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Agenda - Final

Thursday, April 15, 2021

9:00 AM

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

Operations, Safety, and Customer Experience
Committee

Holly Mitchell, Chair

Mike Bonin, Vice Chair

Jacquelyn Dupont-Walker

Sheila Kuehl

Tim Sandoval

Tony Tavares, non-voting member

Phillip A. Washington, Chief Executive Officer

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

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

DISCLOSURE OF CONTRIBUTIONS

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

ADA REQUIREMENTS

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

LIMITED ENGLISH PROFICIENCY

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



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

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

Internet Access to Agendas - www.metro.net

TDD line (800) 252-9040

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

Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on April 15, 2021; you may join the call 5 minutes prior to the start of the meeting.

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

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 15 de Abril de 2021.

Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.
Marque: 888-251-2949 y ingrese el codigo
Codigo de acceso en ingles: 8231160#
Codigo de acceso en espanol: 4544724#

Para dar un comentario publico sobre un tema, ingrese #2 (Tecla de numero y dos) cuando ese tema mencionado por la Junta. Por favor tenga en cuenta que la transmision de video en vivo tiene un retraso de aproximadamente 30 segundos con respecto a la reunión real. No hay retraso en la línea de comentarios publicos.

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.
Please include the Item # in your comment.
Email: goinsec@metro.net
Post Office Mail:
Board Secretary's Office
One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 21 and 22.

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

CONSENT CALENDAR

21. SUBJECT: BUS ENGINE CYLINDER HEAD ASSEMBLIES

[2021-0035](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA73218000 to Cummins Inc., the lowest responsive and responsible bidder for Cylinder Head Assemblies. The Contract one-year base amount for is \$1,723,070 inclusive of sales tax, and the one-year option amount is \$1,766,147, inclusive of sales tax, for a total contract amount of \$3,489,217, subject to resolution of protest(s), if any.

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

22. SUBJECT: BUS ENGINE IGNITION COILS

[2021-0037](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA73430000 to Cummins Inc., the lowest responsive and responsible bidder for Ignition Coils. The Contract one-year base amount is \$1,134,734 inclusive of sales tax, and the one-year option amount is \$1,163,087, inclusive of sales tax, for a total contract amount of \$2,297,821, subject to resolution of protest(s), if any.

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

NON CONSENT

23. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

[2021-0004](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

Attachments: [Presentation](#)

24. **SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE**

[2021-0005](#)

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update.

Attachments: [Presentation](#)

25. **SUBJECT: SCADA AS NEEDED TASK ORDER SUPPORT SERVICES**

[2021-0097](#)

RECOMMENDATION

AUTHORIZE:

A. The Chief Executive Officer to award a sole-source, task order based, firm-fixed unit rate Contract No. OP177320000PS57993 to ARINC Incorporated, a Delaware corporation and wholly owned subsidiary of Raytheon Technologies, a Delaware corporation, for on-call engineering support services in support of Metro's Supervisory Control and Data Acquisition (SCADA) systems, in a not-to-exceed amount of \$40,000,000 for a ten-year period of performance effective July 1, 2021.

B. The Chief Executive Officer to execute task orders for an aggregate amount not-to-exceed \$40,000,000.

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

26. **SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS
RECOVERY PLAN & MOTION 27.1 UPDATE (APRIL 2021)**

[2021-0177](#)

RECOMMENDATION

RECEIVE AND FILE status report on the April 2021 response to Motion 10.1: FY21 Operations Recovery Plan and on Motion 27.1 Revenue Service Hour Parameters for FY21 & FY22.

Attachments: [Attachment A - Motion 10.1](#)
 [Attachment B - December 2020 Scheduled vs. NextGen Planned Frequencies](#)
 [Attachment C - Motion 27.1](#)
 [Presentation](#)

27. SUBJECT: BETTER BUS PROGRAM [2021-0194](#)

RECOMMENDATION

RECEIVE AND FILE report on Metro's new Better Bus program, a Customer Experience initiative to improve service for our bus customers.

Attachments: [Attachment A - Better Bus Program Menu of Potential Investments FY22-FY26 Presentation](#)

28. SUBJECT: UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS [2021-0154](#)

RECOMMENDATION

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

Attachments: [Attachment A - PATH Homeless Outreach Update January - February 2021](#)
[Attachment B - PATH Motel Report January - February 2021](#)
[Attachment C - Law Enforcement Homeless Outreach Updates January - Febru](#)

**29. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)
QUARTERLY UPDATE** [2021-0161](#)

RECOMMENDATION

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

Attachments: [Attachment A - List of PSAC Members and Alternates](#)

**30. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY
PERFORMANCE** [2021-0152](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments:

[Attachment A - Systemwide Law Enforcement Overview February 2021](#)

[Attachment A - Systemwide Law Enforcement Overview March 2021](#)

[Attachment B - MTA Supporting Data February 2021](#)

[Attachment B - MTA Supporting Data March 2021](#)

[Attachment C - Transit Police Summary February 2021](#)

[Attachment C - Transit Police Summary March 2021](#)

[Attachment D - Monthly, Bi-Annual, Annual Comparison February 2021](#)

[Attachment D - Monthly, Bi-Annual, Annual Comparison March 2021](#)

[Attachment E - Sexual Crime_Harassment Calls for Service_February 2021](#)

[Attachment F - Violent, Prop, and Part 1 Crimes - March 2021 Board Report](#)

[Attachment F - Violent, Prop, and Part 1 Crimes - April 2021 Board Report](#)

[Attachment G - Div 1 & 2 Fires and Safety](#)

[Attachment H - LAFD Report on Divs 1&2](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2021-0199](#)

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 #: 2021-0035, File Type: Contract

Agenda Number: 21.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE APRIL 15, 2021

SUBJECT: BUS ENGINE CYLINDER HEAD ASSEMBLIES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA73218000 to Cummins Inc., the lowest responsive and responsible bidder for Cylinder Head Assemblies. The Contract one-year base amount for is \$1,723,070 inclusive of sales tax, and the one-year option amount is \$1,766,147, inclusive of sales tax, for a total contract amount of \$3,489,217, subject to resolution of protest(s), if any.

ISSUE

This procurement is for the acquisition of new bus engine cylinder head assemblies which are required for maintaining the safe and reliable operation of the bus fleet. Award of this contract will ensure that Bus Maintenance has adequate inventory to repair and maintain buses according to Metro maintenance standards.

BACKGROUND

The component usage reports from Material Management revealed that approximately 342 engine cylinder head assemblies were issued to Bus Maintenance to support replacement of these components during engine rebuild programs or for replacement of cylinder heads that crack, warp, or sustain other damage during normal operation. The engine cylinder head assemblies are installed by Metro Mechanics at the Central Maintenance Shops and at all bus operating divisions. Buses cannot operate without properly functioning engine cylinder head assemblies.

DISCUSSION

A cylinder head assembly is a precisely engineered block of metal that sits on top of the engine and houses many of the engine's moving parts, including the intake and exhaust valves, valve springs and lifters, and the spark plugs. Cylinder heads that crack, warp, or sustain other damage need to be replaced. The cylinder head assemblies support 100% of our bus fleet, which have Cummins 8.9 ISLG and L9N Near-Zero engines installed.

The contract to be awarded is a “requirements type” agreement in which Metro commits to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for Metro to order all of the cylinder heads that may be currently anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) DBE goal for this solicitation. The purchased engine cylinder head assemblies are installed by Metro Mechanics.

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

DETERMINATION OF SAFETY IMPACT

Award of contract will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain the equipment according to Metro Maintenance standards.

FINANCIAL IMPACT

The funding of \$1,723,070 for these cylinder head assemblies is included in the FY21 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating division cost centers in project 306002 and in the Central Maintenance cost center 3366 in project 203025 Bus Engine Replacement Project.

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

Impact to Budget

The source of funds will come from Federal and local funds that are eligible for Bus and Rail Operating Projects. Using these funding sources maximizes the allowable project funding designations given approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The procurement of cylinder head assemblies supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The new cylinder heads will maintain the reliability of the bus fleet and ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro bus operations.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and procure cylinder head assemblies on the open market on an as-needed basis. This approach is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability.

NEXT STEPS

Metro's requirements for bus engine cylinder head assemblies will be fulfilled under the provisions of the contract.

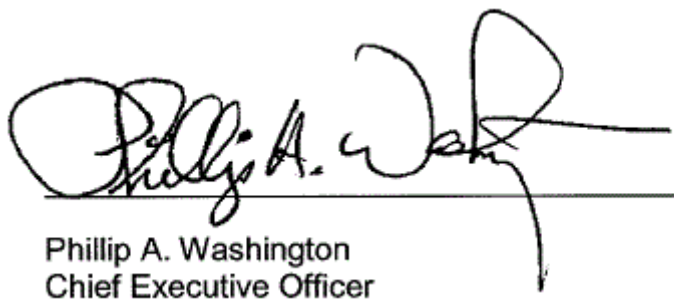
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: James D. Pachan, Superintendent of Maintenance, (213) 922-5804

Reviewed by: Debra Avila, Chief Vendor/Contract Management (213) 922-6383
James T. Gallagher, Chief Operations Officer (213) 418-3108



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY
CYLINDER HEAD ASSEMBLY
CONTRACT NO. MA73218000

1.	Contract Number: MA73218000	
2.	Recommended Vendor: Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 12/9/20	
	B. Advertised/Publicized: 12/11/20	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 1/12/21	
	E. Pre-Qualification Completed: 1/22/21	
	F. Conflict of Interest Form Submitted to Ethics: 1/20/21	
	G. Protest Period End Date: 2/26/21	
5.	Solicitations Picked up/Downloaded: 16	Bids/Proposals Received: 2
6.	Contract Administrator: Tanya Allen	Telephone Number: 213/922-1018
7.	Project Manager: Alex DiNuzzo	Telephone Number: 213/922-5860

A. Procurement Background

This Board Action is to approve Contract No. MA73218000 for the procurement of Cylinder Head Assembly. Board approval of contract awards are subject to resolution of any properly submitted protest.

An Invitation of Bid (IFB) No. MA73218 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendment was issued during the solicitation phase of this IFB.

A total of two (2) bids were received on January 12, 2021:

1. Cummins Inc.
2. Technology International Inc.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The two (2) bids received were deemed responsive and responsible to the IFB requirements.

The recommended firm, Cummins Inc., the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price from Cummins Inc. has been determined to be fair and reasonable based upon adequate price competition, Independent Cost Estimate (ICE), historical purchases and selection of the lowest responsive and responsible bidder.

Bidders Name	Bid Amount	Metro ICE
Cummins Inc.	\$3,489,216.95	\$3,136,553.00
Technology International Inc.	\$3,809,312.28	

D. Background on Recommended Contractor

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA has been in business for one hundred (100) years. Cummins has provided similar products to Metro, Orange County Transit Authority, San Diego Metropolitan Transit System, and Santa Monica Big Blue Bus and numerous other transit agencies. Cummins has provided satisfactory service and products to Metro on previous purchases.

DEOD SUMMARY

**CYLINDER HEAD ASSEMBLY
CONTRACT NO. MA73218000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this indefinite delivery/indefinite quantity (ID/IQ) Task Order contract. Cummins, Inc. made a 2% DBE commitment.

In response to a specific Task Order request, Cummings, Inc. will be required to identify DBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE achievement in meeting the commitment will be determined based on cumulative DBE participation of all Task Orders awarded.

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

B. Living Wage / Service Contract Worker Retention Policy Applicability

The Living Wage / 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 #: 2021-0037, **File Type:** Contract**Agenda Number:** 22.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021****SUBJECT: BUS ENGINE IGNITION COILS****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA73430000 to Cummins Inc., the lowest responsive and responsible bidder for Ignition Coils. The Contract one-year base amount is \$1,134,734 inclusive of sales tax, and the one-year option amount is \$1,163,087, inclusive of sales tax, for a total contract amount of \$2,297,821, subject to resolution of protest(s), if any.

ISSUE

This procurement is for the acquisition of new bus engine ignition coils which are required for maintaining the safe and reliable operation of the bus fleet. Award of this contract will ensure that Bus Maintenance has adequate inventory to repair and maintain buses according to Metro maintenance standards.

BACKGROUND

The component usage reports from Material Management revealed that over 6,000 engine ignition coils were issued to Bus Maintenance to replace failed components and to support replacement during engine rebuild programs. The engine ignition coils are installed by Metro Mechanics at the Central Maintenance Shops and at all bus operating divisions. Buses cannot operate without properly functioning engine ignition coils.

DISCUSSION

Ignition coils are an electronic engine management component that are a part of the bus ignition system. The ignition coil is the component responsible for generating the engine spark, and any problems with the ignition coil can quickly lead to engine performance issues. The engine ignition coils support 100% of our bus fleet, which have Cummins 8.9 ISLG and L9N Near-Zero engines installed. The ignition coil is an Original Equipment Manufacturer (OEM) part delivered direct from the engine manufacturer, Cummins, due to historical problems encountered with aftermarket ignition parts, including increased road calls that have impacted service reliability.

The contract to be awarded is a “requirements type” agreement in which we commit to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any or all of the ignition coils that may be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) DBE goal for this solicitation. The purchased engine ignition coils are installed by Metro Mechanics.

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

DETERMINATION OF SAFETY IMPACT

Award of contract will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain the equipment according to Metro Maintenance standards.

FINANCIAL IMPACT

Funding in the amount of \$1,134,734 for these ignition coils is included in the FY21 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance cost center 3366 under project 203025 Bus Engine Replacement Project.

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

Impact to Budget

The source of funds will come from Federal and local funds that are eligible for Bus and Rail Operating Projects. Using these funding sources maximizes the allowable project funding designations given approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The procurement of ignition coils supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The new ignition coils will maintain the reliability of the bus fleet and ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro bus operations.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and procure engine ignition coils on the open market on an as-needed basis. This approach is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability.

NEXT STEPS

Metro's requirements for bus engine ignition coils will be fulfilled under the provisions of the contract.

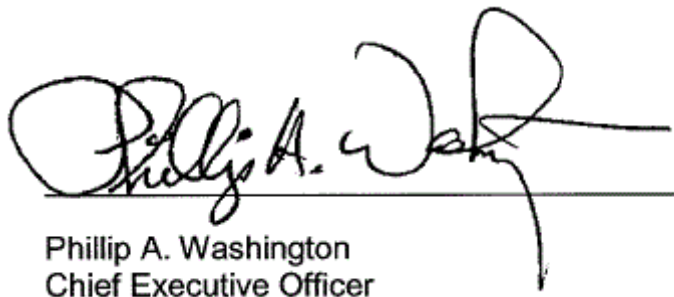
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared By: James D. Pachan, Superintendent of Maintenance, (213) 922-5804

Reviewed by: Debra Avila, Chief Vendor/Contract Management (213) 922-6383
James T. Gallagher, Chief Operations Officer (213) 418-3108



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

IGNITION COIL

CONTRACT NO. MA73430000

1.	Contract Number: MA73430000	
2.	Recommended Vendor: Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 12/18/20	
	B. Advertised/Publicized: 12/19/20	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 1/21/21	
	E. Pre-Qualification Completed: 1/26/21	
	F. Conflict of Interest Form Submitted to Ethics: 1/28/21	
	G. Protest Period End Date: 2/26/21	
5.	Solicitations Picked up/Downloaded: 13	Bids/Proposals Received: 2
6.	Contract Administrator: Tanya Allen	Telephone Number: 213/922-1018
7.	Project Manager: Alex DiNuzzo	Telephone Number: 213/922-5860

A. Procurement Background

This Board Action is to approve Contract No. MA73430000 for the procurement of Ignition Coils. Board approval of this contract award is subject to resolution of any properly submitted protest.

An Invitation of Bid (IFB) No. MA73430 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendment was issued during the solicitation phase of this IFB.

A total of two (2) bids were received on January 21, 2021:

1. Cummins Inc.
2. The Aftermarket Parts Company, Inc.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The two bids received were deemed responsive and responsible to the IFB requirements.

The recommended firm, Cummins Inc., the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price from Cummins Inc. has been determined to be fair and reasonable based upon adequate price competition, Independent Cost Estimate (ICE), historical purchases and selection of the lowest responsive and responsible bidder.

Low Bidder Name	Bid Amount	Metro ICE
Cummins Inc.	\$2,297,821.37	\$2,007,908.00
The Aftermarket Parts Company, Inc.	\$2,330,313.30	

D. Background on Recommended Contractor

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA has been in business for one hundred (100) years. Cummins has provided similar products to Metro, Orange County Transit Authority, San Diego Metropolitan Transit System, and Santa Monica Big Blue Bus and numerous other transit agencies. Cummins has provided satisfactory service and products to Metro on previous purchases.

DEOD SUMMARY

**IGNITION COIL
CONTRACT NO. MA73430000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this indefinite delivery/indefinite quantity (ID/IQ) Task Order contract. Cummins, Inc. made a 2% DBE commitment.

In response to a specific Task Order request, Cummings, Inc. will be required to identify DBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE achievement in meeting the commitment will be determined based on cumulative DBE participation of all Task Orders awarded.

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
----------------------------	---------------	----------------------------------	---------------

	DBE Subcontractors	Ethnicity	% Committed
1.	Say Cargo Express	Hispanic American	2%
Total Commitment			2%

B. Living Wage / Service Contract Worker Retention Policy Applicability

The Living Wage / 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.



File #: 2021-0004, File Type: Oral Report / Presentation

Agenda Number: 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021**

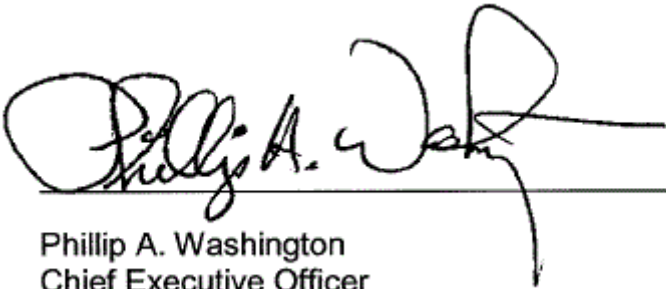
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

DISCUSSION

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



Phillip A. Washington
Chief Executive Officer

April Employees of the Month



Metro

Employees of the Month



Transportation

Rail Train Operator

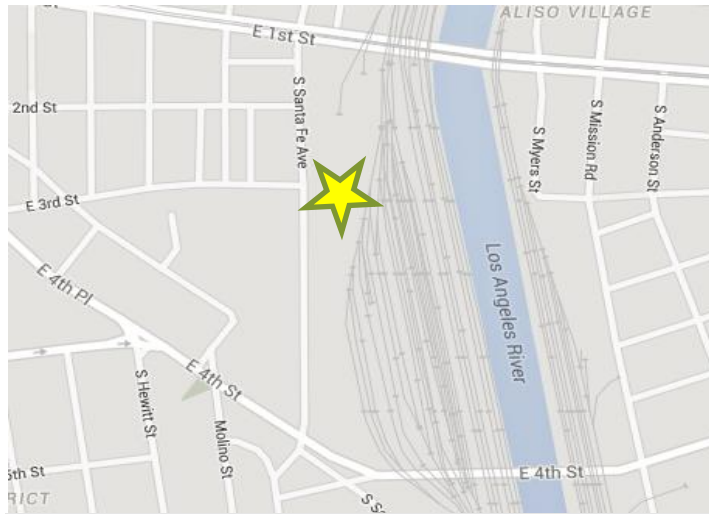
Michael Lau



Maintenance

Senior Service Attendant

Derald Wright



Division 20 – Los Angeles



Division 15 – Sun Valley



File #: 2021-0005, File Type: Oral Report / Presentation

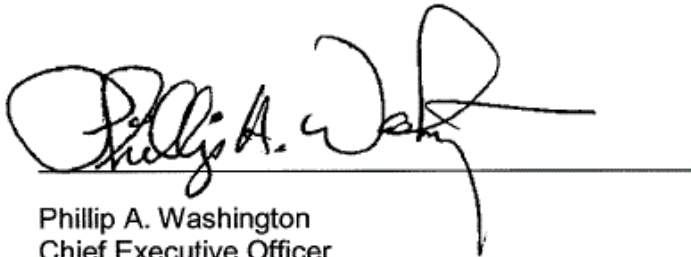
Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update.



Phillip A. Washington
Chief Executive Officer

ITEM 24

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

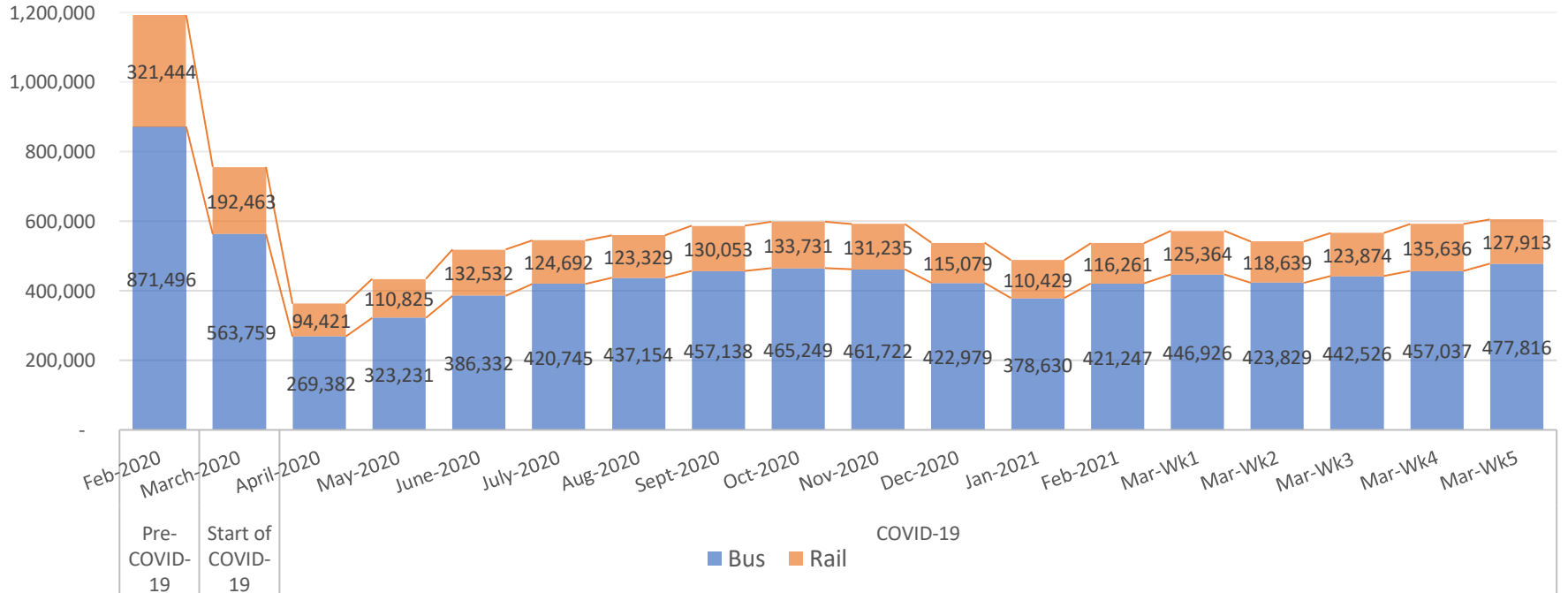


Metro

Operations, Safety & Customer Experience Committee Meeting
April 15, 2021

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Rider-Ship	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar Wk 1 2/28-3/6	Mar Wk 2 3/7-3/13	Mar Wk 3 3/14-3/20	Mar Wk 4 3/21-3/27	Mar Wk 5 3/28-4/3
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	572,290	542,468	566,400	592,673	605,729

Notes

2/26/21 - Safer L.A. Order Issued

3/19/21 - Reopening Safer at Work and in the Community Order Issued

4/12/21 - Additional trips will be added to high demand lines on weekdays, Saturdays and Sundays to accommodate heavier passenger loads

Bus Operator Hiring Initiative

- As of April 12, 2021, 966 bus operator applications received with 506 during the month of March 2021 alone
- We had two classes in March 2021 (3/22 & 3/31) and will have two classes in April 2021 (4/14 & 4/28)
- Two classes will be scheduled every month throughout the summer
- Classes are 5 weeks long (about 60 students per class) and we have hired 146 operators to date
- Additional details about our bus operator recruitment initiative and Service Recovery efforts can be found in Item 26 presented by Conan Cheung



Metro is hiring bus operators.

Metro bus operators are crucial to keeping LA on the move. Get in the driver's seat with us.

We train you how to drive, and you get plenty of experience and opportunities to build a great career in public transit. Metro uses stepped-up safety protocols and personal protective equipment to keep our employees safe.

What you need to qualify:

- > 21+ years of age
- > Good driving record (DMV K-4 printout)
- > California Class C driver's license
- > Six months minimum of customer service experience

Great hourly pay
Start at \$16.90 per hour as a bus operator, with incremental pay rate increases up to \$26.01.

Full benefits
Metro offers medical and dental insurance, plus pension and retirement plans.

Part time
Part time with potential to become full time.

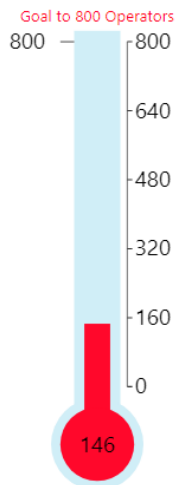
Unionized
Your safety and stability are union-represented.

Room to grow
Opportunities for trainings and to move up in your career.

APPLY NOW AT
metro.net/drivela

M Metro

PHOTO: CHRIS JAMES



Bus Operator Hiring Recruitment (Video)





Board Report

File #: 2021-0097, File Type: Contract

Agenda Number: 25.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 15, 2021

SUBJECT: SCADA AS NEEDED TASK ORDER SUPPORT SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE:

- A. The Chief Executive Officer to award a sole-source, task order based, firm-fixed unit rate Contract No. OP177320000PS57993 to ARINC Incorporated, a Delaware corporation and wholly owned subsidiary of Raytheon Technologies, a Delaware corporation, for on-call engineering support services in support of Metro's Supervisory Control and Data Acquisition (SCADA) systems, in a not-to-exceed amount of \$40,000,000 for a ten-year period of performance effective July 1, 2021.
- B. The Chief Executive Officer to execute task orders for an aggregate amount not-to-exceed \$40,000,000.

ISSUE

This sole source task-order based contract will ensure timely completion of improvements for the Rail Operations Center (ROC) and avoid any interruption to the critical needs of Metro rail operations. Recent acceleration in the Regional Connector project delivery dates require that the new task-order based contract be in place by July 1, 2021. SCADA engineering services for other upcoming transit expansion capital projects, such as Division 20 Portal Widening Turnback and Purple Line Extension Section 1, also need to begin as soon as possible to meet the project schedules. The existing contract OP39603035 is set to expire on December 31, 2021.

BACKGROUND

The existing contract OP39603035 was authorized by the Board in November 2013, after a competitive procurement, for equipment and services for the replacement of the obsolete Red Line SCADA System. ARINC was chosen as the most technically qualified proposer offering the lowest price. Six modifications have been issued to accommodate new rail extensions since then, including those most recently to support both the Regional Connector and the Crenshaw line.

The existing contract includes a 10% DBE participation goal. ARINC has accomplished a 10% participation to date.

DISCUSSION

Metro Rail Transportation and Wayside Systems Maintenance relies heavily on the SCADA system to provide supervisory and control functions that are essential for the safe, reliable, and efficient operation of the Metro rail lines. SCADA is the data pipeline and system management tool for the entire rail system. These functions include centralized control and monitoring of train movement, traction and auxiliary power, fire detection and suppression, gas detection, emergency tunnel and ancillary ventilation, elevators, escalators, radio, emergency telephone, next train arrival times, Transit Passenger Information System (TPIS) and intrusion detection.

A task-order based contract is the best fit to address the sorts of major project-based modifications and expansions to the SCADA system in a cost-effective and timely manner. It is anticipated there will be significant need to modify and enhance the current SCADA system for better train arrival predictions.

The sole source procurement of the SCADA engineering services on an as-needed task-order basis is recommended for the following reasons:

1. Maintain a single unified SCADA platform for the existing and new Lines. Dispatchers and maintenance personnel at the ROC will require training on only one system. Other functions such as next train arrival times and the Transit Passenger Information Systems will require integration with only one system.
2. Replacement of the existing SCADA software by another vendor product is not financially and technical feasible to fit the current Measure M transit expansion program schedules.
3. Modifications of SCADA functions must be performed under strict configuration and quality control procedures. Only ARINC possesses the software revision control history and automated regression test suite that can ensure the quality and correctness of changes.

The existing transit expansion capital projects currently under construction that the SCADA system will be required to support are:

- Regional Connector
- Division 20 Portal Widening Turnback
- Purple Line Extension Section 1
- Purple Line Extension Section 2
- Purple Line Extension Section 3
- Foothill 2B Extension

Each of these items requires the development of SCADA screens and interfaces, addition of tens of thousands of indications and controls, and complex algorithms involving logic, controls, and train

tracking.

The services will address anticipated critical support which includes, but will not be limited to:

1. Continued support of existing SCADA systems including compliance with State of Good Repair (SOGR) standards, maintenance and troubleshooting, on-site support, and software updates.
2. The need to implement and integrate a SCADA system to support upcoming transit expansion capital projects such as Regional Connector, Division 20 Portal Widening Turnback, Purple Line Extension Section 1, Purple Line Extension Section 2, Purple Line Extension Section 3, and the Foothill 2B Extension.
3. The need to introduce enhancements to the existing SCADA systems to include features such as, mobile access, reporting , train prediction , and 100 percent train tracking.

DETERMINATION OF SAFETY IMPACT

State of Good Repair (SOGR) items and regular maintenance impact safety by continuing to maintain our rail lines and pre-emptively fix items that would cause issues. Continuing to use ARINC Incorporated as Metro's SCADA support and maintenance vendor will ensure that all rail lines have a compatible interface and reduce training requirements of operations staff. This will also minimize the load of maintaining unique line specific knowledge, task loading and context switching. Approval of these items would greatly enhance the safety and reliability of the Rail SCADA system by adding the ability to thoroughly analyze incident playbacks, reporting, and improve system availability.

FINANCIAL IMPACT

Funding will be provided from funding sources in the appropriate major transit expansion capital projects as task orders become necessary.

For FY22, funding is included in the capital project budget under the prospective projects such as Regional Connector, Division 20 Portal Widening Turnback, Purple Line Extension Section 1, Purple Line Extension Section 2, Purple Line Extension Section 3, and Foothill 2B Extension.

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

Impact to Budget

The source of funds will be dependent on the specific major transit expansion capital projects. Use of all related funding will maximize allowable funding allocations given approved funding provisions.

Ongoing State of Good Repair (SGR) maintenance and system upgrades will be funded using a combination of Federal, State, and Local funding sources that are eligible for Rail capital including Federal CMAQ, RTIP, STIP, Measure M and Measure R 35% Using these funding sources maximizes the allowable project funding designations given approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

- 1: Provide high-quality mobility options that enable people to spend less time traveling.
- 2: Deliver outstanding trip experiences for all users of the transportation system.
- 5: Provide responsive, accountable, and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The Board may choose to not approve this request and direct staff to hold an open procurement. This alternative is not recommended. An open solicitation may result in a delayed delivery of a new and different SCADA system that will be incompatible with the existing system. This presents training and maintenance difficulties that will negatively affect the overall safe, effective and efficient operation of Metro's rail system.

Award to a new contractor will also present significant schedule and cost risk to imminent projects such as Regional Connector, Division 20 Portal Widening Turnback, Purple Line Extension Section 1, Purple Line Extension Section 2, Purple Line Extension Section 3, and Foothill 2B Extension.

Another alternative is to implement a new SCADA system in-house. This alternative is also not recommended. Metro has neither the staffing, nor the skill set necessary to execute a project of this magnitude. Furthermore, time is of the essence. Only an experienced contractor offering a proven and mature SCADA system can complete the project within the requirements of our existing project schedule.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP177320000PS57993 with ARINC Incorporated to provide Supervisory Control and Data Acquisition (SCADA) systems engineering support services. Specific task orders will be issued to start working on projects.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

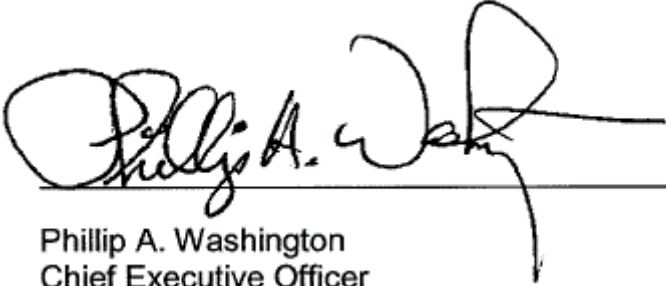
Prepared by:

Errol Taylor, Senior Executive Officer, Maintenance and Engineering, (213) 922-3227
Leticia Solis, Deputy Executive Officer, Wayside Systems, (213) 613-2115
David Chu, Director, Wayside Systems (SCADA), (213) 418-3042
Derek Jurykovsky, Sr. Engineer, Wayside Systems (SCADA), (323) 563-5209

Reviewed by:

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

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



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

SCADA AS NEEDED TASK ORDER SUPPORT SERVICES / OP177320000PS57993

1.	Contract Number: OP177320000PS57993	
2.	Recommended Vendor: ARINC Incorporated, a Delaware corporation and wholly owned subsidiary of Raytheon Technologies, a Delaware corporation	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: December 27, 2018	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: February 28, 2019	
	E. Pre-Qualification Completed: September 16, 2019	
	F. Conflict of Interest Form Submitted to Ethics: February 22, 2021	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Ernesto N. DeGuzman	Telephone Number: (213) 922-7267
7.	Project Manager: David Chu	Telephone Number: (213) 418-3042

A. Procurement Background

This Board Action is to approve a sole source, task order-based Contract No. OP177320000PS57993 issued for Supervisory Control and Data Acquisition (SCADA) system for as needed engineering maintenance and support services.

A Request for Proposal (RFP) was issued on December 27, 2018 in accordance with Metro's Acquisition Policy for sole source procurements and the contract type is firm fixed unit rate. A 10% DBE goal was assigned to this procurement.

One (1) amendment was issued during the solicitation phase of this RFP to extend the proposal due date to February 28, 2019.

The proposal was received from ARINC on February 28, 2019.

B. Evaluation of Proposal

The proposal was evaluated by staff from Metro's Maintenance of Way (SCADA Engineering) department. The proposal was evaluated for technical and financial merit, experience and expertise, and understanding of the work.

During the solicitation phase of this procurement, ARINC was acquired by Raytheon and subsequently, both ARINC and Raytheon were acquired by Rockwell Collins, and then United Technologies Corporation. These acquisitions resulted in two

prolonged rounds of restructuring. While negotiations were in progress, both Metro and ARINC also experienced staffing shortfalls which further added to the delay.

ARINC submitted 25 exceptions to Metro's requirements on Liability and Indemnification; Rights in Technical Data, Patents and Copyrights; and Software Licensing. All were satisfactorily resolved as a result of lengthy negotiations.

During clarifications and negotiations from March 2019 through February 2021, the Metro project team also conducted several interviews. ARINC's project manager and key team members had an opportunity to present their qualifications and respond to Metro's questions.

Qualifications Summary of Proposer

ARINC Incorporated is a United Technologies Company. It was established in 1929 and is a major provider of transport communications and systems engineering solutions for the aviation, defense, and transportation industries, among others.

C. Cost Analysis

The recommended unit rates were determined to be fair and reasonable based upon a comparison with rates under a prior similar service contract, Metro's independent cost estimate, cost analysis, technical evaluation, and fact finding. Each individual task order will comply with all requirements of Metro's Acquisition Policy and the terms of the contract.

D. Background on Recommended Contractor

ARINC Incorporated, a part of Collins Aerospace, is located in Marina del Rey, California and has been in business since 1929. It is a leader in the field of transportation communications. In November 2013, ARINC was selected by Metro as the provider of SCADA maintenance and engineering services after a competitive procurement. Since then, ARINC has performed satisfactorily as Metro's SCADA maintenance and support partner.

DEOD SUMMARY

SCADA AS NEEDED TASK ORDER SUPPORT SERVICES/OP177320000PS57993

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 10% Disadvantaged Business Enterprise (DBE) goal for this Task Order Contract. ARINC Incorporated made a 10% DBE commitment for this Task Order Contract.

ARINC Incorporated will be required to identify DBE subcontractor activity and actual dollar value commitments for Task Order work. Overall DBE achievement in meeting the commitments will be determined based on cumulative DBE participation Task Orders awarded.

Small Business Goal	10% DBE	Small Business Commitment	10% DBE
----------------------------	----------------	----------------------------------	----------------

	DBE Subcontractors	Ethnicity	% Committed
1.	Anysolv Technologies	African American	TBD
Total Commitment			TBD

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.

ITEM 25

**Supervisory Control and Data
Acquisition (SCADA) System
Engineering Support Services Contract**

Overview

- The Supervisory Control and Data Acquisition (SCADA) system is essential for safe, reliable, and efficient operation of the Metro rail lines
- Metro's current contract with ARINC Incorporated expires on 12/31/2021 and a new 10-year sole source task-order based contract was initiated
- New contract to support Metro rail transit expansion capital projects: Regional Connector, Division 20 Portal Widening Turnback, Purple Line Extension Sections 1-3, and Foothill 2B Extension
- Recommend to award task-order based contract to ARINC



ARINC Information



- Minimize service disruptions and operational/maintenance cost
- Single unified SCADA platform for the existing and new Lines
 - ❑ Train dispatchers and maintenance personnel at ROC on only one system
 - ❑ Train arrival times require integration with one system
- Replacing existing SCADA software with a different vendor is not financially and technically feasible to meet Measure M transit expansion program schedules
- Modifications of SCADA functions must be performed under strict quality control procedures. Only ARINC possesses the software which handles revision control history and automated tests of changes ensuring quality and correctness
- Performed well over the years and achieved the required DBE/SBE goals

Historical Partnership with ARINC

- Metro conducted a competitive procurement in 2013 which was awarded to ARINC
 - Most technically qualified
 - Provided lowest price proposal
- ARINC has met all contract schedules and deliverables on-time and within budget
- Metro has never had a contract related dispute with ARINC after a contract award
- Performed well over the years and achieved the required DBE/SBE goals

Competitively Bid Contract	DBE/SBE Goal	DBE/SBE Commitment	DBE/SBE Participation
2013	10%	12.64%	12.76%

SCADA Work Required



- **Metro's many Rail transit expansion capital projects have accelerated and aggressive schedules. Projects include:**
 - **Regional Connector**
 - **Division 20 Portal Widening Turnback**
 - **Purple Line Extension Section 1**
 - **Purple Line Extension Section 2**
 - **Purple Line Extension Section 3**
 - **Foothill 2B Extension**
- **Enhancements to the existing system; such as train arrival prediction, 100% train tracking, additional reporting features, and secure remote access to equipment status**
- **Continued support of existing SCADA systems to comply with State of Good Repair (SOGR) and Cybersecurity standards, maintenance, troubleshooting, & software updates**



Board Report

File #: 2021-0177, File Type: Informational Report

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 15, 2021

SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS RECOVERY PLAN & MOTION 27.1 UPDATE (APRIL 2021)

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the April 2021 response to Motion 10.1: FY21 Operations Recovery Plan and on Motion 27.1 Revenue Service Hour Parameters for FY21 & FY22.

ISSUE

On September 24, 2020, the Metro Board of Directors (Board) approved Motion 10.1: FY21 Operations Recovery Plan (Attachment A) directing staff to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
1. Aligns bus lines with their respective NextGen service tier standards.
 2. Does not exceed maximum load factors on buses and trains based on industry accepted health and safety standards.
 3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school re-openings and the return of traffic congestion and effect on bus speeds.
 4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
 5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

Similarly, at the February 2021, regular board meeting, Metro was directed to amend the current

timeline to accelerate the implementation of 6.5 million Revenue Service Hours by June 2021 and 7 million by September 2021.

This report addresses Items 1-5 in Section A above and the directive in Motion 27.1.

BACKGROUND

In September 2020, the Board approved the FY21 Annual Budget which included 5.6M annual Revenue Service Hours (RSH) for Metro bus operations. Motion 10.1: FY21 Operations Recovery Plan was approved as part of the budget deliberations to direct staff to monitor service performance and determine criteria for increasing service to levels envisioned by NextGen while balancing vehicle loads, financial constraints, public health directives, and service quality.

DISCUSSION

The following provides the status update for each item listed in the motion:

1. Aligns bus lines with their respective NextGen service tier standards -

No Change. Attachment B lists all bus lines by service tier for the December 2020 shake-up, as well as the NextGen Transit First full buildout scenario frequencies.

2. Do not exceed maximum load factors on buses and trains based on industry accepted health and safety standards

No Change. Service continues to be scheduled to maintain a max. load standard of 75% of seated capacity during any 20 min. time slice during peak periods and 60 min. time slices during off peak period.

3. Set criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds

Percent of Trips Exceeding Maximum Load Standard

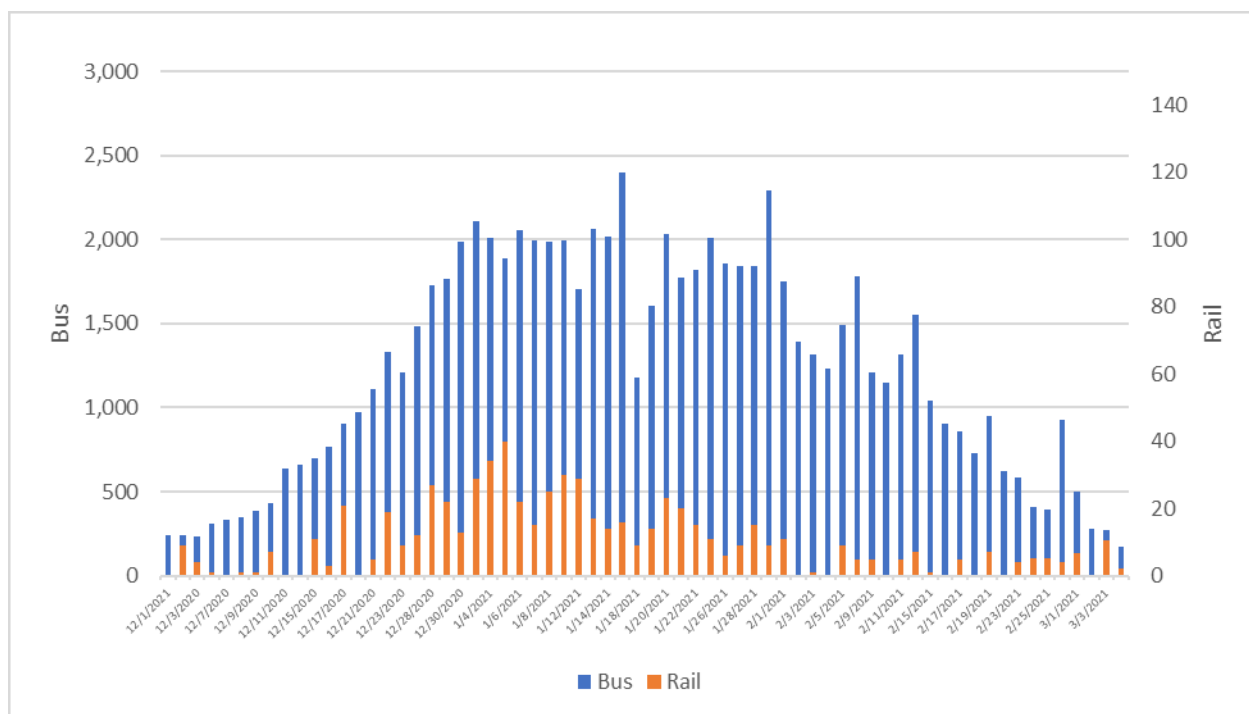
Maximum loads on all Metro bus trips continue to be monitored weekly. The percent of trips on average each week exceeding the 75% of seated load standard for the month of March 2021 is as follows:

- Weekdays: average 1.3% or 142 trips (range 1.2% to 1.5%) so on average meets the target
- Saturdays: average 4.4% or 293 trips (range 3.7% to 4.9%)
- Sundays: average 2.1% or 136 trips (range 1.5% to 2.5%)

For the December 13, 2020 service changes, additional trips were added throughout the week to address trips with consistent heavy loads. Given the significant number of cancelled assignments

in January and February 2021 due to operator shortage, additional trips were not able to be added to accommodate weekend loads. However, the Operations return-to-work strike force successfully cleared a significant number of backlogged cases and now all COVID leave pending cases are up to date. As such, canceled work hours for bus have decreased by about 85% from roughly 2,000 during the first week of January 2021 to about 250 during the first week of March 2021 (see Figure 1). With cancelled service stabilized at the pre-COVID level, additional trips will be added to high demand lines on weekdays, Saturdays and Sundays starting April 12 to accommodate heavier loads.

Figure 1
Cancelled Work Hours (Weekdays)



The next scheduled service change will be June 2021 which will continue implementation of the NextGen bus plan including a significant amount of network changes and reallocating underutilized services to high ridership lines. Per Motion 27.1: FY22 Service Restoration, an additional 880K annualized RSH will also be added to the current 5.62 million annualized RSH bringing the base service levels beginning in FY22 to 6.5 million annual RSH.

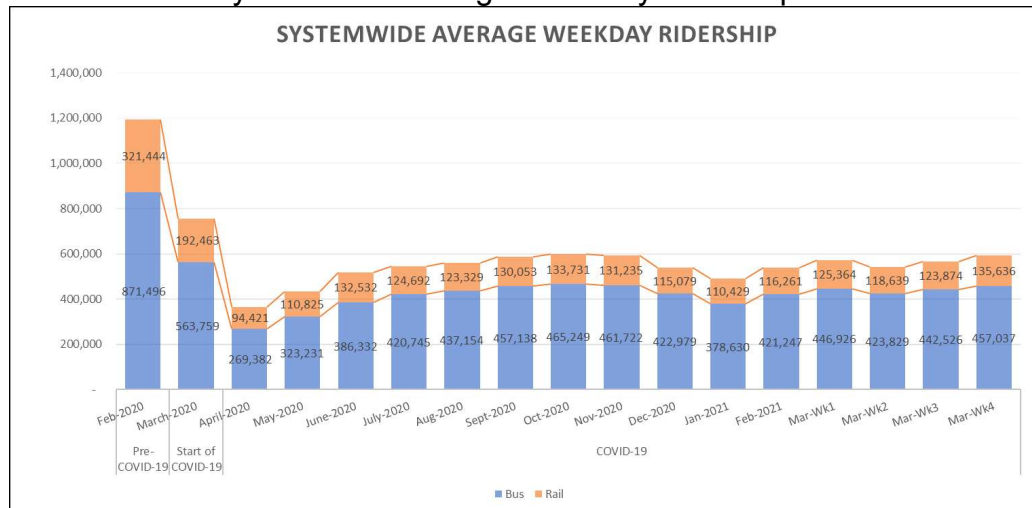
Loads will continue to be monitored on a weekly basis and further adjustments can be made if needed through interim schedule adjustments.

Ridership Potential and Public Health Directives

During January and February 2021 average weekday bus ridership remained stable at 50% below pre-COVID levels, with Saturdays between 43% down and Sundays from 36%. Ridership is anticipated to grow slightly during FY21Q4 given the declining number of new COVID cases and

more aggressive vaccination roll out. Figure 2 shows bus and rail ridership trends through the COVID pandemic to date.

Figure 2
Systemwide Average Weekday Ridership



Projecting ridership through FY22 is difficult given the many unknowns regarding post-COVID travel behavior and economic recovery. Transit ridership recovery will be dependent on several factors, most notably:

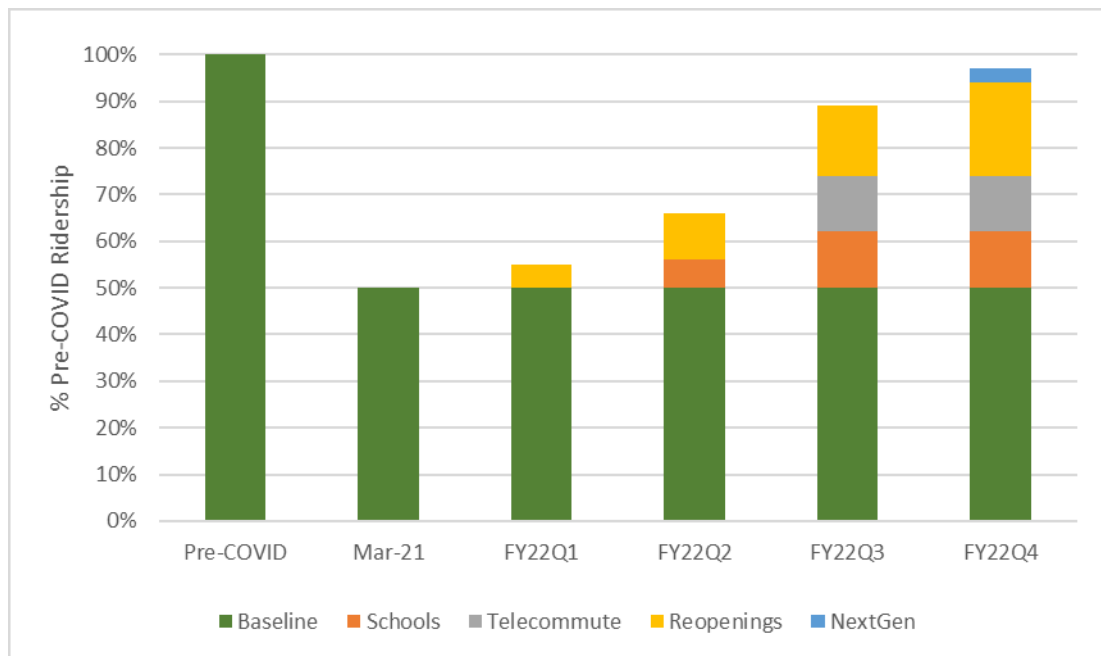
- Schools Back in Session** - Prior to COVID, student/college/university ridership accounted for about 12% of daily bus boardings. We know some school districts have begun to open for in-person teaching including LAUSD which is targeted to open during the week of April 19, 2021. Assuming schools are back in session in Fall 2021, ridership would be expected to increase by about 6% in FY22Q2 and 12% in FY22Q3.
- Continued Telecommuting** - Based on the COVID ridership survey conducted by the Customer Experience department in May/June 2020, roughly 25% of pre-COVID bus riders are currently telecommuting either full time or part time. About 5% of the 25% telecommuting do not expect to be able to telecommute after the pandemic while about 10% expect to be able to at least part time, and the remaining 10% do not know. Assuming the first 5% and about one third of the remaining 20% return, we would expect to see a gradual increase of up to about 12% in ridership from current telecommuters returning to full time or part time commuting on transit likely by the end of FY22Q3 when all vaccinations should be completed.
- NextGen Implementation** - The NextGen service plan is scheduled to be fully implemented by December 2021 with some implementation already completed in December 2020 and a second phase to be implemented in June 2021. This plan is

expected to result in a 5% ridership increase over pre-COVID levels once the system matures in about one year, with incremental growth each quarter starting in FY21Q4. With the full buildout of NextGen speed and reliability infrastructure, ridership is anticipated to increase by an additional 10%. However, the infrastructure will not be completed for an additional four to five years. Therefore, ridership would be expected to grow by 3% by the end of FY22 and an additional 10% by FY25-26.

- Economic Recovery - The Safer at Home orders took effect on March 20, 2020. As a result, bus ridership declined by about 70% in April 2020. Restrictions began lifting in May 2020, and by October 2020, ridership recovered about 20%. Unfortunately, with the increases in COVID cases due to the winter holidays, ridership declined in December 2020 and January 2021 with new restrictions, but has since recovered slightly as of February 2021. Currently, bus ridership is at about 50% of pre-COVID levels. Assuming a similar rebound as the previous reopening, anticipated economic recovery through FY22 could yield a gradual increase in ridership totaling about 20% likely by the end of FY22Q4, about one to three quarters after full vaccination is expected to be completed. This gradual increase recognizes that some businesses will be able to immediately fully reopen while others will take longer to reopen or need to phase their reopening. This pattern is consistent with the gradual recovery of ridership seen during the second half of calendar year 2020 after the spring and summer 2020 peaks in COVID cases.

Based on this analysis, bus ridership is projected to return to about 97% pre-COVID levels by the end of FY22 (see Figure 3).

Figure 3
Projected Bus Ridership Growth in FY22



Ridership will continue to be monitored on a weekly and monthly basis to determine when where service should be added.

Resource Availability

Financial

The Board adopted Motion 11.1 in January 2021 that reallocated \$24.3M in the FY21 mid-year budget adjustment for the restoration of transit service and directed staff to immediately begin preparing to restore service no later than end of FY21 to increase the agency’s capacity to run 7.0 million annual bus RSH. As stated above, additional trips will be added to high demand lines starting April 12 to address capacity constraints on weekdays, Saturdays and Sundays.

The budget planning assumptions for service levels in FY22, as presented to the Board in February 2021, outlines a plan to restore bus service levels, including:

- June 2021 - Increase from 5.62 million current annualized RSH to 6.5 million;
- September 2021 - Increase to 7.0 million annualized RSH;

Staffing and Accelerated Bus Operator Hiring Activities

Implementing the FY22 service level increases is highly dependent on the availability of operators. Operations has accelerated bus operator graduates from about 25-30 per month in February and March 2021 to 100 per month in April 2021 and continue with this monthly enhanced hiring plan until enough operators are onboarded to support the final adopted FY22 RSH plan. Operations will continue to work closely with Human Capital & Development to return as many existing operators out on leaves as soon as possible. It should be noted that through April 5, 2021, Metro has received 905 applications in the hiring pipeline with interviews scheduled and 5-week cohort classes that began January, February, two in March, with 2 more classes set

to begin in April. Classes are scheduled for May through the summer in support of onboarding as many operators as possible. Future additional class space and logistical matters are currently being addressed in a manner that is safe and adheres to all COVID-19 guidelines.

Metro' accelerated bus operator hiring plan includes, but is not limited to the following:

- ✓ Updated Bus Operator Video Content & Flyer
- ✓ External Bus Operator Job Landing Page
- ✓ Internal/External Messaging (Agency Ad, SharePoint, COVID Brief, CEO's Every Voice Counts, LinkedIn, Metro's The Source, Metro Project Account Distribution Lists, Education Partners/Colleges, Veterans Program, Local Government/Community Relations and Community Based Organizations, State of California Employment Development Department America's Job Centers, WIN-LA, Faith Leadership Council, and SMART)
- ✓ Social Media Buy - Launched enhanced social media efforts to ensure competitiveness and awareness for bus operator hiring
- ✓ ESPN Radio Ad
- ✓ Board of Director (BOD) Media Tool Kit - Created to serve as a resource for sharing our bus operator hiring initiative across BOD communication platforms
 - Recruitment Dashboard - Easily track/report recruitment activities allowing for adjustments to hiring activities/tactics as necessary

Performance

Boardings per RSH for March 2021 are trending around 26, short of the 30 boardings per RSH. Should ridership increase through the remainder of FY21 with mass vaccinations and gradual reopening of the economy, the performance of this indicator would expect to improve.

4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes

The NextGen Speed and Reliability team continue to make progress towards implementing bus lanes, improving Transit Signal Priority (TSP) and other enhancements to the bus network. Since January 2021, the team is has been working on implementation of a bus lane on Alvarado Street, Grand and Olive Streets in downtown Los Angeles, improving signal priority on Metro G Line (Orange), and continuing to work with LADOT to identify future bus lane corridors and expanding TSP to more buses along non-TSP Tier 1 corridors under the NextGen Bus Plan.

Systemwide speeds based on the June 27, 2021 service change should be available in the May 2021 update of this report.

5. Restore revenue service hours as appropriate to achieve all the above outcomes

The FY22 service restoration plan as described has been developed based on the criteria established in item #3 above and is consistent with Motion 11.1 related to FY2021 (FY21) Mid-Year Budget.

FINANCIAL IMPACT

Implementation of Metro's final FY22 bus service restoration plan will be adopted as part of the FY22 annual budget.

Impact to Budget

There is no impact to the approved Metro FY21 budget and allocated funding sources. The planned changes are made within the revenue service hours budgeted.

DETERMINATION OF SAFETY IMPACT

This report does not have a negative effect on the safety of our customers or employees.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS

The next scheduled status report on Motion 10.1 will be in May 2021. Metro will continue to accelerate all bus operator hiring activities in support of our updated FY21-FY22 revenue service hour parameters/recover plan.

ATTACHMENTS


Attachment A - Motion 10.1: FY21 Operations Recovery Plan

Attachment B - December 2020 Scheduled vs. NextGen Planned Frequencies

Attachment C - Motion 27.1: FY22 Revenue Service Hour (RSH) Program Parameters and FY21 Service Increase Motion Update

Prepared by: Conan Cheung, Sr Exec Officer, Service Development, (213) 418-3034

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



Phillip A. Washington
Chief Executive Officer



Metro

Board Report

File #: 2020-0644, **File Type:** Motion / Motion Response

Agenda Number: 10.1.

REGULAR BOARD MEETING SEPTEMBER 24, 2020

Motion by:

DIRECTORS BONIN, GARCETTI, SOLIS, GARCIA, AND KUEHL

Related to Item 10: Fiscal Year 2021 (FY21) Budget

The COVID-19 Crisis has created incredible strain on Metro's operations and finances. An unprecedented drop in sales tax and other revenue has caused a \$1.2 billion decrease in Metro's budget from FY20 to FY21, with additional volatility likely throughout FY21 and beyond. At the same time, COVID-19 health and safety measures and labor agreements have increased operational costs per hour of service. Despite an infusion of federal funding from the CARES Act, Metro still faces an uncertain operations budget that will require continuous updates throughout the fiscal year.

The proposed FY21 budget is an accurate reflection of today's greatly diminished transit service levels. However, maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency's strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region's underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county's most vulnerable populations, who disproportionately rely on bus service.

Metro should prepare an FY21 Operations Recovery Plan that outlines a clear decision-making framework for restoring service and identifies the financial and human resources needed at each stage of recovery. This Plan should clearly articulate how NextGen parameters are being applied to interim service decisions, in addition to public health and customer experience considerations. Most importantly, this Plan should commit to achieving NextGen's performance outcomes (revenue miles, number of high-frequency lines, number of people with access to frequent service), even if pre-COVID revenue service hours may not be necessary to achieve them.

SUBJECT: FY21 OPERATIONS RECOVERY PLAN

RECOMMENDATION

APPROVE Motion by Directors Bonin, Garcetti, Solis, Garcia, and Kuehl that the Board direct the Chief Executive Officer to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
1. Aligns bus lines with their respective NextGen service tier standards.
 2. Does not exceed maximum load factors on buses and trains based on industry-accepted health and safety standards.
 3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds.
 4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
 5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

Attachment B
December 2019 and 2020 Scheduled vs. NextGen Planned Frequencies

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
2, 302	Sunset Bl	Tier 1	15-20	15	15-20	15-20	7.5	10	12	12
200	Alvarado St	Tier 1	10-15	10-15	10-20	10-30	See Line 2	See Line 2	See Line 2	See Line 2
4	Santa Monica Bl	Tier 1	15-20	15	15	15	6	7.5	10	10
704	Santa Monica Bl Metro Rapid	Tier 1	18-25	20-25	20-30	20-30	See Line 4	See Line 4	See Line 4	See Line 4
16, 316	3rd St	Tier 1	5-9	5-9	6-12	6-12	6	7.5	7.5	7.5
18	Whittier Bl & W. 6th St	Tier 1	8-12	9-12	11-12	12-16	6	7.5	7.5	7.5
20	Wilshire Bl	Tier 1	12-25	15	15	15	5	5	6	6
720	Wilshire Bl Metro Rapid	Tier 1	6-15	7-15	10-17	10-17	10	See Line 20	See Line 20	See Line 20
28	Olympic Bl	Tier 1	8-15	12-15	15-18	15-18	7.5	10	15	15
728	Olympic Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 28	See Line 28	See Line 28	See Line 28
30, 330	Pico Bl & E. 1st St	Tier 1	10-20	12	10-15	10-15	10	10	15	15
33	Venice Bl	Tier 1	15-22	15	16-22	16-22	7.5	10	10	10
733	Venice Bl Metro Rapid	Tier 1	20-30	15-20	20-22	20-22	N/A	N/A	N/A	N/A
40	MLK, Crenshaw Bl, Hawthorne Bl	Tier 1	10-15	15	20	20	10	10	15	15
740	Crenshaw Bl, Hawthorne Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 40, 212	See Line 40, 212	See Line 40, 212	See Line 40, 212
45	Broadway	Tier 1	10-15	10-15	10-15	10-15	5	7.5	7.5	7.5
745	Broadway Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 45	See Line 45	See Line 45	See Line 45
51, 52, 351	Avalon Bl & 7th St	Tier 1	6-12	10	8-14	10-14	7.5	7.5	10	10
53	Central Ave	Tier 1	13-25	15	18-22	18-22	10	10	20	20
60	Long Beach Bl	Tier 1	5-10	10	12-15	12-15	5	10	10	10
760	Long Beach Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 60	See Line 60	See Line 60	See Line 60
66	E. Olympic Bl, 8th St	Tier 1	10-15	15	13-20	20	10	10	15	15
70	Garvey Ave	Tier 1	12-15	15-20	12-18	12-18	7.5	7.5	10	10
770	Garvey Ave/Cesar Chavez Av Metro Rapid	Tier 1	10-25	25	N/A	N/A	See Line 70	See Line 70	See Line 70	See Line 70
78, 79, 378	Huntington Dr, Las Tunas Dr	Tier 1	10-15	15	15-20	15-20	10	10	20	20
105	Vernon Ave, La Cienega Bl	Tier 1	9-12	9-10	12-20	15-23	10	10	15	15
705	Vernon Ave, La Cienega Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 105	See Line 105	See Line 105	See Line 105
108, 358	Slauson Ave	Tier 1	10-20	20	20	20	7.5	7.5	15	15
111	Florence Ave	Tier 1	12-20	12-15	15-20	15-20	7.5	10	15	15
180, 181	Pasadena - Glendale - Hollywood	Tier 1	12-15	10-15	12-15	12-15	7.5	7.5	15	15
780	Pasadena - Glendale - Hollywood Metro Rapid	Tier 1	20-30	30	N/A	N/A	See Line 180	See Line 180	See Line 180	See Line 180
217	Fairfax Ave, Hollywood Bl	Tier 1	15-40	15-20	15-20	15-20	See Line 180	See Line 180	See Line 180	See Line 180
204	Vermont Ave	Tier 1	12-20	12-15	15-20	15-25	5	5	7.5	7.5
754	Vermont Ave Metro Rapid	Tier 1	12-20	15-18	12-20	15-25	10	N/A	N/A	N/A
207	Western Ave	Tier 1	12-20	12-15	10-20	10-20	6	7.5	12	12
757	Western Ave Metro Rapid	Tier 1	12-20	12-15	N/A	N/A	See Line 207	See Line 207	See Line 207	See Line 207
210	Crenshaw Bl	Tier 1	10-12	10-15	15-22	15-22	10	10	10	10

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
710	Crenshaw Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 210	See Line 210	See Line 210	N/A
212, 312	La Brea Ave	Tier 1	15-30	15-22	17-30	17-30	7.5	10	15	15
233	Van Nuys Bl	Tier 1	12-20	12-15	15-20	15-20	10	10	10	10
234	Sepulveda Bl	Tier 1	20-30	20-30	20-25	22-30	7.5	7.5	10	10
734	Sepulveda Bl Metro Rapid	Tier 1	20	20	N/A	N/A	See Line 234	See Line 234	N/A	N/A
744	Van Nuys Bl, Reseda Bl Metro Rapid	Tier 1	20	20	30	30	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761
761	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	10-15	15	30	30
788	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 761	N/A	N/A	N/A
240	Reseda Bl	Tier 1	30-40	30-40	30-40	30-40	10	10	15	15
251	Soto St	Tier 1	10-20	10-15	10-15	10-15	10	10	15	15
751	Soto St Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 251	See Line 251	N/A	N/A
901	G Line (Orange) BRT	Tier 1	9-15	10	10	10	5	10	10	10
910/950	J Line (Silver) BRT	Tier 1	9-15	12-15	15	15	5	10	15	15
10	Melrose Av	Tier 2	15-25	15	20	20	10	15	20	20
14	Beverly Bl	Tier 2	10-40	18-20	15-20	15-20	10	15	20	20
35	Washington Bl	Tier 2	15-30	15	20	20	12	12	15	15
37	W. Adams Bl	Tier 2	10-40	18-20	15-20	15-20	10	15	20	20
38	W. Jefferson Bl	Tier 2	30-60	30	40	40	12	12	15	15
48	Main & San Pedro	Tier 2	30-50	30	40	40	10	15	20	20
55, 355	Compton Ave	Tier 2	12-15	15	22-30	22-30	12	12	20	20
76	Valley Bl	Tier 2	20-25	20	20-30	20-30	12	12	20	20
81	Figueroa St	Tier 2	15-25	15-20	18-23	18-23	10	12	20	20
94	San Fernando Rd	Tier 2	20-45	20-23	15-22	20-24	15	15	30	30
110	Gage Ave	Tier 2	20-35	25-35	33-35	33-35	15	15	30	30
115	Manchester Ave, Firestone Bl	Tier 2	20-25	20	15-20	20	12	12	20	20
117	Century Bl	Tier 2	23-40	23-26	20-30	20-30	15	15	30	30
152, 353	Roscoe Bl	Tier 2	15-20	15	20-30	25-35	15	15	20	20
162-163	Sherman Wy	Tier 2	20	20	20-35	30-35	15	15	30	30
164	Victory Bl	Tier 2	35	35	35	35	15	15	30	30
165	Vanowen Ave	Tier 2	20-40	30-35	30-40	30-40	15	15	30	30
166, 364	Nordhoff St	Tier 2	20	20	30-45	40-45	15	15	30	30
206	Normandie Ave	Tier 2	20-30	20-23	20-30	20-30	10	15	20	20
224	Lankershin Bl, San Fernando Rd	Tier 2	20-40	20	20-30	20-30	15	15	30	30
260	Atlantic Bl Fair Oaks Ave	Tier 2	10-30	10-20	20-35	20-35	12	12	20	20
762	Atlantic Bl Fair Oaks Ave Metro Rapid	Tier 2	N/A	N/A	N/A	N/A	See Line 260	See Line 260	N/A	N/A
601	Warner Center	Tier 2	20	20	20	20	15	15	15	15
603	Glendale - Hoover St	Tier 2	12-15	15	11-23	15-30	12	12	20	20
605	LAC USC Med Ctr Shuttle	Tier 2	25-35	35	35	35	15	15	20	20
610	Rossmore Ave, Vine St	Tier 2	N/A	N/A	N/A	N/A	15	15	15	15
62	Telegraph Rd, Pioneer Bl	Tier 3	20-60	30-50	45-60	45-60	See Line 262	See Line 262	See Line 262	See Line 262

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
262	Telegraph Rd, Pioneer Bl	Tier 3	N/A	N/A	N/A	N/A	20	20	30	30
68	Cesar Chavez Ave	Tier 3	18-27	20-23	17-23	17-23	See Line 70	See Line 70	See Line 70	See Line 70
106	East LA College, LAC USC Med Ctr, Cal State LA	Tier 3	50	50	N/A	N/A	20	20	20	20
79	Huntington Dr	Tier 3	See Line 78	See Line 78	See Line 78	See Line 78	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179
179	Huntington Dr	Tier 3	N/A	N/A	N/A	N/A	30	30	40	40
83	York Bl	Tier 3	35-50	40-47	35-45	35-45	See Line 182	See Line 182	See Line 182	See Line 182
182	York Bl, Rowena Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
90, 91	Foothill Bl	Tier 3	20-30	30	30-45	30-45	20	20	30	30
690	Foothill Bl (Sunland - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
92	Glenoaks Bl	Tier 3	37-50	40-45	40-45	40-45	20	20	30	30
120	Imperial Hwy	Tier 3	30-60	30-60	60	60	30	30	60	60
125	Rosecrans Bl	Tier 3	20-60	25-50	30-60	30-60	20	20	30	30
127	Compton & Somerset Bls	Tier 3	30-60	30-60	N/A	N/A	15-30	15-30	30-60	30-60
130	Artesia Bl	Tier 3	48-60	60	60	60	30	30	60	60
130A	Artesia Bl (west of Artesia Station)	Tier 3	N/A	N/A	N/A	N/A	30	30	60	60
150	Ventura Bl	Tier 3	30-40	30-40	30-40	30-40	20	20	30	30
245	Topanga Canyon Bl	Tier 3	50-60	50-60	65	65	See Line 150	See Line 150	See Line 150	See Line 150
750	Ventura Bl Metro Rapid	Tier 3	20-30	30	N/A	N/A	See Line 150	See Line 150	See Line 150	See Line 150
169	Saticoy St	Tier 3	60-65	60	N/A	N/A	30	30	60	60
205	Wilmington Western Ave	Tier 3	30-65	45-65	55-65	55-65	30	30	60	60
230	Laurel Canyon Bl	Tier 3	35	35	35	35	20	20	30	30
232	S. Sepulveda Bl, PCH	Tier 3	15-35	30	30-35	30-35	15	30	30	30
236	Balboa Bl	Tier 3	70	70	70	70	30	30	60	60
242, 243	Tampa Ave, Winnetka Ave	Tier 3	60	60	N/A	N/A	30	30	60	60
244	De Soto Ave	Tier 3	50-60	50-60	N/A	N/A	20	30	40	40
246	Avalon Bl - San Pedro	Tier 3	35-60	60	60	60	30	30	30	30
261	Artesia - Long Beach Stations	Tier 3	N/A	N/A	N/A	N/A	20	20	30	30
266	Rosemead Bl, Lakewood Bl	Tier 3	25-35	35	45-50	45-50	20	20	30	30
267	El Monte Pasadena - Altadena via Temple City Bl	Tier 3	60	60	60	60	30	30	60	60
662	Pasadena - Altadena via Lake Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
268	El Monte - Altadena - JPL	Tier 3	55	55	55	55	30	30	60	60
294	San Fernando Rd (Burbank - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
794	San Fernando Rd Metro Rapid	Tier 3	20-30	30	N/A	N/A	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294
450	San Pedro - Harbor Gateway - downtown LA	Tier 3	N/A	N/A	N/A	N/A	20	30	30	30
950	San Pedro J Line BRT	Tier 3	15	30	30	30	See Line 450	See Line 450	See Line 450	See Line 450
460	Disneyland - Norwalk Station - downtown LA	Tier 3	20-35	25-35	28-33	28-33	30	30	30	30
487	El Monte - San Gabriel Bl - Dtn LA	Tier 3	50	50	52-60	52-60	15	30	60	60
287	El Monte - Arcadia	Tier 3	N/A	N/A	N/A	N/A	30	30	60	60
501	Pasadena - North Hollywood via SR-134 Freeway	Tier 3	45	45	45	45	20	30	40	40
602	UCLA - Pacific Palisades	Tier 3	30-60	60	60	60	30	30	45	45

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
660	Pasadena - Altadena via Fair Oaks Ave	Tier 3	N/A	N/A	N/A	N/A	20	20	20	20
665	Cal State LA - City Terrace Shuttle	Tier 3	60	60	60	60	30	30	40	40
684	Eagle Rock Bl	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
686	Allen Ave - Colorado Bl - Del Mar Station	Tier 3	60	60	60	60	30	30	60	60
71	LAC USC Med Ctr, Cal State LA	Tier 4	60	60	60	60	See Line 106	See Line 106	See Line 106	See Line 106
96	Riverside Dr	Tier 4	60	60	60	60	See Line 296	See Line 296	See Line 296	See Line 296
296	Riverside Dr	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
102	La Tijera Bl, Exposition Bl	Tier 4	30-60	30-60	30-60	30-60	45	45	45	45
126	Manhattan Beach Bl	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
128	Alondra Bl	Tier 4	50-65	55	N/A	N/A	60	60	60	60
134	Santa Monica - Malibu via PCH	Tier 4	N/A	N/A	N/A	N/A	45	45	45	45
534	Santa Monica - Malibu via PCH	Tier 4	20-60	30-60	35-55	35-55	See Line 134	See Line 134	See Line 134	See Line 134
153	E. Burbank Bl	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
154	W. Burbank Bl	Tier 4	60	60	N/A	N/A	60	60	60	60
155	Riverside Dr, Magnolia Bl	Tier 4	65	65	65	65	40	40	60	60
158	Plummer St, Woodman Ave	Tier 4	60	60	60	60	30-60	30-60	60	60
161	Canoga Station - Thousand Oaks	Tier 4	30-60	60	65	65	30-60	60	60	60
167	Coldwater Cyn Ave, Devonshire St	Tier 4	50-60	50	50-60	50-60	60	60	60	60
175	Silver Lake	Tier 4	60	N/A	N/A	N/A	See Line 182	See Line 182	See Line 182	See Line 182
176	Mission Dr - El Monte - The Shops at Montebello	Tier 4	60	60	N/A	N/A	See Line 287	See Line 287	N/A	N/A
287	El Monte - The Shops at Montebello	Tier 4	N/A	N/A	N/A	N/A	60	60	N/A	N/A
177	JPL - Pasadena	Tier 4	Suspended	N/A	N/A	N/A	30	N/A	N/A	N/A
183	Magnolia Bl	Tier 4	55	55	65	65	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155
201	Silver Lake Dr - Glendale	Tier 4	65-70	65-70	70	70	N/A	N/A	N/A	N/A
202	Alameda St	Tier 4	55-60	N/A	N/A	N/A	60	60	N/A	N/A
209	Van Ness Ave, Arlington Ave	Tier 4	60	60	N/A	N/A	60	60	N/A	N/A
211, 215	Prairie Ave, Inglewood Ave	Tier 4	50-55	N/A	N/A	N/A	40	40	60	60
218	Laurel Canyon	Tier 4	45-52	48	45-55	45-55	60	60	60	60
222	Hollywood Wy, Cahuenga Bl	Tier 4	60	60	60	60	30-60	30-60	60	60
237, 656	Woodley Ave, Cahuenga Bl (incl. Owl)	Tier 4	45-50	50	50-60	50-60	60	60	60	60
239	White Oak Ave	Tier 4	60-70	60-70	N/A	N/A	60	60	60	60
252	Cypress Park - Soto St	Tier 4	40-50	40	40-55	40-55	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256
254	Boyle Ave	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
256	Eastern Ave - Pasadena	Tier 4	60	60	60	60	See Line 182	See Line 182	See Line 182	See Line 182
256A	Pasadena - Highland Park	Tier 4	N/A	N/A	N/A	N/A	40	40	40	40
256C	Eastern Ave Commerce	Tier 4	N/A	N/A	N/A	N/A	40	40	40	40
258	Altadena - Paramount	Tier 4	60	60	N/A	N/A	40	40	60	60
264	City of Hope - Altadena	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A
265	Paramount Bl	Tier 4	60	60	60	60	40	40	60	60
344	Hawthorne Bl - Palos Verdes	Tier 4	30-60	30-60	60	60	30	60	60	60

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
442	Manchester Ave Express	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
489	San Marino - Rosemead Bl - Dtn LA	Tier 4	50-60	N/A	N/A	N/A	20	N/A	N/A	N/A
550	San Pedro - Harbor Gateway - USC	Tier 4	60	60	60	60	30	N/A	N/A	N/A
577	El Monte Station - Long Beach VA Med Ctr	Tier 4	55-70	60	N/A	N/A	30	45	N/A	N/A
607	Windsor Hills - Inglewood	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
611	Huntington Park Shuttle	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A
612	South Gate Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
621	Norwalk Station - Whittwood Mall	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
625	LAX C Line (Green) Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
645	Valley Circle Mulholland Dr	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
685	Glendale College - Glassell Park	Tier 4	60	60	N/A	N/A	N/A	N/A	N/A	N/A
687	Los Robles Ave - Colorado Bl - Del Mar Station	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A



Metro

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

Board Report

File #: 2021-0083, **File Type:** Motion / Motion Response

Agenda Number: 27.1.

**REGULAR BOARD MEETING
FEBRUARY 25, 2021**

Motion by:

DIRECTOR GARCETTI

Related to Item 27: FY22 Revenue Service Hour (RSH) Program Parameters and Motion 11.1 FY21 Service Increase Motion Update

**SUBJECT: AMENDMENT TO FY22 REVENUE SERVICE HOUR (RSH) PROGRAM
PARAMETERS AND MOTION 11.1 FY21 SERVICE INCREASE MOTION UPDATE**

RECOMMENDATION

APPROVE Motion by Director Garcetti that the Board direct the Chief Executive Officer to:

Amend the current timeline to accelerate the implementation of 6.5 million Revenue Service Hours by June 2021 and 7 million by September 2021.

ITEM 26

Motion 10.1 & 27.1 Update FY21 Operations Recovery Plan

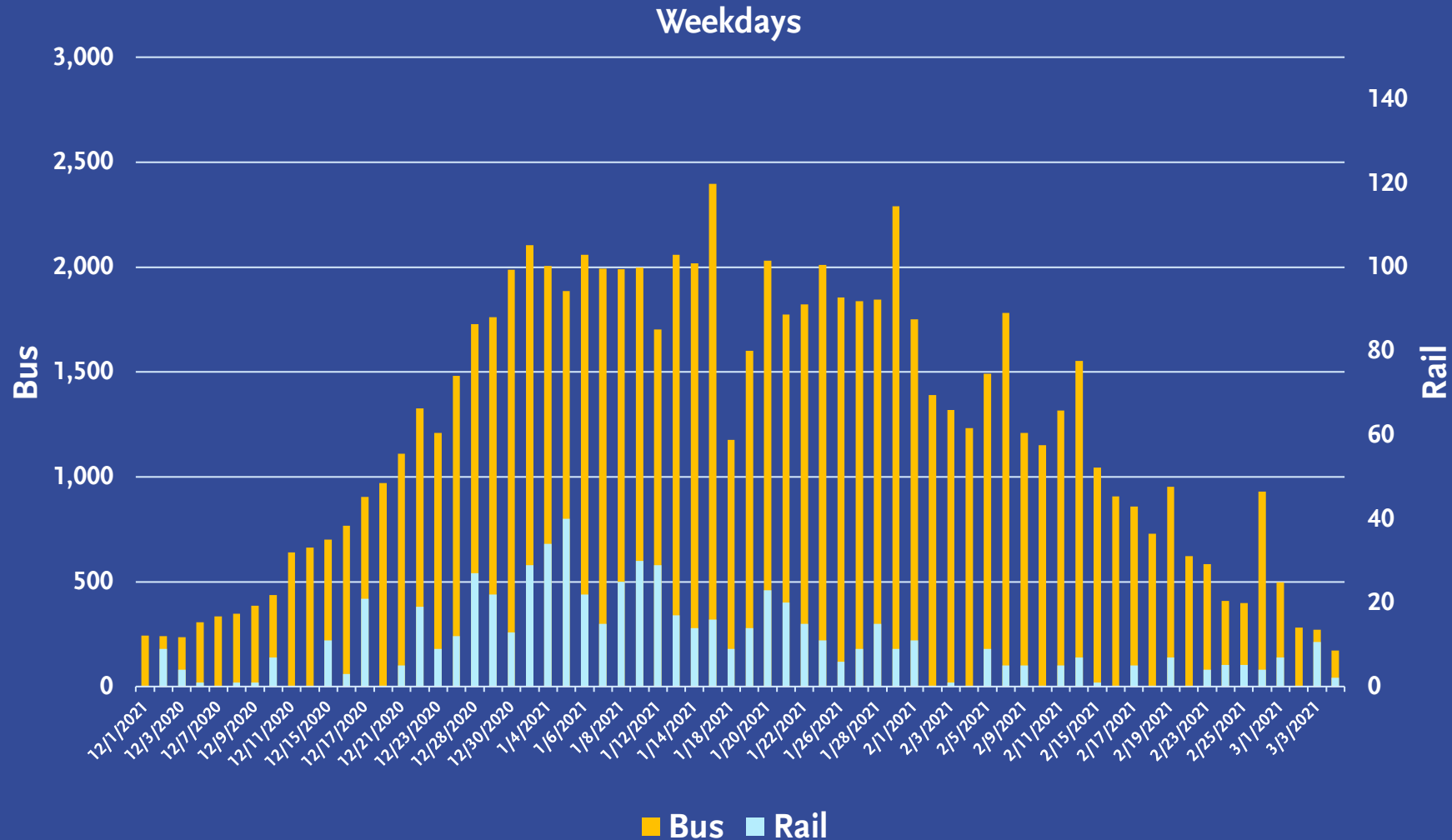


Passenger Loads

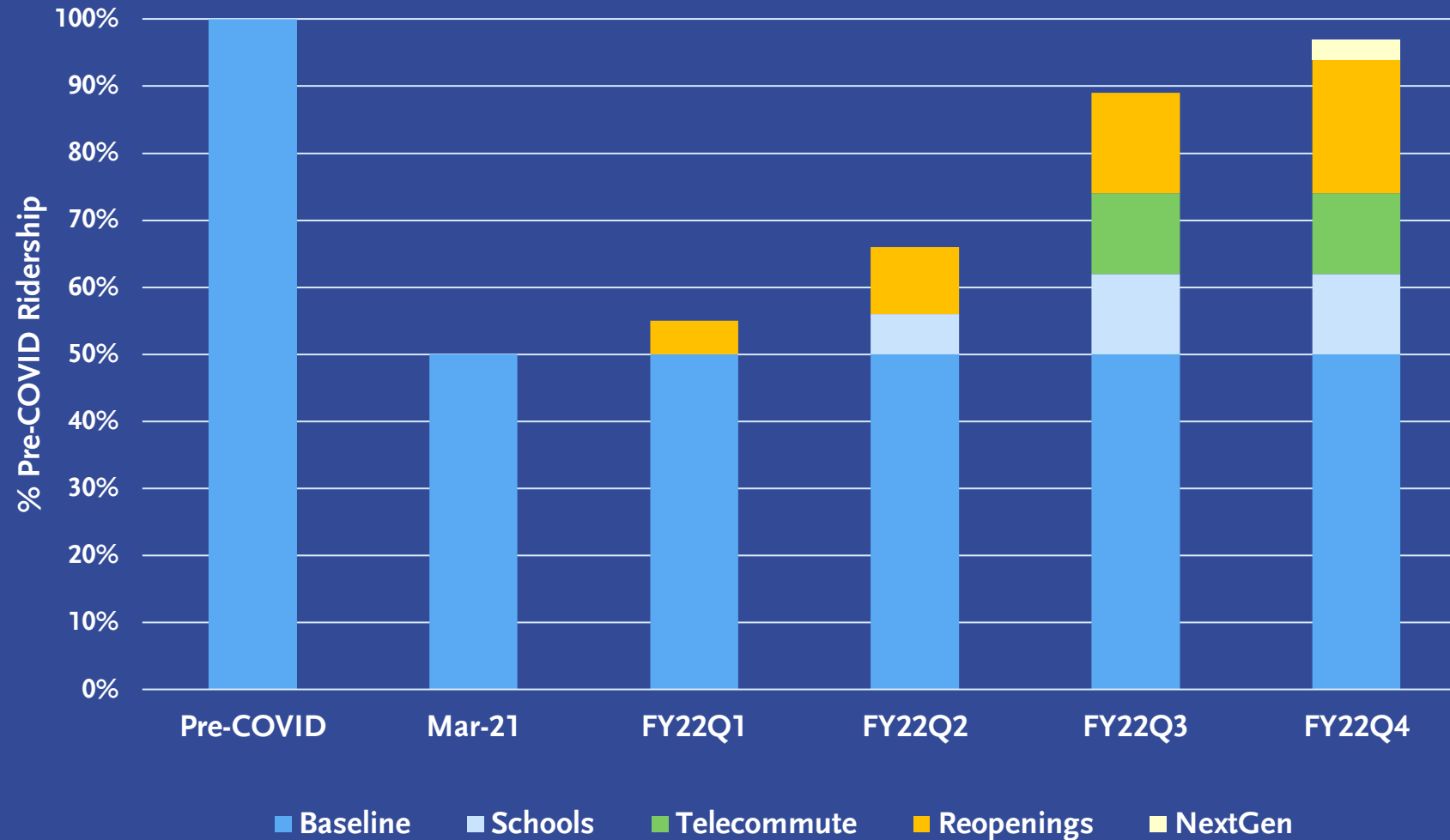
	Target	Status
Passenger Load	<ul style="list-style-type: none">98% of weekly trips should not exceed an average of 75% of seated capacity.	<ul style="list-style-type: none">Weekdays: average 1.3% or 142 trips (range 1.2% to 1.5%) so on average meets the targetSaturdays: average 4.4% or 293 trips (range 3.7% to 4.9%)Sundays: average 2.1% or 136 trips (range 1.5% to 2.5%)

An extra 47 weekday, 86 Saturday, and 48 Sunday trips are planned to be added to high demand lines starting April 12 to accommodate heavier passenger loads.

Cancelled Work Hours



FY22 Ridership Projection



Accelerated Bus Operator Hiring Plan

Bus Operator accelerated hiring activities commenced in February 2021 and are ongoing in full support of a graduation target rate of 100 bus operators per month beginning April 2021

As of Monday, April 12, 2021, about 966 applications in the hiring pipeline, with interviews going on now. Two classes were started in March 2021 and 2 more are set to begin in April and throughout the summer in support of reaching our goal.

Class space and logistical matters are currently being addressed in a manner that is safe and adheres to COVID-19 guidelines

Fully supports the updated FY21-FY22 revenue service hour parameters:

- 6.5 M RSH by June 2021
- 7.0 M RSH by September 2021

Bus Operator Hiring Communications Efforts

External Bus Operator Job Landing Page, Flyer & Hiring Video– Updated and available

Internal/External Messaging - Agency Ad, SharePoint, COVID Brief, CEO's Every Voice Counts, LinkedIn, Metro's The Source, Metro Project Account Distribution Lists, Education Partners/Colleges, Veterans Program, Local Government/Community Relations and Community Based Organizations, State of California Employment Development Department America's Job Centers, WIN-LA, Faith Leadership Council, and SMART

Social Media Buy – Launched social media targeted efforts, including Facebook, Indeed, ESPN radio ad, and partnering with the LA Kings for advertisement on their website

Board of Director (BOD) Media Tool Kit – Created as a resource for sharing our bus operator hiring initiative across BOD communication platforms and with constituents

Recruitment Dashboard –Easily track recruitment activities and adjust hiring activities/tactics as necessary



Now Hiring 800 Bus Operators!

lacmta.sharepoint.com

Metro is Hiring! We need your help to get the word out. Operators are at the core of Metro service and keep Los Angeles Moving. As we ramp up service across Los Angeles County, Metro is hiring nearly 800 Bus Operators. Know someone who wants to join...



BUS OPERATOR POSITIONS



Board Report

File #: 2021-0194, **File Type:** Informational Report

Agenda Number: 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021**

SUBJECT: BETTER BUS PROGRAM

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE report on Metro's new Better Bus program, a Customer Experience initiative to improve service for our bus customers.

ISSUE

Metro is launching a new initiative, the Better Bus Program, to transform the bus riding experience in Los Angeles County to provide dignified experiences for the 75 percent of Metro riders who take the bus each day. This report describes the rationale for creating the program, the key focus areas, the current work plan, and next steps for advancing the program.

INTRODUCTION

Better Bus, a new agency-wide effort coordinated by the Customer Experience unit in the Office of the CEO, seeks to highlight and address bus rider needs by making improvements to bus services and stops. The purpose of Better Bus is to align Metro's collective efforts around elevating investments that improve bus speed, ease, safety and comfort. Metro aims to transform the bus riding journeys in Los Angeles County by providing dignified experiences for the three-fourths of Metro riders that take the bus.

Better Bus gives special attention to bus riders, guided by our board-adopted Equity Platform, which calls for "an equality of outcome" and not just equal treatment of our riders. For example, where rail riders largely have shelter, lighting, seating at all train stations, most bus riders lack access to these basic amenities at stops (only 24% of stops served by Metro have shelter). Better Bus works toward providing dignified trip experiences for all riders, by addressing the greatest inequities first, which are largely felt by our bus riders.

Currently, the half-a-million daily riders on our bus system disproportionately represent Equity Focus Communities (communities Metro defines as high-need based on income, race, and car ownership), with significant numbers of essential workers and people in economic distress. Even prior to the COVID pandemic-driven service cuts, bus riders sometimes experienced pain points such as unreliable and slow buses, long wait times, insufficient delay or service advisory information, uninviting bus stops, concerns about

homelessness, concerns about personal security, and cleanliness at bus stops and onboard. These aspects of service need to be improved to provide a dignified customer experience and advance social and racial equity for Metro customers.

Providing high-quality trip experiences for bus riders is more imperative now than ever before. During the pandemic, the Metro's bus system retained more riders than other public transit modes. The bus is a lifeline for riders and non-riders alike, as it is critical to the functioning of LA County's health and economic systems. Bus ridership has continued to recover since early 2020, and as of March 2021, hovers at just around half of pre-pandemic levels. Metro buses continue to transport just under 500,000 riders each day, compared to around 120,000 riders on rail. There are more daily bus riders during the pandemic than on rail on a typical pre-pandemic day.

This report outlines key components of the Better Bus Program and how they relate to existing Metro plans and programs that seek to improve bus service, most notably NextGen and the 2020 Customer Experience Plan. This report also sets a broad vision for implementing Better Bus through the development of a comprehensive, multi-year funding plan.

Metro works to provide high-quality bus service to the residents of LA County through the everyday efforts of front-line employees, operations and maintenance staff, and projects such as the NextGen Bus Plan. However, despite this abundant attention, there has never been a consolidation of Metro's bus efforts into one unified program. The goal of Better Bus is to provide a framework for improving all aspects of the bus rider experience that will allow for ridership growth, equity, and increased effectiveness of the bus in delivering mobility and access to opportunity for all. The Better Bus Program also advocates for greater investment in all aspects of the bus system.

The COVID-19 pandemic has thrown into sharp relief the importance of bus as the workhorse of the public transit system in Los Angeles. Even prior to the COVID pandemic, nearly three-fourths of Metro's systemwide ridership was on bus, and many essential workers continue to travel by bus. In California, an estimated 36% of residents who commute by transit work in essential industries, and half of these commuters are service workers in the most critical sectors, including healthcare, food service, public safety, transportation and government services (2015-2019 ACS data).

Improving the bus is also key to Metro's commitment to racial justice, particularly during the pandemic, as racial inequities have been exacerbated by the parallel health and economic crises. Based on comparisons of Fall 2019 and Fall 2020 bus rider surveys, bus riders who have continued to ride during the pandemic are largely Latino (70%, up from 66% prior to the pandemic) and Black (18%, up from 15%), 15% of riders have at least one disability, and the median household income of bus riders is about \$18,000 (compared to about \$28,000 for rail riders).

The Better Bus Program incorporates the work contained in the NextGen Bus Plan and ties closely with several initiatives in the Customer Experience Plan. The first phase of the NextGen Bus Plan was rolled out in December 2020, and subsequent phases will be completed in 2021. NextGen is restructuring the bus network to be more relevant to today's travel patterns, provide more frequent service on key corridors, particularly off-peak, and improve the speed of service via supportive infrastructure such as the new 5th and 6th Street bus-only lanes in Downtown LA. Metro recognizes, however, that more needs to be done to realize a high quality bus system, including more frequent service, improved on-time performance, bus stop seating, shelter and lighting, better security, improved cleanliness, and reliable real-time information. Better Bus will advance the work on these additional aspects of service quality beyond what was contemplated in NextGen.

The Board-adopted Customer Experience (CX) Plan focuses on providing dignified trip experiences for all

riders while emphasizing the need to prioritize bus-related improvements, to reflect the large majority of Metro’s riders who take the bus. The CX Plan set the stage for the launch of the Better Bus Program by outlining 38 bus-specific recommendations that are planned or underway, led by various departments across Metro that are a part of the Better Bus Team. Better Bus is housed in the Office of the CEO and led by the Customer Experience Executive Officer, and the initiative enjoys active participation from all corners of the agency.

DISCUSSION

Bus Customer Pain Points

The Better Bus Program focuses first and foremost on bus customer pain points and seeks to develop solutions that are responsive to these issues. Staff has completed an annual Customer Experience Survey that will guide decision-making and investments in Metro transit service. From the results of this annual survey, Better Bus will focus on the pain points identified as target issues for current and lapsed bus riders, detailed in Table 1. Target issues are those that customers rate low but are most important to their trip experiences.

Table 1: Bus Results from 2020 Customer Experience Survey

Target Issues	Other Pain Points
<ul style="list-style-type: none"> • Delay advisories • Bus interior cleanliness/graffiti • Bus stop cleanliness/graffiti • Bus stop seating • Rule enforcement • Security • Rider concerns about homelessness on the bus 	<ul style="list-style-type: none"> • On time performance • Speed/travel time • Bus Frequency • Sexual harassment • Racial/ethnic harassment

Some pain points may receive lower or higher ratings among particular groups of riders. For example, safety from sexual harassment is lower among young women and especially among riders who are gender non-binary. Another example, bus on-time performance, frequency, and speed receive fairly high scores from current riders. However, as these are all important components of travel time competitiveness with driving, they are among the top reasons that potential riders choose not to ride Metro buses.

The customer input from the 2020 Customer Experience survey and past Metro surveys and studies has been central to the vision, workplan, and performance metrics of Better Bus. Bus riders have consistently experienced particular pain points and have shared their feedback with Metro for some time. The bullets below summarize feedback received through a variety of past surveys and public outreach efforts:

- **Vision 2028.** The Customer Satisfaction Survey conducted in 2017 for the Vision 2028 strategic planning process showed that speed, frequency, and reliability are top issues. Also, concerns over security on board and at bus stops also serve as major barriers to riding the bus.
- **NextGen Bus Study and Plan.** Metro staff began this project in February 2018 and received a total of 16,300 comments about how to improve bus service. When fully implemented, NextGen will help address the factors listed as concerns of “all riders” in the first column of Table 2: travel speed, frequency, and reliability. However, many of the documented customer needs extend beyond what is being addressed through the NextGen Bus Plan implementation. Among current, former, and infrequent riders/non-riders, staff identified key pain points for each customer group, also shown in Table 2. These include bus stop safety, first/last mile connections, on-board comfort, and other

experiential aspects of riding the bus. NextGen found that the waiting experience (at bus stops) can be as important as the on-board experience for bus riders.

Table 2: Findings from NextGen Outreach and Engagement

	All Riders	Current Riders	Former Riders	Infrequent/Non-Riders
Key Pain Points	Travel Speed	More service	Security (women, certain geographies)	Information (non-riders)
	Frequency	Fares	First/Last Mile (elderly, higher income)	First/Last Mile (women, youth, elderly)
	Reliability	Information	Comfort (odor, crowding)	Comfort (odor, crowding)

- Understanding How Women Travel Study.** In 2019, Metro completed a study titled *Understanding How Women Travel* guided by the agency’s Women and Girls Governing Council. This study team surveyed current and previous riders, as well as non-riders, and analyzed gender data currently collected by the agency. The study found that women, who make up more than half of current bus riders, are largely impacted by concerns over personal security, service reliability, and rider amenities at bus stops and on board:

 - Personal security (all transit users and non-riders):** Based on a stated preference survey of current and previous Metro riders, as well as non-riders, concern over personal security is the largest barrier to riding transit for women. Just 13% of current female riders feel safe waiting for transit after dark (compared to 30% of male riders).
 - Bus reliability:** The top three complaints filed by female Metro bus riders are all related to reliability: bus pass-ups, no shows, late buses, and unreliable or absent real-time information. Considering that women are more likely to trip chain than men, service reliability becomes increasingly important.
 - Bus customer facilities:** Nearly 60% of female riders with children bring their kids on transit, yet many women express difficulty in riding Metro with children and strollers. Only 39% of women feel that there is adequate space on board for the items they need to carry.

This feedback underscores the need to focus more attention on our bus system going forward. Hence, Better Bus seeks to address these pain points and more. By doing so, Better Bus will dramatically improve service and attract more riders to the system.

Better Bus Work Plan

Better Bus was first established in 2019 as an ongoing, inter-departmental forum for staff to collaborate on bus-focused improvements. The initiative consists of an Executive Team and topical working groups. The Better Bus vision and early actions, detailed in Table 3, center on the core needs of Metro’s bus riders, evidenced by the various surveys and studies detailed above. To address these pain points, staff structured a work plan around three key focus areas: speed and service quality, ease, and safety and comfort. These three areas of focus are core to improving the customer experience for Metro bus riders and merit taking a comprehensive approach to realize a Better Bus system.

Table 3: Better Bus Vision and Early Actions

Category	Vision	Working Group	Proposed Early Actions (FY21-22) – subject to funding	Lead Department
Speed & Service Quality	<ul style="list-style-type: none"> • Travel time is competitive • Wait time is minimal • Bus is on time 	NextGen Joint Bus Speed Working Group (with LADOT)	<ul style="list-style-type: none"> • Securing approvals for 2-3 new bus lanes • Transit signal priority on all Tier I corridors • Bus stop and zone improvements • NextGen frequency improvements • Exploring policy changes and permitting agreements with local jurisdictions 	Service Planning and Analysis (Operations)
Ease	<ul style="list-style-type: none"> • Easy to pay and validate fare • Affordable • Trip planning is easy and real-time information is accurate • Accessing bus stop is convenient from home, and key destinations are easy to access from bus stops • The transfer experience is easy between 	Real-Time Arrival Information, Better Bus Customer and Community Engagement	<ul style="list-style-type: none"> • Procure enhanced prediction engine to improve real-time data accuracy • Improve data feed for Transit App • SMS alert system and route-by-route scorecard • Coordination with the Fareless System Initiative to offer free rides for qualifying customers to make it easier and more affordable for more people to ride 	ITS, Marketing (Communications), TAP (Finance & Budget)

	modes and agencies			
Safety & Comfort	<ul style="list-style-type: none"> Riding the bus feels safe Crowding on board is at a comfortable level The waiting experience, and boarding and alighting the bus, is comfortable for people of all abilities Riders and operators are following mask requirements* 	Better Bus Stops, On-board security and cleanliness	<ul style="list-style-type: none"> Pilot tests of new features at bus stops Develop regional standards for bus stops Launch Flexible Dispatch Pilot to improve bus security Install vinyl seats on buses Pilot tests of midday layover cleaning of bus interiors and enhanced bus stop cleaning Exploring partnerships with local jurisdictions and municipal operators 	Stops and Zones (Operations); System Security & Law Enforcement; Environmental Compliance and Sustainability; Vehicle and Equipment Acquisition (Operations); Office of Civil Rights and Inclusion

*temporary measure during COVID

The Better Bus Team acknowledges the range and scope of work needed to holistically improve the bus system, particularly given the increasing demands on limited resources. For this reason, the Team established the following guidelines in developing the work plan. As the program evolves, these guidelines will remain.

- **Prioritize highest-impact investments.** Better Bus focuses first on the top customer pain points to guide investments. Additionally, Better Bus will prioritize improvements for Equity Focus Communities and vulnerable riders, including riders with disabilities, the elderly and women and girls.
- **Package a vision for a better bus experience.** Metro will work hand-in-hand with local and regional partners to communicate a vision for improving the bus system that emphasizes creative and nimble approaches to improve the experience of current riders as quickly as possible. Metro will be leveraging local, regional and federal opportunities to prioritize bus investments and collaborate on achieving shared goals. Better Bus will also look to national and international best practices for inspiration.
- **Develop an ongoing dialogue with riders.** The program will solicit feedback on an ongoing basis and open a two-way dialogue with riders. The Better Bus team is developing an online tool that allows riders to gain access to critical information for their trip, including delay advisories and providing opportunities to weigh in on how to make their trips better. The team will also be engaging customers and community partners through rider listening initiatives, which could take the form of focus groups or telephone surveys.

The Better Bus Program takes an incremental approach, starting with innovative, lower cost, and scalable solutions wherever possible. For example, Better Bus is launching a series of pilot programs by mid-2021 to test improvements, such as e-paper signs, lighting and other customer amenities at select bus stops. Better Bus also looks beyond these pilots at long-term, enterprise-wide improvements that will require systems change and ongoing funding sources. For example, only about a quarter of bus stops served by Metro have shelter, and providing shade at the remaining bus stops will require larger investment and new partnership models with cities. This change will not happen overnight, but the Better Bus Program will formalize the effort to ensure long term investment for our riders.

The Better Bus Program is supported by the CX Plan, which sets deadlines and assigns responsible

departments for each of its 38 bus improvement recommendations. A full menu of proposed Better Bus investments through FY26 is included as Attachment A and denotes initiatives not previously captured in NextGen or the CX Plan. In addition, the Better Bus team has also identified 37 performance metrics that will be used to measure progress in completing each of the recommendations.

Better Bus Funding and Implementation

At the January 28th Regular Board Meeting Metro's CEO directed the Planning Department and Office of Management and Budget to work with the Chief of Staff and Executive Officers for Equity and Race and Customer Experience to develop a comprehensive multi-year financial plan for Better Bus.

The total projected investment for the Better Bus Program through FY26 is \$1.88 billion (Attachment A). Many of the line items within the Better Bus work plan are unfunded or partly funded. Some were approved by the Board through the FY21 mid-year budget adjustment and are already being pursued. The Better Bus Team has requested funding for several items in the FY22 budget as well. Per CEO direction in January, Metro will develop a funding strategy for the unfunded components.

With Metro's fiscal constraints, which have been exacerbated by the COVID-19 pandemic, funding Better Bus improvements will require creativity, resourcefulness, and tradeoffs. The pandemic has significantly reduced bus ridership and fare revenue, and the sales taxes that provide the bulk of Metro's operating subsidy are also lower than anticipated. The lower revenue has increased our operating shortfall. Federal stimulus funding helps address the shortfall, but when it ends, Metro will need to identify other sources of funding. The Better Bus Team, with the support of the Planning Department and OMB, will present options that have the potential to fund the Better Bus program during the May Board meeting.

Better Bus staff will be prioritizing projects based on four qualitative criteria (each rated Low/Medium/High):

1. Equity
2. Customer Priority (as determined by the annual customer experience survey results),
3. Project continuation (for example, for pilot projects that need funding to continue), and,
4. Cost/benefit.

Funding of Incremental Improvements (FY21-22): Progress

Several Better Bus pilot programs received funding (totaling \$2.3 million) to get started via the FY21 midyear Customer Experience program, including:

- Homelessness: Limited emergency short term shelter (hotel vouchers) and regular statistically valid counts on bus and rail.
- Flexible Dispatch Pilot: enables Metro to respond to issues on the system with appropriate staff, such as homeless outreach or law enforcement as the situation demands.
- TransitWatch marketing campaign: Digital advertising campaign to increase TransitWatch app and text message use to help customers feel safe.
- Digital Rider Alert system: A robust system to enable riders to receive customized service and emergency alerts through text messages and other channels.
- Rescue Ride: A pilot program that quickly identifies customers impacted by a missed run or pass-up in real-time and offers them a free ride code for an on-demand shared ride service to get them where they need to go.
- Cleanliness: Acceleration of vinyl seat installations on bus fleets and power washing equipment for Metro Stops & Zones for a bus stop cleaning pilot.

Metro's Environmental Compliance and Sustainability Department (ECSD), has been working on several climate impact reduction projects that strengthen the execution of future Better Bus related projects. The

outcomes of the ECSD work allowed the Better Bus Team to: 1) develop priority criteria for shelter placements and other bus stop improvements, and 2) complete a conceptual design of a bus stop pole that can accommodate additional improvements, such as solar lighting, real-time information, shade/cooling options and seating for customers. These efforts align with the execution of climate impact-reduction strategies contained in the 10-year sustainability strategic plan, *Moving Beyond Sustainability*. Additional ECSD resources and efforts could potentially be leveraged alongside future grants to develop and execute bus stop improvement pilots, especially in Equity Focus Communities and high-heat areas.

Staff also continue to apply for, and secure, grants to support the Board-approved components of the Better Bus vision, including a SB1 grant that Metro received to install bus speed improvements along the NextGen Tier I corridors (\$25 million with 50% local match). The Board has also directed staff to use \$24.3 million of FY21 mid-year funds to support preparation to restore bus service to a 7.0 million Revenue Service Hour level by September 2021.

FY22 Proposed Funding

As shown in Attachment A, the below Better Bus elements (totaling \$208.5 million) have been included in the FY22 budget, which will be presented to the Board for approval in May 2021.

- Additional staffing to cover expanding scopes for the Better Bus and Customer Experience programs to conduct annual customer experience surveys and to develop a comprehensive LA28 Mobility Concept Plan per Board motion 42, to prepare for the World Cup and Olympics.
- NextGen Speed and Reliability Improvements
- Programs to address homelessness
- Flexible dispatch pilot
- TransitWatch marketing
- Call Point Security Program
- Bus stop cleaning enhancements
- Bus interior mid-day layover cleaning pilot
- Bus stop improvement pilots with shelter, solar lighting, real-time displays, and other customer features
- Acceleration of vinyl seat installations
- Digital Rider Alert System
- Surprise and Delight Program: arts, music, and customer giveaways to surprise and delight customers, per Board motion 45.1

Long-Term Investments (FY23-26) Progress

Beyond FY22, the Better Bus Team is developing a multi-year capital and operating plan for Better Bus (FY23-FY26) and applying criteria to prioritize high-impact investments. Metro's Planning Department is currently identifying opportunities for potential funding of Better Bus investments through grants and where there might be other funds that can address the needs of the Better Bus program, while addressing Metro's expected growing operating shortfall.

The Better Bus Team is working with OMB, Planning, and Government Relations to identify funding sources and policies that could accelerate the implementation of the program by:

- Aligning State and Federal legislative agenda to the goals of Better Bus with specific requests for financial resources for homeless supportive services and for bus shelters to address rising heat and racial inequalities.
- Providing input on the Automated Bus Lane Enforcement (ABLE) pilot program enabling legislation (AB 917, Bloom), that would help address bus reliability issues sometimes faced by our riders by keeping bus lanes clear.
- Developing a list of grants that could support Better Bus improvements, understanding that

Metro already receives and/or programs virtually all available transit-eligible grants to ongoing operations, essential state-of-good-repair, and the voter-approved expansion of transit service.

- Identifying, for Board consideration, tradeoffs for repurposing existing funds.

Full implementation of Better Bus is contingent on funding availability. Many of these improvements, such as customer features at bus stops, will require regional collaboration and cost-sharing.

FINANCIAL IMPACT

At the direction of the CEO, Planning and OMB are developing a funding strategy for the Better Bus program improvements over a five-year time frame. The funding strategy is expected for the May Board cycle.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Metro's 10-year strategic plan, Vision 2028 calls for Metro to "invest in a world class bus system that is reliable, convenient and attractive to more users for more trips" (Goal 1.2). Central to this goal is a vision for "smooth trip" which includes both high-quality service features, such as faster and more reliable service, but also improved customer experience along the complete trip journey, from planning one's trip, accessing the transit stop, and arriving at one's destination on time (Goal 2). Better Bus is central to achieving both of these goals.

NEXT STEPS

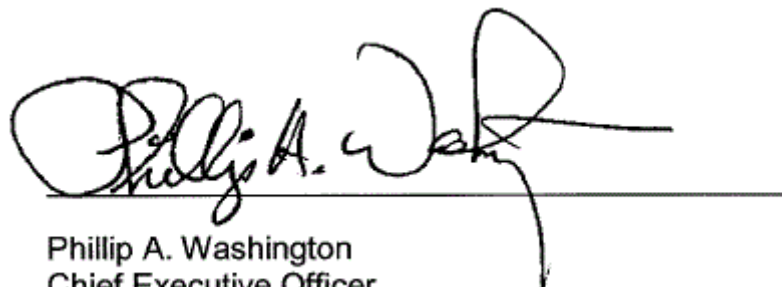
Metro plans to publicly launch Better Bus and start a round of public engagement and outreach in 2021. Many of the early action items outlined in this report (Table 3) will begin in mid-2021.

Staff continues to develop the funding strategy for Better Bus and will update the Board in May.

Attachment A - Better Bus Program Menu of Potential Investments FY22-FY26

Prepared by: Cassie Halls, Senior Transportation Planner, Customer Experience (213) 922-2757
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Reviewed by: Nadine Lee, Chief of Staff (213) 922-7950



Phillip A. Washington
Chief Executive Officer

ATTACHMENT A

Better Bus Program Menu of Potential Investments FY22-FY26

Category	Project/Initiative	Description	FY22 Proposed Funding	Unfunded FY23-FY26 Estimated Cost	Customer Priority (2020 Customer Experience Survey)
1	Safety & Comfort Programs to address homelessness <i>EXPANDED beyond 2020 CX Plan</i>	Per Board Motion 26.2, transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, with input from the Public Safety Advisory Committee. Costs are inclusive of both bus and rail.	\$ 20,000,000	\$ 87,249,318	High
2	Safety & Comfort Programs to address homelessness (in 2020 CX Plan)	Enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services for people experiencing homelessness on the Metro system. FY22 funding responsive to Motion 26.2. FY23-26 based on tripling of the number of homeless outreach teams and temporary emergency shelter. Also seeking state and federal funding support. Costs are inclusive of both bus and rail.	\$ 7,000,000	\$ 74,091,918	High
3	Safety & Comfort Programs to address homelessness (in 2020 CX Plan)	Regular counts to monitor trends and gauge the success of Metro efforts to address homelessness. Costs are inclusive of both bus and rail.	\$ 250,000	\$ 1,090,616	High
4	Safety & Comfort Flexible Dispatch Pilot (in 2020 CX Plan)	Dispatchers to enable Metro to respond to problems on the system with appropriate staff: from homeless outreach or law enforcement as the situation demands.	\$ 1,000,000	\$ 4,362,466	High
5	Safety & Comfort TransitWatch marketing <i>EXPANDED beyond 2020 CX Plan</i>	Digital advertising campaign to increase TransitWatch downloads and use to keep Metro safe. Costs are inclusive of both bus and rail.	\$ 150,000	\$ 654,370	High
6	Safety & Comfort Bus Stop Improvements <i>EXPANDED beyond 2020 CX Plan</i>	Pilot tests of seats, solar lights, e-paper displays for real-time information, and text-to-speech buttons attached to bus stop posts. Partnership with 1-2 cities to install cooling features in high-heat areas.	\$ 100,000	\$ 1,000,000	High
7	Safety & Comfort Bus Stop Improvements (in 2020 CX Plan)	Metro has over 11,000 stops. This increases the percent with shelters from 24% to 60%. Would require grant or local funding, possibly in combination with incentives identified by Metro.	\$ -	\$ 62,870,000	High
8	Safety & Comfort Bus Stop Cleaning Pilot <i>NEW</i>	New powerwashing equipment for Stops & Zones and technology to improve efficiency and maximize existing staff time. Equipment costs fully funded in FY21, testing pilot in FY22.	\$ -	TBD	High
9	Safety & Comfort Bus On-Board Cleaning Pilot <i>NEW</i>	Bus interior mid-run cleaning pilot	\$ 456,653	TBD	High
10	Safety & Comfort Acceleration of Vinyl Seat Installs (in 2020 CX Plan)	Replace fabric seats with easier-to-clean vinyl to improve ability to clean and sanitize buses and improve passenger comfort. Cost projected for 1,000 buses.	\$ 1,016,037	\$ 2,799,000	High
11	Safety & Comfort Digital Rider Alert system (in 2020 CX Plan)	A robust system to enable riders to receive customized service and emergency alerts through text messages and other channels, and to provide an easy way for riders to communicate with Metro.	\$ 500,000	TBD	High
12	Safety & Comfort Surprise and Delight (in 2020 CX Plan)	Arts, music, and customer giveaways to surprise and delight customers, per Board motion 45.1	\$ 250,000	\$ 1,600,000	N/A
13	Safety & Comfort Station Evaluation Program	Quarterly inspect of 144 Metro stations and transit centers	\$ 250,000	\$ 1,051,010	High
14	Safety & Comfort Call Point Security Program (in 2020 CX Plan)	Blue light boxes recommended by Women and Girls Governing Council to improve security on BRT and the rail system, per Motion 26.2. Pursuing external grant.	\$ 5,000,000	\$ 7,579,000	Medium
15	Speed NextGen Speed and Reliability Improvements	Bus Priority Lane Expansion on Tier 1 Lines. \$25M via SB1 awarded for FY22-24.	\$ 3,500,000	\$ 84,298,858	Medium
16	Speed NextGen Speed and Reliability Improvements	Spot improvements (signal retiming, etc.)	\$ -	\$ 31,020,201	Medium
17	Speed NextGen Speed and Reliability Improvements	Bus Stop Bulb Outs for Tier 1 & 2 Corridors to speed up service and make room for bus stop shelters and other improvements	\$ -	\$ 416,323,213	Medium
18	Speed NextGen Speed and Reliability Improvements	Layover Optimization (10 per year) to improve efficiency	\$ 400,000	\$ 130,101,004	Medium
19	Speed NextGen Speed and Reliability Improvements	Relocating Bus Stops Nearside to Farside to improve safety and speed (100 stops/year)	\$ 100,000	\$ 26,020,201	Medium
20	Speed NextGen Speed and Reliability Improvements	Transit Signal Priority Field Implementation for Tier 1 & 2 Corridors	\$ 3,000,000	\$ 84,298,858	Medium
21	Speed NextGen Speed and Reliability Improvements	City of LA Transit Signal Priority Software Upgrade to improve speed	TBD	TBD	Medium
22	Speed NextGen Speed and Reliability Improvements	All-door boarding expansion. Pending Fareless System Initiative decision.	\$ -	\$ 29,000,000	Medium
23	Speed Automated Bus Lane Enforcement (ABLE) Pilot program <i>NEW</i>	Dependent on enabling legislation. Pilot testing of camera enforcement on the J Line and 720 Rapid bus lanes beginning in FY23. Some cost could be offset by fines issued to motorists through the program.	\$ -	\$ 6,800,000	Medium
24	Speed Headway Management Best Practices Review (in 2020 CX Plan)	Conduct best practices research on headway management to even out bus spacing and loads on high frequency routes. Study will inform potential pilot program beginning in FY23. Pilot costs TBD.	\$ 150,000	TBD	Medium
25	Speed NextGen Frequency Restoration (7.0m rsh) (in 2020 CX Plan)	Bus frequency restoration to schedule 7.0 million revenue service hours by September 2021, per Board Motion 27.1. Reflects only Operations Department cost increase from FY21.	\$ 165,000,000	\$ 783,871,937	Medium
26	Speed Additional NextGen Frequency Improvements	Bus frequency improvements. Incremental cost relative to 7.0m rsh. Feasibility and timing TBD.	\$ -	TBD	Medium
27	Speed Labor Budget to keep Cancelled Assignments under 1% (in 2020 CX Plan)	Order of magnitude cost to shift average bus OAR from 1.18-1.20 to 1.25 to avoid missed bus runs. This is scalable to various OAR levels. Due to NextGen service changes, costs associated will be reassessed in FY22 midyear.	TBD	TBD	Medium
28	Ease Rescue Ride Pilot (in 2020 CX Plan)	A pilot program that quickly identifies customers impacted by a missed run or pass-up in real-time, and offers them a free ride code for an on-demand shared ride service.	\$ 400,000	TBD	Medium
29	Ease ATMS 2 (in 2020 CX Plan)	Replacement of aging information systems involved in delivering real time information to modernize functionality and improve reliability. Costs are inclusive of both bus and rail. Note: total project is expected to be approximately \$100M (including unshown needs after FY26).	\$ -	\$ 41,216,080	Medium
TOTAL			\$ 208,522,690	\$ 1,877,298,048	



We're creating a better bus experience.



Objective

- Build on existing plans to deliver all aspects of the bus rider experience: fast, safe, easy and comfortable.
- Elevate investments that improve the quality, equity and effectiveness of the bus as the workhorse of LA County's transit system.
- Create a new and better relationship with our bus riders.

Metro Bus Riders

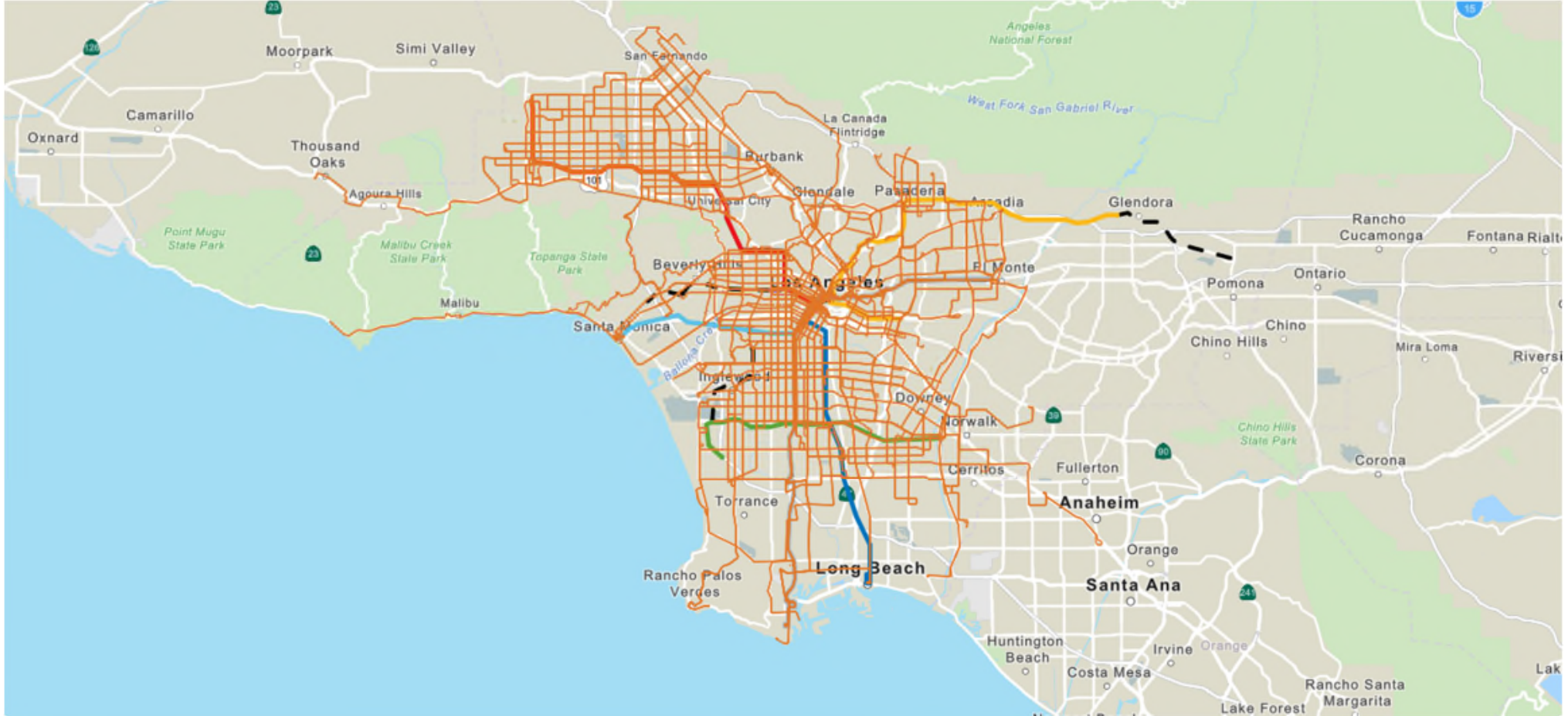
- 66% Latinx
- 15% Black
- 32% Limited English Proficient
- 81% have no car
- 68% ride 4 times a day*
- 30% pay cash
- Only 55% have a smartphone
- Median household income under \$18,000



Measure M Transit Projects



Metro Bus System Coverage



Guiding Priorities & Highlights of Early Actions

Creating a better bus experience.



Speed

- Securing approvals for new 2-3 bus lanes
- Transit signal priority on all Tier I corridors

Ease

- Improved bus arrival time predictions on Transit App
- SMS/text-based service alert system
- Bus route-by-route performance scorecard*

Safety & Comfort

- Flexible dispatch and transit ambassadors
- Pilot tests of new features at bus stops
- Accelerate vinyl seat installs on buses

Example of Improvements: Bus stop pilots



Testing lighting and real-time information displays on bus stop posts, surveying riders, looking to test other on-post improvements over the next year

Funding and Next Steps

- Menu of investments proposed for FY22-FY26 totals \$2.1B
 - FY22 funding requests total \$208.5M
 - FY23-FY26 investments to be funded total \$1.9B
- Represents scale of investment needed for a high-quality bus system
- Continue implementing FY21 Better Bus improvements, including:
 - Bus stop amenities, bus stop and on-board cleaning pilot programs
 - Publishing real-time data feed (GTFS-RT)
 - Bus lanes and signal priority
- Bring Better Bus comprehensive financial plan to Metro Board of Directors – May 2021

Thank you.

**Board Report**

File #: 2021-0154, **File Type:** Informational Report**Agenda Number:** 28.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021****SUBJECT: UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS****ACTION: RECEIVE AND FILE****RECOMMENDATION**

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

ISSUE

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

BACKGROUND

The homelessness crisis has significantly grown in the last couple of years. The Los Angeles Homeless Services Authority (LAHSA) released the results of the 2020 Greater Los Angeles Homeless Count, which showed 66,436 people in Los Angeles County experiencing homelessness. This represents a 12.7% rise from last year's Point-in-Time count of 58,936 homeless persons. The city of Los Angeles saw a 16.1% rise to 41,290 from last year's point-in-time count of 36,300 homeless persons.

DISCUSSION**P.A.T.H.**

PATH outreach teams remain agile in their ability to use a crises deployment model to continue providing outreach and support to homeless persons. The outreach teams work hand in hand with law enforcement and work closely with the Departments of Health Services, Public Health and Mental Health to provide services and housing.

On February 25, 2021, Amendment Number Two to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services was approved. Beginning March 1, 2021 through June 30, 2021, five (5) additional generalist outreach workers and one (1) additional supervisor were added to PATH's outreach teams, bringing the total to thirty-five (35) outreach team members and, up to eighty (80) interim housing beds at sites that will be accessible throughout Los Angeles County.

Metro Transit Homeless Action Plan 2.0 Update:

Four (4) core components of the Plan are being updated and will enhance the Customer Experience.

- **Research component:** three demographic surveys of people experiencing homelessness have been undertaken. Homeless Counts on rail and bus will be conducted on a quarterly basis. The next Homeless count is scheduled in August 2021.
 - Daily summaries of offloading and shelter data are reported by our law enforcement partners, Metro Transit Security (MTS) and three (3) outreach partners in Operation “Shelter the Unsheltered.”
- **Education component:** the Transit Watch App has been upgraded to include two-way texting and the ability to broadcast important information via text/push to app users.
- **Coordination component:** SSLE is in collaboration with Customer Experience to address homelessness on Metro’s system. SSLE in collaboration with the Department of Health Services secured eighty (80) shelter beds at “Home at Last” in South Los Angeles and five additional generalists have been added to PATH’s outreach teams. Collaboration with 2nd Call, a social service agency will provide ambassadors to serve on Metro’s system. The unarmed Ambassadors will be the first point of contact rather than MTS or law enforcement.
- **Outreach component:** SSLE’s Operation “Shelter the Unsheltered” aired on KABC and KNBC television in February and March, respectively. The Chief of SSLE, law enforcement and outreach partners were interviewed. The KABC interview was presented in *Metro’s Friday Facts*, a weekly snippet that informs employees on agency happenings.

Metro Bus/Rail One Day Homeless Count

On January 27, Metro SSLE in collaboration with our Law Enforcement partners and Operations conducted a one (1) - day Homeless Count on all directly operated bus and rail lines. A detailed report of the findings will be reported in the May Transit Safety and Security Board Report.

SSLE plans to execute subsequent rail and bus homeless counts to be performed on a quarterly basis. The third rail and bus homeless counts are tentatively scheduled for late August 2021. Additional counts will continue to aid us as we adjust our outreach efforts to focus on locations that are in need. We are working with the Executive Officer for Customer Experience to develop a method to obtain more detailed information on behaviors that are observed on the system to enable Metro to better determine the specific support that should be provided to assist the unhoused.

Metro Transit Ambassador Program

SSLE is collaborating with Metro’s WIN-LA Program and 2nd Call, a community-based organization, to pilot a Transit Ambassador Program designed to assist law enforcement with Operation “Shelter the Unsheltered” that connects people experiencing homelessness to outreach services. Through 2nd Call, select ex-offenders will be recruited to work with law enforcement in this pilot program.

Operation “Shelter the Unsheltered”

Metro has taken a proactive role in developing innovative solutions to provide resources to homeless persons seeking shelter on Metro’s system and infrastructures. Operation “Shelter the Unsheltered” is one of the solutions implemented to provide services to unhoused persons on Metro’s system through coordinated efforts with County and City of Los Angeles. The Operation is a collaborative outreach effort between Metro’s law enforcement partners and partnerships with PATH, The Dream Center and LA DOOR. The Operation began April 1, 2020 and is ongoing. Since the Operation’s

inception, the total number of individuals housed April 2020 through March 15, 2021 is 743. On March 19, 2021, KNBC aired a report on SSLE's Operation "Shelter the Unsheltered." The KNBC story is now available on the KNBC website:

<https://www.nbclosangeles.com/on-air/la-metro-helps-the-homeless/2554183/>
<[### **Outreach Partnerships**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nbclosangeles.com%2Fon-air%2Fla-metro-helps-the-homeless%2F2554183%2F&data=04%7C01%7CBurrellGarciaJ%40metro.net%7C8c8750ecf1f44bb1f35908d8eb0b7d1e%7C57129bdbfd4caca77fc74c40364af%7C0%7C0%7C637517781858249184%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=yatCJvDTQY8L2L%2Fys42s1%2BX3Vdj6d1xWhXMhKx%2BtqJQ%3D&reserved=0>.</p></div><div data-bbox=)

LA DOOR - Los Angeles City Attorney's Office

The program is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR outreach teams participate in Operation "Shelter the Unsheltered". The outreach teams deploy to Union Station, MacArthur Park and 7th Street/Metro locations. The total number of contacts by LA DOOR beginning July 8, 2020 through March 15, 2021 is 2,633.

The Dream Center - A Community-Based Organization within Angeles Temple

Los Angeles faith-based organization provides outreach services at Union Station Friday nights, at the close of the station, providing end-of-the-line service to offer assistance to homeless persons. The Dream Center outreach teams participate in Operation "Shelter the Unsheltered." The total number of contacts by the Dream Center beginning July 10, 2020 through March 15, 2021 is 1,036.

NEXT STEPS

SSLE is working with the Los Angeles Police Department on piloting a Flexible Dispatch Program. Once the details of the program are ready to implement, SSLE will report back to the Board with an update. We are aiming for May 1, 2021 to implement the program. Note: March 2021 PATH performance metrics, Motel Reports, Law Enforcement Homeless Outreach Metrics, and Success Stories will be included in the May monthly board report.

ATTACHMENTS

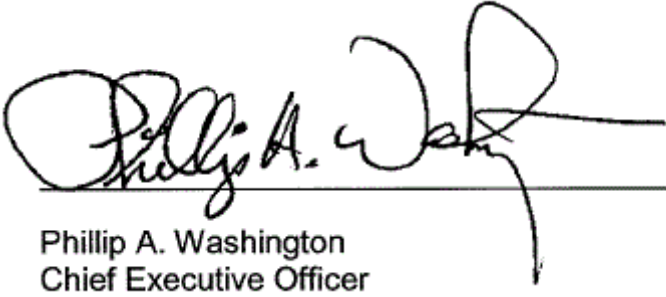
Attachment A - PATH Homeless Outreach Update January - February 2021

Attachment B - PATH Motel Report January - February 2021

Attachment C - Law Enforcement Homeless Outreach Updates January - February 2021

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

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



Phillip A. Washington
Chief Executive Officer

PATH Homeless Outreach Efforts**C3 Homeless Outreach January 1, 2021 through February 28, 2021**

Performance Measure	January Number Served	February Number Served	Project Year 2017 To date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	145	150	8,454
Number of Unduplicated individuals engaged (engagement phase)	55	73	4,308
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	*Unavailable	*Unavailable
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	32	29	1,963
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	0	0	414
Number of unduplicated individuals engaged who are permanently housed	22	14	373

January Motel Report

Secured 21 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 40 homeless persons were housed in 21 motel rooms
 - 10 families – couples and women with children, 1 couple without children
 - 11 clients – singularly housed

Total Motel Expense: \$51,994.82

COVID-19 Expense: \$21,667.20

February Motel Report

Secured 24 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 40 homeless persons were housed in 24 motel rooms
 - 10 families – 9 women with children, 1 couple with children
 - 7 clients – singularly housed

Total Motel Expense: \$40,254.34

COVID-19 Expense: \$16,727.40

PATH Success Story (January)

Client is a 35-year-old male who reports experiencing homelessness for the greater part of 10 years. He was living in his car and would move between South Los Angeles, DTLA and Victorville. Upon initial meeting, client expressed concern about his mental and physical health status'. He also shared his history and expressed that he was ready to move forward to create a positive future.

MH Specialist initially engaged client and assisted him with connecting with mental health services through South Bay Mental Health. The majority of meetings between MHS Reece and client were mental health related and consisted of support and guidance being provided to client.

MH Specialist also assisted client with connecting to medical services to address a condition that had been left untreated. He was able to establish care with a PCP and obtain needed referrals to specialists. Once client began receiving services through a DMH provider, MH Specialist reached out to DMH regarding possible housing opportunities. Client was quickly matched to Rosslyn Lofts, which were under remodeling/construction at the time.

MH Specialist assisted participant with navigating the housing process. Eventually, as late Fall/Winter months brought colder weather, PATH placed client in a motel room until he was able to sign his lease and move into his unit (December 29, 2020 – January 11, 2021).

Client is currently in permanent supportive housing (PBV) at Rosslyn Lofts in DTLA. He signed his lease and moved in on January 11, 2021.

PATH Success Story (February)

57y/o female with cancer and limited mobility and a 26y/o female with history of mental health disability Clients are a mother/daughter. Clients became homeless after mother was diagnosed with cancer and was unable to continue working. Shortly after becoming homeless, COVID pandemic occurred and further complicated the situation. Clients were sleeping on the red line when initially engaged.

Utilized project RoomKey to provide clients with stable temporary housing location. Connected clients to appropriate healthcare services. Connected clients to appropriate housing resources.

Once clients had stable temporary housing locations, mother was able to focus on health. Client underwent successful treatment of cancer. Client is now healthy, and mobility has drastically improved. Daughter continues to assist with mother's healthcare. After being connected to the county recovery rehousing program, clients were able to obtain an apartment for permanent housing. Both clients receive SSI and will be able to independently pay for rent in the near future.

PATH Motel Report January 01,2021 – February 28, 2021**January Motel Report**

1. **Family** – Mother (21) and son (3) encountered at Union Station. We placed this family at the Rosa Bell Motel in October and successfully connected them to San Fernando Valley Rescue Mission for shelter placement. Unfortunately, this placement has still not been obtained due to COVID-related quarantines. We have submitted a referral to housing navigation services through PATH and are waiting for approval. We have also submitted additional shelter referrals and are waiting for an appropriate match. In January we spent \$3180.60 to motel them. They are still motel'd.
2. **Family** - Mother (24), husband (36), and three young children were encountered at Union Station. They were placed at the Stuart Hotel in November and then Motel 6 in S. El Monte this month. We submitted a family shelter referral to Department of Health Services Housing for Health program and the family was matched to Salvation Army Lily's Place family shelter. Unfortunately, the family declined this placement, and shortly after checked themselves out of the motel. We continue to explore shelter options with them. In January we spent \$3921.22 to motel this family.
3. **Family** - Mother (35), husband (36), and two young children were referred to us by LAPD and encountered at Encinita/Rexford in December. We placed them at the Stuart Hotel at that time and submitted referrals to several family shelters and the Family Solutions Center. FSC is at capacity and unable to assist the family at this time. The family was matched to Salvation Army Lily's Place family shelter; however, they declined this placement. We continue to motel them and explore other shelter options. In January we spent \$3565.00 to motel this family. They are still motel'd.
4. **Single Male** (85) referred to us by the Sherriff's department and encountered on the Expo Line in December. He has numerous health issues, that include a terminal cancer diagnosis, also at-risk for COIVD. We placed him at the Stuart Hotel in December and referred him to Housing for Health for an interim shelter placement. We are still waiting to secure an appropriate placement for him. In January we spent \$3565.00 to motel him. He is still motel'd.
5. **Single Female** (62) encountered at Union Station in December with numerous health issues and at-risk for COVID. She was previously placed at a shelter but was discharged due to an altercation. We placed her at the Crenshaw Inn and resubmitted her for shelter. This month, she was successfully matched to shelter; however, she declined placement and returned to the street. We continue to work on a housing plan with her. In January we spent \$1100.00 to motel her.
6. **Single Male** (35) encountered at Union Station with numerous health issues that made him at-risk for COVID. He was living in his car as we helped him apply for permanent supportive

housing. In December, we placed him at the Rosa Bell Motel, and this month he successfully moved into his own apartment. In January we spent \$1026.00 to motel him.

7. **Couple** – Female (58) and male partner (66) encountered at Downtown Azusa Station. Both individuals have numerous and severe health issues, and at-risk for COVID. We placed them at Lincoln Motel this month and submitted referrals to Project Room Key. They were successfully matched and moved into Project Room Key Lincoln Plaza. In January we spent \$1764.20 to motel them.
8. **Family** – Mother (37) and daughter (14) encountered at Compton Station this month. They were placed at the Crenshaw Inn while family shelter referrals were submitted. We successfully connected them to a placement at Upward Bound family shelter. In January we spent \$310.00 to motel this family.
9. **Single Male** (59) encountered at Fillmore Station with numerous and severe health issues, and at-risk for COVID. He was previously placed at PATH Cares shelter but was discharged for behavioral issues. Due to his severe health issues and risk for COVID, we placed him at the Deluxe Motel until and soon after, secured him a placement at Project Home Key Harbor City shelter. In January we spent \$205.20 to motel him.
10. **Family** – Mother (29) and daughter (6) encountered at Union Station, young daughter at risk for COVID on the streets. This family had a homeless Section 8 voucher in hand, so we placed them at the Crenshaw Inn Motel until they could secure an apartment. Our team assisted this family with securing a unit and beginning the Housing Authority approval process. We hope to have them housed in February. In January we spent \$1265.00 to motel them. They are still motel'd.
11. **Single Male** A 62-year-old male encountered during targeted outreach was offered a motel stay given his vulnerabilities. He has been referred to Recovery Re-Housing, a program that will assist in locating permanent housing. In January, we spent \$3100 at the Stuart Hotel. He is still motel'd.
12. **Single Female** A 64-year-old female encountered during targeted outreach at 7th Street/Metro Center was offered a motel due to her many risks and vulnerabilities. She contracted COVID-19 in mid-December and is continuing to recover. On 2/1/21, she was placed in a shelter. In January, we spent \$3200 at the Stuart Hotel.
13. **Single Male** A 59-year-old male encountered at the North Hollywood Station was provided a motel room due to his high risks and vulnerabilities. He was referred to PRK but did not attain a bed. Most recently, he was referred to the Recovery Re-Housing program which will assist him in locating permanent housing. In January, we spent \$3180.60 at the Rosa Bell Motel. He is still motel'd.
14. **Single Female** A 55-year-old female encountered at the 7th Street/Metro Station was provided a motel room due to her many health issues and high risk for COVID. She has medications that require refrigeration and a breathing machine that requires electricity. She

has been matched to permanent housing and the CM is assisting with the process to secure housing. In January, \$3180.60 was spent at the Rosa Bell. She is still motel'd.

15. **Single Female** A 56-year-old female encountered during Long Beach offloading has continued her motel stay while the CM links her to other services. The participant has physical health and mental health issues and has been on the waiting list for placement through the HFH program. The CM has referred her to other shelters, but bed availability is extremely limited due to reduced capacity because of COVID-19 precautions. In January, we spent \$3180.60 at the Casa Bell. She is still motel'd.
16. **Single Male** A 52-year-old male with significant health issues was provided a temporary motel stay while the paperwork for his permanent housing is processed. All paperwork has been submitted and he is expected to move in soon. In January, we spent \$1969.40 at the Deluxe Motel. They are still motel'd.
17. **Family** A 22-year-old female with three children, ages 5, 2 and 1 month, was encountered at Union Station and provided an emergency motel stay. The CM located a family shelter at the Upward Bound Program and an intake is pending. In January, we spent \$675.50 at the Deluxe Motel. They are still motel'd.
18. **Family** A 26-year-old female and her 6-year-old daughter were encountered at the 7th Street/Metro Station and were provided an emergency motel stay. Placement at a family shelter, Holiday Helping Hands, was secured, however, the site has been under quarantine and no new clients were being accepted. The quarantine was recently lifted, and an intake is scheduled for 2/3/21. In January, we spent \$3180.60 at the Los Angeles Inn.
19. **Family** A 32-year-old female and her 7-year-old son encountered at the 7th Street/Metro Station were offered a temporary motel stay while the family is connected to programs and services. The family has been referred to FSC and an HFH has been completed. In January, \$4064.10 was spent at the Los Angeles Inn. The family is still motel'd.
20. **Male** A 48-year-old male at high risk for COVID was provided a motel stay while the CM provides linkage to other shelter and services. Transitional housing has been located; however, the participant's SSI payments have unexpectedly ceased, and the CM is working to resolve the problem with the participant's benefits. In January, we spent \$3180.60 at the Los Angeles Inn. The participant is still motel'd.
21. **Family** A 24-year-old female and her three children, ages 7, 5, and 1, were encountered during offloading at Downtown Long Beach. The CM has attempted to reconnect the family to the FSC at HOPICS, however, HOPICS does not have any shelter resources available. A referral was made to the Upward Bound program for assistance with shelter and is pending. The mother is employed, and the CM is actively searching affordable housing units. In January, \$3180.60 was spent at the Rosa Bell. The family is still motel'd.

Total: 21 rooms

13 are still in motels.

Day team: \$19,902.22

Swing team: \$32,092.60

Total: \$51,994.82

COVID-19 Expense: \$21,667.20

February Motel Report

1. **Family** - Mother (21) and son (3) encountered at Union Station. We placed this family at the Rosa Bell Motel in October 2020 and submitted several family shelter referrals. They were waitlisted until this month, and successfully moved into Holliday's Helping Hands shelter. In February we spent \$718.20 to motel them. This family is no longer motel'd.
2. **Family** - Mother (35), father (36), and two young children were referred to us by LAPD and encountered at Encinita/Rexford in December 2020. We placed them at the Stuart Hotel and submitted referrals to several family shelters and the Family Solutions Center. They were waitlisted until this month and have successfully been matched to LA Family Housing Tyrone House for shelter. We are awaiting their move-in date. In February we spent \$3200.00 to motel them. This family is still motel'd.
3. **Family** - Mother (29) and daughter (6) encountered at Union Station, experiencing homelessness with a Section 8 Voucher in-hand. We placed her at Crenshaw Inn until we could help her secure a Section 8 apartment. We assisted her with housing navigation and they successfully moved into their own apartment this month. In February we spent \$2070.00 to motel them. This family is no longer motel'd.
4. **Family** - Mother (29) and daughter (5), encountered at Beverly/Vermont station this month. We placed them at Motel 6 Canoga Park and submitted family shelter referrals. They were successfully matched and placed at Upward Bound House family shelter. In February we spent \$238.94 to motel them. This family is no longer motel'd.
5. **Single Male** (85) referred to us by the Sherriff's department and encountered on the Expo Line in December 2020. He has numerous health issues, that include a terminal cancer diagnosis, also at-risk for COVID. We placed him at the Stuart Hotel at that time and referred him to Housing for Health for an interim shelter placement and Project Room Key. He was matched to Project Room Key Orlando and successfully moved in this month. In February we spent \$805.00 to motel him. He is no longer motel'd.
6. **Single Female** (62) encountered at Union Station in December 2020 with numerous health issues and at-risk for COVID. She was previously placed at a shelter but was discharged due to an altercation. We placed her at the Crenshaw Inn and resubmitted her for shelter. Last month, she was successfully matched to shelter; however, she declined placement and returned to the street. We re-engaged her and successfully connected her with family. We placed her at Rosa Bell Motel and then reunified her with family. In February we spent \$327.80 to motel her. She is no longer motel'd.

7. **Single Male** (83) encountered at Union Station, with numerous health concerns and at-risk for COVID. We placed him at Lincoln Motel and submitted referrals to various senior living programs and shelters. We are still waiting for placement. In February we spent \$1148.60 to motel him. He is still motel'd.
8. **62-year-old male** encountered during targeted outreach was offered a motel stay due to multiple medical vulnerabilities and high risk for COVID. He has been referred to Recovery Re- Housing, a program that will assist in locating permanent housing. In January, we spent \$3100 at the Stuart Hotel. He is still motel'd.
9. **56-year-old female** encountered during Long Beach offloading has continued her motel stay while the CM links her to other services. The participant has physical health and mental health issues and is at high risk for COVID and has been on the waiting list for placement through the HFH program. On 2/24/21, she was placed at PRK Orlando. In February, \$2359.80 was spent at the Casa Bell Motel. She is no longer motel'd.
10. **59-year-old male** encountered at the North Hollywood Station was provided a motel room due to his high risks for COVID and vulnerabilities. He was referred to PRK but did not attain a bed. Most recently, he was referred to the Recovery Re-Housing program which will assist him in locating permanent housing. On 2/19/21, he was placed at PRK Orlando. In February, we spent \$1846.80 at the Rosa Bell Motel. He is no longer motel'd.
11. **55-year-old female** encountered at the 7th Street/Metro Station was provided a motel room due to her many health issues and high risk for COVID. She has medications that require refrigeration and a breathing machine that requires electricity. She has been matched to permanent housing and the CM is assisting with the process to secure housing. In February, \$2872.80 was spent at the Rosa Bell. She is still motel'd.
12. **52-year-old male** with significant health issues was provided a temporary motel stay while the paperwork for his permanent housing is processed. All paperwork has been submitted and he is still awaiting a move-in date. The CM has searched for shelter placements, but an available bed has yet to be located. In February, we spent \$2872.80 at the Deluxe Motel. He is still motel'd
13. **Family** with 22-year-old female with three children, ages 5, 2 and 1 month, was encountered at Union Station and provided an emergency motel stay. The CM located a family shelter at the Upward Bound Program and an intake is pending. On 2/14/21, she transitioned into shelter at Upward Bound. In February, we spent \$1704.30 at the Deluxe Motel. This family is no longer motel'd.
14. **Family** with a 26-year-old female and her 6-year-old daughter were encountered at the 7th Street/Metro Station and were provided an emergency motel stay. Placement at a family shelter, Holiday Helping Hands, was secured, however, the site has been under quarantine and no new clients were being accepted. The quarantine was recently lifted, however, the

client declined placement out of fear of being exposed to COVID given the many weeks the site was under quarantine. She is matched to Permanent Housing and has a move-in date of 3/11/21. In February, we spent \$2872.80 at the Los Angeles Inn. This family is still motel'd.

15. **Family** with a 32-year-old female and her 7-year-old son encountered at the 7th Street/Metro Station were offered a temporary motel stay while the family is connected to programs and services. The family has been referred to FSC, DHS, and the Upward Bound Program and placement was attained the Upward Bound Program. In February, \$1966.50 was spent at the Los Angeles Inn. This family is no longer motel'd.
16. **48-year-old male** at high risk for COVID was provided a motel stay while the CM provided linkage to other shelter and services. Transitional housing has been located, and the CM assisted in having the participants SSI payments resume. On 2/9/21, he transitioned out of the motel. In February, we spent \$820.80 at the Los Angeles Inn. He is no longer motel'd.
17. **Family** with a 24-year-old female and her three children, ages 7, 5, and 1, were encountered during offloading at Downtown Long Beach. The CM has attempted to reconnect the family to the FSC at HOPICS, however, HOPICS does not have any shelter resources available. A referral was made to the Upward Bound program and to DHS for assistance with shelter. On 3/1/21, the family was placed at Holiday Helping Hands. In February, \$2872.80 was spent at the Rosa Bell. Family is no longer motel'd.
18. **76-year-old male** with numerous health conditions and at high risk for COVID, was initially engaged at the Downtown Santa Monica Station. Given his vulnerabilities, an emergency motel stay was authorized, and the CM completed the HFH in an effort to locate a DHS shelter. On 2/19/21, the participant was placed at PRK Orlando. In February, \$1764.20 was spent at the Rosa Bell Motel. He is no longer motel'd.
19. **Family** with a 26-year-old single mother and her 5-year-old son were encountered at Downtown Long Beach Station. The mother appeared to have developmental challenges as did her 5-year-old son. An emergency motel stay was authorized while efforts were made to connect the family to shelter resources. The CM observed safety concerns for the child's wellbeing and a DCFS report was filed. DCFS did make contact with the mother, but the mother fled with the child and their whereabouts were unknown for several days. A detention warrant was approved by Dependency court to remove the child once he was located. The CM received a call from the mother and the CM convinced the mother to cooperate with DCFS. A motel stay was again authorized in order for DCFS to have a location to meet the mother and child for the purposes of removing the child from mother's custody. On 2/24/21, the child was detained. On 3/1/21, the mother was placed in interim housing. In February, \$840.80 was spent at the Rosa Bell and \$513 was spent at the Deluxe Motel. No longer motel'd.
20. **Family** with a 25-year-old single mother and her 3-year-old son were encountered at the Artesia Station. An emergency motel stay was authorized while efforts were made to

connect her to a family shelter. The mother indicated an interest in reconnecting with family out of state. The CM assisted the mother with this, and the extended family member agreed to help the mother and the child with shelter and welcomed the family to move in. In February, \$1866.80 was spent to motel the family at the Rosa Bell Motel. The family is no longer motel'd.

21. **28-year-old male** was encountered at Union Station. He appeared developmentally delayed and to have mental health issues. Given his vulnerabilities, an emergency motel stay was authorized so that he could get a COVID test in order to go into shelter. Shortly after arriving at the motel, he was removed from the hotel by the police for damaging property. In February, \$122.60 was spent for a room at the Casa Bell and \$1237.00 to replace appliances and repair damages to the room. He is no longer motel'd.
22. **66-year-old male** with numerous health issues, and at high risk for COVID, was encountered at the Downtown Long Beach station. Due to his declining health being unsheltered, an emergency motel room was authorized while the CM works on locating other shelter options. The participant is enrolled in Recovery Rehousing and an HFH has been completed. In February, \$1148.60 was spent at the Rosa Bell. He is still motel'd.
23. **52-year-old male** with numerous health issues, and cognitive delay related to a head injury, was provided an emergency motel stay while the CM attempted to secure shelter. The participant left the motel prior to being connected in shelter. In February, \$430.40 was spent at the Rosa Bell Motel. Is no longer motel'd.
24. **77-year-old male** with numerous health problems, physical disability, and at high risk for COVID, was encountered at Pershing Square and offered an emergency motel stay due to his high risks and vulnerabilities. An HFH is completed and other shelter options are actively being sought. In February, \$533 was spent at the Rosa Bell Motel. He is still motel'd.

Total Rooms: 24

8 are still in motels

Day team: \$8,508.54

Night team: \$31,745.80

Total: \$40,254.34

COVID-related: \$16,727.40

Law Enforcement Homeless Outreach Metrics, January 01, 2021 – February 28, 2021

ACTION	LAPD HOPE/TSD	LASD MET	LBPD QOL
Contacts	662	1,527	96
Referrals	48	23	24
5150 Holds	27	37	0
Mental Illness	42	314	19
Substance Abuse	24	200	36
Veterans	6	5	2
Shelter	9	4	0
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	1	0	0
Transitional Long-Term Housing	0	1	0
Detox	1	0	0
Rehab	0	0	0

LAPD HOPE Success Story (January)

On 01/27/2021, at approximately 0750 hours Transit HOPE Officers were conducting outreach and supporting clean-up operations along with DMH Clinician.

The officers were supporting a homeless cleanup at the bus stops located at Wilshire Blvd and Alvarado Street. The officers made contact with a 78-year-old female that was barefoot and lying on a piece of cardboard on the sidewalk. She was covered by only a few plastic tarps and was unable to walk or stand without assistance. It was an extremely cold day with a chance of showers. The female had been staying at this location for the past few months and was usually observed sweeping the sidewalk and nearby MTA bus bench area. The manager of the nearby Yoshinoya advised officers he had not seen her for approximately two weeks and was concerned.

He was surprised to learn that she was inside of her encampment and was unable to move about. Various people would stop by and provide food and drinks to her on a regular basis.

DMH Clinician had attempted to provide homeless outreach services to her on numerous occasions but was always met with negative results. Other Officers had been at this location, on almost a weekly basis, working to clear the sidewalk areas of homeless encampments around the westbound and eastbound Wilshire Blvd MTA bus stops. The westbound Wilshire Blvd location had become full of trash and debris due to the female not being able to maintain it due to her declining health.

DMH Clinician spoke to the female and determined she required immediate medical attention and asked officers to request an RA. Paramedics transported her to Good Samaritan Hospital. The officers conducted a follow-up to the hospital to check on her condition and to provide DMH Clinician with additional information for Adult Protective Services. The emergency room nurses stated that the female was admitted to the hospital due to her overall poor medical condition and indicated she might have required both of her legs to be amputated, had she not been transported to the hospital.

DMH Clinician indicated Adult Protective Services would follow-up with her upon her release from the hospital to place her in a shelter.

LAPD Success Story (February)

On February 2, 2021 at approximately 0845 hours, HOPE Officer Nkila, T., Officer Gettinger and Fox were assigned to the Union Red Line platform assisting security with end of the line offloading. The officers were flagged down by MTA security for an intoxicated/unresponsive man on the train.

Officers observed a male pinned between the seats lying unresponsive on the train floor. The subject was unresponsive to both auditory as well as physical stimuli. The subject had pale white/blue skin, shallow as well as sporadic breathing and had a depleted hypodermic needle (with a "black tar" residue) in his front right pants pocket. The subject had a weak pulse and was gasping for air. The subject also had puncture wounds on his arms (indicative of an intravenous drug user).

Based on the above observations as well as the officer's training/experience with narcotics users, they administered one (1) dose of Naloxone Hydrochloride (NARCAN) via subject's nostril. Approximately one (1) minute after administering NARCAN to subject, subject began breathing in a normal manner and stopped gasping for air. The subject began to regain normal skin coloring, became more responsive to physical stimuli and his pulse immediately strengthened.

LAFD RA 25 responded and assumed responsibility for medical treatment. RA 25 transported subject to White Memorial Hospital. Officers conducted a follow-up to the hospital to check on subject's status. subject was in stable condition and is expected to make a full recovery.

LASD Success Story (February)

On February 19th, 2021 MTA-CRU (Deputy Stewart/ Espinoza LPT II) made contact with a 21-year-old male who claimed to be from Virginia. During engagement the team discovered he had come to California in search for a new job and new opportunities. Unfortunately, he encountered multiple scenarios/issues that prevented him from getting a job and eventually ran out of money. They offered support and encouragement and offered to assist him as need it. At first, he was hesitant to provide any information however, after talking to him for a while he admitted he wished to be re-united with his father in Virginia. He admitted to being homeless, sleeping in the streets of L.A, the Metro system in, Santa Monica. He said he was hungry and had no money to eat. TMET gathered as much information as possible in order to assist. Our TMET/DMH team was able to find food for him and to contact the right agency in order to start family re-unification process. We were able to work with DMH/PATH who agreed on paying for fare ticket. The client transported to and boarded a bus to Virginia that Friday night. He arrived to his home Monday 02/22/21. The client reported gratitude via telephone and stated, "I don't know what I would of done if I didn't talk to you girls." He is now back at home with his father and plans on finding a job near him.

LBPD Success Story (January)

On January 29th, 2021, a LBPD Metro Detail Quality of Life officer had been patrolling the METRO Transit Mall Platform, when he encountered a subject who was not wearing shoes. Furthermore, the subject's socks were soaked from the rain. When approached by the Quality of Life officer, the subject was cooperative, but unwilling to give his name or any further information other than that he was from Los Angeles. The officer contacted the Multi Service Center (MSC) and they brought the subject a pair of shoes, socks, and a hooded sweatshirt. The subject stated that he did not want assistance from the MSC at this time boarded the train and headed back toward Los Angeles.

**Board Report**

File #: 2021-0161, **File Type:** Informational Report**Agenda Number:** 29.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021****SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) QUARTERLY UPDATE****ACTION: RECEIVE AND FILE****RECOMMENDATION**

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

ISSUE

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

BACKGROUND

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

DISCUSSION

System Security and Law Enforcement (SSLE) established an Internal Steering Committee comprising of the Office of the CEO that is inclusive of the Executive Officer for Customer Experience and Executive Officer for Equity and Race, Communications, Office of Civil Rights & Inclusion, and the Office of Inspector General that would work in designing and launching Metro's first Public Safety Advisory Committee (PSAC). The following sections outline Metro's update in convening such a committee.

PSAC Membership

Metro staff initially planned to have finalized the PSAC membership by January 2021. However, the process took longer than anticipated as we wanted to ensure the membership consisted of a diverse group of people's experiences, perspectives and best reflected the diversity of demographics that make up our ridership.

In February 2021, members of the Internal Steering Committee conducted (27) semi-finalist interviews to identify the (15) community members and (3) alternates to join PSAC. Since then, PSAC's membership has been finalized and all applicants have been notified of their status. The demographics of the community members, including the alternates, is as follows:

Age:	Total	Housing Status:	Total	Gender:	Total
25-39	67%	Homeowner	22%	Female	61%
40-60	28%	Renter	72%	Male	33%
None Selected	6%	Other	6%	None Selected	6%

Annual Income:	Total	Are you a person with a disability(s)?	Total
Less than \$30,000	22%	No	83%
\$30,000 to \$60,000	28%	Yes	17%
More than \$60,000	50%		

Which of the following best describes you?	Total	Sexual Orientation:	Total
Asian/Pacific Islander	11%	Bisexual	11%
Black/African American	39%	Gay or lesbian	11%
Caucasian	11%	Heterosexual or straight	72%
Caucasian, Native American	6%	Other	6%
Hispanic/Latinx	17%		
None Selected	11%		
Other	6%		

Considering we received strong community interest to join PSAC, staff plans to conduct additional outreach to seek feedback on the recommendations put forward by PSAC.

Kick-Off Meeting

Staff held the first PSAC meeting on Wednesday, April 7th, 2021. Agenda items included: welcome remarks by Phil Washington, Judy Gerhardt, KeAndra Cylear-Dodds, and Aaron Weinstein; and Brown Act training provided by Karen Gorman. PSAC members and alternates also had an opportunity to introduce themselves and in one word described what public safety means to them. Our facilitator team, Richard France from Estolano Advisors and Tamika Butler from TLB consulting, were in attendance and shared their role with the PSAC. Our next PSAC meeting is scheduled for Wednesday, April 21st, 2021.

Response to Motion 26.1: Compensation

Compensating members of the public who serve on advisory committees for their time and expertise helps advance equitable outcomes, uplifts the lived experiences of our historically marginalized and most vulnerable users, and levels the playing field with other advisors (technical or otherwise). Accordingly, the Office of Equity and Race in partnership with the Departments of Communication, Ethics, and others is developing a Compensation Policy (Policy) that seeks to compensate advisory committee members for their labor and the wealth of experience, expertise, and knowledge that they bring to Metro advisory committees. The Policy will apply specifically to members of the public who serve on advisory committees for Metro and currently excludes Metro employees or any agency or elected office staff who serve on advisory committees as part of their professional role.

The Policy will have a three-tiered framework for compensating advisory committee participants based upon their roles and responsibilities. The tiers increase in compensation, from \$100 to a cap of

\$200 per meeting, as roles and responsibilities expand to account for the full scope of work and expertise that members of the public offer to Metro. The Compensation Policy sets a maximum amount for total compensation fees that can be provided to advisory committee members in a fiscal year. This guiding framework for the Policy is built upon local and national best practices research on compensation policies for members of the public serving on government advisory committees.

While still being finalized, the Compensation Policy would retroactively apply to the PSAC as of April 7, 2021, which was the date of their first meeting, as a part of the first phase of implementation. All PSAC advisory committee members would be eligible for compensation, regardless of immigration status, ability, or any other status that may be a barrier to participation. Metro staff will continue to finalize the Compensation Policy, as further exploration is needed on certain details, including legal tax requirements, payment models, alternative payment methods for the unbanked or undocumented, and applicability for other advisory committees. Staff will return to the board with an update in June 2021.

NEXT STEPS

As stated in the Transit Law Enforcement Contract Services report in the March 2021 Board cycle, staff will engage PSAC for the remaining six months of the multi-agency law enforcement contract. Thus, staff will work to update the PSAC workplan accordingly to ensure members have enough time to develop their recommendations. In addition, staff is working on providing PSAC with onboarding material to support them in their recommendation process.

Staff will provide monthly updates to the Board of Directors as requested in Motion 26.1.

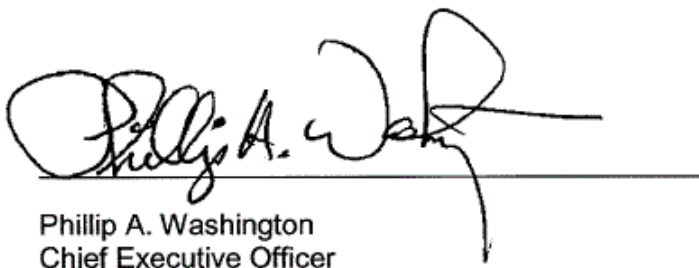
ATTACHMENTS

Attachment A - List of PSAC Members & Alternates

Prepared by: Imelda Hernandez, Manager, Transportation Planning, System Security and Law Enforcement, (213) 922-4848

KeAndra Cylear Dodds, Executive Officer, Equity and Race, Office of the CEO, (213) 922-4850

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



Phillip A. Washington
Chief Executive Officer



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

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Public Safety Advisory Committee (PSAC)

List of Members & Alternates

15 Community Members

1. Ashley Ajayi
2. Florence Annang
3. Clarence Davis
4. Scarlett de Leon
5. Maricela de Rivera
6. Esteban Garcia
7. Mechell Graham
8. Darryl Goodus
9. Sabrina Howard
10. Carrie Madden
11. Chauncey Smith
12. Constance Strickland
13. Mohammad Tajsar
14. Andrea Urmanita
15. James Wen

3 Community Member Alternates

1. Ma'ayan Dembo
2. Charles Hammerstein
3. Jessica Kellogg

3 Ex-Officio Employee Members

1. Glenda Murrell,
Train Operator
2. Jose Raigoza,
Transit Operations Supervisor
3. Ron Rodney,
Bus Operator

2 Ex-Officio Employee Alternates

1. Fabian Gallardo,
Principal Transportation Planner
2. Raul Gomez,
Train Operator



Board Report

File #: 2021-0152, File Type: Informational Report

Agenda Number: 30.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects February and March 2021 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

BACKGROUND

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

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

The SSLE compliance group continues to work on contract performance audits of the three (3) Law Enforcement Contracts, effective February 14, 2021, we used Metro's TAP reports and compared the data with the submitted law enforcement daily deployment schedules observing the adherence to ride Metro buses and trains, and patrol bus and rail stations/corridors at contracted locations. This requires all Officers and Deputies on duty to TAP their issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors. The sample size encompasses fifteen (15) days, one shift and location. The Metro TAP technical field audit resulted in the following compliance percentages by agency.

15-Day Audit

Audit Period	*03/01/21 - 03/15/21
LAPD	79%
LASD	67%
LBDP	86%
*To establish a fair audit, we consider occurrences such as TAP readers on buses being out of service.. In this audit period, LASD had TAP reader problems due to machines being out of service, resulting the Metro issued badge not reflecting as stamped on the Metro Tap report.	

We utilized a random sample, and the methodology was consistent throughout. The only variation was the deployment documentation that varies by agency, and it is not indicative of how many Officers and Deputies across the system are tapping. The audit methodology is available upon request.

All agencies continue to work with SSLE Compliance Unit to achieve contract compliance.

METRO TRANSIT SECURITY



For the month of March, Transit Security received 281 calls for service. The following is a breakdown of the call categories and response times.

- **Routine:** Transit Security received 120 calls and responded to 120 of them with an average response time of 9 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.
- **Priority:** Transit Security received 161 calls and responded to 124 of them with an average response time of 6 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.

- High Priority: Transit Security received no High Priority calls.

BUS OPERATIONS SECURITY

In February, there were a total of (6) assaults on bus operators, with (3) assaults occurring in LAPD's jurisdiction and (3) assaults occurring in LASD's jurisdiction. Five assaults occurred on the bus system on different lines and (1) assault occurred on the L (Gold) Line.

In February, there were a total of 12,784 bus boardings by LAPD officers and a total of 10,018 bus boardings by LASD deputies on various routes throughout the county. Between January and February, LAPD saw a decrease in bus boardings of 1,088 and LASD saw a decrease in bus boardings of 1,271.

In March, there were a total of (8) assaults on bus operators, with (4) assaults occurring in LAPD's jurisdiction and (4) assaults occurring in LASD's jurisdiction. All assaults occurred on the bus system on different lines.

In March, there were a total of 11,648 bus boardings by LAPD officers and a total of 9,812 bus boardings by LASD deputies on various routes throughout the county. Between February and March, LAPD saw a decrease in bus boardings of 1,136 and LASD saw a decrease in bus boardings of 206.

INFRASTRUCTURE SECURITY ISSUES

Over the last year, System Security & Law Enforcement and Operations staff have documented approximately 30 tent/rubbish fires started from homeless encampments and Recreational Vehicles/Campers (RVs) adjacent to Metro Transportation Divisions 1 and 2. The encampments are located adjacent to areas which house Compressed Natural Gas (CNG) Metro buses, large hazardous materials tanks, containers which contain motor oil, antifreeze, flammable cleaning solvents, and fuel dispensing facilities. Several of the fires at the locations have come within 300 feet of these facilities. Division management at both Divisions have expressed grave concerns regarding these ongoing fires and the serious potential for and environmental disaster, great bodily injury to Metro employees, severe damage to critical infrastructure, and adjoining neighborhood should any of these hazardous material facilities be reached by a fire from the adjacent homeless encampments or RVs.

On February 4, 2021, the Los Angeles Fire Department Office of the Fire Marshal conducted a walkthrough inspection of both Divisions to assess the fire safety risk to both facilities. In the report, the Fire Marshal indicated, in part, that "Based on the numerous amount of previous fires, repeated carelessness regarding fire safety by the individuals occupying tents, the potential ignition of stored Compressed Natural Gas (CNG), Hazardous Material Tanks and Containers along with the number of CNG Transit Buses that may be parked/stored all at one time in the yard, there should be conformity of the most restrictive Fire Code Requirements regarding safer distance modifications to homeless tents and RVs and to alleviate future unwanted ignition."

Please see Attachment (A) which provides background information and our next steps and Attachment (B) which is LAFD's report on the issues.

On March 20, 2021, at approximately 0130 hours, LAPD officers were working an MTA detail as 31BRT1, which is a Bus Riding Team were flagged down by a security officer working at 707 W Wilshire Blvd. He pointed out an arson suspect he observed setting five City trashcans on fire. The

suspect was detained and arrested. The suspect admitted to sleeping in and around the 7th St station for the past few months.

The cost estimate to repair the three (3) elevators experiencing repeated fires within the past week is roughly \$79,000. The cost of repair based on Metro’s current maintenance contracts where we have the economies of scale benefit is \$54,000.

The estimate includes labor and material cost for the following:

- Replacement of stainless steel panels in all three (3) elevators
- Replacement of the elevator floors at two (2) of the three (3) elevators
- Replacement of the stainless steel film at all three (3) elevators

MOTION #35 UPDATES

Metro’s Transit Security draft Use of Force (UOF) policy will be sent to the AFSCME and Teamsters unions for review and a meet and confer with both labor unions will be scheduled in April. We will report back in May with an update.

LASD and LBPDP have completed their Use of Force policy review. LASD met with SSLE management and are making progress on the remaining two recommendations. SSLE management provided LASD with contact information for Campaign Zero to have their changes reviewed. LBPDP continues to work with a Community Advisory Group to review and provide input to LBPDP’s Use of Force policy. There are ongoing meetings that will continue into the month of April. We will report back in May with an update.

SSLE reviewed the Use of Force policies of all RMI sub-contractors for compliance with Campaign Zero. All now meet the recommended requirements except for “*shooting at moving vehicles.*” Each agency has allowed a very narrow exception that allows their officers to shoot at the driver of a vehicle who is intentionally trying to use their vehicle as a deadly weapon to run over individuals in a crowd.

Homeless Outreach Services

See Quarterly Homeless Outreach Efforts report.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	February 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	4
Total Cases of Metro Located Sexual Harassment Contacting POV	1
Total Number of Metro Riders Requesting Counseling Services	2
Total Number of Police Reports Filed or Intended to File	2
Total Number of Active Cases	1

*March 2021 POV Performance Metrics will be provided in the May board report.

NEXT STEPS

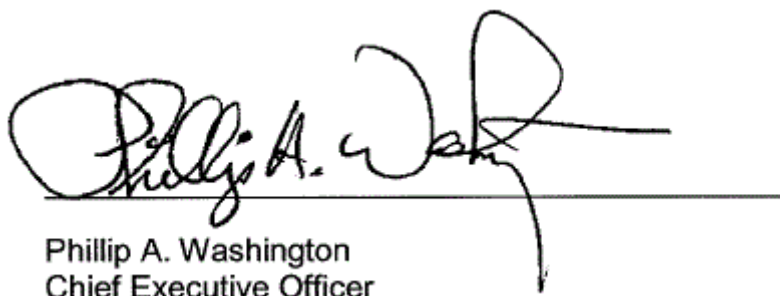
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - Systemwide Law Enforcement Overview February 2021
- Attachment A - Systemwide Law Enforcement Overview March 2021
- Attachment B - MTA Supporting Data February 2021
- Attachment B - MTA Supporting Data March 2021
- Attachment C - Transit Police Summary February 2021
- Attachment C - Transit Police Summary March 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison February 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison March 2021
- Attachment E - Sexual Crime_Harassment Calls for Service_ February 2021
- Attachment F - Violent, Prop, and Part 1 Crimes - March 2021 Board Report
- Attachment F - Violent, Prop, and Part 1 Crimes - April 2021 Board Report
- Attachment G - Div 1 & 2 Fires and Safety
- Attachment H - LAFD Report on Divs 1&2

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement, (213) 922-2615

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



Phillip A. Washington
Chief Executive Officer

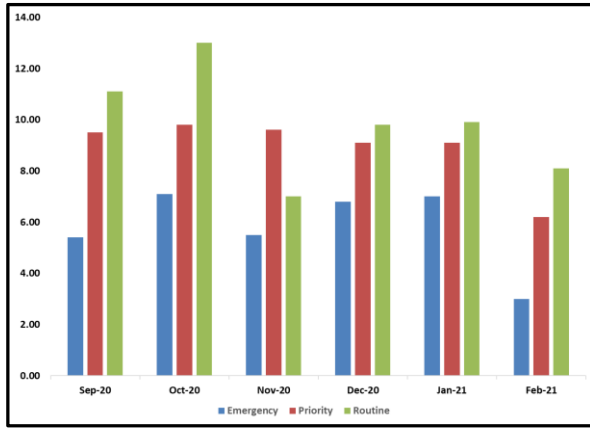
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

FEBRUARY 2021

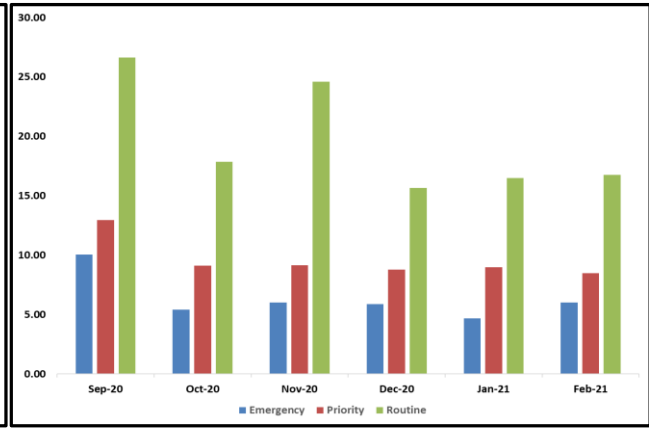
Attachment A

Average Incident Response Times

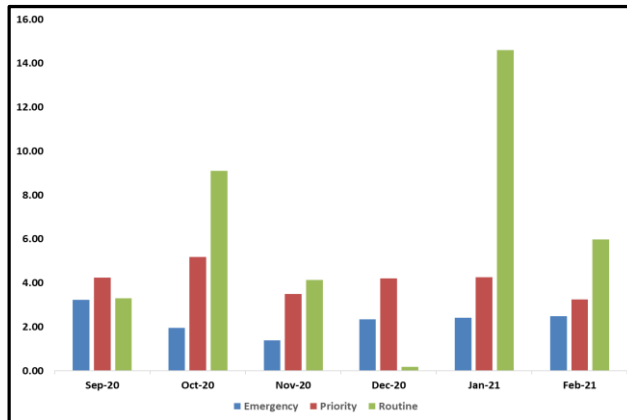
LAPD



LASD



LBPD

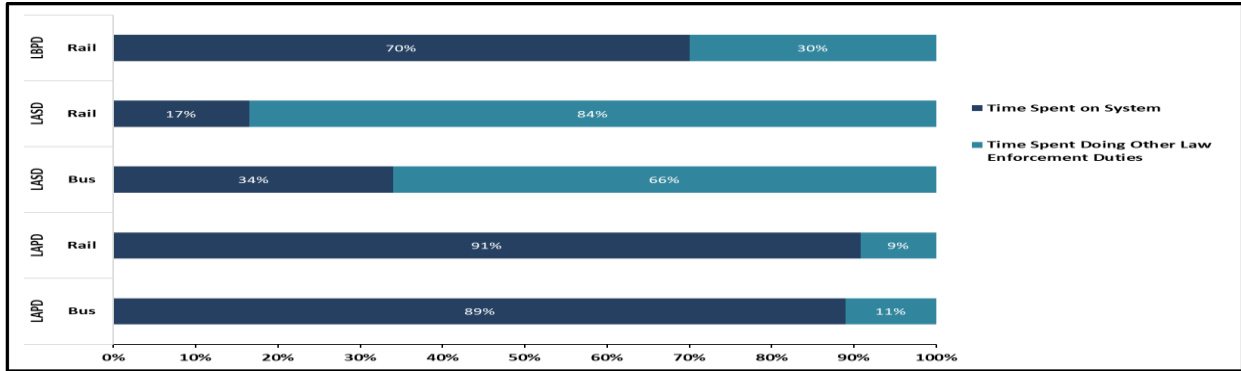


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

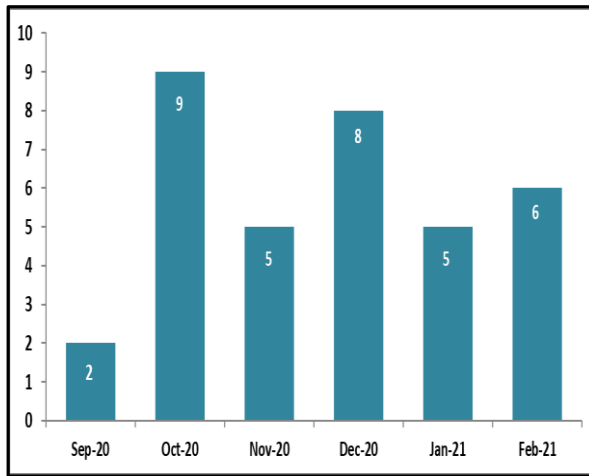
FEBRUARY 2021

Attachment A

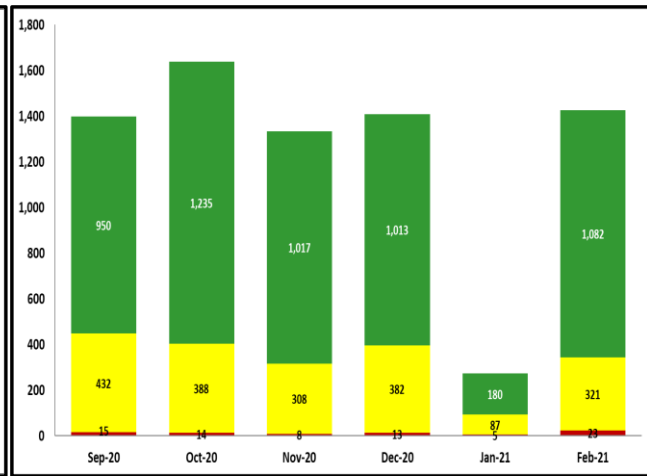
Percentage of Time Spent on the System



Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

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

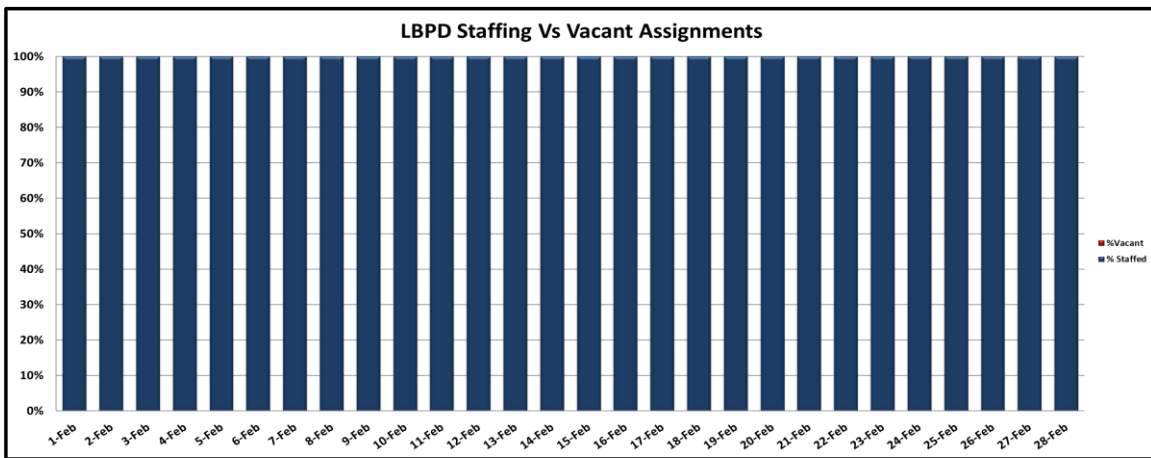
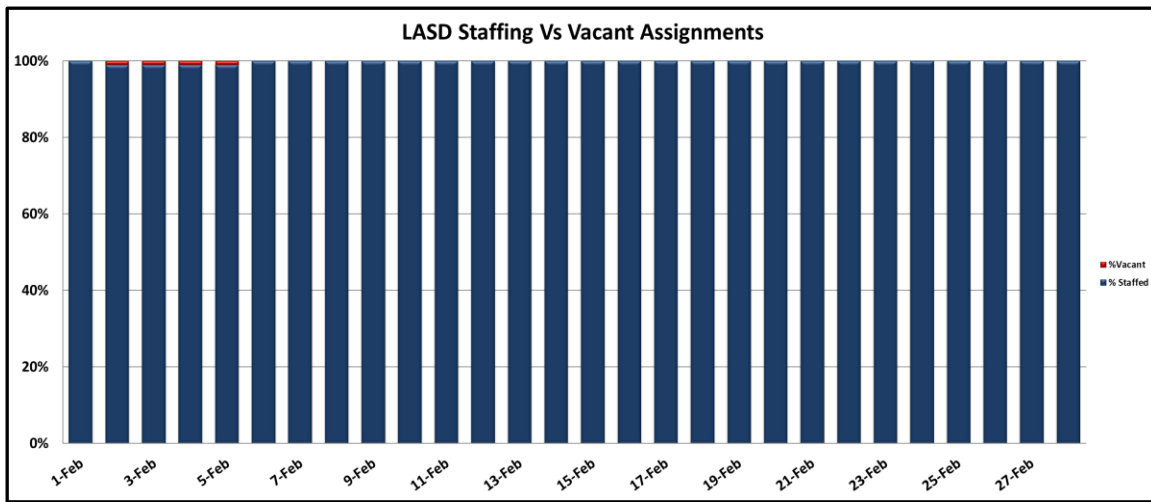
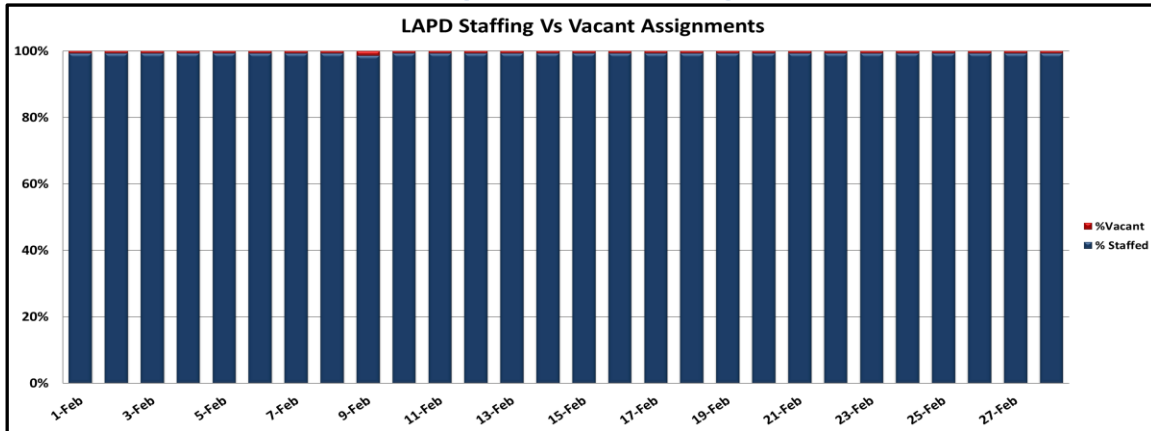
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

FEBRUARY 2021

Attachment A

Ratio of Staffing Levels vs Vacant Assignments



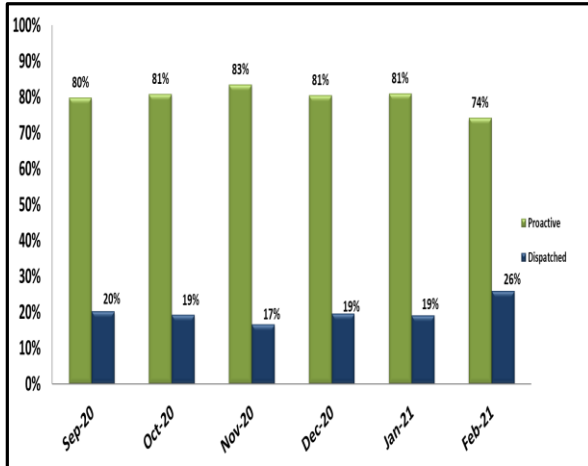
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

FEBRUARY 2021

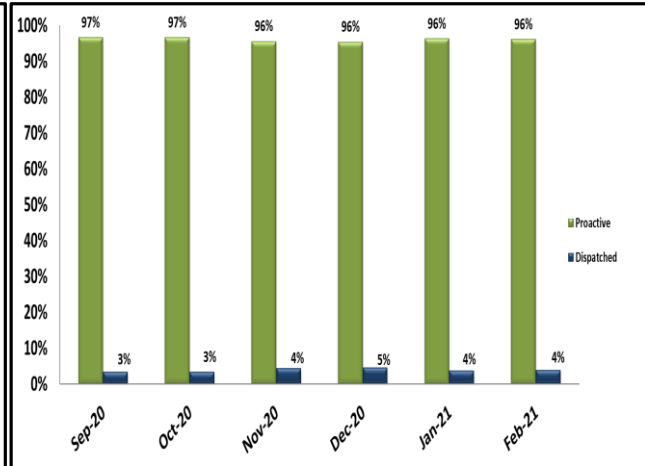
Attachment A

Ratio of Proactive vs Dispatched Activity

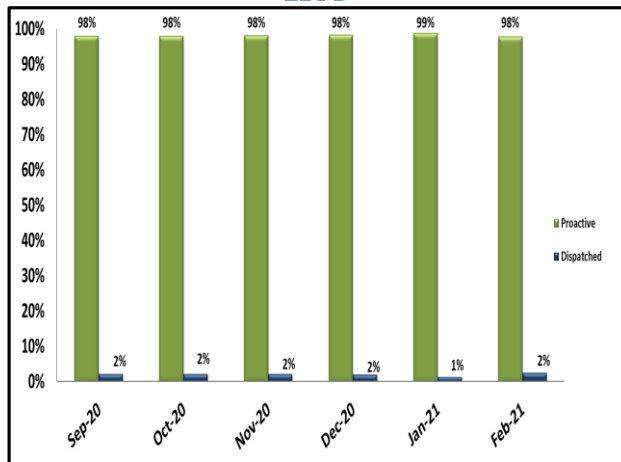
LAPD



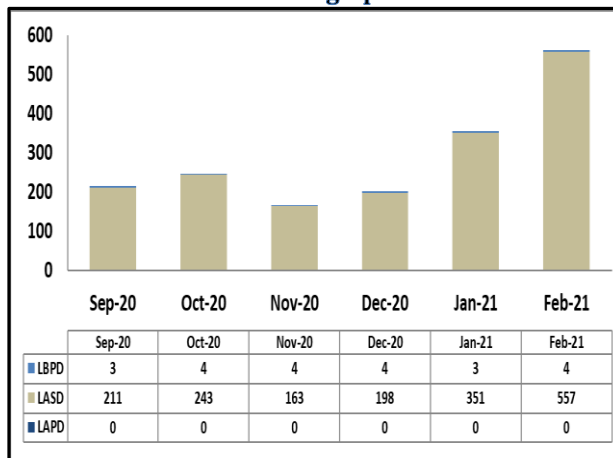
LASD



LBPD



Grade Crossing Operations



Grade Crossing Operation Locations February:

1. Blue Line Stations (223)
2. Expo Line Stations (102)
3. Gold Line Stations (236)

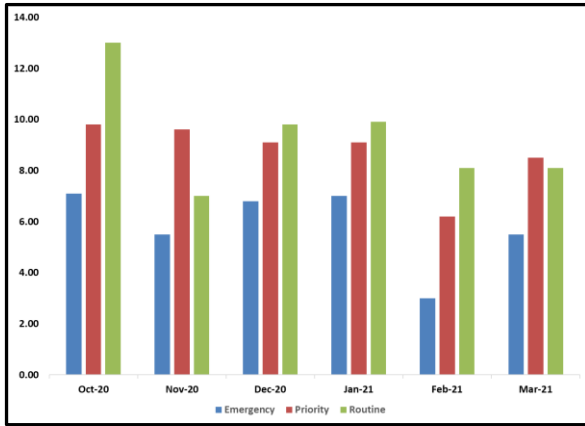
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MARCH 2021

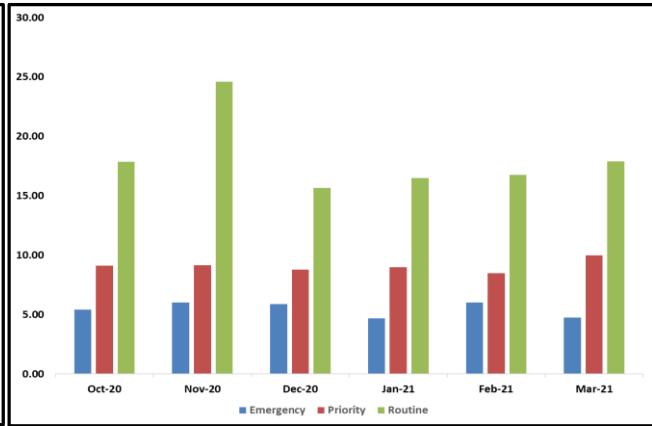
Attachment A

Average Incident Response Times

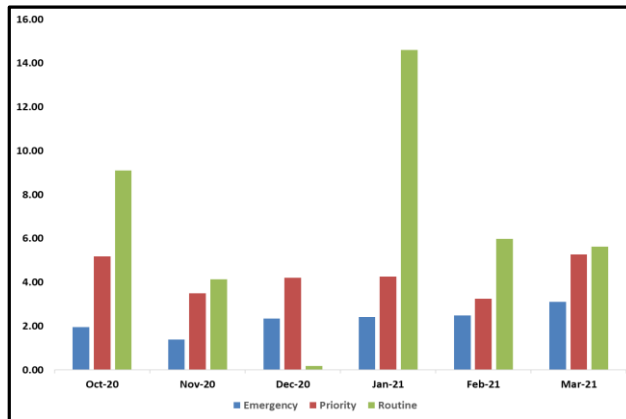
LAPD



LASD



LBPD

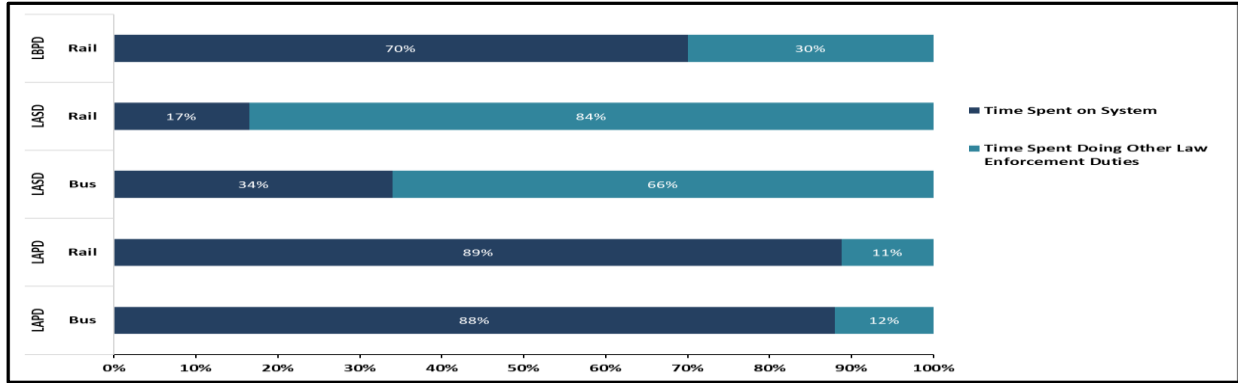


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

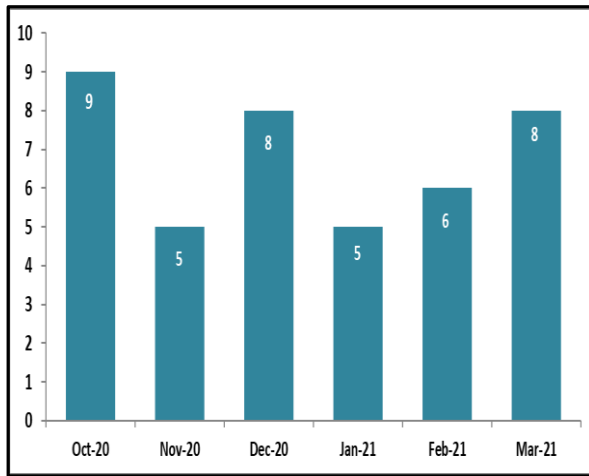
MARCH 2021

Attachment A

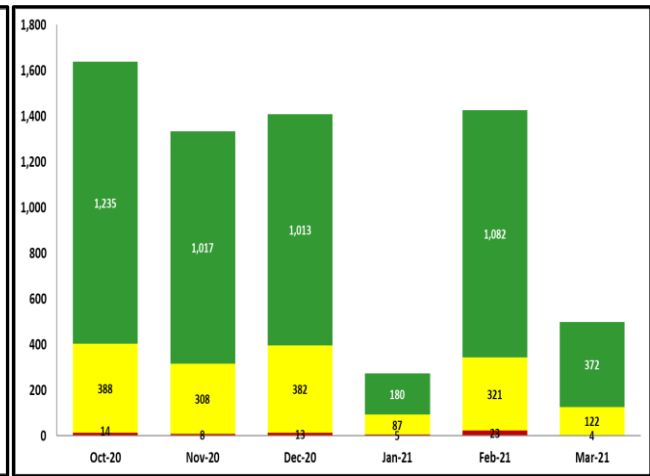
Percentage of Time Spent on the System



Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

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

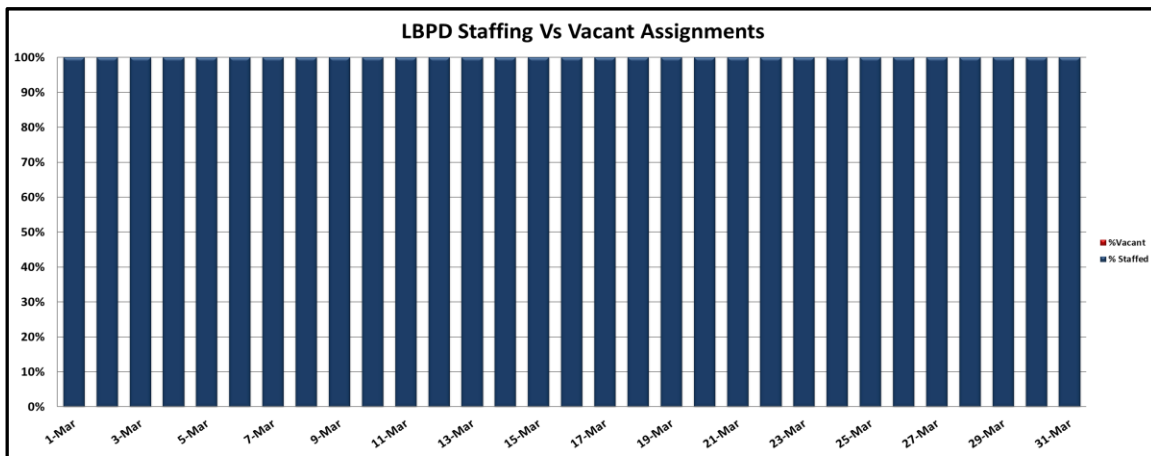
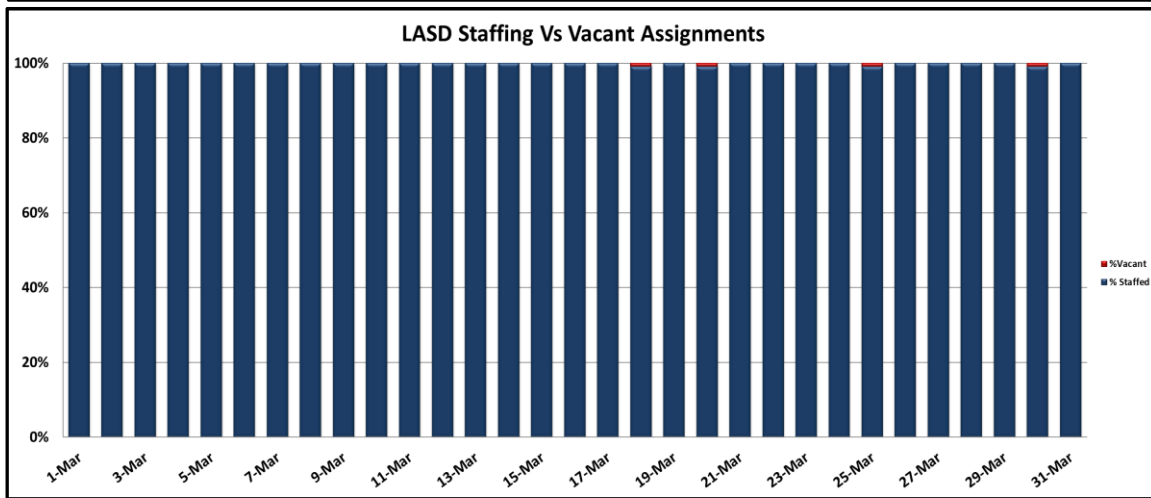
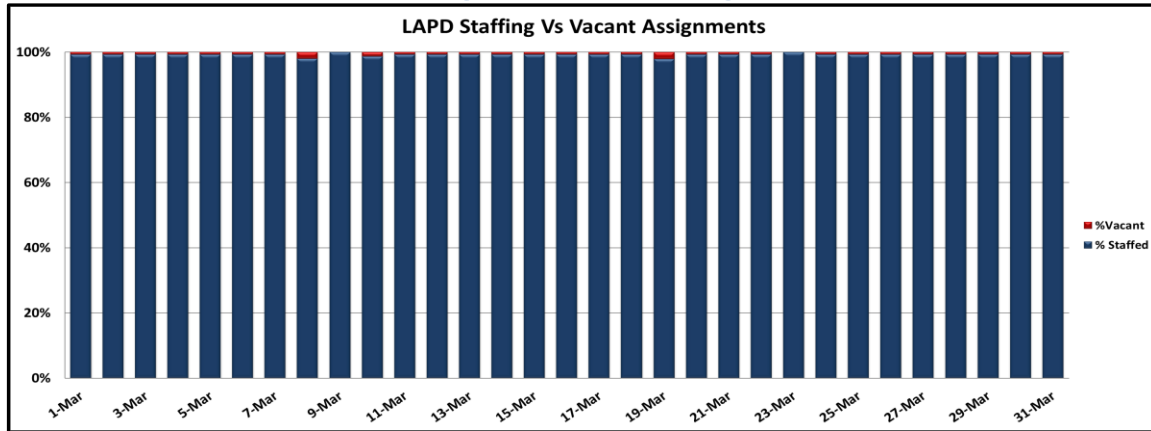
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MARCH 2021

Attachment A

Ratio of Staffing Levels vs Vacant Assignments



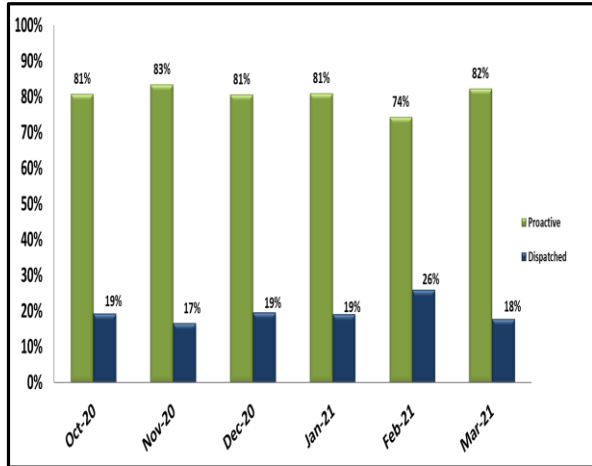
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MARCH 2021

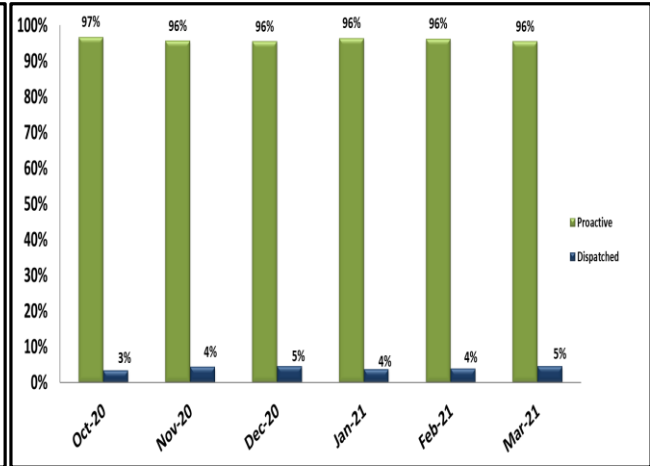
Attachment A

Ratio of Proactive vs Dispatched Activity

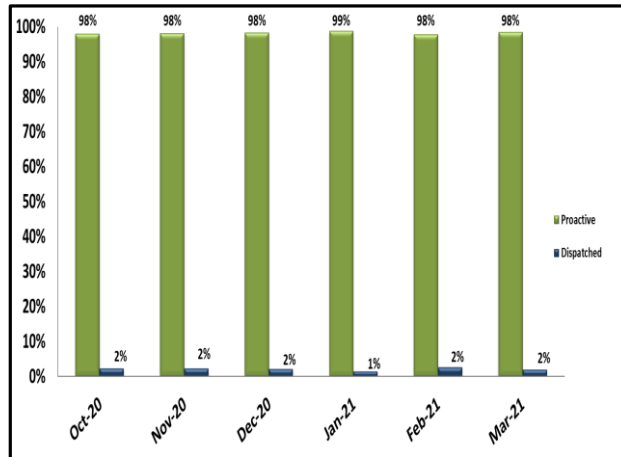
LAPD



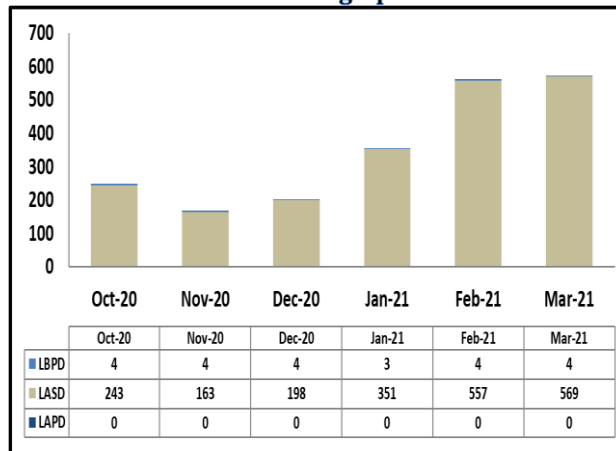
LASD



LBPD



Grade Crossing Operations



Grade Crossing Operation Locations March:

1. Blue Line Stations (221)
2. Expo Line Stations (91)
3. Gold Line Stations (261)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	1
Rape	0	1	0	2
Robbery	1	0	0	26
Aggravated Assault	3	2	0	25
Aggravated Assault on Operator	0	0	0	0
Battery	4	1	2	42
Battery Rail Operator	0	0	0	0
Sex Offenses	0	2	0	9
SUB-TOTAL	8	6	2	105
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	2
Larceny	2	3	0	20
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	5
Arson	0	1	0	1
Vandalism	0	1	0	22
SUB-TOTAL	2	6	0	51
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	0	0	4
Narcotics	0	6	0	16
Trespassing	0	0	0	3
SUB-TOTAL	0	6	0	23
TOTAL	10	18	2	179

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	0	10
Pico	1	0	0	4
Grand/LATTC	0	0	0	5
San Pedro St	0	0	0	2
Washington	4	1	0	11
Vernon	0	0	0	5
Slauson	1	1	0	13
Florence	2	1	0	16
Firestone	0	2	0	9
103rd St/Watts Towers	1	1	0	10
Willowbrook/Rosa Parks	0	1	3	35
Compton	2	0	0	17
Artesia	1	0	3	18
Del Amo	0	1	0	7
Wardlow	0	0	0	4
Willow St	0	0	0	2
PCH	1	0	0	4
Anaheim St	0	0	0	1
5th St	0	0	0	0
1st St	1	0	0	2
Downtown Long Beach	0	0	0	3
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	1
Total	16	8	6	179

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	2	0	1	62
Misdemeanor	0	0	1	98
TOTAL	2	0	2	160

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	0	15	0	384
Vehicle Code Citations	0	4	62	704
TOTAL	0	19	62	1,088

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	5	63	3	562
Priority	20	64	43	1051
Emergency	2	11	13	222
TOTAL	27	138	59	1,835

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	17%	3%	2%
Proactive	83%	97%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	15%
Blue Line-LBPDP	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	4	29
Pacific Ave.	0	0	0	0
Willowbrook	0	69	0	253
Slauson	0	7	0	18
Firestone	0	8	0	33
Florence	0	10	0	44
Compton	0	56	0	157
Artesia	0	41	0	132
Del Amo	0	28	0	75
Long Beach Blvd	0	0	0	0
TOTAL	0	219	4	741

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	12
Aggravated Assault	0	2	15
Aggravated Assault on Operator	0	0	0
Battery	0	3	23
Battery Rail Operator	0	0	1
Sex Offenses	0	1	6
SUB-TOTAL	1	6	57
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	0	0	17
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	0	1	11
SUB-TOTAL	0	2	32
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	3	11
Trespassing	0	0	4
SUB-TOTAL	0	3	18
TOTAL	1	11	107

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	22
Misdemeanor	0	0	39
TOTAL	0	0	61

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	18	118
Vehicle Code Citations	0	2	183
TOTAL	2	20	301

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	92	773
Priority	4	49	538
Emergency	0	5	56
TOTAL	4	146	1,367

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	64%	5%
Proactive	36%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	1	0	12
Douglas	0	0	0	0
El Segundo	0	0	0	8
Mariposa	0	0	0	2
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	1	0	0	9
Crenshaw	0	0	0	11
Vermont/Athens	2	0	0	12
Harbor Fwy	0	0	0	8
Avalon	1	0	0	7
Willowbrook/Rosa Parks	2	0	0	14
Long Beach Bl	0	0	0	4
Lakewood Bl	1	0	1	4
Norwalk	0	1	2	14
Total	7	2	3	107

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	95%
Green Line-LASD	19%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	15
Aggravated Assault	2	0	13
Aggravated Assault on Operator	0	0	0
Battery	1	1	27
Battery Rail Operator	0	0	1
Sex Offenses	0	0	1
SUB-TOTAL	3	1	57
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	10
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	6
SUB-TOTAL	0	0	19
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	0	0	3
SUB-TOTAL	0	0	7
TOTAL	3	1	83

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	13
Misdemeanor	0	0	26
TOTAL	0	0	39

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	1	59
Vehicle Code Citations	0	0	19
TOTAL	0	1	78

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	10	68	559
Priority	20	16	409
Emergency	2	3	46
TOTAL	32	87	1,014

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	8%
Proactive	84%	92%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	6
Pico	0	0	0	4
LATTC/Ortho Institute	0	0	0	4
Jefferson/USC	0	0	0	2
Expo Park/USC	0	0	0	6
Expo/Vermont	1	0	0	7
Expo/Western	0	0	0	9
Expo/Crenshaw	0	0	0	7
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	1	0	0	4
Culver City	0	0	0	2
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	1
Expo/Bundy	0	0	0	1
26th St/Bergamot	0	0	0	2
17th St/SMC	0	0	0	2
Downtown Santa Monica	1	0	0	21
Expo Line Rail Yard	0	0	0	0
Total	4	0	0	83

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	91%
Expo Line-LASD	9%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	N/A	81	340
Culver City	N/A	21	63
TOTAL	0	102	403

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	1	3
Robbery	7	31
Aggravated Assault	3	50
Aggravated Assault on Operator	0	0
Battery	14	83
Battery Rail Operator	0	1
Sex Offenses	3	15
SUB-TOTAL	28	184
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	5	48
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	7	29
SUB-TOTAL	12	78
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	15
SUB-TOTAL	3	15
TOTAL	43	277

ARRESTS		
AGENCY	LAPD	FYTD
Felony	10	40
Misdemeanor	16	51
TOTAL	26	91

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	31	137
Vehicle Code Citations	1	23
TOTAL	32	160

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	37	263
Priority	115	976
Emergency	10	63
TOTAL	162	1302

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	1	0	24
Civic Center/Grand Park	1	1	0	6
Pershing Square	2	1	0	17
7th St/Metro Ctr	4	1	0	31
Westlake/MacArthur Park	3	1	0	32
Wilshire/Vermont	2	1	0	27
Wilshire/Normandie	0	0	0	5
Vermont/Beverly	3	0	0	14
Wilshire/Western	0	1	0	11
Vermont/Santa Monica	1	0	0	9
Vermont/Sunset	2	0	0	12
Hollywood/Western	0	1	0	13
Hollywood/Vine	1	0	0	9
Hollywood/Highland	2	2	1	22
Universal City/Studio City	2	0	2	12
North Hollywood	4	2	0	33
Red Line Rail Yard	0	0	0	0
Total	28	12	3	277

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

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	1	0	11
Aggravated Assault	0	0	15
Aggravated Assault on Operator	0	0	2
Battery	2	2	27
Battery Rail Operator	0	1	1
Sex Offenses	0	0	5
SUB-TOTAL	3	3	63
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	3
Larceny	0	0	16
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	2
Arson	0	0	1
Vandalism	0	1	13
SUB-TOTAL	0	2	39
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	5
Narcotics	0	1	3
Trespassing	1	0	2
SUB-TOTAL	1	2	10
TOTAL	4	7	112

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	16
Misdemeanor	2	0	33
TOTAL	2	0	49

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	19	67
Vehicle Code Citations	0	3	22
TOTAL	1	22	89

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	13	117	945
Priority	19	90	912
Emergency	1	0	80
TOTAL	33	207	1,937

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	24%	5%
Proactive	76%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	12
Azusa Downtown	0	1	0	5
Irwindale	0	0	1	6
Duarte/City of Hope	0	0	0	2
Monrovia	0	0	0	9
Arcadia	0	0	0	6
Sierra Madre Villa	0	1	0	8
Allen	0	0	1	2
Lake	1	0	0	5
Memorial Park	1	0	0	1
Del Mar	0	0	0	1
Fillmore	0	0	0	4
South Pasadena	0	0	0	6
Highland Park	0	0	0	5
Southwest Museum	0	0	0	1
Heritage Square	2	0	0	4
Lincoln/Cypress	0	0	0	1
Chinatown	0	0	0	3
Union Station	0	0	0	4
Little Tokyo/Arts Dist	0	0	0	2
Pico/Aliso	0	0	0	3
Mariachi Plaza	0	0	0	5
Soto	0	0	1	5
Indiana (both LAPD & LASD)	1	0	0	6
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	4
Total	6	2	3	112

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	23%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	25	76
Irwindale	0	13	51
Monrovia	0	10	67
City of Pasadena	0	44	161
Magnolia Ave	0	7	12
Duarte Station	0	13	38
City Of Azusa	0	47	169
South Pasadena	0	26	66
City Of East LA	0	51	173
Figueroa St	0	0	0
TOTAL GOAL= 10	0	236	813

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	3
Aggravated Assault	0	9
Aggravated Assault on Operator	0	0
Battery	2	14
Battery Bus Operator	0	0
Sex Offenses	1	2
SUB-TOTAL	3	28
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	3
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	8
SUB-TOTAL	0	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	3	41

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	4
Misdemeanor	0	2
TOTAL	0	6

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	12
Vehicle Code Citations	0	23
TOTAL	0	35

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	9
Priority	9	96
Emergency	0	6
TOTAL	9	111

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	90%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	6
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	0	0	4
Van Nuys	0	0	0	3
Sepulveda	2	0	0	5
Woodley	0	0	0	5
Balboa	0	0	0	3
Reseda	0	0	0	2
Tampa	0	0	0	1
Pierce College	0	0	0	1
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	3
Roscoe	0	0	0	0
Nordhoff	0	0	0	0
Chatsworth	0	0	0	2
Total	3	0	0	41

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	3
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	9
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	2
SUB-TOTAL	1	0	2
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	0
SUB-TOTAL	0	0	1
TOTAL	2	0	12

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	0	21
TOTAL	0	0	24

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	117
Vehicle Code Citations	0	0	525
TOTAL	0	0	642

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	0	19
Priority	0	0	30
Emergency	0	0	1
TOTAL	0	0	50

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	44%	0%
Proactive	56%	100%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	1	0	2
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	1	0	0	2
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	3
Carson	0	0	0	2
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	1	1	0	12

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM*	
Silver Line- LAPD	74%
Silver Line- LASD	0%

Los Angeles Police Department
Los Angeles County Sheriff's Department

*in April 2020, all motor operations were temporarily halted

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	25
Aggravated Assault	3	3	48
Aggravated Assault on Operator	1	0	10
Battery	12	3	126
Battery Bus Operator	2	2	33
Sex Offenses	1	1	15
SUB-TOTAL	20	10	257
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	5	0	46
Bike Theft	0	1	10
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	5	8	62
SUB-TOTAL	10	9	120
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	5	13
Narcotics	0	9	47
Trespassing	0	1	8
SUB-TOTAL	0	15	68
TOTAL	30	34	445

LASD's Crimes per Sector		
Sector		FYTD
Westside	6	27
San Fernando	1	6
San Gabriel Valley	7	63
Gateway Cities	14	75
South Bay	6	39
Total	34	210

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	5
West Valley	0	4
North Hollywood	0	4
Foothill	1	4
Devonshire	0	3
Mission	1	9
Topanga	2	6
Central Bureau		
Central	5	40
Rampart	3	23
Hollenbeck	0	4
Northeast	0	8
Newton	3	13
West Bureau		
Hollywood	0	10
Wilshire	0	11
West LA	2	10
Pacific	2	7
Olympic	3	21
Southwest Bureau		
Southwest	3	22
Harbor	0	4
77th Street	4	23
Southeast	0	5
Total	30	236

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	53
Misdemeanor	3	0	213
TOTAL	3	0	266

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	66	367
Vehicle Code Citations	6	33	174
TOTAL	7	99	541

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	131	1,055
Priority	14	106	1,290
Emergency	4	4	112
TOTAL	22	241	2,457

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	2%
Proactive	83%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	34%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	1
Robbery	0	4
Aggravated Assault	0	2
Aggravated Assault on Operator	0	0
Battery	9	54
Battery Rail Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	9	63
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	4	28
Bike Theft	0	4
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	13
SUB-TOTAL	4	47
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	11
SUB-TOTAL	1	11
TOTAL	14	121

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	33
Misdemeanor	4	39
TOTAL	5	72

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	29
Vehicle Code Citations	0	28
TOTAL	1	57

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	6	61
Priority	17	177
Emergency	1	19
TOTAL	24	257

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

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	91%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	1
Rape	0	0	0	2
Robbery	1	2	2	31
Aggravated Assault	2	4	0	31
Aggravated Assault on Operator	0	0	0	0
Battery	6	5	0	53
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	1	11
SUB-TOTAL	9	12	3	129
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	2
Larceny	1	0	0	21
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	5
Arson	0	0	1	2
Vandalism	0	2	0	24
SUB-TOTAL	1	2	1	55
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	3	0	7
Narcotics	0	0	0	16
Trespassing	0	1	0	4
SUB-TOTAL	0	4	0	27
TOTAL	10	18	4	211

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	3	0	0	13
Pico	0	0	0	4
Grand/LATTC	0	0	0	5
San Pedro St	1	0	0	3
Washington	3	0	0	14
Vernon	0	0	0	5
Slauson	0	0	0	13
Florence	0	0	1	17
Firestone	1	0	0	10
103rd St/Watts Towers	2	1	0	13
Willowbrook/Rosa Parks	6	1	1	43
Compton	1	1	2	21
Artesia	1	0	0	19
Del Amo	3	0	0	10
Wardlow	0	0	0	4
Willow St	0	1	0	3
PCH	1	0	0	5
Anaheim St	1	0	0	2
5th St	0	0	0	0
1st St	1	0	0	3
Downtown Long Beach	0	0	0	3
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	1
Total	24	4	4	211

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	2	0	2	66
Misdemeanor	3	0	4	105
TOTAL	5	0	6	171

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	0	12	2	398
Vehicle Code Citations	0	5	43	752
TOTAL	0	17	45	1,150

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	2	165	1	730
Priority	15	56	25	1147
Emergency	2	6	26	256
TOTAL	19	227	52	2,133

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	16%	7%	2%
Proactive	84%	93%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	15%
Blue Line-LBPD	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	4	33
Pacific Ave.	0	0	0	0
Willowbrook	0	65	0	318
Slauson	0	6	0	24
Firestone	0	6	0	39
Florence	0	12	0	56
Compton	0	59	0	216
Artesia	0	43	0	175
Del Amo	0	26	0	101
Long Beach Blvd	0	0	0	0
TOTAL	0	217	4	962

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	13
Aggravated Assault	0	3	18
Aggravated Assault on Operator	0	0	0
Battery	0	2	25
Battery Rail Operator	0	0	1
Sex Offenses	0	0	6
SUB-TOTAL	0	6	63
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	0	0	17
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	0	1	12
SUB-TOTAL	0	1	33
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	2	13
Trespassing	0	0	4
SUB-TOTAL	0	2	20
TOTAL	0	9	116

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	23
Misdemeanor	0	0	39
TOTAL	1	0	62

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	13	132
Vehicle Code Citations	0	2	185
TOTAL	1	15	317

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	103	877
Priority	9	73	620
Emergency	0	7	63
TOTAL	10	183	1,560

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	13
Douglas	0	0	0	0
El Segundo	0	0	0	8
Mariposa	0	0	0	2
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	0	1	0	10
Crenshaw	2	0	0	13
Vermont/Athens	1	0	0	13
Harbor Fwy	0	0	0	8
Avalon	0	0	0	7
Willowbrook/Rosa Parks	0	0	0	14
Long Beach Bl	0	0	0	4
Lakewood Bl	1	0	0	5
Norwalk	1	0	2	17
Total	6	1	2	116

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	19%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	17
Aggravated Assault	0	2	15
Aggravated Assault on Operator	0	0	0
Battery	2	2	31
Battery Rail Operator	0	0	1
Sex Offenses	1	0	2
SUB-TOTAL	4	5	66
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	10
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	6
SUB-TOTAL	0	0	19
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	0	0	3
SUB-TOTAL	0	0	7
TOTAL	4	5	92

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	14
Misdemeanor	3	0	29
TOTAL	4	0	43

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	3	63
Vehicle Code Citations	0	2	21
TOTAL	1	5	84

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	65	626
Priority	32	26	467
Emergency	2	1	49
TOTAL	36	92	1,142

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	5%
Proactive	83%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	6
Pico	0	0	0	4
LATTC/Ortho Institute	0	0	0	4
Jefferson/USC	0	0	0	2
Expo Park/USC	0	0	0	6
Expo/Vermont	2	0	0	9
Expo/Western	1	0	0	10
Expo/Crenshaw	0	0	0	7
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	0	0	0	4
Culver City	0	0	0	2
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	1
Expo/Bundy	1	0	0	2
26th St/Bergamot	0	0	0	2
17th St/SMC	0	0	0	2
Downtown Santa Monica	5	0	0	26
Expo Line Rail Yard	0	0	0	0
Total	9	0	0	92

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	89%
Expo Line-LASD	9%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	N/A	73	413
Culver City	N/A	18	81
TOTAL	0	91	494

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	1	4
Robbery	9	40
Aggravated Assault	5	55
Aggravated Assault on Operator	0	0
Battery	22	105
Battery Rail Operator	0	1
Sex Offenses	0	15
SUB-TOTAL	37	221
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	9	57
Bike Theft	1	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	5	34
SUB-TOTAL	15	93
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	5	20
SUB-TOTAL	5	20
TOTAL	57	334

ARRESTS

AGENCY	LAPD	FYTD
Felony	8	48
Misdemeanor	19	70
TOTAL	27	118

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	33	170
Vehicle Code Citations	2	25
TOTAL	35	195

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	37	300
Priority	149	1,125
Emergency	10	73
TOTAL	196	1,498

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	2	0	29
Civic Center/Grand Park	0	0	0	6
Pershing Square	0	0	0	17
7th St/Metro Ctr	1	4	1	37
Westlake/MacArthur Park	2	0	0	34
Wilshire/Vermont	2	2	0	31
Wilshire/Normandie	2	1	0	8
Vermont/Beverly	6	0	1	21
Wilshire/Western	0	1	0	12
Vermont/Santa Monica	2	0	0	11
Vermont/Sunset	2	0	0	14
Hollywood/Western	3	1	1	18
Hollywood/Vine	3	0	1	13
Hollywood/Highland	4	1	0	27
Universal City/Studio City	0	1	1	14
North Hollywood	7	2	0	42
Red Line Rail Yard	0	0	0	0
Total	37	15	5	334

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	87%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	0	0	11
Aggravated Assault	1	0	16
Aggravated Assault on Operator	0	0	2
Battery	2	2	31
Battery Rail Operator	0	0	1
Sex Offenses	0	1	6
SUB-TOTAL	3	3	69
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	3	0	19
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	2
Arson	0	0	1
Vandalism	1	1	15
SUB-TOTAL	4	1	44
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	7
Narcotics	0	2	5
Trespassing	0	0	2
SUB-TOTAL	0	4	14
TOTAL	7	8	127

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	17
Misdemeanor	3	0	36
TOTAL	4	0	53

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	26	96
Vehicle Code Citations	0	0	22
TOTAL	3	26	118

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	111	1,063
Priority	19	84	1,015
Emergency	3	6	89
TOTAL	29	201	2,167

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	5%
Proactive	80%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	12
Azusa Downtown	0	0	1	6
Irwindale	0	0	1	7
Duarte/City of Hope	0	0	0	2
Monrovia	1	0	0	10
Arcadia	0	0	0	6
Sierra Madre Villa	0	1	0	9
Allen	0	0	0	2
Lake	0	0	0	5
Memorial Park	0	0	1	2
Del Mar	1	0	0	2
Fillmore	1	0	1	6
South Pasadena	0	0	0	6
Highland Park	2	0	0	7
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	4
Lincoln/Cypress	1	0	0	2
Chinatown	0	2	0	5
Union Station	0	2	0	6
Little Tokyo/Arts Dist	0	0	0	2
Pico/Aliso	0	0	0	3
Mariachi Plaza	0	0	0	5
Soto	0	0	0	5
Indiana (both LAPD & LASD)	0	0	0	6
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	4
Total	6	5	4	127

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	88%
Gold Line-LASD	23%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	26	102
Irwindale	0	15	66
Monrovia	0	19	86
City of Pasadena	0	49	210
Magnolia Ave	0	8	20
Duarte Station	0	14	52
City Of Azusa	0	49	218
South Pasadena	0	28	94
City Of East LA	0	53	226
Figueroa St	0	0	0
TOTAL GOAL= 10	0	261	1,074

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	3
Aggravated Assault	0	9
Aggravated Assault on Operator	0	0
Battery	0	14
Battery Bus Operator	0	0
Sex Offenses	1	3
SUB-TOTAL	1	29
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	3
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	8
SUB-TOTAL	0	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	1	42

ARRESTS

AGENCY	LAPD	FYTD
Felony	0	4
Misdemeanor	2	4
TOTAL	2	8

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	0	12
Vehicle Code Citations	0	23
TOTAL	0	35

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	1	10
Priority	7	103
Emergency	2	8
TOTAL	10	121

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	14%
Proactive	86%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	6
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	0	0	4
Van Nuys	0	0	0	3
Sepulveda	0	0	0	5
Woodley	0	0	0	5
Balboa	0	0	0	3
Reseda	0	0	0	2
Tampa	0	0	0	1
Pierce College	0	0	0	1
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	3
Roscoe	1	0	0	1
Nordhoff	0	0	0	0
Chatsworth	0	0	0	2
Total	1	0	0	42

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

Orange Line- LAPD	88%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	3
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	0	0	9
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	0	0	2
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	0
SUB-TOTAL	0	0	1
TOTAL	0	0	12

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	0	21
TOTAL	0	0	24

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	117
Vehicle Code Citations	0	0	525
TOTAL	0	0	642

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	1	21
Priority	0	0	30
Emergency	0	1	2
TOTAL	1	2	53

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	2
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	2
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	3
Carson	0	0	0	2
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	0	0	0	12

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

Los Angeles Police Department
Los Angeles County Sheriff's Department

*in April 2020, all motor operations were temporarily halted

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	27
Aggravated Assault	5	1	54
Aggravated Assault on Operator	2	1	13
Battery	14	10	150
Battery Bus Operator	2	3	38
Sex Offenses	1	5	21
SUB-TOTAL	26	20	303
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	5	3	54
Bike Theft	0	1	11
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	6	9	77
SUB-TOTAL	11	13	144
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	15
Narcotics	0	14	61
Trespassing	0	1	9
SUB-TOTAL	0	17	85
TOTAL	37	50	532

LASD's Crimes per Sector		
Sector		FYTD
Westside	9	36
San Fernando	3	9
San Gabriel Valley	18	81
Gateway Cities	14	89
South Bay	6	45
Total	50	260

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	7
West Valley	0	4
North Hollywood	1	5
Foothill	0	4
Devonshire	0	3
Mission	0	9
Topanga	2	8
Central Bureau		
Central	10	50
Rampart	5	28
Hollenbeck	0	4
Northeast	0	8
Newton	2	15
West Bureau		
Hollywood	2	12
Wilshire	0	11
West LA	3	13
Pacific	1	8
Olympic	1	22
Southwest Bureau		
Southwest	6	28
Harbor	0	4
77th Street	1	24
Southeast	1	6
Total	37	273

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	0	56
Misdemeanor	14	0	227
TOTAL	17	0	283

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	69	436
Vehicle Code Citations	0	23	197
TOTAL	0	92	633

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	218	1,279
Priority	18	146	1,454
Emergency	0	18	130
TOTAL	24	382	2,863

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	3%
Proactive	80%	97%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	34%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	1
Robbery	0	4
Aggravated Assault	3	5
Aggravated Assault on Operator	0	0
Battery	8	62
Battery Rail Operator	0	0
Sex Offenses	1	2
SUB-TOTAL	12	75
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	4	32
Bike Theft	2	6
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	3	16
SUB-TOTAL	9	56
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	4	15
SUB-TOTAL	4	15
TOTAL	25	146

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	36
Misdemeanor	7	46
TOTAL	10	82

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	30
Vehicle Code Citations	0	28
TOTAL	1	58

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	8	69
Priority	22	199
Emergency	3	22
TOTAL	33	290

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	86%

LEGEND
Los Angeles Police Department

Transit Police

Monthly Crime Report



Attachment C

	2020	2021
	February	February
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	0	2
Robbery	19	13
Aggravated Assault	20	18
Aggravated Assault on Operator	2	1
Battery	70	56
Battery on Operator	3	5
Sex Offenses	11	9
SUB-TOTAL	125	104
CRIMES AGAINST PROPERTY		
Burglary	0	2
Larceny	55	19
Bike Theft	7	1
Motor Vehicle Theft	1	1
Arson	0	1
Vandalism	8	24
SUB-TOTAL	71	48
CRIMES AGAINST SOCIETY		
Weapons	5	6
Narcotics	6	19
Trespassing	16	6
SUB-TOTAL	27	31
TOTAL	223	183
ENFORCEMENT EFFORTS		
Arrests	377	40
Citations	4,264	266
Fare Checks	37,432	272
Calls for Service	1,228	1,191

Transit Police

Monthly Crime Report



Attachment C

	2020	2021
	March	March
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	0	1
Robbery	19	19
Aggravated Assault	12	26
Aggravated Assault on Operator	0	3
Battery	64	75
Battery on Operator	7	5
Sex Offenses	7	12
SUB-TOTAL	109	141
CRIMES AGAINST PROPERTY		
Burglary	1	0
Larceny	49	25
Bike Theft	3	4
Motor Vehicle Theft	1	0
Arson	0	1
Vandalism	20	28
SUB-TOTAL	74	58
CRIMES AGAINST SOCIETY		
Weapons	3	7
Narcotics	7	18
Trespassing	12	11
SUB-TOTAL	22	36
TOTAL	205	235
ENFORCEMENT EFFORTS		
Arrests	268	76
Citations	2,098	241
Fare Checks	32,080	272
Calls for Service	1,345	1,497

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2021

Attachment D

Crimes

Monthly	System-Wide	Feb-20	Feb-21	% Change
	Crimes Against Persons	125	104	-16.80%
	Crimes Against Property	71	48	-32.39%
	Crimes Against Society	27	31	14.81%
	Total	223	183	-17.94%

Six Months	System-Wide	Sep-19-Feb-20	Sep-20-Feb-21	% Change
	Crimes Against Persons	761	584	-23.26%
	Crimes Against Property	417	288	-30.94%
	Crimes Against Society	212	129	-39.15%
	Total	1,390	1,001	-27.99%

Annual	System-Wide	Mar-19-Feb-20	Mar-20-Feb-21	% Change
	Crimes Against Persons	1,583	1,214	-23.31%
	Crimes Against Property	931	632	-32.12%
	Crimes Against Society	397	203	-48.87%
	Total	2,911	2,049	-29.61%

Average Emergency Response Times (in minutes)

Monthly	Feb-20	Feb-21	Change in Seconds	% Change
	4:47	3:50	-57	-19.86%

Six Months	Sep-19-Feb-20	Sep-20-Feb-21	Change in Seconds	% Change
	4:27	4:49	22	8.24%

Annual	Mar-19-Feb-20	Mar-20-Feb-21	Change in Seconds	% Change
	4:49	4:37	-12	-4.15%

Bus Operator Assaults

Monthly	Feb-20	Feb-21	% Change
	5	6	20.00%

Six Months	Sep-19-Feb-20	Sep-20-Feb-21	% Change
	44	35	-20.45%

Annual	Mar-19-Feb-20	Mar-20-Feb-21	% Change
	89	77	-13.48%

Fare Compliance

Monthly	Feb-20	Feb-21	% Change	
	Green Checks	25,588	1,082	-95.77%
	Yellow Checks	6,409	321	-94.99%
	Red Checks	5,435	23	-99.58%
	Total	37,432	1,426	-96.19%

Six Months	Sep-19-Feb-20	Sep-20-Feb-21	% Change	
	Green Checks	125,541	5,477	-95.64%
	Yellow Checks	51,360	1,918	-96.27%
	Red Checks	33,601	78	-99.77%
	Total	210,502	7,473	-96.45%

Annual	Mar-19-Feb-20	Mar-20-Feb-21	% Change	
	Green Checks	444,978	35,277	-92.07%
	Yellow Checks	131,928	10,237	-92.24%
	Red Checks	81,484	4,120	-94.94%
	Total	658,390	49,634	-92.46%

Ridership

Monthly	Feb-20	Feb-21	% Change
	29,827,499	TBD	N/A

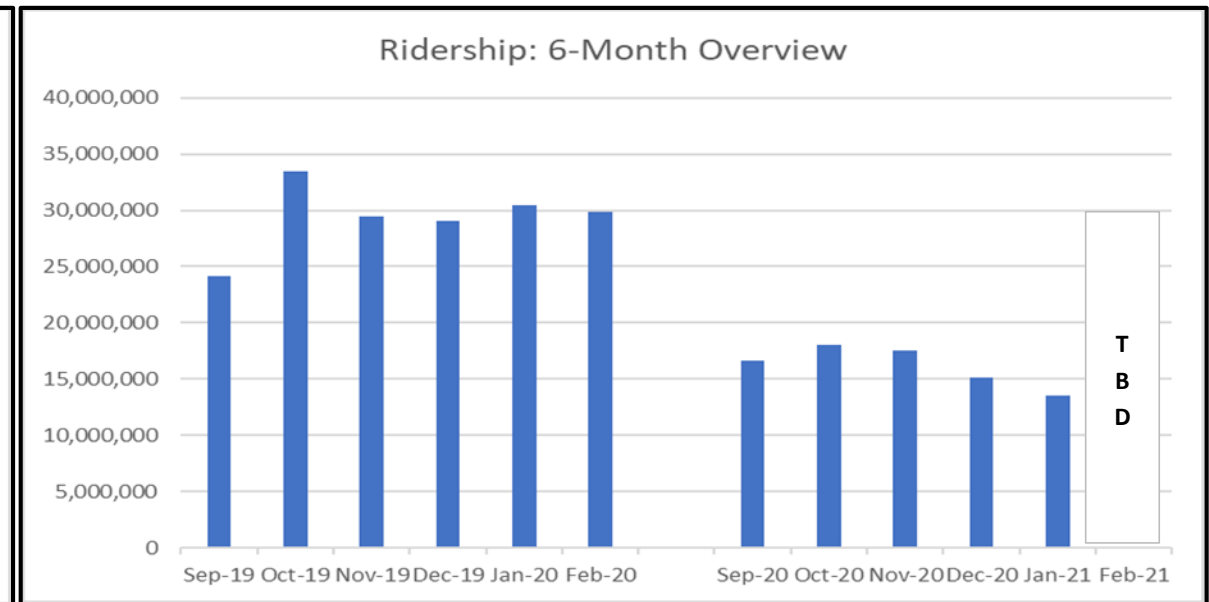
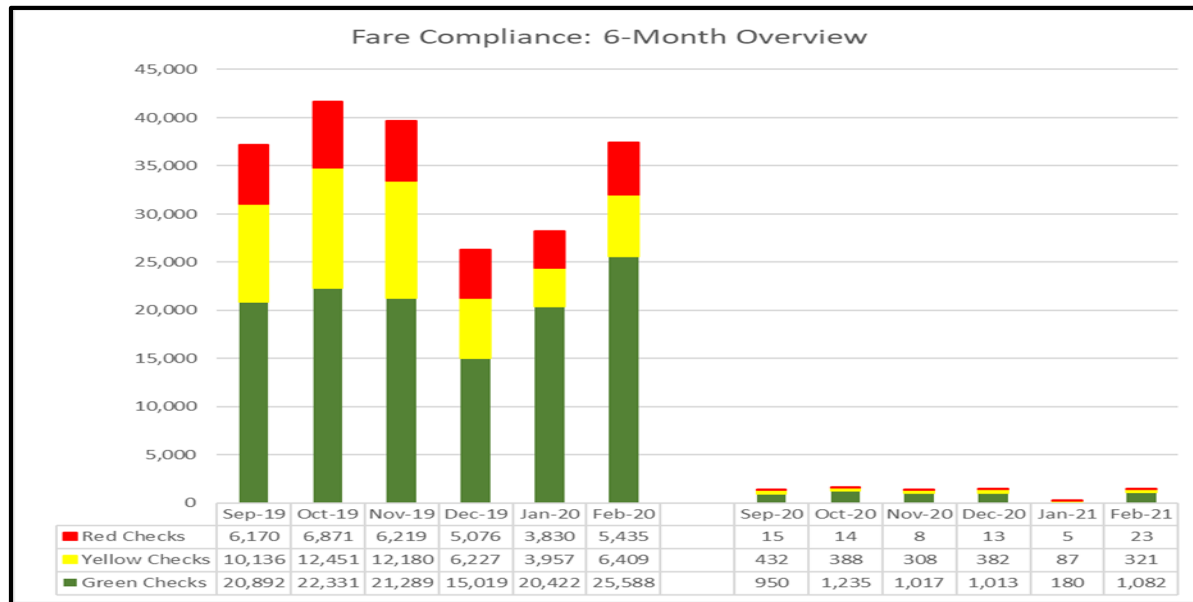
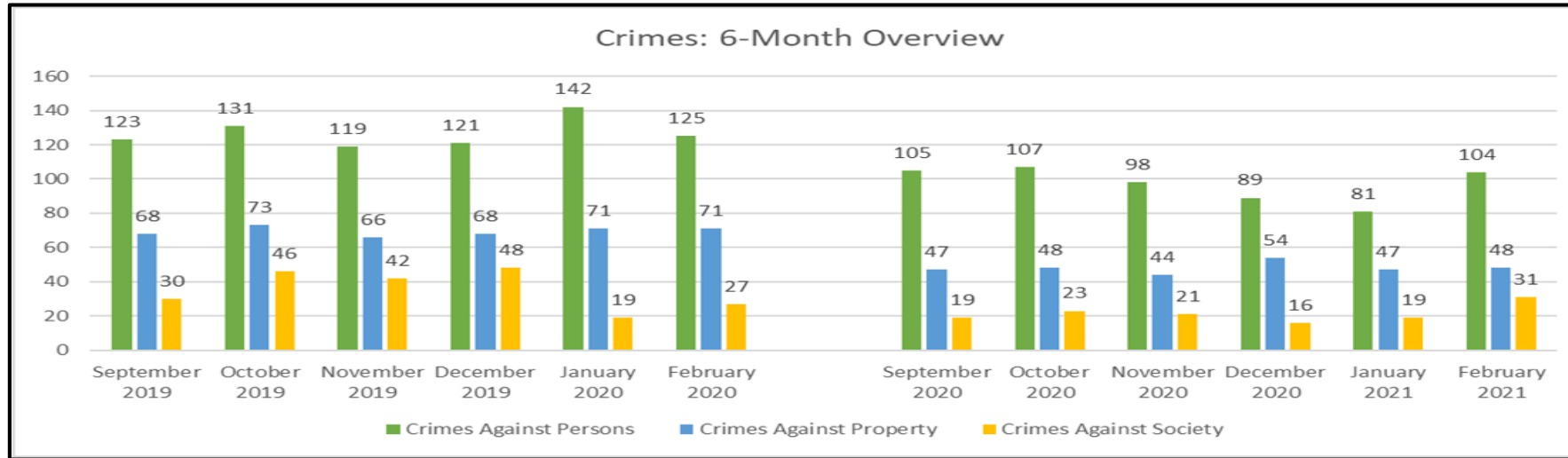
Six Months	Sep-19-Feb-20	Sep-20-Feb-21	% Change
	176,411,691	80,937,106	-54.12%

Annual	Mar-19-Feb-20	Mar-20-Feb-21	% Change
	364,840,825	170,334,988	-53.31%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2021

Attachment D



MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MARCH 2021

Attachment D

Crimes

Monthly	System-Wide	Mar-20	Mar-21	% Change
	Crimes Against Persons	109	141	29.36%
	Crimes Against Property	74	58	-21.62%
	Crimes Against Society	22	36	63.64%
	Total	205	235	14.63%

Six Months	System-Wide	Oct-19-Mar-20	Oct-20-Mar-21	% Change
	Crimes Against Persons	747	620	-17.00%
	Crimes Against Property	423	299	-29.31%
	Crimes Against Society	204	146	-28.43%
	Total	1,374	1,065	-22.49%

Annual	System-Wide	Apr-19-Mar-20	Apr-20-Mar-21	% Change
	Crimes Against Persons	1,545	1,246	-19.35%
	Crimes Against Property	917	616	-32.82%
	Crimes Against Society	399	217	-45.61%
	Total	2,861	2,079	-27.33%

Average Emergency Response Times (in minutes)

Monthly	Mar-20	Mar-21	Change in Seconds	% Change
	3:47	4:27	40	17.62%

Six Months	Oct-19-Mar-20	Oct-20-Mar-21	Change in Seconds	% Change
	4:20	4:31	11	4.23%

Annual	Apr-19-Mar-20	Apr-20-Mar-21	Change in Seconds	% Change
	4:40	4:40	0	0.00%

Bus Operator Assaults

Monthly	Mar-20	Mar-21	% Change
	7	8	14.29%

Six Months	Oct-19-Mar-20	Oct-20-Mar-21	% Change
	46	41	-10.87%

Annual	Apr-19-Mar-20	Apr-20-Mar-21	% Change
	87	78	-10.34%

Fare Compliance

Monthly	Mar-20	Mar-21	% Change	
	Green Checks	23,159	372	-98.39%
	Yellow Checks	4,972	122	-97.55%
	Red Checks	3,949	4	-99.90%
	Total	32,080	498	-98.45%

Six Months	Oct-19-Mar-20	Oct-20-Mar-21	% Change	
	Green Checks	127,808	4,899	-96.17%
	Yellow Checks	46,196	1,608	-96.52%
	Red Checks	31,380	67	-99.79%
	Total	205,384	6,574	-96.80%

Annual	Apr-19-Mar-20	Apr-20-Mar-21	% Change	
	Green Checks	420,225	12,490	-97.03%
	Yellow Checks	122,166	5,387	-95.59%
	Red Checks	80,716	175	-99.78%
	Total	623,107	18,052	-97.10%

Ridership

Monthly	Mar-20	Mar-21	% Change
	20,517,826	TBD	N/A

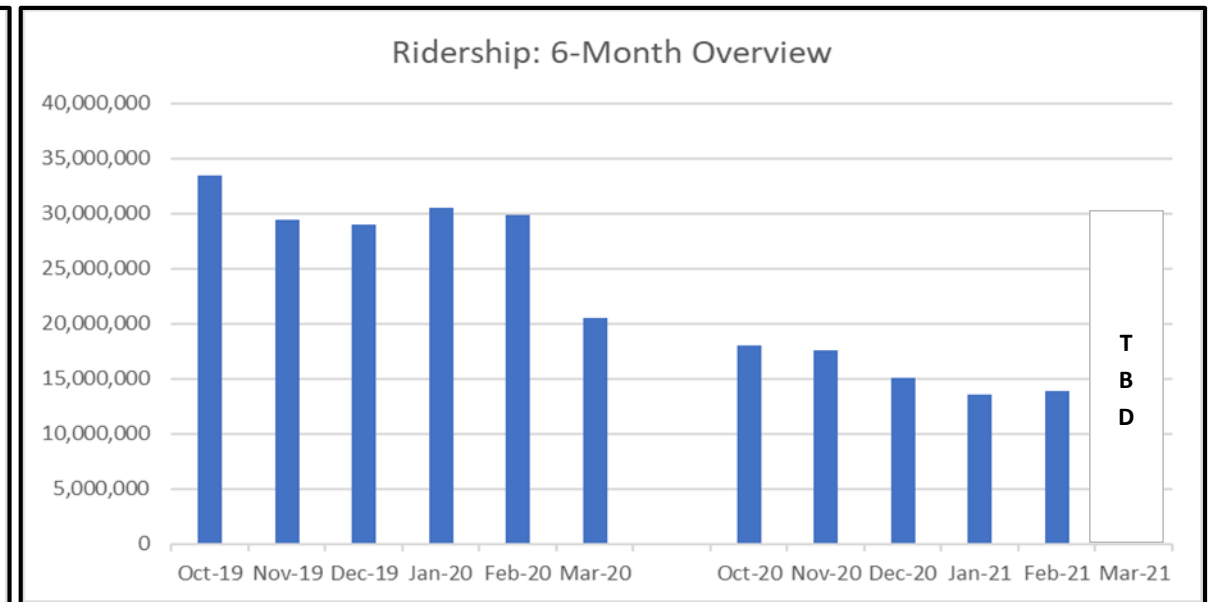
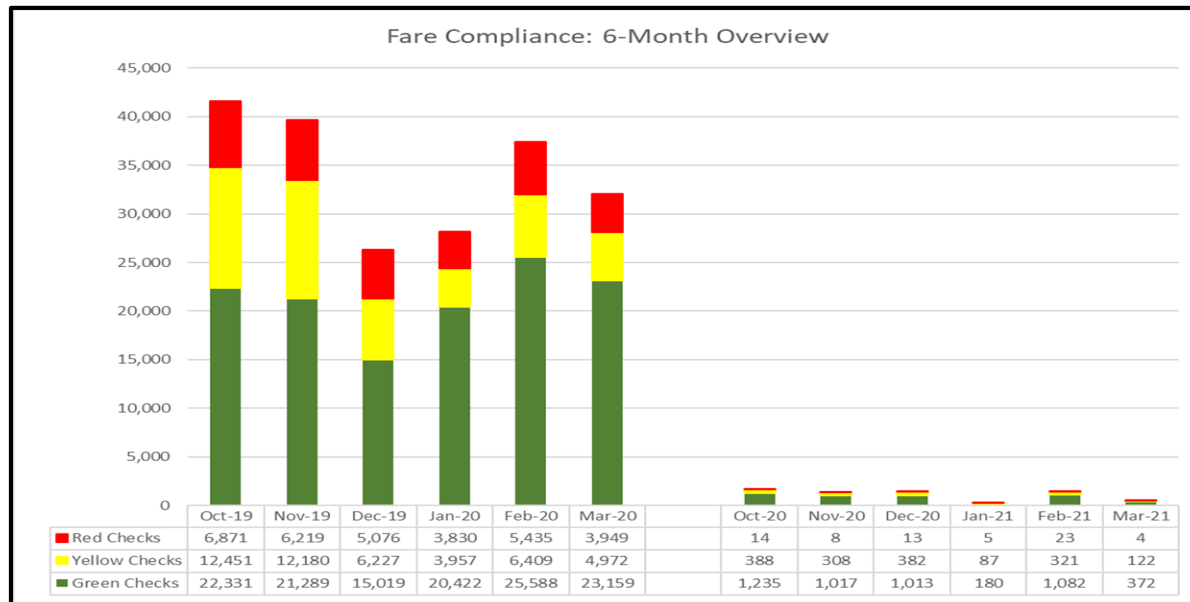
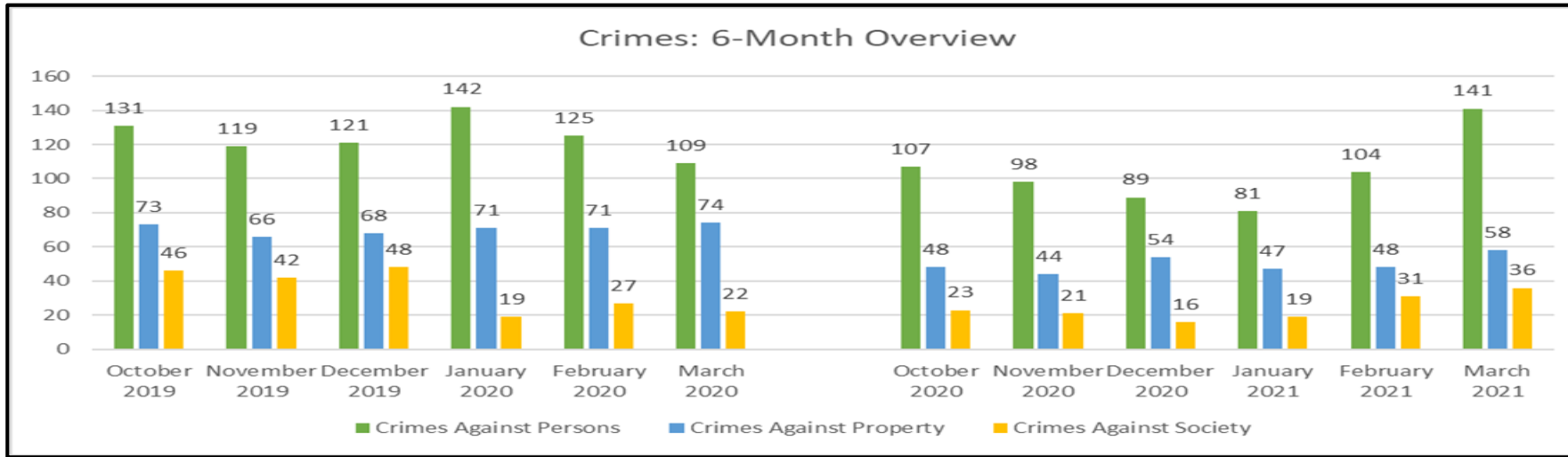
Six Months	Oct-19-Mar-20	Oct-20-Mar-21	% Change
	172,826,799	78,170,246	-54.77%

Annual	Apr-19-Mar-20	Apr-20-Mar-21	% Change
	353,603,205	163,693,806	-53.71%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MARCH 2021

Attachment D



Sexual Crime/Harassment Calls for Service February 2021

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

POV Information Provided	
YES	3
NO*	10
Gone On Arrival	1
Did Not Have Info	4
Telephonic Report	0
Not Offered	5
TOTAL	13

*In many cases, cards were not offered as there was no victim other than officers when there were incidences of indecent exposure. LASD requested additional cards which they will be provided by the SSLE Dept.

DEPT. AVERAGE INCIDENT RESPONSE TIME SEX CRIME/HARASSMENT MEASURED IN MINUTES			
Agency	Time Tracking: Incident Rpt to Call Created	Time Tracking: Call Generated to On Scene	Time Tracking: Incident Rpt to On Scene
LAPD	6	3	3
LASD	1	28	28
LBPD	N/A	N/A	N/A
MTS	0	5	5
AVERAGE	3	11	11

VIOLENT CRIMES	3/01/2021 TO 3/31/2021	2/01/2021 TO 2/28/2021	% Change	2/01/2021 TO 2/28/2021	1/01/2021 TO 1/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Homicide	0	0	N/A	0	1	-100.0%	1	0	N/A	1	0	N/A
Rape	1	2	-50.0%	2	1	100.0%	3	4	-25.0%	3	2	50.0%
Robbery	19	13	46.2%	13	15	-13.3%	28	42	-33.3%	28	69	-59.4%
Agg Assault	26	19	36.8%	19	19	0.0%	38	45	-15.6%	38	48	-20.8%
TOTAL VIOLENT	46	34	35.3%	34	36	-5.6%	70	91	-23.1%	70	119	-41.2%
PROPERTY CRIMES	3/01/2021 TO 3/31/2021	2/01/2021 TO 2/28/2021	% Change	2/01/2021 TO 2/28/2021	1/01/2021 TO 1/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Burglary	0	2	-100.0%	2	0	N/A	2	1	100.0%	2	1	100.0%
Larceny	25	19	31.6%	19	22	-13.6%	41	100	-59.0%	41	162	-74.7%
Bike Theft	4	1	300.0%	1	1	0.0%	2	14	-85.7%	2	14	-85.7%
Motor Vehicle Theft	0	1	-100.0%	1	1	0.0%	2	4	-50.0%	2	5	-60.0%
TOTAL PROPERTY	29	23	26.1%	23	24	-4.2%	47	119	-60.5%	47	182	-74.2%
TOTAL PART 1	75	57	31.6%	57	60	-5.0%	117	210	-44.3%	117	301	-61.1%

VIOLENT CRIMES	2/01/2021 TO 2/28/2021	1/01/2021 TO 1/31/2021	% Change	1/01/2021 TO 1/31/2021	12/01/2020 TO 12/31/2020	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Homicide	0	1	-100.0%	1	0	#DIV/0!	1	0	#DIV/0!	1	0	#DIV/0!
Rape	2	1	100.0%	1	1	0.0%	3	4	-25.0%	3	2	50.0%
Robbery	13	15	-13.3%	15	20	-25.0%	28	42	-33.3%	28	69	-59.4%
Agg Assault	19	19	0.0%	19	21	-9.5%	38	45	-15.6%	38	48	-20.8%
TOTAL VIOLENT	34	36	-5.6%	36	42	-14.3%	70	91	-23.1%	70	119	-41.2%
PROPERTY CRIMES	2/01/2021 TO 2/28/2021	1/01/2021 TO 1/31/2021	% Change	1/01/2021 TO 1/31/2021	12/01/2020 TO 12/31/2020	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Burglary	2	0	#DIV/0!	0	1	-100.0%	2	1	100.0%	2	1	100.0%
Larceny	19	22	-13.6%	22	25	-12.0%	41	100	-59.0%	41	162	-74.7%
Bike Theft	1	1	0.0%	1	4	-75.0%	2	14	-85.7%	2	14	-85.7%
Motor Vehicle Theft	1	1	0.0%	1	2	-50.0%	2	4	-50.0%	2	5	-60.0%
TOTAL PROPERTY	23	24	-4.2%	24	32	-25.0%	47	119	-60.5%	47	182	-74.2%
TOTAL PART 1	57	60	-5.0%	60	74	-18.9%	117	210	-44.3%	117	301	-61.1%

Critical Infrastructure safety risks due to continuous homeless encampment fires at Transportation Divisions 1 and 2.

Over the last year, SSLE and Operations staff have documented approximately 30 tent/rubbish fires started from homeless encampments and Recreational Vehicles/Campers (RVs) adjacent to Metro Transportation Divisions 1 and 2. The encampments are located adjacent to areas which house Compressed Natural Gas (CNG) Metro buses, large hazardous materials tanks, containers which contain motor oil, antifreeze, flammable cleaning solvents, and fuel dispensing facilities. Several of the fires at the locations have come within 300 feet of these facilities. Division management at both Divisions have expressed grave concerns regarding these ongoing fires and the serious potential for an environmental disaster, great bodily injury to Metro employees, severe damage to critical infrastructure, and adjoining neighborhood should any of these hazardous material facilities be reached by a fire from the adjacent homeless encampments or RVs.

On February 4, 2021, the Los Angeles Fire Department Office of the Fire Marshal conducted a walkthrough inspection of both Divisions to assess the fire safety risk to both facilities. In the report, the Fire Marshal indicated, in part, that "Based on the numerous amount of previous fires, repeated carelessness regarding fire safety by the individuals occupying tents, the potential ignition of stored Compressed Natural Gas (CNG), Hazardous Material Tanks and Containers along with the number of CNG Transit Buses that may be parked/stored all at one time in the yard, there should be conformity of the most restrictive Fire Code Requirements regarding safer distance modifications to homeless tents and RVs and to alleviate future unwanted ignition."

In addition to critical infrastructure safety concerns, there is also serious concern over the safety of our employees at these locations. Metro employees at Division 1 must traverse on foot through homeless encampments to travel from the main building to the parking lot (6th Street and Central Avenue). Many employees have been victims of harassment and assaults. In order to avoid walking near the encampments, many employees choose to walk in the middle of the street, often putting their lives at risk. Employee vehicles are regularly subject to vandalism, theft, and employees find their vehicles were used to dispose of human waste, syringes and other hazardous waste. On January 27, 2021, an encampment fire at this location caused severe fire damage to three employee vehicles.

At Division 2, Metro employees must constantly remove syringes and other hazardous waste that are thrown over the wall from encampments along 15th St and onto Division property. Employees do not feel safe walking along 16th St due to a large amount of RVs parked along the street, especially at night, when there is ongoing criminal activity adjacent to the RVs. Additionally, employees are harassed by and have objects thrown at them from unhoused individuals along 16th St.

In an effort to mitigate this ongoing situation and find long term solutions to address the homeless encampments adjacent to Divisions 1 and 2, SSLE staff has held several meetings with the Mayor's Office for City Homelessness Initiatives, Council District 14, Unified Homelessness Response Center, Sanitation Bureau, LADOT, LAPD, and LAFD. However, these meetings have not resulted in any successful plan for addressing the ongoing risks at Divisions 1 & 2 in part because of the City's moratorium on LAMC 56.11 which does not allow for encampment removals or relocation.

Next Steps

SSLE staff has identified the following steps to attempt to mitigate the ongoing homeless encampment fire concerns at Divisions 1 and 2, while the moratorium on LAMC 56.11 remains in place,

- As recommended by the LAFD Fire Marshall, LAPD Transit Services HOPE Officers distributed Fire Safety Flyers to unhoused individuals in tents and RV's along Industrial Street at Division 1 and along 15th and 16th Street at Division 2.
- As a result of the City opening a "Bridge Housing" location at 14th St and Paloma St, Division 2 is within the Special Enforcement Zone which requires the Sanitation Bureau to regularly pick up trash and enforce ADA compliance on encampment within that zone. SSLE staff will work with UHRC and Sanitation to coordinate regular clean-ups on 15th and 16th St. to ensure guidelines are being adhered to.
- SSLE staff will coordinate with LAPD Transit Services HOPE Team, UHRC, and Sanitation to ensure ongoing outreach and ADA enforcement takes place on the days after CARE Team clean-ups.
- SSLE staff will work with PATH outreach services to create an outreach plan for Divisions 1 and 2 in an effort to find housing options for unhoused individuals in encampments adjacent to the high fire risk areas.
- Metro Facilities Engineering is working with the City's Bureau of Engineering to move forward on a permanent Street Vacation on Industrial Street east of Central Avenue at Division 1. The Street Vacation would allow Metro to expand the division property to Central Av. Facilities Engineering is currently identifying funding for this project.
- SSLE staff will work with CD14 to identify housing options for unhoused individuals in RVs parked along 16th St, between San Pedro St and Griffith Av. If individuals are successfully housed, CD14 will consider "red curbing" 16th Street to address public safety concerns.
- SSLE staff will work with LAFD Officer of the Fire Marshall to do a second walkthrough of Divisions 1 and 2 to identify additional safety measures or recommendations that can be taken to reduce the risk of fires from homeless encampments.

LAFD Fire Prevention Walk Through and Review of Los Angeles Metro Bus Facilities on 2/4/2021

On Thursday February 4th, LAFD Fire Prevention Bureau (FPB) Inspectors Webb and Martin met with LAPD Sgt. Mike Padilla and members of Los Angeles Metro to walk through two facilities and discuss the homeless encampment issues located around the fenced and walled perimeters.

Metro Bus Yard - 6th and Alameda - Division 1

- 11.5 Acre lot used primarily for Maintenance, Fuel Dispensing, and Housing of Metro Buses.
- A Compressed Natural Gas (CNG) refueling/pipeline facility is located on the property.
- Several clearly marked hazardous material tanks and containers that are properly stored with appropriate NFPA markings and warnings.

Concerns:

1. The CNG is under pressure through a series of piping throughout the property above and underground with an output of 5000 psi. The CNG compressor and tanks are located near the street (6th and Alameda) where the homeless have previously set up encampments and separated by a cinder block wall or chain link fence. The area is clearly marked as dangerous with no smoking signs and NFPA 704 markings with a flammability rating of 4 which is the highest degree of hazard.

2. Large hazardous materials tanks and containers which contain motor oil (1000 gals.), 500 gals. of antifreeze, flammable cleaning solvents (six 275 gal. containers totaling 1,650 gals), are located along the South wall. There are several large homeless tents on the opposite side of this wall known as 1415 - 1463 Industrial Street.

3. There are three very large Eucalyptus trees in need of trimming that overlap the wall from the Industrial Street side into the bus yard and would contribute to a fire exposure problem if a tent fire occurred.

4. The bus vehicles are fueled with CNG. There could be as many as 200 or more buses parked in the lot near the fence perimeter. If one bus is exposed to a tent fire and the CNG starts to heat up, the tanks will relieve the pressure and release the gas which may cause other exposed bus vehicles to do the same once the designated temperature is reached. (See bus fire video).

Metro Bus Yard - 16th and San Pedro St. - Division 2

- 7.5 acre lot used primarily for Maintenance, Fuel Dispensing, and Housing of Metro Buses.
- A Compressed Natural Gas (CNG) refueling/pipeline facility is located on the property.
- Several clearly marked hazardous material tanks and containers on the property that are properly stored with appropriate NFPA markings and warnings.

Concerns:

1. The CNG is under pressure through a series of piping throughout the property above and underground with an output of 5000 psi. The CNG compressor and tanks are located near the street where the homeless have previously set up encampments and separated by a cinder block wall

or chain link fence. The area is clearly marked as dangerous with no smoking signs and NFPA 704 markings with a flammability rating of 4 which is the highest degree of hazard.

2. Large hazardous materials tanks and containers which contain motor oil (1000 gals.), 500 gals. of antifreeze, flammable cleaning solvents, and 500 gals. of antifreeze are located along the North wall. There are several large tents on the opposite side of the wall on 15th Street.

3. On the 16th Street side, there are several Recreational Vehicles (RV) parked within 15 feet of the bus yard. There have been recent RV fires that contributed to a fire exposure problem for the bus vehicles. The Metro employees had to quickly move several bus vehicles on 2/2/2021 due the RV fire.

4. The bus vehicles are fueled with CNG. There could be as many as 200 or more buses parked in the lot near the fence perimeter. If one bus is exposed to a tent or RV fire and the CNG starts to heat up, the fuel tanks will relieve pressure and release the gas which may expose other bus vehicles and cause a domino effect once the designated heat temperature is reached. (See bus fire video and notice the pressure relief of CNG on the roof in video #1 and #2).

Summary:

Since 2017, there have been 20 to 30 homeless tent fires and an unknown number of RV fires exposing all perimeters of the two yards. In addition and according to Metro, the tent occupants toss cigarettes and other items over the fence that land on the flammable piping and hazardous material tanks and containers.

Based on the numerous amount of previous fires, repeated carelessness regarding fire safety by the individuals occupying tents, the potential ignition of stored Compressed Natural Gas (CNG), Hazardous Material Tanks and Containers along with the number of CNG Transit Buses that may be parked/stored all at one time in the yard, there should be conformity of the most restrictive Fire Code Requirements regarding safer distance modifications to homeless tents and RVs and to alleviate future unwanted ignition.

Los Angeles Fire Code Sections - Ignition:

305.5 Unwanted fire ignitions. Acts or processes that have caused repeated ignition of unwanted fires shall be modified to prevent future ignition.

2305.4 Sources of ignition. Smoking and open flames shall be prohibited in areas where fuel is dispensed.

5001.3.3.5 Ignition hazards. Safeguards shall be provided to minimize the risk of exposing combustible hazardous materials to unintended sources of ignition.

5303.7.7 Sources of ignition. Open flames and high-temperature devices shall not be used in a manner that creates a hazardous condition.

CNG Bus Fires

<https://www.youtube.com/watch?v=lvuDiZkHJUo>

<https://www.youtube.com/watch?v=vHf2o9oVY24>

A fire/safety tips sheet has been attached below and should be distributed to those who occupy the tents and RVs possibly by Hope Teams and LAHSA.

Respectfully,

Michael P. Webb, Inspector II
Office of the Fire Marshal
Los Angeles City Fire Department
Fire Prevention and Public Safety Bureau
Office: (213) 978-3617

FIRE SAFETY SHEET



Don't Block Fire Department Connections and Hydrants



Consider tent openings

- Don't block others
- Exit to safe area not toward streets or FWY
- Not block exit by fence
- Don't block sidewalk or exit egress



Tents can catch fire very easy. **"DO NOT SMOKE INSIDE TENT"**



"DANGEROUS DO NOT USE" propane inside tent

- For cooking
- Or heating



Never keep open flames inside tent



Hygiene Concerns:

- Clean all wounds
- Do not re-use bandages
- Keep area clean

Small bag for essentials in case you need to go to hospital



- Medicine
- Important belongings



Seek medical attention if wounds are red around cut



Excessive heat exposure can cause sunburn, dehydration and heat stroke



Carry a first-aid kit