experience Plan speaks directly to Metro customers with a promise: “We want to be your ride, and we know we have to earn it. We promise to listen to you, learn from you, and improve for you.” This promise reflects the CEO’s moonshot goal to become the first choice in transportation for Angelenos and visitors, and clearly signals Metro’s commitment to doing the continual listening, learning, and improving necessary to earn customers’ ridership.

We’re Listening

As with previous plans, the 2023 CX Plan is informed by data collected in the annual Customer Experience Survey, which was fielded from March through May 2022. This survey, in addition to customer feedback submitted through our Customer Care call centers and social media, identifies top customer issues for Metro to improve upon. For more information on this survey and methodology, see receive and file #2022-0515. Staff is launching a quarterly pulse survey to more frequently capture this data as well.

Although the CX Survey is administered annually, staff listens continually throughout the year through customer comments, social media, and additional customer research. The findings from these sources demonstrate that priorities remain the same as what was found in the 2022 CX Survey.

Findings from these supplemental sources include:

- Metro’s monthly Brand Tracker survey, which measures perceptions of Metro, continues to reinforce the importance travel time/reliability, comfort, cleanliness, and safety in choosing whether or not to ride Metro.
- Customer Comments received between January 2022 to August 2023:
 - Safety - For rail, general rail security, passenger conduct, and homeless concerns were the top 1, 3 and 8 complaint categories respectively.
 - Cleanliness - For rail, dirty rail car was the top 7 complaint category. Like the CX Survey results, bus complaints for cleanliness were not as high as those related to reliability.
 - Reliability - For bus, passed up, no show, and late schedule were the top 1, 2, and 5 complaint categories respectively.
- Social media analysis between January to August 2023
 - Timeliness/reliability, security/safety, cleanliness, drug use, and homelessness were the five (5) most common social media topics with negative sentiment.

We’re Learning

Based on customer feedback, the 2023 CX Plan gives voice to our customers’ top needs, and commits to prioritizing five focus areas for improvement:

1. Make It Safe: provide customers with secure, safe, and uneventful trips.
2. Make It Clean: maintain a clean environment for customers.
3. Make It Comfortable: enhance customer enjoyment of riding the system.
4. Make It Reliable: get customers where they want to go quickly and reliably.
5. Make It Easy: provide customers with simple, accurate, and timely information.

The Plan highlights *CX Action Items*, which are priority projects selected to address and improve areas of customer frustration. There are a total of 56 Action Items in the 2023 CX Plan. Of those 56, 35 are new programs or projects being implemented by staff and 21 are larger efforts that require multiple years to implement and are carried over from previous CX Plans. The CXO will collaborate with the other Chiefs in the CEO's Cabinet to balance the strategic action items that need multiple years to implement while also improving Metro's ability to more flexibly and quickly address immediate customer issues and opportunities that arise unexpectedly. To that end, the CX Action Items contained in the plan will be reviewed monthly at the Cabinet level to ensure they remain on track, as well as enable discussion about any challenges with their completion and/or modifications that might be recommended to help us accomplish our priority area goals.

We're Improving

The plan also transparently outlines the significant progress that has been made in implementing CX Action Items over the last three years. The 2023 CX Plan's Appendices include a status update on the 69 Action Items from the previous 2022 CX Plan (Attachment B).

Overall, 29 CX Action Items have been completed from the 2022 CX Plan, with 23 on schedule to be completed, meaning the project is on track to meet its milestone schedule. This is a total of 52 (75%) of CX Action Items that were either completed or made significant progress to implement between April 2022 to August 2023.

There are 17 CX Action Items with an Other status, this includes:

- Currently Behind Schedule or Postponed/Revised to FY24: 11
 - Schedule delays were caused by limited staff availability, some difficulty in procuring goods or services in FY23, or the need to change project scope and align stakeholders on the best next steps. All of these projects are included, some with adjustments, in the 2023 CX Plan.
- Remove: 6
 - Removed due to shifting priorities, evolving industry practice, or union challenges that prohibited the action item from being feasible.

The table below summarizes the status of the 2022 CX Action Items and details on the status can be found in Attachment B and several highlights can be found below.

Target Issue	Completed	On Schedule	Other Status	All Action Items	% Completed/ On Schedule
Bus Stop Shade and Seating	1	1	-	2	100%
Cleanliness	4	6	5	15	67%
Customer Information	5	1	1	7	86%
Diverse Riders, Diverse Needs	3	2	3	8	62%
Institutionalizing Customer Experience	4	7	5	16	69%
Public Safety	8	2	3	13	77%
Time Competitiveness and Connectivity	4	4	-	8	100%
Grand Total	29	23	17	69	75%

Next Steps

Staff will provide the Board with two Customer Experience updates per year to share progress on CX Action Items and any updates to the CX Plan Action Items. A Customer Experience Hub website is being developed to provide more direct and frequent updates to customers as well as make available previous CX Plans and Rider Surveys. Staff will also share with the Board the results of the 2023 Customer Experience survey, as well as research against potential customers (lapsed or never riders) to help inform how Metro can continue to grow ridership. Because the CX Plan addresses foundational, customer priorities that have remained the same for many years and often take time to implement, the CX Plan will be refreshed in 2024 with a full new plan expected to occur upon completion of the CX Action Item list by 2026.

2022 CX Action Item Highlights:

Public Safety:

- Deployment of Multi-Layered Approach to Safety: developed and implemented the multi-layered approach to safety which includes the deployment of public safety and law enforcement personal, station design evaluation, cleaning staff and increased homeless outreach staff.
- Transit Ambassador Pilot Launch: hired, trained, and put into the field over 300 Transit Ambassadors, focused on supporting riders in need, connecting riders to resources, and reporting safety and maintenance issues.
- Safety for Operators: hiring of additional Transit Security Officers, focused on bus ride-alongs; prototyped new bus operator barrier for improved safety.
- Transit Watch App Marketing: paid media campaign generated 16M impressions and generated 4,795 application installations; beyond the marketing campaign, Metro Ambassadors also use this as a reporting tool and we expanded staffing to more quickly address issues, this will continue into FY24 along with user experience and interface testing

and upgrades.

Cleanliness

- Cleaning Surge Activities: enhanced escalator step-cleaning, mid-day layover bus cleaning, trackway trash removal, and end-of-line rail car cleaning.
- Vinyl Seat Swap: completed the transition of fabric seat covers to easier to clean vinyl seats.

Time Competitiveness and Connectivity

- NextGen Service Restoration: restored bus service to pre-COVID levels.
- Headway Management Pilot: following research, launched a headway management pilot on Line 16 to understand potential rider benefits.

Bus Stop Shade and Seating

- Bus Stops Improvements Plan: presented to the Board in summer of 2023 to bring resources, information, and opportunities related to bus stops and bus stop improvements in one place.

Customer Information

- E-Paper Pilot: launched the e-paper pilot along the Vermont bus corridor to improve access to real-time bus arrival information.

Diverse Riders, Diverse Needs

- People with Disabilities Employee Education: implemented Disability Awareness and Sensitivity training to bus and rail operators through video vignettes that captured the perceptions of customers with disabilities who use the system.

While we do our best to be inclusive to identify actions we can take to address customer needs, often new issues and/or new ideas come along throughout the year that we choose to implement in addition to the documented CX Action Items. That was particularly true in 2022/2023 in regards to enhanced safety efforts. In addition to the CX Action Items that were completed, many other customer-focused initiatives were implemented as we adapt and respond to on-going customer feedback and data.

This includes:

- Westlake/MacArthur Park Station Safety and Customer Experience Enhancements
- Drug-Free Metro Campaign
- Study into in-house transit public safety department
- Enhanced strategic deployment of security and law enforcement resources
- Use of community intervention specialists alongside street teams to support the Transit Ambassador program.

EQUITY PLATFORM

The 2023 CX Plan address both the “Listen and Learn” and “Focus and Deliver” pillars of the Equity Platform by recommending a range of initiatives that would benefit marginalized communities, low-income households, people with disabilities, languages spoken, and Equity Focus Communities (EFCs).

The action items developed are a response to public input from the 2022 CX Survey, a representative survey weighted to Metro's ridership, as well as Customer Care and social media feedback. The survey results are analyzed to prioritize service aspects with low customer satisfaction and high relative importance according to respondents. Consideration is taken for equity when selecting customer experience initiatives by disaggregating the survey data by income, gender, disability, and race to identify and prioritize issues so those with the greatest needs can benefit. The results inform the focus of CX Action Items - systemwide initiatives and special projects designed to ensure the well-being of bus and rail passengers alike.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Metro is working to cultivate a customer-first culture among all employees and improve customer experiences for its riders and employees, therefore the Customer Experience Plan and its Action Items support the strategic plan goals:

- **Goal #1:** "Invest in a world-class bus system that is reliable, convenient, and attractive to more users for more trips."
- **Goal #2:** "Deliver outstanding trip experiences for all users of the transportation system."

NEXT STEPS

Staff will:

- Bring the Board the results of a new CX Rider Survey in Fall 2023, and a potential customer survey by summer, 2024.
- Launch the Customer Experience Hub Website in the Fall of 2023.
- Provide the Board with a Customer Experience Action Items update in early 2024.

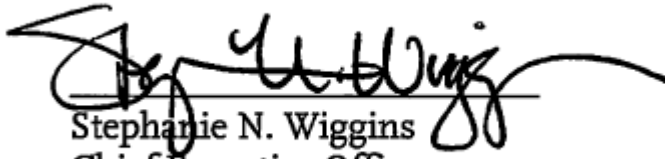
ATTACHMENTS

Attachment A - Metro's 2023 Customer Experience Plan
Attachment B - Metro's 2022 Customer Experience Action Items Update

Prepared by: Lauren Deaderick, Senior Manager Transportation Planning, Customer Experience, (213) 922-4667
Monica Bouldin, Deputy Chief of Customer Experience, (213) 922-4081

Reviewed by:

Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie N. Wiggins
Chief Executive Officer

We want to be your ride.

2023 Customer Experience Plan



Metro®

We want to be your ride and we know we need to earn it.

We're listening.



The path to meeting your needs starts with listening. We hear you through surveys, social media posts and daily conversations with teams throughout our system. These touchpoints let us know what really matters to you when going Metro.

We're learning.



The more we engage with you at every stage of your journey, the more we learn. And over the last three years, we've been taught a simple lesson – it's the little things that mean the most to you: safer journeys, reliable connections, clean facilities. Our plan? Make the little things big, and make our improvements count.

We promise to listen to you, learn from you and improve for you.

**We're
improving.**



Listening and learning aren't enough. We must adapt to your needs and expectations. That's why we've worked hard to implement our CX Action Items from 2020 and 2022, and will continue to invest resources in the areas that matter most to you. We know these improvements make a difference – we saw a 15% year-over-year increase in ridership in July 2023 compared to July 2022.

**And we'll
never stop.**



Because our improvements take time, we update you annually on our progress. This report delivers the details of our progress on how we're working to be continually better for you. It's an agency-wide effort to listen, learn and improve, so some actions may take time. But know, we'll never stop working for you because we want to be your ride.

A Letter from the Board Chair

September 21, 2023



Dear Metro Community,

It's exciting to think that in car-centered Los Angeles, Metro's transportation network is accessible to more people in more areas of the region than any other time. As we further build and expand our system, it's more important than ever that we continue to prioritize a world-class experience for all our riders.

This year's customer experience plan builds toward that goal by helping us listen and learn from our community so we can make improvements that fit their needs.

I commend our CEO Stephanie Wiggins for her continued leadership and her commitment to improving upon customer experience so that our system is the first choice of transportation for Angelenos.

Sincerely,

A handwritten signature in blue ink that reads "Karen Bass". The signature is fluid and cursive, with the first letters of "Karen" and "Bass" being capitalized and prominent.

Karen Bass
Los Angeles Mayor
Metro Board Chair

A Letter from the CEO

September 21, 2023



Dear Customers,

At Metro, we want to be your preferred choice for transportation – we want to be your ride. That’s why we’re working hard to make our system as safe, clean, comfortable, reliable, and easy as it can be. This plan is our roadmap to help us get there.

Over the past year, we’ve implemented a multitude of new programs that have drastically improved conditions on our system and have brought hundreds of thousands of riders back to Metro. We’ve improved our safety and security deployments and done more to enforce our Metro Customer Code of Conduct. We’ve enhanced our customer service by adding Metro Ambassadors and implemented more frequent and rigorous cleaning at our stations and on board our buses and trains. And we’ve added more frequent bus service throughout the day and hired more than 1,000 new bus operators to make our service more reliable.

The 2023 Metro Customer Experience Plan builds on this progress by focusing our resources on the things that matter the most to you. Through surveys, calls to our call center, messages sent to our *Transit Watch* app and comments on social media you've told us: “Make it safe, make it clean, make it comfortable, make it reliable, and make it easy.” And ’ve heard you, loud and clear. The 56 distinct actions outlined in the 2023 Customer Experience Plan will help us deliver the safe, clean, comfortable, reliable, and easy transit system that the people of Los Angeles want and deserve.

Thank you for taking the time to read this plan, and for contributing valuable input to its creation. By taking these actions, we hope to earn your confidence and trust, and become your preferred choice for transportation.

Thank you for going Metro, and I hope to see you on the system soon.

With gratitude,

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a white background.

Stephanie Wiggins
Metro Chief Executive Officer

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Section 1

We're putting you first.

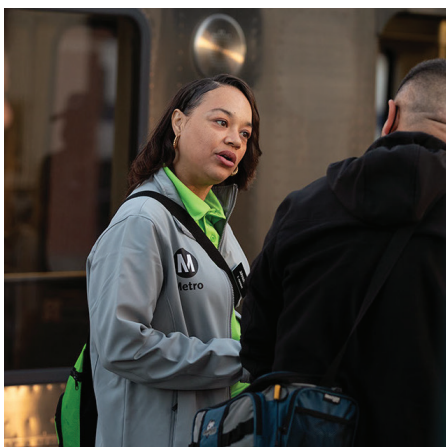
P. 2



Section 2

We're listening.

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Section 3

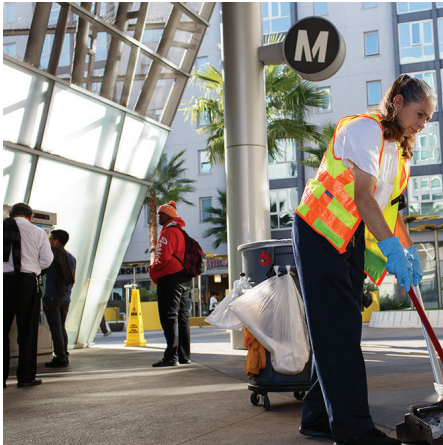
We're learning.

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Section 3 Highlight

Our customers and our employees deserve a transit system that is...





Section 4

We're improving.

2023 Action Items

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Section 5

And we'll never stop.

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Appendix A

2023 Action Items Summary

Appendix B

Status of 2022 Action Items



Comfortable



Reliable



Easy

**We're putting
you first.**



We want to be your ride
and we know we
have to earn it.
Every. Single. Day.

Our CX Plan is where
that journey starts.

THROUGH THE 2023 Customer Experience (CX) Plan,
we openly share with you

- > **HOW** we're listening to you
- > **WHAT** we're learning from you
- > **WHERE** we're improving for you

Customer Experience at Metro

WE'RE THERE WITH YOU –
on the buses and trains, in the
stations and communities,
taking surveys and talking to
you in person. We get to know
you, to understand your needs
and concerns. We read your
comments online and hear your
calls to our call center. And we
do all of this to develop a plan to
make your ride the best.

WE KNOW THIS IS WORKING –
we see more of you going Metro
every passing month.



Metro's frontline workers are heroes.

Our staff show up to the task at hand – and we're all better off because of their service.

Nothing is more important than providing a service that's safe, clean, comfortable and reliable. That's why hiring nothing but the absolute best frontline staff will do.

We'd like you to meet a few of them.



Eleanor Orozco

Senior Service Attendant | 13 Years of Service at Metro

♥ STAFF KUDOS

Eleanor, who was named **Metro's 2022 Employee of the Year**, loves working for Metro and does her best every single day to sanitize, remove litter/graffiti, and thoroughly wash our buses at Division 1.

She knows what it's like to ride a bus with a young child, and she never wants a mother to worry about where their child is putting their hands on our buses.

“Always do more than you're asked.”

–Eleanor Orozco on important skills for Service Attendants for making sure our vehicles are cleaned inside and out when not in service.

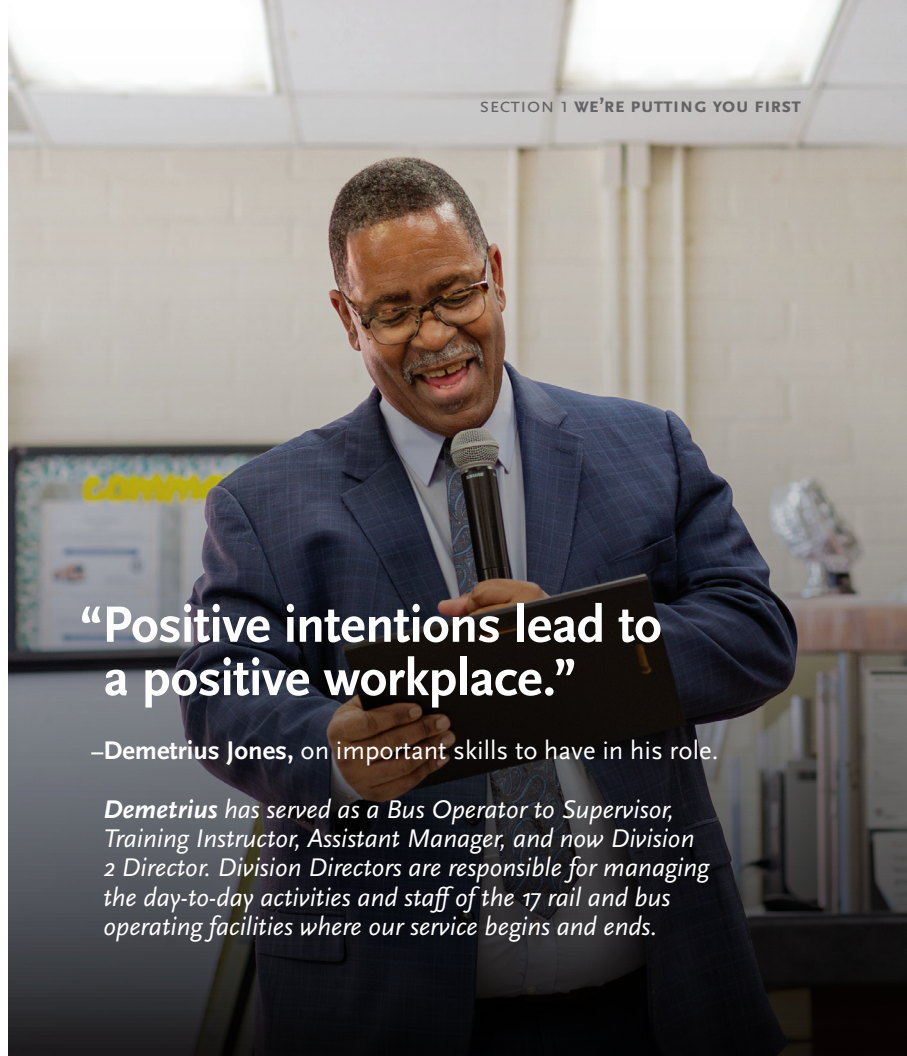
Eleanor started working as a Service Attendant 13 years ago and hasn't stopped feeling a sense of pride after turning around to see a clean bus and maintenance area.

Demetrius Jones

Bus Division Director | 38 Years of Service at Metro

♥ STAFF KUDOS

Demetrius exemplifies the customer experience Metro strives to provide through his empathy, patience, and team building. From greeting customers and checking in on his employees each morning in the operator break room, to tracking down a passenger who left her wallet on a bus to personally assure and deliver her property back, Demetrius strives to make Metro a welcoming place for both its employees and riders.



“Positive intentions lead to a positive workplace.”

—Demetrius Jones, on important skills to have in his role.

Demetrius has served as a Bus Operator to Supervisor, Training Instructor, Assistant Manager, and now Division 2 Director. Division Directors are responsible for managing the day-to-day activities and staff of the 17 rail and bus operating facilities where our service begins and ends.



Latanya Harden & Eric Fuller

Bus Operators | 20 & 10 Years of Service at Metro

♥ STAFF KUDOS

Even after their shifts, bus operators are often approached by customers asking for help or directions. Harden and Fuller have waited at the end of the line with customers who were lost, or who spoke limited English. In some extraordinary cases, they have gotten approval from Supervisors to drive a customer to a familiar neighborhood to help them find their way.

“Expert Multi-taskers.”

—Latanya Harden (20 years of service at Metro) and Eric Fuller (12) on taking on many roles as a bus operator.

Latanya and Eric [not pictured] constantly multi-task between driving safely, staying on time, navigating the notorious Los Angeles traffic, monitoring the on-board technology, checking on customers, and managing unpredictable service disruptions.

Ruben Evangelista

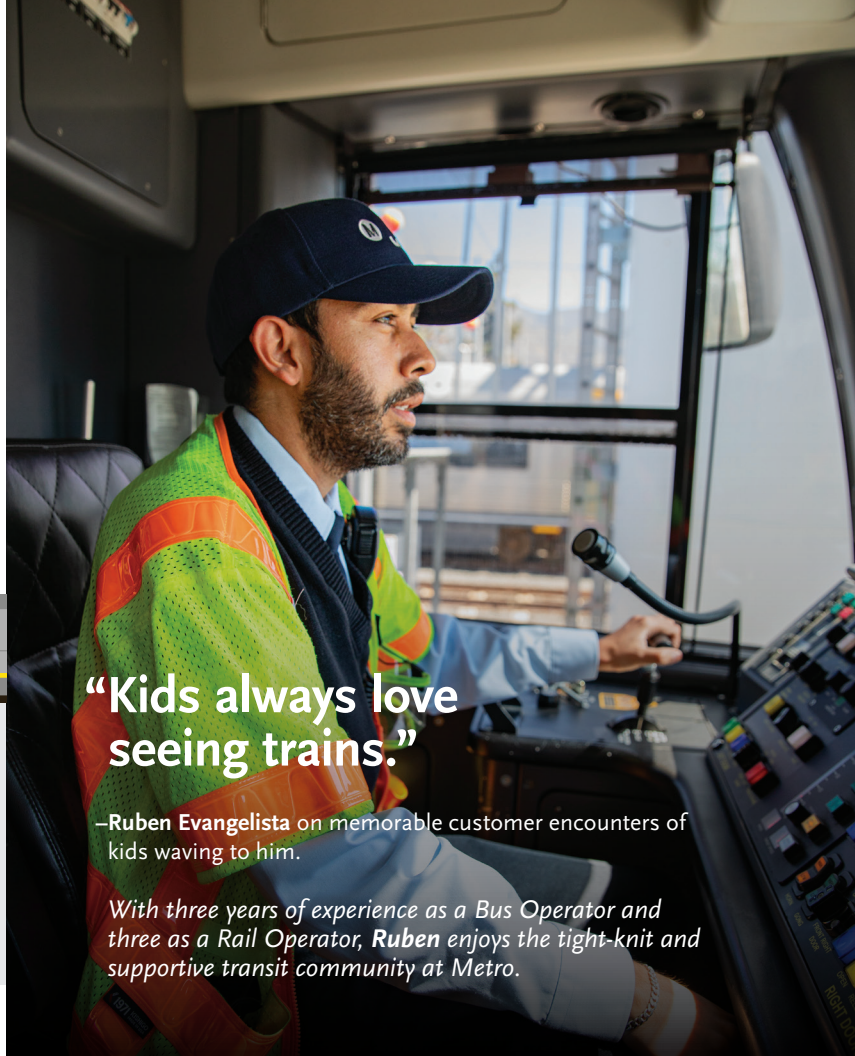
Rail Operator | 6 Years of Service at Metro

♥ STAFF KUDOS

One of his favorite aspects of the job are all the children who constantly wave excitedly and look in awe at the trains as they go by. Unsurprisingly, Operator Ruben placed second at his first Rail Rodeo held in Fall 2022.



The annual Rail Rodeo puts rail operators through a rigorous rail course that includes unknown switches and a precision stop as well as a customer service situational test, uniform inspection, and written exam on the various rail operator rules and procedures.



“Kids always love seeing trains.”

—Ruben Evangelista on memorable customer encounters of kids waving to him.

With three years of experience as a Bus Operator and three as a Rail Operator, Ruben enjoys the tight-knit and supportive transit community at Metro.

Mark Toomes, Lawrence Carr, Julius Jackson & Omie Reveles

Custodians | 4-9 Years of Service at Metro

♥ STAFF KUDOS

These hard workers say the tight-knit, familial environment of the custodial staff helps keep morale high, which got them through some of the shared challenges they faced during the COVID-19 pandemic, such as navigating the unknown hazards in near-empty rail stations and working overtime to spray disinfectant in buses.

“A tight-knit family.”

—Mark (9 years of service at Metro) Lawrence (8), Julius (6), and Omie (4) on staying motivated and getting through the challenges during the COVID-19 pandemic.

Mark, Lawrence, Julius, and Omie [not all pictured] are part of the backbone of our operations and appearance of the Metro system, responsible for cleaning all our facilities, including rail stations and bus rapid transit stops.

Lakeya Hurt

Transit Security Officer | 11 Years of Service at Metro

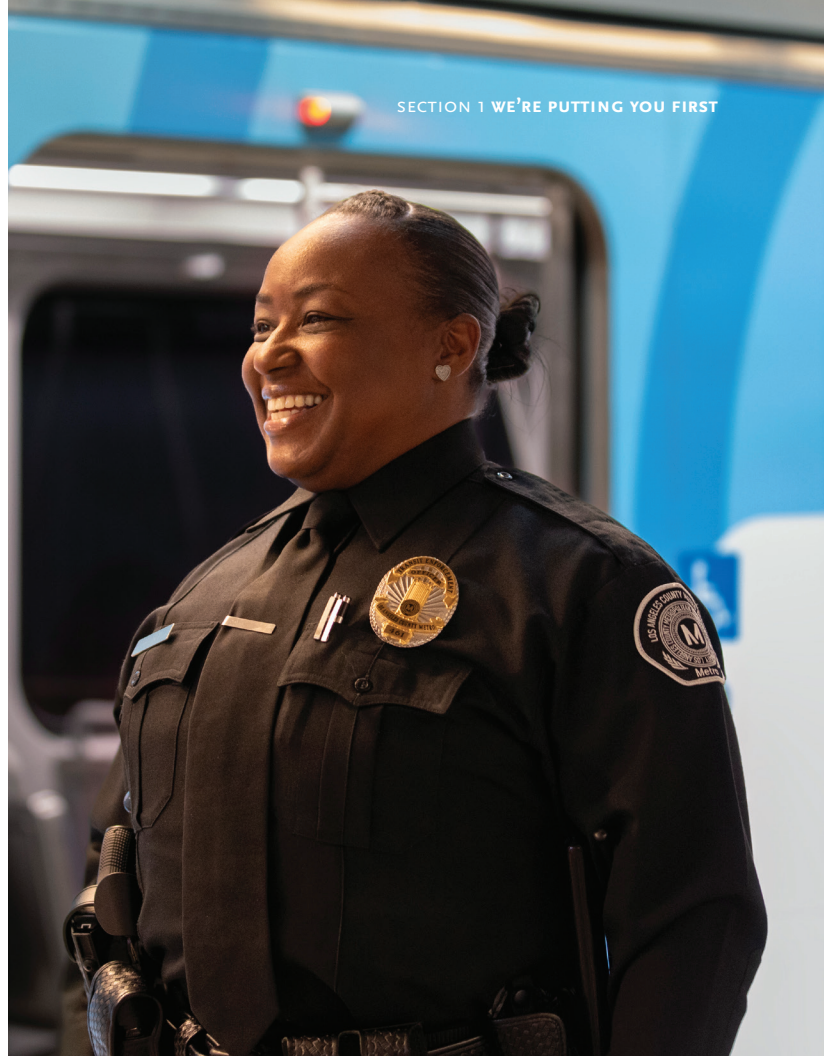
♥ STAFF KUDOS

Lakeya warm, modest, and friendly disposition radiates in her willingness to help customers. When asked about memorable customer encounters, she replied without hesitation and with a smile, “It’s the kids,” and the fulfilling joy of letting them know there is a friendly uniformed presence if they need it.

“It’s the kids!”

—Lakeya Hurt on memorable customer encounters that bring joy.

Lakeya began her career at Metro as a Bus Operator and has been serving as a Metro Transit Security Officer for the last seven years.



Roxana Reyes

Metro Ambassador | 9 Months of Service at Metro

♥ STAFF KUDOS

Roxana helps riders navigate Metro’s rail system, from assisting a visually impaired customer navigate the stairs at 7th St/Metro Center Station, to using Google Translate to communicate with a Korean-speaking customer looking for their friend in Union Station. She enjoys the appreciation and gratitude from customers and seeing that her presence is meaningful to a better Metro experience.

“A meaningful presence.”

—Roxana Reyes on why she enjoys being a Metro Ambassador.

Coming from a background in community and nonprofit work, Roxana enjoys being a friendly face, helping Metro customers go to the places and people that matter to them.

We're listening.



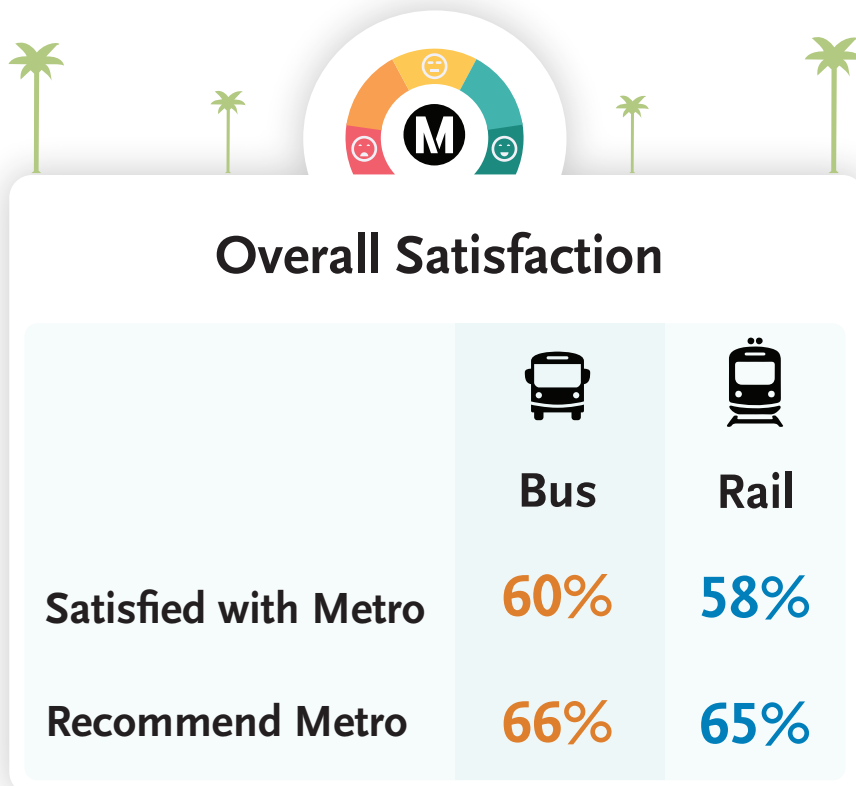
...now up on 50th and Cleaving,
...how far from here... what I'm
...of business
...with.
...ive change.
...It's time to invest in
...infrastructure in Los Angeles?

We hear you.

Especially when it comes to the service you need to improve your ride and make your day great.

2022 On-Board Survey Responses

Every year we asked how satisfied your are. *Here's what you said.*



WE KNOW you rely on us to get to work and school, to pick up groceries, and to see and care for family and friends – it's important stuff.

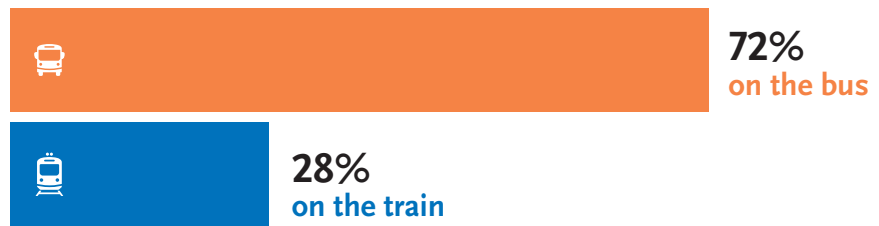
THAT'S WHY Metro is working hard to meet your expectations, whether you're getting to a doctor's appointment, celebrating a birthday, or spending an afternoon exploring.

2022 On-Board Rider Survey

Every year, we survey thousands of riders to get to know you and hear your honest opinions.

Sample Size

In 2022, we received over 10,000 responses...



Rider Profile



Our riders are slightly more **male** than **female** – most are **25-64 years old**.



A majority of our riders identify as **Latino**.



83% of rail riders and 72% of bus riders have an annual income of **less than \$49,000**.



Our customers were loyal, even through the pandemic, with majority of bus and rail customers riding for **three years or longer (78%)** and at least three days per week (**72%**).



There's more to explore online.

Scan for an **interactive version** of the latest CX survey results!

Tell us what you think



Tell us about your experience riding Metro in our [online feedback form](#).



Use the [Transit Watch app](#) to report suspicious activity or safety issues to Metro security.

Follow us on

/losangelesmetro
 @metrolosangeles
 @metrolosangeles

Survey Responses

At Metro, we're actively listening and taking action to earn your ridership, and we understand our customers are concerned and frustrated about **safety**, **cleanliness**, **comfort** and **reliability**.

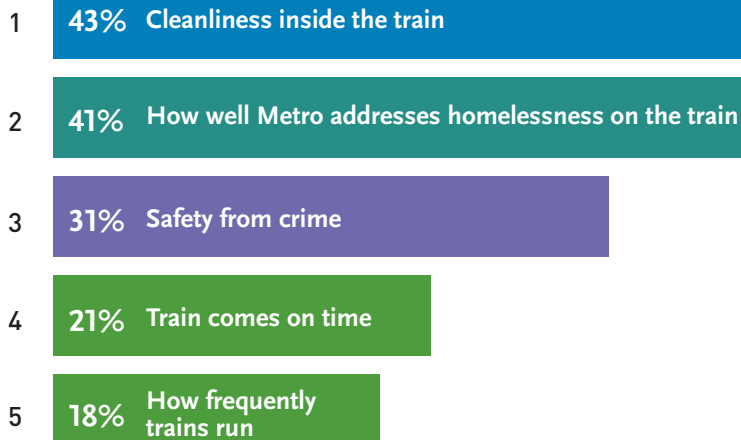
TOP 5 Concerns riders want Metro to improve

Riders ranked their top three choices



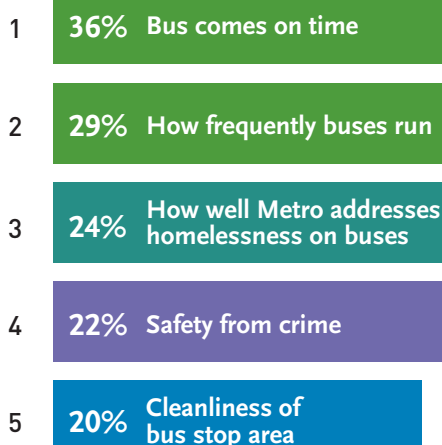
Rail

RANK



Bus

RANK



We know that we must improve.

Whether you ride a lot or a little, we want to be your preferred choice for getting around.

2022 Brand Tracker Results

Every month we ask a sample of customers about their overall perceptions of Metro.

Here's what we've found.

Among frequent Metro riders

Those riding at least once a week or more.

49% are considering switching to another mode of transportation

↑ 5% point increase from pre-COVID (2018-19) levels

Among non-riders

Those riding less than one year or never.

26%  would consider riding Metro Bus

↓ 4% point drop from 2021

40%  would consider riding Metro Rail

↓ 7% point drop from 2021

We're learning.



I've found the ambassadors incredibly friendly, helpful, and patient. I ride during rush hour to and from work and I am grateful for their presence.

– Instagram User

*The more we listen,
the more we learn.*

And we're always learning something new and interesting from you.

WE ASPIRE to be your first choice for transportation, and we know we can get there only if we meet your expectations of service.

YOUR CANDID FEEDBACK guides our actions and helps us track our progress.

We need to *make it...*



Safe



Clean



Comfortable



Reliable



Easy

AS SEEN IN the 2020 and 2022 Customer Experience Plans and the improvements we have already made, your feedback has already shaped how we work.

Click
to view



We need to *focus on the basics.*

We take your feedback seriously, and we're working hard to bring meaningful improvements to how you experience our services.

We've already made significant progress and we know we have a lot of work left to do. We'll continue making the investments in people and resources to get us there.

We're guided by five principles that are reshaping our focus, *making you our top priority.*

Our CX focus areas...

We need to *make it...*



Safe



Clean



Comfortable



Reliable



Easy

...are guided by *Initiatives* and *Purpose*



**Customer
Research
and Insights**



**Physical
and Capital
Improvements**



**Operational
and Policy
Improvements**



**Communication,
Education, and
Training Programs**

ADDRESS
serious
safety concerns

INCREASE
responsiveness
and prevent crime

REIMAGINE
public
safety

**MAKE CUSTOMERS
AWARE** of resources
for reporting crime

EVALUATE
impact of cleaning
activities

REDUCE
recurring
maintenance issues

ADDRESS
concerns more
quickly and frequently

INFORM
customers of
cleaning activities

DEFINE
comfort for
different customers

ADDRESS
concerns with
amenities

IMPROVE
customer
support

**BETTER
UNDERSTAND**
customers

DEVELOP
internal understanding
of customer needs

PROVIDE
timely and reliable
information

EXPAND
reach of customer
information

REDUCE
customer effort
and confusion

EVALUATE
impact of
bus network changes

ADDRESS
wayfinding and
design issues

IMPROVE
network
efficiency

INFORM
customers of
improvements

We want to make your experience going Metro:



Each **Action Item** is denoted with their corresponding **Focus Areas** ●●●●●.

Action Items are priority projects selected to address and improve areas of customer frustration.



Metro

Ambassadors ●●●●●

STATUS · Completed
Launch a Metro Ambassador program to support riders and enhance their experience going Metro.



Bystander

Intervention Training ●

STATUS · Completed
Launch mandatory bystander intervention training for Metro employees.



Homeless Outreach

Expansion ●

STATUS · Completed
We doubled our homeless outreach team to help connect people experiencing homelessness to services, support, and housing. These teams are composed of specialized outreach workers from the nonprofit PATH.



Safety for Operators ●

STATUS · In Progress
Improve the safety of bus and rail operators.



Drug-Free Metro ●

STATUS · In Progress
In response to the growing number of customer complaints about drug use on our system, we launched a safety campaign to reduce drug-related crime.



Cleaning Surge Activities ●

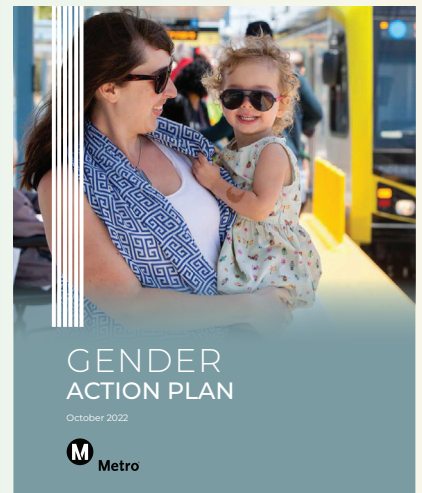
STATUS · Completed
Increase targeted cleaning efforts on trackways, escalators, rail interiors at the end of the line and bus interiors during midday layovers.





Metro Gender Action Plan

STATUS · *In Progress*

Building on the key findings of the landmark 2019 Metro study, *Understanding How Women Travel (UHWI)*, the *Metro Gender Action Plan (GAP)* establishes a framework and implementation plan that responds to the expressed needs and preferences of women riders.

The vision of the [Metro's Gender Action Plan \(GAP\)](#) is to provide an inclusive transportation system, removing barriers on public transportation for women. Building on the [Understanding How Women Travel](#) research, the GAP is organized around four themes:



			
Safety	Station, Stop & Vehicle Design	Fare Policy	Service Frequency & Reliability
<ul style="list-style-type: none"> ● Camera Visibility ● Lighting Station/Stop Design & Safety Assessment ● Metro Employee Travel Partner Program ● Promote Travel Partner Opportunities ● Promote Courtesy Request-a-Stop Service ● Sexual Harassment Prevention Program ● Gender-Specific Operator Training ● Explore Silent Alarm 	<ul style="list-style-type: none"> ● Adopt-a-Stop Program ● Business Partnerships ● Improve Interiors on Buses & Trains ● Strollers on Metro Vehicles ● Restroom Design Standards ● Concentrated Amenities Zones at Platforms ● Prioritize Household-serving Uses at Transit Station 	<ul style="list-style-type: none"> ● Address Multi-Directional Transfers through Fare Capping Program ● Partnership with Health Providers to Promote LIFE Program 	<ul style="list-style-type: none"> ● Use the Gender Analysis Tool (GAT) to develop gender-specific evaluation criteria to inform future bus route or network redesign ● As part of <i>NextGen</i>, continue to implement service frequency improvements by prioritizing midday and weekend periods on routes women use

Metro's CX focus areas that relate to GAP strategies and the needs of women riders

Safe

Clean

Comfortable

Reliable

Easy

We want to make your experience going Metro:

- Safe
- Clean
- Comfortable
- Reliable
- Easy

Each **Action Item** is denoted with their corresponding **Focus Areas** ●●●●●.

Action Items are priority projects selected to address and improve areas of customer frustration.



Vinyl Seat Replacement ●

STATUS · Completed
Replace cloth seats with easy care vinyl seats on all Metro buses and trains.



Bus Stop Improvements Vision ●●●●●

STATUS · In Progress
Previously referred to as the “Shade for All Campaign,” work with high-priority local jurisdictions to identify high priority stops, recommended amenities, stop activation opportunities and other improvement opportunities for a coordinated regional vision.



Restore Bus Service to Pre-COVID ●

STATUS · Completed
Restore bus frequency to follow the NextGen Bus Plan improvements.



Bus Lane Acceleration ●

STATUS · In Progress
Continue to accelerate the design and implementation of bus lanes each year, with the goal of 40 new miles of bus lanes annually by 2025.



Customers with Disabilities Employee Education ●

STATUS · Completed
Invite customers with disabilities to participate in employee outreach, training, and educational sessions and produce training videos for operators.



Bus Stop E-Paper Real-Time Information ●

STATUS · Completed
Pilot e-paper readers at high ridership bus stops to improve access to real-time information, particularly for riders without smartphones and those with visual and/or hearing impairments.



We've been working hard on implementing our previous CX Action Items. While we were able to accomplish a lot, some of these changes take time and we'll continue to update you on our progress.

For the complete list, see [Appendix B: Status of 2022 Action Items](#)



**Real-Time
GTFS** ●

STATUS · Completed
Use Metro's new prediction engine, Swiftly, to publish an improved real-time feed (GTFS-Real Time) that incorporates canceled service, delay advisories and service alerts.



**Accessible Navigation
Applications** ●

STATUS · In Progress
Engage with an accessibility application provider to pilot and test innovative mobile apps that remove barriers to accessing Metro.



**Metro Westlake/MacArthur Park
Station Improvements** ● ●

Westlake/MacArthur Park Station has experienced a disproportionately high amount of illegal activity, and in early 2023 saw an increase in behaviors that went against Metro's codes of conduct.

- STATUS · In Progress**
Metro took action to improve safety and the overall customer experience at the station, including:
- > Increased presence of multidisciplinary teams (Metro Ambassadors, homelessness partners, custodians and law enforcement)
 - > Improved station lighting
 - > Added more and better closed-circuit cameras
 - > Classical music inside the station
 - > Closed one underused station entrance
 - > Fenced off unused areas of the street-level plaza
 - > Partnered with Department of Health Services to have a mobile clinic twice a month

Following an assessment, these actions will be expanded to additional priority stations.



**Metro Micro
Pilot** ● ●

Metro Micro pilot is an example of Metro's commitment to optimize and innovate in an accessible and affordable way to meet changing realities.

STATUS · In Progress
Launched in 2020, the Metro Micro pilot provides on-demand, shared micro-transit services in seven service zones across the county. Frequency, reliability, and travel speeds are of high importance to our riders and non-riders.

As part of the continued evaluation of this service, Metro conducted the first Customer Experience Rider survey for Metro Micro riders in Spring 2022. The results showed high levels of satisfaction across all the aspects of service, including safety, ease of use, cleanliness and comfort. Some areas of improvement related to booking the ride and the timeliness of the service.

We're improving.

2023 Action Items



It all starts with a plan.

We're focused on prioritizing goals and getting things done, *for you and our city.*

The **56 Action Items** are priority projects selected to address and improve areas of customer frustration.

2023 Action Items Summary



2023 Action Items	17 Action Items	10 Action Items	5 Action Items	7 Action Items	17 Action Items
8 Customer Research and Insights	2		1		5
14 Physical/Capital Improvements	4	3	1	4	2
23 Operational/Policy Improvements	5	6	1	3	8
11 Communication, Education and Training Programs	6	1	2		2

Want to learn more about these action items? [Read on!](#)

For complete list, see [Appendix A: 2023 Action Items Summary](#) and [Appendix B: Status of 2022 Action Items](#)



Make it safe.



For women rail and bus riders, safety (including crime and harassment) was their #1 concern.

22% 

For 22% of bus riders, safety from crime was a top three concern.

31% 

For 31% of rail riders, safety from crime was a top three concern.

You are concerned about safety on Metro's system. Feeling unsafe undermines the willingness of current and future customers to go Metro. *Period.*

Customer Feedback

We hear you.

Thurs, Oct 27, 2022 at 5:56 pm

Yes, Metro made some improvements, but it has a long way to go. I hope to see changes. As of now, I feel security is an issue. Homelessness is the other problem. Trains and buses should not be homeless shelters.

– Reader Comment, The Source

Fri, Oct 28, 2022 at 10:30 am

My wife will no longer ride the Metro – it's not safe and no visible security in sight.

– Reader Comment, The Source

2022-2023 Recent Metro Actions

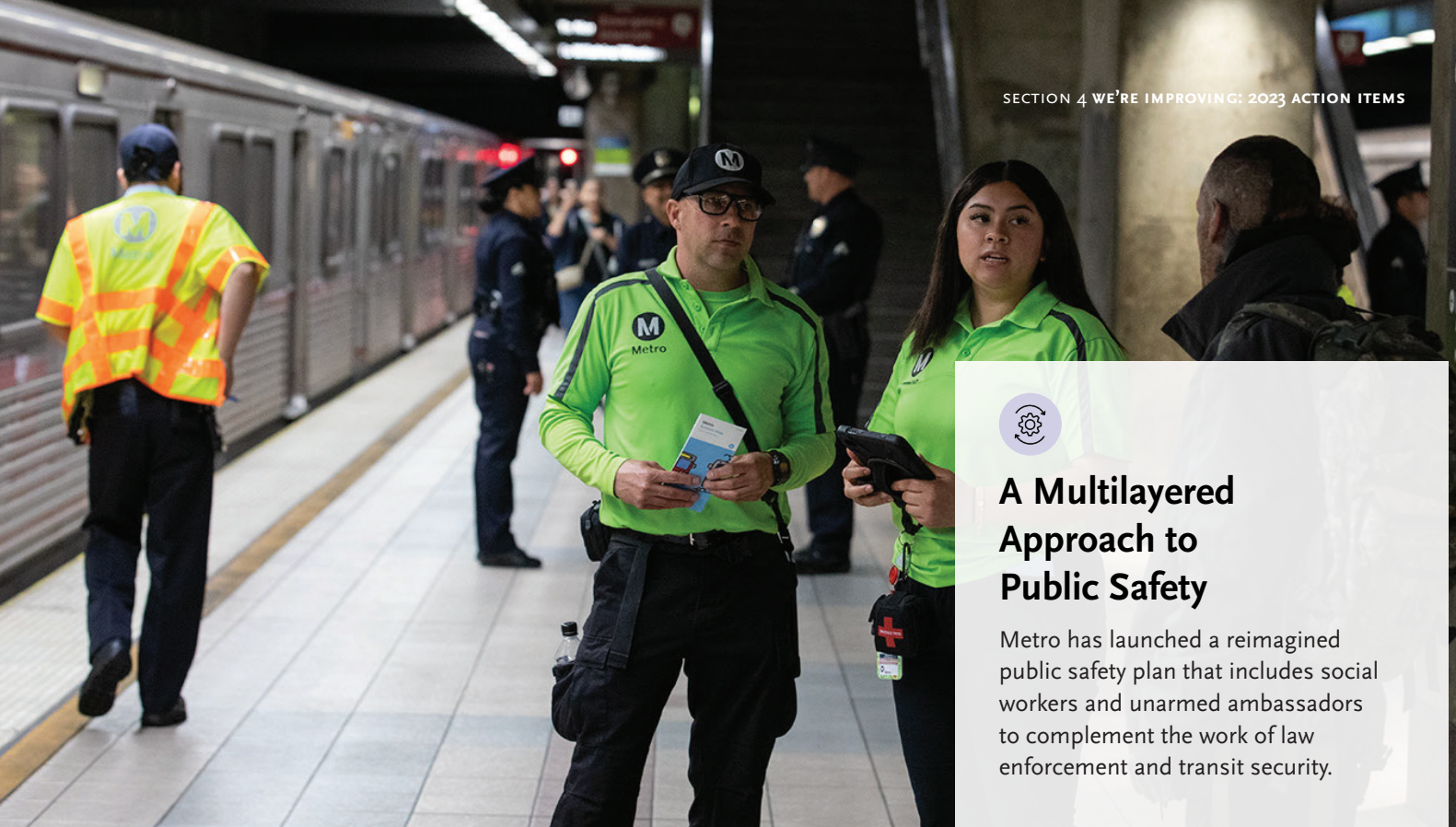
We're taking action.



We have a flexible dispatch system. Metro responds to safety and security issues with the appropriate staff – from homeless outreach or mental health workers to Metro Ambassadors or law enforcement. We're working to reduce Code of Conduct issues, such as fare evasion, by hiring 48 Transit Security Officers in FY24.

We have deployed over 300 Metro Ambassadors to support riders. Since launching in September 2022, Metro's Ambassadors are on the system to support riders and connect them to information and resources.

Our security and law enforcement are working more late shifts. Security and law enforcement are deployed during late nights/early mornings to address customer and employee concerns about safety at night.



A Multilayered Approach to Public Safety

Metro has launched a reimagined public safety plan that includes social workers and unarmed ambassadors to complement the work of law enforcement and transit security.

2023 Action Item Highlights



Station/Stop Design and Safety Assessment

The Station/Stop Score Sheet will be taken by Metro women riders and Metro women rider groups to audit safety and comfort at Metro stops, stations, and facilities. This strategy also allows Metro to monitor the progress of safety programs to inform station design criteria and policy updates.



Since 2020, the **LA Metro Transit Watch app** provides a quick, easy and anonymous way for customers to directly connect to Metro Security anytime to report suspicious activity or safety issues.



Integrated Public Safety Dashboard new

An accurate public-facing dashboard will provide timely information regarding security activities, crime, demographics, use of force incidents and complaints.



Safety for Operators

An Operator Safety Task Force was implemented to identify and address safety issues operators regularly face; solutions include increasing presence of security and law enforcement on-board buses to create a dedicated Transportation Security Officer team, upgrade bus operator plexiglass shields and improve the operator incident reporting system.



Bystander Intervention Training

Since November 2022, the training is required for all Metro employees and is being explored for implementation with customers; all Metro Ambassadors and transit security officers are required to take this training.



Increase Homeless Outreach & Access to Services

Double the deployment of homeless outreach workers and clinicians on the Metro system, and monitor trends and gauge the success of Metro efforts to address homelessness.

Make it clean.



For women bus riders, cleanliness inside the bus was the #5 concern.

20% 

For 20% of bus riders, cleanliness around the bus stop was a top three concern.

43% 

For 43% of rail riders, cleanliness inside the train was a top three concern.



Customer Feedback

We hear you.

Tues, Dec 8, 2022 at 4:38 pm

I haven't used Metro in a while, and the floor was dirty and wet like someone peed on the bus.

– Metro Customer Comment Form

2022-2023 Recent Metro Actions

We're taking action.

We're cleaning all rail lines and buses daily.

Rail end-of-line cleaning and bus interior cleaning happens seven days a week.

We're moving away from cloth to vinyl seats on buses and rail cars.

As of September 2023, 100% of buses and rail cars have been updated

Thurs, Oct 27, 2022 at 6:40 pm

Hollywood and Vine station is one of the biggest tourist stops in the city and it's always embarrassingly dirty.

– Reader Comment, The Source

We're cleaning our escalators and powerwashing more frequently at all rail stations.

We proactively report and respond to bus stop conditions.

While majority of bus stops are not owned and maintained by Metro, we're working with local partners to better address bus stop conditions and cleanliness.



2023 Action Item Highlights



24/7 Monitoring and Evaluation Help Desk Coverage new

Increase staffing levels to assist in addressing the significant increase in maintenance requests coming from the *Transit Watch* App, Metro Ambassadors and other channels.



Bus Stop Contact Information

Develop and execute a strategy to post at all Metro bus stops the contact information for the entity responsible for addressing conditions at the stop.



Metro Code of Conduct Campaign new

To address safety, cleanliness and comfort on-board Metro.



7th St/Metro Center Station Renovations

Conduct preliminary design to renovate 7th St/Metro Center Station to improve safety, security, accessibility, equity, operations, maintenance, sustainability, and the overall customer experience, including replacement of subway station flooring, wall surfaces, ceiling tiles, lighting and signage, benches and trash cans (and increase quantities where needed), and exploring a restroom pilot.

Make it comfortable.



More shade please!

Shade was the most requested feature riders want to see at bus stops.

Based on survey results from *The Bus Stops Here, Investing in Place, September 2022.*

This was a qualitative study not conducted by Metro.



The average ride on a Metro bus is less than five miles, but half the journey is waiting for the bus to arrive on time.

Customer Feedback

We hear you.

We need better seats to wait for the bus as the metal is too hot to sit on if there is no bus shelter or tree to provide shade.

– *Bus rider*, Investing In Place, The Bus Stops Here, September 2022

Sat, Aug 13, 2022 at 5:35 pm

I am disabled and I asked the driver for a courtesy stop and he refused. Please talk to your drivers that we can ask for a courtesy stop, and to put down the lift so we can walk onto the bus because they are not pulling close to curb.

– *Metro Customer Comment Form*

2022-2023 Recent Metro Actions

We're taking action.

We created an online database to help cities prioritize amenities at high-need bus stops.

Under the Bus Stop Improvements Plan, the ArcGIS database was shared with the City of LA to assist them in prioritize high-need bus stops and expand the number of bus stops with shade, seating, lighting and other amenities. While we operate bus service, we're not owners of bus stops so we work with our partner cities to provide information and support.

We're looking into providing courtesy stops for several Metro bus routes.

Metro is developing standard operating procedures and training to allow riders to request a stop between regular bus stops so they can exit buses closer to their destination before light and after dusk.



Surprise and Delight

Implement programs that aim to surprise and delight customers and employees in fun and engaging ways, such as arts, music and giveaways.

2023 Action Item Highlights



Escalator and Elevator Improvements

Improve elevator and escalator operations without significant down time.



Bus Stop Improvements Plan

Partnering with local jurisdictions, Metro will provide technical and financial assistance for expanded amenities and shelters, moving forward on bus stop lighting installation, and identifying opportunities for partnerships that may enhance cleaning and/or bus stop activation.



Camera Visibility and Lighting new

Metro will expand the ways it advertises the presence of cameras at stations and in vehicles. By encouraging a culture of good passenger behavior through subtle reinforcement, riders can be assured that Metro environments are being actively monitored, attended and observed by staff. (also related to [Make it safe](#))

Make it reliable.



36% 

For 36% of bus riders, the bus coming on time was a top three concern.

29% 

For 29% of bus riders, the bus coming frequently was a top three concern.

21% 

For 21% of rail riders, the train coming on time was a top three concern.

You deserve to get to where you need to go on time and at the frequency you need.

Customer Feedback

We hear you.

Wed, Oct 26, 2022 at 7:07 pm

The bus keeps arriving several minutes earlier than before. The schedule has been unreliable with the bus immediately after it arriving late as well.

– Metro Customer Comment Form

2022-2023 Recent Metro Actions

We're taking action.

We're on track to implement 30 miles of bus lane by end of 2023.

By working closely with local jurisdictions and stakeholders, we're accelerating bus lanes on Alvarado, Venice, La Brea, Florence and Sepulveda.

Our buses have been running more frequently.

Since December 2022, we have fully restored our NextGen bus service frequency improvements.

Fri, Oct 28, 2022 at 1:25 am

I am always appreciative of the driver who gets me where I need to go. I fully understand that it's not an easy job and most of them do a great job, but there are few who give bad impressions and take away from most drivers who do a great job.

– Metro Customer Comment Form

We have a Bus Operator Task Force to continue to prioritize operator hiring and retention.

The task force prioritizes fast-track hiring opportunities, mentorship, performance evaluation and milestone salary bonuses.

We will be piloting bus headway/frequency management research.

This research is underway for Line 16 and began in July 2023.

Fri, Oct 28, 2022 at 12:15 am

Thank you so much for the gift of a simple bus ride – I'm able to get a job, attend training, and take my son to daycare. I just lost my car, and without the pass I would have been lost.

– Reader Comment, *The Source*

2023 Action Item Highlights



Rail Frequency Restoration

Restore rail frequency to pre-COVID service levels, including late night rail service.



Light Rail Speed Improvements

After over a year of studying different available options, provide recommendations for the Board to approve light rail speed improvement projects.



Bus Lane Acceleration

Accelerate the design of bus lanes and other speed and reliability improvements to reduce travel time for bus riders and increase the efficiency of bus operations.



Invest in Bus Layover Facilities new

Examine and invest in bus layover facilities – this will improve reliability by putting buses back in service faster, as well as assist operators and customer health and happiness.



NextGen Bus Plan Completion

After gradually restoring bus service following the service cuts brought on by the COVID pandemic, in December 2022 we restored bus service to pre-COVID levels. The restoration to full service levels included improved frequencies and routing as designed in our NextGen Bus Plan, adopted in 2018. We now operate a full seven million service hours annually.



In 2023, we were busy expanding our system to get you to more places that matter. We opened seven stations on the K Line and three Regional Connector stations on the A and E Lines.

Make it easy.



For women bus riders, availability of accurate real-time information was a top frustration.

Your experience going Metro should be easy. Real-time information, ease of payment and comfort are concerns we all share.

23%  

of bus and rail riders self-report that they do not speak English well.

42%  

of bus and rail riders speak Spanish at home.

Customer Feedback

We hear you.

Thurs, Oct 27, 2022 at 5:02 pm

We're very thankful to the services of Metro and all bus drivers. They are very nice and patient with the elderly and those who are in their wheelchair.

– Reader Comment, The Source

2022-2023 Recent Metro Actions

We're taking action.

We launched a Customers With Disabilities Employee Education Training program with bus and rail operating divisions. We're looking to expand the training program to other frontline staff, including Metro Ambassadors, Transit Security Officers and Customer Care Agents.

We're looking into accessible navigation applications.

We're working with Waymaps to develop audio guidance for Union Station in 2024.

Fri, Oct 28, 2022 at 8:41 am

It's really frustrating to have to wait a long time for the bus, especially when the app can't be trusted either.

– Metro Customer Comment Form

We're improving our real-time service cancellations, delay advisories, and service alerts. We're pushing real-time GTFS to third-party trip planning apps, including Google Maps, Transit App, Moovit and others.

50 E-paper real-time information bus stop signs will be installed along Vermont Avenue.

As operational proof of concept, the signs will improve access to real-time information, particularly for riders without smartphones and those with visual or hearing impairments.



2023 Action Item Highlights



Extended Customer Care and Social Media Response Hours new

Extend Customer Care and social media hours to cover entire service day on weekdays and weekends.



Improve Spanish Language Communications new

Establish formal procedures and cross-functional group to improve Spanish-language marketing and communications.



Station Wayfinding and Signage Updates new

Starting with 7th St/Metro Center Station, conduct walk-throughs of high-volume stations (eventually all stations) to assess existing wayfinding and identify gaps/issues.



Simplify and Share Metro Contact Information new

Make it easy to know who to contact at Metro on the web, and on printed guides and on-board ads.



Enhancements to GoPass and LIFE Programs new

Building on previous changes, enrollment improvements to the GoPass and LIFE programs, including a streamlined online application and improved marketing campaigns.

And we'll never stop.



We're committed to improving your experience.

We'll never stop the hard work it takes to make your ride safe, clean, comfortable, reliable and easy for all. ❤️



Connect with us.

Check out our website for more updates on how we're taking action.

We have *a plan* for that.

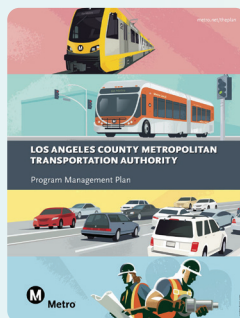
The CX Plan is just one of Metro's plans demonstrating how we're working for you to build a world-class transportation system and deliver an exceptional trip experience.

READ MORE ABOUT THEM BELOW



Metro's Vision 2028 Strategic Plan

Our agency-wide strategic plan created the foundation for transforming mobility in LA County through the year 2028.



Program Management Plan

Our roadmap for managing and implementing the capital improvement portion of Measure M – delivering at least one major project per year until 2028.



Moving Beyond Sustainability

Our comprehensive strategy to make Metro facilities greener, reduce air pollution and trash from construction and reduce smog and greenhouse gases across LA County.

Appendix A

2023 Action Items Summary



**Customer Research
and Insights**



**Physical/Capital
Improvements**



**Operational/Policy
Improvements**



**Communication, Education
and Training Programs**

Safe	Clean	Comfortable	Reliable	Easy
<p>Integrated Public Safety Dashboard new</p> <p>Safety for Operators</p>		<p>Annual Homeless Counts</p>		<p>Collaborative Metro Research and Data Group new</p> <p>Customer Journey and Persona Analysis new</p> <p>CX Key Performance Indicators Dashboard</p> <p>Metro Website and Mobile Application Accessibility Review new</p> <p>UX Testing Policy</p>
<p>Blue Light Boxes</p> <p>Camera Visibility and Lighting new ●●</p> <p>Security Monitoring Systems Installation new</p> <p>Station/Stop Design and Safety Assessment new</p>	<p>7th St/Metro Center Station Renovations (<i>Aging Subway Station Renovations</i>)</p> <p>Elevator Camera Evaluation</p> <p>Temporary Exterior Train Wash new</p>	<p>Escalator and Elevator Improvements new</p>	<p>Bus Lane Acceleration</p> <p>Camera Bus Lane Enforcement</p> <p>Invest in Bus Layover Facilities new</p> <p>Light Rail Speed Improvements</p>	<p>Bus Stop E-Paper Real-Time Information</p> <p>Station Wayfinding and Signage Updates new</p>
<p>Friendly Intercom Announcements at Rail Stations and Bus Stops new</p> <p>Funding for Homelessness Outreach on Transit</p> <p>Increase Homeless Outreach & Access to Services</p> <p>Metro Ambassadors Pilot Evaluation</p> <p>Transit Watch App Enhancements</p>	<p>24/7 M&E Help Desk Coverage new</p> <p>Adopt-A-Transit Stop/Station Program</p> <p>Ancillary Station Area Cleaning new ●</p> <p>Cleaning Surge Activities</p> <p>Research Advanced Cleaning Technologies new</p> <p>Test Deployment of Custodial Staff to Support High Incident Areas new</p>	<p>Bus Stop Improvements Plan</p>	<p>Analyze Operational Systems for Potential Risks new</p> <p>Headway Management Research</p> <p>Rail Fr</p>	<p>Convert Cash-Paying Customers new</p> <p>Enhancements to GoPass and LIFE Programs new</p> <p>Evaluate Feasibility of Consolidating Metro Mobile Apps new</p> <p>Extended Customer Care and Social Media Response Hours new</p> <p>Improved Systemwide Accessibility</p> <p>Integrated Ticketing with Entertainment Partners new</p> <p>Standardize Frontline Employee Uniforms new</p> <p>Update Temporary Signage Template new</p>
<p>Bystander Intervention Training new</p> <p>Courtesy-Stop Program ●</p> <p>Customer Service Best Practices Integration Across Frontline Metro Security Staff new</p> <p>Metro Code of Conduct Campaign new ●●</p> <p>Metro Employee Travel Partner Program new</p> <p>Regular Internal Metro Safety Communications/Lunch & Learns new</p>	<p>Bus Stop Contact Information</p>	<p>Surprise and Delight</p> <p>System Knowledge for New Employees new</p>		<p>Cross-Functional Spanish Language Group new</p> <p>Simplify and Share Metro Contact Information new</p>

Stephanie Wiggins
Metro Chief Executive Officer

Jennifer Vides
Metro Chief Customer Experience Officer

Metro Board of Directors 2023

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Mayor
City of Los Angeles

Janice Hahn, FIRST VICE CHAIR
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City of Pomona



Metro
One Gateway Plaza
Los Angeles, CA 90012-2952

Appendix B

Status of 2022 Action Items

Status of Action Items

STATUS ● Completed ◐ In Progress ◑ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
Blue Light Boxes	Call Point Security Project - Prototype blue light boxes recommended by Women and Girls Governing Council to improve security on the rail system	Chief Operations Office	◐	Included	Begun activities with the contractor, Birdi Systems, to develop the blue light boxes design, construction work plan, and project timeframe. Anticipate the overall project timeframe will be approximately 24 months.
Bus Stop Lighting Installation	Work with other jurisdictions to install lighting at least 100 bus stops per year to help bus riders feel safer at bus stops at night.	Chief of Staff Office	◐	<i>Consolidated with Bus Stop Improvements Plan</i>	See Bus Stop Improvements Plan
Bystander Intervention Training	Continue new bystander intervention training for customers and Metro employees.	Chief Safety Office	●	Not Included	Mandatory training for employees rolled out in December 2022.
Courtesy-Stop Program	Through the Gender Action Plan, explore a courtesy-stop program before light and after dusk on several Metro bus routes to allow riders to request a stop between regular bus stops so they can exit buses closer to their destination, as done in Toronto.	Chief Operations Office	◐	Included	Existing policy with bus operators to perform courtesy stops in the evening for women, children, and seniors traveling alone. Will continue working on information campaign for operators and public.
Funding for Homelessness Outreach on Transit	Continue working with other transit agencies in California to request that transit agencies be eligible to access existing and new sources of state and federal homelessness funding for transit homeless outreach teams and for housing and services designated specifically for people experiencing homelessness on transit systems, and to recommend to the Board that this effort be included in Metro's 2022 State legislative agenda.	Chief of Staff Office	◐	Included	Postponed - waiting for greater buy-in and studying best practices in other cities.
Increase Homeless Outreach	Double the deployment of homeless outreach workers and clinicians in the Metro system.	Chief Safety Office	●	<i>Consolidated with Increase Homeless Outreach & Access to Services</i>	Homeless outreach staff doubled in summer of 2023
Late Shift SSLE Deployment	Continue to deploy over 50% of security and law enforcement staffing to swing and graveyard shifts to address customer and employee concerns about safety at night.	Chief Safety Office	●	Not Included	Deployment is according to contract and recent negotiations provided more coverage in late night shifts.
Metro Ambassadors	Utilize \$40 million authorized by the Metro Board to launch an Ambassador program to assist Metro riders and help them feel safe.	Customer Experience Office	●	Not Included	Metro Ambassadors launched in October 2022.

Status of Action Items

STATUS ● Completed ◐ In Progress ◑ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
Safety for Operators	<p>SSLE team is working with OPS on enhanced safety features for Operators, including:</p> <ul style="list-style-type: none"> > UX Test and Train Improved Operator Incident Reporting System - LESR (OPS/SSLE) > Install Enhanced Bus Operator Shield (OPS) > Admin Employee Safety Reporting and Feedback (SSLE/CXO) > Implement Employee Self-Defense and Sexual Harassment Prevention Trainings and Program (CPO) (GAP) > Increase in Transit Security Officers to be deployed as bus riding teams reducing bus operator assaults 	Chief Safety Office	◐	Not Included	Received additional positions in FY24 that we're currently working on filling as well as any vacancies due to turnover. FY24 positions received for MTS: 40 TSOIIs, 4 TSOIs, 4 Sgts.
Security Officer Ecosystem Support	Deploy additional security officers to support an expanding ecosystem of hundreds of homeless outreach workers, ambassadors, and cleaning staff in the Metro system.	Chief Safety Office	●	Not Included	The pilot program concluded in early 2023 and has evolved into a new multi-layered deployment that launched in July. The lessons learned, successes, and data of the Respect the Ride pilot were applied to the new deployment.
SSLE Flexible Dispatch	Pilot test a flexible dispatch concept whereby Metro responds to safety and security issues on the system by dispatching appropriate staff: from homeless outreach or mental health workers to unarmed security ambassadors or law enforcement as the situation demands.	Chief Safety Office	◑	Not Included	No longer pursued due to shifting priorities (e.g., Drug-Free Metro; Respect the Ride Campaign)
Transit Watch App Maintenance Coordination	Examine procedures to ensure timely follow-up and response to cleaning and maintenance complaints from the <i>Transit Watch</i> app and set goals for follow-up and response times.	Chief Operations Office	◐	<i>Consolidated with Transit Watch App Enhancements</i>	Enhancements to Metro's handling of cleaning and maintenance complaints in the <i>Transit Watch</i> app system have been made; Metro will continue to identify improvement opportunities, particularly in the user interface of the application.
Transit Watch App Marketing	Continue to market the <i>Transit Watch</i> app to generate at least 5,000 monthly downloads 500 downloads per month, and the 213,788.2777 text number (for people with phones that do not accommodate apps). Also, share information with Metro customers about the new SOS features available on smartphones that make it easier for people to summons help when they are in danger.	Customer Experience Office	●	<i>Consolidated with Transit Watch App Enhancements</i>	<i>Transit Watch</i> paid media campaign generated 16M impressions and generated 4,795 app installs.
Adopt-A-Transit Stop Program	Pilot an "Adopt-a-Transit Stop" program at select locations to test an approach where local businesses or community organizations are invited to sponsor bus stops and provide light cleaning and maintenance.	Customer Experience Office	◐	Included	Feasibility of alternative under review by Department.

Status of Action Items

STATUS ● Completed ◐ In Progress ◑ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
7th St/Metro Center Station Renovations (Aging Subway Station Renovations)	<p>Conduct preliminary design to renovate 7th St/Metro Center Station to improve safety, security, accessibility, equity, operations, maintenance, sustainability, and the overall customer experience, including:</p> <ul style="list-style-type: none"> > Replacement of subway station flooring, wall surfaces, and ceiling tiles, which have deteriorated over time > Replacement of lighting, signage, and wayfinding design, including an evaluation of new signage needs to align to current standards and to address customer needs > Replacement of benches and trash cans and increase quantities where needed > Possible attachment of bright, modern, easy-to-clean cladding to subway station trainway walls, where feasible > Possible relocation of roll-down gates to the top of stairs and escalators, where feasible, to protect those areas during overnight hours to keep them cleaner > Repair and refurbishment of station artworks 	Chief Planning & Development Office	◐	Included	SWD Design led detailed interdepartmental walk-through surveys for DTLA subway stations and produced 5 illustrated detailed reports prioritizing needed updates to these stations. SWD begin in early fall FY23 with procurement of an architectural design firm to develop 30% designs for 7th/Metro Station, and also began serving as lead in the Planning Department's committee for Key Station Updates for the 2028 Olympic Games.
Bus Stop Contact Information	Develop and execute a strategy to post at all Metro bus stops the contact information for the entity responsible for addressing conditions at the stop.	Customer Experience Office	◐	Included	Currently weighing options to integrate the Bus Stop Contact Information as part of the e-paper bus stop pilot. Will determine implementation
Cleaning Surge - End of Line	As part of an overall Cleaning Surge, expand "end of line" train cleaning to all rail lines and add weekend coverage at Union Station and 7th/Metro.	Chief Operations Office	◐	Included	End-Of Line cleaning is done Monday through Friday on both subway and light rail lines. The FY24 budget includes hiring additional Service Attendants to conduct and expand this cleaning.
Cleaning Surge - Escalators	As part of an overall Cleaning Surge, increase escalator step cleaning at rail stations to four times per year.	Chief Operations Office	●	Not Included	Enhanced escalator step cleaning occurs four times per year.
Cleaning Surge - Midday Bus Interior	As part of an overall Cleaning Surge, expand to seven-day a week midday bus interior cleaning and expand to four layover points.	Chief Operations Office	◐	Included	<p>In FY23, Division 2 cleaning crew cleaned 14,896 buses at Terminal 28, 2,536 buses at Maple Lot, 1,658 buses at El Monte, and 1,895 buses at Washington/Fairfax.</p> <p>The bus terminal cleaning program continues a seven day per week operation, with cleaning at four bus terminals on a rotating basis. The cleaning team continues to focus on removing trash, wiping up spills, removing graffiti, and wiping down the interiors of the buses.</p>
Cleaning Surge - Trackway Trash	As part of an overall Cleaning Surge, remove trash and litter from all trackways adjacent to underground platforms weekly.	Chief Operations Office	●	Not Included	The Wayside Track Maintenance Department targets trackway clean up at seven priority B/D Line Stations twice a month and all other B/D Line Stations once per month, staff availability and track allocation permitting. In FY23, they performed almost 140 track way clean ups, a significant increase from previous years.

Status of Action Items

STATUS ● Completed ◐ In Progress ◑ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
Elevator Camera Evaluation	Evaluate the impact of elevator cameras on vandalism, cleanliness, and biohazards.	Chief Operations Office	◐	Included	Work on camera installations was delayed due to Regional Connector taking priority with no RFM resources available. However, the drawings for Westlake MacArthur Park have been completed, wall coring is partially completed and RFM has begun procuring and staging materials and tools to begin the conduit installation for the camera wiring.
Employee Cleaning Days	Consider designating occasional days when employees who ride Metro could consider volunteering to pick up garbage they see during their ride. Metro could provide PPE, garbage bags with a Metro logo, and gloves. This would be a great way for employees at all levels to pitch in to keep Metro clean, compliment Metro Marketing's We're Here for You campaign, and show customers that we care (subject to discussion with Metro labor representatives).	Chief People Office	◑	Not Included	This action item will no longer be pursued.
LACC Trash Pickups	Explore working with the Los Angeles Conservation Corps to conduct additional trash pickup at bus stop zones.	Chief of Staff Office	●	Not Included	See Bus Stop Improvements Plan
Neighboring Trash Clean-Ups	Metro Real Estate to provide a report that summarizes efforts to work with neighboring property owners to clean up trash near the Metro right of way, and collaborate with Operations, SSLE, and Community Relations to implement strategies to address outstanding issues.	Chief Planning & Development Office	◐	Not Included	Other – this was deferred to Facilities Maintenance and System Security Law Enforcement. Real Estate coordinates with appropriate Metro departments.
Station "Cleaned By" Form	Pilot test on the C (Green) Line a "cleaned by" form posted inside train cars near side doors, indicating when the train was cleaned and by whom. This will communicate to customers that Metro is serious about ensuring train cars are cleaned regularly.	Chief Operations Office	◑	Not Included	This action item will no longer be pursued.
Station Evaluation Mobile System	Deploy company cellphones in the field to allow supervisors to input bus stop conditions to generate work orders, modeled after the success of Operation's pilot Station Evaluation program.	Chief Operations Office	●	Not Included	Production of Location Management System was operational and functional as of FY23 Q2 - staff are able to use their company cell phones to generate, modify, or complete LMS work orders.
Station Restroom Replacement Roadmap	Finalize a roadmap for placing restrooms at geographically dispersed high-volume transfer and terminus stations to improve the customer experience and reduce urination and defecation in and around the Metro system.	Chief Planning & Development Office	◐	<i>Consolidated with Aging Station Renovation</i>	Issuance of Task Order delayed in Procurement for 7th/Metro Station updates, which include feasibility study and design for public restrooms.
Vinyl Seat Replacement	Replace cloth seats with easier-to-keep-clean vinyl seats on all Metro buses and trains that serve customers by the end of FY23.	Chief Operations Office	●	Not Included	On bus: Vinyl Seats were installed on 1,870 buses which is 100% of the Operating Bus Fleet. On rail: 100% Complete for P2550 fleet, 85% Complete for P2000 fleet, 94% Complete for A650 fleet, 85.5% Complete for P3010 fleet. For P2000 and A650 fleets: Vinyl seats replacement will be done once the cars return from the vendors.
Annual Homeless Counts	Homeless counts - Regular counts to monitor trends and gauge the success of Metro efforts to address homelessness	Chief of Staff Office	●	Not Included	Annual homeless counts on transit are conducted as part of Los Angeles' Homeless Service Authority's (LAHSA) annual work. Metro's Homeless Initiatives team works with LAHSA on this work.

Status of Action Items

STATUS ● Completed ◐ In Progress ◑ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
<p>Bus Stop Sketch Plan</p>	<p>Work with an interdepartmental Metro action team to launch the “Shade for All Campaign” (now referred to as the Bus Stops Vision Plan):</p> <p>Work on the creation of a Bus Stop Sketch Plan to understand the following:</p> <ul style="list-style-type: none"> > Visiting bus stops with representatives from local jurisdictions to understand better the conditions that their constituents experience and to build local support for improvements. > Offering technical assistance to local jurisdictions where needed, to help them with more detailed bus stop needs conditions in their area, equity-based bus stop prioritization, grant writing, offering standard contract specifications if needed, and possibly bulk purchasing contracts. > Offering technical assistance to help jurisdictions prioritize locations of greatest need based on ridership volume, location in an equity-based community, crime rates, direct and indirect canopy coverage, cleanliness, and other factors. > Pursuing grants to establish an incentive program for local jurisdictions could partially subsidize new bus stop shelters, seating, lighting, and other amenities. > Working with cities to jointly pursue funds for sidewalk repair and accessibility. > Working with cities to refine practices to ensure adequate bus stop maintenance and cleaning. > Testing of bench designs that incorporate shade. 	<p>Chief of Staff Office</p>	<p style="text-align: center;">◐</p>	<p><i>Consolidated with</i> Bus Stop Improvements Plan</p>	<p>Board received and filed on June 2023 the Bus Stop Improvement Plan (BSIP) Update. There are four parts to the BSIP: development and execution of Bus Stop Summit, Development and Execution of Bus Stop Portal, conduct of Local Return Audit, and development of funding strategy to allow cities and jurisdictions to develop bus stop improvement capital and operations and maintenance.</p> <p>Lighting: Continue to coordinate with Metro Planning in the development of MOU to initiate the bus stop lighting program. Collaborating with City of LA Bureau of Street Lighting and Bureau of Engineering on specific action items related to lights and other safety related bus stop issues. New bus stop lighting capital project in Metro FY24 budget approved by the Board.</p>
<p>Daily Elevator Maintenance Alerts</p>	<p>Program real-time alerts that indicate the location of elevator or escalator breakdowns.</p>	<p>Customer Experience Office</p>	<p style="text-align: center;">◐</p>	<p><i>Consolidated with</i> Elevator/Escalator Improvements</p>	<p>Creating a chart on transit alternatives when elevators are out of service. Pulling together information on transit alternatives to stations without elevators. Created a template for sharing elevators out of service for maintenance each day.</p>
<p>Shade for All Campaign - Countywide Bus Stop Data</p>	<p>Collect countywide data on bus stop conditions to guide a multi-phase comprehensive “Shade For All” campaign to expand the number of bus stops with shade and other amenities, including seating and lighting.</p>	<p>Chief of Staff Office</p>	<p style="text-align: center;">●</p>	<p><i>Consolidated with</i> Bus Stop Improvements Plan</p>	<p>An integrated ArcGIS database was created and shared with the City of LA to prioritize high-need bus stops.</p>
<p>Surprise and Delight</p>	<p>Surprise and delight customers through implementation of Board Motion 45.1 to “Uplift the Human Spirit Through Metro Art.”</p>	<p>Customer Experience Office</p>	<p style="text-align: center;">◐</p>	<p>Included</p>	<p>Metro Art surprise and delight initiatives have included a new rider portrait series by local artists, Metro Art Buses, partnerships with community-based arts and cultural organizations, curated cultural programming and poster giveaways.</p>
<p>Bus Lane Acceleration</p>	<p>Accelerate design of bus lanes and other speed and reliability improvements to reduce travel time for bus riders and increase the efficiency of bus operations. This would double the target speed and reliability improvements from 20 bus lane miles per year to 40.</p>	<p>Chief Operations Office</p>	<p style="text-align: center;">◐</p>	<p>Included</p>	<p>On track to complete at least 30 bus lane miles by FY23 Q4 (Alvarado, Venice, La Brea, Florence, Sepulveda). Venice bus lanes were installed in June 2023. La Brea (north) bus lanes were installed in July 2023. Florence bus lane design is expected to begin in the fall of 2023.</p>

Status of Action Items

STATUS ● Completed ● In Progress ⊘ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
<p>Bus Operator Task Force</p>	<p>"Metro's Bus Operator Task Force to develop options and recommendations for ways to meet the 1% canceled assignment limit (subject to discussion with Metro labor representatives). Specific options to consider include:</p> <ul style="list-style-type: none"> > Fast track hiring for licensed commercial drivers and former and current transit agency bus operators, and flexibility to hire them directly into full time positions > Bus operator applicants being able to shadow a bus operator for a day to see what the job entails > Continuous mentorship of bus operators for the first year, beyond the current three-week period, to improve retention > Possible milestone bonuses to boost retention (e.g. after two years of service) > Reevaluation of shift bidding and work rules to provide as much latitude as possible to more finely tailor extra board assignments to days and locations where the need is expected to be greatest based on historical patterns. The goal is to provide as much flexibility as possible to fill potential Missed Assignments on short notice when needed to avoid a missed run > Evaluation of improvements in working conditions to give bus operators the support they need for work/life balance > Evaluation of pooling some extra boards across divisions (which may require cross-training on different bus equipment and different routes), borrowing from rail extra boards or operations supervisors who have recent bus operating experience, or allowing part-time operators to cover assignments on short notice when there are no other options to avoid a canceled assignment > Considering use of technology to give division markup staff more tools to fill assignments at the last minute. For example, look at software/apps used by school districts to quickly schedule substitute teachers to ensure all classrooms are covered 	<p>Chief Operations Office</p>	<p>●</p>	<p>Not Included</p>	<p>We have been hiring FT bus Operators since January 2023. OPS is continuing to explore ways to improve retention, reduce call backs and retain low cancellation rates.</p>
<p>CAL-ITP GTFS MOU</p>	<p>Finalize a Memorandum of Understanding (MOU) with Caltrans' California Integrated Travel Project (Cal-ITP) to provide no-cost technical support to help Metro meet statewide guidelines for the General Transit Feed Specification (GTFS). GTFS is the standard information that Transit and other third-party apps, such as Google Maps, consume to provide accurate arrival predictions to customers.</p>	<p>Chief Operations Office</p>	<p>●</p>	<p>Not Included</p>	<p>Agreement signed in February 2022.</p>
<p>Camera Bus Lane Enforcement</p>	<p>Pilot test Camera Bus Lane Enforcement (CBLE) to improve bus speed and reliability.</p>	<p>Chief Operations Office</p>	<p>●</p>	<p>Included</p>	<p>Metro issued the RFP in FY23 and remains in procurement black out; expected to present contract award recommendation to the Board in October 2023 cycle.</p>

Status of Action Items

STATUS ● Completed ● In Progress ○ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
Digital Rider Alert System	Launch a Digital Rider Alert System, which would allow customers to subscribe to receive service alerts and delay advisories for specific Metro Bus and Rail Lines, with notification by SMS text or email.	Customer Experience Office	●	<i>Consolidated with Metro Mobile Applications Enhancements</i>	Digital Rider Alert System is now coupled with updating CRM systems and consolidated mobile app, ensuring the back-end technology is coordinated will lead to improved CX and communications.
FEMA Emergency Messaging	Set up an emergency messaging system in partnership with FEMA for emergency situations.	Customer Experience Office	●	<i>Consolidated with Metro Mobile Applications Enhancements</i>	As part of the mutual aid process LA County Office of Emergency Management will include transit specific messaging into any applicable Wireless Emergency Alerts (WEA). Due to the WEA character limit, Metro would likely to limited to a few words in WEA messages that are 360 characters. Metro also has the capability to send text notifications to all <i>Transit Watch</i> App users. Users who have registered through the app in addition to users who have ever messaged the app are able to be notified through a direct text message.
Headway Management Research	Metro Operations to engage a research center or consultant to conduct best practices research on headway management, and consider pilot testing headway management along Tier I service in 2022.	Chief Operations Office	●	Included	Pilot was launched 7/10/23 (revised from 6/25/23 to allow for TSO shake up to be completed).
Light Rail Speed Improvements	Provide to the Board options and recommendations for light rail speed improvement projects, including quantification of speed increases and travel time decreases that would be expected from these projects.	Chief Operations Office	●	Included	SECOtrans has been performing analysis of rail gates on the A and E lines in the cities of Los Angeles and Santa Monica. Additional model runs and optimizations are still being performed.
New Line Communication Testing	User-experience-test sample communications regarding the Crenshaw and Regional Connector openings to uncover and resolve any points of confusion.	Customer Experience Office	●	Not Included	Conducted message testing on communications regarding the K Line and Regional Connector openings to resolve customer confusion.
NextGen Equity Focus Communities Impact	Conduct an analysis to identify areas where NextGen Bus Plan implementation and post-COVID service restoration have improved access for Equity Focus Communities to a wide range of destinations, including jobs, medical centers, and food shopping as well as identify further areas for improvement.	Chief Operations Office	●	Not Included	Assessment presented to Board Committee in November 2022.
NextGen Service Restoration	Restore NextGen Scenario A/B (7.1m rsh) bus frequency improvements.	Chief Operations Office	●	Not Included	Final service restoration was completed in December 2022.
Temporary Service Reduction Updates	Provide monthly updates on scheduled vs. actual service during the temporary service reduction period, with detail by line, division, and effect on Equity-Focus Communities.	Chief Operations Office	●	Not Included	Ongoing reduction updates were presented to the Board Committee monthly; discontinued upon restoration of service.
Accessible Navigation Apps	Engage with Navilens, WayMaps, and/or similar accessibility apps to develop cost and scope to pilot test innovative mobile apps that remove barriers to accessing Metro by helping customers independently navigate the Metro system, including new Metro customers, visitors, tourists and Metro customers who have disabilities such as visual, cognitive or memory impairments.	Chief of Staff Office	●	Included	Waymaps demonstration at Union Station using test routes. After, will rollout the pilot in downtown stations (B/D, Regional Connector stations). Working through measures of success (star rating) applied to the demonstration and pilot to gather cost estimate and secure funding next FY.

Status of Action Items

STATUS ● Completed ◐ In Progress ◑ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
Annual CAPE Integration	OMB to work with the Executive Officer for Customer Experience to ensure that responsible departments incorporate all Customer Experience Plan recommendations into the respective FY Comprehensive Agencywide Performance Evaluation (CAPE) system, and report progress quarterly.	Chief Strategic Financial Management Office	◑	Not Included	This action item will no longer be pursued as the CAPE system is no longer being used by Metro.
Annual CX Survey	Conduct annual, random sample, on-board Customer Experience Surveys to track Metro CX progress and identify emerging issues.	Customer Experience Office	●	Not Included	2022 CX Survey completed in Spring 2022.
Budgeting CX Action Items	Prioritize CX Plan recommendations and consider them in all upcoming capital and operating budget processes.	Chief Strategic Financial Management Office	●	Not Included	In FY23, CX Action Items were prioritized in the adopted budget and will continue to be prioritized in the future.
Bus Stop E-Paper Real-Time Information	Implement e-paper in at least 100 high ridership bus stops to improve access to real-time information, particularly for riders without smartphones.	Chief Operations Office	◐	Included	Contract has been executed. 1st article assembly and acceptance is under way. There are 50 bus stop ePaper signs (25 in each direction) that will be installed on Vermont for this operational proof of concept. Full installation is still expected within FY23.
Customer Journey Mapping	Conduct Journey Mapping ride-alongs with diverse riders to understand their diverse needs and inform future CX priorities.	Customer Experience Office	◐	Included	Procurement delays have caused this task order to not be released in June; aiming for July release date with project conclusion by early 2024.
CX Action Item Grants	Prioritize CX Plan recommendations and consider them in upcoming grant opportunities.	Chief Planning & Development Office	●	Not Included	<p>Team submitted TIRCP Cycle 6 applications and received awards from 3 categories of the TIRCP Cycle 6 funds:</p> <ul style="list-style-type: none"> > \$600M for East San Fernando Valley Light Rail Transit Project Phase 1- Existing Projects category > \$95M for LA Metro Capital, Operational, Rehabilitation, and Expansion (CORE) Capacity and System Integration- New Projects category > \$35M for Eastside Transit Corridor Phase 2- Major Projects Development Reserve category <p>The Federal Railroad Administration fully funded our grant request of \$38.3 M for the Doran Street Grade Separation Project from the Railroad Crossing Elimination Program.</p> <p>We have submitted 10 projects for SB1 Cycle 3 state discretionary and formula grants requesting \$367.3M in total. We were awarded \$127.9M of SB1 Competitive Grants funding for 5 projects and an additional \$77.4M has been programmed for 2 projects submitted for Local Partnership Program Formula portion.</p> <p>The team has applied for CalSTA's High-Priority Grade Crossing Improvement and Separation Program requesting \$113.3M that included \$38.3 M for the Doran Street Grade Separation Project (Phase A) with the balance of the request for the Brighton to Roxford Double Track Project. Of the requested amount, Metro received \$46.5M.</p>

Status of Action Items

STATUS ● Completed ● In Progress ⊘ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
CX KPI Dashboard	Develop a comprehensive CX KPI dashboard.	Customer Experience Office	●	Included	Carrying over into FY24; waiting on finalization of CX KPIs before starting up work on an internal and external dashboard.
Desired Beliefs and Behaviors Recruitment	Modify hiring recruitment and selection to bring on more employees who exhibit desired beliefs and behaviors	Chief People Office	⊘		HR is still waiting for an update to the Metro Mission Statement. There is no ETA as to when this will happen.
Desired Beliefs and Behaviors Training Videos	Prepare and execute a plan to modify training curricula and create training videos to reinforce desired beliefs and behaviors.	Chief People Office	⊘		HR is still waiting for an update to the Metro Mission Statement. There is no ETA as to when this will happen.
Expanded Mystery Shopping	Expand Customer Experience Mystery Shopping to cover shakeups, openings, special events, products, and services.	Customer Experience Office	●	<i>Consolidated with Collaborative Metro Research and Data Group</i>	Metro staff will conduct mystery shopping as needed; in FY23, staff mystery shopped during several of the service changes (also referred to as shake-ups) to identify improvement opportunities.
GTFS Pathways	Test publishing GTFS “pathways” data on station entrance accessibility for people with disabilities.	Chief Operations Office	●	<i>Consolidated with Accessible Navigation Applications</i>	See Accessible Navigation Applications .
Incorporate CX into IPP	Add Customer Experience to Metro Employee's internal performance plans (IPPs) to elevate the importance of putting customers first for all employees.	Chief People Office	●	Not Included	Employee performance plans include a category of “Improving the Customer Experience” as of FY23.
Metro Employee Survey	Plan for next employee survey in FY24 to gauge progress towards developing a customer-first culture, and to assess internal customer service employees receive from other departments.	Chief People Office	●	Included	Metro staff have met to discuss the goals, outcomes, and drafted questions for the next employee survey to be launched in FY24.
Metro Recognition Programs	Modify recognition programs to celebrate excellence related to the desired beliefs and behaviors.	Chief People Office	●	Not Included	<p>Both Celebrating Excellence Awards and Transit Operator Appreciation Day were completed this year and plans are to continue annually. Employee Engagement RFP is near on schedule, near completion; a vendor has been selected and we expect the software to be implemented in Fall 2024.</p> <p>FY23 was a successful year for recognition programs at LA Metro. We celebrated the 8th annual Celebrating Excellence awards and 2nd annual Transit Operator Appreciation Day festivities. Both were well received by the workforce, and we look forward to hosting these events in future years.</p> <p>Additionally, Employee Engagement took proactive steps in launching a request for proposals for recognition and engagement software. We awarded the contract at the end of FY23 but are implementing the software in FY24. The software will allow peer-to-peer recognition, a social wall, and other capabilities to promote a culture of teamwork, appreciation, and excellence.</p>

Status of Action Items

STATUS ● Completed ◐ In Progress ◑ Canceled

ACTION ITEM	DESCRIPTION	LEAD	2023 STATUS	2023 CX PLAN	2022 PROGRESS
Metro Research Practice Policy	Develop an administrative policy to improve research practice at Metro and provide transparency about the accuracy and representativeness of results.	Customer Experience Office	◐	<i>Consolidated with Collaborative Metro Research and Data Group</i>	Metro staff are working internally to collaborate on survey methodology and result sharing in FY24
Metro Customer-Centric Culture Staff Training	Provide training and coaching to spur a Customer-centric culture among employees at all levels of the organization.	Chief People Office	◐	Not Included	Developing and updating Customer Experience training for frontline staff, starting with the Customer Care call agents; this training builds upon the Customer Experience training developed for the Metro Ambassadors.
People with Disabilities Employee Education	Invite people with disabilities to participate in employee outreach, training, and educational sessions, subject to further easing of the COVID-19 pandemic and produce training videos for Operator viewing at operating divisions.	Chief of Staff Office	●	Not Included	Disabilities awareness and sensitivity training videos were created and viewed by bus and rail operators. Continuing to roll out to other customer-facing roles (e.g., Customer Care)
Real-Time Failure Point Monitoring	Develop a comprehensive set of metrics for monitoring real time information points of failure (including hardware, software, communication, and operating procedure issues), a plan for monitoring the metrics, and a procedure for escalating issues that cannot be quickly solved by the team members.	Chief Operations Office	●	Not Included	Metrics implemented in June 2022.
Real-Time GTFS	Use Metro's new prediction engine, Swiftly, to publish an improved real-time feed (GTFS-Real Time) that meets state standards. This includes incorporating canceled service, delay advisories, and service alerts from the Bus Operators Control Center into a GTFS feed.	Chief Operations Office	●	Not Included	Real-time cancellations in GTFS were implemented by the bus operations center in November 2022.
Tactile Pavement Markers at Bus Stops	In collaboration with the City of LA and other municipalities, define the cost and scope required to test tactile pavement markers at 20 bus stops.	Chief of Staff Office	◐	Included	Roll out in Downtown LA; will identify bus stops nearby stations to coordinate with Waymaps. Need City of LA MOUs and cooperation.
Tactile Guidance Paths at Rail Stations	Develop the cost and scope required to expand ADA tactile guidance paths at five or more additional rail stations.	Chief of Staff Office	●	Not Included	Completed installation in two A Line stations, two E Line Stations, three new Regional Connector Stations, and seven new K Line stations. Pending funding and cost estimates, will be looking to update some K Line stations to fix visibility and prioritize downtown B and D Lines (align with wayfinding upgrades; align with Olympic stations?). Potential funding from Systemwide Design.
UX Testing Policy	Implement new User Experience (UX) Testing administrative policy. Includes Training, Development of UX Plans, issuing and overseeing UX Test work directives, and coordination of Product Recovery Teams.	Customer Experience Office	◐	Included	Team is working on an implementation plan to present to CXO.



We want to be your ride.

2023 Customer Experience Plan



Metro®

We want to be your ride and we know we need to earn it.

We're listening.



The path to meeting your needs starts with listening. We hear you through surveys, social media posts and daily conversations with teams throughout our system. These touchpoints let us know what really matters to you when going Metro.

We're learning.



The more we engage with you at every stage of your journey, the more we learn. And over the last three years, we've been taught a simple lesson – it's the little things that mean the most to you: safer journeys, reliable connections, clean facilities. Our plan? Make the little things big, and make our improvements count.

We promise to listen to you, learn from you and improve for you.

We're improving.



Listening and learning aren't enough. We must adapt to your needs and expectations. That's why we've worked hard to implement our CX Action Items from 2020 and 2022, and will continue to invest resources in the areas that matter most to you. We know these improvements make a difference – we saw a 15% year-over-year increase in ridership in July 2023 compared to July 2022.

And we'll never stop.



Because our improvements take time, we update you annually on our progress. This report delivers the details of our progress on how we're working to be continually better for you. It's an agency-wide effort to listen, learn and improve, so some actions may take time. But know, we'll never stop working for you because we want to be your ride.

A Letter from the Board Chair

September 21, 2023



Dear Metro Community,

It's exciting to think that in car-centered Los Angeles, Metro's transportation network is accessible to more people in more areas of the region than any other time. As we further build and expand our system, it's more important than ever that we continue to prioritize a world-class experience for all our riders.

This year's customer experience plan builds toward that goal by helping us listen and learn from our community so we can make improvements that fit their needs.

I commend our CEO Stephanie Wiggins for her continued leadership and her commitment to improving upon customer experience so that our system is the first choice of transportation for Angelenos.

Sincerely,

A handwritten signature in blue ink that reads "Karen Bass". The signature is fluid and cursive, with the first letters of "Karen" and "Bass" being capitalized and prominent.

Karen Bass
Los Angeles Mayor
Metro Board Chair

A Letter from the CEO

September 21, 2023



Dear Customers,

At Metro, we want to be your preferred choice for transportation – we want to be your ride. That’s why we’re working hard to make our system as safe, clean, comfortable, reliable, and easy as it can be. This plan is our roadmap to help us get there.

Over the past year, we’ve implemented a multitude of new programs that have drastically improved conditions on our system and have brought hundreds of thousands of riders back to Metro. We’ve improved our safety and security deployments and done more to enforce our Metro Customer Code of Conduct. We’ve enhanced our customer service by adding Metro Ambassadors and implemented more frequent and rigorous cleaning at our stations and on board our buses and trains. And we’ve added more frequent bus service throughout the day and hired more than 1,000 new bus operators to make our service more reliable.

The 2023 Metro Customer Experience Plan builds on this progress by focusing our resources on the things that matter the most to you. Through surveys, calls to our call center, messages sent to our *Transit Watch* app and comments on social media you've told us: “Make it safe, make it clean, make it comfortable, make it reliable, and make it easy.” And ’ve heard you, loud and clear. The 56 distinct actions outlined in the 2023 Customer Experience Plan will help us deliver the safe, clean, comfortable, reliable, and easy transit system that the people of Los Angeles want and deserve.

Thank you for taking the time to read this plan, and for contributing valuable input to its creation. By taking these actions, we hope to earn your confidence and trust, and become your preferred choice for transportation.

Thank you for going Metro, and I hope to see you on the system soon.

With gratitude,

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a white background.

Stephanie Wiggins
Metro Chief Executive Officer

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Section 1

We're putting you first.

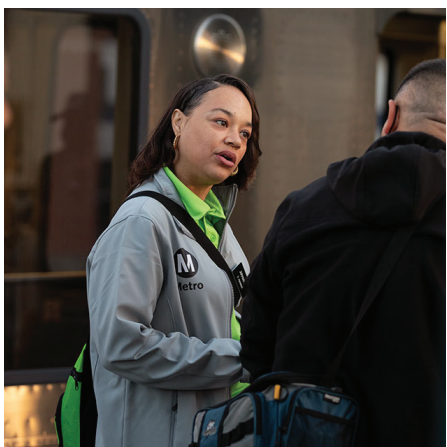
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Section 2

We're listening.

P. 8



Section 3

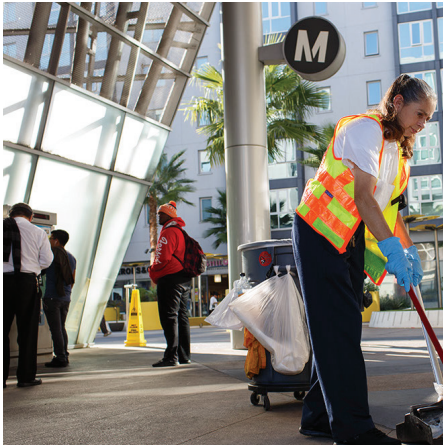
We're learning.

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Section 3 Highlight

Our customers and our employees deserve a transit system that is...





Section 4

We're improving.

2023 Action Items

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Section 5

And we'll never stop.

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Appendix A

2023 Action Items Summary

Appendix B

Status of 2022 Action Items



Comfortable



Reliable



Easy

We're putting
you first.



We want to be your ride
and we know we
have to earn it.
Every. Single. Day.

Our CX Plan is where
that journey starts.

THROUGH THE 2023 Customer Experience (CX) Plan,
we openly share with you

- > **HOW** we're listening to you
- > **WHAT** we're learning from you
- > **WHERE** we're improving for you

Customer Experience at Metro

WE'RE THERE WITH YOU – on the buses and trains, in the stations and communities, taking surveys and talking to you in person. We get to know you, to understand your needs and concerns. We read your comments online and hear your calls to our call center. And we do all of this to develop a plan to make your ride the best.

WE KNOW THIS IS WORKING – we see more of you going Metro every passing month.



Metro's frontline workers are heroes.

Our staff show up to the task at hand – and we're all better off because of their service.

Nothing is more important than providing a service that's safe, clean, comfortable and reliable. That's why hiring nothing but the absolute best frontline staff will do.

We'd like you to meet a few of them.



Eleanor Orozco

Senior Service Attendant | 13 Years of Service at Metro

♥ STAFF KUDOS

Eleanor, who was named **Metro's 2022 Employee of the Year**, loves working for Metro and does her best every single day to sanitize, remove litter/graffiti, and thoroughly wash our buses at Division 1.

She knows what it's like to ride a bus with a young child, and she never wants a mother to worry about where their child is putting their hands on our buses.

“Always do more than you're asked.”

–Eleanor Orozco on important skills for Service Attendants for making sure our vehicles are cleaned inside and out when not in service.

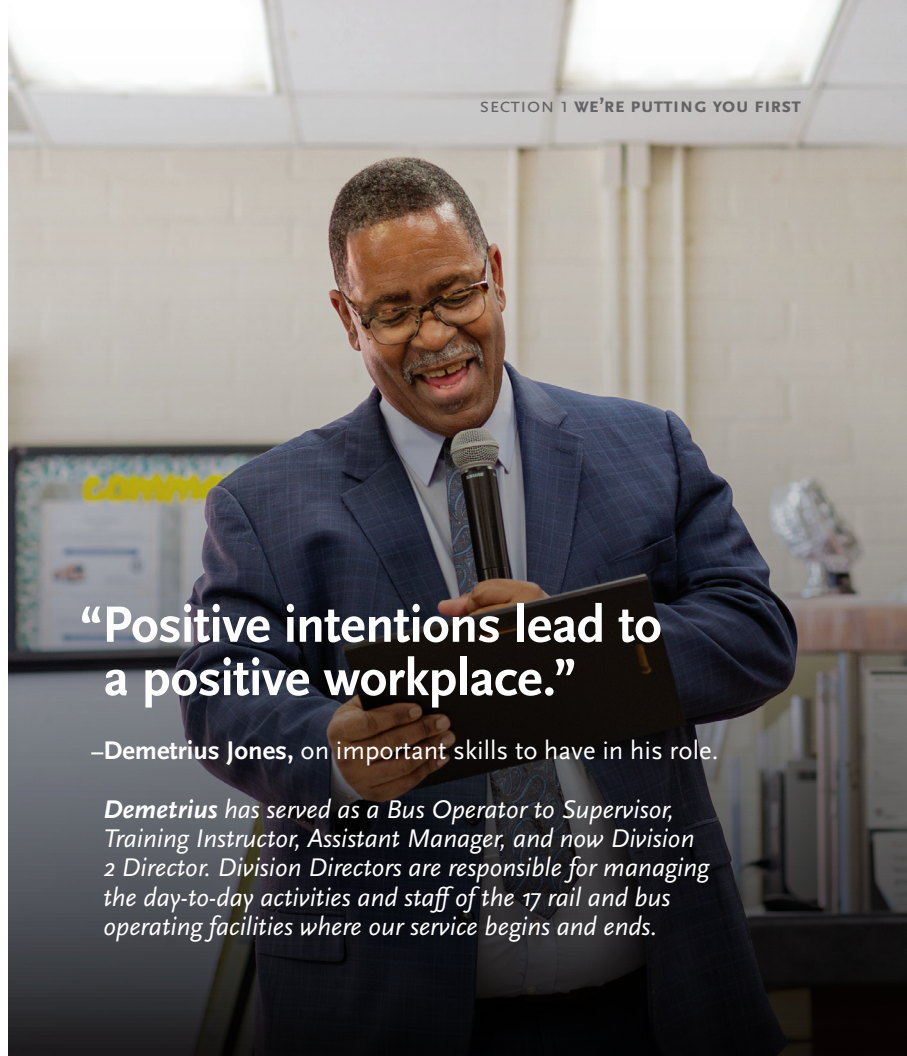
Eleanor started working as a Service Attendant 13 years ago and hasn't stopped feeling a sense of pride after turning around to see a clean bus and maintenance area.

Demetrius Jones

Bus Division Director | 38 Years of Service at Metro

♥ STAFF KUDOS

Demetrius exemplifies the customer experience Metro strives to provide through his empathy, patience, and team building. From greeting customers and checking in on his employees each morning in the operator break room, to tracking down a passenger who left her wallet on a bus to personally assure and deliver her property back, Demetrius strives to make Metro a welcoming place for both its employees and riders.



“Positive intentions lead to a positive workplace.”

—Demetrius Jones, on important skills to have in his role.

Demetrius has served as a Bus Operator to Supervisor, Training Instructor, Assistant Manager, and now Division 2 Director. Division Directors are responsible for managing the day-to-day activities and staff of the 17 rail and bus operating facilities where our service begins and ends.



Latanya Harden & Eric Fuller

Bus Operators | 20 & 10 Years of Service at Metro

♥ STAFF KUDOS

Even after their shifts, bus operators are often approached by customers asking for help or directions. Harden and Fuller have waited at the end of the line with customers who were lost, or who spoke limited English. In some extraordinary cases, they have gotten approval from Supervisors to drive a customer to a familiar neighborhood to help them find their way.

“Expert Multi-taskers.”

—Latanya Harden (20 years of service at Metro) and Eric Fuller (12) on taking on many roles as a bus operator.

Latanya and Eric [not pictured] constantly multi-task between driving safely, staying on time, navigating the notorious Los Angeles traffic, monitoring the on-board technology, checking on customers, and managing unpredictable service disruptions.

Ruben Evangelista

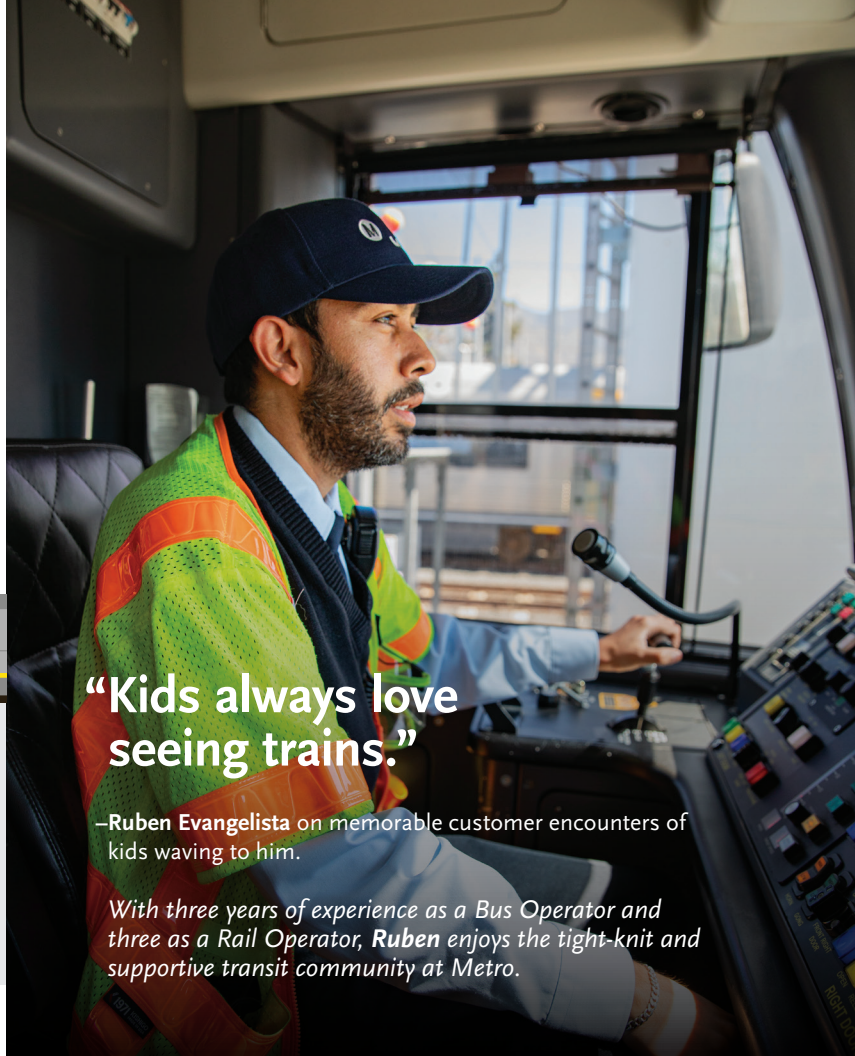
Rail Operator | 6 Years of Service at Metro

♥ STAFF KUDOS

One of his favorite aspects of the job are all the children who constantly wave excitedly and look in awe at the trains as they go by. Unsurprisingly, Operator Ruben placed second at his first Rail Rodeo held in Fall 2022.



The annual Rail Rodeo puts rail operators through a rigorous rail course that includes unknown switches and a precision stop as well as a customer service situational test, uniform inspection, and written exam on the various rail operator rules and procedures.



“Kids always love seeing trains.”

—Ruben Evangelista on memorable customer encounters of kids waving to him.

With three years of experience as a Bus Operator and three as a Rail Operator, Ruben enjoys the tight-knit and supportive transit community at Metro.

Mark Toomes, Lawrence Carr, Julius Jackson & Omie Reveles

Custodians | 4-9 Years of Service at Metro

♥ STAFF KUDOS

These hard workers say the tight-knit, familial environment of the custodial staff helps keep morale high, which got them through some of the shared challenges they faced during the COVID-19 pandemic, such as navigating the unknown hazards in near-empty rail stations and working overtime to spray disinfectant in buses.

“A tight-knit family.”

—Mark (9 years of service at Metro) Lawrence (8), Julius (6), and Omie (4) on staying motivated and getting through the challenges during the COVID-19 pandemic.

Mark, Lawrence, Julius, and Omie [not all pictured] are part of the backbone of our operations and appearance of the Metro system, responsible for cleaning all our facilities, including rail stations and bus rapid transit stops.

Lakeya Hurt

Transit Security Officer | 11 Years of Service at Metro

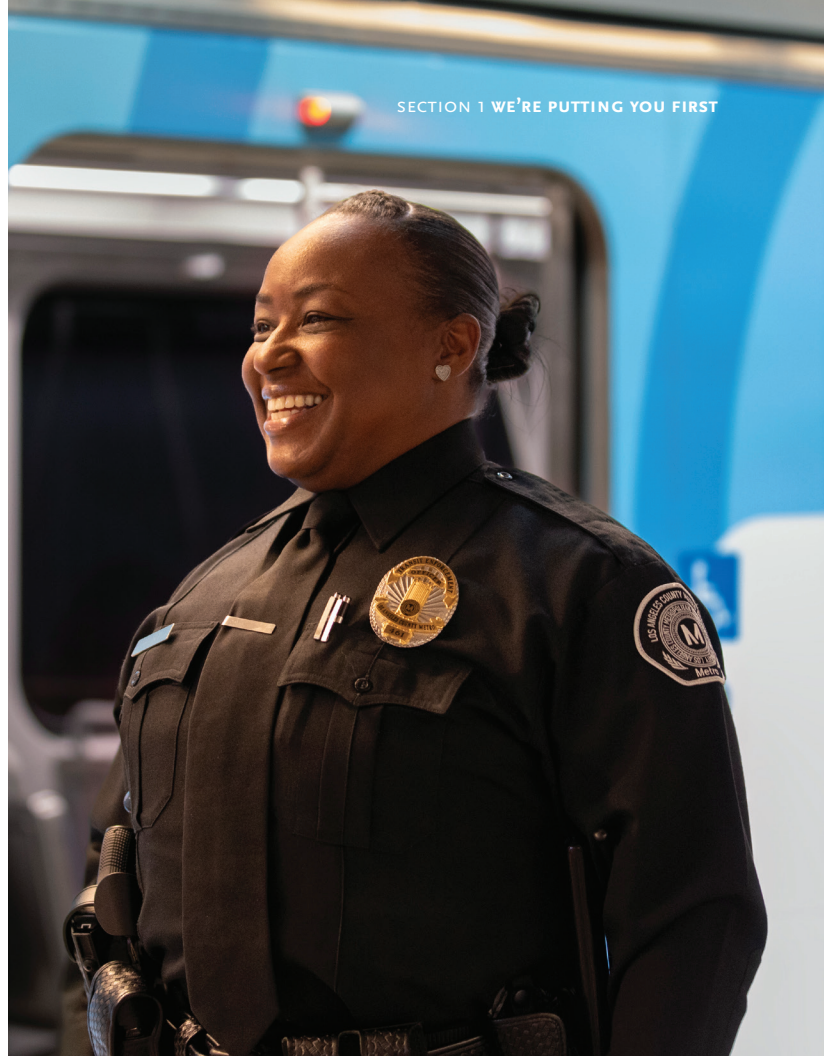
♥ STAFF KUDOS

Lakeya warm, modest, and friendly disposition radiates in her willingness to help customers. When asked about memorable customer encounters, she replied without hesitation and with a smile, “It’s the kids,” and the fulfilling joy of letting them know there is a friendly uniformed presence if they need it.

“It’s the kids!”

—Lakeya Hurt on memorable customer encounters that bring joy.

Lakeya began her career at Metro as a Bus Operator and has been serving as a Metro Transit Security Officer for the last seven years.



Roxana Reyes

Metro Ambassador | 9 Months of Service at Metro

♥ STAFF KUDOS

Roxana helps riders navigate Metro’s rail system, from assisting a visually impaired customer navigate the stairs at 7th St/Metro Center Station, to using Google Translate to communicate with a Korean-speaking customer looking for their friend in Union Station. She enjoys the appreciation and gratitude from customers and seeing that her presence is meaningful to a better Metro experience.

“A meaningful presence.”

—Roxana Reyes on why she enjoys being a Metro Ambassador.

Coming from a background in community and nonprofit work, Roxana enjoys being a friendly face, helping Metro customers go to the places and people that matter to them.

We're listening.

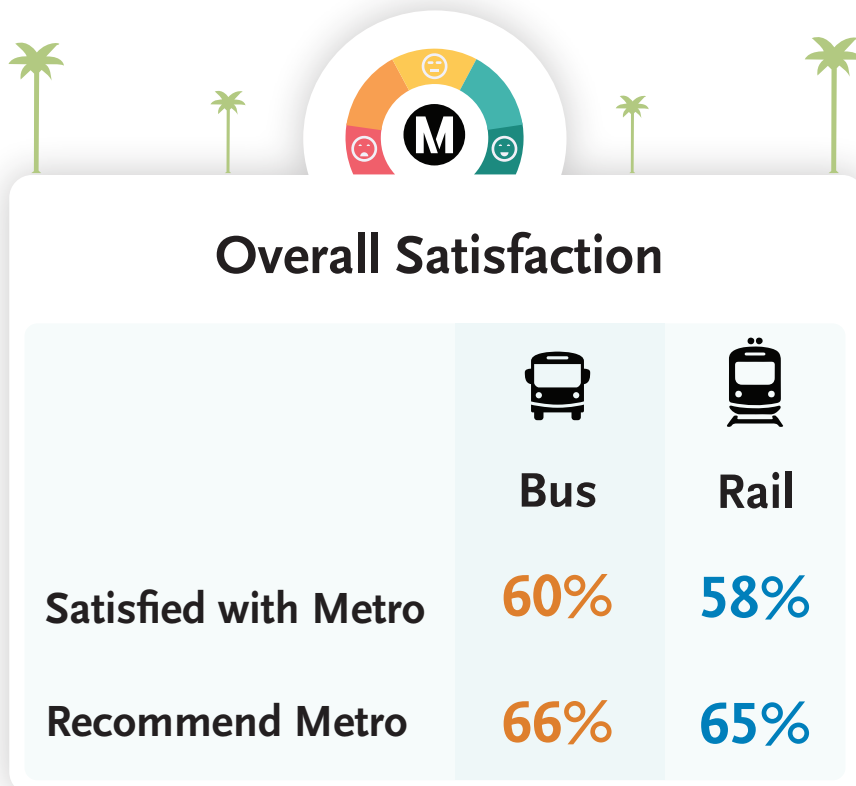


We hear you.

Especially when it comes to the service you need to improve your ride and make your day great.

2022 On-Board Survey Responses

Every year we asked how satisfied your are. *Here's what you said.*



WE KNOW you rely on us to get to work and school, to pick up groceries, and to see and care for family and friends – it's important stuff.

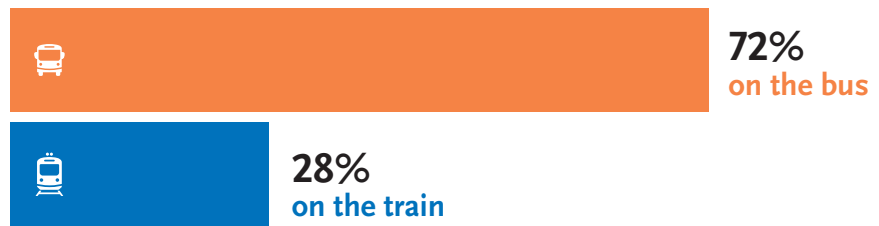
THAT'S WHY Metro is working hard to meet your expectations, whether you're getting to a doctor's appointment, celebrating a birthday, or spending an afternoon exploring.

2022 On-Board Rider Survey

Every year, we survey thousands of riders to get to know you and hear your honest opinions.

Sample Size

In 2022, we received over 10,000 responses...



Rider Profile



Our riders are slightly more **male** than **female** – most are **25-64 years old**.



A majority of our riders identify as **Latino**.



83% of rail riders and 72% of bus riders have an annual income of **less than \$49,000**.



Our customers were loyal, even through the pandemic, with majority of bus and rail customers riding for **three years or longer (78%)** and at least three days per week (**72%**).



There's more to explore online.

Scan for an **interactive version** of the latest CX survey results!

Tell us what you think



Tell us about your experience riding Metro in our [online feedback form](#).



Use the [Transit Watch app](#) to report suspicious activity or safety issues to Metro security.

Follow us on

/losangelesmetro
 @metrolosangeles
 @metrolosangeles

Survey Responses

At Metro, we're actively listening and taking action to earn your ridership, and we understand our customers are concerned and frustrated about **safety**, **cleanliness**, **comfort** and **reliability**.

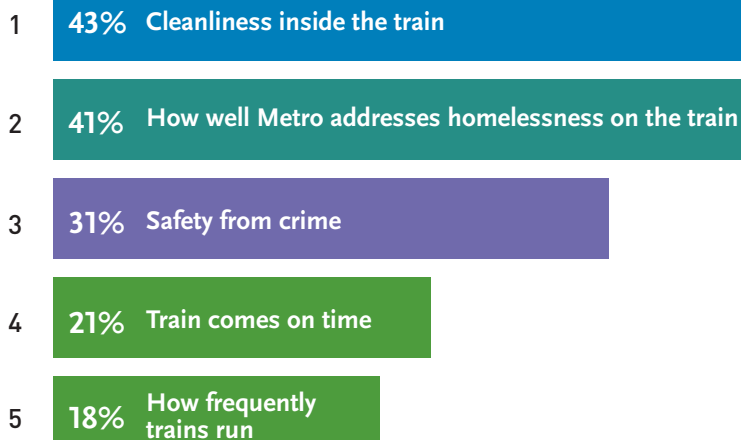
TOP 5 Concerns riders want Metro to improve

Riders ranked their top three choices



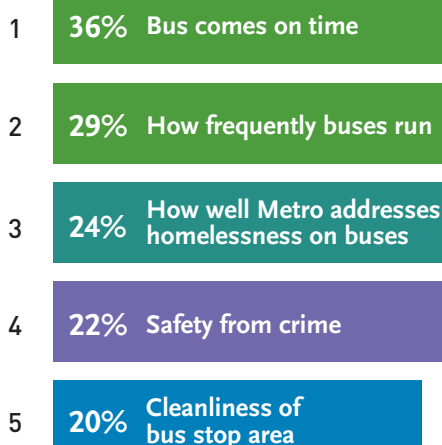
Rail

RANK



Bus

RANK



We know that we must improve.

Whether you ride a lot or a little, we want to be your preferred choice for getting around.

2022 Brand Tracker Results

Every month we ask a sample of customers about their overall perceptions of Metro.

Here's what we've found.

Among frequent Metro riders

Those riding at least once a week or more.

49% are considering switching to another mode of transportation

↑ 5% point increase from pre-COVID (2018-19) levels

Among non-riders

Those riding less than one year or never.

26%  would consider riding Metro Bus

↓ 4% point drop from 2021

40%  would consider riding Metro Rail

↓ 7% point drop from 2021

We're learning.



I've found the ambassadors incredibly friendly, helpful, and patient. I ride during rush hour to and from work and I am grateful for their presence.

– Instagram User

*The more we listen,
the more we learn.*

And we're always learning something new and interesting from you.

WE ASPIRE to be your first choice for transportation, and we know we can get there only if we meet your expectations of service.

YOUR CANDID FEEDBACK guides our actions and helps us track our progress.

We need to *make it...*



Safe



Clean



Comfortable



Reliable



Easy

AS SEEN IN the 2020 and 2022 Customer Experience Plans and the improvements we have already made, your feedback has already shaped how we work.

Click
to view



We need to *focus on the basics.*

We take your feedback seriously, and we're working hard to bring meaningful improvements to how you experience our services.

We've already made significant progress and we know we have a lot of work left to do. We'll continue making the investments in people and resources to get us there.

We're guided by five principles that are reshaping our focus, *making you our top priority.*

Our CX focus areas...

We need to *make it...*



Safe



Clean



Comfortable



Reliable



Easy

...are guided by *Initiatives* and *Purpose*



**Customer
Research
and Insights**



**Physical
and Capital
Improvements**



**Operational
and Policy
Improvements**



**Communication,
Education, and
Training Programs**

ADDRESS
serious
safety concerns

INCREASE
responsiveness
and prevent crime

REIMAGINE
public
safety

**MAKE CUSTOMERS
AWARE** of resources
for reporting crime

EVALUATE
impact of cleaning
activities

REDUCE
recurring
maintenance issues

ADDRESS
concerns more
quickly and frequently

INFORM
customers of
cleaning activities

DEFINE
comfort for
different customers

ADDRESS
concerns with
amenities

IMPROVE
customer
support

**BETTER
UNDERSTAND**
customers

DEVELOP
internal understanding
of customer needs

PROVIDE
timely and reliable
information

EXPAND
reach of customer
information

REDUCE
customer effort
and confusion

EVALUATE
impact of
bus network changes

ADDRESS
wayfinding and
design issues

IMPROVE
network
efficiency

INFORM
customers of
improvements

We want to make your experience going Metro:



Each **Action Item** is denoted with their corresponding **Focus Areas** ●●●●●.

Action Items are priority projects selected to address and improve areas of customer frustration.



Metro

Ambassadors ●●●●●

STATUS · Completed
Launch a Metro Ambassador program to support riders and enhance their experience going Metro.



Bystander

Intervention Training ●

STATUS · Completed
Launch mandatory bystander intervention training for Metro employees.



Homeless Outreach

Expansion ●

STATUS · Completed
We doubled our homeless outreach team to help connect people experiencing homelessness to services, support, and housing. These teams are composed of specialized outreach workers from the nonprofit PATH.



Safety for Operators ●

STATUS · In Progress
Improve the safety of bus and rail operators.



Drug-Free Metro ●

STATUS · In Progress
In response to the growing number of customer complaints about drug use on our system, we launched a safety campaign to reduce drug-related crime.



Cleaning Surge Activities ●

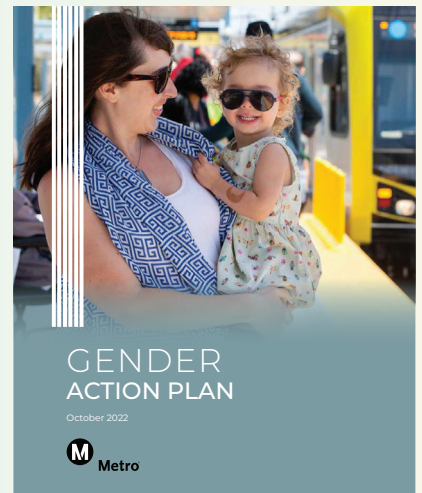
STATUS · Completed
Increase targeted cleaning efforts on trackways, escalators, rail interiors at the end of the line and bus interiors during midday layovers.





Metro Gender Action Plan

STATUS · *In Progress*

Building on the key findings of the landmark 2019 Metro study, *Understanding How Women Travel (UHWI)*, the *Metro Gender Action Plan (GAP)* establishes a framework and implementation plan that responds to the expressed needs and preferences of women riders.

The vision of the [Metro's Gender Action Plan \(GAP\)](#) is to provide an inclusive transportation system, removing barriers on public transportation for women. Building on the [Understanding How Women Travel](#) research, the GAP is organized around four themes:



			
Safety	Station, Stop & Vehicle Design	Fare Policy	Service Frequency & Reliability
<ul style="list-style-type: none"> ● Camera Visibility ● Lighting Station/Stop Design & Safety Assessment ● Metro Employee Travel Partner Program ● Promote Travel Partner Opportunities ● Promote Courtesy Request-a-Stop Service ● Sexual Harassment Prevention Program ● Gender-Specific Operator Training ● Explore Silent Alarm 	<ul style="list-style-type: none"> ● Adopt-a-Stop Program ● Business Partnerships ● Improve Interiors on Buses & Trains ● Strollers on Metro Vehicles ● Restroom Design Standards ● Concentrated Amenities Zones at Platforms ● Prioritize Household-serving Uses at Transit Station 	<ul style="list-style-type: none"> ● Address Multi-Directional Transfers through Fare Capping Program ● Partnership with Health Providers to Promote LIFE Program 	<ul style="list-style-type: none"> ● Use the Gender Analysis Tool (GAT) to develop gender-specific evaluation criteria to inform future bus route or network redesign ● As part of <i>NextGen</i>, continue to implement service frequency improvements by prioritizing midday and weekend periods on routes women use

Metro's CX focus areas that relate to GAP strategies and the needs of women riders
Safe
Clean
Comfortable
Reliable
Easy

We want to make your experience going Metro:

- Safe
- Clean
- Comfortable
- Reliable
- Easy

Each **Action Item** is denoted with their corresponding **Focus Areas** ●●●●●.

Action Items are priority projects selected to address and improve areas of customer frustration.



Vinyl Seat Replacement ●

STATUS · Completed
Replace cloth seats with easy care vinyl seats on all Metro buses and trains.



Bus Stop Improvements Vision ●●●●●

STATUS · In Progress
Previously referred to as the “Shade for All Campaign,” work with high-priority local jurisdictions to identify high priority stops, recommended amenities, stop activation opportunities and other improvement opportunities for a coordinated regional vision.



Restore Bus Service to Pre-COVID ●

STATUS · Completed
Restore bus frequency to follow the NextGen Bus Plan improvements.



Bus Lane Acceleration ●

STATUS · In Progress
Continue to accelerate the design and implementation of bus lanes each year, with the goal of 40 new miles of bus lanes annually by 2025.



Customers with Disabilities Employee Education ●

STATUS · Completed
Invite customers with disabilities to participate in employee outreach, training, and educational sessions and produce training videos for operators.



Bus Stop E-Paper Real-Time Information ●

STATUS · Completed
Pilot e-paper readers at high ridership bus stops to improve access to real-time information, particularly for riders without smartphones and those with visual and/or hearing impairments.



We've been working hard on implementing our previous CX Action Items. While we were able to accomplish a lot, some of these changes take time and we'll continue to update you on our progress.

For the complete list, see [Appendix B: Status of 2022 Action Items](#)



**Real-Time
GTFS** ●

STATUS · Completed
Use Metro's new prediction engine, Swiftly, to publish an improved real-time feed (GTFS-Real Time) that incorporates canceled service, delay advisories and service alerts.



**Accessible Navigation
Applications** ●

STATUS · In Progress
Engage with an accessibility application provider to pilot and test innovative mobile apps that remove barriers to accessing Metro.



**Metro Westlake/MacArthur Park
Station Improvements** ● ●

Westlake/MacArthur Park Station has experienced a disproportionately high amount of illegal activity, and in early 2023 saw an increase in behaviors that went against Metro's codes of conduct.

- STATUS · In Progress**
Metro took action to improve safety and the overall customer experience at the station, including:
- > Increased presence of multidisciplinary teams (Metro Ambassadors, homelessness partners, custodians and law enforcement)
 - > Improved station lighting
 - > Added more and better closed-circuit cameras
 - > Classical music inside the station
 - > Closed one underused station entrance
 - > Fenced off unused areas of the street-level plaza
 - > Partnered with Department of Health Services to have a mobile clinic twice a month

Following an assessment, these actions will be expanded to additional priority stations.



**Metro Micro
Pilot** ● ●

Metro Micro pilot is an example of Metro's commitment to optimize and innovate in an accessible and affordable way to meet changing realities.

STATUS · In Progress
Launched in 2020, the Metro Micro pilot provides on-demand, shared micro-transit services in seven service zones across the county. Frequency, reliability, and travel speeds are of high importance to our riders and non-riders.

As part of the continued evaluation of this service, Metro conducted the first Customer Experience Rider survey for Metro Micro riders in Spring 2022. The results showed high levels of satisfaction across all the aspects of service, including safety, ease of use, cleanliness and comfort. Some areas of improvement related to booking the ride and the timeliness of the service.

We're improving.

2023 Action Items



It all starts with a plan.

We're focused on prioritizing goals and getting things done, *for you and our city.*

The **56 Action Items** are priority projects selected to address and improve areas of customer frustration.

2023 Action Items Summary



2023 Action Items	17 Action Items	10 Action Items	5 Action Items	7 Action Items	17 Action Items
8 Customer Research and Insights	2		1		5
14 Physical/Capital Improvements	4	3	1	4	2
23 Operational/Policy Improvements	5	6	1	3	8
11 Communication, Education and Training Programs	6	1	2		2

Want to learn more about these action items? [Read on!](#)

For complete list, see [Appendix A: 2023 Action Items Summary](#) and [Appendix B: Status of 2022 Action Items](#)



Make it safe.



For women rail and bus riders, safety (including crime and harassment) was their #1 concern.

22% 

For 22% of bus riders, safety from crime was a top three concern.

31% 

For 31% of rail riders, safety from crime was a top three concern.

You are concerned about safety on Metro's system. Feeling unsafe undermines the willingness of current and future customers to go Metro. *Period.*

Customer Feedback

We hear you.

Thurs, Oct 27, 2022 at 5:56 pm

Yes, Metro made some improvements, but it has a long way to go. I hope to see changes. As of now, I feel security is an issue. Homelessness is the other problem. Trains and buses should not be homeless shelters.

– Reader Comment, The Source

Fri, Oct 28, 2022 at 10:30 am

My wife will no longer ride the Metro – it's not safe and no visible security in sight.

– Reader Comment, The Source

2022-2023 Recent Metro Actions

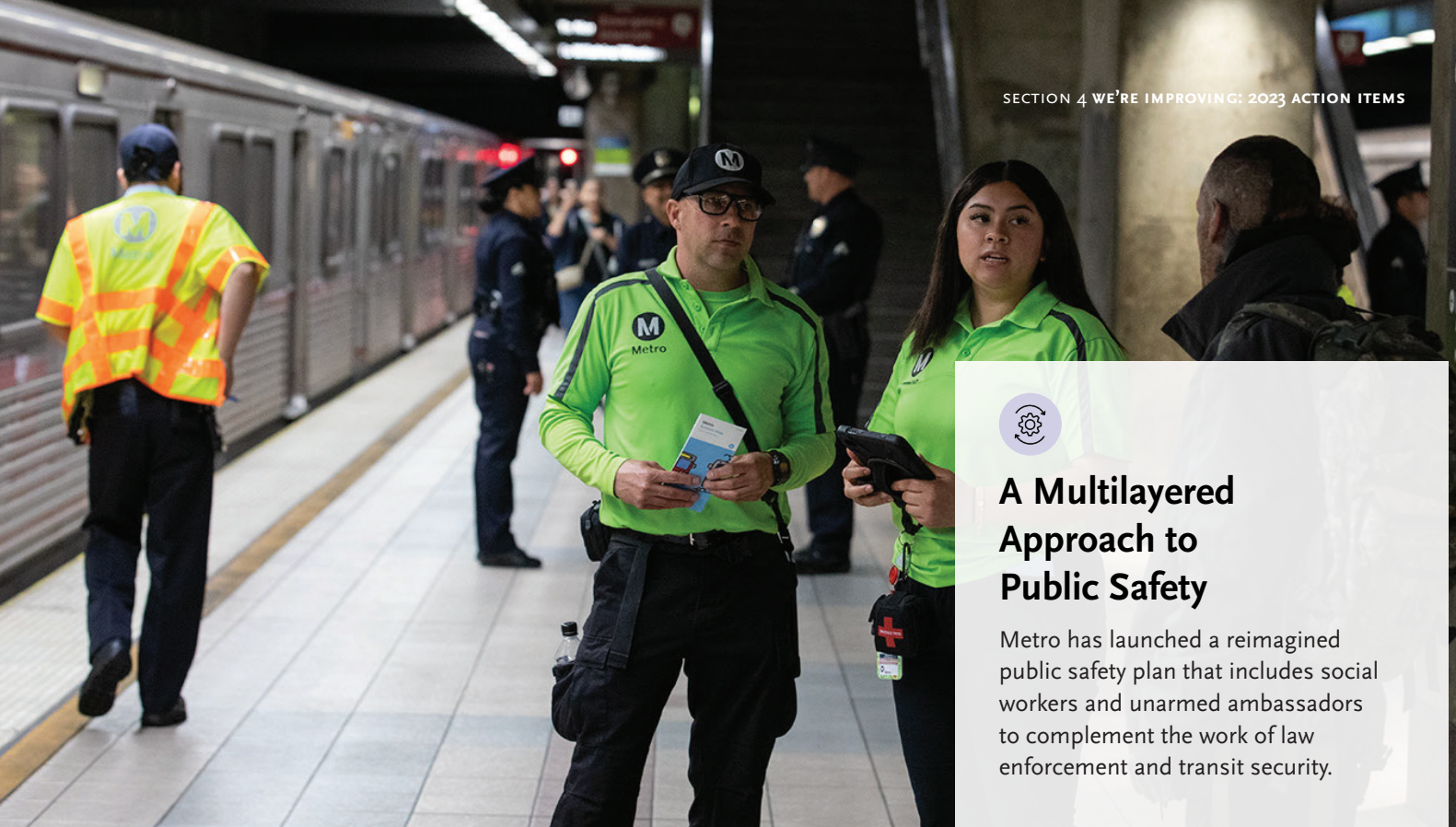
We're taking action.



We have a flexible dispatch system. Metro responds to safety and security issues with the appropriate staff – from homeless outreach or mental health workers to Metro Ambassadors or law enforcement. We're working to reduce Code of Conduct issues, such as fare evasion, by hiring 48 Transit Security Officers in FY24.

We have deployed over 300 Metro Ambassadors to support riders. Since launching in September 2022, Metro's Ambassadors are on the system to support riders and connect them to information and resources.

Our security and law enforcement are working more late shifts. Security and law enforcement are deployed during late nights/early mornings to address customer and employee concerns about safety at night.



A Multilayered Approach to Public Safety

Metro has launched a reimagined public safety plan that includes social workers and unarmed ambassadors to complement the work of law enforcement and transit security.

2023 Action Item Highlights



Station/Stop Design and Safety Assessment

The Station/Stop Score Sheet will be taken by Metro women riders and Metro women rider groups to audit safety and comfort at Metro stops, stations, and facilities. This strategy also allows Metro to monitor the progress of safety programs to inform station design criteria and policy updates.



Since 2020, the **LA Metro Transit Watch app** provides a quick, easy and anonymous way for customers to directly connect to Metro Security anytime to report suspicious activity or safety issues.



Integrated Public Safety Dashboard new

An accurate public-facing dashboard will provide timely information regarding security activities, crime, demographics, use of force incidents and complaints.



Safety for Operators

An Operator Safety Task Force was implemented to identify and address safety issues operators regularly face; solutions include increasing presence of security and law enforcement on-board buses to create a dedicated Transportation Security Officer team, upgrade bus operator plexiglass shields and improve the operator incident reporting system.



Bystander Intervention Training

Since November 2022, the training is required for all Metro employees and is being explored for implementation with customers; all Metro Ambassadors and transit security officers are required to take this training.



Increase Homeless Outreach & Access to Services

Double the deployment of homeless outreach workers and clinicians on the Metro system, and monitor trends and gauge the success of Metro efforts to address homelessness.

Make it clean.



For women bus riders, cleanliness inside the bus was the #5 concern.

20% 

For 20% of bus riders, cleanliness around the bus stop was a top three concern.

43% 

For 43% of rail riders, cleanliness inside the train was a top three concern.



Customer Feedback

We hear you.

Tues, Dec 8, 2022 at 4:38 pm

I haven't used Metro in a while, and the floor was dirty and wet like someone peed on the bus.

– Metro Customer Comment Form

2022-2023 Recent Metro Actions

We're taking action.

We're cleaning all rail lines and buses daily.

Rail end-of-line cleaning and bus interior cleaning happens seven days a week.

We're moving away from cloth to vinyl seats on buses and rail cars.

As of September 2023, 100% of buses and rail cars have been updated

Thurs, Oct 27, 2022 at 6:40 pm

Hollywood and Vine station is one of the biggest tourist stops in the city and it's always embarrassingly dirty.

– Reader Comment, The Source

We're cleaning our escalators and powerwashing more frequently at all rail stations.

We proactively report and respond to bus stop conditions.

While majority of bus stops are not owned and maintained by Metro, we're working with local partners to better address bus stop conditions and cleanliness.



2023 Action Item Highlights



24/7 Monitoring and Evaluation Help Desk Coverage new

Increase staffing levels to assist in addressing the significant increase in maintenance requests coming from the *Transit Watch* App, Metro Ambassadors and other channels.



Bus Stop Contact Information

Develop and execute a strategy to post at all Metro bus stops the contact information for the entity responsible for addressing conditions at the stop.



Metro Code of Conduct Campaign new

To address safety, cleanliness and comfort on-board Metro.



7th St/Metro Center Station Renovations

Conduct preliminary design to renovate 7th St/Metro Center Station to improve safety, security, accessibility, equity, operations, maintenance, sustainability, and the overall customer experience, including replacement of subway station flooring, wall surfaces, ceiling tiles, lighting and signage, benches and trash cans (and increase quantities where needed), and exploring a restroom pilot.

Make it comfortable.



More shade please!

Shade was the most requested feature riders want to see at bus stops.

Based on survey results from *The Bus Stops Here, Investing in Place, September 2022.*

This was a qualitative study not conducted by Metro.



The average ride on a Metro bus is less than five miles, but half the journey is waiting for the bus to arrive on time.

Customer Feedback

We hear you.

We need better seats to wait for the bus as the metal is too hot to sit on if there is no bus shelter or tree to provide shade.

– *Bus rider*, Investing In Place, The Bus Stops Here, September 2022

Sat, Aug 13, 2022 at 5:35 pm

I am disabled and I asked the driver for a courtesy stop and he refused. Please talk to your drivers that we can ask for a courtesy stop, and to put down the lift so we can walk onto the bus because they are not pulling close to curb.

– *Metro Customer Comment Form*

2022-2023 Recent Metro Actions

We're taking action.

We created an online database to help cities prioritize amenities at high-need bus stops.

Under the Bus Stop Improvements Plan, the ArcGIS database was shared with the City of LA to assist them in prioritize high-need bus stops and expand the number of bus stops with shade, seating, lighting and other amenities. While we operate bus service, we're not owners of bus stops so we work with our partner cities to provide information and support.

We're looking into providing courtesy stops for several Metro bus routes.

Metro is developing standard operating procedures and training to allow riders to request a stop between regular bus stops so they can exit buses closer to their destination before light and after dusk.



Surprise and Delight

Implement programs that aim to surprise and delight customers and employees in fun and engaging ways, such as arts, music and giveaways.

2023 Action Item Highlights



Escalator and Elevator Improvements

Improve elevator and escalator operations without significant down time.



Bus Stop Improvements Plan

Partnering with local jurisdictions, Metro will provide technical and financial assistance for expanded amenities and shelters, moving forward on bus stop lighting installation, and identifying opportunities for partnerships that may enhance cleaning and/or bus stop activation.



Camera Visibility and Lighting new

Metro will expand the ways it advertises the presence of cameras at stations and in vehicles. By encouraging a culture of good passenger behavior through subtle reinforcement, riders can be assured that Metro environments are being actively monitored, attended and observed by staff. (also related to [Make it safe](#))

Make it reliable.



36% 

For 36% of bus riders, the **bus coming on time** was a top three concern.

29% 

For 29% of bus riders, the **bus coming frequently** was a top three concern.

21% 

For 21% of rail riders, the **train coming on time** was a top three concern.

You deserve to get to where you need to go on time and at the frequency you need.

Customer Feedback

We hear you.

Wed, Oct 26, 2022 at 7:07 pm

The bus keeps arriving several minutes earlier than before. The schedule has been unreliable with the bus immediately after it arriving late as well.

– Metro Customer Comment Form

2022-2023 Recent Metro Actions

We're taking action.

We're on track to implement 30 miles of bus lane by end of 2023.

By working closely with local jurisdictions and stakeholders, we're accelerating bus lanes on Alvarado, Venice, La Brea, Florence and Sepulveda.

Our buses have been running more frequently.

Since December 2022, we have fully restored our NextGen bus service frequency improvements.

Fri, Oct 28, 2022 at 1:25 am

I am always appreciative of the driver who gets me where I need to go. I fully understand that it's not an easy job and most of them do a great job, but there are few who give bad impressions and take away from most drivers who do a great job.

– Metro Customer Comment Form

We have a Bus Operator Task Force to continue to prioritize operator hiring and retention.

The task force prioritizes fast-track hiring opportunities, mentorship, performance evaluation and milestone salary bonuses.

We will be piloting bus headway/frequency management research.

This research is underway for Line 16 and began in July 2023.

Fri, Oct 28, 2022 at 12:15 am

Thank you so much for the gift of a simple bus ride – I'm able to get a job, attend training, and take my son to daycare. I just lost my car, and without the pass I would have been lost.

– Reader Comment, *The Source*

2023 Action Item Highlights



Rail Frequency Restoration

Restore rail frequency to pre-COVID service levels, including late night rail service.



Light Rail Speed Improvements

After over a year of studying different available options, provide recommendations for the Board to approve light rail speed improvement projects.



Bus Lane Acceleration

Accelerate the design of bus lanes and other speed and reliability improvements to reduce travel time for bus riders and increase the efficiency of bus operations.



Invest in Bus Layover Facilities new

Examine and invest in bus layover facilities – this will improve reliability by putting buses back in service faster, as well as assist operators and customer health and happiness.



NextGen Bus Plan Completion

After gradually restoring bus service following the service cuts brought on by the COVID pandemic, in December 2022 we restored bus service to pre-COVID levels. The restoration to full service levels included improved frequencies and routing as designed in our NextGen Bus Plan, adopted in 2018. We now operate a full seven million service hours annually.



In 2023, we were busy expanding our system to get you to more places that matter. We opened seven stations on the K Line and three Regional Connector stations on the A and E Lines.

Make it easy.



For women bus riders, availability of accurate real-time information was a top frustration.

Your experience going Metro should be easy. Real-time information, ease of payment and comfort are concerns we all share.

23%  

of bus and rail riders self-report that they do not speak English well.

42%  

of bus and rail riders speak Spanish at home.

Customer Feedback

We hear you.

Thurs, Oct 27, 2022 at 5:02 pm

We're very thankful to the services of Metro and all bus drivers. They are very nice and patient with the elderly and those who are in their wheelchair.

– Reader Comment, The Source

2022-2023 Recent Metro Actions

We're taking action.

We launched a Customers With Disabilities Employee Education Training program with bus and rail operating divisions. We're looking to expand the training program to other frontline staff, including Metro Ambassadors, Transit Security Officers and Customer Care Agents.

We're looking into accessible navigation applications.

We're working with Waymaps to develop audio guidance for Union Station in 2024.

Fri, Oct 28, 2022 at 8:41 am

It's really frustrating to have to wait a long time for the bus, especially when the app can't be trusted either.

– Metro Customer Comment Form

We're improving our real-time service cancellations, delay advisories, and service alerts. We're pushing real-time GTFS to third-party trip planning apps, including Google Maps, Transit App, Moovit and others.

50 E-paper real-time information bus stop signs will be installed along Vermont Avenue.

As operational proof of concept, the signs will improve access to real-time information, particularly for riders without smartphones and those with visual or hearing impairments.



2023 Action Item Highlights



Extended Customer Care and Social Media Response Hours new

Extend Customer Care and social media hours to cover entire service day on weekdays and weekends.



Improve Spanish Language Communications new

Establish formal procedures and cross-functional group to improve Spanish-language marketing and communications.



Station Wayfinding and Signage Updates new

Starting with 7th St/Metro Center Station, conduct walk-throughs of high-volume stations (eventually all stations) to assess existing wayfinding and identify gaps/issues.



Simplify and Share Metro Contact Information new

Make it easy to know who to contact at Metro on the web, and on printed guides and on-board ads.



Enhancements to GoPass and LIFE Programs new

Building on previous changes, enrollment improvements to the GoPass and LIFE programs, including a streamlined online application and improved marketing campaigns.

And we'll never stop.



We're committed to improving your experience.

We'll never stop the hard work it takes to make your ride safe, clean, comfortable, reliable and easy for all. ❤️



Connect with us.

Check out our website for more updates on how we're taking action.

We have *a plan* for that.

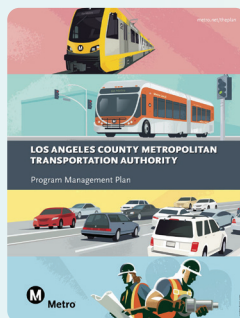
The CX Plan is just one of Metro's plans demonstrating how we're working for you to build a world-class transportation system and deliver an exceptional trip experience.

READ MORE ABOUT THEM BELOW



Metro's Vision 2028 Strategic Plan

Our agency-wide strategic plan created the foundation for transforming mobility in LA County through the year 2028.



Program Management Plan

Our roadmap for managing and implementing the capital improvement portion of Measure M – delivering at least one major project per year until 2028.



Moving Beyond Sustainability

Our comprehensive strategy to make Metro facilities greener, reduce air pollution and trash from construction and reduce smog and greenhouse gases across LA County.

Appendix A

2023 Action Items Summary



**Customer Research
and Insights**



**Physical/Capital
Improvements**



**Operational/Policy
Improvements**



**Communication, Education
and Training Programs**

Safe

Clean

Comfortable

Reliable

Easy

Integrated Public Safety Dashboard new

Safety for Operators

Annual Homeless Counts

Collaborative Metro Research and Data Group new

Customer Journey and Persona Analysis new

CX Key Performance Indicators Dashboard

Metro Website and Mobile Application Accessibility Review new

UX Testing Policy

Blue Light Boxes

Camera Visibility and Lighting new ●●

Security Monitoring Systems Installation new

Station/Stop Design and Safety Assessment new

7th St/Metro Center Station Renovations (*Aging Subway Station Renovations*)

Elevator Camera Evaluation

Temporary Exterior Train Wash new

Escalator and Elevator Improvements new

Bus Lane Acceleration

Camera Bus Lane Enforcement

Invest in Bus Layover Facilities new

Light Rail Speed Improvements

Bus Stop E-Paper Real-Time Information

Station Wayfinding and Signage Updates new

Friendly Intercom Announcements at Rail Stations and Bus Stops new

Funding for Homelessness Outreach on Transit

Increase Homeless Outreach & Access to Services

Metro Ambassadors Pilot Evaluation

Transit Watch App Enhancements

24/7 M&E Help Desk Coverage new

Adopt-A-Transit Stop/Station Program

Ancillary Station Area Cleaning new ●

Cleaning Surge Activities

Research Advanced Cleaning Technologies new

Test Deployment of Custodial Staff to Support High Incident Areas new

Bus Stop Improvements Plan

Analyze Operational Systems for Potential Risks new

Headway Management Research

Rail Frequency Restoration

Convert Cash-Paying Customers new

Enhancements to GoPass and LIFE Programs new

Evaluate Feasibility of Consolidating Metro Mobile Apps new

Extended Customer Care and Social Media Response Hours new

Improved Systemwide Accessibility

Integrated Ticketing with Entertainment Partners new

Standardize Frontline Employee Uniforms new

Update Temporary Signage Template new

Bystander Intervention Training new

Courtesy-Stop Program ●

Customer Service Best Practices Integration Across Frontline Metro Security Staff new

Metro Code of Conduct Campaign new ●●

Metro Employee Travel Partner Program new

Regular Internal Metro Safety Communications/Lunch & Learns new

Bus Stop Contact Information

Surprise and Delight

System Knowledge for New Employees new

Cross-Functional Spanish Language Group new

Simplify and Share Metro Contact Information new

Stephanie Wiggins
Metro Chief Executive Officer

Jennifer Vides
Metro Chief Customer Experience Officer

Metro Board of Directors 2023

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Mayor
City of Los Angeles

Janice Hahn, FIRST VICE CHAIR
Los Angeles County Supervisor
Fourth Supervisorial District

Fernando Dutra, SECOND VICE CHAIR
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Second Supervisorial District

Jacquelyn Dupont-Walker
Appointee
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James Butts
Mayor
City of Inglewood

Kathryn Barger
Los Angeles County Supervisor
Fifth Supervisorial District

Katy Yaroslavsky
City Councilwoman
Fifth Supervisorial District

Lindsey Horvath
Los Angeles County Supervisor
Third Supervisorial District

Paul Krekorian
Councilmember
City of Los Angeles

Tim Sandoval
Mayor
City of Pomona



Metro
One Gateway Plaza
Los Angeles, CA 90012-2952



Board Report

File #: 2023-0524, **File Type:** Informational Report

Agenda Number: 45.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 21, 2023**

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Public Safety Report.

ISSUE

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

BACKGROUND

At its February 2022 meeting, the Board received and filed a Reimagining Public Safety Framework (Framework) which outlines a human-centered approach to public safety guided by the principle that everyone is entitled to a safe, dignified, and human experience. This Framework reflects Metro’s Public Safety Mission and Values statements which were adopted by the Board in December 2021. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy.

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

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system and works in coordination with other departments, including Operations and Customer Experience, to implement strategies to advance this objective. The following is a snapshot of June and July activities which are the most recent months for which systemwide law enforcement data is

available.

DRUG-FREE CAMPAIGN UPDATE

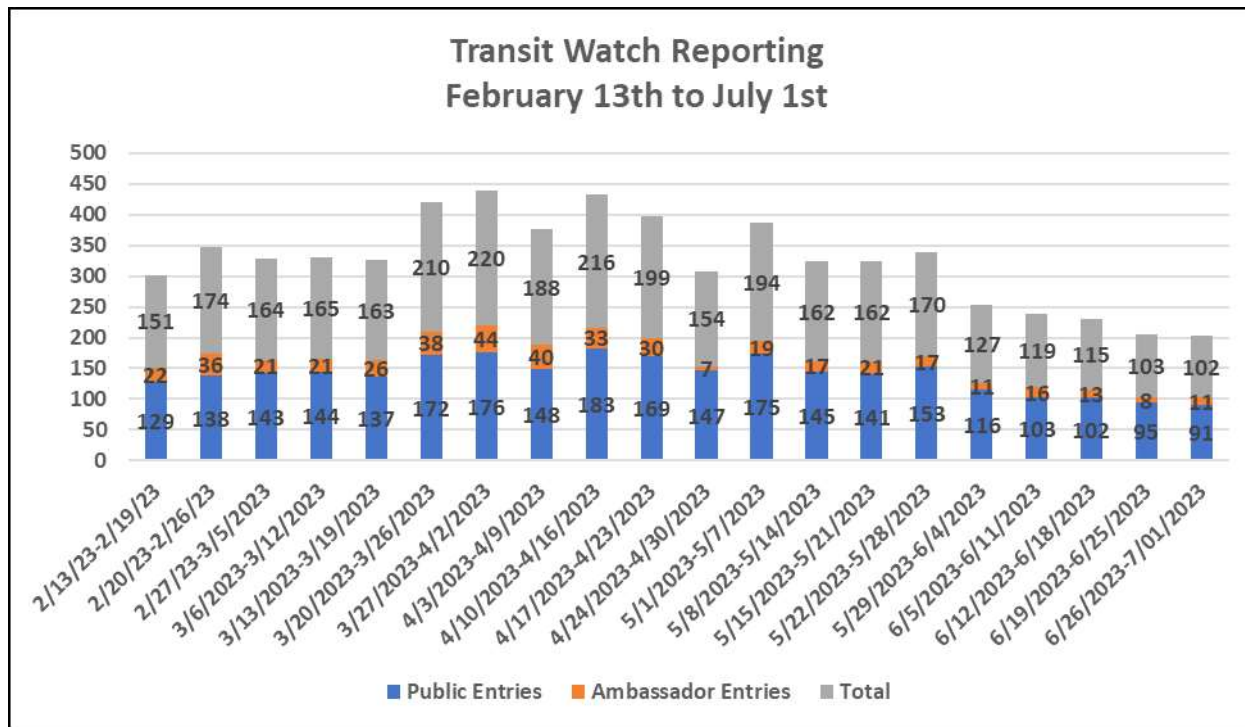
On February 13, 2023, staff launched the Drug-Free Campaign to curb open drug use on the system and drug overdoses attributed to the regional fentanyl epidemic.

The goals of the campaign were the following:

- Remove individuals arrested for committing crimes on our system, with a particular focus on drug crimes.
- Significantly decrease drug sales, usage, and overdoses on trains, platforms, and in stations.
- Remove individuals who are not using the system for the purpose of transportation.
- Increase the feeling of safety for our riders and employees.
- Increase cleanliness and the overall customer experience on targeted lines.
- Decrease crime while taking a holistic approach by offering eligible offenders a drug diversion program and necessary mental health/social services for people experiencing homelessness and suffering from drug addiction.

The campaign concluded on July 1st and successfully achieved the majority of the stated goals, resulting in a significant decrease in drug usage/sales on the stations. . The critical lessons learned were the importance of a coordinated multi-layered public safety approach to address the safety and security environment with a blend of care-based services, customer service, and security/law enforcement resources. These lessons learned from the pilot are implemented in the new multi-layered deployment of public safety ecosystem staff. The following is an overview of the results of the Drug-Free Campaign:

- 552 citations and 437 warnings issued by Metro Transit Security Officers. Of those numbers, 40 were issued for Eating/Drinking/Smoking. The increased deployment resulted in fewer issued citations and warnings systemwide. Citations and warnings issued for Eating/Drinking were reduced to zero by July.
- 336 drug-related arrests by law enforcement. The month of June saw an 85% decline as only six drug-related arrests occurred when compared to the 42 in May.
- 95 complaints were received by the Customer Call Center about drugs on the Red/Purple (B/D) Lines throughout the campaign. Only 13 complaints about drugs on the Red/Purple lines were submitted during the month of June. At its conclusion, the Drug-Free Campaign resulted in a 35% reduction in customer complaints related to drug activity on the system.
- Metro received 3,258 Transit Watch submissions since February 13 regarding drug-related issues on the system. At the height of the Drug-Free Campaign, Metro received 757 submissions in April and 787 in May. The month of June saw a reduction in Transit Watch submissions of 44% (439 vs 787 in May).



B/D (RED/PURPLE) LINE SUPPLEMENTAL DEPLOYMENT

On April 24, Metro began a supplemental deployment of LASD and LAPD on the Red/Purple (B/D) Lines to improve visible presence, reduce crime, and advance the perception of safety among customers and employees.

During the entire duration of the deployment, April through July, LAPD and LASD deployed their multi-disciplinary engagement teams to connect those experiencing homelessness with resources and providers. Combined, LASD and LAPD offered services to 1,650 individuals, with 680 or 41% accepted services. For LAPD and LASD, examples of accepted services include referrals to shelters, rehabs, emergency medical services, and connecting a PEH to LAHSA or PATH.

The below statistics reflect the results of the entire Supplemental Deployment, from April 24th until its 1 July conclusion.

- Citations: 628*
- Warnings: 2,005*
- Arrests: 425
- Ejections: 17,731

*Note that the citations and warnings are for trespassing and loitering violations.

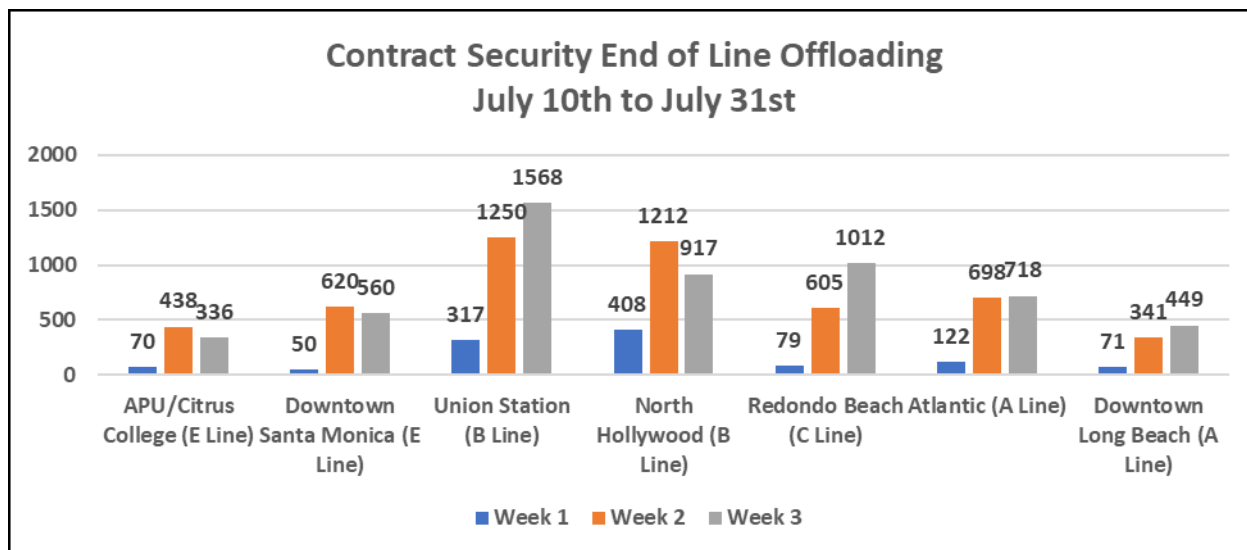
NEW MULTI-LAYERED DEPLOYMENT

On July 10, Metro established a multi-layered deployment utilizing all resources from the public safety ecosystem with applied lessons learned from the Drug-Free Campaign and Supplement Deployment. This strategic, proactive security model will have a significant impact across the entire rail system including end-of-line stations and mid-point (Focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes. The deployment was created by representatives and executives from all the Metro safety layers including Metro Transit Security, Metro Ambassadors, Homeless Outreach, Contract Security and Law Enforcement, as well as deployment consultants, with equity, customer experience, and accountability in mind.

The below reflects the first three weeks of the deployment, which covered the period of July 10 to July 31.

End-of-Line Offloading

Contract Security is conducting offloading operations at the seven end-of-line stations, clearing the trains, and ensuring customers exit the stations. The offloading operation starts in the early morning and goes throughout the day and into the evening hours. If a customer intends to continue utilizing the system, they will need to re-tap at the turnstiles, which are staffed by Transit Security Officers at key stations. Furthermore, Metro’s homeless outreach teams are positioned at end-of-line locations to offer resources to individuals in need and are willing to accept services. Contract Security conducted a total of 11,841 offloads as of July 31.



*The offloading numbers represent patrons that remain in the trains and require contract security interaction to get them off or escort them off the station.

As seen on the offloading chart above, the total offloads increased in weeks 2 and 3, due to the greater number of safety resources supporting offloading at end-of-line stations. As the operation continues, staff anticipates offloading numbers to decrease as we break the pattern of non-destination riders using the system. A similar pattern was identified with the Drug-Free Campaign where a high number of arrests were conducted at the beginning of the campaign and decreased over time.

To assist in decreasing the number of non-destination travelers and PEH disembarking at end-of-line stations, Metro is employing a care-based approach by having TMET, HOPE, and Homeless Outreach augment fare compliance operations. The fare compliance ensures all patrons are utilizing the system for the purposes of transit while identifying opportunities to connect those in need with outreach and mental health services. Metro regularly adjusts the deployment based on observations and data to ensure alignment with internal and external partners. Lastly, Metro staff has briefed the Chiefs of Police from several cities at end-of-line stations about the new deployment, particularly the offloading operation, to seek their collaboration.

Law Enforcement Stats

LAPD, LASD, and LBPB enforce the penal code on the system, including conducting trespass investigations. Ejections represent law enforcement engagements during trespass investigations in which an individual is removed after it's determined they did not pay fare to access the rail or bus system. The below charts depict the totality of law enforcement efforts in support of the multi-layered deployment, including homeless outreach.

Multi-Layered Deployment: Law Enforcement Efforts	Totals
Ejections	3,875
Arrests	144
Citations*	308
Warnings*	700

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

Law Enforcement Homeless Outreach	Totals as of July 31
LAPD HOPE Team Outreach Services Offered and Accepted*	Offered: 99 Accepted: 11
LASD MET Team Outreach Services Contacts and Accepted*	Contacts: 455 Accepted: 9
Long Beach PD Quality of Life (QOL)Team*	Contacts: 66 Accepted: 14

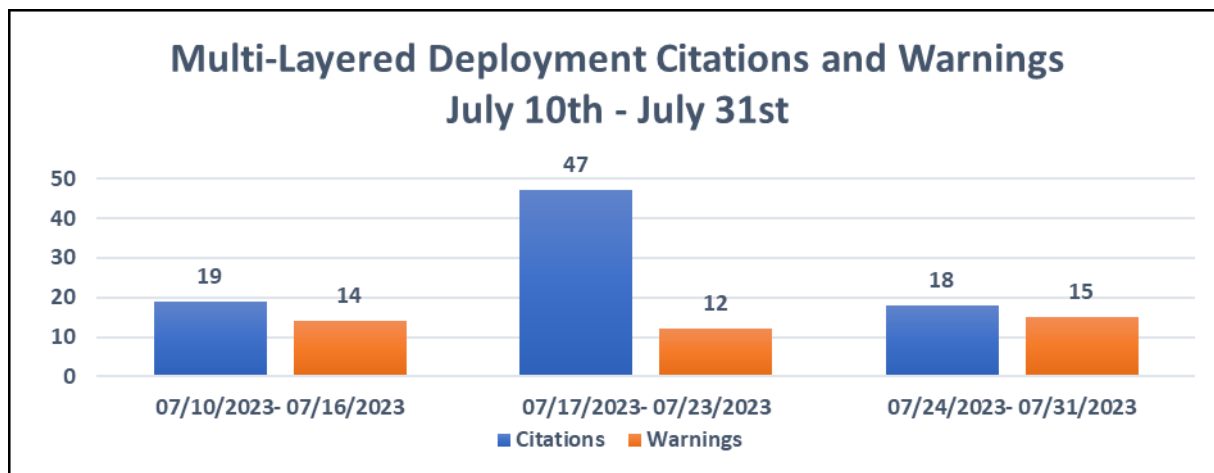
*LAPD's HOPE team defines accepting services as when the individual agrees to accept, or requests assistance. This includes placing them in direct contact with a service provider, physically transporting an individual to a shelter that has services available, obtaining emergency medical services, or placing the individual on a mental health hold.

*LASD MET team defines accepted services when a person accepts referrals to shelters, rehabs, or is connected to LAHSA or PATH.

*Long Beach Quality of Life (QOL) leads a “Shelter the Unsheltered” initiative with PATH assisting in the morning hours. QOL works with PATH to coordinate services for those experiencing homelessness.

Transit Security

Transit Security’s primary role in the multi-layered deployment is to conduct code of conduct enforcement. The following chart depicts the citations and warnings issued over the first three weeks of the deployment (through July 31). The three weeks of data is not sufficient to determine the overarching impact of the deployment on code of conduct issues across the system, however it is noted that week 3 saw a significant decrease in citations when compared to week 2. An overall reduction of citations and warnings issued systemwide will demonstrate the effectiveness of Transit Security in encouraging code of conduct compliance.



Positive Feedback

Metro’s Customer Call Center received positive feedback from a customer regarding the multi-layered deployment. The customer wrote “Thank you for the Ambassadors and extra police.” We also received a social media post stating “Congratulations to those who hired and trained the ambassadors. They have been proactive in reaching out to riders. The system feels safe when I ride.” Staff will continue to monitor for customer and employee feedback about the new deployment as the operation continues.

METRO TRANSIT SECURITY BODY WORN CAMERAS

In support of the Public Safety Advisory Committee’s recommendations about increasing the accountability of our front-line security officers, SSLE has been working over the last year to equip Transit Security Officers with body worn cameras. Currently, a sample of officers are testing the cameras out on the system, and their feedback will be utilized to refine the department’s Body Worn Cameras policy. Staff will continue to test the cameras to ensure they are operable across the system and are ready for a complete roll-out to all Transit Security Officers by late fall 2023.

CRIME / ARRESTS STATISTICS AND TRENDS

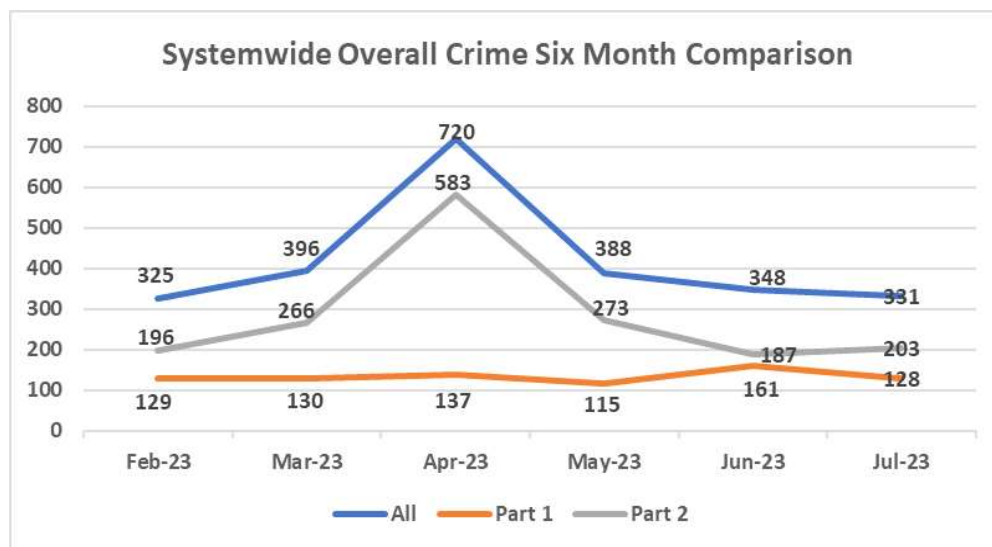
Throughout June and July, Metro maintained an increased law enforcement presence systemwide, consistent with Metro’s goal of maintaining increased visibility and promoting rider compliance with Metro’s Code of Conduct.

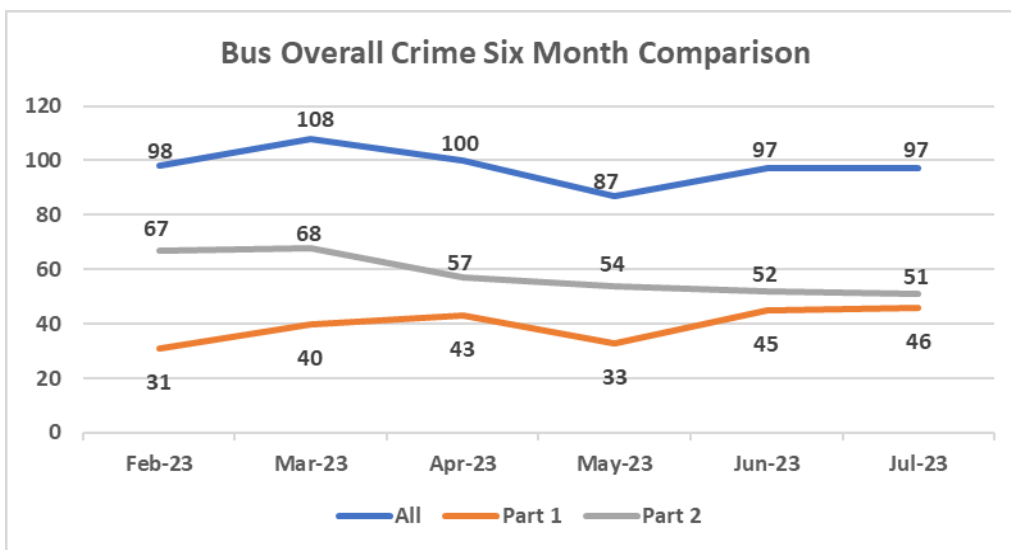
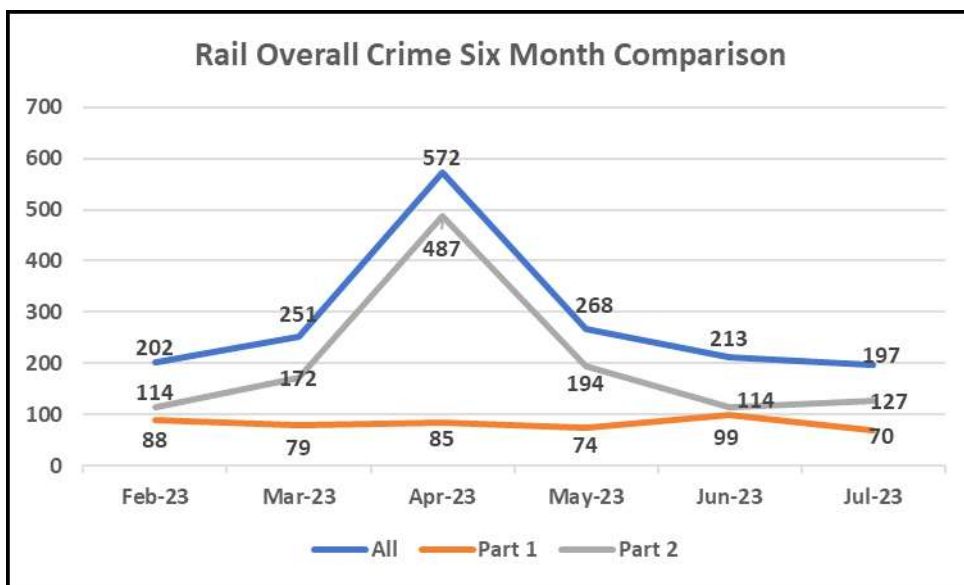
Overall, crime on the system decreased 54% by the end of July when compared with April 2023, the month which recorded the highest number of crimes year-to-date for 2023, (331 vs 720). The following highlights were noted for June and July:

In June 2023, overall crime systemwide decreased by 10% (348 vs 388) compared to May 2023. By mode, crime on rail decreased by 21% (213 vs 268) and crime on bus increased by 12% (97 vs 87). The notable trends in bus crime were in larceny (14 vs 10), specifically cellphone theft, and bus operator assaults (15 vs 8).

In July 2023, overall crime systemwide decreased by 5% (331 vs 348) compared to June 2023. By mode, crime on rail decreased by 8% (197 vs 213) and crime on bus remained the same (97 vs 97). The notable declining trends were in aggravated assault (-18%), battery (-10%), robbery (-28%), larceny (-21%), and motor vehicle theft (-73%).

There were significant increases in arrest for drug violations (68%) and possession of weapons (400%) from June to July. However, these increases are attributed to the continued enforcement of Metro’s Code of Conduct, the Drug-Free Campaign, which began on February 13, and the recently initiated multi-layered public safety deployment which began on July 10





OPERATOR SAFETY

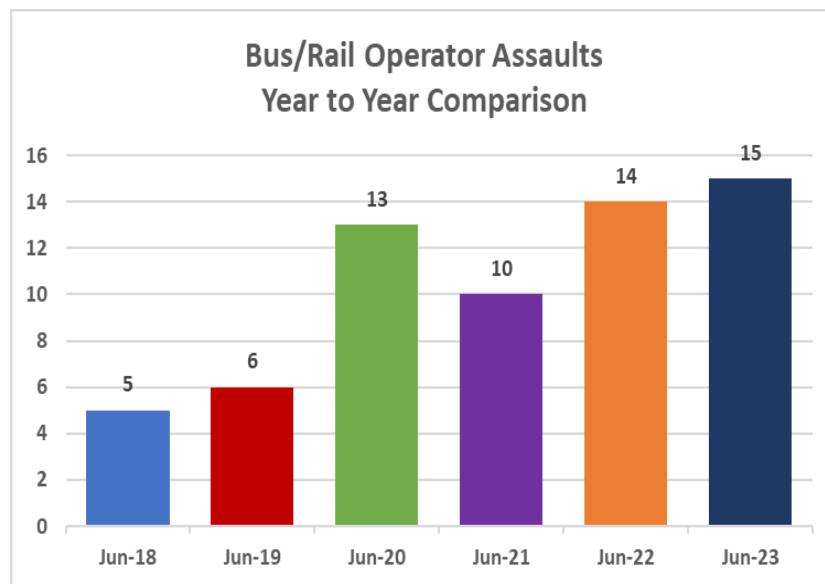
SSLE continues to work with the Chief People Office to hire Transit Security Officers to expand the dedicated bus riding teams created to enhance the safety of our bus operators and riders. From March to July, 37 Transit Security Officer I positions have been filled, which is inclusive of the 22 positions that were approved by the Board in March, and 12 Transit Security Officer II positions have been filled. An analysis of TAP data from June and July shows that LAPD, LASD, and Transit Security bus riding and boarding teams have addressed over 80 lines by varying their deployments to ensure that they cover all five service areas of Metro’s extensive bus system. Staff have focused much of the resources on the lines with the highest incidence of bus operator assaults, which is evaluated on a monthly basis based on data and operator feedback.

In June 2023, operator assaults increased by 88% compared to May 2023 (15 vs 8). Spitting and brandishing of a knife were the top two methods of assault. In July 2023, operator assaults increased by 7% compared to June 2023 (16 vs 15). Spitting and the use of hands were the top two methods of assault.

While we strive to decrease the number of operator assaults, the rate of assaults in June and July is consistent with historical averages as shown in Figure A. The type of assaults that occurred in June and July are summarized in Figure B.

Overall, spitting and the use of hands remain the primary methods of operator assault. Metro intends to implement new bus barriers to mitigate the accessibility of bus operators from physical attacks. On April 28, ten buses were retrofitted with one of two new barrier prototypes, which are designed to minimize involuntary physical interaction between riders and operators. Corporate Safety and Operations continue to assess the barrier prototypes through survey feedback from Operators. Additionally, a live on-the-road field review was conducted to assess suggested improvements based on on-the-road evaluations. This review is intended to provide insight into the effectiveness of the bus barrier and suggest necessary adjustments for its successful implementation. Staff will continue to provide future updates on the bus barrier retrofit.

In addition, SSLE continues to deploy Bus Riding Teams on the top 10 bus lines with reported incidents of operator assaults, to enforce Code of Conduct violations. Staff will continue to review crime stats to identify potential trends and patterns to inform deployment strategies that will help prevent and decrease operator assaults.



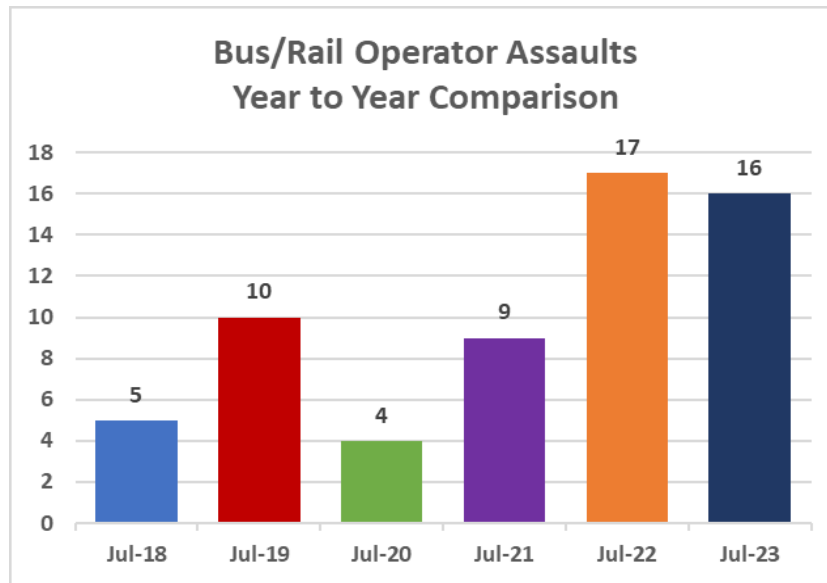


Figure A: Bus/Rail Operator Assaults Year to Year Comparison

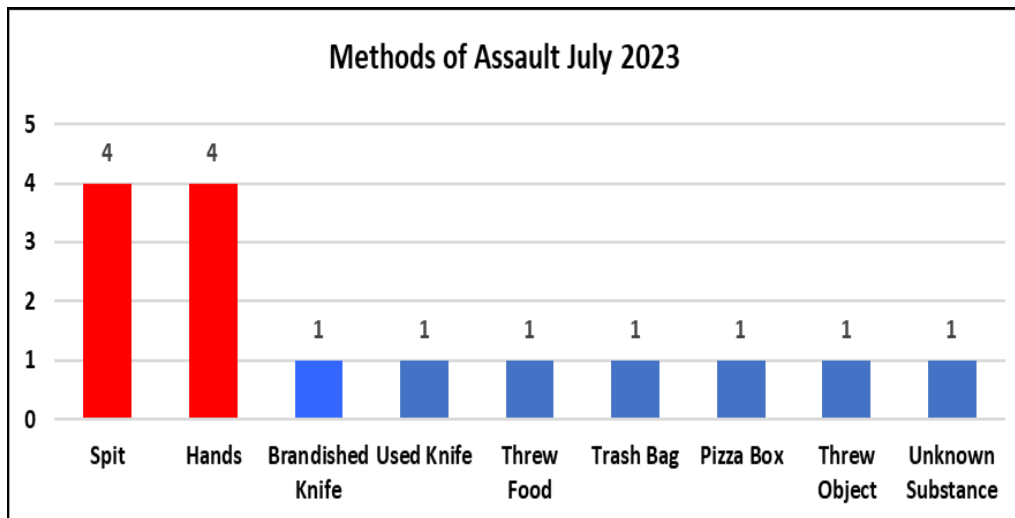
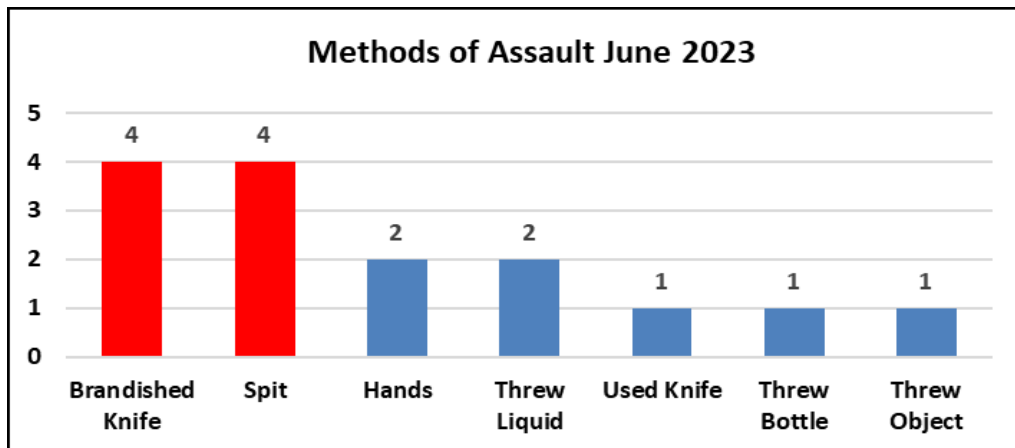


Figure B: Methods of Assault

METRO AMBASSADOR PROGRAM UPDATE

Metro Ambassadors' job is to support our riders, connect riders to resources, and report incidents or maintenance needs. Metro Ambassadors were deployed on the A Line, B Line, C Line, D Line, K Line, the former L Line, and J Line (Silver), as well as bus lines 210, 40, 20, and 720.

New deployment: Since Friday, 6/16/2023, we have scheduled 46 Metro Ambassadors a day, to provide customer support at the new Regional Connector stations to include coverage at station platforms and elevator concourse areas.

WLMP Faregate Pilot: As of 5/19/2023, there are three Metro Ambassador teams per shift deployed at the Westlake MacArthur Park Station supporting customers as part of the 30-day faregate compliance pilot plan. This is in addition to the 3 riding teams assigned to the B (Red line). Metro Ambassadors will remain there until further notice.

Ambassadors were certified and equipped to carry and administer Narcan in April 2023. Metro Ambassadors have reported 18 Narcan incidents for the month of June and July 2023 combined:

June 2023 - 8 Narcan incidents

- (2) at Westlake MacArthur Park Station
- (2) at Willowbrook/Rosa Parks Station
- (1) at 7th St. Metro Ctr.
- (1) Union Station
- (1) at Atlantic Station
- (1) offsite near Bus Line 20

July 2023 - 9 Narcan incidents

- (3) at Westlake MacArthur Park
- (1) at Union Station
- (1) 7th St. Metro Center
- (1) South Pasadena Station
- (1) Historic Broadway Station
- (1) at Hyde Parks Station
- (1) at North Hollywood Station

By the numbers

For the month of June 2023, Metro Ambassadors conducted 54,998 customer interactions and

reported the following:

- 739 Cleanliness Issues
- 245 Elevator and Escalator Problems
- 305 Graffiti Incidents
- 152 Safety Issues

For the month of July 2023, Metro Ambassadors conducted 56,389 customer interactions and reported the following:

- 1,002 Cleanliness Issues
- 282 Elevator and Escalator Problems
- 416 Graffiti Incidents
- 158 Safety Issues

EQUITY PLATFORM

Metro continues to implement a multi-layered public safety model which takes a cross-disciplinary approach to addressing the various safety needs of the system with the involvement of transit security, law enforcement, ambassadors, and homeless outreach teams. The most recent example of this cross-disciplinary collaboration is through the new multi-layered deployment that was launched on July 10. A key component of this effort is end-of-line offloading which consists of all patrons exiting the trains so maintenance staff can clean the trains and get them ready for service. To complement this operation, homeless outreach teams are deployed in the event patrons offboarding need and would like to accept services. Through this multi-layered approach, Metro can secure its infrastructure while providing solutions to issues facing the county and that are visible on the system. Furthermore, another component of the multi-layered deployment is to have officers present on the station platforms and trains to deter fare evasion, instead of focusing solely on punitive responses, and seek compliance with the Customer Code of Conduct..

NEXT STEPS

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

ATTACHMENTS

Attachment A - Total Crime Summary June & July 2023

Attachment B - Systemwide Law Enforcement Overview June & July 2023

Attachment C - MTA Supporting Data June & July 2023

Attachment D - Bus & Rail Operator Assaults June & July 2023

Attachment E - Sexual Harassment Crimes June & July 2023

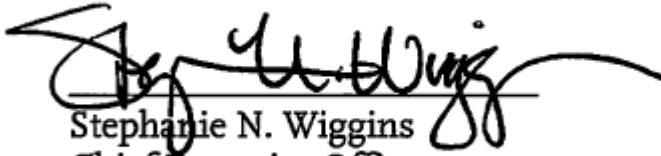
Prepared by: Vanessa Smith, Executive Officer, Customer Experience, (213)922-7009

Robert Gummer, Deputy Executive Officer, Administration, (213)922-4513

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

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

Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213)
940-4060



Stephanie N. Wiggins
Chief Executive Officer



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment A

Total Crime Summary - June 2023

Part 1 Crimes 5-Year Trend - Systemwide

January - June	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	141	115	180	241	271
Arson	1	4	7	3	0
Bike Theft	33	27	20	27	12
Burglary	3	3	7	8	9
Homicide	0	0	2	1	2
Larceny	419	236	166	286	255
Motor Vehicle Theft	14	9	6	9	29
Rape	4	5	5	8	7
Robbery	156	117	105	175	204
Totals	771	516	498	758	789

Part 1 Crimes 5-Year Trend June only - Systemwide

	June 2019	June 2020	June 2021	June 2022	June 2023
Part 1 Crimes					
Agg Assault	24	17	42	41	61
Arson	0	1	1	0	0
Bike Theft	7	3	5	6	1
Burglary	1	0	2	1	0
Homicide	0	0	1	0	0
Larceny	59	36	31	48	56
Motor Vehicle Theft	1	0	1	0	11
Rape	0	0	0	1	0
Robbery	15	23	24	35	32
Totals	107	80	107	132	161

Part 1 Crimes 5-Year Trend - Rail

January - June	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	76	75	111	153	162
Arson	1	4	7	3	0
Bike Theft	18	16	6	10	5
Burglary	2	3	6	5	7
Homicide	0	0	1	0	2
Larceny	226	145	86	168	161
Motor Vehicle Theft	13	8	4	2	26
Rape	4	5	4	7	4
Robbery	85	82	67	126	137
Totals	425	338	292	474	504

Part 1 Crimes 5-Year Trend June only - Rail

	June 2019	June 2020	June 2021	June 2022	June 2023
Part 1 Crimes					
Agg Assault	14	7	26	28	34
Arson	0	1	1	0	0
Bike Theft	5	1	4	2	0
Burglary	1	0	1	1	0
Homicide	0	0	1	0	0
Larceny	26	19	14	29	34
Motor Vehicle Theft	1	0	1	0	11
Rape	0	0	0	1	0
Robbery	6	18	11	24	20
Totals	53	46	59	85	99

Part 1 Crimes 5-Year Trend - Bus

January - June	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	56	37	63	79	78
Arson	0	0	0	0	0
Bike Theft	14	7	8	12	7
Burglary	0	0	0	2	0
Homicide	0	0	0	1	0
Larceny	160	60	46	89	69
Motor Vehicle Theft	1	1	2	5	2
Rape	0	0	0	1	0
Robbery	70	29	31	38	60
Totals	301	134	150	227	216

Part 1 Crimes 5-Year Trend June only - Bus

	June 2019	June 2020	June 2021	June 2022	June 2023
Part 1 Crimes					
Agg Assault	10	10	15	12	19
Arson	0	0	0	0	0
Bike Theft	2	2	0	3	1
Burglary	0	0	0	0	0
Homicide	0	0	0	0	0
Larceny	29	14	13	13	14
Motor Vehicle Theft	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	9	4	11	11	11
Totals	50	30	39	39	45

Part 2 Crimes 5-Year Trend - Systemwide

January - June	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	468	382	370	516	569
Narcotics	81	28	102	66	256
Sex Offenses	64	39	45	53	66
Trespassing	49	53	46	51	665
Vandalism	79	94	137	170	92
Weapons	16	15	27	18	53
Totals	757	611	727	874	1,701

Part 2 Crimes 5-Year Trend June only - Systemwide

	June 2019	June 2020	June 2021	June 2022	June 2023
Part 2 Crimes					
Battery	95	65	65	75	89
Narcotics	14	5	19	28	25
Sex Offenses	9	5	6	8	10
Trespassing	5	3	12	7	48
Vandalism	23	21	23	19	13
Weapons	1	1	4	6	2
Totals	147	100	129	143	187

Part 2 Crimes 5-Year Trend - Rail

January - June	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	230	193	168	239	268
Narcotics	61	16	38	36	188
Sex Offenses	34	28	25	28	35
Trespassing	41	22	28	38	612
Vandalism	32	55	67	100	43
Weapons	14	12	13	13	36
Totals	412	326	339	454	1,182

Part 2 Crimes 5-Year Trend June only - Rail

	June 2019	June 2020	June 2021	June 2022	June 2023
Part 2 Crimes					
Battery	40	31	22	27	45
Narcotics	10	2	8	20	16
Sex Offenses	6	4	2	2	4
Trespassing	4	2	8	5	41
Vandalism	6	13	9	9	8
Weapons	1	1	2	4	0
Totals	67	53	51	67	114

Part 2 Crimes 5-Year Trend - Bus

January - June	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	202	149	155	206	209
Narcotics	20	12	64	30	64
Sex Offenses	25	8	18	14	29
Trespassing	2	1	6	6	9
Vandalism	36	34	61	51	44
Weapons	2	3	14	5	12
Totals	287	207	318	312	367

Part 2 Crimes 5-Year Trend June only - Bus

	June 2019	June 2020	June 2021	June 2022	June 2023
Part 2 Crimes					
Battery	43	31	37	37	31
Narcotics	4	3	11	8	8
Sex Offenses	3	0	3	3	6
Trespassing	0	0	2	1	1
Vandalism	12	7	13	8	4
Weapons	0	0	2	2	2
Totals	62	41	68	59	52



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment A

Total Crime Summary - July 2023

Part 1 Crimes 5-Year Trend - Systemwide

January - July	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	164	144	218	285	321
Arson	1	5	7	3	0
Bike Theft	44	32	28	30	17
Burglary	4	4	11	10	11
Homicide	1	1	2	2	2
Larceny	470	260	198	333	299
Motor Vehicle Theft	16	9	6	10	32
Rape	4	5	9	8	8
Robbery	178	134	129	200	227
Totals	882	594	608	881	917

Part 1 Crimes 5-Year Trend June only - Systemwide

	July 2019	July 2020	July 2021	July 2022	July 2023
Part 1 Crimes					
Agg Assault	23	29	38	44	50
Arson	0	1	0	0	0
Bike Theft	11	5	8	3	5
Burglary	1	1	4	2	2
Homicide	1	1	0	1	0
Larceny	51	24	32	47	44
Motor Vehicle Theft	2	0	0	1	3
Rape	0	0	4	0	1
Robbery	22	17	24	25	23
Totals	111	78	110	123	128

Part 1 Crimes 5-Year Trend - Rail

January - July	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	89	90	134	170	189
Arson	1	5	7	3	0
Bike Theft	27	19	9	12	6
Burglary	2	3	9	6	8
Homicide	0	1	1	1	2
Larceny	252	160	106	204	185
Motor Vehicle Theft	15	8	4	2	29
Rape	4	5	7	7	5
Robbery	101	93	83	144	150
Totals	491	384	360	549	574

Part 1 Crimes 5-Year Trend July only - Rail

	July 2019	July 2020	July 2021	July 2022	July 2023
Part 1 Crimes					
Agg Assault	13	15	23	17	27
Arson	0	1	0	0	0
Bike Theft	9	3	3	2	1
Burglary	0	0	3	1	1
Homicide	0	1	0	1	0
Larceny	26	15	20	36	24
Motor Vehicle Theft	2	0	0	0	3
Rape	0	0	3	0	1
Robbery	16	11	16	18	13
Totals	66	46	68	75	70

Part 1 Crimes 5-Year Trend - Bus

January - July	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	66	51	77	101	100
Arson	0	0	0	0	0
Bike Theft	16	8	12	13	10
Burglary	0	0	0	2	1
Homicide	1	0	0	1	0
Larceny	181	69	52	98	80
Motor Vehicle Theft	1	1	2	6	2
Rape	0	0	1	1	0
Robbery	76	35	38	45	69
Totals	341	164	182	267	262

Part 1 Crimes 5-Year Trend July only - Bus

	July 2019	July 2020	July 2021	July 2022	July 2023
Part 1 Crimes					
Agg Assault	10	14	14	22	22
Arson	0	0	0	0	0
Bike Theft	2	1	4	1	3
Burglary	0	0	0	0	1
Homicide	1	0	0	0	0
Larceny	21	9	6	9	11
Motor Vehicle Theft	0	0	0	1	0
Rape	0	0	1	0	0
Robbery	6	6	7	7	9
Totals	40	30	32	40	46

Part 2 Crimes 5-Year Trend - Systemwide

January - July	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	546	430	438	605	649
Narcotics	99	30	112	78	298
Sex Offenses	81	47	57	63	74
Trespassing	57	58	50	61	710
Vandalism	92	117	168	202	110
Weapons	23	16	28	23	63
Totals	898	698	853	1,032	1,904

Part 2 Crimes 5-Year Trend July only - Systemwide

	July 2019	July 2020	July 2021	July 2022	July 2023
Part 2 Crimes					
Battery	78	48	68	89	80
Narcotics	18	2	10	12	42
Sex Offenses	17	8	12	10	8
Trespassing	8	5	4	10	45
Vandalism	13	23	31	32	18
Weapons	7	1	1	5	10
Totals	141	87	126	158	203

Part 2 Crimes 5-Year Trend - Rail

January - July	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	261	215	201	271	307
Narcotics	71	17	39	45	219
Sex Offenses	40	31	34	32	41
Trespassing	44	25	31	46	648
Vandalism	39	66	87	122	53
Weapons	19	12	14	16	41
Totals	474	366	406	532	1,309

Part 2 Crimes 5-Year Trend July only - Rail

	July 2019	July 2020	July 2021	July 2022	July 2023
Part 2 Crimes					
Battery	31	22	33	32	39
Narcotics	10	1	1	9	31
Sex Offenses	6	3	9	4	6
Trespassing	3	3	3	8	36
Vandalism	7	11	20	22	10
Weapons	5	0	1	3	5
Totals	62	40	67	78	127

Part 2 Crimes 5-Year Trend - Bus

January - July	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	239	173	181	254	237
Narcotics	28	13	73	33	72
Sex Offenses	33	13	21	16	31
Trespassing	4	2	6	7	11
Vandalism	41	45	71	57	51
Weapons	4	4	14	7	16
Totals	349	250	366	374	418

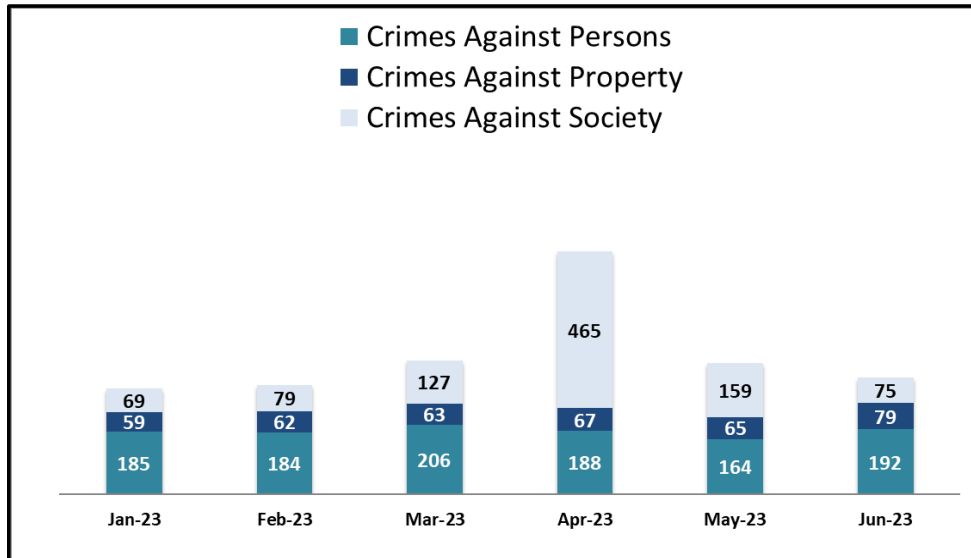
Part 2 Crimes 5-Year Trend July only - Bus

	July 2019	July 2020	July 2021	July 2022	July 2023
Part 2 Crimes					
Battery	37	24	26	48	28
Narcotics	8	1	9	3	8
Sex Offenses	8	5	3	2	2
Trespassing	2	1	0	1	2
Vandalism	5	11	10	6	7
Weapons	2	1	0	2	4
Totals	62	43	48	62	51

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JUNE 2023

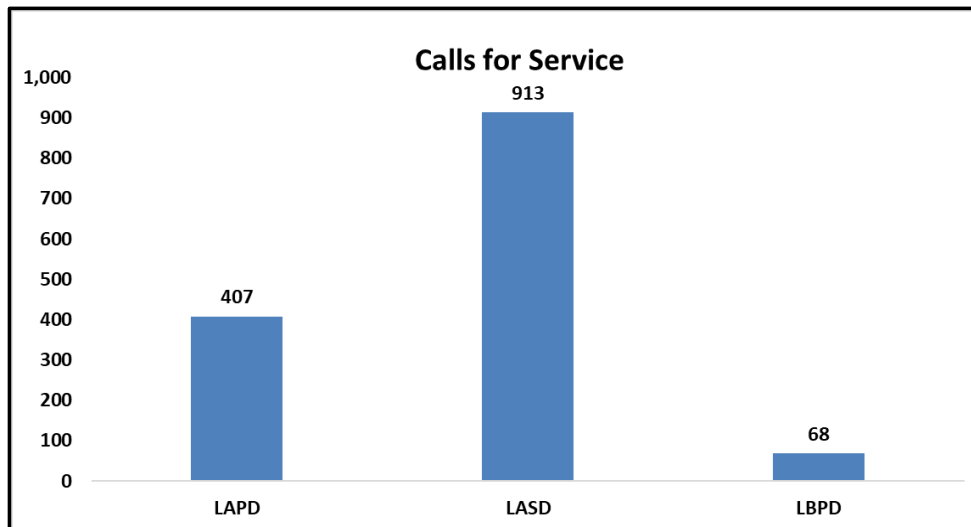
Attachment B

Total Crimes


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

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

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



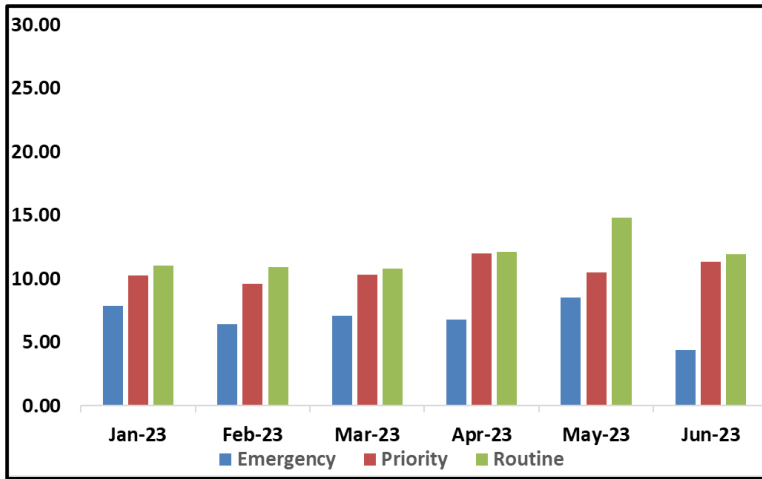
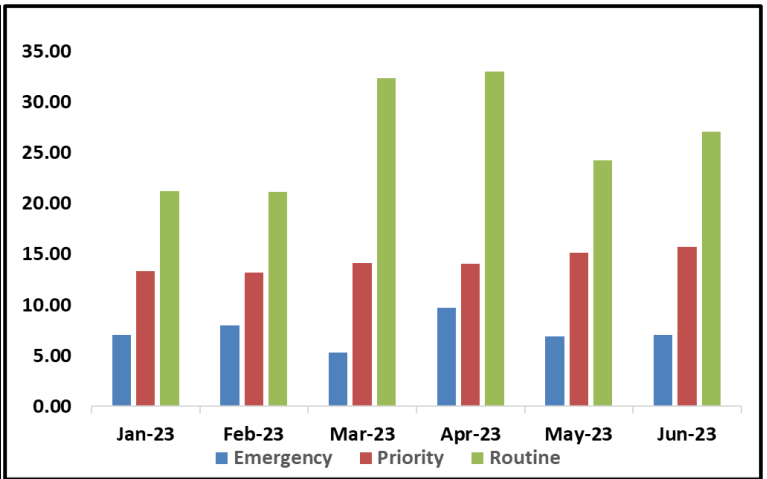
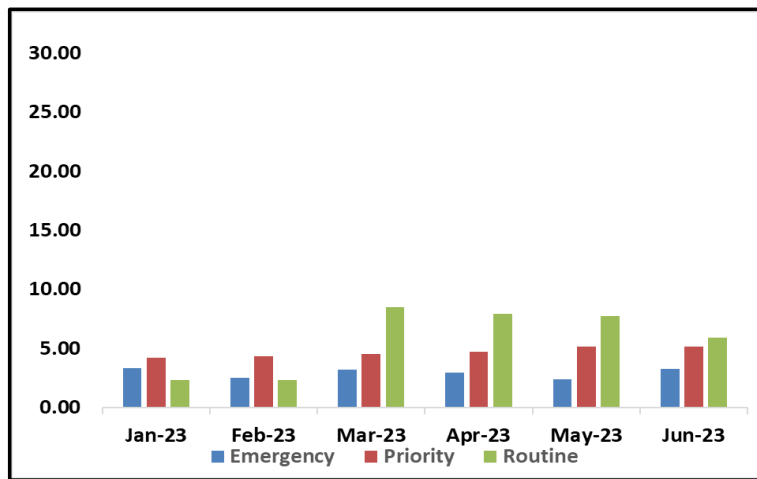
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JUNE 2023

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

LAPD

LASD

LBPD


*The Drug Free Campaign and the B/D Supplemental Deployment resulted in increased response times to Routine calls in March and April for all Law Enforcement Agencies.

*Impacts to Emergency and Priority calls were nominal except for LAPD, since they were the most impacted by the increased resource deployments for both efforts.

Transit Police

Monthly Crime Report


Attachment B

	2023	2022	%
	June	June	Change
CRIMES AGAINST PERSONS			
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	32	35	-8.6%
Aggravated Assault	55	39	41.0%
Aggravated Assault on Operator	6	2	200.0%
Battery	80	63	27.0%
Battery on Operator	9	12	-25.0%
Sex Offenses	10	8	25.0%
SUB-TOTAL	192	160	20.0%
CRIMES AGAINST PROPERTY			
Burglary	0	1	-100.0%
Larceny	54	48	12.5%
Bike Theft	1	6	-83.3%
Motor Vehicle Theft	11	0	1100.0%
Arson	0	0	0.0%
Vandalism	13	19	-31.6%
SUB-TOTAL	79	74	6.8%
CRIMES AGAINST SOCIETY			
Weapons	2	6	-66.7%
Narcotics	25	28	-10.7%
Trespassing	48	7	585.7%
SUB-TOTAL	75	41	82.9%
TOTAL	346	275	25.8%
ENFORCEMENT EFFORTS			
Arrests	270	233	15.9%
Citations	343	755	-54.6%
Calls for Service	1,388	1,443	-3.8%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JUNE 2023

Attachment B

Crimes

Monthly

System-Wide	Jun-23	Jun-22	% Change
Crimes Against Persons	192	160	20.00%
Crimes Against Property	79	74	6.76%
Crimes Against Society	75	41	82.93%
Total	346	275	25.82%

Six Months

System-Wide	Jan-23-Jun-23	Jan-22-Jun-22	% Change
Crimes Against Persons	1,119	994	12.58%
Crimes Against Property	395	503	-21.47%
Crimes Against Society	974	135	621.48%
Total	2,488	1,632	52.45%

Annual

System-Wide	Jul-22-Jun-23	Jul-21-Jun-22	% Change
Crimes Against Persons	2,061	1,912	7.79%
Crimes Against Property	768	916	-16.16%
Crimes Against Society	1,176	245	380.00%
Total	4,005	3,073	30.33%

Average Emergency Response Times

Monthly

Jun-23	Jun-22	% Change
4:53	5:27	-10.40%

Six Months

Jan-23-Jun-23	Jan-22-Jun-22	% Change
5:42	5:11	9.97%

Annual

Jul-22-Jun-23	Jul-21-Jun-22	% Change
5:37	4:58	13.09%

Bus Operator Assaults

Monthly

Jun-23	Jun-22	% Change
15	14	7.14%

Six Months

Jan-23-Jun-23	Jan-22-Jun-22	% Change
77	79	-2.53%

Annual

Jul-22-Jun-23	Jul-21-Jun-22	% Change
160	158	1.27%

Ridership

Monthly

Jun-23	Jun-22	% Change
23,532,053	21,031,952	11.89%

Six Months

Jan-23-Jun-23	Jan-22-Jun-22	% Change
137,369,525	123,432,147	11.29%

Annual

Jul-22-Jun-23	Jul-21-Jun-22	% Change
269,190,748	253,627,128	6.14%



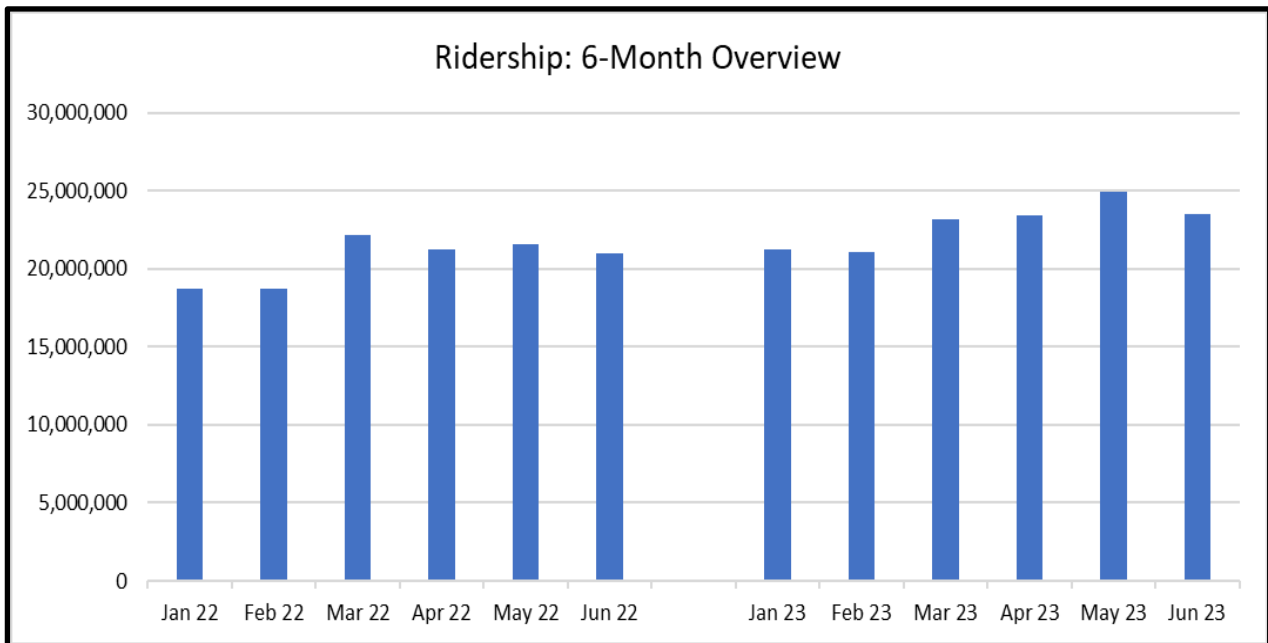
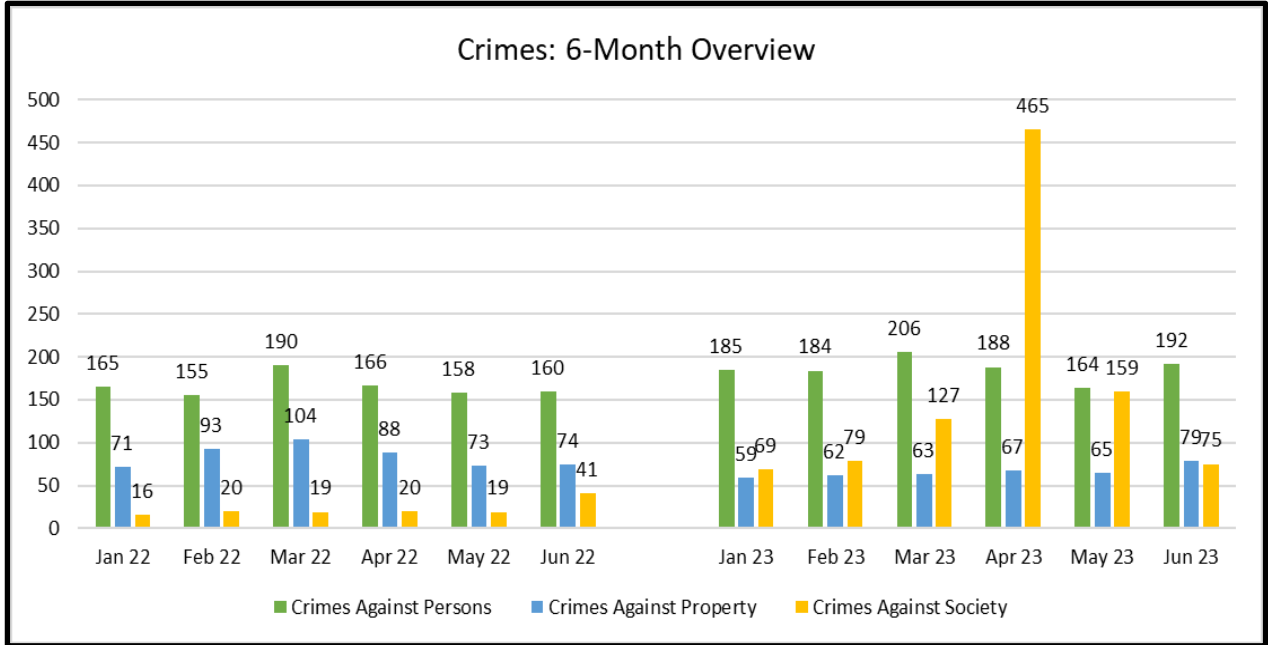
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SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JUNE 2023

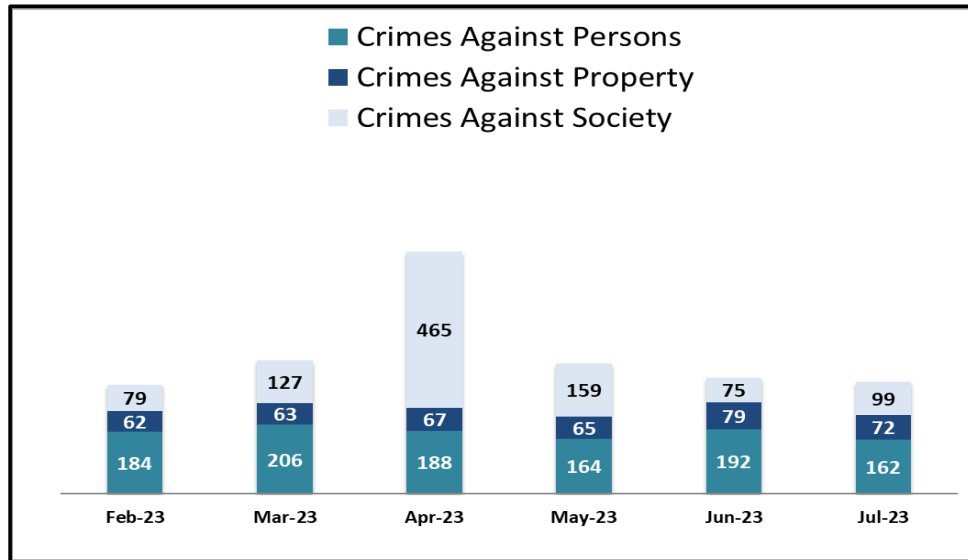
Attachment B



SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2023

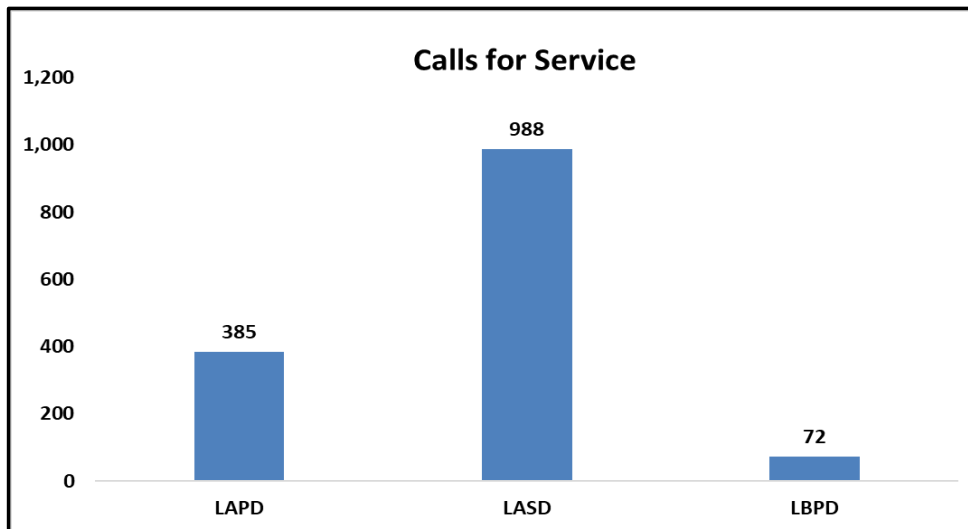
Attachment B

Total Crimes


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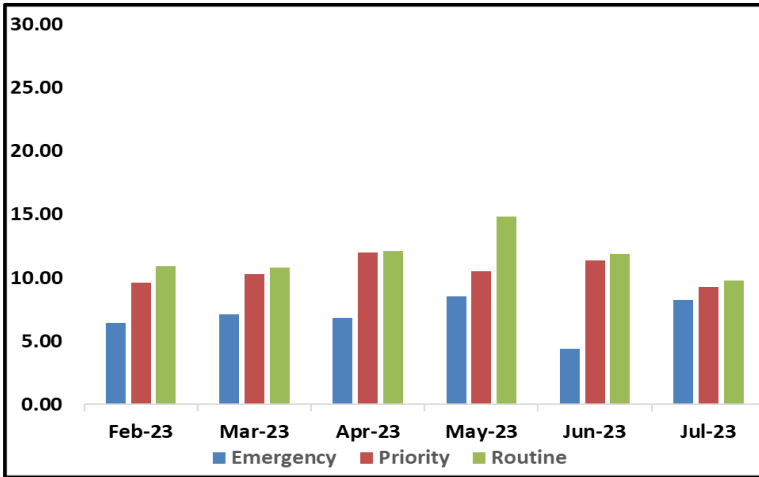
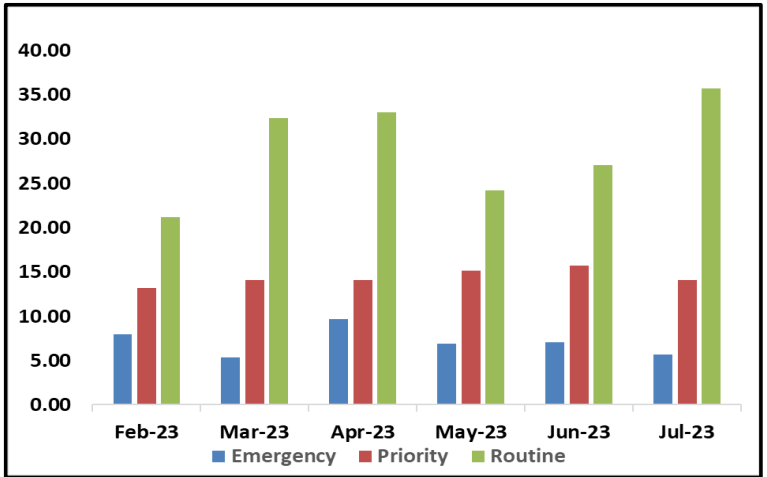
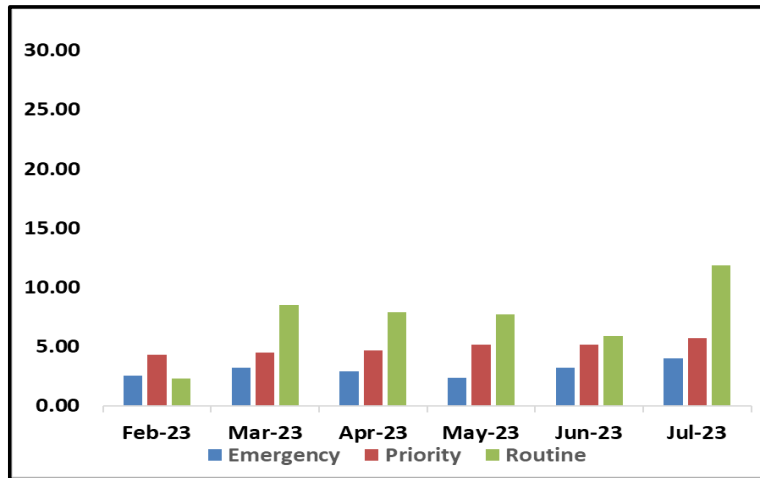
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2023

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

LAPD

LASD

LBPD


*The Drug Free Campaign and the B/D Supplemental Deployment resulted in increased response times to Routine calls in March and April for all Law Enforcement Agencies.

*Impacts to Emergency and Priority calls were nominal except for LAPD, since they were the most impacted by the increased resource deployments for both efforts.

Transit Police

Monthly Crime Report


Attachment B

	2023	2022	%
	July	July	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	1	0	100.0%
Robbery	23	25	-8.0%
Aggravated Assault	45	39	15.4%
Aggravated Assault on Operator	5	3	66.7%
Battery	69	71	-2.8%
Battery on Operator	11	14	-21.4%
Sex Offenses	8	10	-20.0%
SUB-TOTAL	162	163	-0.6%
CRIMES AGAINST PROPERTY			
Burglary	2	2	0.0%
Larceny	44	47	-6.4%
Bike Theft	5	3	66.7%
Motor Vehicle Theft	3	1	200.0%
Arson	0	0	0.0%
Vandalism	18	32	-43.8%
SUB-TOTAL	72	85	-15.3%
CRIMES AGAINST SOCIETY			
Weapons	12	5	140.0%
Narcotics	42	12	250.0%
Trespassing	45	10	350.0%
SUB-TOTAL	99	27	266.7%
TOTAL	333	275	21.1%
ENFORCEMENT EFFORTS			
Arrests	283	541	-47.7%
Citations	467	845	-44.7%
Calls for Service	1,445	1,597	-9.5%



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SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2023

Attachment B

Crimes

Monthly

System-Wide	Jul-23	Jul-22	% Change
Crimes Against Persons	162	163	-0.61%
Crimes Against Property	72	85	-15.29%
Crimes Against Society	99	27	266.67%
Total	333	275	21.09%

Six Months

System-Wide	Feb-23-Jul-23	Feb-22-Jul-22	% Change
Crimes Against Persons	1,096	992	10.48%
Crimes Against Property	408	517	-21.08%
Crimes Against Society	1,004	146	587.67%
Total	2,508	1,655	51.54%

Annual

System-Wide	Aug-22-Jul-23	Aug-21-Jul-22	% Change
Crimes Against Persons	2,060	1,930	6.74%
Crimes Against Property	755	926	-18.47%
Crimes Against Society	1,248	257	385.60%
Total	4,063	3,113	30.52%

Average Emergency Response Times

Monthly

Jul-23	Jul-22	% Change
5:59	6:34	-8.88%

Six Months

Feb-23-Jul-23	Feb-22-Jul-22	% Change
5:41	5:32	2.71%

Annual

Aug-22-Jul-23	Aug-21-Jul-22	% Change
5:34	5:08	8.44%

Bus Operator Assaults

Monthly

Jul-23	Jul-22	% Change
16	17	-5.88%

Six Months

Feb-23-Jul-23	Feb-22-Jul-22	% Change
84	83	1.20%

Annual

Aug-22-Jul-23	Aug-21-Jul-22	% Change
159	167	-4.79%

Ridership

Monthly

Jul-23	Jul-22	% Change
23,337,404	20,508,580	13.79%

Six Months

Feb-23-Jul-23	Feb-22-Jul-22	% Change
139,472,603	125,173,967	11.42%

Annual

Aug-22-Jul-23	Aug-21-Jul-22	% Change
272,019,572	254,111,315	7.05%



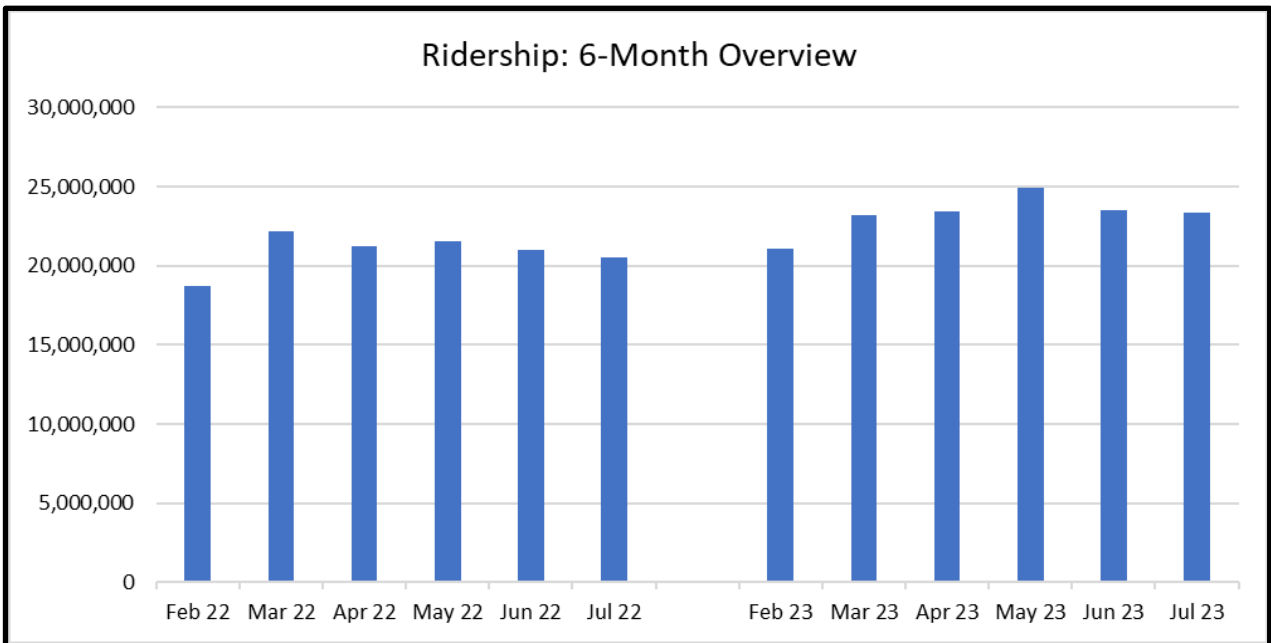
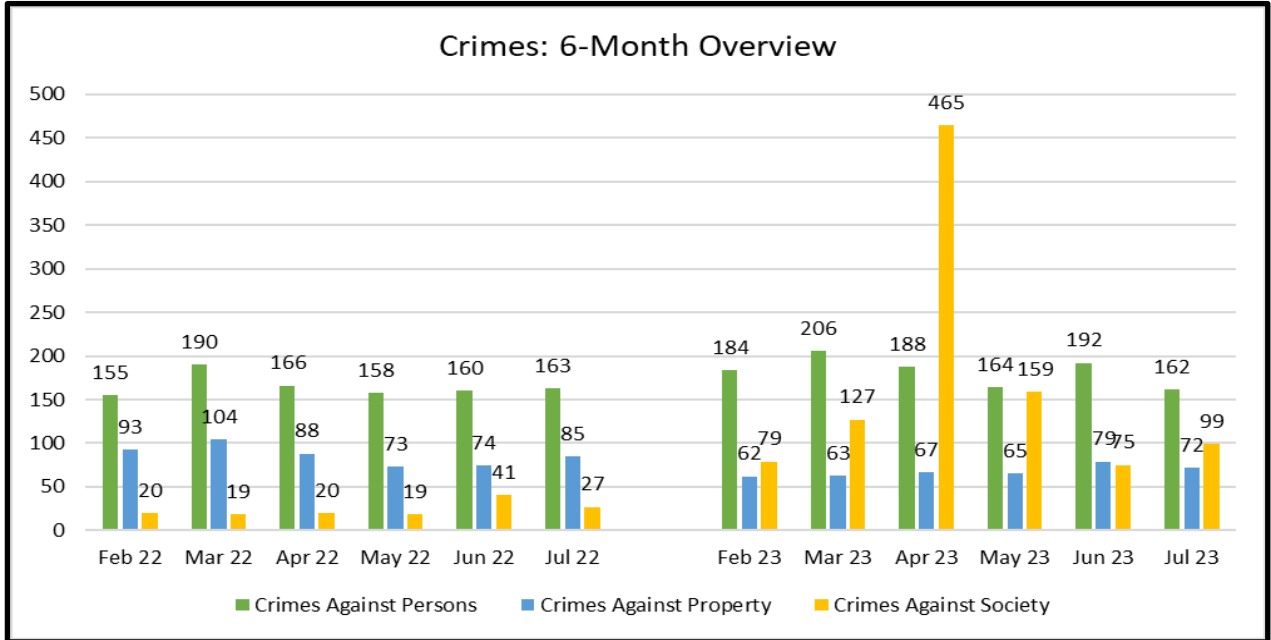
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SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2023

Attachment B



A LINE (BLUE)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	2
Rape	0	0	0	2
Robbery	1	4	0	70
Aggravated Assault	4	5	1	62
Aggravated Assault on Operator	0	0	0	0
Battery	1	4	3	84
Battery Rail Operator	0	0	0	1
Sex Offenses	1	0	1	13
SUB-TOTAL	7	13	5	234
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	6
Larceny	1	2	0	51
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	7
Arson	0	0	0	1
Vandalism	1	1	0	32
SUB-TOTAL	2	3	0	98
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	0	0	16
Narcotics	0	1	0	49
Trespassing	4	1	0	37
SUB-TOTAL	4	2	0	102
TOTAL	13	18	5	434

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY		FYTD
		PROPERTY	AGAINST SOCIETY	
APU/Citrus College	0	0	0	20
Azusa Downtown	0	0	0	18
Irwindale	0	0	0	8
Duarte/City of Hope	0	0	0	9
Monrovia	0	0	0	7
Arcadia	1	0	0	12
Sierra Madre Villa	0	0	0	14
Allen	0	0	0	3
Lake	0	0	0	24
Memorial Park	1	0	0	6
Del Mar	1	0	0	5
Fillmore	0	0	0	7
South Pasadena	0	0	0	3
Highland Park	0	0	1	10
Southwest Museum	0	0	0	15
Heritage Square	0	0	0	7
Lincoln/Cypress	0	0	0	3
Chinatown	0	0	0	8
Union Station	1	0	0	14
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	1	0	0	15
Pico	0	0	0	13
Grand/LATTC	4	1	1	27
San Pedro St	0	0	0	13
Washington	1	1	1	32
Vernon	0	0	0	9
Slauson	2	0	0	23
Florence	0	0	0	25
Firestone	1	0	0	19
103rd St/Watts Towers	0	0	1	7
Willowbrook/Rosa Parks	5	3	2	95
Compton	0	0	0	22
Artesia	1	0	0	17
Del Amo	1	0	0	27
Wardlow	0	0	0	5
Willow St	2	2	0	25
PCH	1	0	0	16
Anaheim St	0	0	0	9
5th St	0	0	0	3
1st St	0	0	0	6
Downtown Long Beach	2	0	0	16
Pacific Av	0	0	0	3
Blue Line Rail Yard	0	0	0	3
Other	0	0	0	0
Total	25	7	6	623

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	0	8	0	153
Misdemeanor	4	38	1	634
TOTAL**	4	46	1	787

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	1	3
Other Citations	1	25	4	475
Vehicle Code Citations	0	0	25	218
TOTAL	1	25	29	693

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	5	101	6	1,979
Priority	34	93	48	1,730
Emergency	4	13	14	391
TOTAL	43	207	68	4,100

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	17%	2%	3%
Proactive	83%	98%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	80%
Blue Line-LASD	87%
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
City of Azusa	0	11	0	126
Irwindale	0	14	0	235
Duarte Station	0	4	0	78
Monrovia	0	2	0	68
Magnolia Ave	0	0	0	0
Arcadia Station	0	0	0	78
City of Pasadena	0	4	0	224
South Pasadena	0	4	0	93
Marmion Way	0	0	0	1
Flower St	0	0	0	48
Washington St	71	0	0	588
Slauson	0	7	0	58
Florence	0	6	4	86
Firestone	0	5	0	59
103rd St	1	0	0	193
Willowbrook	0	51	0	549
Compton	0	13	0	142
Artesia	0	12	0	95
Del Amo	0	18	0	108
Wardlow Rd	0	0	0	36
Long Beach Blvd	0	0	0	2
Pacific Ave.	0	0	0	0
TOTAL	72	151	4	2,867

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

**Totals do not include arrests made due to an infraction.

B LINE (RED)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	4
Rape	0	5
Robbery	7	90
Aggravated Assault	8	126
Aggravated Assault on Operator	0	1
Battery	21	229
Battery Rail Operator	0	2
Sex Offenses	1	28
SUB-TOTAL	37	485
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	8	131
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	4	43
SUB-TOTAL	12	178
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	19
Narcotics	9	110
Trespassing	26	483
SUB-TOTAL	35	612
TOTAL	84	1,275

ARRESTS		
AGENCY	LAPD	FYTD
Felony	9	201
Misdemeanor	78	644
TOTAL **	87	845

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	9	333
Vehicle Code Citations	0	78
TOTAL	9	411

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	23	300
Priority	155	1,947
Emergency	10	160
TOTAL	188	2,407

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	1	0	49
Civic Center/Grand Park	0	1	0	27
Pershing Square	6	0	1	74
7th St/Metro Ctr	5	1	3	95
Westlake/MacArthur Park	3	1	6	239
Wilshire/Vermont	3	2	7	226
Wilshire/Normandie	0	1	0	16
Vermont/Beverly	0	0	2	78
Wilshire/Western	1	1	0	27
Vermont/Santa Monica	2	0	1	64
Vermont/Sunset	1	0	1	23
Hollywood/Western	2	0	3	55
Hollywood/Vine	2	0	2	61
Hollywood/Highland	3	0	3	69
Universal City/Studio City	1	0	3	37
North Hollywood	5	4	3	128
Red Line Rail Yard	0	0	0	0
Total	37	12	35	1,268

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	75%

LEGEND
Los Angeles Police Department

***Totals do not include arrests made due to an infraction.*

C LINE (GREEN)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	3	3	37
Aggravated Assault	0	7	35
Aggravated Assault on Operator	0	0	1
Battery	0	1	41
Battery Rail Operator	0	0	2
Sex Offenses	0	0	3
SUB-TOTAL	3	11	120
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	10	5	56
Bike Theft	0	0	4
Motor Vehicle Theft	10	1	22
Arson	0	0	0
Vandalism	1	1	17
SUB-TOTAL	21	7	101
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	13
Narcotics	0	6	44
Trespassing	1	0	10
SUB-TOTAL	1	6	67
TOTAL	25	24	288

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	66
Misdemeanor	1	11	228
TOTAL**	1	14	294

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	21	338
Vehicle Code Citations	0	0	330
TOTAL	3	21	668

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	114	2,635
Priority	18	41	786
Emergency	1	5	80
TOTAL	20	160	3,501

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	10%
Proactive	82%	90%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	17
Douglas	0	0	0	8
El Segundo	0	0	0	8
Mariposa	0	0	0	4
Aviation/LAX	1	16	0	34
Hawthorne/Lennox	1	0	2	22
Crenshaw	0	1	0	24
Vermont/Athens	0	0	0	14
Harbor Fwy	1	0	1	18
Avalon	1	5	0	23
Willowbrook/Rosa Parks	1	0	0	25
Long Beach Bl	1	2	2	33
Lakewood Bl	1	4	1	19
Norwalk	6	0	1	39
Total	14	28	7	288

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	83%
Green Line-LASD	91%

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

***Totals do not include arrests made due to an infraction.*

E LINE

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	2	0	44
Aggravated Assault	3	3	30
Aggravated Assault on Operator	0	0	0
Battery	7	4	57
Battery Rail Operator	0	0	1
Sex Offenses	1	0	7
SUB-TOTAL	13	7	140
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	6	0	42
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	5
SUB-TOTAL	6	0	51
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	5	0	75
SUB-TOTAL	5	0	76
TOTAL	24	7	267

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	34
Misdemeanor	7	3	135
TOTAL**	8	4	169

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	8	4	117
Vehicle Code Citations	0	0	12
TOTAL	8	4	129

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	81	1,345
Priority	40	20	905
Emergency	10	3	105
TOTAL	52	104	2,355

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	11%
Proactive	84%	89%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	2
East LA Civic Ctr	1	0	0	1
Maravilla	0	0	0	1
Indiana (both LAPD & LASD)	0	0	0	6
Soto	0	0	0	3
Mariachi Plaza	0	0	0	2
Pico/Aliso	1	0	0	5
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	10
Pico	0	1	0	6
LATTC/Ortho Institute	1	1	0	10
Jefferson/USC	2	0	1	15
Expo Park/USC	1	1	1	19
Expo/Vermont	0	0	0	44
Expo/Western	2	1	0	33
Expo/Crenshaw	2	0	0	37
Farmdale	1	1	1	13
Expo/La Brea	2	0	0	11
La Cienega/Jefferson	0	0	0	7
Culver City	1	0	0	12
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	2	6
Expo/Bundy	1	0	0	5
26th St/Bergamot	0	0	0	2
17th St/SMC	0	0	0	2
Downtown Santa Monica	5	0	0	27
Expo Line Rail Yard	0	0	0	0
Total	20	5	5	284

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
E Line-LAPD	82%
E Line-LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
City of East LA	0	10	202
Figueroa St	0	0	8
Exposition Blvd	71	0	1,507
Culver City	0	0	33
Santa Monica	0	21	191
TOTAL	71	31	1,941

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

**Totals do not include arrests made due to an infraction.

G LINE (ORANGE)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	8
Aggravated Assault	1	10
Aggravated Assault on Operator	0	0
Battery	1	14
Battery Bus Operator	1	5
Sex Offenses	1	2
SUB-TOTAL	6	39
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	2
Bike Theft	1	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
SUB-TOTAL	1	6
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	1	3
Trespassing	0	4
SUB-TOTAL	1	8
TOTAL	8	53

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	14
Misdemeanor	7	39
TOTAL**	8	53

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	265
Vehicle Code Citations	48	1,041
TOTAL	48	1,306

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	12
Priority	3	83
Emergency	0	5
TOTAL	3	100

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	83%

LEGEND
Los Angeles Police Department

***Totals do not include arrests made due to an infraction.*

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	1	11
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	3
Van Nuys	1	0	0	4
Sepulveda	0	0	0	1
Woodley	0	0	0	5
Balboa	0	0	0	5
Reseda	1	0	0	3
Tampa	0	0	0	4
Pierce College	0	1	0	2
De Soto	0	0	0	1
Canoga	1	0	0	4
Warner Center	0	0	0	0
Sherman Way	0	0	0	3
Roscoe	1	0	0	2
Nordhoff	0	0	0	0
Chatsworth	1	0	0	4
Total	6	1	1	52

J LINE (SILVER)

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	2
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	1
Battery	0	0	6
Battery Bus Operator	1	0	1
Sex Offenses	0	0	2
SUB-TOTAL	2	0	14
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	2
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
SUB-TOTAL	0	0	5
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	1	3
Trespassing	0	0	0
SUB-TOTAL	0	1	3
TOTAL	2	1	22

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	1	11
TOTAL**	0	1	14

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	241
Vehicle Code Citations	115	0	1,075
TOTAL	115	0	1,316

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	7	89
Priority	5	4	71
Emergency	0	0	4
TOTAL	7	11	164

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	7%
Proactive	88%	93%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	82%
Silver Line- LASD	93%

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

**Totals do not include arrests made due to an infraction.

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	1	5
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	5
Manchester	0	0	0	1
Harbor Fwy	1	0	0	3
Rosecrans	0	0	0	1
Harbor Gateway Transit Ctr	1	0	0	6
Carson	0	0	0	1
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	2	0	1	22

K LINE

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	4	1	34
TOTAL**	4	1	35

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	0	19
Vehicle Code Citations	0	0	0
TOTAL	2	0	19

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	13	553
Priority	3	3	91
Emergency	1	1	7
TOTAL	4	17	651

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	4%
Proactive	80%	96%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	0
Martin Luther King Jr Station	0	0	1	5
Leimert Park Station	0	0	0	0
Hyde Park Station	0	0	1	2
Fairview Heights Station	1	0	0	1
Downtown Inglewood Station	0	0	0	0
Westchester / Veterans Station	0	0	0	1
Total	1	0	2	9

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	87%
K Line - LASD	90%

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

**Totals do not include arrests made due to an infraction.

L LINE (GOLD)

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	17
Aggravated Assault	1	2	32
Aggravated Assault on Operator	0	0	1
Battery	2	1	33
Battery Rail Operator	0	0	0
Sex Offenses	0	0	9
SUB-TOTAL	3	3	92
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	1	23
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	3
Arson	0	0	1
Vandalism	0	0	14
SUB-TOTAL	0	1	45
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	7
Narcotics	0	0	19
Trespassing	2	0	52
SUB-TOTAL	2	0	78
TOTAL	5	4	215

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	2	65
Misdemeanor	3	9	511
TOTAL**	5	11	576

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	11	606
Vehicle Code Citations	0	0	21
TOTAL	2	11	627

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	69	3,213
Priority	17	28	1,102
Emergency	2	2	128
TOTAL	23	99	4,443

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	25%	10%
Proactive	75%	90%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	0	21
Azusa Downtown	0	0	0	18
Irwindale	0	0	0	8
Duarte/City of Hope	0	0	0	9
Monrovia	1	0	0	8
Arcadia	0	0	0	11
Sierra Madre Villa	0	0	0	14
Allen	0	0	0	3
Lake	0	0	0	24
Memorial Park	1	0	0	6
Del Mar	1	0	0	5
Fillmore	0	0	0	7
South Pasadena	0	0	0	3
Highland Park	0	0	1	10
Southwest Museum	0	0	0	15
Heritage Square	0	0	0	7
Lincoln/Cypress	0	0	0	3
Chinatown	1	0	1	10
Union Station	2	0	0	15
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	4
Mariachi Plaza	0	0	0	2
Soto	0	0	0	3
Indiana (both LAPD & LASD)	0	0	0	6
Maravilla	0	0	0	1
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	2
Total	6	1	2	215

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	73%
Gold Line-LASD	92%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	1
Arcadia Station	0	3	81
Irwindale	0	13	234
Monrovia	0	2	68
City of Pasadena	0	12	232
Magnolia Ave	0	0	0
Duarte Station	0	1	75
City Of Azusa	0	13	128
South Pasadena	0	15	104
City Of East LA	0	9	201
Figueroa St	0	0	8
TOTAL GOAL= 10	0	68	1,132

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

**Totals do not include arrests made due to an infraction.

BUS PATROL

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	6	2	94
Aggravated Assault	9	3	119
Aggravated Assault on Operator	6	0	33
Battery	18	3	289
Battery Bus Operator	6	1	111
Sex Offenses	1	4	42
SUB-TOTAL	46	13	688
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	11	3	126
Bike Theft	0	0	7
Motor Vehicle Theft	0	0	4
Arson	0	0	1
Vandalism	2	2	77
SUB-TOTAL	13	5	216
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	29
Narcotics	3	3	112
Trespassing	0	1	14
SUB-TOTAL	3	6	155
TOTAL	62	24	1,059

LASD's Crimes per Sector		
Sector		FYTD
Westside	5	42
San Fernando	0	8
San Gabriel Valley	8	50
Gateway Cities	5	132
South Bay	6	157
Total	24	389

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	26
West Valley	1	25
North Hollywood	2	17
Foothill	3	9
Devonshire	0	5
Mission	0	13
Topanga	1	7
Central Bureau		
Central	7	107
Rampart	3	41
Hollenbeck	0	7
Northeast	1	15
Newton	3	51
West Bureau		
Hollywood	3	36
Wilshire	3	32
West LA	4	20
Pacific	3	13
Olympic	7	65
Southwest Bureau		
Southwest	6	69
Harbor	2	8
77th Street	8	73
Southeast	4	30
Total	62	669

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	4	9	220
Misdemeanor	20	31	940
TOTAL**	24	40	1,160

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	5	42	1,126
Vehicle Code Citations	0	12	404
TOTAL	5	54	1,530

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	195	1,926
Priority	6	115	1,496
Emergency	1	4	116
TOTAL	7	314	3,538

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	27%	4%
Proactive	73%	96%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	75%
LASD BUS	92%

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

**Totals do not include arrests made due to an infraction.

UNION STATION

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	1	7
Aggravated Assault	7	40
Aggravated Assault on Operator	0	0
Battery	12	141
Battery Rail Operator	0	0
Sex Offenses	0	9
SUB-TOTAL	20	199
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	4
Larceny	8	41
Bike Theft	0	3
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	16
SUB-TOTAL	9	65
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	5
Narcotics	1	4
Trespassing	6	50
SUB-TOTAL	7	59
TOTAL	36	323

ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	42
Misdemeanor	7	150
TOTAL**	9	192

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	82
Vehicle Code Citations	0	7
TOTAL	0	89

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	5	109
Priority	48	583
Emergency	2	53
TOTAL	55	745

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	79%

LEGEND	
Los Angeles Police Department	

**Totals do not include arrests made due to an infraction.

7TH & METRO STATION

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	0	8
Aggravated Assault	1	11
Aggravated Assault on Operator	0	0
Battery	1	25
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	2	45
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	3
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	3
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	13
SUB-TOTAL	0	13
TOTAL	2	61

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	3
Misdemeanor	0	37
TOTAL**	0	40

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	5	41
Vehicle Code Citations	0	5
TOTAL	5	46

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	3	10
Priority	2	44
Emergency	0	6
TOTAL	5	60

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	82%

LEGEND
Los Angeles Police Department

***Totals do not include arrests made due to an infraction.*

A LINE (BLUE)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	4	1	5
Aggravated Assault	2	5	1	8
Aggravated Assault on Operator	0	0	0	0
Battery	3	6	5	14
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	1
SUB-TOTAL	5	16	7	28
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	0
Larceny	1	5	0	6
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	2	0	2
Arson	0	0	0	0
Vandalism	0	3	0	3
SUB-TOTAL	1	10	0	11
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	1	2	3
Narcotics	0	8	0	8
Trespassing	5	5	0	10
SUB-TOTAL	5	14	2	21
TOTAL	11	40	9	60

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY		FYTD
		CRIMES AGAINST SOCIETY	CRIMES AGAINST SOCIETY	
APU/Citrus College	1	1	2	4
Azusa Downtown	2	0	0	2
Irwindale	0	1	0	1
Duarte/City of Hope	0	1	0	1
Monrovia	1	0	0	1
Arcadia	0	0	1	1
Sierra Madre Villa	0	0	0	0
Allen	0	0	0	0
Lake	2	0	0	2
Memorial Park	0	0	2	2
Del Mar	0	1	0	1
Fillmore	0	0	0	0
South Pasadena	0	0	0	0
Highland Park	0	0	0	0
Southwest Museum	0	0	0	0
Heritage Square	0	0	0	0
Lincoln/Cypress	0	0	0	0
Chinatown	0	0	0	0
Union Station	0	0	0	0
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	2	2
7th St/Metro Ctr	1	1	1	3
Pico	1	0	0	1
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	0
Washington	1	0	2	3
Vernon	1	0	0	1
Slauson	2	0	0	2
Florence	0	1	0	1
Firestone	1	0	1	2
103rd St/Watts Towers	1	0	0	1
Willowbrook/Rosa Parks	2	1	5	8
Compton	3	1	3	7
Artesia	1	1	0	2
Del Amo	1	2	0	3
Wardlow	0	0	0	0
Willow St	1	0	0	1
PCH	2	0	0	2
Anaheim St	2	0	1	3
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	2	0	1	3
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	0
Total	28	11	21	60

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	2	15	1	18
Misdemeanor	5	66	3	74
TOTAL**	7	81	4	92

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	2	2
Other Citations	9	73	0	82
Vehicle Code Citations	0	1	3	4
TOTAL	9	74	5	88

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	3	230	3	236
Priority	29	123	56	208
Emergency	2	15	13	30
TOTAL	34	368	72	474

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	14%	4%	3%
Proactive	86%	96%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	87%
Blue Line-LASD	84%
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Azusa	0	9	0	9
Irwindale	0	36	0	36
Duarte Station	0	6	0	6
Monrovia	0	7	0	7
Magnolia Ave	0	0	0	0
Arcadia Station	0	5	0	5
Pasadena	0	27	0	27
South Pasadena	0	3	0	3
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	47	0	0	47
Slauson	0	7	0	7
Florence	0	11	0	11
Firestone	0	4	0	4
103rd St	5	0	0	5
Willowbrook	0	46	0	46
Compton	0	13	0	13
Artesia	0	10	0	10
Del Amo	0	35	0	35
Wardlow Rd	0	0	2	2
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	52	219	2	273

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

**Totals do not include arrests made due to an infraction.

B LINE (RED)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	1
Robbery	3	3
Aggravated Assault	9	9
Aggravated Assault on Operator	0	0
Battery	16	16
Battery Rail Operator	0	0
Sex Offenses	3	3
SUB-TOTAL	32	32
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	5	5
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	2
SUB-TOTAL	7	7
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	2	2
Narcotics	16	16
Trespassing	18	18
SUB-TOTAL	36	36
TOTAL	75	75

ARRESTS		
AGENCY	LAPD	FYTD
Felony	15	15
Misdemeanor	44	44
TOTAL **	59	59

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	54	54
Vehicle Code Citations	0	0
TOTAL	54	54

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	26	26
Priority	153	153
Emergency	13	13
TOTAL	192	192

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	0	3
Civic Center/Grand Park	2	0	0	2
Pershing Square	1	1	0	2
7th St/Metro Ctr	6	2	4	12
Westlake/MacArthur Park	6	1	10	17
Wilshire/Vermont	2	1	8	11
Wilshire/Normandie	0	0	0	0
Vermont/Beverly	3	0	1	4
Wilshire/Western	1	0	1	2
Vermont/Santa Monica	0	0	0	0
Vermont/Sunset	1	0	0	1
Hollywood/Western	2	0	3	5
Hollywood/Vine	2	1	1	4
Hollywood/Highland	1	0	3	4
Universal City/Studio City	0	0	1	1
North Hollywood	2	1	4	7
Red Line Rail Yard	0	0	0	0
Total	32	7	36	75

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	84%

LEGEND
Los Angeles Police Department

***Totals do not include arrests made due to an infraction.*

C LINE (GREEN)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	2	3
Aggravated Assault	2	1	3
Aggravated Assault on Operator	0	0	0
Battery	0	3	3
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	3	6	9
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	4	2	6
Bike Theft	0	1	1
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	0	4	4
SUB-TOTAL	4	9	13
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	7	7
Trespassing	0	4	4
SUB-TOTAL	0	12	12
TOTAL	7	27	34

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	3	4
Misdemeanor	2	22	24
TOTAL**	3	25	28

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	39	41
Vehicle Code Citations	0	2	2
TOTAL	2	41	43

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	113	116
Priority	12	39	51
Emergency	3	3	6
TOTAL	18	155	173

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	13%
Proactive	83%	87%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	1	1
Douglas	0	1	0	1
El Segundo	0	0	0	0
Mariposa	0	1	0	1
Aviation/LAX	1	1	0	2
Hawthorne/Lennox	1	2	0	3
Crenshaw	0	0	1	1
Vermont/Athens	0	0	0	0
Harbor Fwy	1	1	0	2
Avalon	1	2	0	3
Willowbrook/Rosa Parks	2	1	4	7
Long Beach Bl	1	1	3	5
Lakewood Bl	1	2	0	3
Norwalk	1	1	3	5
Total	9	13	12	34

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	83%
Green Line-LASD	93%

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

***Totals do not include arrests made due to an infraction.*

E LINE

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	1
Aggravated Assault	3	4	7
Aggravated Assault on Operator	0	0	0
Battery	4	1	5
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
SUB-TOTAL	8	6	14
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	3	7
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	1
SUB-TOTAL	5	3	8
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	3	0	3
SUB-TOTAL	3	0	3
TOTAL	16	9	25

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	1	3
Misdemeanor	1	5	6
TOTAL**	3	6	9

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	9	10
Vehicle Code Citations	0	0	0
TOTAL	1	9	10

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	98	104
Priority	44	22	66
Emergency	7	4	11
TOTAL	57	124	181

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	17%	10%	
Proactive	83%	90%	
TOTAL	100%	100%	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	2	0	0	2
East LA Civic Ctr	0	1	0	1
Maravilla	2	0	0	2
Indiana (both LAPD & LASD)	0	1	0	1
Soto	0	0	0	0
Mariachi Plaza	0	0	0	0
Pico/Aliso	0	0	0	0
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	1	1	2	4
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	0
Pico	0	2	0	2
LATTC/Ortho Institute	1	0	0	1
Jefferson/USC	0	0	0	0
Expo Park/USC	0	0	0	0
Expo/Vermont	0	0	0	0
Expo/Western	0	0	0	0
Expo/Crenshaw	2	0	1	3
Farmdale	1	1	0	2
Expo/La Brea	0	0	0	0
La Cienega/Jefferson	0	0	0	0
Culver City	1	0	0	1
Palms	0	0	0	0
Westwood/Rancho Park	1	0	0	1
Expo/Sepulveda	2	1	0	3
Expo/Bundy	0	0	0	0
26th St/Bergamot	0	0	0	0
17th St/SMC	0	1	0	1
Downtown Santa Monica	1	0	0	1
Expo Line Rail Yard	0	0	0	0
Total	14	8	3	25

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
E Line-LAPD	86%
E Line-LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	40	40
Figueroa St	0	0	0
Exposition Blvd	104	0	104
Culver City	0	0	0
Santa Monica	0	29	29
TOTAL	104	69	173

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

**Totals do not include arrests made due to an infraction.

G LINE (ORANGE)

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

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

ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	2
Misdemeanor	1	1
TOTAL**	3	3

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	64	64
TOTAL	64	64

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	1	1
Emergency	0	0
TOTAL	1	1

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	88%

LEGEND
Los Angeles Police Department

***Totals do not include arrests made due to an infraction.*

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

J LINE (SILVER)

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	0	0	0
TOTAL**	0	0	0

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	129	0	129
Vehicle Code Citations	0	0	0
TOTAL	129	0	129

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	11	11
Priority	1	3	4
Emergency	0	0	0
TOTAL	1	14	15

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	17%
Proactive	85%	83%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	89%
Silver Line- LASD	86%

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

**Totals do not include arrests made due to an infraction.

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

K LINE

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	1
Misdemeanor	0	1	1
TOTAL**	0	2	2

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	39	39
Priority	6	4	10
Emergency	0	0	0
TOTAL	6	43	49

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	21%
Proactive	84%	79%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	0
Martin Luther King Jr Station	0	0	1	1
Leimert Park Station	0	0	1	1
Hyde Park Station	0	0	0	0
Fairview Heights Station	2	0	0	2
Downtown Inglewood Station	0	0	0	0
Westchester / Veterans Station	1	0	0	1
Total	3	0	2	5

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	93%

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

**Totals do not include arrests made due to an infraction.

BUS PATROL

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	7	2	9
Aggravated Assault	12	4	16
Aggravated Assault on Operator	4	1	5
Battery	13	4	17
Battery Bus Operator	7	4	11
Sex Offenses	2	0	2
SUB-TOTAL	45	15	60
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	7	3	10
Bike Theft	1	2	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	3	4	7
SUB-TOTAL	11	10	21
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	3	4
Narcotics	1	7	8
Trespassing	0	1	1
SUB-TOTAL	2	11	13
TOTAL	58	36	94

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	2
San Fernando	3	3
San Gabriel Valley	2	2
Gateway Cities	13	13
South Bay	16	16
Total	36	36

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	1
West Valley	0	0
North Hollywood	1	1
Foothill	0	0
Devonshire	2	2
Mission	1	1
Topanga	1	1
Central Bureau		
Central	9	9
Rampart	2	2
Hollenbeck	1	1
Northeast	1	1
Newton	7	7
West Bureau		
Hollywood	3	3
Wilshire	3	3
West LA	3	3
Pacific	1	1
Olympic	4	4
Southwest Bureau		
Southwest	4	4
Harbor	1	1
77th Street	9	9
Southeast	4	4
Total	58	58

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	11	13	24
Misdemeanor	10	35	45
TOTAL**	21	48	69

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	45	48
Vehicle Code Citations	0	18	18
TOTAL	3	63	66

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	179	181
Priority	10	95	105
Emergency	2	10	12
TOTAL	14	284	298

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	85%
LASD BUS	93%

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

**Totals do not include arrests made due to an infraction.

UNION STATION

ATTACHMENT C

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	1
Aggravated Assault	1	1
Aggravated Assault on Operator	0	0
Battery	10	10
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	12	12
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	8	8
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
SUB-TOTAL	10	10
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	1
Narcotics	3	3
Trespassing	4	4
SUB-TOTAL	8	8
TOTAL	30	30

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	4
Misdemeanor	17	17
TOTAL**	21	21

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	11	11
Priority	39	39
Emergency	3	3
TOTAL	53	53

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	83%

LEGEND
Los Angeles Police Department

**Totals do not include arrests made due to an infraction.

7TH & METRO STATION

ATTACHMENT C
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2023

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

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL**	0	0

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	9	9
Vehicle Code Citations	0	0
TOTAL	9	9

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	8	8
Emergency	1	1
TOTAL	9	9

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	81%

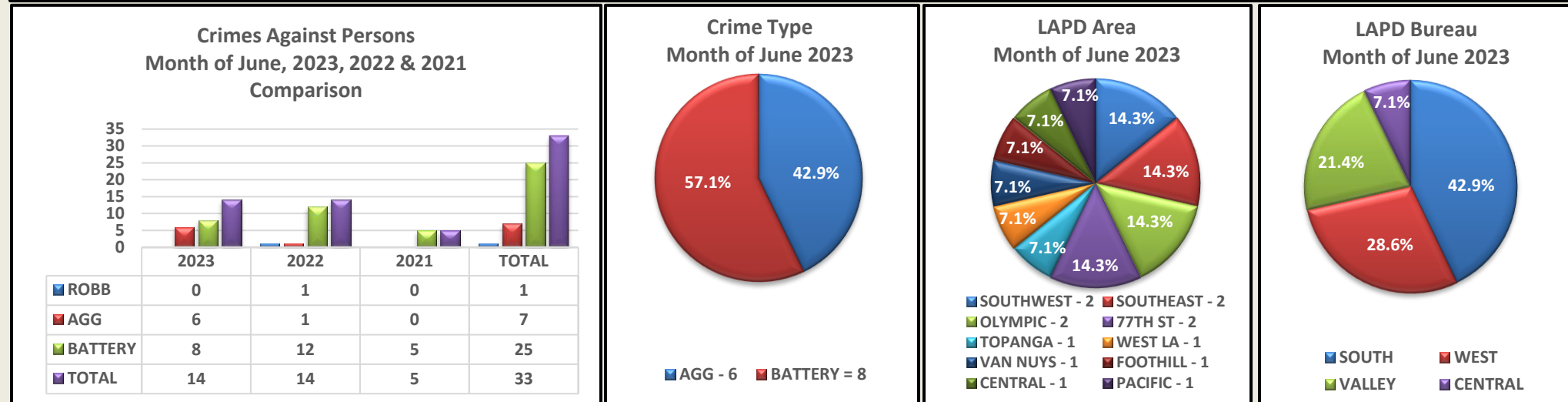
LEGEND
Los Angeles Police Department

***Totals do not include arrests made due to an infraction.*



Los Angeles Police Department - Transit Services Division Monthly Bus / Rail Operator Assault Recap Report

JUNE 2023



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
06/01/23 @ 0830 HRS	6 th & San Pedro Bus Line # 60 Bus # 5993	BATTERY Suspect demanded victim to stop bus. Victim advised he can stop and stopping would be unsafe. Suspect became upset, reached over the plastic barrier and struck victim. Officer flagged down a passing LAPD Unit and provided information regarding the assault. NO INJURIES: NO ARREST	F/W 38 YOA	Unkn	Yes
06/04/23 @ 1315 HRS	117 TH & Figueroa Bus Line # 45 Bus # 1661	AGG ASSAULT / BRANDISHING Suspect boarded bus, proceeded to the rear of the bus and used the restroom on the bus. Suspect then took off her clothes and began vandalizing the interior of the bus by breaking off the cover of the farebox and set off a fire extinguisher. Fearful, victim parked bus, exited a waited for PD arrival. Suspect also brandished a knife towards victim and threatened to stab victim if she stepped onto the bus. Suspected exited bus and fled location. INJURIES: No physical injuries. Victim was too nervous to continue (TNTC). NO ARREST	F/B 30 YOA	Yes Yes	Unkn

Monthly Bus / Rail Operator Assaults Recap Report

June 2023

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DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
06/08/23 @ 0905 HRS	3 rd St. & St Andrews Bus Line # 16 Bus # 8597	BATTERY Suspect entered bus, stood next to victim and did not pay fare. Victim ignored suspect. Suspect began repeatedly telling victim he was going to box him, stab him and beat him up. Suspect then threw a cell charger at victim. Victim stopped the bus and advised suspect had to exit. Suspect continued to yell at victim and then spat on victim's face. Suspect exited the bus and victim immediately locked the bus doors. Suspect then kicked the bus door four times casing the window of the bus door to break off. Suspect fled location. INJURIES: Saliva on face. Victim declined RA and wiped his face with a sanitize wipe. Victim was "Too Nervous to Continue." NO ARREST	M/B 30 YOA	Unkn Yes	Unkn
06/14/23 @ 1230 HRS	MLK Jr. Blvd & Figueroa Bus Line: 81 Bus # 1879	AGG ASSAULT / BRANDISHING Suspect approached victim and demanded victim turn on the air conditioner. Victim advised he had to accommodate all the passengers, refusing to turn on the air conditioner. Suspect continued to approach victim, brandishing a 4" knife and stated, "Don't f... with me, I'll stab you, tur on the A/C." Fearful, victim stopped the bus and reported incident to BOC. Suspect exited bus and fled location. NO INJURIES. NO ARREST	M/W 50 YOA	Unkn Unkn	Unkn
06/15/23 @ 19509	Orange Line Canoga & Vanowen Bus Line # 901 Bus # 19509	BATTERY Suspect entered bus and unprovoked placed is head around the plastic barrier and spat on victim's face. Suspect exited without saying anything to victim. Victim flagged down LAPD officers. Suspect was arrested. INJURIES: Saliva on face. PPA ARREST	M/B 34 YOA	Yes Yes	Yes
06/16/23 @ 1220 HRS	Silver Line 117 TH & Figueroa Bus: Line # 910 Bus # 8391	BATTERY Suspect entered bus and argued with victim. Suspect without warning, suspect leaved around the plastic barrier and spat in victim face two times. Victim pulled off the freeway, allowed passengers to exit and contacted PD. INJURIES: Saliva on victim's face. Victim was TNTC. NO ARREST	F/B 30 YOA	Unkn Unkn	Yes
06/17/23 @ 1720 HRS	Gage & Normandie Bus Line: 207 Bus #: 9536	BATTERY Suspect reacted when victim refused to stop prematurely and allow suspect to exit bus. Suspect poured her cold Starbucks coffee on victim. Suspect stopped bus and allow suspect to exit. Suspect exited and fled location. INJURIES: No physical injuries. Victim unable to continue due to clothing being saturated with coffee. NO ARREST	F/B 25 YOA	Unkn Unkn	Unkn

Monthly Bus / Rail Operator Assaults Recap Report

June 2023

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DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
06/19/23 @ 0445 HRS	39 th Pl & Western Bus Line # 207 Bus # 8779	<p>AGG ASSAULT Suspect approached victim and asked victim “Where you from?” Note this statement is common street vernacular for attempting to identify a person’s gang affiliation. Suspect then produced a 12” knife (with handle). Victim stopped bus, exited bus and called his supervisor on his cell. Suspect exited bus and raised it above his head. Suspect then chased victim causing victim to run and tripped in the middle of the street. Suspect returned to the bus, sat in the driver’s seat and attempted to operator bus (incident recorded on CCTV). Unable to operate bus, suspect took victim’s wallet from the drivers’ compartment, exited bus, took another passengers bike and fled location.</p> <p>INJURIES: Skinned legs from falling. NO ARREST</p>	M/B 40 YOA	Unkn Unkn	Unkn
06/20/23 @ 1330	Expo Sepulveda Stn Bus Line # 761 Bus # 8766	<p>BATTERY Victim was parked and taking a break inside the locked bus. Suspect approached and insisted the day before, victim took his backpack. Victim denied suspects accusations. Suspect continued insisting victim took his backpack. Suspect attempted to enter the bus. Suspect then walked over to the driver’s side window (half opened) and punched victim 10 times. Suspect then fled on foot. Victim was unable to operate bus and requested to see company doctor.</p> <p>INJURIES: RA responded and treated victims 1” laceration on his hand. NO ARREST.</p>	M/B 20 YOA	Unkn Unkn	N/A
06/22/23 @ 1350 HRS	1716 Main St. Bus Line # 33 Bus # 8522	<p>AGG ASSAULT Victim experienced bus mechanical issued resulting in him parking bus and exiting to conduct a “walk around” of the bus. Victim observed suspect standing directly behind him holding a 6” knife in his hand. Victim then felt a strike to his lower back. Fearful, victim fled and noticed suspect chased him for approximately 20 feet. Victim sought assistance from nearby security guard (witness) posted at a Cannabis Dispensary. Witness informed victim he was stabbed. Witness attempted to detain suspect by deploying OC spray thus causing suspect to become disoriented and remain at the location. LAPD officers arrived and took suspect into custody.</p> <p>INJURIES: Victim was transported to UCLA Medical Center and treated for 1 ½ inch punctured wound to his lower back. ARREST</p>	M/W 60 YOA	Yes Yes	N/A

Monthly Bus / Rail Operator Assaults Recap Report

June 2023

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DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
06/24/23 @ 2045 HRS	Van Nuys Bl & Gault Bus Line # 233 Bus # 8725	AGG ASSAULT Stopped bus and a designated bus stop, picked up passengers and proceeded to continue driving. Victim heard someone yelling to stop. Victim observed suspect banging on the bus back door and yelling to stop. Victim opened the bus door and said to stop banging on the bus door. Suspect angered by victim's statement, yelled, "don't talk to my B.... like that!" The suspect then threw a metal bottle with unknown liquid towards victim, hitting victim's shoulder. Victim then demanded both passenger and suspect to exit bus. As suspect and passenger and suspect exited, suspect stated, "I have a gun, I'm going to shoot you!" Suspect opened her backpack and looked inside. Victim closed the bus doors and drove away. INJURIES: RA responded and treated victim for shoulder pain. NO ARREST	F/B 20 YOA	Unkn Unkn	Unkn
06/24/23 @ 2200	Summit Rose & Tinker Bus Line # 690 Bus # 5956	Victim was parked at location. Suspect asked, "what time if the bus leaving." Victim replied, "10 minutes." Suspect became agitated. Victim opened the bus door and suspect continued to be agitated. Victim told suspect to sit down. Suspect approached victim and spat on victim's face. INJURIES: Saliva on victim's face. NO ARREST.	M/B 17 YOA	Unkn Unkn	Unkn
06/28/23 @ 1430 HRS	Broadway& Manchester Bus Line # 115 Bus #5955	AGG ASSAULT Victim stopped operating bus due to possible mechanical problems. Suspect approached victim and asked why he stopped. Victim advised of the mechanical problems. Suspect became enraged, produced a 6-inch knife, approached victim and raised the knife over his shoulder. Victim asked suspect to stop and suspect conceded. Fearful, victim stopped bus and exited. Suspect sat in the bus driver's seat but was unable to operate bus. Suspect exited and fled location. NO INJURIES. NO ARREST	M/H 50 YOA	Unkn Unkn	Unkn
06/30/23 @ 2015 HRS	3 rd St & Vermont Bus Line# 207 Bus # 9516	BATTERY Suspect walked to the front of the bus and stated to victim, "it's too cold in here." Victim opened the front door and as suspect exited, pulled off the bus's right-side view mirror and threw it at victim. Although the barrier was utilized, the mirror still contacted victim's face. Suspect exited bus and fled location. NO INJURIES. NO ARREST	M/H YOA	Unkn Unkn	Yes



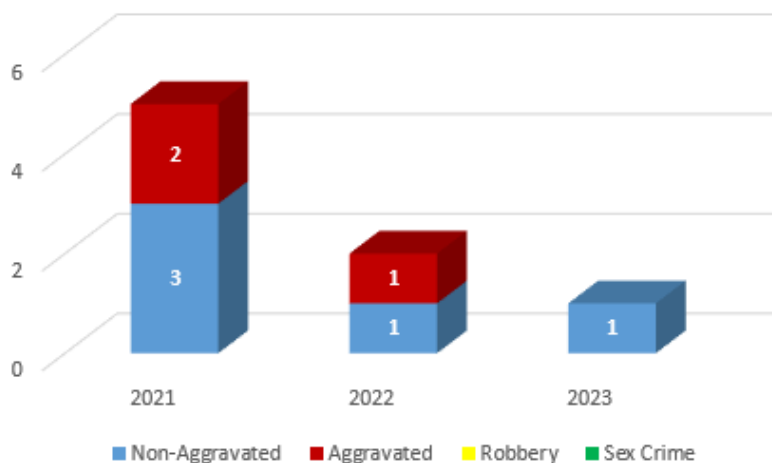
Monthly Bus/Rail Operator Assault Report



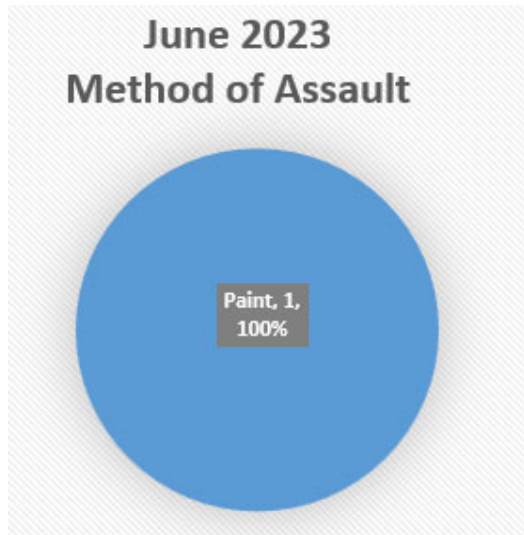
June 2023

June Bus/Rail Operator Assaults

June 2021 - 2023 Assaults



June 2023 Method of Assault



In June, there was one non-aggravated assault.

Date	Time	Line	Bus #	Narrative	Barrier
6/10/2023	0:30	2	8617	West Hollywood 6/10 0030hrs Sus MW/60yrs threw paint on bus op when asked to stop using profanity	Yes

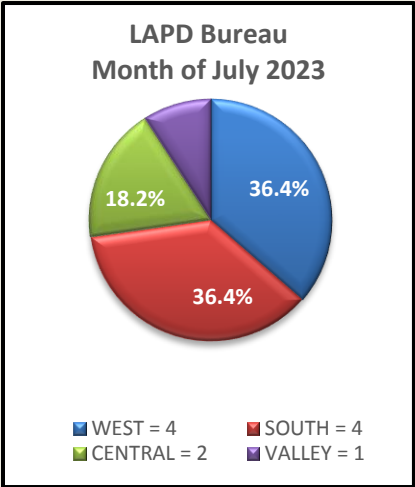
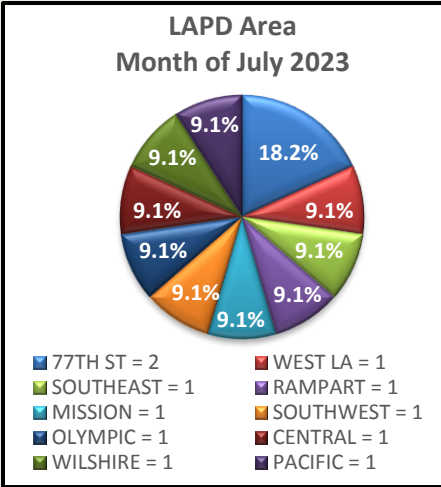
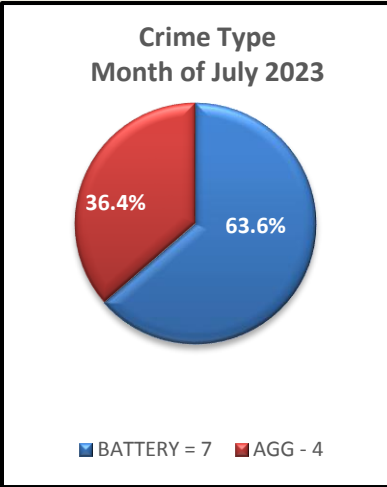
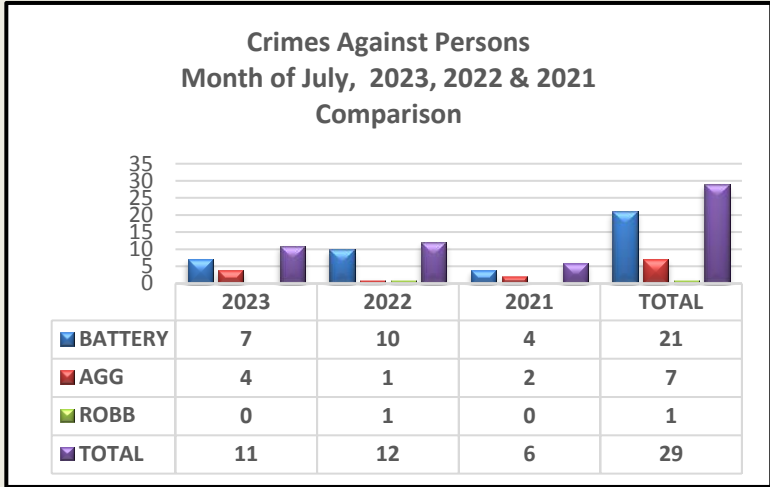
*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier



Los Angeles Police Department - Transit Services Division Monthly Bus / Rail Operator Assault Recap Report



JULY 2023



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
07/02/23 @ 1340 HRS	Roscoe & Sepulveda Bus Line #234 Bus # 4163	<p>BATTERY Suspect became agitated due to victim not departing from bus top. Victim advised she had to adhere to the bus schedule. Suspected stated, "What's the hold-up b.....?" Victim stated to suspect he had the option to exit the bus. Suspect grabbed his backpack, walked up to the front of the bus and spat on victim. Suspect's spit landed on glass partition and partly on victim's chest area.</p> <p>INJURIES: Spit on victim's chest. Victim requested to see company doctor. NO ARREST</p>	M/H 40 YOA	Unkn Unkn	Yes
07/06/23 @ 1510 HRS	3 rd & La Brea Bus Line # 16 Bus # 4073	<p>BATTERY Suspect remained seated and continued to press the stop button. Victim asked suspect if he needed to exit bus. Suspect became irate and with a skateboard in hand said, "I will kill you." Victim stopped bus and suspect exited. MTA supervisor arrived to discuss the situation with victim outside bus. Suspect approached victim and spat on victim's face and ear 2 times. MTA supervisor advised victim to step back and shut the front door. Suspect fled location.</p> <p>INJURIES: Spit in face and ears. Victim was Too Nervous to Continue (TNTC). NO ARREST</p>	M/B 35 YOA	Unkn Unkn	N/A

Monthly Bus / Rail Operator Assaults Recap Report

July 2023

Page 2

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
07/07/23 @ 1730 HRS	91 st & Normandie Bus Line # 206 Bus # 5986	BATTERY Suspect boarded bus and engaged in a verbal dispute with witness regarding child custody. Witness claimed not to know suspect. Victim pulled bus over and told both suspect and witness to exit due to the disturbance. Witness exited but the suspect replied, "Don't yell at me and my baby." Suspect approached victim and pushed victim, grabbed victim's glasses off her face and punched victim's face multiple times. Suspect then bit victim's left index finger. Passengers on the bus attempted to break up the altercation. Suspect exited bus, returned and continued her assault, punching victim's stomach several times. Suspect exited bus and fled location. INJURIES: Swollen cheek, contusion on forehead, 2 ½ inch laceration on index finger. NO ARREST	F/B 25 YOA	Unkn Unkn	Unkn
07/09/23 @ 1500 HRS	5 th & Grand Bus Line # 18 Bus # 1718	AGG ASSAULT / BRANDISHING Suspect accused victim of "missing my street to exit." Victim advised location was not a designated bus stop and stated, "Sir, this is not a normal stop." Suspect verbally threaten victim, swung over the glass door and attempted to hit victim with a small bag. Suspect became more upset that he was not able to strike victim. Suspect then stated, "I'm going to cut your throat." Suspect searched his bag and produced a 6" blade knife. Victim was scared for his life and stopped the bus. Suspect exited and fled location. INJURIES: Panic attack, TNTC. NO ARREST	M/H 40 YOA	Unkn Unkn	Yes
07/13/23 @ 1410 HRS	6 th St & Alvarado Bus Line: Bus # 1879	BATTERY Victim stopped at a designated stop allowing patrons to exit. Suspect walked up to driver side window and tossed / threw and unknown substance at victim through the open window. Fearful, victim stopped the bus and reported incident to BOC. NO INJURIES. NO ARREST	M/W 50 YOA	Unkn Unkn	Unkn
07/14/23 @ 1610 HRS	Green Line Avalon Stn Bus Line # 51 Bus # 4016	BATTERY Victim sat inside bus (stationary). Suspect entered and asked if she could stay inside bus. Victim advised no one can enter bus when bus is stationary. Suspect became upset and called victim a "b....." Suspect produced a bottle of pepper spray and attempted to spray victim. Suspect was unable to discharge anything from the bottle. Suspect then spat on victim and threw the pepper spray bottle which bounced off the bus window and struck victim's left shoulder. INJURIES: RA responded and treated victim for saliva in her right eye. NO ARREST	F/B 16 YOA	Unkn Unkn	Unkn
07/16/23 @ 1530 HRS	Manchester & Normandie Bus Line # 115 Bus # 5977	BATTERY Victim advised suspect was not allowed to enter bus with a wheelchair covered in blankets, due it being too many items placed on the wheelchair and the disabled seats were occupied. Suspect became irate and argued with victim. Suspect refused to exit bus, walked towards victim holding a metal stick and a box cutter approximately 5 feet from victim and pointed it towards victim. Suspect stated he was going to stab victim and lunged towards victim attempting to stab victim. Victim moved, preventing suspect from stabbing her. INJURIES: No physical injuries. Victim was TNTC. ARREST	F/B 30 YOA	Yes Yes	Unkn

Monthly Bus / Rail Operator Assaults Recap Report
 July 2023
 Page 3

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
07/17/23 @ 0930 HRS	Westholme Av & Hilgard Bus Line # 761 Bus # 8727	BATTERY Suspect struck victim with a SUBWAY trash bag, exited bus and fled location. INJURIES: RA transported to UCLA for observation due to elevated blood pressure. NO ARREST	M/B 30 YOA	Unkn Unkn	Unkn
07/23/23 @ 1335 HRS	Pico Blvd & Vermont Av Bus Line # 207 Bus # 8779	BATTERY: Suspect attempted to enter bus with a baby seated in a baby stroller. Victim advised suspect she had to fold the stroller prior to entering bus. Suspect refused. Victim turned off the bus causing the bus to move forward approximately 4 feet. Suspect then stated she was going to call her husband (suspect 2) to come and beat up victim. Suspect 1 then used her forearm to hit the glass door causing it to break. Victim called to PD. Prior to PD arrival, suspect 2 arrived, yelled at victim, threatening to fight victim and threw a full pizza box at victim, hitting victim's shoulder. Suspect then kicked in the bus door causing it to shatter. INJURIES: Victim complained of pain to his shoulder, arm, hip and lower back. NO ARREST	(S1) F/B 35 YOA (S2) M/B 30 YOA	Unkn Unkn	Unkn
07/24/23 @ 1100	Venice Bl & Walgrove Av Bus Line # 33 Bus # 8638	BATTERY Suspect yelled and accused victim of staring at him. Victim replied if he didn't sit down he would have to exit bus. Suspect continued to yell causing victim to exit the bus. Suspect exited, picked up a 2 x 4 wooden stick from the ground and chased victim. Suspect caught up with victim and struck the back of victim's head once then struck victim's forearms three times. Victim ran into traffic to flee suspect. Suspect fled location. INJURIES: Lacerations (bleeding) on the back of the head, 4 ½ inch abrasion on victim's right forearm and 2 x 1 inch abrasion on the right arm. Victim was Transported to Cedar Sinai Marina Del Rey Hospital. Victim received 4 staples to the back of his head due to major laceration. NO ARREST.	M/B 30 YOA	Unkn YES	N/A
07/26/23 @ 0100 HRS	MLK Jr. Bl & Western Bus Line # 207 Bus # 9577	AGG ASSAULT Suspect entered bus under the influence and drinking a Colt 45 beer. Unprovoked, suspect struck victim's nose with a closed fist. INJURIES: Victim's nose bleed continued for 50 minutes. Victim refused RA transport but was advised he required further medical attention to suture his nose laceration. ARREST Suspect is currently on probation for assault. This incident violated her probation. Suspect is pending a court date and has remained in custody.	F/B 61 YOA	No Yes	Unkn



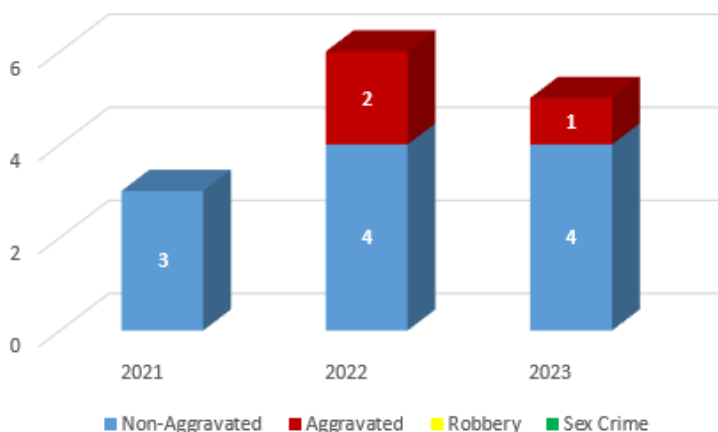
Monthly Bus/Rail Operator Assault Report



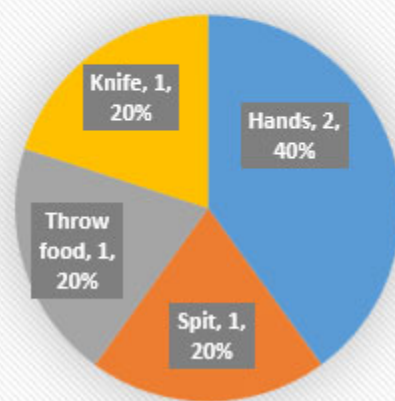
July 2023

July Bus/Rail Operator Assaults

July 2021 - 2023 Assaults



July 2023 Method of Assault



In July, there was one aggravated assault with an arrest, and four non-aggravated assaults with one arrest.

Date	Time	Line	Bus #	Narrative	Barrier
7/1/2023	14:30	18	1936	East LA 7/1 1430hrs Sus Female threw food at bus op for no reason	Yes
7/5/2023	20:23	155	3906	Burbank 7/5 2023hrs Sus FB/30s punched bus op over bus being out of service	Yes
7/13/2023	17:13	26	4707	East LA 7/13 1713hrs Sus MH/30yrs arrested for assaulting bus op when told to calm down	Yes
7/17/2023	9:55	134	5617	Santa Monica 7/17 0955hrs Sus MH/25yrs spit on bus op over fare	Yes
7/22/2023	8:40	125	1537	Gardena 7/22 0840hrs Sus MH/34yrs arrested for stabbing bus op after causing a disturbance	Yes

*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier



System Security & Law Enforcement

Attachment E

Sexual Crime / Harassment Calls for Service June 2023

Calls related to sexual harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between June 1st and June 30th, Metro Transit Security, LAPD, LASD, and LBPD received ten (10) incidents and referred all victims of sexual harassment to the above free hotlines except for one that refused services.

June 2023 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	0	0
Sexual Battery	3	2	0	0	5
Lewd Conduct	1	1	0	0	2
Indecent Exposure	1	1	1	0	3
TOTAL	5	4	1	0	10

Counseling Information Provided	
	June 2023
YES	9
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	10



System Security & Law Enforcement

Attachment E

Sexual Crime / Harassment Calls for Service July 2023

Calls related to sexual harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between July 1st and July 31st, Metro Transit Security, LAPD, LASD, and LBPD received ten (10) incidents and referred all victims of sexual harassment to the above free hotlines.

July 2023 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	0	0
Sexual Battery	3	3	0	0	6
Lewd Conduct	2	0	0	0	2
Indecent Exposure	2	0	0	0	2
TOTAL	7	3	0	0	10

Counseling Information Provided	
	July 2023
YES	10
NO- If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	10

Monthly Public Safety Update

Gina Osborn
Chief Safety Officer

New Multi-Layered Deployment

- On July 10, Metro established a multi-layered deployment that will have a significant impact across the entire rail system including end-of-line stations and mid-point (Focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes.
- The following reflects the first three weeks of the deployment, which covered the period of July 10 to July 31.
 - 11,841 offloads by contract security.
 - 84 citations and 41 warnings issued by Transit Security Officers.
 - Law enforcement conducted:
 - 3,875 ejections
 - 144 arrests
 - 308 citations
 - 700 warnings

Law Enforcement Homeless Outreach	Totals as of July 31
LAPD HOPE Team Outreach Services Offered and Accepted	Offered: 99 Accepted: 11
LASD MET Team Outreach Services Contacts and Accepted	Contacts: 455 Accepted: 9
Long Beach PD Quality of Life (QOL) Team	Contacts: 66 Accepted: 14

Deployment Campaigns: June & July Updates

Drug-Free Metro Campaign

The campaign concluded on July 1st. The following is an overview of the results of the Drug-Free Campaign:

- 552 citations and 437 warnings issued by Metro Transit Security Officers.
- 336 drug-related arrests by law enforcement.
- 95 complaints received by the Customer Call Center.
- 3,258 Transit Watch submissions on drug issues.

B/D Line (Red/Purple) Supplemental Deployment

The below statistics reflect the results of the entire Supplemental Deployment, from April 24 until its July 1 conclusion.

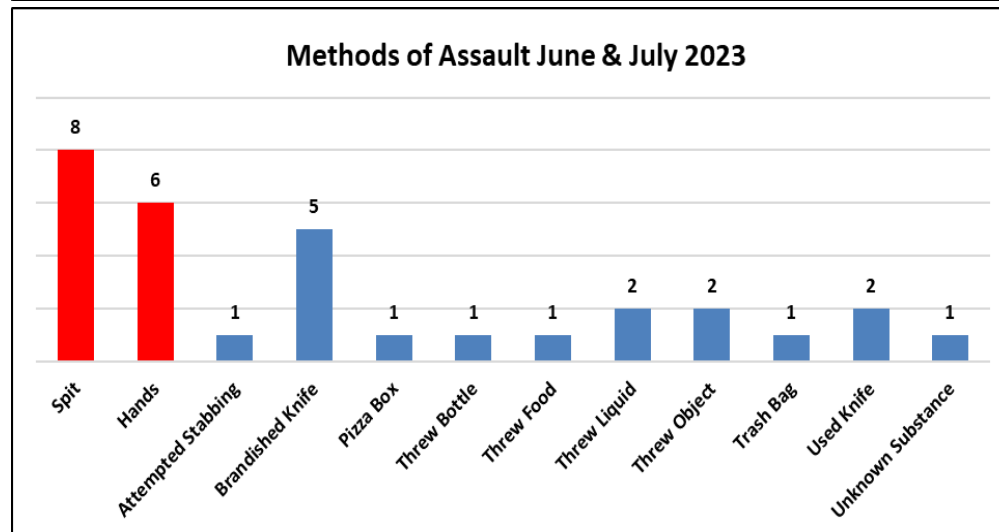
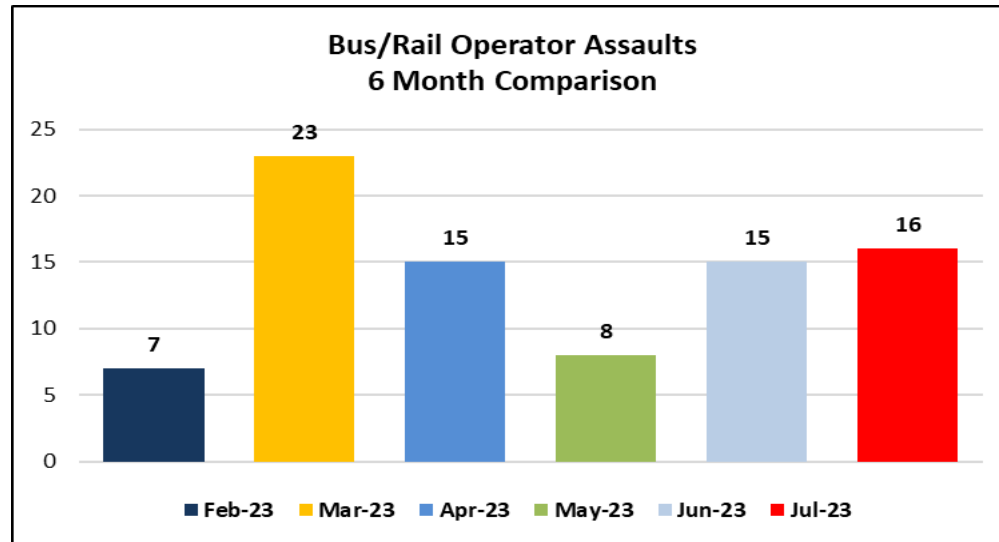
- Citations: 628*
- Warnings: 2,005*
- Arrests: 425
- Ejections: 17,731
- Law Enforcement Homeless Outreach Teams
 - Outreach: 1,650 individuals
 - Acceptance of services: 680 individuals

*Note that the citations and warnings are for trespassing and loitering violations.

June & July Public Safety Trends and Statistics

- Overall, crime on the system decreased 54% by the end of July when compared with April 2023, the month which recorded the highest number of crimes year-to-date for 2023 (331 vs 720).
- As a result of the increased security posture and multi-layered approach, overall crime decreased by 10% (348 vs 388) in June when compared to May 2023 and decreased by 5% (331 vs 348) in July when compared to June 2023.
- There were significant increases in arrest for drug violations (68%) and possession of weapons (400%) from June to July 2023. However, these increases are attributed to the continued enforcement of Metro's Code of Conduct, the Drug-Free Campaign, which began on February 13, and the recently initiated multi-layered public safety deployment which began on July 10.

June & July 2023 Operator Assaults



- Bus/Rail **operator assaults increased from 15 in June to 16 in July**
- Assault with spit was the top method of assault
- Rider upset, no reason, and demand stop were the top reasons for incidents

Reason	Count
Upset	10
No Reason	9
Demand Stop	3
Disorderly	2
Bus made stop	1
Bus not departing	1
Bus not in service	1
Intoxicated	1
Missing exit	1
Upset over fare	1
Wanted AC on	1
Grand Total	31

Metro Ambassadors Update

SUPPORT

Metro Ambassadors continue to support riders, connect riders to resources, and report incidents or maintenance needs. They were deployed on the A Line, B Line, C Line, D Line, K Line, J Line (Silver), and the former L Line. As well as bus lines 210, 40, 20, and 720.

New deployment: Since Friday, 6/16/2023, we have scheduled 46 Metro Ambassadors a day, to provide customer support at the new Regional Connector stations to include coverage at station platforms and elevator concourse areas.

WLMP Faregate Pilot: As of 5/19/2023, there are three Metro Ambassador teams per shift deployed at the Westlake MacArthur Park Station supporting customers as part of the 30-day faregate compliance pilot plan. This is in addition to the 3 riding teams assigned to the B (Red line). Metro Ambassadors will remain there until further notice

CONNECT

June 2023 - For the month of June 2023, Metro Ambassadors conducted **54,998** customer interactions.

July 2023 - For the month of July 2023, Metro Ambassadors conducted **56,389** customer interactions

Metro Ambassadors Update

REPORT - Ambassadors were certified and equipped to carry and administer Narcan in April 2023. Metro Ambassadors have reported 18 Narcan incidents for the month of June and July 2023 combined, and reported the following:

June 2023

For the month of June 2023, Metro Ambassadors reported the following:

- 739 Cleanliness Issues
- 245 Elevator and Escalator Problems
- 305 Graffiti Incidents
- 152 Safety Issues

8 Narcan incidents: (2) at Westlake MacArthur Park Station, (2) at Willowbrook/Rosa Parks Station, (1) at 7th St. Metro Ctr., (1) Union Station, (1) Atlantic Station, (1) near Bus Line 20

July 2023

For the month of July 2023, Metro Ambassadors reported the following:

- 1,002 Cleanliness Issues
- 282 Elevator and Escalator Problems
- 416 Graffiti Incidents
- 158 Safety Issues

9 Narcan incidents: (3) at Westlake MacArthur Park, (1) at Union Station, (1) 7th St. Metro Center, (1) South Pasadena Station, (1) Historic Broadway Station, (1) at Hyde Parks Station, (1) at North Hollywood Station