



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

**Agenda - Final**

**Thursday, February 15, 2024**

**12:30 PM**

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

*Holly J. Mitchell, Chair  
James Butts, Vice Chair  
Kathryn Barger  
Jacquelyn Dupont-Walker  
Paul Krekorian  
Gloria Roberts, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

## **METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES**

### **(ALSO APPLIES TO BOARD COMMITTEES)**

#### **PUBLIC INPUT**

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

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

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

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

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

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

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

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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.

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

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The Committee Meeting begins at 12:30 PM Pacific Time on February 15, 2024; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 202-735-3323 and enter  
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***Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2(pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

### Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 15 de Febrero de 2024. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 202-735-3323 y ingrese el codigo  
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### 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  
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## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 17, 18, 19, 20, 21, and 22.

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

## CONSENT CALENDAR

17. **SUBJECT: CONSULTANT SUPPORT SERVICES FOR EXPRESSLANES OPERATIONS AND PLANNING**

[2023-0619](#)

### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a seven-year firm fixed price Contract No. PS100159000 to HNTB Corporation in the amount of \$23,987,498 for consultant support services for ExpressLanes Operations and Planning, subject to resolution of any properly submitted protest(s) if any, and;
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

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

18. **SUBJECT: PURCHASE OF ELECTRIC VEHICLE (EV) CROSSOVERS**

[2023-0736](#)

### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB No. DR113478 with Elite Auto Network, the lowest responsive and responsible bidder for 21 Toyota bZ4X Electric Vehicles (EV) Crossovers for a total of \$1,305,792.28 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](#)

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**19. SUBJECT: FIRE ALARM AND SUPPRESSION SYSTEM PROJECT** [2023-0748](#)

**RECOMMENDATION**

ESTABLISH a Life of Project (LOP) Budget of \$19,000,000 for the Metro B, D, A Lines, and Division 20 Fire Alarm and Suppression System Project.

Attachments: [Attachment A - Project 205116 Expenditure Plan](#)

**20. SUBJECT: P3010 LIGHT RAIL VEHICLE COMPONENT OVERHAUL BATTERY KITS** [2023-0758](#)

**RECOMMENDATION**

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 24-month indefinite quantity/indefinite delivery Contract No MA101202000 to Saft America Inc. for the purchase of 235 P3010 Battery Kits for a not-to-exceed amount of \$3,513,278 subject to the resolution of any properly submitted protest(s), if any; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

**21. SUBJECT: MEMBERSHIP ON METRO'S SAN GABRIEL VALLEY SERVICE COUNCIL** [2024-0049](#)

**RECOMMENDATION**

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council.

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

**22. SUBJECT: A650 HEAVY RAIL VEHICLE (HRV) REFURBISHMENT** [2023-0495](#)

**RECOMMENDATION**

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a fixed price

contract, Contract No. A650-2022 to Woojin IS America for the refurbishment of 74 heavy rail vehicles (HRVs), in the amount of \$213,587,543 for 70 base HRVs (\$201,221,103), and exercise one contract option for an additional 4 HRVs (\$12,366,440), totaling 74 HRVs; subject to the resolution of any properly submitted protest(s); and

B. APPROVING the Life of Project (LOP) budget of \$264,662,611.20.

Attachments:      [Attachment A - Procurement Summary](#)  
                         [Attachment B - DEOD Summary](#)  
                         [Attachment C - Funding & Expenditure Plan](#)  
                         [Attachment D - Metro 2022 EFC Map](#)

## NON-CONSENT

23. **SUBJECT:      OPERATIONS EMPLOYEES OF THE MONTH** [2023-0753](#)

### RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments:      [Presentation](#)

24. **SUBJECT:      CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2023-0752](#)

### RECOMMENDATION

RECEIVE oral report on Operations.

25. **SUBJECT:      MONTHLY UPDATE ON PUBLIC SAFETY** [2024-0020](#)

### RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:      [Attachment A - Part 1 Crimes per 1 Million Boardings 2022 vs. 2023](#)  
                         [Attachment B - Board Motion 36.1](#)  
                         [Attachment C - Arrests by Race & Ethnicity December 2023](#)  
                         [Attachment D - Total Crime Summary December 2023](#)  
                         [Attachment E - Systemwide Law Enforcement Overview December 2023](#)  
                         [Attachment F - MTA Supporting Data December 2023](#)  
                         [Attachment G - Bus & Rail Operator Assaults December 2023](#)  
                         [Attachment H - Sexual Harassment Crimes December 2023](#)

**SUBJECT:      GENERAL PUBLIC COMMENT** [2024-0078](#)

RECEIVE General Public Comment

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

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

**Adjournment**



## Board Report

File #: 2023-0619, File Type: Contract

Agenda Number: 17.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

**SUBJECT: CONSULTANT SUPPORT SERVICES FOR EXPRESSLANES OPERATIONS AND PLANNING**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a seven-year firm fixed price Contract No. PS100159000 to HNTB Corporation in the amount of \$23,987,498 for consultant support services for ExpressLanes Operations and Planning, subject to resolution of any properly submitted protest(s) if any, and;
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

#### **ISSUE**

While Metro staff possesses tolling expertise in many areas, the current capacity of staff would be significantly strained to perform the full set of oversight and monitoring functions required to support the current/future operation, expansion, and ongoing enhancement needs of ExpressLanes. Monitoring, oversight, and support for various aspects of the program are critical in ensuring and enhancing the ExpressLanes performance.

#### **BACKGROUND**

The ongoing operation and maintenance of the ExpressLanes is highly specialized and requires technical skills across a range of disciplines and areas. Examples of such subject matter expertise include knowledge of interoperability regulations within California Toll Operations as well as National Interoperability, knowledge of toll system deployment past challenges and lessons learned, knowledge of individual state DMV regulations, toll industry best practices including future product roadmaps, and knowledge of state and national tolling legislation.

This contract will provide the necessary consultant support services for:

- Ongoing operation of the existing Back Office System (BOS), Roadside Toll Collection System (RTCS), Account Services Center
- Future operation of the new I-105 ExpressLanes and network expansion

- 
- Migration from Title-21 transponders to 6C transponders
  - System improvements and performance enhancements, as warranted

External consultants for vendor/system oversight and technical support services on managed lane and toll projects are common in the tolling industry and fulfill a crucial role for agencies with smaller department staff sizes, such as Metro. Metro ExpressLanes has contracted similar consultant support services and technical oversight since the inception of operations. The most recent contract was awarded in 2018 and expires in July 2024, necessitating approval of a new contract to ensure adequate assistance in oversight, monitoring, and enhancement of the program.

Additional software engineers, data architects, and toll facility design personnel may be added in the future to the ExpressLanes group to reduce its reliance on external consultants. Since the tolling authority was received in the fall of 2014, ExpressLanes management has made progress toward this goal by filling a variety of core functions formerly handled by consultants. Specifically, we have added three staff members to oversee and manage BOS software and delivery and quality assurance, RTCS equipment and algorithm logic, and account support services. It is anticipated that staff levels may need to be adjusted over the next few years as part of an ongoing initiative to broaden the in-house capabilities to effectively oversee, monitor, and manage the addition of I-105 ExpressLanes, thereby further reducing Metro's dependency on outside contractors to assist with technical oversight.

## **DISCUSSION**

This contract will be essential to accomplishing the above activities smoothly and expeditiously while minimizing risks to budget and schedule. In pursuit of these mission-critical objectives, this contract will provide the following core services (among others):

- Assistance with verification of all toll system data for performance monitoring and analysis
- Support with ongoing evaluation of the functionality of the dynamic pricing algorithm
- Assistance with oversight and verification of any system changes implemented by other toll vendors
- Assistance with Account Services Center Operations, which includes:
  - Monitoring of back office activities to ensure compliance with standard operating procedures
  - Monitoring key performance elements related to customer account maintenance and violation processing
  - Verifying contractor compliance with performance standards and regulatory requirements
  - Monitoring and support of the transponder replacement program
- Assistance with RTCS operations and maintenance, which includes:
  - Reviewing the toll vendor's maintenance activities and processes
  - Monitoring lane system equipment availability and reliability
- Assistance with BOS contract, which includes:
  - Design and documentation reviews for any new system functionality
  - Verification of Milestone deliverables per contract
  - Verifying contractor compliance with performance standards and regulatory

requirements

- Verifying contractor deliverables as it pertains to data migration, including data cleansing
- Logistical support for vendor contracts
- Expert advice and oversight support for system upgrades
- Assistance with cost analyses and support for toll vendor activities, materials, deliverables, and services
- Support for verification and critical evaluation of deliverables and work products for the toll vendors
- Support for field testing, verification, and acceptance of systems, field infrastructure, and other toll system hardware
- Support for development and maintenance of ExpressLanes Business Rules

### **DETERMINATION OF SAFETY IMPACT**

This Board action is not anticipated to have an impact on the safety of Metro's patrons or employees. The work associated with this contract is almost exclusively desk-based work performed in an office environment evaluating and developing technical business rules, data programming and software development, work process improvement, new technology integration, regulatory interpretation, and process improvement related to BOS, RTCS, account servicing, and regulatory evaluation.

### **FINANCIAL IMPACT**

Funding for this Contract will come from toll revenues. The funds required for FY24 are included in the FY24 budget in Cost Center 2220, Project Numbers 307001 and 307002.

Since this is a multi-year project, the cost center manager, the Consultant Support for ExpressLanes Operations and Planning Project Manager, and Deputy Chief Operations Officer of Shared Mobility will be responsible for budgeting the cost in future years.

#### **Impact to Budget**

The funding for this contract is from toll revenues generated on the I-10 and I-110 ExpressLanes. Toll revenue funds are not eligible for bus and rail operating expenses outside of the ExpressLanes corridors. This action will not impact ongoing bus and rail operating and capital costs, the Proposition A and C and TDA administration budget, or the Measure R administration budget.

### **EQUITY PLATFORM**

For this contract, the Diversity and Economic Opportunity Department (DEOD) established a Small Business Enterprise (SBE) goal of 22% and a Disabled Veteran Business Enterprise (DVBE) goal of 3% of the total contract price, for a combined SBE/DVBE goal of 25%. Outreach to SBE/DVBE firms was performed by the individual proposers. The proposed contractor team exceeded Metro's goal by making a 46.56% SBE commitment and a 3% DVBE commitment.

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This consultant support services contract provides the ExpressLanes program with essential subject area experts and resources necessary to efficiently and effectively implement equity-oriented initiatives and programs including but not limited to: the assignment of direct funding allocations to transit service providers; disbursement and management of Net Toll Revenue grants that provide transportation alternatives to EFCs; and deployment of strategies for ensuring that the ExpressLanes remain accessible to low income households and the transportation disadvantaged.

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

The Consultant Support for ExpressLanes Operations and Planning project supports Strategic Goal 1 to provide high-quality mobility options that enable people to spend less time traveling. It does so by providing the ExpressLanes Program with access to subject matter experts in the areas of performance measurement, dynamic pricing, traffic modeling, and transportation economics which can translate into additional time savings for ExpressLanes users.

The Consultant Support for ExpressLanes Operations and Planning project supports Strategic Goal 2 to deliver outstanding trip experiences for all users of the transportation system by providing the ExpressLanes Program with access to subject matter experts in the areas of industry best practices, emerging technologies, and lessons learned from other agencies' experiences facing similar conditions as Metro.

### **ALTERNATIVES CONSIDERED**

The Board may elect to utilize current Metro staff to perform the work, but this alternative is not recommended. Though Metro staff possesses expertise in many areas, staff does not have the comprehensive set of skills necessary to fulfill all of the roles and functions needed by the ExpressLanes Program.

The Board may elect to hire additional full-time personnel to achieve sufficient levels of staffing associated with effectively monitoring and overseeing the current operations and technical requirements associated with the ExpressLanes. This alternative is also not recommended due to inherent inefficiencies in acquiring the appropriate knowledge for an all-electronic facility using dynamic pricing and the associated technical expertise that is difficult to find and cultivate and the delay associated with identifying and hiring these positions. Over the years, some positions that were appropriate for internal hire have been filled. However, many aspects of these roles require highly specialized knowledge that may be provided more comprehensively and efficiently by a contractor with a wide range of subject area expertise, such as insight to global best practices that may be referenced on demand and engaged as needed for shorter duration project evaluations that do not justify full-time hiring commitments. As new corridors are added to the program additional staff may be required to support aspects of the program that benefit from longer-term oversight, and technical support that can be supplied by full-time, permanent employees.

The Board may elect not to award and execute the Contract. This alternative is also not recommended because it would result in reduced levels of service or slower response to issues surrounding toll system monitoring and management, contractor/vendor oversight and accountability,



and general ExpressLanes operations.

### **NEXT STEPS**

Upon Board approval, staff will execute Contract No. PS100159000 with HNTB Corporation for Consultant Support Services for ExpressLanes Operations and Planning.

### **ATTACHMENTS**

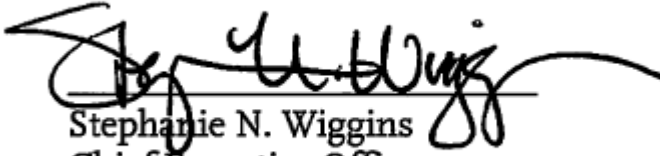
Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Rosa Zamorano, Senior Manager, Transportation Planning, (213) 503-0991  
Mark Linsenmayer, Deputy Executive Officer, Congestion Reduction, (213) 922-5569  
Shahrazad Amiri, Deputy Chief Operations Officer, (213) 922-3061  
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

CONSULTANT SUPPORT SERVICES FOR EXPRESSLANES  
OPERATIONS AND PLANNING/PS100159000

1.	<b>Contract Number:</b> PS100159000	
2.	<b>Recommended Vendor:</b> HNTB Corporation	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued :</b> May 5, 2023	
	<b>B. Advertised/Publicized:</b> May 9, 2023	
	<b>C. Pre-Proposal Conference:</b> May 11, 2023	
	<b>D. Proposals Due:</b> June 28, 2023	
	<b>E. Pre-Qualification Completed:</b> October 23, 2023	
	<b>F. Ethics Declaration Forms submitted to Ethics:</b> July 5, 2023	
	<b>G. Protest Period End Date:</b> February 20, 2024	
5.	<b>Solicitations Picked up/Downloaded:</b> 68	<b>Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Andrew Conriquez	<b>Telephone Number:</b> 213-922-3528
7.	<b>Project Manager:</b> Rosa Zamorano	<b>Telephone Number:</b> 213-922-5584

**A. Procurement Background**

This Board Action is to approve the award of Contract No. PS100159000 issued to provide Consultant Support Services for ExpressLanes Operations and Planning. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

The Request for Proposals (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The RFP was issued under the Medium-Size Business Enterprise Program II (MSZ-II) with a Small Business Enterprise (SBE) goal of 22% and a Disabled Veteran Business Enterprise (DVBE) goal of 3%. Under the MSZ-II program, the RFP allowed any size firm to propose. However, Metro would entertain proposals from firms that are non-MSZ only in the event Metro did not receive more than one MSZ-II proposal. It was also subject to the Local Small Business Enterprise (LSBE) Preference program, which awards a bonus of 5 preference points for the utilization of local small business firms. The Workforce Initiative Now (WIN-LA) program was also applicable.

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

- Amendment No. 1, issued on May 8, 2023, provided an updated Exhibit A – Scope of Services with a Dropbox link to appendices;
- Amendment No. 2, issued on May 20, 2023, provided updates to Exhibit 1 - SBE/DVBE Proposal Forms (1-6) and Exhibit 12 – Labor Allocation Schedule;

- Amendment No. 3, issued on June 8, 2023, extended the proposal due date.

A total of 68 firms downloaded the RFP and were included in the plan holders list. A virtual pre-proposal conference was held on May 11, 2023. There were 41 attendees representing 21 firms. There were 45 questions asked and responses were released prior to the proposal due date.

A total of two proposals were received on June 28, 2023, from the following non-MSZ-II firms listed below in alphabetical order:

1. HNTB Corporation
2. Kimley-Horn and Associates, Inc.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Metro ExpressLanes and Planning 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:

• Demonstrated Project Experience and Qualifications	10%
• Key Project Team Experience	15%
• Approach To Tasks 1, 11, and 12 (Administrative Background)	10%
• Approach To Tasks 2-5 (Toll System Management/Oversight)	20%
• Approach To Tasks 6-10 (ExpressLanes Ops. Oversight/Support)	23%
• Cost	20%
• Workforce Initiative Now (WIN-LA)	2%
• Local Small Business Enterprise (LSBE) Preference Program	5%

The evaluation criteria are appropriate and consistent with criteria developed for other similar professional service procurements. Several factors were considered when developing these weights, giving the greatest importance to Approach to Tasks 6-10 (ExpressLanes Operations and Oversight Support).

On September 19, 2023, the PET completed its independent evaluation of the technical proposals, and both firms were determined to be within the competitive range. In addition, the PET determined that oral presentations were not needed and HNTB Corporation was determined to be technically qualified to perform the work.

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

#### **HNTB Corporation**

Founded in 1914, HNTB has been involved in ExpressLanes, tolling, planning, engineering, specifications and estimates for highways in Southern California. HNTB Corporation has been involved in procuring, delivering and operating more

than half of the 71 ExpressLanes in the United States. In addition, HNTB has worked on previous ExpressLanes projects with Riverside County Transportation Commission (RCTC), Orange County Transportation Authority (OCTA), San Bernardino County Transportation Authority (SBCTA), and LA Metro.

In their proposal, HNTB described their knowledge of the experience with the Roadside Toll Collection System, Back Office Systems, Customer Service Center for Metro ExpressLanes. They demonstrated their understanding of the I-110/I-10 ExpressLanes technical aspects, policy decisions and complexities of Metro's challenges. In addition, HNTB committed to allocating 10% or more of total labor wages and benefits to hiring and supporting WIN-LA candidates.

### **Kimley-Horn and Associates, Inc.**

Kimley-Horn and Associates, Inc., founded in 1967, is a private national planning, engineering, environmental, and design consulting firm. Some of their areas of expertise are in toll technology, transportation, and ITS projects. Kimley-Horn and Associates, Inc., has several hundred staff based in Southern California and an office in Los Angeles.

Kimley-Horn and Associates, Inc.'s proposal demonstrated experience in ExpressLanes, transportation, and planning projects such as the I-680, I-580 Eastbound, and SR-85 in the San Francisco Bay Area, as well as the I-5 ExpressLanes in San Diego County. However, the proposal lacked details that fully addressed aspects of the evaluation criteria and did not articulate a cohesive response to the RFP.

A summary of the PET scores is provided below:

	<b>Firm</b>	<b>Weighted Average Score</b>	<b>Factor Weight</b>	<b>Average Score</b>	<b>Rank</b>
<b>1</b>	<b>HNTB Corporation</b>				
<b>2</b>	Demonstrated Project Experience and Qualifications	90.70	10.00%	9.07	
<b>3</b>	Key Project Team Experience	93.33	15.00%	14.00	
<b>4</b>	Approach To Tasks 1, 11, and 12 (Administrative Background)	87.70	10.00%	8.77	
<b>5</b>	Approach To Tasks 2-5 (Toll System Management/Oversight)	89.15	20.00%	17.83	
<b>6</b>	Approach To Tasks 6-10 (ExpressLanes Operations Oversight/Support)	88.26	23.00%	20.30	
<b>7</b>	Cost	100.00	20.00%	20.00	

8	Workforce Initiative Now (WIN-LA)	100.00	2.00%	2.00	
9	Local Small Business Enterprise (LSBE) Preference Program	100.00	5.00%	5.00	
10	<b>Total</b>		<b>105.00%</b>	<b>96.97</b>	<b>1</b>
11	<b>Kimley-Horn and Associates, Inc.</b>				
12	Demonstrated Project Experience and Qualifications	76.70	10.00%	7.67	
13	Key Project Team Experience	74.00	15.00%	11.10	
14	Approach To Tasks 1, 11, and 12 (Administrative Background)	70.30	10.00%	7.03	
15	Approach To Tasks 2-5 (Toll System Management/Oversight)	75.85	20.00%	15.17	
16	Approach To Tasks 6-10 (ExpressLanes Operations Oversight/Support)	74.78	23.00%	17.20	
17	Cost	99.40	20.00%	19.88	
18	Workforce Initiative Now (WIN-LA)	0.00	2.00%	0.00	
19	Local Small Business Enterprise (LSBE) Preference Program	0.00	5.00%	0.00	
20	<b>Total</b>		<b>105.00%</b>	<b>78.05</b>	<b>2</b>

### C. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), cost analysis, technical analysis, fact finding and negotiations. Staff successfully negotiated a cost savings of \$363,499.

Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
HNTB Corporation	\$24,350,997	\$19,248,875	\$23,987,498
Kimley Horn and Associates, Inc.	\$24,500,000		

The variance between the ICE and the negotiated amount is because the ICE did not take into consideration the costs of inflation and higher labor rates.

### D. Background on Recommended Contractor

Founded in 1914, HNTB has been involved in ExpressLanes, tolling, planning, engineering, specifications and estimates for highways in Southern California.

HNTB Corporation has been involved in procuring, delivering, and operating more than half of the 71 ExpressLanes in the United States. In addition, HNTB has worked on previous ExpressLanes projects with Riverside County Transportation Commission, Orange County Transportation Authority, San Bernardino County Transportation Authority, and Metro.

HNTB has worked with Metro on previous congestion relief projects through the ExpressLanes program and has familiarity with the Back Office Systems, Roadside Toll Collections, and Customer Service Operations Center. In addition, the proposed team brings regional knowledge of toll systems implementation, operations, and has led numerous ExpressLanes and toll road projects in Southern California.

## DEOD SUMMARY

**CONSULTANT SUPPORT FOR EXPRESSLANES OPERATIONS AND PLANNING /  
CONTRACT NUMBER PS100159000**

**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 MSZ-II solicitation. HNTB Corporation (HNTB) exceeded the goal by making a 46.56% SBE and 3% DVBE commitment.

<b>Small Business Goal</b>	<b>22% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>46.56% SBE 3% DVBE</b>

	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>LSBE</b>	<b>Non-LSBE</b>
1.	AFSHA Consulting, Inc.	0.80%		X
2.	Altmayer Consulting, Inc.	11.36%	X	
3.	Mammoth Associates, LLC	6.01%	X	
4.	Noble Insight	0.13%		X
5.	Silicon Transportation Consultants	15.59%		X
6.	Wiltec	12.67%	X	
	<b>Total SBE Commitment</b>	<b>46.56%</b>		

	<b>DVBE Subcontractors</b>	<b>% Committed</b>	<b>LSBE</b>	<b>Non-LSBE</b>
1.	MA Engineering	3%	X	
	<b>Total DVBE Commitment</b>	<b>3%</b>		

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

HNTB did not identify themselves as an MSZ-II firm in their proposal. No proposals were received from MSZ-II firms.

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

HNTB, a non-LSBE prime, subcontracted 33.05% of its contract value with eligible LSBE firms and is eligible for 5% LSBE Preference points.

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

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

**E. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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





## Board Report

File #: 2023-0736, File Type: Contract

Agenda Number: 18.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

**SUBJECT: PURCHASE OF ELECTRIC VEHICLE (EV) CROSSOVERS**

**ACTION: APPROVE CONTRACT AWARD**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB No. DR113478 with Elite Auto Network, the lowest responsive and responsible bidder for 21 Toyota bZ4X Electric Vehicles (EV) Crossovers for a total of \$1,305,792.28 inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

#### **ISSUE**

This procurement is to replace 21 Metro owned and operated gasoline and gasoline hybrid Sport Utility Vehicles (SUV's) and sedans with 21 EV Crossovers. SUV's and sedans identified for replacement have exceeded the policy requirement of 6 years and/or 150,000 miles of service or were previously placed out of service and scrapped due to major collision damage.

Metro is committed to promoting and using zero-emissions vehicles across the system, including in our non-revenue fleet. Transitioning from gasoline and gasoline hybrid SUV's and sedans to EV Crossovers will align the department with the company goal and reduce Metro's carbon footprint.

#### **BACKGROUND**

Non-revenue vehicles are required by various departments to support maintenance, transportation, and construction programs. Several non-revenue vehicles have exceeded the minimum required service requirements and are in need of replacement, including twenty-one older and higher mileage SUV's and sedans. Two vehicles need replacement because of major collision damage and nineteen vehicles need replacement due to the normal wear and tear of 12 - 16 years in service with an average of 167,000 miles. In the last few years, these SUV's and sedans have experienced reduced reliability and have required significant and frequent repairs to keep them in service. These vehicles have now surpassed their useful life and were determined unreliable with excessive mechanical failures, costly/frequent repairs, and high levels of service unavailability. The current condition of these vehicles renders them no longer cost effective to maintain and replacements are now required.

The Toyota bZ4X Electric Vehicles being procured have several clear advantages over gasoline and

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gasoline hybrid vehicles in terms of environmental impact, cost of ownership, performance, and technological innovation.

## **DISCUSSION**

The award of this firm fixed price contract with Elite Auto Network will allow the replacement of twenty-one SUV's and sedans. Various departments throughout the agency rely on these SUV's and sedans, including bus and rail divisions, Wayside systems, Maintenance of Way Engineering, Risk Management, Operations Planning, and Public Relations. The new SUVs will be used for operator relief, maintenance support, construction project management, and to support various administrative functions. The EV configuration of these vehicles ensures Metro operates zero tailpipe emission Battery Electric Vehicles to continue with Metro's efforts of utilizing environmentally friendly equipment. The new Toyota bZ4X Electric Vehicles provide several benefits to Metro, including:

### *Environmental Impact*

Metro is committed to promoting and using zero-emissions vehicles across the system, including in our non-revenue fleet. The transition to zero emission, non-revenue vehicles benefits customers, employees, and the communities where Metro vehicles operate with the elimination of harmful emissions in these environments. 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.

### *Cost of Ownership*

While having a more expensive purchase cost upfront, the high cost of fuel for gasoline vehicles and reduced maintenance for new vehicles will result in a cost reduction for maintaining the EV Crossovers as compared to gasoline and gasoline hybrid vehicles.

### *Safety*

THE EV Crossovers are equipped with numerous technologically advanced safety features, including dynamic braking, emergency airbags, and antilock braking, making them safer to operate compared to the older gasoline and gasoline hybrid vehicles.

### *Charging Availability*

Agencywide charging logistics for all Metro electric vehicles are addressed in Metro's EV Parking Strategic Plan 2023-2028. With the planned expansion of available charging stations, non-revenue can increase the number of electric vehicles.

## **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 lead to wear of the major systems of the vehicle, such as drive train, steering, suspension, and engine, resulting in potentially significant repair costs. Replacement of electric vehicle crossovers will minimize vehicle related safety issues.

## **FINANCIAL IMPACT**

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The recommended award is \$1,305,792.28. This budget is contained within the Life of Project of Capital Project 208610 - FY23 Non-Revenue Equipment Replacement. 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 are from Transportation Development Act funding. These funds are eligible for use on Capital and Operating projects. Allocating these funds to this effort maximizes project funding use given approved provisions and guidelines.

### EQUITY PLATFORM

This action will provide support equipment (EV Crossovers) that will ensure efficient and timely rail and bus service to many underserved communities in Los Angeles County and ensure continued reliable transportation services. The EV Crossovers procured will be assigned to various departments throughout Metro; however, the EV Crossovers will provide support to Rail and Bus Operating Divisions located throughout Los Angeles County, including Downtown Los Angeles, El Monte, Long Beach, and Sun Valley. The adoption of the Toyota bZ4X Electric Vehicles aligns with environmental justice principles, addressing pollution disparities in communities disproportionately affected by traditional vehicles.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this solicitation.

### IMPLEMENTATION OF STRATEGIC PLAN GOALS

The contract for EV Crossovers supports Strategic Goal 2.3: Metro will support a customer-centric culture where exceptional experiences are created at every opportunity for both internal and external customers. The EV Crossover vehicles are required for support of bus, rail, administration, engineering, risk management and support departments focused on providing clean, safe, and reliable transportation services for Metro customers.

### ALTERNATIVES CONSIDERED

The alternative to operating the current vehicles was considered for the nineteen SUV's still in service, but retaining these vehicles for use by Metro employees is not recommended. Diminished reliability, high maintenance costs, frequent repairs and higher emissions have rendered these SUV and sedans a poor alternative for continued operation.

Not purchasing the recommended EV Crossovers will significantly reduce the ability of Metro staff to support the Rail and Bus Operations that effectively provide world-class transportation for all, since the older SUV and sedans that are currently in use are more prone to breakdowns, which could cause delays in the response to incidents and major emergencies.

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Other EV Crossovers were considered, but the BZ4X was the only vehicle in this class with the storage capacity, seating capacity, and range to fulfill the needs of replacing gasoline and gasoline hybrid SUVs.

### **NEXT STEPS**

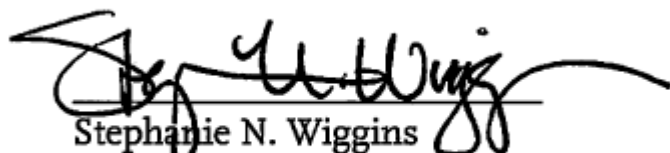
Following the execution of the contract, the vendor will place an order for the vehicles and commence delivery upon receipt from the manufacturer. Delivery of all twenty-one vehicles is scheduled before the close of the calendar year 2024.

### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary

Prepared by: Gary Jolly, Bus Maintenance Superintendent, (213) 922-5802  
James Pachan, Sr. Executive Officer (213) 922-5804  
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061  
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

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



Stephanie N. Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY**  
**EV CROSSOVER VEHICLES**  
**CONTRACT NO. DR113478000**

1.	<b>Contract Number: DR113478000</b>	
2.	<b>Recommended Vendor: Elite Auto Network</b>	
3.	<b>Type of Procurement: IFB</b>	
4.	<b>Procurement Dates:</b>	
	<b>A.Issued: 9/6/23</b>	
	<b>B.Advertised/Publicized: 8/31/23</b>	
	<b>C.Pre-Bid Conference: 9/13/23</b>	
	<b>D. Bids Due: 11/6/23</b>	
	<b>E. Pre-Qualification Completed: 1/9/24</b>	
	<b>F. Conflict of Interest Form Submitted to Ethics: 11/22/23</b>	
	<b>G.Protest Period End Date: 2/16/24</b>	
5.	<b>Solicitations Picked up/Downloaded: 6</b>	<b>Bids Received: 1</b>
6.	<b>Contract Administrator: Lorretta Norris</b>	<b>Telephone Number: (213) 922-2632</b>
7.	<b>Project Manager: Joe Guzman</b>	<b>Telephone Number: (562) 658-0232</b>

**A. Procurement Background**

This Board Action is to approve Contract No. DR113478000 to Elite Auto Network for the purchase of twenty-one (21) 2023 Toyota BZ4X Crossovers to replace vehicles in support of Metro's Bus and Rail operations, and its commitment to promote a cleaner and sustainable transportation system. Board approval of contract award is subject to resolution of any properly submitted protest(s), if any.

The Invitation for Bid (IFB) was issued in accordance with Metro's Acquisition Policy and the contract type is a Firm Fixed Price. SBE and DVBE goals were not recommended due to the lack of subcontracting opportunities.

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

- Amendment No. 1, issued on October 2, 2023, updated the Critical Dates.

A single bid was received on November 6, 2023, and deemed responsive.

## **B. Evaluation of Bids**

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

The recommended firm, Elite Auto Network, the single responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

## **C. Market Survey**

Six (6) firms downloaded the solicitation and based on staff's findings, one submitted a bid, one is a commercial truck dealer, one leases vehicles, one is a new and used truck dealer, one is an auto parts store, and one is a bid management company. The market survey revealed that the decisions not to propose were based on individual business considerations. The automotive industry is still recovering from the pandemic with ongoing supply chain and logistics issues. Most are not willing to commit to long-term, fixed price contracts due to these concerns.

## **D. Price Reasonableness**

The recommended price is the result of an open competitive bid process in a competitive environment. The bidder prepared its bid with the expectation of adequate price competition. Both Metro and the bidder anticipated there would be more than one acceptable bid submitted. Overall, the total bid price has been determined to be fair and reasonable based upon market conditions and selection of the single responsive and responsible bidder.

The single bid received was recommended for award even though the bid was 23% higher than the independent cost estimate. The price variance is reflective of the Market Survey conducted and the current global market conditions which have been heavily impacted by the COVID-19 pandemic.

The market price of steel has fluctuated to almost double of what it was since the last procurement of electric vehicles were purchased. A worldwide semiconductor supply shortage has stalled production within the automotive industry and drastically delayed the delivery timeline of vehicles. In addition, the global logistics landscape of moving goods is heavily burdened by a shortage of manpower combined with an increased cost of fuel driving up the freight cost for these units. These issues all contribute to the price variance in addition to general supply chain issues and labor cost escalations.

<b>Bidder's Name</b>	<b>Total Bid Amount</b>	<b>Metro ICE</b>
Elite Auto Network	\$1,305,792.28	\$1,008,000

#### **E. Background on Recommended Contractor**

The recommended firm, Elite Auto Network, is a dealer/broker located in Beverly Hills, California, has been in business over 35 years and provides full circle fleet management, including vehicle upfitting, mobile and drive away services, and fleet electrification. Elite Auto Network has performed satisfactorily on previous Metro contracts since 2017.

No. 1.0.10  
Revised 10/11/16

**DEOD SUMMARY**

**EV CROSSOVER VEHICLES / CONTRACT NO. DR113478000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this solicitation due to lack of subcontracting opportunities. Elite Auto Network, an SBE prime, listed three (3) major firms as non-SBE subcontractors to perform on 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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.





## Board Report

File #: 2023-0748, File Type: Budget

Agenda Number: 19.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

**SUBJECT: FIRE ALARM AND SUPPRESSION SYSTEM PROJECT**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

ESTABLISH a Life of Project (LOP) Budget of \$19,000,000 for the Metro B, D, A Lines, and Division 20 Fire Alarm and Suppression System Project.

#### **ISSUE**

In September 2020, the Board approved \$3,000,000 for engineering analysis and requirements definition for a Metro B and D (formerly Red and Purple) Line Fire Alarm Control Panel Replacement System. These funds were needed to assess the existing fire alarm system and develop design and construction specifications. At that time, the estimated cost of replacing the system was not able to be determined. The fire alarm and suppression system in the B and D Lines is intricate and complex to replace as it interfaces with other systems, such as the Supervisory Control and Data Acquisition (SCADA) system. In addition, the project scope of work was expanded to include the fire alarm systems for Division 20 and the Metro A Line Memorial Park-associated tunnel section. After the design and construction specifications were completed, the procurement was initiated as an Invitation for Bid (IFB) No.C1223 to obtain pricing information and award a contract. A LOP needs to be established to award the contract and move forward with this replacement. This LOP is inclusive of the previously approved engineering costs.

#### **BACKGROUND**

The fire alarm control and suppression system play a critical role in ensuring the safety of passengers, employees, and the railway infrastructure. This system is designed to detect and respond to fire incidents promptly. When a fire alarm is triggered, the control system communicates with the Rail Operation Control Center (ROCC) through a connection to the Supervisory Control and Data Acquisition (SCADA) network. This communication involves transmitting real-time data and alerts to the ROCC, providing detailed information about the location and nature of the fire. Once the information reaches the ROCC, the situation can be assessed swiftly, and notification sent to emergency responders. This seamless communication between the fire alarm control system and the ROCC is essential for maintaining the safety and operational integrity of the Metro railway system. The fire alarm control and suppression system are also mandated by local, state, and federal

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fire life safety regulations and codes.

## **DISCUSSION**

The project scope of work entails the replacement of the fire alarm control and suppression systems along Segment 1 (from Union Station to Westlake MacArthur Park) on the Metro B and D Lines, Division 20, and the A Line Memorial Park tunnel section. In addition, the scope of work includes the replacement of the Halon fire suppression systems with NOVEC 1230 systems in the train control and communication (TC&C) rooms at those stations and in three rooms at Division 20.

The fire alarm and suppression systems on the B and D Lines as well as Division 20 are close to reaching the end of their useful lives. The system's components, hardware, and software are original equipment that has been in continuous service since the opening of the B and D Lines in 1993. The system will require replacement to renew its useful life as the Original Equipment Manufacturer (OEM) no longer supports the system. However, after-market compatible parts are available, but supply is limited. Wayside workforces often depend on the services of specialized fire alarm firms to acquire and install after-market compatible parts to keep the existing system operational.

The fire alarm control system on the A Line Memorial Park tunnel section has been damaged by rainwater seepage and corrosion in the tunnel environment. The fire alarm system is rendered inoperable, and a temporary Fire Watch order has been in place. The Memorial Park fire alarm system will be scheduled to be among the first items replaced to restore functionality.

Replacement of these fire alarm control and suppression systems is part of the Capital Improvement Program (CIP) to renew transit infrastructure assets. Metro is committed to maintaining transit infrastructure assets in a state of good repair.

A \$19,000,000 need has been estimated based on the necessary project scope and the bid pricing received. This is related to construction costs based on bids received as well as an increase in the scope of work to include Division 20 and Metro A Line Memorial Park. The expenditure plan for the project is shown in Attachment A.

## **DETERMINATION OF SAFETY IMPACT**

Approval of the recommendation will have a positive impact on safety as the project work scope will move forward to ensure compliance with the current local, State of California, and Federal Fire Life Safety regulations and codes including Los Angeles Fire Department Regulation 4. Maintaining the rail system in a state of good repair and compliance with current fire life safety regulations and codes is essential to providing a safe environment for our patrons and employees.

## **FINANCIAL IMPACT**

This action will establish a \$19,000,000 LOP budget for capital project 205116 - MRL Fire Alarm and Suppression System, given the completion of the IFB No. C1223 procurement process. Annual funding required for this project is included in the FY24 budget.

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

#### Impact to Budget

The current source of funds for this action is Measure M State of Good Repair 2%. This funding source is eligible for capital projects, not eligible for bus and rail operations.

#### **EQUITY PLATFORM**

The benefits of this action are to ensure that transit infrastructure and the safety of the customers and riders are improved countywide, including assets that provide transit service in Equity Focus Communities (EFCs).

The EFCs served include Downtown L.A., Koreatown, Westlake, Hollywood, Universal City, and North Hollywood.

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

Approval of this recommendation supports the following Metro Strategic Plan Goals:

Goal # 1 Provide high-quality mobility options that enable people to spend less time traveling.

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

Goal # 3 Enhance communities and lives through mobility and access to opportunity.

#### **ALTERNATIVES CONSIDERED**

The Board may choose not to adopt the LOP budget. This is not recommended by staff because the existing fire alarm control and fire suppression systems at the identified locations are reaching the end of their useful lives. They are safety sensitive and choosing not to perform or postpone these replacements may impact service reliability and safety. Additionally, unscheduled maintenance repair costs on a per component basis will result in higher operating costs versus reduced costs when performing work as scheduled.

#### **NEXT STEPS**

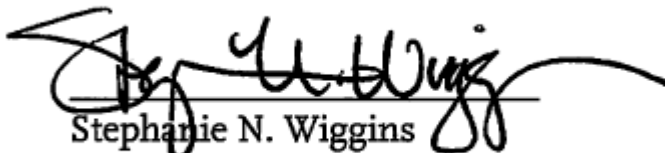
Upon Board approval of the requested LOP, the CEO may approve the low bid contract award, pursuant to California Public Utilities Code 130051.9(c). The contract will be executed, and Operations - Infrastructure Maintenance and Engineering will proceed forward with the project scope.

#### **ATTACHMENTS**

Attachment A - Project 205116 Expenditure Plan

Prepared by: Leonid Bukhin, Deputy Executive Officer, Operations Engineering (213) 922-7218  
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227

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



Stephanie N. Wiggins  
Chief Executive Officer

## CP 205116 Expenditure Plan

## Metro B, D, Division 20, and A Line Memorial Park Tunnel Section Fire Alarm and Suppression System

Use of Funds	ITD	FY24	FY25	FY26	FY27	FY28	Total
IFB No C1223 Metro B, D, Division 20 and A Line Memorial Park Tunnel Fire Alarm Control and Suppression System Replacement	\$ -	\$ 500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 1,081,133	\$ 12,081,133
Contract No. PS46172000 Engineering Design Work and Construction Specifications	\$ 799,102	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 799,102
Metro Wayside and Facilities Maintenance Labor	\$ -	\$ -	\$ 995,700	\$ 1,021,350	\$ 1,039,200	\$ 267,500	\$ 3,323,750
Agency Costs (Design Support During Construction, Project Management, Procurement, Labor Compliance)	\$ 96,015	\$ 100,000	\$ 500,000	\$ 500,000	\$ 500,000	\$ 100,000	\$ 1,796,015
Contingency 8%							\$ 1,000,000

**Yearly Cash Flow Forecast**    \$    895,117    \$    600,000    \$    4,995,700    \$    5,021,350    \$    5,039,200    \$    1,448,633    \$    19,000,000



## Board Report

File #: 2023-0758, File Type: Contract

Agenda Number: 20.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

**SUBJECT: P3010 LIGHT RAIL VEHICLE COMPONENT OVERHAUL BATTERY KITS**

**ACTION: APPROVE RECOMMENDATIONS**

#### **RECOMMENDATION**

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 24-month indefinite quantity/indefinite delivery Contract No MA101202000 to Saft America Inc. for the purchase of 235 P3010 Battery Kits for a not-to-exceed amount of \$3,513,278 subject to the resolution of any properly submitted protest(s), if any; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

#### **ISSUE**

The Original Equipment Manufacturer (OEM) identified and established a component overhaul schedule for all vehicle systems occurring at the 600,000-mile interval to sustain passenger comfort and safety while ensuring equipment operates within designed reliability and longevity targets.

The P3010 rail car fleet manufacturer, along with its sub-suppliers, identified component level overhauls to vehicle systems, including the friction brakes, propulsion, doors, truck assembly including traction motor and gearbox, auxiliary power supply, coupler, master controller, pantograph and Heating Ventilation/Air Conditioning Systems. Therefore, the P3010 overhaul program will require board authorization for 10 separate vendors and new component contracts to complete the project over a 5-year period. The battery kits represent one such system to be overhauled.

#### **BACKGROUND**

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The P3010 LRV fleet was originally placed in revenue service between 2016 - 2023 to support the E (Expo) and former L (Gold) Line extensions, as well as the replacement of the P865/P2020 legacy fleets that were decommissioned between 2017 - 2021. Today the P3010 light rail fleet operates on all of Metro's light rail lines, including A (Blue), C (Green), E (Expo), and K (Crenshaw) lines. The P3010 LRV fleet consists of 235 rail cars operating with consistent performance, reliability, and safety at over 74,624,607 miles.

## **DISCUSSION**

The Component Level Overhaul program consists primarily of the repair and replacement of identified equipment that will be overhauled several times during the life of the vehicle. This is the 1<sup>st</sup> of several overhaul cycles necessary to meet the vehicle's 30-year design life. Rail Fleet Services mechanical staff will perform the removal, testing, and reinstallation of the equipment overhauled by OEM contractors, as the Rail Fleet Service shops do not have the necessary expertise, tools, equipment, and space to perform the actual component overhauls. The contractors are required to meet Federal Transit Administration (FTA), Association of American Railroad (AAR), California Public Utilities Commission (CPUC), and Metro's Corporate Safety Standards.

Metro's Transit Vehicle Engineering (TVE) Department, along with Rail Fleet Services staff, performed a technical review of the OEM 600,000 overhaul recommendations and concur with each future overhaul project as described in the Heavy Repair Manuals. TVE also developed the Statement of Work and specifications for the contractor to follow.

The Component Level Overhaul program is mileage based on the current rollout and headway requirements. These overhauls will occur every 5 years throughout the vehicle's service life. The Component Level Overhaul is unlike the Mid-life Overhaul program that typically involves an overhaul contractor, and/or equipment replacement to the major systems while addressing obsolete parts and performance issues/upgrades. The Mid-life rehabilitation occurs at the vehicle's Mid-life, typically 15-years, scheduled to occur beginning calendar year 2031.

## **DETERMINATION OF SAFETY IMPACT**

Passenger safety is of the utmost importance to Metro and staff. These batteries are integral components to ensure the safe operation of an LRV as they provide power for raising the pantographs, opening/closing doors and providing emergency interior and exterior lighting for the LRV.

Therefore, it is critical for staff to meet maintenance and overhaul cycles as defined by the OEM while maintaining compliance with state and federal regulations as well as Metro's internal safety standards, policies, and procedures.

## **FINANCIAL IMPACT**

Funding in the amount of \$3,513,278 for these battery kits is included in the FY24 budget under approved Capital Project (CP) 214009. - P3010 Fleet Component Overhaul.

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Since this is a multi-year project, the cost center Component Overhaul Superintendent, Division Director, and Sr. Executive Officer of Rail Fleet Services will ensure that the balance of funds is budgeted in future years.

#### Impact to Budget

The current source of funds for this action is Proposition A 35%., which is eligible for Metro Rail Operations. Use of this funding source maximizes the allowable project application given approved guidelines and provisions.

#### **EQUITY PLATFORM**

This action will ensure that Metro's P3010 LRV fleet is able to provide vital transportation services throughout the City and County of Los Angeles via A, C, E and L lines, including many underserved communities where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Rail transportation provides an important lifeline for travelers with limited transportation options, and the Metro light rail maintenance programs ensures the proper State of Good Repair to the P3010 light rail fleet to provide transportation for those that primarily rely on transit.

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal. SAFT exceeded the goal by making a 2.08% DBE commitment.

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

Approval of the P3010 rail fleet battery supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The procurement of rail batteries precedes the forthcoming nine overhaul projects. This overhaul program ensures sustained fleet reliability, including safe, accessible, and affordable transportation for all riders of Metro's light rail system. The recommendation supports Metro Strategic Plan Goal 5) Provide Responsive, Accountable, and Trustworthy governance within the Metro organization. Contract Modification Authority and Contract extension safeguard overhaul production continuance while meeting passenger safety and fleet reliably.

#### **ALTERNATIVES CONSIDERED**

The P3010 fleet is Metro's newest and most reliable light rail fleet with sustained availability and reliability. Execution of this overhaul regenerates equipment performance with a positive impact on passenger safety. An alternative is to defer the OEM recommended overhaul program. However, this is not recommended as the fleet will suffer overtime and will create decreased availability/reliability with a high risk of equipment breakdowns as well as negative impacts to on-time-performance and customer service.

Approval of this board item is needed due to the expertise required from the OEM that will save time and money rather than having to re-solicit for these services. Additionally, due to the nature of the



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existing overhaul services contract, replacing motors will be performed concurrently to other overhaul services under the contract.

### **NEXT STEPS**

Upon approval of the Board, staff will execute procurement for Contract No. MA101202000 of light rail vehicle batteries with Saft America, Inc. The staff will return to the board for approval of future contract awards inclusive of truck systems, coupler, heating ventilation and air conditioning, low voltage power supply, propulsion, high speed circuit breaker, master controller, and pantograph.

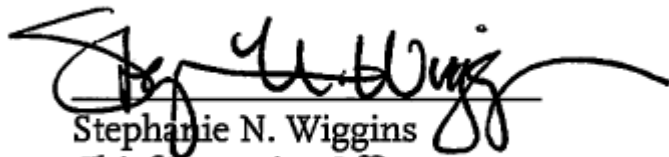
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by:        Bob Spadafora, Sr. Executive Officer, Rail Fleet Services (213) 922-3144  
Richard M. Lozano, Service Operations Superintendent, Rail Fleet Services (323) 224-4042  
Mike Ornelas, Senior Director Rail Fleet Services, (310) 431-3930  
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061  
Debra Avila, Deputy Chief, Vendor/Contract Management (213) 418-3051

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

  
Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## P3010 LIGHT RAIL VEHICLE COMPONENT OVERHAUL BATTERY KITS

MA101202000

1.	<b>Contract Number:</b> MA101202000	
2.	<b>Recommended Vendor:</b> SAFT America, Inc.	
3.	<b>Type of Procurement (check one):</b> <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.	<b>Procurement Dates :</b>	
	<b>A. Issued:</b> June 22, 2023	
	<b>B. Advertised/Publicized:</b> N/A (sole source)	
	<b>C. Pre-proposal Conference:</b> N/A	
	<b>D. Proposal Due:</b> August 11, 2023	
	<b>E. Pre-Qualification Completed:</b> August 22, 2023	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> October 31, 2023	
	<b>G. Protest Period End Date:</b> January 22, 2024	
5.	<b>Solicitations Picked up/Downloaded:</b> 1	<b>Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Andrew Coppolo	<b>Telephone Number:</b> (213) 922-1067
7.	<b>Project Manager:</b> Richard Lozano	<b>Telephone Number:</b> (213) 792-8047

**A. Procurement Background**

This Board Action is to approve Contract No. MA101202000 in support of Metro's P3010 Light Rail Vehicle (LRV) to procure services required for the complete overhaul and replacement of the P3010 Battery Kits. The existing battery kits on the Kinkisharyo (KI) P3010 LRV's were designed and built by the original equipment manufacturer (OEM), SAFT America, Inc. (SAFT). It was determined by Metro's engineering and operations team that SAFT possesses rights and control over proprietary data, supplies, and equipment necessary to ensure full operational capability of their battery kits. Therefore, the overhaul of the P3010 LRV battery kits must be overhauled by OEM, SAFT. Board approval of contract award is subject to resolution of any properly submitted protest(s).

On June 22, 2023, the non-competitive Request for Proposal (RFP) No. MA101202 was issued to SAFT in accordance with Metro's Acquisition Policy and Procedures. The contract type is Firm-Fixed Unit Price Indefinite Delivery, Indefinite Quantity (IDIQ). The Diversity and Economic Opportunity Department (DEOD) recommended a 2% Disadvantaged Business Enterprise (DBE) goal.

The sole source proposal was received on August 11, 2023.

## **B. Evaluation of Proposal**

This is a non-competitive sole source procurement that is consistent with Public Utility Code 130237 for the duplication or replacement of existing equipment already in use. This solicitation was evaluated in compliance with Metro's Acquisition Policy and Procedures.

Metro's Project Manager (PM) performed a technical evaluation of the proposal in accordance with the RFP. The technical evaluation consisted of proposed direct material and proposed transportation. The proposal was found to be technically acceptable and fully responsive to all the RFP requirements. Metro and the Proposer mutually negotiated selected terms and conditions, delivery schedule, and unit pricing.

The firm recommended for award, SAFT America, Inc. was found to be in compliance with the RFP requirements.

## **C. Cost Analysis**

In accordance with Metro's Acquisition Policy and Procedures for a non-competitive acquisition, a price analysis is required. Metro performed a price analysis which consisted of negotiations, market research, an independent cost estimate (ICE), and historical price comparisons for similar purchases. Based on staff's price analysis, it was determined that the total proposed price of \$3,513,278 was best attainable and deemed fair and reasonable.

<b>Firm</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
SAFT America, Inc.	\$3,604,715	\$3,335,825	\$3,513,278

The final negotiated price is approximately 5.32% higher than the ICE. The price difference is attributed to proposed elements in SAFT's price that were not considered in the ICE. The ICE did not consider the market risk or inflationary economic conditions on the price of the metals, such as nickel, and raw materials used in the battery kits. Continued uncertainties in the market and higher inflation forecasts can account for some measurable proportion of the gap between the ICE and the negotiated firm-fixed price amount from SAFT. Additionally as a result of negotiations, staff realized a cost savings of \$91,437, or 2.54%, over the period of performance of 24 months from the original proposal amount to the recommended award amount.

Reconciling the ICE with the above factors results in the determination that the proposed price from SAFT is fair and reasonable.

## **D. Background on Recommended Contractor**

SAFT America, Inc. (SAFT), founded in 1918, is a subsidiary of Saft Groupe SA, who is a subsidiary of TotalEnergies SE. TotalEnergies SE is a multinational integrated multi-energy company that produces and markets energies on a global scale. SAFT located in Cockeysville, MD, is the manufacturer of lithium and thionyl chloride unit cells and multi-cell batteries that are used in three-quarters of all metro systems, including more than 100 rail networks. Additionally, SAFT's products and services are used in commercial, industrial, medical, military, and transportation industries. SAFT is the OEM of the battery kit for Metro's P3010 Kinkisharyo Expo Line rail cars and to date, SAFT has provided satisfactory products and services to Metro on previous purchases.

## DEOD SUMMARY

**P3010 LIGHT RAIL VEHICLE COMPONENT OVERHAUL BATTERY KITS  
CONTRACT NUMBER MA101202000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. SAFT America, Inc. exceeded the goal by making a 2.08% DBE commitment.

<b>Small Business Goal</b>	<b>2% DBE</b>	<b>Small Business Commitment</b>	<b>2.08% DBE</b>
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	<b>DBE Subcontractor</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	ImEx Cargo	Hispanic American	2.08%
<b>Total Commitment</b>			<b>2.08%</b>

**B. Local Small Business Enterprise (LSBE) Preference**

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

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

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

**D. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



## Board Report

File #: 2024-0049, File Type: Informational Report

Agenda Number: 21.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

**SUBJECT: MEMBERSHIP ON METRO'S SAN GABRIEL VALLEY SERVICE COUNCIL**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council.

#### **ISSUE**

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

The San Gabriel Valley Service Council has a vacancy created by a Councilmember who recently resigned.

#### **BACKGROUND**

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

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

#### **DISCUSSION**

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

For reference, the 2021 American Community Survey demographics and 2022 Metro Ridership Survey demographics for each region are compared to the membership, should this nominee be appointed.

### San Gabriel Valley Service Council Nominee

#### A. Roberto Álvarez, New Appointment

Nominated by: Fifth District Supervisor Kathryn Barger

Term: July 1, 2022 - June 30, 2025

% Region Total	Hispanic	White	Asian & PI	Black	Native Amer	Other
SGV Council Region	49.6%	16.3%	28.4%	3%	0.2%	2.4%
SGV Region Ridership	67%	8%	13%	8%	1%	4%
SGV Membership/No.	66.6%/6	22.2%/2	11%/1	0%/0	0%/0	0%/0

The gender makeup of the San Gabriel Valley Cities Service Council will be as follows:

SGV Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	**	**
SGV Ridership	50%	47%	3%	1%
SGV Current Membership/No	77.7% (7)	22.2% (2)	0%	0%

### DETERMINATION OF SAFETY IMPACT

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

### EQUITY PLATFORM

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

each nomination request. This practice has resulted in the Service Councils becoming much more diverse in terms of both race/ethnicity and gender over the last several years. Gender equity is critically important for Service Council representation, given the unique transit needs and experiences women have, and there is still work that needs to be done to achieve gender equity on all of the Service Councils. Outreach will be performed to nominating authorities for future SGV Service Council vacancies. These practices will be implemented in an effort to more closely match the demographics to that of the region and its ridership. Staff will continue to share demographic information and encourage nominating authorities to improve gender equity through their appointments as opportunities arise. Race/ethnicity and sex/gender information for the other four Service Council regions is provided for comparison.

Service Council Region Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	**	**
GWC (Gateway Cities) Ridership	52%	45%	2%	1%
GWC Current Membership/No.*	57% (4)	43% (3)	0%	0%
SBC (South Bay Cities) Ridership	46%	52%	2%	0%
SBC Current Membership/No.	66% (6)	33% (3)	0%	0%
SFV (San Fernando Valley) Ridership	46%	51%	2%	1%
SFV Current Membership/No.	66% (6)	11% (1)	22.2% (2)	0%
WSC (Westside Central Cities) Ridership	48%	49%	2%	1%
WSC Current Membership/No.*	62.5% (5)	37.5% (3)	0%	0%

Service Council Region Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
GWC (Gateway Cities) Council Region	65.6%	14.6%	9.4%	7.9%	0.2%	2.2%
GWC Current Membership/No.*	85%/6	0%/0	0%/0	0%/0	0%/0	15%/1
GWC Ridership	65%	8%	4%%	20%	0%	2%
SBC (South Bay Cities) Council Region	45.7%	20.9%	13.8%	15.8%	0.2%	3.9%
SBC Current Membership/No.	33%/3	33%/3	11%/1	22%/2	0%	0%
SBC Ridership	64%	5%	6%	22%	1%	4%
SFV (San Fernando Valley) Council Region	41.3%	40.1%	11.0%	3.7%	0.2%	2.2%
SFV Current Membership/No.	44%/4	33%/3	0%/0	11%/1	0%/0	11%/1
SFV Regional Ridership	63%	13%	9%	9%	1%	5%
WSC (Westside Central Cities) Council Region	42.4%	30.7%	13.7%	9.1%	0.2%	3.9%
WSC Current Membership/No.*	37.5%/3	37.5%/3	0%/0	12.5%/1	0%/0	12.5%/1
WSC Regional Ridership	66%	7%	7%	16%	1%	4%

\* The Gateway Cities Service Council currently has two vacancies. The Westside Central Service Council currently has one vacancy.

\*\*Taken from 2022 Census Quick Facts; Census data includes a question that intends to capture current sex;



there are no questions about gender, sexual orientation, or sex at birth.

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

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

### **ALTERNATIVES CONSIDERED**

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

### **NEXT STEPS**

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

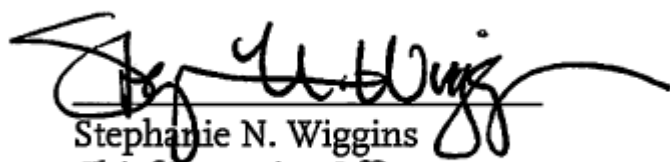
### **ATTACHMENTS**

Attachment A - New Appointee Nomination Letter

Attachment B - New Appointee Biography and Qualifications

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

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



Stephanie N. Wiggins  
Chief Executive Officer

NEW APPOINTEE NOMINATION LETTER



**BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES**

869 KENNETH HAHN HALL OF ADMINISTRATION/LOS ANGELES, CALIFORNIA 90012  
Tel: 213-974-5555 Fax: 213-974-1010

**KATHRYN BARGER**  
SUPERVISOR, FIFTH DISTRICT

January 19, 2024

Ms. Dolores Ramos  
Chief Administrative Analyst  
Regional Service Councils  
1 Gateway Plaza, MS 99-7-2  
Los Angeles, CA 90012

**RE: Appointment of Roberto Alvarez to the San Gabriel Valley Service Council**

Dear Ms. Ramos:

This letter serves as my recommendation to appoint Roberto Alvarez as my representative to the Los Angeles County Metro San Gabriel Valley Service Council to fill the remainder of the seat's 7/1/22 – 6/30/25 term.

Roberto is a veteran and lifelong resident of the San Gabriel Valley and has accumulated years of experience in myriad public policy areas, including but not limited to transportation, land use, veterans' affairs, sanitation, and zero emission vehicles technology. He will serve the San Gabriel Valley well.

Sincerely,

A handwritten signature in blue ink that reads "Kathryn Barger". The signature is fluid and cursive, with the first name "Kathryn" being more prominent than the last name "Barger".

KATHRYN BARGER  
Supervisor, Fifth District

KB:dpo

**Roberto Álvarez, Nominee to San Gabriel Valley Service Council**



Roberto Álvarez is an Assistant Deputy for Planning and Public Works, Transportation, Sustainability & Environmental Policy, and Military and Veterans Affairs in the Office of Fifth District Supervisor Kathryn Barger. He is also a veteran of the United States Army where he served as a Network Switch Operator-Maintainer overseeing the distribution of sensitive information including reports and directives through various communications channels.

Prior to joining the Office of LA County Supervisor Kathryn Barger where he has worked in various roles, he worked as a District Liaison and a Staff member for Pasadena Councilmember John J. Kennedy.

Mr. Álvarez is a resident of Pasadena. He holds a Bachelor of Arts degree in Political Science and Government, and a Master of Science degree in Psychology from Arizona State University.



## Board Report

File #: 2023-0495, File Type: Contract

Agenda Number: 22.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

**SUBJECT: A650 HEAVY RAIL VEHICLE (HRV) REFURBISHMENT**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a fixed price contract, Contract No. A650-2022 to Woojin IS America for the refurbishment of 74 heavy rail vehicles (HRVs), in the amount of \$213,587,543 for 70 base HRVs (\$201,221,103), and exercise one contract option for an additional 4 HRVs (\$12,366,440), totaling 74 HRVs; subject to the resolution of any properly submitted protest(s); and
- B. APPROVING the Life of Project (LOP) budget of \$264,662,611.20.

#### **ISSUE**

Metro's Rail Fleet Management Plan FY2023-FY2042 anticipates a need to refurbish the A650 Option vehicles to ensure the fleet is maintained in a State of Good Repair.

#### **BACKGROUND**

The A650 Option Buy fleet consists of 74 HRVs originally manufactured by Breda Costruzioni Ferroviarie. It has an average age of nearly 25 years with many obsolete components, requiring refurbishment to maintain State of Good Repair through the 2028 Olympics and beyond.

In September 2016, the Board authorized a contract for the midlife overhaul of 74 A650 Option Buy HRVs. In the Spring 2022 this contract was terminated for non-performance after work was initiated on 14 HRVs.

To comply with Metro's Rail Fleet Management Plan and to meet future service needs it is necessary to proceed with a new refurbishment program for the A650 Option Buy Fleet. However, of the 14 partially refurbished HRVs, 4 HRVs are in a significantly disassembled state, requiring additional inspection and inventory work and the risk of missing components, which may require additional lead time to order. Therefore, these 4 HRVs are included as a separate proposal option in order to allow

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for different pricing to account for the different scope of work required to complete refurbishment of these vehicles. Staff is recommending proceeding with a base order of 70 HRVs; with these remaining 4 disassembled HRVs included as an Option order to be executed immediately in order to ensure these vehicles are refurbished on schedule.

## **DISCUSSION**

Unless refurbished the A650 Option Buy fleet will reach the end of its planned useful life by 2027. The fleet is already experiencing multiple system obsolescence issues, reducing its service reliability and availability. By refurbishing these HRVs, the A650 Option fleet can be kept in service through the Olympics at which time sufficient HR5000 vehicles will be delivered to replace the A650 fleet. Staff's recommendation presents the firm that is most advantageous to Metro. During the RFP process, staff issued the RFP and held a pre-proposal conference with rail car manufacturers and system suppliers throughout the industry. In addition, a letter requesting feedback on potential changes to the RFP was issued to 12 registered TVMs (Transit Vehicle Manufacturers registered with the Federal Transit Authority), including those who did not participate in the pre-proposal conference, to generate additional interest and participation. As a result of the RFP process, Woojin IS America was the only firm to submit a proposal to perform the refurbishment of the 74 A650 Option HRVs.

Metro's Source Selection Committee (SSC) reviewed the proposal by Woojin IS America and evaluated five (5) key factors: 1) Experience and Past Performance, 2) Price, 3) Technical Compliance, 4) Project Management, and 5) U.S. Employment Plan. Through this evaluation, the SSC found the proposal to be in compliance with the RFP requirements. An Independent Cost Estimate was also developed and found the proposal to be within the Competitive Range. This Procurement complies with Buy America and Metro's Manufacturing Careers Policy.

The delivery of all 70 HRVs is required to be completed by no later than fifty-six (56) months from Notice to Proceed (NTP), ensuring the majority of the 70 HRVs are in service by the 2028 Olympics and Paralympics in July 2028. The contract includes provisions to impose liquidated damages for late deliveries.

To review the vehicle design and to ensure timely delivery of the vehicles, staff recommends engaging the services of professional service consultants. The estimated cost for the professional services is included in Attachment C - Funding & Expenditure Plan.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this Contract award will have a direct and positive impact to system safety, service quality, system reliability, maintainability and overall customer satisfaction. The A650 Refurbishment Program will permit Metro to maintain the "State of Good Repair" of the A650 Option Buy fleet.

## **FINANCIAL IMPACT**

Upon Board approval, this action will establish a LOP Budget of \$264,662,611.20 for Refurbishment of 74 HRV's. The Project LOP not only includes resources for the Base Order Refurbishment of 70 HRVs (\$201,221,102.63), there are also resources necessary for Professional Services (\$19,621,538.46), Metro administration (\$7,666,020.00), and Project Contingency which includes a

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10% Contract Modification Authority (CMA) (\$23,787,510.11), and the Option Order for the Refurbishment of 4 additional HRVs (\$12,366,440.00). These resources will be programmed during the annual budget process.

The FY24 planned expenditure of \$12,000,000 is included in the combined annual budgets for this A650-2022 project under CP 206038 which will be moved to a new CP once the Board approves the requested LOP. Both CPs are under Cost Center 3043, Rail Vehicle Acquisition. Additional funds for this project will be transferred from other capital projects.

Since this is a multi-year contract, the cost center manager will be responsible for ensuring that Project costs are budgeted in future fiscal years.

### Impact to Budget

The current source of funds for this action is Local Prop A Rail Set Aside 35%. This funding is eligible for Rail Capital and Operating Projects. Staff is also pursuing additional Federal, State, and Local funding sources such as Cap and Trade and similar sources as they become available to meet the funding needs for the project.

### **EQUITY PLATFORM**

The A650 Option vehicles will be used on the B Line, D Line, and upcoming D (Purple) Line Extension. Approving the decisions in this board report will improve the service reliability and ride comfort on these lines that serve a majority of Equity Focus Communities who rely on public transportation for their daily trips. Based on the 2019 Customer Survey, the B and D heavy rail lines serve the following ridership:

- 27.7% below the poverty line
- 56.4% had no car available

#### Rider Ethnicity:

- Latino 38.9%;
- Black 13.1%;
- White 25.8%;
- Asian/Pacific Islander 15.2%;
- Other 6.5%

In addition, Areas included Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, and North Hollywood. Attachment D depicts Metro's current rail line map showing the areas of Metro's Equity Focus Communities (EFCs) that will benefit from this board decision.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this procurement as it is not applicable (please refer to Attachment B). This procurement falls under the Federal Transit Administration's (FTA) Transit Vehicle Manufacturer (TVM) goal in accordance with 49 Code of Federal Regulations (CFR) Part

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26.49. However, Woojin IS America has an established DBE goal of 3.47% with the FTA.

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

These recommendations support Metro Strategic Plan Goal No. 5) to “provide responsive, accountable, and trustworthy governance within the Metro organization”. This goal strives to position Metro to deliver the best possible mobility outcomes and improve business practices so that Metro can perform more effectively and adapt more nimbly to the changing needs of our customers.

### **ALTERNATIVES CONSIDERED**

The Board of Directors may choose not to authorize the contract award for this project; however, this alternative is not recommended as this project is critical to support the D Line Extensions, committed level of service to the Federal Transit Administration (FTA), and upcoming Olympic and Paralympic service needs.

### **NEXT STEPS**

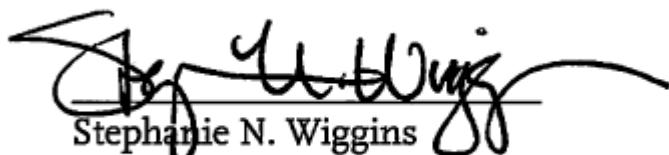
Upon Board award approval, a Contract will be executed and a Notice-to-Proceed will be issued to Woojin IS America once all insurance and bonding requirements are met. Metro and Woojin IS America will then mobilize the required resources to ensure the timely completion of deliverables by the Vehicle Contractor.

### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary  
Attachment C - Funding & Expenditure Plan  
Attachment D - Metro 2022 EFC Map

Prepared by: Annie Yang, Deputy Executive Officer, Rail Vehicle Acquisition (213) 925-1044  
Jesus Montes, Sr. Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277  
Matthew Dake, Deputy Chief Operations Officer, 213-922-4061  
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

## A650-2022 HEAVY RAIL VEHICLE (HRV) REFURBISHMENT

1.	<b>Contract Number:</b> A650-2022	
2.	<b>Recommended Vendor:</b> Woojin IS America, Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates :</b>	
	<b>A. Issued:</b> 10/12/23	
	<b>B. Advertised/Publicized:</b> 10/12/23	
	<b>C. Pre-Proposal Conference:</b> 10/24/23	
I	<b>D. Proposals Due:</b> 11/21/23	
	<b>E. Pre-Qualification Completed:</b> 12/22/23	
	<b>F. Ethics Declaration Forms submitted to Ethics:</b> 11/21/23	
	<b>G. Protest Period End Date:</b> 01/31/24	
5.	<b>Solicitations Picked up/Downloaded:</b> 89	<b>Bids/Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Elizabeth Martin-Maldonado, Sr. Manager, Contract Administration	<b>Telephone Number:</b> 213-922-1041
7.	<b>Project Manager:</b> Annie Yang	<b>Telephone Number:</b> 213-922-3254

**A. Procurement Background**

This Board Action is to approve Contract No. A650-2022000 to refurbish, modernize, and replace critical components on the Option Buy AC propulsion Heavy Rail Vehicle (HRV) fleet and spare trucks; subject to the resolution of any properly submitted protest(s), if any. The Option Buy fleet will consist of a Base quantity of thirty-five (35) married-pairs (70 HRVs) to be refurbished, along with ten (10) spare truck assemblies, and an Option for an additional two (2) married-pairs (4 HRVs). The contract type is a Firm Fixed Price and is expected to be completed in 5 years after the issuance of Notice to Proceed.

The Request for Proposal (RFP) document (A650-2022) was initially issued on December 9, 2022, downloaded by 89 interested firms, and responded to by one (1) proposer; Woojin IS America, Inc. After receipt of the proposal, additional A650 Option Buy HRVs were made available for refurbishment. By including these additional HRVs into the refurbishment campaign it was determined to be in Metro's best interest, therefore Metro modified the original requirements by increasing the number of HRVs to be refurbished from 60 HRVs to 74 HRVs, and issued the solicitation amendment on October 12, 2023. To ensure full and open competition, this RFP amendment requested complete and new proposals and was distributed to the entire list of potential proposers initially notified of this procurement. The amended RFP was responded to by one (1) proposer; Woojin IS America, Inc. A



total of seven (7) amendments and five (5) clarifications were issued to ensure clear requirements and compliant submission from the proposers, answering a total of fifty-seven (57) questions received from the prospective proposers. There was an original pre-proposal and vehicle inspection meeting held on January 5, 2023, and a subsequent meeting on October 24, 2023, to allow for discussion and inspection of the additional HRVs that were added to the scope.

A clarification meeting was conducted after the proposal review and site visit. The price was within the competitive range and discussions ensured Woojin is aware and compliant with all the contract requirements.

While only a single proposal was received, the offer was developed and submitted in a competitive environment. The original RFP was downloaded by 89 firms. The amended RFP was distributed to the entire list of proposers initially identified. Woojin IS America, Inc. is the only company that responded and submitted a proposal to perform the work. Metro proactively contacted other eligible Transit Vehicle Manufacturers (TVM) railcar manufacturers to explore interest in the refurbishment project. The responses to the survey indicated no other companies were interested in participating in the project. Further, the vehicles that are the subject of the procurement are essential to Metro's mission and time is of the essence to proceed with the required refurbishment of the railcars in order to meet Metro's service needs.

## **B. Evaluation of Proposals**

This procurement was conducted in accordance with Metro's Acquisition Policy and Procedure. A Proposal Evaluation Team (PET) consisting of staff from Rail Fleet Services, Rail Vehicle Acquisition and Rail Fleet Services Warranty / Quality Assurance was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria and weights:

- |  |            |
|--|------------|
| • Past Experience and Past Performance | 300 Points |
| • Technical Compliance                 | 250 Points |
| • Project Management Experience        | 200 Points |
| • U.S. Employment Plan                 | 50 Points  |
| • Price                                | 200 Points |

The evaluation criteria are appropriate and consistent with criteria developed for other similar rail vehicle overhaul solicitations. Several factors were considered when developing these weights, giving the greatest importance to Past Experience and Past Performance. The final evaluation scoring for the single proposer Woojin IS America, Inc. is as follows:

	<b>Evaluation</b>	<b>Average Score</b>	<b>Weight Factor</b>	<b>Weighted Score</b>	<b>Rank</b>
<b>1</b>	Past Experience and Past Performance	75.0	300	225.0	
<b>2</b>	Technical Compliance	78.5	250	196.3	
<b>3</b>	Project Management Experience	78.8	200	157.6	
<b>4</b>	Price	100.0	200	200.0	
<b>5</b>	U.S. Employment Plan	100.0	50	50.0	
	<b>Total</b>		<b>1000</b>	<b>828.9</b>	<b>1</b>

The single proposal received by Woojin IS America, Inc. for this solicitation was found to be responsive to the RFP requirements and within the competitive range; therefore, the firm is being recommended for award.

As part of the evaluation the evaluation committee visited the proposed manufacturing site on December 14, 2023. The firm's proposed key team members were present and had an opportunity to respond to the evaluation team's questions regarding the manufacturing facility.

### **C. Price Analysis**

In accordance with Metro's Acquisition Policy and Procedures for a competitive acquisition, a price analysis is required. Therefore, staff performed a Price Analysis that consisted of a comparison of the proposed price against the Independent Cost Estimate (ICE). The proposed price of \$213,587,542.63 is 13.8% lower than the ICE. It has been determined that the proposed price from Woojin IS America, Inc. is fair and reasonable, based on the technical evaluation and price analysis using the ICE.

	<b>Item Name</b>	<b>Metro ICE</b>	<b>Proposal Amount</b>
1.	Base Qty MP (70 cars)	218,582,790.81	179,541,053.32
2.	Spare Parts	5,399,824.24	14,941,638.39
3.	Special Tools	1,290,000.00	791,523.18
4.	Diagnostic Test Equip.	400,000.00	145,000.00
5.	Training	505,806.22	0.00*
6.	Manuals	1,532,570.76	0.00*
7.	Performance Bond	336,281.00	3,046,400.00
8.	All for Unknown Base	500,000.00	1,081,000.00
9.	Spare Trucks	292,711.65	1,674,487.74
10.	Option Price (4 cars)	12,943,943.24	11,285,440.00

11.	All for Unknown Option	1,405,442.33	1,081,000.00
	<b>Total</b>	<b>243,189,370.25</b>	<b>213,587,542.63</b>

\*Included in Proposal Price

#### **D. Background on Recommended Contractor**

The recommended firm, Woojin IS America, Inc., located in Santa Fe Springs, CA, has been in business for 12 years and is a leader in providing transportation equipment specializing in rail vehicle electronic and electric systems. The proposed project manager and system integrator meet the minimum years of experience and will be onsite in Santa Fe Springs from Notice-To-Proceed to project completion. The local Los Angeles area manufacturing will allow Metro resources convenient site access to monitor the refurbishment program. Woojin has also worked successfully with other transit agencies such as TriMet, Massachusetts Bay Transportation Authority (MBTA), and UTA Transit Authority to replace different systems and equipment for their older generation vehicles.

DEOD SUMMARY

**A650 HEAVY RAIL VEHICLE (HRV) REFURBISHMENT / CONTRACT NO. A650-2022**

**A. Small Business Participation**

Woojin IS America, a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. Woojin IS America has submitted its overall Disadvantaged Business Enterprise (DBE) goal of 3.47% to FTA, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goal methodology and semi-annual reports directly to FTA.

**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**

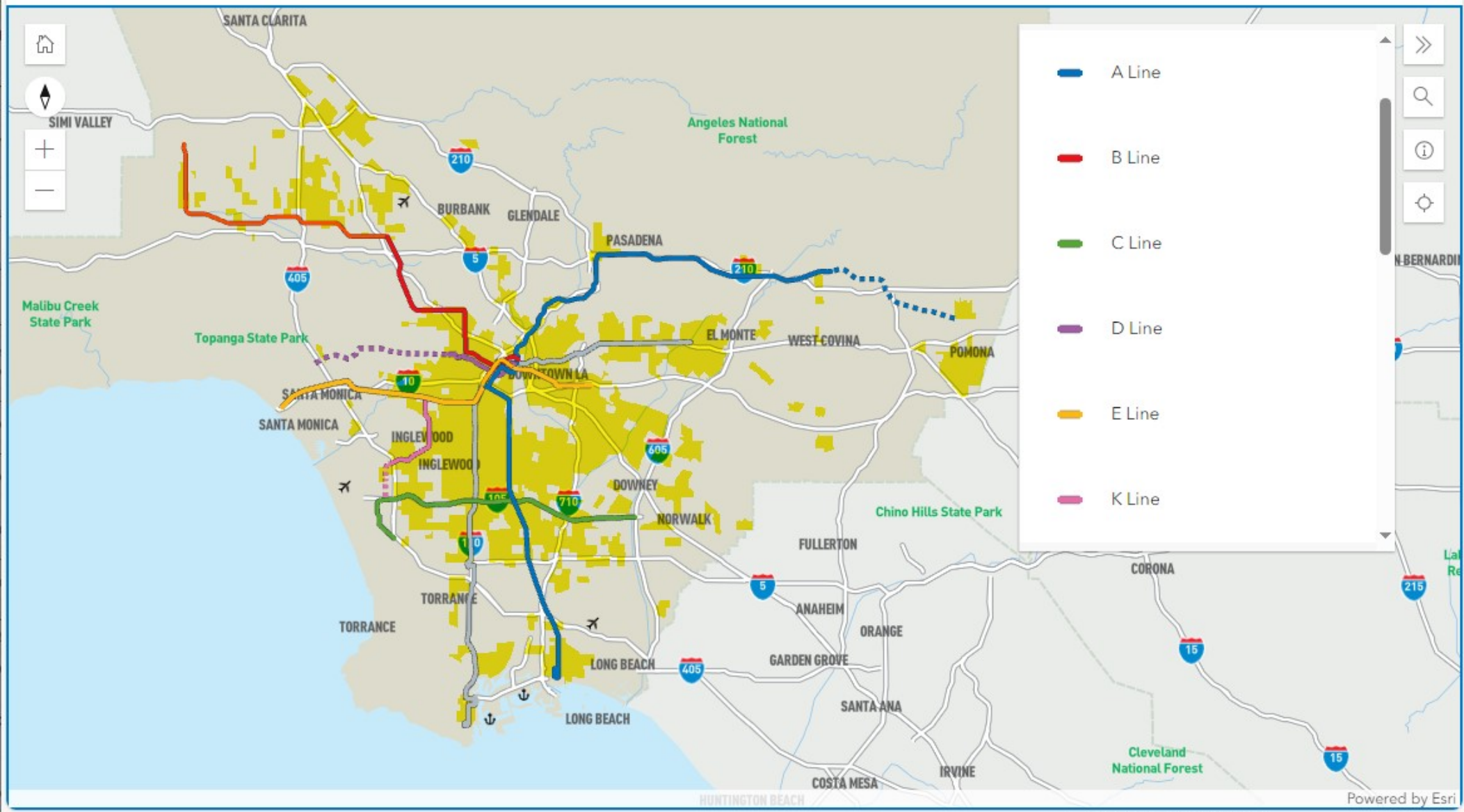
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

ATTACHMENT C  
Funding Expenditure Plan  
A650 74 HRV Refurbishment Project

ATTACHMENT C - Funds Uses and Sources Tables

		From Inception to Date (ITD) thru FY23 Jun	7/1/23 - 6/30/24	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/29 - 6/30/30	7/1/30 - 6/30/31		
1	<b>Use of Funds</b>		<b>FY24</b>	<b>FY25</b>	<b>FY26</b>	<b>FY27</b>	<b>FY28</b>	<b>FY29</b>	<b>FY30</b>	<b>FY31</b>	<b>Total</b>	<b>% of Project</b>
2	Refurbishment: 70 Vehicles	\$0	\$16,097,688	\$22,134,321	\$52,317,487	\$15,494,025	\$48,494,286	\$46,683,296	\$0	\$0	\$201,221,103	76.0%
3	OPTION: Refurbishment: 4 Vehicles	\$0						\$12,366,440			\$12,366,440	4.7%
4	Professional Services	\$0	\$2,297,930	\$3,795,860	\$3,895,860	\$3,695,860	\$2,317,102	\$1,547,930	\$619,172	\$619,172	\$18,788,887	7.1%
5	OPTION: Professional Services						\$308,389	\$308,389	\$154,195	\$61,678	\$832,651	0.3%
6	MTA Administration	\$0	\$540,763	\$1,081,526	\$1,109,430	\$1,362,085	\$1,529,480	\$1,543,955	\$246,311	\$252,469	\$7,666,020	2.9%
7	Contingency	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$23,787,510	\$23,787,510	9.0%
6	<b>Base Order Total</b>	<b>\$0</b>	<b>\$18,936,381</b>	<b>\$27,011,707</b>	<b>\$57,322,777</b>	<b>\$20,551,970</b>	<b>\$52,649,258</b>	<b>\$62,450,011</b>	<b>\$1,019,678</b>	<b>\$24,720,829</b>	<b>\$264,662,611</b>	<b>100.0%</b>

Metro 2022 EFC Map (Web App)





Metro

## Board Report

File #: 2023-0753, File Type: Informational Report

Agenda Number: 23.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

#### RECOMMENDATION

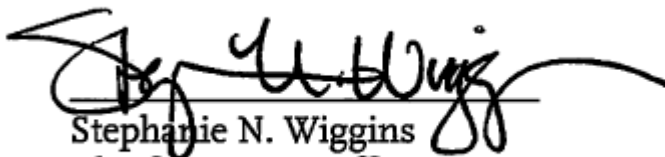
RECOGNIZE Operations Employees of the Month.

#### EQUITY PLATFORM

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

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

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



Stephanie N. Wiggins  
Chief Executive Officer

# **February 2024 Maintenance & Engineering and MicroTransit Employees of the Month**



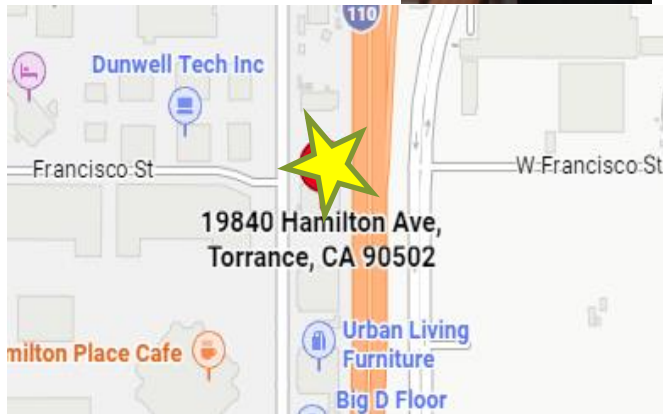
# Employees of the Month



## MicroTransit

Micro Transit Operator

**Roberto Pasquariello**



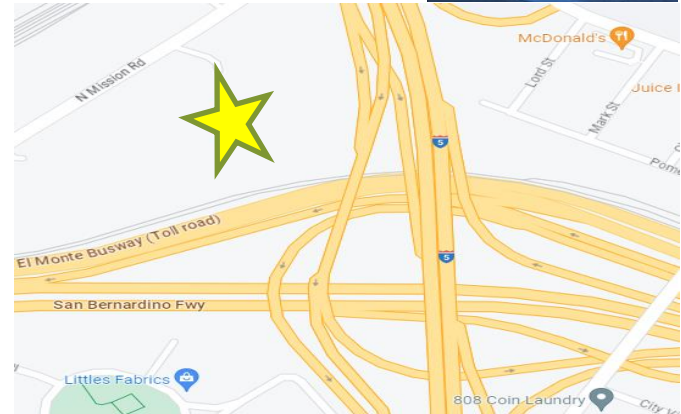
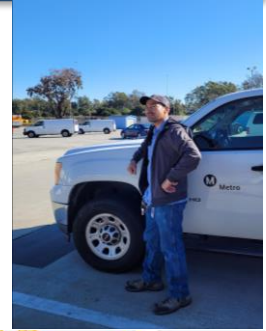
**Division 0130 – Torrance Location**

## Maintenance and Engineering

Rail Electronic Communication

Inspector Leader

**Noel Salazar**



**Division 10 – Boyle Heights**



Metro

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

## Board Report

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**File #:** 2023-0752, **File Type:** Informational Report

**Agenda Number:** 24.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

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

**ACTION: ORAL REPORT**

**RECOMMENDATION**

RECEIVE oral report on Operations.

**EQUITY PLATFORM**

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

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

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

A handwritten signature in black ink, appearing to read 'Stephanie N. Wiggins', written over a horizontal line.

Stephanie N. Wiggins  
Chief Executive Officer



# **COO Monthly Report**

Operations, Safety & Customer Experience Committee Meeting  
February 15, 2024

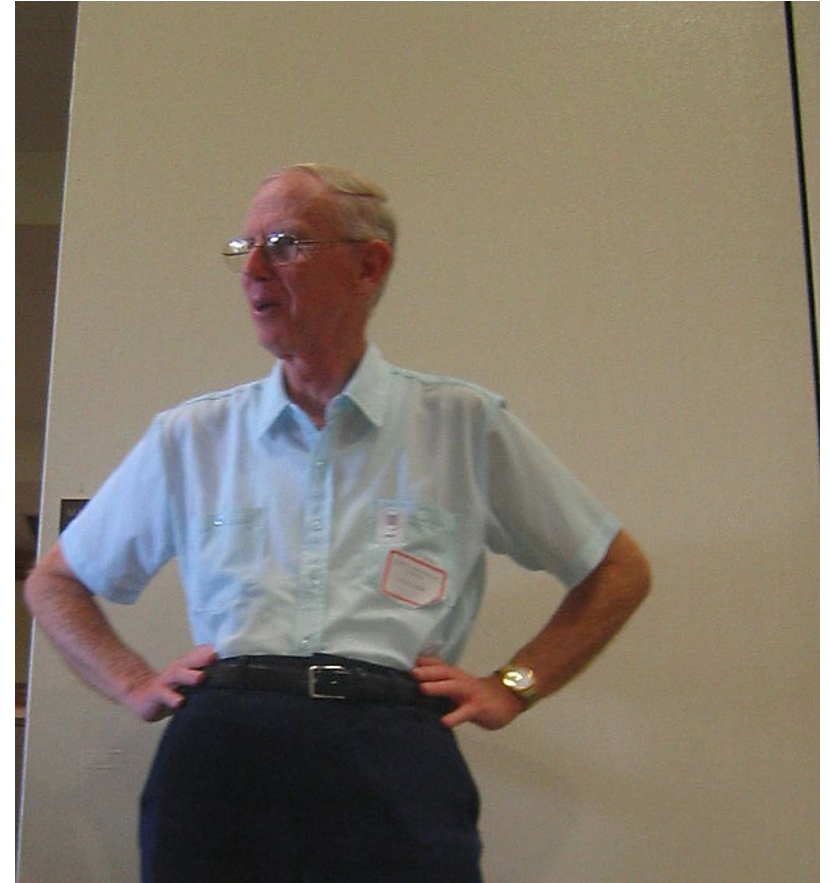
# Wally Shidler – Service Council Member

- Wally Shidler is retiring after 20 ½ years of service to Metro and Gateway Cities transit riders.
  - Last remaining original Service Council member
- Wally was sworn into office and attended the first meeting on July 10, 2003.
  - Vice Chair for FY2006 and FY2011
  - Chair for FY2007 and 2012

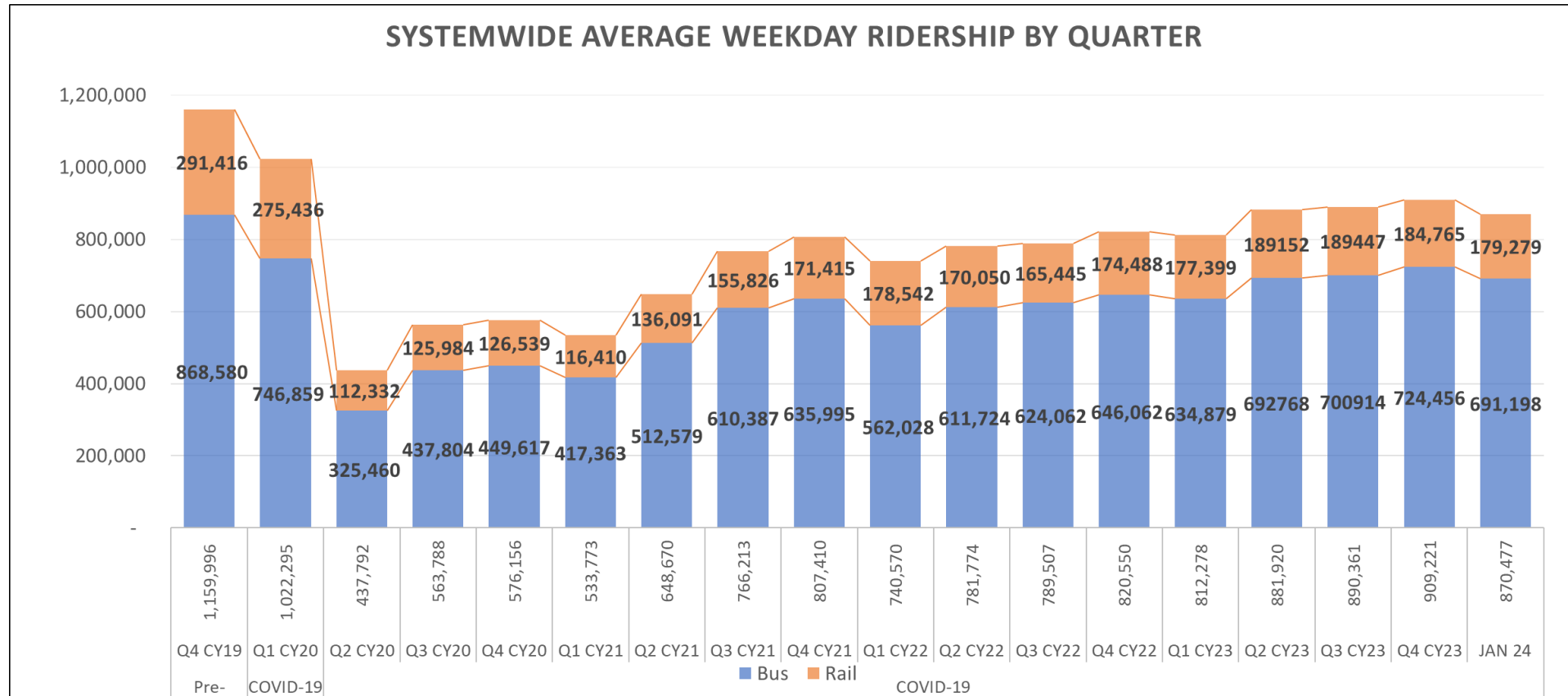


# Wally Shidler – Service Council Member

- Also served as a member of Metro Community Advisory Council (CAC)
- Contributions as a historian for important Metro anniversaries
  - Division 5's 100<sup>th</sup>, Division 3's 100<sup>th</sup>, and Union Station's 75<sup>th</sup>
- Has played an invaluable role to Metro's Dorothy Peyton Grey Transportation Research Library and Archive
  - Contributed to Metro's collection of employee news magazines back to 1918
  - Donated rare items to the archive and conducted research on multiple topics.



# Ridership Update



## January Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	870,477	1,138,190	76%
• SA:	598,027	681,892	88%
• SU:	496,409	561,330	88%

## January Percentage Change of 2024

over 2023:

- Bus: 15.2%
- Rail: 5.8%

## **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 79% in January 2024 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)



# Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service
- Cancellation rates have remained much lower than those for late 2022 and early 2023 when full service was first restored.
- Line 754 Vermont Av Rapid had the highest cancellation rate for January 2024:
  - 4.3% in January 2024 vs 7.4% in January 2023

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/11/23	2.8%	2.3%	5.2%
Week Ending 2/10/24	1.4%	0.7%	2.0%
Week Ending 2/3/24	1.2%	0.7%	1.9%
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%

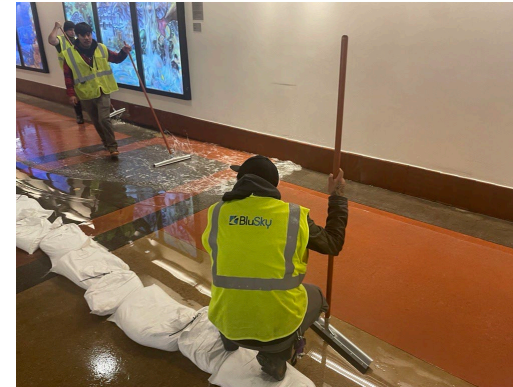
# Storm Relief – Operations

## • Preparation

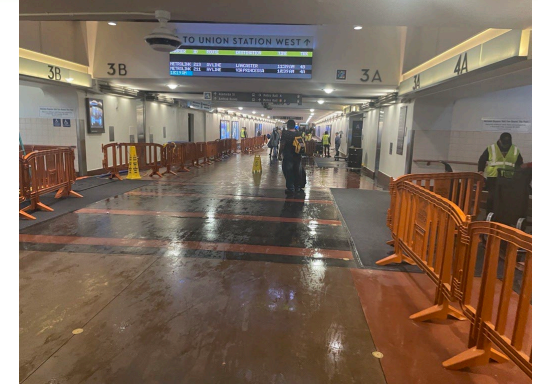
- Extra staff were brought in and staff were strategically deployed for emergency response.
- Tow trucks, maintenance vehicles, tools, and storm relief supplies were prepared and deployed.
- Preparations were made at underground stations and Union Station to prevent and limit water intrusion.
- Wayside equipment including junction boxes and embedded switches were secured.
- Alternative Bus Routes were prepared in case of emergencies, including for potential bus bridges.
- Storm warning and safety info was distributed to Operators.

## • Storm Relief

- Culverts and storm drains along various tracks were cleared and new sandbags were replaced to protect drains.
- Removed branches and debris from the top of a rail car and tracks.
- Consistent visual inspections of the tracks, equipment and known flooding areas to report and fix water intrusion and clear debris.
- Supported people experiencing homelessness (PEH) with shuttle requests.



Before



After



Before



After



Diverting water from tracks



Removing debris



# Storm Relief – SSLE/HOME

- **Emergency Management**

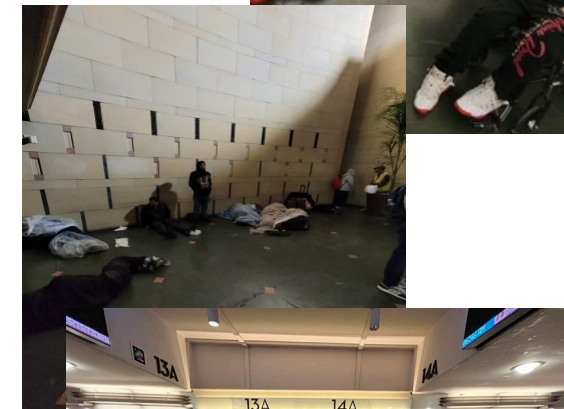
- Activated Metro's Emergency Operations Center (EOC) at Level 3 – Monitoring and Increased Readiness.
- Coordinated planning meetings, to better synchronize Metro's preparedness and response activities.
- Designated Metro agency representative for City and County planning meetings with stakeholders (e.g NWS).
- Shared estimated damage resources to collect all storm related costs for Metro assets and operations.
- Developed and disseminated Situational Reports, providing awareness to Metro executive leadership.

- **Metro Transit Security**

- Notified law enforcement and security partners to provide situational awareness of security plans.
- Adjusted Multi-layered Deployment to assign resources to heavily impacted transit hubs and stations.
- Contract security increased the frequency of ancillary patrols and provided real-time information related to flooding.

- **Homeless Outreach**

- Weekend outreach teams focused on end-of-line and hot spot stations to warn people of the storm and offer services.
- Deployed two teams from 4PM – 12AM on Sunday night at Union Station and North Hollywood. 24-hour systemwide coverage resumed on Monday at 3AM.
- Provided inclement weather supplies to people experiencing homelessness (PEH).
- Outreach teams successfully placed 163 PEH throughout the Metro service area. Nearly 45% of placements were a direct result of the collaboration LAHSA.



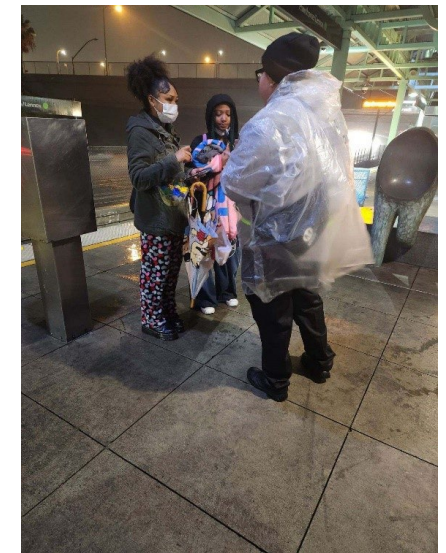
# Storm Relief – Customer Experience

- **Ambassadors**

- Deployed additional Ambassadors at major transfer hubs (Unions Station, Regional Connector, Willowbrook/Rosa Parks, 7th & Metro) to assist riders with storm related information,
- On social media, provided weather updates and showed how the agency prepared the transit system and kept it running.
- An alert banner on metro.net warned of the weather -- that alert also was pushed to third-party apps such as Google/Apple Maps, Transit app, etc.

- **Public Relations**

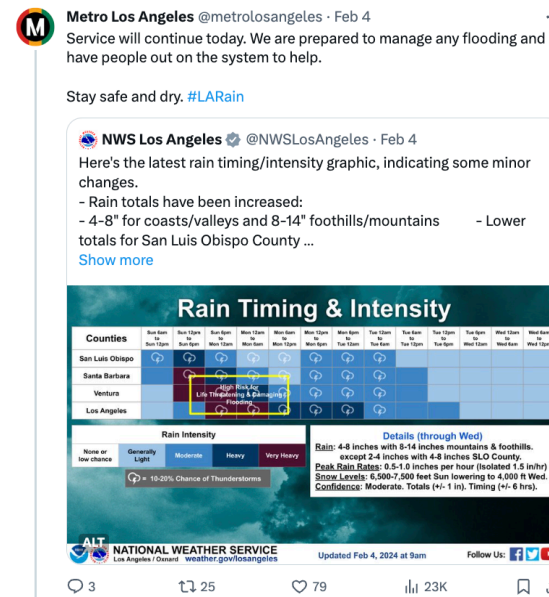
- Remarks delivered in English and Spanish at LA City press conference with Mayor Bass and others.
- Supported the Tuesday, February 4, press conference by being on hand to answer media questions in Spanish and English.
- Provided regular service updates.
- Provided blog posts with service updates for The Source and El Pasajero.
- Storm Media Coverage including LA Metro
  - Stories: 49
  - Print, Online & Broadcast Impressions: 72M
  - Print, Online & Broadcast Ad Value: 666K





# Lessons Learned

- Creation of an Inclement Weather Playbook including lessons learned from Tropical Storm Hilary help Metro better prepare and improve response capabilities.
- Regularly scheduled planning meetings allowed Metro Incident Management Staff to collaborate and maintain situational awareness.
- Constant and consistent communications to the public on service alerts and what Metro is doing to ensure service continues to operate safely for our customers.
- Coordinating w/ LAHSA, County Homeless Initiative and City ahead of the storm to identify shelter locations and address transportation requests is critical.
- Planning efforts underway with LAHSA to provide a plan for transportation to emergency shelters during inclement weather.





## Board Report

**File #:** 2024-0020, **File Type:** Informational Report

**Agenda Number:** 25.

### **OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 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**

At its February 2022 meeting, the Board received and filed a Reimagining Public Safety Framework (Framework), which outlines a human-centered approach to public safety guided by the principle that everyone is entitled to a safe, dignified, and human experience. This Framework reflects Metro's Public Safety Mission and Values statements, which the Board adopted in December 2021. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors and community intervention specialists, as well as transit security, 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 and works in coordination with other departments, including Operations and Customer Experience, to implement strategies to advance this objective. SSLE forms the foundation of Metro's multi-layered approach to safety and security, focused specifically on protecting our customers and

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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 and performance and outcome-related data for December, the most recent month for which systemwide law enforcement data is available.

## **DEPLOYMENTS AND TRENDS**

In 2023, Metro significantly and strategically revised its approach to safety and security as the societal issues of opioids and other drug use, people experiencing homelessness, and post-COVID aggression have been reflected in behaviors exhibited on our system. Recent crime data reflects the effectiveness of Metro's strategically layered approach to addressing these challenges as we continue to observe sharp decreases in the most serious crimes and increased arrests in areas such as trespassing and drug-related offenses, demonstrating effective proactive efforts and enforcement in those areas.

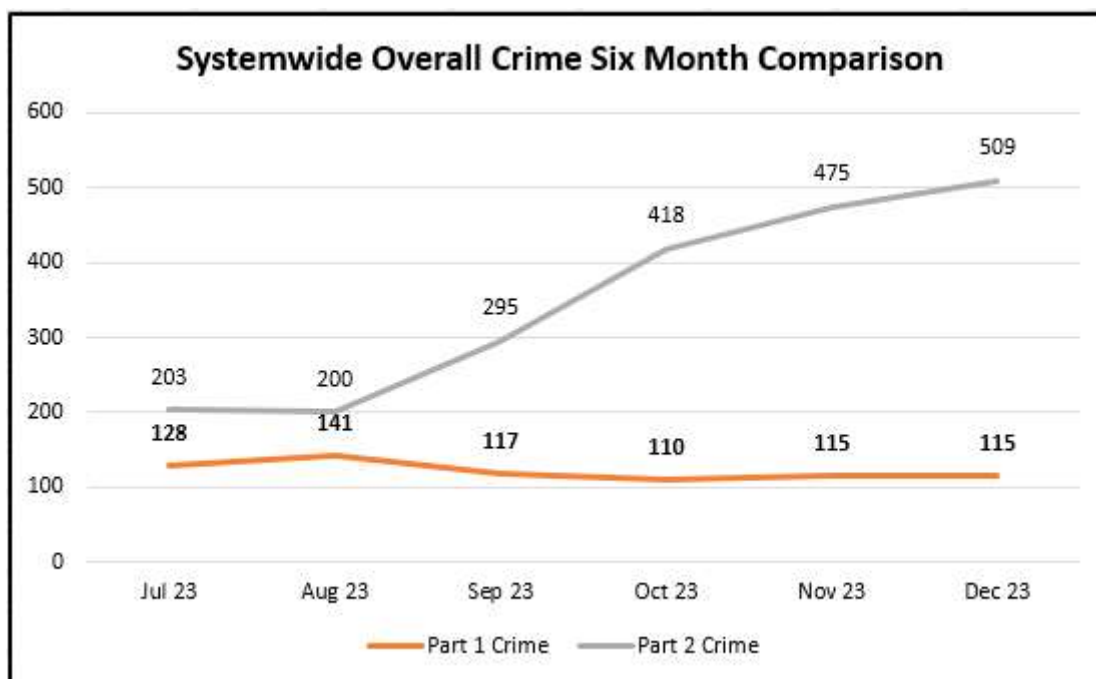
SSLE's initiatives included the Drug-Free Metro Campaign, which kicked off in February 2023 and reduced the number of people using drugs on the system; followed by a Supplemental Deployment on the B and D Lines in April, where most of the drug use activity was identified; Bus Riding Teams by Metro Transit Security and law enforcement partners started deploying in July on bus lines with the highest occurrences of bus operator assaults; and alignment of contract security and Metro custodial personnel to ensure subway ancillary areas are clean, and trespassers are cleared or arrested.

Additionally, Metro focused on reducing the number of people who attempt to shelter on the system at the close of rail service and reducing fare evasion by ensuring all patrons leave the station at the end of the line and TAP back in if they choose to continue riding the system.

## **Systemwide Crime Stats**

The following represents crime statistics and data analysis for the month of December 2023.

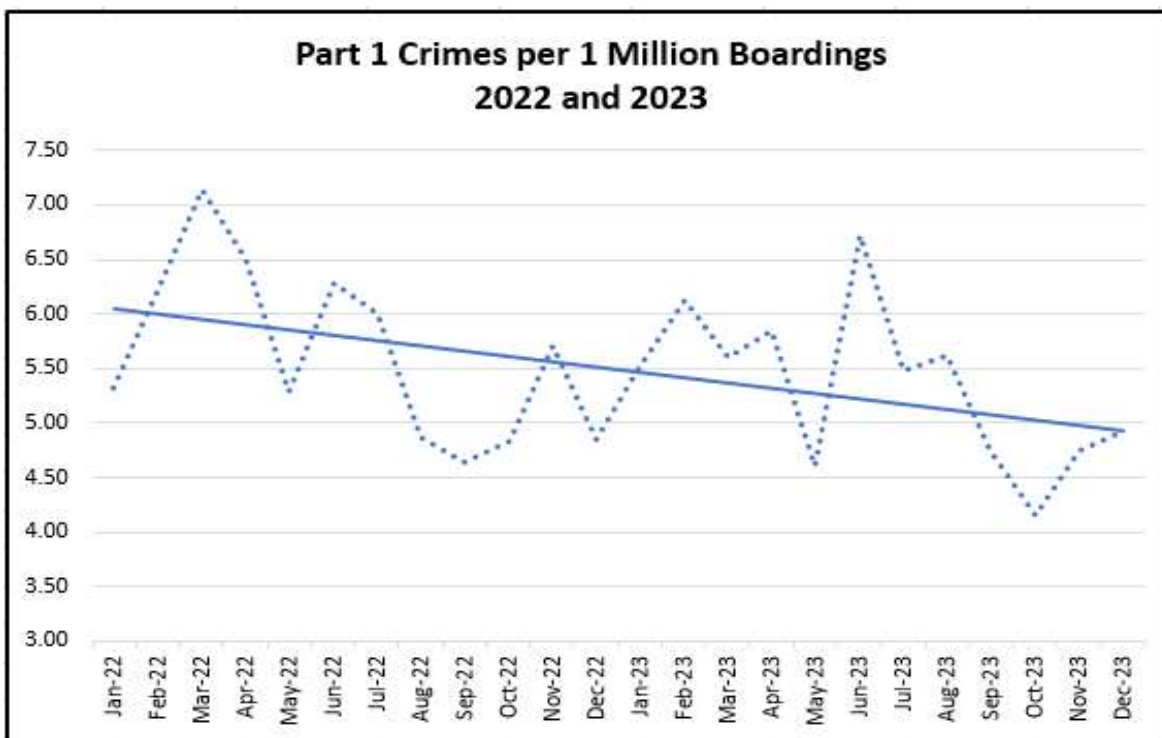
The significant number of trespassing arrests and enforcement is having its desired impact, which is the continued decrease in violent crime incidents on the system.



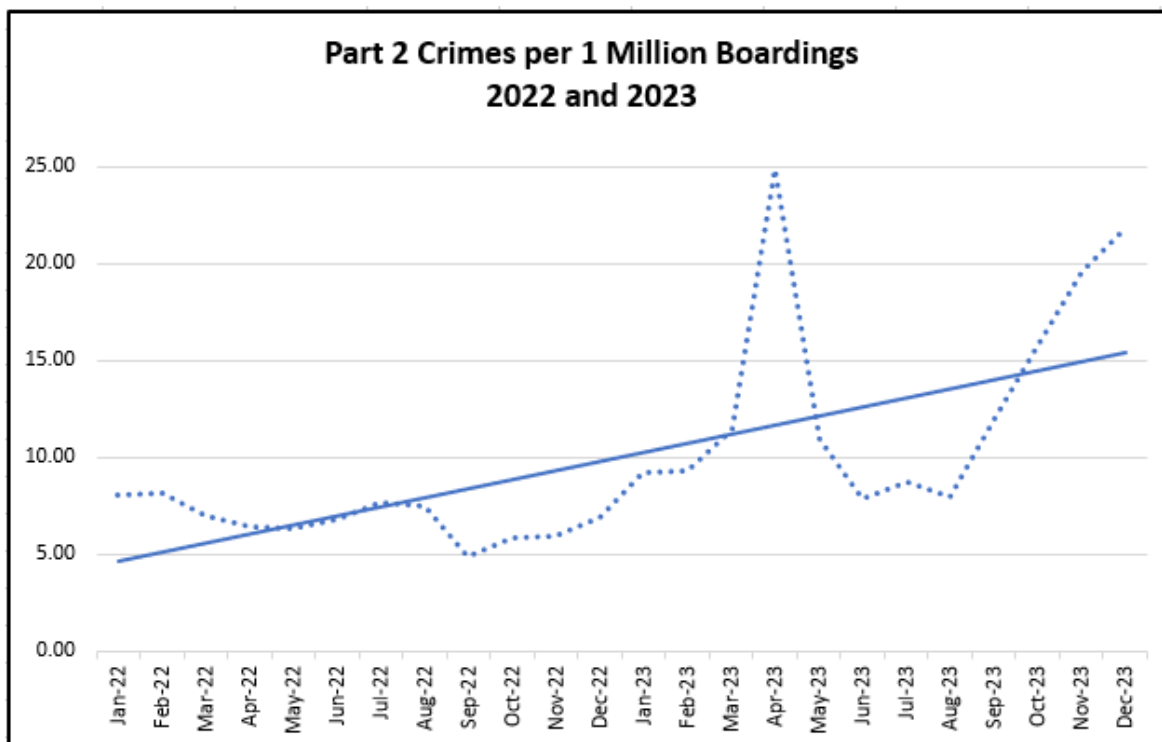
For the year, Part 1 crimes per 1 million boardings decreased by 5.5% compared to 2022 (see table below). For more details, please refer to Attachment A.

<b>Systemwide</b>	<b>2023</b>	<b>2022</b>	<b>% Change</b>
Part 1 Crimes	1,514	1,435	5.5%
Ridership	284,905,030	255,253,370	11.6%
Part 1 Crimes per 1 Million Boardings	5.31	5.62	-5.5%

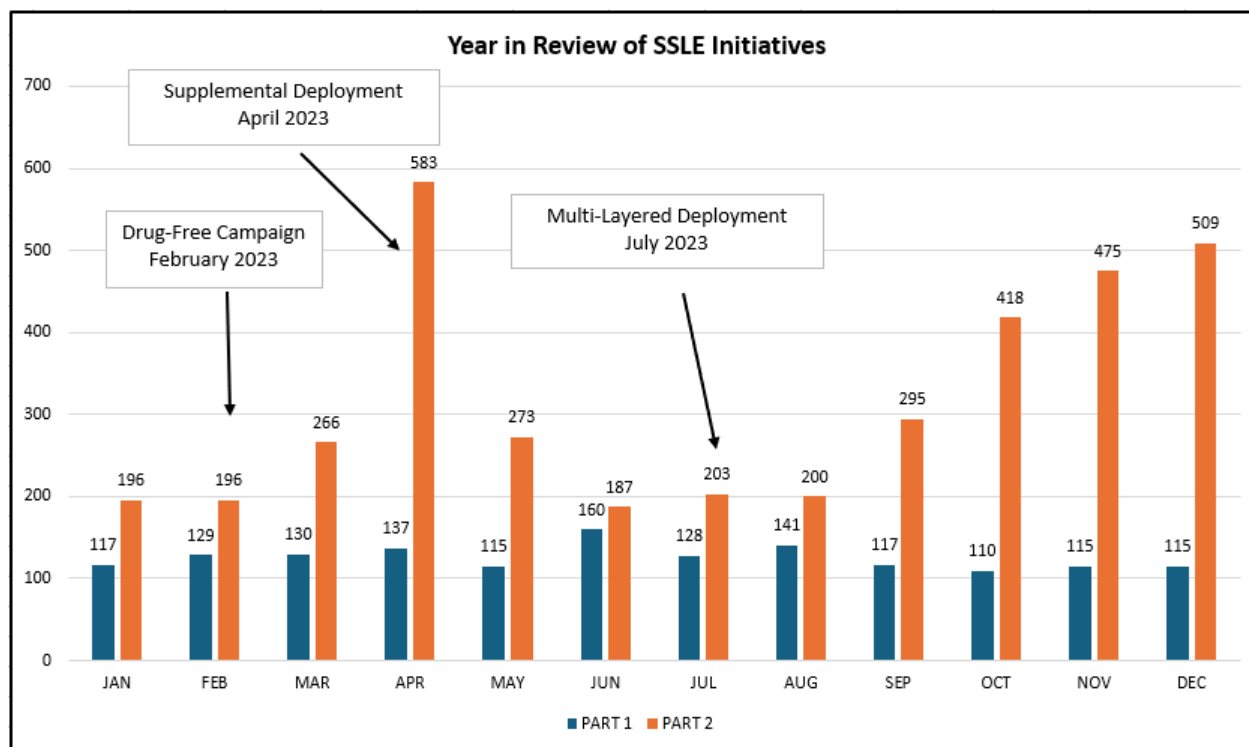
The graph below shows that Part 1 crimes per 1 million boardings are trending down from 2022 to 2023:



The graph below shows that Part 2 crimes per 1 million boardings have increased from 2022 to 2023.



This increase is primarily due to Metro's increased efforts to remove individuals from the system for trespassing in the ancillary areas and for narcotics use.



### December 2023 Deployment Results

The following reflects the results of the deployment for the month of December and the impacts of curtailing crime on the system.

#### *Law Enforcement*

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. Ejections represent law enforcement engagements during trespass investigations in which an individual is removed after determining they did not possess a TAP Card or pay fare to access the rail or bus system. The two charts below depict law enforcement efforts in support of the Multi-layered Planned Deployment, including homeless outreach.

Law Enforcement Efforts (December 2023)	Arrests	Citations	Warnings
LAPD	470	184	1178
LASD	121	157	452
LBPD	1	16	0



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

Law Enforcement Homeless Outreach	December Totals
LAPD HOPE Team Outreach Services Offered and Accepted*	Offered: 115 Accepted: 24
LASD MET Team Outreach Services Contacts and Accepted*	Contacts: 1327 Accepted: 14
LBPDP Quality of Life Team (QOL)*	Contacts: 72 Accepted: 18

\*LAPD's HOPE team defines accepting services as when the individual agrees to accept or requests assistance. This includes placing them in direct contact with a service provider, physically transporting an individual to a shelter that has services available, obtaining emergency medical services, or placing the individual on a mental health hold.

\*The LASD MET team defines accepted services when a person accepts referrals to shelters, rehabs, or is connected to LAHSA or PATH

\*LBPDP Quality of Life (QOL) leads a "Shelter the Unsheltered" initiative with PATH assisting in the morning hours. QOL works with PATH to coordinate services for those experiencing homelessness.

### Contract Security

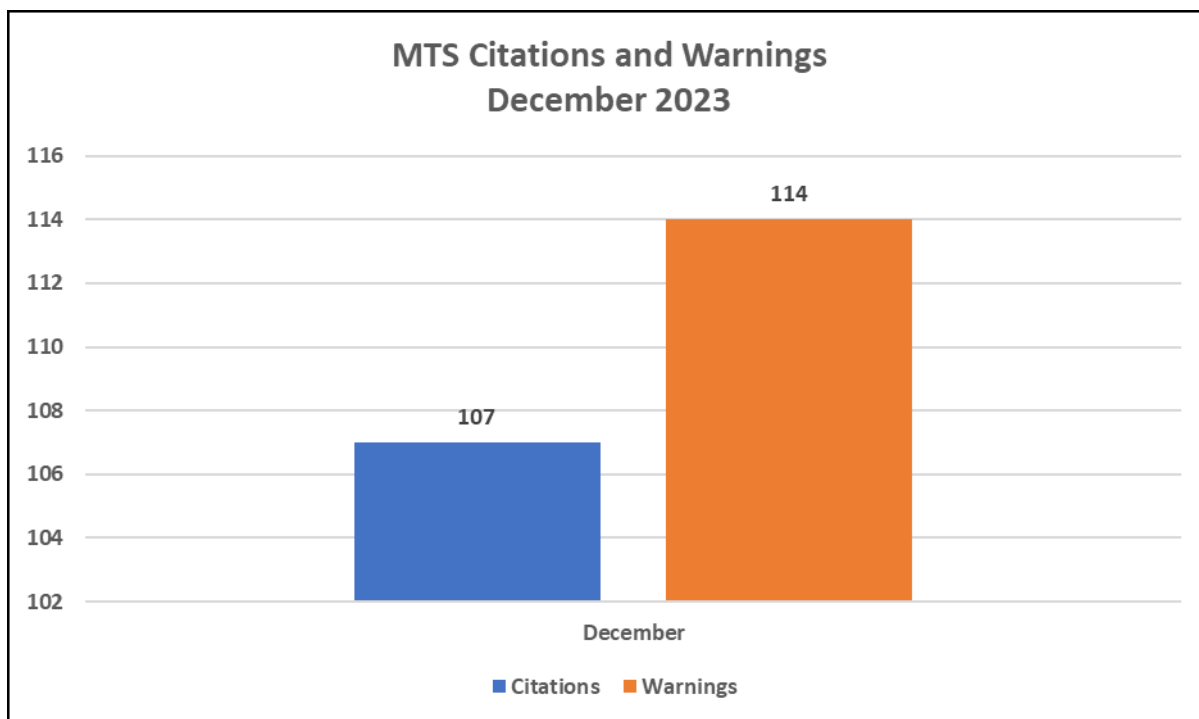
Contract security (CS) officers offload trains at the end-of-line stations and provide security support for maintenance employees while they perform their duties at the stations. CS cleared 9,794 trains and offloaded 9,373 patrons during the month of December. Data from this first month will establish a baseline, and we can measure the impact on safety and security moving forward. The additional support provided by CS has addressed concerns articulated by Metro employees, who were facing increased harassment from patrons who refused to exit the system at the end-of-line stations. This effort, in conjunction with law enforcement support, has also addressed individuals attempting to shelter on the system and violate Metro's Customer Code of Conduct by ensuring all patrons exit the station and TAP back in if they wish to continue their use of transit.

CS has also proven helpful in identifying areas where unhoused riders could benefit from additional support or resources. CS shares their observations during weekly Multi-layered Planned Deployment meetings with Metro Homeless Outreach and law enforcement partners. CS observations are compared with feedback from Metro Blue Shirts and Transit Ambassadors to understand where unhoused riders require the most resources. The table below reflects the homeless outreach efforts during the multi-layered deployment throughout December.

Metro Homeless Outreach Efforts	December Total
Engagements	1339
Enrollments into Homeless Management Information System (HMIS)	126
Interim Placements	27
Permanent Housing Placement	4

*Transit Security*

The primary role of Metro Transit Security (MTS) in the Multi-layered Planned Deployment is Code of Conduct enforcement. Since the onset of the Multi-layered Planned Deployment, SSLE has noted that 96% of the Code of Conduct violations cited on the system have been for fare evasion since the revised Code of Conduct was incorporated in June 2023. In December, MTS officers issued 221 citations and written warnings for Code of Conduct violations. Of those, 211 (95%) were due to individuals failing to provide proof of fare. The remaining citations and written warnings issued in December were for Code of Conduct violations: littering, smoking/vaping, urination/defecation, loitering, and unruly activities. The numbers reflect the continued efforts of MTS to deter those attempting to access the system in violation of the Code of Conduct. Code of Conduct enforcement is critical to maintaining order on the system and deterring non-destination travelers who attempt to leverage the system for illicit activity.



TRANSIT SECURITY FARE COMPLIANCE TEAMS - DECEMBER 2023			
DEPLOYMENT PERIOD	LINES COVERED <sup>1</sup>	REMOVALS - FARE <sup>2</sup>	REMOVALS - CoC <sup>3</sup>
12/04/23 - 12/08/23	A, B, C, E	139	24
12/11/23 - 12/15/23	A, B, C, E	135	23
12/18/23 - 12/22/23	A, B, C, E	88	28
12/25/23 - 12/29/23	A, B, C, E	40	9

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

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

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

TRANSIT SECURITY TRAIN RIDING TEAMS - DECEMBER 2023				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS - FARE <sup>2</sup>	REMOVALS - CoC <sup>3</sup>
12/04/23 - 12/08/23	A, B, C, E	227	139	24
12/11/23 - 12/15/23	A, B, C, E	171	135	23
12/18/23 - 12/22/23	A, B, C, E	109	88	28
12/25/23 - 12/29/23	A, B, C, E	50	40	9

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

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

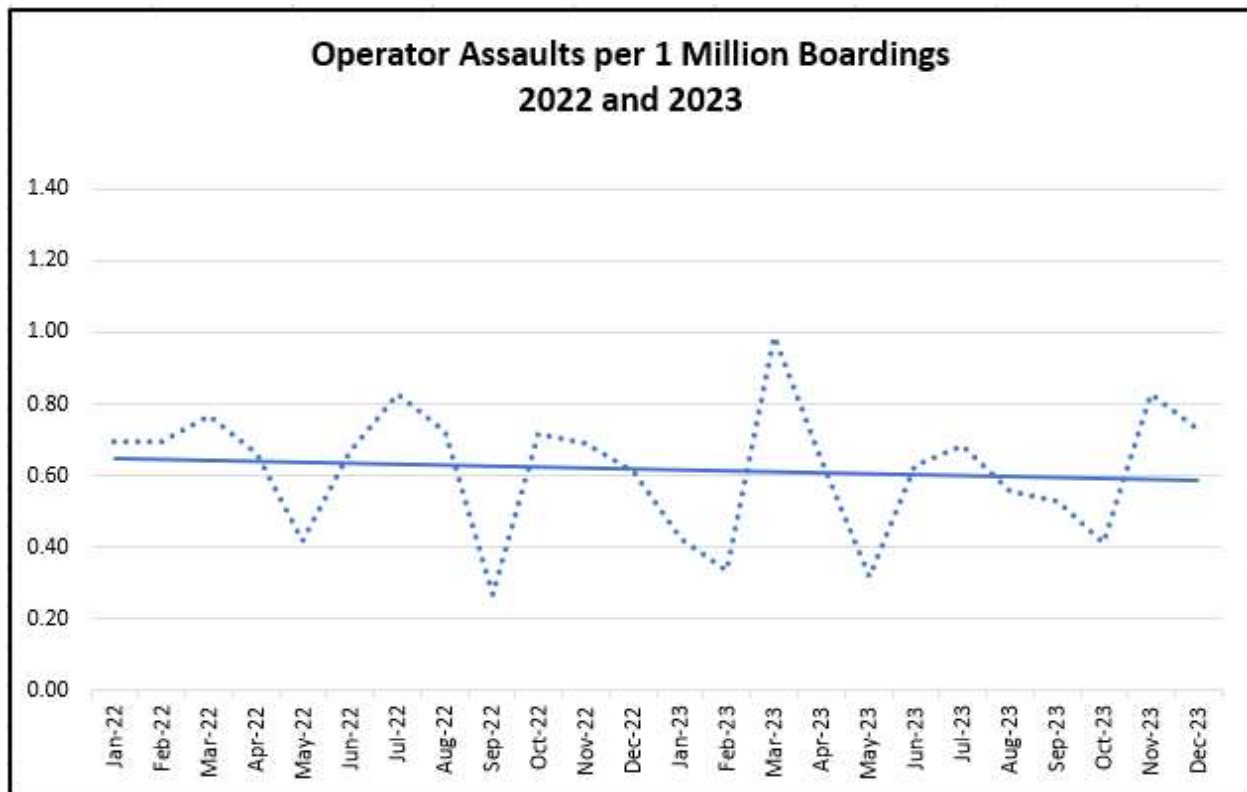
<sup>3</sup> Combined number of persons removed from the train for Code of Conduct violations.

## Operator Safety

In December, operator assaults decreased by 15% compared to November 2023 (17 vs. 20). Using hands (punch/slap) and spitting on the operator were the top two methods of assault. Of the 17 assaults, nine were reported to have a bus barrier in use, five occurred outside of the barrier, and the remaining three did not provide details of bus barrier use. Of the reported assaults, two victims required medical transport.

When analyzing the total operator assaults in 2023 and 2022 in relation to ridership, the results show that assaults on operators per 1 million boardings decreased by 8.2% in 2023 vs. 2022.

Systemwide	2023	2022	% Change
Operator Assaults	168	164	2.4%
Ridership	284,905,030	255,253,370	11.6%
Operator Assaults per 1 Million Boardings	0.59	0.64	-8.2%



Assaults in December were slightly higher than the monthly average of 14 operator assaults in 2023 and higher than historical averages over the past six years, as shown in Figure A.

The methods of assaults that occurred in December are summarized in Figure B.

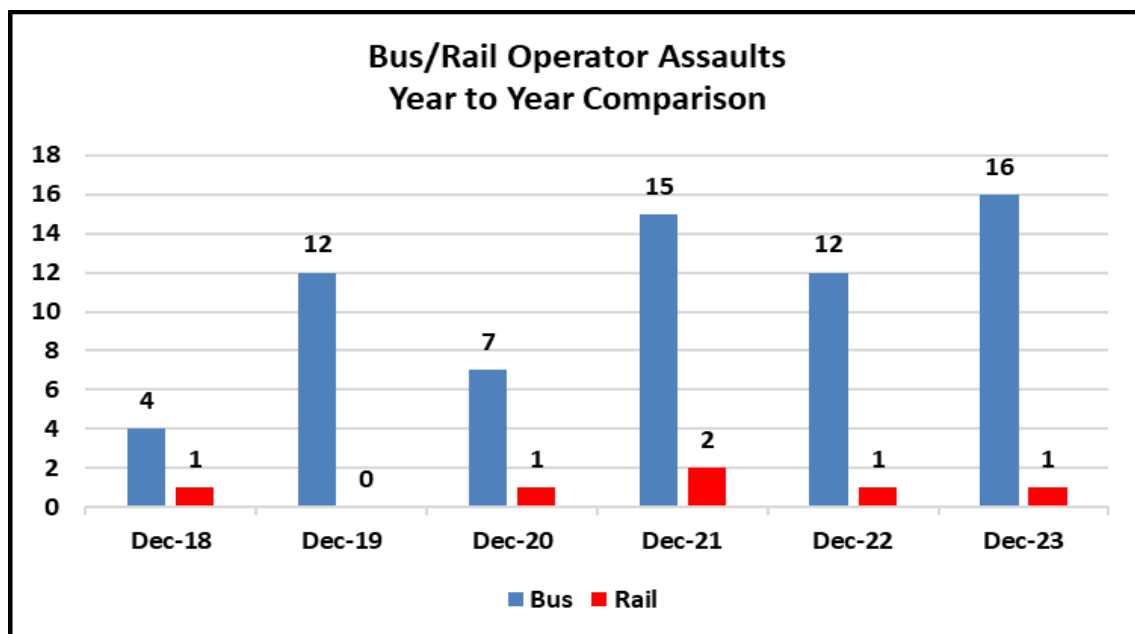


Figure A: Bus/Rail Operator Assaults Year-to-Year Comparison

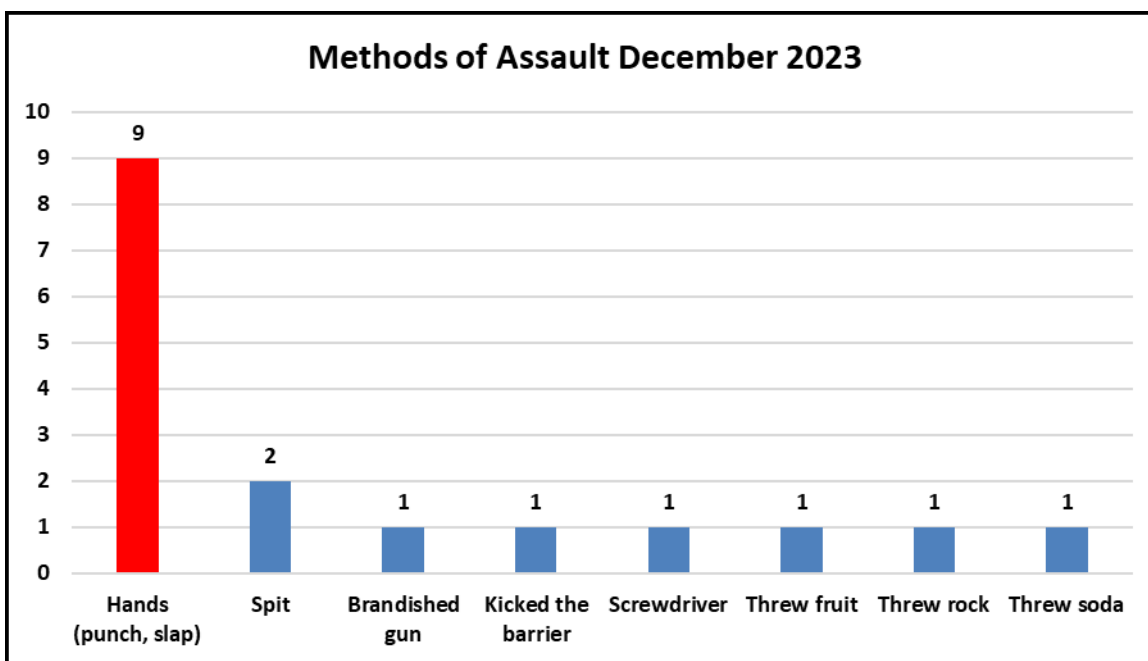


Figure B: Methods of Assault

To improve security and prevent operator assaults, staff are working on various strategies, including deploying Metro Transit Security Bus Riding Teams and law enforcement bus boardings, retrofitting bus barriers, providing de-escalation training, and participating in collaborative meetings with other Metro departments. Bus Riding Teams and law enforcement bus boardings increase uniformed presence across the bus system. Retrofitted bus barriers will offer bus operators more protection, and after gathering feedback from operators, a new glass prototype is being developed. De-escalation materials and training were made available in 2023 to better prepare Metro employees for different types of negative interactions and provide the fundamental skills to deal with those situations. In addition, through the Joint Labor Management Safety Committee (JLMSC) and Operations Safety Steering Committee (OSSC), Metro staff can discuss safety concerns and develop interventions and initiatives to enhance overall operator safety.

### *Bus Riding Teams*

Transit Security Bus Riding Teams continue to rotate across the top 10 bus lines with reported incidents of operator assaults and lines with newly reported incidents of operator assaults to enforce Metro's Code of Conduct. In December, seven Transit Security Bus Riding Teams were deployed across the five service areas of Metro's bus system. Three teams were deployed on the Day Shift and PM Shift, and one team was deployed on the Early Morning Shift (Owl Service). The following table illustrates the Bus Riding Team deployment for December and the number of trips.

TRANSIT SECURITY BUS RIDING TEAMS - DECEMBER 2023				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS <sup>2</sup>	VERBAL WARNINGS <sup>3</sup>
12/04/23 - 12/08/23	18, 207, 260	104	101	129
12/11/23 - 12/15/23	4, 207, 210	114	138	177
12/18/23 - 12/22/23	111, 164, 204, 207	94	117	130
12/25/23 - 12/29/23	164, 204, 207	77	91	55

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

<sup>2</sup> Combined number of persons removed at the bus door for fare evasion.

<sup>3</sup> Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Two remaining Transit Security Bus Riding Teams are tentatively scheduled to be deployed by Spring 2024. The MTS teams are augmented with the support of law enforcement. For December, there were 11,325 bus boardings by LAPD officers and 8,976 bus boardings by LASD deputies.

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 Riding Teams can address.

@metrolosangeles love Love LOVE the security presence this morning.  
It's a comforting feeling THANK YOU

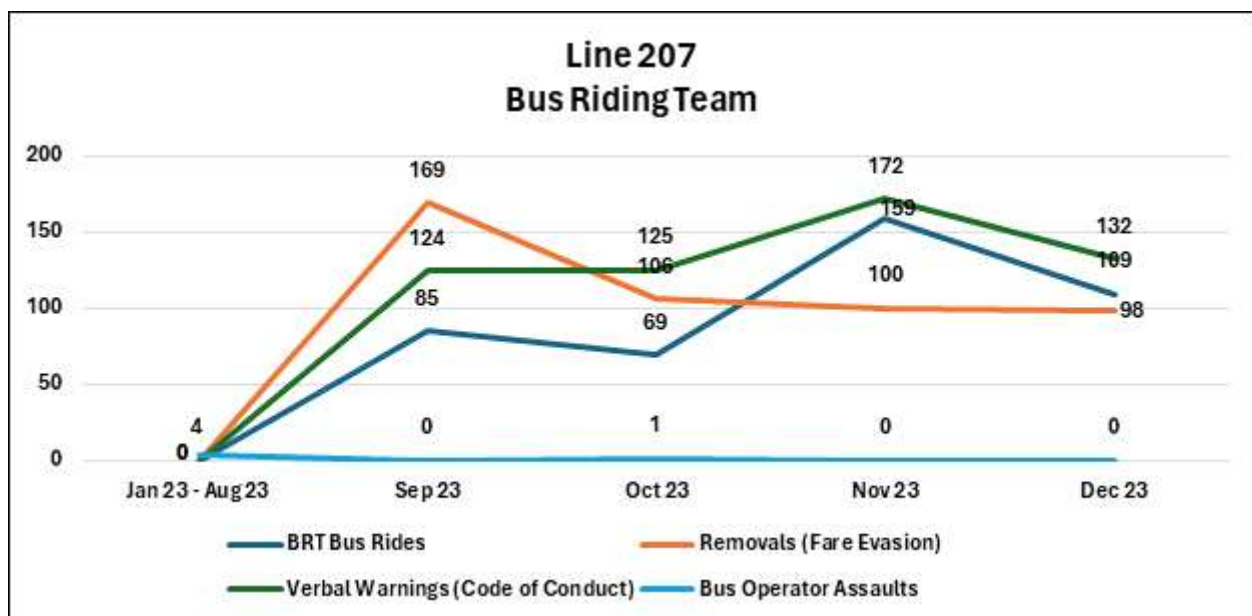


## Line 207 Fixed Deployment



By July 2023, Line 207 (Western Av.) had documented six operator assaults, four of which were in a specific segment of the Line's route. It was also identified as the top bus line for reported incidents of crime. To reduce operator assaults and crime, Line 207 was selected for a fixed Bus Riding Team deployment.

A Transit Security Bus Riding Team was deployed from September to December on Line 207, covering the segment of the Line's route that reported the highest number of operator assaults (4 out of 6). During the fixed deployment, removals for fare evasion at the door decreased from 169 to 98 (-58%), and only one operator assault (-75%) occurred in the segment covered by the Bus Riding Team.



Staff will continue to review crime statistics and physical assault data to identify potential trends and patterns to inform deployment strategies to reduce crime on the bus system and help decrease and prevent bus operator assaults. In addition, staff engages with bus operators from all ten bus divisions at monthly RAP sessions to obtain feedback on lines and geographical areas where bus operators have safety concerns.

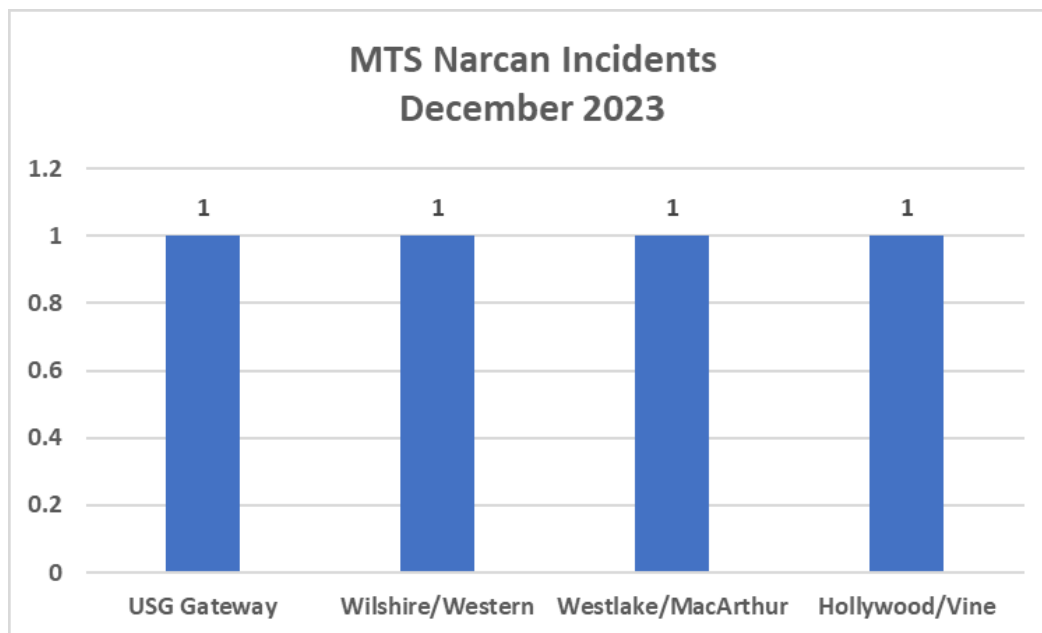
## ACTIVITIES

### Narcan Deployment

In 2023, Transit Security Officers and Transit Ambassadors were trained in administering Narcan. They are augmented by law enforcement officers who receive this training through their respective agencies.

During December, MTS reported four Narcan incidents. All the incidents resulted in the successful

revival of the individual experiencing symptoms of an overdose.



As for Metro Ambassadors, they reported **18 Narcan incidents**, with one fatality:

- (6) Incidents at WLMP Station
- (3) Incidents at 7<sup>th</sup> Street/Metro Center Station - 1 of 3 was a fatal incident
- (3) Incidents on a B Line Train
- (2) Incident on a E Line Train
- (2) Incidents at Willowbrook/Rosa Parks Station
- (1) Incident at North Hollywood Station
- (1) Incident at Wilshire/Vermont Station

In total, MTS and Ambassadors reported 22 incidents in December, which is a 22% increase compared to the 17 reported incidents in November. This increase could be attributed to the holiday season, which can be a trigger for individuals struggling with substance abuse.

## Public Facing Dashboard Update

SSLE and ITS conducted their Project Kickoff meeting with the external vendor project team to establish objectives and a project approach. The methodology and approach consist of:

1. Refining Requirements & Sprint Planning
2. Project Buildout, Iterations, and Testing



3. Customer Experience Office Review
4. User Acceptance Testing
5. Training and Communication
6. Production Cutover and Delivery

The current scope period of performance for delivery is two to six months. SSLE will continue to update the Committee on the progress and timeline of delivery.

## **Emergency Management Update**

### *Emergency Training and Exercises*

Exercise 20 of 20 for the calendar year 2023 was conducted on Tuesday, December 14, 2023, in response to a management request from a train vs. vehicle incident on September 28, 2023, in Pasadena. The primary goal was for all participants to better understand how Metro and first responders can meet objectives while minimizing compromise, balancing life, safety, and security, and minimizing disruption to service. There was good participation and discovery during the Tabletop Exercise (TTX). Several details of how participating agencies respond to this type of incident were new and enlightening information, increasing awareness for both Metro personnel and first responder agencies. Although the response to the September 28 incident was good, communication and coordination can be further improved. A total of 42 participants included Pasadena PD, Pasadena FD, LASD, Metro RTOS/Rail Instruction, ROC, Division 11 and 24 Management, MOW (TP and Signals), and the Emergency Management Department (EMD). A date for a follow-up Full-Scale Exercise is tentatively earmarked for the first quarter of 2024.



On December 7, EMD coordinated a bus familiarization training for LAPD, SWAT, and HazMat Teams at Metro's Division 4 to increase their awareness and knowledge of how to safely respond to criminal incidents on Metro buses.

On December 20, EMD coordinated rail training for the LAPD Bomb Squad and K-9 Teams at Division 21 in preparation for their annual K-9 transit certification.

In 2023, EMD conducted training and exercises with over 24 local, state, and federal response agencies to increase their knowledge and ability to respond safely to our system and better protect our front-line staff. In addition to engaging with 24 response agencies, EMD exercised and trained with over 665 participants, including Metro personnel and first responders regionwide.

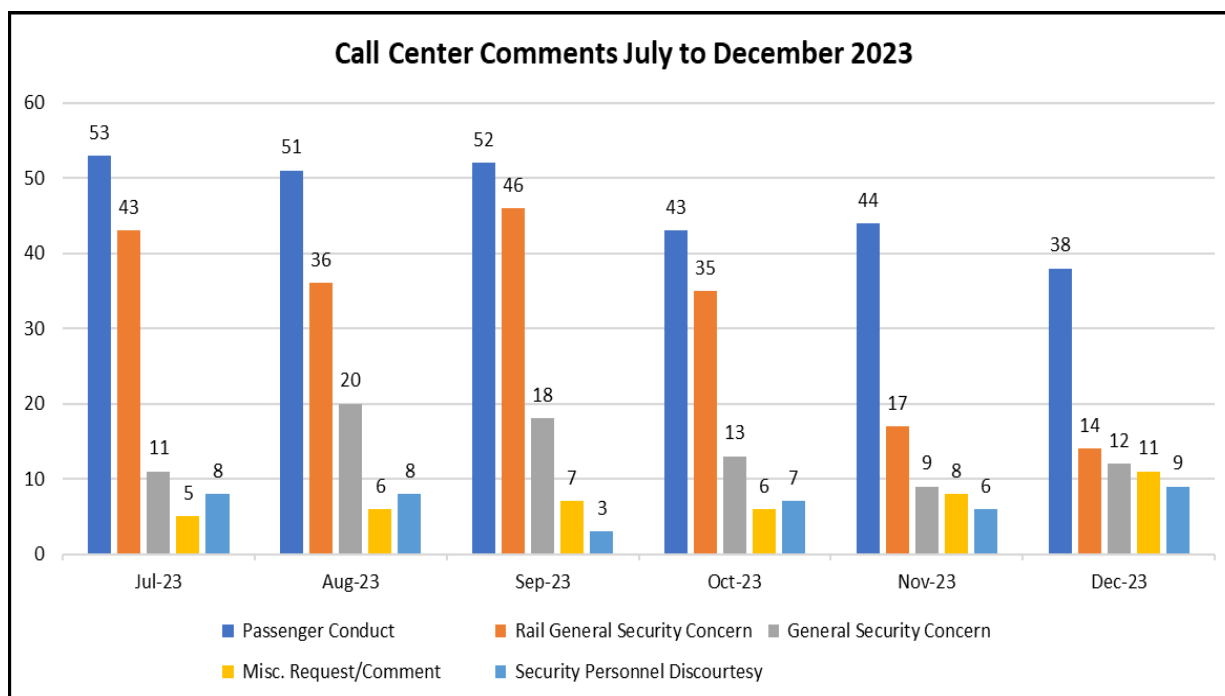
## CUSTOMER COMMENTS

The main concern in December was the El Segundo Station on the C Line with posts related to graffiti, broken escalators, and other Facilities/Infrastructure concerns. SSLE will provide this information to Facilities Maintenance and Facilities Contract Maintenance and highlight this station within the Security Operations Center to ensure additional activity visibility.

## Call Center Comments

From November to December, customer comments related to *Passenger Conduct* decreased from 44 to 38. Customer comments related to *Rail General Security Concern* decreased from November

to December from 17 to 14. For customer comments related to *General Security Concern*, there was an increase from November to December from 9 to 12. Examples of some of these comments are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music. 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 Multi-layered Planned Deployment.



## Transit Watch (TW) App

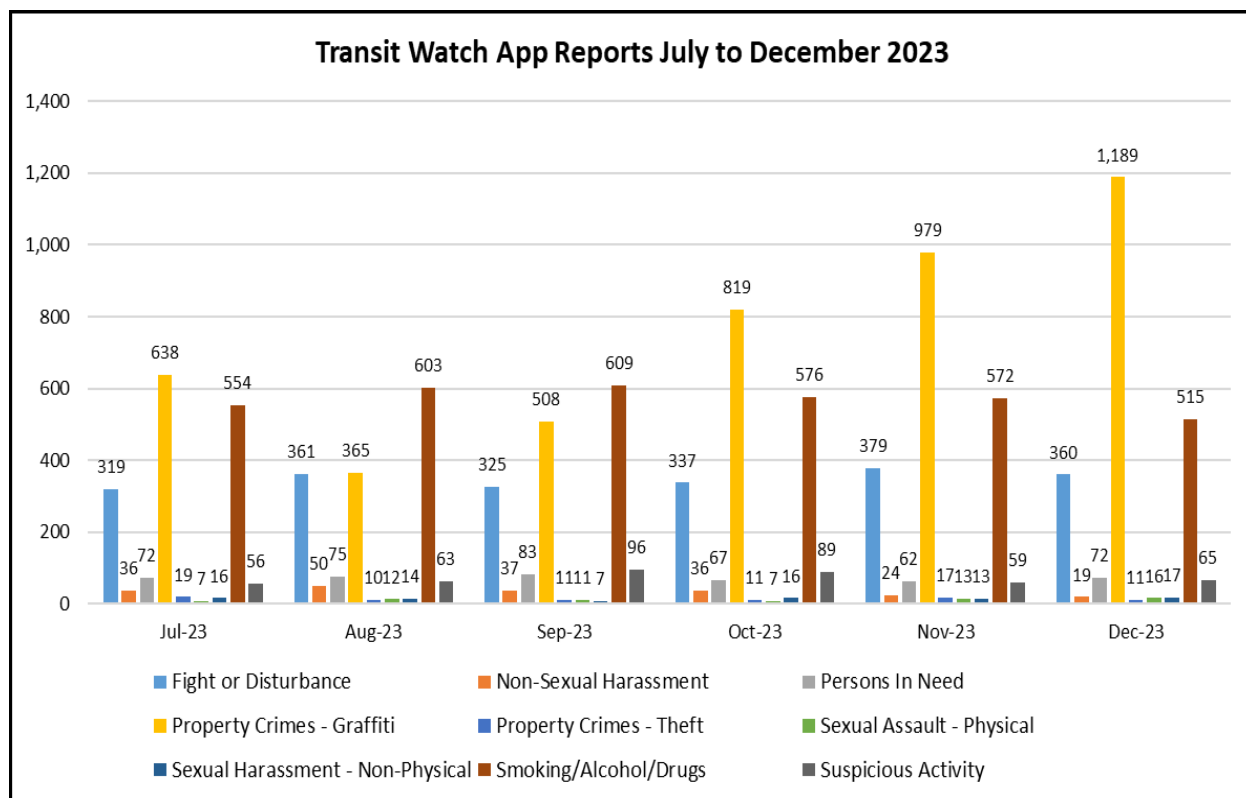
Transit Watch App reports related to safety and criminal elements for December totaled 2,264, an increase of 6.9% compared to November. The Security Operations Center's Security Control Specialists (SCS) response time, based on initial reporting, has decreased by 6.4% from November (0.77 minutes) to December (0.57 minutes). By comparison, in FY23, the average response time was 4.9 minutes, exceeding that fiscal year's target of 4 minutes. For FY24, SSLE established a target response time of 2 minutes to ensure a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system. The reported number for December exceeded the target goal and demonstrates Metro's commitment to providing excellent customer service and timely security resources to keep patrons and employees safe.

Of the incident types reported through the Transit Watch application, graffiti, sexual harassment-non-physical, and sexual assault-physical saw the highest increases in reporting from November to December. Graffiti incidents reported in December were 1,189 vs. 979 in November (a 21.5% increase). Of the 1,189 graffiti incidents captured, Ambassadors reported 69% (817) of these occurrences. The number of sexual harassment-non-physical reports submitted in December was 17 vs. 13 in November (a 30.8% increase). Sexual assault-physical reports submitted in December were

16 vs. 13 in November (a 23.1% increase). In December, SSLE utilized the weekly meetings between members of the Multi-layer Planned Deployment to discuss observed increases in security incidents, which included sexual assault and harassment. Sexual assault incidents have been addressed by law enforcement in the form of arrests. Still, SSLE is also exploring best practices such as messaging/awareness campaigns, education, and video analytics to address both sexual assault and harassment systemwide.

The top three locations reporting sexual assault-physical incidents in December were Union Station (3), Pershing Square Station (2), and Wilshire/Western Station (2). For graffiti incidents, the top three locations were Pico Station (52), Vermont/Santa Monica Station (46), and Willowbrook/Rosa Parks Station (26). Sexual harassment-non-physical incidents were reported sporadically across different stations, with no station reporting more than one incident.

In December, Transit Watch reports highlighted increased property crime and cleanliness issues along the A, C, and E lines. However, through information sharing within the Multi-layered Planned Deployment, it was quickly assessed that these issues were due to increased ridership due to holiday travel and sporting events. These observations resulted in increased patrols at stations with the highest observations. The strategies developed as a result of Transit Watch reporting have led to an 8.8% decline in fights/disturbances, non-sexual harassment, theft, and smoking/alcohol/drugs.



## METRO AMBASSADOR PROGRAM UPDATE

A Metro Ambassador's role is to improve the perception of safety by providing support to riders, connecting riders to resources, and reporting incidents or maintenance needs. Metro Ambassadors were deployed on the A Line, B Line, C Line, D Line, G Line, K Line, and J Line and bus lines 210, 40, 20, and 720.

*New G Line Deployment:* As of Friday, 12/22/2023, we have scheduled 12 Metro Ambassadors a day to support customers on the G Line, assisting customers from North Hollywood to Chatsworth.

### **By the numbers**

For the month of **December 2023**, Metro Ambassadors conducted 63,605 customer interactions and reported the following:

- 1,871 Cleanliness Issues
- 706 Graffiti Incidents
- 343 Elevator and Escalator Problems
- 259 Safety Issues

### **EQUITY PLATFORM**

Metro continues to take a cross-disciplinary approach to address the system's various safety needs. Using a multi-layered public safety model, the agency recognizes the need to use a multitude of strategies and resources, including a humane approach to supporting vulnerable and unhoused riders, responding to customer concerns, and improving cleanliness and security to better protect riders and Metro employees on the system. Operator safety remains a top priority, and as much of Metro's ridership is on buses, SSLE is increasing its presence on the buses by deploying Metro Transit Security Bus Riding Teams. Direct feedback is obtained by staff at monthly operator RAP sessions to make informed decisions for each deployment. In addition, as EFCs are a critical point of consideration to ensure security resources are equitably distributed systemwide, Metro Ambassadors were recently deployed on the G Line.

### **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 - Part 1 Crimes per 1 Million Boardings 2022 vs. 2023

Attachment B - Board Motion 36.1

Attachment C - Arrests by Race & Ethnicity December 2023

Attachment D - Total Crime Summary December 2023

Attachment E - Systemwide Law Enforcement Overview December 2023

Attachment F - MTA Supporting Data December 2023

Attachment G - Bus & Rail Operator Assaults December 2023

Attachment H - Sexual Harassment Crimes December 2023

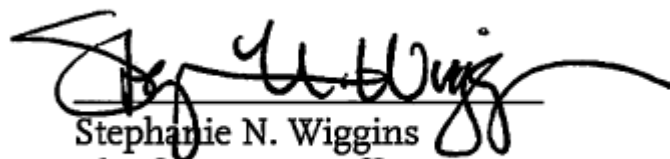
Prepared by: Robert Gummer, Senior Executive Officer, System Security & Law Enforcement, (213) 922-4513

Vanessa Smith, Executive Officer, Customer Experience, (213) 922-7009

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

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

Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213) 940-4060



Stephanie N. Wiggins  
Chief Executive Officer

**Metro****SYSTEM SECURITY & LAW ENFORCEMENT****Attachment A**

<b>Systemwide</b>	<b>2023</b>	<b>2022</b>	<b>% Change</b>
Part 1 Crimes	1,514	1,435	5.5%
Ridership	284,905,030	255,253,370	11.6%
Part 1 Crimes per 1 Million Boardings	5.31	5.62	-5.5%

<b>Systemwide</b>	<b>Jan-23</b>	<b>Jan-22</b>	<b>% Change</b>
Part 1 Crimes	117	100	17.0%
Ridership	21,234,326	18,766,760	13.1%
Part 1 Crimes per 1 Million Boardings	5.51	5.33	3.4%

<b>Systemwide</b>	<b>Feb-23</b>	<b>Feb-22</b>	<b>% Change</b>
Part 1 Crimes	129	116	11.2%
Ridership	21,047,072	18,714,368	12.5%
Part 1 Crimes per 1 Million Boardings	6.13	6.20	-1.1%

<b>Systemwide</b>	<b>Mar-23</b>	<b>Mar-22</b>	<b>% Change</b>
Part 1 Crimes	130	158	-17.7%
Ridership	23,202,121	22,146,136	4.8%
Part 1 Crimes per 1 Million Boardings	5.60	7.13	-21.5%

<b>Systemwide</b>	<b>Apr-23</b>	<b>Apr-22</b>	<b>% Change</b>
Part 1 Crimes	137	138	-0.7%
Ridership	23,412,400	21,224,360	10.3%
Part 1 Crimes per 1 Million Boardings	5.85	6.50	-10.0%

<b>Systemwide</b>	<b>May-23</b>	<b>May-22</b>	<b>% Change</b>
Part 1 Crimes	115	114	0.9%
Ridership	24,941,553	21,548,571	15.7%
Part 1 Crimes per 1 Million Boardings	4.61	5.29	-12.8%

<b>Systemwide</b>	<b>Jun-23</b>	<b>Jun-22</b>	<b>% Change</b>
Part 1 Crimes	160	132	21.2%
Ridership	23,824,620	21,031,952	13.3%
Part 1 Crimes per 1 Million Boardings	6.72	6.28	7.0%

<b>Systemwide</b>	<b>Jul-23</b>	<b>Jul-22</b>	<b>% Change</b>
Part 1 Crimes	128	123	4.1%
Ridership	23,337,404	20,508,580	13.8%
Part 1 Crimes per 1 Million Boardings	5.48	6.00	-8.5%

<b>Systemwide</b>	<b>Aug-23</b>	<b>Aug-22</b>	<b>% Change</b>
Part 1 Crimes	141	108	30.6%
Ridership	25,124,083	22,201,130	13.2%
Part 1 Crimes per 1 Million Boardings	5.61	4.86	15.4%

<b>Systemwide</b>	<b>Sep-23</b>	<b>Sep-22</b>	<b>% Change</b>
Part 1 Crimes	117	104	12.5%
Ridership	24,671,730	22,380,399	10.2%
Part 1 Crimes per 1 Million Boardings	4.74	4.65	2.1%

<b>Systemwide</b>	<b>Oct-23</b>	<b>Oct-22</b>	<b>% Change</b>
Part 1 Crimes	110	115	-4.3%
Ridership	26,528,697	23,759,202	11.7%
Part 1 Crimes per 1 Million Boardings	4.15	4.84	-14.3%

<b>Systemwide</b>	<b>Nov-23</b>	<b>Nov-22</b>	<b>% Change</b>
Part 1 Crimes	115	124	-7.3%
Ridership	24,218,275	21,759,811	11.3%
Part 1 Crimes per 1 Million Boardings	4.75	5.70	-16.7%

<b>Systemwide</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>% Change</b>
Part 1 Crimes	115	103	11.7%
Ridership	23,362,749	21,212,101	10.1%
Part 1 Crimes per 1 Million Boardings	4.92	4.86	1.4%





# Metro

## Board Report

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

**File #:** 2023-0226, **File Type:** Motion / Motion Response

**Agenda Number:** 36.1

### REGULAR BOARD MEETING MARCH 23, 2023

#### Motion by:

#### **DIRECTORS NAJARIAN, BARGER, SOLIS, BUTTS, DUTRA, AND HORVATH**

#### Motion Related to Item 36 Monthly Update on Public Safety

Since the pandemic began in March 2020, overall crime has risen on our system. While bus ridership has almost recovered to pre-pandemic levels, it has plummeted on our rail system hovering at just under 50% with some lines at an anemic 30%. When analyzing crime data by rail line and bus lines, reported crime has risen exponentially on the B/D (Red/Purple) lines. Most troubling on these lines is the meteoric rise in reported crimes against society, such as illicit drug use and sales including on our plazas, rail platforms and ancillary areas. If we are to make our system safe for all our customers and bring back riders, we must improve our ability to address these issues and ensure our riders feel safe.

Over the past several years, Metro has implemented several non-law enforcement initiatives to reimagine public safety and security on our system. From deploying Homeless Outreach Teams and Transit Ambassadors to connect people using the system with appropriate information, to implementing design-driven interventions to address persistent illicit activity on our system and infrastructure. All these initiatives demonstrate Metro's commitment to the safety of Metro riders and employees.

Most recently, Metro launched the 30-day pilot Drug-Free Metro Campaign along the B/D lines. Staff has reported that there have already been measurable improvements along the system and therefore the customer experience. In the pilot's second week, Metro observed a 21 percent decrease in Transit Watch Reports related to incidents of smoking, alcohol consumption, and drug use. By week three there was an additional 50 percent reduction in the reported activity. Moreover, the Drug-Free Metro Campaign has resulted in a 10 decrease in the total number of customer complaints across the system during the 4-week surge period. As a first step, we should extend this pilot.

However, to address this crisis comprehensively and allocate resources where they are most needed, it is critical that we identify those rail stations most acutely impacted by crime "hot spots" and deploy transit Security Officers (TSOs), our Ambassadors, who will take appropriate actions, including our Respect the Ride program, and work with the Drug-Free Metro Campaign team and explore working with homeless supportive services and substance abuse intervention organizations.

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Moreover, as an agency we should evaluate environmental design and Infrastructure interventions for our bus stops, stations, including platforms, plazas, and ancillary areas, that improve safety and the overall customer experience.

**SUBJECT: MOTION RELATED TO ITEM 36 MONTHLY UPDATE ON PUBLIC SAFETY**

**RECOMMENDATION**

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

- A. Extend the pilot Drug-Free Metro Campaign on the B/D lines an additional 90 days;
- B. Deploy TSOs and Ambassadors to B/D station "hot spots" most acutely impacted by the increase in reported crime and take appropriate actions including applying the code of conduct and Respect the Ride program, as well as working with the Substance Abuse/Safety Campaign;
- C. Coordinate with the Los Angeles County Departments of Public Health and Mental Health to make substance abuse prevention and treatment resources available to the riding public as part of the pilot campaign;
- D. Evaluate current staffing to determine if additional internal resources should be allocated to supplement the pilot campaign and expand our TSO and Ambassador programs;
- E. Report back monthly with observations and outcomes of the above actions beginning in April 2023; and
- F. Report back in 90 days on environmental design and infrastructure intervention options for our bus stops, stations, including platforms, plazas, and ancillary areas, that improve safety and the overall customer experience.

**DUPONT-WALKER AMENDMENT:**

WE FURTHER DIRECT THE CEO TO:

Report back in 90 days with a status update on the specific environmental interventions being implemented at Westlake/MacArthur Park station including the installation of "paddle style" fare gates. Report on how upgraded fares gate infrastructure can be scaled to include additional B and D Line stations.

**BUTTS AMENDMENT:** Include in the monthly report back: deployment information that includes the number of boardings that are accomplished by ambassadors and contract services; provide information about the time people spend on the system; juxtaposed against the number of hours that are spent on people in cars, we need to know the breakdown of where law enforcement resources are deployed.



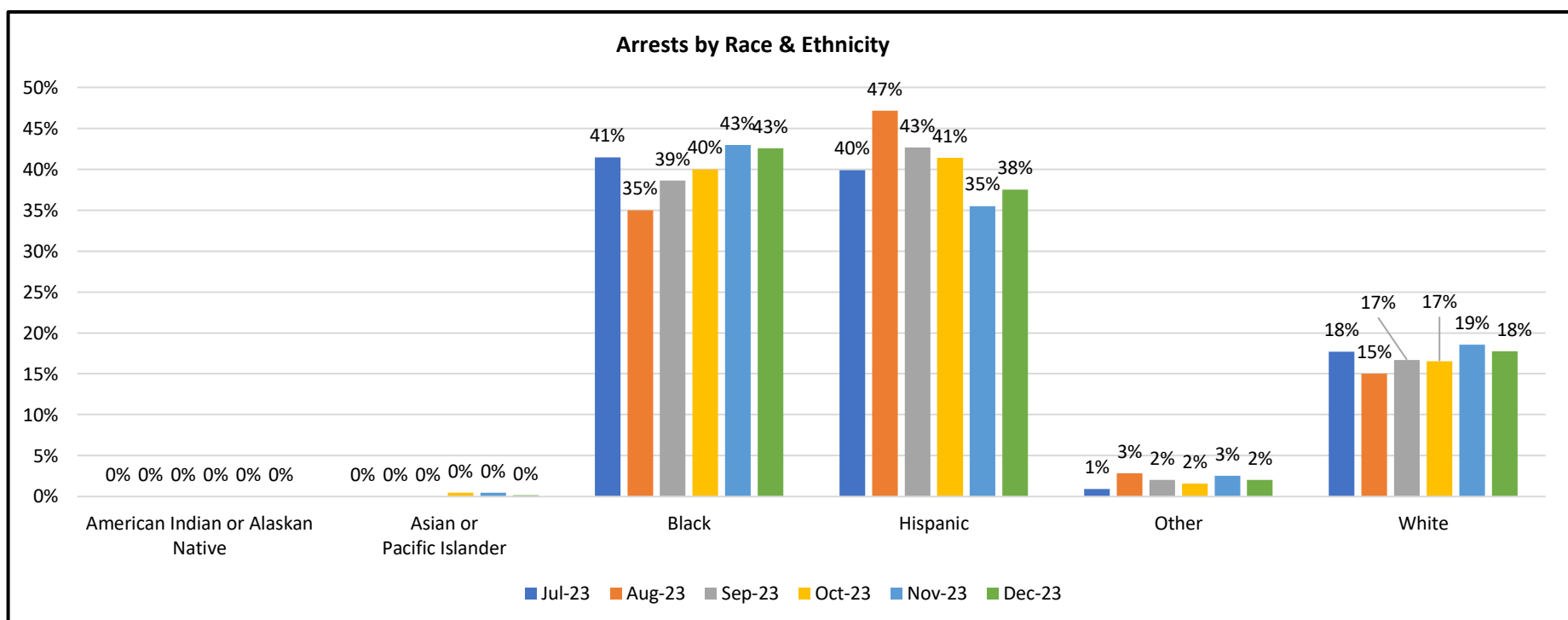
## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment C

Arrests December 2023	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	0	1	29	223	27	195	1	11	16	89	592
Total	0		1		252		222		12		105		592
% Share	0.00%		0.17%		42.57%		37.50%		2.03%		17.74%		100.00%

Arrests December 2023	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	3	11	1	27	0	1	0	6	49
Rail Systemwide	0	0	0	1	25	209	26	166	1	10	16	83	537
Union Station and 7th & Metro Station	0	0	0	0	1	3	0	2	0	0	0	0	6
Total	0		1		252		222		12		105		592
% Share	0.00%		0.17%		42.57%		37.50%		2.03%		17.74%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) December 2023	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	0	4	35	9	40	1	5	4	14	112
B Line (Red)	0	0	0	1	17	146	14	94	0	4	10	62	348
C Line (Green)	0	0	0	0	0	6	2	16	0	0	1	4	29
D Line (Purple)	0	0	0	0	1	5	0	1	0	1	0	1	9
E Line (Expo)	0	0	0	0	3	13	1	4	0	0	1	2	24
Bus - G Line (Orange)	0	0	0	0	2	2	0	4	0	0	0	3	11
Bus - J Line (Silver)	0	0	0	0	0	0	0	0	0	0	0	0	0
K Line	0	0	0	0	0	4	0	11	0	0	0	0	15
Union Station	0	0	0	0	1	2	0	2	0	0	0	0	5
7th & Metro Station	0	0	0	0	0	1	0	0	0	0	0	0	1
Bus Systemwide (excludes G & J Lines)	0	0	0	0	1	9	1	23	0	1	0	3	38
Total	0		1		252		222		12		105		592
% Share	0.00%		0.17%		42.57%		37.50%		2.03%		17.74%		100.00%





## SYSTEM SECURITY & LAW ENFORCEMENT

Attachment D

### Total Crime Summary - December 2023

Part 1 Crimes 5-Year Trend - Systemwide

January - December	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	274	269	412	478	536
Arson	1	5	9	6	0
Bike Theft	72	50	44	44	25
Burglary	8	9	16	13	16
Homicide	1	3	5	6	6
Larceny	743	383	388	510	481
Motor Vehicle Theft	22	19	13	17	43
Rape	9	9	14	12	13
Robbery	287	219	257	349	394
Totals	1,417	966	1,158	1,435	1,514

Part 1 Crimes 5-Year Trend December only - Systemwide

	Dec-19	Dec-20	Dec-21	Dec-22	Dec-23
Part 1 Crimes					
Agg Assault	31	21	33	32	40
Arson	0	0	1	0	0
Bike Theft	2	4	6	1	0
Burglary	1	1	0	1	3
Homicide	0	0	0	0	2
Larceny	54	25	31	36	36
Motor Vehicle Theft	3	2	2	1	2
Rape	0	1	0	1	0
Robbery	18	20	41	31	32
Totals	109	74	114	103	115

Part 1 Crimes 5-Year Trend - Rail

January - December	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	156	174	264	310	356
Arson	1	5	9	5	0
Bike Theft	49	33	26	29	13
Burglary	8	8	15	10	14
Homicide	0	3	5	5	6
Larceny	463	284	292	360	357
Motor Vehicle Theft	20	17	9	10	40
Rape	9	9	13	11	13
Robbery	173	165	190	267	269
Totals	879	698	823	1,007	1,068

Part 1 Crimes 5-Year Trend December only - Rail

	Dec-19	Dec-20	Dec-21	Dec-22	Dec-23
Part 1 Crimes					
Agg Assault	20	12	20	18	29
Arson	0	0	1	0	0
Bike Theft	1	2	5	1	0
Burglary	1	1	0	1	2
Homicide	0	0	0	0	2
Larceny	36	19	24	28	29
Motor Vehicle Theft	2	2	2	1	2
Rape	0	1	0	1	0
Robbery	10	11	36	25	19
Totals	70	48	88	75	83

Part 1 Crimes 5-Year Trend - Bus

January - December	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	118	95	148	168	180
Arson	0	0	0	1	0
Bike Theft	23	17	18	15	12
Burglary	0	1	1	3	2
Homicide	1	0	0	1	0
Larceny	280	99	96	150	124
Motor Vehicle Theft	2	2	4	7	3
Rape	0	0	1	1	0
Robbery	114	54	67	82	125
Totals	538	268	335	428	446

Part 1 Crimes 5-Year Trend December only - Bus

	Dec-19	Dec-20	Dec-21	Dec-22	Dec-23
Part 1 Crimes					
Agg Assault	11	9	13	14	11
Arson	0	0	0	0	0
Bike Theft	1	2	1	0	0
Burglary	0	0	0	0	1
Homicide	0	0	0	0	0
Larceny	18	6	7	8	7
Motor Vehicle Theft	1	0	0	0	0
Rape	0	0	0	0	0
Robbery	8	9	5	6	13
Totals	39	26	26	28	32

Part 2 Crimes 5-Year Trend - Systemwide

January - December	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	906	715	839	996	1,171
Narcotics	219	81	148	155	568
Sex Offenses	121	81	100	102	115
Trespassing	120	85	92	126	1,635
Vandalism	149	213	286	286	184
Weapons	52	33	45	56	128
Totals	1,567	1,208	1,510	1,721	3,801

Part 2 Crimes 5-Year Trend December only - Systemwide

	Dec-19	Dec-20	Dec-21	Dec-22	Dec-23
Part 2 Crimes					
Battery	67	43	86	74	94
Narcotics	27	8	7	22	60
Sex Offenses	5	4	9	9	7
Trespassing	18	5	6	18	318
Vandalism	8	22	13	15	13
Weapons	3	3	2	8	17
Totals	128	85	123	146	509

Part 2 Crimes 5-Year Trend - Rail

January - December	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	511	422	479	568	737
Narcotics	131	37	53	71	444
Sex Offenses	70	59	73	71	68
Trespassing	113	77	84	111	1,615
Vandalism	84	126	181	198	96
Weapons	39	22	24	33	94
Totals	948	743	894	1,052	3,054

Part 2 Crimes 5-Year Trend December only - Rail

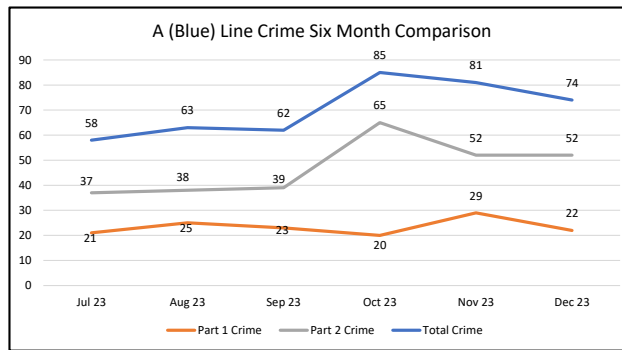
	Dec-19	Dec-20	Dec-21	Dec-22	Dec-23
Part 2 Crimes					
Battery	38	24	48	48	58
Narcotics	18	2	4	10	51
Sex Offenses	5	3	8	7	3
Trespassing	18	5	6	14	318
Vandalism	3	16	10	10	6
Weapons	1	1	1	5	10
Totals	83	51	77	94	446

Part 2 Crimes 5-Year Trend - Bus

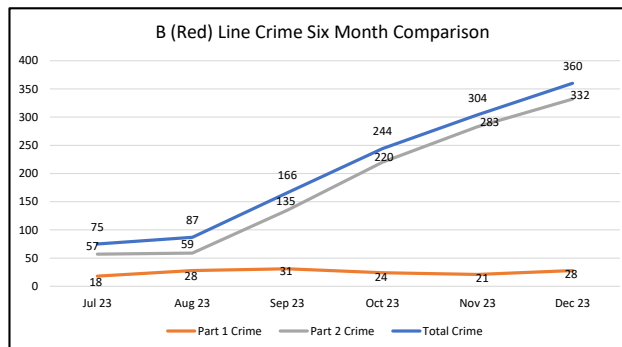
January - December	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	395	293	360	428	434
Narcotics	88	44	95	84	124
Sex Offenses	51	22	27	31	47
Trespassing	7	8	8	15	20
Vandalism	65	87	105	88	88
Weapons	13	11	21	23	34
Totals	619	465	616	669	747

Part 2 Crimes 5-Year Trend December only - Bus

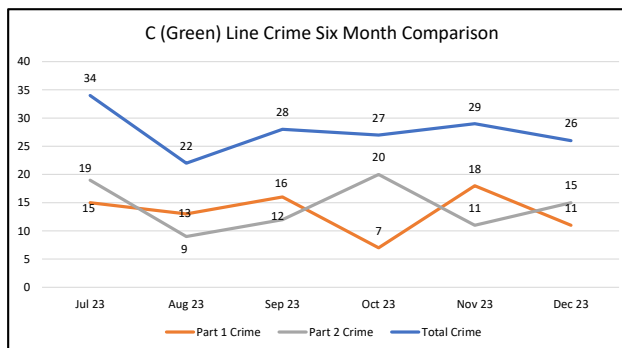
	Dec-19	Dec-20	Dec-21	Dec-22	Dec-23
Part 2 Crimes					
Battery	29	19	38	26	36
Narcotics	9	6	3	12	9
Sex Offenses	0	1	1	2	4
Trespassing	0	0	0	4	0
Vandalism	5	6	3	5	7
Weapons	2	2	1	3	7
Totals	45	34	46	52	63



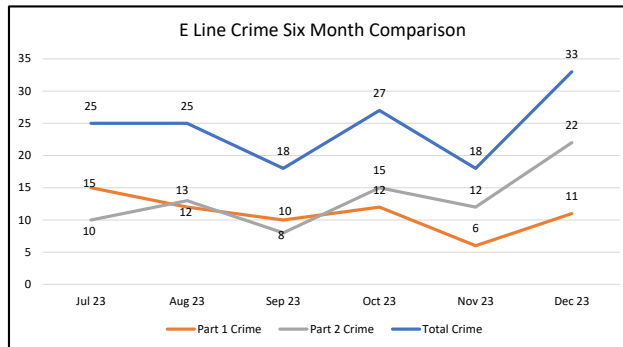
In December, the A (Blue) Line saw a 8.6% decrease in total crime compared to the previous month (74 vs 81). Part 1 crimes decreased by 24% (22 vs 29) which was a result of decreases in robberies (2 vs 13) and bike thefts (0 vs 2). Part 2 crimes remained unchanged (52 vs 52) mainly due to decreases in batteries (11 vs 15), vandalism (1 vs 3), and weapons arrests (2 vs 5), and increases in narcotics (8 vs 3) and trespassing arrests (29 vs 25).



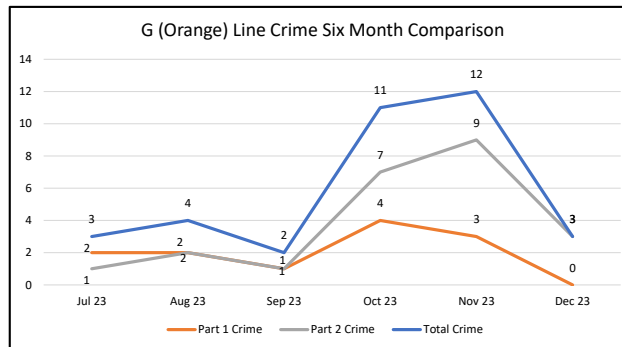
In December, the B (Red) Line saw a 18.4% increase in total crime compared to the previous month (360 vs 304). Part 1 crimes increased by 33% (28 vs 21) as a result of increases in aggravated assaults (13 vs 9), robberies (8 vs 5), and larcenies (7 vs 6). Part 2 crimes increased by 17.3% (332 vs 283). This was due to increases in trespassing (266 vs 211) and batteries (25 vs 22).



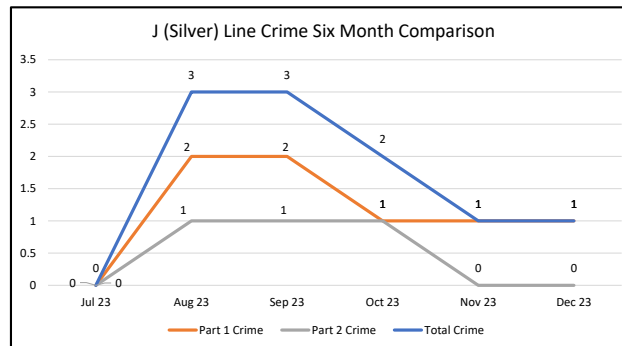
In December, the C (Green) Line saw a 10.3% decrease (26 vs 29) in total crime compared to the previous month. Part 1 crimes decreased by 39% (11 vs 18) as a result of decreases in larcenies (4 vs 9), bike thefts (0 vs 1), and robberies (3 vs 4). Part 2 crimes increased by 36% (15 vs 11). This was a result of increases in narcotics (5 vs 3) and trespassing arrests (7 vs 1), while also experiencing decreases in batteries (2 vs 3) and vandalism (0 vs 3).



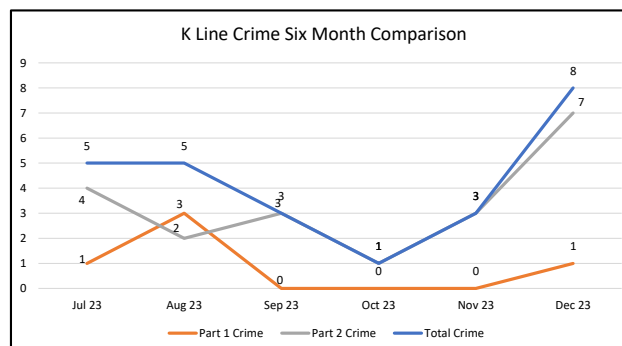
In December, the E Line saw an 83% increase (33 vs 18) in total crime compared to the previous month. Part 1 crimes increased from 6 to 11 crimes as a result of increases in larcenies (3 vs 1) and robberies (6 vs 2). Part 2 crimes increased by 83% (22 vs 12) due to increases in batteries (8 vs 4), vandalism (1 vs 0), narcotics (2 vs 1), and trespassing arrests (11 vs 6).



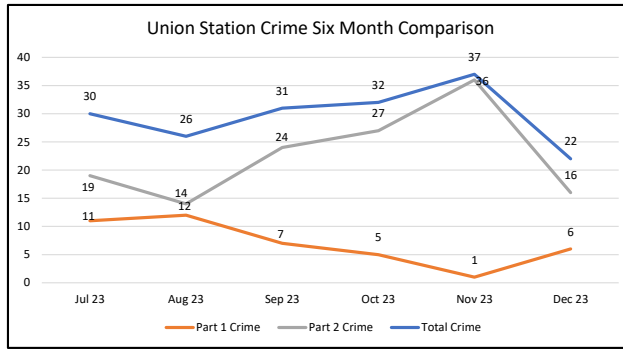
In December, the G (Orange) Line saw a decrease in crime of 75% (3 vs 12) from the previous month. Part 1 crimes decreased from 3 to 0 due to decreases in aggravated assaults (0 vs 1) and robberies (0 vs 2). Part 2 crimes decreased by 67% due to decreases in narcotics arrests, vandalism, and weapons arrests.



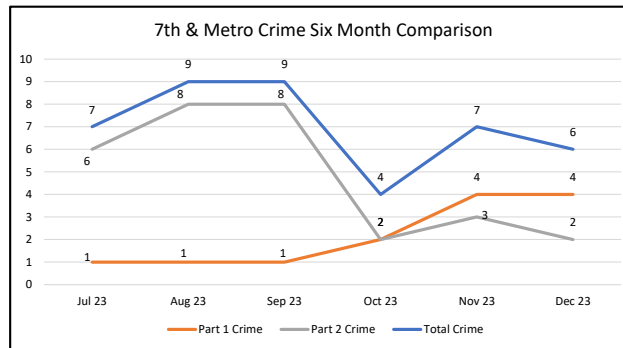
In December, crime on the J (Silver) Line remained unchanged (1 vs 1) from the previous month. There was one aggravated assault on the line during the month.



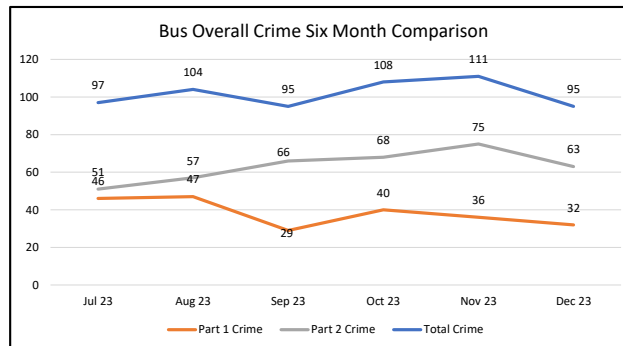
In December, crime on the K Line increased by 167% (8 vs 3) from the previous month. There was one Part 1 crime (one homicide) and seven Part 2 crimes. There were increases in narcotics arrests (4 vs 0) and weapons arrests (1 vs 0).



In December, crime at Union Station decreased by 41% (22 vs 37). Part 1 crimes increased from 1 to 6 as a result of increases in larcenies (5 vs 1) and aggravated assaults (1 vs 0). Part 2 crimes decreased by 56% (16 vs 36) which was due to an 87% decrease in trespassing arrests (3 vs 23).



In December, crime at 7th & Metro station decreased by 14% (6 vs 7). Part 1 crimes remained unchanged with 4 incidents due to 3 larcenies and 1 aggravated assault. Part 2 crimes decreased by 33% (2 vs 3). This was due to an increase in batteries (2 vs 1) while experiencing a decrease in trespassing (0 vs 1) and weapons arrests (0 vs 1).

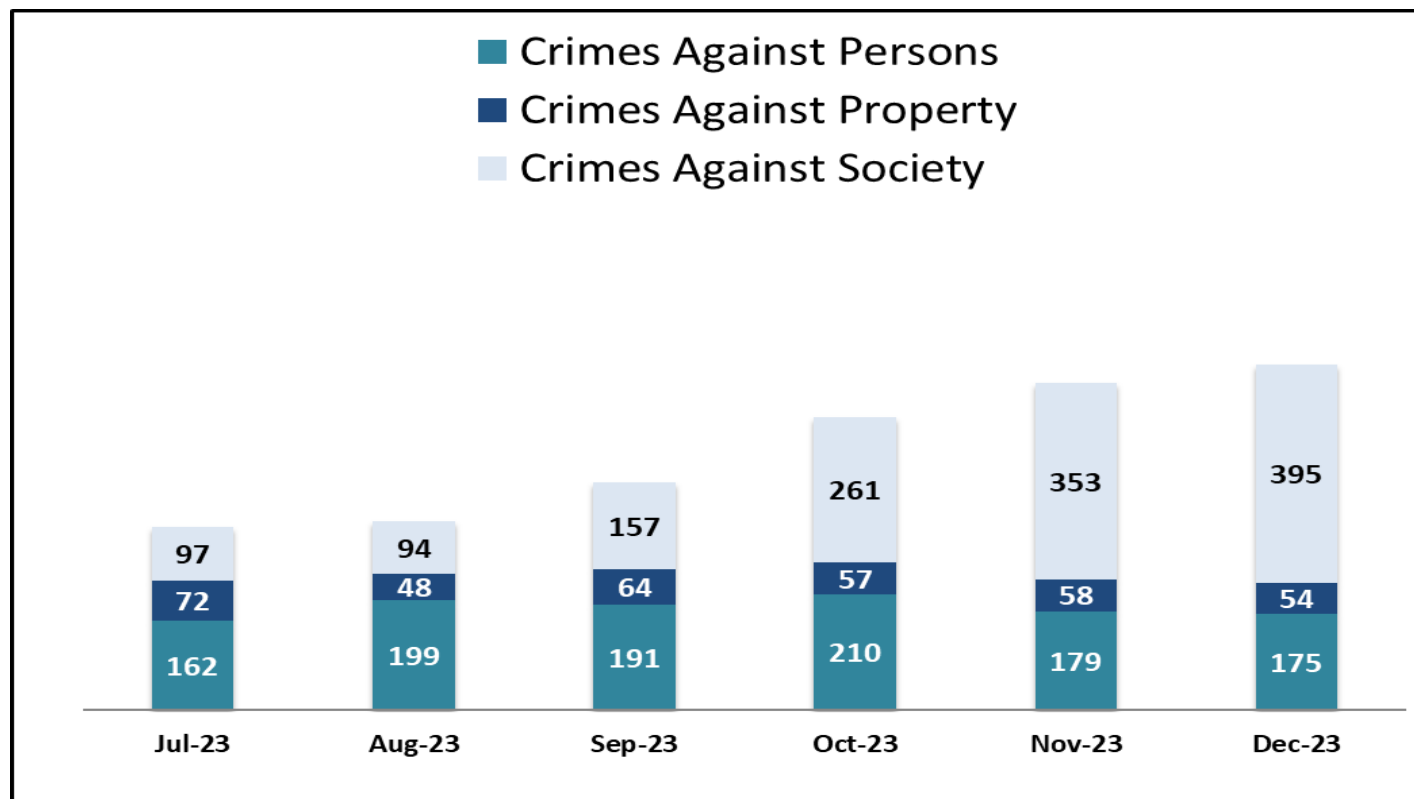


In December, crime on buses decreased by 14.4% (95 vs 111). Part 1 crimes decreased by 11% (32 vs 36) as a result of decreases in aggravated assaults (11 vs 15) and larcenies (7 vs 8). Part 2 crimes decreased by 16% (63 vs 75). This was due to decreases in batteries (36 vs 39) vandalism (7 vs 11), narcotics (9 vs 17), and trespassing arrests (0 vs 2).

**SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW**

DECEMBER 2023

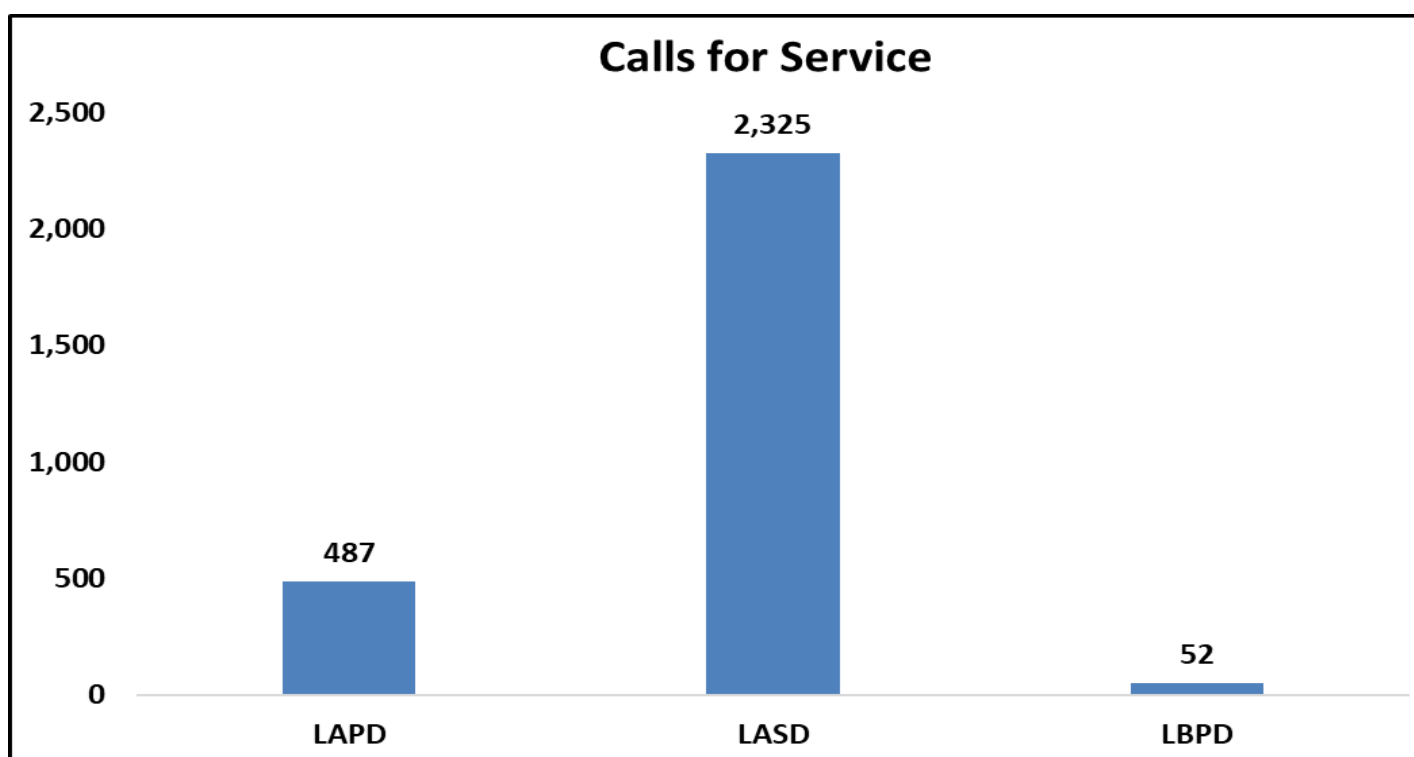
Attachment E

**Total Crimes**

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

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

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

**Calls for Service**





SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

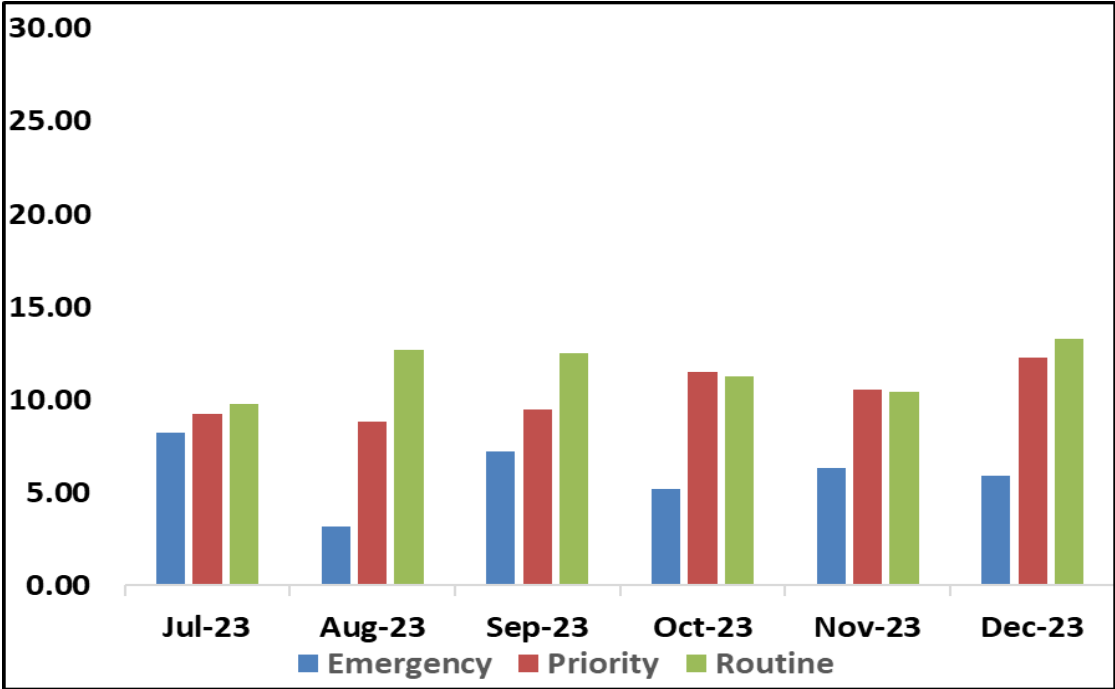
DECEMBER 2023

Attachment D

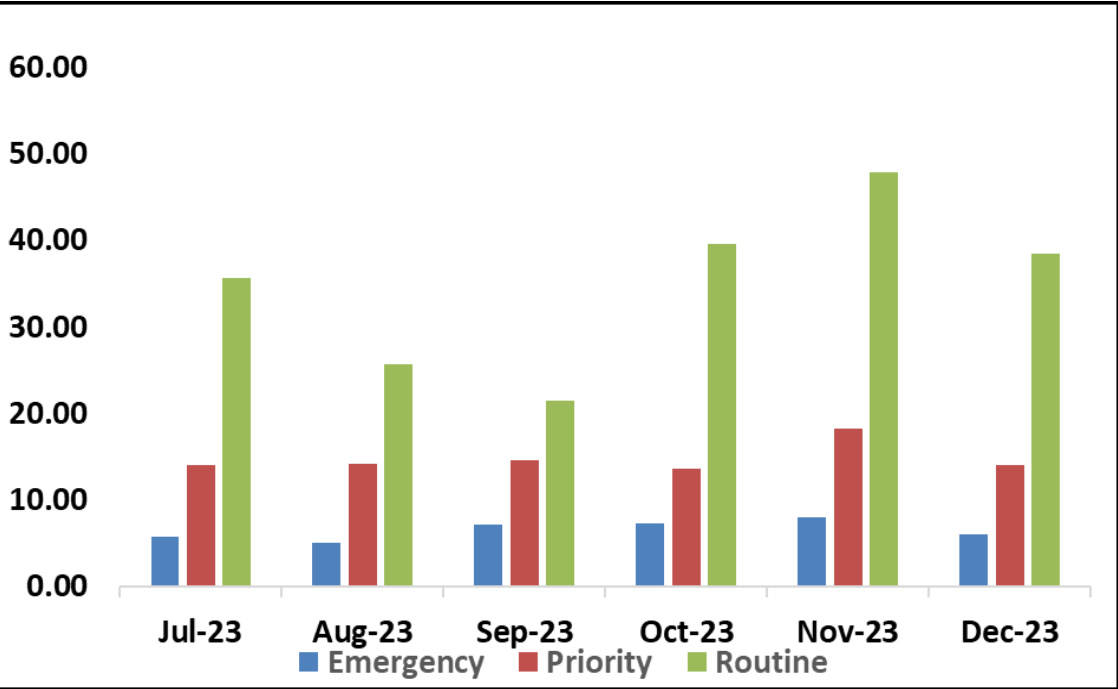
Average Incident Response Times

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

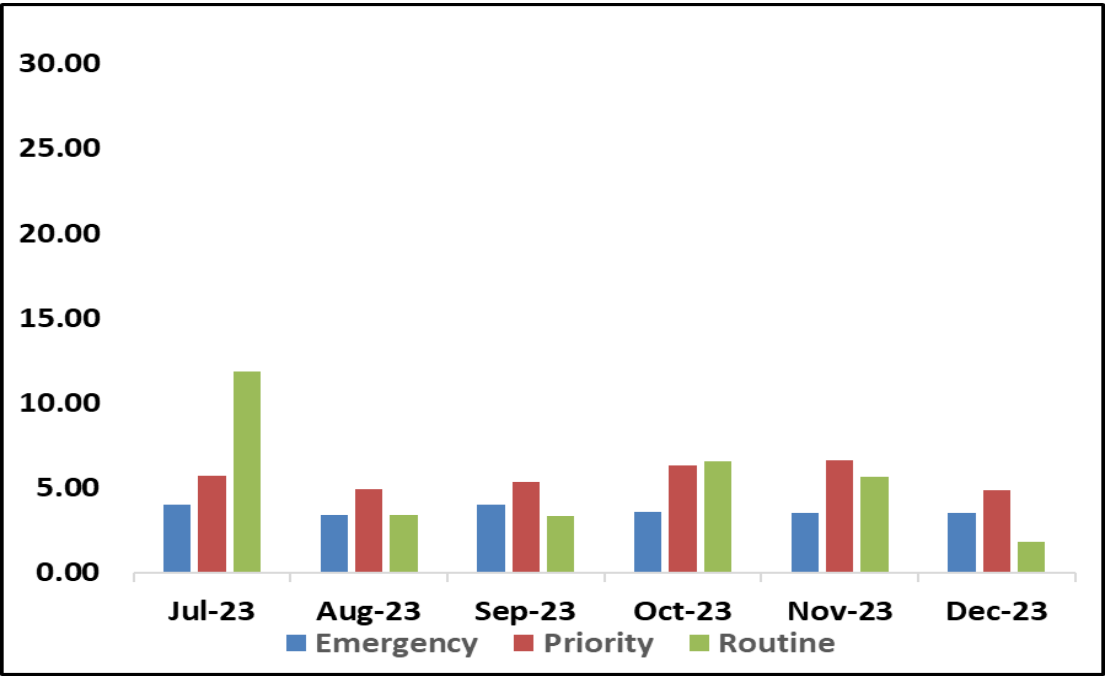
LAPD



LASD



LBPD



# Transit Police

## Monthly Crime Report



Attachment D

	2023	2022	%
	December	December	Change
<b>CRIMES AGAINST PERSONS</b>			
Homicide	2	0	200.0%
Rape	0	1	-100.0%
Robbery	32	31	3.2%
Aggravated Assault	36	29	24.1%
Aggravated Assault on Operator	4	3	33.3%
Battery	81	64	26.6%
Battery on Operator	13	10	30.0%
Sex Offenses	7	9	-22.2%
<b>SUB-TOTAL</b>	<b>175</b>	<b>147</b>	<b>19.0%</b>
<b>CRIMES AGAINST PROPERTY</b>			
Burglary	3	1	100.0%
Larceny	36	36	0.0%
Bike Theft	0	1	-100.0%
Motor Vehicle Theft	2	1	100.0%
Arson	0	0	0.0%
Vandalism	13	15	-13.3%
<b>SUB-TOTAL</b>	<b>54</b>	<b>54</b>	<b>0.0%</b>
<b>CRIMES AGAINST SOCIETY</b>			
Weapons	17	8	112.5%
Narcotics	60	22	172.7%
Trespassing	318	18	1666.7%
<b>SUB-TOTAL</b>	<b>395</b>	<b>48</b>	<b>722.9%</b>
<b>TOTAL</b>	<b>624</b>	<b>249</b>	<b>150.6%</b>
<b>ENFORCEMENT EFFORTS</b>			
Arrests	592	284	108.5%
Citations	357	567	-37.0%
Calls for Service	2,864	1,508	89.9%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2023

Attachment D

Crimes

Monthly

System-Wide	Dec-23	Dec-22	% Change
Crimes Against Persons	175	147	19.05%
Crimes Against Property	54	54	0.00%
Crimes Against Society	395	48	722.92%
Total	624	249	150.60%

Six Months

System-Wide	Jul-23-Dec-23	Jul-22-Dec-22	% Change
Crimes Against Persons	1,116	949	17.60%
Crimes Against Property	353	373	-5.36%
Crimes Against Society	1,357	202	571.78%
Total	2,826	1,524	85.43%

Annual

System-Wide	Jan-23-Dec-23	Jan-22-Dec-22	% Change
Crimes Against Persons	2,235	1,943	15.03%
Crimes Against Property	749	876	-14.50%
Crimes Against Society	2,331	337	591.69%
Total	5,315	3,156	68.41%

Average Emergency Response Times

Monthly

Dec-23	Dec-22	% Change
5:08	4:55	4.41%

Six Months

Jul-23-Dec-23	Jul-22-Dec-22	% Change
5:23	5:33	-3.00%

Annual

Jan-23-Dec-23	Jan-22-Dec-22	% Change
5:32	5:22	3.11%

Bus/Rail Operator Assaults

Monthly

Dec-23	Dec-22	% Change
17	13	30.77%

Six Months

Jul-23-Dec-23	Jul-22-Dec-22	% Change
91	84	8.33%

Annual

Jan-23-Dec-23	Jan-22-Dec-22	% Change
168	164	2.44%

Ridership

Monthly

Dec-23	Dec-22	% Change
23,362,749	21,212,101	10.14%

Six Months

Jul-23-Dec-23	Jul-22-Dec-22	% Change
147,242,938	131,821,223	11.70%

Annual

Jan-23-Dec-23	Jan-22-Dec-22	% Change
284,905,030	255,253,370	11.62%



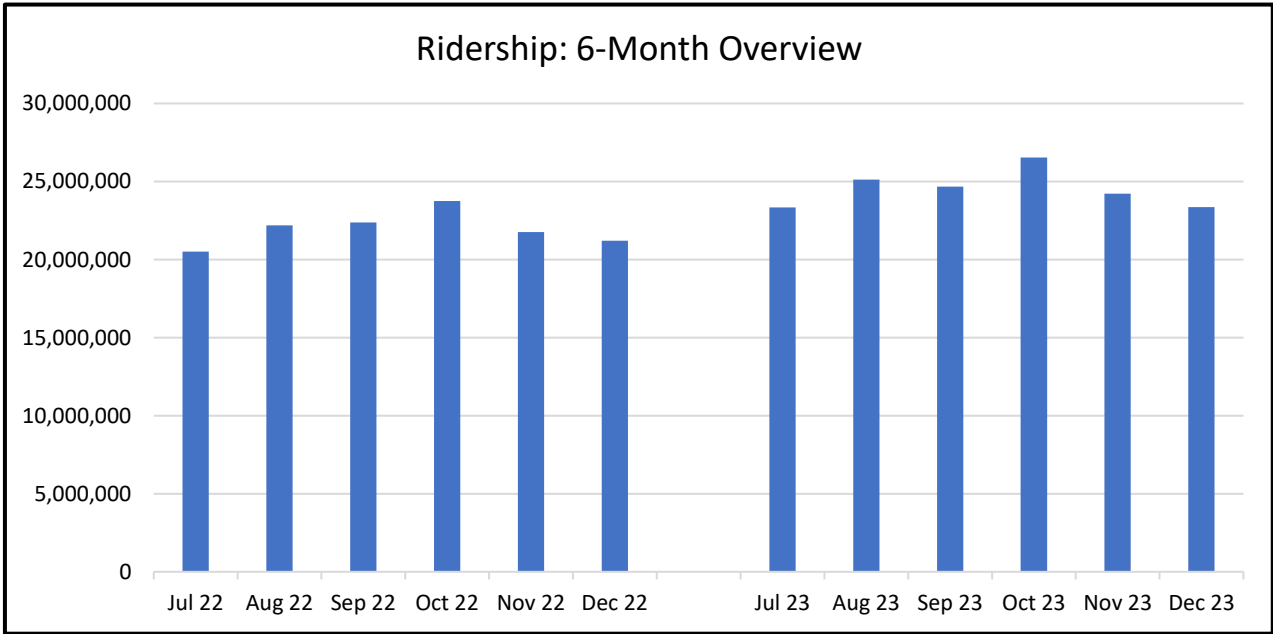
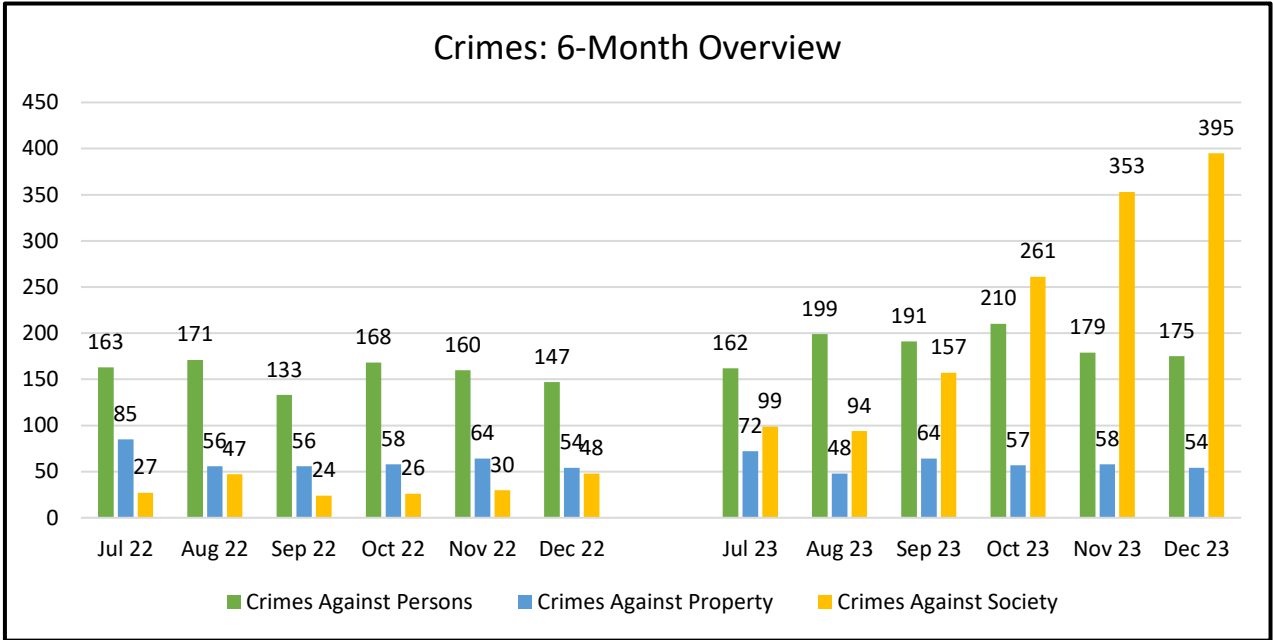
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2023

Attachment D



# A LINE (BLUE)

## ATTACHMENT F

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	2
Robbery	1	1	0	39
Aggravated Assault	3	7	1	45
Aggravated Assault on Operator	0	0	0	0
Battery	3	4	4	83
Battery Rail Operator	0	0	0	1
Sex Offenses	1	0	0	7
<b>SUB-TOTAL</b>	<b>8</b>	<b>12</b>	<b>5</b>	<b>177</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	0
Larceny	2	4	1	41
Bike Theft	0	0	0	4
Motor Vehicle Theft	0	2	0	9
Arson	0	0	0	0
Vandalism	0	1	0	15
<b>SUB-TOTAL</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>69</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	1	1	0	19
Narcotics	3	5	0	47
Trespassing	28	0	1	113
<b>SUB-TOTAL</b>	<b>32</b>	<b>6</b>	<b>1</b>	<b>179</b>
<b>TOTAL</b>	<b>42</b>	<b>25</b>	<b>7</b>	<b>425</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	0	14
Azusa Downtown	0	0	0	6
Irwindale	0	0	0	2
Duarte/City of Hope	1	0	0	5
Monrovia	0	0	0	3
Arcadia	0	0	0	4
Sierra Madre Villa	0	1	0	9
Allen	0	0	0	1
Lake	1	0	0	5
Memorial Park	0	0	0	2
Del Mar	0	0	0	2
Fillmore	0	1	0	2
South Pasadena	0	0	0	4
Highland Park	2	0	1	5
Southwest Museum	0	0	1	3
Heritage Square	1	0	0	2
Lincoln/Cypress	0	0	2	3
Chinatown	0	1	2	8
Union Station	0	0	0	1
Little Tokyo/Arts Dist	2	0	6	16
Historic Broadway	0	0	3	4
Grand Av Arts/Bunker Hill	0	0	13	61
7th St/Metro Ctr	1	0	0	12
Pico	0	0	1	17
Grand/LATTC	0	1	1	11
San Pedro St	0	0	0	6
Washington	0	0	2	15
Vernon	1	0	0	6
Slauson	1	0	1	13
Florence	2	1	1	7
Firestone	0	0	1	12
103rd St/Watts Towers	1	0	0	4
Willowbrook/Rosa Parks	4	1	2	61
Compton	2	0	1	24
Artesia	0	2	0	10
Del Amo	1	0	0	14
Wardlow	1	0	0	3
Willow St	0	1	0	5
PCH	0	0	0	6
Anaheim St	3	0	0	14
5th St	0	0	0	3
1st St	0	0	0	5
Downtown Long Beach	0	0	1	9
Pacific Av	1	0	0	1
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	1
<b>Total</b>	<b>25</b>	<b>10</b>	<b>39</b>	<b>421</b>

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	9	9	0	95
Misdemeanor	44	49	1	430
<b>TOTAL</b>	<b>53</b>	<b>58</b>	<b>1</b>	<b>525</b>

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Misdemeanor Citations	0	0	0	3
Other Citations	16	78	2	447
Vehicle Code Citations	11	3	14	58
<b>TOTAL</b>	<b>27</b>	<b>81</b>	<b>16</b>	<b>508</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	9	808	1	3,750
Priority	35	122	33	1,093
Emergency	9	12	18	208
<b>TOTAL</b>	<b>53</b>	<b>942</b>	<b>52</b>	<b>5,051</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	20%	N/C	2%
Proactive	80%	N/C	98%
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	83%
Blue Line-LASD	N/C
Blue Line-LBPd	82%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Azusa	0	19	0	105
Irwindale	0	19	0	176
Duarte Station	0	4	0	33
Monrovia	0	15	0	46
Magnolia Ave	0	0	0	0
Arcadia Station	0	10	0	62
Pasadena	0	29	0	205
South Pasadena	0	24	0	87
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	64	0	0	277
Slauson	0	8	0	48
Florence	0	7	0	100
Firestone	0	5	0	54
103rd St	13	0	0	43
Willowbrook	0	40	0	191
Compton	0	23	0	86
Artesia	0	4	0	56
Del Amo	0	4	0	171
Wardlow Rd	0	0	7	16
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
<b>TOTAL</b>	<b>77</b>	<b>211</b>	<b>7</b>	<b>1,756</b>

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

# B LINE (RED)

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	2
Robbery	8	37
Aggravated Assault	13	66
Aggravated Assault on Operator	0	0
Battery	25	149
Battery Rail Operator	0	0
Sex Offenses	2	15
<b>SUB-TOTAL</b>	<b>48</b>	<b>270</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	7	43
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	17
<b>SUB-TOTAL</b>	<b>10</b>	<b>61</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	6	25
Narcotics	30	155
Trespassing	266	725
<b>SUB-TOTAL</b>	<b>302</b>	<b>905</b>
<b>TOTAL</b>	<b>360</b>	<b>1,236</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	43	212
Misdemeanor	314	1045
<b>TOTAL</b>	<b>357</b>	<b>1,257</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	85	265
Vehicle Code Citations	7	7
<b>TOTAL</b>	<b>92</b>	<b>272</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	36	134
Priority	190	934
Emergency	10	80
<b>TOTAL</b>	<b>236</b>	<b>1,148</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	2	68	103
Civic Center/Grand Park	0	1	1	21
Pershing Square	4	1	19	118
7th St/Metro Ctr	7	0	36	121
Westlake/MacArthur Park	5	4	33	329
Wilshire/Vermont	3	0	2	52
Wilshire/Normandie	0	0	6	16
Vermont/Beverly	0	0	2	14
Wilshire/Western	2	0	3	20
Vermont/Santa Monica	0	0	1	21
Vermont/Sunset	1	0	9	25
Hollywood/Western	1	0	6	30
Hollywood/Vine	2	0	9	33
Hollywood/Highland	3	0	9	41
Universal City/Studio City	3	0	5	26
North Hollywood	16	2	93	231
Red Line Rail Yard	0	0	0	37
<b>Total</b>	<b>48</b>	<b>10</b>	<b>302</b>	<b>1,238</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	80%

LEGEND
Los Angeles Police Department

# C LINE (GREEN)

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	2
Robbery	0	3	19
Aggravated Assault	0	2	15
Aggravated Assault on Operator	0	0	0
Battery	2	0	20
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>5</b>	<b>58</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	1	1	3
Larceny	2	2	35
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	0	0	10
<b>SUB-TOTAL</b>	<b>3</b>	<b>3</b>	<b>53</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	4
Narcotics	0	5	29
Trespassing	5	2	22
<b>SUB-TOTAL</b>	<b>5</b>	<b>8</b>	<b>55</b>
<b>TOTAL</b>	<b>10</b>	<b>16</b>	<b>166</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	1	4
Douglas	0	0	0	3
El Segundo	0	1	0	6
Mariposa	0	0	0	2
Aviation/LAX	1	0	2	11
Hawthorne/Lennox	1	1	3	19
Crenshaw	3	0	0	11
Vermont/Athens	0	0	0	7
Harbor Fwy	0	0	0	20
Avalon	1	3	3	15
Willowbrook/Rosa Parks	0	0	2	28
Long Beach BI	0	1	1	21
Lakewood BI	1	0	1	8
Norwalk	0	0	0	11
<b>Total</b>	<b>7</b>	<b>6</b>	<b>13</b>	<b>166</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	2	24
Misdemeanor	6	20	104
<b>TOTAL</b>	<b>7</b>	<b>22</b>	<b>128</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	33	250
Vehicle Code Citations	1	1	7
<b>TOTAL</b>	<b>3</b>	<b>34</b>	<b>257</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	504	2,268
Priority	16	55	334
Emergency	2	9	42
<b>TOTAL</b>	<b>25</b>	<b>568</b>	<b>2,644</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	31%
Proactive	81%	69%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	85%
Green Line-LASD	79%

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

# E LINE

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	0	1
Rape	0	0	0
Robbery	5	1	22
Aggravated Assault	1	0	23
Aggravated Assault on Operator	0	0	0
Battery	2	5	38
Battery Rail Operator	0	1	1
Sex Offenses	0	0	3
<b>SUB-TOTAL</b>	<b>9</b>	<b>7</b>	<b>88</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	3	0	18
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	0	3
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>23</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	2	0	6
Trespassing	10	1	27
<b>SUB-TOTAL</b>	<b>12</b>	<b>1</b>	<b>35</b>
<b>TOTAL</b>	<b>25</b>	<b>8</b>	<b>146</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	1	22
Misdemeanor	14	4	59
<b>TOTAL</b>	<b>19</b>	<b>5</b>	<b>81</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	11	5	57
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>11</b>	<b>5</b>	<b>57</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	12	281	1,288
Priority	53	26	453
Emergency	5	2	60
<b>TOTAL</b>	<b>70</b>	<b>309</b>	<b>1,801</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	N/C
Proactive	83%	N/C
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	2	0	1	7
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	0	0	3
Soto	0	0	1	2
Mariachi Plaza	0	0	0	2
Pico/Aliso	0	1	0	2
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	4
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	1
Pico	0	0	1	6
LATTC/Ortho Institute	2	0	5	14
Jefferson/USC	1	0	0	6
Expo Park/USC	1	0	0	8
Expo/Vermont	0	0	0	7
Expo/Western	0	1	3	6
Expo/Crenshaw	1	0	1	13
Farmdale	1	2	0	9
Expo/La Brea	0	0	1	6
La Cienega/Jefferson	1	0	0	8
Culver City	0	0	0	2
Palms	0	0	0	5
Westwood/Rancho Park	1	0	0	2
Expo/Sepulveda	1	0	0	5
Expo/Bundy	0	0	0	4
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	2
Downtown Santa Monica	5	0	0	18
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>16</b>	<b>4</b>	<b>13</b>	<b>146</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	86%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	41	217
Figueroa St	0	0	0
Exposition Blvd	110	0	689
Culver City	0	0	10
Santa Monica	0	16	106
<b>TOTAL</b>	<b>110</b>	<b>57</b>	<b>1022</b>

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



# G LINE (ORANGE)

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	3
Aggravated Assault	0	6
Aggravated Assault on Operator	0	0
Battery	1	3
Battery Bus Operator	0	0
Sex Offenses	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>13</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	3
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>5</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	2	9
Trespassing	0	7
<b>SUB-TOTAL</b>	<b>2</b>	<b>17</b>
<b>TOTAL</b>	<b>3</b>	<b>35</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	3	12
Misdemeanor	8	40
<b>TOTAL</b>	<b>11</b>	<b>52</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	3	255
<b>TOTAL</b>	<b>3</b>	<b>255</b>

#### CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	3	8
Priority	11	35
Emergency	2	3
<b>TOTAL</b>	<b>16</b>	<b>46</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	17%
Proactive	83%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	16
Laurel Canyon	0	0	0	0
Valley College	0	0	0	1
Woodman	0	0	1	1
Van Nuys	0	0	0	3
Sepulveda	0	0	0	0
Woodley	0	0	0	0
Balboa	0	0	0	1
Reseda	0	0	0	1
Tampa	0	0	1	1
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	1	0	0	4
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>32</b>

#### PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

Orange Line- LAPD	86%
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#### LEGEND

Los Angeles Police Department

# J LINE (SILVER)

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

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

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	0	7
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>10</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	260
Vehicle Code Citations	2	0	216
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>476</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	9	61
Priority	0	1	19
Emergency	0	2	5
<b>TOTAL</b>	<b>0</b>	<b>12</b>	<b>85</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	22%
Proactive	82%	78%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

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

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

# K LINE

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	0	1
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>8</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	3
Narcotics	0	4	6
Trespassing	2	0	7
<b>SUB-TOTAL</b>	<b>2</b>	<b>5</b>	<b>16</b>
<b>TOTAL</b>	<b>3</b>	<b>5</b>	<b>25</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	1	1
Martin Luther King Jr Station	0	0	0	5
Leimert Park Station	0	0	1	3
Hyde Park Station	1	0	0	2
Fairview Heights Station	0	0	2	7
Downtown Inglewood Station	0	0	2	5
Westchester / Veterans Station	0	0	1	2
<b>Total</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>25</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	5
Misdemeanor	4	10	30
<b>TOTAL</b>	<b>4</b>	<b>11</b>	<b>35</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	13
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>13</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	169	716
Priority	3	2	43
Emergency	2	1	6
<b>TOTAL</b>	<b>6</b>	<b>172</b>	<b>765</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	40%
Proactive	85%	60%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	87%
K Line - LASD	89%

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

# BUS PATROL

**ATTACHMENT E**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023**

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	11	2	59
Aggravated Assault	3	3	69
Aggravated Assault on Operator	3	1	24
Battery	18	5	155
Battery Bus Operator	3	9	65
Sex Offenses	3	1	17
<b>SUB-TOTAL</b>	<b>41</b>	<b>21</b>	<b>389</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	2
Larceny	5	2	51
Bike Theft	0	0	5
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	2	5	42
<b>SUB-TOTAL</b>	<b>7</b>	<b>8</b>	<b>101</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	4	3	21
Narcotics	1	6	51
Trespassing	0	0	3
<b>SUB-TOTAL</b>	<b>5</b>	<b>9</b>	<b>75</b>
<b>TOTAL</b>	<b>53</b>	<b>38</b>	<b>565</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	15
San Fernando	2	11
San Gabriel Valley	8	34
Gateway Cities	8	46
South Bay	19	94
<b>Total</b>	<b>38</b>	<b>200</b>

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	10
West Valley	1	6
North Hollywood	1	16
Foothill	0	3
Devonshire	0	6
Mission	3	6
Topanga	0	8
Central Bureau		
Central	7	53
Rampart	2	21
Hollenbeck	1	5
Northeast	2	13
Newton	4	32
West Bureau		
Hollywood	4	18
Wilshire	4	17
West LA	1	13
Pacific	0	4
Olympic	7	27
Southwest Bureau		
Southwest	7	31
Harbor	0	5
77th Street	8	57
Southeast	0	14
<b>Total</b>	<b>53</b>	<b>365</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	2	122
Misdemeanor	7	23	243
<b>TOTAL</b>	<b>13</b>	<b>25</b>	<b>365</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	7	35	299
Vehicle Code Citations	37	2	113
<b>TOTAL</b>	<b>44</b>	<b>37</b>	<b>412</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	5	202	1,152
Priority	22	114	681
Emergency	3	6	66
<b>TOTAL</b>	<b>30</b>	<b>322</b>	<b>1,899</b>

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

# UNION STATION

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	5
Aggravated Assault	1	8
Aggravated Assault on Operator	0	0
Battery	10	65
Battery Rail Operator	0	0
Sex Offenses	0	4
<b>SUB-TOTAL</b>	<b>11</b>	<b>82</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	5	27
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	3
<b>SUB-TOTAL</b>	<b>6</b>	<b>32</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	2	9
Trespassing	3	54
<b>SUB-TOTAL</b>	<b>5</b>	<b>64</b>
<b>TOTAL</b>	<b>22</b>	<b>178</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	26
Misdemeanor	4	84
<b>TOTAL</b>	<b>5</b>	<b>110</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	21
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>2</b>	<b>21</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	10	67
Priority	30	301
Emergency	4	33
<b>TOTAL</b>	<b>44</b>	<b>401</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	79%

LEGEND	
Los Angeles Police Department	

# 7TH & METRO STATION

## ATTACHMENT E

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	1	4
Aggravated Assault on Operator	0	0
Battery	2	17
Battery Rail Operator	0	0
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>3</b>	<b>23</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
<b>SUB-TOTAL</b>	<b>3</b>	<b>7</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	0
Trespassing	0	11
<b>SUB-TOTAL</b>	<b>0</b>	<b>12</b>
<b>TOTAL</b>	<b>6</b>	<b>42</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	1
Misdemeanor	0	4
<b>TOTAL</b>	<b>1</b>	<b>5</b>

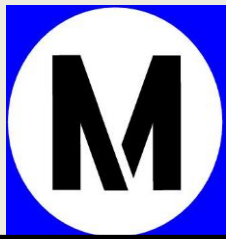
CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	21
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>0</b>	<b>21</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	7
Priority	6	47
Emergency	0	4
<b>TOTAL</b>	<b>7</b>	<b>58</b>

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

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

LEGEND
Los Angeles Police Department



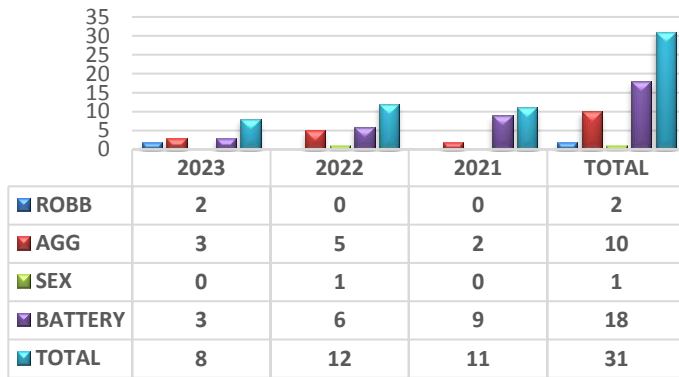
# Los Angeles Police Department - Transit Services Division Monthly Bus / Rail Operator Assault Recap Report

## December 2023

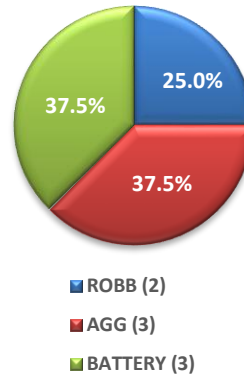
Attachment G



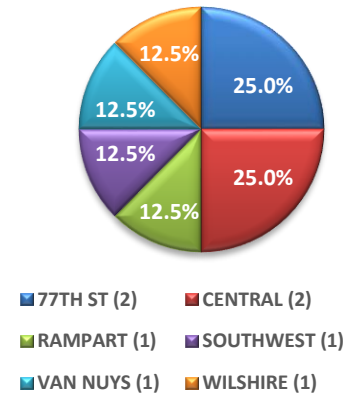
Crime Against Persons  
Month of December 2023, 2022 & 2021  
Comparison



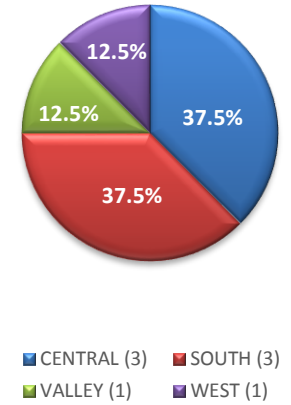
Crime Type  
December 2023



LAPD Area  
December 2023



LAPD Bureau  
December 2023



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR 5150	BARRIER UTILIZED
12/02/23 @ 2050 HRS	Western Ave. & Washington Bl. Bus Line # 207 Bus # 8705	<b>BATTERY</b> Suspect flagged victim down as victim pulled away from the curb. Victim opened the bus door and allowed suspect to enter. Once inside, suspect reached over the plastic barrier and punched victim's face once then attempted to punched victim a 2 <sup>nd</sup> time. Victim leaned away and avoided contact. Suspect then walked to the rear of the bus and sat down. Victim placed the bus in park and reported the incident. Suspect walked towards the front of the bus and stated to victim, "You going to drive, or we gone have a problem!" Victim provided suspect an excuse for the delay. Suspect returned to rear of the bus and sat back into his seat. Officers observed the bus stopped at the intersection, entered bus and took the suspect into custody.  <b>INJURIES:</b> Face pain (right side). <b>ARREST</b>	M/B 35 YOA	No No	Yes
12/06/23 @ 0530 HRS	6 <sup>th</sup> St. & Spring St. Bus Line # 16 Bus # 8604	<b>ROBBERY (ATT CARJACKING)</b> . Officers responded to a "silent alarm" and observed suspect honking the bus horn. Victim stated he observed suspect holding an object that appeared to be a small silver caliber revolver. Suspect stood in front of the bus and stated, "Get off my bus, I'm not kidding, get off my bus!" Fearful, victim complied. Suspect entered and demanded all passengers exit bus. Suspect attempted to put bus in gear (unsuccessful) and simultaneously honked the horn and moved the bus steering wheel. <b>NO INJURIES. ARREST</b>	M/H 28 YOA	Unkn Yes	Yes

## Monthly Bus / Rail Operator Assaults Recap Report

December 2023

Page 2

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR 5150	BARRIER UTILIZED
12/06/23 @ 2245 HRS	Pico & Rimpau Bus Line # 30 Bus # 3967	<b>AGG ASSAULT</b> Victim approached bus after a restroom break. Victim observed suspect walking towards her as she entered the bus. Victim closed the bus door and suspect became irate. Suspect picked up a nearby rock and threw it three times at the driver side window causing damage to the window. Victim state the rock did not hit her, but the rock narrowly missed her.  <b>NO INJURIES: NO ARREST</b>	M/B 30 YOA	Unkn Unkn	N/A
12/07/23 @ 1220 HRS	38 <sup>th</sup> Pl. & Western Line # 207 Bus # 1985	<b>AGG ASSAULT / BRANDISHING</b> Suspect argued with another bus patron, began to kick her and then threatened to shoot her. Victim pushed the panic alarm and suspect heard the alarm. Suspect heard the alarm, walked to the front of the bus and approached the victim. Suspected stated, "You called the police on me?" Suspect then lifted his shirt and brandished a handgun tucked in his pants. Suspect exited bus and fled location. Fearful, victim drove bus to a few more stops and parked.  <b>INJURIES.</b> Victim too nervous to continue (TNTC). <b>NO ARREST</b>	M/B 37 YOA	Unkn Unkn	Unkn
12/07/23 @ 1640 HRS	6 <sup>th</sup> St. & Hill St. & Line # 18 Bus # 1669	<b>BATTERY</b> Suspect entered bus and stated, "Why did you close the door?" Then without provocation, suspect spat on victim making contact with victim's right eye (approximately 1 foot away from victim). Suspect proceeded to walk to the back of the bus and sat down. Suspect later exited bus and fled location. Victim flagged down LAPD Officers and requested a report. Victim requested to pull bus into the division and to see a company doctor.  <b>INJURIES:</b> Spit inside right eye. <b>NO ARREST</b>	M/B 35 YOA	Unkn Unkn	Unkn
12/16/23 @ 1600 HRS	67 <sup>th</sup> St & Western Bus Line # 207 Bus # 9505	<b>BATTERY</b> Suspect approached victim side bus and yelled for victim to pull the bus over. Victim continued until she could safely pull into the next bus stop. Suspect approached victim and punched victim's face. In self-defense, victim punched suspect twice. Suspect exited bus and fled location.  <b>NO INJURIES: NO ARREST</b>	F/B 60 YOA	Yes Unkn	Unkn
12/18/23 @ 1815 HRS	6 <sup>th</sup> St. & Alvarado Bus Line # 603 Bus # 4024	<b>AGG ASSAULT</b> Suspect agitated (NFI) and began to yell at other patrons. Suspect then yelled, "Hurry the f... up!" Victim stopped the bus and remained seated. Suspect walk up to the plastic barrier, reach through the enclosure and struck victim's head with an unknown object (later described by another patron as a screwdriver). Suspect exited bus and fled.  <b>INJURIES:</b> Golf ball size contusion, red in color above left eye. <b>NO ARREST</b>	M/H 40 YOA	Unkn Unkn	Yes



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIE NT AND / OR 5150	BARRIER UTILIZED
12/21/23 @ 0008 HRS	15233 Ventura Bl Bus Line # 234 Bus # 5959	<p><b>ATTEMPT ROBBERY</b> Victim arrived to the end of the line observed suspect laying down and sleeping. Victim attempted to wake suspect up by banging on a row of seats advising he had to get up and exit bus. Suspect jumped to his feet and charged victim. Suspect grabbed victim's hair and forced victim's head toward the floor and simultaneously stated, "Give me your money, give me your money!" Suspect reached into victim's shirt and pants pockets. Victim plead to suspect she did not have any money. Suspect removed and unknown sharp object from his pants pocket and slashed at victim striking victim's left bicep. Suspect released victim, exited bus and fled location.</p> <p><b>INJURIES:</b> Victim transported to Sherman Oaks Hospital. Victim treated for 6 inch cut to left bicep which required 15 stitches. <b>NO ARREST</b></p>	M/UNKN 30 YOA	Unkn Unkn	N/A

\* Please note that the robbery incidents on 12/6/2023 and 12/21/2023 were reported as robberies and not as bus operator assaults since a crime cannot be counted more than once and a robbery has a higher severity than a battery.



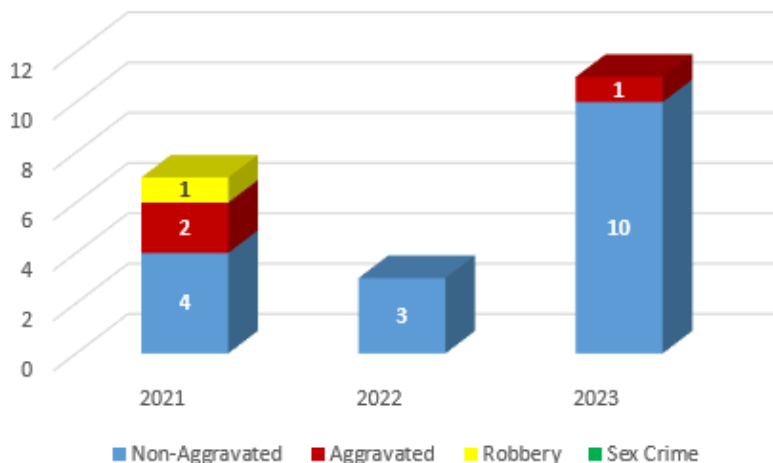
## Monthly Bus/Rail Operator Assault Report



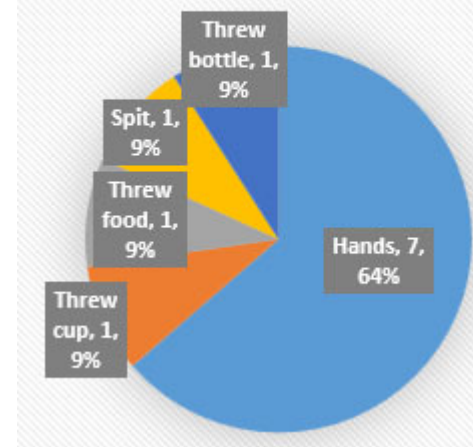
December 2023

### December Bus/Rail Operator Assaults

December 2021 - 2023 Assaults



December 2023  
Method of Assault



In December, there were one aggravated assault and ten non-aggravated assaults. There were no arrests.

Date	Time	Line	Bus #	Narrative	Barrier
12/2/2023	22:00	60	4056	Huntington Park 12/2 2200hrs - Sus MB/30s Sus plastic bottle and kicked the barrier into bus op's leg when told to exit for causing a disturbance. Op transported to hospital.	Yes
12/4/2023	19:50	E Line	N/A	D/T Santa Monica 12/4 1950hrs - Sus transient FW/30s Sus threw a strawberry at rail op during train sweep	N/A (o)
12/7/2023	18:49	117	6108	Inglewood 12/7 1849hrs - Sus MB/20yrs and FB/20yrs Suspects assaulted bus op when told to stop blocking door	Yes
12/12/2023	16:30	125	1527	Paramount 12/12 1630hrs - Sus MH/20s Sus punched bus op over open alcohol bottle	N/A (o)
12/13/2023	9:32	761	8741	Sylmar 12/13 0932hrs - Sus transient FH/30s Sus assaulted bus op over bus being out of service. Op transported to hospital.	N/A (o)
12/15/2023	16:00	62	5846	East LA 12/15 1600hrs - Sus MH/18yrs Sus punched bus op over missing his stop	Yes
12/18/2023	14:15	180	1713	Pasadena 12/18 1415hrs - Sus MB/40s Sus punched bus op when told to exit at last stop	N/A (o)
12/24/2023	17:01	111	8453	Inglewood 12/24 1700hrs - Sus MB Sus spit on bus op whe told to exit bus for causing a disturbance	Yes
12/25/2023	16:50	260	5907	Long Beach 12/25 1650hrs - Sus MB/20s Sus assaulted bus op over fare	Yes
12/26/2023	13:41	115	6038	Downey 12/26 1341hrs - Sus transient MW Sus threw soda on bus op for almost hitting him with bus	Yes
12/26/2023	13:30	108	5918	Culver City 12/26 1330hrs - Sus MB/25yrs Sus assaulted bus op when told to exit bus to catch another bus	Yes

\*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier

**Sexual Crimes / Harassment Calls for Service December 2023**

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 December 1<sup>st</sup> and December 31<sup>st</sup>, Metro Transit Security, LAPD, LASD, and LBPD received seven (7) incidents and referred all victims of sexual crimes / harassment to the above free hotlines.

<b>December 2023 Incident Type &amp; Totals</b>					
	<b>LAPD</b>	<b>LASD</b>	<b>LBPD</b>	<b>MTS</b>	<b>SSLE</b>
<b>Sexual Harassment</b>	0	0	0	0	0
<b>Sexual Battery</b>	2	1	0	0	3
<b>Lewd Conduct</b>	1	0	0	0	1
<b>Indecent Exposure</b>	3	0	0	0	3
<b>Rape</b>	0	0	0	0	0
<b>TOTAL</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>

<b>Counseling Information Provided</b>	
	<b>December 2023</b>
<b>YES</b>	<b>7</b>
<b>NO- If no, why?</b>	<b>0</b>
<b>Gone On Arrival</b>	0
<b>Did Not Have Info</b>	0
<b>Telephonic Report</b>	0
<b>Not Offered</b>	0
<b>Refused</b>	0
<b>Officer Witnessed Incident</b>	0
<b>TOTAL</b>	<b>7</b>



# **FEBRUARY 2024**

## MONTHLY UPDATE ON PUBLIC SAFETY

Gina Osborn  
Chief Safety Officer

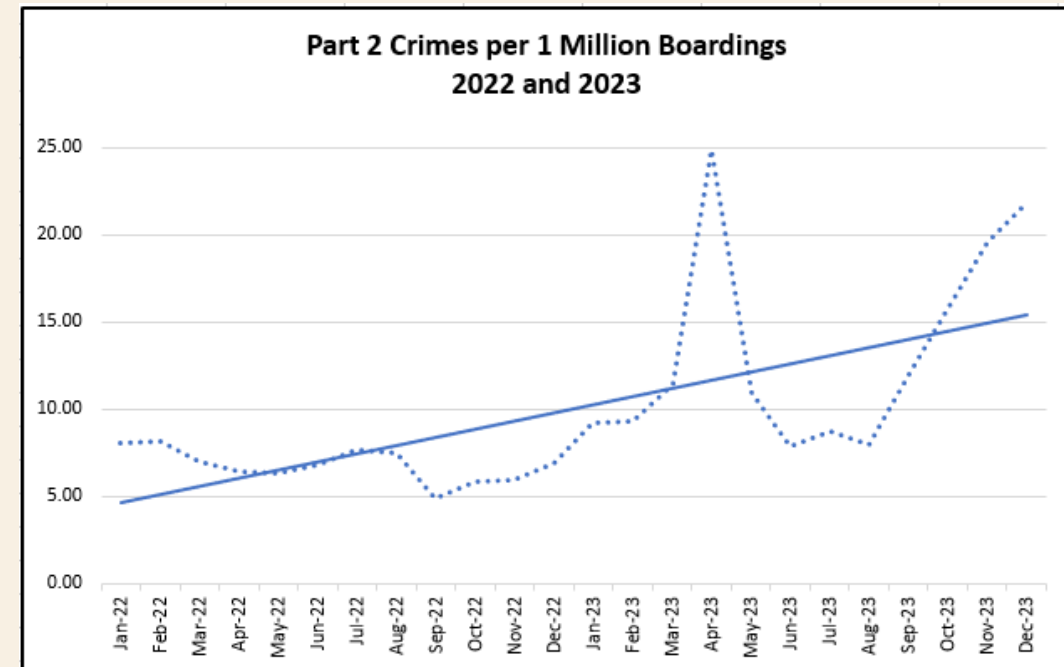
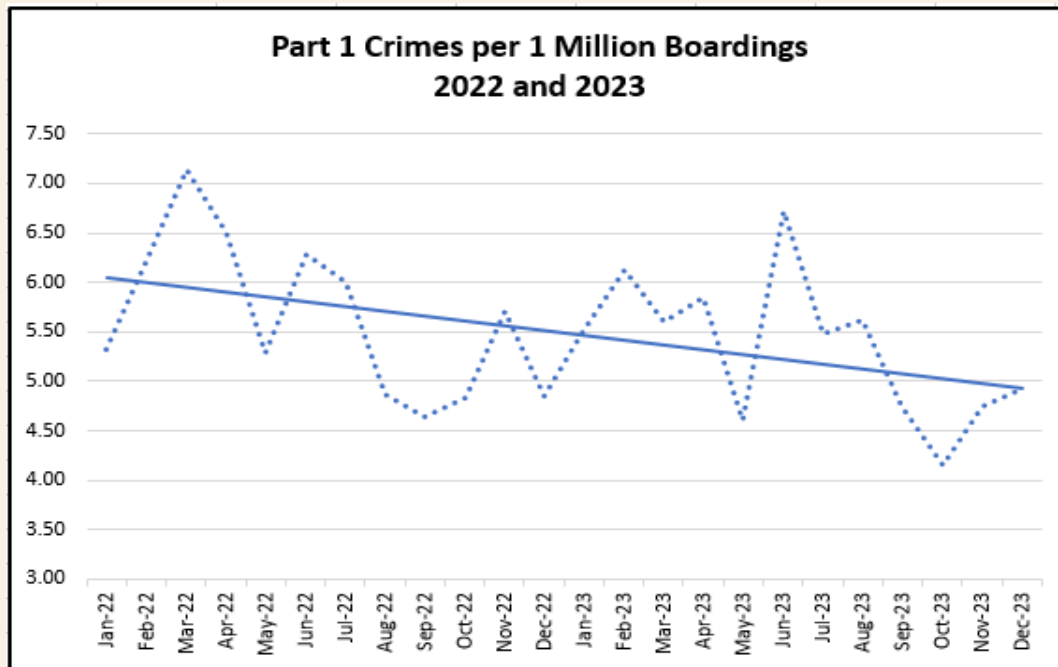
# 2023 YEAR-END OVERVIEW

## PUBLIC SAFETY TRENDS AND STATISTICS

Systemwide	2023	2022	% Change
Part 1 Crimes	1,514	1,435	5.5%
Ridership	284,905,030	255,253,370	11.6%
Part 1 Crimes per 1 Million Boardings	5.31	5.62	-5.5%

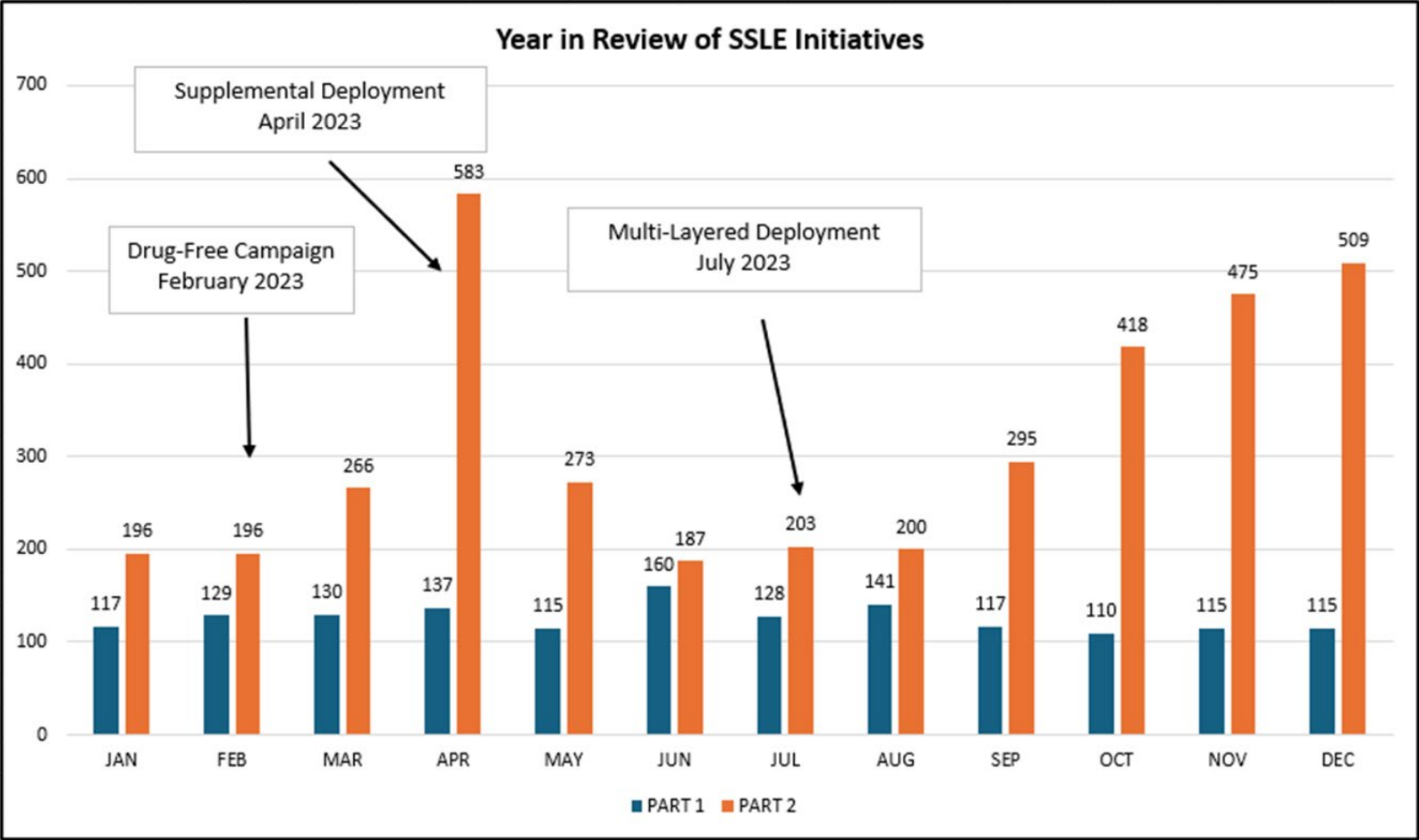
Systemwide	2023	2022	% Change
Part 2 Crimes	3,801	1,721	120.9%
Ridership	284,905,030	255,253,370	11.6%
Part 2 Crimes per 1 Million Boardings	13.34	6.74	97.9%

- Part 1 crimes (violent or major crime classification) per 1 million boardings **decreased by 5.5%** compared to 2022.
- The increase in Part 2 crimes is primarily due to Metro's increased efforts to remove individuals from the system for trespassing in the ancillary areas and for narcotics use.



# 2023 YEAR-END OVERVIEW

## PUBLIC SAFETY TRENDS AND STATISTICS



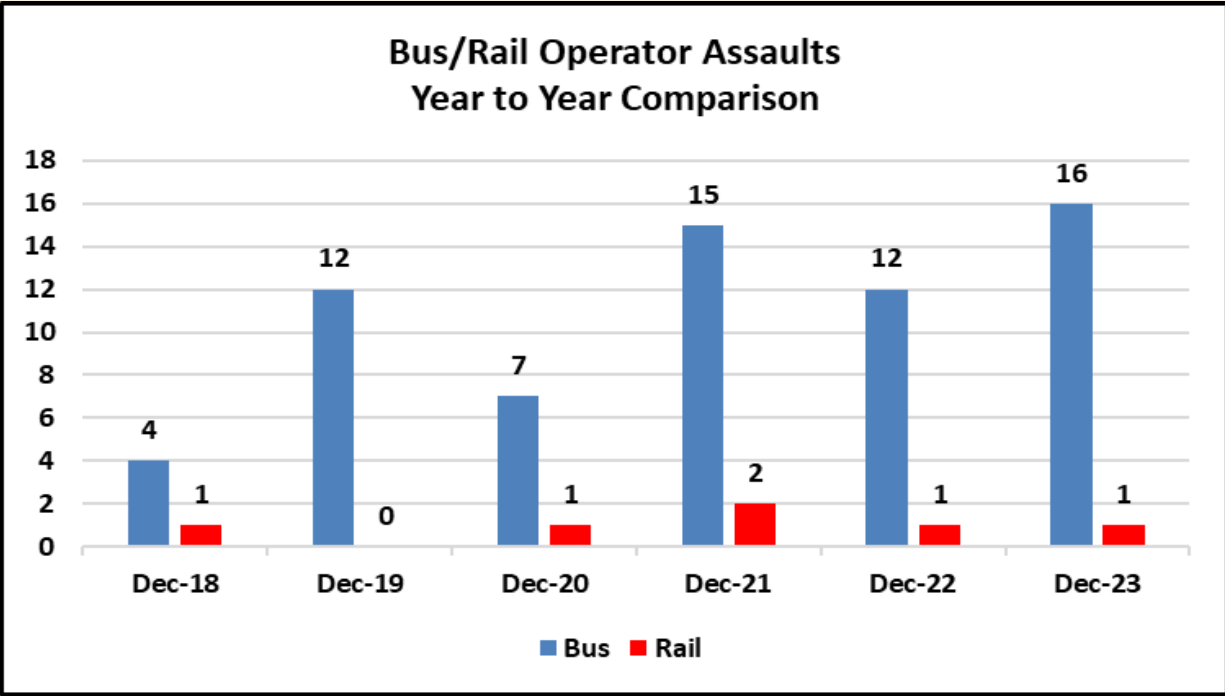
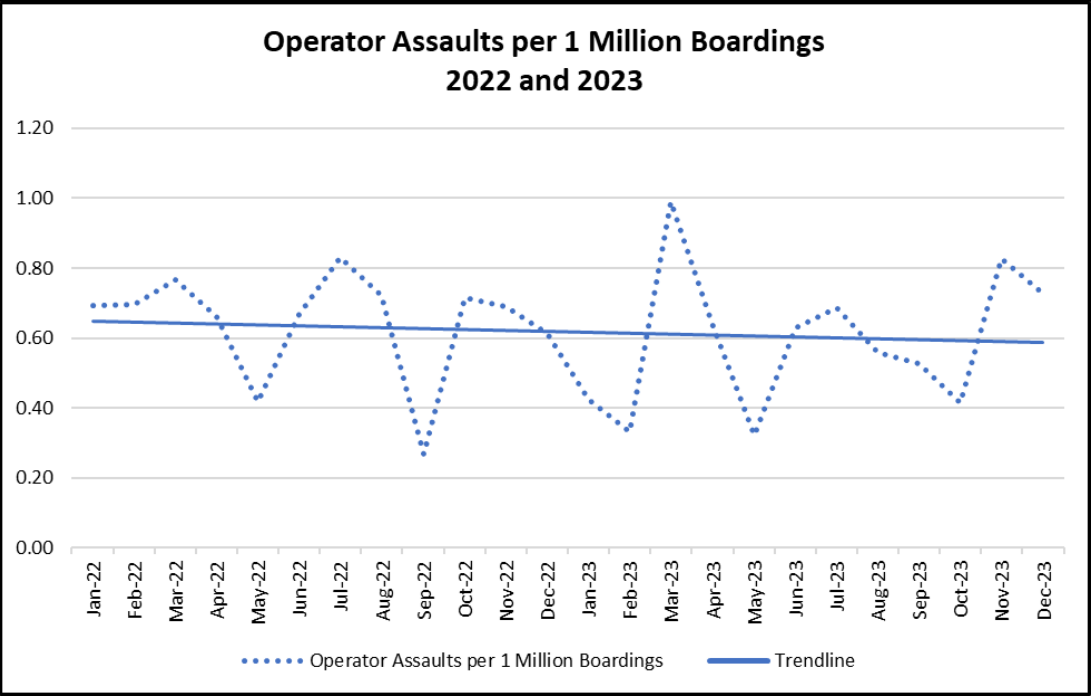
In 2023, Metro significantly and strategically revised its approach to safety and security and implemented the multi-layered deployment to address societal issues of opioids and other drug use, people experiencing homelessness, and post-COVID aggression that have impacted the Metro system.

# 2023 YEAR-END OVERVIEW

## OPERATOR ASSAULTS

When analyzing the total operator assaults in 2023 and 2022 in relation to ridership, the results show that assaults on operators per 1 million boardings **decreased by 8.2%** in 2023 vs. 2022

Systemwide	2023	2022	% Change
Operator Assaults	168	164	2.4%
Ridership	284,905,030	255,253,370	11.6%
Operator Assaults per 1 Million Boardings	0.59	0.64	-8.2%

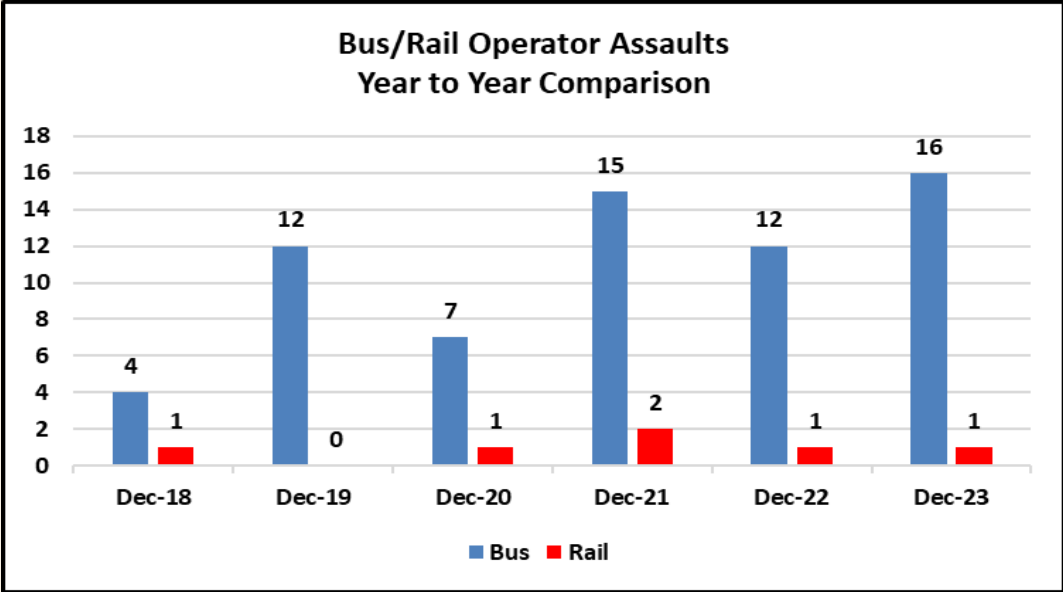
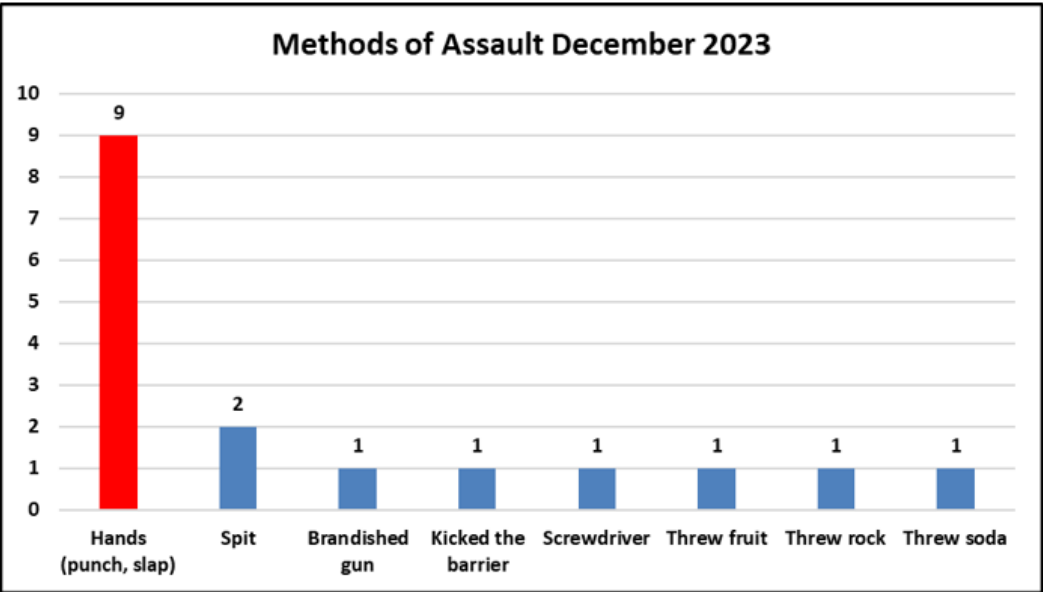


# DECEMBER 2023 OPERATOR ASSAULTS

- **Operator assaults decreased from 20 in November to 17 in December**
- Using hands (punch, slap) and spitting were the top two methods of assault
- Upset followed by no reason and told to exit were the top reasons for assaults

Top Reasons for Assault	
Reason	Count
Upset	7
No reason	4
Told to exit	4
Upset over fare	1
Missed stop	1
Grand Total	17

- Line 207 (Western Av.) was identified as the top bus line for reported incidents of crime and had six documented operator assaults by August 2023.
- A fixed Bus Riding Team deployment went from September to December, reducing fare evasion at the door by 58% with only one operator assault (-75%).





# MULTI-LAYERED DEPLOYMENT UPDATE



Since July 10, 2023, Metro has been utilizing a multi-layered deployment, which has a significant impact across the entire rail system, including end-of-line stations and mid-point (focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes.

The following reflects the results of the deployment for the month of December.

- 221 citations and written warnings issued by Transit Security Officers.
- Contract Security cleared 9,794 trains and offloaded 9,373 patrons
- Law enforcement conducted:
  - 592 arrests
  - 357 citations
  - 1630 warnings

Law Enforcement Homeless Outreach	December Totals
LAPD HOPE Team Outreach Services Offered and Accepted*	Offered: 115 Accepted: 24
LASD MET Team Outreach Services Contacts and Accepted*	Contacts: 1327 Accepted: 14
LBPD Quality of Life Team (QOL)*	Contacts: 72 Accepted: 18

# METRO AMBASSADORS UPDATE

## SUPPORT

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. They were deployed on all Metro Rail Lines, including G and J line, and bus lines 210, 40, 20, and 720.

*New G Line Deployments:* Since 12/22/2023, we have scheduled 12 Metro Ambassadors a day to support customers on the G Line from North Hollywood to Chatsworth.

## CONNECT

For the month of **December 2023**, Metro Ambassadors conducted **63,605** customer engagements and reported the following:

- 1,871 Cleanliness Issues
- 706 Graffiti Incidents
- 343 Elevator and Escalator Problems
- 259 Safety Issues



## REPORT

For the month of December 2023, Metro Ambassadors reported **18 Narcan** incidents, with 1 fatality:

- (6) incidents at Westlake/MacArthur Park Station
- (3) incidents at 7th St. Metro Ctr. – 1 was fatal
- (3) incident on B Line Train
- (2) incidents on E Line Train
- (2) incident at Willowbrook/Rosa Parks Station
- (1) incident at North Hollywood Station
- (1) incident at Wilshire/Vermont Station