



Metro

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

Agenda - Final

Thursday, November 21, 2024

1:00 PM

Watch online: <https://boardagendas.metro.net>
Listen by phone: Dial 888-978-8818 and enter Access Code:
5647249# (English) or 7292892# (Español)

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

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

*Holly J. Mitchell, Chair
Katy Yaroslavsky, Vice Chair
James Butts
Jacquelyn Dupont-Walker*
Tim Sandoval
Gloria Roberts, non-voting member*

Stephanie Wiggins, Chief Executive Officer

**Attending Virtually: Holiday Inn, 2800 Presidential Drive, Fairborn, OH 45324*

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

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

DISCLOSURE OF CONTRIBUTIONS

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

ADA REQUIREMENTS

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

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

LIMITED ENGLISH PROFICIENCY

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

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



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

HELPFUL PHONE NUMBERS AND EMAIL

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department) - <https://records.metro.net>

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

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

TDD line (800) 252-9040

Board Clerk Email - boardclerk@metro.net

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

Live Public Comment Instructions:

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

The Meeting begins at 1:00 PM Pacific Time on November 21, 2024; you may join the call 5 minutes prior to the start of the meeting.

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

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 21 de Noviembre de 2024. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

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

Los comentarios del público se tomarn 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

19. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2024-0971](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

20. **SUBJECT: COVERED CONTRACTORS/SUBRECIPIENTS DRUG & ALCOHOL COMPLIANCE OVERSIGHT SERVICES** [2024-0992](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS123023000 to Byrnes & Associates to provide Workplace Drug & Alcohol Testing Program compliance oversight services in the Not-to-Exceed (NTE) amount of \$676,899 for the three-year base term, and \$225,633 for each of the two, one-year options, for a total combined NTE amount of \$1,128,165, effective February 1, 2025, subject to the resolution of any properly submitted protest, if any.

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

21. **SUBJECT: TREE TRIMMING SERVICES** [2024-0815](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP1167960008370 to Mariposa Tree Management Inc., for tree trimming services throughout Metro bus and rail facilities, in the Not-To-Exceed (NTE) amount of \$1,925,190 for the three-year base period and \$1,183,600 for the one, two-year option, for a combined NTE amount of \$3,108,790, effective January 1, 2025; subject to resolution of any properly submitted protest(s), if any.

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

**22. SUBJECT: PICKUP TRUCKS WITH LADDER RACKS AND
LIFTGATES**

[2024-0957](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. DR123696000 for 15 pickup trucks with ladder racks and liftgates to Tom's Truck Center North County, LLC, the lowest responsive and responsible bidder, for a total contract amount of \$1,038,311.32, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

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

**23. SUBJECT: REPLACEMENT OF NON-REVENUE VEHICLES
THROUGH CALIFORNIA STATEWIDE CONTRACT**

[2024-0960](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to utilize the State of California Statewide Fleet Vehicles Contract for a Not-to-Exceed (NTE) expenditure amount of \$24,034,308 inclusive of sales tax, for 142 electric sedans, 5 electric trucks, 97 hybrid sport utility vehicles (SUVs), 125 pick-up trucks, and 118 cargo/passenger vans. Five suppliers will fulfill delivery of the vehicles under contract with the State of California.

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

**24. SUBJECT: LIGHT RAIL VEHICLE DOOR DETECTION ENABLE
SYSTEM**

[2024-0643](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. OP123557000 to Hitachi Rail STS USA, Inc. (Hitachi) in the amount of \$24,444,798.94 to modify the onboard automatic train control (ATC) software on Metro's Light Rail Vehicles (LRVs) to only allow the doors on the platform side to open upon the vehicle berthing, subject to resolution of any properly submitted protest(s), if any;
- B. FIND that there is only a single source of procurement for the proprietary ATC system software and modifications set forth in Recommendation A above, and it is for the sole purpose of modifying, integrating, and testing the LRV ATC functionality on the A and E lines; and

- C. INCREASE the Life-of-Project (LOP) budget for the Correct Side Door Enable System Project by \$22,938,000, increasing the LOP budget from \$9,062,000 to \$32,000,000.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - DEOD Summary](#)
[Attachment C - Project 205118 Expenditure Plan](#)
[Presentation](#)

25. **SUBJECT: LIFE OF PROJECT INCREASE FOR P2000 LIGHT RAIL [2024-0511](#)**
VEHICLE MODERNIZATION/OVERHAUL PROJECT

RECOMMENDATION

INCREASE the Life of Project (LOP) budget for the P2000 Light Rail Vehicle (LRV) Midlife Modernization Project, Capital Project (CP) 206044, by \$20,053,926.00, increasing the total LOP budget from \$160,800,000.00 to \$180,853,926.00.

Attachments: [Attachment A - Funding and Expenditure Plan](#)
[Presentation](#)

26. **SUBJECT: REPLACE G-LINE OPPORTUNITY CHARGERS [2024-0478](#)**

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Contract Modification No. 24 with New Flyer of America in the not-to-exceed amount of \$7,938,707 under Contract No. OP28367-001, to procure seven on-route opportunity chargers, replace the same number of chargers installed on the G-Line Bus Rapid Transit (BRT) line and include a Service Level Agreement to ensure reliability and availability, increasing the total contract value from \$66,460,743 to \$74,399,450. This Contract Modification does not increase the Life of Project (LOP) budget of \$80,003,282.

Attachments: [Attachment A - Board Motion 50 Strategic Plan for Metro's Transition to ZEB](#)
[Attachment B - Procurement Summary](#)
[Attachment C - Contract Modification/Change Order Log](#)
[Attachment D - DEOD Summary](#)
[Presentation](#)

**27. SUBJECT: LOW INCOME FARE IS EASY (LIFE) PROGRAM
ADMINISTRATOR SERVICES AND TAXI VOUCHER FUND
REIMBURSEMENT**

[2024-0495](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. PS121478000 to International Institute of Los Angeles (IILA) to provide the Low Income Fare is Easy (LIFE) Program administration services for all regions in Los Angeles County and Not-to-Exceed (NTE) in the amount of \$9,569,484 for the three-year base period, \$3,545,396 for the first option year, and \$3,694,533 for the second option year, for a total combined NTE contract value of \$16,809,413, effective on January 1, 2025, subject to the resolution of properly submitted protest(s), if any;
- B. PASS-THROUGH the payment of up to \$5,345,624 for taxi voucher reimbursements over the three-year base period and two, one-year options. These pass-through costs shall be payable under Contract No. PS1214178000, for a total combined NTE contract value of \$22,155,037; and
- C. EXECUTE individual contract modifications within the Board approved contract modification authority.

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

28. SUBJECT: TRANSIT AMBASSADOR PROGRAM

[2024-0535](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to execute Modification No. 7 to Contract No. PS88001001 with Strive Well-Being Inc. to continue to provide Transit Ambassador Pilot Program services while staff transitions the Ambassador Program in-house, in the amount of \$6,500,000, increasing the current three-year base Not-to-Exceed (NTE) contract value from \$24,103,235 to \$30,603,235; and
- B. AMENDING the FY25 Budget by \$1,500,000 to pay for additional Ambassador presence to support the agency's efforts to increase visible presence of uniformed personnel.

- Attachments:** [Attachment A - Procurement Summary](#)
[Attachment B - Contract Modification/Change Order Log](#)
[Attachment C - DEOD Summary](#)
[Attachment D – Metro Ambassador Surge Deployments Summary
Presentation](#)

29. SUBJECT: METRO MICRO PILOT SERVICES [2024-0989](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943001 for the Metro Micro Contracted Services - North Region to Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand Microtransit operations services in the Not-to-Exceed (NTE) amount of \$45,008,012.36 for the three-year base term and \$47,058,021.47 for the three-year option term, for a total combined NTE amount of \$92,066,033.83, effective December 16, 2024, subject to the resolution of all properly submitted protest(s), if any; and

- B. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943002 for the Metro Micro Contracted Services - South Region to Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand Microtransit operations services in the NTE amount of \$21,002,472.24 for the three-year base term and \$21,951,012.21 for the three-year option term, for a total combined NTE amount of \$42,953,484.45, effective December 16, 2024, subject to the resolution of properly submitted protest(s), if any.

- Attachments:** [Attachment A - Motion 42](#)
[Attachment B - Metro Micro Service Area Zones](#)
[Attachment C - Procurement Summary](#)
[Attachment D - DEOD Summary](#)

30. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT [2024-0972](#)

RECOMMENDATION

RECEIVE oral report on Operations.

31. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2024 [2024-0529](#)

RECOMMENDATION

RECEIVE AND FILE status update report on NextGen Bus Ridership.

Attachments: [Attachment A - NextGen Ridership Analysis Q2 CY2024](#)
[Attachment B - Weekday Ridership Recovery Comparison: Line & Line Group](#)
[Attachment C - Saturday Ridership Recovery Comparison: Line & Line Group](#)
[Attachment D - Sunday Ridership Recovery Comparison: Line & Line Group](#)
[Presentation](#)

32. SUBJECT: DECEMBER 2024 SERVICE CHANGE [2024-0990](#)

RECOMMENDATION

RECEIVE AND FILE a status report on the bus and rail service changes effective Sunday, December 15, 2024.

Attachments: [Attachment A - Description of December 2024 Service Change](#)
[Presentation](#)

33. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY [2024-0965](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Board Motion 30](#)
[Attachment B - Weapons Detection Pilots Updates](#)
[Attachment C - Station Experience Updates](#)
[Attachment D - Board Motion 31](#)
[Attachment E - Ancillary Photos \(Wilshire-Vermont & Westlake-MacArthur Park\)](#)
[Attachment F - Total Crime Summary September 2024](#)
[Attachment G - Systemwide Law Enforcement Overview September 2024](#)
[Attachment H - MTA Supporting Data September 2024](#)
[Attachment I - Sexual Harassment Crimes September 2024](#)
[Attachment J - Bus & Rail Operator Assaults September 2024](#)
[Attachment K - Arrests by Race & Ethnicity September 2024](#)
[Presentation](#)

**16. SUBJECT: QUARTERLY UPDATE ON TRANSIT COMMUNITY PUBLIC
SAFETY DEPARTMENT (TCPSD) IMPLEMENTATION
PLAN**

[2024-0765](#)

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING the Quarterly Update on the Transit Community Public Safety Department (TCPSD) Implementation Plan; and
- B. AUTHORIZING the Chief Executive Officer (CEO), or their designee, to incorporate new job classifications into appropriate existing collective bargaining units, as determined by the CEO.

Attachments: [Attachment A - Listening Sessions](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

SUBJECT: GENERAL PUBLIC COMMENT

[2024-1054](#)

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 #: 2024-0971, **File Type:** Informational Report

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

The Operations Department is celebrating two Employees of the Month (EOM) for the month of November 2024. This presentation will highlight these EOMs' work ethics, tenure, and outstanding achievements among other respectable attributes.

EQUITY PLATFORM

Employee of the Month 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

The signature of Stephanie N. Wiggins is written in black ink over a horizontal line. Below the signature, her name and title are printed in a black, sans-serif font.

November 2024

Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee
November 21, 2024

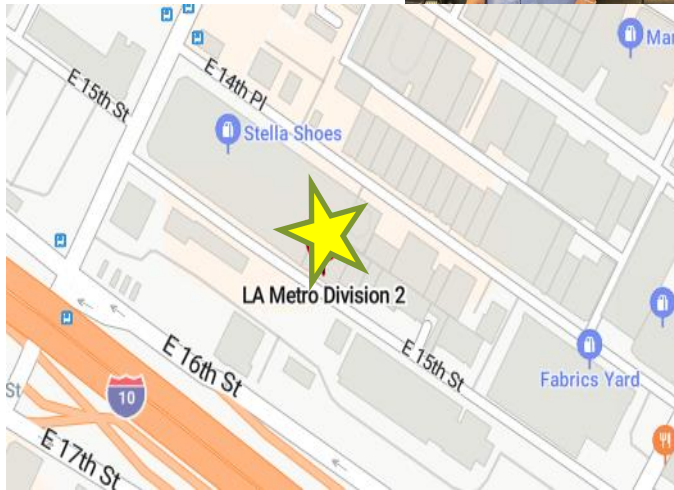
November Employees of the Month



Bus Maintenance

Senior Service Attendant

Shirley Tran

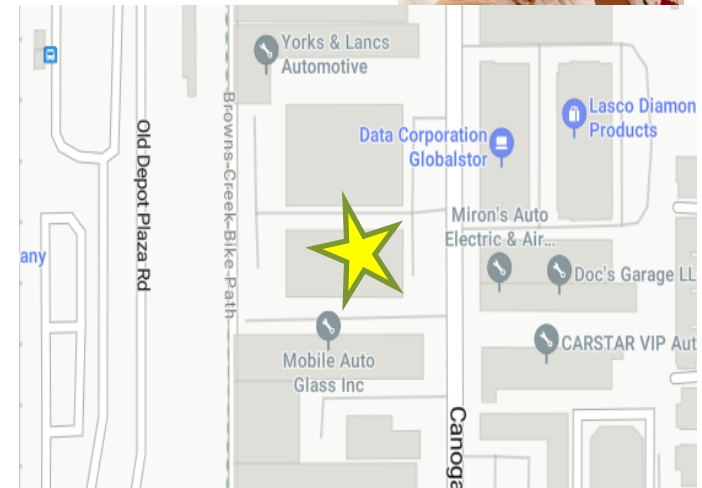
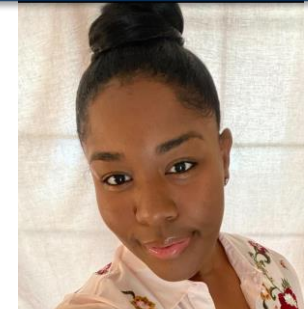


Division 2 – Downtown Los Angeles

MicroTransit

Micro Transit Operator

Roshanna Hall



Loc 131 – Chatsworth Location

Employees of the Month



Metro[®]



Board Report

File #: 2024-0992, **File Type:** Contract

Agenda Number: 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024**

**SUBJECT: COVERED CONTRACTORS/SUBRECIPIENTS DRUG & ALCOHOL COMPLIANCE
OVERSIGHT SERVICES**

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS123023000 to Byrnes & Associates to provide Workplace Drug & Alcohol Testing Program compliance oversight services in the Not-to-Exceed (NTE) amount of \$676,899 for the three-year base term, and \$225,633 for each of the two, one-year options, for a total combined NTE amount of \$1,128,165, effective February 1, 2025, subject to the resolution of any properly submitted protest, if any.

ISSUE

The current contract providing Workplace Drug & Alcohol Testing Program compliance oversight services expires January 31, 2025. To remain compliant with Federal Transit Administration (FTA) regulations regarding drug and alcohol safety oversight requirements, Metro requires the support services of an independent third-party consultant to administer Metro’s Drug and Alcohol Oversight Program.

BACKGROUND

FTA regulation 49 CFR Part 655.81 states that “a recipient shall ensure that a subrecipient or contractor who receives 49 U.S.C 5307, 5309, or 5311 funds directly from the recipient complies with this part.” Metro, as the direct recipient of FTA funds, is required to ensure that all covered contractors and subrecipients are compliant with FTA regulations 49 CFR Parts 40 and Part 655. Oversight services include reviewing covered contractor/subrecipients’ drug and alcohol policies for FTA compliance, conducting audits for drug and alcohol programs, and ensuring appropriate pre-employment documentation is completed prior to performing safety-sensitive work, quarterly drug and alcohol reporting, annual reporting to the FTA, and various FTA-mandated drug and alcohol training for safety and compliance purposes.

DISCUSSION

On an annual basis, Metro, as the direct recipient of FTA funds, must certify to the FTA Regional Office that their covered contractors and subrecipients are in compliance with FTA regulation 49 CFR Part 40 and 655.81 requirements.

In addition to the annual certification, Metro must submit to FTA an annual Drug and Alcohol Management Information System Report for each covered contractor and subrecipient, which details the Department of Transportation/FTA authority drug and alcohol tests conducted throughout the prior calendar year. Further, Metro's covered contractor and subrecipient oversight contracts are subject to FTA's Triennial Review, FTA's National Drug and Alcohol Program audit, as well as other state or federal audits. Failure to maintain sufficient covered contractor and subrecipient oversight would result in findings and/or suspension of FTA funding.

Currently, Metro's Grants Management and Oversight staff oversees 20 subrecipients that are also subject to these FTA regulations. In addition, Metro's Well-Being Services' Drug and Alcohol Program staff currently oversees 23 covered contractors, with other covered contracts currently in the solicitation process. Additional procurements are anticipated to be released in the coming years that will further increase the number of covered contractors requiring oversight.

In order to ensure compliance with the FTA, a work plan was established that will allow the recommended consultant to focus on eight areas of significant concern with the administration and management of Metro's covered contractors and subrecipients' drug and alcohol testing programs:

1. Conduct annual FTA-look-alike audit for each covered contractor/subrecipient
2. Review the covered contractor/subrecipients' drug and alcohol policy for DOT & FTA compliance
3. Conduct audits of covered contractor/subrecipients' drug and alcohol programs
4. Ensure pre-employment documentation is provided before the first performance of a safety-sensitive function
5. Prepare quarterly Drug and Alcohol Management Information System look-alike reports
6. Prepare FTA's annual Drug and Alcohol Management Information System reporting
7. Ensure that the covered contractor/subrecipient conduct FTA-mandated trainings, such as Reasonable Suspicion and Drug Awareness
8. Provide a beginner Drug and Alcohol Program Manager Training

DETERMINATION OF SAFETY IMPACT

Award of this contract will allow Metro to remain compliant with federal regulation 49 CFR Parts 40 and 655 which ensure safety, not only to Metro employees, but to Metro customers and the public at large.

FINANCIAL IMPACT

FY25 funding in the amount of \$95,000 for this service is included in the FY25 budget in cost center 4440 (Grants Management and Oversight) under project 500002, task 49.01, Regional Grantee - FTA Administration, and funding in the amount of \$100,000 is included in cost center 2311 (HEAR & Well Being Services), under project 100001, General Overhead.

Since this is a multi-year, multi-department contract, the cost center managers, Chief People Officer, and Chief Planning Officer will be accountable for budgeting the cost in future years, including any option exercised.

Impact to Budget

The source of funds for project 500002, task 49.01 is a general fund of collected fees eligible for the administration of FTA subrecipient oversight, while project 100001 comes from various federal, state and local fund sources. Metro continues to enter into funding agreements with subrecipients, acting as the pass-through agency for organizations not able to directly apply for and receive federal funds. These pass-through funding agreements include a required administrative fee that is 5% of the federal award. The fee is invoiced and collected as agreements are executed.

EQUITY PLATFORM

The services provided by the contractor will ensure Metro maintains consistent oversight of all covered contractor and subrecipients' federally mandated drug and alcohol testing programs. Metro's covered contractors provide various disciplines of service -that help Metro to safely continue delivering world-class transit service throughout Los Angeles County, also supporting those in Equity Focus Communities , who rely on public transit for their daily needs. As Metro prepares for expansion efforts and for upcoming regional events, all newly procured covered contractors and subrecipients performing safety-sensitive work for Metro will be subject to the oversight services mentioned in this report.

The Diversity and Economic Opportunity Department did not establish a Small Business or Disabled Veteran's Business Enterprise goal for this solicitation due to the lack of small businesses that perform this service. ..Implementation_of_Strategic_Plan_Goals

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. The award of this contract will ensure that all covered contractors and subrecipients performing safety-sensitive functions for Metro are compliant with federal regulations Parts 40 and 655.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation to award the contract for Workplace Drug and Alcohol Testing Program compliance oversight services.

An option is to move the oversight responsibility in-house; however, this is not recommended as

Metro does not have a sufficient volume of staffing with expert-level regulatory knowledge needed to ensure compliance with drug and alcohol testing oversight as required by the FTA. Additionally, most transit agencies comparable in size to Metro contract this function out to a third party for efficiency and compliance purposes.

Additionally, staff does recommend award of this contract to ensure Metro's continued compliance with federal regulation 49 CFR Part 655, which requires that any covered contractor or subrecipient maintains a compliant drug and alcohol testing program. Also, because Metro is required to certify compliance on an annual basis, failure to comply with these regulations may impact Metro's receipt of federal funding.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS123023000 with Byrnes & Associates to provide Workplace Drug and Alcohol Testing Program compliance oversight services, effective February 1, 2025.

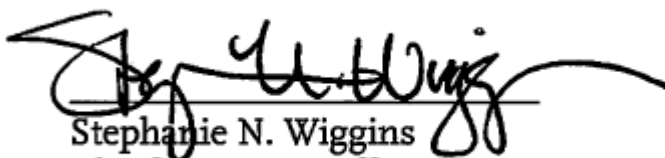
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Marisa King, Senior Human Resources Analyst, (213) 922-2734
Mary Ahumada, Interim Director, Human Resources, (213) 922-7172
Don Howey, Executive Officer, Administration, (213) 922-8867
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer (Interim),
(213) 922-4471

Reviewed by: Dawn Jackson-Perkins, Chief People Officer (Interim), (213) 418-3166



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

COVERED CONTRACTORS/SUBRECIPIENTS DRUG & ALCOHOL COMPLIANCE OVERSIGHT SERVICES/PS123023000

1.	Contract Number: PS123023000	
2.	Recommended Vendor: Byrnes & Associates	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: July 02, 2024	
	B. Advertised/Publicized: July 02, 2024	
	C. Pre-Proposal Conference: July 11, 2024	
	D. Proposals Due: August 01, 2024	
	E. Pre-Qualification Completed: In process	
	F. Ethics Declaration Forms submitted to Ethics: August 16, 2024	
	G. Protest Period End Date: November 27, 2024	
5.	Solicitations Picked up/Downloaded: 9	Bids/Proposals Received: 1
6.	Contract Administrator: Annie Duong	Telephone Number: (213) 418-3048
7.	Project Manager: Marisa King	Telephone Number: (213) 922-2734

A. Procurement Background

This Board Action is to approve Contract No. PS123023000 to provide Workplace Drug & Alcohol Testing Program compliance oversight services. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On July 2, 2024, Request for Proposal (RFP) No. PS123023 was issued as a competitive procurement in accordance with Metro’s Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/ Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement.

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

- Amendment No. 1, issued on July 23, 2024, updated the list of subrecipients providing service with FTA-funded buses included in the Scope of Services.
- Amendment No. 2, issued on July 29, 2024, revised the Scope of Services to incorporate additional well-being services.

A total of nine individuals representing eight firms downloaded the RFP and were included on the planholders list. A virtual pre-proposal conference was held on July 11, 2024, and was attended by one participant representing one firm. There were two questions received and responses were issued prior to the proposal due date.

One proposal was received from Byrnes & Associates by the proposal due date of August 1, 2024.

Since only one proposal was received, staff conducted a market survey of the planholders to determine why no other proposals were submitted. Responses were received from three firms and they included the following reasons:

- lacking the local resources to do business in California
- lacking the capability to fulfill the technical requirements of the RFP
- lacking resources to prepare the proposal

The market survey revealed that the decisions not to propose were based on individual business considerations. Therefore, the solicitation can be awarded as a competitive award.

B. Evaluation of Proposal

A Proposal Evaluation Team (PET) consisting of staff from Countywide Planning and Development, Transportation Planning, and Helping Employees Access Resources (H.E.A.R.) and Well Being Services departments was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria:

Phase 1 Evaluation – Minimum Qualifications (Pass/Fail): To be responsive to the RFP minimum qualification requirements, the proposer must meet all of the following:

- Proposer must be a nationally certified substance abuse program administrator (C-SAPA) and said certification must be valid and active at the time of proposal submittal.
- Key personnel responsible for conducting audits, policy reviews, training or other functions related to 49 Code of Federal Regulation (CFR) Parts 40 and 655 must, at a minimum, be a nationally certified drug and alcohol program administrator with a specialty in transit (CDAPA-T) and must hold a current and valid certification in good standing.
- Proposer must have at least three years of experience serving as an instructor for the United States Department of Transportation's (DOT) Transportation Safety Institute for trainings related to 49 CFR Parts 40 and 655.

- Proposer has at least five years of relevant experience overseeing drug and alcohol testing programs mandated by the DOT and Federal Transit Administration (FTA) as an external consultant.
- Key personnel responsible for conducting audits, policy reviews, training or other functions, related to 40 CFR Parts 40 and 655, must have at least three years of relevant experience working with drug and alcohol testing regulations 49 CFR Parts 40 and 655.

Phase 2 Evaluation - Weighted Technical Evaluation. The proposer met the Minimum Qualifications (Pass/Fail) Criteria and was further evaluated based on the following evaluation criteria and weights:

- Experience and Qualifications of Firm/Team and Key Personnel 30%
- Training Conducted by Proposer/Key Personnel 30%
- Implementation/Planned Approach 20%
- Price Proposal 20%

Several factors were considered in developing these weights, giving the greatest importance to experience and qualifications of firm/team and key personnel and training conducted by proposer/key personnel.

From September 10, 2024, through September 23, 2024, the PET independently evaluated and scored the technical proposal. At the conclusion of the evaluation, the PET determined that Byrnes & Associates met all RFP requirements and was technically qualified to perform the work.

The following is a summary of the PET scores:

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	Byrnes & Associates				
3	Experience and Qualifications of Firm/Team and Key Personnel	98.33	30.00%	29.50	
4	Training Conducted by Proposer/Key Personnel	90.83	30.00%	27.25	
5	Implementation/Planned Approach	91.10	20.00%	18.22	
6	Price Proposal	100.00	20.00%	20.00	
7	Total			94.97	1

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on a price analysis, Independent Cost Estimate (ICE), fact-finding, and technical analysis. Metro staff successfully negotiated a cost savings of \$35,328.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	Byrnes & Associates	\$1,163,493	\$1,307,078	\$1,128,165

The variance between the recommended amount and the ICE is due to the proposer using single flat-rate pricing for the entire five-year contract term, inclusive of a three-year base term and two, one-year options; whereas, Metro's ICE included a 5% annual escalation rate for the base term and option years.

D. Background on Recommended Contractor

Byrnes & Associates, headquartered in New Port Richey, Florida, was established in 2013. It monitors transit agency compliance with FTA and DOT drug and alcohol testing regulations and provides various drug and alcohol testing and training programs for DOT, FTA, and Federal Motor Carrier Safety Administration covered employees.

Byrnes & Associates is a certified substance abuse program administrator and its subcontractor is a certified drug and alcohol program administrator with a specialty in transit.

Relevant transit agency clients include the USDOT and the Florida Department of Transportation. Currently, Byrnes & Associates is a subcontractor to the current administrator of Metro's Transportation Workplace Drug and Alcohol Testing Program and has been providing onsite and offsite drug and alcohol compliance audit services to Metro since 2019. Performance has been satisfactory.

DEOD SUMMARY

COVERED CONTRACTORS/SUBRECIPIENTS DRUG & ALCOHOL COMPLIANCE
OVERSIGHT SERVICES/PS123023000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of small businesses that perform these services. Byrnes & Associates listed one non-certified firm to perform the services of this contract.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

Covered
Contractors/Subrecipients
Drug & Alcohol Testing
Program Compliance Oversight
Services



Operations, Safety, and Customer Experience Committee

Staff Recommendation

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS123023000 to Byrnes & Associates to provide Workplace Drug & Alcohol Testing Program compliance oversight services in the Not-to-Exceed (NTE) amount of \$676,899 for the three-year base term, and \$225,633 for each of the two, one-year options, for a total combined NTE amount of \$1,128,165, effective February 1, 2025, subject to the resolution of any properly submitted protest, if any.

Evaluation Criteria and Evaluation Score – Single Proposer



Single Proposer Byrnes & Associates	Evaluation Criteria Factor Weight	Weighted Average Score
Experience and Qualifications of Firm/Team and Key Personnel	30.00%	29.50%
Training Conducted by Proposer/Key Personnel	30.00%	27.25%
Implementation/Planned Approach	20.00%	18.22%
Price Proposal	20.00%	20.00%
Total	100%	94.97%

Background

- As a direct recipient of FTA funds, Metro is required to ensure that all covered contractors and subrecipients are compliant with FTA regulations 49 CFR Parts 40 and Part 655
- Therefore, Metro must certify covered contractors/subrecipients for regulatory compliance on an annual basis
- Metro's covered contractors/subrecipients contracts are subject to:
 - ✓ Annual Drug & Alcohol Management Information System (DAMIS) reporting to the FTA
 - ✓ State/Federal agency audits:
 - ✓ CPUC
 - ✓ CHP
 - ✓ FTA Triennial Team
 - ✓ FTA National D&A Team
- Non-compliance can result in Metro's loss of federal funding

Compliance Oversight Services



Metro's Compliance Workplan ensures the following activities occur:

- Review of Metro procurements to determine safety-sensitive status for contractors
- Conduct annual FTA audit simulation
- Review of drug & alcohol policies/programs for regulatory compliance
- Receive & review “pre-employment” documentation, prior to first performance of safety-sensitive function
- Review of quarterly DAMIS simulation reports to ensure appropriate testing & spread
- Review annual DAMIS report, prior to FTA-submission



Board Report

File #: 2024-0815, File Type: Contract

Agenda Number: 21.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: TREE TRIMMING SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP1167960008370 to Mariposa Tree Management Inc., for tree trimming services throughout Metro bus and rail facilities, in the Not-To-Exceed (NTE) amount of \$1,925,190 for the three-year base period and \$1,183,600 for the one, two-year option, for a combined NTE amount of \$3,108,790, effective January 1, 2025; subject to resolution of any properly submitted protest(s), if any.

ISSUE

The existing contract for tree trimming services throughout Metro bus and rail facilities, excluding Metro G Line (Orange), expires December 31, 2024. A new contract award is required to avoid a lapse in service and continue performing tree trimming services, effective January 1, 2025.

BACKGROUND

At its October 2017 meeting, the Board authorized the CEO to award Contract No. OP838450003367 to Mariposa Tree Management, Inc., a five-year firm fixed unit rate contract, to provide as-needed tree trimming services throughout Metro bus and rail facilities systemwide, excluding Metro G Line (Orange). Under the existing contract, Mariposa Tree Management, Inc. has provided satisfactory tree trimming services throughout Metro bus and rail facilities, with the exception of the Metro G Line (Orange) tree trimming services performed under a separate contract. Mariposa Tree Management, Inc. is also actively working with the Diversity and Economic Opportunity Department (DEOD) to mitigate a 1.5% Small Business Enterprise (SBE) and 1.75% Disadvantaged Veteran Business Enterprise (DVBE) shortfall prior to the end of December 2024.

During the term of the existing contract, tree trimming services were expanded to include Union Station's Patsaouras Transit Plaza and West Portal, as well as the K Line (C/LAX) and Regional Connector expansion projects.

On November 14, 2023, the solicitation to provide tree trimming services throughout Metro bus and rail facilities systemwide was issued under the SBE Set Aside Program, where only Metro SBE

Certified firms can submit bids. On January 9, 2024, no bids were received, resulting in the cancellation of the solicitation. A subsequent market survey revealed that firms on the planholders' list, including the incumbent, were either not Metro SBE-Certified, missed the submission deadline, or found the work outside their area of expertise.

On May 17, 2024, a new solicitation to provide tree trimming services was issued as an open-competitive solicitation with the DEOD establishing a 22% SBE and 3% DVBE goal. On June 18, 2024, three bids were received, but only one bid was deemed responsive for meeting the SBE and DVBE mandatory goals. The second bid failed to meet the SBE goal, while the third bid failed to meet the DVBE goal.

DISCUSSION

Under the new contract recommended for award, the contractor is required to provide tall tree trimming services for approximately 9,900 trees over 13 feet in height throughout Metro bus and rail facilities. Metro bus and rail facilities currently consist of 143 miles of active and inactive Rights-of-Way (ROW), 19 Bus/Rail Divisions, 109 stations, 90 Traction Power Sub-Stations (TPSS), 60 Park and Ride Lots, as well as 39 Locations and Terminals. Trees up to 13 feet in height are covered under a separate landscape maintenance contract. The contractor is also required to provide proactive and as-needed maintenance services as directed by Metro staff, such as emergency services (e.g., clear Metro ROW from any fallen trees due to severe weather), vandalism or vehicular accidents, certified arborist services, stump removal, root pruning, and tree planting.

During the life of the new contract, the scope of services will increase to include an additional 967 trees for the Rail to Rail, Airport Metro Connector (AMC), D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure that Metro's maintenance standards are met and the necessary tree trimming services are provided with prompt response times to deliver safe, quality, on-time, and reliable services.

FINANCIAL IMPACT

Funding of \$379,683 is included within the FY25 budget under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The current funding source for this action includes bus and rail operating eligible sales tax funding, including Passenger Fares, Propositions A/C, Measure R/M, STA, and the Transportation

Development Act.

EQUITY PLATFORM

Tree trimming services improve bus and rail station cleanliness, ensure a clear line of sight to traffic/control signals, and mitigate service interruptions due to safety hazards associated with falling trees and tree branches. This will ensure safe working conditions for train operators and provide reliable service to all patrons. This is especially critical in Equity Focus Communities , where individuals often depend on public transportation as their primary means of travel.

As part of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on April 26, 2024. During this outreach event, staff provided detailed information regarding SBE Programs to encourage small business participation in competitive solicitations.

DEOD established a 22% SBE and 3% DVBE goal for this solicitation. Mariposa Tree Management, Inc. made a 22% SBE and 3% DVBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 2; Deliver outstanding trip experiences for all users of transportation system within the Metro organization. Performing ongoing, as-needed tree trimming services will prolong the lifespan of rail/bus vehicle equipment by keeping ROWs free from obstructions. These services will ensure safe and clean conditions while enhancing Metro's customer experience and providing reliable operations systemwide.

ALTERNATIVES CONSIDERED

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

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for tree trimming services, among others. Based on the findings, tall tree trimming was not recommended for insourcing at this time, as this would require negotiating a new job classification with the union, hiring a certified arborist, and purchasing additional equipment, vehicles, and supplies.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP1167960008370 with Mariposa Tree Management, Inc., effective January 1, 2025, to provide the necessary tree trimming services throughout Metro facilities, excluding Metro G Line (Orange), which is covered under a separate maintenance contract.

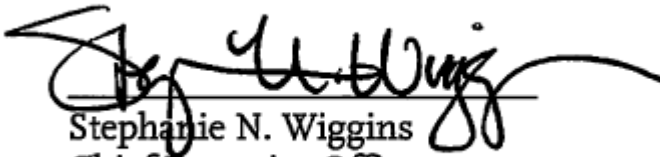
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Lena Babayan, Executive Officer, Operations Administration,
(213) 922-6765
Ruben Cardenas, Senior Manager, Facilities Contracted Maintenance Services,
(213) 922-5932
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

**TREE TRIMMING MAINTENANCE SERVICES (EXCLUDING G LINE) /
OP1167960008370**

1.	Contract Number: OP1167960008370	
2.	Recommended Vendor: Mariposa Tree Management 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 17, 2024	
	B. Advertised/Publicized: May 18, 2024	
	C. Pre-Bid Conference: May 28, 2024	
	D. Bids Due: June 18, 2024	
	E. Pre-Qualification Completed: August 15, 2024	
	F. Ethics Declaration Forms submitted to Ethics: June 18, 2024	
	G. Protest Period End Date: November 22, 2024	
5.	Solicitations Picked up/Downloaded: 18	Bids Received: 3
6.	Contract Administrator: Ana Rodriguez	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. OP1167960008370 issued in support of tree trimming services for trees 13 feet and above in height for Metro properties systemwide within Los Angeles County, with the exception of the G Line (Orange Line), which is covered under a separate contract. Board approval of contract award is subject to the resolution of any properly submitted protest(s).

On November 14, 2023, Invitation for Bids (IFB) No. OP116796 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 Small Business Set Aside Program which required that bidders be Metro Certified Small Business Enterprises (SBE) to be eligible to participate in this solicitation. No bids were received on the bid due date.

On May 17, 2024, the solicitation was re-issued as IFB No. OP116796(2) as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. Metro's Diversity & Economic Opportunity Department (DEOD) recommended a 22% SBE goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. Bidders were required to meet or exceed the SBE/DVBE goal at the time of proposal due date to be eligible for contract award. 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.

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

- Amendment No. 1, issued on May 29, 2024, amended section SP-18 Living Wage/Service Contract Worker Retention Policy of the sample contract

A virtual pre-bid conference was held on, May 28, 2024, with six firms in attendance and altogether eight attendees.

Eighteen firms downloaded the IFB and were included on Metro's planholders' list. Fourteen 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 18, 2024.

B. Evaluation of bids

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

1. Mario's Tree Service
2. Mariposa Tree Management Inc.
3. West Coast Arborists, Inc.

The recommended firm, Mariposa Tree Management Inc. (Mariposa), was the lowest bidder, and its bid was further evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness included meeting the minimum qualifications, such as years of experience of arboriculture, experience performing tree trimming and tree removal services for a large or private entity with facilities of comparable scale to Metro properties, and possession of required International Society of Arborists Arborist Certification to perform the required services. The bidder was also required to have at least one of the following licenses: State of California Contractor License for Specialty Tree Trimming, General Engineering Contractor, or General Building Contractor license. Mariposa was determined to be qualified to perform the required services based on meeting the IFB's minimum requirements.

The other two bids were determined to be non-responsive to the SBE/DVBE goals and therefore ineligible for contract award.

C. Price Analysis

The award amount has been determined to be fair and reasonable based on award to the lowest responsive, responsible bidder, adequate competition, price analysis,

and technical analysis. The recommended award amount of \$3,108,790 is 22% higher than the Independent Cost Estimate (ICE) primarily due to the difference in pricing for trimming trees over 40 feet. Metro’s ICE was developed utilizing unit rates based on the average unit prices of the existing contracts for tree trimming services. The bid, however, reflects higher unit rates based on the costs for a larger crew size and the additional equipment needed to safely trim trees above 40 feet.

The recommended award amount is lower than the bid amount, due to a calculation error in the extended price of the bid. The firm fixed unit rates on the bid did not change, however, the correction to the calculation of the extended price resulted in the updated recommended award amount being lower than the bid amount as reflected in the table below.

	Bidder Name	Bid Amount	Metro ICE	Award Amount
1.	Mariposa Tree Management Inc.	\$3,123,690	\$2,540,400	\$3,108,790
2.	West Coast Arborists, Inc.	\$3,642,550		
3.	Mario’s Tree Service	\$4,109,000		

D. Background on Recommended Contractor

The recommended firm, Mariposa Tree Management Inc. (Mariposa), has been providing tree pruning, tree trimming and tree removal services along with landscape, irrigation and water management services to Rancho Santa Fe and North County Coastal communities for over 45 years. It provides all types of tree care services including landscape design and installation services, irrigation repair and upgrade services, and services to improve the overall health and vigor of trees and landscapes. Mariposa has accounts with the City of Burbank, City of San Marino, City of Temecula, and City of Thousand Oaks.

Mariposa has been providing Tree Trimming Services to Metro since May of 2020 and performance has been satisfactory.

DEOD SUMMARY

TREE TRIMMING MAINTENANCE SERVICES (EXCLUDING GLINE) /
OP1167960008370

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 solicitation. Mariposa Tree Management Inc. made a 22% SBE and 3% DVBE commitment.

Small Business Goal	22% SBE 3% DVBE	Small Business Commitment	22% SBE 3% DVBE
----------------------------	----------------------------	----------------------------------	----------------------------

	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Far East Landscape and Maintenance, Inc.	11%	X	
2.	Wildscape Restoration, Inc. DBA Urban Greening	11%		X
	Total SBE Commitment	22%		

	DVBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	LC Tree Service Inc.	3%		X
	Total DVBE Commitment	3%		

B. Local Small Business Preference Program (LSBE)

Mariposa Tree Management Inc., a non-LSBE prime, listed one LSBE subcontractor but did not subcontract a minimum of 30% of the total contract value to LSBE firms and is ineligible to receive the LSBE Preference.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

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

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

D. Prevailing Wage Applicability

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

E. Project Labor Agreement/Construction Careers Policy

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

Tree Trimming Services for Metro Transit Facilities

Contract No. OP1167960008370



Metro

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP1167960008370 to Mariposa Tree Management Inc., for tree trimming services throughout Metro bus and rail facilities, in the Not-To-Exceed (NTE) amount of \$1,925,190 for the three-year base period and \$1,183,600 for the one, two-year option, for a combined NTE amount of \$3,108,790, effective January 1, 2025; subject to resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION

AWARDEE - Mariposa Tree Management Inc

NUMBER OF BIDS - 3

- Mariposa Tree Management Inc. - \$3,108,790
- West Coast Arborists, Inc. - Non Responsive
- Mario's Tree Service – Non Responsive

DEOD COMMITMENT - 22% Small Business Enterprise (SBE) & 3% Disadvantaged Veteran Business Enterprise (DVBE)

ISSUE - The existing contract for tree trimming services throughout Metro bus and rail facilities, excluding Metro G Line (Orange), expires December 31, 2024. A new contract award is required to avoid a lapse in service and continue performing tree trimming services, effective January 1, 2025.

ISSUE & DISCUSSION

DISCUSSION - Under the new contract recommended for award, the contractor is required to provide tall tree trimming services for approximately 9,900 trees over 13 feet in height throughout Metro bus and rail facilities. Metro bus and rail facilities currently consist of 143 miles of active and inactive Rights-of-Way (ROW), 19 Bus/Rail Divisions, 109 stations, 90 Traction Power Sub-Stations (TPSS), 60 Park and Ride Lots, as well as 39 Locations and Terminals. Trees up to 13 feet in height are covered under a separate landscape maintenance contract. The contractor is also required to provide proactive and as-needed maintenance services as directed by Metro staff, such as emergency services (e.g., clear Metro ROW from any fallen trees due to severe weather), vandalism or vehicular accidents, certified arborist services, stump removal, root pruning, and tree planting.

ISSUE & DISCUSSION

DISCUSSION (Continued...)

During the life of the new contract, the scope of services will increase to include an additional 967 trees for the Rail to Rail, Airport Metro Connector (AMC), D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

**Board Report**

File #: 2024-0957, **File Type:** Contract**Agenda Number:** 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024****SUBJECT: PICKUP TRUCKS WITH LADDER RACKS AND LIFTGATES****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. DR123696000 for 15 pickup trucks with ladder racks and liftgates to Tom's Truck Center North County, LLC, the lowest responsive and responsible bidder, for a total contract amount of \$1,038,311.32, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

This procurement is for the expansion of Metro-owned and operated pickup trucks with ladder racks and liftgates to support various Maintenance of Way (MOW) departments. The vehicles are needed to ensure that employees who maintain the growing Metro railway network have reliable equipment to perform daily maintenance and can respond to emergencies throughout Los Angeles County. With the increase of personnel to support rail expansion, vehicles need to be available to meet system integration milestones and timelines and support future maintenance needs. The pickup trucks will also be used to provide maintenance on Metro's rail tracks, which ensures that Metro meets all California Public Utility Commissions rules and regulations for track maintenance. The pickup trucks with ladder racks and liftgates are specialty vehicles that are not available utilizing the California State Contract procurement.

BACKGROUND

MOW requires 15 Pickup Trucks with ladder racks and liftgates to support rail maintenance, transportation, communication, and construction programs as rail services have expanded throughout Los Angeles County and continue to grow. The opening of the K-Line in 2022 is one of the latest examples of Metro's continued growth and interconnectivity between existing rail lines to accommodate rail line integration.. The MOW departments utilizing the trucks include Traction Power, Tracks, Signals, and Rail Communications. These departments will play a vital role in maintaining this new system and ensuring it remains in a state of good repair.

DISCUSSION

The award of this firm fixed price contract with Tom's Truck Center will allow the purchase of fifteen pickup trucks with ladder racks and liftgates for expansion. MOW relies on these pickup trucks to support rail maintenance and construction project management. These trucks will transport MOW staff, equipment, tools, and parts required to support the maintenance of rail tracks on the Metro Rail Lines and Stations. The work the MOW staff perform includes preventive maintenance and unscheduled repair of the tracks. These trucks will be used on all three shifts daily.

Environmental Impact

Metro is committed to promoting and using low-emission vehicles across the system, including in our non-revenue fleet. The new pickup trucks have efficient emissions systems that exceed the performance of prior-year models. Also, the new pickup trucks have newer, cleaner engines that do not exhibit the emissions of older engines due to normal wear and tear. The pickup trucks with ladder racks and liftgates are specialty vehicles that are not available with alternative powertrain options, such as CNG, hybrid or electric drive powertrains. Staff consulted dealerships to determine the availability of alternative fuels for these specialty vehicles and were informed that Ford may offer an alternative fuel option beginning in 2026 or after. No alternative fuel vehicle of this type is currently available. Metro is in the process of procuring 147 zero emission electric drive passenger vehicles through another procurement, since these vehicles are more readily available with zero emission powertrains.

Cost of Ownership

Due to lower maintenance costs, the pickup trucks will be cheaper to operate and maintain than others in our fleet. Metro will see a reduction in repair costs in the first 3 - 5 years of ownership since the vehicle procurement will include a bumper-to-bumper warranty for three years and up to five years for powertrain components.

DETERMINATION OF SAFETY IMPACT

Safe operation of the non-revenue vehicle fleet is paramount to the safety of the Metro employees that operate them. Excessive age and mileage of non-revenue vehicles will result in excessive wear of the vehicle's major systems, such as drive train, steering, suspension, and engine. The new pickup trucks are equipped with numerous technologically advanced safety features, including dynamic braking, emergency airbags, and antilock braking, making them safer to operate than older vehicles.

FINANCIAL IMPACT

The recommended award is \$1,038,311.32. This budget is contained within the Life of Project of Capital Project 205668 - MOW Non-Revenue Vehicles and Equipment. The budget for this procurement is in Cost Center 3790, Maintenance Administration, Account 53106, Acquisition of Service Vehicles.

Impact to Budget

The current source of funds for this action is the Transportation Development Act. This fund is eligible for use on capital and operating projects. The use of this fund maximizes the intended project

allocation given approved provisions and guidelines.

EQUITY PLATFORM

This action will provide support equipment (pickup trucks) to ensure that the system remains in a state of good repair. Through increased maintenance and service reliability, MOW departments can continue to provide efficient and timely rail service as the system expands. These vehicles will be deployed throughout the rail service area, which will have a positive effect through increased maintenance and service reliability. Ensuring a state of good repair is crucial to system reliability and safety, directly impacting riders, particularly those from Equity Focus Communities, who primarily rely on transit to meet their daily needs.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this solicitation based on the lack of subcontracting opportunities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The pickup trucks will help maintain the reliability of rail service and ensure that Metro customers can arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro rail operations.

ALTERNATIVES CONSIDERED

The alternative is to lease equipment with possible end-of-contract term costs for wear and tear, body damage, etc., resulting in costs exceeding vehicle ownership. Metro would also not be able to modify the vehicles and reassign them between the rail departments due to the complexity of each department's needs. This would also place Metro in a recurring contract to cycle vehicles from the vendor.

NEXT STEPS

Following the execution of the contract, the vendor will place an order for the vehicles and commence delivery upon receipt from the manufacturer. Delivery of all fifteen vehicles is scheduled for mid-year 2025.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

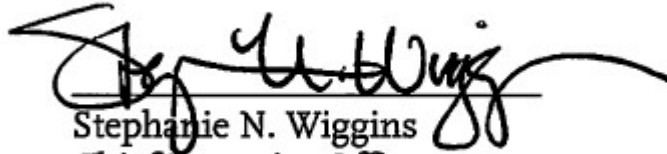
Prepared By: Alan Tang, Sr. Director, (562) 658-0231
Mike Gallegos, Superintendent (213) 922-5797
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061

File #: 2024-0957, **File Type:** Contract

Agenda Number: 22.

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

PICKUP TRUCKS WITH LADDER RACKS AND LIFTGATES /DR123696000

1.	Contract Number: DR123696000	
2.	Recommended Vendor: Tom's Truck Center North County, LLC	
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: 5/15/24	
	B. Advertised/Publicized: 5/15/24	
	C. Pre-Bid Conference: 5/22/24	
	D. Bids Due: 6/17/24	
	E. Pre-Qualification Completed: 7/10/24	
	F. Ethics Declaration Forms submitted to Ethics: 6/17/24	
	G. Protest Period End Date: 11/25/24	
5.	Solicitations Picked up/Downloaded: 7	Bids/Proposals Received: 4
6.	Contract Administrator: Anush Beglaryan	Telephone Number: (213) 418-3047
7.	Project Manager: Joe Guzman	Telephone Number: (562) 658-0232

A. Procurement Background

This Board Action is to approve Contract No. DR123696000 for the procurement of 15 pickup trucks with ladder racks and liftgates for the expansion of vehicles that support Metro’s Maintenance of Way Department. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

Invitation For Bids (IFB) No. DR123696 was issued on May 15, 2024 in accordance with Metro’s Acquisition Policy and the contract type is firm fixed price.

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

- Amendment No. 1, issued on June 3, 2024, revised the Scope of Services and Schedule of Quantities & Prices

A total of four bids were received on June 17, 2024.

B. Evaluation of Bids

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

1. Diversified Leasing
2. Elite Auto Network

3. Tom’s Truck Center North County, LLC.
4. UAG Cerritos I, LLC.

The recommended firm, Tom’s Truck Center North County, LLC., the lowest responsive and responsible bidder, was found to be in full compliance with the IFB’s bid and technical requirements.

C. Price Analysis

The recommended bid price from Tom’s Truck Center North County, LLC., has been determined to be fair and reasonable based upon adequate price competition, an Independent Cost Estimate (ICE), historical purchases, and the selection of the lowest responsive and responsible bidder. The recommended bid price of \$1,038,311.32 is 4.8% over the ICE of \$990,000.

	Bidder Name	Bid Amount	Metro ICE
1.	Tom’s Truck Center North County, LLC.	\$1,038,311.32	\$990,000
2.	Diversified Leasing	\$1,078,021.71	
3.	UAG Cerritos I, LLC.	\$1,086,454.31	
4.	Elite Auto Network	\$1,341,291.08	

D. Background on Recommended Contractor

The recommended firm, Tom’s Truck Center North County, LLC, has locations in Santa Ana and Santa Fe Springs, CA, and has been in business for over 70 years, resulting in experienced sales, service, and parts teams. Tom’s Truck Center North County, LLC, is a full-service truck dealership offering a wide range of used trucks, commercial vehicles, commercial Electric Vehicles from GreenPower, REE, and the Class 8 Nikola product. Tom’s Truck Center North County, LLC, also customizes any truck to meet customers’ specific business needs and is an award-winning dealer and the only Isuzu dealer to have won the prestigious Ichiban (“Number 1” in Japanese) award every year since 1996.

DEOD SUMMARY

**PURCHASE PICKUP TRUCKS WITH LIFTGATE AND LADDER RACK /
DR123696000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. It is expected that Tom's Truck Center North County, LLC will perform the services of the contract with its 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.

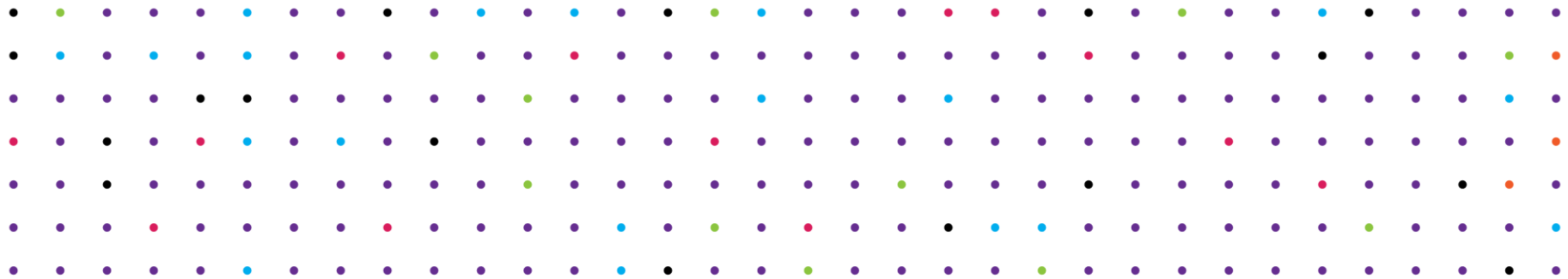
C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

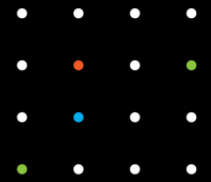
D. Project Labor Agreement/Construction Careers Policy

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

PURCHASE PICKUP TRUCKS WITH LIFTGATE AND LADDER RACK

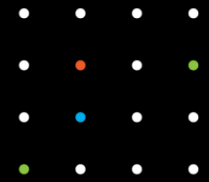


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB No. DR123696 with Tom's Truck Center North County, LLC, the lowest responsive and responsible bidder for 15 pickup trucks with ladder rack and liftgate for a total of \$1,038,311.32 inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE - Tom's Truck Center North County, LLC.

NUMBER OF BIDS – 4

- Tom's Truck Center North County, LLC - \$1,038,311.32
- Diversified Leasing - \$1,078,021.71
- UAG Cerritos I, LLC - \$1,086,454.31
- Elite Auto Network - \$1,341,291.08

DEOD COMMITMENT – 0%

ISSUE - Expansion of Metro pickup truck fleet is required by Rail Maintenance of Way (MOW) to support the rail maintenance, transportation, communication, and construction programs. The trucks are needed to safely perform daily maintenance of the growing Metro Railway network and to respond to emergencies. The pickup trucks with ladder racks and liftgates are specialty vehicles that are not available utilizing the California State Contract procurement. No alternative power train, (CNG, hybrid or electric), options are available.

DISCUSSION - The award of this firm fixed price contract with Tom's Truck Center will allow the purchase of 15 pickup trucks with ladder rack and liftgate for expansion. The trucks are equipped with efficient emissions systems and numerous technologically advanced safety features, and cost less to operate and maintain compared with the current truck fleet.



**Board Report**

File #: 2024-0960, **File Type:** Contract**Agenda Number:** 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024****SUBJECT: REPLACEMENT OF NON-REVENUE VEHICLES THROUGH CALIFORNIA
STATEWIDE CONTRACT****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to utilize the State of California Statewide Fleet Vehicles Contract for a Not-to-Exceed (NTE) expenditure amount of \$24,034,308 inclusive of sales tax, for 142 electric sedans, 5 electric trucks, 97 hybrid sport utility vehicles (SUVs), 125 pick-up trucks, and 118 cargo/passenger vans. Five suppliers will fulfill delivery of the vehicles under contract with the State of California.

YAROSLAVSKY AMENDMENT: Report back in 120 days with a nonrevenue vehicle purchasing policy that prioritizes zero emission vehicles. The report should review and, to the extent feasible, mirror existing zero emission fleet purchasing policies at the City of Los Angeles and County of Los Angeles.

ISSUE

For several years, Metro's non-revenue fleet has not been replaced per the expected life schedule due to supply chain issues that resulted from the pandemic. As such, Metro is currently utilizing non-revenue vehicles that are as much as 20 years old and, in some cases, have up to 285,000 miles of service. Older vehicles with extraordinarily high mileage are unreliable and cost much more to maintain due to wear and tear. Metro non-revenue vehicles support all Metro departments and must be reliable to do this effectively. Metro will also need reliable non-revenue vehicles to support the upcoming rail expansions

Non-revenue vehicles have been posted in the past using traditional procurement methods; however, the bidding process was not successful due to either not receiving any bids or receiving bids that were nearly double the Independent Cost Estimate (ICE). The delays caused by these failed bids has resulted in a significant backlog of non-revenue vehicles in the procurement process. Utilization of the State of California Statewide Fleet Vehicles Contract will allow Metro to procure 63% of the common types of non-revenue vehicles used by Metro staff, while continuing to procure the backlog of 282 specialty vehicles using traditional procurement methods. The California Statewide contract also has very competitive pricing for zero emission (ZE) vehicles, which will accelerate the

procurement of the 147 ZE vehicles and allow for replacement of older, higher emission non-revenue vehicles.

BACKGROUND

Various departments require non-revenue vehicles to support Maintenance, Transportation, and Construction programs. All 487 non-revenue trucks, sedans, SUVs, and cargo and passenger vans that will be replaced have exceeded the minimum required service requirements and need replacement, as many of these vehicles have been in service for more than 20 years.

These vehicles are experiencing reduced reliability, requiring significant and frequent repairs to keep them in service. Some of these vehicles have also been determined unreliable, with excessive mechanical failures, costly/frequent repairs, and high levels of service unavailability. Their current condition renders them no longer cost-effective to maintain, and replacements are now required.

DISCUSSION

This procurement is to replace 487 Metro-owned and operated SUVs, Trucks, Sedans, and Cargo and Passenger Vans that have exceeded the policy requirement of 6 years and/or 150,000 miles of service.

All departments throughout the agency rely on these vehicles, including Bus and Rail Divisions, Wayside Systems, Maintenance of Way Engineering, Risk Management, Operations Planning, and Public Relations, just to name a few. The new vehicles will be used for Operator Relief, Maintenance Support, and Facilities Maintenance, as well as support Revenue Services and various administrative functions. The new vehicles provide several benefits to Metro, including Environmental Impact, Cost of Ownership, and Safety.

Utilizing the State of California Statewide Fleet Vehicles Contract will allow Metro to purchase vehicles that have failed multiple procurements through a combination of lack of bidders and unacceptable bids that greatly exceeded Independent Cost Estimates (ICE). This approach is allowing Metro to purchase many of these vehicles at prices below the ICE, at a substantial savings to Metro. Purchasing through the Statewide Fleet Vehicles Contract also has the added benefit of a shorter lead time due to the specification of common vehicles that are more readily available, which will also reduce the procurement backlog by at least 17 requisitions caused by dealers/manufacturers cancelled orders due to recent supply chain issues.

Environmental Impact

The new vehicles benefit customers, employees, and the communities where Metro vehicles operate by reducing harmful emissions. In alignment with the recent Board approval of the EV Parking Strategic Plan, Metro is committed to transitioning the non-revenue fleet to zero-emission vehicles, 147 of the 487 vehicles (30%) being battery electric and 97 of the 487 vehicles being hybrid (20%). The remaining 340 vehicles are passenger vans and trucks that are not available in electric or hybrid powertrain options at this time.

Cost of Ownership

The benefits of new replacement vehicles, such as better fuel efficiency, fewer repairs, increased reliability, and shorter repair times, will greatly reduce the cost of maintaining the existing fleet.

DETERMINATION OF SAFETY IMPACT

Safe operation of the non-revenue vehicle fleet is paramount to the safety of the Metro employees who operate them. Excessive age and mileage lead to wear and tear of the major vehicle systems, e.g., drive trains, steering, suspension, and engines. This results in increased breakdowns during operation.

The new vehicles are equipped with more technologically advanced safety features, including dynamic braking, emergency airbags, and antilock braking, making them safer for staff to operate than aging vehicles.

FINANCIAL IMPACT

The recommended award is \$24,034,308. This request is within the Life of Project (LOP) Budget of \$36,350,000. The contract award amounts are listed in the table below by vehicle quantity, vehicle type, and Capital Project number. This budget is contained within multiple Capital Projects, as listed in the table below. The budget for this procurement is in Cost Center 3790, Maintenance Administration, and 3196, Central Oversight & Analysis under Account 53106, Acquisition of Service Vehicles.

Amount	Quantity	Vehicle Type	Project	Project Name
\$ 240,645	5	Cargo Vans	205668	MOW NON-REV VEHICLE & EQUIP
\$ 48,538	1	Trucks	205668	MOW NON-REV VEHICLE & EQUIP
\$ 2,008,680	40	Highlander	208604	FY20 NRV
\$ 2,551,120	52	Sedans	208604	FY20 NRV
\$ 753,255	15	Highlander	208608	AQMD 1196 RULE NON-REV VEHICLE
\$ 1,443,869	30	Cargo Vans	208610	FY23 NR VEH EQUIP REPLACEMENT
\$ 434,776	8	Passenger Vans	208610	FY23 NR VEH EQUIP REPLACEMENT
\$ 2,796,420	57	Sedans	208610	FY23 NR VEH EQUIP REPLACEMENT
\$ 2,275,383	42	Trucks	208610	FY23 NR VEH EQUIP REPLACEMENT
\$ 147,180	3	Sedans	208611	FM NON-REVE VEHICLE & EQUIP
\$ 330,029	7	Trucks	208611	FM NON-REVE VEHICLE & EQUIP
\$ 1,203,224	25	Cargo Vans	208612	FY25 NR Veh Equip Replacement
\$ 1,506,510	30	Highlander	208612	FY25 NR Veh Equip Replacement
\$ 1,471,800	30	Sedans	208612	FY25 NR Veh Equip Replacement
\$ 3,813,825	80	Trucks	208612	FY25 NR Veh Equip Replacement
\$ 2,406,449	50	Cargo Vans	861518	PURPLE LINE EX SYS INTEGRATION
\$ 602,604	12	Highlander	861522	PURPLE LINE EX-P2 SYS INTEGRATION
\$ 24,034,308	487			

The current sources of funds for this action are the State Transportation Development Act (TDA) and

Local Measure R 35%. TDA funding is eligible for Capital and Operating Projects, and Measure R 35% is not eligible for Bus and Rail Operations. Given fund guidelines and provisions, using these funding sources maximizes the allocation intent.

EQUITY PLATFORM

This action will provide support vehicles for staff across the agency's various departments and roles. Staff rely on support vehicles for a range of activities, including providing efficient and timely rail/bus services. The 487 vehicles procured will replace the aging vehicles in various departments throughout Metro to support revenue services of Rail and Bus Operating Divisions, including Downtown Los Angeles, El Monte, Long Beach, and Sun Valley.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Metro used the California Statewide Contract to purchase this large quantity of vehicles after supply chain issues created by the COVID-19 pandemic impacted its ability to replace aging vehicles for several years.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The non-revenue vehicles support Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. They will help maintain the reliability of rail/bus service and ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals.

ALTERNATIVES CONSIDERED

The alternative of continuing to operate the current vehicles was considered for the 487 trucks, sedans, SUVs, cargo, and passenger vans still in service. Retaining these vehicles for use by Metro employees is not recommended. The diminished reliability, high maintenance costs, frequent repairs, and higher emissions have rendered these vehicles a poor alternative for continued operation.

Utilization of the State of California Statewide Fleet Vehicles Contract is the alternative to the traditional Requests For Proposals (RFP), which has been unsuccessful in recent years due to lack of bidders and extreme price markups from the few available bidders. The Statewide Fleet Vehicles Contract allows Metro to purchase common vehicles at standard or discounted prices without the inherent time delays of individual procurements and the special-order process. This will also allow Metro to purchase all six different types of vehicles in a single procurement, reducing the need for internal resources needed for multiple procurements.

NEXT STEPS

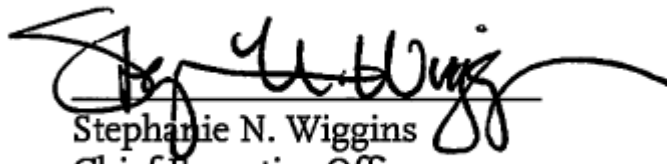
Following the execution of the contract, the state-approved vendors will commence delivery upon receipt from the manufacturers. The delivery of all 487 vehicles is scheduled before the end of calendar year 2025.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Alan Tang, Senior Director Non-Revenue Fleet Maintenance (562) 658-0231
Gary Jolly, Bus Maintenance Superintendent, (213) 922-5802
James Pachan, Senior 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

REPLACEMENT OF NON-REVENUE VEHICLES THROUGH CALIFORNIA STATEWIDE CONTRACT

1.	Contract Numbers: OP254056000, OP254057000, OP254058000, OP254059000, OP254060000	
2.	Recommended Vendors: Downtown Ford Hanford, Watsonville Fleet Group, Elk Grove Sales, US Fleet Source, Freeway Toyota of Auto	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP—A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates: N/A	
	A. Issued: N/A	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: N/A	
	E. Pre-Qualification Completed: N/A	
	F. Ethics Declaration Forms Submitted to Ethics: N/A	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: N/A	Bids/Proposals Received: N/A
6.	Contract Administrator: Tina Hoffstetter	Telephone Number: 213-922-2775
7.	Project Manager: Alan Tang	Telephone Number: 562-658-0231

A. Procurement Background

This Board action is to request authorization to utilize the State of California Statewide Fleet Vehicles Contract for the replacement of 487 non-revenue vehicles. The State of California competitively solicited and negotiated the award of multiple contracts that provide the State and local governmental agencies the ability to leverage their combined purchasing power to obtain favorable pricing for four major categories of fleet vehicles, including Fleet Vehicles-Cars, Fleet Vehicles-Trucks, Fleet Vehicles-Vans and SUVs, and Alternate Fuel Medium/Heavy Duty Vehicles.

B. Evaluation of Bids

Proposal evaluations were not conducted for this action since the contracts have already been awarded by the State of California. Metro reviewed the available vehicles on the State pricing schedules and selected the vehicles whose technical specifications complied with Metro's technical

requirements.

C. Price Analysis

The recommended Not-to-Exceed (NTE) amounts for each purchase with a cumulative NTE amount of \$24,034,308 are considered fair and reasonable based on adequate price competition, pre-negotiated pricing, and fact finding. Metro further conducted a survey of published vehicle pricing for the vehicles being purchased and it was determined that prices on the State Contract reflect favorable pricing with discounts up to 32% off the Manufacturer's Suggested Retail Price (MSRP).

Supplier	Type of Vehicle	Qty.	Total Price	Sales Tax	Tire Fee	Total
Downtown Ford Sales	Trucks and Cargo/ Passenger Vans	178	\$8,004,465	\$760,424	\$1,246	\$8,766,135
US Fleet Source	EV Sedans	142	\$6,361,174	\$604,312	\$994	\$6,966,480
Freeway Toyota of Hanford	Hybrid SUVs	97	\$4,447,838	\$422,545	\$679	\$4,871,062
Watsonville Fleet Group	Pick-Up Trucks	63	\$2,831,199	\$268,964	\$441	\$3,100,604
Elk Grove Auto	Pick-Up Trucks	7	\$301,350	\$28,628	\$49	\$330,027
Grand Total						\$24,034,308

D. Background on Recommended Contractors

Downtown Ford

Downtown Ford Sales has been a family-owned business since 1911 and is one of the oldest dealerships in California. In 2022, Harrold Ford and Downtown Ford merged to create Downtown Ford Sales with 2 locations, both in Sacramento, California.

Elk Grove Auto

Elk Grove Auto is part of the Knight Automotive Group and is located in Sacramento County, California. Elk Grove Auto Dealerships include Elk Grove Acura, Audi, Dodge/Jeep, Subaru, and Volkswagen.

Freeway of Toyota Hanford

Freeway Toyota is part of Victory Automotive Group, an award-winning dealership group with dealerships all over the country. It all started back in 1997 with just one Nissan store in rural Tennessee. From those humble beginnings, Victory quickly expanded, adding more brands and moving beyond Tennessee. Now, over 26 years later, Victory has over 50 locations in 10 states, representing 14 top automobile brands.

US Fleet Source

Fleet Vehicle Source Inc., doing business as US Fleet Source, is a veteran-owned, Native American-owned, and service-disabled veteran-owned small business based in Las Vegas, Nevada. The company was founded in 2010 and specializes in providing light-duty vehicles to support federal agency operations through contracts with the General Services Administration (GSA). As a prime contractor, Fleet Vehicle Source supplies a wide range of vehicles, including sedans, sport utility vehicles (SUVs), cargo vans, and pickup trucks with various powertrain options such as hybrid, electric, and internal combustion engines. US Fleet Source is a small business that operates in the car & truck industry.

Watsonville Fleet Group

Watsonville Fleet Group is a family-owned business. The company was founded in 2008. Watsonville Fleet operates in the car & truck industry and is located in Watsonville, California and has a fleet department location in Alhambra, California that serves the Southern California region.

**REPLACEMENT OF NON-REVENUE VEHICLES THROUGH CALIFORNIA
STATEWIDE CONTRACT**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE)/Small Business Enterprise (SBE) goal for this solicitation. The State of California Statewide Fleet Vehicles Contract competitive process was used to purchase the fleet replacement vehicles.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

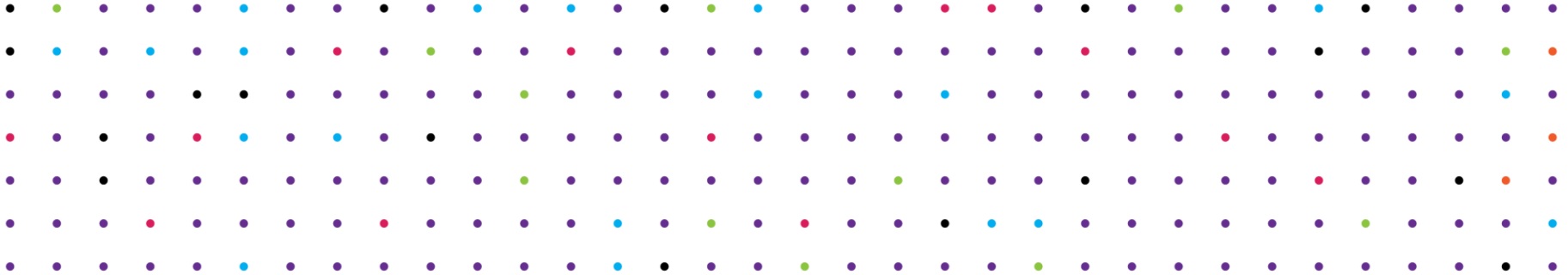
C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

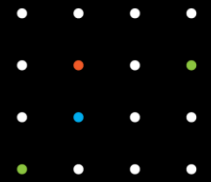
D. Project Labor Agreement/Construction Careers Policy

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

PURCHASE OF REPLACEMENT VEHICLES THROUGH CALIFORNIA STATEWIDE CONTRACT



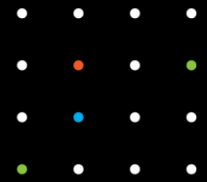
RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award firm fixed price contracts utilizing the State of California Statewide Contract in the sum of \$24,034,308 inclusive of sales tax for 142 electric drive sedans, 5 electric drive trucks, 97 hybrid sport utility vehicles (SUV's), 125 trucks, and 118 cargo and passenger vans. Delivery of the vehicles will be fulfilled by five suppliers of the State of California Statewide Fleet Vehicles Contract.

- **Downtown Ford** will provide 178 Ford trucks and cargo and passenger vans including electric vehicle (EV) trucks in the amount of \$8,766,135
- **US Fleet Source** will provide 142 EV Hyundai Ioniq 5 SE sedans in the amount of \$6,966,480
- **Watsonville Fleet Group** will provide 63 Ford trucks in the amount of \$3,100,604
- **Freeway of Toyota Hanford** will provide 97 Toyota Highlander Hybrid SUV's in the amount of \$4,871,062
- **Elk Grove Auto** will provide 7 Dodge Ram trucks in the amount of \$330,027

ISSUE & DISCUSSION



AWARDEES - Downtown Ford, US Fleet Source, Watsonville Fleet Group, Freeway of Toyota
Hanford, Elk Grove Auto

NUMBER OF BIDS – N/A (State Contract)

DEOD COMMITMENT – 0%

ISSUE

Metro non-revenue fleet vehicles have extraordinarily high mileage, are not reliable, and are costly to operate. Traditional procurement methods for these vehicles has resulted in either no bids or bid pricing of nearly double the ICE. The delays caused by these failed bids has resulted in a significant backlog of non-revenue vehicles in the procurement process. Metro requires a reliable non-revenue fleet to support all departments and numerous rail expansions.

DISCUSSION

This procurement of 487 standard non-revenue vehicles using the State Contract will eliminate 63% of the procurement backlog, while using traditional procurement methods for 282 specialty vehicles, and will accelerate procurement of 147 zero emission vehicles to replace higher emission vehicles that have exceeded 6 years of age and/or 150,000 miles of service.





Board Report

File #: 2024-0643, File Type: Contract

Agenda Number: 24.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: LIGHT RAIL VEHICLE DOOR DETECTION ENABLE SYSTEM

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. OP123557000 to Hitachi Rail STS USA, Inc. (Hitachi) in the amount of \$24,444,798.94 to modify the onboard automatic train control (ATC) software on Metro's Light Rail Vehicles (LRVs) to only allow the doors on the platform side to open upon the vehicle berthing, subject to resolution of any properly submitted protest(s), if any;
- B. FIND that there is only a single source of procurement for the proprietary ATC system software and modifications set forth in Recommendation A above, and it is for the sole purpose of modifying, integrating, and testing the LRV ATC functionality on the A and E lines; and
- C. INCREASE the Life-of-Project (LOP) budget for the Correct Side Door Enable System Project by \$22,938,000, increasing the LOP budget from \$9,062,000 to \$32,000,000.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

All of the rail lines, both subway and light rail, operate an automated door control system at the station platform, except for the Metro A and E Lines, which operate on a manual door control system that requires the Train Operator to open the doors when the train comes to a stop at a station platform. However, there have been limited instances of train doors incorrectly opening on the non-platform side of the train. The California Public Utilities Commission (CPUC) has identified "correct side door" technology that reduces the chance for human error. To reduce the risk of train doors opening on the non-platform side, a contract award and an LOP budget increase are needed to implement a correct side door enabling system to ensure that only the platform side of the train door may open.

BACKGROUND

When train doors open on the non-platform side of the station, it may expose Metro passengers to bodily injury, including death. However, no accidents have occurred to date that resulted in passenger injury or fatality on the Metro system. In 2016, these risks came to the attention of the California Public Utilities Commission (CPUC), which recommended that Metro look into correct side door enable technology that reduces Train Operator error by preventing doors from incorrectly opening on the wrong side of the train at the station platform. Metro began seeking a correct side door enable system solution by initiating open competitive procurements. The first solicitation in 2018 did not produce any proposals, and the second solicitation in 2021 resulted in one unqualified bidder. In 2023, Operations Engineering staff reassessed the project scope, opting for a non-competitive solicitation with an Original Equipment Manufacturer (OEM) of correct side door enable system technology. In May 2024, Request for Proposal (RFP) No. OP123557 was issued as a non-competitive procurement to Hitachi Rail STS USA, Inc. (Hitachi) in accordance with Metro's Acquisition Policy and Procedures. The functional requirement for a similar system is included in the current version of the Metro Rail Design Criteria, and as a result, will be available on all future light rail transit projects.

DISCUSSION

Currently, Metro employs a similar safety system on all rail lines except the A and E Lines, which ensures that train doors only open when properly aligned with the correct side of the station platform. The project's scope is to install a crucial safety system on the A and E Lines that automatically detects which side of a platform is adjacent to a stopped train, allowing the train doors to open only on that side. This will prevent the unintended opening of doors on the non-platform or "wrong" side of the station. Additionally, the safety system will prevent a Train Operator from opening the train's doors if the train is not correctly positioned at a station. The project work is scheduled to be completed in the Fall of 2027.

The initial cost and LOP budget of a correct door detection enable system was estimated based on the existing technology in 2017, without using a more complex proprietary system, and within the scope of work identified. A re-scoping of the project had to be completed upon negotiation of Contract No. OP123557000, which resulted in a \$32,000,000 LOP budget now estimated to complete the project. Refer to Attachment C for the expenditure plan of capital project 205118 - Correct Side Door Opening.

DETERMINATION OF SAFETY IMPACT

The correct side door enable system is a safety improvement project. The award of this contract and the establishment of the LOP will eliminate the current risk of Train Operators inadvertently opening the door on the wrong side of the platform. The CPUC has also recommended the implementation of technology to reduce the chance of such errors.

FINANCIAL IMPACT

This action will increase the LOP budget by \$22,938,000, from \$9,062,000 to \$32,000,000 for capital project 205118-Correct Side Door Opening. The FY25 budget includes annual funding of \$536,797

for this project.

Since this is a multi-year project, the Project Manager will ensure that the balance of funds is budgeted in future fiscal years.

Impact to Budget

The current source of fund is Measure M Metro SGR 2%. This funding is eligible for Rail SGR Projects. Additional funding sources will be pursued as opportunities become available.

EQUITY PLATFORM

Metro is committed to maintaining transit assets and ensuring reliable and equitable transportation options for Metro riders. The equity benefits of this action improve passenger safety on the A and E Lines. These lines directly provide service to many Equity Focus Communities (EFCs) as well as to low-income riders, who are the primary users of the Metro transit system.

The A and E Lines serve communities with a high concentration of EFCs, including Westlake, Exposition Park, Central-Alameda, Huntington Park, Vermont-Slauson, Vermont, Knolls, Vermont-Vista, Watts, Willowbrook, Compton, Long Beach, and Wilmington. They also serve as transfer connections to other Metro rail lines and multiple bus lines. Implementation of this safety system ensures safe operations that benefit low-income riders.

The Diversity & Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise or Disabled Veterans Business Enterprise (SBE/DVBE) participation goal for this procurement due to the lack of subcontracting opportunities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports Metro's Strategic Plan Goal to deliver outstanding trip experiences for all users of the transportation system.

ALTERNATIVES CONSIDERED

The Board may choose not to award Contract No. OP123557000 and not establish a LOP budget for project 205118. Staff does not recommend this because incidents can occur, and the CPUC is recommending that Metro implements this safety system.

NEXT STEPS

Upon Board approval of the recommendations, staff will establish the LOP budget and execute Contract No. OP123557000 with Hitachi Rail for the Light Rail Vehicle Correct Side Door Enable System Project.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Attachment C - Project 205118 Expenditure Plan

Prepared by:

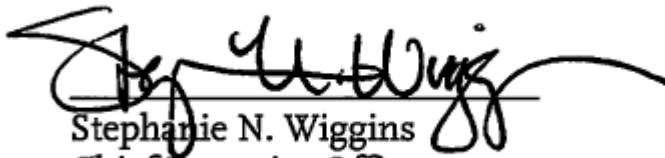
Aderemi Omotayo, Deputy Executive Officer, Wayside Systems Engineering and Maintenance, (213) 922-3243

Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227

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

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

LIGHT RAIL VEHICLE CORRECT SIDE DOOR ENABLE SYSTEM / OP123557

1.	Contract Number: OP123557	
2.	Recommended Vendor: Hitachi Rail STS USA, Inc. (Hitachi)	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 05-09-2024	
	B. Advertised/Publicized: N/A- Sole Source	
	C. Pre-Proposal Conference: N/A- Sole Source	
	D. Proposals Due: 07-12-2024	
	E. Pre-Qualification Completed: N/A- Sole Source	
	F. Conflict of Interest Form Submitted to Ethics: July 18, 2024	
	G. Protest Period End Date: 10/23/24	
5.	Solicitations Picked up/Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Ani Pogossian	Telephone Number: (213) 922-2874
7.	Project Manager: Aderemi Omotayo	Telephone Number: (213) 922-3243

A. Procurement Background

This Board Action is to approve the award of Contract No. OP123557 to modify the car-borne automatic train control (ATC) software to read Radio-Frequency Identification (RFID) tag data. RFID tags need to be installed at the station platform and other wayside locations to determine which station the light rail vehicle (LRV) is approaching, which rail track the LRV is on, the LRV's position relative to the berthing location, and when a radio frequency change is necessary. The Door Enable System functions under this contract will only be installed on the A and E Lines, as a separate system already performs the Door Enable functions on the C (Green) and K (Crenshaw) Lines. Hitachi STS USA, Inc. (Hitachi), is the sole manufacturer and distributor of the car-borne ATC package including hardware and software in all Metro's light rail vehicles. The hardware and software are proprietary. The contract award is subject to resolution of any properly submitted protest(s), if any.

The contract type is Firm Fixed Price, and the work is expected to be completed by December 2027. The Diversity & Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veterans Business Enterprise (SBE/DVBE) participation goal for this Procurement due to lack of subcontracting opportunities.

The Light Rail Vehicle Correct Side Door Enable System procurement was solicited twice as an open competitive procurement. The first solicitation in 2018 did not produce any proposals, and the second solicitation in 2021 resulted in one unqualified bidder, with Hitachi as the subcontractor.

On May 9, 2024, Request for Proposals (RFP) No. OP123557 was issued as a non-competitive procurement to Hitachi in accordance with Metro's Acquisition Policy and Procedures. During the solicitation phase of this RFP, LACMTA issued three (3) amendments, and three (3) sets of clarifications, answering a total of twenty-one (21) questions received from the proposer.

Four (4) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on May 17, 2024, added Special Provisions (SP)-21: California Transparency in Supply Chains Act.
- Amendment No. 2, issued on June 18, 2024, removed section 3.9.2 Construction Safety Supervisor and 6.6.6 Physical Barriers from the Scope of Work and revised General Conditions (GC-35) Rights in Technical Data, Patents and Copyrights.
- Amendment No. 3, issued on May 16, 2024, extended the proposal due date.
- Amendment No. 4, issued on August 5, 2024, BAFO.

One (1) proposer, Hitachi, responded to the RFP by the due date on July 12, 2024.

B. Evaluation of Proposal

This is a non-competitive sole source procurement for services that are available only from a single source due to data rights restrictions that preclude competition. This solicitation was evaluated in compliance with Metro's Acquisitions Policy and Procedures.

Metro's Project Manager (PM) performed a technical evaluation of the proposal in accordance with the RFP. The technical evaluation determined that Hitachi has the technical expertise and capabilities to perform the work as defined in the Scope of Work, as they are the Original Equipment Manufacturer (OEM) of the car-borne ATC package on all LRVs on Metro's property. The proposal required clarification and discussion which eventually resulted in a technically and commercially acceptable offer.

C. Cost Analysis

In accordance with LACMTA's Acquisition Policy and Procedures for a non-competitive acquisition, a cost analysis is required. Therefore, staff performed a cost analysis consisting of an assessment of the proposed cost elements and a comparison with the Independent Cost Estimate (ICE).

LACMTA's Independent Cost Estimate (ICE) amounted to \$28,500,000. This estimate covered various components inclusive of Material, Manufacturing, Installation and Engineering costs.

Hitachi's initial proposal was \$24,937,760. However, following clarifications and negotiations, a revised proposal was required.

In accordance with IP-06, titled "Amendment," Metro issued Amendment No. 4, requesting a Best and Final Offer (BAFO) from Hitachi. Hitachi responded with its revised Technical Proposal and Form 60. This resulted in a reduction from the initial proposal by \$492,961.06, bringing the Price Proposal down from \$24,937,760 to \$24,444,798.94.

The recommended price proposal from Hitachi totaling \$24,444,798.94 is 16.6% lower than the ICE. The primary difference between the ICE and the proposed amount is attributed to the ICE's inclusion of a 12% inflation adjustment for engineering and support labor. By removing the escalation factor from the ICE, the difference between the ICE and the lower proposed price is within 8.5%.

Proposer Name	Initial Proposal Amount	BAFO Proposal Amount	LACMTA ICE
Hitachi Rail STS USA, Inc.	\$24,937,760.00	\$24,444,798.94	\$28,500,000

Based on staff's cost analysis, it was determined that the final proposed price of \$24,444,798.94 was the best attainable value and is deemed fair and reasonable for the required work.

D. Background on Recommended Contractor

In 2015, Hitachi Ltd began acquiring all Ansaldo Transportation S.P.A related transportation companies. Due to this acquirement, the recommended firm, Hitachi Rail STS USA, Inc. was founded in 2019 and headquartered in Pittsburgh, Pennsylvania. Hitachi Rail is active around the world as a contractor and supplier of turnkey services and solutions and builds large projects for railway and mass transit systems for both passenger and freight systems. Their most recent and on-going contracts include LACMTA's HR-4000 Heavy Rail Vehicles Cab Signaling, P2550 Overhaul Cab Signaling, HR-5000 Heavy Rail Vehicles Cab Signaling, A650 Heavy Rail ATC Replacement Program and more.

DEOD SUMMARY

LIGHT RAIL VEHICLE CORRECT SIDE DOOR ENABLE SYSTEM / OP123557

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities for small businesses. Hitachi Rail STS USA, Inc. listed one major subcontractor to perform on this contract.

B. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

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. Project Labor Agreement/Construction Careers Policy

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

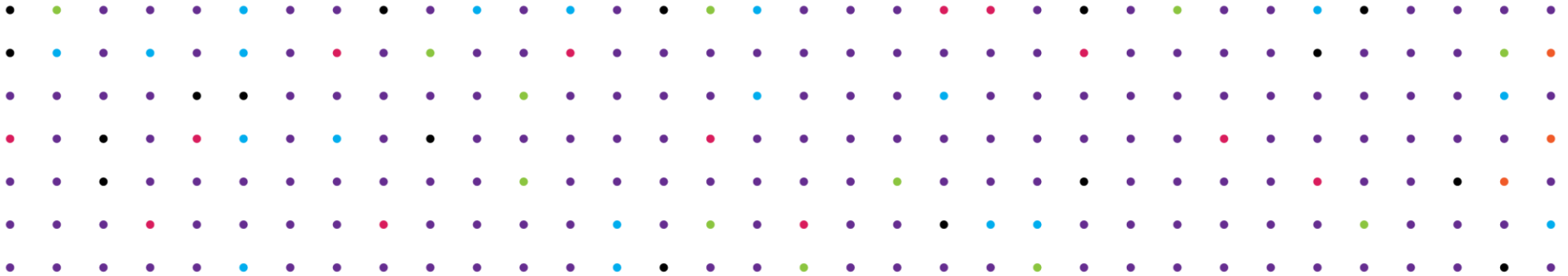
**Capital Project 205118 Expenditure Plan
Correct Side Door Enable System**

Use of Funds	FY25	FY26	FY27	FY28	Total
Contract No. OP123557000 Correct Side Door Enable System	\$ 6,000,000	\$ 6,000,000	\$ 6,000,000	\$ 6,444,799	\$ 24,444,799
Metro Workforces	\$ 950,000	\$ 950,000	\$ 950,000	\$ 950,000	\$ 3,800,000
Agency Costs (Design Support During Construction, Construction Management, Project Management, Procurement, Labor Compliance)	\$ 325,000	\$ 325,000	\$ 325,000	\$ 335,421	\$ 1,310,421
Contingency 10%					\$ 2,444,780

Yearly Cash Flow Forecast \$ 7,275,000 \$ 7,275,000 \$ 7,275,000 \$ 7,730,220 \$ 32,000,000

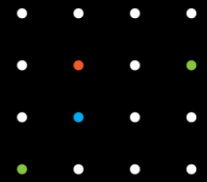
INFRASTRUCTURE, MAINTENANCE, AND ENGINEERING

LIGHT RAIL VEHICLE DOOR DETECTION ENABLE SYSTEM



Operations, Safety, & Customer Experience Committee Meeting
November 21, 2024

RECOMMENDATION



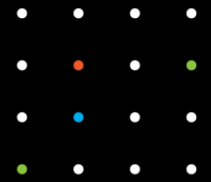
AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. OP123557000 to Hitachi Rail STS USA, Inc. (Hitachi) in the amount of \$24,444,798.94 to modify the onboard automatic train control (ATC) software on Metro's Light Rail Vehicles (LRVs) to only allow the doors on the platform side to open upon the vehicle berthing, subject to resolution of any properly submitted protest(s), if any; and
- B. FIND that there is only a single source of procurement for the proprietary ATC system software and modifications set forth in Recommendation A above, and it is for the sole purpose of modifying, integrating, and testing the LRV ATC functionality on the A and E lines, and;
- C. Increase the Life-of-Project (LOP) budget for the Correct Side Door Enable System Project by \$22,938,000, increasing the LOP budget from \$9,062,000 to \$32,000,000.



Metro[®]

ISSUE & DISCUSSION



AWARDEE

Hitachi Rail STS USA

NUMBER OF PROPOSALS

One

DEOD COMMITMENT

Due to a lack of sub-contracting opportunities, no participation goal was recommended.

ISSUE

The Metro A and E Lines operate on a manual door control system, requiring the Train Operator to open the train doors upon stopping at a station. This system can result in the doors being opened on the wrong side, where there is no platform.

DISCUSSION

The project's scope is to install a crucial safety system on the A and E Lines that automatically detects which side of a platform is adjacent to a stopped train, and only allows the opening of those doors.





Board Report

File #: 2024-0511, File Type: Contract

Agenda Number: 25.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

**SUBJECT: LIFE OF PROJECT INCREASE FOR P2000 LIGHT RAIL VEHICLE
MODERNIZATION/OVERHAUL PROJECT**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

INCREASE the Life of Project (LOP) budget for the P2000 Light Rail Vehicle (LRV) Midlife Modernization Project, Capital Project (CP) 206044, by \$20,053,926.00, increasing the total LOP budget from \$160,800,000.00 to \$180,853,926.00.

ISSUE

Contract No. OPP2000 directs Alstom Transportation Inc. to perform midlife modernization and replace critical components, including propulsion, brake, and train control systems on the 52 Siemens vehicles (P2000) to ensure they remain in a state of good repair through their intended design life. The existing LOP budget is insufficient to fund the negotiated and pending change orders required to complete the project, including potential claims still under discussion. The change orders are necessary for two reasons:

- 1) to mitigate external factors, including project extension approval due to various delays; and
- 2) address newly identified technical issues that emerged during the contract and require additional work that was not included in the original project scope

BACKGROUND

The P2000 LRVs were first put in revenue service back in July of 2000. The Midlife Modernization Project is essential based on the Original Equipment Manufacturer's (OEM) repair recommendation and per vehicle performance record assessment. The contract was awarded to Alstom Transportation at the March 2017 Board meeting. The Midlife Modernization Project is required by the Rail Fleet Management Plan FY2015-FY2040 which details Metro's forecasted rail services to ensure that the P2000 fleet is maintained in a state of good repair to support current and future ridership projections. The midlife modernization scopes include upgrade/renewal of the propulsion system, key brake system components, HVAC system, Electrical system, Communication system, Automatic Train Control System, and various other sub-systems to ensure the vehicles can continue to operate safely and to ensure their reliability and maintainability.

During the solicitation phase, the project team and contractors performed assessments of the P2000 fleet as thoroughly as possible without disassembling equipment. All interested parties received available documentation regarding the fleet configuration. However, some technical issues impacting performance were identified only after the vehicles were disassembled or when attempting to integrate new systems. Changes to the work scope were required to address the newly identified issues. The P-signal generator and dead battery start modules are two examples of previously unidentified obsolete components that required replacement to meet performance and reliability requirements. For such identified technical issues, change orders were executed to address them in a timely manner; more details are provided in the Discussion Section below.

Currently, the project is near 94% completion on production and only has three LRVs remaining for commissioning. However, the 49 modernized LRVs that are currently conditionally accepted are still under warranty phase which is expected to conclude in June of 2028.

DISCUSSION

Since the contract award of this project, change orders have been issued to address newly identified obsolescent components and systems impacting performance. Issuing change orders has helped to ensure the delivered LRVs are reliable and available for service.

The change orders are attributed to increased costs and COVID-related factors beyond Metro and Alstom's control. Additionally, these change orders addressed unforeseen technical issues that were out of the original project scope. The COVID pandemic adversely impacted critical travel for design review meetings with the contractor and key suppliers, witnessing critical tests, and supporting critical inspections. Additionally, the pandemic severely impacted the global supply chain and workforce availability. These COVID-related challenges resulted in numerous activities taking longer than originally planned and requiring additional contractor, Metro, and consultant resources to complete this project. This resulted in increases in project costs.

By resolving these issues, the change orders ensure that the P2000 LRVs are restored to a state of good repair and will be maintained at this standard for the remainder of their design life. Here are some of the change orders mentioned previously:

- 1) Since the P2000 LRVs been put in services starting year 2000, numerous configuration changes including wiring, reworks, and parts replacements were done by Operations. Hence, the P2000 LRVs are not in a consistent vehicle configuration per original design drawings, which required additional work to bring them up to the latest configuration. This is crucial so that the fleet is consistent and easier for future maintenance activities.
- 2) gsame reasons as in Point 1 aboveDoor issues - The contractor claims that door issues resulted from latent defects and were outside their work scope.
- 3) Time Impact Analysis 4 - Increase testing hours and scope from 1 LRV to 2 LRVs.
- 4) Time Impact Analysis 5 - No track access or any test cancelation that may affect the capability to perform the Validation &Verification (V&V) and Commissioning & Warranty activities

(validation test campaign, 4K Burn-in test, and 1k Burn-in test) that will drive the whole chain of events of Conditional Acceptance of each LRV.

- 5) Time Impact Analysis 9 - Performing the 1000-mile burn-in test in the first three LRVs after the 4000-mile test.

The current budget for the P2000 LRV Midlife Modernization Project will be exceeded due to the several unforeseen factors mentioned earlier that were not initially anticipated. Currently, there are only 7.2% (approximately \$11.5M) LOP remaining. With the additional required changes (see above five items), the project still requires \$20.05M to successfully complete the remaining tasks.

This funding is vital for advancing the integration process and ensuring that the P2000 systems are seamlessly incorporated into Regional Connector operations. Additionally, it will support the implementation of critical reliability improvements, address evolving operational demands, and maintain performance standards.

DETERMINATION OF SAFETY IMPACT

Approval of this recommendation will positively impact safety, service quality, system reliability, performance, and overall customer satisfaction. A properly functioning LRV is required to safely operate Metro's rail service. Failing to approve this recommendation will have significant safety risks that severely impact the LRV's operational efficiency and long-term maintainability.

FINANCIAL IMPACT

Upon Board approval, the project LOP will be increased from \$160,800,000 to \$180,853,926 under CP 206044. The FY25 annual budget for this project is \$8,831,452, with an available LOP of \$19,717,618. The requested increase also includes an allocation for Project Contingencies, as detailed in Attachment A - Funding Expenditure Plan. This contingency allocation will enable staff to address any additional issues identified as we approach Contract Closeout.

Since this is a multi-year project, the Program Manager will ensure that this project is budgeted in future fiscal years.

Impact to Budget

The current budget for this action includes Proposition A, Measure M, and Federal 5337. These funds are eligible for rail operating and capital projects. Using these funding sources maximizes the allocation intent given fund guidelines and provisions.

EQUITY PLATFORM

The P2000 LRV Midlife Modernization/Overhaul Project enables the successful delivery of these vehicles on Metro's existing light rail vehicle lines, such as the A and E lines. These lines serve many Equity Focus Communities (EFCs), such as Downtown LA, Chinatown, Long Beach, and others. . Having safe, reliable LRVs provides options to EFCs, which often rely on public transit to seamlessly commute to work, school, and other opportunities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goal #1.2 - Optimize the existing system's speed, reliability, and performance by revitalizing and upgrading Metro's transit assets. The completion and rollout of the P2000 LRVs are state-of-the-art assets that will significantly reduce trip disruptions on rail networks and improve the integrity of the overall network.

This goal is to ensure effective management of the increased budget with a focus on reliability enhancements. In addition, we have developed a forecast budget to monitor expenditures closely.

ALTERNATIVES CONSIDERED

The Board of Directors may choose not to approve the requested increase in LOP for this project. However, Metro staff do not recommend this alternative because it will impact the ability to complete the necessary modernization/overhaul for a reliable fleet. Staff explored all possible mitigation efforts, including considering performing some work in-house and allocating other funds/reserves to the project. However, the amount needed to complete the remaining works will still require board approval for additional LOP. The budget increase is not merely a financial adjustment but a strategic necessity to ensure the fleet's reliability and alignment with Metro agency expectations.

NEXT STEPS

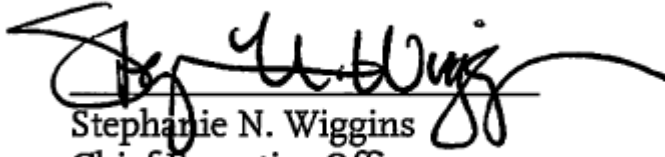
Metro will continue crucial work on the P2000 integration with the Regional Connector and implement the necessary changes to enhance system reliability. This funding is vital for advancing the integration process, ensuring that the P2000 systems are seamlessly incorporated into the Regional Connector operations. Additionally, it will support the implementation of critical reliability improvements, addressing evolving operational demands and maintaining performance standards.

ATTACHMENTS

Attachment A - Funding and Expenditure Plan

Prepared by: Eduardo Maycotte, Senior Manager, Project Control (213) 922-3376
Annie Yang, Deputy Executive Officer, Rail Vehicle Acquisitions (213) 922-3254
Jesus Montes, Senior Executive Officer, Vehicle Acquisitions (213) 418-3277
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



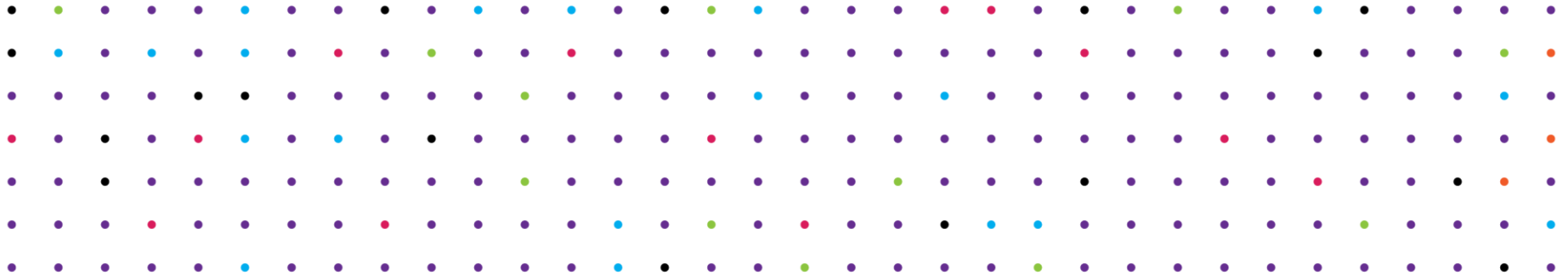
Stephanie N. Wiggins
Chief Executive Officer

Funding and Expenditure Plan

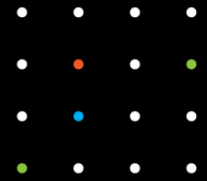
CP 206044 – P2000 LRV Midlife Modernization/Overhaul Project

Uses of Funds	ITD thru FY24	FY25	FY26	FY27	FY28	Total	% of Total
Midlife Overhaul 52 Siemens LRVs	\$118,990,145.32	\$28,025,870.00	\$11,152,745.83			\$158,168,761.15	87.46%
Professional Services	\$8,631,242.87	\$1,400,000.00	\$700,000.00	\$100,000.00	\$100,000.00	\$10,931,242.87	6.04%
MTA Administration	\$3,799,995.98	\$500,000.00	\$400,000.00	\$200,000.00	\$100,000.00	\$4,999,995.98	2.76%
Contingency	\$0.00	\$3,740,052.00	\$2,013,874.00	\$500,000.00	\$500,000.00	\$6,753,926.00	3.73%
Total Project Cost	\$131,421,384.17	\$33,665,922.00	\$14,266,619.83	\$800,000.00	\$700,000.00	\$180,853,926.00	100.00%
Sources of Funds							
Local (Prop A Rail 35%, MM SGR 2%) / State / Federal	\$131,421,384.17	\$33,665,922.00	\$14,266,619.83	\$800,000.00	\$700,000.00	\$180,853,926.00	100.00%
Total Project Funding	\$131,421,384.17	\$33,665,922.00	\$14,266,619.83	\$800,000.00	\$700,000.00	\$180,853,926.00	100.00%

CP 206044 P2000 LRV MIDLIFE MODERNIZATION/OVERHAUL PROJECT



ISSUE & DISCUSSION



PROJECT : CP 206044 P2000 LRV MIDLIFE MODERNIZATION/OVERHAUL PROJECT

AWARDEE: Alstom Transportation Inc.

NUMBER OF BIDS: 2

DEOD COMMITMENT: N/A, FTA's TVM (Transit Vehicle Manufacturer) Commitment applies

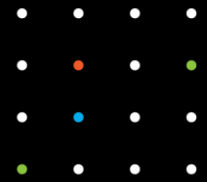
FORECASTED COMPLETION DATE: June 2028 (Including Warranty)

CURRENT STATUS: In Production/Commissioning/Warranty phases.

- 46 of 52 LRVs Conditionally Accepted (88%) and ready for service
- 3 LRV's at Commissioning stage (LA Metro Site)
- 3 LRV's At Alstom's Mare Island Final Assembly Site



ISSUE & DISCUSSION



ISSUE

Contract was awarded to Alstom in March 2017 with Board approval with initial completion of NTP+ 55 months. Project had to be extended due to various change orders and pandemic.

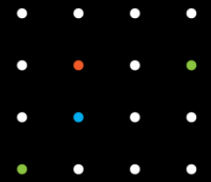
Current LOP budget is insufficient to:

- Fund negotiated/pending Change Orders to complete the project including potential claims.
- Fund related costs with Contractor, Consultants and Metro Staff up to Project Completion.

DISCUSSION

- Change Orders were necessary due to two primary reasons: external factors such as COVID-related delays and unforeseen technical issues emerged that required additional work.
- Change Orders include upgraded components, additional testing, and improvements in ensuring safety and operational efficiency to meet evolving standards and operational demands.
- Due to COVID pandemic, Metro had to extend the support from the Contractor, Consultants and Metro Staff to ensure Project Completion.

RECOMMENDATION



INCREASE the Life of Project (LOP) Budget for the P2000 LRV MIDLIFE MODERNIZATION/OVERHAUL PROJECT, CP 206044, by \$20,053,926.00, increasing the Life of Project from \$160,800,000.00 to \$180,853,926.00, this increase will allow to execute the required Change Orders and staff support to ensure P2000 LRV fleet remain in a State of Good Repair through their intended design life.



Board Report

File #: 2024-0478, File Type: Contract

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: REPLACE G-LINE OPPORTUNITY CHARGERS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Contract Modification No. 24 with New Flyer of America in the not-to-exceed amount of \$7,938,707 under Contract No. OP28367-001, to procure seven on-route opportunity chargers, replace the same number of chargers installed on the G-Line Bus Rapid Transit (BRT) line and include a Service Level Agreement to ensure reliability and availability, increasing the total contract value from \$66,460,743 to \$74,399,450. This Contract Modification does not increase the Life of Project (LOP) budget of \$80,003,282.

ISSUE

The G-Line charging infrastructure is experiencing significant reliability and availability issues, adversely impacting Metro's Operations and Service. For the majority of 2024, four of the eight opportunity chargers were out of service. This has resulted in Metro periodically needing to substitute Battery Electric Buses (BEBs) with Compressed Natural Gas (CNG) buses, fueled with renewable natural gas, to maintain service.

The primary issue is that neither the industry nor the technology had matured when the G-Line was converted to zero-emission operations in 2021. As a result, there were significant initial integration issues between the chargers and the BEBs.

BACKGROUND

In July 2017, the Board approved Motion 50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (Attachment A) to convert the Orange Line (G Line) to a full Zero Emission (ZE) operation. That same month, New Flyer of America (New Flyer) was awarded a contract to deliver forty 60-foot articulated Battery Electric Buses and eight opportunity chargers to service the G-Line: two chargers each for the Chatsworth and Canoga Stations and four more chargers for the North Hollywood Station. New Flyer subcontracted the procurement and delivery of the chargers to Siemens. Although Siemens is a well-established company in the transit industry, its entry into the EV charging field under its eMobility division was relatively recent at the time of the subcontract.

Full battery electric bus service on the G Line commenced in January 2021, while all the opportunity chargers were installed in October 2021. In June 2021, one of the North Hollywood Station chargers was permanently damaged when it was struck by one of Metro's buses.

Numerous obsolescence and technical issues have plagued the system. Nonetheless, Metro and the contractor were generally able to mitigate the issues and keep the chargers operational until the start of 2024, when the chargers began developing technical challenges that could not be resolved. As of July 31, 2024, four chargers were permanently offline (one due to the collision and three for technical issues). The remaining chargers have experienced intermittent issues impacting their performance and availability. Specifically,

- The equipment is not fully compatible with the operating environment, resulting in numerous out-of-service periods due to rain and warm weather;
- The diagnostic system is not fully developed, not allowing for local troubleshooting and repairs;
- The vendor's technical staff was not fully trained, requiring support from non-local engineers; and
- The supply chain is not fully developed, leading to parts shortages.

Further, Metro included procurement of the chargers with the bus solicitation. Metro later learned that the existing reliability and availability provisions were insufficient to hold the contractor accountable for ensuring the chargers performed according to Metro's requirements.

The obsolescence of the equipment makes troubleshooting, part replacement, and repairs very challenging, limiting the availability of the chargers for service and causing range anxiety for operators.

DISCUSSION

New Flyer proposed Heliox as the replacement charger supplier. Metro staff reviewed the recommendation to ensure proposed chargers will meet G-Line operational requirements. Through outreach with other transit agencies, staff has reviewed performance, reliability, technical support, and approved these chargers as replacements. Staff recommends replacing the seven obsolescent Siemens chargers experiencing technical issues with more technically mature Heliox chargers. The eighth charger will be replaced via warranty with a similar Heliox charger. This charger was deemed unrepairable and decommissioned by New Flyer. In a previous agreement, New Flyer agreed to replace the charger as part of the warranty coverage.

Heliox was founded in 2009, and its core business is delivering charging systems for public transport. In 2023, Siemens ceased manufacturing its own chargers and procured Heliox to manufacture its chargers. As of that year, they have delivered and installed over 1600 DC rapid chargers. Further, Heliox's North American headquarters is in Atlanta, Georgia, and includes design, training, and manufacturing units. Therefore, trained and experienced Heliox staff should be more readily available to support Metro's ZE operating system. Supply chain issues should also be mitigated since the chargers are manufactured domestically. Although there are other charger vendors, there are very few whose core business is delivering charging systems for public transport and have a domestic

manufacturing, design, and training presence.

Staff also recommends procuring a Service Level Agreement (SLA) for all eight new chargers within the change order to ensure qualified and experienced staff are available to troubleshoot and repair the equipment and maintain a high level of reliability and availability. The SLA incorporates lessons learned from the existing contract. It includes performance requirements to ensure that qualified and trained staff are available to respond expeditiously to ensure equipment availability and reliability. For example, the SLA requires 97% availability of the chargers for the contractor to receive 100% of the scheduled milestone payment. Lesser charger availability will result in lesser amounts being paid.

Metro conducted negotiations with New Flyer to secure a prorated credit for the remaining, unused warranty life as the existing chargers are replaced. This consideration reflects Metro's commitment to fiscal responsibility, ensuring that the value of the underutilized equipment is accounted for within the overall contract modification. By securing this credit, Metro aims to maximize cost efficiency while transitioning to a more reliable, technically mature charging infrastructure.

DETERMINATION OF SAFETY IMPACT

The recommendations support the successful operation of the G Line and the 40 New Flyer 60-foot BEBs. Adopting this recommendation will provide operators with dependable on-route charging, which will reduce operator range anxiety and ensure reliable operation of the equipment.

FINANCIAL IMPACT

Total LOP funding of \$80,003,282 is included in Cost Center 3320-Vehicle Technology, under project 201073, with an LOP available of \$11,681,039. The FY25 annual budget is \$2,067,838. This action is within the project LOP.

Since this is a multi-year contract, the Cost Center Manager will be responsible for ensuring that future year funding is programmed.

Impact to Budget

The current source of funds for this action is Measure R 35%. This funding is not eligible for bus and rail operating projects. The use of this fund meets the project allocation intent, given approved provisions and guidelines.

EQUITY PLATFORM

The G Line provides dedicated rapid transit bus service to many Equity Focus Communities (EFCs) on a 17.7-mile route from Chatsworth Station to North Hollywood Station in the San Fernando Valley. The line services roughly 97 High Need or Very High Need EFCs with the following demographics:

- 61% percent of households within the line's EFCs are low-income.
- 12% are zero-vehicle households.
- 81% of the population is Black, Indigenous, and People of Color (BIPOC).

As previously noted, reduced charger availability impacts Metro's ability to operate BEBs on the G Line, necessitating that Metro deploy CNG vehicles to meet service levels. These impacts reduce service reliability and create greater pollution within these EFCs. Renewable Natural Gas (RNG) powered CNG buses can generate up to 0.75 metric tons of carbon monoxide per year, and the short duration of time with RNG-powered buses used on the G Line produced a portion of this amount per bus.

New Flyer of America, Inc., a Transit Vehicle Manufacturer (TVM), is listed on the Federal Transit Administration's (FTA) list of eligible TVMs and submitted its overall Disadvantaged Business Enterprise (DBE) goal of 4.01% to FTA for FY25. TVMs submit overall DBE goals and report participation directly to FTA annually.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports Goal #3, Enhance communities and lives through mobility and access to opportunity, and Goal #4, Transform LA County through regional collaboration and national leadership.

ALTERNATIVES CONSIDERED

An alternative to the proposed new chargers is to continue using the current obsolescent chargers on the G Line. This option is not viable due to significant operational challenges, including limited support from OEM vendors and difficulties in procuring necessary repair parts. Additionally, as technology advances, these chargers will become incompatible with newer buses equipped with updated charging protocols.

Another option is to enforce the warranty, but Staff does not recommend due to a lack of Service Level Agreement (SLA) in place with the current chargers, therefore, the contractor is not incentivized to quickly and permanently resolve issues.

NEXT STEPS

Upon Board approval, staff will execute the Contract Modification to purchase and install chargers for North Hollywood, Chatsworth, and Canoga.

ATTACHMENTS

Attachment A - Board Motion 50 Strategic Plan for Metro's Transition to Zero Emission Buses
Attachment B - Procurement Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary

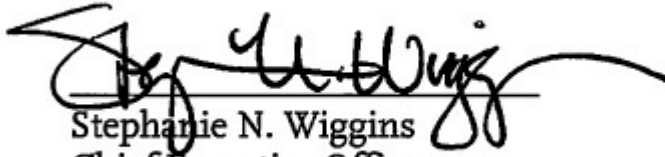
Prepared by:

Daniel Surmenian, Senior Manager, Project Control, (213) 922-5830
Jesus Montes, Senior Executive Officer, Vehicle Acquisitions, (213) 418-3277

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



Board Report

File #: 2017-0524, File Type: Motion / Motion Response

Agenda Number: 50

**REVISED
REGULAR BOARD MEETING
JULY 27, 2017**

Motion by:

**DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS
AS AMENDED BY SOLIS, KUEHL and BARGER**

FRIENDLY AMENDMENT BY FASANA

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

LA Metro has developed a comprehensive plan to deliver a complete transition to zero emission electric buses by 2030. The transition plan is contingent on two primary factors: continuous advancements in electric bus technology (which must increase range, reduce bus weights, reduce charging times, extend battery life cycles), as well as a drop in prices as the technology develops.

As electric bus technology continues to advance, our electric grid is becoming cleaner by gradually eliminating coal from our energy portfolio and replacing it with renewable sources. A full transition to electric buses coupled with renewable energy sources promises mobility with significantly lower environmental impacts from this form of transportation.

In order to maintain our bus fleet in a state of good repair, Metro plans to continue replacing its aging bus fleet at approximately 200 buses per year. With firm local hiring requirements in Metro bus procurement, routine bus procurement presents a recurring opportunity that bolsters our local labor force in perpetuity.

In 2012, Metro's U.S. Employment Plan resulted in the award of an \$890 million contract to Kinkisharyo, a factory in Los Angeles County, and 404 quality railcar manufacturing jobs. Similarly, Metro can leverage recurring bus replacements to bolster labor throughout Los Angeles County

Metro plans to spend nearly one billion dollars on bus procurements in the next ten years. That level of investment, coupled with a transition to all electric buses, presents an opportunity for LA County to demonstrate leadership on combating climate change, and can make Los Angeles the central marketplace for new electric bus technology: a County rich with quality manufacturing jobs rooted in technologies that provide mobility, sustain a healthy environment and create career paths in clean

energy technologies.

**SUBJECT: MOTION BY BONIN, GARCETTI, NAJARIAN, HAHN
AND SOLIS AS AMENDED BY SOLIS, KUEHL AND
BARGER**

RECOMMENDATION

WE THEREFORE MOVE that the Board:

- A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;
- B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:
 - 1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion
 - 2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;
- C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and
- D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

- A. As part of establishing a working group:
 - 1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;
 - 2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.
- B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;
- C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

- D. ENSURE that MTA maintains the flexibility to explore the best available technologies that contributes to zero-emissions and/or net-negative emissions in the Los Angeles County public transit sector.

FRIENDLY AMENDMENT BY FASANA that staff report back to the board with a timeline and any commitments by parties before we undertake our next bus purchase and answers to the following questions:

- A. Will electric buses and their batteries deliver the guaranteed range and service?
- B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?
- C. Which strategies will maximize Metro's ability to receive cap and trade credits?
- D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?
- E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?
- F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?
- G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.
- H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?
- I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.

PROCUREMENT SUMMARY

REPLACE G-LINE OPPORTUNITY CHAGERS/OP28367-001

1.	Contract Number: OP28367-001		
2.	Contractor: New Flyer of America, Inc. (NFA)		
3.	Mod. Work Description: Procure seven (7) on-route opportunity chargers and replace same number of chargers installed on the G-Line Bus Rapid Transit (BRT) line.		
4.	Contract Work Description: Procure 60' Low-Floor ZE transit buses		
5.	The following data is current as of: 11/8/2024		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	07/27/17	Contract Award Amount: \$51,211,033
	Notice to Proceed (NTP):	11/15/17	Total of Modifications Approved: \$15,249,710
	Original Complete Date:	09/16/19	Pending Modifications (including this action): \$7,938,707
	Current Est. Complete Date:	11/30/2030	Current Contract Value (with this action): \$74,399,450
7.	Contract Administrator: Antonio Monreal		Telephone Number: (213) 922-4679
8.	Project Manager: Daniel Surmenian		Telephone Number: (213) 922-5830

A. Procurement Background

This Board action is to approve Contract Modification No. 24 to procure seven (7) on-route opportunity chargers, replace same number of chargers installed on the G-Line Bus Rapid Transit (BRT) line, and include a Service Level Agreement to ensure reliability and availability, in the not-to-exceed amount of \$7,938,707, including tax and delivery.

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

On July 27, 2017, the Board awarded Contract No. OP28367-001 to New Flyer of America, Inc., to manufacture and deliver thirty-five (35) sixty-foot (60') ZE transit buses in the Not-To-Exceed amount of \$51,211,033. Refer to Attachment B – Contract Modification /Change Order Log for a list of pending and negotiated change orders.

B. Cost Analysis

The recommended amount has been determined to be fair and reasonable based on independent cost estimate (ICE), technical analysis, cost analysis, fact finding and negotiations. Metro staff successfully negotiated cost savings in the amount of \$968,478.

Original Proposal Amount	Metro ICE	Recommended Not-to-Exceed Amount
\$8,907,185	\$8,074,722	\$7,938,707

ATTACHMENT C

CONTRACT MODIFICATION/CHANGE ORDER LOG
REPLACE G-LINE OPPORTUNITY CHARGERS /OP28367-001

Mod No.	Description	Status (approved or pending)	Date	\$ Amount
1	Add 5 option buses to base order and increase authorization for optional configuration	Approved	3/30/18	\$7,371,287.00
2	Pilot buses battery capacity upgrade from 250kWh to 320 kWh	Approved	8/30/18	\$226,384.00
3	Upgrade battery capacity from 250kWh to 320 kWh for 27 production buses	Approved	10/25/18	\$2,792,074.05
4	Optional Bus Configurations	Approved	11/13/18	\$485,933.00
5	Update Special Provision-38 Terms	Approved	1/9/19	\$0
6	Training Aids and E-Learning Modules	Approved	8/13/19	\$1,514,419.00
7	Modify Bus Configurations	Approved	10/23/19	\$(30,107.00)
8	Modify project delivery terms	Approved	10/29/19	\$0
9	Modify contract payment terms	Approved	2/25/20	\$0
10	Depot charging equipment changes	Approved	2/27/20	\$26,017.34
11	Upgrade of 4 on-route charging equipment	Approved	6/1/20	\$853,869.00
12	Update changes on Pricing Forms	Approved	6/23/20	\$0
13	Modify project delivery terms	Approved	7/13/20	\$0
14	Procure 8 additional units of depot charging equipment	Approved	8/27/20	\$1,138,133.00
15	Additional special tools	Approved	8/27/20	\$4,240.00
16	Pantograph Upgrade for Canoga & Chatsworth Stations	Approved	12/1/20	\$46,619.00
17	Additional Special Tools	Approved	12/15/20	\$10,975.00
18	Chatsworth Electrical Service	Approved	2/1/21	\$89,603.00
19	Modify Period of Performance to 6/30/2021	Approved	3/31/21	\$0
20	Centre Axle Toolkits	Approved	3/31/22	\$32,384.28
21	Charge Management System	Approved	8/19/22	\$684,431.59
22	Siemens EVC3 Software License	Approved	9/13/22	\$3,447.36
23	Technical Specifications Clarifications	Approved	12/22/22	\$0
24	Procure 7 Chargers for G-Line and Service Level Agreements	Pending	TBD	\$7,938,707.00
	Modification Total:			\$23,188,417.00
	Original Contract:			\$51,211,033.00
	Total:			\$74,399,450.00

DEOD SUMMARY

REPLACE G-LINE OPPORTUNITY CHARGERS/OP28367-001

A. Small Business Participation

New Flyer of America, Inc., a Transit Vehicle Manufacturer (TVM), is listed on the Federal Transit Administration's (FTA) list of eligible TVMs and submitted its overall Disadvantaged Business Enterprise (DBE) goal of 4.01% to FTA for FY25, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goals and report participation directly to FTA annually.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

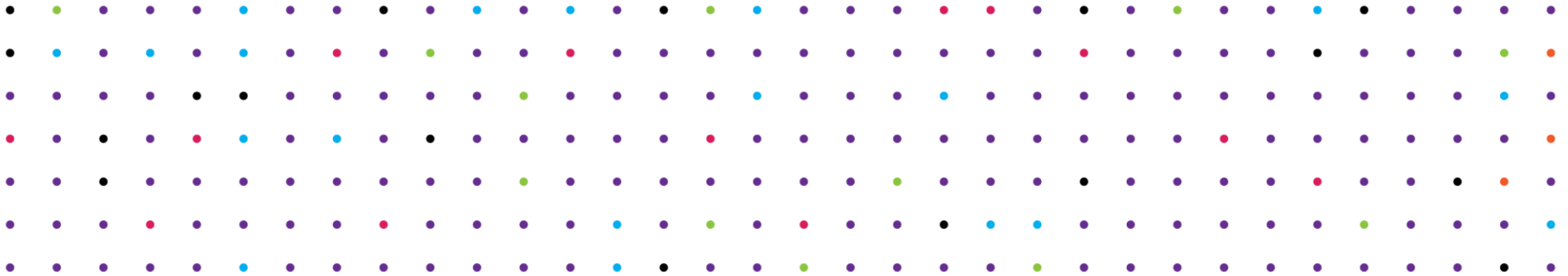
C. Prevailing Wage Applicability

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

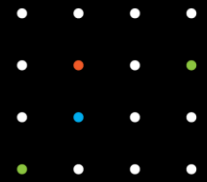
D. Project Labor Agreement/Construction Careers Policy

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

REPLACE G-LINE OPPORTUNITY CHARGERS

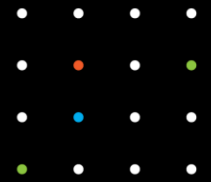


RECOMMENDATION



AUTHORIZE the Chief Executive Officer (CEO) to execute Contract Modification No. 24 with New Flyer of America in the not-to-exceed amount of \$7,938,707 under Contract No. OP28367-001, to procure seven on-route opportunity chargers, replace the same number of chargers installed on the G-Line Bus Rapid Transit (BRT) line, and include a Service Level Agreement to ensure reliability and availability, increasing the total contract value from \$66,460,743 to \$74,399,450. This Contract Modification does not increase the Life of Project (LOP) budget of \$80,003,282.

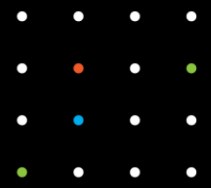
ISSUE



The G-Line chargers are experiencing significant reliability and availability issues, due primarily to lack of design maturity at time of procurement, adversely, impacting Metro's Operations and Service. Examples of issues include:

- Chargers are no longer fully supported by vendors
- Chargers are not fully compatible with operating environment
- Diagnostic capabilities are not fully developed, impacting ability to troubleshoot
- Supply chain does not fully support current chargers due to obsolescence, resulting in long lead times and part shortages

DISCUSSION



Staff recommends replacing the seven (7) obsolete Siemens chargers with more technically mature Heliox chargers.

Contract to include Service Level Agreement (SLA):

- To ensure qualified and experienced staff are available to troubleshoot, repair and maintain equipment in high State of Good Repair
- To incentivize the contractor to ensure that chargers are consistently reliable and available for Metro's operation





Board Report

File #: 2024-0495, File Type: Contract

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: LOW INCOME FARE IS EASY (LIFE) PROGRAM ADMINISTRATOR SERVICES AND TAXI VOUCHER FUND REIMBURSEMENT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. PS121478000 to International Institute of Los Angeles (IILA) to provide the Low Income Fare is Easy (LIFE) Program administration services for all regions in Los Angeles County and Not-to-Exceed (NTE) in the amount of \$9,569,484 for the three-year base period, \$3,545,396 for the first option year, and \$3,694,533 for the second option year, for a total combined NTE contract value of \$16,809,413, effective on January 1, 2025, subject to the resolution of properly submitted protest(s), if any;
- B. PASS-THROUGH the payment of up to \$5,345,624 for taxi voucher reimbursements over the three-year base period and two, one-year options. These pass-through costs shall be payable under Contract No. PS1214178000, for a total combined NTE contract value of \$22,155,037; and
- C. EXECUTE individual contract modifications within the Board approved contract modification authority.

ISSUE

In April 2024, staff issued a Request for Proposals to acquire community-based organization(s) or firm(s) with administrative and outreach experience, to oversee and manage more than 150 non-profit and governmental partner agencies within assigned service areas to support Metro's LIFE program. The LIFE program provides transportation subsidies to low-income individuals within Los Angeles County in the form of either a 20-ride benefit option, discounts on 15 transit agency partners, or in certain circumstances, a 4-ride bus/rail card or taxi service provision through LIFE Limited.

The current contract for the LIFE Program Administrator Services expires December 31, 2024. The authorization of this professional services contract is necessary to support the ongoing and seamless administration of the LIFE program and serve program beneficiaries.

Additionally, each year, the LIFE Program provides transportation subsidies, such as taxi vouchers,

to individuals with short-term and immediate need for transit services who are otherwise unable to use fixed route transit. Taxi vouchers and their required reimbursements to taxi providers are managed by the LIFE Program Administrator and are distributed to the rider through approved agencies such as hospitals and shelters to provide trips categorized by mobility or health limitations, urgency, or safety.

Board approval will allow the continued funding of the LIFE program's taxi transportation voucher component and services in Los Angeles County by providing reimbursements to the LIFE program Administrator who administers the vouchers.

BACKGROUND

Community Based Organizations (CBOs) have played a pivotal role in administering and providing transportation assistance to those most in need throughout Los Angeles County. Since the 1992 Los Angeles Uprising, CBOs like FAME Assistance Corporation, partnered with Metro's predecessor, Los Angeles County Transportation Commission, to launch Operation Food Basket, to provide \$7 dollar taxi coupons to residents in hard hit areas. In 1993, the Metro Board approved community-based service goals, which included that "the MTA will work with community and other groups to plan and develop community-based services. These services will be defined as improving mobility options at the community level or providing opportunities for community groups to participate in the provision of transportation services in an entrepreneurial manner." CBOs went on to administer in 1993 the Immediate Needs Transportation Program (bus tokens) and in 2008 the Rider Relief Transportation Program (discounted weekly and monthly passes).

In 2017,) the Metro board approved a recommendation for a new low-income fare subsidy program, the Low Income Fare is Easy Program (LIFE), to replace the Rider Relief Transportation Program (RRTP) and Immediate Needs Transportation Program (INTP). The consolidation and expansion of these two fare subsidy programs would ultimately increase subsidies and transit benefits to our low-income riders who need it the most. In May 2017, LIFE was approved by Metro's Board of Directors to provide transportation assistance to low-income and transit dependent riders in Los Angeles County. In 2019, Metro awarded two competitively procured contracts to FAME Assistance Corporation and the International Institute of Los Angeles (IILA) to administer LIFE program services and manage partner agencies within their respective areas.

For the last five years, each organization's responsibilities included securely distributing transportation subsidy vouchers, screening for patron eligibility, record keeping, training, outreach, and establishing procedures for distributing transportation subsidies (taxi coupons, 4-Ride tickets). There are approximately 500 non-profit and governmental agencies participating in the LIFE network, working with the LIFE Program Administrators. Individuals can apply at any of the participating agencies in their area and, once they meet the established low-income criteria, start receiving their subsidy. The subsidies are provided via the following options: 90-day pass for new participants, monthly 20 regional rides, discounts on 15 participating transit agencies, and in some instances, 4-Ride or taxi coupons to individuals with short term and immediate needs, which are distributed to riders through approved agencies, such as hospitals and shelters.

In September 2021, the Metro Board approved Motion 40 that requested the expansion and enhancement of the LIFE Program to alleviate financial impacts on low-income riders. From October

2021 through December 2022, Metro and LIFE Program administrators employed strategic actions that led to streamlining and enhancing the LIFE Program, increasing enrollments, and furthering access to public transit for low-income riders. This included partnering with LA County agencies, like Department of Public Social Services (DPSS), conducting monthly pop-up events, marketing, and increasing the number of non-profit and governmental agencies in the LIFE network. In November 2022, as a result, the Program met its enrollment goal to double participants and increased the program to 182,172 participants. Today, there are 396,123 total LIFE participants. Administrators continue to implement a robust public outreach program that ensures Metro increases enrollments into the Program yearly.

DISCUSSION

The LIFE program is a means-tested fare subsidy program premised on the concept of Metro partnerships with community-based organizations to identify and enroll individuals eligible for reduced fare discounts or other transit subsidies. The LIFE program is a consolidation of Metro's prior programs, including the Independent Rider Relief Transportation Program (RRTP) and the Immediate Needs Transportation Program (INTP).

The LIFE Program Administrator's Role

The LIFE Program Administrator, acting on Metro's behalf, is responsible for ensuring that their partner agencies are following established eligibility verification, validation, and enrollment guidelines, as well as the documentation, security, and inventory management of any and all Metro-provided fare media. They are also responsible for enrolling new customers. Finally, they are required to provide support for the implementation of Metro's marketing and outreach plans within their respective regions.

All regions in Los Angeles County are expected to include 150 partner non-profit or governmental agencies that will contract with the administrator to provide the "ground level" support of Metro's LIFE program.

The administrator will regularly provide Metro with program data and is responsible for implementing any program revisions based on Metro input, as well as implementing special or demonstration projects requested by Metro. They must also recruit additional partner agencies.

In FY24, the LIFE Program administrators and agency partners enrolled 112,877 customers into the program. Enrollments average around 2000 per week with administrators processing over 250 daily applications (online portal, customer centers, DPSS, mail, events). Additionally in FY24 they have distributed more than 35,000 taxi vouchers to residents throughout Los Angeles County. The total value of the taxi vouchers is \$11 per ride or an up to \$100 variable value voucher for special circumstances that must meet program requirements. Riders have expressed appreciation for this assistance to close the first/last mile gap to help them get to medical appointments, shelters, food banks, and government appointments (social security, Department of Public Social Services (DPSS) Department of Motor Vehicles (DMV), etc.

International Institute of Los Angeles

For over a century, International Institute of Los Angeles (IILA) has served residents of Los Angeles County through essential social services and contributed to the strength and diversity of LA communities. IILA was initially founded in 1914 as a branch of the YWCA (Young Women's Christian Association) to assist immigrant women and girls with adjusting to life in the United States. After becoming its own non-profit organization in 1936, IILA expanded its services to address the wider needs of immigrant families and LA County residents at large. The agency has since grown to offer immigration legal services, case management for refugees and survivors of human trafficking, nutrition and childcare for preschool-aged children, and job placement assistance.

Since 1992, IILA has partnered with LA Metro to help Angelenos access public and subsidized transportation services, empowering thousands with the mobility needed to grow and thrive in Los Angeles. Today, IILA serves over 55,000 clients each year (within the several programs) and collaborates with many community-based organizations to meet the changing needs of Southern California. IILA currently has offices in El Monte, South LA, and Glendale. They intend to open an office in the Northeast San Fernando Valley.

DETERMINATION OF SAFETY IMPACT

Metro Board adoption of these staff recommendations would have no adverse impact on Metro or the regional transit system's safety.

FINANCIAL IMPACT

The funding of \$3,161,427.11 for LIFE Program administrative services is included in the FY25 Budget in Cost Center Number 2315, LIFE Program, under Project Number 410021, LIFE Program.

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

Impact to Budget

The sources of funding are Proposition C 40%, Measure M 2% Americans with Disabilities Act (ADA) Paratransit/Metro Discounts, and Job Access and Reverse Commute (JARC) federal grant. Proposition C 40% is eligible for bus and rail operating or capital expenses while Measure M 2% ADA Paratransit/Metro Discounts and JARC are earmarked for paratransit operations, fare subsidies for seniors, students, and eligible low-income individuals.

EQUITY PLATFORM

Reduced-fare transit programs, like LIFE, are Metro's investment in social mobility and an important tool to assist in the fight against income and health inequality. These programs, which include enrollments, outreach, partnerships with Community Based Organizations (CBOs), and taxi vouchers for individuals with short-term/immediate transit needs, make Metro more accessible to riders facing financial and other barriers, while providing financial relief from the ever rising cost of living.

If awarded, the contract will ensure the program continues to maintain the level of services to reach

and enroll marginalized riders across Los Angeles County in the LIFE Program, especially in Equity Focus Communities. It also aligns with Metro’s Equity Platform Framework, Pillar 3 “Focus and Deliver”, by removing barriers and increasing access to opportunity for all. Proceeding with this change will greatly benefit some of our most high need riders’ mobility and access to opportunities. In addition, it would prevent any program disruption and increase equitable service to a large geographical region of LA County, and boost enrollments, outreach, partnerships with CBOs, and LIFE boardings.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Adoption of staff recommendations supports Strategic Plan Goal 3 to: Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board could choose not to award a contract to IILA for LIFE program administration. Staff does not recommend such an action as it would negatively impact LIFE Program participants in the all regions of Los Angeles County. In order to achieve Board directed goals to continue to enhance and expand services, as well provide a level of service for all of Los Angeles County, the program administrator contract should be adopted. As a non-profit CBO, IILA does not have the capital resources to sustain this increased level of effort without appropriate commitment from Metro.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS121478000 with IILA to provide LIFE Program administration services for all regions of Los Angeles County. Staff will also coordinate with the LIFE Administrator on providing knowledge and trainings to existing and new CBOs on administering the LIFE program.

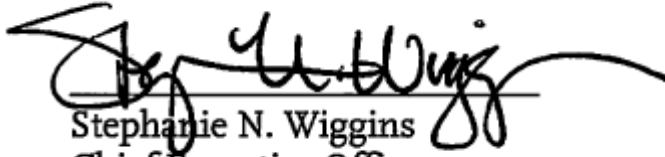
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Michael Cortez, Director LIFE Program, (213) 418-3423
Devon Deming, Deputy Executive Officer, Fare Programs, (213)-922-7957
Monica Bouldin, Deputy Chief Customer Experience Officer, (213)-922-4081
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer (Interim), (213) 922-4471

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

LOW INCOME FARE IS EASY (LIFE) PROGRAM
ADMINISTRATOR SERVICES / PS121478000

1.	Contract Number: PS121478000 (Northwest, Southwest, & Southeast Regions)	
2.	Recommended Vendor: International Institute of Los Angeles	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: April 15, 2024	
	B. Advertised/Publicized: April 15, 2024	
	C. Pre-Proposal Conference: April 24, 2024	
	D. Proposals Due: June 14, 2024	
	E. Pre-Qualification Completed: September 30, 2024	
	F. Conflict of Interest Form Submitted to Ethics: June 25, 2024	
	G. Protest Period End Date: November 27, 2024	
5.	Solicitations Downloaded: 30	Bids/Proposals Received: 2 - Northwest Region 2 - Southwest Region 1 - Southeast Region
6.	Contract Administrator: Ernesto N. De Guzman	Telephone Number: (213) 922-7267
7.	Project Manager: Michael Cortez	Telephone Number: (213)-418-3423

A. Procurement Background

This Board Action is to approve the award of Contract No. PS121478000 to provide program administrator services for the Metro Low Income Fare is Easy (LIFE) Program for the Northwest, Southwest, and Southeast Los Angeles regions. Board approval of contract awards is subject to resolution of any properly submitted protest(s), if any.

On April 15, 2024, Request for Proposals (RFP) No. PS121478 was released as a competitive procurement in accordance with Metro’s Acquisition Policy and the contract type is firm fixed price. The Diversity and Economic Opportunity Department did not recommend a Small Business Enterprise (SBE) or a Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of subcontracting opportunities.

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

- Amendment No. 1, issued on April 16, 2024, removed the “DRAFT” watermarks that were inadvertently included in the solicitation documents.
- Amendment No. 2, issued on May 8, 2024, clarified the number of regions for which proposers may submit proposals.
- Amendment No. 3, issued on May 22, 2024, extended the Proposal due date to June 14, 2024.

A total of 30 downloads of the RFP were included in the plan holder's list. A virtual pre-proposal conference was held on April 24, 2024 and was attended by two participants representing one firm. Six questions were received during the questions and answers phase and responses were provided prior to the proposal due date.

On June 14, 2024, Metro received a total of 5 proposals from the firms listed below, in alphabetical order by region:

Northwest Region

1. AV Transportation Services
2. International Institute of Los Angeles

Southwest Region

1. International Institute of Los Angeles
2. South Los Angeles Community Development and Empowerment Corporation (SLACDEC)

Southeast Region

1. International Institute of Los Angeles

Fly Like an Eagle Outreach, Inc. was deemed non-responsive as its proposal did not address the specific submittal requirements.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Office of Equity and Race, Office of Management and Budget, TAP Technical Systems, and Customer Experience departments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- Qualifications of Firm 30%
- Demonstrated Understanding of the Requirements of the Statement of Work 40%
- Cost Proposal 30%

Several factors were considered when developing these weights, giving the greatest importance to demonstrated understanding of the requirements of the statement of work.

During the period of July 8, 2024 through September 23, 2024, the PET independently evaluated and scored the technical proposals. In August 2024, staff conducted discussions and requested clarifications from all 3 proposers. Based on the proposal evaluations and clarifications, the PET determined that International Institute of Los Angeles was the top ranked firm for the Northwest, Southwest and Southeast regions.

The following is the summary of the PET scores:

Northwest Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	International Institute of Los Angeles (IILA)				
3	Qualifications of Firm	95.83	30.00%	28.75	
4	Demonstrated Understanding of the Statement of Work	90.00	40.00%	36.00	
5	Cost Proposal	100.00	30.00%	30.00	
6	Total		100.00%	94.75	1
7	AV Transportation Services				
8	Qualifications of Firm	45.83	30.00%	13.75	
9	Demonstrated Understanding of the Statement of Work	70.00	40.00%	28.00	
10	Cost Proposal	91.27	30.00%	27.38	
11	Total		100.00%	69.13	2

Southwest Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	International Institute of Los Angeles (IILA)				
3	Qualifications of Firm	95.83	30.00%	28.75	
4	Demonstrated Understanding of the Statement of Work	90.00	40.00%	36.00	
5	Cost Proposal	80.92	30.00%	24.28	
6	Total		100.00%	89.03	1
7	South Los Angeles Community Development and Empowerment Corporation (SLACDEC)				
8	Qualifications of Firm	61.67	30.00%	18.50	
9	Demonstrated Understanding of the Statement of Work	47.50	40.00%	19.00	

10	Cost Proposal	100.00	30.00%	30.00	
11	Total		100.00%	67.50	2

Southeast Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	International Institute of Los Angeles (IILA)				
3	Qualifications of Firm	95.83	30.00%	28.75	
4	Demonstrated Understanding of the Statement of Work	90.00	40.00%	36.00	
5	Cost Proposal	100.00	30.00%	30.00	
6	Total		100.00%	94.75	1

C. Price Analysis

Northwest Region

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

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	International Institute of Los Angeles (IILA)	\$5,350,797	\$6,949,233	\$5,350,797
2.	AV Transportation Services	\$5,862,024		

Southwest Region

The recommended price has been determined to be fair and reasonable based on price analysis, historical pricing, ICE, technical analysis, and fact finding.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	International Institute of Los Angeles (IILA)	\$5,919,721	\$6,949,233	\$5,919,721
2.	South Los Angeles Community Development and Empowerment Corporation (SLACDEC)	\$4,791,241		

Southeast Region

The recommended price has been determined to be fair and reasonable based on price analysis, historical pricing, ICE, technical analysis, and fact finding.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	International Institute of Los Angeles (IILA)	\$5,538,894	\$6,355,325	\$5,538,895

D. Background on Recommended Contractor

The International Institute of Los Angeles (IILA) was founded in 1914 and has been a partner with Metro in administering the Immediate Needs Transportation Program since 1993. IILA's work has been focused on serving the underserved and vulnerable families in the County of Los Angeles. Throughout the years, IILA has helped hundreds of thousands of immigrants and other low-income residents overcome the barriers they face in becoming contributing members of society.

DEOD SUMMARY

LOW INCOME FARE IS EASY (LIFE) PROGRAM ADMINISTRATOR SERVICES /
PS121478000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. It is expected that the International Institute of Los Angeles (IILA) is performing the services of this contract with its 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 contract.

D. Project Labor Agreement/Construction Careers Policy

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



Low Income Fare is Easy (LIFE) Program Administrator Services and Taxi Voucher Fund Reimbursement

November/December 2024



Metro

Background

Community Based Program Administration

- > **1992** - FAME, with support from other CBOs like IILA, worked with LACTC to launch Operation Food Basket (OFB) to provide \$7 dollar taxi coupons to residents in hard hit areas from LA Uprising.
- > **1993** - OFB changed to the Immediate Needs Program (INTP), providing tokens for individual transit trips, and Metro Board adopted community-based goals.
- > **2008** - FAME, IILA and HSA launched the Rider Relief Transportation Program (RRTP) to provide discounts on passes.
- > **2017** - Metro adopted the Low-Income Fare is Easy Program (LIFE) to combine INTP And RRTP.
- > **2018** Metro Board Awards LIFE Program Administrative Services Contract.



"The MTA will work with community and other groups to plan and develop community-based services. These services will be defined as improving mobility options at the community level or providing opportunities for community groups to participate in the provision of transportation services in an entrepreneurial manner."

Taxi Ride Voucher Program Expands

■ **Social services:** Agencies assisting the needy throughout the county will distribute passes for free trips to doctors' offices, food banks and shelters.

By TRACEY KAPLAN
TIMES STAFF WRITER

Administrator Services

The LIFE Program Administrator Responsibilities

- Implement a robust outreach plan countywide, especially in equity focused communities, to invite new customers to enroll
- Recruit and manage 150+partner agencies per region and ensure they are following established eligibility verification, validation, and enrollment guidelines.
- Documentation, security, and inventory management of all Metro-provided fare media (Taxi coupons, TAP cards).

Administrative services today include

- 14 full time and 3 part time staff
- 3 IILA Offices: 1968 W. Adams Blvd (South LA), 9060 Telstar Avenue, Suite 223 (El Monte), 3800 La Crescenta Ave, Suite 208 (Glendale)
- 267 agencies assisting with enrollments
- 104 agencies distributing taxi program services.
- 12 taxi company partnerships
- 91 agencies providing 4-ride tickets
- 21 DPSS offices assisting with enrollment
- Over 30 pop-up events each month
- Over 250 daily applications (online portal, customer centers, DPSS, mail, events)

Combined, the efforts above have led to:

An increase of over 310,217 enrollees in the program since September 2021, representing 340.6 % towards attainment of the Board's goal of doubling enrollment and bringing the total LIFE program participants over 400,000.



Metro[®]

Procurement Evaluation

NORTHWEST REGION EVALUATION CRITERIA	MAXIMUM POINTS	INTERNATIONAL INSTITUTE OF LOS ANGELES (IILA)	AV TRANSPORTATION SERVICES
Qualifications of Firm	30	28.75	13.75
Demonstrated Understanding of the Requirements of the SOW	40	36.00	28.00
Cost Proposal	30	30.00	27.38
Total Score	100	94.75	69.13

Procurement Evaluation

SOUTHWEST REGION EVALUATION CRITERIA	MAXIMUM POINTS	INTERNATIONAL INSTITUTE OF LOS ANGELES (IILA)	SOUTH LA COMMUNITY DEVELOPMENT AND EMPOWERMENT CORPORATION
Qualifications of Firm	30	28.75	18.50
Demonstrated Understanding of the Requirements of the SOW	40	36.00	19.00
Cost Proposal	30	24.28	30.00
Total Score	100	89.03	67.50

SOUTHEAST REGION EVALUATION CRITERIA	MAXIMUM POINTS	INTERNATIONAL INSTITUTE OF LOS ANGELES (IILA)
Qualifications of Firm	30	28.75
Demonstrated Understanding of the Requirements of the SOW	40	36.00
Cost Proposal	30	30.00
Total Score	100	94.75



Next Steps

- > Award New Administrative Services Contract
- > Staff will coordinate with the LIFE Administrator on providing knowledge and trainings to existing and new CBOs on administering the LIFE program.





File #: 2024-0535, **File Type:** Contract

Agenda Number: 28.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024**

SUBJECT: TRANSIT AMBASSADOR PROGRAM

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to execute Modification No. 7 to Contract No. PS88001001 with Strive Well-Being Inc. to continue to provide Transit Ambassador Pilot Program services while staff transitions the Ambassador Program in-house, in the amount of \$6,500,000, increasing the current three-year base Not-to-Exceed (NTE) contract value from \$24,103,235 to \$30,603,235; and
- B. AMENDING the FY25 Budget by \$1,500,000 to pay for additional Ambassador presence to support the agency's efforts to increase visible presence of uniformed personnel.

ISSUE

Transit Ambassador Pilot Program Contract No. PS88001001 awarded to Strive Well-Being (Strive) has been called upon to deploy additional Ambassador staff to meet the Agency's safety and security needs. Staff is requesting an increase in contract authority for Strive to continue operations through the end of fiscal year 2025, while staff transitions the Ambassador Program in-house. Staff is also requesting a \$1,500,000 increase to the FY25 Ambassador budget to cover enhanced deployments to support the agency efforts to increase visible presence of uniformed personnel. Resources were not added to the budget when the surge was implemented.

BACKGROUND

In 2022, the Board authorized Metro to create a Pilot Transit Ambassador Program that would introduce a uniformed, unarmed, and visible presence on the Metro system while providing care-based, in-person assistance to riders, with the primary objective of enhancing the overall customer experience. Following a competitive procurement process, the Board awarded contracts to Strive Well-Being Inc. (Strive) in the amount of \$15,876,242 for the three-year base pilot (Contract No. PS88001001) and RMI International Inc. (RMI) in the amount of \$55,400,768 for the three-year base pilot (Contract No. PS88001000) at its June 2022 meeting.

In September 2022, Metro began deploying Ambassador teams across the system as they were hired and trained. On March 6, 2023, with 300 Ambassadors trained, Metro officially launched the program. It quickly became an important part of Metro's public safety ecosystem, alongside homeless outreach teams, Metro transit security officers, and contracted law enforcement and security. In September 2023, the Board received a staff presentation evaluating the first year of the program and approved a staff recommendation to make the Ambassador Program permanent and bring it in-house.

In March 2024, the Board approved Modification No. 5 to Contract No. PS88001001 with Strive, increasing the three-year base pilot from \$16,403,235 to \$23,603,235 to continue to provide Pilot Transit Ambassador Services until the program is brought in house.

DISCUSSION

Since the Board approved the recommendation to bring the Ambassador program in-house, the Metro Ambassador Program team has been addressing areas for program improvement identified in the October 2023 evaluation, including additional training, deployment strategies and communications tools. In addition, the Metro Ambassador Program team is working with the Chief People Office on steps necessary to bring the Ambassador program in-house, including standard Metro job specifications, a hiring plan and union representation. This process timeline is dependent upon ongoing contract negotiations with the labor unions.

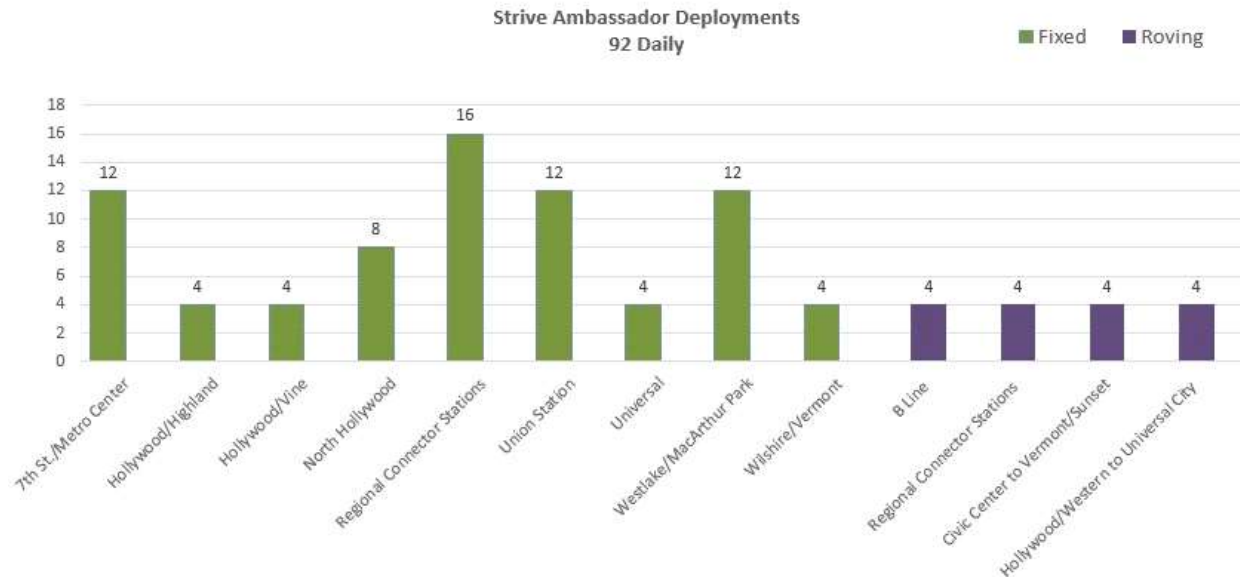
Concurrently, the Metro system experienced acts of significant violence in the spring and summer. As a result, the directed surge efforts of visible uniformed personnel across the system to keep employees and riders safe. Starting in May 2024, the Metro Ambassador Program Team deployed an additional 52 Ambassadors during peak hours across two, 4-hour shifts with the goal of increasing Ambassador visibility at key locations. Staff have successfully deployed, on average, 45 additional Ambassadors daily to remain fixed throughout the system providing more support for riders.

Deploying an additional 52 Ambassadors daily requires funding to cover staffing time of 1,456 hours weekly or about 5,900 hours monthly. If fully staffed, there is an estimated cost of \$325,000 per month for increased Ambassadors during surges. All surge deployments are staffed using overtime (OT), the average OT fully burdened hourly rate is \$55.00 per hour. The total cost for operating the Ambassador Surge from May 2024 through October 2024 was approximately \$1.5M.

- May 2024: \$31,000
- June 2024: \$310,049
- July 2024: \$295,496
- August 2024: \$317,479
- September 2024: \$254,478
- October 2024: \$290,000
- Total: \$1,500,000

Currently, Strive has been tasked with deploying a total of 92 Ambassadors daily, with 72 dedicated

to the B/D Line and 20 dedicated to the A/E Line stations (see chart below for a breakdown of these deployments by fixed versus roving assignments).



Impacts of Ambassador fixed post and Narcan use for fiscal year 2025 (July through present):

- 11 lives saved at Westlake/MacArthur Park station through the administration of Narcan.
- 6 lives saved at 7th Metro Center through the administration of Narcan.
- 3 lives saved at Union Station through the administration of Narcan.
- 8 lives saved at North Hollywood through the administration of Narcan.

Securing additional contract authority for the Strive Well-Being contract is crucial to supporting key Agency safety and customer experience initiatives and support Metro customers.

With continued investment, Metro can ensure that key stations across the system remain fully staffed, allowing for consistent support during peak times and special events without compromising service quality across the system. This will help maintain the progress made in increasing Ambassador visibility and improving the overall transit experience for all riders while Metro works to bring the program in-house.

DETERMINATION OF SAFETY IMPACT

The approval of the recommendation will positively impact the perception of public safety on the transit system. The staff recommendations will allow Metro to continue to manage the Transit Ambassador Pilot Program services. Ambassadors serve as a layer within Metro’s overall public safety ecosystem in connection with Metro’s system security, law enforcement, crisis response teams, and homeless outreach.

FINANCIAL IMPACT

Upon Board approval of the recommendations, the contract authority for Contract No. PS88001001 will be increased by \$6,500,000 to a NTE amount of \$30,603,235 until the program is brought in-house, and \$1,500,000 will be added to the FY25 Budget under Cost Center 5420, Customer Programs and Services, Project 300040- Rail Operations Management and Admin. and Project 306006- Systemwide Bus Operations Management and Admin.

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

Impact to Budget

The sources of funding are operating eligible federal, state, and local resources, which are eligible for bus and/or rail operating expenses.

EQUITY PLATFORM

The Transit Ambassador Pilot Program deployment model assigns additional unarmed staff to work in high need areas, including bus stops/stations and rail stations serving Equity Focus Communities (EFCs), Low-income households, Black, Indigenous, and other People of Color (BIPOC) residents; and Households with no access to a car. In response to growing calls for reforms, the Transit Ambassador Pilot Program emphasizes compassion and a culture of care, treating all transit riders, employees, and community members with dignity and respect.

Most riders agree that seeing Ambassadors on Metro makes them feel safer; this number increases with people of color (Asian/Pacific Islanders - 70%, Hispanics/Latinos - 68%, women - 66%, and households with lower income - 66%; Source - Ambassador Program Survey, July-Aug 2023).

The program also provides opportunities for community engagement with Community Based Organization (CBOs) partners. The current contractors successfully collaborate with local CBOs by assisting in the personal development training to engage with BIPOC, low-income households, people with disabilities, and other marginalized groups and recruiting Ambassadors to ensure a diverse and inclusive workforce. Ambassador recruitment includes outreach to communities of color, individuals with disabilities, older adults, and those facing barriers to employment.

Strive is a Metro-certified Small Business with a history of serving Los Angeles County and has demonstrated their awareness of the Metro transit system.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations will support Vision 2028 Strategic Goal #2 - Deliver outstanding trip experiences for all users of the transportation system and will support the agency's implementation of 2022 Customer Experience Plan Goals - a coordinated, comprehensive Transit Ambassador Program provides a visible Metro safety resource for customers and demonstrates to communities that Metro is investing in improving the quality of commutes via the transit system. A successful Transit Ambassador Pilot Program provides Metro with a flexible workforce of trained, uniformed, unarmed

personnel on the system to welcome back former transit riders to the system and encourage customers to choose transit as they move around LA County.

ALTERNATIVES CONSIDERED

The Board could consider not authorizing Recommendation A, however, , such action would require an immediate reduction of Ambassador deployment across the system as additional riding and fixed teams have been deployed to B and D line stations to support these necessary enhancements. This alternative is not recommended as it is not responsive to Metro's goal to improve the customer experience and provide Motion 26.2 investments in public safety program initiatives.

The Board could consider not authorizing Recommendation B, however there will be a shortfall in the Ambassador Program fiscal 2025 budget.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 7 to Contract No. PS88001001 with Strive Well-Being Inc. to continue to provide Transit Ambassador Pilot Program services while staff transitions the Ambassador Program in-house.

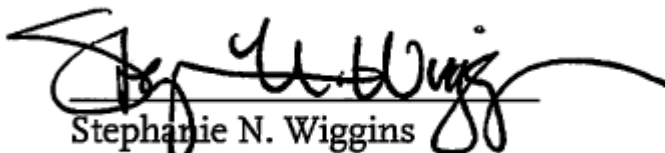
Staff are currently preparing to report to the Board with an Ambassador Program in-house transition plan update in the third quarter of fiscal year 2025.

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - DEOD Summary
- Attachment D - Metro Ambassador Surge Deployments Summary

Prepared by: Vanessa Smith, Executive Officer, Customer Care, (213) 922-7009
Karen Parks, Senior Director, Special Projects, (213) 922-4612
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer (Interim),
(213) 922-4471

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

TRANSIT AMBASSADOR PILOT PROGRAM/PS88001001

1.	Contract Number: PS88001001		
2.	Contractor: Strive Well-Being Inc.		
3.	Mod. Work Description: Continue Transit Ambassador Pilot Program services through 8/31/25, while staff transitions the Ambassador Program in-house.		
4.	Contract Work Description: Transit ambassador services		
5.	The following data is current as of: 10/9/24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	6/23/22	Contract Award Amount: \$15,876,242
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$8,226,993
	Original Complete Date:	8/31/25	Pending Modifications (including this action): \$6,500,000
	Current Est. Complete Date:	8/31/25	Current Contract Value (with this action): \$30,603,235
7.	Contract Administrator: Samira Baghdikian		Telephone Number: (213) 922-1033
8.	Project Manager: Karen Parks		Telephone Number: (213) 922-4612

A. Procurement Background

This Board Action is to approve Contract Modification No. 7 issued to continue Transit Ambassador Pilot Program services through August 31, 2025, while staff transitions the Ambassador Program in-house.

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

On June 23, 2022, the Board awarded a three-year base, and two, one-year options, contract to Strive Well-Being Inc. to provide a pilot Transit Ambassador Services Program.

A total of six modifications have been issued to date.

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

B. Price Analysis

The recommended price has been determined to be fair and reasonable based on the firm's fixed unit rates that were established and evaluated as part of the competitive contract awarded in June 2022. The independent cost estimate (ICE) is based on the original negotiated contract rates.

Proposal Amount	Metro ICE	Recommended Amount
\$6,500,000	\$6,500,000	\$6,500,000

CONTRACT MODIFICATION/CHANGE ORDER LOG
TRANSIT AMBASSADOR PILOT PROGRAM/PS88001001

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Retention clause reserved.	Approved	11/21/22	\$0
2	SP-20 Drug Free Workplace Policy added and scope of services revised to include duties and responsibilities for ambassadors, field supervisors and program managers.	Approved	3/14/23	\$0
3	Source naloxone (Narcan) and provide field staff with Narcan training as part of the Transit Ambassador Pilot Program for Year 1 of the base term and increases to commercial liability limits.	Approved	4/17/23	\$26,993
4	Additional ambassador staff to provide coverage at the three new Regional Connector stations.	Approved	2/2/24	\$500,000
5	Continue Transit Ambassador Pilot Program services.	Approved	3/28/24	\$7,200,000
6	Continue Transit Ambassador Pilot Program services.	Approved	10/1/24	\$500,000
7	Continue Transit Ambassador Pilot Program services through 8/31/25 while staff transitions the Ambassador Program in-house.	Pending	Pending	\$6,500,000
	Modification Total:			\$14,726,993
	Original Contract:		6/23/22	\$15,876,242
	Total:			\$30,603,235

DEOD SUMMARY

TRANSIT AMBASSADOR PILOT PROGRAM/PS88001001

A. Small Business Participation

Strive Well-Being Inc. (Strive), a Small Business (SB) Prime, made a 100% Small Business Enterprise (SBE) commitment on this contract. The project is 89% complete and Strive is meeting the commitment with 100% SBE participation.

Small Business Commitment	100% SBE	Small Business Participation	100% SBE
----------------------------------	-----------------	-------------------------------------	-----------------

	SBE Subcontractors	% Committed	Current Participation¹
1.	Strive Well-Being Inc. (SB Prime)	100%	100%
	Total	100%	100%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this Modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$24.54 per hour (\$18.59 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.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

Metro Ambassador Surge Deployments Summary

Starting in May 2024, surge deployments were introduced in phases as indicated below, and teams were redeployed as needed to assist with service disruptions and special events.

Phase 1. Additional 20 Ambassadors daily (began 5/25/2024)

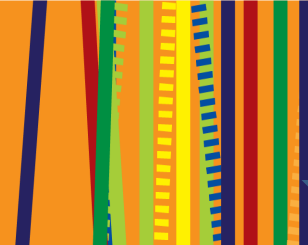
- Cesar Chavez Bus Plaza – 4 additional daily
- A/E Line - Pico Station – 4 additional daily
- E Line – Downtown Santa Monica – 4 additional daily
- E Line - La Cienega/Culver City Stations – 4 additional daily
- North Hollywood – 4 additional daily

Phase 2. Additional 48 Ambassadors daily (began 6/7/2024)

- Cesar Chavez Bus Plaza – 4 additional daily
- A/E Line - Pico Station – 4 additional daily
- E Line – Downtown Santa Monica – 4 additional daily
- E Line - La Cienega/Culver City Stations – 4 additional daily
- North Hollywood – 4 additional daily
- J Line - Harbor Gateway Transit Ctr – 4 additional daily
- Willowbrook/Rosa Parks – 8 additional daily
- C Line - Norwalk Station – 8 additional daily
- C Line – Aviation/LAX – 4 additional daily
- Supervisors - 4 additional daily

Phase 3. Additional 52 Ambassadors daily (began 6/28/2024 - 10/17/2024)

- Cesar Chavez Bus Plaza – 4 additional daily
- A/E Line - Pico Station – 4 additional daily
- E Line – Downtown Santa Monica – 4 additional daily
- E Line - La Cienega/Culver City Stations – 4 additional daily
- E Line - East LA Civic Center – 4 additional daily
- J Line - Harbor Gateway Transit Ctr – 4 additional daily
- Willowbrook/Rosa Parks – 8 additional daily
- C Line - Norwalk Station – 8 additional daily
- C Line – Aviation/LAX – 4 additional daily
- J Line – El Monte Station – 4 additional daily
- Supervisors - 4 additional daily



Transit Ambassador Pilot Program & Services

November 21, 2024



Recommendation

- A. AUTHORIZE the Chief Executive Officer to execute Modification No. 7 to Contract No. PS88001001 with Strive Well-Being Inc. to continue to provide Transit Ambassador Pilot Program services, while staff transitions the Ambassador Program in-house, in the amount of \$6,500,000, increasing the current three-year base Not-to-Exceed (NTE) contract value from \$24,103,235 to \$30,603,235; and
- B. AMEND the FY25 Budget by \$1,500,000 to pay for increased visible presence of Ambassador personnel deployed systemwide from May 2024 – October 2024.

In-House Transition

Progress has been made to bring the Metro Ambassador Program in-house since the Board's October 2023 approval:

- Addressing areas for program improvement including additional training, deployment strategies and communications tools.
- Working with the Chief People Office on steps necessary to bring the Ambassador program in-house, including standard Metro job specifications and a hiring plan
- This process timeline is dependent on ongoing contract negotiations with the labor unions.

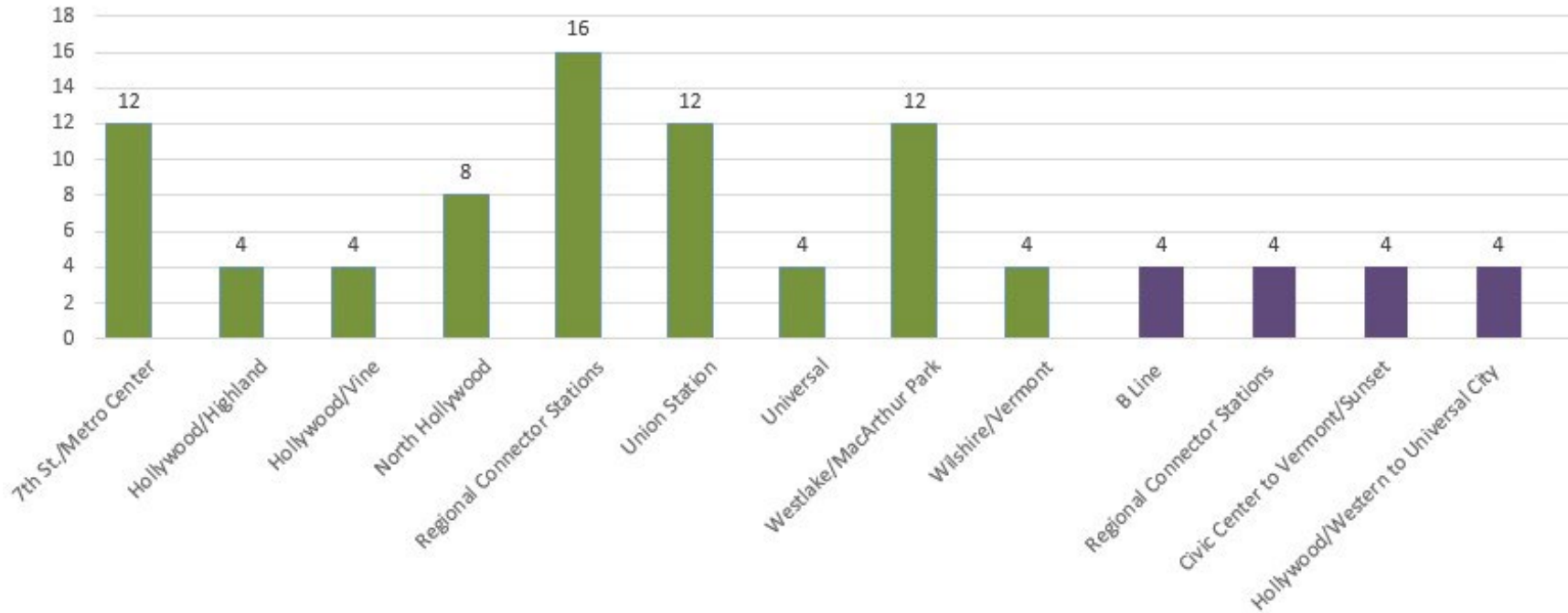
For this reason, Staff requires additional contract authority to keep Strive Ambassadors on the system until negotiations can be completed and the transition can occur. Currently, Strive deploys a total of 92 Ambassadors daily.

Current Strive Deployments



Strive Ambassador Deployments
92 Daily

■ Fixed ■ Roving



Ambassador Surge Operation

Responding to significant acts of violence in the Spring and Summer of 2024, the Ambassadors team conducted a surge of visible uniformed personnel across the system to keep employees and riders safe.

Goal: High Ambassador Visibility

Deployed an additional 52 additional Ambassadors daily during peak times across two 4-hour shift.

Hours:

M – F: two 4-hour shifts.

AM Shift: 6am – 10am (4 hours)

PM Shift: 3pm – 7pm (4 hours)

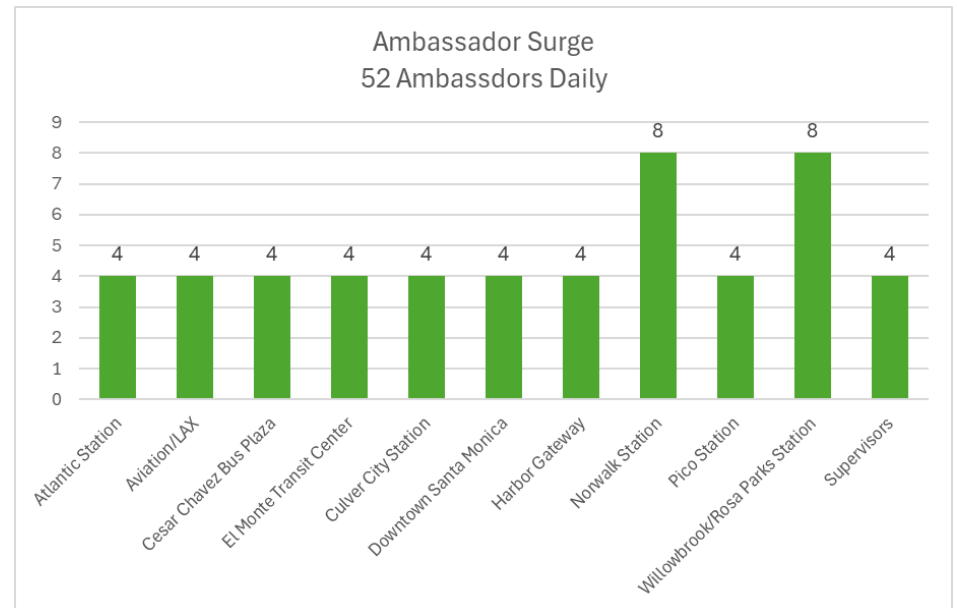
Sat & Sun: two 4-hour shifts.

AM Shift: 7:30am – 11:30am (4 hours)

PM Shift: 3pm – 7pm (4 hours)

Period: May 2024 through October 2024

Cost: \$1.5M beyond the annual Ambassador budget.



FY2025 - Impacts of Fixed Post and Narcan Use

**Westlake MacArthur
Park Station**



11 lives saved at Westlake/MacArthur Park station through administration of Narcan.

**7th Street
Metro Center**



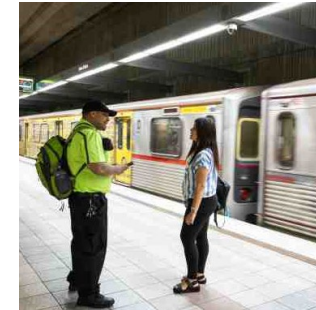
6 lives saved at 7th Metro Center through administration of Narcan.

**Los Angeles
Union Station**



3 lives saved at Union Station through administration of Narcan.

**North Hollywood
Station**



8 lives saved at North Hollywood through administration of Narcan.

Next Steps

Upon Board approval, staff will:

- Execute Modification No. 7 to Contract No. PS88001001 with Strive Well-Being Inc. to continue to provide Transit Ambassador Pilot Program services while staff transitions the Ambassador Program in-house.
- Report to the Board with an Ambassador Program in-house transition plan in the third quarter of FY2025.



Board Report

File #: 2024-0989, File Type: Contract

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: METRO MICRO PILOT SERVICES

ACTION: APPROVE CONTRACT AWARDS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943001 for the Metro Micro Contracted Services - North Region to Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand Microtransit operations services in the Not-to-Exceed (NTE) amount of \$45,008,012.36 for the three-year base term and \$47,058,021.47 for the three-year option term, for a total combined NTE amount of \$92,066,033.83, effective December 16, 2024, subject to the resolution of all properly submitted protest(s), if any; and

- B. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943002 for the Metro Micro Contracted Services - South Region to Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand Microtransit operations services in the NTE amount of \$21,002,472.24 for the three-year base term and \$21,951,012.21 for the three-year option term, for a total combined NTE amount of \$42,953,484.45, effective December 16, 2024, subject to the resolution of properly submitted protest(s), if any.

ISSUE

When initially proposed, the goal for the average cost per ride was \$20-\$25. However, as of September 2023, the average cost per ride was \$42 - more than four times the average cost per ride on the Metro bus system. At \$42 per ride, the program's sustainability becomes a challenge. At its September 2023 meeting, the Board approved the extension of the current Micro Transit contract until March 2025 to allow staff time to move forward with a new operational business model to improve overall performance and support a more sustainable on-demand transit service program. As indicated in the Next Steps of the September 2023 Board report, Metro has developed a new business model for an optimized Microtransit Pilot Program (MTP), with the goal of a more cost competitive solution and efficient operation.

The current MicroTransit contract provides for both customized software services, and operation of

service, with Metro providing the drivers/operators. Under the new model, the software solution and operation of service have been separated into two individual contracts to allow for operational control and financial sustainability. In addition, Metro will no longer be providing the drivers/operators/supervisors. This Board action seeks to obtain approval for contract award for the operation of service only with the contract for the software solution anticipated for award in January 2025.

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.

The MTP has faced several challenges, such as an unsuited business model and the impact of COVID-19. Despite these challenges, staff recognized the program's potential benefits and recommended to the Board in September 2023, extending the pilot to more accurately assess its effectiveness. As part of the Board's approval at the same meeting, the Board passed Motion 42 for the MicroTransit Pilot Project (see Attachment A) by Directors Najarian, Butts, Dutra, Hahn, Barger, and Horvath, which highlighted the challenge of achieving the goal of \$20-25 per trip. It also directed specific actions, including optimizing zones, implementing operational changes, increasing marketing efforts, and discontinuing the introductory fare of \$1.00 and integrating existing discount programs with the \$2.50 fare, in order to improve costs towards this target to ensuring program sustainability.

Since October 2023, MTP has implemented continuous improvements through external promotion opportunities, adjustments in zone frequency, and time snapping, as well as internal operational changes to enhance operator availability and reduce overtime costs. These efforts include adjusting the fare to \$2.50 per passenger, increasing vehicle availability and utilizing enhanced software features to monitor and coach operator performance in real time. As a result, the cost per revenue hour decreased by 30%, from \$147 to \$101. Coupled with an increase in ridership, the cost per ride has dropped by 39%, from \$47.74 (June 2023) to \$29.06 as of Q2 FY24.

In order to continue reducing the cost per revenue hour and cost per ride while enhancing availability and reliability, a Side Letter of Agreement was negotiated with SMART-TD in December 2023, allowing for contracted operations of Metro Micro under the new model. In exchange, two contracted bus lines, 167 and 501, were brought in-house, which equates to 44 new full-time SMART operators. In addition, current Metro Micro operators have an expedited path to start training as part-time bus operators at Metro Operations Central Instruction and/or be offered employment opportunities with the new Contractor. Metro Micro AFSCME Supervisors will be able to bid for other positions in bus and rail operations.

Metro issued a new solicitation for the new operating model on April 23, 2024, seeking to meet the KPIs outlined in Motion 42. The current MicroTransit business model includes operation of the

service and customized software services, while Metro provides the drivers/operators. Under the new operating model, the Contractor is responsible for operation of service which includes utilizing their own drivers/operators, while the software services are being procured separately as described below.

DISCUSSION

Under this operation of service contract, the Contractor will be responsible for:

- Drivers/Operators and supervisory staff (Metro will no longer be providing these personnel)
- Vehicles, including maintenance and insurance
- Vehicle storage and operating facility

Staff revised the Metro service area zones, dividing the eight service area zones into two geographical regions, North Region and South Region (see Attachment B). The regions were developed to encourage competition from different operating firms. Under the revised operating model, each region will be serviced by a single service contract for performing vehicle operations and supplying operators to run the service.

Under this new Metro Micro business model (Metro Micro Contract Services), the Contractor will be required to provide the management, operation, supervision, vehicle fleet, fueling and vehicle maintenance/repair, vehicle storage, facility security, vehicle surveillance software and cameras, and fleet operators. The Contractor will also be required to provide recruiting, training, alcohol and drug testing, and certifications for drivers/operators to comply with state, county and federal regulations to operate Metro Micro service. In addition, the Contractor will provide on-site, dedicated management personnel providing oversight of the operations and reporting to Metro staff.

As noted above, this solicitation split Metro's Micro existing eight (8) zones into two (2) geographical regions. The North Region consists of five (5) zones, which are predominantly located in the north-east and north-west areas of Los Angeles County, which include the El Monte Zone, Altadena/Pasadena/Sierra Madre Zone, Highland Park/Eagle Rock/Glendale Zone, North Hollywood/Burbank Zone, and Northwest San Fernando Valley Zone. The South Region consists of three (3) zones that are predominantly located in the southwest area of Los Angeles County, which include: Watts/Compton Zone, LAX/Inglewood Zone and UCLA/Westwood/VA Medical Center Zone. Each region has a contract term of a three-year base term and a three-year option.

In this revised operating model, Metro's direct labor costs for the recruiting and hiring of new drivers/operators and supervisory personnel for the eight microtransit zones have shifted to the Contractor. This results in the first-year combined average (North and South Region) Revenue Service Hour (RSH) rate of \$82.35 as proposed by the recommended proposer for the operations of all eight Metro Micro zones. This represents a savings of \$15.78 (or 16%) compared to the current operating RSH rate of \$98.13 (which excludes the cost for the current software license and support), resulting in an estimated savings of \$3,992,437 in the first year.

As Table 1 - Cost Comparison outlines below, the six other proposals received for this solicitation proposed RSH Rates ranging from \$101.44 to \$147.88, which would be 3% to 50% higher than the

current Micro RSH Rate. Additionally, based on the current Passenger Per Vehicle Hour (PVH) of 3.4 under the new operating model, the combined cost per trip is \$24.77 with this successful proposer, achieving our goal of \$20.00-25.00 per RSH. Based on other proposals received, the range of cost per trip resulted in \$29.84 to \$43.49 which is significantly higher than successful proposer.

Table 1- Cost Comparison

NORTH

	Existing Contract	Nomad	MV	MV (Alternate)	Southland
Best and Final Offers (Base + Option)	N/A	\$92,066,033.83	\$141,758,111.80	\$142,551,286.47	\$112,596,202.34
Revenue Service Hour (RSH) Rate	\$98.13	\$81.62	\$115.30	\$118.34	\$101.44
Cost per Trip	\$29.00	\$24.01	\$33.91	\$34.81	\$29.84

SOUTH

	Existing Contract	Nomad	MV	MV (Alternate)
Best and Final Offers (Base + Option)	N/A	\$42,953,484.45	\$82,911,703.10	\$77,499,048.32
Revenue Service Hour (RSH) Rate	\$98.13	\$83.95	\$147.88	\$137.61
Cost per Trip	\$29.00	\$24.69	\$43.49	\$40.47

RSH Rate based on 1st Year and current Passenger Per Vehicle (PVH) Load 3.4)

*Target Cost per Trip = \$20.00 - \$25.00

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure service continuity and meeting Metro’s standards by providing as-needed, on-call transit service while providing a proactive approach to maintenance needs to ensure delivery of safe, clean, on-time, and reliable services systemwide.

FINANCIAL IMPACT

Initial funding for these new contracts in the combined amount of \$11,948,563 for the remainder of FY25 is allocated under Cost Center 3595 - Microtransit Operations, Project 309001, Operations Department Strategic Initiatives.

Since these are multi-year contracts, the Executive Officer, Transit Operations - Strategic Initiatives will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes Proposition C 40%. This funding source is eligible for bus operations.

EQUITY PLATFORM

Metro Micro's daily operations aim to increase overall ridership and access to important needs such as employment, education, health care, and basic necessities. The project covers a variety of zones, all of which serve EFCs, and some of which are mostly made up of identified EFCs. Even in zones without a high proportion of EFCs, an evaluation done in 2023 found that the proportion of Metro Micro trips that occur in EFCs is higher in every zone than the proportion of transit trips or overall person-trips. One of the goals of the project was to provide an on-demand service in lower-income areas where the market forces driving for-profit transportation network companies (TNCs) make them less likely to pick up rides despite relatively low car ownership and other indicators of high transit propensity; the high uptake of Metro Micro in EFCs suggests that this aim has somewhat succeeded.

Staff will develop appropriate equity program goals for Metro Micro once results are available from the 2024 On-Board Customer Experience Survey. Staff will compare the results of the 2024 survey with previous surveys and identify any additional program modifications to further Metro's Equity Platform.

The Diversity and Economic Opportunity Department (DEOD) established a 20% Disadvantaged Business Enterprise (DBE) goal for the North and South Regions for this solicitation. Six of the seven proposals submitted failed to meet the goal, including the recommended proposer Nomad Transit, LLC (Nomad) who made a 0.73% DBE commitment for the North Region and a 0.77% DBE commitment for the South Region.

On August 9, 2024, DEOD notified Circuit Transit and Nomad Transit, LLC that they were determined to be non-responsive for failure to meet the 20% DBE goal, and failure to demonstrate adequate Good Faith Efforts (GFE). Under federal regulations and Metro Administrative Code, proposers that fail GFE evaluations are afforded the opportunity of an administrative reconsideration conducted by Metro's Ethics Department. Both Circuit Transit and Nomad Transit, LLC requested Reconsideration Hearings and the hearings were held on August 21, 2024, and August 26, 2024, respectively.

During their hearings, both Circuit Transit and Nomad Transit, LLC presented evidence to support their position that adequate GFE had been made. Evidence submitted in support of adequate GFE is governed by specific criteria and a process which does not consider, for example, an individual proposer's previously achieved goal (i.e., whether they achieved 1% or 19%) or a proposer's cost estimate. Metro's Ethics Department provided a Reconsideration Officer (RO) to review the requirements of each category, DEOD's initial evaluation, and all forms and evidence submitted by the Proposers.

On September 5, 2024, Metro's RO issued the Reconsideration Hearing Opinions for both Proposers.

In the case of Circuit Transit, the RO determined that Circuit Transit did not demonstrate sufficient

GFE and as such on September 13, 2024, they were notified that they were determined to be non-responsive for failing to meet the DBE goal and not demonstrating that they made sufficient GFE. Circuit Transit was therefore eliminated from further consideration.

In the case of Nomad Transit, LLC, the RO determined that Nomad demonstrated GFE and was deemed to have passed GFE. The Living Wage/Service Contract Worker Retention Policy (LW/SCWRP) is applicable in this contract. Nomad Transit, LLC's proposed hourly rate for Drivers/Operators is \$28.28 and the proposed hourly rate for Mechanics / Maintenance is \$28.00 for the first year with escalating rates for remaining years. The proposed hourly rates exceed Metro's applicable Living Wage rate of \$24.73 by \$3.55 per hour for Drivers/Operators; and exceeds by \$3.27 per hour for Mechanics/ Maintenance. DEOD staff will monitor the overall compliance with the policy.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendations. This alternative would cease revenue service operations for the communities and neighborhoods that utilize Metro Micro service for essential trips, including:

- Loss of access to transit for nearly 350,000 residents, including in EFCs and first/last mile connections, as currently 19% of Metro Micro customers connect to fixed route transit using the program
- 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

NEXT STEPS

Upon approval by the Board, staff will execute the contracts for the North Region and South Regions, respectively, with Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc.

The software services portion of the contract was issued under a separate solicitation, RFP No. PS124278(2) Metro Micro Software Services on September 30, 2024, and expected to go to the Board for approval in January 2025. The software services will provide passengers the ability to book rides and the operator to receive the driving instructions for picking up passengers.

ATTACHMENTS

Attachment A - Motion 42

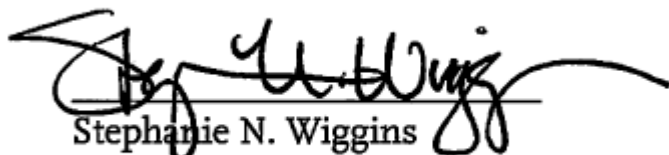
Attachment B - Metro Micro Service Area Zones

Attachment C - Procurement Summary

Attachment D - DEOD Summary

Prepared by: Roxane Marquez, Director Finance & Administration, (213) 922-4147
 Dan Nguyen, Executive Officer, Strategic Initiatives,
 (213) 418-3233
 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



Board Report

File #: 2023-0638, **File Type:** Motion / Motion Response

Agenda Number:

**REGULAR BOARD MEETING
SEPTEMBER 28, 2023**

Motion by:

DIRECTORS NAJARIAN, BUTTS, DUTRA, HAHN, AND BARGER

Related to Item 42: MicroTransit Pilot Project - Part B

Launched in 2020, the Micro Transit Pilot Program provides flexible, on-demand transit service in 8 Micro Transit Zones throughout Los Angeles County. The goal of the program includes focusing on the customer experience and ease of use, improving connections to the larger Metro system and local and regional operators by providing improved 1st mile/last mile connections, providing better service where fixed routes performed poorly, as well as addressing inequities in the availability and affordability of on-demand ride-hailing services in communities of color and areas with lower median incomes. The program is a quality option that is safe, clean, and comfortable in areas with more limited transit options, especially in Equity Focused Communities (EFCs).

When initially proposed, the goal for the cost per ride was \$20.00-25.00. The current cost is an average of \$42.00 per ride - more than 4 times the cost per rider on our fixed-route bus lines. At \$42.00 per ride, the program's sustainability becomes a challenge. Ridership performance by zone ranges from a high of just over 500 per day to a low of 115 per day. If the goal is to continue this service, the program must be sustainable and operational changes are necessary.

A driving factor in the cost per ride is Passengers per Vehicle per Hour (PVH). The PVH is based on demand which impacts performance and cost. The PVH program goal is 5-7 riders per vehicle per hour to meet the cost goals of \$20.00-\$25.00 per ride. The current average PVH for the program is 2.5-3.9.

The current request is for a one-year contract extension with an additional 6-month extension, if necessary. Staff is recommending making several operational changes to improve performance and address costs including streamlining operating hours, raising fares to \$2.50, (currently at \$1.00 - lower than Metro's base fare) shifting operating costs to capital costs and discontinuing or curtailing service in low performing zones in June 2024. Factors that need to be considered when discontinuing or curtailing a line should be based on data driven metrics and Key Performance Indicators (KPI) such as: PVH, average daily trips per week, maximum wait time, on-time performance, first/last mile connection rates, vehicle no-shows/excess demand, length of trips, percentage of stand-alone trips, and trips transferring to/from fixed-route services. Additionally, between now and June, information is needed on the characteristics of those zones which perform well and those that do not.

File #: 2023-0638, **File Type:** Motion / Motion Response**Agenda Number:**

SUBJECT: MICROTRANSIT PILOT PROJECT MOTION**RECOMMENDATION**

APPROVE Motion by Directors Najarian, Butts, Dutra, Hahn, and Barger that the Board direct the CEO to:

- A. Return to the Board by June 2024 with the recommendation of which zones are proposed to be discontinued or curtailed and to request the additional 6-month extension. The recommendation should include a thorough analysis of all zones with data driven metrics and KPIs outlined above, including data on demographics, as well as a plan of action that would address how service would be provided in discontinued zones where fixed bus routes were discontinued, and how the cost savings would be reinvested in operations including improving Micro Transit service in the remaining zones. Additionally, a review of the program should be presented which includes key characteristics of high performing and poorly performing zones, and how to increase the number of passengers linking Micro Transit and fixed route service.
- B. Implement those operational changes that could improve performance in low performing zones as soon as possible and increase marketing efforts to bolster community awareness of the program.
- C. Prior to raising fare to \$2.50, report back on the feasibility of incorporating Micro Transit services into the existing discount programs, including but not limited to Low Income Fare is Easy (LIFE), GoPass, Seniors, etc.

HORVATH AMENDMENT:

- A. Report back at six-month intervals with an update on the MicroTransit program, including but not limited to the effectiveness of the proposed cost and performance enhancements and the status of the new solicitation package.
- B. Report back on the feasibility of establishing a \$1.75 rate for riders connecting to other fixed-route Metro services.

Metro Micro Service Zones

Metro Micro is the region's new app-based shared ride service. Zones are subject to change. Visit metro.net/micro for more information.



Metro

PROCUREMENT SUMMARY

METRO MICRO CONTRACTED SERVICES/OP122943001 & OP122943002

1.	Contract Number: OP122943001 & OP122943002	
2.	Recommended Vendor: Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. (North and South Region)	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 4/19/2024	
	B. Advertised/Publicized: 4/19/2024	
	C. Pre-Proposal Conference: 5/6/2024	
	D. Proposals Due: 6/17/2024	
	E. Pre-Qualification Completed: 10/23/24	
	F. Ethics Declaration Forms submitted to Ethics: 6/18/2024	
	G. Protest Period End Date: 11/25/2024	
5.	Solicitations Picked up/Downloaded: 98	Bids/Proposals Received: 7
6.	Contract Administrator: Ana Rodriguez	Telephone Number: (213) 922-1076
7.	Project Manager: Dan Nguyen	Telephone Number: (213) 418-3233

A. Procurement Background

This Board Action is to approve the award of Contract No. OP122943001 and Contract No. OP122943002 to Nomad Transit, LLC (a wholly owned subsidiary of Via Transportation, Inc.) for the North and South Regions of the Metro Micro Contracted Services program which will provide the coordination, management, supervision, vehicle fleet, maintenance, fueling, storage, labor and equipment related to the operation of microtransit for LA Metro. Board approval of contract awards are subject to the resolution of properly submitted protest(s), if any.

On April 19, 2024, Request for Proposals (RFP) No. OP122943 was issued as a competitive procurement in accordance with Metro’s Acquisition Policy. The proposed contract type is indefinite delivery/indefinite quantity. Proposers were allowed to submit proposals for either one or both regions.

The RFP was issued with a Disadvantaged Business Enterprise (DBE) goal of 20% and required a DBE Contracting Outreach and Mentoring Plan (COMP), which requires the selected Contractor(s) to mentor a total of two (2) DBE firms for protégé development.

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

- Amendment No. 1, issued on May 20, 2024, extended the proposal due date and updated critical dates table;
- Amendment No. 2, issued on May 24, 2024, extended the date for providing answers to questions submitted;
- Amendment No. 3, issued on May 29, 2024, clarified insurance requirements, provided an updated link to the Living Wage Policy/Service Contract Worker Retention

Policy, updated Exhibit 2, Schedule of Quantities and Prices for the North and the South regions, revised the Exhibit A, Scope of Services, and updated Exhibit H, Liquidated Damages

A hybrid pre-proposal conference was held on May 1, 2024. There were three in-person participants and 20 virtual participants for a total of 23 participants representing a total of 10 firms. There were 112 questions received, and responses were provided prior to the proposal due date.

A total of 98 firms downloaded the RFP and were included on the planholders list.

The following proposals were received on June 17, 2024, and are listed below in alphabetical order by region.

North Region:

1. MV Transportation, Inc.
2. Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc.
3. Southland Transit, Inc.

South Region:

1. MV Transportation, Inc.
2. Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc.
3. Circuit Transit Inc.

Alternate (North and South Region Combined):

1. MV Transportation, Inc.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's MicroTransit Operations, Maintenance, and Bus Operations groups was convened and conducted a comprehensive technical evaluation of the proposals received.

On June 18, 2024, the PET met to discuss the evaluation process, confidentiality requirements, review information regarding conflicts of interest and receive the evaluation documents.

The RFP required that all proposals would be evaluated first on the minimum qualifications on a pass/fail basis. Any proposer that received a single rating of "fail" for any of the minimum qualifications would be eliminated from further consideration. The minimum qualifications were as follows:

1. Proposer shall have experience on at least three projects providing on-demand rideshare microtransit services, or commercial transit services. At least one of the projects must be for a transit agency with on-demand rideshare or microtransit services.
2. Proposer shall demonstrate that they have at least three years of experience leading an on-demand microtransit project of similar scope utilizing software platform technology.
3. Proposer was the lead on the successful implementation of an on-demand rideshare program that is similar in scope within the last five years.

All proposals met the minimum qualification requirements and were further evaluated according to the following evaluation criteria:

- Experience and Qualifications of Proposed Team, Organization, and Past Performance 20 percent
- Experience and Qualification of Proposed Key Personnel 15 percent
- Approach to Work and Implementation of the Services 31 percent
- Contractor's Facility 10 percent
- Contracting Outreach and Mentoring Plan 4 percent
- Price Proposal 20 percent

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

During the week of July 22, 2024, the evaluation committee conducted virtual interviews with the firms. The firms' key personnel had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. In general, each team's presentation addressed each firm's technical proposal with a focus on the day-to-day operations and how the Proposer planned to manage the program. Each team was asked questions regarding key operations roles, driver schedules, flexibility to adjust schedules, and resolution of unexpected challenges.

On August 9, 2024, DEOD notified Circuit Transit and Nomad Transit, LLC that they were determined to be non-responsive for failure to meet the 20% DBE goal, and failure to demonstrate adequate Good Faith Efforts (GFE). Under Metro Administrative Code, proposers that fail GFE evaluations are afforded the opportunity of an administrative reconsideration conducted by Metro's Ethics Department. Both Circuit Transit and Nomad Transit, LLC requested Reconsideration Hearings and the hearings were held on August 21, 2024, and August 26, 2024, respectively.

During their hearings, both Circuit Transit and Nomad Transit, LLC presented evidence to support their position that adequate GFE had been made. Evidence submitted in support of adequate GFE is governed by specific criteria and a process which does not consider, for example, an individual proposer's previously achieved goal (i.e., whether they achieved 1% or 19%) or a proposer's cost estimate. Metro's Reconsideration Officer (RO) reviewed the requirements of each category, DEOD's initial evaluation, and all forms and evidence submitted by the Proposers.

On September 5, 2024, Metro's RO issued the Reconsideration Hearing Opinions for both Proposers.

In the case of Circuit Transit, the RO determined that Circuit Transit did not demonstrate sufficient GFE and as such on September 13, 2024, they were notified that they were determined to be non-responsive for failing to meet the DBE goal and not demonstrating that they made sufficient GFE. Circuit Transit was therefore eliminated from further consideration.

In the case of Nomad Transit, LLC, the RO determined that Nomad demonstrated GFE and was deemed to have passed GFE.

The PET Team was notified of the determination that Circuit Transit had been determined to be non-responsive and the evaluations continued for the remaining proposals, which were all determined to be within the competitive range, and are listed below in alphabetical order:

North Region:

1. MV Transportation, Inc.
2. Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc.
3. Southland Transit, Inc.

South Region:

1. MV Transportation, Inc.
2. Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc.

Alternate (North and South Region Combined):

1. MV Transportation, Inc.

Qualifications Summary of Firms within the Competitive Range:

MV Transportation, Inc. (MV)

MV is one of the largest contracted transportation providers in Los Angeles County. In addition, to four fixed routes that they currently operate for LA Metro, they also operate all of Los Angeles Department of Transportation's (LADOT) system, including microtransit, paratransit, fixed route, and commuter service. Their experience in microtransit specifically includes programs such as Dallas Area Rapid Transit's (DART) GoLink, LADOT's LANow, Go! Santa Clarita, and ReadiRide in Jacksonville, Florida.

Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. (Via)

Via has over 12 years of experience operating microtransit services and operates over 50 services across the United States. Some of Via's services include some of the world's largest microtransit services including Arlington On-Demand (100+ vehicles), Hannover's *sprinti* (100+ vehicles), Miami-Dade County's MetroConnect (45 vehicles), and King County Metro's MetroFlex (30 vehicles). Via currently delivers over 1.1 million microtransit rides per month.

Southland Transit, Inc. (Southland)

Southland has provided fixed route service to Metro since 2005 and operates services like Metro Micro such as dial-a-ride and ADA paratransit services. Services provided by Southland Transit include ADA/Dial-a-Ride Transportation and Call Center Services for the Riverside Transit Agency (RTA), and Specialized ADA Paratransit Services for Access Services.

Metro began discussions with all firms in the competitive range on September 23, 2024. Meetings were held to discuss firms' technical proposals, clarifications, contract exceptions, and price proposals. These discussions were held to give all proposers, within the competitive range, an opportunity to fully address and meet all of Metro's requirements.

Upon conclusion of the discussions, Metro issued two requests for Best and Final Offers (BAFO) which were then provided to the PET for technical scoring and were reviewed in accordance with the evaluation criteria. The PET reviewed all submitted changes and provided final scoring on October 21, 2024.

At the conclusion of the evaluation process, Via's North and South proposals were determined to be the top ranked proposals for the North and South Regions.

The following is a summary of the PET scores.

North Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Nomad Transit, LLC (Via) - North Region				
3	Experience and Qualifications of Proposed Team, Organization, and Past Performance	84.50	20.00%	16.90	
4	Experience and Qualification of Proposed Key Personnel	80.33	15.00%	12.05	
5	Approach to Work and Implementation of the Services	77.21	31.00%	23.94	
6	Contractor's Facility	91.60	10.00%	9.16	
7	Contracting Outreach and Mentoring Plan	25.00	4.00%	1.00	
8	Price	100.00	20.00%	20.00	
9	Total		100.00%	83.05	1
10	MV Transportation, Inc. - North Region				
11	Experience and Qualifications of Proposed Team, Organization, and Past Performance	85.70	20.00%	17.14	
12	Experience and Qualification of Proposed Key Personnel	90.53	15.00%	13.58	
13	Approach to Work and Implementation of the Services	84.21	31.00%	26.11	
14	Contractor's Facility	90.40	10.00%	9.04	
15	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
16	Price	57.25	20.00%	11.45	
17	Total		100.00%	81.32	2
18	MV Transportation, Inc. - Alternate (North and South Region Combined)				
19	Experience and Qualifications of Proposed Team, Organization, and Past Performance	85.60	20.00%	17.12	
20	Experience and Qualification of Proposed Key Personnel	85.73	15.00%	12.86	
21	Approach to Work and Implementation of the Services	85.95	31.00%	26.64	
22	Contractor's Facility	91.20	10.00%	9.12	
23	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
24	Price	53.85	20.00%	10.77	
25	Total		100.00%	80.51	3

26	Southland Transit, Inc. - North Region				
27	Experience and Qualifications of Proposed Team, Organization, and Past Performance	88.80	20.00%	17.76	
28	Experience and Qualification of Proposed Key Personnel	79.33	15.00%	11.90	
29	Approach to Work and Implementation of the Services	82.56	31.00%	25.59	
30	Contractor's Facility	95.60	10.00%	9.56	
31	Contracting Outreach and Mentoring Plan	50.00	4.00%	2.00	
32	Price	67.50	20.00%	13.50	
33	Total		100.00%	80.31	4

South Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Nomad Transit, LLC (Via) - South Region				
3	Experience and Qualifications of Proposed Team, Organization, and Past Performance	83.90	20.00%	16.78	
4	Experience and Qualification of Proposed Key Personnel	80.33	15.00%	12.05	
5	Approach to Work and Implementation of the Services	77.63	31.00%	24.07	
6	Contractor's Facility	92.40	10.00%	9.24	
7	Contracting Outreach and Mentoring Plan	25.00	4.00%	1.00	
8	Price	100.00	20.00%	20.00	
9	Total		100.00%	83.14	1
10	MV Transportation, Inc. - Alternate (North and South Region Combined)				
11	Experience and Qualifications of Proposed Team, Organization, and Past Performance	85.60	20.00%	17.12	
12	Experience and Qualification of Proposed Key Personnel	85.73	15.00%	12.86	
13	Approach to Work and Implementation of the Services	85.95	31.00%	26.64	
14	Contractor's Facility	91.20	10.00%	9.12	
15	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
16	Price	53.85	20.00%	10.77	
17	Total		100.00%	80.51	2
18	MV Transportation Inc. - South Region				
19	Experience and Qualifications of Proposed Team, Organization, and Past Performance	86.10	20.00%	17.22	
20	Experience and Qualification of Proposed Key Personnel	89.87	15.00%	13.48	
21	Approach to Work and Implementation of the Services	87.11	31.00%	27.00	
22	Contractor's Facility	86.80	10.00%	8.68	

23	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
24	Price	48.95	20.00%	9.79	
25	Total		100.00%	80.17	3

C. Price Analysis

The recommended Not-to-Exceed (NTE) amounts for the North and South Regions have been determined to be fair and reasonable based upon adequate price competition, discussions, negotiations, Best and Final Offers, and Metro's Independent Cost Estimate (ICE).

North Region

	Proposer Name	Proposal Amounts	Metro ICE	Best and Final Offers
1.	Nomad Transit, LLC (Via)(North)	\$95,931,413.77	\$104,597,315.96	\$92,066,033.83
2.	MV Transportation (North)	\$144,162,951.63	\$104,597,315.96	\$141,758,111.80
3.	MV Transportation (Alternate)	\$226,402,097.26	\$104,597,315.96	\$220,050,334.79
4.	Southland Transit	\$128,934,706.50	\$104,597,315.96	\$112,596,202.34

South Region

	Proposer Name	Proposal Amount	Metro ICE	Best and Final Offers
1.	Nomad Transit, LLC (Via)(South)	\$44,754,255.57	\$47,482,772.14	\$42,953,484.45
2.	MV Transportation (Alternate)	\$226,402,097.26	\$47,482,772.14	\$220,050,334.79
3.	MV Transportation (South)	\$88,360,335.37	\$47,482,772.14	\$82,911,703.10

The recommended NTE amount of \$92,066,033.83 proposed by Nomad Transit, LLC for the North Region is \$49,692,077.97 less than MV Transportation's North Region proposal, and \$20,530,168.51 less than Southland Transit's North Region proposal.

The recommended NTE amount of \$42,953,484.45 proposed by Nomad Transit, LLC for the South Regions is also \$39,958,218.66 less than MV Transportation's South Region proposal.

Nomad Transit, LLC's combined total proposal amount for the North and South Regions of \$135,019,518.27 is \$85,030,816.52 less than MV Transportation's Alternate Proposal combining the two regions. While the Alternate Proposal submitted by MV Transportation did provide an overall reduction of \$4,619,480.11 from their individual Region proposals, it is 63% higher than Nomad Transit, LLC's proposal and 45% higher than Metro's combined ICE of \$152,080,088.10.

D. Background on Recommended Contractor

The recommended firm, Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc., is headquartered in New York, NY and has been in business for 12 years. As a leader in

the microtransit industry, Via has launched over 50 services in North America. Services currently in operation for similar transit agencies are the Metro Flex program for King County Metro in Seattle, WA, UTA On-Demand for the Utah Transit Authority, and MetroConnect for Miami-Dade County. Via previously provided LA Metro a service called Mobility-On-Demand as a pilot project beginning in 2018, and performance was satisfactory.

DEOD SUMMARY

METRO MICRO CONTRACTED SERVICES / OP122943001 & OP122943002

A. Small Business Participation – North Region

The Diversity and Economic Opportunity Department (DEOD) established a 20% Disadvantaged Business Enterprise (DBE) goal for the North region on this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. Nomad Transit, LLC (Nomad) made a 0.73% DBE commitment. In accordance with the DBE Program Regulation, 49 Code of Federal (CFR) Part 26.53, to be considered responsive, Proposers must document enough DBE participation to meet the goal and if the commitment is less than the stated goal, submit evidence of adequate good faith efforts (GFE) to meet the goal.

DEOD evaluated Nomad’s GFE documentation based upon the GFE standards and determined that actions undertaken by Nomad were not sufficient to demonstrate adequate GFE to meet the DBE goal. In line with 49 CFR Part 26, Proposers that do not pass GFE are afforded the opportunity for due process. A Reconsideration Hearing was held with Metro’s independent Reconsideration Official (RO) who resides within Metro’s Ethics Department. The RO determined that Nomad demonstrated GFE and was deemed to have passed GFE for the North region.

Small Business Goal	20% DBE	Small Business Commitment	0.73%
----------------------------	----------------	----------------------------------	--------------

	DBE Subcontractors	Ethnicity	% Committed
1.	Islas Tires, Inc.	Hispanic American	0.60%
2.	Modern Times, Inc.	Hispanic American	0.13%
Total Commitment			0.73%

B. Small Business Participation – South Region

The Diversity and Economic Opportunity Department (DEOD) established a 20% Disadvantaged Business Enterprise (DBE) goal for the South region on this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. Nomad Transit, LLC (Nomad) made a 0.77% DBE commitment.

DEOD evaluated Nomad’s GFE documentation based upon the GFE standards and determined that actions undertaken by Nomad were not sufficient to demonstrate adequate GFE to meet the DBE goal. In line with 49 CFR Part 26, Proposers that do not pass GFE are afforded the opportunity for due process. A Reconsideration Hearing was held with Metro’s independent Reconsideration Official (RO) who resides within Metro’s Ethics Department. The RO determined that Nomad demonstrated GFE and was deemed to have passed GFE for the South region.

Small Business Goal	20% DBE	Small Business Commitment	0.77%
----------------------------	----------------	----------------------------------	--------------

	DBE Subcontractors	Ethnicity	% Committed
1.	Islas Tires, Inc.	Hispanic American	0.58%
2.	Modern Times, Inc.	Hispanic American	0.19%
Total Commitment			0.77%

C. Contracting Outreach and Mentorship Plan (COMP)2

To be responsive, Proposers were required to submit a Contracting Outreach and Mentoring Plan (COMP) including strategies to mentor for protégé development two (2) DBE firms for Mentor-Protégé development.

Nomad submitted a COMP with its proposal for review and approval. Nomad listed (2) DBE firms for protégé development: Islas Tires, Inc. (DBE), and Modern Times, Inc. (DBE).

D. 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.

E. 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. For the Metro Micro Contracted Services contract, the Operators (Drivers) and Mechanics positions will be covered under the LW/SCWRP. Nomad’s proposed hourly workforce rates of \$28.28 for Operators and \$28.00 for Mechanics/Maintenance exceeds Metro’s current living wage rate.

Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid, at minimum, the current Living Wage rate of \$24.73 per hour (\$18.78 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.

F. Prevailing Wage Applicability

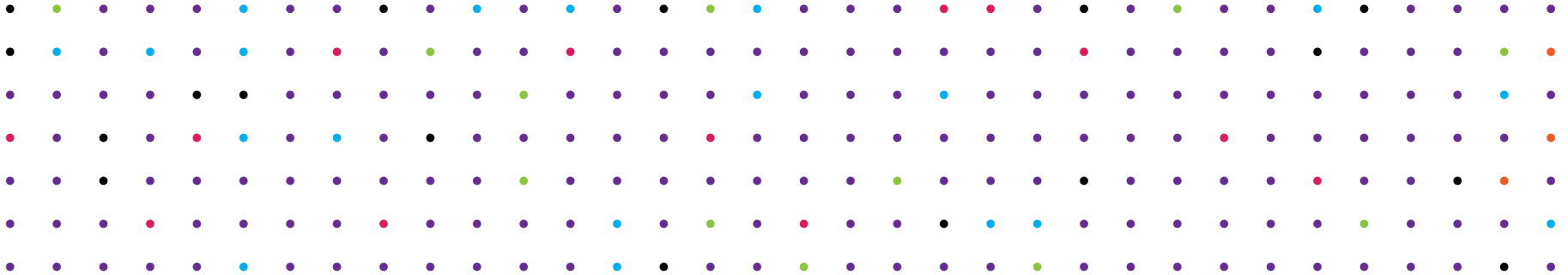
Prevailing Wage is not applicable to this contract.

G. Project Labor Agreement/Construction Careers Policy

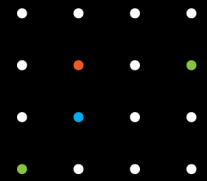
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

STRATEGIC INITIATIVES

METRO MICRO PILOT SERVICES



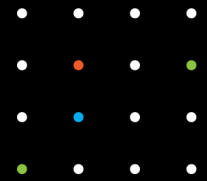
RECOMMENDATION



- A. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943001 for the Metro Micro Contracted Services - North Region to Nomad Transit LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand microtransit operations services in the not-to-exceed (NTE) amount of \$45,008,012.36 for the three-year base term, and \$47,058,021.47 for the three-year option term, for a total combined NTE amount of \$92,066,033.83, effective December 16, 2024, subject to the resolution of properly submitted protest(s), if any; and

- B. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943002 for the Metro Micro Contracted Services - South Region to Nomad Transit LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand microtransit operations services in the not-to-exceed (NTE) amount of \$21,002,472.24 for the three-year base term, and \$21,951,012.21 for the three-year option term, for a total combined NTE amount of \$42,953,484.45, effective December 16, 2024, subject to the resolution of properly submitted protest(s), if any; and

ISSUE AND PROCUREMENT



ISSUE

The current MicroTransit Pilot Program – Part B contract was awarded in 2020 and will be expiring on March 31, 2025.

This Board action seeks to obtain approval for contract award for the Service Operations of the Metro Micro services contract for a new MicroTransit program called Metro Micro Contracted Services.

NUMBER OF PROPOSALS RECEIVED

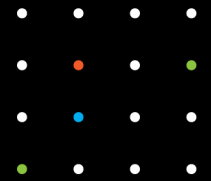
7 Proposals from 4 Firms (North-3 proposals, South-3 proposals, Alternate-1 proposal) (1 proposal determined to be non-responsive)

AWARDEE

Nomad Transit LLC, a wholly owned subsidiary of Via Transportation, Inc. for both North and South Regions

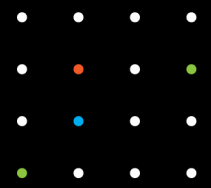


BACKGROUND



- September 2023, Board issued Motion 42 directing actions to reduce cost per passenger trip to \$20-\$25
- Metro Staff addressed operational changes in response to Motion 42:
 - Optimizing Zone Changes
 - Increased marketing efforts
 - Discontinue Introductory \$1.00 Fare/ Raise to \$2.50
 - Increase vehicle availability
 - Enhancing Software Features
- As a result of operational changes, cost per trip dropped by 39% from \$47.74 to \$29.06 in Q2 FY24
- Negotiated agreement with SMART-TD to contract out operation of service to continue cost reductions

METRO MICRO OPERATING MODEL



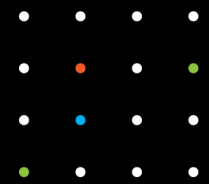
Services	Current Model		New Model	
	Metro	Contractor	Metro	Contractor
Microtransit On-Demand Software *		X		Separate Contract
Vehicle Fleet		X		X
Vehicle Insurance		X		X
Vehicle Wraps		X		X
Vehicle Surveillance Cameras/Software		X		X
Vehicle Maintenance, Fuel, Cleaning		X		X
Vehicle Storage and Operation Facilities		X		X
Marketing		X	X	
Service Delivery Supervision	X			X
Service Delivery Operator	X			X
Operations Management	X			X
Contract Oversight	X		X	
Revenue service Hour rate (excluding Software)		\$98.13		\$82.35
Cost per Passenger (Trip) based on 3.4 PVH		\$28.46		\$24.22



Metro

*Software Services being procured under a separate solicitation

PROCUREMENT EVALUATION (NORTH REGION)



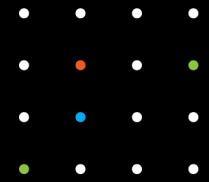
Evaluation Criteria	Max. Points	Nomad	MV	MV Alternate*	Southland
Experience and Qualifications of Proposed Team, Organization, and Past Performance	20	16.90	17.14	17.12	17.76
Experience and Qualifications of Proposed Key Personnel	15	12.05	13.58	12.86	11.90
Approach to Work and Implementation of the Services	31	23.94	26.11	26.64	25.59
Contractor's Facility	10	9.16	9.04	9.12	9.56
Contract Outreach and Mentoring Plan	4	1.00	4.00	4.00	2.00
Price	20	20.00	11.45	10.77	13.50
Total Score	100	83.05	81.32	80.51	80.31
Best and Final Offers (Base + Options)		\$ 92.06M	\$ 141.75M	\$ 220.05M	\$ 112.59M
DBE Commitment	Goal 20%	0.73%	12.96%	17.52%	5.07%
	Passed GFE	Y	Y	Y	Y



Metro

**Alternate is only applicable if MV was awarded both regions*

PROCUREMENT EVALUATION (SOUTH REGION)

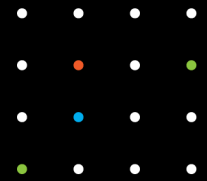


Evaluation Criteria	Max. Points	Nomad	MV Alternate*	MV
Experience and Qualifications of Proposed Team, Organization, and Past Performance	20	16.78	17.12	17.22
Experience and Qualifications of Proposed Key Personnel	15	12.05	12.86	13.48
Approach to Work and Implementation of the Services	31	24.07	26.64	27.00
Contractor's Facility	10	9.24	9.12	8.68
Contract Outreach and Mentoring Plan	4	1.00	4.00	4.00
Price	20	20.00	10.77	9.79
Total Score	100	83.14	80.51	80.17
Best and Final Offers (Base + Options)		\$ 42.95M	\$ 220.05M	\$ 82.91M
DBE Commitment	Goal 20%	0.77%	17.52%	23.63%
	Passed GFE	Y	Y	N/A*



*Alternate is only applicable if MV was awarded both regions

METRO MICRO DEOD SUMMARY



DBE GOAL REQUIREMENT

- DBE GOAL: 20%
- A Total of 7 Proposals Submitted by 4 Firms
- Out of 7 Proposals:
 - 1 Proposal Achieved DBE Goal
 - 3 Proposals Passed GFE
 - Remaining 3 Proposals did not pass GFE and requested a review through a Reconsideration Hearing
 - Reconsideration Hearings are conducted by Ethics Office
- Reconsideration Officer (RO), as a part of Metro's Ethics Department, determined:
 - 2 Proposals Passed GFE (Nomad LLC)
 - 1 Proposal Failed GFE (Circuit)

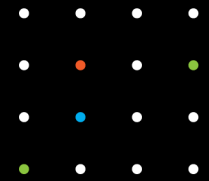
LIVING WAGE REQUIREMENT

- Nomad LLC proposed Labor Rates Exceeds LW Hourly Rate by \$3.55 for Drivers/Operators and \$3.27 for Mechanics
- Current Microtransit Operators have opportunity: Apply with Contractor at slightly higher wage rate; or transfer to bus/rail operations



Metro

METRO MICRO CONTRACTED SERVICES



North Region

	Existing Contract	Nomad	MV	MV (Alternate)	Southland
Best and Final Offers (Base + Option)	N/A	\$92,066,033.83	\$141,758,111.80	\$142,551,286.47	\$112,596,202.34
Revenue Service Hour (RSH) Rate	\$98.13	\$81.62	\$115.30	\$118.34	\$101.44
Cost per Trip	\$29.00	\$24.01	\$33.91	\$34.81	\$29.84

South Region

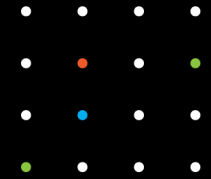
	Existing Contract	Nomad	MV	MV (Alternate)
Best and Final Offers (Base + Option)	N/A	\$42,953,484.45	\$82,911,703.10	\$77,499,048.32
Revenue Service Hour (RSH) Rate	\$98.13	\$83.95	\$147.88	\$137.61
Cost per Trip	\$29.00	\$24.69	\$43.49	\$40.47

1st Year RSH Rate. (Based on current Passenger Per Vehicle (PVH) Load 3.4)

*Target Cost per Trip = \$20.00 - \$25.00



METRO MICRO CONTRACTED SERVICES



Total Contract Costs

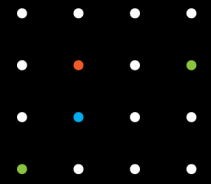
CONTRACT YEAR	NORTH REGION	SOUTH REGION	NEW ANNUAL COMBINED RSH RATE**	COMBINED COST PER PASSENGER*	YEARLY CONTRACTS TOTAL	ESTIMATED REDUCTION			
						CURRENT RSH RATE	EST. COST PER PASSENGER	ANNUAL EST. RSH RATE REDUCTION (DIFFERENCE)	ANNUAL EST. REDUCTIONS
Base Year 1	\$14,203,191.94	\$6,631,555.74	\$82.35	\$24.22	\$20,834,747.68	\$98.13	\$28.86	\$15.78	\$3,992,436.71
Base Year 2	\$14,589,705.71	\$6,803,907.79	\$84.56	\$24.87	\$21,393,613.50	\$100.29	\$29.50	\$15.73	\$3,980,657.21
Base Year 3	\$15,174,354.76	\$7,076,579.61	\$87.95	\$25.87	\$22,250,934.37	\$103.52	\$30.45	\$15.58	\$3,940,639.19
BASE TERM TOTAL (NORTH & SOUTH)					\$64,479,295.55	BASE TERM REDUCTION			\$11,913,733.11
Option Year 1	\$15,075,770.67	\$7,032,365.85	\$87.38	\$25.70	\$22,108,136.52	\$102.85	\$30.25	\$15.46	\$3,912,164.03
Option Year 2	\$15,678,024.16	\$7,313,266.23	\$90.87	\$26.73	\$22,991,290.39	\$106.80	\$31.41	\$15.92	\$4,028,550.46
Option Year 3	\$16,304,226.64	\$7,605,380.13	\$94.50	\$27.80	\$23,909,606.77	\$111.06	\$32.66	\$16.56	\$4,188,906.41
OPTION TERM TOTAL (NORTH & SOUTH)					\$69,009,033.68	OPTION TERM REDUCTION			\$12,129,620.90
Start-Up Costs	\$1,040,759.95	\$490,429.10			\$1,531,189.05				
TOTAL CONTRACT COSTS	\$92,066,033.83	\$42,953,484.45			\$135,019,518.28	TOTAL EST. REDUCTION			\$24,043,354.01

*Based on current Passenger Per Vehicle (PVH) Load 3.4

**Revenue Service Hours of 253,003 (combined) remain the same for new contract



METRO MICRO CONTRACTED SERVICES



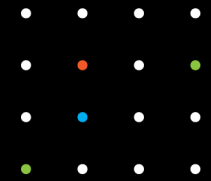
Contract Performance Requirements

Key Performance Indicator (KPI)	Target
In-Service On-Time Performance (ISOTP)*	≥ 85%
Abandoned Rides*	0
Validated Complaints per 10,000 Boardings*	≤ 50
Mean Miles Between Mechanical Failures (MMBMF)*	≥ 5,000
Average Passenger Wait Time*	≤ 15 Minutes
Preventable Traffic Accidents per 10,000 Odometer Miles*	≤ 3.0
Non-collision passenger incidents per 1,000 boardings*	≤ 1.0
Passengers per Revenue Service Vehicle Hour (PVH)	Depends on Zone, see Table
Combined Cancellation and No-Show Rate	≤ 37%



Metro

METRO MICRO CONTRACTED SERVICES



Contract Performance Requirements

Passengers Per Revenue Service Vehicle Hour (PVH)			
North Region Service Zones			
Zone		Minimum	Goal
		75% of FY24 Q2 Weekday Average	125% of FY24 Q2 Weekday Average
z4	El Monte	2.39	3.99
z5	North Hollywood/Burbank	2.16	3.6
z6	Highland Park/Eagle Rock/Glendale	2.55	4.25
z7	Altadena/Pasadena/Sierra Madre	2.96	4.94
z8	Northwest San Fernando Valley	3.43	5.71
South Region Service Zones			
Zone		Minimum	Goal
		75% of FY24 Q2 Weekday Average	125% of FY24 Q2 Weekday Average
z1	Watts/Compton	2.19	3.65
z2	LAX/Inglewood	2.61	4.35
z9	UCLA/Westwood/VA Medical Center	2.44	4.06



Metro



Board Report

File #: 2024-0972, **File Type:** Informational Report

Agenda Number: 30.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

ISSUE

This report will give an update on Metro's monthly ridership and cancellation results as compared to Pre-Pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

Operations collaborates with the Office of Equity and Race to identify and mitigate 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 stylized, cursive script 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 clean, sans-serif font.

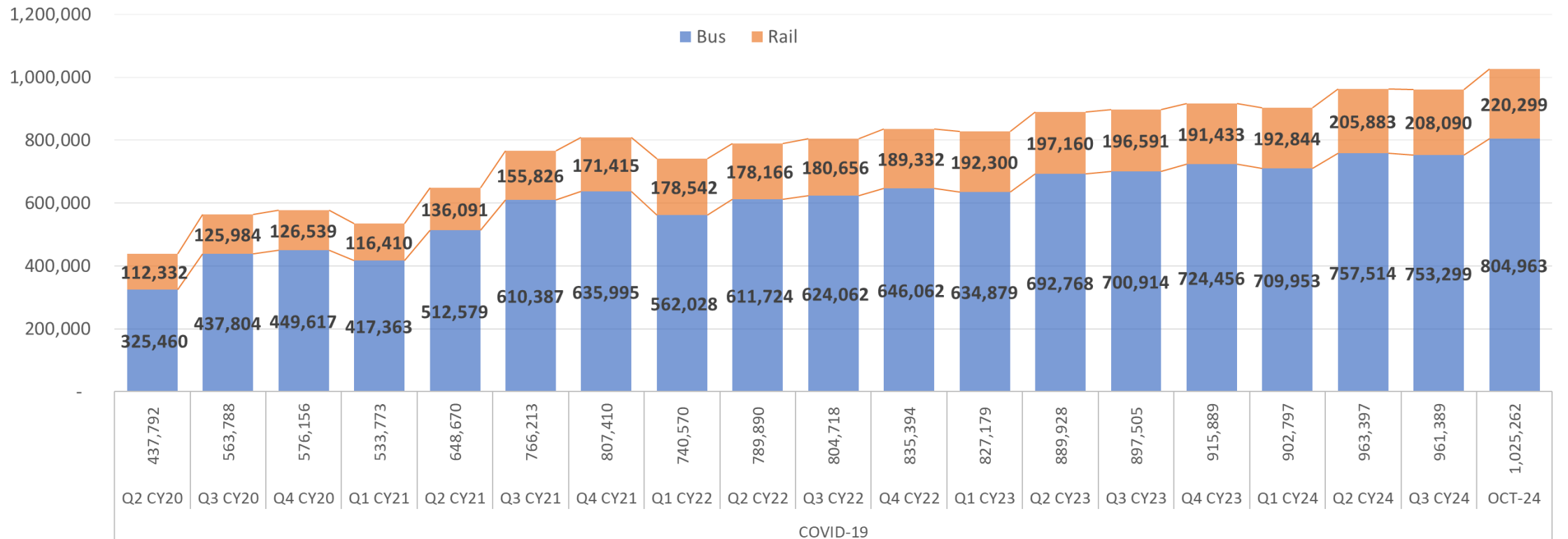


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
November 21, 2024

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



October Total Ridership Percentage Change of 2024 over 2023:

- Bus: 7.5%
- Rail: 8.6%

October Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	1,025,262	1,222,507	83.9%
• SA:	714,513	751,546	95.1%
• SU:	591,899	588,849	100.5%

Average Weekday Rail Ridership By Line - October 2024

Line	Oct-24	% Recovery	Oct-23	% Recovery	Oct-19
A	70,169	N/A	61,892	N/A	63,008
E	52,949	N/A	44,433	N/A	53,242
L	N/A	N/A	N/A	N/A	42,505
A, E, L	123,118	77.6%	106,325	67.0%	158,755
B/D	70,637	53.6%	71,086	54.0%	131,696
C	22,852	75.6%	21,367	70.7%	30,236
K	3,692	N/A	2,948	N/A	N/A

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

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.6% in October 2024 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69% from FY19 to FY24 (rail station data available Fiscal Year level)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations.
- Cancellation rates have increased slightly in 2024 as increased bus and rail service have needed more operators while attrition and absenteeism have continued. Recruitment has been increased to restore full operator staffing and reduce cancellations.

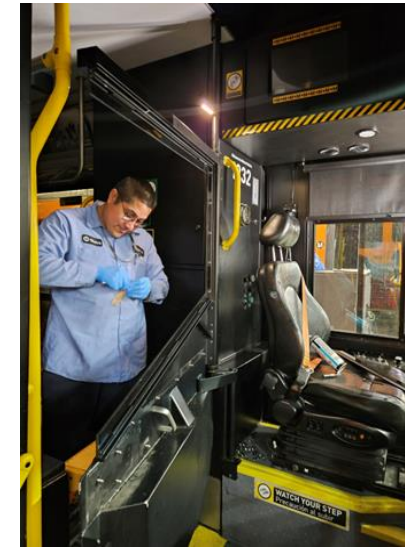
October 2024 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Oct-24	Oct-23	% of Line Miles in EFC
9	70	Garvey Av/Ceasar E. Chavez Av	4.2%	0.3%	76%
2	55	Compton Av	4.1%	0.9%	83%
5, 18	207	Western Av	3.8%	2.5%	89%
8, 15	166	Nordhoff St	3.8%	1.0%	26%
1	18	Whittier Bl/W. 6th St	3.6%	2.1%	83%
2	51	Avalon Bl/W.7th St	3.5%	0.7%	75%
1	53	Central Av	3.4%	1.4%	82%
2	60	Long Beach Bl	3.4%	1.1%	61%
9	76	Valley Bl	3.2%	0.3%	66%
1	66	E. Olympic Bl/W. 8th St	3.1%	0.5%	86%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 11/18/23	1.1%	2.3%	1.2%
Week Ending 11/16/24	0.7%	1.2%	0.8%
Week Ending 11/9/24	0.8%	0.2%	0.8%
Week Ending 11/2/24	4.3%	1.3%	5.4%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Bus Barrier Update

- Installation
 - Extended barriers installed - 1,585 as of 11/18/24 (82.6% of Metro's directly operated bus fleet)
- Design/Engineering
 - New Flyer, El Dorado, and NABI buses (over 1,900 buses) completed
 - BYD buses - in process
- Procurement of Glass Kits
 - Delivery of 1,868 glass kits
 - Delivery of glass kits for entire fleet by end of November
- Project Preparation Activities
 - Bracket kits manufactured at Metro Central Maintenance along with some outsourcing of brackets to accelerate installation
 - Component specifications and technical bulletins developed
 - Mechanics provided training on installation
 - Quality assurance checks to ensure quality installations
- Deployment
 - Priority deployment on high assault lines and evening owl assignments
 - High assault lines – 2, 4, 81, 111, 115, 117, 207, 720, 754, and 910
 - Transitioning to all lines with conversion of over 82% of fleet



Rail Rodeo

10/26/2024

400 Participants

Face Painting

Balloon Animals

Photo Ops

SLE Olympics

Raffles

Food

Fun!!



WINNERS

Transportation

1st Place : Jesse Lopez

2nd Place: Talisha Bogan

3rd Place: Steven Ramirez

Rail Fleet Services

1st Place: Parker Rounds

2nd Place: Calvin Wong

3rd Place: William Barbier



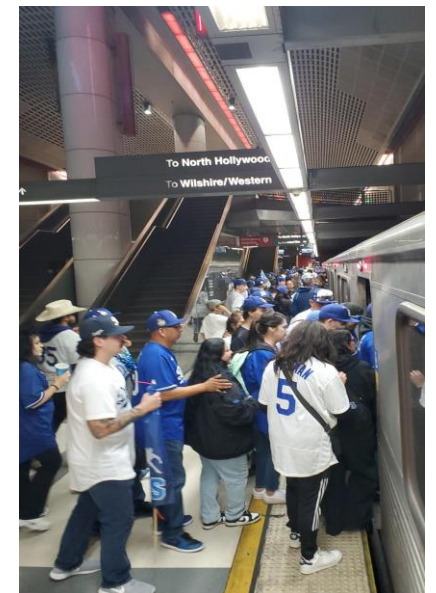
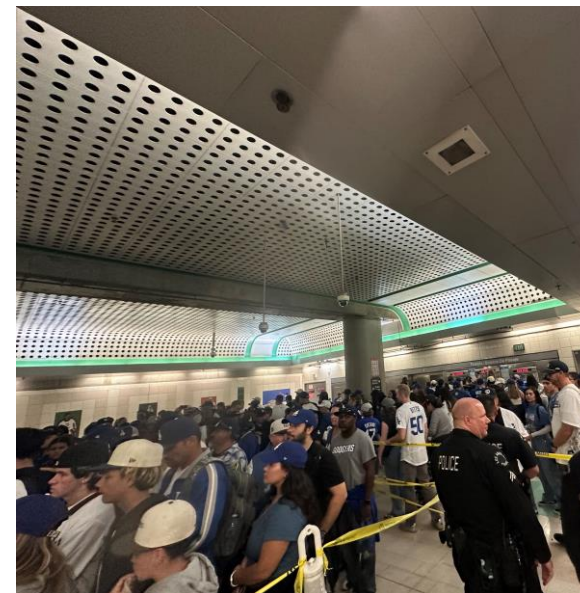
Dodger Stadium Express World Series 2024

- Contract Services (Divisions 95 and 97) along with support from Metro Bus Operations provided services for the 2024 World Series games at Dodger Stadium.
- Dodger Stadium Express operated as Line 34 in honor of late Dodger icon, Fernando Valenzuela.
- Dodger Stadium Express expanded its hours of operation and more than doubled its usual fleet deployment to meet the post season ridership demand.
- Total average ridership for World Series games 1 and 2 saw an increase in ridership of 86% compared to the average regular season ridership.
- Dodger Stadium Express operated during the 2024 World Series Celebration event at Dodger Stadium which took place concurrently with the first Dodgers' World Series parade since 1988.



Dodgers Victory Parade – Nov. 1, 2024

- Metro increased rail service for the Dodgers World Series Victory Parade
 - A and E Light rail service maintained 8-minute peak headways instead of usual off-peak 10 minute throughout the day.
 - B Line subway ran 6-car instead of usual 4-car trainsets with 6-minute B/D combined service between Wilshire/Vermont and Union Station.
- Metro Rail transported around 80,000 extra riders out of the estimated 250,000 parade crowd. Many trains filled to capacity up to 3 hours before the parade and up to two hours after. Metrolink also reported some full trains to and from Union Station.
- Metro deployed staff from across the agency to manage crowds at key stations (Union Station, 7th St/Metro Center, Civic Center, Pershing Square, Historic Broadway, Grand Av Arts/Bunker Hill, Little Tokyo/Arts District). No major issues experienced.
- Dodgers Stadium Express buses ran between Union Station and Dodgers Stadium for the ticketed post-parade event.
- A police perimeter was established around City Hall and the CBD preventing through traffic. As a result, Rail service through the Regional Connector served as a bridge for local bus service.
 - Metro will look to improve passenger communications during events where road closures are established with short notice
- This day was excellent practice for the 2028 Olympic and Paralympic Games



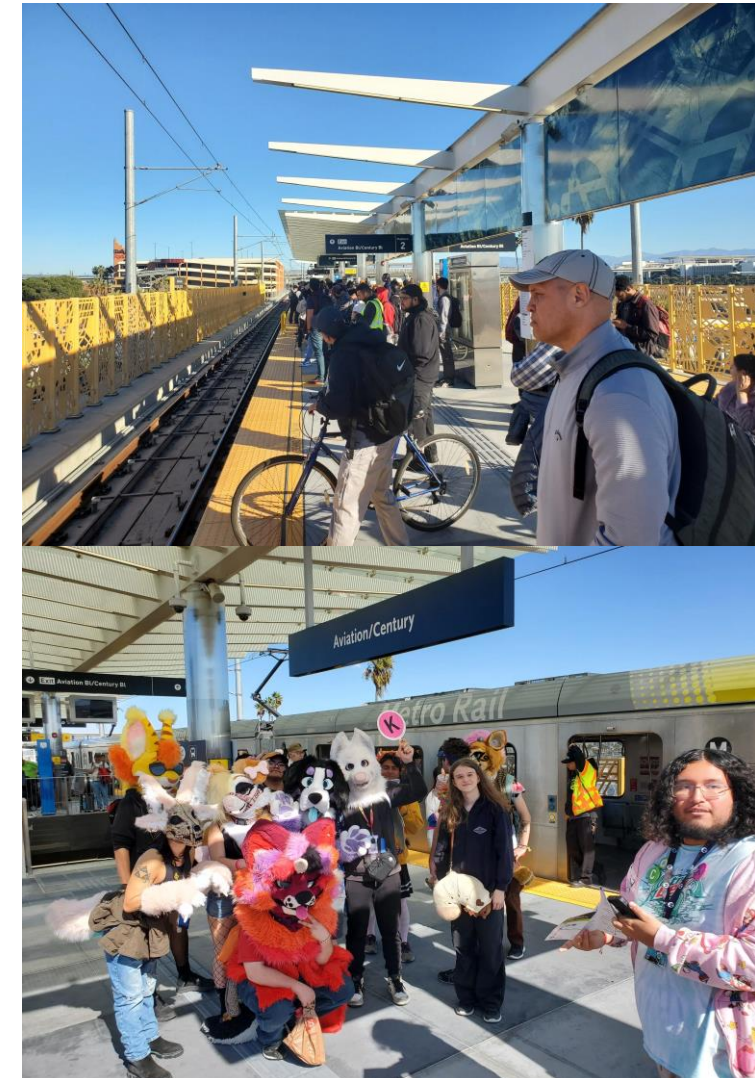
C & K Line Operating Plan Implementation

New C & K Line rail operating plan pre-revenue service started Sunday, November 3, 2024. The Aviation/Century Station has opened for service.

K Line trains travel south through LAX/Metro Transit Center without carrying passengers between Westchester/Veterans and Aviation/Century Stations while testing continues. Metro C & K Bus Bridge available between K Line sections, connecting to the LAX Metro Connector bus at Aviation/Century Station.

C Line now ends at Aviation/Century during this period. LAWA Metro Connector buses serving this station to/from LAX/Metro Transit Center.

LAX/Metro Transit Center will open on a date to be announced, allowing passengers to travel the full K Line Expo/Crenshaw to Redondo Beach.





Board Report

File #: 2024-0529, File Type: Informational Report

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2024

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update report on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro's bus ridership for the second quarter of the calendar year in 2024 (Q2 CY2024) consisting of April, May, and June 2024, compared to the pre-pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by the day type (weekday, Saturday, Sunday), region, across Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and average passenger trip length changes.

BACKGROUND

The Board adopted the NextGen Bus Plan at its meeting in October 2020. The Plan was designed to create a fast, frequent, and reliable bus system that will be rolled out in two phases: "Reconnect" and "Transit First."

- Reconnect was the initial phase to restructure the existing network, and it was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments to improve bus speeds and direct saved revenue service hours to bus frequency improvements.

While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability. Full restoration of NextGen Bus Plan service levels were completed in three phases between June and December 2022. Metro continues to operate the full NextGen bus service levels through 2023 and 2024, with improved reliability due to full bus operator staffing achieved by August 2023. However, a 1 - 2% operator shortage has existed since the December 2023 service change, when operator requirements increased due to more peak service from increased ridership and recruiting challenges. Recruitment efforts have been ramped up in response, and overall canceled service levels remain low, though higher than in the second half of CY2023.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro’s 120 bus lines, summarized in Table 1. Tier 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and ridership recovery after the drop caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

Table 1: NextGen Frequency Tiers as of Dec 2022

Service Type	Peak Weekday	Midday Weekday	Evening	Weekend	Number of Lines
Core Network (Tier 1)	5-10	5-10	10-15	7.5-15	31
Convenience Network (Tier 2)	12-15	12-15	20-30	15-30	24
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	39

When fully implemented, the Transit First scenario was expected to achieve a 15 - 20% increase in ridership. This expected ridership increase was attributed to increased speed of service and reduced travel times from the implementation of speed and reliability tool kit items, including new bus lanes, expanded transit signal priority, all-door boarding, as well as reinvestment of time savings for increased service frequencies. As of June 30, 2024, 49.7 lane miles of new bus priority lanes have been implemented on corridors such as 5th and 6th Sts plus Grand Av and Olive Sts in Downtown LA, as well as Alvarado St, Venice Bl, and La Brea Av.

Metro bus ridership continues to recover and is near pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by implementing the remaining Transit First bus speed and reliability improvements.

DISCUSSION

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic, beginning in March 2020, had significant effects on Metro bus service levels and ridership and on societal changes such as increased telecommuting.

As of Q2 CY2024, average daily bus system ridership continues to show growth as ridership continues to recover to and exceed pre-COVID levels:

- Weekday ridership was 85.1% (up slightly from 83.7% in Q1 CY2024)
- Saturday ridership was 92.4% (down slightly from 94.0% in Q1 CY2024)
- Sunday ridership was 100.3% (up from 98.3% in Q1 CY2024)

Weekday ridership has consistently increased with each new quarter of data. Saturday and Sunday ridership, while at higher recovery levels, fluctuate more with factors such as special events, weather, and smaller number of days in the quarter. This quarter saw Saturday recovery decline slightly and

Sunday increase, while the reverse occurred the previous quarter.

The San Fernando Valley continues to show the highest ridership recovery in Q2 CY2024 compared to the four other service areas, at 91.3% of pre-pandemic Q2 CY2019 levels on weekdays (up from 88.5% last quarter), 101.4% Saturday (down from 103.2% last quarter), and 114.5% Sunday (up from 109.1% last quarter), benefitting from NextGen Bus Plan investments.

The proportion of boardings in Equity Focus Communities throughout the system remains around 1% above pre-pandemic levels on weekdays.

Midday weekday Q2 CY2024 ridership recovery was at 88% of pre-pandemic levels (up from 87% last quarter), exceeding both AM peak (74%, up from 70% last quarter) and PM peak (82%, up from 79% last quarter) recovery. This aligns with the focus on investing service hours in the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting.

The average passenger trip length remains at around 3.5 miles, the same as the previous quarter, and below the pre-NextGen/pre-COVID average passenger trip lengths above 4 miles. This reflects post-COVID changes to trip making (increased telecommuting, etc.) and the NextGen focus on increasing market share for the shorter 1 - 5 mile trips.

There were 18 lines/line groups on weekdays (up from 12 in Q1), 24 lines/line groups on Saturdays (down slightly from 26), and 40 lines/line groups on Sundays (up from 34), exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024.

Attachment A provides a more detailed analysis. Attachments B, C, and D to this report provide detailed data on systemwide and line/line group level for average weekday, Saturday, and Sunday bus ridership observed between Q2 CY2019 (pre-COVID and pre-NextGen) and the same period of Q2 CY2024. The period of this analysis tracks the significant drop in ridership at the beginning of the COVID-19 pandemic in early 2020 and the subsequent recovery in ridership and initial service restoration in 2021 based on the implementation of the NextGen Bus Plan.

Ridership Trends from 2019 to 2024

The complete restoration of bus service in December 2022, combined with more reliable service delivery and programs such as GoPass for students and the streamlined LIFE Program for low-income riders, contributed to much stronger ridership recovery through 2023 and will continue in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-COVID average weekday ridership of 761,757 records set in October 2023 was exceeded in both April and May 2024 (762,811 and 772,969, respectively). (See Attachment A Chart 6: Average Weekday Ridership 2019 - 2024).

Average Weekday Metro Bus Ridership (2019-2024):



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley showed the highest weekday ridership recovery rate at 91.3% in Q2 CY2024 (up from 88.5% in Q1 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of ten local lines and the Metro G Line Bus Rapid Transit (BRT) with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the eastern San Fernando Valley were restructured to match regional travel patterns focused on North Hollywood. The Q2 CY2024 San Fernando Valley area average weekday ridership compared to Q1 CY2024 was up 11.1%, indicating ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q2 2024 were as follows, each improving compared to the previous quarter:

- San Gabriel Valley: 81.3% (up from 79.2% in Q1 CY2024)
- Gateway Cities: 80.9% (up from 75.9% in Q1 CY2024)
- Westside Central: 83.5% (up from 82.5% in Q1 CY2024)
- South Bay Cities: 85.5% (up from 80.8% in Q1 CY2024)

The Gateway Cities area's overall recovery is lowest as it is impacted by several factors; Line 130 on Artesia BI was transferred to municipal operators, and several lines were replaced by Metro Micro. The 2019 data also contains ridership for New Blue bus bridges, which were temporary bus services in place of the Blue Line rail service.

For Q2 2024 average Saturday ridership, San Fernando Valley again showed the highest recovery at 101.4% (down slightly from 103.2% in Q1 CY2024), while other areas were at 81.3 to 90.1% (similar to 79.8 to 90.9% in Q1 CY2024). Saturday ridership recovery slightly decreased in Q2 CY2024 compared to Q1 CY2024, while Sunday showed the opposite trend with overall improvement in Q2

CY2024.

Average Sunday ridership recovery increased to an overall 100.3%. San Fernando Valley's recovery rate was 114.5% (up from 109.1% in Q1 CY2024), and other areas increased between 88.6% and 99.1% (up from 83.7% to 96.0%). Sunday Q2 CY2024 ridership recovery rates increased in all five service areas compared to Q1 CY2024, with South Bay Cities and Westside Central nearly fully recovered (99.1% and 98.1%, respectively).

The table below shows the percentage change in average daily ridership by service area between Q2 CY2023 and Q2 CY2024.

Change in Average Daily Ridership by Service Area Q2 CY2024 versus Q2 CY2023	Weekday	Saturday	Sunday
Gateway Cities	10.1%	6.3%	9.3%
San Fernando Valley	11.2%	7.6%	9.4%
San Gabriel Valley	11.2%	5.2%	4.9%
South Bay Cities	13.7%	9.8%	11.4%
Westside Central	6.4%	2.8%	3.6%

(See Attachment A: Charts 10 - 12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q2 CY2024)

Ridership by Time Period

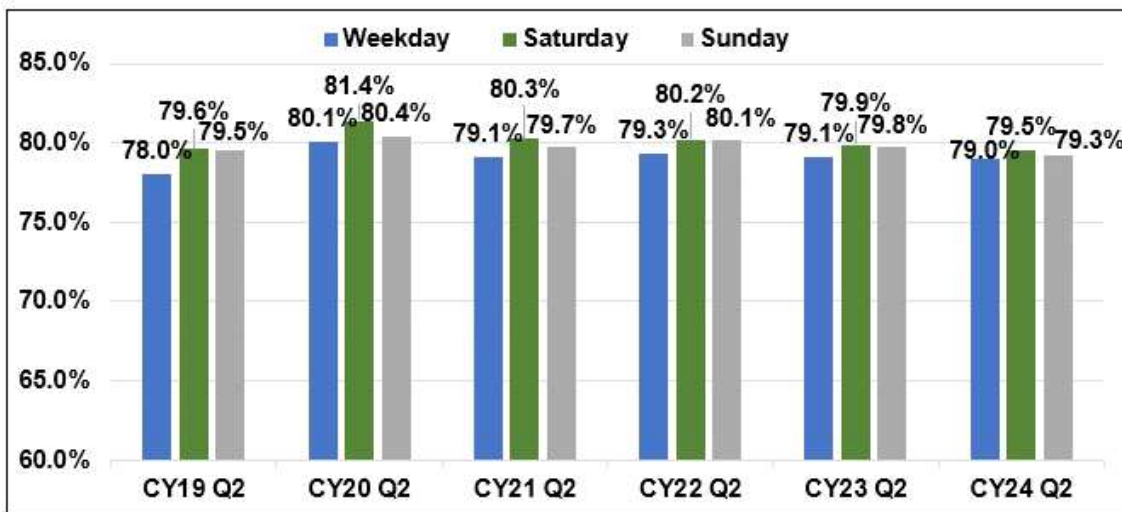
As of Q2 CY2024, early AM and AM peak period ridership remains the least recovered at 77% and 74% of 2019 levels, respectively. Meanwhile, the PM peak and evening recovery rates were 82% and 83%, respectively. By contrast, the midday, late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-COVID) levels at 88%, 91%, and 92%, respectively. This suggests that fewer traditional office workers commute on transit during peak morning hours. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays.

Weekend ridership recovery by time of day was higher than weekdays in Q2 CY2024. Saturday AM peak ridership had the lowest recovery rate at 84%, while Saturday early AM, midday, PM peak, and evening were slightly more recovered at 89%, 88%, 88%, and 91%, respectively. This means that these periods are leading the Saturday ridership recovery. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates of 95% and 98%, respectively, with their usage likely dominated by those dependent on transit. Sunday recovery rates by time period for Q2 CY2024 were closer together, between 97% and 100%. However, early AM was 112% (up from 106% in Q1 CY 2024), the only period to exceed 100% in Q2 CY 2024 compared to Q2 CY 2019, with the late evening period reaching 100%. (Attachment A Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q2 CY2019 - Q2 CY2024)

Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by up to 1.6% on weekdays, 1.2% on Saturdays, and 0.8% on Sundays during Q2 CY 2020, when COVID was most active, compared to pre-COVID. By Q2 CY2024, EFC boardings were still around 1% higher than pre-COVID on weekdays and had returned to pre-COVID levels on weekends. The trips made in the early part of COVID are likely attributed to people who reside in EFCs and rely on transit for access to essential jobs and services. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which has likely contributed to the 1% increase in the share of weekday boardings that will continue to be seen in EFCs in 2023 and 2024. This change may also be attributable to fewer choice riders using weekday services in non-EFCs, with factors such as telecommuting continuing post-COVID.

(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q2 CY2019 through Q4 CY2024)



Lines traveling through Equity Focus Communities for which ridership recovery has been strongest (over 90% recovered weekdays and weekends) include:

- Line 207 Western Av
- Line 204 Vermont Av Local
- Line 53 Central Av
- Line 55 Compton Av
- Line 105 Vernon Av
- Line 108 Slauson Av
- Line 110 Gage Av
- Line 111 Florence Av
- Line 117 Century Bl
- Line 202 Willowbrook Av
- Line 603 serving Hoover St,
- Line 66 serving W 8th St and E Olympic Bl in East LA
- Line 251 on Soto St through East LA and Huntington Park
- Line 611 Huntington Park Shuttle

- Line 605 Boyle Heights Shuttle
- Line 665 Eastern Av Shuttle and;
- J Line 910/950 BRT between El Monte and Harbor Gateway/San Pedro

Many of these lines operate 15-minute or better service all day on weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been weaker on lines serving Downtown LA, which have seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (examples include Broadway Line 45, Avalon BI Line 51 in South LA, W Olympic BI Line 28, and Pico BI Line 30). Metro will continue monitoring ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address the impacts coming out of COVID.

Average Trip Length

Metro's bus system average passenger (unlinked) trip length dropped from 4.2 to 4.3 miles to just below 3.0 miles in the COVID-19 pandemic year of 2021. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered from 2022 through 2024, average passenger trip lengths increased and remained at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, a market identified through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A: Chart 17 Average Passenger Trip Length)

Ridership and Productivity by Service Tiers and Lines

This section compares average daily line ridership for Q2 CY2024 versus Q2 CY2019 for each day type (weekday, Saturday, Sunday). Due to changes involved in restructuring lines and groups of lines for the NextGen Bus Plan, this analysis must, in some cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership. In Q2 2024, 120 Metro bus lines were operating, and ridership recovery rates for this analysis are based on 82 weekdays, 75 Saturdays, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D.

The overall bus system ridership recovery rate in Q2 CY2024 was 85.1% for weekdays, 92.5% for Saturdays, and 100.3% for Sundays compared to Q2 CY2019 as a pre-COVID baseline. There were 18 (up from 12 in Q1) weekday, 24 Saturday (down slightly from 26 in Q1), and 40 (up from 34 in Q1) Sunday lines/line groups exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a

vital component of more robust ridership recovery:

Number of Lines with Above Average Recovery in Q2 CY2024	82 Total Weekday	75 Total Saturday	74 Total Sunday
Tier 1	19	14	15
Tier 2	13	11	10
Tier 3	6	8	8
Tier 4	8	7	7

The Tier 1 and Tier 2 higher frequencies continue to show stronger recovery, while some of these lines also include route changes to better connect riders to key destinations.

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has reduced daily work-related trips due to increased telecommuting, negatively impacting many downtown service industry businesses. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work as well as for leisure and entertainment events occurring in this area.

This pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear not to be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Also, notable ridership changes in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate, happened. The ridership recovery rate for the corridor overall was 88.7% on weekdays (up from 87.2% in Q1), with the Local Line 204 having a recovery rate of 109.3% (up from 108.5% in Q1). By comparison, the Vermont Rapid Line 754 serves a high-EFC-density corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 67.7% (up from 65.7% in Q1). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 120.7%; Rapid 65.9%) and Sunday (Local 113.5%; Rapid 86.3%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro’s service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 605, which serves Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40 - 60 minute frequency) had low ridership recovery and, in most cases, no NextGen route changes, as well as a lower percentage of route miles serving EFCs. It will be essential to test the best performers among these lines by upgrading to 30-minute service intervals to see what impact that might have on their ridership recovery.

Data also consistently showed that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details for line-level ridership can be found in Attachment A and data tables in Attachments B, C, and D. This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding (more details on these initiatives are in the next section). Staff will review ridership for Q3 CY2024 (July through September 2024) as the basis for the next ridership report to be presented in January 2025.

Speed and Reliability

Progress on such speed and reliability implementations include 49.7 lane miles of new bus priority lanes implemented as of June 30, 2024 across Metro's service area. Updates on upcoming and recent projects are listed below:

La Brea Avenue Bus Priority Lanes (Metro Line 212)

In August 2023, Metro completed the 5.7 lane-mile peak-period bus priority lanes on La Brea Av between Sunset Bl and Olympic Bl. In March 2024, Metro surveyed Line 212 riders to gather feedback regarding the effects of bus lanes on riders. Of the 110 riders surveyed, 77% are regular Line 212 riders, 64% experienced faster bus speeds, and 54% experienced improved bus reliability.

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

In October 2023, LADOT completed the implementation of this 10.8 lane-mile project. This project provides full-time bus priority lanes along Sepulveda Bl between Ventura Bl and Rayen St, and morning peak-period bus priority lanes on a segment of westbound Ventura Bl between Vesper Av and Sepulveda Bl. Metro conducted surveys of Line 234 riders in March 2024 to gather feedback on the effects of the bus lanes on riders. Of the 132 riders surveyed, 74% are regular Line 234 riders, 75% experienced faster bus speeds, and 75% experienced improved bus reliability.

Roscoe Boulevard Bus Priority Lanes (Metro Line 152)

In June 2024, LADOT began installing this 21-lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av and is the first project to be delivered as part of the North San Fernando Valley Transit Corridor project. Construction is expected to be completed at the end of October 2024.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority

Lanes project. Design for the Unincorporated LA County portion is expected to be completed in November 2024. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County, with construction expected to begin by early 2025.

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

As part of the Vermont Transit Corridor project, Metro will deliver quick-build bus priority lanes to key segments of the corridor ahead of the larger BRT project. This will bring speed and reliability improvements to over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed 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 quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. 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 and Community Based Organization (CBO) partners have been conducting briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Ave, regarding the overall BRT project and the quick-build bus lanes, which will be delivered as soon as 2025.

Bus Lane Enforcement

Metro continues to partner with LADOT to have a dedicated parking patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders get to their destinations faster and more reliably.

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro has awarded a contract to Hayden AI Technologies to implement the BLE pilot on 100 buses. Half of these buses have been equipped with the BLE hardware, and the second half is expected to be complete with the procurement of new buses due to be delivered starting in FY25 Q2.

Metro is leading the BLE outreach plan in coordination and cooperation with LADOT and is in place awaiting the program's start. The outreach will focus on the affected BLE corridors and include general program informational materials for a wider audience. Metro's partner agency, LADOT, is working to amend the City's municipal code to allow citations under the BLE program. City Council approved these changes on October 8, 2024. A concurrent 60-day warning and outreach effort commenced November 1, 2024. A full community engagement plan has been developed. Outreach will be conducted in English, Spanish, and other significant languages where relevant to the communities of focus for the program.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities that are historically more transit-dependent. A central goal of the NextGen Bus Plan was to provide improved transit service frequencies, travel times, and reliability improvements for Metro system riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC). Nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the Los Angeles County poverty line threshold for a household of four of \$109,000 ([HUD 2023 Income Limits < https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2023.pdf >](https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2023.pdf))

Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the COVID-19 pandemic.

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented, with increased frequency of service as well as speed and reliability enhancements that continue to be implemented. Through the provision of a fast, frequent, reliable network, the NextGen plan has provided these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue monitoring ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, enough service capacity is provided based on ridership, and all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus service and related adjustments, such as comments received via Metro's social media channels, Customer Care, as well as the Service Council meetings, where service changes are explained and discussed with the public. These channels provide valuable insight into riders' key customer experience concerns.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

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 and improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all transportation system users. 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.

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will also continue to hire new bus operators to remain fully staffed and reliably deliver full service daily. In addition, Two additional bus priority lane corridors (Florence Av and Roscoe Bl - 31.2 lane miles) will be delivered during FY2025, and 14.9 additional lane miles are in planning (Vermont Av, Santa Monica Bl). Additional transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in the first half of CY2025, with ongoing optimization of bus stops and terminals. The next update is planned for the Board in January 2025, tracking the detailed progress on ridership recovery during Q3 CY2024.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q2 CY2024

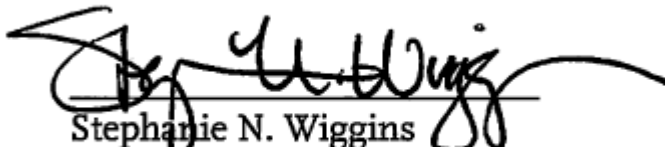
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

Prepared by: 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

NextGen Ridership Analysis – Q2 CY2024

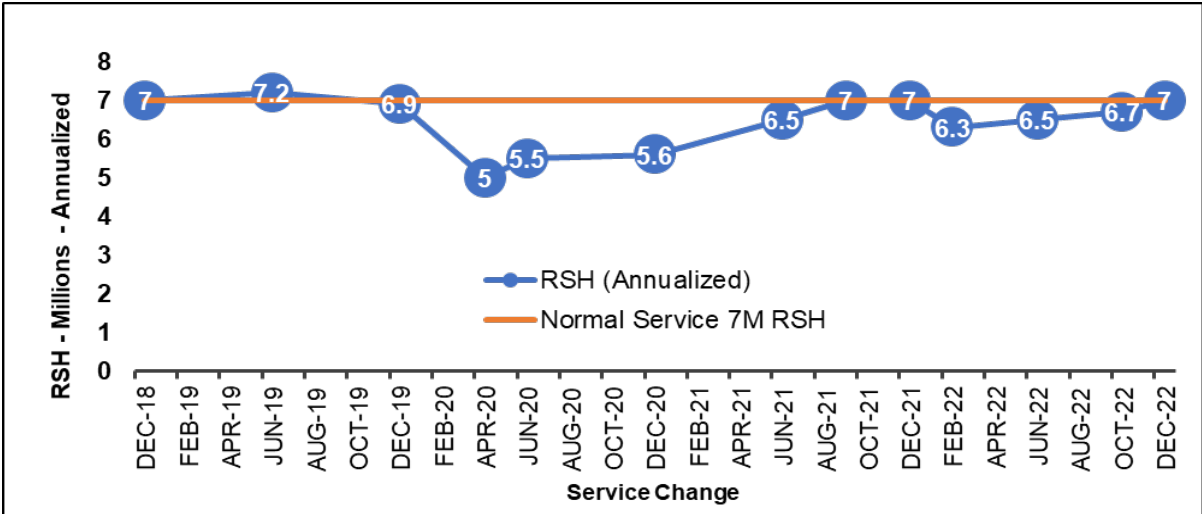
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage and resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall has occurred in operator numbers during CY24 Q1 and Q2.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 to 2024 (when ridership last peaked), as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

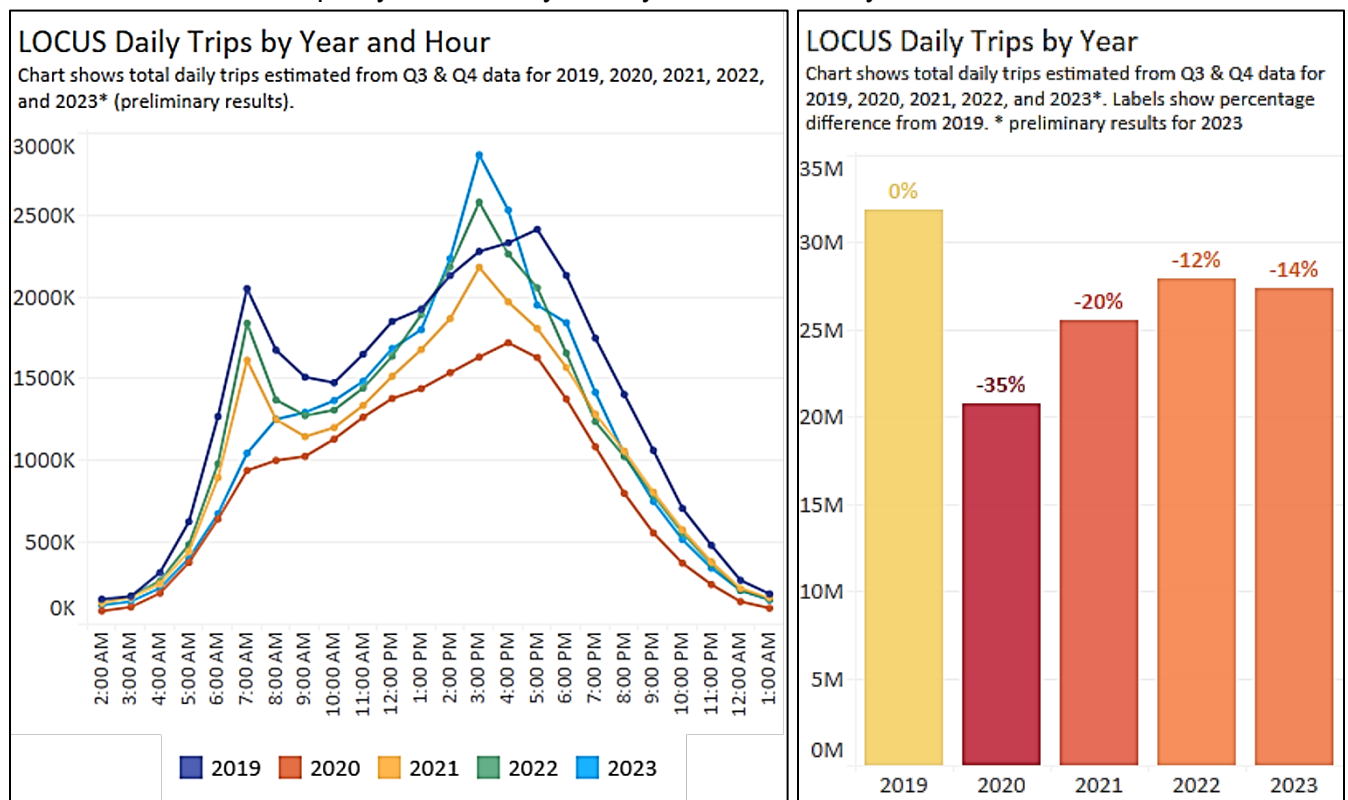
A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards the restoration of service levels as ridership began to increase. The most significant restoration of service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020. Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021.

Chart 1: Annual Bus Revenue Service Hour Levels 2019 – 2022



However, the national shortage of bus operators led to high service cancellation levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, at which time the 7 million RSH was again restored. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. Operator staffing has been 1-2% below full levels in CY24 Q1 and Q2, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Charts 2 and 3: Total Trips By Time of Day and By Year, LA County 2019-2023

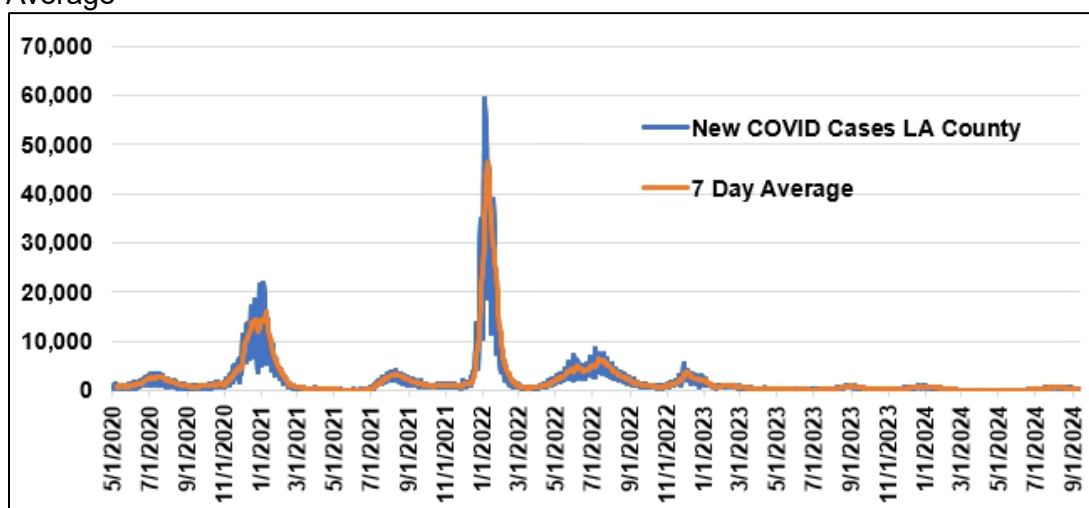


Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and overall remains below pre-COVID levels. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 14% below pre-COVID levels in 2023. However, patterns by time of day are mixed. AM peak and midday travel volumes remained below pre-COVID levels in 2023 (especially AM peak), but with a new afternoon peak exceeding pre-COVID levels in the 3 PM hour in 2022. This trend became even more pronounced in 2023 and may be related to after school travel. Other time periods such as midday, 5 PM “commuter peak”, and evenings have recovered to

less than pre-COVID, though not as big a difference compared to AM peak. Some of this lack of recovery may also relate to expanded online services and commerce opportunities (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to help understand bus ridership patterns in 2024. Recent research by UCLA suggests changes in not just work commutes but also other travel segments.

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership that occurred at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers have remained very low throughout 2023 and into 2024, with a minor increase in reported cases in winter 2023-2024 and the summer 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID.

Chart 4: LA County (excluding Long Beach, Pasadena) New Daily COVID Cases 7-Day Average



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This ridership recovery was similar to the travel demand recovery illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

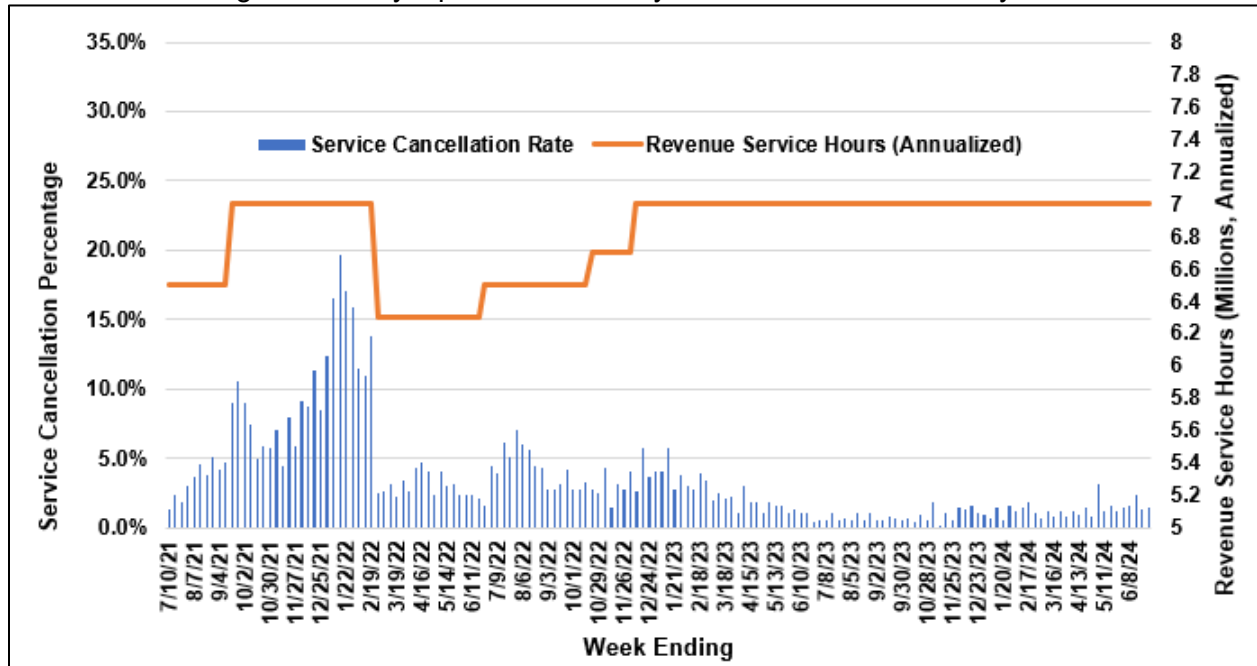
The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

The reintroduction of fare collection in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week

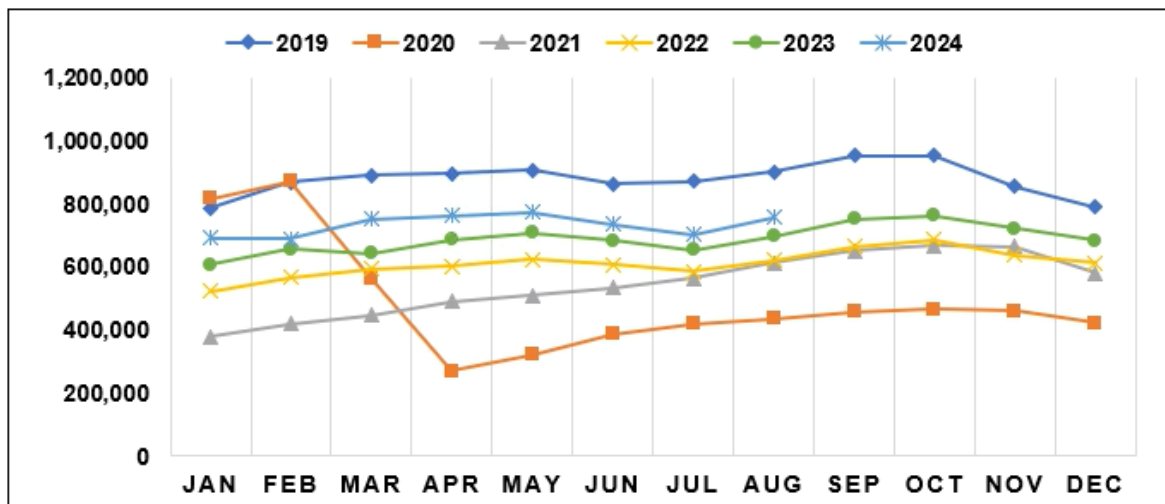


Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges

(such as poor turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during Q1 and Q2 CY2024. New operator class sizes have been increased again to turn around this trend. Service cancellation numbers remained low, though higher than they were in the second half of CY2023. Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 83.4% for Q4 CY2023, increasing to 83.7% in Q1 CY2024 and to 85.1% in Q2 CY2024. In May 2024, weekday ridership averaged 772,000, a post-COVID record.

Chart 6 – Average Weekday Ridership 2019 – 2024



Saturday Bus System Ridership

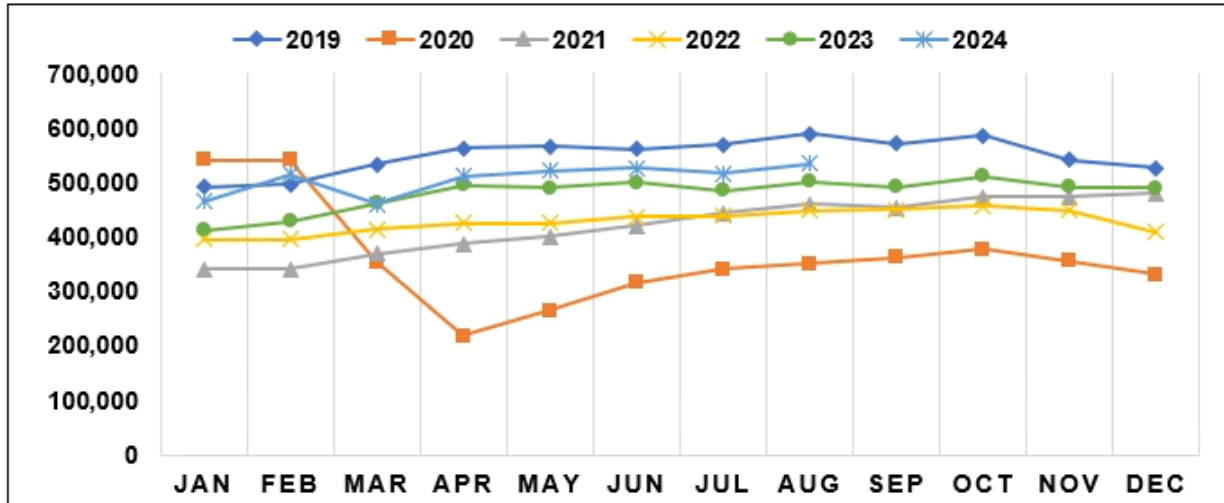
Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7.

As seen with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 94.0% for Q1 CY2024, then dropped slightly to 92.4% for Q2 CY2024. Weekend ridership can

vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

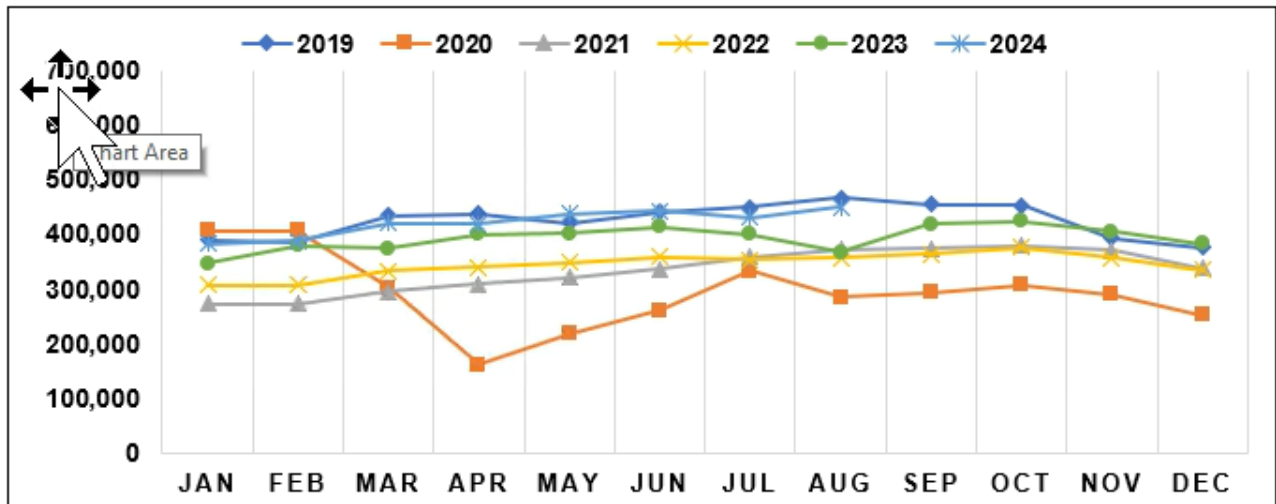
Chart 7: Average Saturday Bus Ridership 2019–2024



Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year.

Chart 8: Average Sunday Bus Ridership 2019-2024



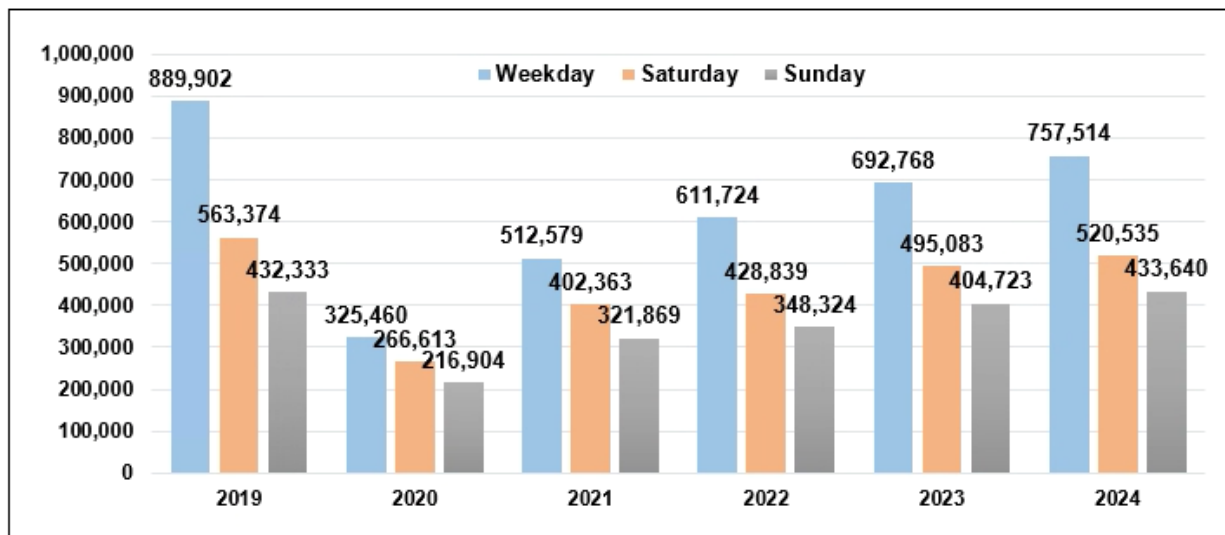
By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancellations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94.0% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023,

Sunday bus ridership recovery was 99.97%, though the recovery rate declined slightly to 98.3% in Q1 CY2024 but rebounded to 100.3% in Q2 CY2024, the first recorded quarter with fully recovered Sunday ridership.

Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase incrementally between Q4 CY2021 and Q4 CY2022. This slower rate of weekday ridership growth and the slight decline in weekend ridership in Q4 CY2022 followed the large surge in ridership in 2021, and is similar to the slower growth in travel demand as shown in Charts 2 and 3, and occurred during the period of bus service reliability problems that resulted in higher cancellations and a service reduction in February 2022. Service was restored in phases between June and December 2022 as operator numbers increased. The growth from 2022 to 2023 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q2 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9 below.

Chart 9: Average Daily Ridership Q2 CY 2019 – Q2 CY 2024



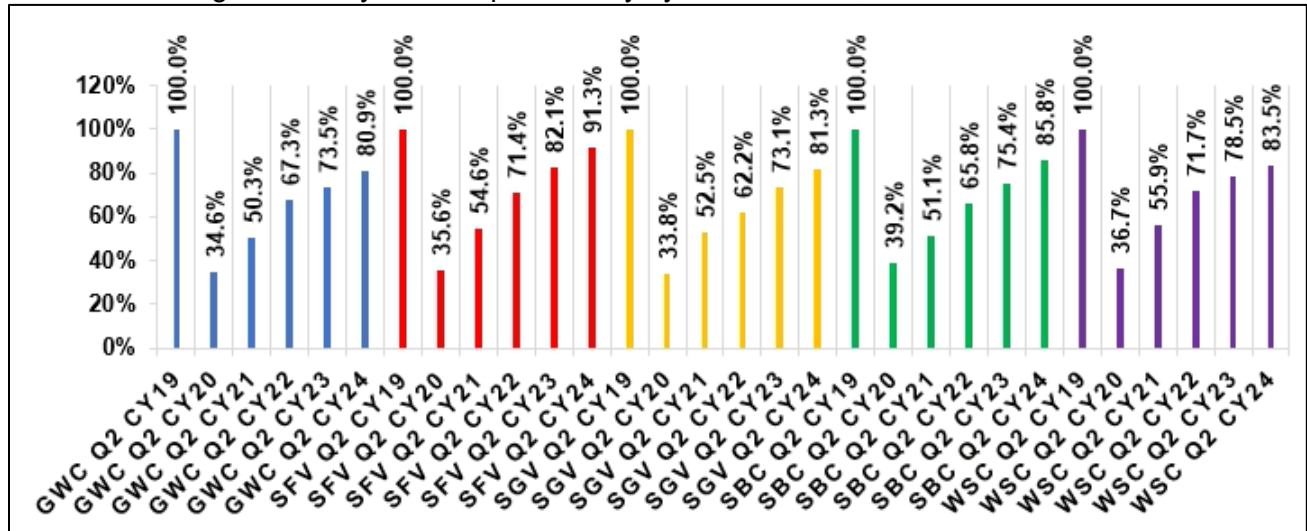
Full service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial ridership gains in 2023 continuing into 2024 compared to the more limited ridership growth seen in 2022.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC)

areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, at 91.3% in Q2 CY2024 (up from 88.5% in Q1 CY2024). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 85.8% for the South Bay Cities, 83.5% for Westside Central service area, 81.3% for San Gabriel Valley service area, and 80.9% for the Gateway Cities service area. All five areas improved over their Q1 CY2024 recovery rates, so the ridership recovery is broad-based.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q2 CY2019 - Q2 CY 2024



Historically, San Fernando Valley transit lines had less frequent off-peak service. With the NextGen service improvements, local lines in the San Fernando Valley improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:

- Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
- Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
- Line 18 increased from every 10 to 7.5 minutes weekday midday (6th - Whittier)
- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th St)
- Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
- Line 30 increased from every 12 to 10 minutes midday (Pico BI)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)
- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic BI)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods
- Tier 2:
 - Line 10 increased from every 20 to 15 minutes midday
 - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
 - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service area include:

- Tier 1: Eight local lines had frequency improved:
 - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
 - Line 45 increased from every 15 to every 10 minutes midday
 - Line 51 increased from every 12 to 7.5 minutes midday
 - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
 - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
 - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday

- Line 210 increased from every 20 to every 10 minutes peak and midday
- Line 212 increased from every 12-15 to every 10 minutes peak and midday
- Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies
 - Line 110 increased from every 24 to every 15 minutes midday
 - Line 117 increased from every 18-20 to every 15 minutes peak and midday
 - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
 - Line 125 increased from every 25-35 to every 20 minutes peak and midday
 - Line 232 increased from every 22 to every 15 minutes peak
 - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
 - Line 202 added new 60-minute midday service
 - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

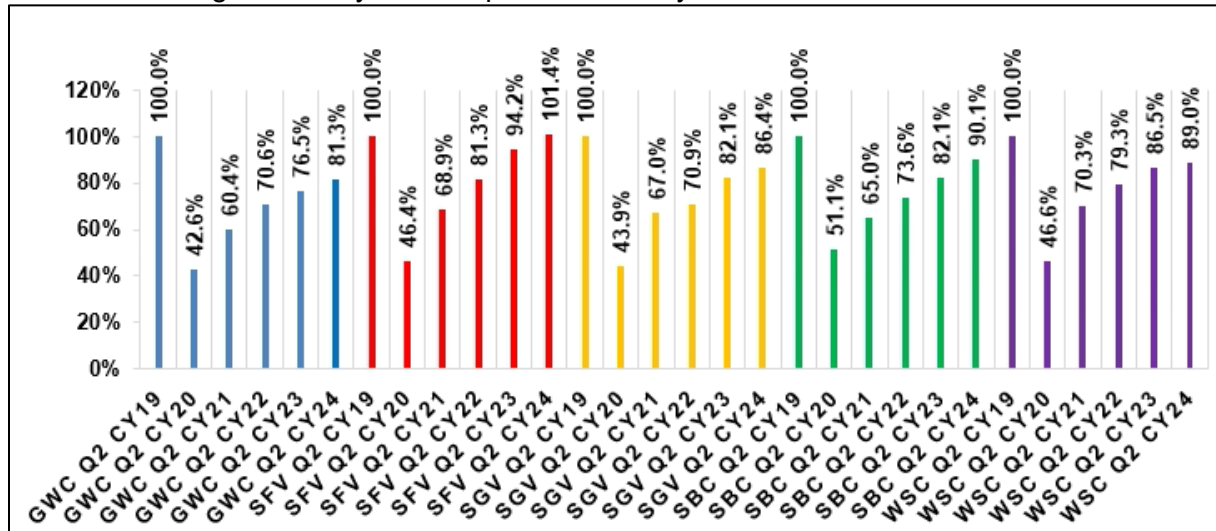
- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
 - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
 - Line 127 added new 60-minutes peak and midday
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:

- Line 70 increased from every 15 to every 7.5 minutes peak and midday
- Line 78 increased from every 20 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q2 CY2019 – Q2 CY2024



Saturday ridership recovery has occurred across all regions between Q2 2019 and Q2 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (101.4%, slightly down from the 103.2% for Q1 CY2024), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 81.3% (up from 79.8% in Q1 CY2024) on the lower end for Gateway Cities to 90.1% (up from 87.1% in Q1 CY2024) for South Bay Cities at the higher end, with San Gabriel Valley at 86.4% (down slightly from 88.3% in Q1 CY2024) and Westside Central at 89.0% (down slightly from 90.9% in Q1 CY2024). The percentage of Saturday ridership recovery by area is shown in Chart 11.

San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

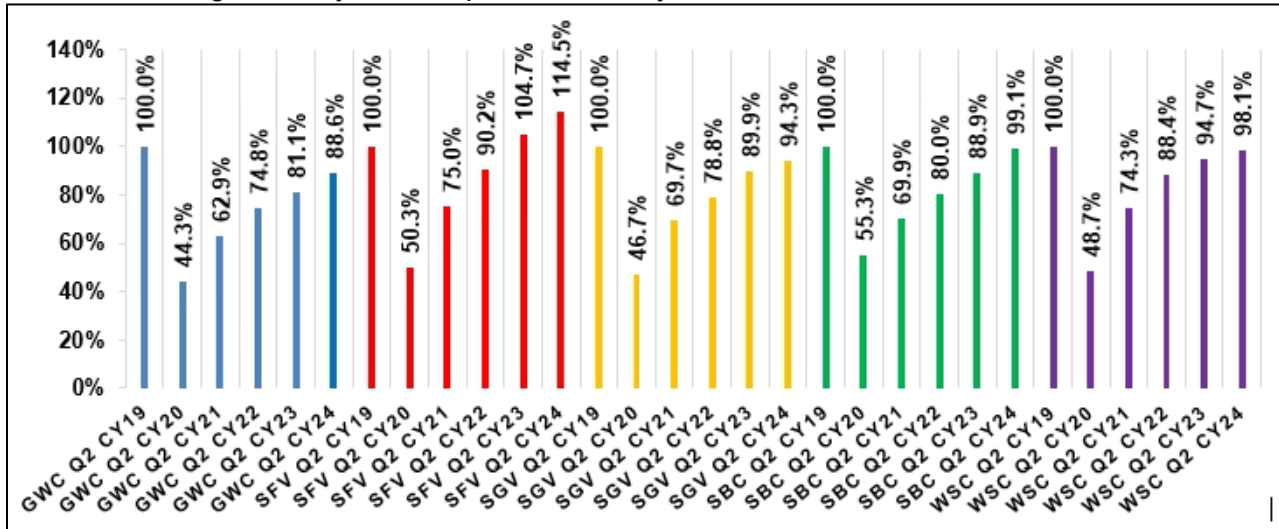
- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230

and 690)

- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines that previously had no weekend service gained Saturday service - Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). The Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Chart 12: Average Sunday Ridership Recovered by Service Area, Q2 CY2019 – Q2 CY2024



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q2 CY 2020 and Q2 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (114.5%, up from 109.1% recovered in Q1 CY2024). The Westside Central, San Gabriel Valley, and South Bay Cities all showed increased recovery rates compared to Q1 CY2024, with 88.6% for Gateway Cities (up from 83.7%), 94.3% for San Gabriel Valley (up from 93.8%), and almost fully recovered for Westside Central at 98.1% (up from 96.0%) and South Bay Cities at 99.1% (a big jump up from 90.7%).

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service (Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239)). The same refocus of

two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes made in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen weekend frequency changes in the Westside Central service area include:

- Tier 1: nine local lines had improvements made:
 - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
 - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
 - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
 - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
 - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
 - Line 33 increased from every 20 to 10 minutes peak hours and midday
 - Line 66 increased from every 20 to every 15 minutes Sunday
- Tier 2:
 - Line 14-37 increased from every 20 to 15 minutes Saturday and Sunday
 - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
 - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added

Highlights from NextGen weekend frequency changes in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
 - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
 - Line 45 increased from every 15 to every 10 minutes Sunday
 - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
 - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
 - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday

- Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
- Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: two local lines had frequency improvements made:
 - Line 125 increased from every 40 to every 30 minutes Sunday
 - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekend frequency changes in the Gateway Cities service area include:

- Tier 1:
 - Line 53 increased from every 20 to every 15 minutes Sunday
 - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
 - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4:
 - Line 127 added new 30-60 minute Saturday and Sunday service
 - Lines 128 and 258 added new 60-minute Sunday service
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekend frequency changes in the San Gabriel Valley service area include:

- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

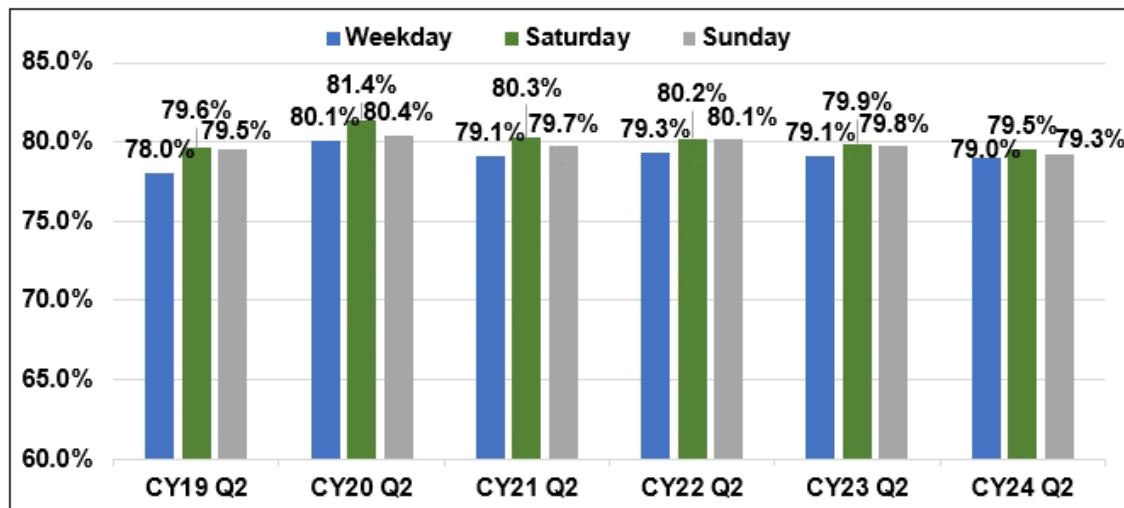
Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q2 CY2019 (pre-NextGen and pandemic) through Q2 CY2024.

The proportion of boardings occurring in EFCs increased by 2.1% weekdays, 1.89% Saturdays, and 0.9% Sundays as was expected in the early, most impactful years of the

COVID-19 pandemic as those with limited other options still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.0% higher, but weekends returned to the same level as the pre-pandemic share of boardings in Q1 and Q2 of CY2024. This suggests two factors: 1) that the NextGen changes have benefitted EFCs particularly during weekdays where transit is critical to access to jobs, services, and opportunities, more than other areas; and 2) that weekdays may have seen a decline in transit trips in non-EFC areas due to changes reducing travel demand such as telecommuting by office workers to places such as downtown LA.

Chart 13: Boardings in EFCs by Day type: Q2 CY2019 through Q2 CY2024



This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

Average Ridership by Time of Day

Weekday ridership by time period for Q2 CY2020 through CY2024 compared to Q2 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q2 and least percentage of recovery by Q2 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (some of which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic. PM peak was more resilient than AM peak and early AM ridership, but less resilient than the midday, evening, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023 and 2024. By comparison, the weekday midday period, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 1 provides a comparison of percentage of ridership recovery by time period for Q2 CY2020 and Q2 CY2024.

Table 1: Weekday Ridership Percentage compared to pre-COVID (Q2 CY2019) Ridership

	Q2 CY2020	Q2 CY2024
Early AM (4 am – 6 am)	12%	77%
AM Peak (6 am – 9 am)	13%	74%
Midday (9 am to 3 pm)	29%	88%
PM Peak (3 pm – 7 pm)	20%	82%
Evening (7 pm – 10 pm)	31%	83%
Late evening (10 pm to 12 am)	37%	91%
Owl (12 am – 4 am)	44%	92%

Q2 CY2020 was the most impacted quarter for COVID, as the pandemic began impacting in the second half of March 2020. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in midday period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

Chart 14: Weekday Ridership by Time Period – Q2 CY2019 – Q2 CY2024

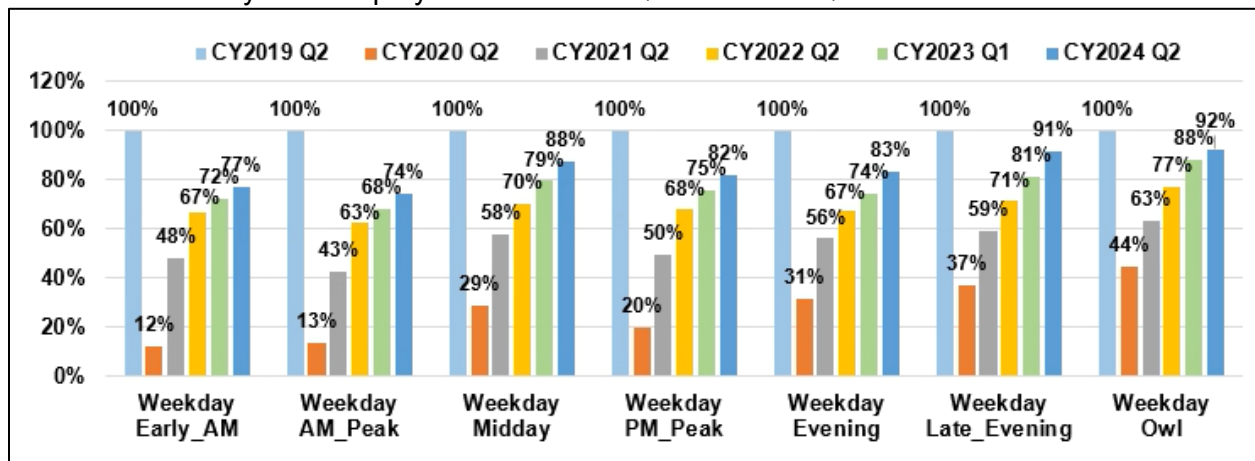
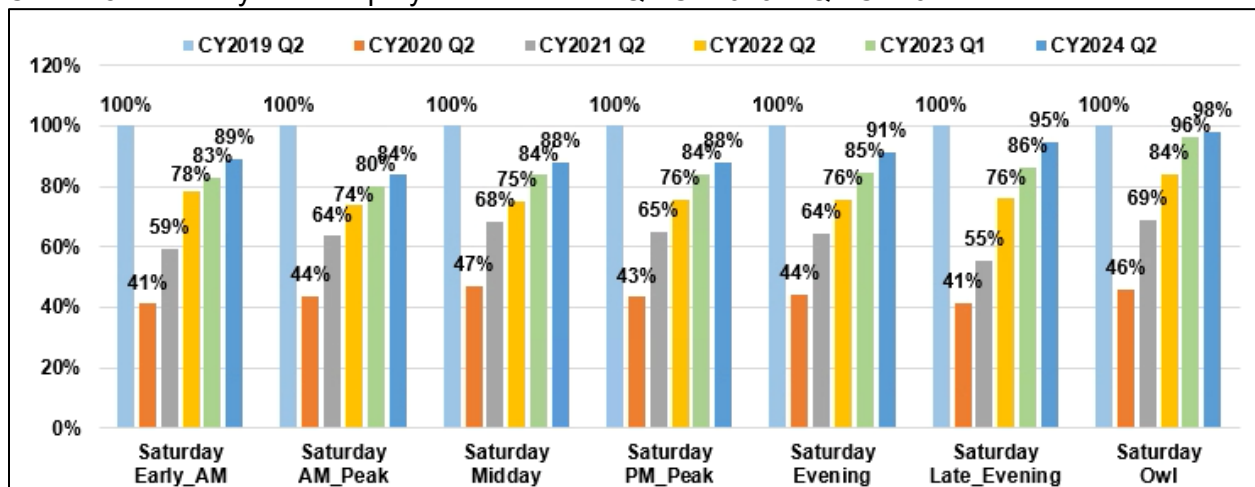
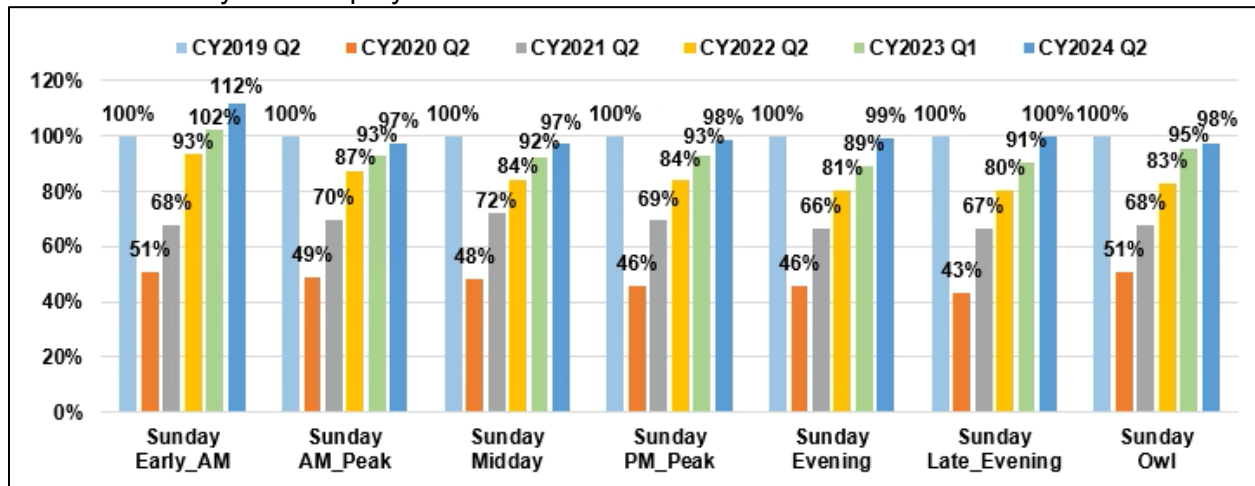


Chart 15: Saturday Ridership by Time Period – Q2 CY2019 – Q2 CY2024



Q2 CY2020 Saturday ridership declined to 41-47% of Q2 CY2019 ridership by time period. Largest declines were in early AM and late evening (to 41%) and slightest declines were for the midday (9 am to 3 pm) and Owl periods ridership which declined to 46-47% in Q2 CY 2020 compared to Q2 CY2019 (pre-COVID). The most recovered time periods as of Q2 CY2024 are the late evening and Owl periods which showed recovery rates of 95% and 96% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods have recovered to between 88% and 91%, with exception of the AM peak at 84%. This suggests a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access. The AM peak work travel does not seem to have returned as much as midday through evening and even early AM ridership, so telecommuting may even be impacting some Saturday jobs.

Chart 16: Sunday Ridership by Time Period – Q2 CY2019 – Q2 CY2024



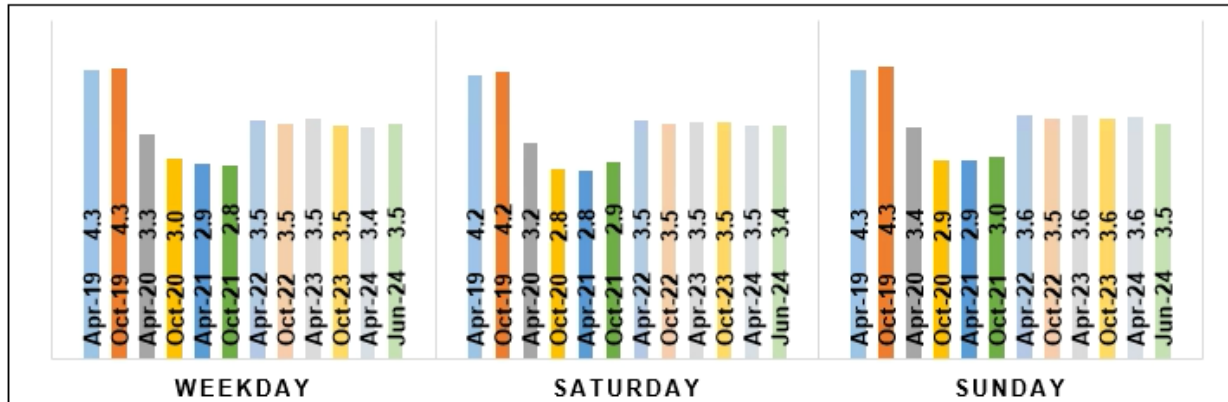
Sunday ridership was the most resilient of all day types in Q2 CY2020, with the late evening showing the largest drop to 43% of Q2 CY2019 pre-COVID ridership. The smallest decline was for the early AM and Owl periods (51%), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services. Other time periods dropped to between 46% and 49% of Q2 CY2020 ridership, again showing the most resilience compared to other day types. By Q2 CY2024, the largest ridership recovery on Sunday was during the early AM at 112%, similar to the result for this time period in Q1 CY2024. Other time periods all showed recovery of between 97% and 100% compared to Q2 CY2019 levels. These overall results suggest the most transit dependence on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2024. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to

2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



Ridership by Line and Line Group

Ridership was assessed based on individual lines, and in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 2 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2023 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q2 CY2024 was 85.1% for weekday, 92.4% for Saturday, and 100.3% for Sunday when compared to Q2 CY2019 as a pre-COVID baseline. There were 18 weekday (up from 12 in Q1), 24 Saturday (slightly less than the 26 in Q1), and 40 Sunday lines/line groups (up from 34 in Q1) exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2024.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, and the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours and changes in ridership and productivity. Higher increases in revenue service hours are generally associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels remain relatively stable now that the NextGen Bus Plan has been implemented.

Table 2: Ridership Recovery Distribution, Q2 CY2024 versus Q2 CY2019

Average % Ridership Recovery Q2 CY2024 versus Q2 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 140.0%	0	2	4
130.0 – 139.9%	0	2	5
120.0 – 129.9%	1	2	7
110.0 – 119.9%	6	7	7
100.0 – 109.9%	11	11	17
90.0 - 99.9%	18	21	17
80.0 - 89.9%	19	14	12
70.0 - 79.9%	13	9	4
60.0 - 69.9%	8	6	0
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	0	0
30.0 - 39.9%	1	1	1
20.0 – 29.9%	1	0	0
Total Lines/Line Groups	82	75	74

Service Reliability

Q2 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in Q2 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q2 CY2024, operator numbers were about 1-2% below full requirement with 20% extra board after reaching full operator staffing as of August 2023. This decline was due to an increase in operator requirements as of December 2023 service change together with some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators, in order to restore full staffing. Service cancellations should not be a major factor hampering further ridership recovery.

Service Frequency:

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of 85.1% recovered: 19-Tier 1, 13-Tier 2, 6-Tier 3, and 8-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 92.4% recovered with a mix of 14-Tier 1, 11-Tier 2, 8-Tier 3, and 7-Tier 4 lines/line groups.
- Sunday lines that were over the system average 100.3% recovered were a mix of 15-Tier 1, 10-Tier 2, 8-Tier 3, and 7-Tier 4 lines/line groups.

NextGen Tier 1 Highest Frequency Lines:

NextGen Tier 1 lines provide at least 10 minute or better service frequency weekday peak and midday periods on Metro's busiest ridership corridors, typically with 10 to 15-minute weekend service frequency.

The weekday ridership recovery for NextGen Tier 1 service included a high of 119.8% again for Line 66 serving E Olympic/W 8th St. This line also had strong recovery on Saturdays at 106.6%, and Sundays at 133.2% ridership. Fourteen other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 109.3% weekday, 120.7% Saturday, 113.5% Sunday.
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 101.3% weekday, 114.3% Saturday, 129.7% Sunday.
- Central Av Line 53: 99.7% weekday, 102.4% Saturday, 122.6% Sunday
- Slauson Av Line 108: 98.9% weekday, 96.1% Saturday, 117.9% Sunday
- Florence Av Line 111: 98.8% weekday, 93.2% Saturday, 96.0% Sunday
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 98.6% weekday, 101.2% Saturday, 111.0% Sunday
- Santa Monica BI Line 4: 95.6% weekday, 101.4% Saturday, 106.0% Sunday
- Soto St Line 251: 94.8% weekday, 95.6% Saturday, 104.0% Sunday.
- Vernon/La Cienega Line 105: 93.6% weekday, 94.2% Saturday, 107.1% Sunday
- Venice BI Line 33: 92.4% weekday, 88.9% Saturday, 96.0% Sunday
- Western Av Line 207: 92.1% weekday, 99.2% Saturday, 106.9% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 92.0% weekday, 115.6% Saturday, 122.5% Sunday
- Ventura /Reseda group (Lines 150, 240, 244): 90.7% weekdays, 105.0% Saturday, 109.0% Sunday

These higher recovery Tier 1 lines serve some of the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley, and connect to many job centers. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park.
- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233.
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced

other bus lines there).

- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities.
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266.
- New bus lanes on Venice BI Line 33.

An additional 4 NextGen Tier 1 lines or line groups met or exceeded system average weekday ridership recovery of 85.1%, serving key corridors of Huntington/Las Tunas group (Lines 78, 179) (dropped to 89.2% from 90.3% in Q1), Hawthorne BI/MLK BI (Line 40), La Brea Av (Line 212) and Garvey/Cesar Chavez (Line 70), and Hollywood/Fairfax - Pasadena group (Lines 180, 217 – up from 81.9% in Q1 to 85.2%).

In Q2, there were ten Tier 1 lines/line groups with below system average ridership recovery. These are discussed in detail below:

- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 which dropped to a recovery rate of 83.9% weekdays from 96.0% (Q1), with 96.5% Saturday and 107.7% Sunday.
- G Line (Orange) BRT service at just 60.1% recovered weekdays (no improvement from Q1), with 67.6% recovery Saturday and 76.0% Sunday. The G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets. Other notable lines were:
- Vermont Rapid Line 754 had only 67.7% recovery weekdays (slightly higher than 65.7% reported for Q1). It experienced very high cancellations in 2022 and to some extent, the line still sees higher cancellations than many other lines, so it may take some time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 109.3% (also improved from 108.5% in Q1) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 65.9% recovery and Sundays 86.3%, compared to Line 204 recovery rates of 120.7% Saturdays and 113.5% Sundays. The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- Line 28 on W Olympic BI – 70.6%% (up from 69.0%) recovered weekday, 77.4% Saturday, 83.7% Sunday
- Line 30 serving Pico BI – 77.0% (up from 74.5%) recovered weekday, 71.6% Saturday, 81.2% Sunday.

Both Lines 28 and 30 now end in downtown LA and do not travel to northeast LA or East LA respectively. Line 251 was extended to Eagle Rock to replace Line 28, and hence has much higher ridership recovery, while Line 30 in East LA was replaced by the new E Line light rail through the Regional Connector as well as other bus service.

- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (74.0% weekday up from 71.3% in Q1, 76.3% Saturday, 94.7% Sunday), though it may also partially relate to loss of Rapid Line 745 service on this corridor.
- Line 210 on Crenshaw with 80.4% recovery weekday (up from 78.2% in Q1, 88.4% Saturday, 102.2% Sunday) likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 51 on W. 7th St and Avalon with weekday recovery at a low 77.0% (down slightly from 78.1%) and 75.2% Saturday, 82.6% Sunday. Line 66 likely gained ridership in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 81.7% (up from 80.0% in Q1) recovery weekday (84.4% Saturday, 95.4% Sunday), and Line 4 (95.6% recovered weekday, 101.4% Saturday, 106.0% Sunday) gaining more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery.
- Line 60 on Long Beach BI between downtown LA and Compton is 78.4% recovered weekdays (down from 79.4% in Q1), 75.3% Saturday, and 85.6% Sunday, with this line being heavily focused on downtown LA.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 95.6% on Santa Monica BI to a low of 70.6% on W Olympic. The Crenshaw, W Olympic, Long Beach BI, and Broadway corridors where Rapid lines were replaced by high frequency local bus have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to their improved frequencies of

weekday all-day 15-minutes under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still also performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 110.0% weekday, 125.1% Saturday, 129.2% Sunday
- Vanowen St Line 165: 109.3% weekday, 114.5% Saturday, 130.6% Sunday
- Nordhoff St Line 166: 105.3% weekday, 116.6% Saturday, 144.1% Sunday
- Victory Bl Line 164: 102.3% weekday, 89.9% Saturday, 98.4% Sunday
- Roscoe Bl Line 152: 97.6% weekday, 110.1% Saturday, 127.0% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way Line 162.

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle – 111.2% recovery weekdays, 150.4% Saturday, 136.2% Sunday) linking Boyle Heights high EFC area to key medical centers benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service.
- Line 55 (Compton Av – 105.8% recovery weekdays, 95.2% Saturday, 109.3% Sunday) between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership.
- Line 603 on Hoover St links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 100.7% recovery on weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday recovery was 101.0% with improvement from 18-minute to 12-minute frequency, though Sunday was lower at 91.3% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Lines 110 (Gage Av – 102.1% recovery weekdays, 97.2% Saturday, 115.3% Sunday) and 117 (Century Bl – 93.9% recovery weekdays, 94.3% Saturday, 104.6% Sunday) both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequencies. They have also recovered strongly on weekends even without significant frequency improvements.

- Line 115 (Manchester-Firestone) increased to 85.7% from 80.9% weekdays: Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change). Line 115 weekend recovery was slightly below average with 92.2% Saturday and 99.0% Sunday.
- Line 224 (Lankershim BI) in Q2 CY2024 exceeded system average weekday ridership recovery rate at 88.5% (up from 85.1% in Q1). Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 108.3% Saturday and 122.4% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 260 (Atlantic BI) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260 improved to a recovery rate above average at 86.6%. Its weekend recovery was slightly below average at 90.9% Saturday and 97.8% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate.

Three other Tier 2 lines, Lines 81 (Figueroa St), Line 94 (San Fernando Rd North Hollywood) and Line 206 (Normandie Av) had slightly below average weekday recovery rates at 79.3%, 83.5% and 80.1% respectively. These lines are discussed in more detail below.

- Line 81 (Figueroa St): With 79.3% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders off this bus line, though other riders may just be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 89.8% and Sunday at 96.4%.
- Line 94 (San Fernando Rd): This line was significantly restructured in the NextGen Bus Plan. It now offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). The Line 94 group had stronger weekend recovery, with 105.0% Saturday and 120.6% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.
- Line 206 (Normandie Av): In contrast to Lines 81 and 94 above, Line 206 did not have any change of route. It now offers consistent 15-minute service all day

weekdays, improving on the 20-minute weekday midday service previously offered. Line 206 weekend recovery was below average, with 82.5% Saturday and 90.8% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 has seen relatively higher cancellation rates which may be negatively impacting ridership recovery.

Four other lines/line groups in NextGen frequency Tier 2 had well below system average ridership recovery weekdays:

- Line 76 on Valley Bl: 70.8% weekday, 69.6% Saturday, 74.1% Sunday
- Line 14/37 on Beverly Bl/W Adams: 70.7% weekday, 83.0% Saturday, 90.6% Sunday
- Line 35/38 Washington Bl/W Jefferson: 68.7% weekday, 67.2% Saturday, 77.7% Sunday
- Line 10/48 Melrose Av/Main-San Pedro: 64.5 weekdays, 63.9% Saturday, Sunday 75.6%

The common aspect of these lines is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While these lines recovery rates have generally improved since Q4 CY2024, there may be marketing opportunities.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels. There were a few high performers in above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (128.4% recovery weekdays, the highest of all bus line/line groups, 107.4% Saturday, 112.9% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery. Other examples include:

- Rosemead Bl Line 266 service between Lakewood and Pasadena (114.4% recovery weekdays, 117.4% Saturday, 135.5% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (111.0% recovery weekdays, 105.0% Saturday, 130.9% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 110.3% recovery weekdays and 138.2% Saturdays (service was newly added Sundays). These lines now operate every 40 minutes all day weekday and

weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.

- Line 92 between downtown LA and Sylmar via Glenoaks BI (105.6% recovery weekday, 95.1% Saturday, 112.8% Sunday) is likely benefitting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 100.8% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Line 344 Rancho Palos Verdes service (100.5% recovery weekday, 95.2% Saturday, 104.4% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 128 serving Alondra BI through the Gateway Cities showed 97.9% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 611 Huntington Park Shuttle (93.6% recovery weekdays, 110.0% Saturday, 105.8% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a much-improved recovery of 93.2% (up from 79.8% in Q1) recovery weekdays, likely related to increasing worker and student travel to CSULA. It had 164.6% recovery Saturday, and 182.1% Sunday, the highest recovery rates weekends for any Metro bus line, with weekend ridership results due to the expanded span of service weekend mornings.
- Express Line 577 between El Monte Station and Long Beach VA (92.8% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average).
- Line 120 on Imperial Highway with 91.2% recovery weekday, 93.3% Saturday, and 105.4% Sunday, without any route or frequency changes
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (89.2% recovery weekdays, 92.6% Saturday, 102.9% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.

- Line 169 on Saticoy St in San Fernando Valley with 86.8% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- San Pedro group of Lines 205, 246, and 550, with 85.9% recovery weekday, 93.9% Saturday, and 108.5% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.

Two Tier 3 and 4 lines had notable ridership declines likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (29.7% recovery weekdays (down from 31.9% in Q1), 32.3% Saturday, 33.2% Sunday) operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.
- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (53.7%, up from 48.6% in Q1), only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL has also announced downsizing of staffing in 2024.

Key aspects of other Tier 3 and 4 lines with lower than average weekday ridership recovery include low frequency (mostly 40-60 minute), in most cases no route change, and a lower percentage of route miles serving EFCs. Examples include:

- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 82.4% weekday, but 130.9% Saturday, and 157.1% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 81.9% weekdays, 83.6% Saturday, 95.6% Sunday with no major changes in service levels or route. This line has a focus on downtown LA.
- Line 230 (Laurel Canyon BI) in the San Fernando Valley with 81.7% recovery weekdays, 86.2% Saturday, and 90.5% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 265 (Paramount BI) with 76.7% recovery weekdays, 74.5% Saturday, 86.1% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership will be monitored to see if the frequency improvement results in a ridership increase

as expected.

- Line 62 (Telegraph Rd) with 74.5% recovery weekday, 74.8% Saturday, and 84.3% Sunday was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely reduced due to less activity there.
- Line 134 (Santa Monica – Malibu) with 72.8% recovery weekdays, 76.1% Saturday, and 104.5% Sunday, so much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu.
- Line 161 (Canoga Station – Thousand Oaks) with 71.6% recovery weekdays, 92.5% Saturday, and again a high 114.7% Sunday recovery rate. Improved recovery on all day types.
- Line 158 (Plummer/Woodman) with 71.5% recovery weekdays and higher recovery of 82.2% Saturday, 86.0% Sunday. Slight improvements for weekday and Saturday recovery with new short line to provide 30-minute instead of hourly service weekdays were introduced in June 2024. Ridership will be monitored to see if the frequency improvement results in a ridership increase.
- Line 167 (Devonshire-Coldwater Canyon) with 68.7% recovery weekdays, and higher recovery of 82.6% Saturday, 86.5% Sunday, so more significant recovery rate improvement weekend. Limited by hourly type frequency.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 65.4% recovery weekdays, but much higher and increased weekend recovery at 105.2% Saturday, 144.0% Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast.
- Line 102 (La Tijera-Exposition Bl) with 61.5% recovery weekdays (up from 55.3% in Q4 CY2023), 73.2% Saturday, 80.4% Sunday, is low likely due to the hourly service level now offered.
- Line 218 (Studio City – Beverly Hills) with 58.7% (big drop from 66.9% in Q1) recovery weekday, 84.8% Saturday, 84.6% Sunday. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 56.8% recovery only offers peak-hour weekday service, with mostly school student ridership.
- Line 96 (Riverside Dr) with 54.8% recovery weekdays, 66.0% Saturday, 83.0% Sunday, is consistently low, though weekends improved. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA.
- Line 209 (Van Ness Av) with 46.4% recovery only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs.

Limited by hourly frequency and lack of key destinations.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 63.6% overall weekdays (up from 58.1% in Q1), but above average and much higher 100.2% Saturday, and 109.3% for Sunday (weekend recovery rates increased). This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, though they were increased in frequency in December 2023, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl will be restored in the June 2024 service change, and Lines 267 and 686 will be merged into new Line 267 with 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery.

Bus Speed and Reliability:

As part of the NextGen Bus Plan, almost 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Roscoe Bl (expected completion by end of October 2024) and Florence Av (construction in first half of 2025) plus expanded transit signal priority and all door boarding programs also launching in first half of 2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2024

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Balboa BI	236	1,555	235/236	1,997	128.4%	53.9	81.2	150.6%	28.8	24.6	85.2%
E Olympic BI/W 8th St	066	11,026	066	13,213	119.8%	187.7	272.6	145.2%	58.7	48.5	82.5%
Rosemead BI	266	4,850	266	5,547	114.4%	129.4	191.9	148.3%	37.5	28.9	77.1%
LAC USC Medical Center Shuttle	605	2,128	605	2,367	111.2%	54.9	64.6	117.7%	38.8	36.6	94.5%
Rosecrans Av	125	4,608	125	5,117	111.0%	142.7	178.1	124.8%	32.3	28.7	89.0%
Tampa Av & Winnetka Av	243	1,578	242	1,741	110.3%	52.9	63.6	120.2%	29.8	27.4	91.8%
Sherman Way	163	9,076	162	9,983	110.0%	199.8	246.1	123.2%	45.4	40.6	89.3%
Vermont Av Local	204	20,941	204	22,889	109.3%	274.9	334.7	121.8%	76.2	68.4	89.8%
Vanowen St	165	7,702	165	8,415	109.3%	189.5	221.4	116.8%	40.6	38.0	93.5%
Compton Av	055	7,390	055	7,818	105.8%	176.2	199.7	113.3%	41.9	39.1	93.3%
Downtown LA - Glenoaks BI - Sylmar	092	5,668	092	5,988	105.6%	185.8	237.2	127.7%	30.5	25.2	82.8%
Nordhoff St	166	5,690	166	5,989	105.3%	148.8	150.1	100.9%	38.2	39.9	104.3%
Victory BI	164	6,022	164	6,161	102.3%	167.3	204.4	122.2%	36.0	30.1	83.7%
Gage Av	110	8,015	110	8,181	102.1%	205.3	227.3	110.7%	39.0	36.0	92.2%
Van Nuys BI Local	233	11,321	233	13,129	101.3%	703.3	789	112.2%	41.2	37.2	90.3%
Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761)	788	1,876	761	7,356							
Sepulveda BI Local	234	5,417	234	8,875							
Sepulveda BI - Westside Rapid	734	6,138									
Reseda/Ventura/Van Nuys Rapid	744	4,239									
Willowbrook Av	202	250	202	252	100.8%	19.2	27.9	145.3%	13.0	9.0	69.4%
Hoover St	603	7,406	603	8,480	100.7%	225.8	235	104.1%	37.3	36.1	96.8%
Silver Lake	201	1,015									
Hawthorne BI, Rancho Palos Verdes	344	1,408	344	1,415	100.5%	63.6	63.3	99.5%	22.1	22.4	101.0%
Central Av	053	11,530	053	11,498	99.7%	237.0	291.3	122.9%	48.6	39.5	81.1%
Century BI	117	8,717	117	8,695	99.7%	222.5	233.9	105.1%	39.2	37.2	94.9%
Slauson Av	108	14,824	108	14,665	98.9%	331.9	376.3	113.4%	44.7	39.0	87.3%
Florence Av	111	15,150	111	14,963	98.8%	282.1	347.9	123.3%	53.7	43.0	80.1%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
3 rd St	016	21,165	016	20,104	98.6%	426.1	486.1	114.1%	49.7	42.9	86.4%
			617	759							
Alondra BI	128	1,114	128	1,091	97.9%	47.8	43.6	91.2%	23.3	25.0	107.4%
Roscoe BI	152	10,491	152	10,236	97.6%	225.7	231.6	102.6%	46.5	44.2	95.1%
Santa Monica BI Local	004	14,686	004	24,000	95.6%	642.1	633.4	98.6%	39.1	37.9	96.9%
Santa Monica BI Rapid	704	10,421									
Soto St	251	8,543	251	14,529	94.8%	337.2	359		45.4	40.5	89.1%
Soto St - Griffin Av	252	2,141									
Soto St Rapid	751	4,640									
Vernon Av, La Cienega BI	105	10,963	105	15,750	93.6%	356.1	348.5	97.9%	47.3	45.2	95.6%
Vernon Av, La Cienega BI Rapid	705	5,870									
Huntington Park Shuttle	611	1,527	611	1,429	93.6%	55.8	50.1	89.8%	27.4	28.5	104.2%
CSULA - City Terrace Shuttle	665	600	665	559	93.2%	27.1	34.9	128.8%	22.1	16.0	72.3%
El Monte - Long Beach VA Express	577	816	577	757	92.8%	66.1	79.3	120.0%	12.3	9.5	77.3%
Venice BI Local	033	10,446	033	17,003	92.4%	494.3	500.7	101.3%	37.2	34.0	91.2%
Venice BI Rapid	733	7,956									
Western Av Local	207	16,401	207	26,299	92.1%	425.2	440.2	103.5%	67.2	59.7	89.0%
Western Av Rapid	757	12,155									
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	16,400	910/950	15,080	92.0%	427.5	389.6	91.1%	38.4	38.7	100.9%
Imperial Hwy	120	3,572	120	3,258	91.2%	137.6	131.9	95.9%	26.0	24.7	95.2%
Ventura BI Local	150	8,492	150	3,180	90.7%	517.3	518.5	1.00232	34.6	31.3	90.5%
			240	11,256							
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,783							
Reseda/Ventura/Van Nuys Rapid	744	4,239									
Ventura BI Rapid	750	2,578									
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	5,096	232	4,544	89.2%	188.8	197.2	104.4%	27.0	23.0	85.4%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	8,894	078	7,016	89.2%	364.1	314	86.2%	24.4	25.3	103.5%
			179	919							
Downtown LA - Foothill BI	090	7,054	090	6,169	88.5%	579.5	627.6	108.3%	31.9	26.8	84.0%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Hollywood Way	222	1,376	222	1,176							
Lankershim BI	224	7,106	224	6,696							
Whiteoak Av, Woodley Av	237	2,035	237	1,621							
Whiteoak Av	239	895									
Foothill BI			690	1,127							
MLK - Hawthorne BI	040	14,158	040	14,635	88.4%	415.6	440.2	105.9%	39.8	33.2	83.5%
Hawthorne BI Rapid	740	2,392									
La Brea Av	212	11,603	212	10,208	88.0%	240.2	300.1	124.9%	48.3	34.0	70.4%
Saticoy St	169	2,255	169	1,958	86.8%	87.0	80	92.0%	25.9	24.5	94.4%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,661	260	10,753							
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,695	660	807	86.6%	379.6	329.3	86.7%	35.2	35.1	99.8%
Montebello - Downtown LA via Cesar Chavez Av	068	5,086									
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	9,688									
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	071	1,489	070	15,952	86.5%	582.3	595.3	102.2%	39.9	33.7	84.6%
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	434	106	4,139							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,532									
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,510	205	2,921							
San Pedro - Harbor Gateway Transit Center - USC	550	1,415	550	376	85.9%	289.8	291.4	100.6%	25.7	21.9	85.4%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,511	246	3,090							
Manchester Av - Firestone BI	115	14,191	115	12,160	85.7%	301.9	291.8	96.7%	47.0	41.7	88.7%
Hollywood - Pasadena	180	8,333	180	9,639							
Hollywood BI Fairfax BI	217	6,265	217	9,037	85.2%	594.4	583.9	98.2%	36.9	32.0	86.7%
Hollywood/Fairfax - Pasadena Rapid	780	7,323									
Whitter BI W 6th St	018	17,780	018	21,143							
Wilshire BI Local	020	13,118	020	9,302	83.9%	1180.5	1275.3	108.0%	50.8	39.5	77.7%
Wilshire BI Rapid	720	29,092	720	19,892							
Downtown LA - San Fernando Rd - North Hollywood	094	4,358	094	7,031	83.5%	454.0	404.8	89.2%	26.7	25.0	93.7%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,873	294	1,459							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,723									
Burbank BI Oxnard St	154	778	154	536							
Riverside Dr	155	1,386	155	1,094							
North Hollywood - Pasadena Express	501	1,481	501	1,220	82.4%	93.0	83.7	90.0%	15.9	14.6	91.5%
Downtown LA - Norwalk - Disneyland	460	4,971	460	4,069	81.9%	219.4	178.5	81.4%	22.7	22.8	100.6%
Sunset BI (became Sunset BI - Alvarado St)	002	11,950	002	19,049							
Alvarado St	200	11,376			81.7%	496.5	472.4	95.1%	47.0	40.3	85.8%
Laurel Canyon BI	230	4,097	230	3,348	81.7%	100.3	93.1	92.8%	40.8	36.0	88.0%
Crenshaw BI Local	210	10,382	210	13,577							
Crenshaw BI Rapid	710	6,514			80.4%	376.6	347.2	92.2%	44.9	39.1	87.2%
Normandie Av	206	11,333	206	9,078	80.1%	189.9	202.6	106.7%	59.7	44.8	75.1%
Figueroa St	081	13,498	081	10,382							
Downtown LA - Eagle Rock via York BI	083	2,400			79.3%	415.2	353.3	85.1%	39.8	37.1	93.2%
Silver Lake - East Hollywood	175	612	182	2,716							
Downtown LA - Artesia via Long Beach BI	060	14,394	060	15,074							
Long Beach BI Rapid	760	4,838			78.4%	419.8	426.8	101.7%	45.8	35.3	77.1%
Avalon BI, W 7th St	051	24,021	051	18,492	77.0%	415.0	429.6	103.5%	57.9	43.0	74.4%
Pico BI	030	11,887	030	9,154	77.0%	297.8	231.6	77.8%	39.9	39.5	99.0%
Paramount BI	265	1,435	265	1,100	76.7%	51.6	47.1	91.3%	27.8	23.4	84.0%
Telegraph Rd	062	4,209	062	3,135	74.5%	159.4	127.5	80.0%	26.4	24.6	93.1%
Broadway Local	045	13,886	045	13,557							
Broadway Rapid	745	6,344			74.0%	475.5	414.3	87.1%	44.2	37.5	84.9%
Compton BI, Somerset BI	127	785	127	1,988							
Santa Monica - Malibu via Pacific Coast Hwy	534	1,653	134	1,203	72.8%	80.4	59.9	74.5%	20.6	20.1	97.7%
Canoga Station - Thousand Oaks	161	1,140	161	816	71.6%	55.7	49.2	88.3%	20.5	16.6	81.0%
Plummer St, Woodman Av	158	2,036	158	1,455	71.5%	58.5	49.9	85.3%	34.8	29.2	83.8%
Valley BI	076	8,553	076	6,059	70.8%	212.4	214.9	101.2%	40.3	28.2	70.0%
Beverly BI - W Adams BI	014/037	16,948	014/037	11,982	70.7%	382.5	277	72.4%	44.3	43.3	97.6%
Olympic BI Local	028	8,686	028	10,172	70.6%	401.1	309	77.0%	35.9	32.9	91.6%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Olympic BI Rapid	728	5,721									
Washington BI/W Jefferson BI	035/038	7,875	035/038	5,410	68.7%	209.5	152	72.6%	37.6	35.6	94.7%
Coldwater Canyon Av - Devonshire St	167	2,173	167	1,493	68.7%	89.8	69.5	77.4%	24.2	21.5	88.8%
Vermont Av Rapid	754	20,589	754	13,935	67.7%	238.9	231.7	97.0%	86.2	60.1	69.8%
Westwood - Pacific Palisades	602	1,882	602	1,230	65.4%	76.9	54.5	70.9%	24.5	22.6	92.2%
Melrose Av/Main St/San Pedro St	010/048	11,501	010/048	7,415	64.5%	284.3	216.2	76.0%	40.5	34.3	84.8%
Pasadena - Highland Park - Eastern Av	256	1,416	256	578	63.6%	675.1	497.4	73.7%	21.8	18.8	86.3%
Fremont Av - Eastern Av - Garfield Av	258	2,590	258	2,107							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,797	267	1,313							
El Monte - Pasadena via Baldwin Av	268	1,727	268	691							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,571	287	1,002							
Pasadena - Altadena via Lake Av, Lincoln Av			662	2,098							
Los Robles Av (687); Allen Av (686)	687	1,226	686	223							
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,375	487/489	1,340							
La Tijera BI, Exposition BI	102	2,508	102	1,543	61.5%	90.1	68.6	76.1%	27.8	22.5	80.8%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	22,061	901	13,262	60.1%	345.6	296.9	85.9%	63.8	44.7	70.0%
Manhattan Beach BI	218	900	218	528	58.7%	50.0	34.3	68.6%	18.0	15.4	85.5%
Prairie Av/Inglewood Av	211/215	595	211/215	338	56.8%	33.8	27	79.9%	17.6	12.5	71.1%
Riverside Dr	096	1,325	096	726	54.8%	85.7	47.6	55.5%	15.5	15.3	98.6%
Caltech - Pasadena - Jet Propulsion Laboratory	177	432	177	232	53.7%	15.5	16.1	103.9%	27.9	14.4	51.7%
Van Ness Av/Arlington Av	209	841	209	390	46.4%	44.0	31.4	71.4%	19.1	12.4	65.0%
Warner Center Shuttle	601	1,207	601	359	29.7%	73.9	37.1	50.2%	16.3	9.7	59.2%
Manhattan Beach BI	126	185			Discontinued	13.8	N/A	N/A	13.4	N/A	N/A
Artesia BI	130	2,436			Transferred to Municipal Agencies	106.6	N/A	N/A	22.9	N/A	N/A
Boyle Av	254	755			Discontinued	37.5	N/A	N/A	20.1	N/A	N/A
Manchester Av Express	442	174			Discontinued	10.3	N/A	N/A	16.9	N/A	N/A
Windsor Hills - Inglewood	607	64			Discontinued	9.2	N/A	N/A	7.0	N/A	N/A

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2024)	Ave Weekday Boardings 2024 Q2	Weekday Ridership Recovery 2024 Versus 2019	Weekday RSH 2019	Weekday RSH 2024	% 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
South Gate Shuttle	612	1,171			Replaced with Micro	53.6	N/A	N/A	21.8	N/A	N/A
LAX C Line Shuttle	625	371			Replaced with Micro	18.7	N/A	N/A	19.8	N/A	N/A
Glassell Park - Glendale College	685	513			Replaced with Micro	29.7	N/A	N/A	17.3	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2024

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
CSULA - City Terrace Shuttle	665	192	665	316	164.6%	13.7	30.2	220.4%	14.0	10.5	75%
LAC USC Medical Center Shuttle	605	810	605	1,218	150.4%	27.1	49.6	183.0%	29.9	24.6	810%
Tampa Av & Winnetka Av	243	707	242	977	138.2%	40.5	55	135.8%	17.5	17.8	102%
North Hollywood - Pasadena Express	501	556	501	728	130.9%	31.4	60.2	191.7%	17.7	12.1	68%
Sherman Way	163	5,311	162	6,646	125.1%	110.8	172.3	155.5%	47.9	38.6	80%
Vermont Av Local	204	14,879	204	17,955	120.7%	204.1	259.9	127.3%	72.9	69.1	95%
Rosemead BI	266	3,242	266	3,807	117.4%	93.7	126.5	135.0%	34.6	30.1	87%
Nordhoff St	166	2,740	166	3,194	116.6%	74.2	79.9	107.7%	36.9	40.0	108%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	7,165	910/950	8,283	115.6%	201.6	202.5	100.4%	35.5	40.9	115%
Vanowen St	165	3,841	165	4,399	114.5%	90.2	111.9	124.1%	42.6	39.3	92%
Van Nuys BI Local	233	8,826	233	9,656	114.3%	164	220.2	141.5%	44.4	35.8	81%
Sepulveda BI Local	234	6,530	234	5,662		182.2	179.1				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,537	761	3,984		34.6	139.6				
Roscoe BI	152	6,050	152	6,662	110.1%	137.4	170.4	124.0%	44.0	39.1	89%
Huntington Park Shuttle	611	937	611	1,031	110.0%	49.9	50.2	100.6%	18.8	20.5	109%
Downtown LA - Foothill BI	090	3,761	090	3,964	108.3%	126.5	144.9	136.7%	28.4	22.5	79%
Hollywood Way	222	816	222	705		52.9	56.8				
Lankershim BI	224	4,419	224	4,374		107.1	156.6				
Whiteoak Av, Woodley Av	237	856	237	1,017		60.3	68.7				
Foothill BI			690	605		0	47.1				
Balboa BI	236	650	236	698	107.4%	25.8	45.5	176.4%	25.2	15.3	61%
E. Olympic BI/W. 8th St.	066	8,958	066	9,552	106.6%	178.4	188.8	105.8%	50.2	50.6	101%
Westwood - Pacific Palisades	602	596	602	627	105.2%	50.9	50	98.2%	11.7	12.5	107%
Rosecrans Av	125	2,656	125	2,789	105.0%	101.4	106.9	105.4%	26.2	26.1	100%
Downtown LA - San Fernando Rd - North Hollywood	094	5,688	094	5,163	105.0%	183.6	167.5	163.8%	28.1	18.0	64%
Riverside Dr	155	861	155	860		46.1	61.9				
Burbank BI Oxnard St			154	424		0	35.9				

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Magnolia BI North Hollywood - Burbank - Glendale	183	695				28.3	78.7				
Burbank - Sylmar San Fernando Rd			294	1,158		0	78.7				
Central Av	053	7,501	053	7,680	102.4%	181.2	208.4	115.0%	41.4	36.9	89%
Santa Monica BI Local	004	12,416	004	19,736	101.4%	357.7	464.9	85.7%	35.9	42.5	118%
Santa Monica BI Rapid	704	7,050				185	0				
3rd St.	016	15,102	016	14,935	101.2%	315.3	294.5	105.4%	47.9	46.0	96%
Robertson BI - Beverwil Dr			617	343		0	37.9				
Hoover St	603	5,303	603	5,921	101.0%	146.8	203.1	116.1%	33.5	29.2	87%
Silver Lake	201	562				28.2	0				
Pasadena - Highland Park - Eastern Av	256	772	256	437	100.2%	59	46.9	104.0%	16.1	15.5	96%
Fremont Av - Eastern Av - Garfield Av			258	928		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,273	267	560		67.5	27.3				
El Monte - Pasadena via Baldwin Av	268	1,030	268	433		55.3	29.3				
Arcadia - Santa Anita Av - El Monte			287	299		0	16.8				
Downtown LA - San Gabriel BI	487	1,109	487	507		72.4	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,497		0	75.3				
Los Robles Av (687); Allen Av (686)	687	622	686	157		45.1	15.6				
Western Av Local	207	19,312	207	19,167	99.2%	246	300.6	122.2%	78.5	63.8	81%
Gage Av	110	4,497	110	4,370	97.2%	133.7	111.3	83.2%	33.6	39.3	117%
Whitter BI W. 6th St.	018	11,938	018	16,165	96.5%	251.4	344.5	106.4%	41.7	37.8	91%
Wilshire BI Local	020	7,182	020	6,439		219.1	239.3				
Wilshire BI Rapid	720	18,980	720	14,175		443.1	388.3				
Slauson Av	108	8,929	108	8,585	96.1%	209.1	226.6	108.4%	42.7	37.9	89%
Soto St	251	7,595	251	8,099	95.6%	192.5	234.6	105.6%	38.1	34.5	91%
Soto St - Griffin Av	252	880				29.7	0				
Compton Av	055	4,781	055	4,552	95.2%	131.6	117.5	89.3%	36.3	38.7	107%
Hawthorne BI, Rancho Palos Verdes	344	932	344	887	95.2%	55.9	44.6	79.8%	16.7	19.9	119%
Downtown LA - Glenoaks BI - Sylmar	092	4,078	092	3,877	95.1%	148	158.7	107.2%	27.6	24.4	89%
Century BI	117	5,816	117	5,483	94.3%	147	125	85.0%	39.6	43.9	111%
Vernon Av, La Cienega BI	105	11,108	105	10,467	94.2%	223.6	223.6	100.0%	49.7	46.8	94%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,663	205	1,368	93.9%	83.9	87	100.5%	20.1	18.7	93%

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,780	246	2,322		79.4	109.9				
San Pedro - Harbor Gateway Transit Center	550	487				32.7	0				
Imperial Hwy	120	1,946	120	1,815	93.3%	87.9	87.6	99.7%	22.1	20.7	94%
Florence Av	111	10,846	111	10,109	93.2%	225.3	227.8	101.1%	48.1	44.4	92%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	5,542	078	4,261		188.3	139.6				
Rose Hill - Arcadia via Huntington Dr			179	881	92.8%	0	51.8	101.6%	29.4	26.9	91%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	3,437	232	3184	92.6%	137.9	134.6	97.6%	24.9	23.7	95%
Canoga Station - Thousand Oaks	161	642	161	594	92.5%	39.6	40.8	103.0%	16.2	14.6	90%
Manchester Av - Firestone BI	115	8,743	115	8,065	92.2%	190.9	185.5	97.2%	45.8	43.5	95%
Ventura BI	150	8,448	150	1,906		237.9	90.9				
Topanga Canyon BI (245); Reseda/Ventura (240)	245	856	240	7,282	92.1%	42.5	241.2	119.9%	34.4	26.4	77%
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/De Soto Av (244)	744	1,537	244	792		34.7	45.6				
Hollywood - Pasadena	180	10,061	180	7,775		263.3	253.7				
Hollywood BI Fairfax BI	217	5,343	217	6,342	91.6%	158.9	178.6	102.4%	36.5	32.7	90%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	8,037	260	6,488		200.5	176.1				
Pasadena - Altadena via Fair Oaks Av			660	818	90.9%	0	36.5	106.0%	40.1	34.4	86%
MLK - Hawthorne BI	040	9,993	040	10,480		249.3	349				
Hawthorne BI Rapid	740	1,625			90.2%	74.5	0	107.8%	35.9	30.0	84%
Victory BI	164	3,660	164	3,289	89.9%	107	108.4	101.3%	34.2	30.3	89%
Figueroa St	081	8,704	081	7,584		209.2	202.9				
Downtown LA - Eagle Rock via York BI	083	1,625	182	1,688	89.8%	0	88.9	139.5%	49.4	31.8	64%
Venice BI Local	033	7,727	033	12,837		207.4	351.2				
Venice BI Rapid	733	6,716			88.9%	192.7	0	87.8%	36.1	36.6	101%
Crenshaw BI Local	210	7,710	210	10,132		195.4	315.9				
Crenshaw BI Rapid	710	3,757		0	88.4%	114.4	0	102.0%	37.0	32.1	87%
Montebello - Downtown LA via Cesar Chavez Av	068	3,753	070	10,502		98.6	291.9				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,842				174.3	0				
Downtown LA - City Terrace - CSULA	071	507			88.1%	29.1	0	95.9%	35.0	32.2	92%
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	2,103		0	99.8				

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,208				106.3	0				
La Brea Av	212	7,742	212	6,730	86.9%	188.8	188.2	99.7%	41.0	35.8	87%
Laurel Canyon BI	230	2,036	230	1,755	86.2%	61.9	62.3	100.6%	32.9	28.2	86%
Studio City - Beverly Hills	218	527	218	447	84.8%	34.7	32.4	93.4%	15.2	13.8	91%
Sunset BI (became Sunset BI - Alvarado St)	002	7,953	002	14,189	84.4%	239.4	379.6	97.5%	43.2	37.4	87%
Alvarado St	200	8,851				149.8	0				
Downtown LA - Norwalk - Disneyland	460	3,690	460	3,084	83.6%	177.3	151	85.2%	20.8	20.4	98%
Beverly BI - W. Adams BI	014/037	8,731	014/037	7,244	83.0%	213.4	209.4	98.1%	40.9	34.6	85%
Coldwater Canyon Av - Devonshire St	167	1,204	167	994	82.6%	69.2	68.8	99.4%	17.4	14.4	83%
Normandie Av	206	7,194	206	5,933	82.5%	129.7	137.8	106.2%	55.5	43.1	78%
Plummer St, Woodman Av	158	1,054	158	866	82.2%	42.6	43.2	101.4%	24.7	20.0	81%
Olympic BI Local	028	8,799	028	6,810	77.4%	260.9	209.3	80.2%	33.7	32.5	96%
Broadway Local	045	11,307	045	10,008	76.3%	272.4	259.3	92.0%	38.8	32.1	83%
Broadway Rapid	745	3,172				101.2	0				
Compton BI, Somerset BI			127	1,037		0	84.3				
Santa Monica - Malibu via Pacific Coast Hwy	534	1,187	134	903	76.1%	59.9	51.1	85.3%	19.8	17.7	89%
Downtown LA - Artesia via Long Beach BI	060	11,215	060	9,998	75.3%	269.9	318.6	91.8%	38.3	31.4	82%
Long Beach BI Rapid	760	2,065				77	0				
Avalon BI, W. 7th St.	051	19,025	051	14,311	75.2%	351.1	348.1	99.1%	54.2	41.1	76%
Telegraph Rd	062	2,690	062	2,012	74.8%	107.2	87.5	81.6%	25.1	23.0	92%
Paramount BI	265	792	265	590	74.5%	37.6	37.5	99.7%	21.1	15.7	75%
La Tijera BI, Exposition BI	102	1,708	102	1,251	73.2%	79.3	66.8	84.2%	21.5	18.7	87%
Pico BI	030	9,917	030	7,100	71.6%	238.2	175.1	73.5%	41.6	40.5	97%
Valley BI	076	6,240	076	4,342	69.6%	166.9	152.7	91.5%	37.4	28.4	76%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,990	901	8,786	67.6%	220.5	232.9	105.6%	58.9	37.7	64%
Washington BI/W. Jefferson BI	035/038	4,509	035/038	3,032	67.2%	142.7	104.5	73.2%	31.6	29.0	92%
Riverside Dr	096	765	096	505	66.0%	44.9	31.6	70.4%	17.0	16.0	94%
Vermont Av Rapid	754	14,045	754	9,254	65.9%	163.9	144.3	88.0%	85.7	64.1	75%
Melrose Av/Main St/San Pedro St	010/048	6,354	010/048	4,062	63.9%	187.6	144.2	76.9%	33.9	28.2	83%
Warner Center Shuttle	601	790	601	255	32.3%	70.7	37.1	52.5%	11.2	6.9	62%

Line Description	Line (2019)	Avg Sat Boardings Q2-2019	Line (2024)	Avg Sat Boardings Q2-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Alondra BI			128	694	New Saturday service	0	43.7	N/A	N/A	15.9	N/A
Artesia BI	130	1,138			Transferred to Municipal Agencies	57.3	0	N/A	19.9	N/A	N/A
Saticoy St			169	1,085	New Saturday service	0	66.2	N/A	N/A	16.4	N/A
Boyle Av	254	397			Discontinued	28.5	0	N/A	13.9	N/A	N/A
South Gate Shuttle	612	914			Replaced with Micro	51.8	0	N/A	17.6	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2024

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
CSULA - City Terrace Shuttle	665	145	665	264	182.1%	11.7	30.3	259.0%	12.4	8.7	70%
North Hollywood - Pasadena Express	501	417	501	655	157.1%	31.4	60.2	191.7%	13.3	10.9	82%
Nordhoff St	166	1,849	166	2,665	144.1%	55.9	79.9	142.9%	33.1	33.4	101%
Westwood - Pacific Palisades	602	384	602	553	144.0%	37.3	50	134.0%	10.3	11.1	107%
LAC USC Medical Center Shuttle	605	716	605	975	136.2%	27	49.6	183.7%	26.5	19.7	74%
Rosemead BI	266	2,461	266	3,334	135.5%	76	126.5	166.4%	32.4	26.4	81%
E. Olympic BI/W. 8th St.	066	5,561	066	7,409	133.2%	124.1	180.5	145.4%	44.8	41.0	92%
Rosecrans Av	125	1,831	125	2,396	130.9%	71.2	106.9	150.1%	25.7	22.4	87%
Vanowen St	165	2,695	165	3,519	130.6%	77	111.8	145.2%	35.0	31.5	90%
Van Nuys BI Local	233	6,851	233	8,700	129.7%	139.2	220.2	157.4%	38.5	31.7	82%
Sepulveda BI	234	4,920	234	4,734		168.5	179.1				
Sepulveda BI - Westside Rapid	744	1,399	761	3,643		34.6	139.6				
Sherman Way	163	3,851	162	4,975	129.2%	89.4	134.9	150.9%	43.1	36.9	86%
Roscoe BI	152	4,463	152	5,669	127.0%	102.8	170.4	165.8%	43.4	33.3	77%
Central Av	053	5,207	053	6,382	122.6%	125.7	210	167.1%	41.4	30.4	73%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	5,725	910/950	7,012	122.5%	201.6	202.5	100.4%	28.4	34.6	122%
Downtown LA - Foothill BI	090	2,460	090	3,430	122.4%	87	144.9	162.1%	25.6	19.4	76%
Hollywood Way	222	808	222	573		52.9	56.7				
Lankershim BI	224	3,450	224	3,747		92.3	156.6				
Whiteoak Av, Woodley Av	237	777	237	929		60.3	68.7				
Foothill BI			690	497		0	47.1				
Downtown LA - San Fernando Rd - North Hollywood	094	4,302	094	4,361	120.6%	160.3	165.4	158.8%	24.8	18.8	76%
Burbank BI Oxnard St			154	352		0	35.9				
Riverside Dr	155	518	155	719		28.7	61.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	518				26.3	0				
Burbank - Sylmar San Fernando Rd			294	1,007		0	78.7				
Slauson Av	108	6,082	108	7,172	117.9%	150.2	219	145.8%	40.5	32.7	81%
Gage Av	110	2,994	110	3,452	115.3%	98.9	111.3	112.5%	30.3	31.0	102%

RSH = Revenue Service Hours

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Canoga Station - Thousand Oaks	161	375	161	430	114.7%	27.4	40.8	148.9%	13.7	10.5	77%
Vermont Av Local	204	13,560	204	15,386	113.5%	196.5	257.9	131.2%	69.0	59.7	86%
Balboa BI	236	472	236	533	112.9%	25.8	45.5	176.4%	18.3	11.7	64%
Downtown LA - Glenoaks BI - Sylmar	092	2,993	092	3,377	112.8%	123.2	158.7	128.8%	24.3	21.3	88%
3rd St.	016	11,719	016	12,678	111.0%	242.8	294.5	136.9%	48.3	39.1	81%
Robertson BI - Beverwil Dr			617	330		0	37.9				
Pasadena - Highland Park - Eastern Av	256	581	256	396	109.3%	53.8	46.9	106.8%	12.7	13.0	102%
Fremont Av - Eastern Av - Garfield Av			258	776		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	955	267	419		67.1	27.3				
El Monte - Pasadena via Baldwin Av	268	778	268	402		54.5	29.3				
Arcadia - Santa Anita Av - El Monte			287	232		0	16.8				
Downtown LA - San Gabriel BI	487	867	487	419		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,252		0	75.3				
Los Robles Av (687); Allen Av (686)	687	508	686	135		45.1	15.6				
Compton Av	055	3,472	055	3,794	109.3%	104	117.5	113.0%	33.4	32.3	97%
Ventura BI	150	6,411	150	1,692	109.0%	185.8	90.9	158.0%	34.7	23.9	69%
Topanga Canyon BI	245	308	244	606		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,399	240	6,547		34.7	233				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,259	205	1,191	108.5%	70.9	87	118.9%	18.4	16.7	91%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,354	246	2,108		60.9	110				
San Pedro - Harbor Gateway Transit Center	550	428				33.9	0				
Whitter BI W. 6th St.	018	9,144	018	14,055	107.7%	203.8	345	133.9%	41.1	33.1	80%
Wilshire BI Local	020	5,508	020	5,838		183.4	238.9				
Wilshire BI Rapid	720	15,184	720	12,243		339.1	388.3				
Vernon Av, La Cienega BI	105	8,345	105	8,938	107.1%	167	220	131.7%	50.0	40.6	81%
Western Av Local	207	15,611	207	16,695	106.9%	206.2	300.6	145.8%	75.7	55.5	73%
Santa Monica BI Local	004	10,078	004	17,674	106.0%	282.2	464.9	107.0%	38.4	38.0	99%
Santa Monica BI Rapid	704	6,591				152.3	0				
Huntington Park Shuttle	611	823	611	871	105.8%	49.8	50.2	100.8%	16.5	17.4	105%
Imperial Hwy	120	1,547	120	1,630	105.4%	87.6	87.6	100.0%	17.7	18.6	105%
Century BI	117	4,293	117	4,490	104.6%	121.8	122.1	100.2%	35.2	36.8	104%

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Santa Monica - Malibu via Pacific Coast Hwy	534	814	134	851	104.5%	44.4	51.1	115.1%	18.3	16.7	91%
Hawthorne BI, Rancho Palos Verdes	344	725	344	757	104.4%	39.7	44.5	112.1%	18.3	17.0	93%
Soto St	251	5,605	251	6,579	104.0%	149.9	234.3	130.5%	35.3	28.1	80%
Soto St - Griffin Av	252	723				29.6	0				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,739	232	2,818	102.9%	119.8	134.6	112.4%	22.9	20.9	92%
Crenshaw BI	210	8,484	210	8,670	102.2%	189.3	311.4	164.5%	44.8	27.8	62%
La Brea Av	212	5,779	212	5,876	101.7%	136.9	187.6	137.0%	42.2	31.3	74%
Manchester Av - Firestone BI	115	6,584	115	6,515	99.0%	165.3	168.1	101.7%	39.8	38.8	97%
Victory BI	164	2,604	164	2,563	98.4%	87.7	108.1	123.3%	29.7	23.7	80%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	4,458	078	3,679	98.4%	166.7	139.6	114.8%	26.7	22.9	86%
Rose Hill - Arcadia via Huntington Dr			179	708		0	51.8				
Montebello - Downtown LA via Cesar Chavez Av	068	3,938			98.1%	102.2	0	125.1%	36.4	28.5	78%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	070	7,028	070	9,459		181.3	291.9				
Downtown LA - City Terrace - CSULA	071	434				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,719		0	99.8				
Hollywood - Pasadena	180	8,221	180	6,492	98.0%	238.4	253.7	117.6%	33.9	28.3	83%
Hollywood BI Fairfax BI	217	4,255	217	5,733		129.3	178.6				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,165	260	5,281	97.8%	166.9	176.1	127.4%	36.9	28.4	77%
Pasadena - Altadena via Fair Oaks Av			660	747		0	36.5				
Figueroa St	081	6,322	081	6,219	96.4%	161.4	203.1	123.2%	32.8	25.7	78%
Downtown LA - Eagle Rock via York BI	083	1,464				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,287		0	88.9				
Florence Av	111	8,909	111	8,556	96.0%	208.9	215.1	103.0%	42.6	39.8	93%
Venice BI Local	033	5,750	033	11,153	96.0%	170.1	349.5	98.8%	32.8	31.9	97%
Venice BI Rapid	733	5,862				183.8	0				
Downtown LA - Norwalk - Disneyland	460	2,847	460	2,722	95.6%	155.5	151.3	97.3%	18.3	18.0	98%
Sunset BI (became Sunset BI - Alvarado St)	002	6,323	002	12,711	95.4%	185.3	379.6	123.2%	43.3	33.5	77%
Alvarado St	200	7,001				122.7	0				
Broadway Local	045	8,396	045	8,778	94.7%	200.5	259.3	132.5%	39.3	28.1	71%
Compton BI, Somerset BI			127	881		0	84.3				

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
Broadway Rapid	745	1,803				58.8	0				
MLK - Hawthorne BI	040	8,934	040	8,370	93.7%	245.7	297.8	121.2%	36.4	28.1	77%
Hoover St	603	4,928	603	4,938	91.3%	127.5	160.3	103.0%	34.7	30.8	89%
Silver Lake	201	479				28.1	0				
Normandie Av	206	5,946	206	5,401	90.8%	115.8	134.2	115.9%	51.3	40.2	78%
Beverly BI - W. Adams BI	014/037	6,981	014/037	6,323	90.6%	186	209.4	112.6%	37.5	30.2	80%
Laurel Canyon BI	230	1,624	230	1,470	90.5%	56.8	56.4	99.3%	28.6	26.1	91%
Coldwater Canyon Av - Devonshire St	167	1,038	167	898	86.5%	69.1	68.8	99.6%	15.0	13.1	87%
Vermont Av Rapid	754	8,906	754	7,688	86.3%	111.7	140.7	126.0%	79.7	54.6	69%
Paramount BI	265	628	265	541	86.1%	37.5	37.5	100.0%	16.7	14.4	86%
Plummer St, Woodman Av	158	807	158	694	86.0%	40.5	43	106.2%	19.9	16.1	81%
Downtown LA - Artesia via Long Beach BI	060	9,783	060	8,375	85.6%	224.7	304.6	135.6%	43.5	27.5	63%
Studio City - Beverly Hills	218	429	218	363	84.6%	25.1	32.4	129.1%	17.1	11.2	66%
Telegraph Rd	062	2,081	062	1,754	84.3%	89.4	86.5	96.8%	23.3	20.3	87%
Olympic BI Local	028	6,974	028	5,839	83.7%	226	209.3	92.6%	30.9	27.9	90%
Riverside Dr	096	571	096	474	83.0%	38.8	31.6	81.4%	14.7	15.0	102%
Avalon BI, W. 7th St.	051	13,829	051	11,429	82.6%	261.9	257.6	98.4%	52.8	44.4	84%
Pico BI	030	8,181	030	6,645	81.2%	203.1	175.1	86.2%	40.3	37.9	94%
La Tijera BI, Exposition BI	102	1,394	102	1,121	80.4%	78.1	66.8	85.5%	17.8	16.8	94%
Washington BI/W. Jefferson BI	035/038	3,001	035/038	2,331	77.7%	105.7	103.1	97.5%	28.4	22.6	80%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	10,231	901	7,775	76.0%	220.5	232.9	105.6%	46.4	33.4	72%
Melrose Av/Main St/San Pedro St	010/048	4,675	010/048	3,534	75.6%	146.3	144.2	98.6%	32.0	24.5	77%
Valley BI	076	4,962	076	3,679	74.1%	136	152.7	112.3%	36.5	24.1	66%
Warner Center Shuttle	601	696	601	231	33.2%	70.7	37.1	52.5%	9.8	6.2	63%
Alondra BI			128	522	New Sunday service	0	43.7	N/A	N/A	11.9	N/A
Tampa Av & Winnetka Av			242/243	814	New Sunday Service	0	55	N/A	N/A	14.8	N/A
Artesia BI	130	921			Transferred to Municipal Agencies	57.2	0	N/A	16.1	N/A	N/A
Saticoy St			169	840	New Sunday service	0	61.9	N/A	N/A	13.6	N/A

Description	Line (2019)	Avg Sun Boardings Q2 2019	Line (2024)	Avg Sun Boardings Q2 2024	Sun Ridership Recovery 2024 Versus 2019	Sun RSH 2019	Sun RSH 2024	RSH % 2024 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 Over 2019
South Gate Shuttle	612	804			Replaced with Micro	52.3	0	N/A	15.4	N/A	N/A



NextGen Ridership Update Quarter 2, Calendar Year 2024

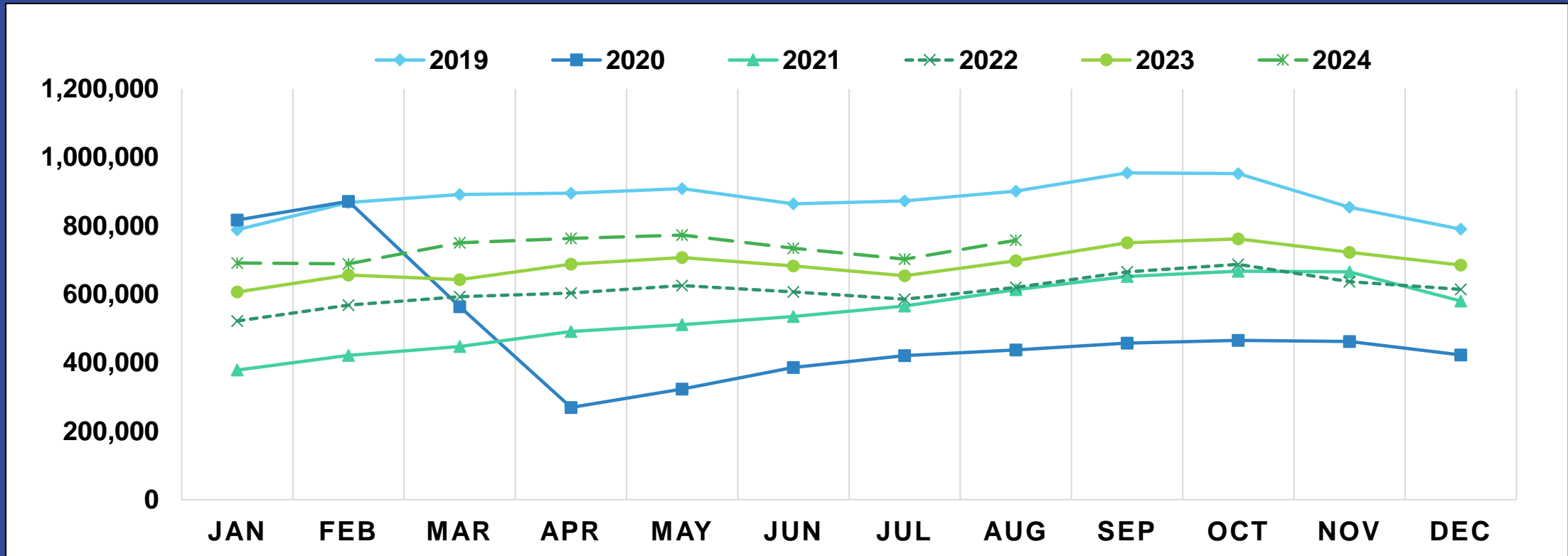
Operations, Safety, and Customer Experience Committee

November 21, 2024



Metro[®]

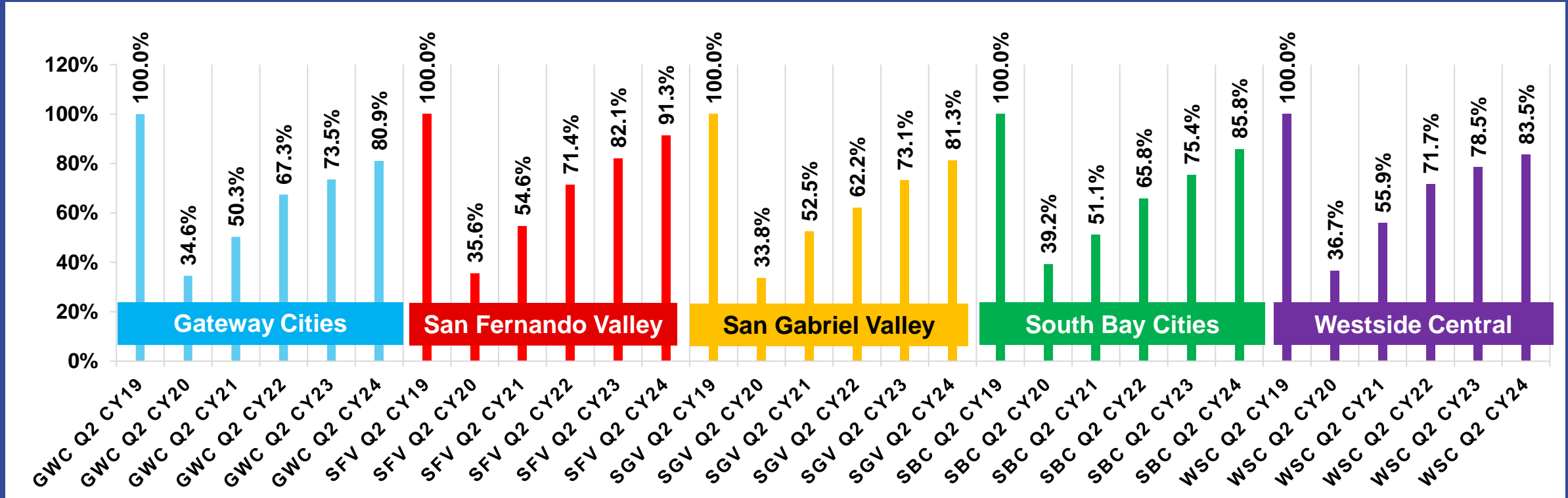
Average Weekday Ridership 2019-2024



- Q2 average Weekday ridership improved to 85.1% of pre-COVID ridership (was 83.7% in Q1 CY2024). In May 2024, weekday ridership exceeded 770,000 for the first time post-COVID.
- Q2 average Saturday ridership recovery dropped slightly to 92.4% of pre-COVID level (from 94.0%).
- Q2 average Sunday ridership recovery rebounded to 100.3% (98.3% in Q1 CY2024), the first recorded quarter with fully recovered Sunday ridership.



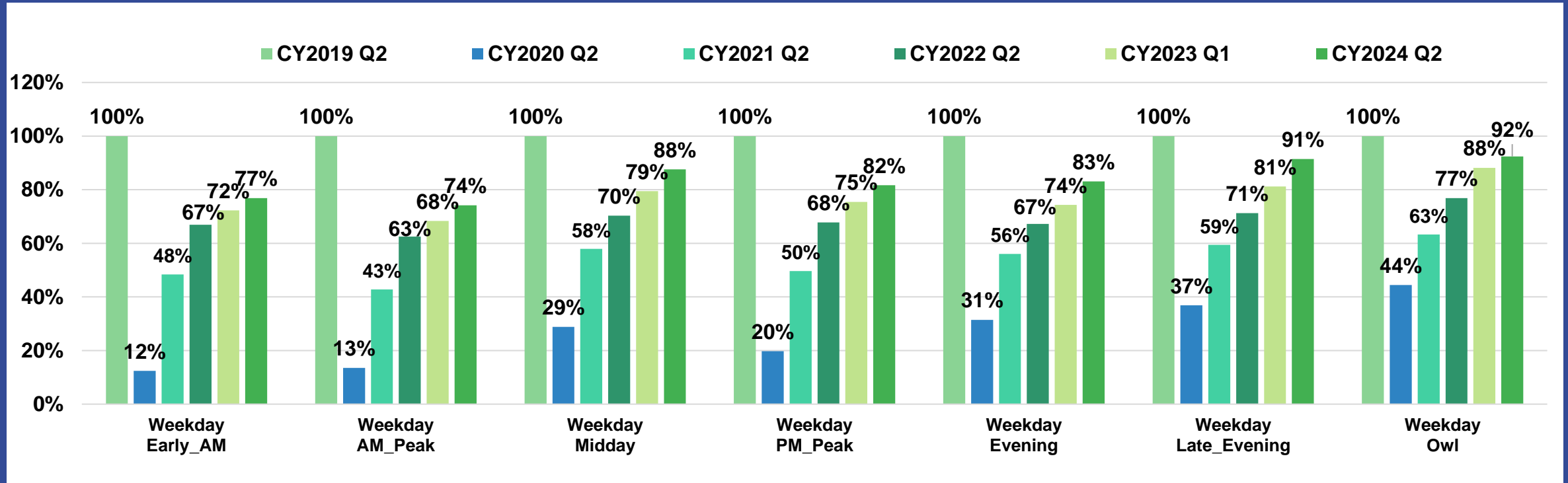
Average Weekday Ridership Recovery by Service Area Q2 CY2019 – Q2 CY2024



Weekday bus ridership recovery improved by around 6-10% in all five service areas between Q2 CY2023 and Q2 CY2024. Notably strongest recovery was in the San Fernando Valley at 91.3%. Similar pattern on weekends with San Fernando Valley at 101.4% recovery Saturday and 114.5% recovery Sunday. The EFC share of average weekday ridership remains 1% above pre-COVID levels weekdays (about the same as pre-COVID weekends).



Weekday Ridership by Time Period Q2 CY 2019 to Q2 CY2024



Midday ridership recovery (base) at 88% has exceeded both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued at 74% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 82% has stronger recovery than AM peak. Late evening and owl ridership periods recovered most strongly at 91% and 92% as these periods typically serve transit-dependent shift workers.



Average Line/Group Ridership Recovery

- In Q2 2024, ridership recovered to above pre-pandemic levels on 18 weekday lines (up from 12 in Q1 CY2024), 24 Saturday lines (down from 26), and 40 Sunday lines (up from 34).
 - Weekday lines with ridership recovery above 85.1% average: 19-Tier 1, 13-Tier 2, 6-Tier 3, and 8-Tier 4
 - Saturday lines with ridership recovery above 92.4% average: 14-Tier 1, 11-Tier 2, 8-Tier 3, and 7-Tier 4
 - Sunday lines with ridership recovery above 100.3% average: 15-Tier 1, 10-Tier 2, 8-Tier 3, and 7-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency continue have recovered more slowly. Low frequency lines were the focus of the June 2024 service change.

Number of Lines with Above Average Recovery in Q2 CY2024	82 Total Weekday Lines	75 Total Saturday Lines	74 Total Sunday Lines
Tier 1	19	14	15
Tier 2	13	11	10
Tier 3	6	8	8
Tier 4	8	7	7



Bus Speed & Reliability Projects

DRAFT, 11/1/2024

Metro Bus Lanes

- Installed
- Pending Installation
- Planned

Jurisdictions

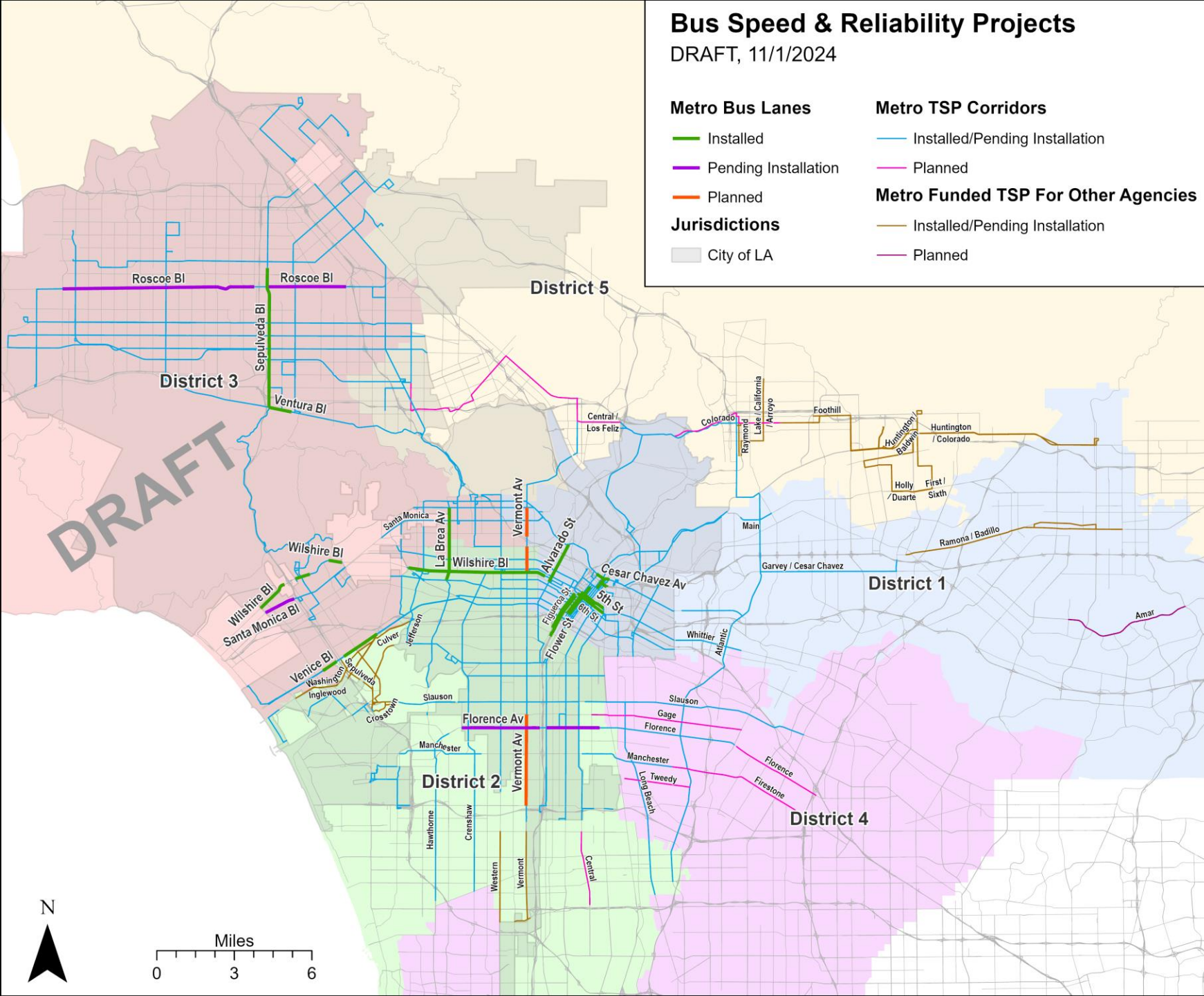
- City of LA

Metro TSP Corridors

- Installed/Pending Installation
- Planned

Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



Speed & Reliability Updates

Bus lane progress

- 49.7 lane miles complete
- 33.6 lane miles pending construction
- 11.3 lane miles in-progress

Roscoe bus lanes next for completion

- 21 lane miles of peak-hour bus lanes, opening by end of October 2024

Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

Bus lane traffic and parking tradeoffs

- Traffic analysis is conducted for all bus lane projects in accordance with jurisdiction requirements
- Minor adjustments in parking hours are sometimes made, after extensive engagement and outreach to affected residents, businesses and communities

Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026

Bus stop consolidation

- 267 stops consolidated to balance speed and accessibility on Metro's busiest lines. More changes planned for December 2024

All door boarding

- Three pilot lines continue operation Launch system wide Q1 CY2025.

Headway Based Operation Pilot

- Pilot completed for Line 16. Evaluating customer feedback

Camera Based Lane Enforcement

- Approved by LA City Council October 2024.
- Program launched November 1, 2024



Board Report

File #: 2024-0990, File Type: Informational Report

Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: DECEMBER 2024 SERVICE CHANGE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE a status report on the bus and rail service changes effective Sunday, December 15, 2024.

ISSUE

Metro makes service changes twice a year in June and December to improve service for our riders. These service changes are also coordinated with bus and rail operator assignment changes required by the labor contract.

BACKGROUND

Metro bus service levels were fully restored as of December 2022 and are being delivered reliably.

The most recent service change was implemented in June 2024. There were no issues encountered with implementation. Ridership continues to increase, with the data from September 2024 showing year-over-year growth of 7.2% for bus average weekday ridership and 11.7 % for rail average weekday ridership. Average weekly on-time performance for bus has also improved from 72.9% (July to September 2023) to 75.0% (July to September 2024) in response to the many improved bus schedules, additional field supervision, operator hiring, and low bus service cancellation rates. These efforts contributed to improved reliability since the June 2024 service change.

Rail on-time performance remained high at 99.45% for Q1 FY25 (July to September 2024), compared to 99.1% for Q1 FY24 (July to September 2024).

DISCUSSION

Rail Service:

No changes to rail line services are proposed for December 2024.

Bus Service:

The December 2024 bus service changes will include a range of customer experience improvements, with enhancements to routes and schedules to help people more conveniently and reliably travel where and when they need to:

- Improved Reliability

Operator feedback, customer comments, and system data reports on ridership and on-time performance are reviewed to identify lines with ongoing, low on-time performance or crowding. On-time performance has improved to an average of 75.0% in the first quarter of FY25 (July to September 2024), compared to 72.9% for the same quarter of FY24, but remains below the goal of 78.5%. Metro's 119 bus lines, 54 weekday, 39 Saturday, and 35 Sunday bus schedules have been reviewed, and adjustments were made to the December 2024 service change to better match current traffic levels and travel times. This is in an effort to support improved on-time performance and to ensure operators have enough time for rest breaks at the end of each trip. New schedules can be viewed at mybus.metro.net <<https://mybus.metro.net>>.

- Increased Capacity:

Extra trips will be added on 10 bus lines on weekdays (Lines 14/37, 33, 55, 105, 108, 150, 164, 165, 244, and 601), three lines on Saturdays (Lines 62, 601, 910), and two lines on Sundays (601, 910) to provide enough service to accommodate all riders without crowding or to assist with late-night connections.

- Improved Connectivity:

To improve regional connectivity, the following bus routing changes are being made:

- Every second trip on Line 260 during weekdays and weekends between Pasadena and South Gate via Atlantic Bl will be extended via Imperial Highway to serve Willowbrook/Rosa Parks Station. This is an initial step in establishing this connection to the key regional destination and transit hub of Willowbrook/Rosa Parks Station, as included in the NextGen Bus Plan. The existing Line 260 service between Pasadena and Artesia Station via Atlantic Bl will be maintained but renumbered to Line 261.
- With the anticipated opening of the new LAX/Metro Transit Center, Lines 102, 111, 117, 120, and 232 will be modified to terminate at this location to improve bus connectivity and offer better passenger facilities. This center will replace the LAX City Bus Center and Aviation/LAX Station (these stations will continue to be served pending opening of the LAX/Metro Transit Center). Municipal bus services (Beach Cities Transit, Big Blue Bus, Culver Citybus, GTrans, and Torrance Transit) will also be relocated to this terminus. The LAX Metro Transit Center shuttles will also move to the LAX/Metro Transit Center.
- Line 96 (Burbank - Chinatown via Riverside Dr) will be rerouted to terminate at Lincoln/Cypress A Line Station, as planned under the NextGen Bus Plan. This will improve access for the Elysian Valley area and to A Line light rail service between Azusa, Pasadena, downtown LA, and Long Beach.

- Improved Frequency:

Line 665, serving Eastern Avenue, City Terrace, Gage Avenue, and Indiana Street between Rose Hill Transit Center, California State University Los Angeles, and Olympic Boulevard through East LA, will be improved weekdays from every 50 minutes to every 35 minutes.

- Other Changes:

As in the approved NextGen Bus Plan, two Metro local bus lines will become part of the Pasadena Transit network, as they can be well integrated due to overlapping routes:

- Metro Line 177 (Pasadena-Jet Propulsion Lab) weekday peak-period service will become Pasadena Transit Line 53. The existing route, schedule, and stops will be maintained.
- Metro Line 256 (Sierra Madre Villa Station-Highland Park Station) via Washington Bl in Pasadena will become Pasadena Transit Line 33. Service frequency will be improved from every 50 minutes on weekdays, Saturdays, and Sundays to every 35 minutes. The existing route, operating hours, and stops will also be maintained.

The G Line BRT 901 between Chatsworth, Canoga Park, and North Hollywood will be rerouted via Oxnard St between Sepulveda Bl and Woodman Av. The Van Nuys G Line Station will be closed for the construction of a new station on a grade separation at Van Nuys Bl. A temporary set of stops on Oxnard St at Van Nuys Bl will replace the Van Nuys G Line Station for approximately 18 months.

Various bus stop changes will be made on Van Nuys Bl between Sherman Way and Arminta St to accommodate construction for the East San Fernando Valley light rail line. Stops will be maintained at the intersections of Sherman Way and Keswick St, but bus stops at Saticoy St and Valerio St will be closed for up to three years. This impacts Metro Lines 169 and 233.

Line 16 on Third St will revert back to a schedule with timepoints weekdays following the completion of over one year of weekdays on a pilot headway-based operation, which did not show improved headway reliability. With the end of this pilot, this line will revert to the previous terminus at 5th-6th/Los Angeles St in downtown LA from 5th/6th/Central (next to Metro Division 1). Line 662 Pasadena-Altadena's counter-clockwise direction will be modified slightly in downtown Pasadena to serve Fair Oaks Av, improving connections and reducing delay.

Full details of all changes are included in Attachment A.

Customer Information:

As is the practice for all service changes, printed materials summarizing the changes will be distributed starting two weeks ahead of the service change (summary brochure, service change notices, and updated schedules for each impacted line) on buses in a dedicated service change section on Metro.net, social media, and Source posts, and on signage installed at all impacted bus stops to inform riders. This will include materials from Pasadena Transit to transfer the two lines to their operation. The October Metro Service Council meetings included an initial update, and the November meetings will provide a final overview of the changes. Implementation will also be supported by staff assigned to stops with more significant changes, as well as Metro Ambassadors

during the week leading up to the change to inform riders of route changes throughout the system.

EQUITY PLATFORM

The December 2024 service change focuses on improving customer experience for our riders, especially residents of Equity Focus Communities (EFCs) who rely on transit for their mobility. It includes revised bus schedules to enhance service reliability (on-time performance), extra bus trips for added capacity, increased bus service frequencies for reduced wait times, and rerouted bus services for greater connectivity and improved access to opportunity.

Of the 54 weekday, 39 Saturday, and 35 Sunday bus lines with revised schedules for improved reliability, 24 weekday, 15 Saturday, and 13 Sunday lines have over 50% of their route miles operating in EFCs, mostly in South LA and Southeast LA. Overall service cancellations are low and should remain very low (< 2.0%) as additional new bus operators are hired to maintain operator staffing levels. Five of the 12 lines (Lines 14/37, 55, 105, 108, 910) with extra trips added for more capacity or connections are lines with over 50% of their lines located in EFCs.

The continued operation of the entire 7 million revenue hours of service based on the NextGen Bus Plan allocates the highest service levels to EFCs, where high-quality transit is a key to enhanced mobility for residents. Metro will continue to gather feedback on the changes directly from riders via Metro's Customer Call Center and online forms from Metro Service Councils and other Metro Committees. Some of the December 2024 service changes were based on feedback received through these channels.

Metro Ambassadors and other agency staff will be deployed in advance of the December 2024 service change to inform riders about the most significant changes at key bus stops and on key bus lines serving EFCs through the Metro Customer Service call center (supporting multiple languages), Metro website, social media blog (The Source & El Pasajero), and at the five Metro Service Council meetings held monthly across the Metro's service area that are located in or very close to EFCs.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These service changes support strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world-class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS

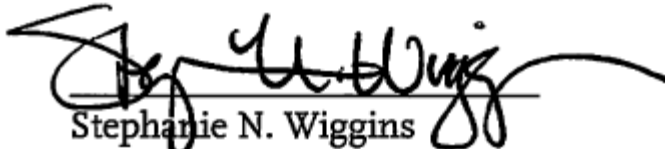
The changes will be marketed beginning Monday, December 2, and through the implementation of the December 2024 service change. The changes will take place on Sunday, December 15.

ATTACHMENTS

Attachment A - Description of December 2024 Service Change

Prepared by: 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

Description of December 2024 Service Change

Starting December 15, 2024, Metro is making changes to transit services to provide more frequent and reliable trips to get riders where they need to go, when they need to go.

Bus Services:

Improved Frequency:

Line 665 serving Eastern Av, City Terrace, Gage Av, and Indiana St between Rose Hill Transit Center, California State University Los Angeles, and Olympic Bl through East LA will be improved weekdays from every 50 minutes to every 35 minutes.

More Trips:

One to two trips are being added to weekday service on Lines 14 (Beverly Bl), 33 (Venice Bl), 55 (Compton Av), 105 (Vernon/La Cienega), 108 (Slauson), 150 (Ventura/Topanga Canyon), 164 (Victory Bl), 165 (Vanowen St), on Saturdays for Lines 244 (De Soto Av) and 62 (Telegraph Rd), and on both Saturdays and Sundays for Line 910 J Line (Harbor Gateway – Downtown LA – El Monte) to add capacity in response to increased ridership. A trip is also being added for Line 601 (Warner Ctr Shuttle) to provide late night connections all week.

Improved Reliability:

We're improving reliability by adjusting the following schedules to better reflect actual travel times so our riders will wait less time at stops:

Weekdays (total 54 lines): 10, 14, 18, 20, 33, 37, 45, 48, 55, 60, 76, 81, 90, 102, 105, 108, 110, 125, 128, 150, 161, 165, 166, 167, 169, 180, 182, 205, 206, 207, 210, 211, 215, 217, 218, 224, 232, 234, 237, 240, 251, 260, 265, 266, 287, 294, 460, 501, 601, 602, 603, 605, 617, and 901.

Saturdays (total 39 lines): 4, 10, 18, 20, 33, 45, 48, 60, 76, 81, 102, 108, 110, 120, 125, 134, 161, 165, 166, 167, 180, 206, 212, 217, 218, 224, 232, 234, 237, 240, 251, 260, 265, 266, 460, 601, 603, 754, and 901.

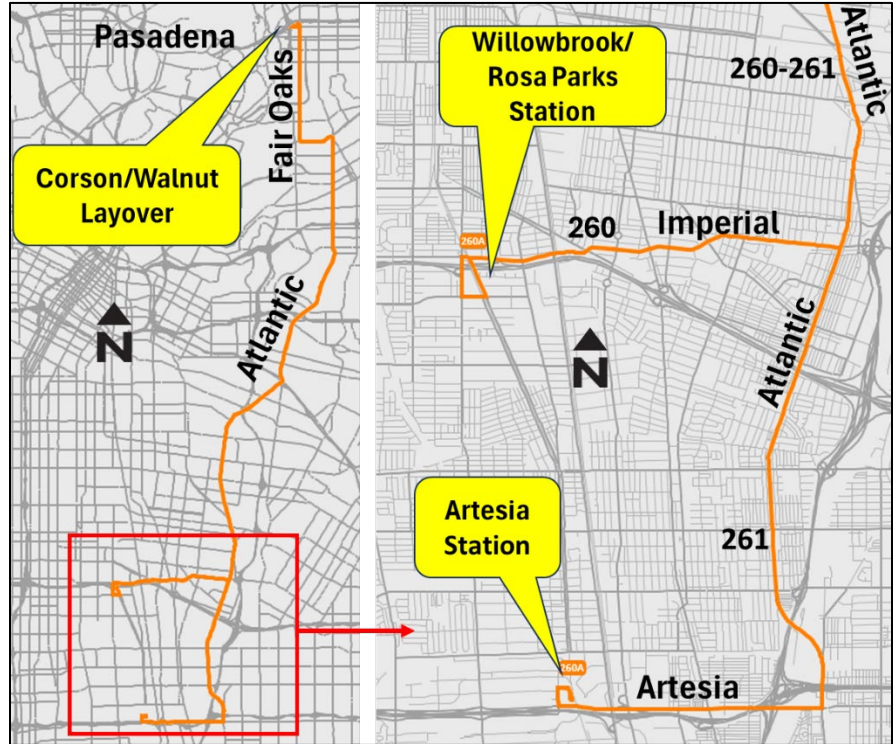
Sundays (total 35 lines): 4, 10, 18, 20, 33, 45, 48, 60, 81, 102, 108, 110, 125, 134, 161, 165, 166, 167, 180, 206, 212, 217, 218, 224, 232, 234, 237, 240, 260, 265, 266, 460, 601, 603, and 901.



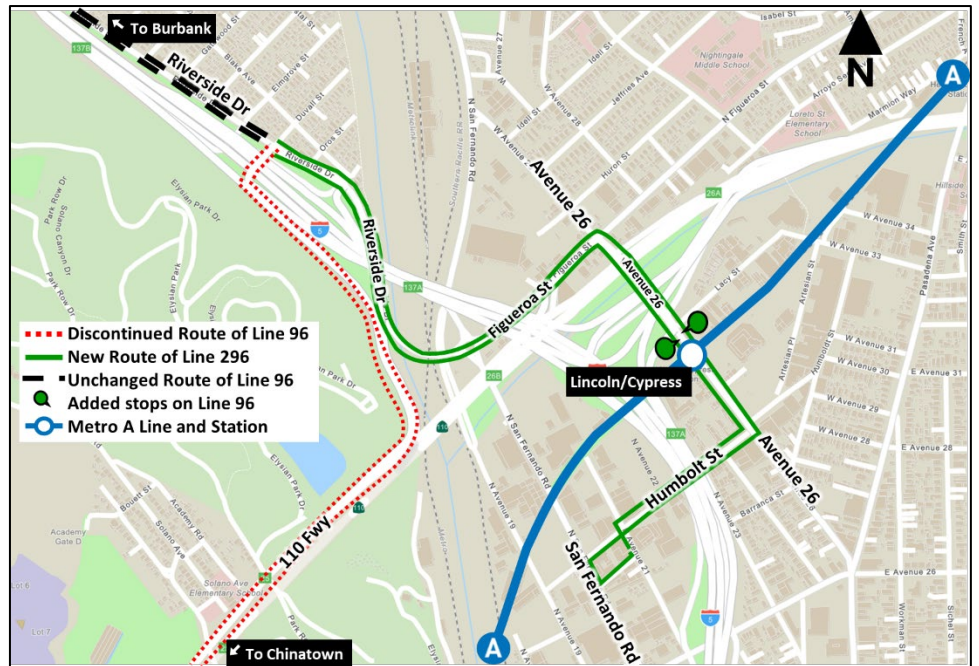
Improved Connectivity:

To improve regional connectivity, the following bus routing changes are being made:

- Every second trip on Line 260 weekdays and weekends between Pasadena and South Gate via Atlantic Bl will be extended via Imperial Highway to serve Willowbrook/Rosa Parks Station. This is an initial step in establishing a connection to the key regional destination and transit hub of Willowbrook/Rosa Parks Station as included in NextGen Bus Plan. Existing Line 260 service between Pasadena and Artesia Station via Atlantic Bl will be maintained but renumbered Line 261.



- Line 96 (Burbank – Chinatown via Riverside Dr) will be rerouted to terminate at Lincoln/Cypress A Line Station, as planned under NextGen Bus Plan. This will improve access for the Elysian Valley area the A Line light rail service between Azusa, Pasadena, downtown LA, and Long Beach. The line will be renumbered 296.



- Line 662 Pasadena – Altadena counter-clockwise direction will be modified slightly in downtown Pasadena to connect with other services on Fair Oaks Av.



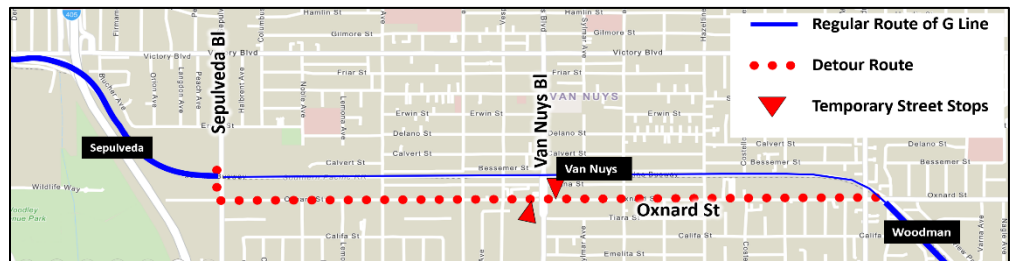
Lines 177 and 256 to Become Pasadena Transit Lines 53 and 33:

As planned in NextGen Bus Plan, two Metro local bus lines will become part of the Pasadena Transit network, as they can be well integrated in the local Pasadena Transit network:

- Metro Line 177 (Pasadena – Jet Propulsion Lab) weekday peak hour service will become Pasadena Transit Line 53. Existing alignment, schedule, and stops will be maintained.
- Metro Line 256 (Sierra Madre Villa Station - Highland Park Station via Washington Bl in Pasadena) will become Pasadena Transit Line 33. Service frequency will be improved from every 50 to every 35 minutes weekdays, Saturdays, and Sundays. The existing alignment, operating hours, and stops will be maintained.

G Line Improvements Project: Van Nuys Bl Grade Separation Detour:

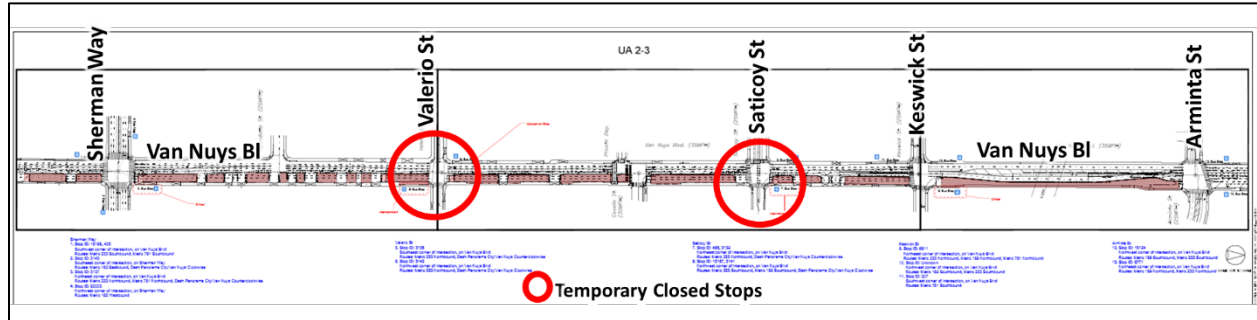
The Van Nuys G Line Station will be closed to allow for construction of a new station and grade separation at Van Nuys Bl. The G Line 901 between Chatsworth, Canoga



Park, and North Hollywood will be rerouted via Oxnard St between Sepulveda Bl and Woodman Av. Temporary stops on Oxnard St at Van Nuys Bl will replace Van Nuys G Line Station for approximately 18 months.

East San Fernando Valley Rail Construction Begins: Van Nuys BI Bus Stop Changes

Various bus stop changes will be made on Van Nuys BI between Sherman Way and Arminta St to accommodate construction for the East San Fernando Valley light rail line. Stops will be maintained at Van Nuys BI intersections of Sherman Way and Keswick St but stops at Saticoy St and Valerio St will be closed for up to three years. This impacts Metro Lines 169 and 233.



Headway-Based Operation:

Line 16 will revert back to Maple Lot as the eastern end of this line, instead of 6th/Central in Downtown LA with the end of the headway-based service pilot test on this line. Line 18 will continue to serve 6th/Central with very frequent service.

Adjusted Service Levels:

The following lines will see a small reduction in numbers of trips weekdays and/or weekends as Metro aligns service levels with actual ridership, with saved hours of service reallocated to improvements as listed above:

- Lines 4, 20, 33, 40, 102, 106, 150, 164, 165, 180, 212, 217, 232, 265, 910

More details on the bus services changes are provided below.

Rail: Major Changes to C and K Lines

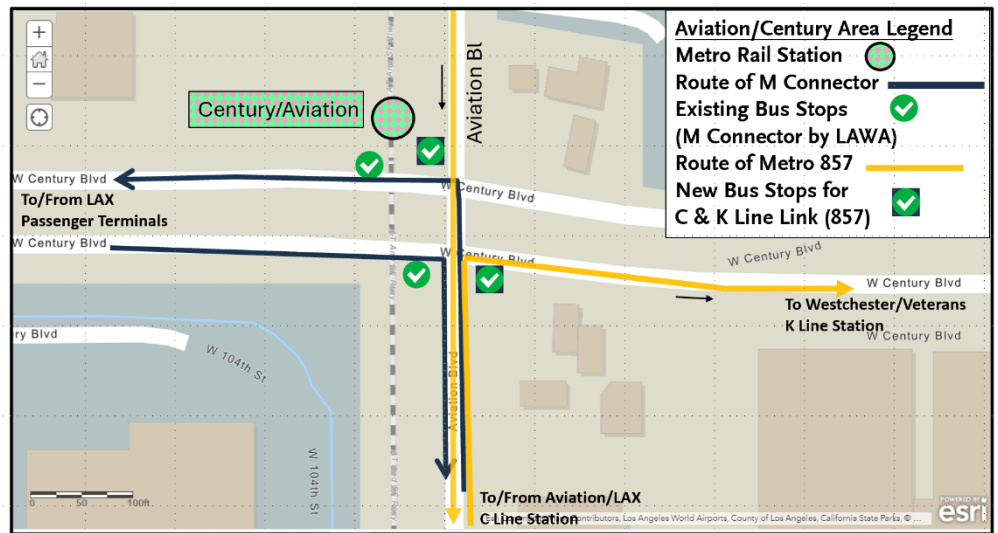
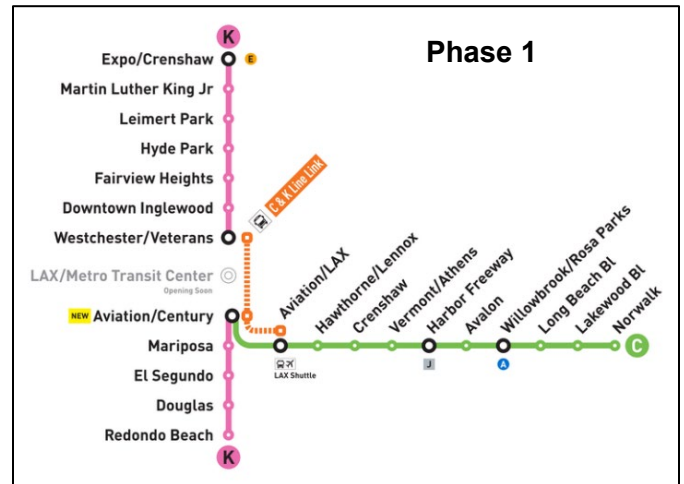
The light rail C Line (Norwalk – Redondo Beach) and K Line (Expo/Crenshaw – Westchester/Veterans) are being restructured as Metro moves to open the new LAX/Metro Transit Center. This restructure will occur in two stages, with start date for Phase 1 being Sunday November 3, 2024 and Phase 2 start date to be announced:

Phase 1: New Aviation/Century Station and C & K Line Restructure

In this phase, a new section of the K Line will be established between the new Aviation/Century Station and the current C Line Redondo Beach Station, also serving the other existing C Line Stations of Mariposa, El Segundo, and Douglas.

At the same time, the C Line will continue to operate as usual between Norwalk Station and Aviation/LAX Station but then will turn north to serve the new Aviation/Century Station (connection to new south K Line here).

The LAX Metro Connector bus service will serve both the Aviation/LAX and Aviation Century Stations during this first phase linking the C and K Lines with the LAX terminals. The C & K Link bus Line 857 will continue to link Aviation/LAX and Westchester/Veterans Stations during this phase and will include new stops serving the Aviation/Century Station.



E Line nightly rail schedule will be altered for connections with the K Line.

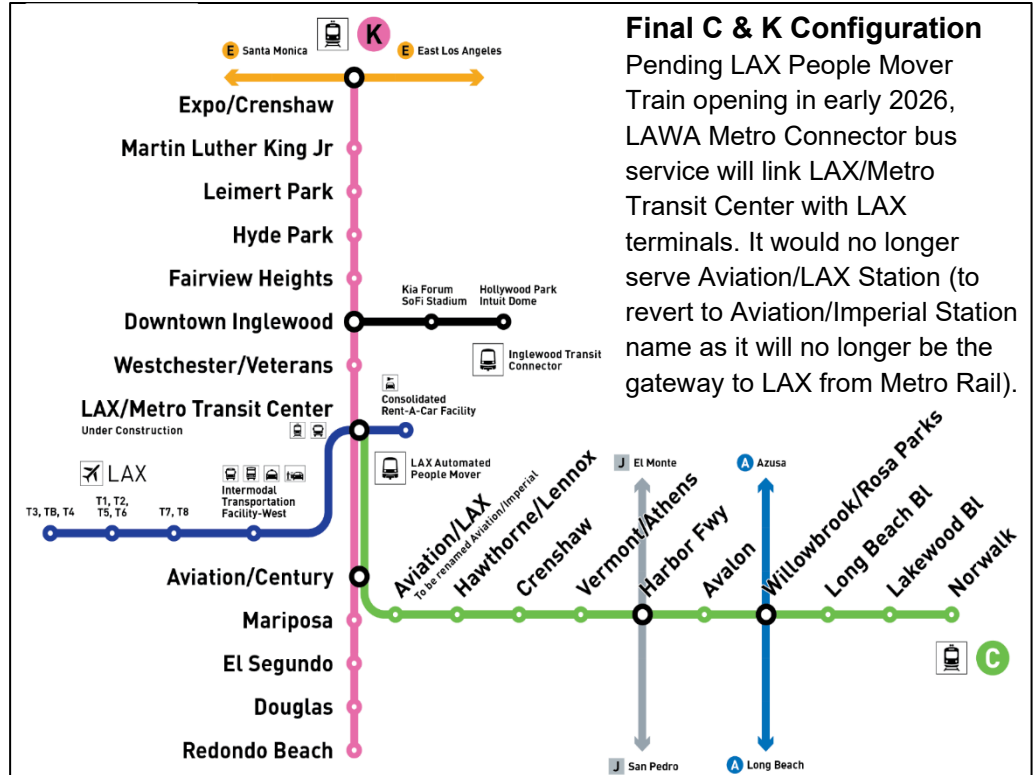
Phase 2: New LAX/Metro Transit Center Opens and K Line Segments Joined

This second phase will see the opening (date to be announced) of the new LAX/Metro Transit Center Station (located at Aviation Bl south of Arbor Vitae), which the C and K Lines will begin to serve.

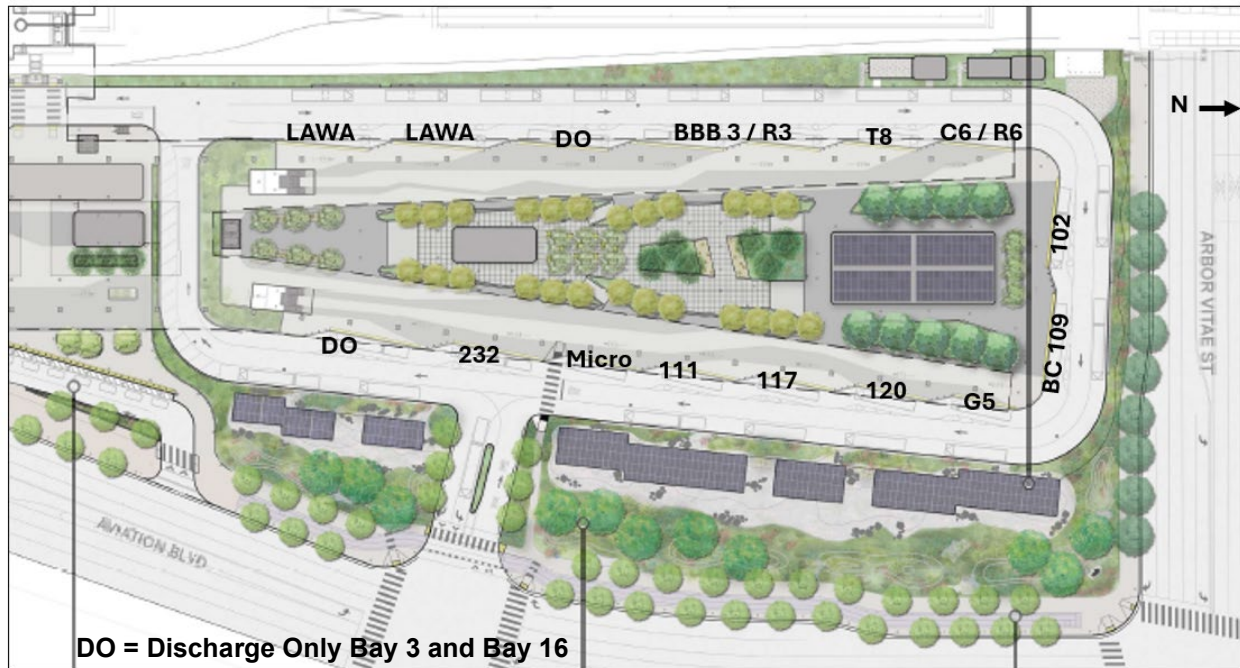
The C Line will extend from Aviation/Century Station to terminate at the new LAX/Metro Transit Center Station. The two K Line segments will become one light rail K Line between Expo/Crenshaw and Redondo Beach Station, serving the new LAX/Metro Transit Center.

LAX Metro Connector shuttle bus service will move to serve the new LAX/Metro Transit Center Station, linking it with the LAX terminals before the expected opening of the LAX People Mover Train in early 2026.

When the LAX/Metro Transit Center opens, the Aviation/LAX Station will be renamed Aviation/Imperial Station. At this same time, with the K Line segments merged, the Line 857 C & K Link bus service will cease operations.

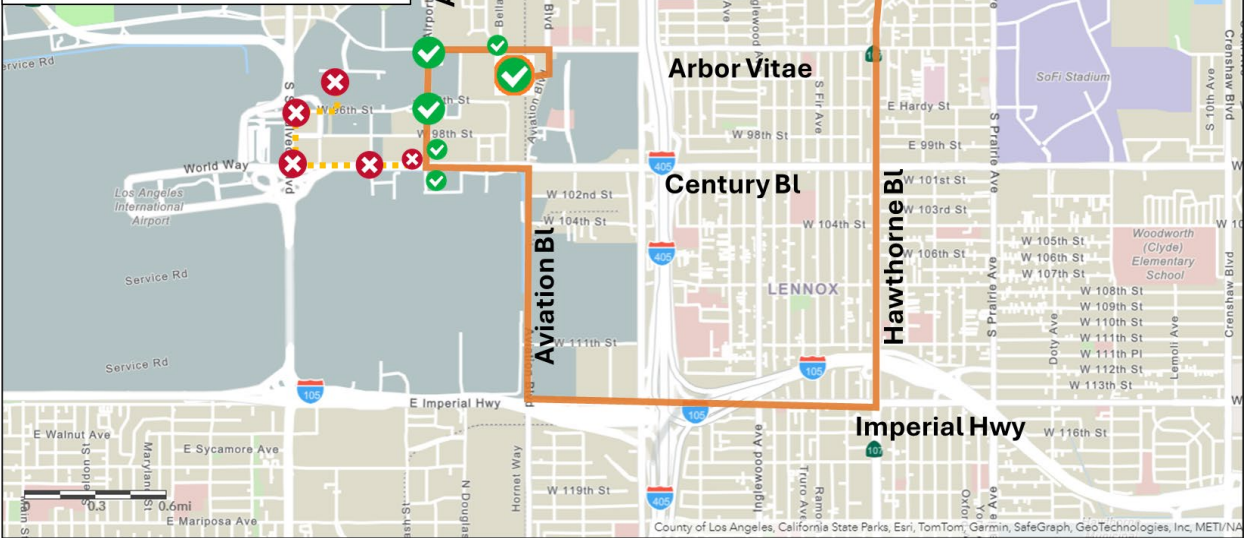


Bus Lines 102, 111, 117, 120, 232 and 40 OWL will be modified to serve the new LAX/Metro Transit Center to improve bus connectivity and offer better passenger facilities. This center will replace the LAX City Bus Center and Aviation/LAX Station bus transit center. See maps below.

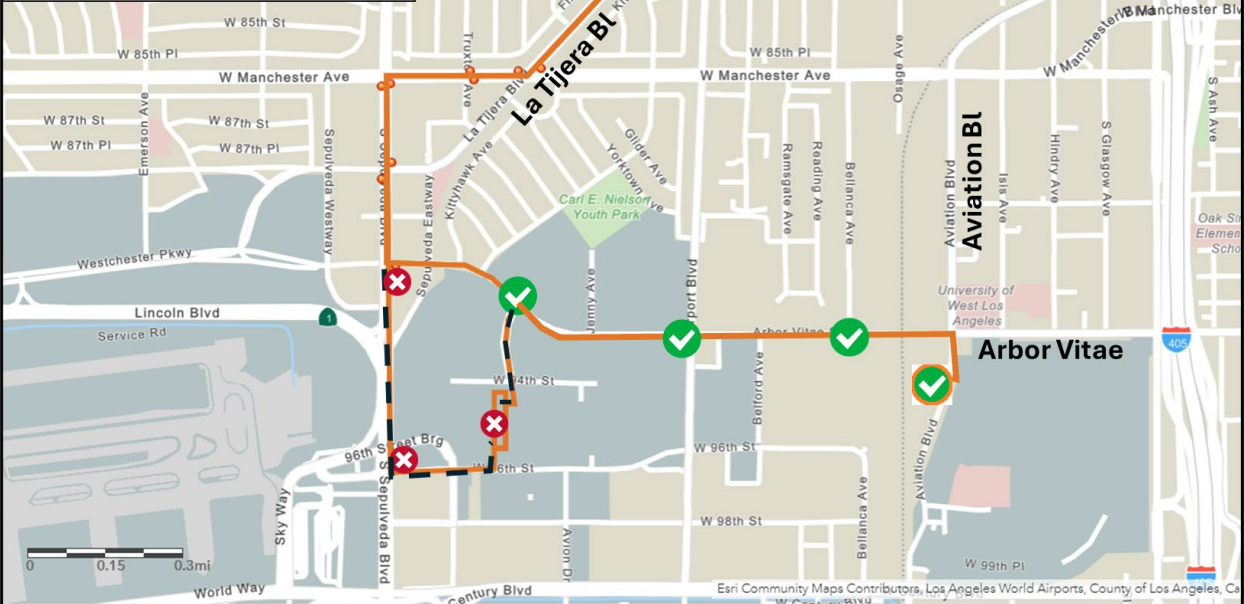


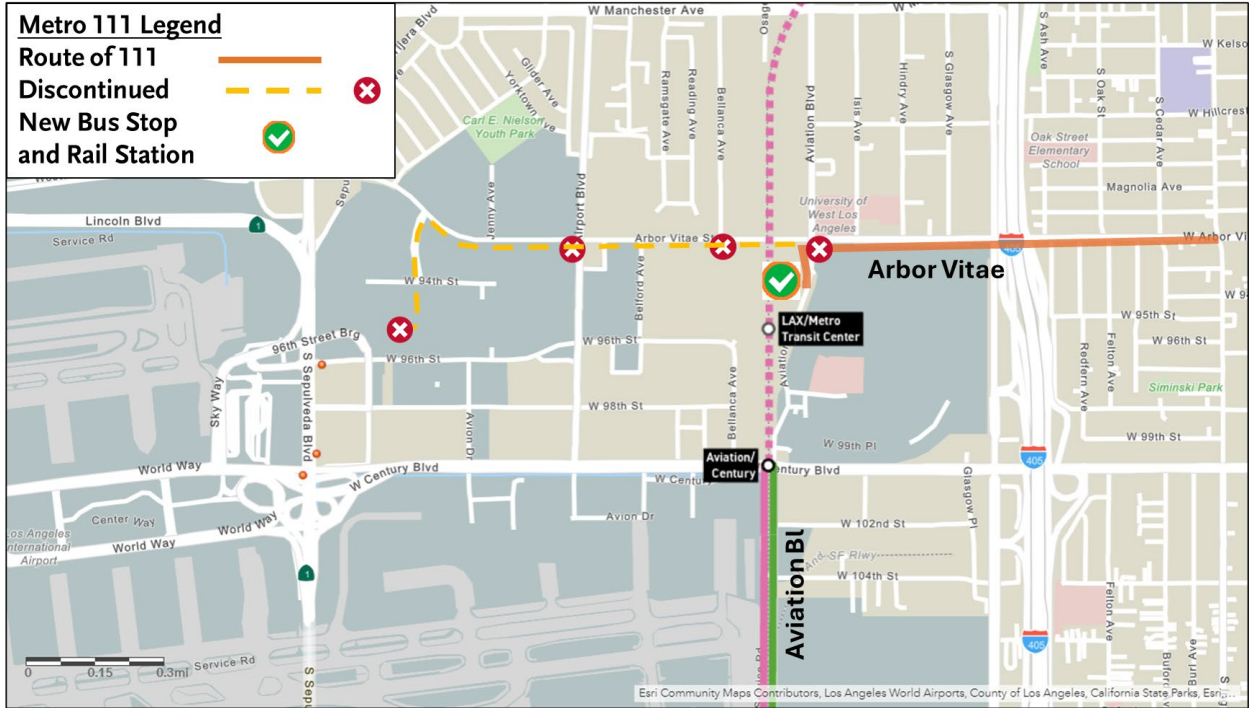
Municipal buses services (Beach Cities Transit, Big Blue Bus, Culver Citybus, GTrans, and Torrance Transit) will also relocate to the new LAX/Metro Transit Center in this second phase.

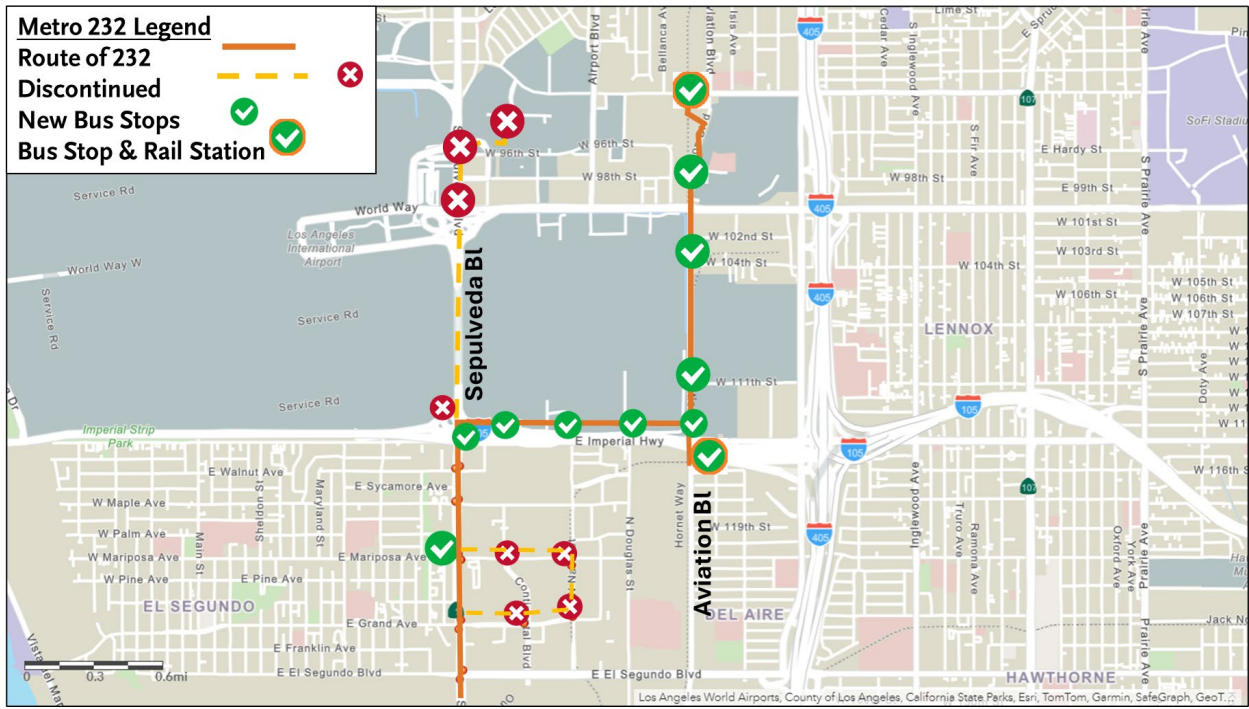
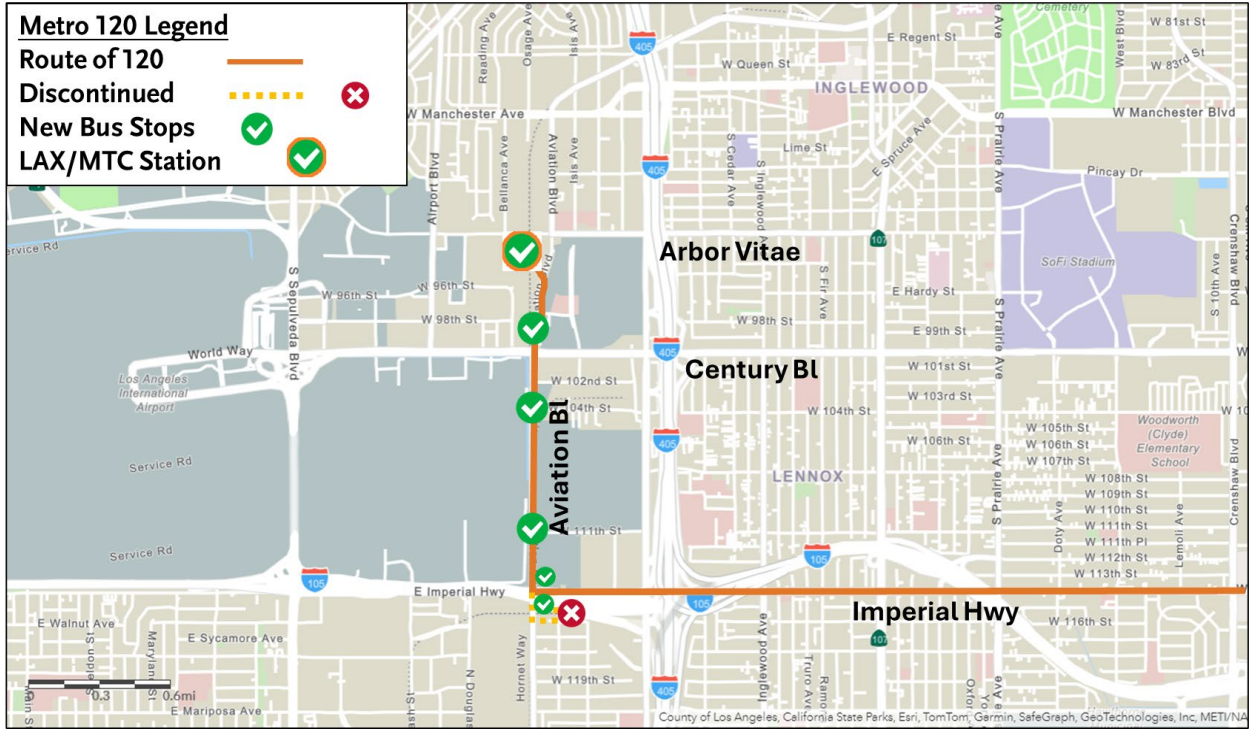
Metro 40 Owl Legend
Route of 40 Owl ————
Discontinued - - - - -
New Bus Stops ✓
LAX/MTC Station ✓



Metro 102 Legend
Route of 102 ————
Discontinued - - - - -
New 102 Bus Stops ✓
LAX/MTC Station ✓











December 2024

**Bus Service Improvements
Effective Sunday December 15, 2024**

Operations, Safety, and Customer Experience Committee

November 21, 2024



Metro[®]

Bus Route Changes Effective December 15, 2024

These changes are designed to improve service frequency, reliability, and connectivity for our customers based on NextGen Bus Plan, and help our operators deliver quality service.

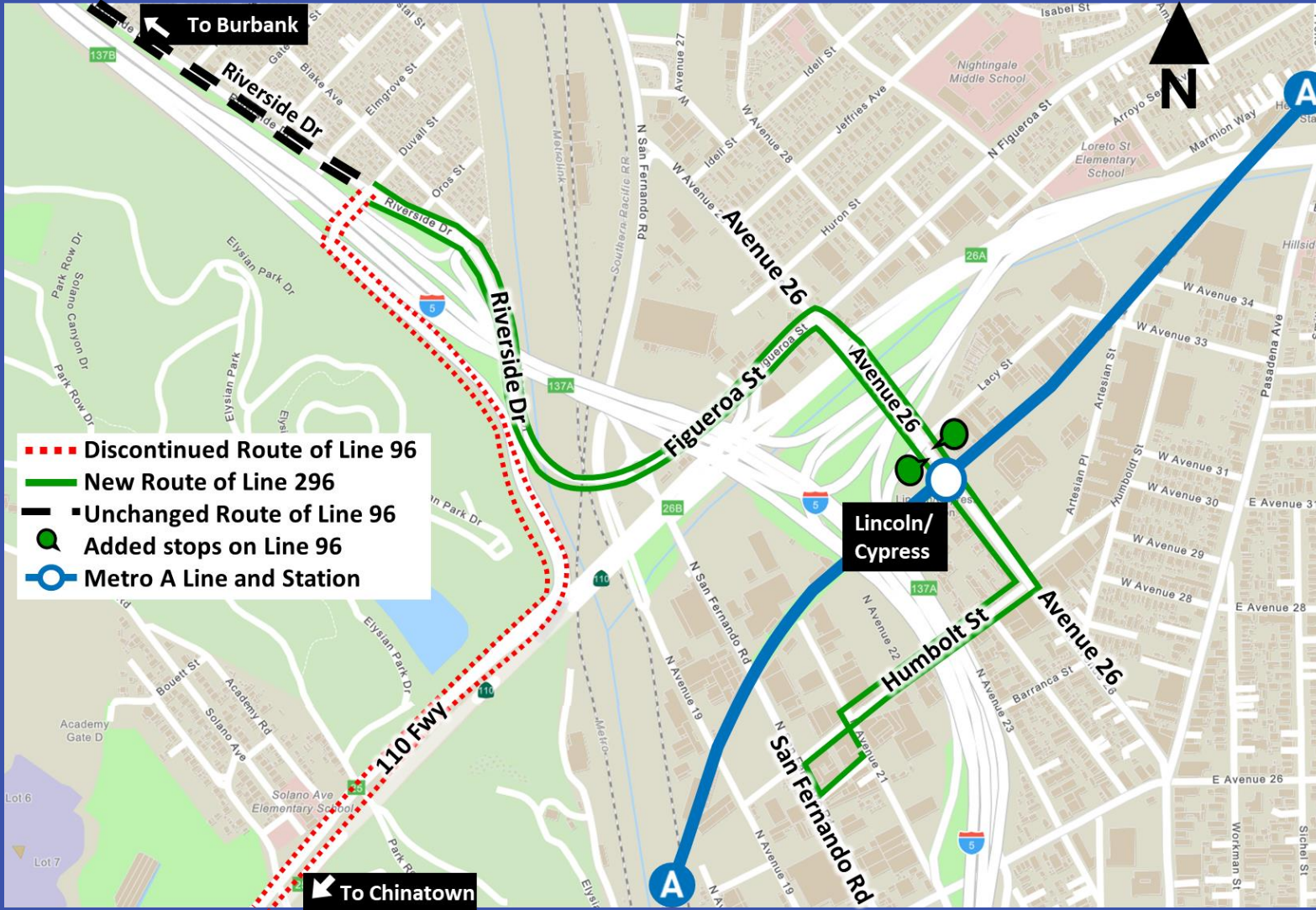
- **Line 96 to become new Line 296** & terminate at Lincoln/Cypress Station for A Line connection instead of in Chinatown.
- **Lines 177 and 256** will become Pasadena Transit Routes 53 and 33 respectively.
- **New Lines 260/261** will operate new link from Atlantic Bl to Willowbrook/Rosa Parks A & C Lines Station (Line 260) and retain existing link to Artesia A Line Station (Line 261) for improved regional connectivity.
- **Line 665** in East LA weekday frequency will be improved.
- **G Line** detour (Oxnard St) for construction of the Van Nuys grade separation and new G Line station.
- **LAX Metro Transit Center:** Modify Lines 102, 111, 117, 120, 232, and 40 Owl to serve this new regional transit hub.
- **Line 16:** Headway Based Service Pilot completed, revert east terminus to 5th/6th Los Angeles St.

More Trips: Extra one to two trips being added for added capacity:

- **Weekdays:** Lines 14 (Beverly Bl), 33 (Venice Bl), 55 (Compton Av), 105 (Vernon/La Cienega), 108 (Slauson), 150 (Ventura/Topanga Canyon), 164 (Victory Bl), 165 (Vanowen St), Lines 244 (De Soto Av) .
- **Saturdays:** 62 (Telegraph Rd), Line 910 J Line (Harbor Gateway-Downtown LA-El Monte).
- **Sundays:** Line 910 J Line (Harbor Gateway-Downtown LA-El Monte) A trip is being added for Line 601 (Warner Ctr Shuttle) to provide late night connections all week.
- **More Reliable (On-Time) Service:** Schedule changes for 54 weekday, 39 Saturday, and 35 Sunday lines.
- **C & K Lines:** Rail schedule changes with opening of LAX/Metro Transit Center on date to be announced



Line 96 Route Change (Becomes New Line 296)



- As depicted in the NextGen Bus Plan, Line 96 (Chinatown-Burbank Station via Griffith Park Dr) will terminate at Lincoln/Cypress A Line Station instead of its current terminus in Chinatown. Line 96 will be renumbered Line 296.
- No change to weekday or weekend service frequencies.
- Line 296 customers will be able to access A Line light rail service more quickly at the Lincoln/Cypress Station, located at Avenue 26 and Lacy St.

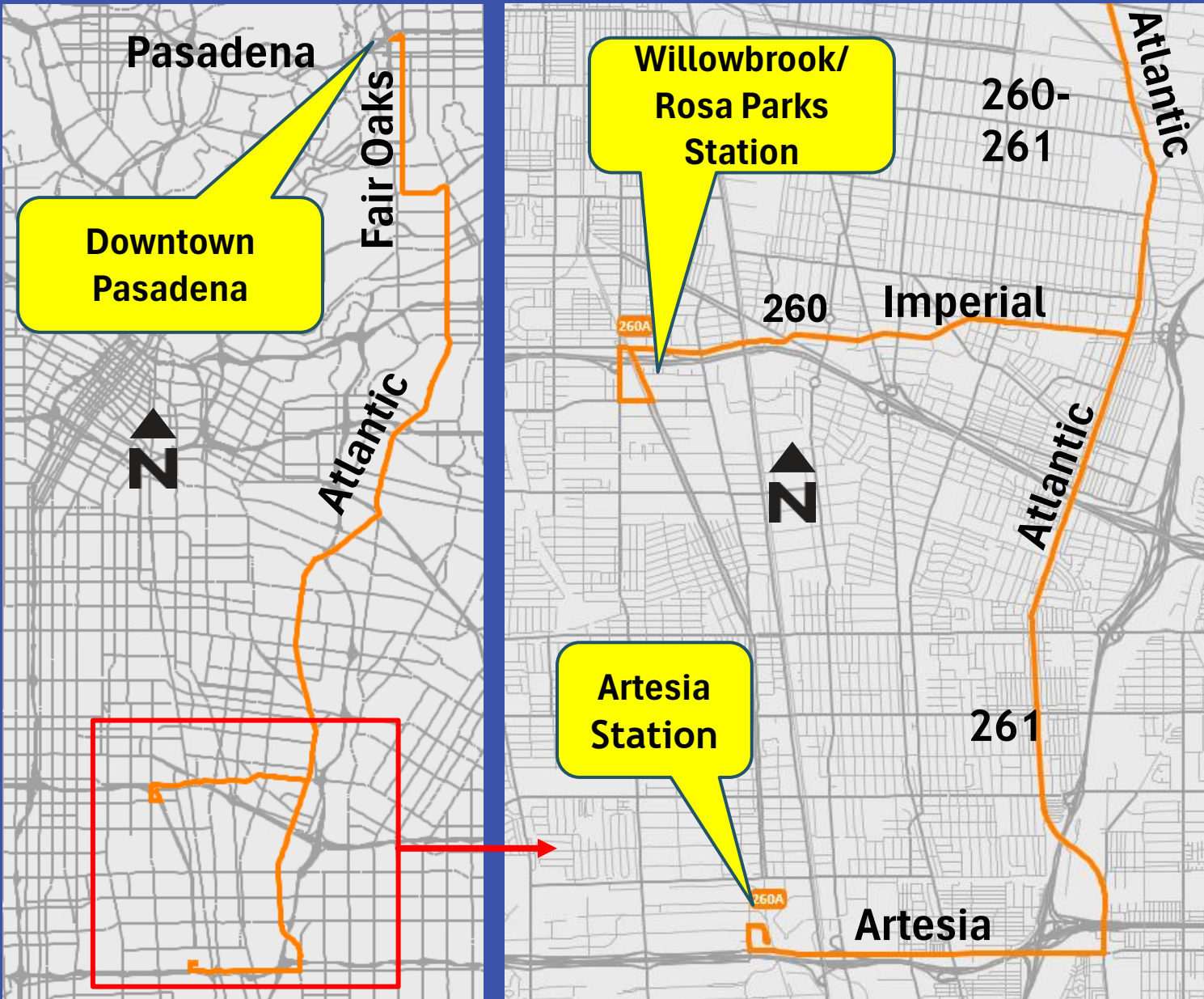
New Line 260

Line 260 will be scheduled to operate two routes with the same northbound terminal, but different southbound terminals.

- Route 260: will operate from Pasadena to the Willowbrook/Rosa Parks Station every 24 minutes.
- Route 261: will operate from Pasadena to the Artesia Station every 24 minutes.

Frequency from Pasadena to Atlantic & Imperial will be every 12 minutes (common trunk of both lines).

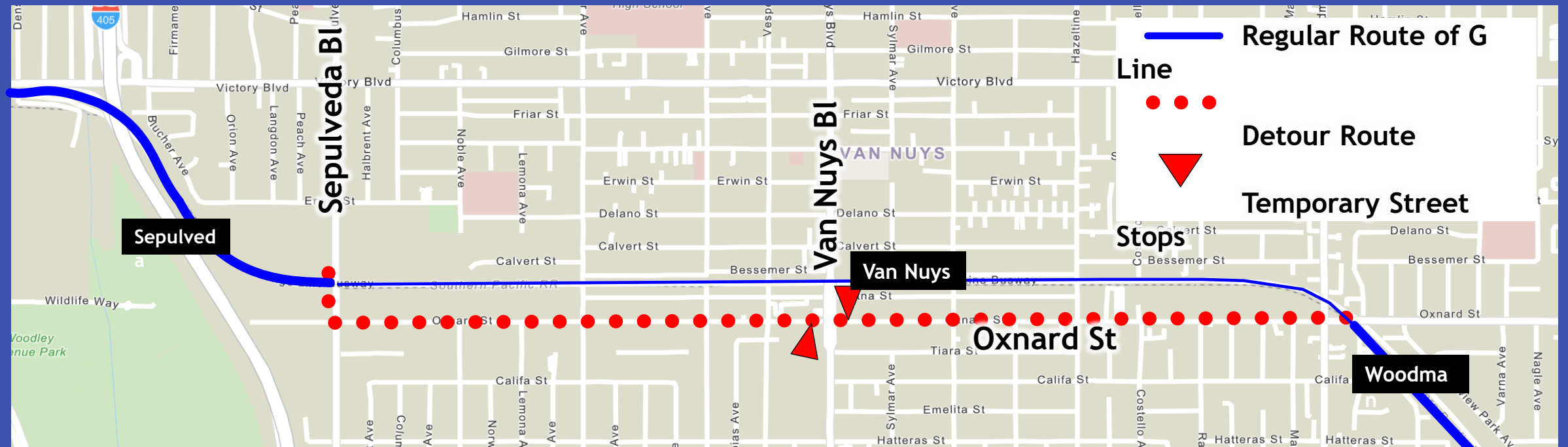
Note: Bridge on Artesia Bl to be reopened before the December 15, 2024 Service Change. Current detour will be canceled. This will reduce route length by 1 mile.

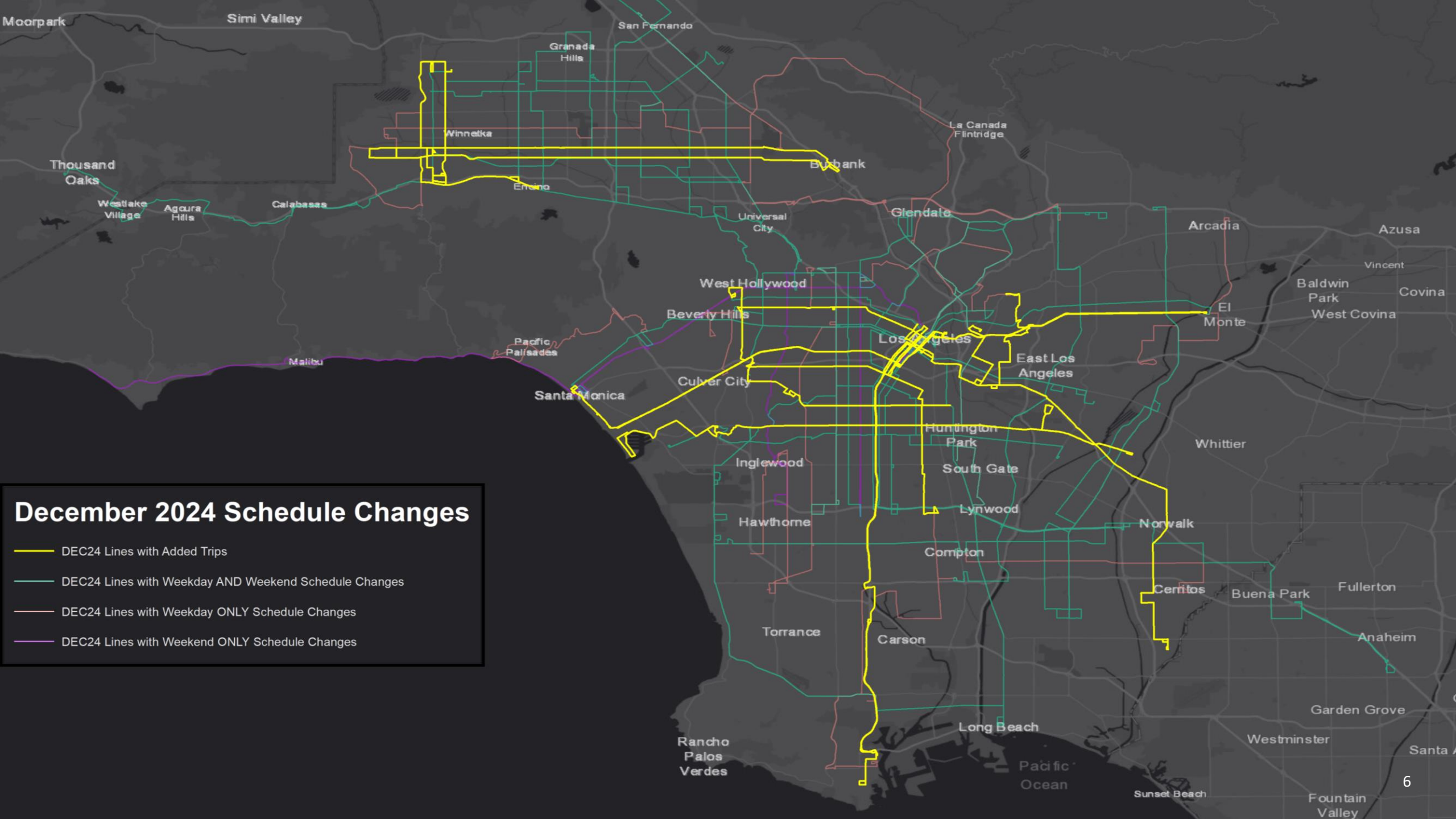


G Line Detour

From January 2025 to approximately Summer 2026, the G Line will be detoured due to the Phase 1 construction of the Van Nuys grade separation and new station developments. Buses will reroute via Oxnard St and Sepulveda Bl between Sepulveda and Woodman stations.

- Temporary Street Stops: East & West on Oxnard St at Van Nuys Bl (Line 154 stop, nearside).
- The detoured route and adjusted runtime will be permanent starting December 15, 2024. Meanwhile, please allow for extra travel time during this detour period.
- Sepulveda and Woodman stations are unaffected during this phase. Further changes will be needed for the Sepulveda Bl grade separation works starting in 2026.





December 2024 Schedule Changes

- DEC24 Lines with Added Trips
- DEC24 Lines with Weekday AND Weekend Schedule Changes
- DEC24 Lines with Weekday ONLY Schedule Changes
- DEC24 Lines with Weekend ONLY Schedule Changes



Board Report

File #: 2024-0965, File Type: Informational Report

Agenda Number: 33.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024**

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

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

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

DISCUSSION

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

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

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

OVERVIEW

Metro reached a milestone in September, averaging more than one million weekday riders for the first time since before the pandemic. This represents an 8.52% increase from September 2023 (26,774,520 vs. 24,671,730), marking the 22nd consecutive month of year-over-year ridership growth. Per 1 million boardings, Crimes Against Persons (violent crimes) have decreased compared to the previous month (7.10 vs. 7.3).

The surge of public safety personnel continued its fourth full month, successfully counteracting the typical summer peaks of violent crime. The decrease in violent crimes from August to September was 5.5% in 2024 compared to a 4.0% decrease in 2023. Removing trespassers and focusing on narcotics, weapons, and outstanding warrants drove the effort that resulted in year-over-year reductions in September for Crimes Against Persons.

Since late August, staff have been testing different weapons detection systems with some notable preliminary findings detailed below. The Station Experience unit continues to make improvements to Metro stations through various upgrades and programs. Metro also remains on track to become the first transit agency in the U.S. to install new, fully enclosed bus barriers on its entire fleet by the end of the year.

The multi-layered safety partners conduct weekly report-outs and utilize data from various internal and external sources (i.e., Call Center, Transit Watch app, crime reports, etc.) to ensure these strategies are maintained, adjusted, or newly incorporated to mitigate crime spikes or arising trends on the system.

ACTIVITIES AND INITIATIVES

Weapons Detection Pilots Update

Metro began cost-free pilots with multiple vendors in late August that will continue through November 2024. The piloted technologies can be broadly categorized as video analytics-based brandished weapon detection and concealed weapon screening. A summary of the activity and preliminary findings are outlined in Attachment B.

Station Experience Updates

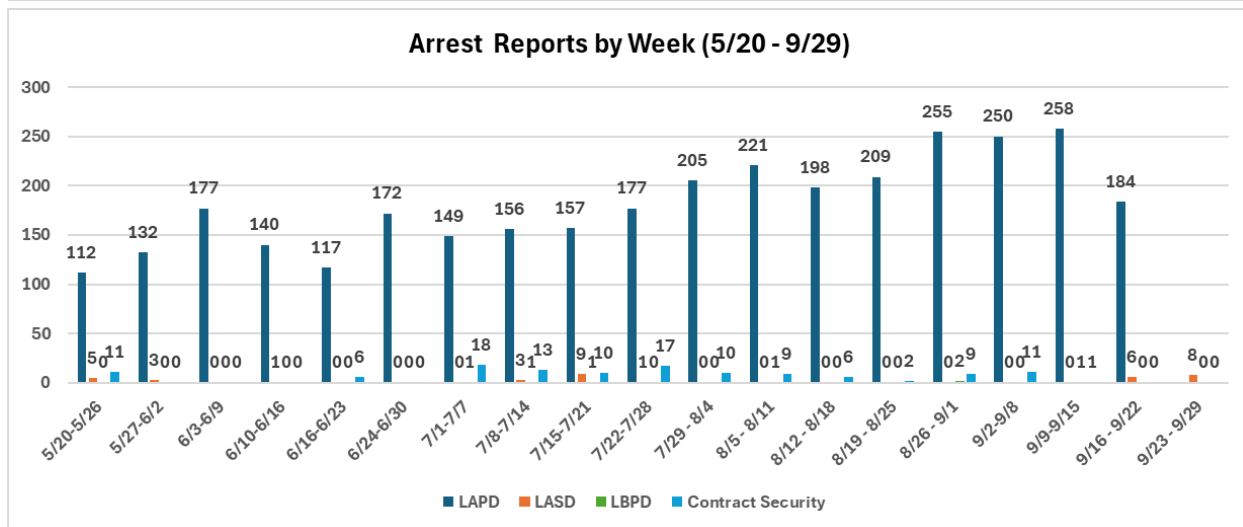
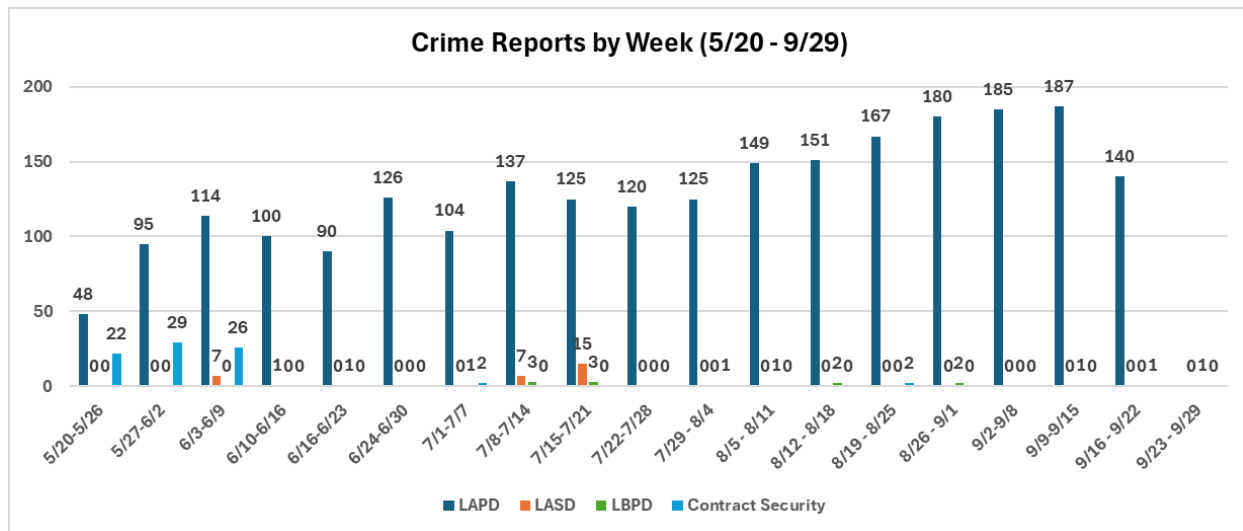
As part of Metro's commitment to safety and its continued efforts to ensure the system is used for its intended use, the agency is partnering with city officials and community groups, including neighborhood councils and local businesses, to find bespoke solutions to address the differing challenges at various stations. Attachment C provides brief descriptions of the most recent initiatives

Metro’s Station Experience team has implemented.

Public Safety Surge Update

In May 2024, the Board directed staff to surge the daily planned deployment of public safety personnel to be physically present on buses and trains and at stations (Motion 31; Attachment D). These efforts, along with Metro initiatives such as the TAP to Exit program, demonstrate the holistic approach to safety that will continue into the fall months. Moreover, tactics like increased coordination with law enforcement and data-centric deployment that were employed during the surge are now part of standard operating procedures for safety operations.

The following is a snapshot of the Public Safety Surge from May 20 to September 29 by the numbers. It should be noted that in the following data, LAPD did not report on Surge-specific figures between September 20 and September 30. However, LAPD did report on other activities, as noted later in this report.



After analyzing 19 weeks of surge data, staff observed the following:

- There were 2,388 crimes reported by surge law enforcement personnel and 3,312 surge-related arrests between May 20, 2024, and September 29, 2024.
- There was a significant decrease (21%) in reported trespassing incidents (514 vs. 640) in September.
- There was a 23% decrease in arrests in September compared to August, due largely to decreases in arrests related to trespassing (640 vs. 430) and warrants (144 vs. 105).
- Arrests related to warrants decreased in September compared to August (65 vs. 144).

SURGE RELATED CRIMES AND ARRESTS				
INCIDENT TYPE	AUGUST		SEPTEMBER	
	CRIME	ARREST	CRIME	ARREST
Agg Assault	1	0	0	1
Arson	0	1	0	0
Assault on Operator	0	0	0	0
Battery	2	1	0	0
Battery on Operator	0	0	0	0
Bike Theft	1	1	0	0
Burglary	0	0	0	0
Larceny	2	1	2	1
Narcotics	25	25	12	22
Released from Custody	0	146	0	105
Robbery	1	0	0	0
Trespassing	640	640	514	534
Vandalism	0	4	1	0
Warrants	0	144	0	65
Weapons	5	4	2	3
Other	30	3	14	9
TOTAL	707	970	545	740

Note: LAPD did not report any Surge-related figures between September 20-30.

Ancillary Areas Motion 30 Response - Industrial Hygiene Audit Report

The following is the result of the industrial hygiene audit as required by Motion 30 by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. To evaluate the efficacy of Metro’s efforts in the ancillary areas, a follow-up audit was conducted in August by our industrial hygienist consultant. Source samples were taken for illicit drug residues, such as fentanyl and methamphetamine, from the ancillary corridors at the Wilshire/Vermont station on August 15, 2024, and the Westlake/MacArthur Park station on August 21, 2024. The results of the samples were compared with previous baseline samples taken at these same stations on May 10, 2023, and March 12, 2024, respectively. Attachment E shows photo comparisons between the two stations from 2023 to 2024.

While the baseline samples indicated high levels of fentanyl and methamphetamine residues above the State thresholds, the most recent samples indicated that the levels of methamphetamine residues were now well below the State threshold. Also, the results indicated that the levels of fentanyl

residues were mostly below the State threshold. Based on this evidence, the conditions in the ancillary areas have been significantly improved for employees who work in these areas. As a result, employees are not required to wear PPE in the ancillary areas unless evidence of drug paraphernalia is encountered or identified.

The improvement in the conditions in the ancillary areas can be attributed to diligent and focused attention by an ad-hoc team that meets weekly to evaluate the conditions of the ancillary spaces. The team developed multiple strategies to mitigate the risk for our employees and customers, including:

- Enhancing enforcement and inspection of the corridors by SSLE to keep unauthorized individuals out of the ancillary spaces.
- Implementing engineering improvements such as audible intrusion alarms at the emergency exit doors and additional cameras to detect trespassers in ancillary spaces.
- Developing cleaning protocols for the corridors using effective cleaning and neutralizing products.

These actions and strategies collectively have resulted in a significant improvement in the safety and condition of the ancillary corridors and fewer trespassing and vandalism instances. The ad-hoc task force, which continues to meet weekly, will evaluate the weekly data and determine additional measures that may be warranted to continue to maintain the safe and healthy conditions of the ancillary corridors.

SYSTEMWIDE CRIME STATS

Crimes Against Persons decreased by 5.5% in September 2024 compared to August 2024 (190 vs. 201). By mode, Crimes Against Persons on the rail system decreased by 13.5% (109 vs. 126), mainly due to decreases in aggravated assaults (28 vs. 31), batteries (53 vs. 66), and robberies (16 vs. 19). In comparison, Crimes Against Persons on the bus system increased in September compared to August by 8.0% (81 vs. 75). This was due to increases in aggravated assaults (21 vs. 17) and batteries (51 vs. 46). In contrast, there was a decrease in robberies (8 vs. 11).

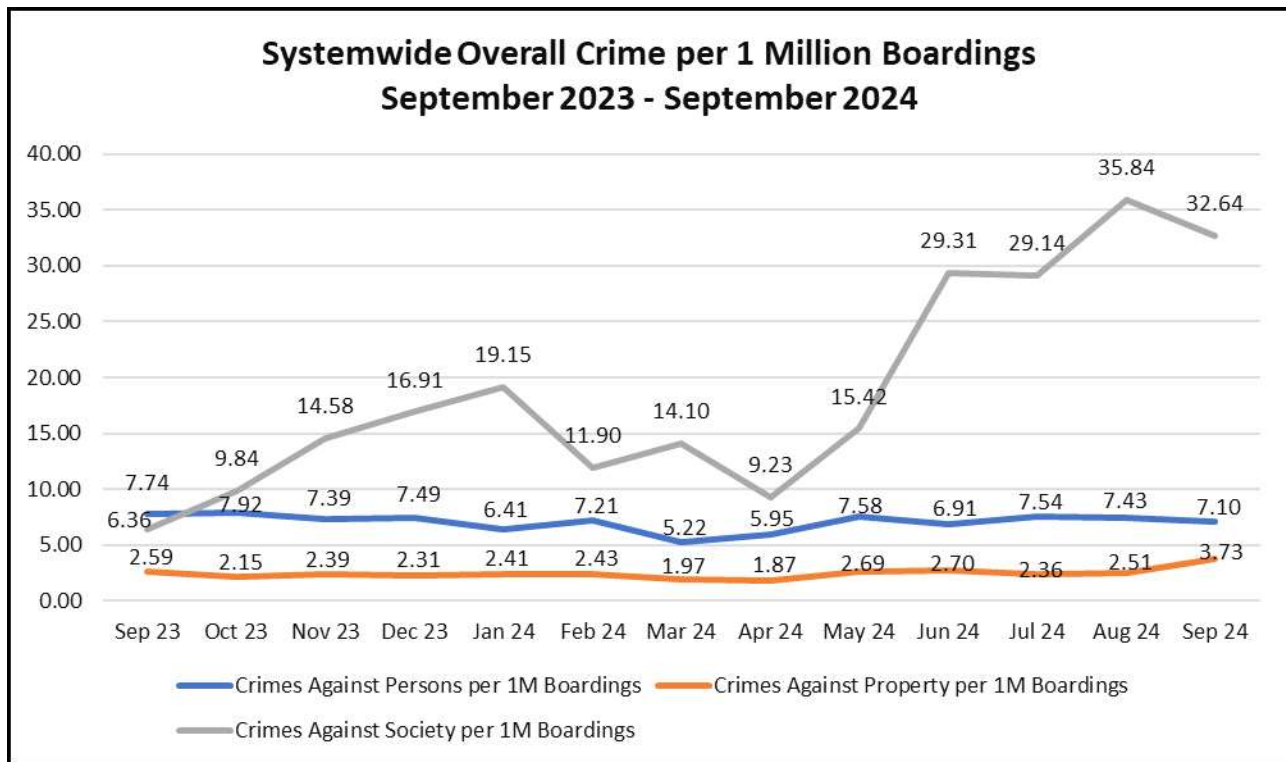
On a monthly average, Crimes Against Persons from January to September 2024 decreased 5.8% from the same period in 2023. From January to September 2023, Crimes Against Persons averaged 186 per month, while in 2024, they averaged 175 per month. When the number of boardings is considered, Crimes Against Persons in 2024 have decreased by 13.8% compared to 2023 (6.82 vs. 7.91 Crimes Against Persons per 1 million boardings).

Crimes Against Property systemwide increased by 47.1% when comparing September 2024 to August 2024 (100 vs. 68). On the rail system, these crimes increased by 6.7% (48 vs. 45), mainly due to an increase in thefts (36 vs. 34). Crimes Against Property on the bus system saw an increase of 29 incidents (52 vs. 23), driven by increases in vandalism (22 vs. 10) and thefts (30 vs. 12). The increases occurred largely in the LAPD's Central and West Bureaus. Analysis done by LAPD Detectives did not detect a clear trend.

Crimes Against Society systemwide saw a decrease of 9.9% in September compared to August (874 vs. 970). By mode, the rail system experienced decreases in trespassing (726 vs. 768), narcotics (96

vs. 119), and weapons (23 vs. 25). On the bus system, Crimes Against Society decreased by 50.0% (29 vs. 58), which was a result of decreases in narcotics (15 vs. 20) and trespassing (10 vs. 35). More information can be found in Attachments F, G, H, and I.

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



In September 2024, Crimes Against Persons per one million boardings decreased by 4.4% compared to August 2024 and 8.3% compared to September 2023. Crimes Against Property per one million boardings increased by 48.7% compared to August 2024 and 44.0% when compared to September 2023. Crimes Against Society per one million boardings decreased by 8.9% compared to August 2024 and increased by 413.0% compared to September 2023.

FRONTLINE SAFETY

For the month of September, there were 29 assaults on Metro personnel. Staff continues to analyze these assaults and collaborate with stakeholders within the weekly SSLE Public Safety Operations meeting to assist in developing preventive strategies, improving response protocols, and properly deploying resources to improve safety on the system for staff.

Assaults on Metro Employees & Contractors		
Type	Aug-24	Sep-24
On Bus Operators	17	13
On Rail Operators	0	0
On Metro Transit Security Officers	3	7
On Contract Security Officers	23	7
On Ambassadors	14	1
On Blue Shirts	1	0
On Custodians	2	1
Total	60	29

Operator Safety

While the number of operator assaults was less than the previous month, the relative rankings of the top 10 lines experiencing the most assaults were unchanged except for the J Line, which moved up (was ranked worse) by two positions. This line coincidentally experienced two incidents within a short span of time. Both involved the suspect spitting on the operator, and after each incident, the suspect was quickly taken into custody. The J Line is on the priority list for barrier installation by Bus Maintenance. Buses on this line are assigned to Divisions 9 and 18. Not all buses at these Divisions have been retrofitted yet, but they are on track for completion by the end of the calendar year, as per the original goal.

Using hands (punching, slapping) and spitting were the top methods of assault on operators in September. Of the 13 assaults, eight reported a non-retrofitted bus barrier in use, two reported no barrier in use, two occurred outside the barrier, and one did not provide details of bus barrier use. Of the reported assaults, two victims required medical transport. Two assaults occurred on the J Line, two assaults occurred on Line 45, and all other assaults occurred on various bus lines scattered throughout Metro's service area. These assaults occurred at various times of the day, and therefore, no trends were identified.

Figures A and B provide context on operator assaults for the month of September compared to prior months and years, respectively. Methods of assaults for the month are illustrated in Figure C. Details of the assaults can be found in Attachment J.

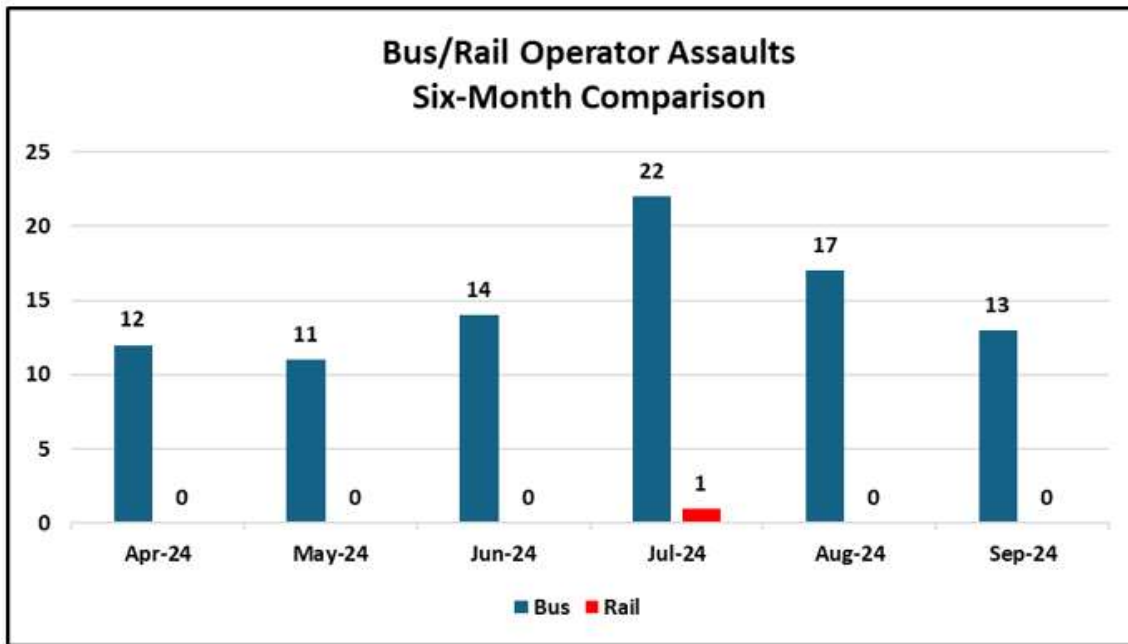


Figure A: Bus/Rail Operator Assaults Six-Month Comparison

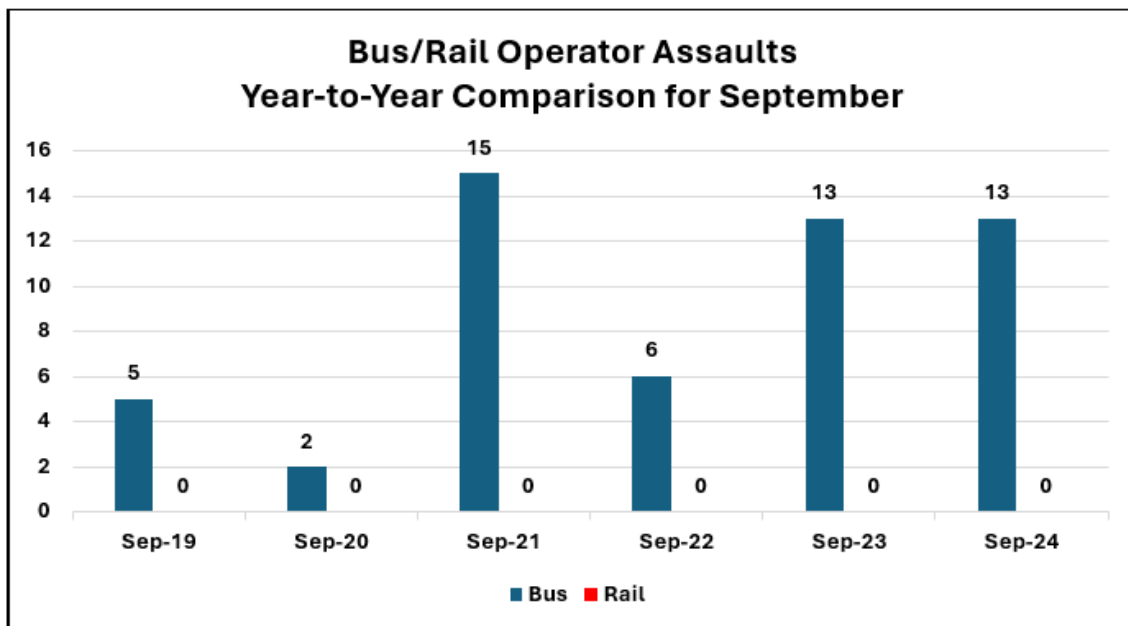


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison

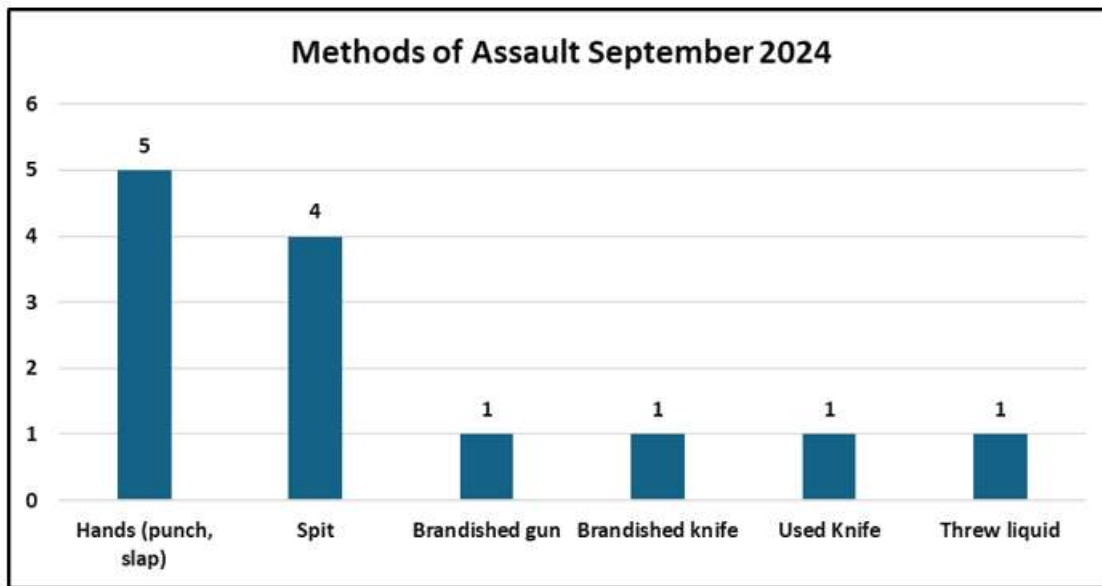


Figure C: Methods of Assault

Reason	Count
Upset	8
No reason	3
Asked to exit	1
Missed stop	1
Grand Total	13

Figure D: Reasons for Assaults

Other Frontline Staff Safety

There were 16 assaults on frontline staff, excluding bus and rail operators. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to spitting, biting, throwing objects or liquid, and using pepper spray. Assaults on Security Officers tend to involve physical altercations because they usually approach individuals asking them to change their behavior to adhere to the Code of Conduct, which often results in a confrontational or resistive reaction from the suspect. For other frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults tend to be more unpredictable and involve random shows of aggression such as spitting, verbal threats, and/or throwing objects and liquid, although they may also be physically assaulted. Methods of assaults and reasons for assaults are illustrated in Figures E and F, respectively.

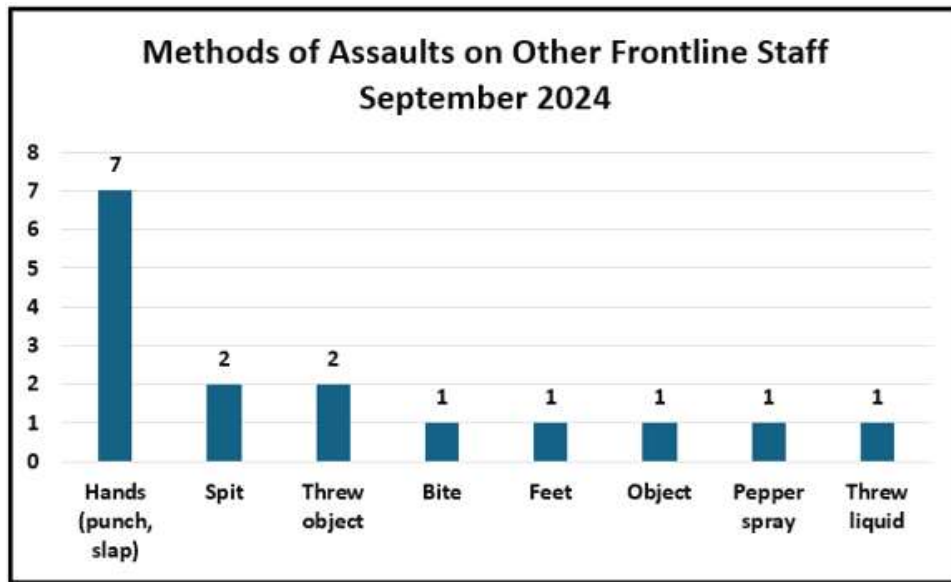


Figure E: Methods of Assault on Other Frontline Staff

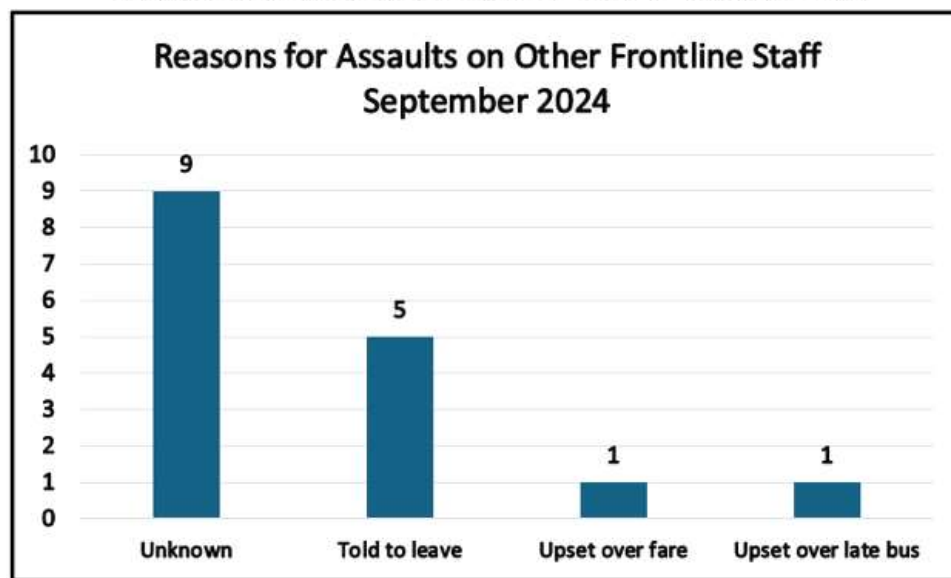


Figure F: Reasons for Assaults on Other Frontline Staff

Bus Safety Teams

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

In September, end-of-line operations were conducted during Owl Service at the eastern terminus points of Line 2 (Exposition Park) and Line 4 (Downtown Los Angeles) to address bus operator concerns about non-destination individuals who are refusing to alight buses at the end of the line. These operations resulted in 215 removals for non-compliance at the eastern terminus point of Line 2 (Exposition Park) and 247 removals for non-compliance at the eastern terminus point of Line 4 (Downtown Los Angeles). MTS provides the dates and times of upcoming offloading operations to

HOME, and their participation is dependent on their schedule.

TRANSIT SECURITY BUS SAFETY TEAMS – SEPTEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
09/02/24 – 09/06/24	2, 4, 30, 207	98	130	115
09/09/24 – 09/13/24	2, 4, 30, 207	94	122	107
09/16/24 – 09/20/24	2, 4, 30, 207	99	138	111
09/23/24 – 09/27/24	2, 4, 30, 207	95	121	109

¹ Combined number of trips taken by BST on the referenced bus lines.

² Combined number of persons removed at the bus door for fare evasion.

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

The MTS teams are augmented with law enforcement support. In September, there were 3,394 and 5,800 bus boardings by LAPD officers and LASD deputies, respectively.

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

DEPLOYMENT RESULTS

The following reflects the results of the deployment for September and the effects of preventing and reducing crime on the system.

Law Enforcement

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

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	August 2024	September 2024	Rolling 12-Month Average	August 2024	September 2024
LAPD	577	1,244	1,005	520	1,426	1,445
LASD	136	167	140	151	159	132
LBPB	2	2	1	6	0	14
Total	714	1,413	1,146	678	1,585	1,591

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

In September, the three law enforcement agencies made 1,146 arrests and issued 1,591 citations.

Law enforcement citations and warnings are not related to fare but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment K.

End of Line

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

Station	August 2024		September 2024	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,635	6,172	1,617	5,576
Atlantic	7,353	6,135	3,466	2,696
Downtown Long Beach	1,707	7,047	1,556	8,667
Downtown Santa Monica	896	7,783	585	6,682
Expo/Crenshaw	802	311	697	323
North/Hollywood	1,308	4,900	955	1,929
Norwalk	643	9,407	747	11,282
Redondo Beach	1,297	2,867	1,323	2,962
Union Station	2,188	3,627	1,980	3,486
Westchester/Veterans	1,334	3,146	1,060	3,719
Wilshire/Western	1,640	4,255	1,452	2,604
Grand Total	20,803	55,650	15,438	49,926

As CS officers maintain their efforts at these stations, they establish a consistent process and expectations for Metro riders when the train reaches its last stop. Consequently, staff is observing fewer complaints from both riders and front-line staff. Metro service attendants and schedule checkers have been able to perform their duties with relative ease as the CS officers are present to ensure each train car is empty and step in if staff need security assistance.

Transit Security

The primary role of Metro Transit Security in the Comprehensive Planned Deployment is Code of Conduct enforcement. In September, MTS officers issued 555 citations and 350 written warnings for Code of Conduct violations. Of those, 905 (96.0%) were due to individuals failing to provide proof of fare. A breakdown of the remaining citations and warnings is shown in the table below. This month's increase in citations and warnings can be attributed to the introduction of the TAP-to-Exit program at Downtown Santa Monica Station, where citations are being issued to patrons who do not have a TAP card with valid fare. As such, the citations and warnings in September are noticeably higher than the 12-month average, shown in the table below. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct.

MTS Citations and Warnings			Citations and Warnings - September 2024		
	September 2024	12-month Avg	Category	Count	12-Month Avg
Citations	555	525	Proof of Fare	869	353
Warnings	350	222	Smoking/Vaping	19	13
			Animal in Carrier	5	2
			Food or Drink	4	3
			Urinating/Defecating	3	2
			Unruly or Loud Activities	2	2
			Weapons Prohibited	2	1
			Authorized Persons Allowed	1	2
			Total	905	378

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

TRANSIT SECURITY FARE COMPLIANCE TEAMS – SEPTEMBER 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
09/02/24 – 09/06/24	A, B, C, E	225	144
09/09/24 – 09/13/24	A, B, C, E	222	138
09/16/24 – 09/20/24	A, B, C, E	223	132
09/23/24 – 09/27/24	A, B, C, E	224	141

¹ Refers to Focus Stations and End-of-Line Stations on indicated rail line.

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

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

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

TRANSIT SECURITY TRAIN RIDING TEAMS – SEPTEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
09/02/24 – 09/06/24	A, B, C, E	75	82	40
09/09/24 – 09/13/24	A, B, C, E	79	80	38
09/16/24 – 09/20/24	A, B, C, E	80	88	47
09/23/24 – 09/27/24	A, B, C, E	82	92	53

¹ Combined number of trips taken by TRT on the referenced rail lines.

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

³ Combined number of persons removed from the train for Code of Conduct violations.

Metro Ambassadors

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety

incidents or maintenance needs, thereby helping to improve the perception of safety. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, and 720, and provided crowd control and wayfinding support for special events. Since May 25, 2024, Metro has been deploying additional Ambassadors during peak times across two 4-hour shifts to increase visibility at key locations and provide more support for riders. As part of the surge, Metro continues to aim to deploy 52 additional Ambassadors daily.

Additionally, we continued with the special deployment at USC General Hospital through the month of September - four Metro Ambassadors were deployed daily to remain fixed at the Marengo/State bus stop, which serves Line 106/605.

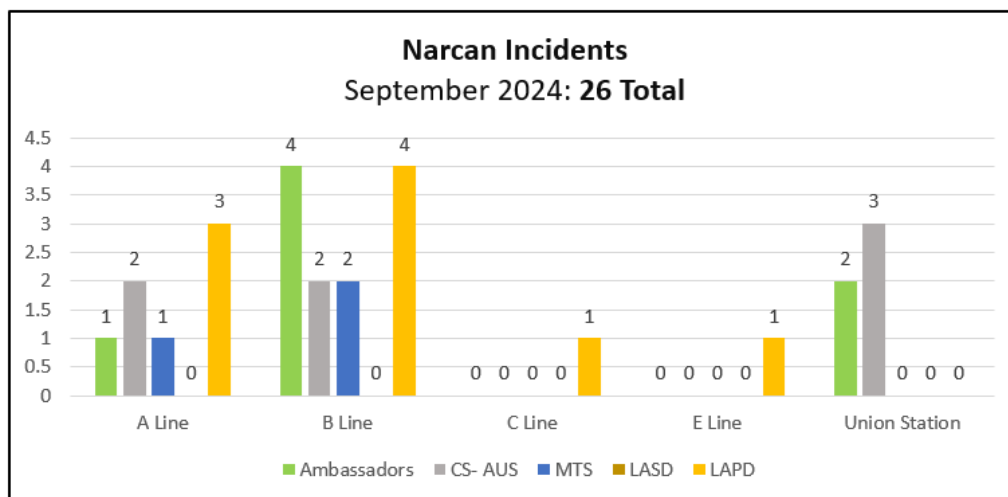
For the month of September 2024, Metro Ambassadors conducted 65,071 customer engagements and reported the following:

- 2299 Cleanliness Issues (23% increase compared to last month)
- 1985 Graffiti Incidents (25.08% increase compared to last month)
- 475 Elevator and Escalator Problems (30.85% increase compared to last month)
- 7 lives were saved through the timely administration of Narcan, compared to 14 saved in August.

Narcan Deployment

MTS, LASD, LAPD, and Metro Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LBPD is not required to carry Narcan, per its agency’s policies. Contract Security (Inter-Con Security and Allied Universal Security) was recently trained to use Narcan. Inter-Con started carrying Narcan on August 19, while Allied Universal Security began on September 2.

In total, 26 Narcan incidents were reported in September. Ambassadors and Contract Security both reported seven incidents, while MTS and LAPD reported three and nine, respectively. LASD did not report any incidents for the reporting month.



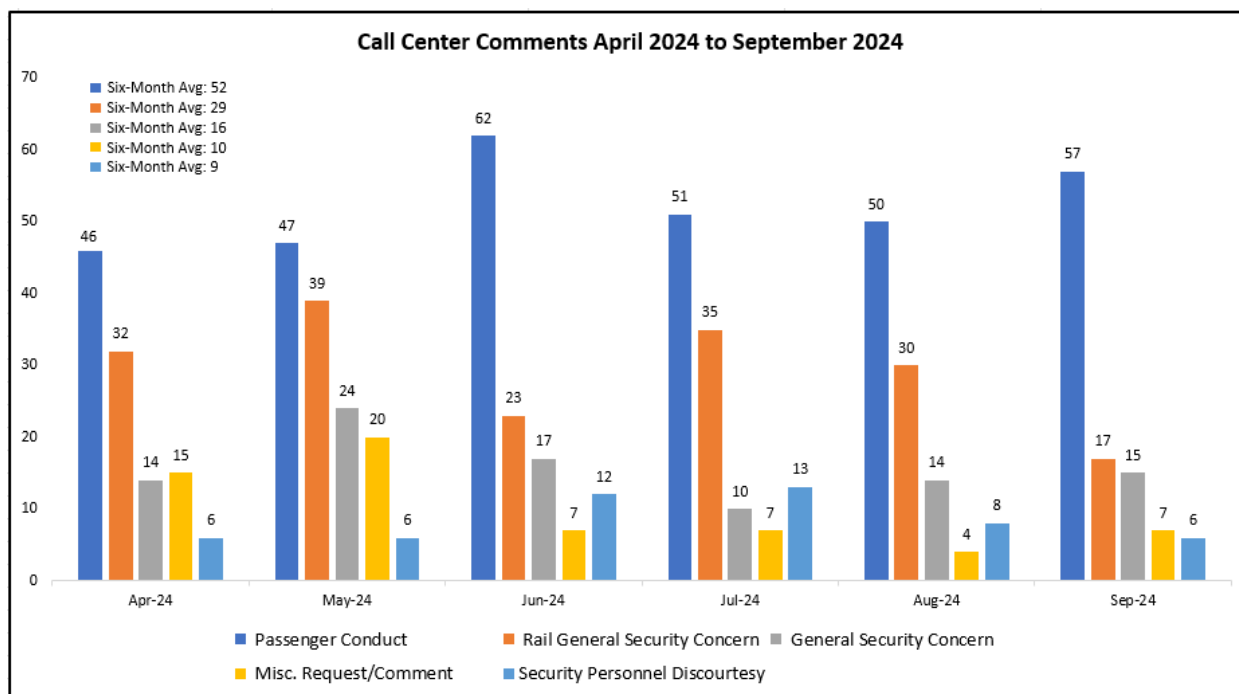
CUSTOMER COMMENTS

Using various sources, including Metro social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. In September, engagements related to safety and security increased by 5.8% (more posts) compared to August. The most significant increases were seen on Transit Watch, which received 25.8% more reports in September than in August. Similar to last month, the most discussed topic was related to Metro facilities and infrastructure, which had 4,479 mentions (19.56% more than in August). This increase is mainly due to the large number of graffiti reports submitted by the Ambassadors and contract security officers.

When discussing safety and security at specific Metro stations, Union Station experienced the largest decrease in mentions this month, from 243 mentions in August to 119 in September (a 51% decrease). Despite the decrease, Union Station is still the most mentioned station. Mentions of Union Station most frequently discuss cleanliness, broken equipment, and drug use at the station. Hollywood/Highland Station experienced the largest increase in mentions between August and September. Based on Ambassador feedback and other tactical information, Metro Contract Security adjusted their train riding team coverage to include platform checks at Hollywood/Highland. SSLE Data Analytics reported information on the weekly calls with security and maintenance task forces for stakeholder awareness and strategy development. They will continue tracking the monthly data for changes and customer comments.

Call Center Comments

From August to September, passenger comments on *Passenger Conduct* increased by 14.0% from 50 to 57. Examples of some of the most common comments received are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music. SSLE Metro Transit Security and Contract Security train riding teams were informed to continue to enforce and provide education on the Metro Code of Conduct. Customer comments related to *Rail General Security Concern* and *General Security Concern* decreased by 43.3% (30 to 17) and increased by 7.1% (14 to 15), respectively. Examples of these types of incidents range from harassment to assault. SSLE will continue highlighting top themes from comments submitted to the Call Center and collaborate with its public safety partners to address them as part of the Comprehensive Planned Deployment. The table below shows call center comments by type and month from April 2024 to September 2024.



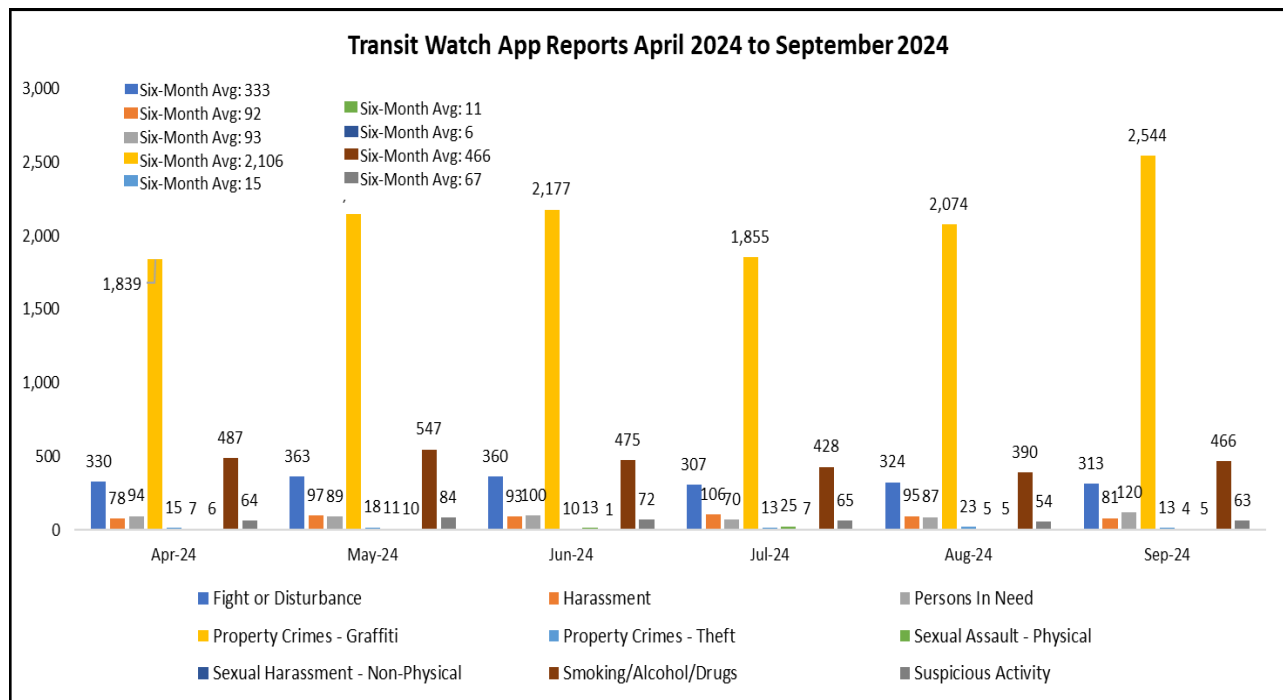
Staff review all safety- and security-related customer comments regarding trends and patterns to inform possible shifts of uniformed personnel deployments to where the ongoing Code of Conduct and crime issues are identified. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

Transit Watch (TW) App Reports

Transit Watch App reports related to safety and criminal activity for September totaled 3,609, an increase of 18.1% compared to August. The Security Operations Center’s Security Control Specialists (SCS) continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 43 seconds for September. By comparison, in FY24, the average response time was 99 seconds, also falling within the fiscal year’s target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Types of Reported Incidents

Of the incident types reported through the Transit Watch application, property crimes - graffiti reports, fights or disturbances, and smoking/alcohol/drugs reports increased from August to September. Property crimes - graffiti made up most of the incidents, at 71%. Graffiti incidents reported in September were 2,544 vs 2,074 in August (a 22.7% increase). Of the 2,544 graffiti incidents captured, Ambassadors reported 79.7% (2,028) of these occurrences, a 26.4% increase compared to 1,604 reported in August. The number of fight or disturbance reports submitted in September was 313 vs 324 in August (a 3.4% decrease), while the number of smoking/alcohol/drugs reports submitted in September was 466, a 19.5% increase versus August (390).



Transit Watch reports highlighted increased property crime and cleanliness issues along the A, B, C, and E lines. These observations resulted in increased patrols at stations with the highest observations. SSLE also utilized the weekly meetings between members of the Comprehensive Planned Deployment to discuss observed increases in security incidents, which included theft. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address graffiti, theft, and harassment systemwide. Additionally, SSLE will look to identify locations (stations, trains, and buses) and the time of day of harassment reports to determine if any patterns exist and work with multi-layer resources to develop a strategy for visibility to prevent and minimize these types of incidents.

In September, the top three locations for graffiti incidents were Willowbrook/Rosa Parks Station (96), Pico Station (83), and Hawthorne/Lennox Station (74). The top three locations reporting fight or disturbance incidents were Union Station (37), 7th St/Metro Center Station (34), and Wilshire/Vermont Station (23). The top three locations reporting Smoking/Alcohol/Drugs were 7th Street/Metro Center Station (58), Union Station (43), and Westlake/MacArthur Park Station (29) Station.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro’s system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently.

Operator safety remains a top priority as the new retrofit barriers continue to be installed on Metro fleets and Bus Safety Teams assist with offloading during Owl Service. Additionally, as the weapons detection pilots continue, Metro aims to reduce and deter the presence of weapons on the system while adhering to the Bias-Free Policing and Public Safety Analytics Policies to avert racial profiling and bias. Before vendors of the no-cost pilots came on board, they were required to develop and implement clear guidelines to explicitly mitigate biased policing. There also have been reports of malfunctioning elevators across the J Line as well as concerns about elevator safety and cleanliness, which impacts people with disabilities who rely on them. The recent completion of the Elevator Open Door Program at all capable elevators aims to address those concerns, and custodians have reported significant improvements. Through these initiatives, safety operations, and comprehensive deployment, Metro is creating a safer environment for employees to perform their duties and riders to enjoy their trip experience.

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 - Board Motion 30

Attachment B - Weapons Detection Pilots Updates

Attachment C - Station Experience Updates

Attachment D - Board Motion 31

Attachment E - Ancillary Areas Photo Comparisons (Wilshire/Vermont and Westlake/MacArthur Park)

Attachment F - Total Crime Summary September 2024

Attachment G - Systemwide Law Enforcement Overview September 2024

Attachment H - MTA Supporting Data September 2024

Attachment I - Sexual Harassment Crimes September 2024

Attachment J - Bus & Rail Operator Assaults September 2024

Attachment K - Arrests by Race & Ethnicity September 2024

Prepared by: Robert Gummer, Deputy Chief, System Security & Law Enforcement
Officer

Vanessa Smith, Executive Officer, Customer Experience

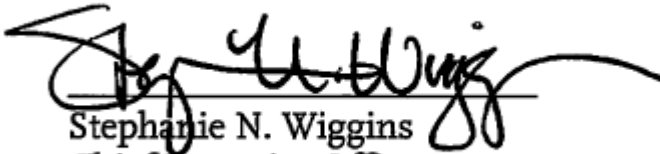
Stephen Tu, Deputy Executive Officer, Operations

Imelda Hernandez, Senior Manager, Transportation Planning

Reviewed by: Kenneth Hernandez, Chief Transit Safety Officer (Interim)

Jennifer Vides, Chief Customer Experience Officer

Conan Cheung, Chief Operations Officer



Stephanie N. Wiggins
Chief Executive Officer



Metro

Board Report

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

File #: 2023-0598, **File Type:** Motion / Motion Response

Agenda Number: 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- A. Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- B. Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- C. Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- D. Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.

Weapons Detection Pilots Updates Summary of the Activity and Preliminary Findings

System Security and Law Enforcement (SSLE) is piloting weapons detection technologies to evaluate their potential to reduce the presence of firearms in the transit system. The technologies can be broadly categorized into two groups: video analytics-based brandished weapon detection and concealed weapon screening. Staff have been collaborating with multiple vendors to organize cost-free pilots of their respective solutions and test their effectiveness. Initial pilots began in late August and will continue through December 2024.

Video Analytics-Based Weapons Detection

Staff tested four visual detection solutions in the Union Station West area, enabling 25 of the CCTV cameras to detect the brandishing of firearms. Visual detection systems leverage artificial intelligence (AI) and computer vision algorithms to scan existing CCTV video feeds in real-time, identifying threats and disseminating alerts to designated responders through pre-established channels.

Methodology

Staff conducted multiple rounds of testing of each of the four solutions to assess their detection capability and establish a baseline of performance.

Weapons Detection System	Scheduled Piloting	Test 1	Test 2	Test 3
Pilot A	September 2024	9/6/24	9/10/24	9/13/24
Pilot B	September 2024	9/16/24	9/24/24	9/26/24
Pilot C	September 2024	9/26/24	10/04/24	10/08/24
Pilot D	October 2024	10/08/24	10/11/24	10/14/24

The overall assessment of the solutions included evaluating the alerting mechanism, alert viewing platform or dashboard, frequency of false positives, and integration with existing or upcoming security infrastructure.

SSLE staff developed a uniform testing protocol, brandishing a selection of various inert and training replica firearms in different positions in view of cameras in different station areas. Staff tested each system during station closure hours.

Summary of Results

Following the completion of the four pilots, staff found:

- These solutions are incompatible with the existing CCTV systems on buses and train cars as they cannot provide constant video feed.
- Ample network bandwidth is necessary to handle the burden of processing additional video streams. Layering multiple video processing solutions, such as

CCTV viewing and recording and video analytics (such as weapons detection) systems, can overload network systems or exceed equipment specifications.

- Certain types of weapons, mainly large firearms and rifles, have a slightly higher rate of detection than smaller-sized weapons, such as revolvers and compact pistols.
- Detection capabilities varied widely between systems, but the testing results established a clear ranking based on performance, with one solution scoring higher than the rest. No system achieved total detection of all firearms brandished; however, the highest-ranking system was the only one to detect a replica M9 pistol in every position brandished, testing session, and camera tested.
- In systems without third-party verification, dedicated personnel resources are necessary to screen out false positives since the system can incorrectly identify everyday items as weapons. Staff witnessed wheelchairs, walking canes, bicycles, electric scooters, and other handheld items being identified as weapons.
- All systems disseminate alerts through multiple channels. Staff subscribed to receive alerts through all available channels. Overall, alerts are generated almost instantaneously once a firearm is identified. Third-party verification results in a delayed alert since the system requests human verification from operators at an off-site operations center.

Staff are confident that the solution implemented as part of Pilot A sets a benchmark in detection the other solutions cannot reach, in addition to the absence of false positives given that third-party verification is built into the system. Based on this conclusion, staff have made a high-level assessment of the requirements for systemwide implementation.

As previously mentioned, video-analytics-based systems require a continuous video stream from cameras, something that rolling stock is not able to provide. As for divisions, bus and rail stations, and other fixed facilities, an in-depth network engineering analysis is necessary to determine the extent to which this system can be currently deployed. There are locations where the system may be deployed without infrastructure changes because the facilities were recently constructed or upgraded. For other locations, an assessment must be made to determine the scope of capital projects necessary to upgrade the CCTV and network infrastructure to meet the required specifications. Determining the extent to which this solution can be deployed is far beyond the scope of the current effort.

Concealed Weapons Screening

Staff have also been organizing pilot demonstrations of concealed weapons screening technologies. These systems are designed to identify concealed weapons, such as firearms or large-edged weapons, using advanced sensors, AI, and other technologies. They offer a noninvasive screening method to detect and identify hidden threats without physical contact and eliminate the need to remove personal belongings.

Progress is ongoing on the implementation of pilots and testing. The current schedule is as follows:

Weapons Screening	System Setup	Scheduled Piloting/Testing	Scheduled Piloting/Testing <i>(subject to change)</i>	Progress
Pilot AA	Lane	Metal Detection	October/November 2024	Start date week of 10/21
Pilot BB	Pillar	Metal Detection	November 2024	Target start date week of 11/26
Pilot CC	Millimeter Wave	Millimeter Wave	November 2024	Coordinating Pilot Implementation

Status of Piloting and Testing

Pilot AA

Metro has received the vendor's weapons detection system. Staff previously conducted a demonstration of the single-lane system. During the demonstration, no passengers or members of the public were screened. Having gained valuable insight into the system's footprint, staff worked with the vendor to develop different screening procedures and establish the Concept of Operations (ConOps). Staff also worked closely with the County Counsel's office to substantiate the pilot's operating procedures with the legal basis and the agency's authority to conduct weapons screening.

This pilot began the week of October 21st in the mezzanine area of the eastern access to the B/D Line. Passengers are selected for screening using a predetermined interval and then subject to secondary screenings if alerts are generated and an appropriate course of action to be followed if a weapon is found. Metro Transit Security and law enforcement will provide the necessary personnel to direct passengers, conduct primary and secondary screenings when necessary, and intervene if a passenger refuses screening or is found to be in possession of a weapon.

Pilot BB

Staff is targeting to start the pilot the week of 11/26. The vendor will ship the units a few weeks prior. The ConOps for this pilot will be refined according to the type of screening technology and set-up.

Pilot CC

Staff continue to work with the vendor to secure an agreement for the piloting of the technology. Progress has been hampered based on the system's power and data connectivity requirements, as well as the hardware installation requirements, which, in an atypical environment such as the underground B/D Line station, represent a significant challenge.

Station Experience Updates

Joint Development Partnership to Address Concerns at Wilshire/Western Outdoor Plaza
Over the past year, the Los Angeles City Council Tenth District and local stakeholders have voiced concerns about illicit activity in the shared-use outdoor plaza above Wilshire/Western Station. Because this plaza is not under Metro jurisdiction for cleaning and security, staff engaged with the property ownership of Solair Retail to have them put new measures in place, including onsite security guards, a commercial janitorial contractor, and prominent markers and “No Trespassing” signage delineating “private” property and public sidewalk areas to enforce appropriate activity on the station plaza. A recent site visit on October 1, 2024, indicates substantially cleaner and safer conditions. Appropriate plaza activity was observed between Metro riders transferring between bus and rail and retail customers around the plaza.

Eagle Eye Bird Abatement Pilot Improves Cleanliness

Harbor Gateway Transit Center did not pass its recent quarterly inspection due to significantly stained floors caused by bird droppings throughout the station. While Metro’s Code of Conduct does not allow the feeding of birds or animals, this violation is difficult to enforce, and signage has not proven effective at deterring this unwanted behavior. The team identified an innovative product that had very promising results, and we will now consider expanding this to other stations with similar bird-dropping challenges. The Eagle Eye system is a network of devices that safely deters birds from designated areas by utilizing light beams reflected from direct sunlight. This new product is resulting in substantially cleaner waiting areas for bus riders in the pilot area compared to the unmodified area, and we know that cleaner conditions help contribute to improved perceptions of safety.

Increased Fare Compliance Efforts Begin at Long Beach & Azusa End-of-Line Stations

Building off the success of the TAP-To-Exit program at gated stations, Metro Transit Security (MTS) is planning to increase fare compliance efforts at key end-of-line stations at Downtown Long Beach and APU/Citrus College A Line stations. These efforts will be layered to the existing end-of-line presence at these stations, as MTS Officers will be equipped with Mobile Phone Validators that can verify valid TAP fare media.

Classical Music Program Expands to Slauson, Lake, & Reseda Stations

We are building off the success of the previously implemented classical music at several B/D Line stations, whereby staff has recently expanded this program to Lake and Slauson A Line stations, as well as Reseda G Line station. Over the past year, these three stations have encountered persistent issues of loitering, drug use, and vandalism from non-destination riders. Recently, LASD conducted an undercover drug operation at Lake Station in Pasadena, which revealed that seven out of eight who were arrested were engaged in criminal activity within the stairwells or topside entrance.

Throne Restrooms Hit Milestone of 100,000 Riders & Employees Served in First Year

On the eve of the one-year anniversary of the Throne program, which began with just four locations under the Office of Strategic Innovation’s Unsolicited Proposal program,

real-time data shows that Thrones have now been used more than 100,000 times since their deployment. The 100,000th use occurred at the Sylmar/San Fernando Station layover, which is used by our frontline bus operators. As staff works on fulfilling the Board-approved plan to expand up to 64 locations in the coming year, here are some takeaways from the first year:

- User reported cleanliness continues to score well at 4.14 out of 5-star rating across all locations
- 50% of users are return customers
- Busiest days tend to be Wed-Thurs-Fri and in the afternoon/evenings from 3 pm to 10 pm
- Three in four users enter via SMS text message, confirming the equitable ease of use for non-data phone users (including those with basic or Lifeline phone)

We know that improvements to cleanliness also translate to improved perceptions of safety, so this program has helped provide a popular customer amenity while also improving the overall customer experience.

Metro

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



Board Report

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

Agenda Number: 31.

REGULAR BOARD MEETING MAY 23, 2024

Motion by:

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

Metro Public Safety Surge Motion

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

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

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

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

SUBJECT: METRO PUBLIC SAFETY SURGE MOTION

RECOMMENDATION

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

Chief Executive Officer to:

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

Wilshire/Vermont Station

Before Enhanced Cleaning Efforts

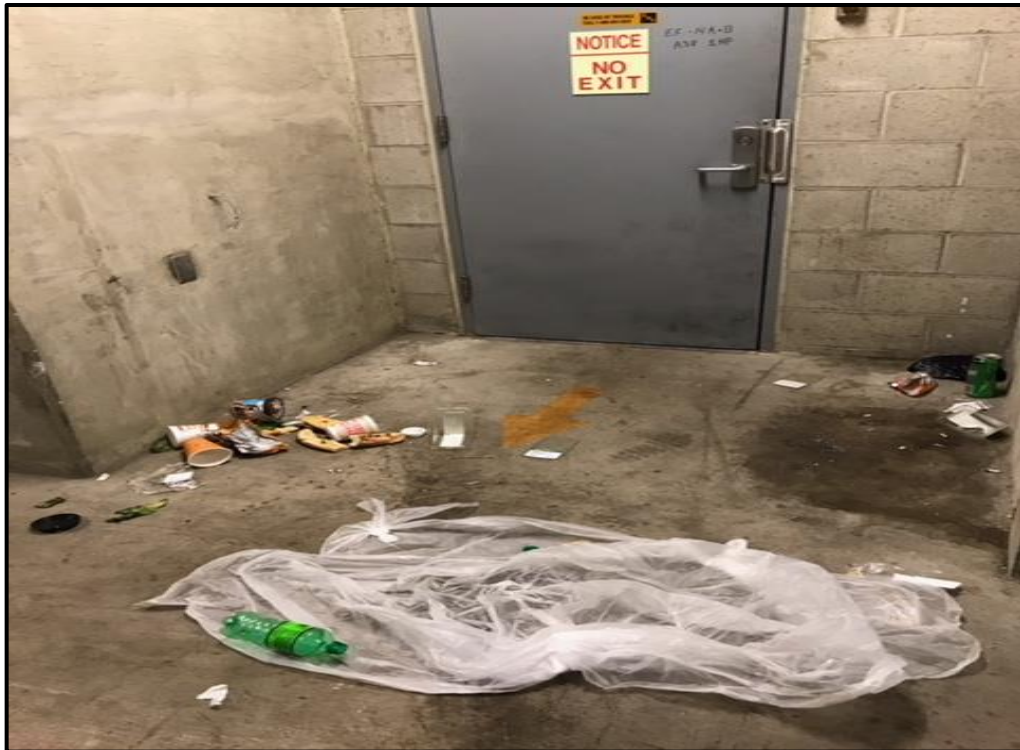


Current Conditions



Wilshire/Vermont Station

Before Enhanced Cleaning Efforts



Current Conditions



Wilshire/Vermont Station

Before Enhanced Cleaning Efforts



Current Conditions



Wilshire/Vermont Station

Before Enhanced Cleaning Efforts



Current Conditions



Westlake/MacArthur Park Station

Before Enhanced Cleaning Efforts



Current Conditions



Westlake/MacArthur Park Station

Before Enhanced Cleaning Efforts



Current Conditions



Westlake/MacArthur Park Station

Before Enhanced Cleaning Efforts



Current Conditions





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment F

Total Crime Summary - September 2024

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	181	275	337	386	337
Agg Assault on Op	10	18	23	30	36
Battery	515	521	660	768	763
Battery on Operator	48	60	96	90	92
Homicide	2	3	4	4	5
Rape	5	13	9	11	11
Robbery	177	166	260	293	246
Sex Offenses	64	76	78	89	84
Subtotal	1,002	1,132	1,467	1,671	1,574
Crimes Against Property					
Arson	5	7	5	0	2
Bike Theft	40	34	37	21	5
Burglary	4	14	11	12	7
Larceny	312	282	395	381	396
Motor Vehicle Theft	12	10	12	36	17
Vandalism	160	222	240	130	156
Subtotal	533	569	700	580	583
Crimes Against Society					
Narcotics	48	123	119	389	828
Trespassing	68	65	73	848	4,075
Weapons	23	34	41	85	181
Subtotal	139	222	233	1,322	5,084
Total	1,674	1,923	2,400	3,573	7,241

Total Crimes 5-Year Trend Current Month only - Systemwide

	Sep-20	Sep-21	Sep-22	Sep-23	Sep-24
Crimes Against Persons					
Agg Assault	18	35	33	32	45
Agg Assault on Op	0	4	1	2	4
Battery	51	47	56	106	95
Battery on Operator	2	11	5	11	9
Homicide	0	1	0	1	1
Rape	0	2	0	3	0
Robbery	24	19	32	29	24
Sex Offenses	10	10	6	7	12
Subtotal	105	129	133	191	190
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	4	4	1	3	0
Burglary	0	2	1	1	1
Larceny	22	42	35	44	65
Motor Vehicle Theft	1	1	1	2	1
Vandalism	20	29	18	14	33
Subtotal	47	78	56	64	100
Crimes Against Society					
Narcotics	12	10	18	50	111
Trespassing	3	4	1	98	736
Weapons	4	4	5	9	27
Subtotal	19	18	24	157	874
Total	171	225	213	412	1,164

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	125	189	230	277	216
Agg Assault on Op	0	3	2	1	1
Battery	331	329	420	536	483
Battery on Operator	6	2	4	6	0
Homicide	2	3	3	4	2
Rape	5	12	8	11	9
Robbery	135	118	197	206	162
Sex Offenses	45	53	55	52	52
Subtotal	649	709	919	1,093	925
Crimes Against Property					
Arson	5	7	4	0	2
Bike Theft	28	19	23	9	4
Burglary	4	14	9	11	6
Larceny	235	215	278	284	250
Motor Vehicle Theft	10	6	6	33	10
Vandalism	91	133	167	70	74
Subtotal	373	394	487	407	346
Crimes Against Society					
Narcotics	25	42	59	295	740
Trespassing	64	58	65	836	3,988
Weapons	16	18	25	63	156
Subtotal	105	118	149	1,194	4,884
Total	1,127	1,221	1,555	2,694	6,155

Total Crimes 5-Year Trend Current Month only - Rail

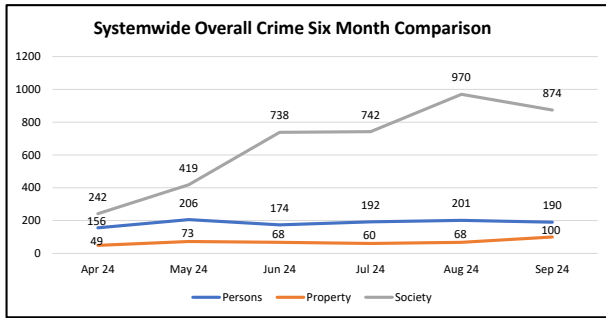
	Sep-20	Sep-21	Sep-22	Sep-23	Sep-24
Crimes Against Persons					
Agg Assault	13	27	20	22	28
Agg Assault on Op	0	0	0	0	0
Battery	31	28	32	74	53
Battery on Operator	0	0	0	0	0
Homicide	0	1	0	1	0
Rape	0	2	0	3	0
Robbery	20	15	24	22	16
Sex Offenses	5	10	4	3	12
Subtotal	69	83	80	125	109
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	3	2	1	1	0
Burglary	0	2	1	1	1
Larceny	18	34	28	36	35
Motor Vehicle Theft	1	1	1	2	1
Vandalism	10	19	11	7	11
Subtotal	32	58	42	47	48
Crimes Against Society					
Narcotics	5	3	7	40	96
Trespassing	2	3	1	98	726
Weapons	2	3	2	7	23
Subtotal	9	9	10	145	845
Total	110	150	132	317	1,002

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

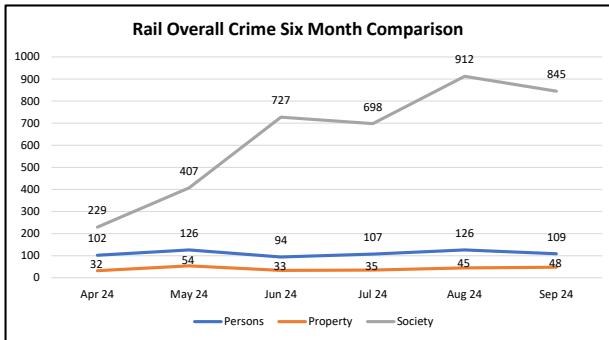
	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	56	86	107	109	121
Agg Assault on Op	10	15	21	29	35
Battery	184	192	240	232	280
Battery on Operator	42	58	92	84	92
Homicide	0	0	1	0	3
Rape	0	1	1	0	2
Robbery	42	48	63	87	84
Sex Offenses	19	23	23	37	32
Subtotal	353	423	548	578	649
Crimes Against Property					
Arson	0	0	1	0	0
Bike Theft	12	15	14	12	1
Burglary	0	0	2	1	1
Larceny	77	67	117	97	146
Motor Vehicle Theft	2	4	6	3	7
Vandalism	69	89	73	60	82
Subtotal	160	175	213	173	237
Crimes Against Society					
Narcotics	23	81	60	94	88
Trespassing	4	7	8	12	87
Weapons	7	16	16	22	25
Subtotal	34	104	84	128	200
Total	547	702	845	879	1,086

Total Crimes 5-Year Trend Current Month only - Bus

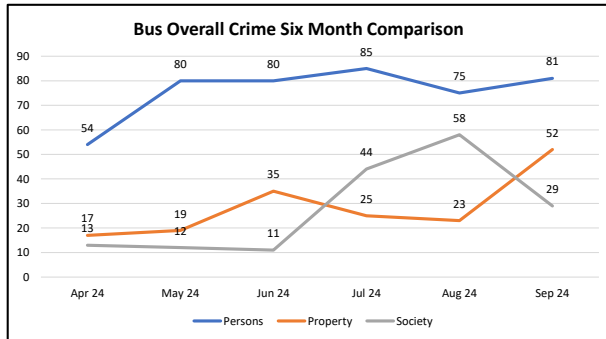
	Sep-20	Sep-21	Sep-22	Sep-23	Sep-24
Crimes Against Persons					
Agg Assault	5	8	13	10	17
Agg Assault on Op	0	4	1	2	4
Battery	20	19	24	32	42
Battery on Operator	2	11	5	11	9
Homicide	0	0	0	0	1
Rape	0	0	0	0	0
Robbery	4	4	8	7	8
Sex Offenses	5	0	2	4	0
Subtotal	36	46	53	66	81
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	2	0	2	0
Burglary	0	0	0	0	0
Larceny	4	8	7	8	30
Motor Vehicle Theft	0	0	0	0	0
Vandalism	10	10	7	7	22
Subtotal	15	20	14	17	52
Crimes Against Society					
Narcotics	7	7	11	10	15
Trespassing	1	1	0	0	10
Weapons	2	1	3	2	4
Subtotal	10	9	14	12	29
Total	61	75	81	95	162



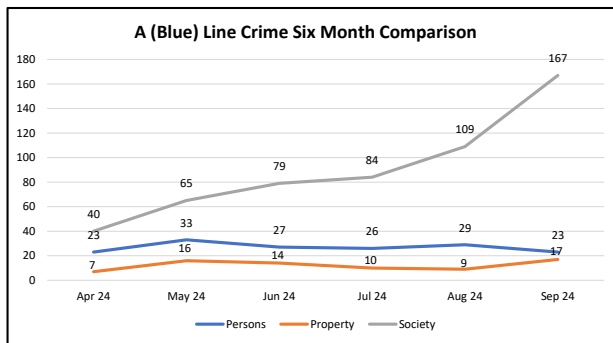
Systemwide	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	45	43	4.7%
Agg Assault on Op	4	5	-20.0%
Battery	95	100	-5.0%
Battery on Operator	9	12	-25.0%
Homicide	1	0	100.0%
Rape	0	1	-100.0%
Robbery	24	30	-20.0%
Sex Offenses	12	10	20.0%
Subtotal	190	201	-5.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	1	1	0.0%
Larceny	65	45	44.4%
Motor Vehicle Theft	1	1	0.0%
Vandalism	33	21	57.1%
Subtotal	100	68	47.1%
Crimes Against Society			
Narcotics	111	139	-20.1%
Trespassing	736	803	-8.3%
Weapons	27	28	-3.6%
Subtotal	874	970	-9.9%
Total	1,164	1,239	-6.1%



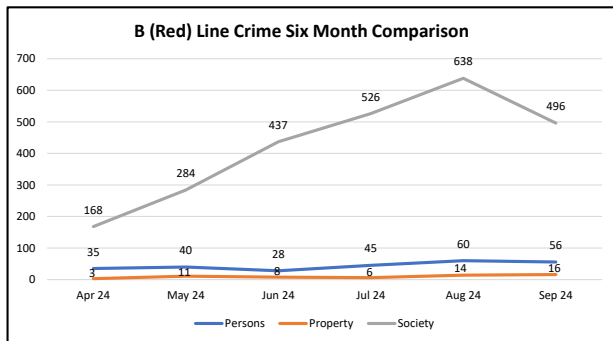
Rail	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	28	31	-9.7%
Agg Assault on Op	0	0	0.0%
Battery	53	66	-19.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	16	19	-15.8%
Sex Offenses	12	9	33.3%
Subtotal	109	126	-13.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	1	0	100.0%
Larceny	35	33	6.1%
Motor Vehicle Theft	1	1	0.0%
Vandalism	11	11	0.0%
Subtotal	48	45	6.7%
Crimes Against Society			
Narcotics	96	119	-19.3%
Trespassing	726	768	-5.5%
Weapons	23	25	-8.0%
Subtotal	845	912	-7.3%
Total	1,002	1,083	-7.5%



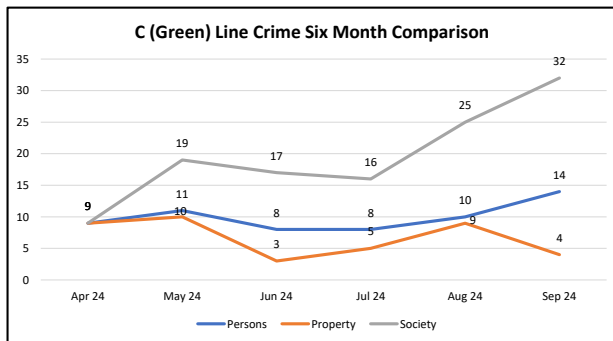
Bus	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	17	12	41.7%
Agg Assault on Op	4	5	-20.0%
Battery	42	34	23.5%
Battery on Operator	9	12	-25.0%
Homicide	1	0	100.0%
Rape	0	0	0.0%
Robbery	8	11	-27.3%
Sex Offenses	0	1	-100.0%
Subtotal	81	75	8.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	1	-100.0%
Larceny	30	12	150.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	22	10	120.0%
Subtotal	52	23	126.1%
Crimes Against Society			
Narcotics	15	20	-25.0%
Trespassing	10	35	-71.4%
Weapons	4	3	33.3%
Subtotal	29	58	-50.0%
Total	162	156	3.8%



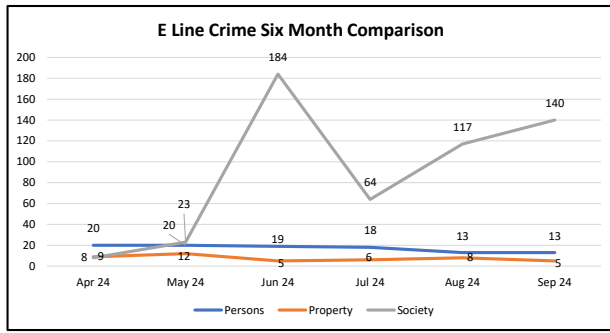
A (Blue) Line	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	5	7	-28.6%
Agg Assault on Op	0	0	0.0%
Battery	9	16	-43.8%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	5	20.0%
Sex Offenses	3	1	200.0%
Subtotal	23	29	-20.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	1	0	100.0%
Larceny	14	7	100.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	1	2	-50.0%
Subtotal	17	9	88.9%
Crimes Against Society			
Narcotics	14	22	-36.4%
Trespassing	144	84	71.4%
Weapons	9	3	200.0%
Subtotal	167	109	53.2%
Total	207	147	40.8%



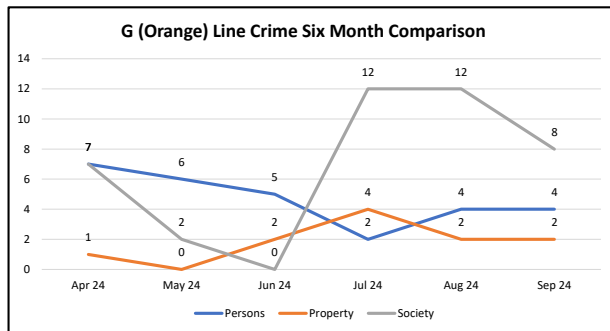
B (Red) Line	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	14	16	-12.5%
Agg Assault on Op	0	0	0.0%
Battery	31	32	-3.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	7	-28.6%
Sex Offenses	6	5	20.0%
Subtotal	56	60	-6.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	11	8	37.5%
Motor Vehicle Theft	0	0	0.0%
Vandalism	5	6	-16.7%
Subtotal	16	14	14.3%
Crimes Against Society			
Narcotics	72	76	-5.3%
Trespassing	416	545	-23.7%
Weapons	8	17	-52.9%
Subtotal	496	638	-22.3%
Total	568	712	-20.2%



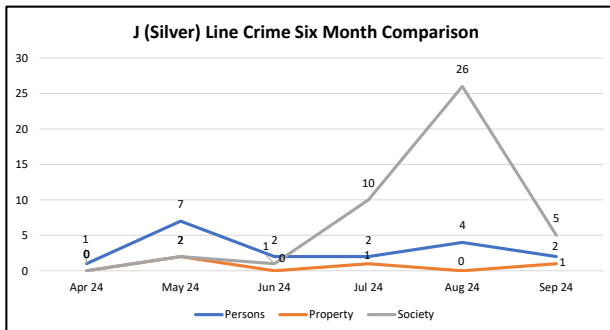
C (Green) Line	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	8	2	300.0%
Agg Assault on Op	0	0	0.0%
Battery	2	3	-33.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	3	0.0%
Sex Offenses	1	2	100.0%
Subtotal	14	10	40.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	9	-55.6%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	4	9	-55.6%
Crimes Against Society			
Narcotics	8	8	0.0%
Trespassing	20	14	42.9%
Weapons	4	3	33.3%
Subtotal	32	25	28.0%
Total	50	44	13.6%



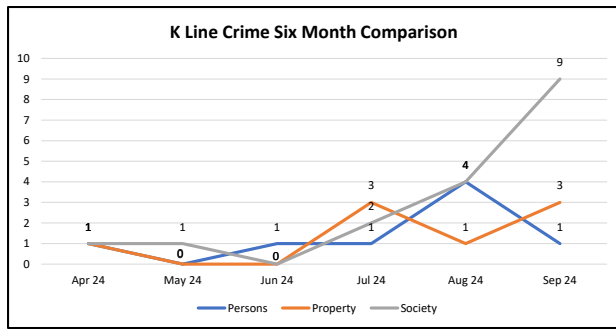
E Line	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	9	7	28.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	1	3	-66.7%
Sex Offenses	2	1	100.0%
Subtotal	13	13	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	6	-50.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	2	1	100.0%
Subtotal	5	8	-37.5%
Crimes Against Society			
Narcotics	1	10	-90.0%
Trespassing	138	105	31.4%
Weapons	1	2	-50.0%
Subtotal	140	117	19.7%
Total	158	138	14.5%



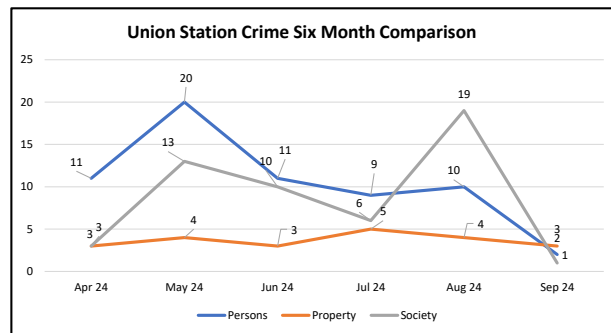
G (Orange) Line	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	3	-33.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	1	0.0%
Sex Offenses	0	0	0.0%
Subtotal	4	4	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	2	0.0%
Subtotal	2	2	0.0%
Crimes Against Society			
Narcotics	4	1	300.0%
Trespassing	4	11	-63.6%
Weapons	0	0	0.0%
Subtotal	8	12	-33.3%
Total	14	18	-22.2%



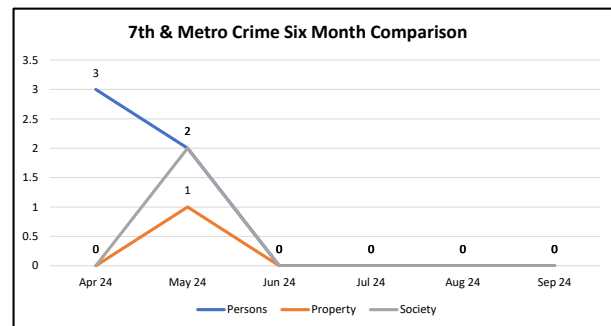
J (Silver) Line	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	0	3	-100.0%
Battery on Operator	2	0	200.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	2	4	-50.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	1	0	100.0%
Crimes Against Society			
Narcotics	3	4	-25.0%
Trespassing	1	22	-95.5%
Weapons	1	0	100.0%
Subtotal	5	26	-80.8%
Total	8	30	-73.3%



K Line	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	0	2	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	2	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	1	4	-75.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	1	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	3	1	200.0%
Crimes Against Society			
Narcotics	0	3	-100.0%
Trespassing	8	1	700.0%
Weapons	1	0	100.0%
Subtotal	9	4	125.0%
Total	13	9	44.4%



Union Station	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	0	3	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	6	-83.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	1	0.0%
Sex Offenses	0	0	0.0%
Subtotal	2	10	-80.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	2	-50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	2	0.0%
Subtotal	3	4	-25.0%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	0	19	-100.0%
Weapons	0	0	0.0%
Subtotal	1	19	-94.7%
Total	6	33	-81.8%

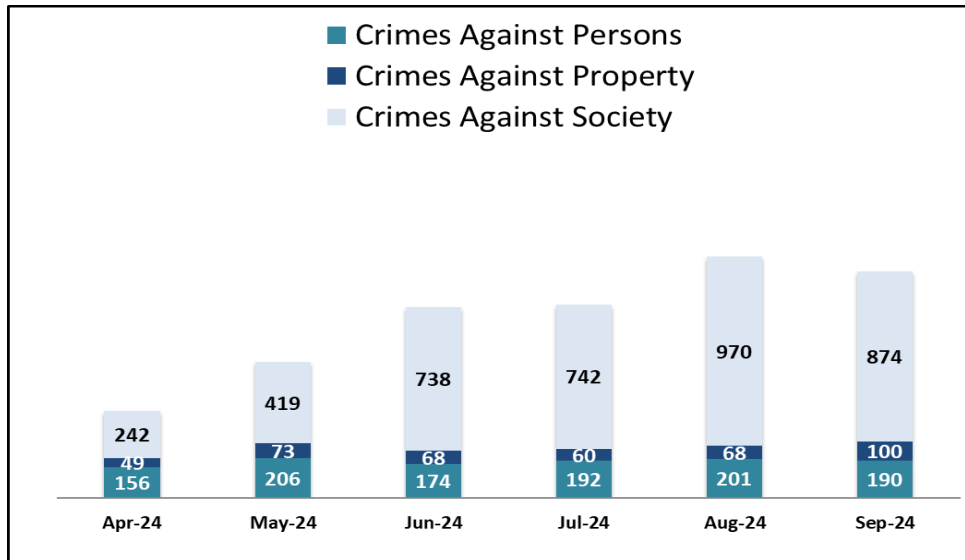


7th & Metro	Sep 24	Aug 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	0	0.0%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

SEPTEMBER 2024

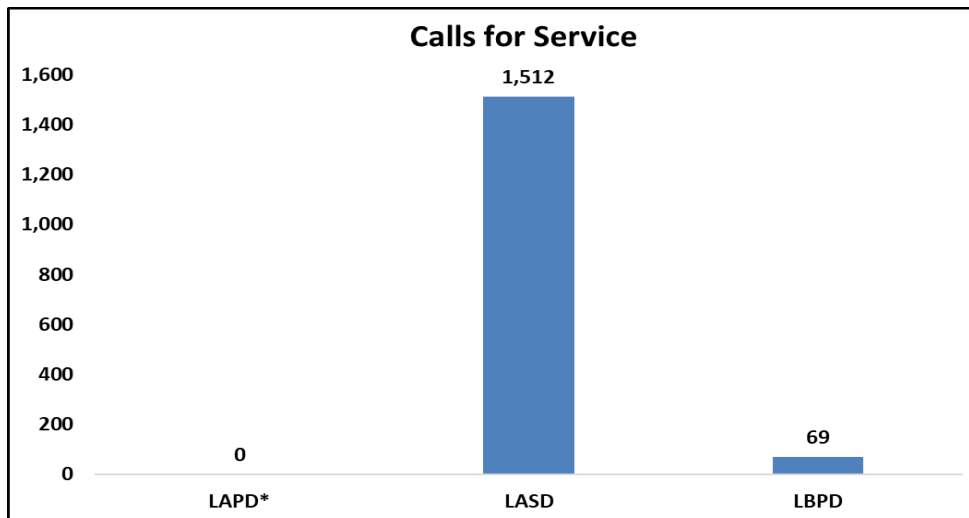
Attachment G

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)



* LAPD Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

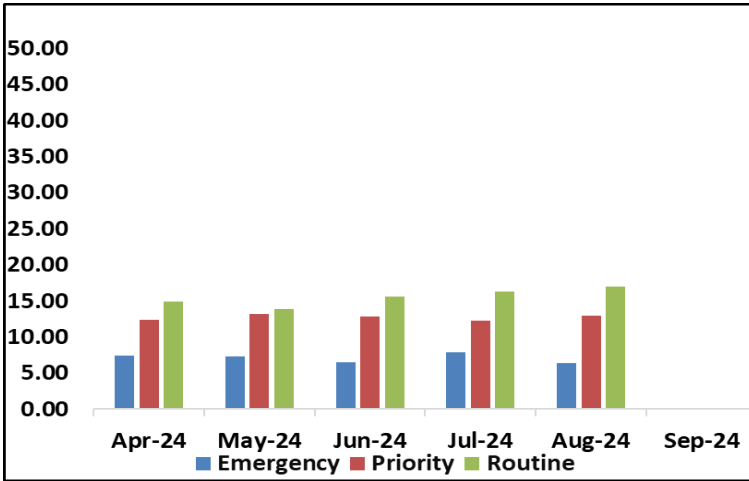
SEPTEMBER 2024

Attachment F

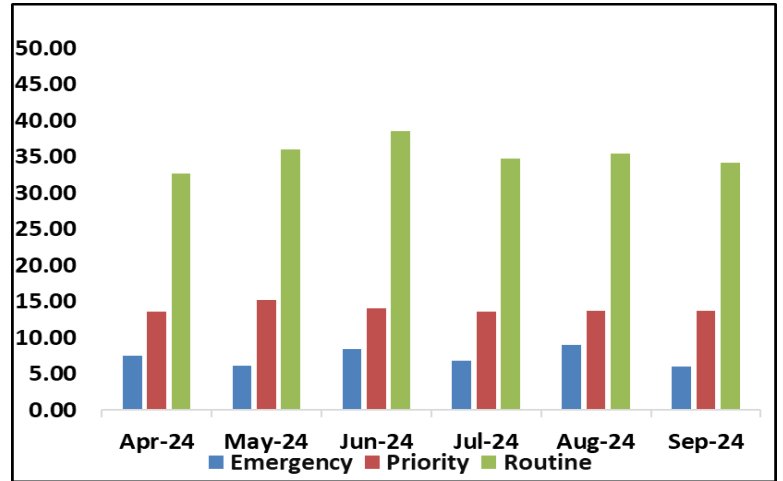
Average Incident Response Times

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

LAPD

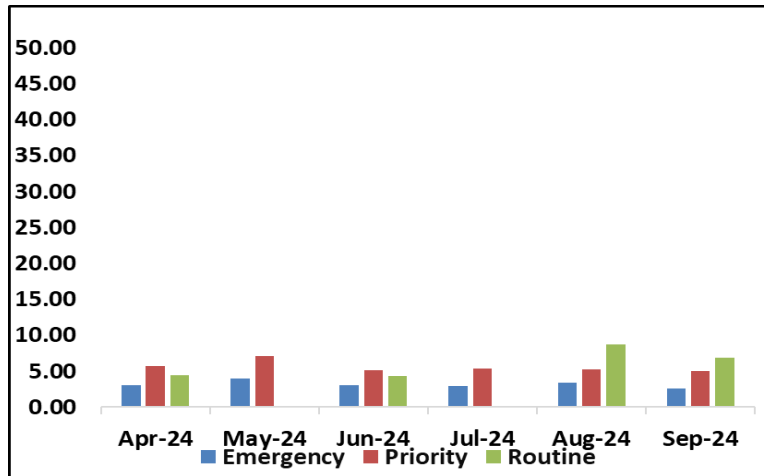


LASD



* LAPD Incident Response Times data is currently unavailable

LBPD



Transit Police

Monthly Crime Report


Attachment F

	2024	2023	%
	September	September	Change
CRIMES AGAINST PERSONS			
Homicide	1	1	0.0%
Rape	0	3	-100.0%
Robbery	24	29	-17.2%
Aggravated Assault	45	32	40.6%
Aggravated Assault on Operator	4	2	100.0%
Battery	95	106	-10.4%
Battery on Operator	9	11	-18.2%
Sex Offenses	12	7	71.4%
SUB-TOTAL	190	191	-0.5%
CRIMES AGAINST PROPERTY			
Burglary	1	1	0.0%
Larceny	65	44	47.7%
Bike Theft	0	3	-100.0%
Motor Vehicle Theft	1	2	-50.0%
Arson	0	0	0.0%
Vandalism	33	14	135.7%
SUB-TOTAL	100	64	56.3%
CRIMES AGAINST SOCIETY			
Weapons	27	9	200.0%
Narcotics	111	50	122.0%
Trespassing	736	98	651.0%
SUB-TOTAL	874	157	456.7%
TOTAL	1,164	412	182.5%
ENFORCEMENT EFFORTS			
Arrests	1,146	347	230.3%
Citations	1,591	558	185.1%
Calls for Service	1,581	1,381	14.5%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

SEPTEMBER 2024

Attachment F

Crimes

Monthly

System-Wide	Sep-24	Sep-23	% Change
Crimes Against Persons	190	191	-0.52%
Crimes Against Property	100	64	56.25%
Crimes Against Society	874	157	456.69%
Total	1,164	412	182.52%

Six Months

System-Wide	Apr-24-Sep-24	Apr-23-Sep-23	% Change
Crimes Against Persons	1,119	1,096	2.10%
Crimes Against Property	418	396	5.56%
Crimes Against Society	3,985	1,047	280.61%
Total	5,522	2,539	117.49%

Annual

System-Wide	Oct-23-Sep-24	Oct-22-Sep-23	% Change
Crimes Against Persons	2,138	2,147	-0.42%
Crimes Against Property	752	756	-0.53%
Crimes Against Society	6,093	1,426	327.28%
Total	8,983	4,329	107.51%

Average Emergency Response Times

Monthly

Sep-24	Sep-23	% Change
2.84	6.12	-53.57%

Six Months

Apr-24-Sep-24	Apr-23-Sep-23	% Change
5.46	5.54	-1.55%

Annual

Oct-23-Sep-24	Oct-22-Sep-23	% Change
5.40	5.51	-1.95%

Bus Operator Assaults

Monthly

Sep-24	Sep-23	% Change
13	13	0.00%

Six Months

Apr-24-Sep-24	Apr-23-Sep-23	% Change
90	81	11.11%

Annual

Oct-23-Sep-24	Oct-22-Sep-23	% Change
176	165	6.67%

Ridership

Monthly

Sep-24	Sep-23	% Change
26,774,520	24,671,730	8.52%

Six Months

Apr-24-Sep-24	Apr-23-Sep-23	% Change
157,869,285	145,784,540	8.29%

Annual

Oct-23-Sep-24	Oct-22-Sep-23	% Change
304,915,654	277,999,173	9.68%



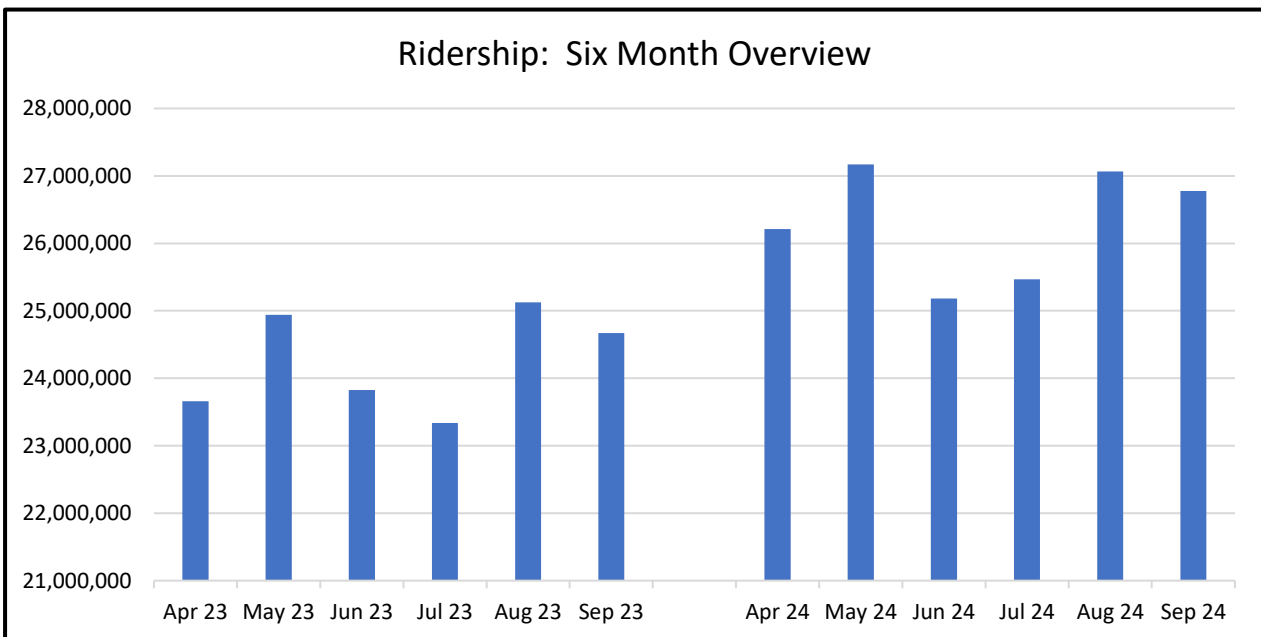
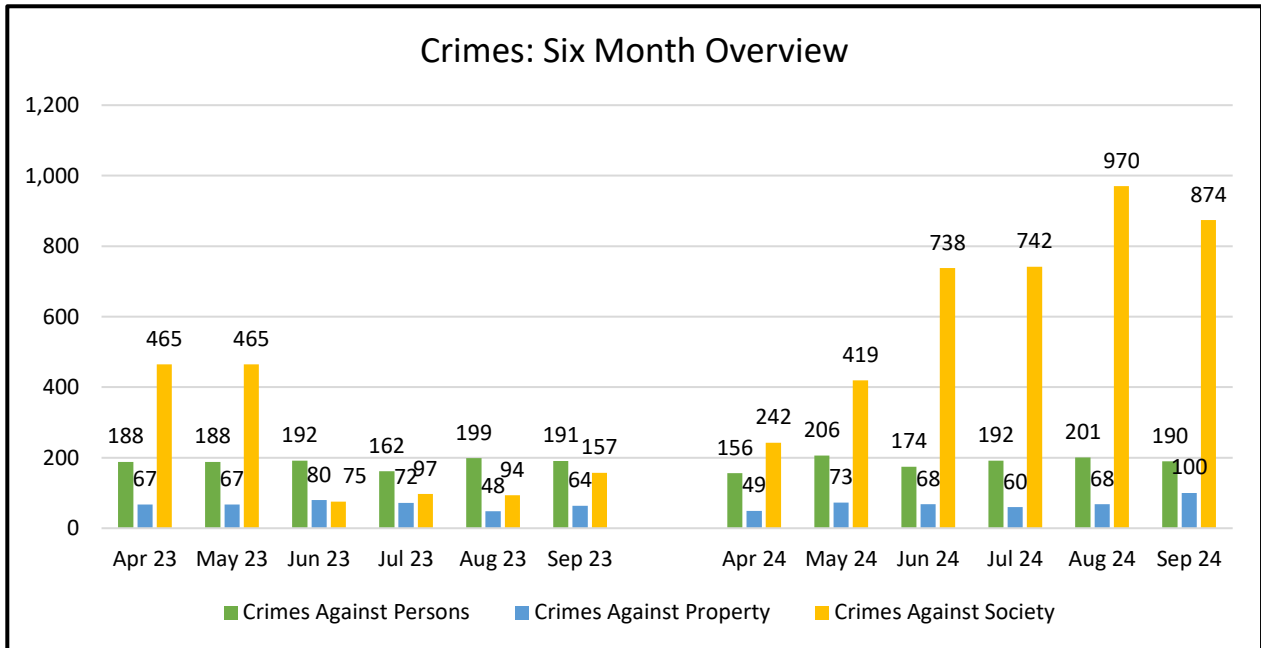
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

SEPTEMBER 2024

Attachment F



A LINE (BLUE)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	5	0	23
Aggravated Assault	1	4	0	16
Aggravated Assault on Operator	0	0	0	1
Battery	1	5	3	34
Battery Rail Operator	0	0	0	0
Sex Offenses	1	2	0	4
SUB-TOTAL	4	16	3	78
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	1	0	1
Larceny	7	7	0	26
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	1	0	2
Arson	0	0	0	0
Vandalism	0	1	0	7
SUB-TOTAL	7	10	0	36
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	4	5	0	12
Narcotics	5	9	0	50
Trespassing	140	4	0	298
SUB-TOTAL	149	18	0	360
TOTAL	160	44	3	474

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	0
Azusa Downtown	0	0	2	6
Irwindale	0	1	0	1
Duarte/City of Hope	0	0	0	0
Monrovia	1	0	0	2
Arcadia	0	1	0	1
Sierra Madre Villa	0	1	0	1
Allen	0	0	0	1
Lake	0	0	5	11
Memorial Park	1	0	0	2
Del Mar	1	0	1	3
Fillmore	1	0	0	3
South Pasadena	2	0	0	2
Highland Park	0	1	7	15
Southwest Museum	0	0	4	17
Heritage Square	0	0	4	8
Lincoln/Cypress	0	2	3	10
Chinatown	1	1	13	47
Union Station	0	0	0	7
Little Tokyo/Arts Dist	0	1	9	32
Historic Broadway	0	0	6	13
Grand Av Arts/Bunker Hill	0	0	70	133
7th St/Metro Ctr	0	0	0	3
Pico	1	2	5	14
Grand/LATTC	2	0	21	33
San Pedro St	0	0	2	5
Washington	0	0	1	4
Vernon	0	0	2	5
Slauson	0	0	1	11
Florence	1	3	0	5
Firestone	3	0	0	12
103rd St/Watts Towers	0	0	2	2
Willowbrook/Rosa Parks	4	2	7	30
Compton	2	0	0	5
Artesia	0	2	1	12
Del Amo	0	0	1	3
Wardlow	0	0	0	0
Willow St	2	0	0	6
PCH	0	0	0	0
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	0	0	0	0
Downtown Long Beach	1	0	0	4
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	0
Total	23	17	167	473

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	22	12	0	87
Misdemeanor	167	41	1	479
TOTAL	189	53	1	566

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	174	53	2	531
Vehicle Code Citations	1	0	12	26
TOTAL	175	53	14	557

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	Currently Unavailable	470	11	1,641
Priority	Currently Unavailable	97	40	412
Emergency	Currently Unavailable	8	18	66
TOTAL	0	575	69	2,119

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	21%	N/C	3%
Proactive	79%	N/C	97%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	82%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Azusa	0	23	0	60
Irwindale	0	16	0	58
Duarte Station	0	8	0	16
Monrovia	0	10	0	33
Magnolia Ave	0	0	0	0
Arcadia Station	0	21	0	55
Pasadena	0	51	0	142
South Pasadena	0	18	0	50
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	42	0	0	80
Slauson	0	14	0	60
Florence	0	15	0	51
Firestone	0	16	0	49
103rd St	4	0	0	38
Willowbrook	0	10	0	34
Compton	0	11	0	24
Artesia	0	10	0	19
Del Amo	0	16	0	29
Wardlow Rd	0	0	2	7
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	46	239	2	805

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

B LINE (RED)

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	5	15
Aggravated Assault	14	42
Aggravated Assault on Operator	0	0
Battery	31	92
Battery Rail Operator	0	0
Sex Offenses	6	12
SUB-TOTAL	56	161
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	11	21
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	5	15
SUB-TOTAL	16	36
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	8	46
Narcotics	72	205
Trespassing	416	1,409
SUB-TOTAL	496	1,660
TOTAL	568	1,857

ARRESTS		
AGENCY	LAPD	FYTD
Felony	91	266
Misdemeanor	491	1,837
TOTAL	582	2,103

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	680	1,287
Vehicle Code Citations	6	36
TOTAL	686	1,323

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

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

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	15	3	11	619
Civic Center/Grand Park	0	3	2	15
Pershing Square	1	0	18	112
7th St/Metro Ctr	15	1	26	132
Westlake/MacArthur Park	2	2	184	301
Wilshire/Vermont	3	0	57	154
Wilshire/Normandie	1	0	0	16
Vermont/Beverly	3	0	35	52
Wilshire/Western	2	0	13	48
Vermont/Santa Monica	3	0	12	30
Vermont/Sunset	0	0	13	32
Hollywood/Western	1	0	8	18
Hollywood/Vine	4	1	9	33
Hollywood/Highland	3	0	18	44
Universal City/Studio City	0	1	6	35
North Hollywood	3	5	84	216
Red Line Rail Yard	0	0	0	0
Total	56	16	496	1,857

C LINE (GREEN)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	3	10
Aggravated Assault	1	7	10
Aggravated Assault on Operator	0	0	0
Battery	1	1	9
Battery Rail Operator	0	0	0
Sex Offenses	0	1	3
SUB-TOTAL	2	12	32
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	3	16
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	1	3	18
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	3	8
Narcotics	1	7	25
Trespassing	20	0	40
SUB-TOTAL	22	10	73
TOTAL	25	25	123

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	11	27
Misdemeanor	32	23	146
TOTAL	34	34	173

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	38	30	178
Vehicle Code Citations	0	1	3
TOTAL	38	31	181

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	319	1,086
Priority	Currently Unavailable	49	159
Emergency	Currently Unavailable	3	12
TOTAL	0	371	1,257

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	29%
Proactive	80%	71%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	1
Douglas	0	0	0	1
El Segundo	3	0	0	3
Mariposa	0	0	0	0
Aviation/LAX	0	0	2	3
Hawthorne/Lennox	1	0	2	4
Crenshaw	1	1	2	7
Vermont/Athens	0	0	0	3
Harbor Fwy	0	0	20	45
Avalon	2	1	0	11
Willowbrook/Rosa Parks	3	1	2	16
Long Beach Bl	1	1	4	19
Lakewood Bl	1	0	0	3
Norwalk	2	0	0	7
Total	14	4	32	123

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	86%
Green Line-LASD	92%

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

E LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	1	0	9
Aggravated Assault	0	1	4
Aggravated Assault on Operator	0	0	0
Battery	4	5	25
Battery Rail Operator	0	0	0
Sex Offenses	1	1	4
SUB-TOTAL	6	7	44
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	2	14
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	1	4
SUB-TOTAL	2	3	19
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	0	3
Narcotics	1	0	17
Trespassing	138	0	301
SUB-TOTAL	140	0	321
TOTAL	148	10	384

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	1	18
Misdemeanor	135	5	403
TOTAL	140	6	421

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	194	5	511
Vehicle Code Citations	2	0	4
TOTAL	196	5	515

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	176	579
Priority	Currently Unavailable	23	85
Emergency	Currently Unavailable	2	7
TOTAL	0	201	671

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	N/C
Proactive	81%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	3
East LA Civic Ctr	1	0	0	1
Maravilla	0	0	0	0
Indiana (both LAPD & LASD)	1	1	3	14
Soto	0	0	5	14
Mariachi Plaza	0	0	6	12
Pico/Aliso	0	0	2	2
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	2
Pico	0	0	1	2
LATTC/Ortho Institute	0	0	30	69
Jefferson/USC	0	0	4	5
Expo Park/USC	0	0	0	3
Expo/Vermont	0	0	5	28
Expo/Western	2	0	5	15
Expo/Crenshaw	0	0	20	47
Farmdale	0	1	0	10
Expo/La Brea	0	0	9	39
La Cienega/Jefferson	1	0	49	87
Culver City	0	0	0	2
Palms	1	0	0	2
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	1	1	0	3
Expo/Bundy	0	0	1	5
26th St/Bergamot	1	0	0	1
17th St/SMC	0	2	0	3
Downtown Santa Monica	5	0	0	14
Expo Line Rail Yard	0	0	0	0
Total	13	5	140	384

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	5	18
Figueroa St	0	0	0
Exposition Blvd	284	0	641
Culver City	0	10	50
Santa Monica	0	52	241
TOTAL	284	67	950

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

G LINE (ORANGE)

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	2
Aggravated Assault	1	1
Aggravated Assault on Operator	0	0
Battery	2	7
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	4	10
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	3
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	5
SUB-TOTAL	2	8
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	4	6
Trespassing	4	25
SUB-TOTAL	8	32
TOTAL	14	50

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	13
Misdemeanor	11	20
TOTAL	15	33

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	40	51
Vehicle Code Citations	8	29
TOTAL	48	80

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	86%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	1
Laurel Canyon	0	0	0	1
Valley College	0	0	0	1
Woodman	0	0	0	1
Van Nuys	1	0	1	3
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	1	0	0	2
Reseda	0	1	4	9
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	1	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	1	0	2
Roscoe	0	0	0	1
Nordhoff	1	0	0	1
Chatsworth	0	0	3	21
Total	4	2	8	50

J LINE (SILVER)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	4
Battery Bus Operator	2	0	2
Sex Offenses	0	0	0
SUB-TOTAL	2	0	8
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	1	0	2
SUB-TOTAL	1	0	2
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	0	1
Narcotics	3	0	9
Trespassing	0	1	31
SUB-TOTAL	4	1	41
TOTAL	7	1	51

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	3
Misdemeanor	8	1	28
TOTAL	9	1	31

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	32	0	63
Vehicle Code Citations	5	0	9
TOTAL	37	0	72

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	12	21
Priority	Currently Unavailable	2	7
Emergency	Currently Unavailable	0	0
TOTAL	0	14	28

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	14%
Proactive	88%	86%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	1	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	1	0	0	1
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	1	5
Slauson	0	0	3	6
Manchester	0	0	0	11
Harbor Fwy	0	0	0	17
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	1	0	6
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	2	1	5	47

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	87%
Silver Line- LASD	91%

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

K LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

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	1	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	6
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	1	5
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	2
SUB-TOTAL	2	1	7
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	0	3
Trespassing	8	0	11
SUB-TOTAL	8	1	15
TOTAL	11	2	28

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	1
Misdemeanor	4	1	15
TOTAL	5	1	16

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	1	20
Vehicle Code Citations	0	0	0
TOTAL	4	1	20

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	106	343
Priority	Currently Unavailable	6	11
Emergency	Currently Unavailable	1	2
TOTAL	0	113	356

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	22%	51%
Proactive	78%	49%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	1	7	12
Martin Luther King Jr Station	1	0	0	3
Leimert Park Station	0	1	0	3
Hyde Park Station	0	0	1	7
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	1	1	2
Westchester / Veterans Station	0	0	0	0
Total	1	3	9	28

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	83%
K Line - LASD	91%

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

BUS PATROL
ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	0	1
Rape	0	0	0
Robbery	3	4	24
Aggravated Assault	15	1	43
Aggravated Assault on Operator	4	0	14
Battery	39	1	98
Battery Bus Operator	6	1	36
Sex Offenses	0	0	7
SUB-TOTAL	68	7	223
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	29	1	51
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	17	2	38
SUB-TOTAL	46	3	90
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	2	13
Narcotics	3	5	32
Trespassing	5	0	13
SUB-TOTAL	9	7	58
TOTAL	123	17	371

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	8
San Fernando	0	3
San Gabriel Valley	2	14
Gateway Cities	4	25
South Bay	9	35
Total	17	85

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	4
West Valley	4	7
North Hollywood	6	12
Foothill	1	6
Devonshire	1	4
Mission	3	4
Topanga	0	1
Central Bureau		
Central	31	76
Rampart	9	16
Hollenbeck	4	5
Northeast	1	5
Newton	6	14
West Bureau		
Hollywood	8	15
Wilshire	1	10
West LA	3	8
Pacific	1	5
Olympic	14	24
Southwest Bureau		
Southwest	7	18
Harbor	2	4
77th Street	12	35
Southeast	6	13
Total	123	286

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	9	14	76
Misdemeanor	18	31	150
TOTAL	27	45	226

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	112	39	579
Vehicle Code Citations	136	3	453
TOTAL	248	42	1,032

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	141	509
Priority	Currently Unavailable	93	301
Emergency	Currently Unavailable	4	11
TOTAL	0	238	821

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	0%	100%

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

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

UNION STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	2
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	1	12
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	2	21
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	5
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	7
SUB-TOTAL	3	12
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	1	1
Trespassing	0	25
SUB-TOTAL	1	26
TOTAL	6	59

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	7
Misdemeanor	1	13
TOTAL	4	20

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	12	586
Vehicle Code Citations	1	4
TOTAL	13	590

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	87%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2024

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	0	0
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	0	0
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	0
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	0	0

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	83%

LEGEND	
Los Angeles Police Department	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Sexual Crimes / Harassment Calls for Service September 2024

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between September 1 and September 30, Metro Transit Security, LAPD, LASD, and LBPD received eleven (11) incidents and referred all victims of sexual crimes / harassment to the above free hotlines.

Incident Type & Totals						
	Sep 24	Aug 24	% Change	Sep 24	Sep 23	% Change
Sexual Harassment	1	0	100.0%	1	1	0.0%
Sexual Battery	7	8	-12.5%	7	6	16.7%
Lewd Conduct	0	0	0.0%	0	0	0.0%
Indecent Exposure	3	2	50.0%	3	0	300.0%
Rape	0	1	-100.0%	0	3	-100.0%
TOTAL	11	11	0.0%	11	10	10.0%

Counseling Information Provided	
	Sep 24
Yes	11
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	11



**BUS/RAIL OPERATOR ASSAULTS
SEPTEMBER 2024**

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
9/1/2024	2:43	910	8392	LAC+USC Medical Center	Victim observed suspect smoking inside bus. Victim stated, "No smoking on the bus." Suspect replied, "I hate bus drivers." Suspect approached bus driver window and punched it. Suspect then began to pace back and forth then attempted a 2nd time to smoke inside bus. Victim pulled over at the next bus stop and opened bus doors. Suspect approached victim from behind and spat on victim as he exited bus. Suspect fled in the elevator. Responding officers observed suspect, suspect was taken into custody.	Yes	Upset	Spit	No
9/3/2024	13:30	45	1615	Colden Av & Broadway	Suspect entered bus and began to argue with other bus patrons. Victim told suspect to exit bus and as suspect made his way to exit, he swung at victim causing pain to victim's forearm. Suspect then proceeded to exit bus. Suspect then struck the windshield causing it to shatter.	Yes	No reason	Hands (punch, push)	No
9/4/2024	0:00	910	8381	Silver Line Harbor Gateway Transit Center	Victim arrived at the end of the route and observed suspect sleeping. Victim banged his keys on a pole to make noise and alert suspect to wake up. Suspect awoke and immediately began to spit on victim approximately 10 times. Spit landed on victim's face and uniform. Officers responded to location and took suspect into custody.	N/A (o)	Upset	Spit	No
9/5/2024	7:55	70	1824	Soto St & Cesar Chavez	Suspect entered bus with a push cart filled with items. Suspect then brandished a knife and threatened victim. Suspect alighted bus and boarded another bus line #70. Suspect exited bus and fled.	Yes	No reason	Brandished knife	No
9/7/2024	9:00	4	8828	Vermont Av & Santa Monica Bl	Victim approached bus stop and observed Witness 1 in a wheelchair along with Witness 2 and suspect. All appeared intoxicated. Victim stated to Witness 1 that he would have to wait for the next bus because the wheelchair ramp was in-operable. Witness 1 - 2 and suspect ignored victim and attempted to assist Witness 1 board without a ramp. Victim advised it was against MTA policy to board the wheelchair without the ramp. Suspect became enraged and called victim the "N" word. Suspect became increasingly angry then punched victim's face. Victim attempted to defend herself and pushed suspect off bus and onto the sidewalk. Suspect reached into his front pants' pocket and grabbed an unknown object. Victim believed it may have been a knife handle but was not sure. Victim closed the partition to separate herself from suspect. Suspect fled location.	No	Upset	Hands (punch, slap)	No
9/7/2024	20:00	45	1661	Broadway & Florence Av	Suspect walked towards the front of the bus and argued with victim. Victim advised suspect to "calm down." Suspect punched victim's right arm 3 times with a closed fist, exited bus and fled. Approximately 3 hours later victim was advised by another patron that she observed suspect. Victim pulled bus over and contacted her supervisor. Officers arrived at the scene and took suspect into custody.	Yes	Upset	Hands (punch, slap)	No
9/8/2024	18:25	Unk	Unk	7th St & Lucas Av	Suspect and victim argued. Victim asked suspect to exit bus. Suspect walked towards victim (seated) and spat on victim's back 2 times.	Unkn	Upset	Spit	No
9/8/2024	17:20	94	2040	Main St & Alpine St	Victim observed suspect harass another patron and drinking alcohol. Victim asked suspect to exit. Suspect became belligerent towards victim, walked to the front of the bus and spat on victim. Suspect then exited bus and fled location.	Yes	Asked to exit	Spit	No
9/9/2024	8:35	210	2058	Crenshaw Bl & MLK Jr Bl	Suspect entered bus, sat down and began to scream. Suspect approached victim and asked, "Are we at the Exposition platform yet?" Victim advised, they are not there yet. Suspect walked back to her seat and immediately walked back to victim. Suspect began to yell at victim stating, "Where is Exposition at?" Victim told suspect to calm down or she would have to exit. Suspect walked back to the seat and again got up and approached victim. Victim parked the bus. Suspect got into victim's face and began screaming. Victim exited her bus seat and asked suspect to exit. Suspect struck victim's left shoulder then grabbed victim. Both suspect and victim fell outside the bus and onto the sidewalk. Victim was face down when suspect kicked victim's head and walked away.	N/A (o)	Upset	Hands (punch, slap)	Yes



**BUS/RAIL OPERATOR ASSAULTS
SEPTEMBER 2024**

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
9/9/2024	12:00	96	3130	Main St & Cesar Chavez Bl	Suspect entered bus and informed victim he wanted to go to Westlake MacArthur Park then asked if he could ride for free. Victim allowed suspect to enter. Victim arrived at the end of the line and informed suspect it was the end of the line. Suspect woke up enraged because he did not know the area and it wasn't Westlake MacArthur Park. Suspect started to challenge victim to a fight and informed victim "you need to go out, I want to fight with you." Suspect exited bus and victim immediately closed the bus doors to separate himself from suspect. Suspect became more enraged and hit the bus door with a glass coke bottle. Suspect pulled out a semi-automatic 45 caliber pistol from his backpack, pointed gun at victim and said, "I'm going to kill you." Fearful, victim ducked down hiding towards the floor of the bus. Suspect walked away and fled location.	Yes	Missed stop	Brandished gun	No
9/17/2024	14:45	260	1826	Atlantic Av & Live Oak St	Suspect transient pushed bus operator when causing a disturbance.	Yes	No reason	Hands (punch, slap)	No
9/24/2024	9:50	2	8512	3rd St and Alvarado St	Victim observed suspect seated with his feet on the seat. Victim asked suspect to sit down properly. Suspect became verbally aggressive towards victim. Victim determined it was unsafe to continue in service and stopped bus. Another patron convinced suspect to remove his feet from the seat. Victim continued in service. Upon alighting bus, suspect threw unknown liquid (later determined to be water) at victim. Incident resulted in the need for a replacement operator.	Yes	Upset	Threw liquid	No
9/25/2024	0:46	81	5858	117th St & Figueroa Bl	**Suspect hijacked bus, brandished a gun, fired shots striking a bus patron (Victim 1) and demanded victim 2 to continue driving. Bus came to a stop at Alameda St. LAPD SWAT Unit executed a successful tactical plan and took suspect into custody. Victim 1 was transported to USC Medical Center where he was pronounced deceased at 0323 HRS. Victim 2 (bus operator) was not injured during the incident.	Unkn	Unknown	Brandished gun	No
9/30/2024	0:00	754	9564	Vermont Av & MLK Jr Bl	Suspect approached victim and stated, "What are you trying to do?" Suspect then began to tap a 6" knife on the partition door. Suspect then took a side swing at victim's upper torso and lower neck area. Victim raised his arm to block the attack causing contact with the knife and sustaining a cut on his lower right forearm. Suspect exited bus and was arrested by LAPD Officers. Responding officers interviewed suspect. Suspect stated she felt victim was staring at her and "raping her with his eyes."	No	Upset	Knife	Yes

*N/A (o): Not applicable, assault occurred outside of barrier

**This incident was charged as a kidnapping and not as an assault on a bus operator.



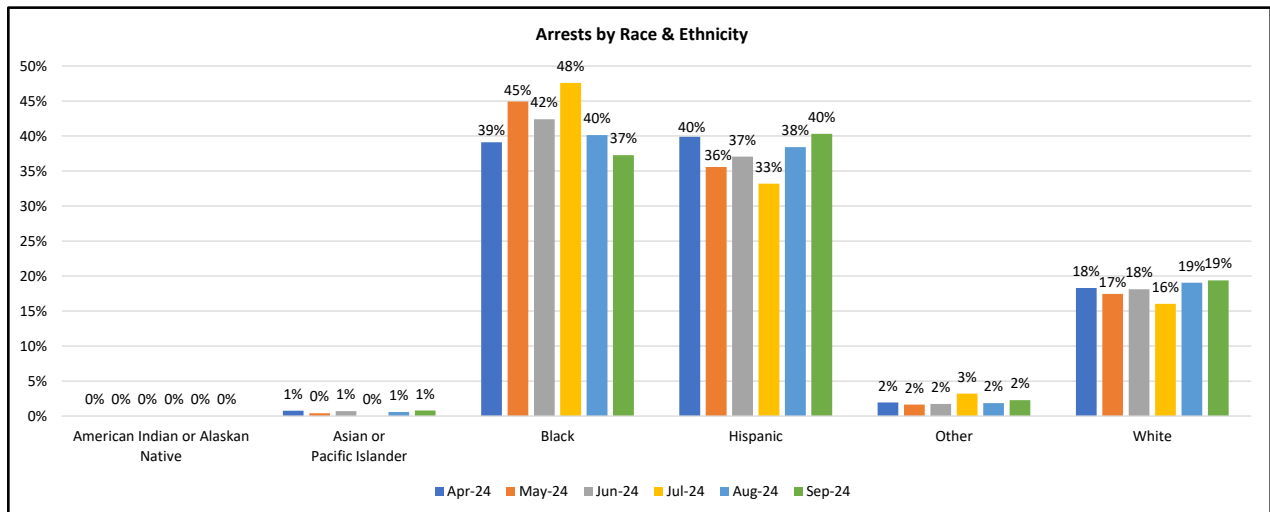
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment K

Arrests September 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	1	8	65	362	57	405	1	25	41	181	1,146
Total	0		9		427		462		26		222		1,146
% Share	0.00%		0.79%		37.26%		40.31%		2.27%		19.37%		100.00%

Arrests September 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	2	27	8	44	0	3	3	10	97
Rail Systemwide	0	0	1	8	63	334	48	359	1	22	38	171	1,045
Union Station and 7th & Metro Station	0	0	0	0	0	1	1	2	0	0	0	0	4
Total	0		9		427		462		26		222		1,146
% Share	0.00%		0.79%		37.26%		40.31%		2.27%		19.37%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) September 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	4	12	80	14	96	1	2	9	25	243
B Line (Red)	0	0	0	1	32	185	27	188	0	15	21	113	582
C Line (Green)	0	0	0	0	5	22	4	26	0	4	1	6	68
E Line (Expo)	0	0	1	3	14	45	3	46	0	1	7	26	146
Bus - G Line (Orange)	0	0	0	0	0	4	1	6	0	1	2	1	15
Bus - J Line (Silver)	0	0	0	0	0	1	2	7	0	0	0	0	10
K Line	0	0	0	0	0	2	0	3	0	0	0	1	6
Union Station	0	0	0	0	0	1	1	2	0	0	0	0	4
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	2	22	5	31	0	2	1	9	72
Total	0		9		427		462		26		222		1,146
% Share	0.00%		0.79%		37.26%		40.31%		2.27%		19.37%		100.00%





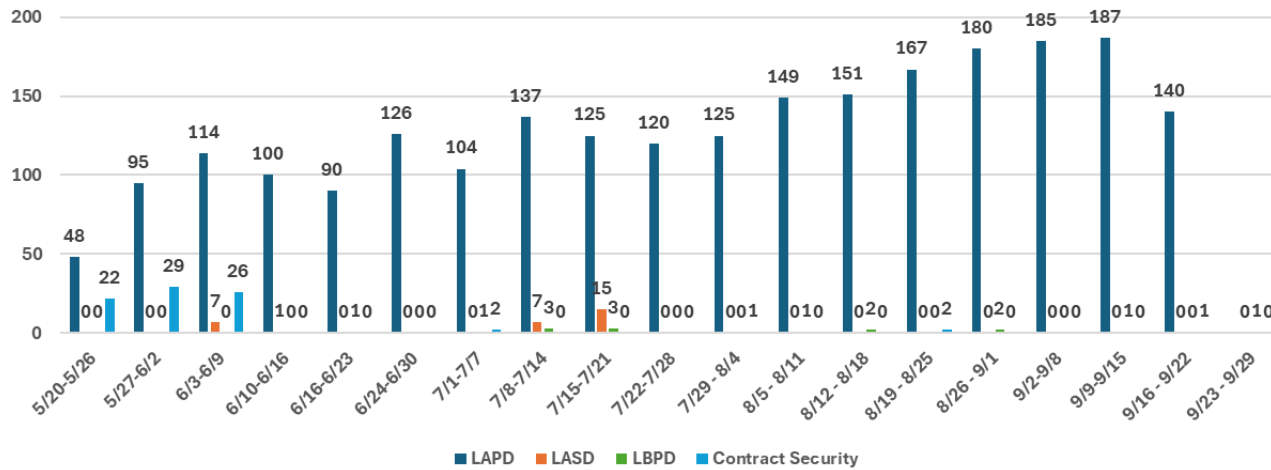
NOVEMBER 2024

MONTHLY UPDATE ON PUBLIC SAFETY

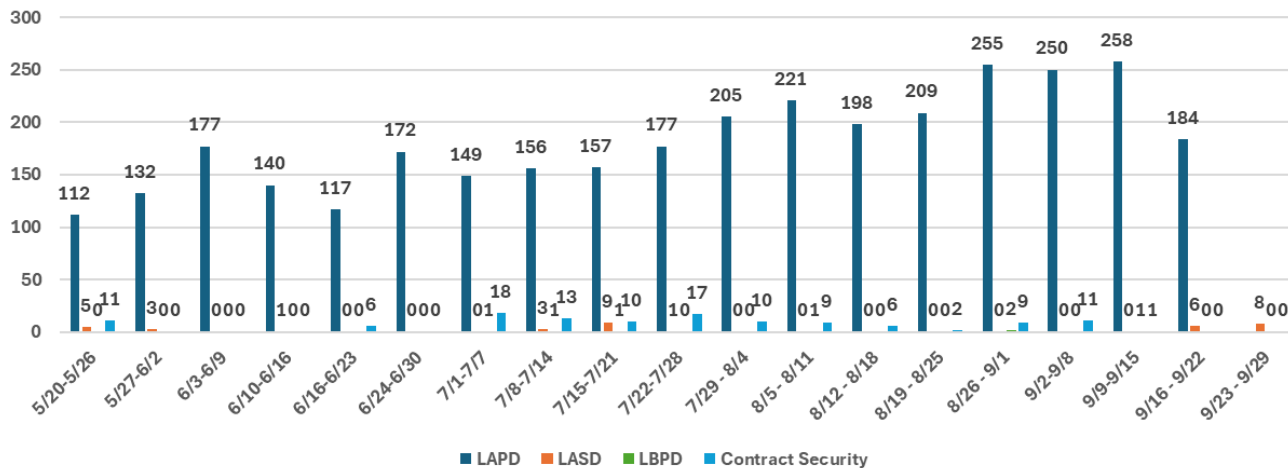
Ken Hernandez
Interim Chief Transit Safety Officer

PUBLIC SAFETY SURGE UPDATE

Crime Reports by Week (5/20 - 9/29)



Arrest Reports by Week (5/20 - 9/29)



Note: LAPD did not report any Surge-related figures between 9/20-9/30.

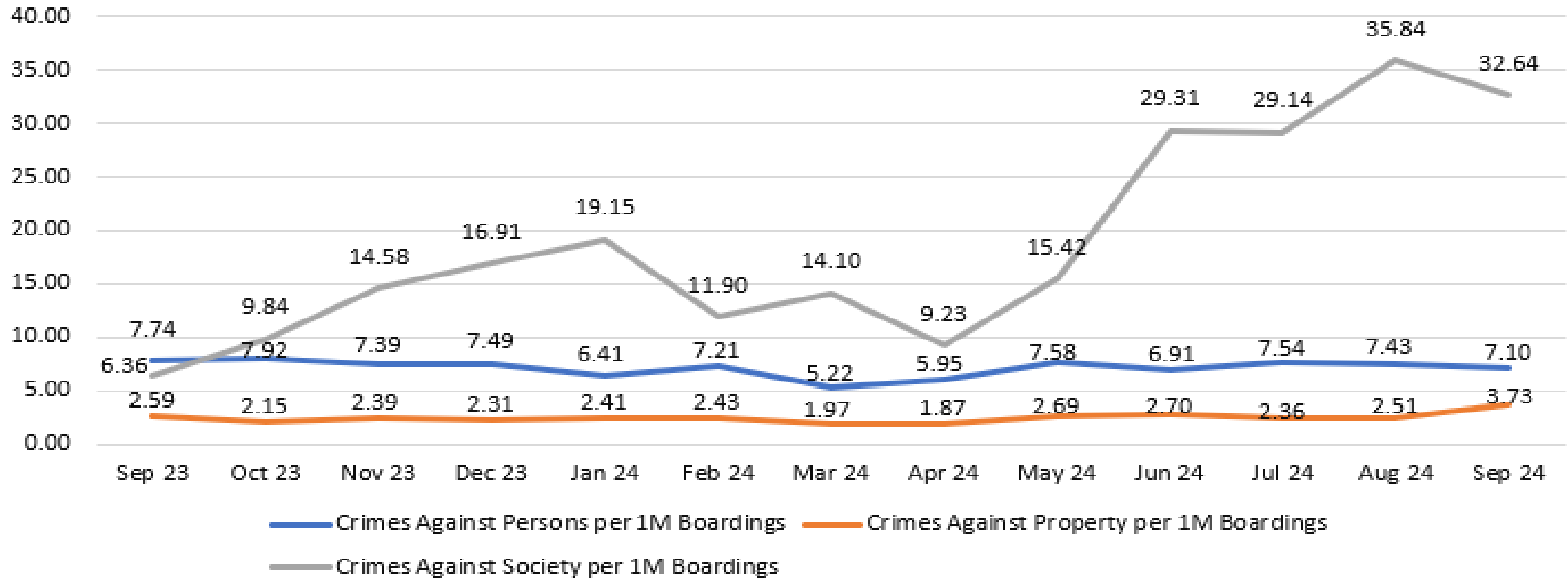
In May 2024, Metro increased daily planned deployment of public safety personnel to be physically present on buses and trains and at stations.

- Removing trespassers and focusing on narcotics, weapons, and outstanding warrants drove the effort that resulted in a year-over-year reduction in September for Crimes Against Persons (ridership-adjusted).
- Crimes Against Society (largely Trespassing), per 1 million boardings, decreased by 8.9% in September.
- Surge law enforcement personnel reported a total of 545 crimes and 729 arrests between September 1 and September 30, 2024.
- Changes during the Surge are now being incorporated as standard operating procedures.

SEPTEMBER 2024

PUBLIC SAFETY TRENDS & STATS

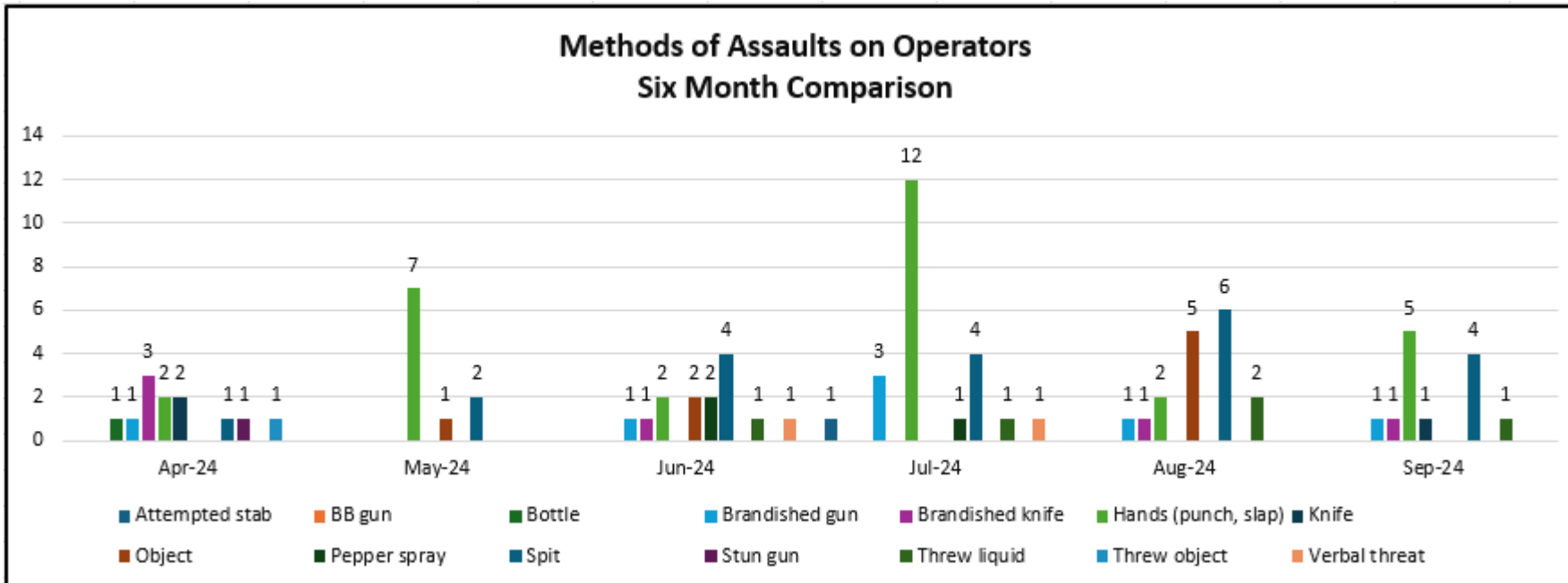
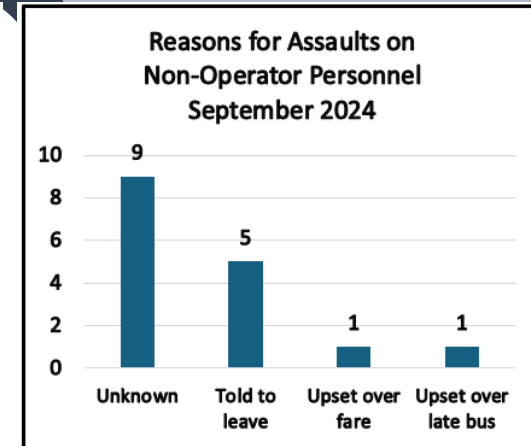
**Systemwide Overall Crime per 1 Million Boardings
September 2023 - September 2024**



SEPTEMBER 2024 FRONTLINE SAFETY

- There were 29 assaults on Metro personnel.
 - **Operator assaults decreased from 17 in August to 13 in September.**
- Using hands (punching, slapping) was the most common method of assault.

Assaults on Metro Employees & Contractors		
Type	Aug-24	Sep-24
On Bus Operators	17	13
On Rail Operators	0	0
On Metro Transit Security Officers	3	7
On Contract Security Officers	23	7
On Ambassadors	14	1
On Blue Shirts	1	0
On Custodians	2	1
Total	60	29



Impact of Retrofit Barriers

- It is expected that operator barriers will lead to a significant decrease in operator assaults as many reported attacks involved spitting (25% between May and Sept.) and throwing.

WEAPONS DETECTION PILOTS UPDATE

Metro began cost-free pilots with multiple vendors in late August that will go on through early 2025. The piloted technologies can be broadly categorized as video analytics-based brandished weapon detection and concealed weapon screening.

Video Analytics-Based Weapons Detection

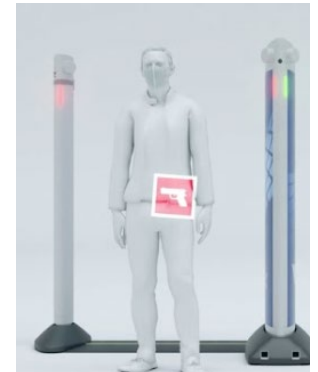
Findings:

- Systems are incompatible with current CCTV systems on buses and train cars
- Ample network bandwidth is necessary to handle burden of processing additional video streams
- Certain types of weapons (rifles) have slightly higher rate of detection than smaller-sized weapons (revolvers, compact pistols)
- Without third-party verification, dedicated personnel resources are necessary to screen out false positives
- All systems disseminate alerts through multiple channels and are generated almost instantaneously

Concealed Weapon Screening

These noninvasive systems are designed to identify concealed weapons without physical contact.

Weapons Screening	System Setup	Scheduled Piloting/Testing	Scheduled Piloting/Testing <i>(subject to change)</i>	Progress
Pilot AA	Lane	Metal Detection	October/November 2024	Start date week of 10/21
Pilot BB	Pillar	Metal Detection	November 2024	Target start date week of 11/26
Pilot CC	Millimeter Wave	Millimeter Wave	November 2024	Coordinating Pilot Implementation



- For Pilot AA, passengers are selected for screening using a predetermined interval and then subject to secondary screenings if alerts are generated, and an appropriate course of action to be followed if a weapon is found
- Staff continue to work with the vendor to secure an agreement for the piloting for Pilot CC.

STATION EXPERIENCE UPDATES

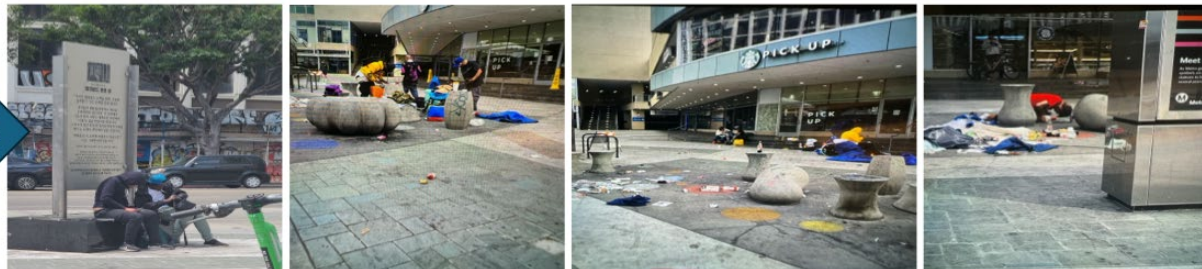
- **Throne Restrooms Hit Milestone of 100,000 Uses in 1st Year**
4.14 out of 5-star user cleanliness rating // 3 in 4 text msg
- **Eagle Eye Bird Abatement Pilot Improves Cleanliness**
- **Classical Music Expands to Slauson, Lake & Reseda**
- **Increased Fare Compliance Begins at Downtown Long Beach & Azusa End-of-Line Stations**
- **Joint Development Partnership to Address Concerns at Wilshire/Western Outdoor Plaza**



West Canopy – No device installed



East Canopy – Device INSTALLED



Wilshire/Western (Before & After)

METRO AMBASSADORS UPDATE

Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. Special deployments included support for Dodger Games, East LA Mexican Independence Day Parade, Hollywood Bowl Concerts, Grand Park Music Festival, NFL Games, deployment at the Marengo/State bus stop, and service detours systemwide.

September Surge Deployments –Continued with deployment of additional Ambassadors during peak times with the goal of increasing Ambassador visibility at key locations and providing more support for riders.

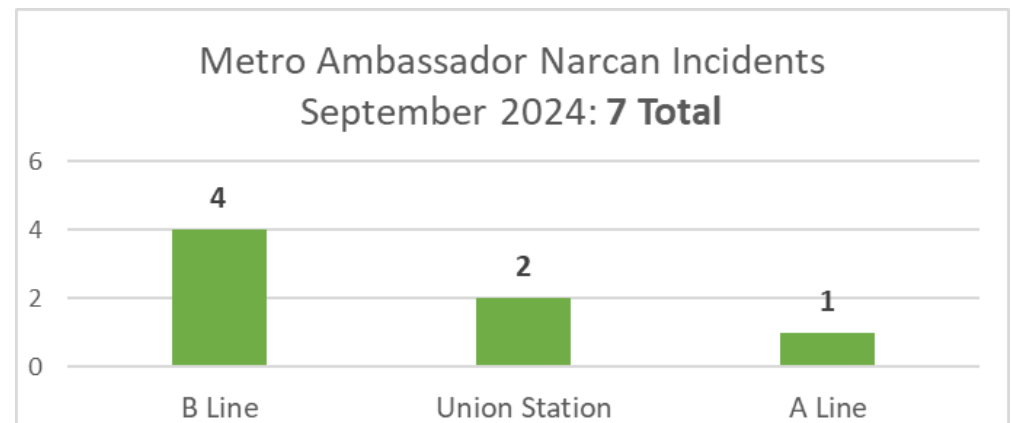
Connect

For the month of September 2024, Metro Ambassadors conducted 65,071 customer engagements and reported the following:

- 2,299 Cleanliness Issues
- 1,985 Graffiti Incidents
- 475 Elevator and Escalator Problems
- 7 lives were saved through the timely administration of Narcan

Report

For the month of September 2024, Metro Ambassadors reported **7 Narcan Incidents** and no fatalities.





Board Report

File #: 2024-0765, File Type: Motion / Motion Response

Agenda Number: 16.

EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2024

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

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING the Quarterly Update on the Transit Community Public Safety Department (TCPSPD) Implementation Plan; and
- B. AUTHORIZING the Chief Executive Officer (CEO), or their designee, to incorporate new job classifications into appropriate existing collective bargaining units, as determined by the CEO.

ISSUE

In alignment with Metro’s mission and comprehensive safety and security framework, staff has commenced implementing the plan to stand up Metro’s TCPSPD. This report serves as a status update to the Board.

BACKGROUND

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

Phase One (transition planning) activities include establishing a transition team, initiating executive recruitment of key personnel, starting with the Chief of Police position, initiating labor negotiations, and establishing a safety retirement plan with CalPERS, while facilitating community engagement to inform these efforts.

DISCUSSION

Following the Board's approval of the Implementation Plan, Metro’s CEO assembled an interdepartmental task force to support the program rollout. This task force is composed of members of Metro’s key departments, including Homeless Outreach Management and Engagement, Customer Experience, System Security and Law Enforcement, Chief People Office, Vendor/Contract

Management, the Office of the Chief of Staff, Office of Management and Budget, and the Office of the Inspector General. Additionally, the CEO brought on a consultant to oversee and coordinate all activities related to standing up the TCPSP. This team meets bi-weekly to achieve the work plan goals and objectives identified in the TCPSP Implementation Plan. A summary of updates from key components of the Phase 1 Work Plan are included below.

Transition Team Advisory Group

The initial steps toward establishing the TCPSP are well underway. The CEO has assembled an advisory board of highly qualified professionals to form the TCPSP Transition Team. This team will play a critical role in providing strategic guidance and supporting the transition to an in-house public safety department.

The advisory board's purpose is to support the TCPSP's transition through strategic advice on program development, training, and operational protocols. This team will support and guide Metro's leadership in developing a care-first public safety approach focused on reducing escalations, promoting trauma-informed responses, and aligning with Metro's public safety goals. The advisory board includes national experts from diverse fields, with extensive experience in law enforcement, mental health, social services, and public safety reform, (in alphabetical order):

- **Rosamaria Alamo:** Clinical social worker and USC professor with expertise in trauma-informed social services.
- **Carmen Best:** Former Seattle Police Chief known for her diversity and inclusion initiatives.
- **Maris Herold:** Award-winning Police Chief of Boulder, recognized for data-driven and reform-oriented approaches.
- **Scott Holder:** Retired Police Chief, led San Ramon's transition from County Sheriff services to its own police department.
- **Cecily Kahn:** Experienced psychologist specializing in mental health evaluations and therapeutic interventions.
- **Rick Ornelas:** Retired Sergeant with the Los Angeles School Police Department and public safety educator with USC's School of Social Work with a background in crisis intervention.
- **Connie L. Rice:** Civil rights activist and lawyer with experience working with Law Enforcement.
- **Jonathan Sherin, M.D., Ph.D.:** Mental health advocate focused on inclusive, community-based public health systems.

The advisory board is in the final stages of formalization. Members bring a wealth of expertise essential for crafting a comprehensive and sustainable transition plan for the TCPSP. Once convened, the team will begin monthly advisory sessions to review strategic planning, training design, and policy development, ensuring a smooth and effective transition to the new Metro TCPSP.

CalPERS Safety Retirement Benefits

Establishing a safety retirement plan is essential to successfully stand up TCPSD. Police and safety personnel serve in specialized roles that require specific pension plans designed for law enforcement. As TCPSD is a new department within the agency, the current pension plans offered are outside of the required safety category. CalPERS offers various pension categories that may be used to provide a safety pension plan for the new department. Staff submitted a new pension category questionnaire to CalPERS in August 2024 to initiate the inclusion of the Metro TCPSD Chief of Police position in the safety pension plan. This questionnaire is required to gain concurrence from CalPERS before safety positions within the TCPSD can qualify under the safety category pension plan.

In September 2024, CalPERS notified the agency that after reviewing the preliminary job duty statements for the Chief of Police position, CalPERS determined that the position does qualify as a safety position under Government Code Section 20424 of the Public Employees Retirement Law. With the CalPERS determination, staff has initiated the process to modify Metro's current CalPERS contract to ensure that employees in this new category will be added to the appropriate pension plan once hired. By Spring 2025, staff will present the final Contract Amendment to the Board of for approval. Once approved, the final amendment will also be submitted to the Public Transportation Services Corporation (PTSC) Board for their approval. The CalPERS contract modification will be finalized before the Chief of Police is hired.

Executive Recruitment

The first TCPSD hire will be the Chief of Police, who will report directly to the CEO. This leadership position will set the stage for subsequent efforts to recruit sworn and non-sworn TCPSD personnel. The ideal candidate for this position must not only hold Peace Officer Standards and Training (POST) certification but also embody visionary leadership and accessibility while fostering a culture of collaboration within a diverse and dynamic transit community. The candidate should demonstrate a deep commitment to diversity, equity, and inclusion, ensuring these principles are not only embraced but actively translated into tangible outcomes through values-based decision-making.

Moreover, the candidate must be well-versed in care-based strategies, recognizing the importance of a holistic approach to public safety. This includes prioritizing de-escalation, mental health awareness, and community-centered policing that fosters trust and mutual respect. A strong understanding of trauma-informed care, behavioral health resources, and the integration of social services into law enforcement practices will be essential in addressing the complex needs of the transit environment. The ability to engage meaningfully with transit riders, community partners, and other key stakeholders, while navigating the intersections of public safety, social services, and law enforcement will be critical to success in this role. These qualities are consistent with Metro's Public Safety Mission and Values Statements, as well as the Bias-Free Policing Policy.

Metro has retained a recruiter who specializes in public safety leadership positions. Metro interviewed three executive recruitment firms before selecting Public Sector Search and Consulting

(PSSC) firm to engage in the recruitment effort for the Chief of Police position. The firm specializes in recruiting police chiefs nationally and has knowledge and expertise in contemporary policing and recruitment methods. The firm is committed to diversity, equity and inclusion and maintains a strong placement rate of diverse candidates. PSSC has participated in various listening sessions and will speak individually with Board members; incorporating input from these events to advertise, market, and recruit candidates, which will be completed by the end of FY25 Q2. The candidates will be screened and vetted through a series of panel interviews which will be completed by the end of the FY25 Q3. The Chief of Police is expected to be onboarded at the start of FY25 Q4.

In support of the recruitment of the Chief position, Metro is currently hosting employee and customer listening sessions designed to create an open, inclusive environment where stakeholders can voice their perspectives on the qualities and leadership styles they value in a Chief for the TCPSD. Metro also hosted a listening session with the business community. The goal is to gather valuable insights that will inform decision-making processes, foster collaboration, and ensure that diverse viewpoints are taken into account when shaping policies, strategies, or leadership roles.

Crisis Response Teams

Staff has initiated several key steps in the development of the crisis response program that will be housed in the TCSPD to support the provision of a care-based response to individuals suffering from mental crisis on the Metro system. Staff has conducted ride-alongs with the LAPD Homeless Outreach Proactive Engagement (HOPE) and LA County Sherriff's Transit Mental Evaluation Team (TMET), which represent one version of a law enforcement crisis response model that pairs clinicians with dressed-down officers. In August and September 2024, staff participated in their respective deployments, learning from the teams' deployment models, engagement tactics, safety protocols and roles/responsibilities.

Staff also completed a peer review in summer 2024 of several national Crisis Response and Intervention models. These evidence-based programs describe the efficacy of combining mental health resources with field-based engagements that are deployed through a dispatch center. They highlight the importance of integrating community stabilization facilities that offer various levels of care to support individuals in crisis. While none of the peer-reviewed models are specific to transit agencies, they offer detailed roadmaps for integration into Metro's TCPSD.

Staff has also reached out to transit agencies nationally, like Austin, TX CapMetro and Oakland, CA BART, which currently deploy crisis response teams, to conduct additional peer agency reviews. Outreach to non-transit crisis response teams such as the CAHOOTS program in Eugene, OR, and our local LA County Department of Mental Health SMART team has also occurred during this period. The goal is to engage and shadow their teams, as well as hold in-depth discussions on their design model, method of implementation, operations, lessons learned, best practices, and exploration of outcomes.

An Inclusive Process

Metro's public safety mission calls for a holistic, equity, holistic and welcoming approach to public

safety. As such, it's important that the process to stand up the TCPSD be done by empowering both our employees and our customers to provide their input and feedback. Metro is also pursuing extensive public stakeholder engagement to gather input to determine what qualities, principles, and values Metro employees and customers find important for candidates being considered for this role. Recognizing that marginalized groups within communities that Metro serves are often underrepresented, targeted outreach efforts will be included to ensure all voices are heard, including Listening Sessions and gathering feedback from individuals at community events across the County. (Attachment A)

In addition, communicating with the community at large about Metro's plans to implement the TCPSD is a priority. Leading up to and immediately following the Board's vote to approve the TCPSD, the public relations team worked with reporters to ensure they had the most accurate information possible about the department - the reasons the decision was good for Metro, and how the implementation process would proceed. The result was a significant amount of neutral to positive media coverage recognizing Metro's bold step to address public safety on the system. Metro has also published articles on The Source and El Pasajero, as well as posts on social media to share the news with riders. Metro staff have also used social media to invite participation in listening sessions about the Chief of Police recruitment.

Emergency Security Operations Center (Metro Center)

Metro's current law enforcement and public safety response system is decentralized, with various personnel operating from different locations. While the surge created a unified command structure, the Metro Center will provide the necessary infrastructure to house it. Law enforcement contractors, security teams, field-based contractors, and Metro staff, including dispatchers, data analysts, and CCTV observers, all play distinct roles without a unified command center to coordinate their efforts. The System Security and Law Enforcement team relies on the Security Operations Center (SOC) as a dispatch hub, coordinating with the Rail Operations Center (ROC), Bus Operations Center (BOC), 911 emergency services, and handling direct calls for in-field support. However, with the use of contracted law enforcement, private security, and Ambassador services, there is no single, centralized dispatch location for these teams.

This lack of centralized command and communication poses challenges to efficient public safety responses across Metro's ecosystem. Establishing a cohesive command structure is critical for the success of the new TCPSD and will significantly improve public safety coordination system-wide. The upcoming Metro Center, slated for completion in early 2025, will address this issue by serving as a centralized hub for transportation emergencies and public safety operations. By bringing together key staff and resources in one location, the Metro Center will enhance communication and coordination between Metro's public safety personnel and regional partners, enabling a more efficient response to emergencies, serious incidents, and potential security threats.

The new facility will co-locate the Emergency Operations Center (EOC) and the SOC, providing 24/7 support for public safety operations related to bus and rail incidents, Metro facility protection, and daily connectivity to all transit systems. The Metro Center will centralize key TCPSD dispatch and operations personnel. It will also include areas dedicated to Emergency Management, Physical Security, Data Analytics, Cyber Security collaboration, and SOC activity to support bus and rail operations. This consolidation will not only enhance the agency's ability to manage day-to-day public

safety but will also support agency-wide and regional incidents, including major special events and future system expansions.

In addition to improving current operations, the Metro Center will play a pivotal role in supporting Metro's transition to its in-house police department by centralizing command and communications functions. This facility will enable Metro to streamline its public safety and emergency response efforts, enhancing its overall capacity to respond quickly and efficiently to emergencies while positioning the agency for future growth and system expansion.

Collective Bargaining

The TCPSP implementation will include the establishment of multiple job classifications for hundreds of new positions, including law enforcement officers, management, and administrative staff, among others. To allow for efficient collective bargaining concerning terms and conditions of employment, it may be necessary to quickly determine which existing collective bargaining units are appropriate to absorb the new classifications. Through ongoing labor relations and day-to-day administration, staff is deeply familiar with the specifications, duties, departments, geographical locations, and other distinctions and commonalities associated with existing job classifications for union-represented positions. Staff is in the process of developing new job classifications and specifications for positions associated with the TCPSP. As these new classifications are established, the CEO is well-positioned to fairly and efficiently determine the appropriate collective bargaining unit for each. In addition, the Collective Bargaining Agreements (CBA) for AFSCME and TCU were ratified last month, which allows staff to begin negotiations for supervisory positions and crisis intervention positions, respectively. Negotiations with TEAMSTERS will commence once the current CBA negotiations are completed.

DETERMINATION OF SAFETY IMPACT

The TCPSP will improve safety on the Metro system as it will allow for a transit policing style of engaged visibility where officers are more visible across the system, thus increasing the feeling of safety for Metro riders and employees.

FINANCIAL IMPACT

This recommendation has no financial impact.

EQUITY PLATFORM

Metro recognizes that relationships between law enforcement and communities of color and other marginalized individuals have been strained due to unjust actions such as racial profiling and a disproportionate number of issuance of tickets and arrests of people of color. An in-house Transit Community Public Safety Department would empower the agency with the authority to implement safeguards, oversight, and training of officers based on agency priorities and values, promoting the equitable treatment of all riders with dignity and respect in accordance with the Board-approved Bias-Free Policing Policy. Furthermore, an in-house Transit Community Public Safety Department would allow for a transit policing style of engaged visibility where officers are more visible across the system, thus increasing the feeling of safety for Metro riders and employees.

Community Engagement during each phase of the Implementation Plan provides Metro with opportunities to establish and maintain positive relationships with transit riders and the broader community, taking into account their unique perspectives, diverse needs, and direct feedback. Metro will continue to conduct outreach activities, educational programs, and public safety campaigns to raise awareness and build public trust in the leadership and values of the TCPSD. The feedback gathered during each employee and community outreach event informs Metro as the department develops. Metro wants to understand employee and rider concerns and work collaboratively towards solutions.

By integrating employee and public feedback into the hiring process for the new TCPSD Chief of Police and development of the department, Metro will ensure a comprehensive approach to public safety that prioritizes care, compassion, and community collaboration. This holistic strategy not only addresses immediate safety concerns but also fosters equity and collaboration with marginalized communities to improve public safety on the transit system.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

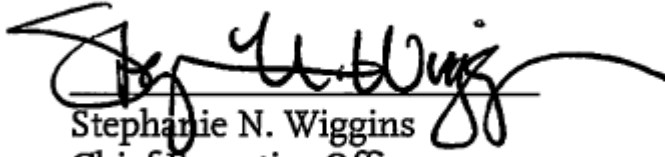
Staff will continue to actively engage employees and the public in the process of the implementation of the TCPSD. Staff will report back to the Board quarterly with progress updates.

ATTACHMENTS

Attachment A - Listening Sessions

Prepared by: Robert Gummer, Deputy Chief System Security and Law Enforcement (Interim), (213) 922-4513
Elba Higueros, Deputy Chief of Staff, (213) 922-6820
Yvette Rapose, Deputy Chief Customer Experience, (213) 418-3154
Desarae Jones, Senior Director, Special Projects (213) 922-2230
Imelda Hernandez, Senior Manager, Transportation Planning (213) 922-4848

Reviewed by: Ken Hernandez, Chief Safety Officer (Interim), (213) 922-2990
Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060
Nicole Englund, Chief of Staff, (213) 922-7950
Dawn Jackson-Perkins, Chief People Officer (Interim), (213) 418-3166



Stephanie N. Wiggins
Chief Executive Officer

Employee Listening Sessions

Metro first conducted listening sessions for employees. To encourage maximum participation, sessions are being held both in person and virtually, with thoughtful consideration given to the timing and locations to ensure accessibility for front-line staff and employees from all Divisions and departments.

The first listening session took place in September 2024 at the Rail Operations Control Center, where employees shared their insights and priorities for the new leadership role. Additional sessions have been held throughout September and October at various Metro locations, including Divisions and the headquarters building. The executive recruiter is participating in each session to facilitate discussions and document feedback, which will play a crucial role in shaping Metro's recruitment strategy for the Chief of Police position.

To further enhance employee engagement, Metro has introduced a QR code that allows staff to easily access a short survey, where they can provide additional feedback on the qualities and priorities they believe the TCPSD Chief of Police should exemplify. This survey has been communicated via the Metro Daily Brief and direct emails, offering another means for employees to share their input.

Additionally, in July 2024, Metro began an internal Interest List to provide Metro employees with an opportunity to become a sworn officer within the TCPSD. As of October 9, there have been 515 employees who have expressed interest in learning more about TCPSD positions. The employees range from bus operators, custodians, service attendants, customer service agents, transit security officers, supervisors, and managers.

Public Listening Sessions

The Public Safety Advisory Committee (PSAC) has hosted three Community Listening Sessions to engage with the public as of the date of submission of this report. The first Listening Session took place at Los Angeles Union Station with 25 attendees, and the second session was conducted virtually with approximately 40 people in attendance. The third Listening Session took place at the Michelle Obama Neighborhood Library in Long Beach on Saturday, October 26, with about 15 attendees. At these community listening sessions, the public had the opportunity to share their vision for Metro's new Chief of Police and Emergency Management. The public was asked to share the values, skills, and traits they believe are essential for the role. Their input will help shape the future of safety in the community and on Metro. In two special meetings that were scheduled, the PSAC members themselves had an opportunity to meet with the executive recruiter and provide their own feedback and comments related to the traits, skills, and values they believe should be considered when recruiting a new Chief. In addition to these listening sessions, the PSAC engaged with the public at tabling events across the County through the Fall. In August, the PSAC tabled at National Night Out in Sun Valley, Queer Mercado in East Los Angeles, CicLavia-Meet the Hollywoods in West Hollywood, Levitt Pavilion Summer Concert at MacArthur Park, and NoHo Farmers Market in North Hollywood. The PSAC also attended the Belmont Shore Car Show in Long Beach and the

Hispanic Heritage Festival in Inglewood in September, reaching 65-100 people per event. And finally in October, they attended CicLavia in the Heart of LA, and the Taste of Soul with an estimated attendance of over 10,000 at each event.

In addition to those listening sessions and tabling opportunities hosted by the Public Safety Advisory Committee, staff engaged various targeted groups to ensure we heard from a cross-section of people with diverse lived experiences within the County of LA.

In August 2024, the Community Advisory Committee (CAC) requested an update on current Metro initiatives to discuss the TCPSD and learn what progress had been completed so far. SSLE briefed on the implementation plan, the 5-year timeline, and the status, which included building the job specifications for the Chief of Police, gauging interests in current Metro staff on joining the TCPSD, and hiring the recruitment and transition teams. The CAC expressed excitement about Metro's vision for the TSCPSD and requested frequent updates on the progress and will be meeting with the facilitator to provide their own feedback for the recruitment of the Chief of Police and Emergency Management on November 20, 2024.

In September 2024, SSLE briefed the Technical Advisory Committee (TAC), which was the first time that the group requested a security presentation. The TAC requested an update on the TCPSD and wanted to understand how the organization would be different than current law enforcement and specifically asked to understand what type of oversight would be in place for this agency. SSLE explained that there would be a civilian oversight committee that would take the best practices of the current Metro advisory committees but also highlighted that the current committees would still have the same opportunities to provide feedback.

To round out the Listening Sessions, the facilitator also engaged with the business community in a listening session hosted by BizFed that yielded about 60 participants, approximately 45 faith based leaders at Metro's Faith Leaders Roundtable, 20 older adults during a listening session with On the Move Riders Program, about 25 participants at the Accessibility Advisory Committee meeting and about 25 members of the Women & Girls Governing Council. Staff will also be engaging the Youth Council on November 18 and the Aging and Disability Transportation Network in a meeting to be held in November, ensuring that we have a cross section of people with disabilities, women, youth and older adults.

**QUARTERLY UPDATE ON
TRANSIT COMMUNITY PUBLIC
SAFETY DEPARTMENT
(TCPSD) IMPLEMENTATION
PLAN**



TCPSD Implementation Plan

Develop a “care-first” public safety model that prioritizes de-escalation, mental health support, and community engagement over the next five years

Objectives:

- Enhance transit system safety for riders and employees
 - Provide a visible engaged presence on buses and trains
 - Fiscally sustainable
 - Accountability and transparency
-

Executive Recruitment for Chief of Police

- National recruitment to secure a Chief of Police who embodies Metro's values and commitment to diversity, equity, and inclusion
- Held listening sessions with employees, riders, community members, and the business community to gather diverse perspectives:
 - Multiple internal listening session with employees across various shifts
 - PSAC hosted three Community Listening Sessions to engage with the public
 - Listening sessions with the Technical Advisory Committee, Women and Girls Governing Council, Accessibility Advisory Council, Metro Youth Council, and Aging and Disability Transportation Network and a Business Community Listening Session with BizFed
- Feedback collected to inform the selection criteria and leadership qualities sought in the new TCPD Chief of Police

Transition Team Advisory Group

- Successfully implementing the TCPSP requires subject matter experts with specialized knowledge in public safety, care-based strategies, and transit operations to serve as the TCPSP Transition Team Advisory Group.
- These team members will support Metro in shaping TCPSP policies, training, and care-based practices, providing input and feedback at key milestones to ensure that the new public safety model aligns with Metro's strategic goals and public safety best practices.
- Advisory body comprised of experts from law enforcement, mental health, and social services
- Identified 8 out of 10 members

CalPERS Safety Retirement and Project Manager

- CalPERS approval received for Chief of Police position to be classified as a safety role under Government Code Section 20424
- Process initiated to modify Metro's CalPERS contract for TCPSD's inclusion in a specialized retirement plan for safety personnel, expected completion by Spring 2025
- Hired a dedicated project manager to oversee all TCPSD efforts

Crisis Intervention Teams

- **Crisis Intervention Focus:**

- Establishing teams within TCPD to address mental health crises on Metro through a compassionate, non-policing approach

- **Learning from Peer Programs:**

- Staff ride-alongs with LAPD's Homeless Outreach Proactive Engagement (HOPE) and LA County Sheriff's Transit Mental Evaluation Team (TMET)
- Peer reviews of successful crisis intervention models like Eugene's CAHOOTS program, Austin's CapMetro, and Oakland's BART

- **Goals for Crisis Response:**

- Integrate mental health clinicians with first responders
- Develop a dispatch system for crisis response that connects individuals with stabilization facilities and community resources

Next Steps

- Continuation of public and employee engagement initiatives, including listening sessions - and Community Advisory Council Meeting (11/20).
- Ongoing recruitment for TCPSD Chief of Police
- Finalizing Transition Team Advisory Group
- Finalizing Metro's CalPERS contract amendment for TCPSD's inclusion in the safety retirement plan