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Agenda - Final

Thursday, January 21, 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

Robert Garcia

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.

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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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Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on January 21, 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.

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.

Email: jacksonm@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: 20, 21, 22, and 23.

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

CONSENT CALENDAR

**20. SUBJECT: MEMBERSHIP ON METRO'S SAN FERNANDO VALLEY
SERVICE COUNCIL**

[2020-0679](#)

RECOMMENDATION

APPROVE Erin Nash for membership on Metro's San Fernando Valley Service Council.

Attachments: [Attachment A – Nominee's Listing of Qualifications](#)
[Attachment B – Nomination Letter](#)

21. **SUBJECT: GLENDALE BEELINE ROUTE 3 / LADOT DASH 601, DASH 602 AND COMMUTER EXPRESS 422, AND PVPTA LINE 225/226 TRANSIT SERVICE OPERATION AGREEMENTS**

[2020-0804](#)

RECOMMENDATION

CONSIDER:

- A. EXTENDING the Transit Service Operation Agreement between LACMTA and the City of Glendale for the Glendale Beeline Route 3 for a period of two years through June 30, 2023 for an amount up to \$1,300,845, which is inclusive of estimated Consumer Price Index (CPI) rates;
- B. EXTENDING the Transit Service Operation Agreement between LACMTA and the City of Los Angeles Department of Transportation (LADOT) for Dash Pico Union/Echo Park 601, Dash El Sereno/City Terrace 602, and Commuter Express 422 for a period of two years for an amount up to \$8,900,520;
- C. EXTENDING the Transit Service Operation Agreement between LACMTA and the Palos Verdes Peninsula Transportation Authority (PVPTA) for operation of the Line 225/226 for period of two years for an amount up to \$509,426;
- D. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements between LACMTA and the City of Glendale for funding approval;
- E. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements between LACMTA and the LADOT; and
- F. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements between LACMTA and the PVPTA for funding approval.

Attachments: [Attachment A - Map of Glendale Service Area](#)
 [Attachment B - Map of LADOT Service Area](#)
 [Attachment C - Map of PVPTA Service Area](#)

22. **SUBJECT: UNLEADED FUEL**

[2020-0782](#)

RECOMMENDATION

AUTHORIZE the CEO to:

- A. RATIFY expenditures in excess of the total contract award of \$3,863,300 for unleaded gasoline from Pinnacle Petroleum for Metro's non-revenue vehicle fleet increasing the Contract No. FY34649000 total contract value from \$9,717,450 to \$13,580,750.

-
- B. EXECUTE Modification No. 3 in the amount of \$6,485,975 to include ratified funding in paragraph A above, and to extend the contract period of performance to June 30, 2021 for an additional \$2,622,675, increasing the total contract value from \$13,580,750 to \$16,203,425.

Requires Two-Thirds Vote

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

- 23. SUBJECT: DIESEL FUEL** [2020-0872](#)

RECOMMENDATION

AUTHORIZE the CEO to:

- A. RATIFY expenditures in excess of the total contract award of \$2,075,855 for diesel fuel from Southern Counties Oil Company (SC Fuels) for Metro’s diesel fuel non-revenue vehicles, major and other miscellaneous equipment, increasing the Contract No. DR4348700 total contract value from \$328,959 to \$2,404,814.
- B. EXECUTE Modification No. 3 to extend the contract period of performance to June 30, 2021 for \$252,150 increasing the total contract value from \$2,404,814 to \$2,656,964.

Requires Two-Thirds Vote

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

NON-CONSENT

- 24. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2020-0783](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

Attachments: [OSCE XX Gallagher Employees of the Month Jan 2021](#)

- 25. SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE** [2020-0784](#)

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update

Attachments: [Presentation](#)

26. **SUBJECT: MICROTRANSIT PILOT PROJECT - PART B** [2020-0788](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to Execute Amendment No. 7 to Contract No. PS46292001 with RideCo, Inc. to provide an expanded MicroTransit Operations to three additional Service Zones (North Hollywood/Burbank, El Monte and Compton/Artesia) for two years in an amount of \$5,970,870 increasing the Total Contract Value from \$29,160,732.63 to \$35,131,602.63.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - Contract Modification_Change Order Log](#)
 [Attachment C - DEOD Summary](#)
 [Attachment D - Micro Service Zones](#)
 [Presentation](#)

27. **SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS
 OUTREACH EFFORTS** [2020-0833](#)

RECOMMENDATION

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

Attachments: [Attachment A - Homeless Outreach Success Stories July 2020 - December 2020](#)
 [Attachment B - Motel Report July - December 2020](#)
 [Attachment C - Bus_Rail Homeless Count Data](#)
 [Presentation](#)

28. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)
 UPDATE** [2020-0839](#)

RECOMMENDATION

RECEIVE AND FILE Public Safety Advisory Committee (PSAC) 90-Day Update.

29. **SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY
 PERFORMANCE** [2020-0832](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report

Attachments: [Attachment A - Systemwide Law Enforcement Overview November & December](#)
[Attachment B - MTA Supporting Data November & December 2020](#)
[Attachment C - Transit Police Summary November & December 2020](#)
[Attachment D - Monthly, Bi-Annual, Annual Comparison November & December](#)
[Attachment E - Sexual Crime Harassment Calls for Service November & December](#)
[Attachment F - Violent, Prop, and Part 1 Crimes - January 2021 Board Report](#)

- 30. SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS [2020-0809](#)**
RECOVERY PLAN (JANUARY 2021)

RECOMMENDATION

RECEIVE AND FILE status report on the January 2021 response to Motion 10.1: FY21 Operations Recovery Plan.

Attachments: [Attachment A - Motion 10.1: FY21 Operations Recovery Plan](#)
[Attachment B - December 2020 Scheduled vs. NextGen Planned Frequencies Presentation](#)

- 31. SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING [2020-0810](#)**
WORKING GROUP STATUS UPDATE

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019). This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from Los Angeles Department of Transportation (LADOT) to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

Attachments: [Attachment A - Motion 22.1 Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2020-0879](#)

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 #: 2020-0679, **File Type:** Appointment

Agenda Number: 20.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021**

SUBJECT: MEMBERSHIP ON METRO’S SAN FERNANDO VALLEY SERVICE COUNCIL

ACTION: APPROVE NOMINATION

RECOMMENDATION

APPROVE Erin Nash for membership on Metro’s San Fernando Valley Service Council.

ISSUE

A member of the San Fernando Valley Service Council submitted her resignation effective October 1, 2020. The terms of this now-vacant seat is July 1, 2020 - June 30, 2023.

DISCUSSION

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. The 2018 American Community Survey demographics of the San Fernando Valley Service Council region where this appointment is to be made as compared to the demographics of the region’s ridership as deduced from the 2019 Metro Rider’s Survey, and the membership of the Council with this appointment is as follows:

Race	Hispanic	White	Asian	Black	Native	Other
SFV Membership	4 (44%)	4 (44%)	0%	11%	0%	0%
SFV Ridership Demographics	63%	13%	9%	9%	1%	5%
SFV Resident Demographics	41.2%	41.1%	11.1%	3.6%	0.2%	2.8%

If approved by the Board, this appointment will serve the remainder of the July 1, 2020 - June 30, 2023 term. A brief listing of the nominee’s qualifications and the nomination letter are provided in Attachments A and B.

- A. Erin Nash, San Fernando Valley Service Council, New Appointment
Nominated by: Los Angeles Mayor Eric Garcetti
Term Ending: June 30, 2023

The demographic makeup of the San Fernando Valley Service Council with the appointment of this nominee will consist of four (4) Hispanic members, four (4) White members, and one (1) Black member as self-identified by the members in terms of racial/ethnic identity. The gender breakdown of the Council will be five (5) men and four (4) women.

DETERMINATION OF SAFETY IMPACT

Maintaining the full complement of representatives on each Service Council to represent each service area is important. As each representative is to be a regular user of public transit, and each Council is composed of people from diverse areas and backgrounds, this enables each Council to better understand the needs of transit consumers including the need for safe operation of transit service and safe location of bus stops.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

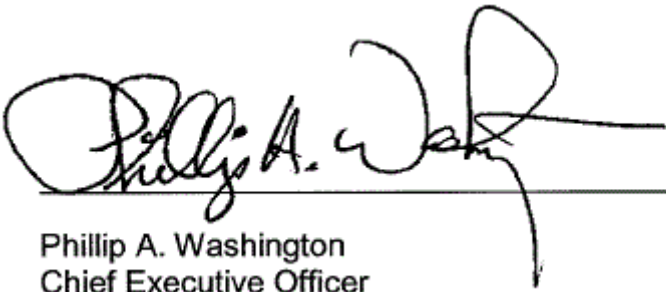
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective, and share that information with the Service Councils for use in their work to plan and to implement and improve bus service in their areas and the customer experience using our bus service.

ATTACHMENTS

Attachment A - Nominee's Listing of Qualifications
Attachment B - Nomination Letter

Prepared by: Conan Cheung, Sr. Executive Officer, Service Development, Scheduling and Analysis, (213) 418-3034
Dolores Ramos, Chief Administrative Analyst, Regional Service Councils, (213) 922-1210

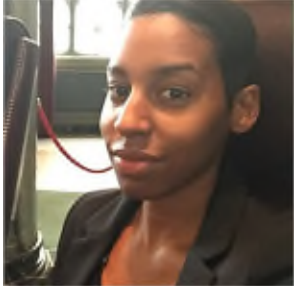
Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108



Phillip A. Washington
Chief Executive Officer

NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS

Erin Nash, Nominee for San Fernando Valley Service Council



Erin Nash is a resident of Arleta and currently works in the City of Los Angeles Department of City Planning as a Planning Assistant, where she performs research and analysis on existing land uses, existing conditions, development patterns, and prominent design characteristics, as well as review and preparation of environmental documents. Prior to joining the Department of City Planning, Ms. Nash has worked as a Council Deputy to Los Angeles City Councilmembers Curran D. Price Jr. and Felipe Fuentes. She has also served as an Assembly District Delegate (AD 39) for the California Democratic Party and a Board Member with Los Angeles County Young Democrats.

Ms. Nash holds a Master of Public Administration in Public Policy Analysis from California State University – Northridge (CSUN) and a Bachelor of Arts in Communications, also from CSUN. Erin is also a member of the Los Angeles African American Public Policy Institute.

APPOINTING AUTHORITY NOMINATION LETTER

San Fernando Valley Service Council



November 18, 2020

Ms. Dolores Ramos
Chief Administrative Analyst
One Gateway Plaza
Los Angeles, CA 90012

Ms. Ramos,

I hereby appoint Ms. Erin Nash to serve as a representative on the San Fernando Valley Council, for the term ending June 30, 2023. She will be replacing Yvette Lopez, who has resigned.

I certify that in my opinion Ms. Erin Nash is qualified for the work that will devolve upon her, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'E. Garcetti', with a horizontal line extending to the right.

ERIC GARCETTI
Mayor

EG:cl



Board Report

File #: 2020-0804, File Type: Agreement

Agenda Number: 21.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021

SUBJECT: GLENDALE BEELINE ROUTE 3 / LADOT DASH 601, DASH 602 AND COMMUTER EXPRESS 422, AND PVPTA LINE 225/226 TRANSIT SERVICE OPERATION AGREEMENTS

ACTION: APPROVE AGREEMENTS

RECOMMENDATION

CONSIDER:

- A. EXTENDING the Transit Service Operation Agreement between LACMTA and the City of Glendale for the Glendale Beeline Route 3 for a period of two years through June 30, 2023 for an amount up to \$1,300,845, which is inclusive of estimated Consumer Price Index (CPI) rates;
- B. EXTENDING the Transit Service Operation Agreement between LACMTA and the City of Los Angeles Department of Transportation (LADOT) for Dash Pico Union/Echo Park 601, Dash El Sereno/City Terrace 602, and Commuter Express 422 for a period of two years for an amount up to \$8,900,520;
- C. EXTENDING the Transit Service Operation Agreement between LACMTA and the Palos Verdes Peninsula Transportation Authority (PVPTA) for operation of the Line 225/226 for period of two years for an amount up to \$509,426;
- D. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements between LACMTA and the City of Glendale for funding approval;
- E. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements between LACMTA and the LADOT; and
- F. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements between LACMTA and the PVPTA for funding approval.

ISSUE

The current agreement between LACMTA and the City of Glendale, to fund a portion of Glendale Beeline Route 3 and Line 177, will expire on June 30, 2021. Staff is requesting Board authority to continue the agreement through June 30, 2023, as the service replaces the former western extension of Metro's directly operated Line 177.

The current agreement between LACMTA and LADOT to fund a portion of Dash Pico Union/Echo Park 601, Dash El Sereno/City Terrace 602, and Commuter Express 422 will expire on June 30, 2021. Staff is requesting Board authority to continue the agreement through June 30, 2023.

The current agreement between LACMTA and PVPTA funds a portion of Line 225/226 and will expire on June 30, 2021. Staff is requesting Board authority to continue the agreement through June 30, 2023.

BACKGROUND

In FY98, Metro implemented a Consent Decree Pilot Program to improve mobility for the transit dependent. In July 1999, the Board of Directors approved the service modifications based on the Consent Decree Pilot Program and Public Hearing results. The term of the agreement was for one year from the initial date of operations with automatic one-year renewals which include changes to service levels as needed.

DISCUSSION

City of Glendale

In February 2000, the LACMTA Board approved ten-year agreement in which LACMTA would discontinue operating service on the western portion of MTA Route 177 between the Jet Propulsion Laboratory (JPL) and downtown Glendale. Line 177 is now a contract line operated for Metro via a private bus company. The service is considered a local community service that is more suited to be integrated into the Beeline service operated by the City of Glendale.

The City of Glendale agreed to operate on the days of week, span of service, and frequencies of service equal to or better than that operated by the LACMTA. The rate will be indexed each year according to the CPI based on the prior year's rate for the Los Angeles-Long Beach-Anaheim Urbanized Area (not seasonally adjusted).

City of Los Angeles Department of Transportation

The Transit Service Operations Agreement between LACMTA and the City of Los Angeles has been effective since its implementation as part of the Consent Decree. The service has enabled both agencies to focus on operating services more appropriate to each agency's core mission. In FY20, lines 422, 601 and 602 scheduled 97,119 RSH and reported approximately 1,495,184 annual passenger trips.

City of Palos Verdes Peninsula Transportation Authority

PVPTA began providing service to the Palos Verdes Peninsula in 1995. At the time of the Consent Decree Metro Line 225/226 was the only local bus line operated in this part of the County. In 2006, it was determined that Line 225/226 would be best, and most cost effectively, operated by PVPTA via subsidy from LACMTA. In FY20, line 225/226 scheduled 6,131 RSH and reported

approximately 21,190 annual passenger trips. Please refer to Attachments A, B, and C for additional ridership and service information relating to City of Glendale, LADOT and PVPTA service.

Performance Evaluation

During the agreement period, Metro staff will continue to evaluate the performance of the lines to ensure that the service provided aligns with Metro's transit service policies, efficiency standards, and meets the needs of our customers.

DETERMINATION OF SAFETY IMPACT

Approval of this item will not have any impact on the safety of our customers and employees.

FINANCIAL IMPACT

Funding to run all three agreements through June 30, 2021 is included in the adopted FY21 budget. The full value of the City of Glendale service agreement is up to \$1,300,845, LADOT is \$8,900,520, and PVPTA is \$509,426, for a complete total of \$10,710,791-\$10,710,790. Funding of \$5,342,642, will be requested in the proposed FY22 budget to extend the agreements and provide the FY22 service levels. All funds for these transit service agreements are/will be included in cost center 3590 (Contract Services), Account 54001 (Subsidies) under project number 306006 (System-wide Bus Operations Management and Administration).

Since these are multi-year contracts, the cost center/project manager will be responsible for budgeting these costs in future fiscal years.

Impact to Budget

Funding for this action will come from the Enterprise Operating fund. The source of funds will be from Federal, State, and Local sources including sales tax and fares. Allocation of these funds to these actions maximizes their intended use given approved funding guidelines and provisions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal: 3) Enhance communities and lives through mobility and access to opportunity. Metro will continue work towards making Los Angeles County's transportation system more accessible, inclusive, and responsive to the needs of the diverse communities it serves.

NEXT STEPS

Staff will execute a renewal of the current Transit Service Operation Agreements between LACMTA and the City of Glendale for the Glendale Beeline Route 3 and Line 177; will execute an agreement between LACMTA and the City of Los Angeles for Dash Pico Union/Echo Park 601, Dash El Sereno/City Terrace 602, and Commuter Express 422; and will execute an agreement between LACTMA and PVPTA for Line 225/226. During the agreement period LACMTA staff will continue to evaluate the performance of the lines, findings, and recommendations to ensure that the service provided aligns with Metro's transit service policies, efficiency standards, and meet the needs of our

diverse customers and stakeholders.

ATTACHMENTS

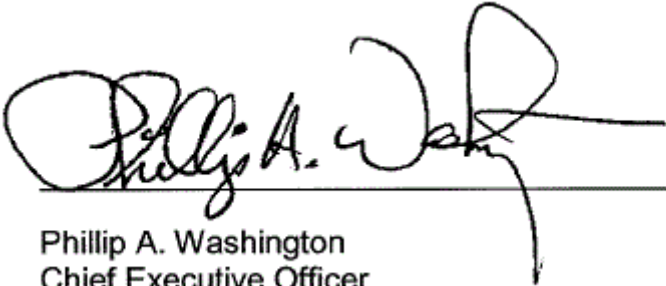
Attachment A - Map of Glendale Service Area

Attachment B - Map of LADOT Service Area

Attachment C - Map of PVPTA Service Area

Prepared by: Sandra Solis, Director, Finance & Admin (213) 922-6266
Diane Corral-Lopez, EO Admin & Finance (213) 922-7676

Reviewed by: James T. Gallagher, Chief Operations Officer (213) 418-3108
Nalini Ahuja, Chief Financial Officer (213) 922-3088




Phillip A. Washington
Chief Executive Officer

Glendale Service Area	FY19 Beeline Route 3	FY19 Line 177 Equivalent	FY20 Beeline Route 3	FY20 Line 177 Equivalent
Annual Scheduled Revenue Hours	11,012.5	6,756.0	11,022.7	6,756.0
Annual Passenger Trips	188794	115940	130,620	80,104
Boarding per Hours	17.14	17.16	11.85	11.86
Cash Fare	\$1.00	\$1.00	\$1.00	\$1.00
Days of Operation	M-F		M-F	
Service Frequency	20-50 Minutes		20-50 Minutes	
Span of Service	5:15 AM - 9:00 PM		5:15 AM - 9:00 PM	

3/31

3 - Downtown Glendale to Jet Propulsion Laboratory
31 - Downtown Glendale to La Crescenta

Includes ROUTE 33/34 LCF Shuttle



Effective: 11/15/2020


VIA: Glendale Av, Verdugo Rd, Honolulu Av, Foothill Bl

General Operating Hours:

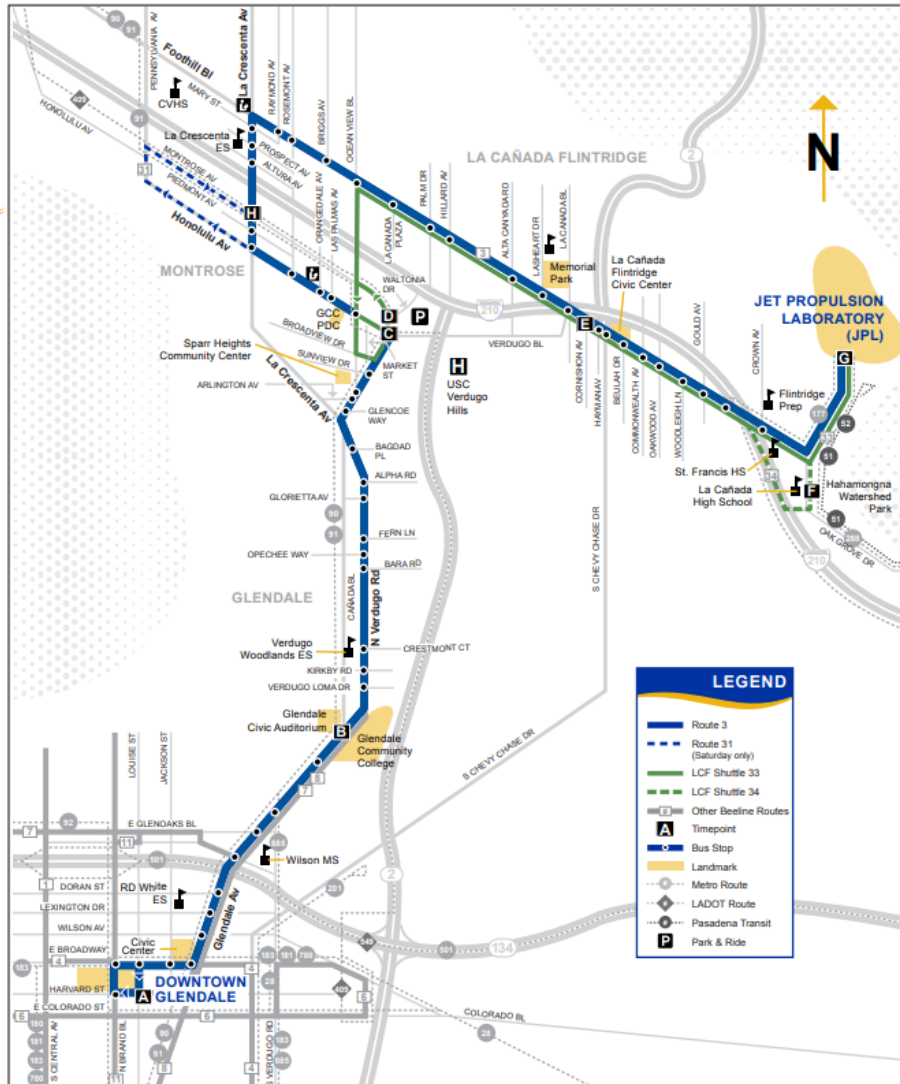
Monday - Friday	5:15am - 9:00pm
Saturday	9:00am - 6:00pm
Sunday	No Service

정보
Տեղեկություն համար
Para información
For BEELINE Information:

GlendaleBeeline.com
(818) 548-3960



CITY OF GLENDALE, CA



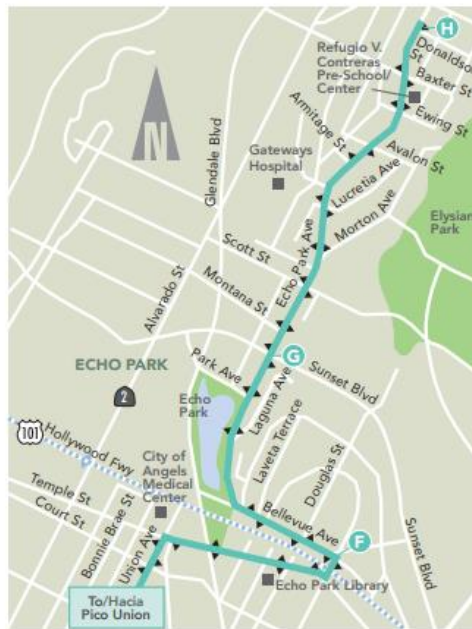
LADOT Service Area	FY19 Line 422	FY19 Line 601 ES	FY19 Line 602 PU	FY20 Line 422	FY20 Line 601 ES	FY20 Line 602 PU
Annual Scheduled Revenue Hours	12,426.5	29,861.3	55,386.0	11,860.3	29,588.7	55,669.7
Days of Operation	M-F	365	365	M-F	365	365
Service Frequency	30 Minutes	10-25 Minutes	10-16 Minutes	30 Minutes	10-25 Minutes	10-16 Minutes
Span of Service	AM: 4:55 - 9:31 PM: 1:55 - 8:17	M-F: 5:00 AM - 11:02 PM S-Su: 5:02 AM - 11:00PM	M-F: 5:35 AM - 9:58 PM S-Su: 6:02 AM - 9:58 PM	AM: 4:55 - 9:30 PM: 1:55 - 8:17	M-F: 7:00 AM - 7:00 PM S-Su: 7:00 AM - 7:00 PM	M-F: 7:00 AM - 7:00 PM S-Su: 7:00 AM - 7:00 PM
Annual Passenger Trips	124,982	543,847	2,144,628	79,643	305,315	1,110,226
Boarding per Hours	10.06	18.21	38.72	6.72	10.32	19.94
Cash Fare	\$1.50 - \$3.00	\$0.50	\$0.50	\$1.50 - \$3.00	\$0.50	\$0.50



601

PICO UNION/ECHO PARK

EFFECTIVE MARCH, 2020
A PARTIR DEL MARZO, 2020

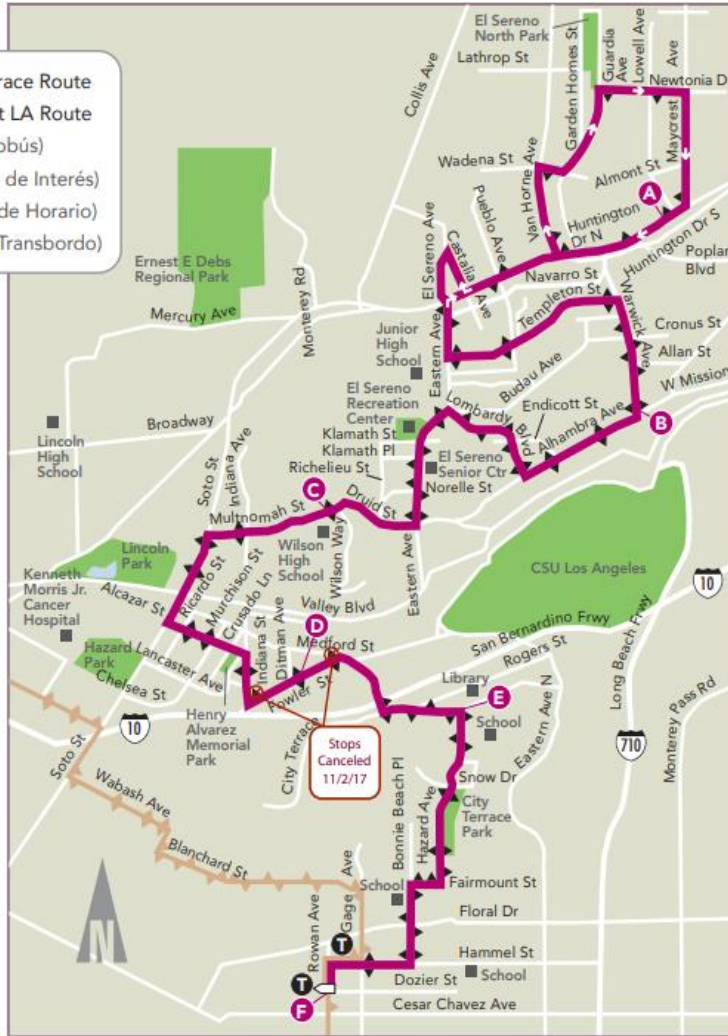


- DASH Pico Union/Echo Park Route
- DASH King East
- DASH Downtown
- Route A
- Route B
- Route D
- Route E
- Route F
- Commuter Express Routes
- Metro Red Line
- Metro Purple Line
- Metro Blue Line
- Metro Expo Line
- ▲ Bus Stop/Parada de Autobús
- Multiple Route Stop/Parada de Rutas Múltiples
- Points of Interest/Puntos de Interés
- A Time Point/Punto Clave de Horario
- T Transfer Point/Punto de Transbordo
- Metro Rail Station/Estación de Metro



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Department of Transportation
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www.ladottransit.com

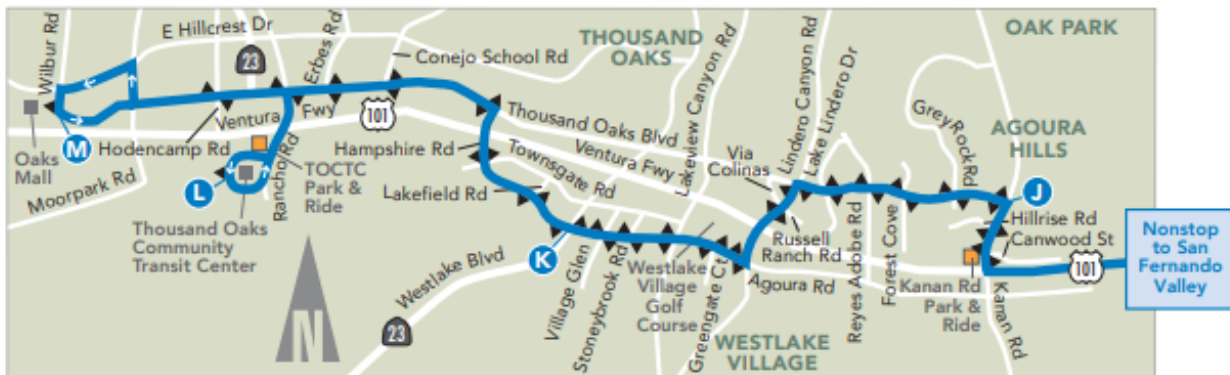
-  DASH El Sereno/City Terrace Route
-  DASH Boyle Heights/East LA Route
-  Bus Stop (Parada de Autobús)
-  Points of Interest (Puntos de Interés)
-  Time Point (Punto Clave de Horario)
-  Transfer Point (Punto de Transbordo)



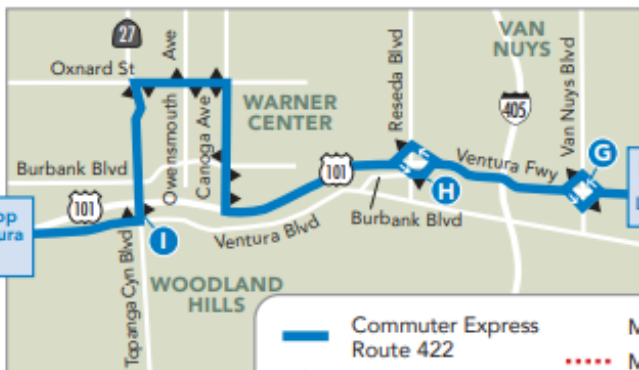
City of Los Angeles
Department of Transportation

(213, 310, 323 or/o 818) 808-2273
www.ladottransit.com

THOUSAND OAKS/AGOURA HILLS



SAN FERNANDO VALLEY



DOWNTOWN LOS ANGELES



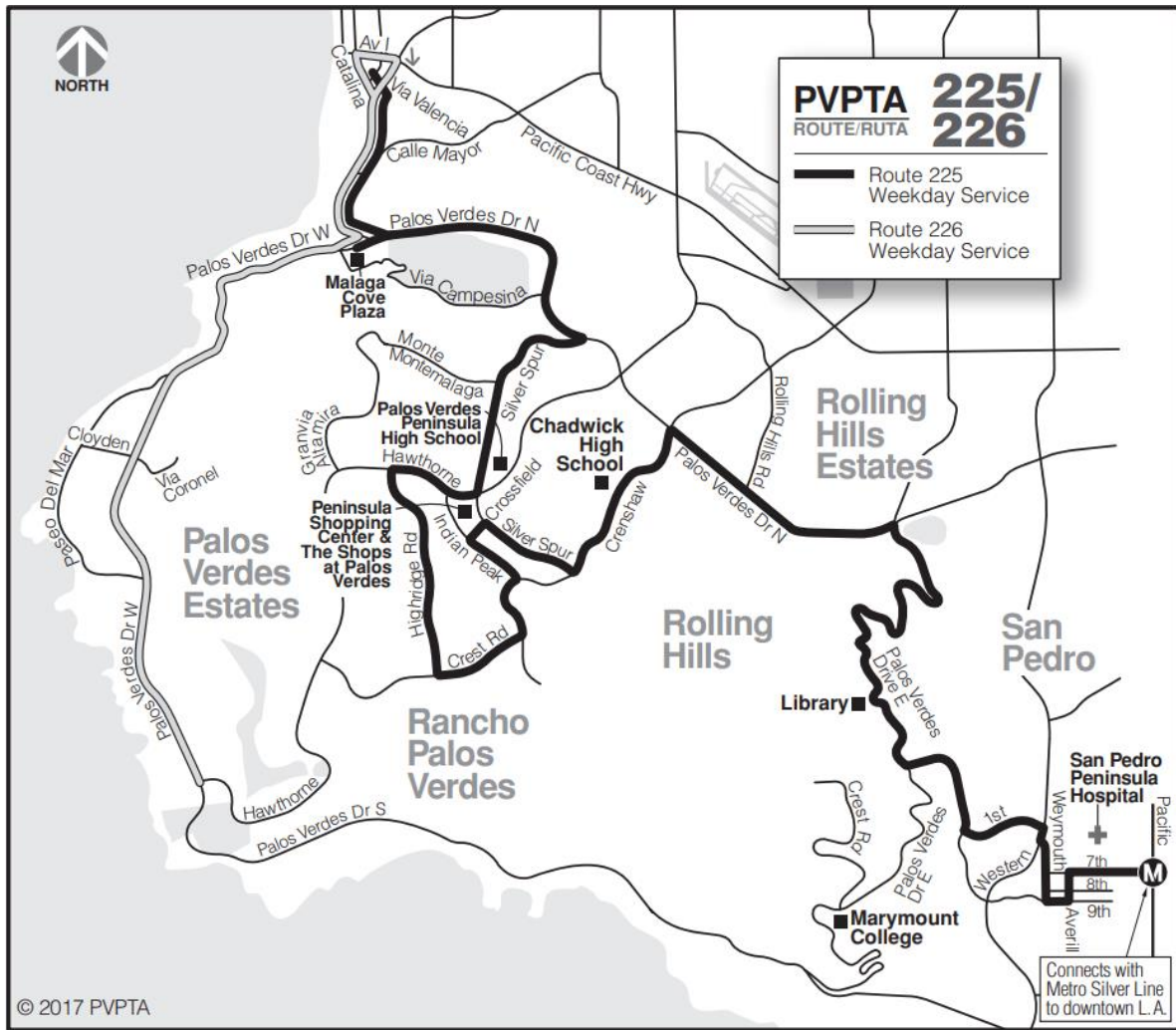
Commuter Express Route 422	Metro Gold Line
Bus Stop	Metro Red Line
Drop-off Only	Metro Purple Line
Points of Interest	Metro Blue Line
Time Point	Metro Expo Line
Park and Ride Lot	Metro Silver Line
	Metro Rail Station

PARK & RIDE LOCATIONS

Thousand Oaks Community Transportation Center (TOCTC) Park & Ride
265 S. Rancho Road, Thousand Oaks

Caltrans Park & Ride
(NW) Canwood and Kanan, Agoura Hills

PVPTA Service Area	FY19 225/226	FY20 225/226
Annual Scheduled Revenue Hours	6,068.0	6,131.0
Annual Passenger Trips	24,192	21,190
Boarding per Hours	3.99	3.46
Cash Fare	\$2.50	
Days of Operation	M-F	
Service Frequency	30-60 Minutes	
Span of Service	06:00 AM - 7:24 PM	





Board Report

File #: 2020-0782, File Type: Contract

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 21, 2021

SUBJECT: UNLEADED FUEL

ACTION: RATIFY EXPENDITURES AND APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the CEO to:

- A. RATIFY expenditures in excess of the total contract award of \$3,863,300 for unleaded gasoline from Pinnacle Petroleum for Metro's non-revenue vehicle fleet increasing the Contract No. FY34649000 total contract value from \$9,717,450 to \$13,580,750.

- B. EXECUTE Modification No. 3 in the amount of \$6,485,975 to include ratified funding in paragraph A above, and to extend the contract period of performance to June 30, 2021 for an additional \$2,622,675, increasing the total contract value from \$13,580,750 to \$16,203,425.

Requires Two-Thirds Vote

ISSUE

The original contract was to provide up to approximately five million gallons of unleaded gasoline for 60 months at prevailing Oil Price Information Service (OPIS) pricing with the application of state and federal taxes and fees associated with unleaded gasoline. The contract is an Indefinite Delivery Indefinite Quantity (IDIQ) for a two-year base, inclusive of sales taxes for a not-to-exceed amount of \$3,886,980, and three one-year options for a not-to-exceed amount of \$5,830,470 for a total not-to-exceed amount \$9,717,450.

DISCUSSION

In July 2017 the Board awarded a 60-month Contract for unleaded gasoline to Pinnacle for \$9,717,450. Pinnacle was required to provide unleaded gasoline for Metro's non-revenue vehicles (automobiles, trucks, vans, and equipment). The ratification is due to inadequate staff monitoring, unforeseen fluctuations and increases in fuel variables over the past 2 years related to the federal and state fuel taxes and fees, Oil Price Information Service (OPIS) fee per gallon, and its fuel

supplier. The unexpected pandemic has also impacted the supply and demand for fuel. The fuel industry has experienced a reduction in fuel production due to state emergency shutdowns, thus, increasing fuel prices due to low production. Many fuel refineries have closed, and are temporarily closing, which has also impacted the fuel supplier's ability to obtain competitive fuel prices. In Metro's solicitation price form of December 2016, for the unleaded fuel acquisition, staff inadvertently failed to include two of the many state and federal fees and taxes which represented an understatement of approximately thirty-four cents (\$0.34) per gallon.

Staff became aware of these issues in October 2020 and reached out to the fuel supplier and internal Metro departments to ascertain the reasons for increases in fuel costs and to discuss and implement the appropriate preventive measures to ensure unplanned and unauthorized expenditures would not re-occur.

Corrective Actions

Metro's immediate corrective actions include, but are not limited to:

- Issuance of a new solicitation for Metro's unleaded gas requirements for open competition.
- Prior to the issuance of a new solicitation, Metro will reach out to the unleaded gasoline and overall commodities industry, via a Request for Interest and Qualification (RFIQ), to solicit specific industry knowledge and inputs relative to Metro's development of the new solicitation.
- The new solicitation will require that supplier's invoices are clear and reflect the gallons of fuel received by location to allow for the required reconciliation of fuel received against expenditures by location and projected demand.
- Internally, in addition to Metro's internal accounts payable and procurement departments, the user department, Non-revenue Vehicle Operations, will be required to be integral to the review and approve processes for all fuel supplier invoices, track against their projected demand, independent cost estimate, and the total contract value.
- Vendor/Contract Management will adhere to proper total contract value monitoring to ensure that upon reaching seventy percent (70%) of total actual costs (invoiced costs) proper coordination with the supplier and Metro's designated project manager (PM) will occur to take proper steps to use allocated Contract Modification Authority or re-solicit the Contract and return to the Board for approval.
- Internally, Metro will review all other commodity inventory contracts to ensure that the appropriate invoice reviews are established and followed when matched against the contract terms and values.
- Internally, staff will consult with all internal commodity User Depts involved in the acquisition and operational use of various fuel and oil types, lubricants, renewable/compressed natural gas, electrification, and new forms of energy to create synergy within the Agency in the acquisition and sharing of updated and critical commodities industry information, knowledge, regulatory/compliance local, state, and federal requirements, indices, fees and taxes information.

DETERMINATION OF SAFETY IMPACT

There are no safety impacts for this authorization.

FINANCIAL IMPACT

Adoption of Modification No. 3 for Contract No. FY34649000 would have a budget impact of \$2,622,675 to the agency. Additionally, funding in the amount of \$3,863,300 in FY21 is required to ratify the contract due to unforeseen fluctuations and fuel variables over the past 2 years related to the federal and state fuel taxes and fees. Funding will come from within the adopted Operations and Maintenance budget. The project manager, in conjunction with the Contract Administrator, and the Accounting department will be responsible for monitoring performance, compliance, costs, and resources in support of this task.

Since this is a multi-year project, the program manager, cost center manager, and Chief Operations Officer will ensure all project resources are budgeted in future fiscal years.

Impact to Budget

The source of funds for this action will be Federal, State and Local funds including sales tax and fares. Allocation of these funds maximizes their intended use given approved funding guidelines and provisions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal 2, Deliver outstanding trip experience for all users of the transportation system.

ALTERNATIVES CONSIDERED

The alternative is not to approve the ratification. This approach is not recommended. A new procurement will start immediately with an anticipated award recommendation to be presented to Metro Board in June 2021.

NEXT STEPS

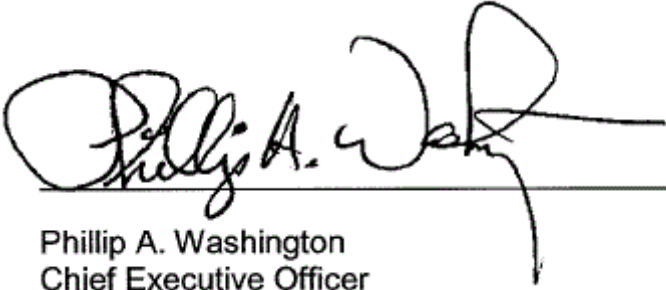
Upon approval, staff will execute Modification No. 3 to Contract No. FY34649000 to Pinnacle Petroleum to continue supplying unleaded gasoline for Metro's fleet to June 30, 2021. Also, Metro will begin the outreach process to the unleaded gasoline and overall commodities industry, via a Request for Interest and Qualification (RFIQ), to solicit industry specific industry knowledge and inputs relative to Metro's development of the new solicitation.

ATTACHMENTS

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

Prepared by: Nathan Jones II, Director of Contract Administration, (213) 922-6101
Dan Ramirez, Division Maintenance Superintendent, (213) 922-5797

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

CONTRACT NO. FY34649000

UNLEADED GASOLINE

1.	Contract Number: FY34649000		
2.	Contractor: Pinnacle Petroleum, Inc		
3.	Mod. Work Description: Ratify unauthorized expenditures and increase Contract Value		
4.	Contract Work Description: Provide unleaded fuel to various Metro division locations for non-revenue vehicles		
5.	The following data is current as of: 12/9/20		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	7-20-17	Contract Award Amount: \$ 9,717,450.00
	Notice to Proceed (NTP):	9-15-17	Total of Modifications Approved:
	Original Complete Date:	9-15-22	Pending Modifications (including this action): \$ 6,485,975.00
	Current Est. Complete Date:	10-30-22	Current Contract Value (with this action): \$16,203,425.00
7.	Contract Administrator: Juelene Close		Telephone Number: 213-922-1066
8.	Project Manager: Daniel Ramirez		Telephone Number: (213) 922-5797

A. Procurement Background

This Board Action is to ratify an action and approve Contract Modification No. 3 in support of Metro Operations' non-revenue vehicles for unleaded gasoline for the following:

- To ratify unauthorized expenditures in excess of the total contract award of \$3,863,300, increasing the total contract value from \$9,717,450 to \$13,580,750.
- To execute Modification No. 3 for \$6,485,975, inclusive of \$3,863,300 for ratified unauthorized expenditures and to extend the contract period of performance to June 30, 2021, for an additional \$2,622,675, increasing the total contract value from \$13,580,750 to \$16,203,425.

This Contract Modification No. 3 will be processed in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery/Indefinite Quantity (IDIQ).

On July 20, 2017, the Board approved a contract to Pinnacle Petroleum, Inc., as the lowest responsive and responsible bidder to supply unleaded fuel to various bus, rail and non-revenue vehicle departments in the amount of \$9,717,450, inclusive of two year base, inclusive of sales tax, for a not to exceed amount of \$3,886,980, and three one-year options for a not to exceed amount of \$5,830,470 for a total period of performance of 60 months from September 17, 2017 to September 16, 2022.

B. Price/Cost Analysis

Modification No. 3 in the amount of \$6,485,975 is based upon extending the contract performance, thus increasing the total contract value by \$2,622,675; and based upon unauthorized expenditures in the amount of \$3,863,300 due to unforeseen fluctuations and increases in fuel variables over the past 2 years related to the federal and state fuel taxes and fees, Oil Price Information Service (OPIS) fee per gallon, and its fuel supplier.

Upon staff conducting a cost analysis of the price fluctuations related to the past two years, two of the many state and federal fees and taxes were inadvertently omitted from the solicitation price form in December 2016 which represented an understatement of approximately thirty-four cents (\$0.34) per gallon.

The unexpected COVID-19 pandemic has also impacted the supply and demand for fuel causing a reduction in fuel production due to state emergency shutdowns, thus, increasing fuel prices due to low production. Many fuel refineries have closed, and are temporarily closing, which have also impacted the fuel supplier's ability to obtain competitive fuel prices; thus causing a 30% increase from its 2016 bid price. Staff conducted research with OPIS fuel index rates and mandated fees, verifying cost increases and confirmed the price increase for upcoming months is fair and reasonable.

Based upon staff's extensive research with industry resources identifying trends in commodities related to COVID-10 pandemic, fluctuating price indexes from OPIS, review of all federal mandated fees and taxes charges, the projected fuel increases identified during this economic slow-down has been determined to be fair and reasonable.

DEOD SUMMARY

UNLEADED FUEL/FY34649

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) goal for this solicitation due to a lack of subcontracting opportunities. As confirmed by the Project Manager, this project involves providing and delivering unleaded gasoline to the underground storage tanks located at the bus divisions. Pinnacle Petroleum, Inc. did not make an SBE commitment. It is expected that Pinnacle is providing these services with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

CONTRACT MODIFICATION/CHANGE ORDER LOG
UNLEADED GASOLINE – CONTRACT NO. FY34649000

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Exercise Option 1 – 12 months additional service	Approved	08/27/19	\$.00
2	Extending period of performance	Approved	11/10/20	\$.00
3	Ratify \$3,863,300 in Unauthorized Expenditures and extend period of performance for an additional \$2,622,675.	Pending	Open	\$ 6,485,975.00
	Modification Total:			\$ 6,485,975.00
	Original Contract:	Approved	9/17/17	\$ 9,717,450.00
	Total:			\$16,203,425.00



Board Report

File #: 2020-0872, File Type: Contract

Agenda Number: 23.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 21, 2021

SUBJECT: DIESEL FUEL

ACTION: RATIFY EXPENDITURES AND APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the CEO to:

- A. RATIFY expenditures in excess of the total contract award of \$2,075,855 for diesel fuel from Southern Counties Oil Company (SC Fuels) for Metro's diesel fuel non-revenue vehicles, major and other miscellaneous equipment, increasing the Contract No. DR4348700 total contract value from \$328,959 to \$2,404,814.

- B. EXECUTE Modification No. 3 to extend the contract period of performance to June 30, 2021 for \$252,150 increasing the total contract value from \$2,404,814 to \$2,656,964.

Requires Two-Thirds Vote

ISSUE

The original contract was to provide up to approximately 168,000 gallons of diesel fuel for 24 months at prevailing Oil Price Information Service (OPIS) pricing with the application of state and federal taxes and fees associated with diesel fuel. The contract is an Indefinite Delivery Indefinite Quantity (IDIQ) for two-years inclusive of sales taxes for a not-to-exceed amount of \$328,959.

DISCUSSION

In November 2015, Metro Staff approved a contract award, for a 24-month Contract for diesel fuel to SC Fuels for \$328,959. SC Fuels was required to provide diesel fuel for Metro's non-revenue vehicles that operate using diesel fuel. The ratification for unauthorized expenditure of Metro funds is due to a staff member not complying with and implementing Metro's standard contract administration practices; inadequate staff monitoring; the bid pricing was based on an annual quantity of 84,000 gallons, but the diesel fuel annual actual average usage was 125,000 gallons; unforeseen fluctuations and increases in fuel price variables over the past 4 years related to the federal and state

fuel taxes and fees; Oil Price Information Service (OPIS) fee per gallon, and its fuel supplier. The unexpected pandemic has also impacted the supply and demand for fuel. The fuel industry has experienced a reduction in fuel production due to state emergency shutdowns, thus, increasing fuel prices due to low production. Many fuel refineries have closed, and are temporarily closing, which has also impacted the fuel supplier's ability to obtain competitive fuel prices.

Staff became aware of these unauthorized expenditures in December 2020 and reached out to the fuel supplier and internal Metro departments to ascertain the reasons for the unauthorized expenditures, increases in fuel costs and to discuss and implement the appropriate preventive measures to ensure unplanned and unauthorized expenditures would not re-occur.

Corrective Actions

Metro's immediate corrective actions include, but are not limited to:

- Issuance of a new solicitation for Metro's diesel fuel requirements for open competition.
- Prior to the issuance of a new solicitation, Metro will reach out to the diesel fuel and overall commodities industry, via a Request for Interest and Qualification (RFIQ), to solicit specific industry knowledge and inputs relative to Metro's development of the new solicitation.
- The new solicitation will require that supplier's invoices are clear and reflect the gallons of fuel received by Metro location to allow for the proper reconciliation of fuel received against expenditures by Metro location and projected demand.
- Internally, in addition to Metro's internal accounts payable and procurement departments, the user department, Non-revenue Vehicle Operations, will be required to be integral to the review and approve processes for all diesel fuel supplier invoices, track against their projected demand, independent cost estimate, and the total contract value.
- Vendor/Contract Management will adhere to proper total contract value monitoring to ensure that upon reaching seventy percent (70%) of total actual costs (invoiced costs) proper coordination with the supplier and Metro's designated project manager (PM) will occur. Staff will take proper steps to use only Board allocated Contract Modification Authority and to re-solicit the Contract and return to the Board for approval prior to contract expiration.
- There are proposed design features that are being considered to be potentially incorporated and offered in the planned acquisition of Metro's Enterprise Asset Management (EAM) system that will provide interdepartmental real-time visibility and various capabilities to manage Metro's commodities.
- Internally, staff will consult with all internal commodity User departments involved in the acquisition and operational use of various fuel and oil types, lubricants, renewable/compressed natural gas, electrification, and new forms of energy to create synergy within the Agency in the acquisition and sharing of updated and critical commodities industry information, knowledge, regulatory/compliance local, state, and federal requirements, indices, fees and taxes information.

DETERMINATION OF SAFETY IMPACT

There are no safety impacts for this authorization.

FINANCIAL IMPACT

Adoption of Modification No. 3 for Contract No. DR4348700 would have a budget impact of \$252,150 to the agency. Additionally, funding in the amount of \$2,075,855 in FY21 is required to ratify the contract due to unforeseen fluctuations and fuel variables over the past 2 years related to the federal and state fuel taxes and fees. Funding will come from within the adopted Operations and Maintenance budget. The project manager, in conjunction with the Contract Administrator, and the Accounting department will be responsible for monitoring performance, compliance, costs, and resources in support of this task.

Since this is a multi-year project, the program manager, cost center manager, and Chief Operations Officer will ensure all project resources are budgeted in future fiscal years.

Impact to Budget

The source of funds for this action will be Federal, State and Local funds including sales tax and fares. Allocation of these funds maximizes their intended use given approved funding guidelines and provisions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal 2, Deliver outstanding trip experience for all users of the transportation system.

ALTERNATIVES CONSIDERED

The alternative is not to approve the ratification. This approach is not recommended. A new procurement will start immediately with an anticipated award recommendation to be presented to Metro Board in June 2021.

NEXT STEPS


Upon approval, staff will execute Modification No. 3 to Contract No. FY34649000 to SC Fuels to continue supplying diesel fuel for Metro's fleet to June 30, 2021. Also, Metro will begin the outreach process to the diesel fuel and overall commodities industry, via a Request for Interest and Qualification (RFIQ), to solicit industry specific industry knowledge and inputs relative to Metro's development of the new solicitation.

ATTACHMENTS

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

Prepared by: Nathan Jones III, Director of Contract Administration, (213) 922-6101
Dan Ramirez, Division Maintenance Superintendent, (213) 922-5797

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

CONTRACT NO. DR4348700

DIESEL FUEL

1.	Contract Number: DR4348700		
2.	Contractor: Southern Counties Oil Company (SC Fuels)		
3.	Mod. Work Description: Ratify unauthorized expenditures and increase Contract Value		
4.	Contract Work Description: Provide diesel fuel to various Metro division locations for non-revenue vehicles		
5.	The following data is current as of: 12/28/20		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	1-16-16	Contract Award Amount: \$328,959
	Notice to Proceed (NTP):	1-16-16	Total of Modifications Approved: \$0.00
	Original Complete Date:	1-15-18	Pending Modifications (including this action): \$2,328,005
	Current Est. Complete Date:	6/30/21	Current Contract Value (with this action): \$2,656,964
7.	Contract Administrator: Juelene Close		Telephone Number: 213-922-1066
8.	Project Manager: Daniel Ramirez		Telephone Number: (213) 922-5797

A. Procurement Background

This Board Action is to ratify an action and approve Contract Modification No. 3 in support of Metro Operations' non-revenue vehicles for unleaded gasoline for the following:

- To ratify unauthorized expenditures in excess of the total contract award of \$2,075,855, increasing the total contract value from \$328,959 to \$2,404,814.
- To execute Modification No. 3 to extend the contract period of performance to June 30, 2021 for \$252,150, increasing the total contract value from \$2,404,814 to \$2,656,964.

This Contract Modification No. 3 will be processed in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery/Indefinite Quantity (IDIQ).

On November 24, 2015, Metro's Supply Chain Management approved a contract to SC Fuels, as the lowest responsive and responsible bidder to supply diesel fuel for Metro's non-revenue and emergency vehicles - that operates using diesel fuel, and equipment in the amount of \$328,959, inclusive of sales tax, a total period of performance of 24 months from January 16, 2016 to January 15, 2018.

B. Price/Cost Analysis

Modification No. 3 in the amount of \$252,150 is based upon extending the contract performance, thus increasing the total contract value to \$2,656,964. The total price for the six (6) month contract schedule extension has been deemed to be fair and reasonable.

The unauthorized expenditures in the amount of \$2,075,855 are due to the variance in the formal annual bid quantity (84,000 gallons) and the actual annual average diesel fuel usage (113,000 gallons), unforeseen fluctuations and increases in fuel variables related to the federal and state fuel taxes and fees, Oil Price Information Service (OPIS) fee per gallon, and its fuel supplier.

The unexpected COVID-19 pandemic has also impacted the supply and demand for diesel fuel causing a reduction in fuel production due to state emergency shutdowns, thus, increasing fuel prices due to low production. Many fuel refineries have closed, and are temporarily closing, which have also impacted the fuel supplier's ability to obtain competitive fuel prices. Staff conducted research with OPIS fuel index rates and mandated fees, verifying cost increases and confirmed the price increase for upcoming months is fair and reasonable.

DEOD SUMMARY

CONTRACT NO. DR4348700

DIESEL FUEL

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation. Southern Counties Oil Company (SC Fuels) did not list any DBE subcontractors nor did the contractor commit to any DBE participation.

B. Living Wage and Service Contract Worker Retention Policy Applicability

Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) 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.

CONTRACT MODIFICATION/CHANGE ORDER LOG

DIESEL FUEL – CONTRACT NO. DR43487000

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Extending period of performance	Approved	01/26/18	\$0
2	Extending period of performance	Approved	01/06/20	\$0
3	Ratify Unauthorized Expenditures and contract schedule extension of six (6) months	Pending	Open	\$2,328,005
	Modification Total:			\$ 2,328,005
	Original Contract:	Approved	01/13/16	\$ 328,959
	Total:			\$2,656,964



File #: 2020-0783, File Type: Oral Report / Presentation

Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021**

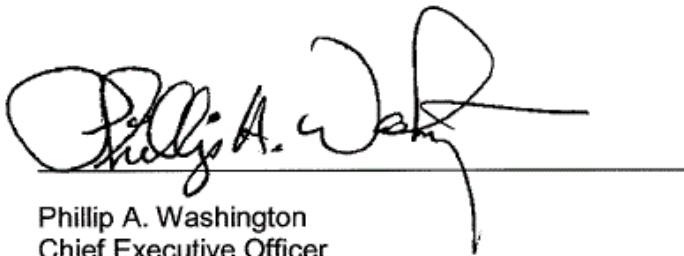
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

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

January Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

January 21, 2021

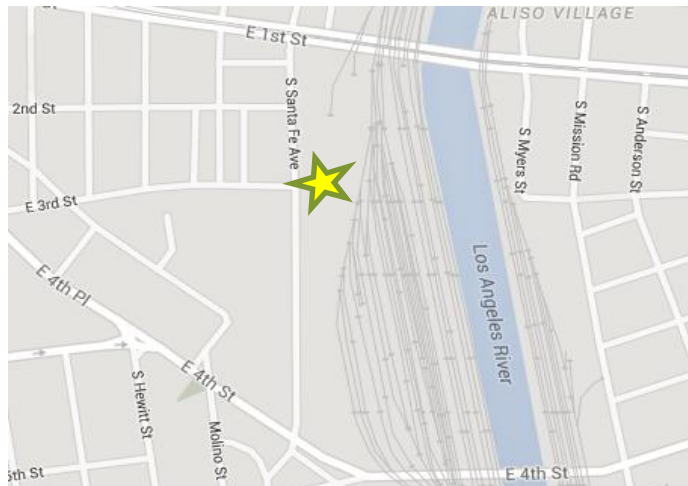
Employees of the Month



Transportation

Train Operator

Herman Mijangos

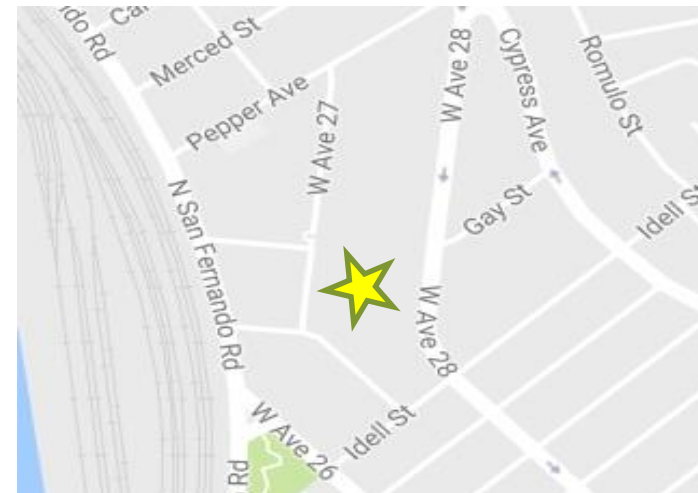


Division 20 – Los Angeles

Maintenance

Mechanic Leader

Eric Lewis



Division 3 – Los Angeles



File #: 2020-0784, File Type: Oral Report / Presentation

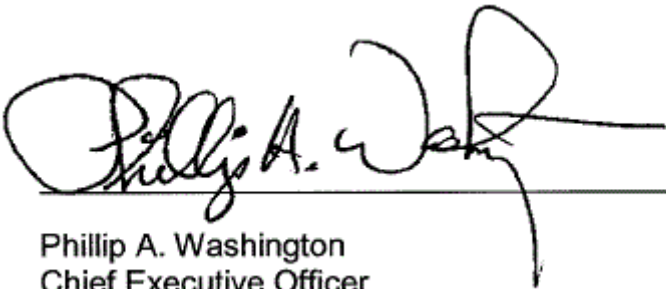
Agenda Number: 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update



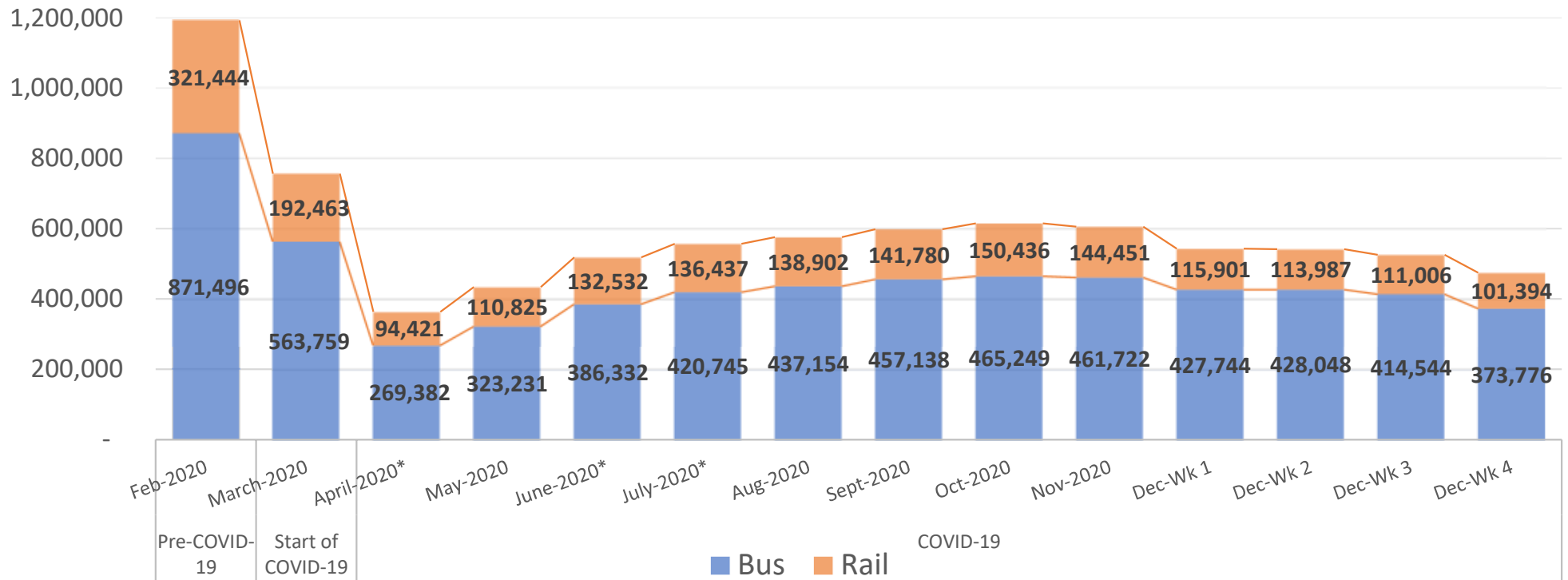
Phillip A. Washington
Chief Executive Officer

ITEM 25

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

Weekly Ridership Update

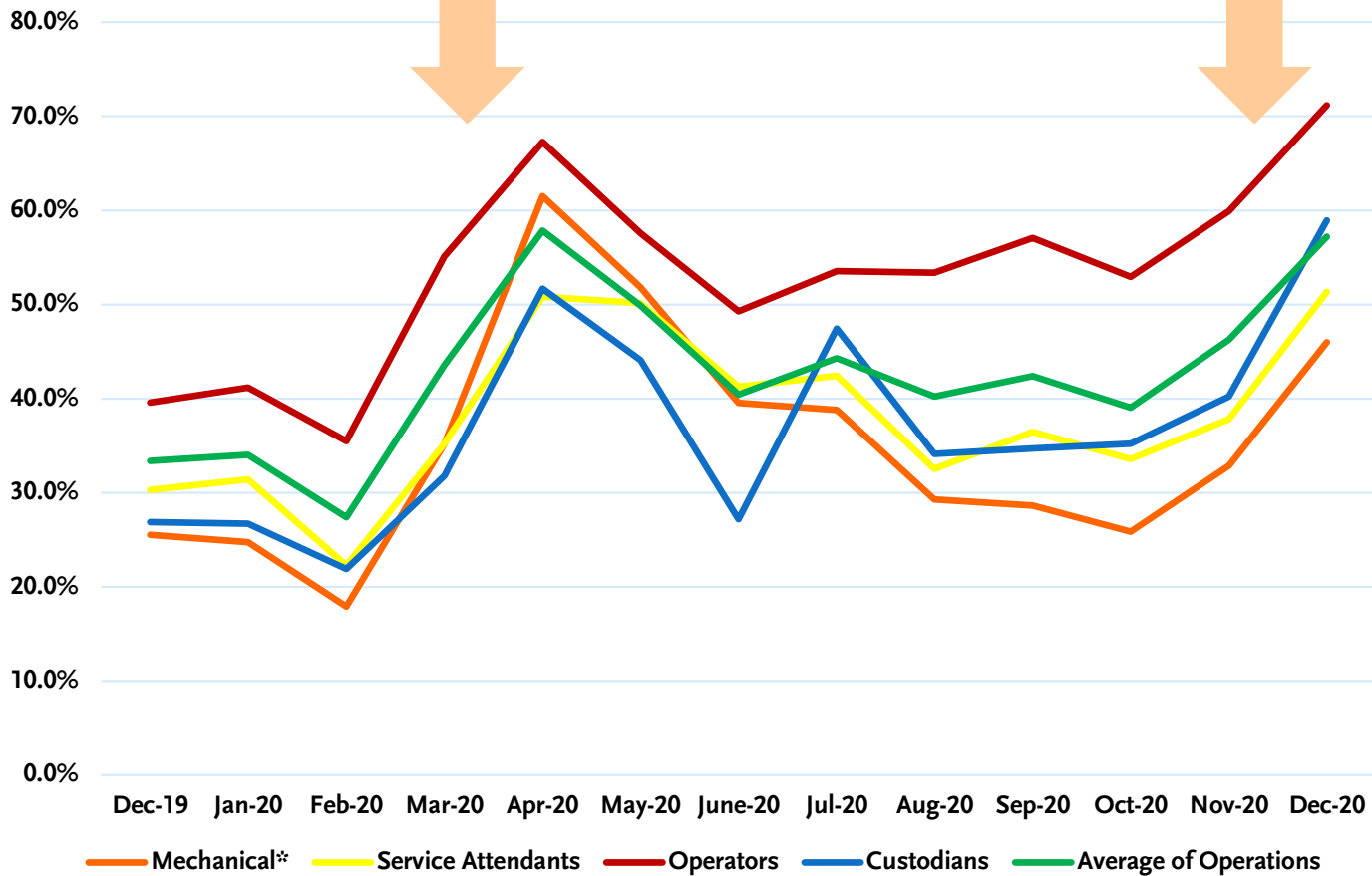
SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



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-Wk 1	Dec-Wk 2	Dec-Wk 3	Dec-Wk 4
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	598,918	615,685	606,173	543,645	542,035	525,550	475,170

2019 – 2020 Frontline Worker Absenteeism

% OF ABSENCES TO REGULAR TIME



* includes Bus and Rail Mechanics and MOW Inspectors

Definitions

- **ABSENCE** - employee physically NOT at work paid or unpaid
- **COVID 19** - Coronavirus related absence; paid & unpaid
- **REGULAR TIME** - labor charges in normal expenditure classifications
- **Normalizes the data**

Notes

3/19/20 - Safer at Home Order Issued

11/30/20 – Targeted Safer at Home Order Issued

2019 – 2020 Frontline Worker Absenteeism

Causes for Increased Volume

- **Mandatory/directed quarantines relative to increased COVID cases (exposures & positives) for LA County**
- **Internal return-to-work processing delays relative to high case volumes throughout the agency**

Effect of Long-Term Absences

- **Back-filling long-term absences allow the departments to manage staff levels to support service, maintenance and normal work; and control OT costs**
- **The budget/cost part of the pandemic response demands we not back-fill**
- **Not back-filling supports the service aspect, initially an enhanced Sunday level, and today's reduced level of service**

2019 – 2020 Frontline Worker Absenteeism

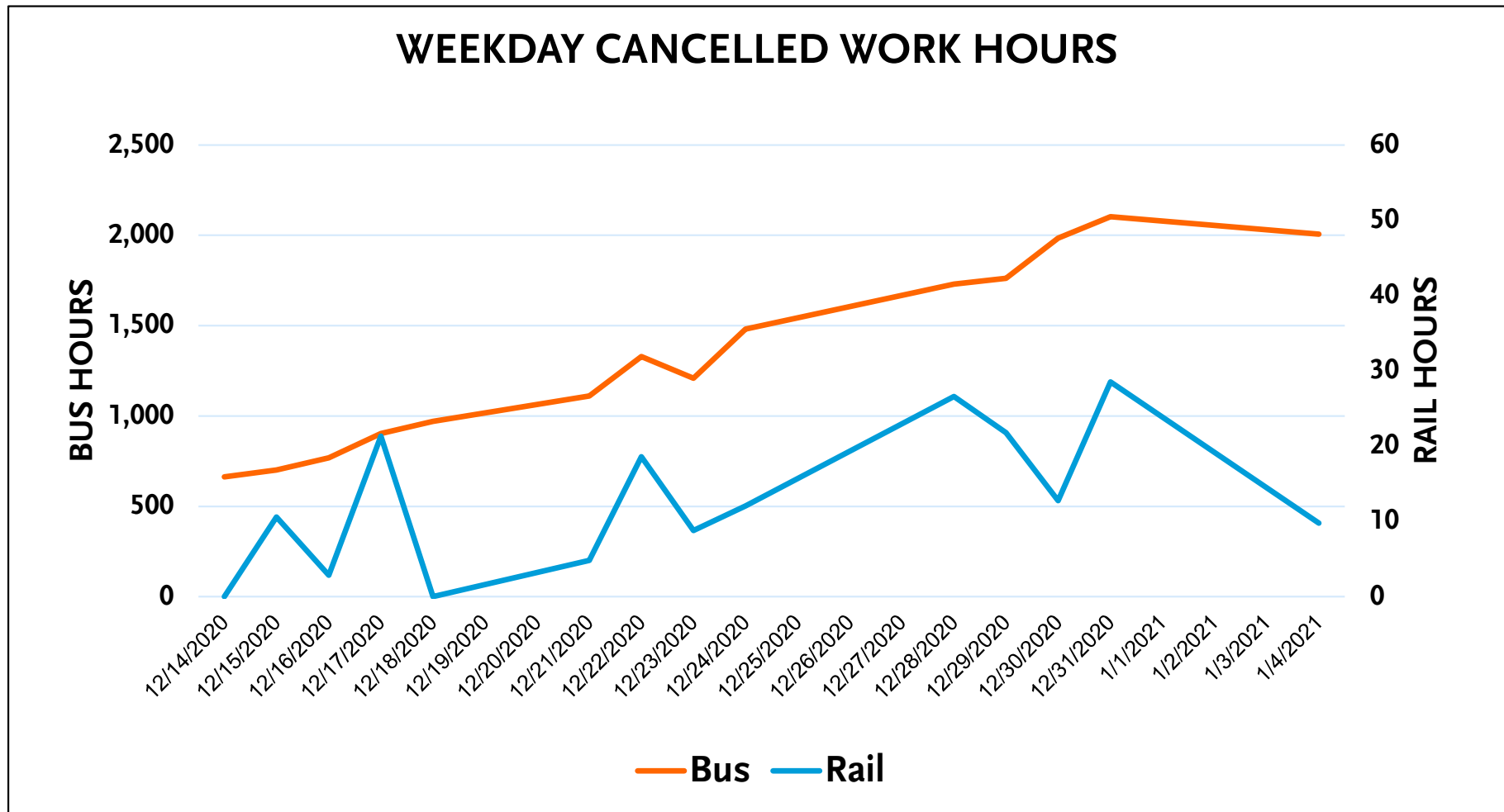
Return-to-Work Processing Steps

- ✓ Includes review and/or clearance both from a traditional HR and a medical perspective
- ✓ Follows all mandatory/required quarantine directives guided by CDC and LACDPH
- ✓ Due to an overwhelming increase in the amount of COVID cases in late 2020 processing times are currently delayed by approximately 14+ business days
- ✓ As of January 2021, the current number of backlog in COVID RTW cases is approximately 1,300 cases
- ✓ An internal Operations Strike Force Team was created to support HCD in processing RTW claims in a way that follows all protocols and established procedures

Absenteeism Rates Compared to Regular Time

- Prior to March 2020 (pre-COVID), Operations averaged 31.6%
- In 2020, the average absenteeism rate increased to 46.1%
- As of December 28, 2020, 16.6% (totals to about 1,235 employees) of all Operations staff was on “Inactive” status for leaves longer than 30 days including disability, FMLA, and COVID related leaves

Cancelled Work Assignments



Cancelled Work Hours

- These are assignment hours from sign on to sign off, including prep time, pull in/out or travel time for relief, and revenue service hours

Cancelled Work Hours & OAR

Cancelled Work Hours

- Total scheduled daily weekday hours for bus are approximately 16.7K and 5K car hours for rail
- Prior to December 2020, Metro's cancelled work hours averaged to less than 2% for bus and 0.3% for rail
- Currently, Metro's cancelled work hours average to over 10% for bus and 0.3% for rail

Bus Operator Assignment Ratio (OAR)

- OAR Target during the pandemic for bus is 1.25
- Actual OAR rates range from 1.169 to 1.346 across bus divisions

Next Steps

Columns	A	B	C	% Change		
Job Titles	Pre-COVID Average	COVID Average	Current Average	% Change A to B	% Change A to C	% Change B to C
Mechanical	22.7%	39.0%	46.0%	16%	23%	7%
Service Attendants	28.0%	41.2%	51.3%	13%	23%	10%
Operators	38.8%	57.7%	71.2%	19%	32%	13%
Custodians	25.2%	40.6%	58.9%	15%	34%	18%
Average of Operations	31.6%	46.1%	57.2%	15%	26%	11%

Considerations

- Metro experienced an increase in absenteeism across all frontline jobs
- COVID related absenteeism, normal attrition and the agencywide hiring freeze has affected operator workforce
- As of January 2021, Metro restarted bus operator recruitments to help alleviate workforce demands

Factors Beyond Our Control

- Operations is exploring additional OAR adjustments in 2021 to a more attainable number based current conditions, projections and added workforce pressures:
 - Weekly testing
 - Vaccine distribution
 - Changing workplace safety requirements as a result of oversight/regulatory agencies intended to slow the spread of COVID-19

All indications for upward pressure on OAR; and concomitant costs

**Board Report**

File #: 2020-0788, **File Type:** Contract**Agenda Number:** 26.

**OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021****SUBJECT: MICROTRANSIT PILOT PROJECT - PART B****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to Execute Amendment No. 7 to Contract No. PS46292001 with RideCo, Inc. to provide an expanded MicroTransit Operations to three additional Service Zones (North Hollywood/Burbank, El Monte and Compton/Artesia) for two years in an amount of \$5,970,870 increasing the Total Contract Value from \$29,160,732.63 to \$35,131,602.63.

ISSUE

Metro has been testing on-demand technology in advance of directly operating a ridesharing service, Metro Micro (MicroTransit Operations). As part of this initial testing, Metro received federal seed funding from the FTA to develop a first/last mile partnership with a Transportation Network Company. The two-year research pilot known as Mobility on Demand is now at its completion. Given the consistent utilization of this service under this pilot phase during recent months (in the COVID-19 pandemic), Metro staff seek to continue serving communities and customers currently supported by the pilot.

Under this contract modification with RideCo, Inc., Metro will expand operations to serve customers and communities that have benefited from the Mobility on Demand pilot. Many of these customers are low-income and use this service for essential trips.

This action would authorize a service expansion for Metro Micro in the neighborhoods of North Hollywood/Burbank, El Monte and Compton. Hours of operation and service zone boundaries would be based upon and adjusted as a result of customer utilization.

BACKGROUND

Over the past several years, Metro has prepared to set-up a directly operated ridesharing service. The project was initiated as a result of an unsolicited proposal received by the Office of Extraordinary Innovation. Metro utilized a Pre-Development Agreement Public Private Partnership to structure the new service. This project serves as the agency's first PDA-P3 and first service delivery model of its kind within the transportation industry. The procurement was in two parts, Part A for Planning and

Design, and Part B for Operations. In 2019, the business unit, MicroTransit Operations, was set up and in early 2020, Metro's Board of Directors approved and authorized Revenue Service for six zones within the County of Los Angeles. This service is a Pilot project and has been authorized for three years of Revenue Service. As a result of the COVID-19 pandemic, the service launch initially set for summer 2020 was delayed until winter 2020.

On Sunday, December 13, 2020 Metro Micro launched in the first two approved zones (Watts/Willowbrook and LAX/Inglewood). The four additional approved service zones are scheduled to begin operating in 2021.

DISCUSSION

To achieve consistency with the current service provision of MicroTransit Operations, the same tasks will be required from RideCo, Inc. as under the current contract. The period of performance is 2 years (24 months). The service model will reflect RideCo's current contract.

RideCo will be responsible for leasing, maintaining, cleaning, fueling and storing up to 16 additional vehicles. The anticipated vehicle models are Sprinters with a passenger accessibility package included. This service expansion in the neighborhoods of North Hollywood/Burbank, El Monte and Compton will build on existing programming and utilize the same reporting locations as incorporated in RideCo's initial contract.

Proposed revenue service hours for each of the additional service zones are as follows:

- Compton/Artesia: 9 am to 9 pm, Monday to Sunday
- El Monte: 9 am to 9 pm, Monday to Friday, and 10 am to 10 pm Saturday to Sunday
- North Hollywood: 10 am to 10 pm Monday to Sunday

DETERMINATION OF SAFETY IMPACT

Customer and operator safety are core to maintaining the highest standards of security and the optimal service design for MicroTransit. The mission is to keep our operators and customers safe by monitoring emergency and security incidents, assessing risk, and identifying threats. Real-time information on vehicles and tools for customers will enhance communications for incident prevention as well as incident reporting. The MicroTransit technology platform will integrate with TransitWatch and related digital tools managed or used by local law enforcement, community health and homelessness advocates, community-based social networking and our transit operations control.

The project team will work collaboratively with System Security and Law Enforcement (SSLE) to address issues such as sexual harassment, human trafficking, and homelessness, resulting in enhanced safety on Metro's core transit system and building public trust. Close coordination with SSLE, law enforcement departments, civil rights and other internal Metro departments will ensure the best possible safety and security program for our system.

FINANCIAL IMPACT

Adoption of PS46292001, MicroTransit - Part B, RideCo, Inc., would have a budget impact of \$5,970,870 to the agency. Funding in the amount of \$3,000,000 in FY21 is required for pre-revenue and operational expenses. Metro will utilize existing resources to operate the expanded service.

The project manager will be responsible for monitoring performance, RSH, labor and non-labor resources in of support this effort.

Since this is a multi-year project, the program manager, cost center manager, and Chief Operations Officer will ensure all project resources are budgeted in future fiscal years.

Impact to Budget

Funding to run FY21 service comes from Proposition C, as well as various Federal sources. Future year funding will utilize these same sources as well as pursuing grant funding at Local, State, and Federal levels. Private financing opportunities will also be used as they become available.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports the following goals of the Metro Strategic Plan:

Goal 1: Provide high quality mobility options.

This contract modification increases the amount of service zones for the pilot project, thus providing access to MicroTransit for a larger part of the population. This service will increase the number of customers to the Metro system by offering more entry points to Metro's family of services.

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

The expansion of the MicroTransit pilot will supplement the agency's bus service and ensure our customers maintain mobility and access to major trip generators including employment centers, health services, parks and schools across Los Angeles County.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommended action. This alternative would eliminate ridsharing service for the communities and neighborhoods that utilized the Mobility on Demand pilot for essential trips.

NEXT STEPS

Upon Board approval, Metro staff will execute Modification No. 7 to Contract No. PS46292001 with RideCo, Inc. Metro will work with the contractor to plan, design and implement the service as defined in the Statement of Work (Attachment D).

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - Contract Modification/Change Order Log

Attachment C - DEOD Summary

Attachment D - Microtransit Service Zones

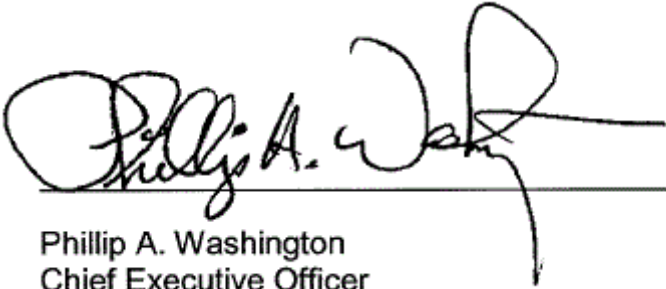
Prepared by:

Rani Narula-Woods, Sr. Dir. Special Projects, (213) 922-7414

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

MICROTRANSIT PILOT PROJECT / CONTRACT NO. PS46292001

1.	Contract Number: PS46292001		
2.	Contractor: RideCo, Inc.		
3.	Mod. Work Description: Expand MicroTransit Operations to three additional Service Zones (North Hollywood/Burbank, El Monte and Compton/Artesia) for 2 years		
4.	Contract Work Description: To assist in the day-to-day performance of a new transit mode in areas of the County of Los Angeles as approved by Metro		
5.	The following data is current as of: December 9, 2020		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	04/26/2018	Contract Award Amount: \$219,650.26
	Notice to Proceed (NTP):	05/22/2018	Total of Modifications Approved: \$28,941,082.37
	Original Complete Date:	09/06/2019 (PART A)	Pending Modifications (including this action): \$5,970,870
	Current Est. Complete Date:	09/01/2022 (PART B)	Current Contract Value (with this action): \$35,131,602.63
7.	Contract Administrator: Lily Lopez		Telephone Number: 213-922-4639
8.	Project Manager: Rani Narula-Woods		Telephone Number: 213-922-7414

A. Procurement Background

This Board Action is to approve Modification No. 7 to Contract No. PS46292001 to expand MicroTransit Operations to three additional Service Zones (North Hollywood/Burbank, El Monte and Compton/Artesia). The same business model as directed under the current contract will be utilized; however, the revenue service operation under this contract modification is 2 years.

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

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

On April 26, 2018, the Board awarded contracts to three (3) firms to perform Part A (Planning and Design) of the MicroTransit Pilot Project. The period of performance for

Part A was 6 months. Part B was awarded by the Board on February 27, 2020 to RideCo, Inc. for the implementation and evaluation phase.

A total of six modifications have been issued to date.

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

B. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), technical analysis, cost analysis, fact finding and negotiations.

Proposal Amount	Metro ICE	Negotiated Amount
\$6,388,969	\$2,877,800	\$5,970,870

The primary difference between the negotiated price and proposal amount is due to the contractor overestimating the costs for vehicle wraps and reporting locations.

The ICE did not account for:

- increased level of effort required to launch additional services areas;
- increased insurance premiums;
- enhanced COVID cleaning;
- additional hardware (tablets and data) required per vehicle;
- greater digital spend online and physical collateral;
- increased printed media; and
- increased installation costs for TAP Mobile Validators

CONTRACT MODIFICATION/CHANGE ORDER LOG

MICROTRANSIT PILOT PROJECT / CONTRACT NO. PS46292001

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Extended period of performance	Approved	09/04/18	\$0.00
2	Extended period of performance	Approved	12/19/18	\$0.00
3	Revised Statement of Work to increase Work to be Performed	Approved	05/23/19	\$66,334.87
4	Extended period of performance	Approved	10/31/19	\$0.00
5	Part B (Implementation) of MicroTransit Pilot Project	Approved	07/30/20	\$28,874,747.50
6	Added new subcontractor	Approved	09/22/20	\$0.00
7	Expand MicroTransit Operations to three additional service zones (North Hollywood/Burbank, El Monte and Compton/Artesia) for 24 months	Pending	Pending	\$5,970,870.00
	Modification Total:			\$34,911,952.37
	Original Contract:		04/26/18	\$219,650.26
	Total:			\$35,131,602.63

DEOD SUMMARY

MICROTRANSIT PILOT PROJECT / CONTRACT NO. PS46292001

A. Small Business Participation – Part B (Implementation)

RideCo, Inc. made a 10.23% SBE and 3.20% DVBE commitment for Part B. This portion of the contract is 10% complete, and the current small business participation is 1.97% SBE and 0% DVBE, representing shortfalls of 8.26% and 3.20% respectively. RideCo indicated that the proposed Modification 7 does include SBE/DVBE participation that is commensurate with the Contractor's commitment levels. This project is in the early stages of work and will be tracked to request a shortfall mitigation plan, if warranted, at 50% completion.

Project Managers and Contract Administrators will work in conjunction with DEOD to ensure that maximum SBE/DVBE participation is achieved by RideCo. Accordingly, these teams have been provided access to Metro's web-based monitoring system to ensure that all parties are actively tracking Small Business progress.

SMALL BUSINESS GOAL	10.23% SBE 3.20% DVBE	SMALL BUSINESS PARTICIPATION	1.97% SBE 0.00% DVBE
----------------------------	----------------------------------	-------------------------------------	---------------------------------

	SBE Subcontractors	% SBE Commitment	% Current Participation
1.	Disign Studios, Inc.	8.04%	1.21%
2.	Arellano Associates	2.19%	0.26%
3.	Sandbox Production, LLC (added)	-	0.50%
	Total	10.23%	1.97%

	DVBE Subcontractor	% DVBE Commitment	% Current Participation
1.	DVE Global Marketing, Inc.	3.20%	0.00%
	Total	3.20%	0.00%

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.

MicroTransit Pilot Update



Metro

Metro Micro™



The Innovation: P3 Ridesharing

Design, implement and iterate to deliver a ridesharing service which improves customer experience, regional connectivity and local mobility



Customer Experience

Workforce Investment

Equity

Safety

Connectivity

Congestion Reduction

Vision 2028 Strategic Plan

Technical Innovation

Resourcefulness

Essential Trip Service Model



metro.net/micro

Say hello to Metro Micro.

Introducing Metro's new app-based, shared ride service. Our newest fleet is coming to several zones around LA County, starting December 13. It's ideal for short trips and local errands, and we've designed service areas for easy connections to Metro buses and trains. Introductory rides are just a buck!

To get the scoop on Metro Micro, visit metro.net/micro.

App available for download December 2020.

Download on the App Store | GET IT ON Google Play

You can also call 311 GO METRO to book a ride.

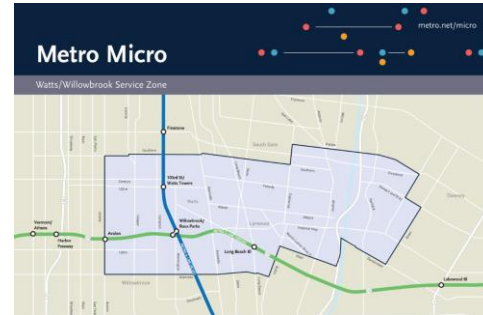
Metro

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Initial Zones:

- Watts/Willowbrook: Daily 5am-11pm (18 hours)
- LAX/Inglewood: M-F 5am-10am and 2pm-7pm (10 hours)

Launched on 12/13/20 with first NextGen shake-up



Customer Experience



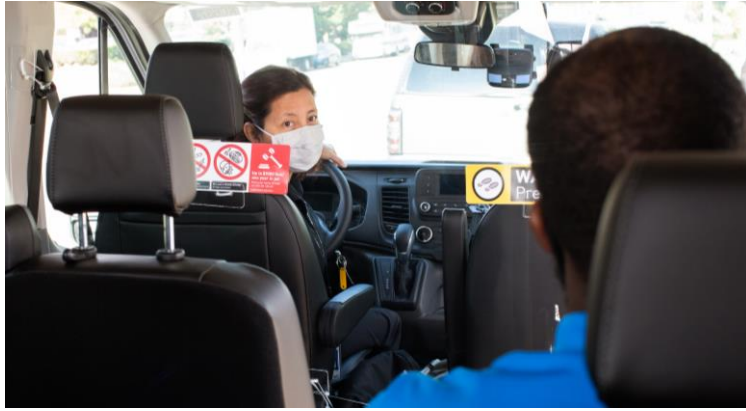
- ✓ +1,800 downloads of Metro Micro Mobile App (Google and Apple Stores)
- ✓ +600 rides since launch
- ✓ Average rating from customer is 4.8 of 5
- ✓ Average wait time for pick-up is 8 mins
- ✓ Average walk distance is 300ft to virtual stop
- ✓ On time performance is +95%

Direct comments from the Community:

- ✓ “On time. Efficient ride”
- ✓ “Id tip if i could”
- ✓ “Dear Metro, This (Metro Micro) was a fabulous idea and a great ride! The van was clean, safe and comfortable. I love the entrepreneur spirit!! I Im like what you are doing in the community and look forward to the new partnership with the school(s). Keep up the greatwork.”



Getting out the word



- ✓ Bus cards on lines impacted by NextGen
- ✓ Community outreach at key destinations
- ✓ Marketing materials at +30 essential trip destinations
- ✓ Direct communications, briefings with key partners
- ✓ Targeted digital advertising campaign
- ✓ Tailored promotional codes
- ✓ Channel 35 Special
- ✓ Early look with Spectrum News
- ✓ How to Video (www.metro.net/micro)
- ✓ Virtual media briefing
- ✓ Virtual kick-off event with NextGen launch
- ✓ Vehicle as advertisement in the community
- ✓ Direct emails & in-app ads to existing Mobility on Demand Customers for retention

Expansion with MOD



- ✓ In two years, + 250,000 on-demand trips were provided under the Mobility on Demand research pilot
- ✓ Project provided key insights to inform service delivery model for Metro Micro
- ✓ Service zones are: El Monte, Compton/Artesia and North Hollywood/Burbank
- ✓ Contract modification at \$5,970,870 to RideCo will allow seamless transition to Metro Micro
- ✓ 2 years at a 12 hour service span aligns with soft launch of Micro zones

Launch Schedule

December 2020:

- ✓ Zone 1: Watts/Willowbrook
- ✓ Zone 2: LAX/Inglewood

January 2021:

- ✓ Zone 3: El Monte
- ✓ Zone 4: North Hollywood/Burbank
- ✓ Zone 5: Compton/Artesia

June 2021:

- ✓ Zone 6: Northwest San Fernando Valley
- ✓ Zone 7: Highland Park/Eagle Rock/Glendale
- ✓ Zone 8: Altadena/Pasadena/Sierra Madre
- ✓ Zone 9: UCLA/Westwood/Century City

September 2021:

- ✓ Zone 9: UCLA/Westwood/Century City





Board Report

File #: 2020-0833, **File Type:** Informational Report

Agenda Number: 27.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 21, 2021

SUBJECT: QUARTERLY 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.

PATH's current level of staffing is 32 outreach workers. The optimum outreach number is 40. PATH has modified their daily outreach efforts to early and mid-morning deployment on rail. Lack of outreach staff limits outreach on Metro's system. Metro's rail system does not have a presence of outreach teams between the hours of 3:30 p.m. and 3:00 a.m. P.A.T.H. is currently in the process of hiring two additional outreach workers and continue to actively recruit qualified personnel to fill the vacant positions. PATH recruits through their website, epath.org.

Quarterly Summary of Motel Placements

The demographics and justifications for July through December 2020 motel placements are contained in Attachment C.

PATH/DHS Pilot Program

As part of Metro's Customer Experience Plan the Department of Health Services' MOU is in the process of being extended to June 2023, contingent on Board approval. During the period of March 1, 2021 through June 30, 2021, Metro and the County Department of Health Services plan to pilot an expanded outreach model to assist Metro with Operation Shelter the Unsheltered and services for the unhoused at (6) six Metro stations. Amendment number two to the letter of agreement for multidisciplinary street-based engagement services is being drafted.

Metro Bus/Rail 4-Day Homeless Count

In Fall 2020, Metro SSLE in collaboration with our Law Enforcement partners and Operations conducted a 4-day Homeless Count on all directly operated bus and rail lines. Please see Attachment C for a detailed report of the findings. The following is a summary of the count:

Count Goals

- Establish baseline numbers for future trend analysis
- Inform near-term resource planning and outreach efforts
- Improve coordination with law enforcement and homeless services
- Identify technology requirements to develop automated solution.
- Develop lessons-learned to improve future counts

Count Methodology

- Rail Count (10/05/2020 to 10/09/2020)
 - Law Enforcement and Transit Security Officers counted homeless persons on trains and in stations at 7:00am and 7:00pm.
- Bus Count (11/09/2020 to 11/12/2020)
 - Bus Operators counted homeless persons on buses at 6:00am, 6:00pm, 12:00am, and 2:00am. Number count was recorded on fare box.
- All personnel recording count were provided a copy of LAHSA's Homeless Person Definition/Criteria Guidelines.

Summary of Findings - Rail

- Average Morning Homeless Population Total (AM): 598
- Average Morning Homeless Population On-Train (AM): 404
- Average Morning Homeless Population In-Station (AM): 194
- Average Evening Homeless Population Total (PM): 545
- Average Evening Homeless Population On-Train (PM): 307
- Average Evening Homeless Population In-Station (PM): 238

Summary of Findings - Bus

- Average Morning Homeless Population (6AM): 777
- Average Evening Homeless Population (6PM): 1,048
- Average Midnight Homeless Population (12AM): 338

- Average Late-Night Homeless Population (2AM): 269
- Service Council Region with Highest Homeless Population: Westside/Central

Next Steps

SSLE plans to execute subsequent rail and bus homeless counts to be performed on a quarterly basis. The second rail and bus homeless counts are tentatively scheduled for late January 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 working with Metro's WIN-LA Program to pilot a Transit Ambassador Program designed to assist law enforcement with Operation Shelter the Unsheltered that connects individuals to outreach services. 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 inception, the total number of individuals housed April 2020 through December 31, 2020 is 649.

Outreach Partnerships

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 to date is 1,315.

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 to date is 1,036.

Interagency Collaboration

On November 19, Metro SSLE Special Projects Manager Joyce Burrell Garcia was a featured panelist in a Metro-sponsored webinar focused on the agency's efforts to engage with unhoused riders through our Homeless Action Plan. *Metro Conversations* is a new quarterly web series where Metro staff and our partners discuss stories about Metro's work that is little-known but enhances the quality of life in LA County. Over 80 attendees joined this inaugural event, which was moderated by Metro Community Relations Manager Julia Brown, and included Steve Fiechter and Karen Barnes from PATH. An article on this event was published in *Progressive Railroading*.

City and County Homeless Outreach Partnerships

- P.A.T.H. (People Assisting the Homeless)
- LAHSA (The Los Angeles Homeless Services Authority)
- The Department of Health Services
- The Department of Mental Health
- The Unified Homelessness Response Center
- Mayor's Office of City Homelessness Initiatives (MOCHI)
- Office of the City of Los Angeles City Attorney, Central Division

NEXT STEPS

SSLE in partnership with the Executive Officer for Customer Experience are moving forward together with the Customer Experience Plan that was recently adopted by the Board of Directors to conduct additional homeless counts, expand shelter bed availability, establish a flexible dispatch program, and expand locations and times for our Operation Shelter the Unsheltered on Metro's system.

ATTACHMENTS

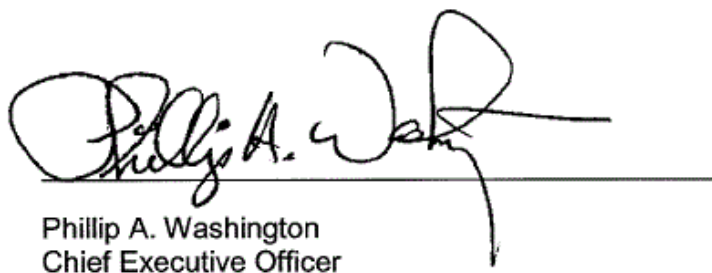
Attachment A - Homeless Outreach Success Stories July - December 2020

Attachment B - Motel Report July - December 2020

Attachment C - Bus_Rail Homeless Count Data

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

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



Phillip A. Washington
Chief Executive Officer

Homeless Outreach Success Stories

PATH Success Story (July)

Client is a 62-year-old African American male with multiple medical conditions and mobility concerns. Client was first engaged at Union Station on January 28, 2019. Client had been released from custody on January 16, after approximately 13 years. Client was bussed to a shelter in Los Angeles and upon stepping off the bus, he suffered a heart attack and was hospitalized. First encountered client at Union Station, he had just been released from the hospital and was trying to get a ride to Bell Shelter. Client uses a walker/wheelchair for mobility and has multiple progressive medical conditions.

Client has been in most shelters in the city. Due to background issues as well as medical needs, client had to move frequently. Over the past year and a half, the client's health began to decline significantly. Client has spent one or two nights in the hospital most every month. In recent months, he was connected to home health and hospice.

In June 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing. Due to the client's condition, he was temporarily housed in a motel paid for by PATH Metro (The People Concern assumed payment for the motel in June 2020) due to his inability to access another shelter as well as his now severe medical needs. He was referred to Project RoomKey. The client was granted an automatic extension on his voucher due to COVID closures. It was at that time that Metro outreach team received a call from Casa Lucerne. They had an opening and accepted Section 8 vouchers. The Casa Lucerne worker immediately conducted a phone interview with the client and shortly thereafter met with the client. The client was approved for a housing unit. The client signed the apartment lease and moved in July 21 and 22, 2020. In June of 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing.

PATH Success Story (August)

P.A.T.H. Team members responded to a request from Metro Security to assist a young lady who had been at Union Station for the last 24 hours or more sleeping off and on by the giant fish-tank. The team approached the 23 years old lady and assessed her situation. Initial assessments were completed; there were no overt signs of severe psychiatric issues or substance abuse. The client reported that she came to Los Angeles to meet a gentleman with whom she had an online relationship. She stated that once she met up with the individual, he was not the person that he had presented himself to be and she began to fear for her safety. The client reported that originally, the man had promised to help her with her modeling career, however, she stated that she quickly realized that the modeling was really prostitution. Fearing for her safety and unsure how to get home, the client began riding the Metro system for security. The client reported that she had no way of returning home or money to secure shelter for herself. She went on to disclose that her

family in Louisiana was more than likely mad at her for leaving home without their knowledge. The client was provided with food, water and hygiene products. A Program Manager at First To Serve graciously provided an emergency placement even though the shelter was at capacity. The client was transported to the shelter by Uber and completed intake. It took several conversations with the client's aunt in New Orleans, over the course of a few days, to convince her to send a bus ticket to get her niece home safely to Louisiana.

On August 15th the client was transported by the Metro Transit Outreach team to the Los Angeles Greyhound Station. The team purchased enough food to last the two and one-half day trip and waited for the client to board the bus. On August 18th, 2020. The client's arrival was confirmed by her aunt via telephone.

PATH Success Story (September)

Client, Mr. Ricky Nelson, was originally outreached on the Metro Red Line platform at Union Station. Mr. Nelson is a 58 years old male who experienced homelessness for roughly 25 years before being engaged by a PATH outreach team. Mr. Nelson struggled with mental health and substance abuse issues in addition to strained family relationships due to his drug addiction. Instead of giving up, Mr. Nelson began to grab a hold of the services available and seemed to develop a sense of purpose. First To Serve - Vernon assisted PATH with Crisis Placement. COVID 19 Project Room Key program placed client in a hotel facility, the Mayfair Hotel, where he was able to feel comfortable enough to begin the process of addressing long standing mental health and substance abuse issues. First To Serve - Vernon and Skid Row Housing Trust demonstrated endless patience assisting Mr. Nelson with navigating life at his interim facility. A Substance Abuse Specialist from PATH was able to be a voice of reason when situations occurred where the he felt that he could not overcome his substance abuse addictions.

Through collective agency efforts the client is permanently housed at The Crescent Apartments and has acclimated to his new environment well. Mr. Nelson has started to strengthened family relationship with his sister and participates regularly and independently in Mental Health and other supportive services; Mr. Nelson's apartment at the Crescent is the first place of his own after 25 years of residing in abandoned buildings in Downtown Los Angeles, the Metro train lines, or outdoors.

Quote: "I finally have a safe and clean place to lay my head to sleep at night after being homeless for so long, I feel like somebody now."



PATH Success Story (October)

PATH Metro transit encountered male 59 years old client at Union Station. The client had several challenges that led him into being homeless. Client was provided assistance in becoming document ready for housing. Initially, client was sheltered at 38th & Broadway until a bed was provided for him. Client received assistance with accessing pension from prior job. Client is now housed after spending over a year in shelter. Client experienced difficulties in shelter and wanted to give up but stuck with it. Client quote: “Good Morning Mike, I took the studio. Thanks for all your help, god bless. Nice neighborhood everything close.”

PATH Success Story (November)

Client was engaged at Union Station and services were provided in the San Fernando Valley, downtown Los Angeles, Centinela Hospital, South Los Angeles, and in Pasadena.

Participant is a male in his early 50’s who was experiencing chronic homelessness for at least 2 years, possibly longer before accepting outreach services through PATH outreach team members. Participant utilizes a wheelchair for mobility and has had problems with his leg since the outreach team met him. The client has a history of Substance Use Disorder, incarceration, and a serious health condition and experiences severe anxiety.

The client's history and medical/psychological conditions affected his ability to access congregate living situations, which led to him experiencing homeless in a place not meant for habitation for extended periods.

Participant has received assistance and support from PATH and Metro MDT outreach specialists. Participant has been supported with ongoing medical needs, particularly following his recent leg surgery. He was also supported with placement in a motel at the beginning of the COVID crisis due to his health condition. Shortly thereafter, he was successfully referred to and placed in the PRK program at Dragon's Gate Hotel in downtown Los Angeles.

In late summer, a PATH Mental Health Specialist received notification that participant was matched to a unit in the new Rampart Mint Apartment. A PATH mental health specialist facilitated the connection with both Rampart Mint staff and Heritage Clinic staff in order to complete the required documentation. Participant was able to move into his unit on November 12.

Participant is now in Permanent Supportive Housing at Rampart Mint Apartments in Los Angeles. PATH Metro mental health specialists continue to provide transitional support and soon will be completing the final warm-hand off with his HFSP team.

Participant has a very strong Christian faith and would often express praise to God during sessions and when he was permanently placed.

PATH Success Story (December)

Participant is a 64-year-old male who has experienced continuous homelessness for two years. He is a cancer survivor who struggles with chronic pain and mobility difficulties. He relies on a walker and wheelchair for mobility.

Participant was initially engaged at the Slauson Silver Line Station in March 2020. Shortly after initial engagement, participant was connected to Project Room Key, but his stay was not successful, and he returned to the small encampment at Slauson. In the subsequent months, a strong rapport was established with participant that enabled a PATH Mental Health Specialist to assist him with accessing medical care as well as navigate the housing process once he was matched to permanent shelter housing options. Participant was not able to be re-connected to Project Room Key and remained at the encampment for several months while completing the housing process. However, upon notification that he would soon be housed, a PATH Program Manager approved a motel voucher and participant was placed at The Rosa Bell Motel in September. Participant experienced a medical emergency during his time at the motel and was assisted by PATH Metro Multi-disciplinary team members with accessing medical care. Participant underwent orthopedic surgery and recovered at a Skilled Nursing Facility for several weeks before returning to the motel. PATH Mental Health Specialist continued to provide support and

Attachment A

assistance by providing grocery gift cards as well as completing grocery shopping on several occasions. Participant was also supported with ongoing medical follow up and courtesy visits from the PATH Metro Multi-disciplinary team Nurse. Participant signed his lease and moved into Residences on Main Street on December 18, 2020. PATH Mental Health Specialist submitted an external flex funds request, which was approved, and purchased furniture, kitchenware and other household goods for participant to use in his new apartment .PATH Mental Health Specialist will continue to work with participant through the month of January to allow time for him to stabilize before completing the warm hand off with his Case Manager. Participant has been successfully housed at Residences on Main. Client quote: "You guys are angels."

Motel Report: July 2020 – December 2020

July Motel Report – Demographic Overview:

- A total of 53 homeless persons were housed in 29 motel rooms
- 30 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 14 were singularly housed
- 57% of clients were a combination of families

Total Motel Cost: \$59,733.23

*COVID-19 Motel Expense: \$21,062.52

August Motel Report – Demographic Overview:

- A total of 58 homeless persons were housed in 39 motel rooms
- 10 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 1 of the clients was a deaf female
- 28 clients were singularly housed
- 48% of the clients were singularly housed

Total Motel Cost: \$70,084.31

*COVID-19 Motel Expense: \$36,023.48

September Motel Report – Demographic Overview:

- A total of 71 homeless persons were housed in 41 motel rooms
- 12 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 10 of the clients were elderly singles
- 25 clients were singularly housed
- 35% of the clients were singularly housed

Total Motel Cost: \$85,493.83

*COVID-19 Motel Expense: \$59,183.20

October Motel Report – Demographic Overview:

- A total of 69 homeless persons were housed in 41 motel rooms
- 43 of the clients were a combination of single mothers with children
- 26 clients were singularly housed
- 62% of the clients were single mothers with children

Total Motel Cost: \$97,152.27

*COVID-19 Motel Expense: \$63,090.50

November Motel Report – Demographic Overview:

- A total of 51 homeless persons were housed in 26 motel rooms
- 12 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 10 of the clients were elderly single males
- 4 clients were single (3 single males and 1 single female)
- 24% of the clients were a combination of families

Total Motel Cost: \$50,974.18

*COVID-19 Motel Expense: \$30,600.36

December Motel Report – Demographic Overview:

- A total of 28 homeless persons were housed in 17 motel rooms
- 6 of the clients were a combination of single mothers with children, couples with children, and couples without children
- 8 of the clients were single elderly individuals (5 males and 3 females)
- 3 clients were single males
- 28% of the clients were single elderly individuals

Total Motel Cost: \$31,692.66

*COVID-19 Motel Expense: \$19,306.60

COVID Motel Expenses

General COVID-related expenses are for PPE (personal protective equipment), cleaning supplies, hand sanitizer and other basic expenses that are related to keeping participants and staff as safe as possible during the pandemic.

Motel COVID expenses are based on the team's judgement that a participant's vulnerability (health) puts them at greater risk for COVID (based on the guidelines-folks over 65, with pre-existing conditions such as lung/heart issues, etc). Most of these folks are first encountered during the off-boardings

Detailed motel information is available upon request.

Los Angeles Metro Homeless Count

FALL 2020



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SYSTEM SECURITY AND
LAW ENFORCEMENT



Today's Discussion



01

**Executive
Summary**

02

**Rail Count
Overview**

03

**Bus Count
Overview**

04

**Next Steps,
Wrap-Up, Q&A**



Homeless Count Executive Summary



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Los Angeles Metro Homeless Count

Study Goals

- 1 Establish baseline numbers for future trend analysis
- 2 Inform near-term resource planning and outreach efforts
- 3 Improve coordination with law enforcement and homeless services
- 4 Identify technology requirements to develop automated solution
- 5 Develop lessons-learned to improve future counts

Los Angeles Metro Homeless Count

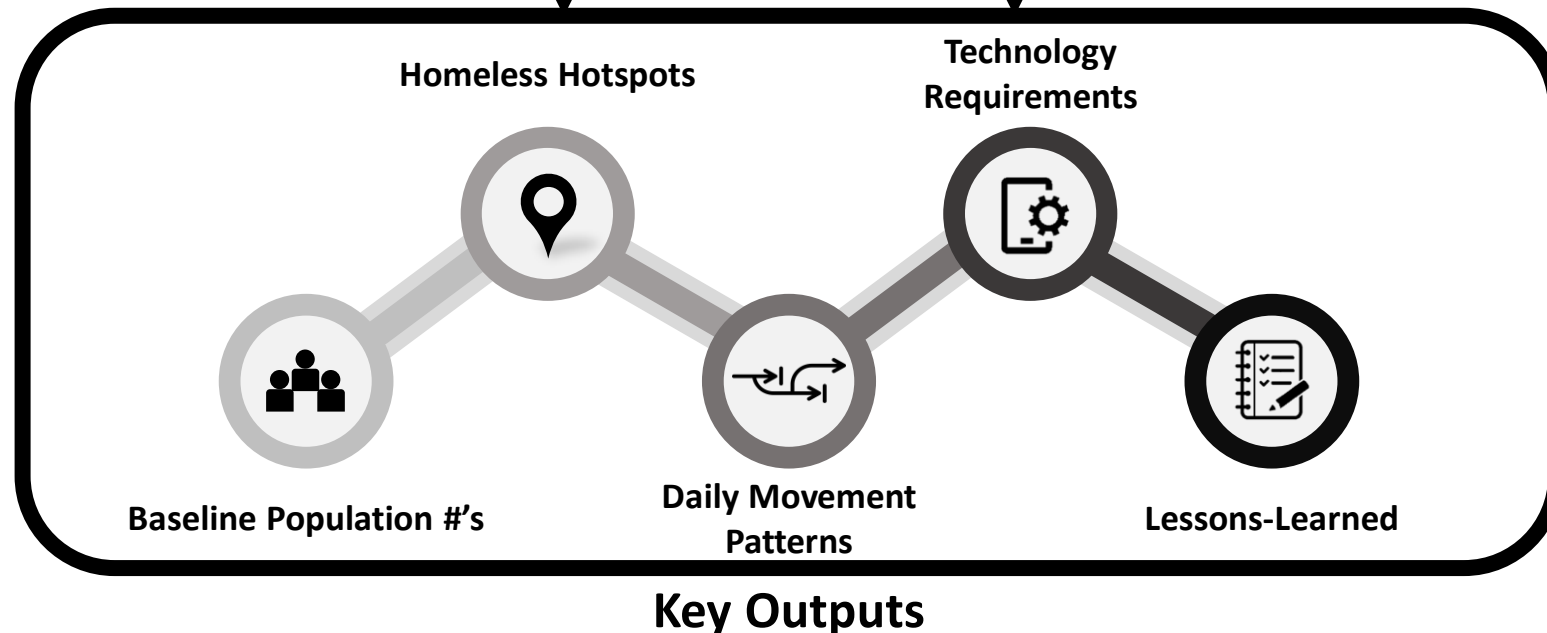
Study Methodology & Outputs

Rail Count (10/05 – 10/09)

- LEO's and Security counted homeless on trains and in stations at 7AM and 7PM

Bus Count (11/09 – 11/12)

- Bus operators counted homeless at 6AM, 6PM, 12AM, and 2AM





Homeless Count Rail Count Overview



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Los Angeles Metro Homeless Count

Summary of Findings – Rail

Morning Rail Homeless Metrics



Evening Rail Homeless Metrics



Average Morning Homeless Population (AM)

598



Average Evening Homeless Population (PM)

545



Average Morning Homeless Population On-Train (AM)

404



Average Evening Homeless Population On-Train (PM)

307



Average Morning Homeless Population In-Station (AM)

194



Average Evening Homeless Population In-Station (PM)

238

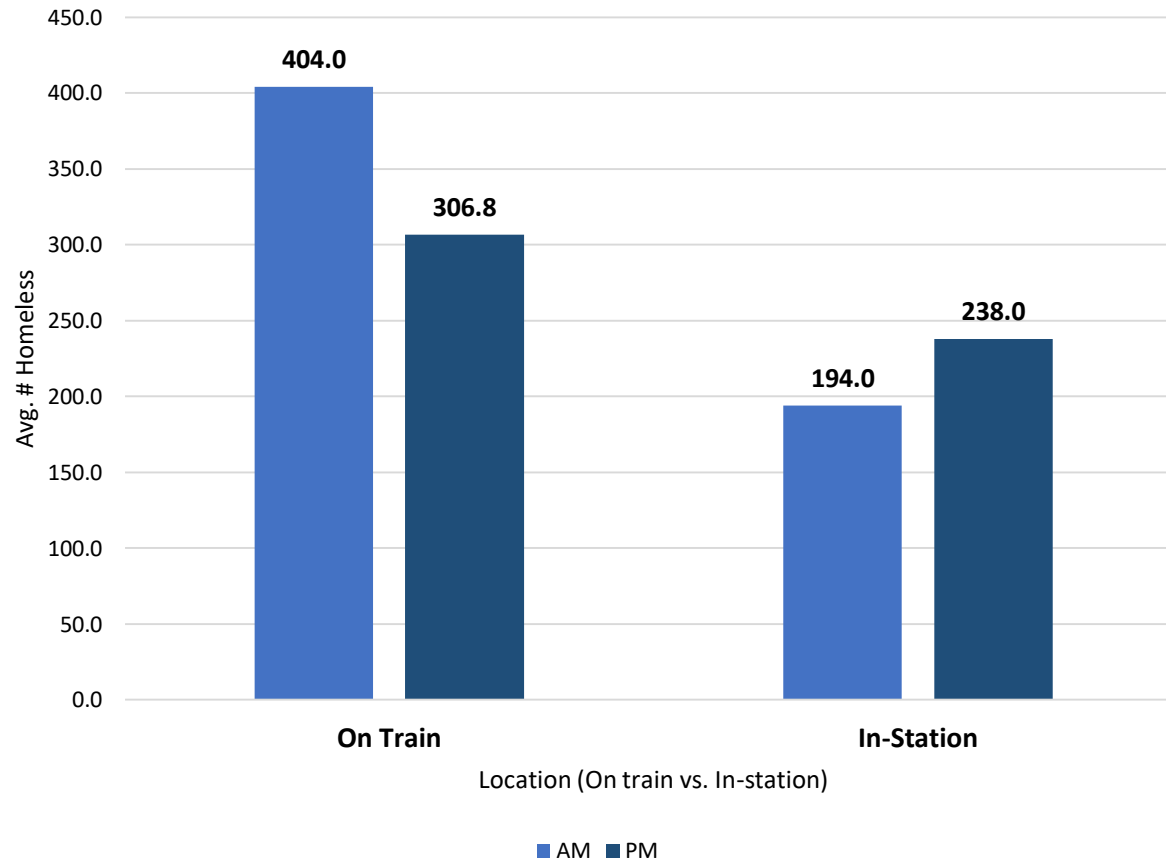
% Homeless Population / Rail Line (Total On-Train & In-Station)

B (Red)	A (Blue)	E (Expo)	L (Gold)	C (Green)	D (Purple)	G (Orange)	J (Silver)
38.1%	18.1%	16.7%	11.2%	6.0%	5.6%	2.6%	1.5%

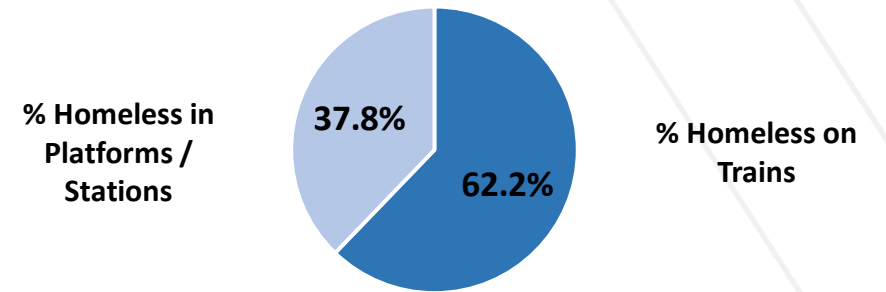
Los Angeles Metro Homeless Count

Rail Count Overview – On-Train & In-Station

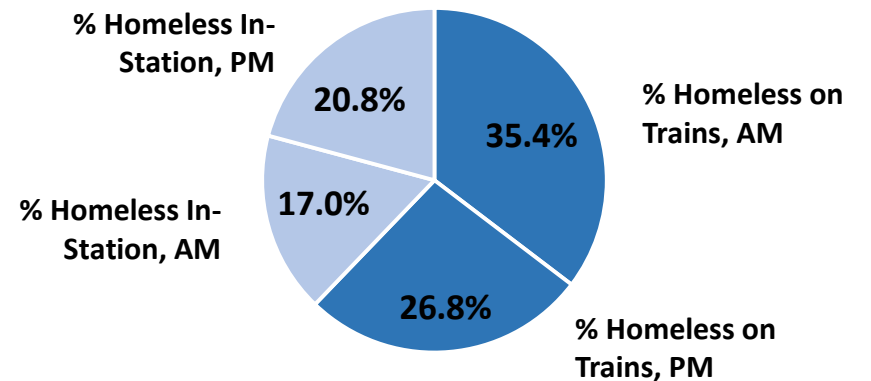
Average Daily Homeless Count by Location Type



Average Daily Homeless Distribution On-Train vs. Stations / Platforms



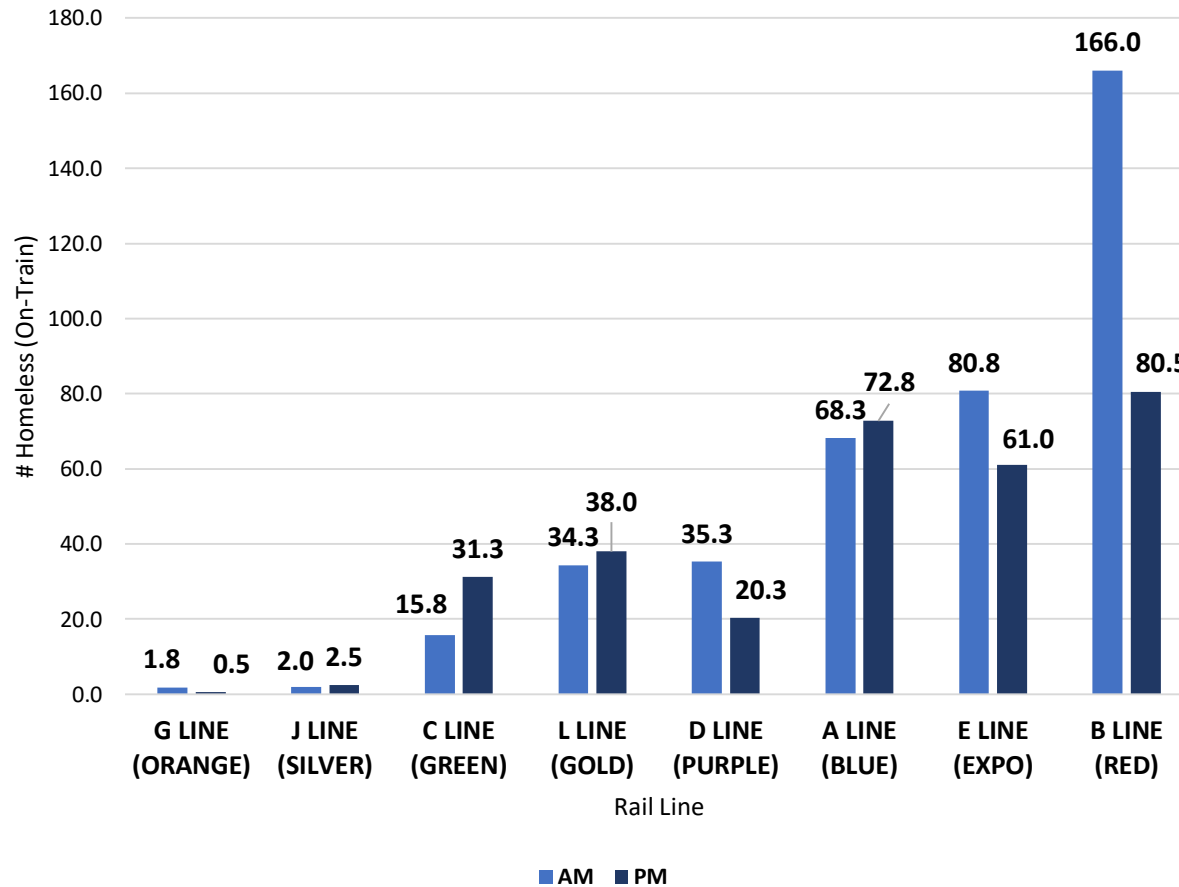
Average Daily Homeless Distribution By Location Type & Time of Day



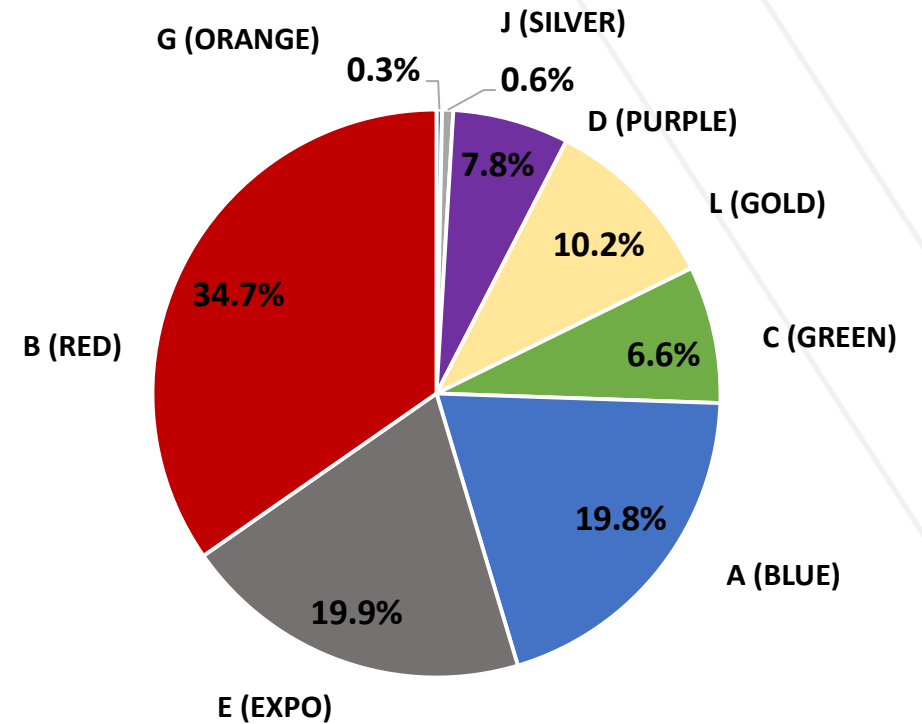
Los Angeles Metro Homeless Count

Rail Count Overview – On-Train

Average On-Train Homeless Count by Rail Line



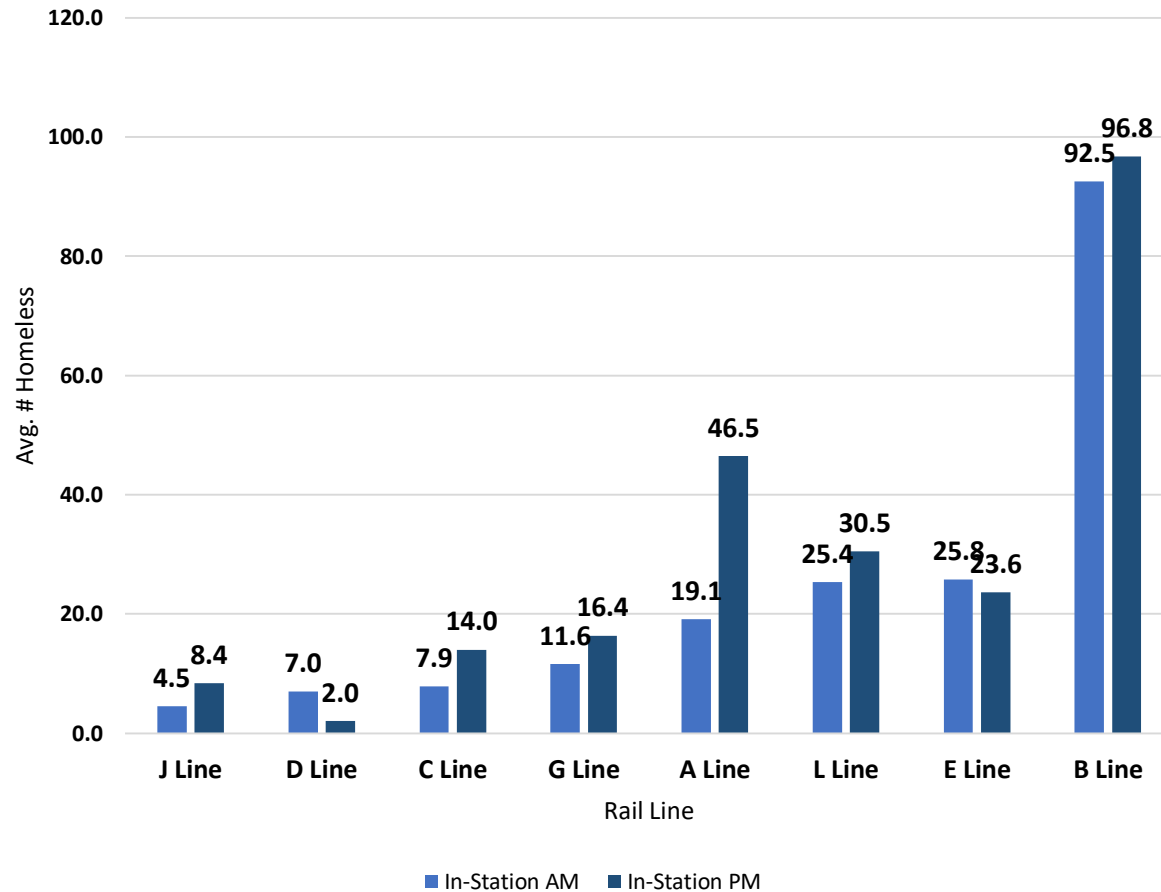
Average Daily Homeless Distribution by Line



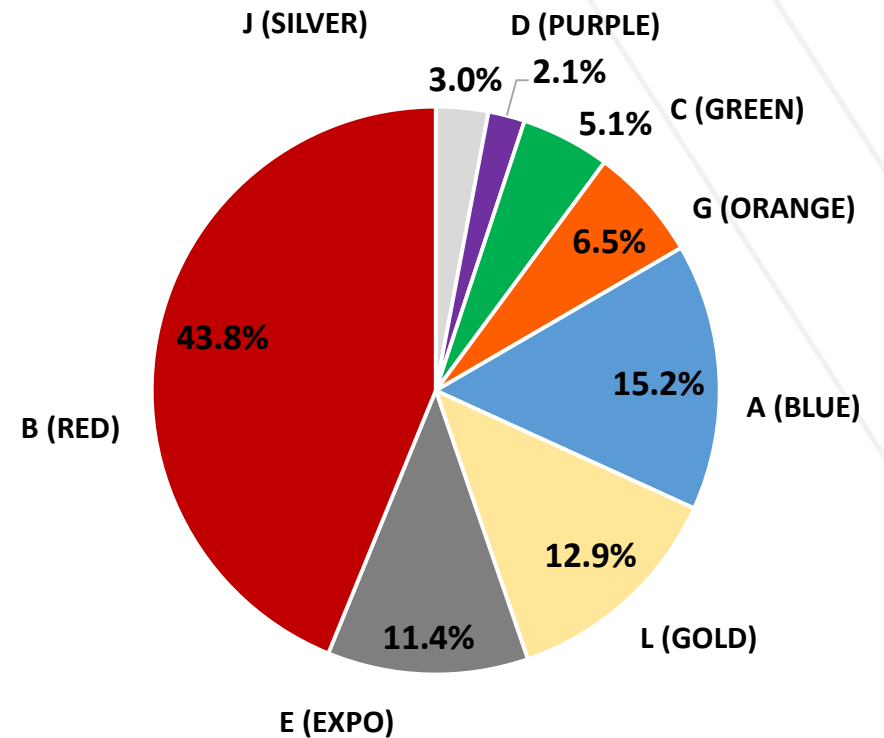
Los Angeles Metro Homeless Count

Rail Count Overview – In-Station & On Platforms

Average In-Station Homeless Count by Line



In-Station Homeless Distribution by Line





Homeless Count Bus Count Overview



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Los Angeles Metro Homeless Count

Summary of Findings – Bus



Average Morning Homeless Population (6AM) **777**



Average Evening Homeless Population (6PM) **1048**



Average Midnight Homeless Population (12AM) **338**



Average Late-Night Homeless Population (2AM) **269**



Service Council with Highest Homeless Population **Westside / Central**

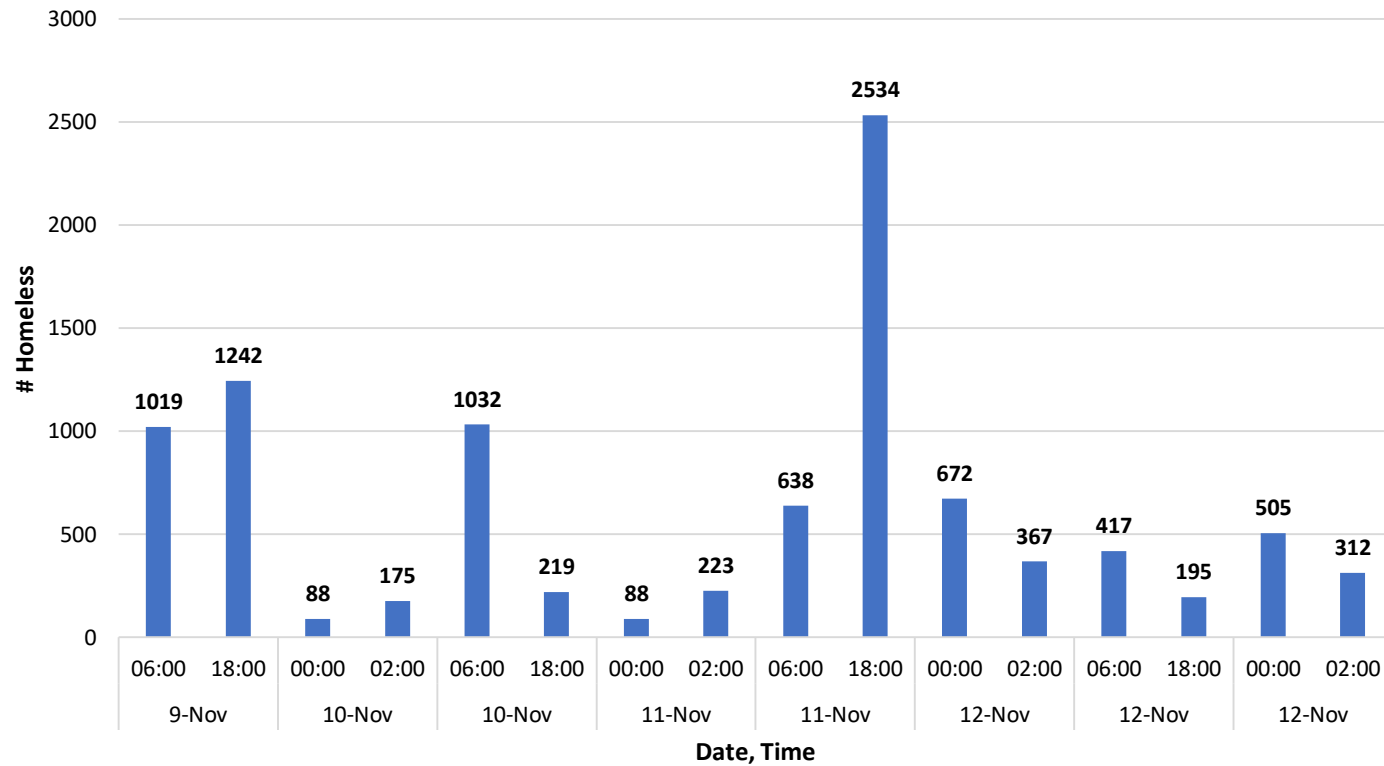
Homeless Population / Bus Line (Top 10 Routes)

	Line 4 E.	Line 720	Line 33	Line 180	Line 51	Line 60	Line 20	Line 910	Line 733	Line 2 E.
Avg. Count	198	123.25	114.5	98.75	79	69.75	64.5	64.5	59.5	57.75
% of Total	8.1%	5.1%	4.7%	4.1%	3.2%	2.9%	2.7%	2.7%	2.4%	2.4%

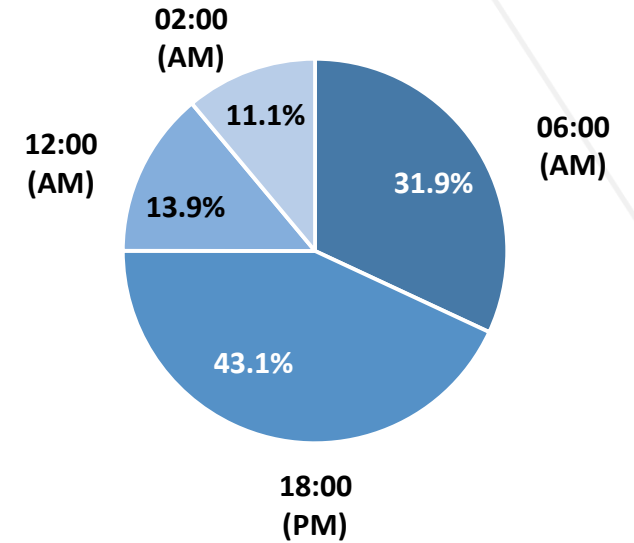
Los Angeles Metro Homeless Count

Bus Count Overview – Major Timepoints

Homeless Count by Date and Time of Day



Average Homeless Distribution by Time of Day

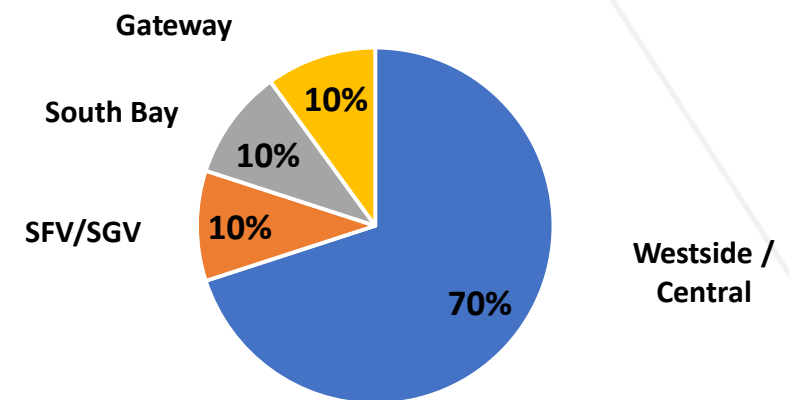


Los Angeles Metro Homeless Count

Bus Count Overview – Service Council Analysis (Top 10 Lines)

Service Council	Bus Lines
Westside / Central	4 East, 720, 33, 51, 20, 733, 2 East
Gateway	60
San Gabriel Valley	180
South Bay	910
San Fernando Valley	None

Service Council Homeless Distribution (Top 10 Lines)



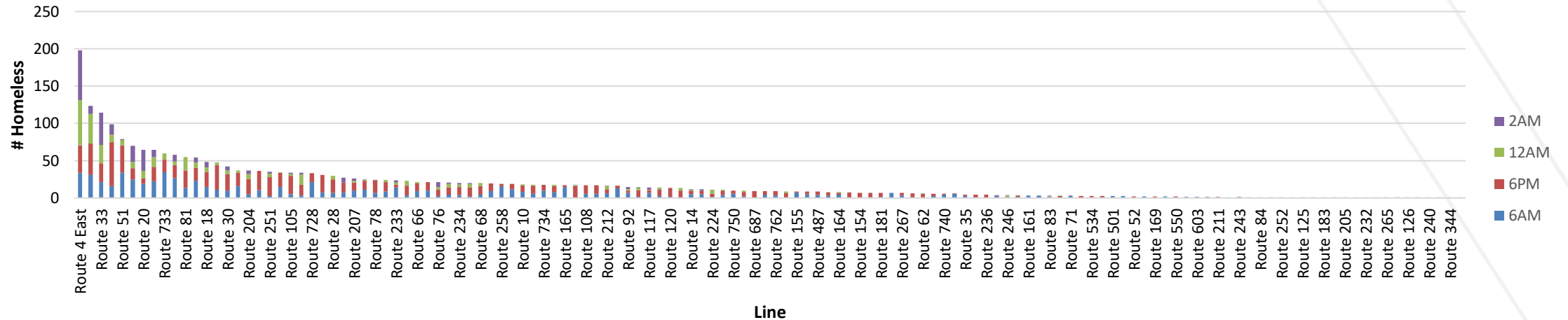
Overview of Findings

- **Key Metrics**
 - Service Council Homeless Presence (Top 10 Routes):
 - Westside / Central: 7 (70%)
 - Gateway Cities: 1 (10%)
 - SFV / SGV: 1 (10%)
 - South Bay: 1 (10%)
- **What Does this Mean?**
 - Westside central has significantly higher homeless population presence in the Westside / Central service council than all other areas
 - SSLE should focus the bulk of its outreach and law enforcement efforts within this council area to have the greatest impact

Los Angeles Metro Homeless Count

Bus Count Overview – Route Analysis

Average Homeless Count by Route



Overview of Findings

- **Key Metrics**
 - Average homeless count per line: 18.4
 - 51% of homeless are concentrated in top 17 lines
 - 49% of homeless are spread over bottom 115 lines
- **What Does this Mean?**
 - **51% of the homeless population is concentrated in only 13% of lines**, which suggests these lines cover major homeless population centers or areas with popular homeless services

Homeless Count Next Steps



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Next Steps



1

Discuss findings with Law Enforcement and Homeless Outreach Partners

2

Discuss coordination and deployment of resources and outreach services

3

Create strategies to address homelessness on the bus system

4

Design future state quarterly homeless count study methodology

5

Begin development / testing efforts for the technology solution

Questions?

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Metro's Homeless Outreach Efforts

Quarterly Update

2020-0833

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

Fall 2020 Homeless Count



Summary of Findings – Rail

Average Daily Homeless Population	Total
Average Morning – Total (AM)	598
Average Morning – On-Train (AM)	404
Average Morning – In-Station (AM)	194
Average Evening – Total (PM)	545
Average Evening – On-Train (PM)	307
Average Evening – In-Station	238



Summary of Findings – Bus

Average Daily Homeless Population	Total
Average Morning – Total (6AM)	777
Average Evening – Total (6PM)	1,048
Average Midnight – Total (12AM)	338
Average Late-Night – Total (2AM)	269

PATH C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served July 2020	Number of Persons Served August 2020	Number of Persons Served September 2020	Number of Persons Served October 2020	Number of Persons Served November 2020	Number of Persons Served December 2020	Quarterly Total Served	Contract YTD Total Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	170	218	248	218	118	160	1,132	8,159
Number of Unduplicated individuals engaged (engagement phase)	95	199	220	99	50	93	756	4,180
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	39	35	34	32	44	21	205	1,902
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	11	0	1	1	0	14	414
Number of unduplicated individuals engaged who are permanently housed	11	12	15	1	6	19	64	337

Quarterly Summary Motel Placements

P.A.T.H. Motel Placements

- ▶ July: 53 homeless persons were housed in 29 motel rooms
- ▶ August: 58 homeless persons were housed in 39 motel rooms
- ▶ September: 71 homeless persons were housed in 41 motel rooms
- ▶ October: 69 homeless persons were housed in 41 motel rooms
- ▶ November: 51 homeless persons were housed in 26 motel rooms
- ▶ December: 28 homeless persons were housed in 17 motel rooms



Operation “Shelter the Unsheltered”



Heightened presence of outreach teams and law enforcement partners at select stations for end of the line services



Closure of Metro Stations nightly 12:00 – 4:00 a.m. to clean and sanitize stations



Off-loading of all riders at the end of the line. Riders must exit through the turnstiles and retap to reenter train platform



Outreach Teams positioned at turnstiles to offer housing, mental health and addiction resources.

Operation “Shelter the Unsheltered”

July 1, 2020 – December 31, 2020

Operation Summary	Qt.
# OF AM OFF-LOADINGS	32,858
# OF PM OFF-LOADINGS	6,840
TOTAL	39,698
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	227
# OF INDIVIDUALS SHELTERED (PATH only)	189
# OF INDIVIDUALS CONTACTED (LA DOOR only)	1,532
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	1,036

Outreach Ambassador Program

SSLE is working with Metro's WIN-LA Program to pilot an Outreach Ambassador Program designed to assist with Operation *Shelter the Unsheltered* that connects individuals to outreach services. Select ex-offenders will be recruited to work with PATH and law enforcement partners in this pilot program.



Board Report

File #: 2020-0832, **File Type:** Informational Report

Agenda Number: 29.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 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 November and December 2020 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

In September 2020, the SSLE compliance group began using reports generated by the Axiom, Mobile Device Manager (MDM) system and comparing the data with the submitted law enforcement daily deployment schedules to validate which Officers/Deputies logged into the MPV application, at what time, for what location, and at which point they logged off. The sample size encompassed six (6) days and one shift. Based on our findings we expanded our sample audit to twenty-one (21) day increments. The MPV application audit resulted in the following compliance percentages by agency.

21-Day Audit				
Agency	09/13 - 10/03	10/04 - 10/24	*10/25 - 11/21	11/22 - 12/12
LAPD	81%	92%	85%	90%

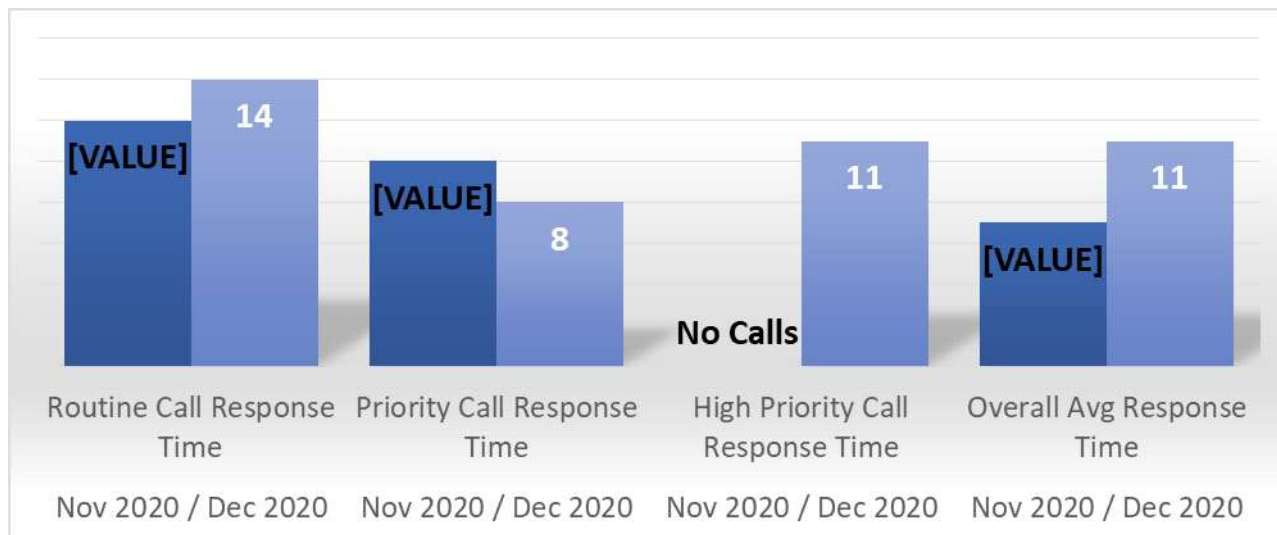
LASD	0%	0%	4%	1%
LBPD	85%	74%	36%	55%
*To establish a fair audit, we consider external occurrences such as network outages. In this case, network outages occurred from 11/08/20 to 11/14/20. Here to complete the 21 days of audit we replaced the data with 11/15/2020 to 11/21/2020.				

The audit was conducted daily from September 13th through November 21st. 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/Deputies across the system are logging in. The audit methodology is available upon request.

Additionally, we have reminded our law enforcement partners of the MPV Application user guide and requested they review list of badge numbers, to ensure users are active in the MPV application. The second sample audit process consists of viewing real-time video footage to validate the number of times we see officers on the system. This has been a challenge due to the lack of SSLE resources. However, we will continue our efforts to ensure compliance with the Metro policing contract by reporting to the Board on the MPV application audit.

METRO TRANSIT SECURITY

Calls for Service Response Times in Minutes



For the month of December, Transit Security received 223 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 119 calls and responded to 79 of them with an average response time of 14 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 95 calls and responded to 64 of them with an average

response time of 8 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 8 calls and responded to 2 of them with an average response time of 11 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.

BUS OPERATIONS SECURITY

In November, there were a total of (5) assaults on bus operators, with (3) assaults occurring in LASD’s jurisdiction and (2) assaults occurring in LAPD’s jurisdiction. All assaults occurred on the bus system on different lines. Four of the suspects were male and (1) suspect was a female. None of the suspects were arrested and there were no patterns or trends identified.

In November, there were a total of 13,327 bus boardings by LAPD officers and a total of 9,843 bus boardings by LASD deputies on various routes throughout the county. Between October and November, LAPD saw an increase in bus boardings of 848 while LASD saw an increase in bus boardings of 2,742.

In December, there were a total of (8) assaults on bus operators, with (5) assaults occurring in LAPD’s jurisdiction and (3) assaults occurring in LASD’s jurisdiction. Seven assaults occurred on the bus system on different lines and (1) assault occurred on the E (Expo) Line.

In December, there were a total of 8,492 bus boardings by LAPD officers and a total of 10,132 bus boardings by LASD deputies on various routes throughout the county. Between November and December, LAPD saw a decrease in bus boardings of 4,835 while LASD saw an increase in bus boardings of 289.

MOTION #35 UPDATES

Metro Transit Security submitted their final draft Use of Force policy for review by SSLE management. LASD and LBPD are still reviewing their Use of Force policies for any additional adjustments. SSLE received a draft revised Use of Force policy from RMI that was reviewed and sent back with some additional recommendations. RMI is working with their sub-contractors Use of Force policies and will resubmit their policy as well as the sub-contractors for SSLE’s review. We will report back at the Board meeting with an update.

The following table reflects our proposed initial cost and schedule which is subject to FY21 Mid-Year approval of funds.

Item	FY21Q3	FY21Q4
Body Worn Cameras/Tasers; \$300k		X
Pro-Force Simulator; \$250k	X	
Policing Management Analytic Software; \$88,347	X	

CENTER STREET PROJECT

The Metro Center project has started, and the building construction plan is almost complete. Metro is working with the contractors daily to improve and adjust the plans which are consistent with Metro and federal regulations. The Metro project team comprised of Construction and System Security and Law Enforcement is diligently coordinating with the Amoroso (design builder) and Metro internal stakeholders daily ensuring project continuity, tasks and obligations are met timely, and financial aspects are aligned accordingly. This includes the expending of up to \$38 million by the end of March 2021 of state funds in accordance with the state grant requirements.

HOMELESS OUTREACH SERVICES

See January 2021 Quarterly Homeless Outreach Report.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	November Number Served	December Number Served
Total Sexual Harassment Cases Contacting POV	0	1
Total Cases of Metro Located Sexual Harassment Contacting POV	0	0
Total Number of Metro Riders Requesting Counseling Services	0	0
Total Number of Police Reports Filed or Intended to File	0	0
Total Number of Active Cases	3	3

See Attachment E for Sexual Crime/Harassment Calls for Service November and December 2020 data..

NEXT STEPS

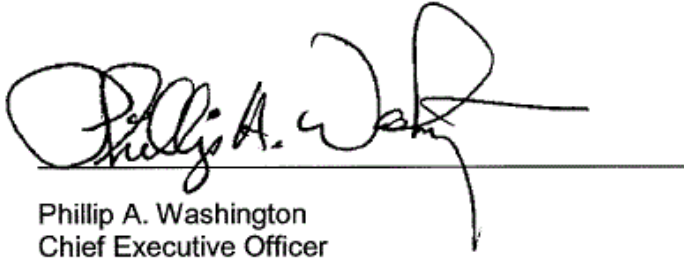
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - System-Wide Law Enforcement Overview November & December 2020
- Attachment B - MTA Supporting Data November & December 2020
- Attachment C - Transit Police Summary November & December 2020
- Attachment D - Monthly, Bi-Annual, Annual Comparison November & December 2020
- Attachment E - Sexual Crime_Harassment Calls for Service November & December 2020
- Attachment F - Violent, Prop, and Part 1 Crimes - January 2021 Board Report

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

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



Phillip A. Washington
Chief Executive Officer

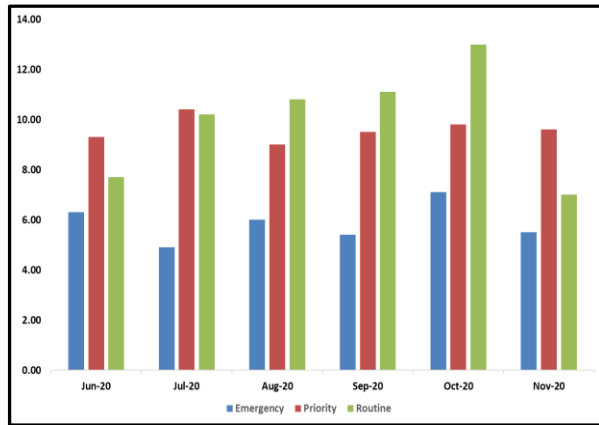
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2020

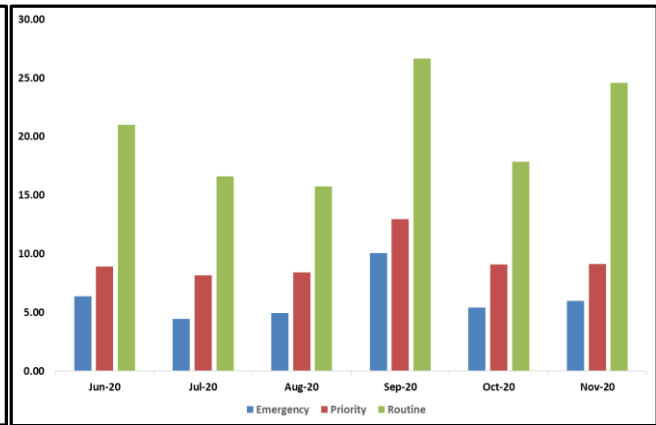
Attachment A

Average Incident Response Times

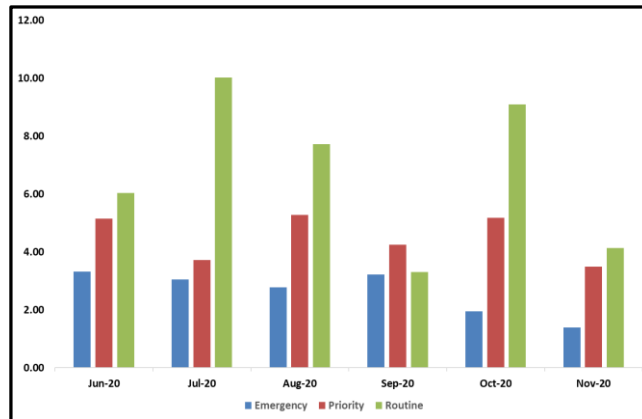
LAPD



LASD



LBPD

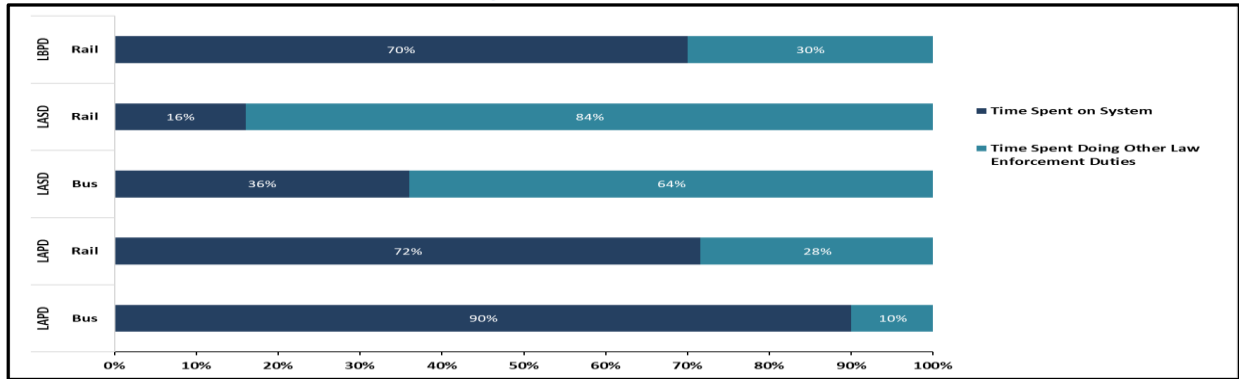


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

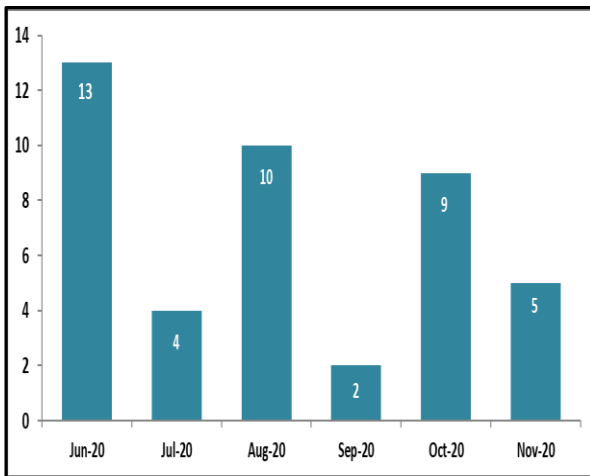
NOVEMBER 2020

Attachment A

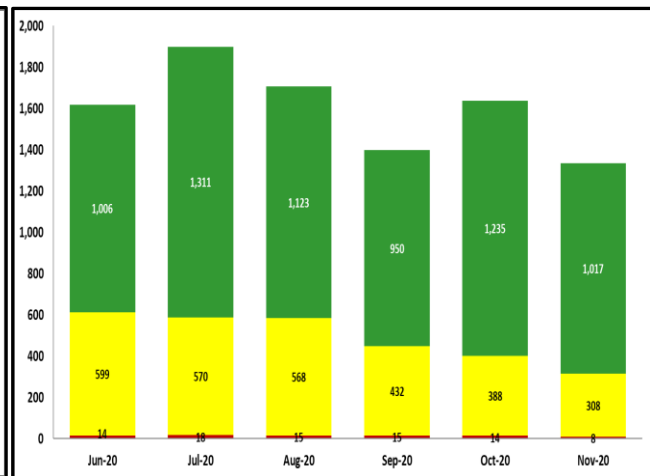
Percentage of Time Spent on the System



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

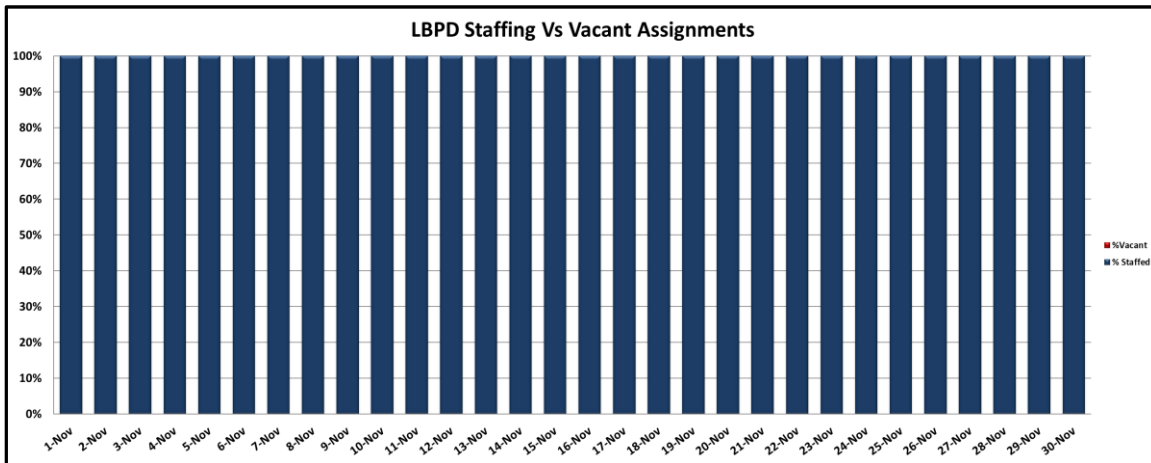
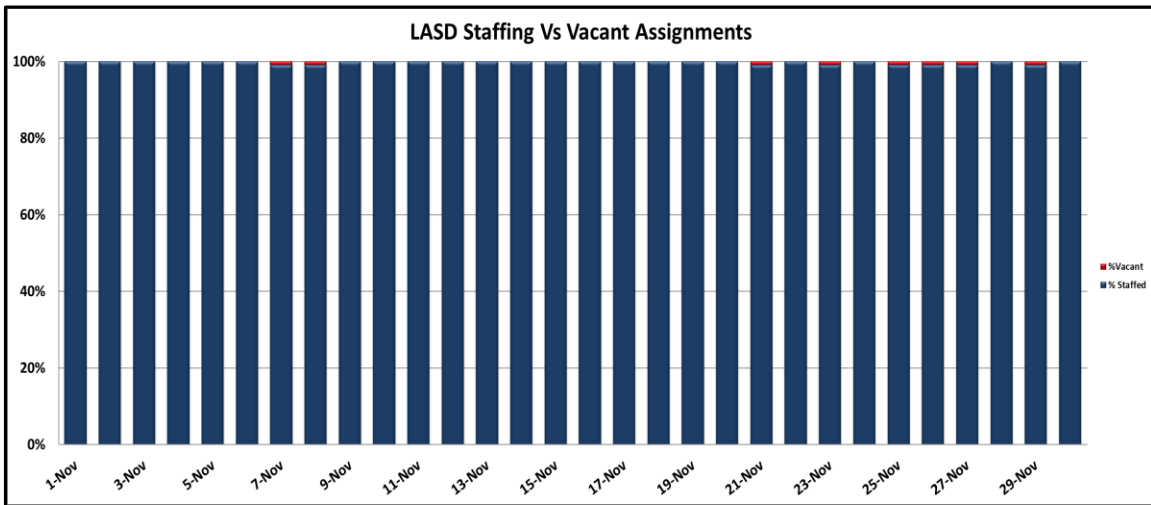
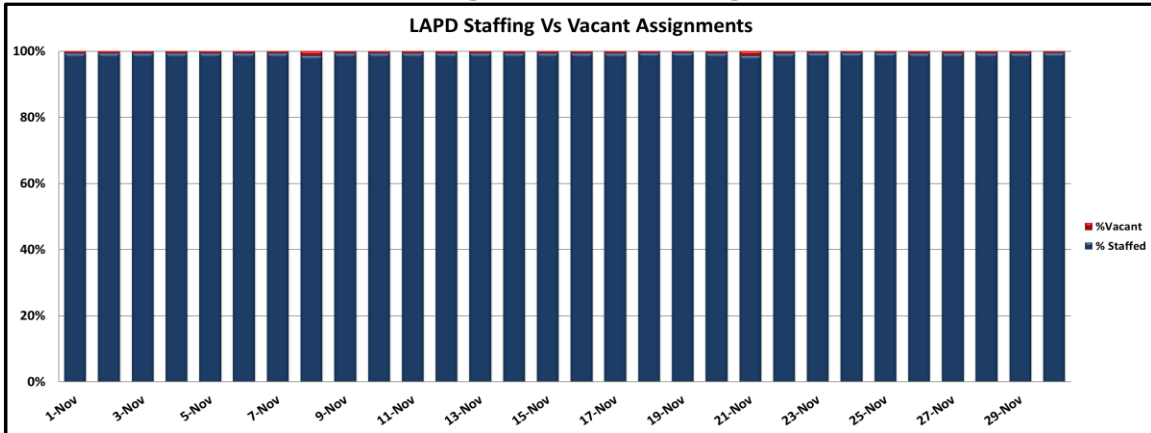
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2020

Attachment A

Ratio of Staffing Levels vs Vacant Assignments



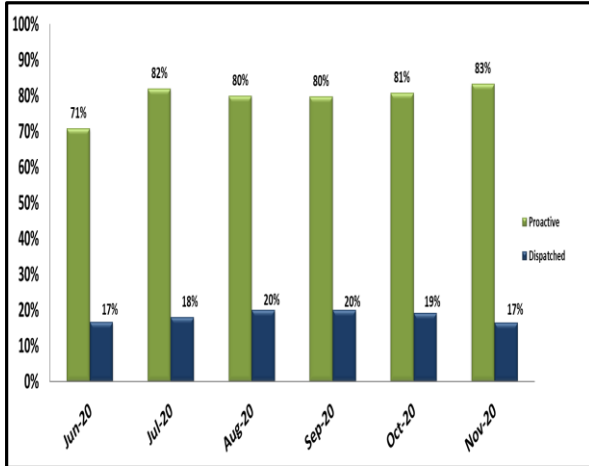
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2020

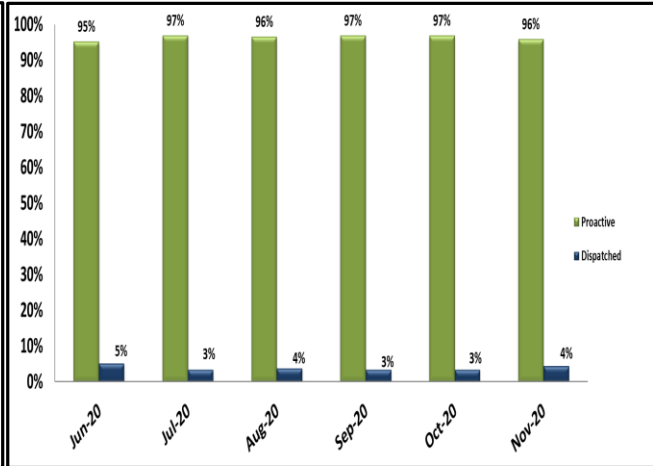
Attachment A

Ratio of Proactive vs Dispatched Activity

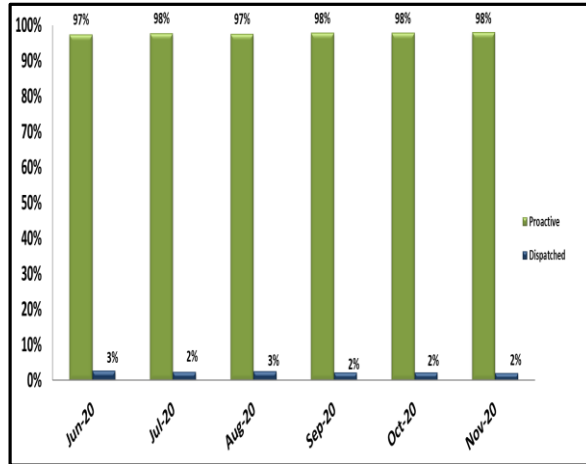
LAPD



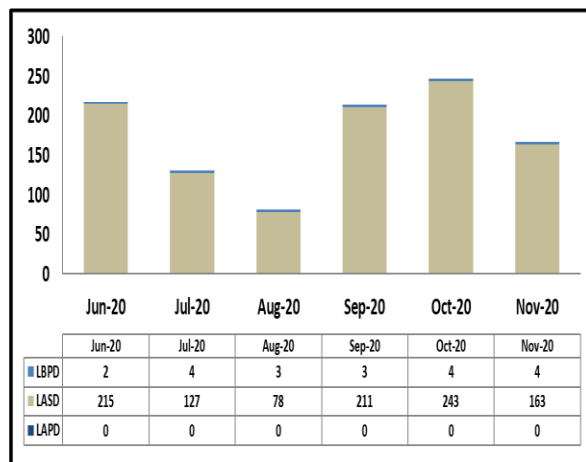
LASD



LBPD



Grade Crossing Operations



Grade Crossing Operation Locations November:

1. Blue Line Stations (70)
2. Expo Line Stations (50)
3. Gold Line Stations (47)

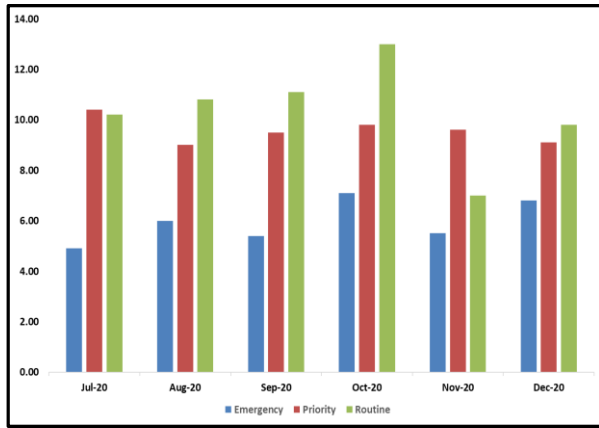
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2020

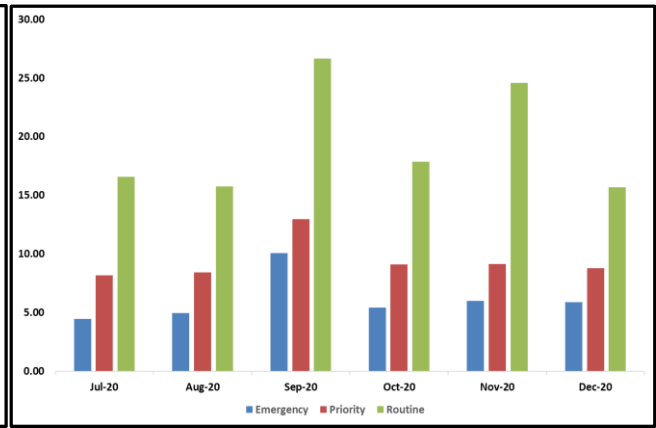
Attachment A

Average Incident Response Times

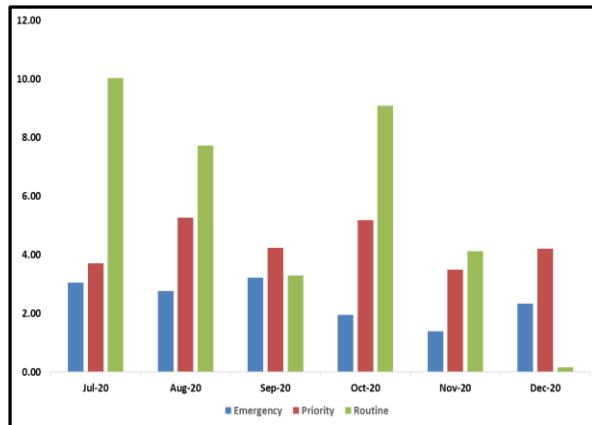
LAPD



LASD



LBPD

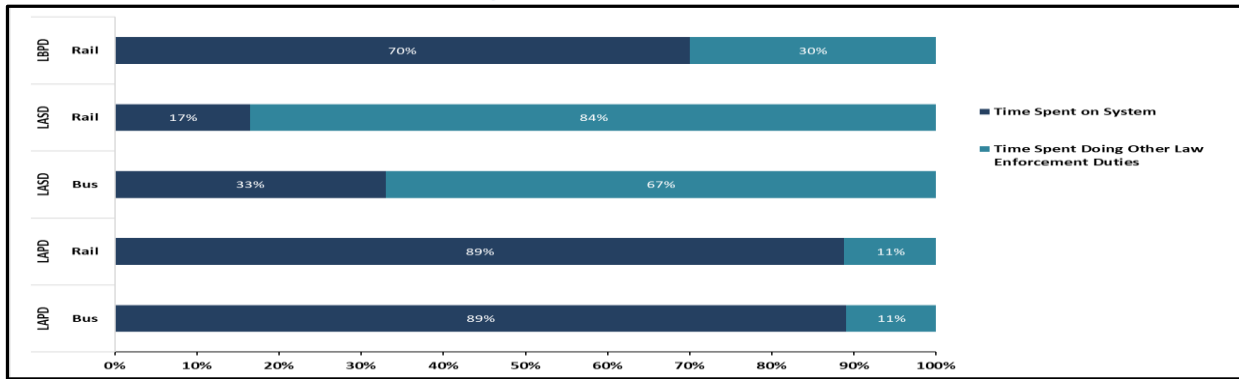


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

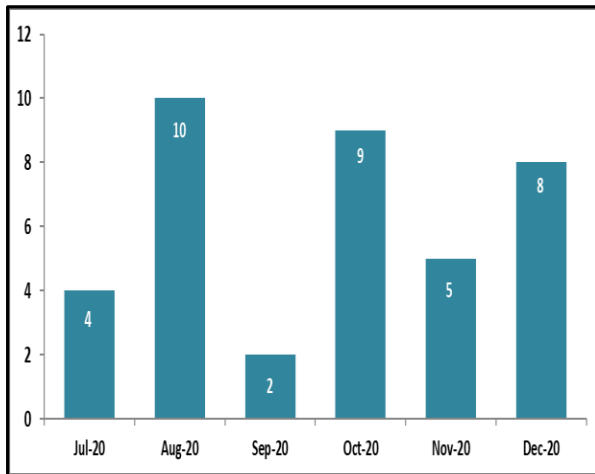
DECEMBER 2020

Attachment A

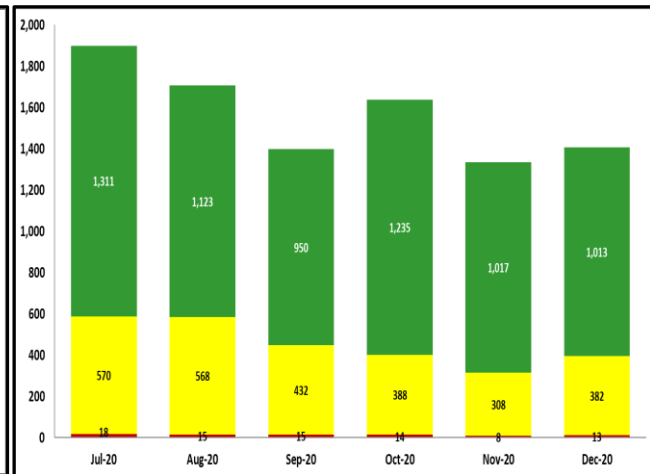
Percentage of Time Spent on the System



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

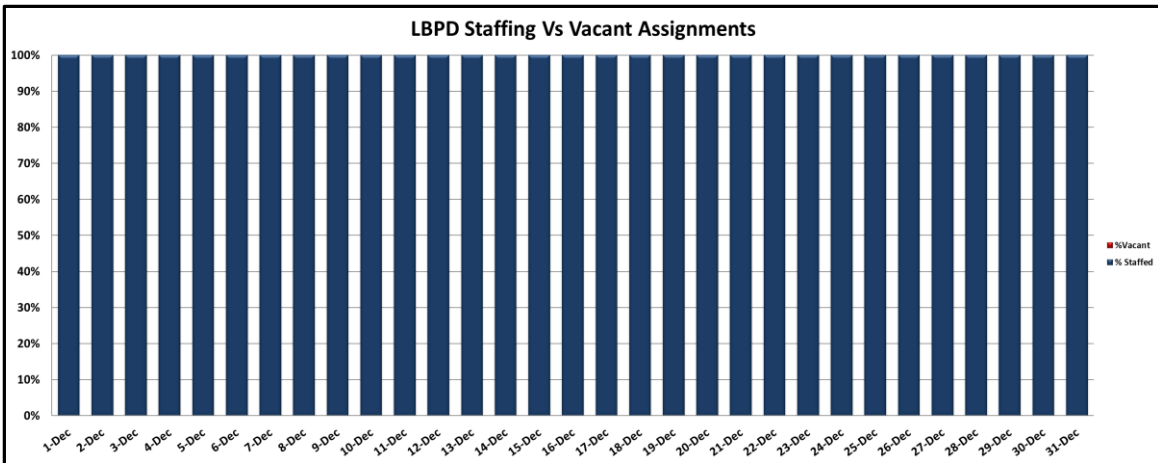
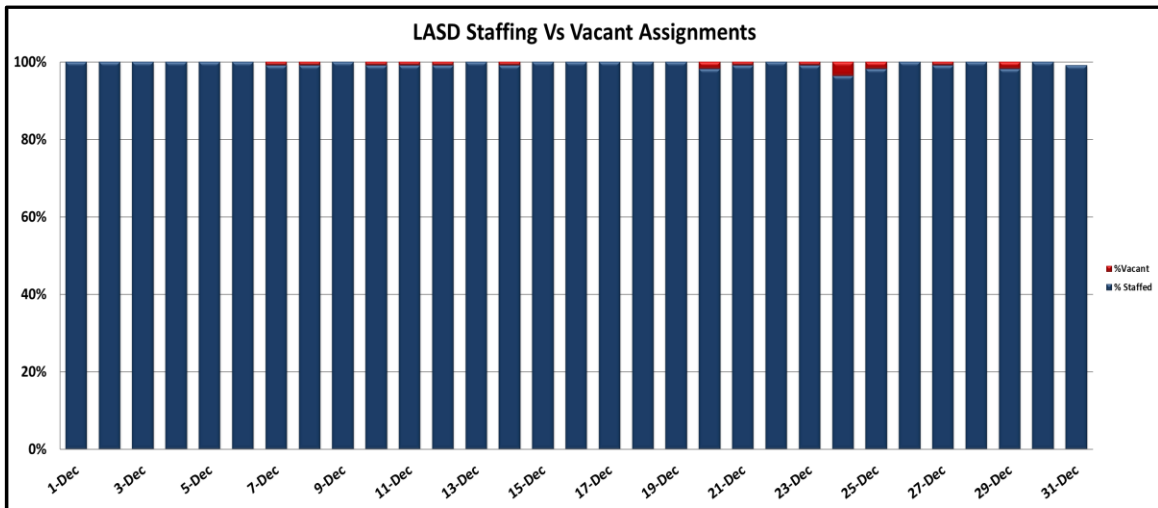
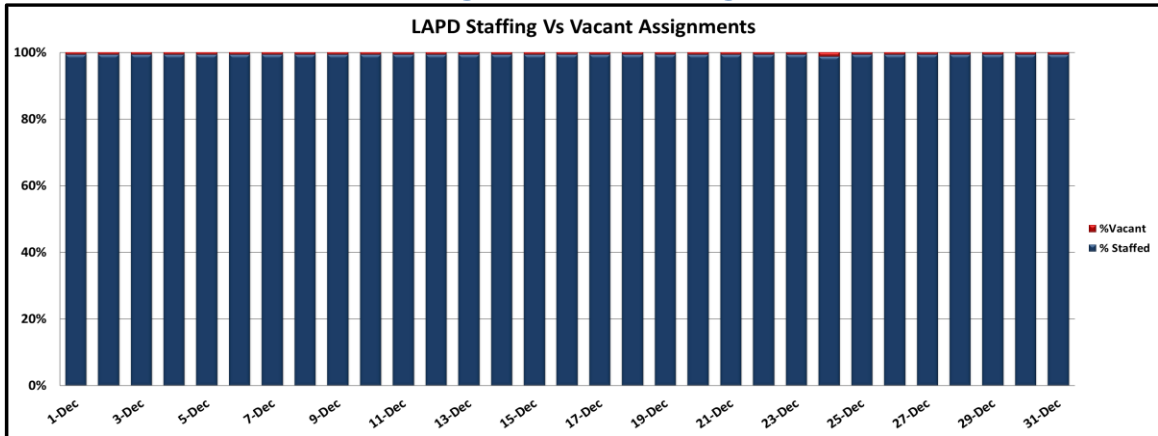
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2020

Attachment A

Ratio of Staffing Levels vs Vacant Assignments



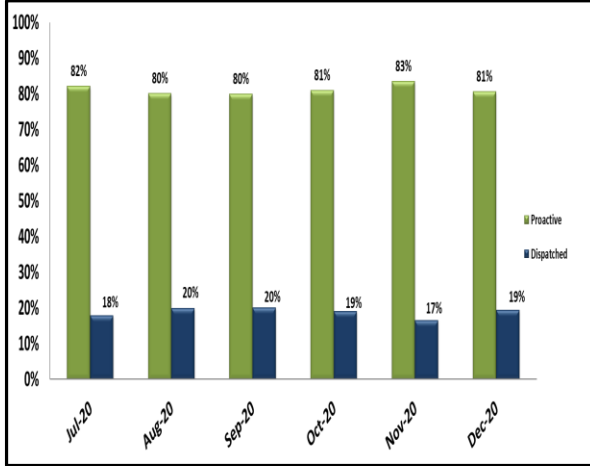
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2020

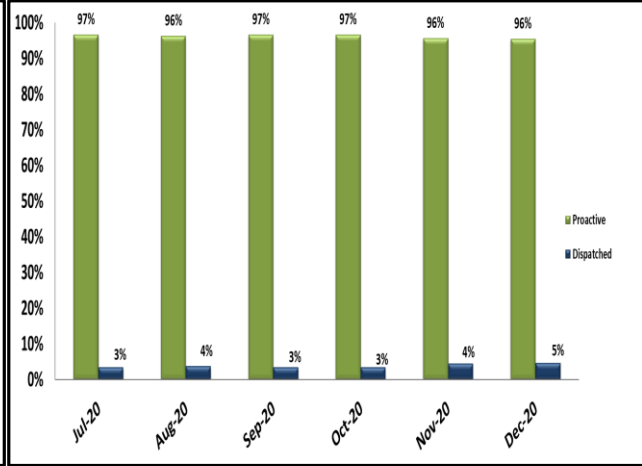
Attachment A

Ratio of Proactive vs Dispatched Activity

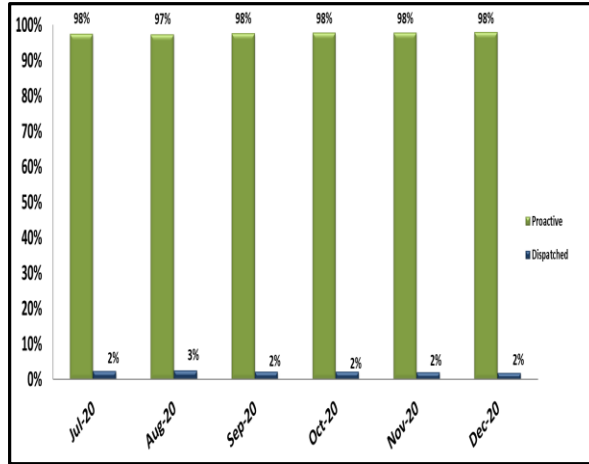
LAPD



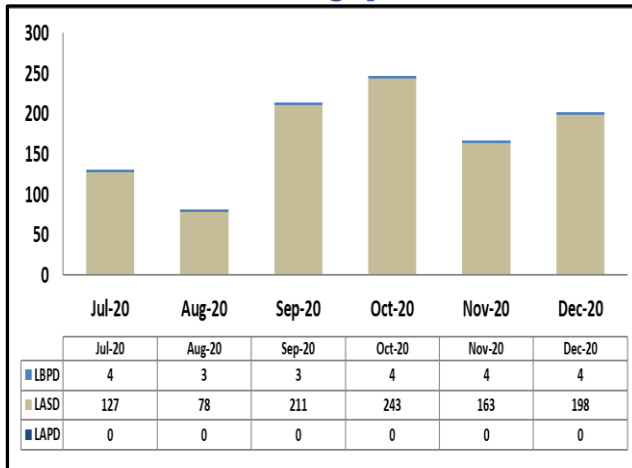
LASD



LBPD



Grade Crossing Operations



Grade Crossing Operation Locations December:

1. Blue Line Stations (70)
2. Expo Line Stations (58)
3. Gold Line Stations (74)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPB	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	0	3	0	20
Aggravated Assault	3	1	0	17
Aggravated Assault on Operator	0	0	0	0
Battery	1	3	2	26
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	1	6
SUB-TOTAL	4	7	3	71
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPB	FYTD
Burglary	0	1	1	2
Larceny	0	1	0	10
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	1	2
Arson	0	0	0	0
Vandalism	0	0	0	14
SUB-TOTAL	0	2	2	29
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPB	FYTD
Weapons	0	1	0	3
Narcotics	0	1	0	8
Trespassing	0	1	0	1
SUB-TOTAL	0	3	0	12
TOTAL	4	12	5	112

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	7
Pico	0	0	0	3
Grand/LATTC	0	0	0	5
San Pedro St	0	0	0	2
Washington	1	0	0	2
Vernon	2	0	0	3
Slauson	0	0	0	9
Florence	3	0	0	10
Firestone	0	0	0	6
103rd St/Watts Towers	0	0	0	4
Willowbrook/Rosa Parks	3	2	1	22
Compton	1	0	1	13
Artesia	0	0	1	10
Del Amo	0	0	0	4
Wardlow	0	0	0	3
Willow St	1	1	0	2
PCH	1	0	0	2
Anaheim St	0	0	0	1
5th St	0	0	0	0
1st St	0	0	0	1
Downtown Long Beach	1	1	0	3
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Total	14	4	3	112

ARRESTS				
AGENCY	LAPD	LASD	LBPB	FYTD
Felony	1	9	2	51
Misdemeanor	5	10	2	77
TOTAL	6	19	4	128

CITATIONS				
AGENCY	LAPD	LASD	LBPB	FYTD
Other Citations	74	16	0	253
Vehicle Code Citations	117	7	48	566
TOTAL	191	23	48	819

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPB	FYTD
Routine	7	66	5	342
Priority	14	69	31	691
Emergency	2	14	12	156
TOTAL	23	149	48	1,189

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPB
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	13%
Blue Line-LBPB	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPB	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	4	18
Pacific Ave.	0	0	0	0
Willowbrook	0	31	0	112
Slauson	0	1	0	6
Firestone	0	5	0	16
Florence	0	3	0	21
Compton	0	9	0	66
Artesia	0	9	0	53
Del Amo	0	8	0	25
Long Beach Blvd	0	0	0	0
TOTAL	0	66	4	317

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	3	9
Aggravated Assault	0	4	11
Aggravated Assault on Operator	0	0	0
Battery	1	1	13
Battery Rail Operator	0	0	1
Sex Offenses	0	1	3
SUB-TOTAL	1	9	37
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	3	14
Bike Theft	0	0	0
Motor Vehicle Theft	0	3	3
Arson	0	0	0
Vandalism	0	2	7
SUB-TOTAL	0	8	24
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	3
Narcotics	0	2	7
Trespassing	0	1	4
SUB-TOTAL	0	4	14
TOTAL	1	21	75

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	6	19
Misdemeanor	0	9	32
TOTAL	0	15	51

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	17	8	83
Vehicle Code Citations	68	2	179
TOTAL	85	10	262

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	100	478
Priority	10	60	361
Emergency	2	6	43
TOTAL	12	166	882

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
Redondo Beach	1	1	0	9
Douglas	0	0	0	0
El Segundo	0	6	0	7
Mariposa	0	0	0	0
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	2	0	1	8
Crenshaw	1	0	0	9
Vermont/Athens	2	0	1	8
Harbor Fwy	1	0	0	8
Avalon	0	0	0	3
Willowbrook/Rosa Parks	1	0	0	7
Long Beach Bl	1	1	1	4
Lakewood Bl	0	0	0	0
Norwalk	1	0	1	10
Total	10	8	4	75

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 - NOVEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	13
Aggravated Assault	2	0	11
Aggravated Assault on Operator	0	0	0
Battery	0	1	19
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	3	2	44
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	7
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	4
SUB-TOTAL	2	0	14
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	0	0	2
SUB-TOTAL	0	0	6
TOTAL	5	2	64

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	1	11
Misdemeanor	2	4	22
TOTAL	4	5	33

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	7	5	51
Vehicle Code Citations	0	0	2
TOTAL	7	5	53

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	10	56	350
Priority	27	22	281
Emergency	3	2	32
TOTAL	40	80	663

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	11%
Proactive	85%	89%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	89%
Expo Line-LASD	10%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	N/A	38	157
Culver City	N/A	12	31
TOTAL	0	50	188

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	5
Pico	0	0	0	4
LATTC/Ortho Institute	0	0	0	4
Jefferson/USC	0	1	0	1
Expo Park/USC	0	0	0	4
Expo/Vermont	1	1	0	5
Expo/Western	1	0	0	5
Expo/Crenshaw	0	0	0	6
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	0	0	0	2
Culver City	0	0	0	1
Palms	1	0	0	3
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	2	0	0	17
Expo Line Rail Yard	0	0	0	0
Total	5	2	0	64

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	1	2
Robbery	2	15
Aggravated Assault	6	31
Aggravated Assault on Operator	0	0
Battery	8	50
Battery Rail Operator	0	1
Sex Offenses	2	10
SUB-TOTAL	19	110
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	5	28
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	10
SUB-TOTAL	7	38
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	6
SUB-TOTAL	3	6
TOTAL	29	154

ARRESTS		
AGENCY	LAPD	FYTD
Felony	7	18
Misdemeanor	0	26
TOTAL	7	44

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	50	95
Vehicle Code Citations	2	19
TOTAL	52	114

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	24	148
Priority	103	601
Emergency	5	40
TOTAL	132	789

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	0%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	0	1	0	13
Civic Center/Grand Park	0	0	0	3
Pershing Square	2	0	0	14
7th St/Metro Ctr	4	3	0	18
Westlake/MacArthur Park	4	0	0	19
Wilshire/Vermont	2	0	1	15
Wilshire/Normandie	0	0	1	3
Vermont/Beverly	1	0	1	10
Wilshire/Western	1	0	1	6
Vermont/Santa Monica	0	0	0	3
Vermont/Sunset	0	1	0	4
Hollywood/Western	1	0	0	6
Hollywood/Vine	0	0	0	5
Hollywood/Highland	3	0	0	11
Universal City/Studio City	0	0	0	5
North Hollywood	1	1	0	19
Red Line Rail Yard	0	0	0	0
Total	19	6	4	154

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	0	1	7
Aggravated Assault	0	4	12
Aggravated Assault on Operator	0	0	0
Battery	0	1	18
Battery Rail Operator	0	0	0
Sex Offenses	0	1	4
SUB-TOTAL	0	7	42
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	0	0	14
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	1
Arson	0	0	1
Vandalism	0	2	7
SUB-TOTAL	0	3	27
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	1	1
Trespassing	0	0	1
SUB-TOTAL	0	2	4
TOTAL	0	12	73

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	3	13
Misdemeanor	1	4	24
TOTAL	2	7	37

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	9	5	32
Vehicle Code Citations	0	0	18
TOTAL	9	5	50

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	5	93	571
Priority	22	81	595
Emergency	1	8	65
TOTAL	28	182	1,231

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	13%	5%
Proactive	87%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	2	0	1	9
Azusa Downtown	0	0	0	3
Irwindale	0	1	0	4
Duarte/City of Hope	1	0	0	1
Monrovia	1	2	0	8
Arcadia	0	0	1	6
Sierra Madre Villa	0	0	0	4
Allen	1	0	0	1
Lake	0	0	0	3
Memorial Park	0	0	0	0
Del Mar	0	0	0	0
Fillmore	0	0	0	1
South Pasadena	1	0	0	4
Highland Park	0	0	0	4
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	2
Lincoln/Cypress	0	0	0	1
Chinatown	0	0	0	1
Union Station	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	2
Pico/Aliso	0	0	0	1
Mariachi Plaza	0	0	0	4
Soto	0	0	0	3
Indiana (both LAPD & LASD)	0	0	0	4
Maravilla	0	0	0	1
East LA Civic Ctr	0	0	0	0
Atlantic	1	0	0	3
Total	7	3	2	73

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	22%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	2	25
Irwindale	0	4	26
Monrovia	0	4	30
City of Pasadena	0	16	72
Magnolia Ave	0	0	2
Duarte Station	0	2	9
City Of Azusa	0	4	67
South Pasadena	0	4	27
City Of East LA	0	11	77
Figueroa St	0	0	0
TOTAL GOAL= 10	0	47	335

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	1	7
Aggravated Assault on Operator	0	0
Battery	3	11
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	4	21
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	2
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	6
SUB-TOTAL	1	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	5	30

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	2
Misdemeanor	0	1
TOTAL	0	3

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	5
Priority	9	36
Emergency	0	1
TOTAL	10	42

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	91%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	3
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	0	0	3
Van Nuys	0	0	0	2
Sepulveda	1	0	0	3
Woodley	1	0	0	4
Balboa	0	0	0	3
Reseda	0	0	0	1
Tampa	1	0	0	1
Pierce College	0	0	0	1
De Soto	0	0	0	0
Canoga	0	0	0	2
Warner Center	0	0	0	0
Sherman Way	0	0	0	3
Roscoe	0	0	0	0
Nordhoff	0	0	0	0
Chatsworth	0	1	0	2
Total	4	1	0	30

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	0	0	6
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	1
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	1	1
Trespassing	0	0	0
SUB-TOTAL	0	1	1
TOTAL	0	1	8

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	2
Misdemeanor	3	2	19
TOTAL	3	3	21

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	56	0	101
Vehicle Code Citations	200	0	516
TOTAL	256	0	617

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	1	17
Priority	2	2	28
Emergency	0	0	1
TOTAL	2	3	46

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	0%
Proactive	83%	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	0	0	1
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	1	2
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	0	0	1	8

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM*	
Silver Line- LAPD	91%
Silver Line- LASD	50%

LEGEND	
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 - NOVEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	13
Aggravated Assault	4	1	32
Aggravated Assault on Operator	0	0	8
Battery	12	5	91
Battery Bus Operator	2	3	20
Sex Offenses	1	0	12
SUB-TOTAL	19	9	176
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	5	3	31
Bike Theft	0	0	7
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	3	3	40
SUB-TOTAL	8	6	80
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	6
Narcotics	0	4	25
Trespassing	0	3	7
SUB-TOTAL	0	8	38
TOTAL	27	23	294

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	20
San Fernando	0	4
San Gabriel Valley	5	40
Gateway Cities	7	49
South Bay	7	24
Total	23	137

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	4
West Valley	1	3
North Hollywood	0	3
Foothill	0	2
Devonshire	1	3
Mission	1	7
Topanga	0	3
Central Bureau		
Central	4	21
Rampart	1	14
Hollenbeck	0	4
Northeast	1	3
Newton	2	9
West Bureau		
Hollywood	3	9
Wilshire	1	5
West LA	2	8
Pacific	1	3
Olympic	2	17
Southwest Bureau		
Southwest	3	17
Harbor	0	3
77th Street	4	15
Southeast	1	5
Total	28	158

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	5	40
Misdemeanor	4	24	180
TOTAL	5	29	220

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	32	198
Vehicle Code Citations	3	17	102
TOTAL	3	49	300

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	124	627
Priority	6	156	909
Emergency	2	10	83
TOTAL	10	290	1,619

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	2%
Proactive	81%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	90%
LASD BUS	36%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	0	2
Aggravated Assault on Operator	0	0
Battery	11	37
Battery Rail Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	11	42
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	2	16
Bike Theft	1	4
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	2	8
SUB-TOTAL	5	30
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	6
SUB-TOTAL	0	6
TOTAL	16	78

ARRESTS		
AGENCY	LAPD	FYTD
Felony	6	23
Misdemeanor	5	26
TOTAL	11	49

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	17
Vehicle Code Citations	11	17
TOTAL	13	34

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	12	41
Priority	31	127
Emergency	1	14
TOTAL	44	182

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	89%

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	1	2	0	23
Aggravated Assault	1	0	0	18
Aggravated Assault on Operator	0	0	0	0
Battery	3	1	1	31
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	6
SUB-TOTAL	5	3	1	80
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	2
Larceny	3	0	0	13
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	3
Arson	0	0	0	0
Vandalism	0	3	0	17
SUB-TOTAL	3	4	0	36
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	0	0	3
Narcotics	0	2	0	10
Trespassing	0	1	0	2
SUB-TOTAL	0	3	0	15
TOTAL	8	10	1	131

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	1	0	8
Pico	0	0	0	3
Grand/LATTC	0	0	0	5
San Pedro St	0	0	0	2
Washington	3	1	0	6
Vernon	0	1	0	4
Slauson	0	1	0	10
Florence	0	1	0	11
Firestone	0	0	1	7
103rd St/Watts Towers	2	0	0	6
Willowbrook/Rosa Parks	1	1	0	24
Compton	0	1	1	15
Artesia	2	0	1	13
Del Amo	0	0	0	4
Wardlow	0	0	0	3
Willow St	0	0	0	2
PCH	1	0	0	3
Anaheim St	0	0	0	1
5th St	0	0	0	0
1st St	0	0	0	1
Downtown Long Beach	0	0	0	3
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Total	9	7	3	131

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	0	0	0	51
Misdemeanor	0	0	2	79
TOTAL	0	0	2	130

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	87	16	1	357
Vehicle Code Citations	8	2	29	605
TOTAL	95	18	30	962

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	5	70	3	420
Priority	22	69	31	813
Emergency	1	7	11	175
TOTAL	28	146	45	1,408

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	20%	4%	2%
Proactive	80%	96%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	86%
Blue Line-LASD	14%
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	22
Pacific Ave.	0	0	0	0
Willowbrook	0	36	0	148
Slauson	0	2	0	8
Firestone	0	2	0	18
Florence	0	4	0	25
Compton	0	7	0	73
Artesia	0	8	0	61
Del Amo	0	7	0	32
Long Beach Blvd	0	0	0	0
TOTAL	0	66	4	387

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	9
Aggravated Assault	0	1	12
Aggravated Assault on Operator	0	0	0
Battery	0	2	15
Battery Rail Operator	0	0	1
Sex Offenses	0	2	5
SUB-TOTAL	0	5	42
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	2	16
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	0	0
Vandalism	1	1	9
SUB-TOTAL	1	3	28
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	0	7
Trespassing	0	0	4
SUB-TOTAL	0	0	14
TOTAL	1	8	84

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	19
Misdemeanor	0	0	32
TOTAL	0	0	51

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	8	93
Vehicle Code Citations	0	0	179
TOTAL	2	8	272

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	105	585
Priority	6	55	422
Emergency	0	4	47
TOTAL	8	164	1,054

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	6%
Proactive	83%	94%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	10
Douglas	0	0	0	0
El Segundo	0	0	0	7
Mariposa	0	0	0	0
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	0	0	0	8
Crenshaw	1	1	0	11
Vermont/Athens	1	0	0	9
Harbor Fwy	0	0	0	8
Avalon	0	1	0	4
Willowbrook/Rosa Parks	1	0	0	8
Long Beach Bl	0	0	0	4
Lakewood Bl	1	1	0	2
Norwalk	0	1	0	11
Total	5	4	0	84

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	20%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	14
Aggravated Assault	0	0	11
Aggravated Assault on Operator	0	0	0
Battery	0	1	20
Battery Rail Operator	0	1	1
Sex Offenses	0	0	1
SUB-TOTAL	1	2	47
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	9
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	0	6
SUB-TOTAL	4	0	18
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	0	0	2
SUB-TOTAL	0	0	6
TOTAL	5	2	71

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	11
Misdemeanor	1	0	23
TOTAL	1	0	34

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	4	56
Vehicle Code Citations	16	1	19
TOTAL	17	5	75

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	57	409
Priority	32	16	329
Emergency	4	1	37
TOTAL	38	74	775

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	9%
Proactive	81%	91%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	5
Pico	0	0	0	4
LATTC/Ortho Institute	0	0	0	4
Jefferson/USC	0	0	0	1
Expo Park/USC	0	1	0	5
Expo/Vermont	0	1	0	6
Expo/Western	1	0	0	6
Expo/Crenshaw	0	0	0	6
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	0	1	0	3
Culver City	0	0	0	1
Palms	0	1	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	2	0	0	19
Expo Line Rail Yard	0	0	0	0
Total	3	4	0	71

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	51	208
Culver City	N/A	7	38
TOTAL	0	58	246

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	2
Robbery	5	20
Aggravated Assault	9	40
Aggravated Assault on Operator	0	0
Battery	11	61
Battery Rail Operator	0	1
Sex Offenses	1	11
SUB-TOTAL	26	136
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	8	36
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	6	16
SUB-TOTAL	15	53
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	8
SUB-TOTAL	2	8
TOTAL	43	197

ARRESTS

AGENCY	LAPD	FYTD
Felony	3	21
Misdemeanor	4	30
TOTAL	7	51

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	7	102
Vehicle Code Citations	3	22
TOTAL	10	124

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	38	186
Priority	129	730
Emergency	8	48
TOTAL	175	964

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	3	1	18
Civic Center/Grand Park	0	1	0	4
Pershing Square	0	0	0	14
7th St/Metro Ctr	5	1	0	24
Westlake/MacArthur Park	4	2	0	25
Wilshire/Vermont	2	2	0	19
Wilshire/Normandie	1	0	0	4
Vermont/Beverly	0	0	0	10
Wilshire/Western	1	1	0	8
Vermont/Santa Monica	2	1	0	6
Vermont/Sunset	0	2	1	7
Hollywood/Western	3	1	0	10
Hollywood/Vine	2	0	0	7
Hollywood/Highland	2	0	0	13
Universal City/Studio City	1	0	0	6
North Hollywood	2	1	0	22
Red Line Rail Yard	0	0	0	0
Total	26	15	2	197

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	89%
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LEGEND

Los Angeles Police Department

GOLD LINE

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	1	1
Robbery	0	2	9
Aggravated Assault	0	1	13
Aggravated Assault on Operator	0	0	0
Battery	0	1	19
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	0	5	47
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	2
Larceny	0	1	15
Bike Theft	0	1	4
Motor Vehicle Theft	0	1	2
Arson	0	0	1
Vandalism	1	1	9
SUB-TOTAL	1	5	33
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	3
Narcotics	0	0	1
Trespassing	0	0	1
SUB-TOTAL	0	1	5
TOTAL	1	11	85

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	14
Misdemeanor	1	0	25
TOTAL	2	0	39

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	8	40
Vehicle Code Citations	0	0	18
TOTAL	0	8	58

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	11	103	685
Priority	35	78	708
Emergency	1	3	69
TOTAL	47	184	1,462

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
APU/Citrus College	1	0	1	11
Azusa Downtown	0	1	0	4
Irwindale	0	0	0	4
Duarte/City of Hope	0	0	0	1
Monrovia	0	0	0	8
Arcadia	0	0	0	6
Sierra Madre Villa	1	1	0	6
Allen	0	0	0	1
Lake	1	0	0	4
Memorial Park	0	0	0	0
Del Mar	0	1	0	1
Fillmore	1	1	0	3
South Pasadena	0	1	0	5
Highland Park	0	0	0	4
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	2
Lincoln/Cypress	0	0	0	1
Chinatown	0	0	0	1
Union Station	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	2
Pico/Aliso	0	1	0	2
Mariachi Plaza	0	0	0	4
Soto	0	0	0	3
Indiana (both LAPD & LASD)	0	0	0	4
Maravilla	1	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	3
Total	5	6	1	85

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	90%
Gold Line-LASD	23%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	9	34
Irwindale	0	3	29
Monrovia	0	5	35
City of Pasadena	0	24	96
Magnolia Ave	0	3	5
Duarte Station	0	5	14
City Of Azusa	0	17	84
South Pasadena	0	3	30
City Of East LA	0	5	82
Figueroa St	0	0	0
TOTAL GOAL= 10	0	74	409

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	3
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	0	11
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	1	22
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	3
Bike Theft	1	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	6
SUB-TOTAL	2	11
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	3	33

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	2
Misdemeanor	1	2
TOTAL	1	4

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	12
Vehicle Code Citations	23	23
TOTAL	33	35

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	6
Priority	18	54
Emergency	1	2
TOTAL	20	62

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
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	0	0	0	3
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	0	0	3
Van Nuys	1	0	0	3
Sepulveda	0	0	0	3
Woodley	0	1	0	5
Balboa	0	0	0	3
Reseda	0	0	0	1
Tampa	0	0	0	1
Pierce College	0	0	0	1
De Soto	0	0	0	0
Canoga	0	1	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	1	2	0	33

SILVER LINE

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	2
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	7
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	1
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	0
SUB-TOTAL	0	0	1
TOTAL	1	0	9

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	2
Misdemeanor	0	0	19
TOTAL	0	0	21

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	16	0	117
Vehicle Code Citations	9	0	525
TOTAL	25	0	642

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	0	18
Priority	0	1	29
Emergency	0	0	1
TOTAL	1	1	48

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	1%
Proactive	79%	99%
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	0	0	1
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	0	2
PCH	1	0	0	1
San Pedro/Beacon	0	0	0	0
Total	1	0	0	9

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM*	
Silver Line- LAPD	90%
Silver Line- LASD	1%

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 - DECEMBER 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	7	0	20
Aggravated Assault	4	4	40
Aggravated Assault on Operator	0	1	9
Battery	11	2	104
Battery Bus Operator	5	1	26
Sex Offenses	0	1	13
SUB-TOTAL	27	9	212
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	2	3	36
Bike Theft	1	0	8
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	4	2	46
SUB-TOTAL	7	5	92
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	8
Narcotics	0	6	31
Trespassing	0	0	7
SUB-TOTAL	0	8	46
TOTAL	34	22	350

LASD's Crimes per Sector		
Sector		FYTD
Westside	0	20
San Fernando	1	5
San Gabriel Valley	9	49
Gateway Cities	6	55
South Bay	6	30
Total	22	159

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	4
West Valley	1	4
North Hollywood	1	4
Foothill	1	3
Devonshire	0	3
Mission	1	8
Topanga	1	4
Central Bureau		
Central	9	30
Rampart	3	17
Hollenbeck	0	4
Northeast	5	8
Newton	0	9
West Bureau		
Hollywood	0	9
Wilshire	4	9
West LA	0	8
Pacific	2	5
Olympic	0	17
Southwest Bureau		
Southwest	2	19
Harbor	1	4
77th Street	3	18
Southeast	0	5
Total	34	192

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	40
Misdemeanor	1	0	181
TOTAL	1	0	221

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	44	245
Vehicle Code Citations	0	13	115
TOTAL	3	57	360

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	129	757
Priority	10	123	1,042
Emergency	0	9	92
TOTAL	11	261	1,891

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	2%
Proactive	81%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	33%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	0	2
Aggravated Assault on Operator	0	0
Battery	3	40
Battery Rail Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	3	45
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	3	19
Bike Theft	0	4
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	9
SUB-TOTAL	4	34
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	8
SUB-TOTAL	2	8
TOTAL	9	87

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	27
Misdemeanor	5	31
TOTAL	9	58

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	27
Vehicle Code Citations	11	28
TOTAL	21	55

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	8	49
Priority	17	144
Emergency	1	15
TOTAL	26	208

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

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	88%

LEGEND	
Los Angeles Police Department	

Transit Police

Monthly Crime Report



Attachment C

	2019	2020
	November	November
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	2	1
Robbery	22	11
Aggravated Assault	14	26
Aggravated Assault on Operator	2	0
Battery	63	49
Battery on Operator	4	5
Sex Offenses	12	6
SUB-TOTAL	119	98
CRIMES AGAINST PROPERTY		
Burglary	1	3
Larceny	49	21
Bike Theft	4	1
Motor Vehicle Theft	1	4
Arson	0	0
Vandalism	11	15
SUB-TOTAL	66	44
CRIMES AGAINST SOCIETY		
Weapons	8	4
Narcotics	22	9
Trespassing	12	8
SUB-TOTAL	42	21
TOTAL	227	163
ENFORCEMENT EFFORTS		
Arrests	448	120
Citations	3,903	756
Fare Checks	41,653	1,333
Calls for Service	1,426	1,219

Transit Police

Monthly Crime Report



Attachment C

	2019	2020
	December	December
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	0	1
Robbery	18	20
Aggravated Assault	29	20
Aggravated Assault on Operator	2	1
Battery	57	36
Battery on Operator	10	7
Sex Offenses	5	4
SUB-TOTAL	121	89
CRIMES AGAINST PROPERTY		
Burglary	1	1
Larceny	54	25
Bike Theft	2	4
Motor Vehicle Theft	3	2
Arson	0	0
Vandalism	8	22
SUB-TOTAL	68	54
CRIMES AGAINST SOCIETY		
Weapons	3	3
Narcotics	27	8
Trespassing	18	5
SUB-TOTAL	48	16
TOTAL	237	159
ENFORCEMENT EFFORTS		
Arrests	444	23
Citations	3,857	332
Fare Checks	26,322	1,408
Calls for Service	1,337	1,229

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2020

Attachment D

Crimes

Monthly	System-Wide	Nov-19	Nov-20	% Change
	Crimes Against Persons	119	98	-17.65%
	Crimes Against Property	66	44	-33.33%
	Crimes Against Society	42	21	-50.00%
	Total	227	163	-28.19%

Six Months	System-Wide	Jun-Nov 19	Jun-Nov 20	% Change
	Crimes Against Persons	787	659	-16.26%
	Crimes Against Property	469	313	-33.26%
	Crimes Against Society	217	96	-55.76%
	Total	1,473	1,068	-27.49%

Annual	System-Wide	Dec-18-Nov-19	Dec-19-Nov-20	% Change
	Crimes Against Persons	1,576	1,328	-15.74%
	Crimes Against Property	1,020	693	-32.06%
	Crimes Against Society	361	231	-36.01%
	Total	2,957	2,252	-23.84%

Average Emergency Response Times (in minutes)

Monthly	Nov-19	Nov-20	Change in Seconds	*% Change
	4:14	4:18	4	1.57%

Six Months	Jun-Nov 19	Jun-Nov 20	Change in Seconds	*% Change
	5:00	4:54	-6	-2.00%

Annual	Dec-18-Nov-19	Dec-19-Nov-20	Change in Seconds	*% Change
	5:01	4:34	-27	-8.97%

**time calculations and variations are based in seconds*

Bus Operator Assaults

Monthly	Nov-19	Nov-20	% Change
	6	5	-16.67%

Six Months	Jun-Nov 19	Jun-Nov 20	% Change
	39	40	2.56%

Annual	Dec-18-Nov-19	Dec-19-Nov-20	% Change
	87	81	-6.90%

Fare Compliance

Monthly		Nov-19	Nov-20	% Change
	Green Checks	21,289	1,017	-95.22%
	Yellow Checks	12,180	308	-97.47%
	Red Checks	6,219	8	-99.87%
	Total	39,688	1,333	-96.64%

Six Months		Jun-Nov 19	Jun-Nov 20	% Change
	Green Checks	171,274	6,642	-96.12%
	Yellow Checks	72,366	2,865	-96.04%
	Red Checks	41,339	84	-99.80%
	Total	284,979	9,591	-96.63%

Annual		Dec-18-Nov-19	Dec-19-Nov-20	% Change
	Green Checks	630,855	94,031	-85.09%
	Yellow Checks	185,836	26,040	-85.99%
	Red Checks	96,071	18,420	-80.83%
	Total	912,762	138,491	-84.83%

Ridership

Monthly	Nov-19	Nov-20	% Change
	29,481,960	17,575,476	-40.39%

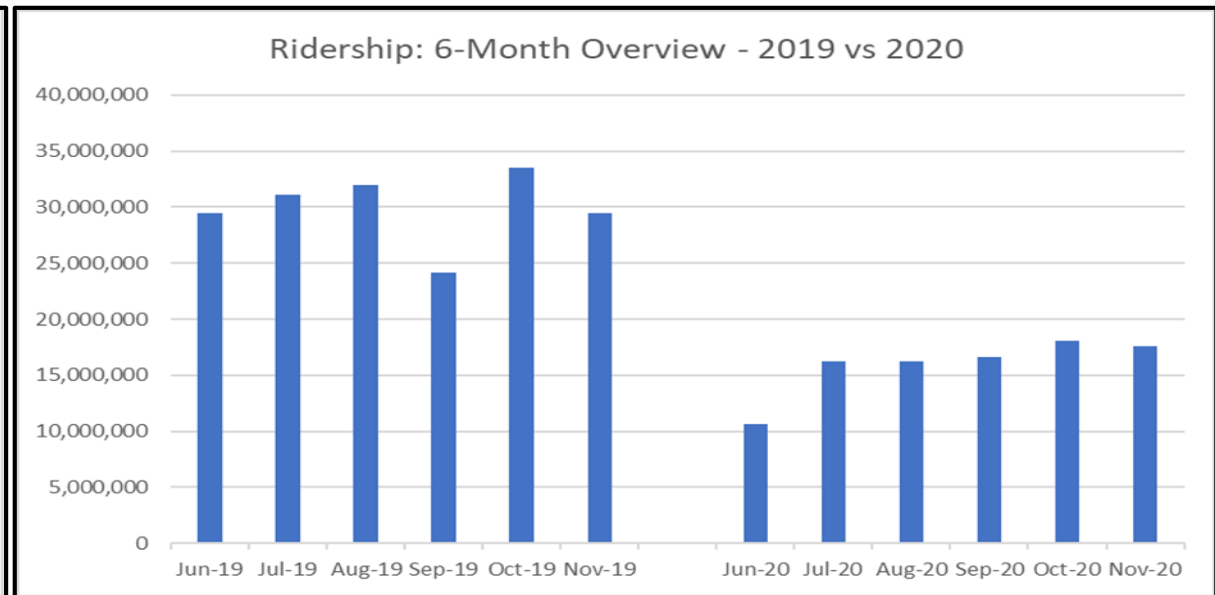
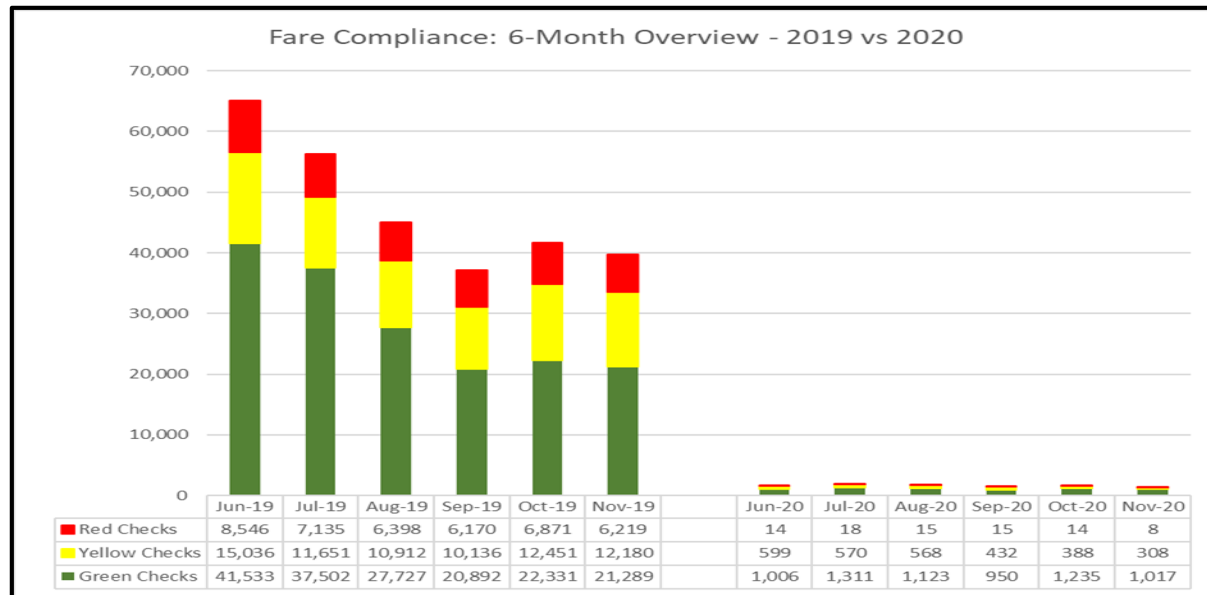
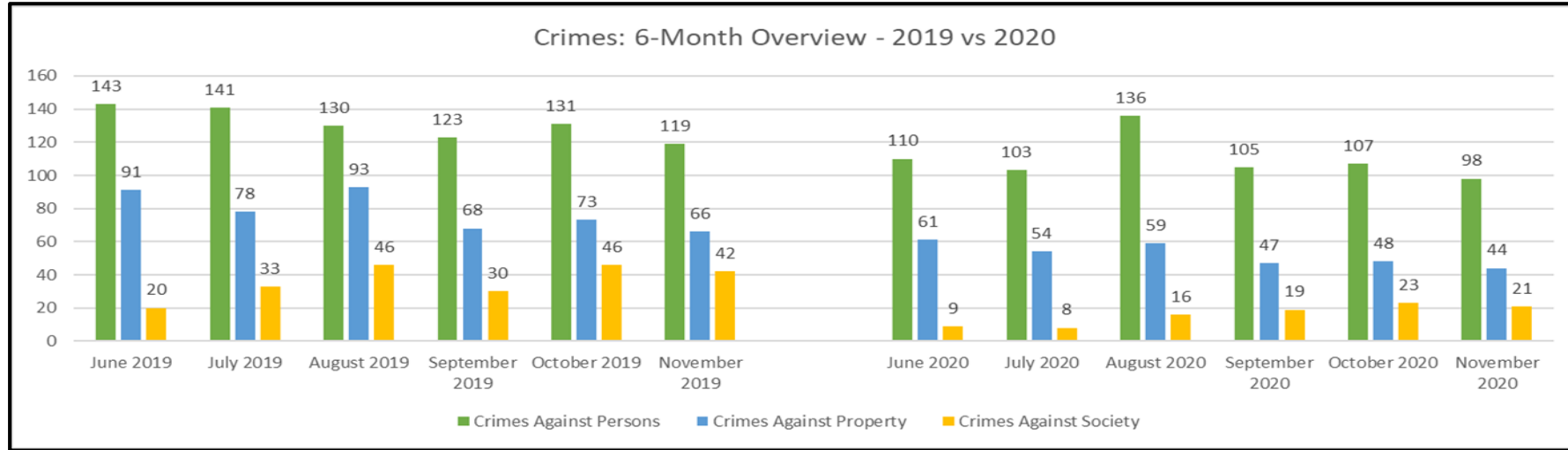
Six Months	Jun-Nov 19	Jun-Nov 20	% Change
	179,548,542	99,021,984	-44.85%

Annual	Dec-18-Nov-19	Dec-19-Nov-20	% Change
	364,608,924	231,026,801	-36.64%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2020

Attachment D



MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2020

Attachment D

Crimes

Monthly	System-Wide	Dec-19	Dec-20	% Change
	Crimes Against Persons	121	89	-26.45%
	Crimes Against Property	68	54	-20.59%
	Crimes Against Society	48	16	-66.67%
	Total	237	159	-32.91%

Six Months	System-Wide	Jul-Dec-19	Jul-Dec-20	% Change
	Crimes Against Persons	765	638	-16.60%
	Crimes Against Property	446	306	-31.39%
	Crimes Against Society	245	103	-57.96%
	Total	1,456	1,047	-28.09%

Annual	System-Wide	Jan-19-Dec-19	Jan-20-Dec-20	% Change
	Crimes Against Persons	1,598	1,296	-18.90%
	Crimes Against Property	995	679	-31.76%
	Crimes Against Society	391	199	-49.10%
	Total	2,984	2,174	-27.14%

Average Emergency Response Times (in minutes)

Monthly	Dec-19	Dec-20	Change in Seconds	% Change
	4:08	5:01	53	21.37%

Six Months	Jul-Dec-19	Jul-Dec-20	Change in Seconds	% Change
	4:51	4:50	-1	-0.34%

Annual	Jan-19-Dec-19	Jan-20-Dec-20	Change in Seconds	% Change
	4:57	4:38	-19	-6.40%

**time calculations and variations are based in seconds*

Bus Operator Assaults

Monthly	Dec-19	Dec-20	% Change
	12	8	-33.33%

Six Months	Jul-Dec-19	Jul-Dec-20	% Change
	45	38	-15.56%

Annual	Jan-19-Dec-19	Jan-20-Dec-20	% Change
	94	77	-18.09%

Fare Compliance

Monthly		Dec-19	Dec-20	% Change
	Green Checks	15,019	1,013	-93.26%
	Yellow Checks	6,227	382	-93.87%
	Red Checks	5,076	13	-99.74%
	Total	26,322	1,408	-94.65%

Six Months		Jul-Dec-19	Jul-Dec-20	% Change
	Green Checks	144,760	6,649	-95.41%
	Yellow Checks	63,557	2,648	-95.83%
	Red Checks	37,869	83	-99.78%
	Total	246,186	9,380	-96.19%

Annual		Jan-19-Dec-19	Jan-20-Dec-20	% Change
	Green Checks	515,761	80,025	-84.48%
	Yellow Checks	156,925	20,195	-87.13%
	Red Checks	86,078	13,357	-84.48%
	Total	758,764	113,577	-85.03%

Ridership

Monthly	Dec-19	Dec-20	% Change
	29,022,592	TBD	N/A

**December 2020 ridership data is currently unavailable*

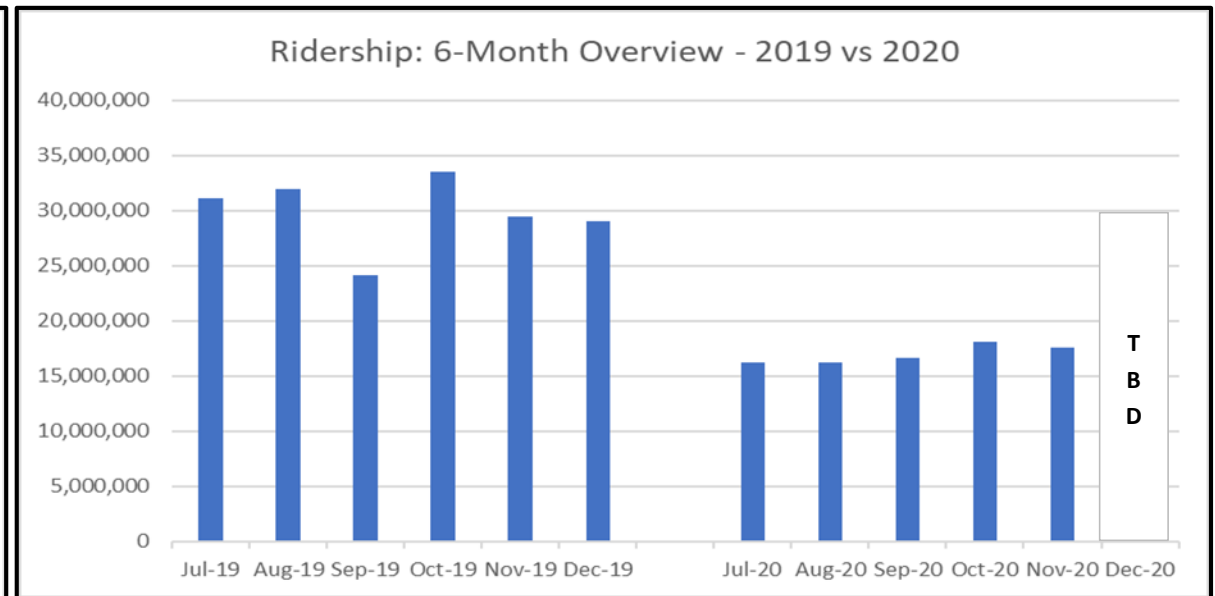
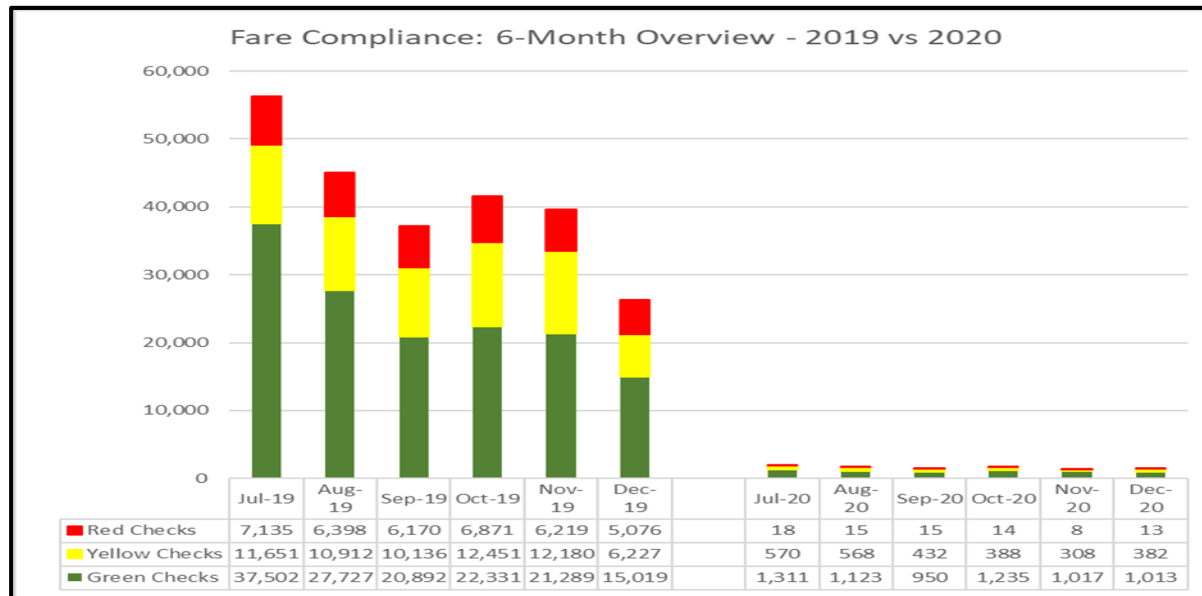
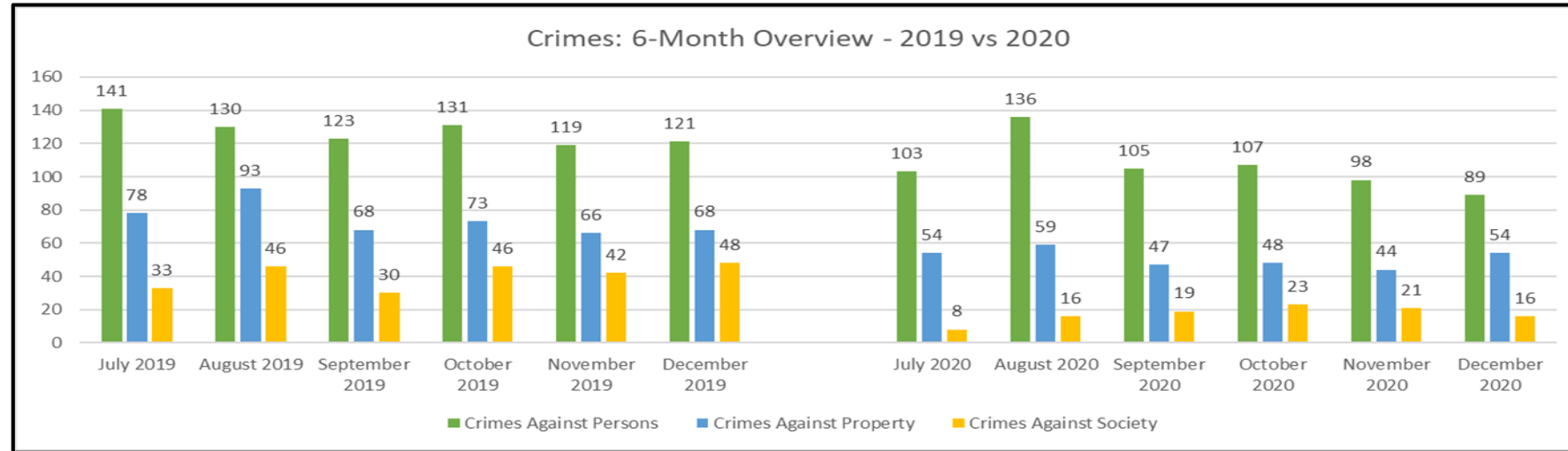
Six Months	Jul-Dec-19	Jul-Dec-20	% Change
	179,132,644	84,685,078	-52.72%

Annual	Jan-19-Dec-19	Jan-20-Dec-20	% Change
	363,594,011	202,004,209	-44.44%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2020

Attachment D



Sexual Crime/Harassment Calls for Service November & December 2020

NOVEMBER 2020 - Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	0	0
Sexual Battery	0	1	1	0	2
Lewd Conduct	1	0	0	3	4
Indecent Exposure	4	1	0	4	9
Rape	1	0	0	1	2
TOTAL	6	2	1	8	17

DECEMBER 2020 - Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	0	0
Sexual Battery	0	2	0	0	2
Lewd Conduct	3	0	0	0	3
Indecent Exposure	9	1	0	2	12
Rape	0	1	0	0	1
TOTAL	12	4	0	2	18

November 2020 POV Information Provided	
Yes	6
No	11
Gone on Arrival	5
Not Offered	5
Refused	0
Did Not Have Info	1
TOTAL	17

December 2020 POV Information Provided	
Yes	5
No	13
Gone on Arrival	10
Not Offered	2
Refused	0
Did Not Have Info	1
TOTAL	18

November 2020			
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	2	2	3
LASD	1	8	8
LBPB	4	11	15
MTS	1	9	9
AVERAGE	1	6	7

December 2020			
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	2	4	5
LASD	1	8	7
LBPB	N/A	N/A	N/A
MTS	1	6	6
AVERAGE	1	5	6

VIOLENT CRIMES	12/01/2020 TO 12/31/2020	11/01/2020 TO 11/30/2020	% Change	11/01/2020 TO 11/30/2020	10/01/2020 TO 10/31/2020	% Change	YTD 2020	YTD 2019	% Change	YTD 2020	YTD 2018	% Change
Homicide	0	0	0.0%	0	1	-100.0%	3	1	200.0%	3	1	200.0%
Rape	1	1	0.0%	1	2	-50.0%	9	9	0.0%	9	15	-40.0%
Robbery	20	11	81.8%	11	11	0.0%	219	287	-23.7%	219	313	-30.0%
Agg Assault	21	26	-19.2%	26	26	0.0%	269	274	-1.8%	269	271	-0.7%
TOTAL VIOLENT	42	38	10.5%	38	40	-5.0%	500	571	-12.4%	500	600	-16.7%
PROPERTY CRIMES	12/01/2020 TO 12/31/2020	11/01/2020 TO 11/30/2020	% Change	11/01/2020 TO 11/30/2020	10/01/2020 TO 10/31/2020	% Change	YTD 2020	YTD 2019	% Change	YTD 2020	YTD 2018	% Change
Burglary	1	3	-66.7%	3	1	200.0%	9	8	12.5%	9	13	-30.8%
Larceny	25	21	19.0%	21	25	-16.0%	383	743	-48.5%	383	829	-53.8%
Bike Theft	4	1	300.0%	1	5	-80.0%	50	72	-30.6%	50	103	-51.5%
Motor Vehicle Theft	2	4	-50.0%	4	1	300.0%	19	22	-13.6%	19	30	-36.7%
TOTAL PROPERTY	32	29	10.3%	29	32	-9.4%	461	845	-45.4%	461	975	-52.7%
TOTAL PART 1	74	67	10.4%	67	72	-6.9%	961	1,416	-32.1%	961	1,575	-39.0%



Board Report

File #: 2020-0809, File Type: Informational Report

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 21, 2021

SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS RECOVERY PLAN (JANUARY 2021)

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the January 2021 response to Motion 10.1: FY21 Operations Recovery Plan.

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.

This report addresses Items 1-5 in Section A above.

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

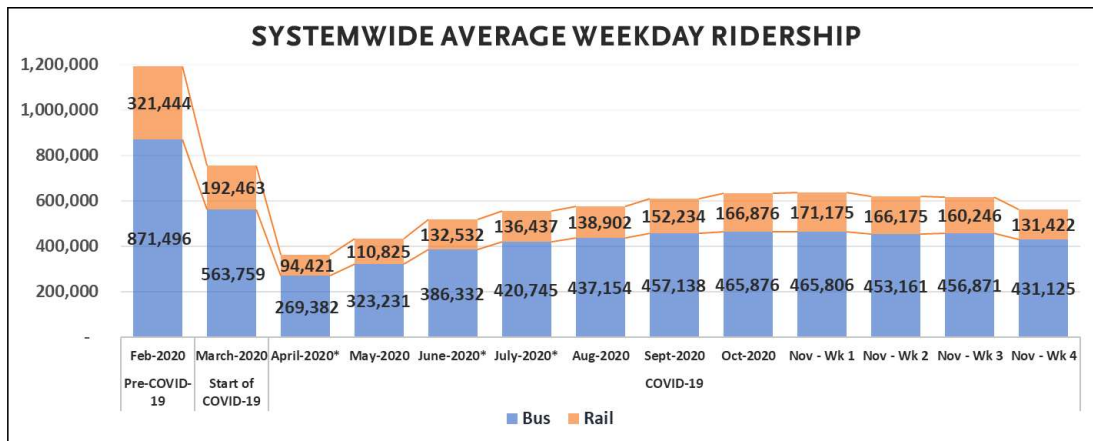
Maximum loads on all Metro bus trips continue to be monitored weekly. The percent of trips on average each week exceeding the 75% of seated load standard since the December 13, 2020 service change to the week ending December 26, 2020 are as follows:

- Weekdays: average 1.2% or 135 trips (range 1.2% to 1.3%) so on average meets the target
- Saturdays: average 2.9% or 190 trips (range 1.8% to 4.0%)
- Sundays: average 1.2% or 79 trips (range 0.5% to 1.9%)

For the December 13, 2020 service changes, additional trips were added throughout the week to address trips with consistent heavy loads and has resulted in fewer trips exceeding the load standard. Loads will continue to be monitored on a weekly basis and further adjustments can be made if needed through interim schedule adjustments.

Ridership Potential

During October and November 2020 average weekday bus ridership remained stable at 47-48% below pre-COVID levels, with Saturdays between 32-36% down and Sundays from 26-31%. Ridership is not anticipated to grow during FY21Q3 given the growing number of new COVID cases and further safer at home orders in LA County. Ridership will continue to be monitored on a weekly and monthly basis to determine when where service should be added.



Ridership	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	11/1-11/7	11/8-11/14	11/15-11/21	11/22-11/28
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	609,372	632,752	636,981	619,336	617,117	562,547

*Deployed Modified Enhanced-Sunday Schedule on 04/19/20
 **Deployed June Bi-Annual Shake-up on 6/21/20
 ***Added 35 trips on 7/27/20
 Preparing to implement December 2020 Service Changes on 12/13/20

Public Health Directives

Given the increases in COVID cases and stricter safer at home orders, it is not anticipated that economic activity will grow in FY21Q1 particularly with outdoor dining and other functions suspended. In fact travel activity between October and early November 2020 decreased 8% based on cell phone location data. Schools are also not anticipated to be back in in-person classes during next quarter.

Resource Availability

Financial

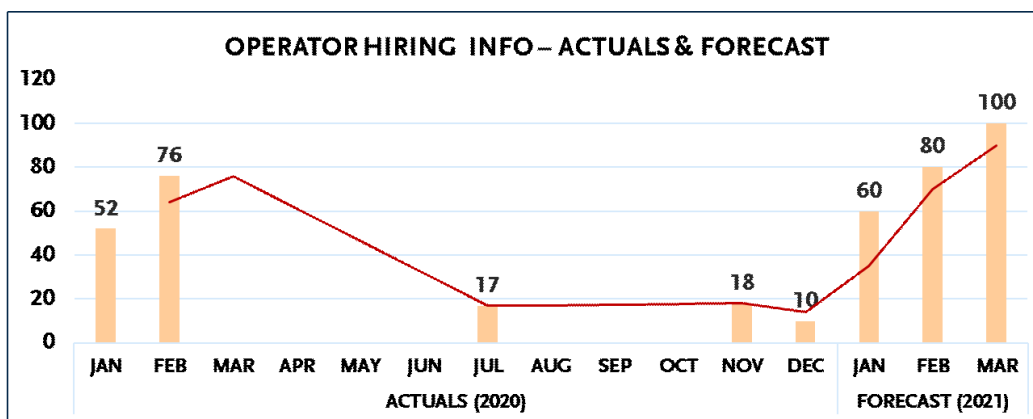
Financial resources to add additional service hours will be considered as part of the mid-year budget review and will need to be considered alongside other priority needs within Operations.

Staffing

Bus and rail operators generally attrite at a rate of 7 per week or 28 per month. Therefore, operator hiring needs to be continuous in order to achieve our Operator to Assignment Ratio

(OAR) goal of 1.25 for Bus and 1.27 for Rail during the COVID pandemic. As of the beginning of December 2020, our actual OAR was 1.21 for Bus and 1.40 for Rail.

In 2021, Operations will hire enough operators to follow all safety protocols without using excessive overtime. The first class of 30 Bus Operators starts on January 11, 2021 which includes 6 weeks of class time plus one week for DMV licensing. The second class of 30 Bus Operators is scheduled for January 25, 2021 and will follow the same schedule as the first class. Operations will begin a new class every 3-4 weeks when the current class moves from classroom to “behind the wheel” instruction. To further increase training throughput, Operations Central Instruction is developing a schedule and securing additional classrooms and/or equipment to support more than one class at a time.



QTR 1 (Jan-March)	QTR 2 (April - June)	QTR 3 * (July - Sept)	QTR 4* (Oct - Dec)	2020 Total
128	0	17	28	173

- *July, Nov and Dec 2020 hiring includes operators for MicroTransit
- Staff will continue to monitor operator staffing levels closely and has plans in place to ramp up hiring efforts in 2021

Performance

Boardings per revenue service hour for October and November 2020 continue to trend around 30, however, the latest trend of ridership shows a decline over the past few weeks. If that trend continues and as our RSH grow in December 2020, performance would expect to decline.

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

The December 13, 2020 service change continues the speed improvements generated since the June 21, 2020 service changes despite the consolidation of eight Rapid corridors with the local lines. Revenue speeds systemwide are 10.6 revenue miles/revenue hours on weekdays and 10.9 on Saturdays and Sundays.

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

No Change. The December 13, 2020 service change restored services to address higher loads and to begin implementing midday frequency improvements established under NextGen. No additional service has been added since then.

FINANCIAL IMPACT

Implementation of Metro's December 2020 service changes is included within Metro's FY21 Budget as approved at Metro Board's September 2020 meeting.

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 March 2021.

ATTACHMENTS

Attachment A - Motion 10.1: FY21 Operations Recovery Plan

Attachment B - December 2020 Scheduled vs. NextGen Planned Frequencies

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

Motion 10.1 Update

FY21 Operations Recovery Plan



Criteria for Adding Service

	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 1.2% or 135 trips (range 1.2% to 1.3%) so on average meets the target Saturdays: average 2.9% or 190 trips (range 1.8% to 4.0%) Sundays: average 1.2% or 79 trips (range 0.5% to 1.9%)
Health Directives	<ul style="list-style-type: none"> Schools open for in-person sessions with more transit demand than current capacity can accommodate. Prioritize Tier 1 and 2 lines in areas showing emerging markets. 	<ul style="list-style-type: none"> Increase in COVID-19 transmission rates have resulted in stricter safer at home orders Bus ridership steadily declining from 453,217 to 414,544 from beginning to end of December 2020.
Resources	<ul style="list-style-type: none"> Sales taxes grow faster than forecasted and can support FY22 budget assumptions. Maintain operator staffing levels at 1.25 operator to assignment ratio (OAR) prior to adding additional service beyond F21 budget. 	<ul style="list-style-type: none"> Financial resources are proposed in mid-year budget to support continued NextGen capital improvements COVID-19 related absenteeism increasing among operators resulting in up to 10% cancelled bus service during first week of January 2021
Performance	<ul style="list-style-type: none"> Maintain current COVID-19 performance of 30 boardings/Revenue Service Hour (BRSH) 	<ul style="list-style-type: none"> BRSH has declined to 25 since December 2020 service change



Board Report

File #: 2020-0810, File Type: Informational Report

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 21, 2021

SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP STATUS UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019). This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from Los Angeles Department of Transportation (LADOT) to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

ISSUE

In July 2019, the Board approved Motion 22.1 entitled NextGen Bus Speed Engineering Working Group as part of the NextGen Service Concept. This motion requests the following:

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

This report provides a status update for FY21 Q2 on the response to Motion 22.1.

BACKGROUND

In July 2018, the Board adopted Motion 38.1, endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. These objectives were incorporated into the Regional Service Concept approved by the Board in July 2019, which provides the framework for restructuring Metro's bus routes and schedules.

Concurrent to the approval of the Regional Service Concept, the Board approved Motion 22.1: Engineering Working Group, which provides direction to staff to establish a partnership between Metro and LADOT to identify, design, fund and implement transit supportive infrastructure to speed up transit service as part of the NextGen Bus Plan.

The Metro CEO appointed a Technical Working Group focused on identifying, planning, designing and implementing bus speed and reliability improvements. This group, consisting of Metro Service Planning, will work in close partnership with LADOT's equivalent technical team, consisting of Traffic Operations, Active Transportation, Vision Zero, and Transportation Planning Groups, meeting on a regular basis (every 2-4 weeks) to ensure ongoing coordination and advancement of the program. Additional Metro departments (e.g. Communications, Planning, OMB, OEI, Program Management, Security), as well as other municipal traffic departments and transit operators, will be engaged as needed when specific projects have been defined and advanced towards design and implementation.

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

At major milestones and as needed, the Technical Working Group will report on progress to the Metro CEO and LADOT's GM, and/or their designees, to seek direction on goals and objectives of the Technical Working Group, as well as policy guidance on balancing priorities for roadway and curb space.

DISCUSSION

Since the last update provided to the Board on October 15, 2020, the Technical Working Group has met regularly on the following:

Alvarado Street Bus Priority Lane

In partnership with LADOT and Caltrans, the Technical Working Group is studying the feasibility and impacts of converting the peak hour, curbside mixed flow lane into a bus priority lane on Alvarado Street from 7th Street to Sunset Boulevard.

- Weekdays between 7:00-10:00 AM Southbound // 3:00-7:00 PM Northbound
- Typically, 8 buses per hour use Alvarado, which equates to one bus every 7 ½ minutes
- Significant equity benefits for transit riders on Alvarado Street
 - Over 12,000 boardings per weekday (pre-COVID) on Alvarado
 - 94% of bus riders on Alvarado do not own or have access to a car and therefore rely on Metro bus service
 - 77% of bus riders on Alvarado use Metro bus service at least five days per week
 - 63% of bus riders on Alvarado are below the poverty line

- 96% of bus riders on Alvarado are people of color (POC)
- Aligned with LADOT's Vision Zero goals, Bus Priority Lanes have been shown to improve overall traffic and pedestrian safety by reducing accidents caused by aggressive lane weaving, excessive speeding and failure to yield
- Curbside parking would remain during midday, evening and weekends (outside of proposed bus priority lane hours) and curbside parking would always generally be available on at least one side of the street, where it exists today
- Minor impacts to traffic flow could be expected of up to 90 seconds additional, pre-COVID drive time, or approximately one red light cycle

Community outreach for the Alvarado Bus Priority Lane is expected to begin in January 2021, with a goal for implementation in Spring 2021.

Grand Avenue & Olive Street Bus Priority Lanes

In May 2020, LADOT reported that the Working Group identified Grand Avenue (southbound) and Olive Street (northbound) as high frequency bus corridors that would benefit from bus priority lanes. In coordination with StreetsLA's ADAPT resurfacing program, LADOT designed and relocated the existing bike lanes on both one-way corridors to the left side of the roadway to reduce conflicts with transit and allow for future bus priority lanes. The joint working group anticipates that community outreach for these dedicated bus lanes will begin in Spring 2021, with a goal of implementation by Summer 2021.

- Weekdays between 7:00 AM and 7:00 PM
- Typically, over 60 buses per hour use either Grand Avenue or Olive Street, which equates to one bus every minute
- Benefits to bus riders using routes from South LA, San Gabriel Valley and Gateway Cities
- Benefits to municipal transit operators LADOT DASH, Foothill Transit Commuter Express and Torrance Transit 4X

Looking Ahead

The NextGen Bus Speed Engineering Working Group is continuing to discuss and analyze future corridors along key arterials for equitable opportunities and are actively collaborating with partner agencies and stakeholders. Staff plans to provide further details about these corridors in the next quarterly update in April 2021.

Additionally, Metro is working with LADOT to expand TSP to more buses and along non-TSP Tier 1 corridors under the NextGen Bus Plan. Today, only Metro Rapid (Red) buses receive TSP, which can extend green lights to prioritize certain buses. Given the NextGen Bus Plan to combine the best of Metro Rapid priority attributes with Metro Local access for all riders, Metro is exploring the viability to install TSP transponders on its entire 2,300 bus fleet and work with LADOT to increase opportunities for Metro buses to receive signal prioritization along Metro Tier 1 bus routes.

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

Recommendations support strategic plans:

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

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

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

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

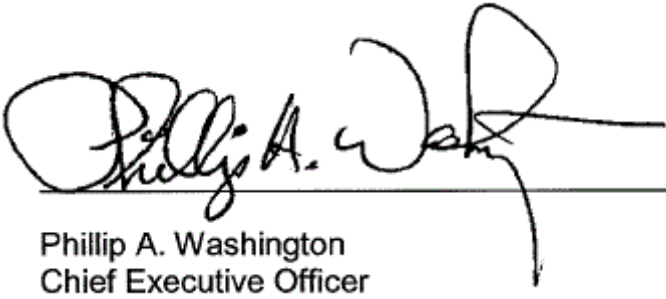
NEXT STEPS

Metro and LADOT will continue to collaborate on implementing transit supportive infrastructure and provide quarterly progress reports to the Board.

ATTACHMENTS

Attachment A - Motion 22.1

Prepared by: Stephen Tu, Director, Service Planning, (213) 418-3005
Conan Cheung, SEO Service Development, (213) 418-3034
Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108



Phillip A. Washington
Chief Executive Officer



Board Report

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

Agenda Number: 22.1

REGULAR BOARD MEETING JULY 25, 2019

Motion by:

DIRECTORS BONIN, GARCETTI, KREKORIAN, SOLIS AND GARCIA

Related to Item 22: NextGen Bus Speed Engineering Working Group

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

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

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

SUBJECT: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP

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

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

ITEM 31



NEXTGEN Bus Plan

Bus Speed Engineering Working Group Update



Metro®

JANUARY 2021

Flower St Bus Lane (DTLA)



Investing in Place
@InvestinPlace



This bus only lane got us like 🥳 Today the @metrolosangeles bus only lane opened on Flower #betterbusesforla #GoMetro @CurrenDPriceJr @josehuizar @MayorOfLA @LADOTofficial @metrolosangeles



1,002 9:28 PM - Jun 3, 2019



238 people are talking about this

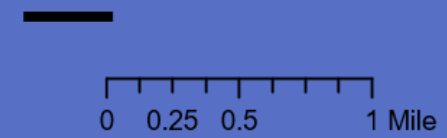
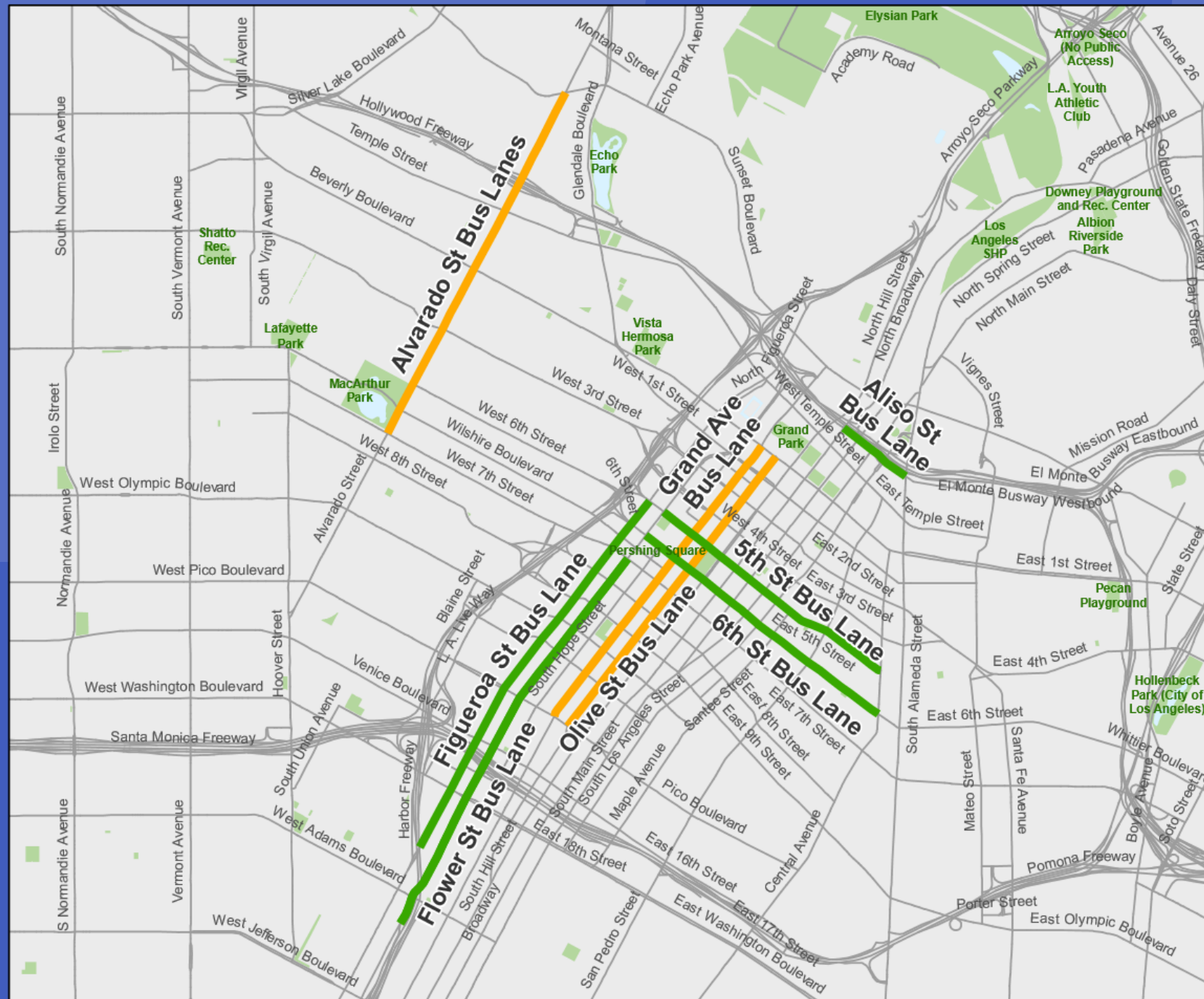
Bus Lane Projects

Downtown LA Detail Map
DRAFT, 12/11/2020



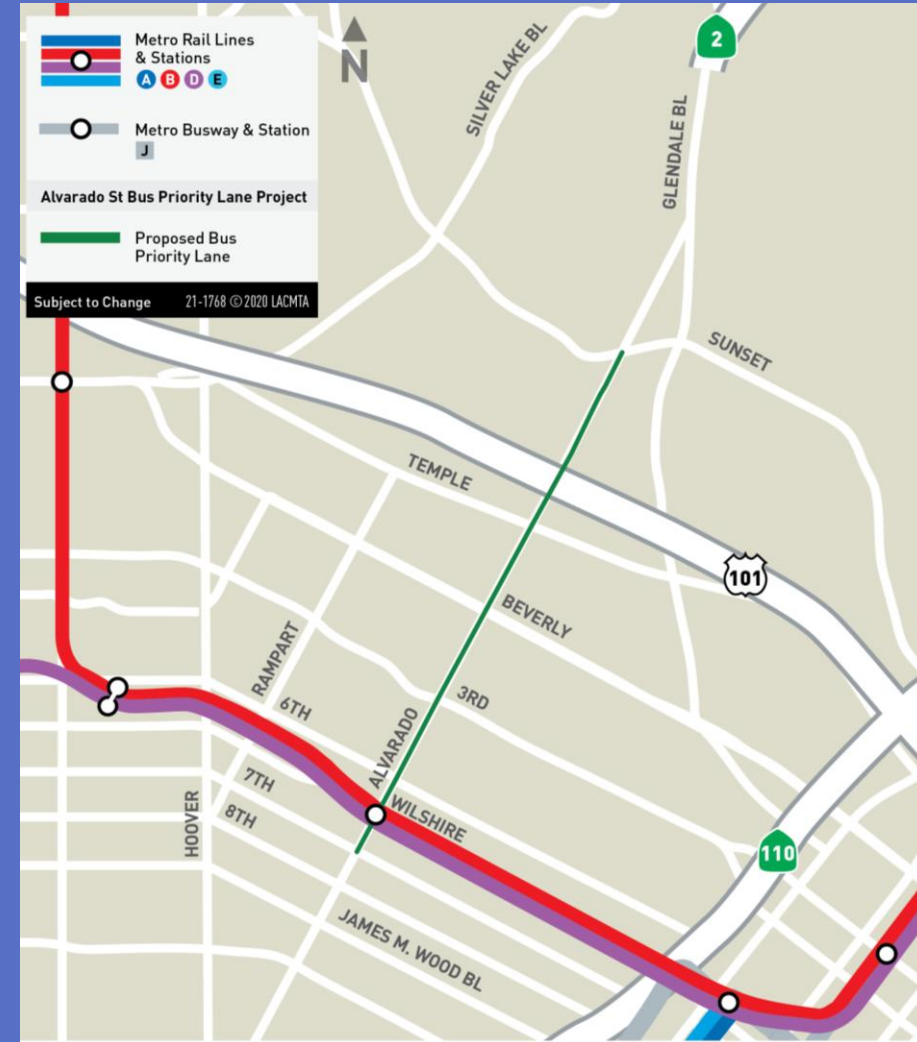
Bus Lanes

-  Completed Corridors
-  In-Progress Corridors



Alvarado St Peak Bus Priority Lane

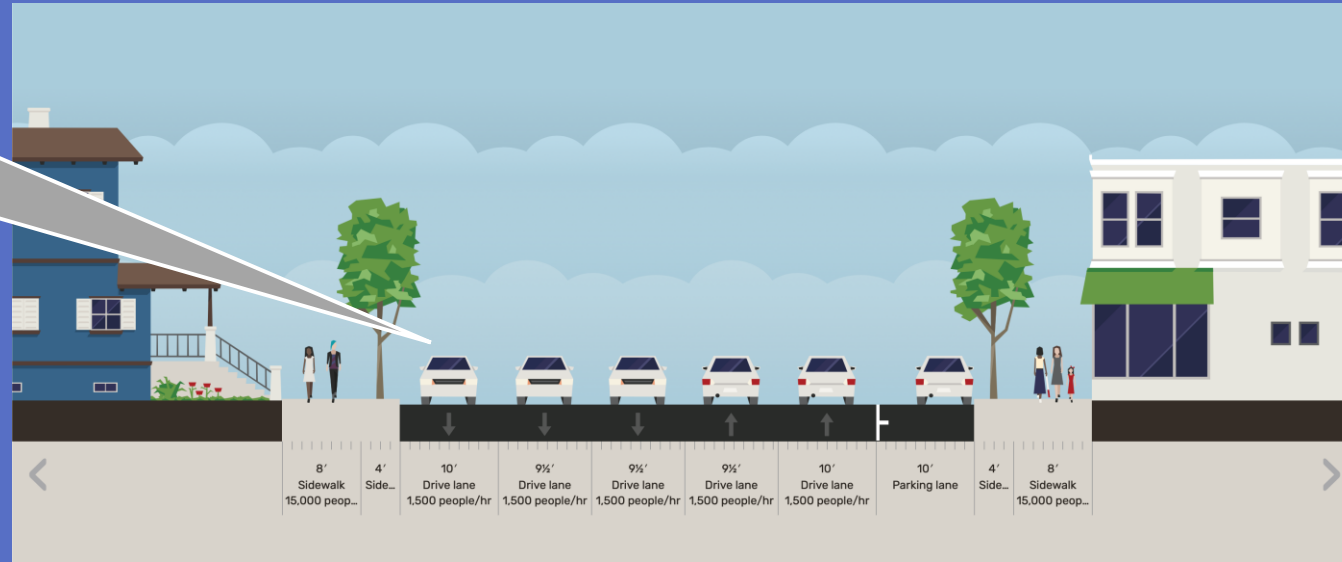
- 1.7 miles from Westlake/MacArthur Park to Sunset Blvd
- Proposed hours are southbound 7-10am and northbound 3-7pm
- Over 12,000 boardings per day
- Significant equity benefits
 - 94% of riders do NOT own or have access to a car
 - 2 out of 3 riders do NOT transfer from another line, indicating they live and/or work in the immediate area
 - Nearly 9 in 10 Alvarado bus riders are people of color (POC)
 - 6 in 10 Alvarado bus riders are below the poverty line
 - Nearly all Alvarado bus riders use Metro at least several times per week, indicating they rely on good transit service within the community
- Improves overall safety and aligned with Vision Zero program
- Maintains street parking on weeknights, weekends and most of midday
- Conducting stakeholder outreach now and plan to incorporate input to open in Spring 2021



Alvarado St Peak Bus Priority Lane

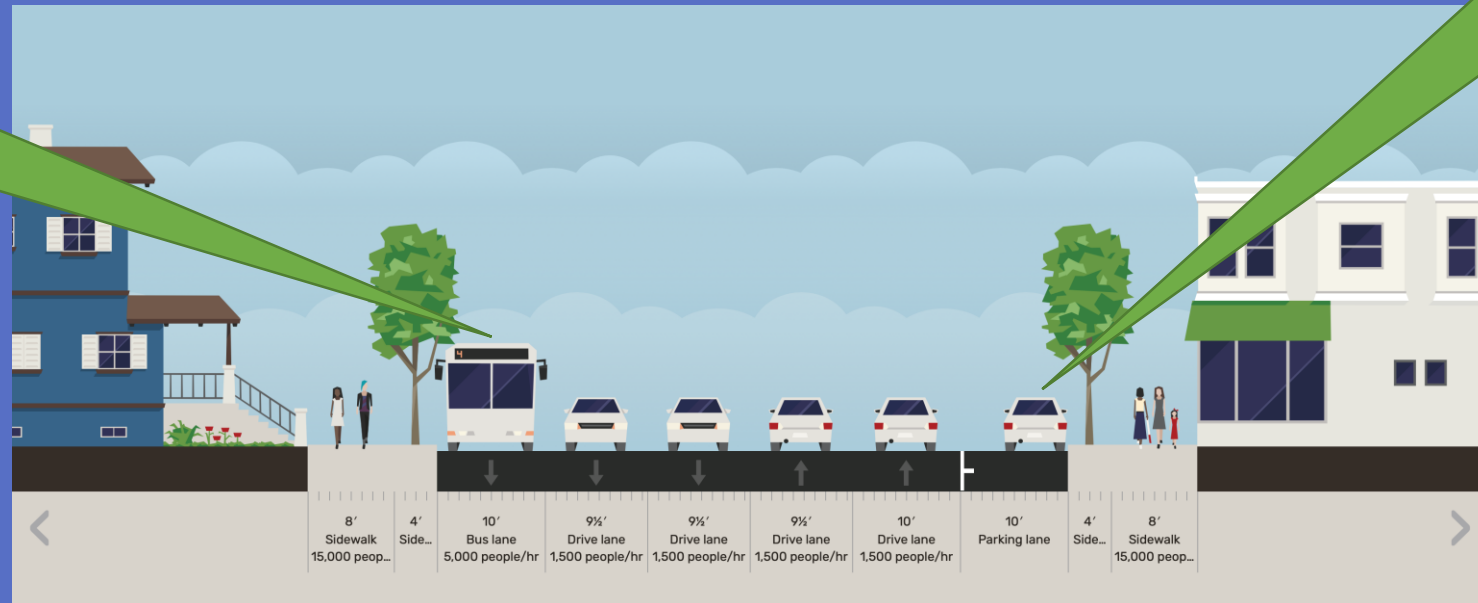


Today's Curbside Lane:
Mixed flow traffic
during peak period



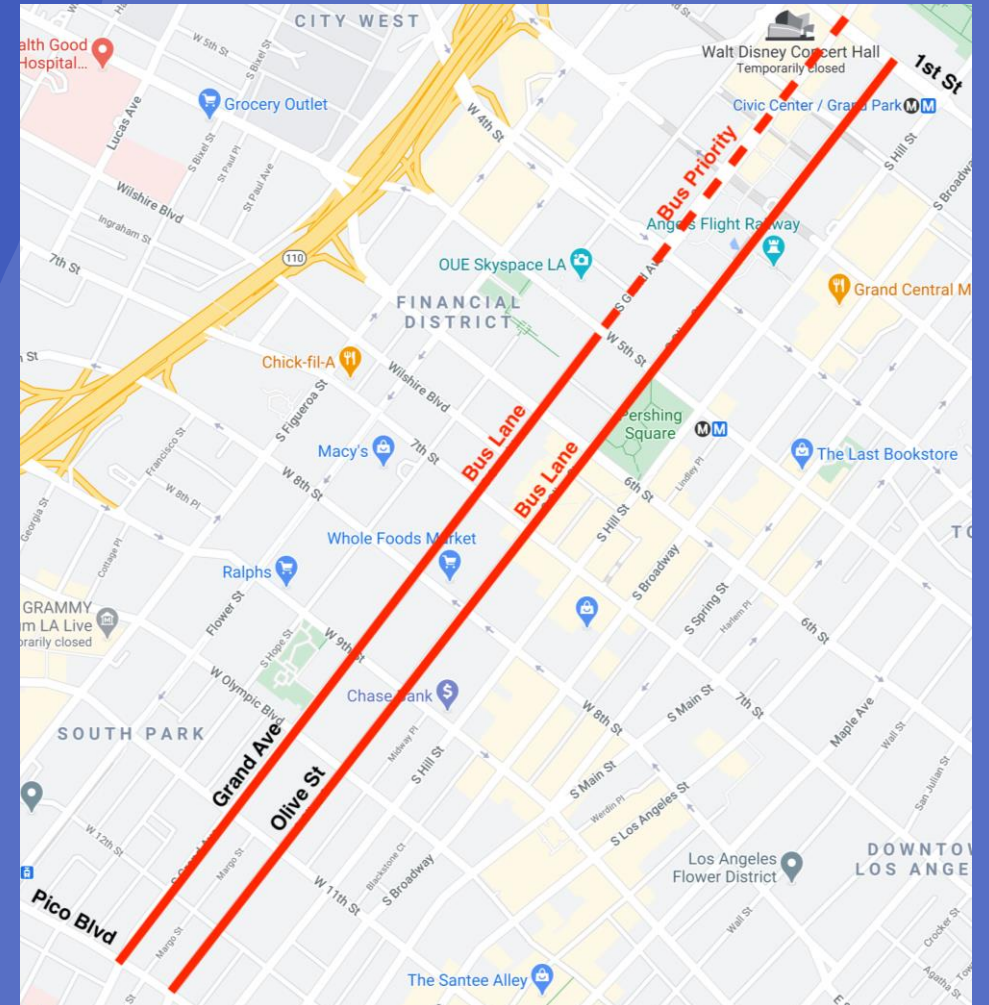
Curbside parking available on other side at all times

Proposed Curbside Lane:
Buses & Right Turns Only
during peak period



Grand Av-Olive St Bus Priority Lanes

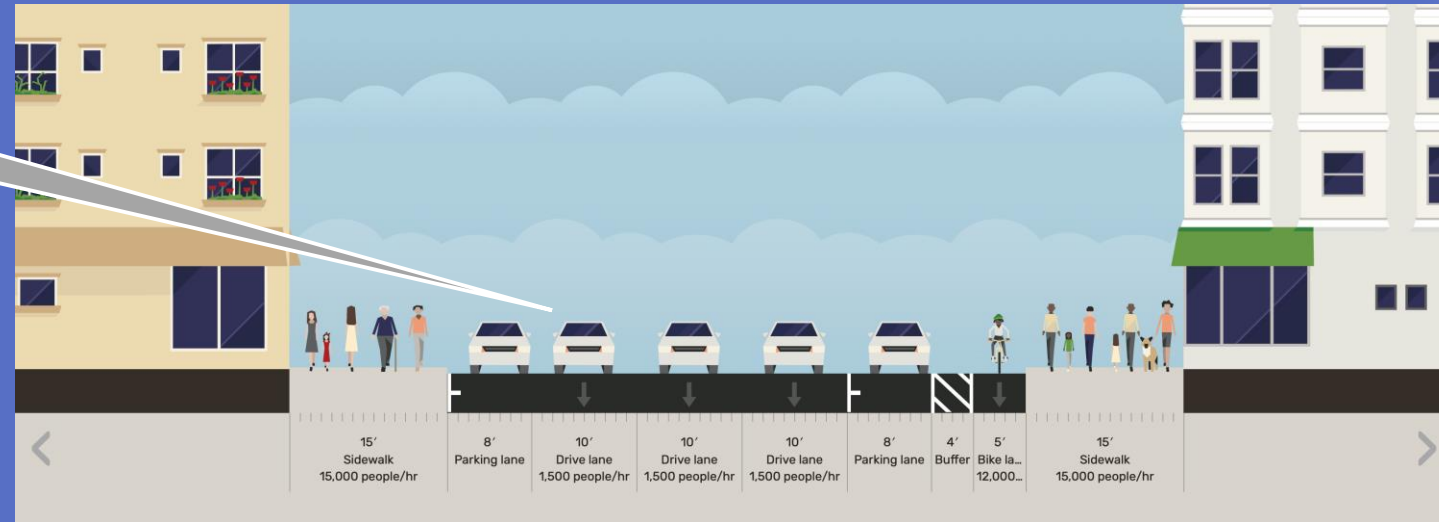
- 1.5 miles from 1st St (Civic Center) to Pico Blvd (South Park)
- Proposed hours are weekdays 7am-7pm
- Up to 60 buses per hour (1 bus per minute)
- Aligned with StreetsLA ADAPT program
- Maintains curbside parking
- Buffered bike lane on left hand side of road
- Stakeholder outreach to begin in Spring 2021 and plan to incorporate input to open in Summer 2021



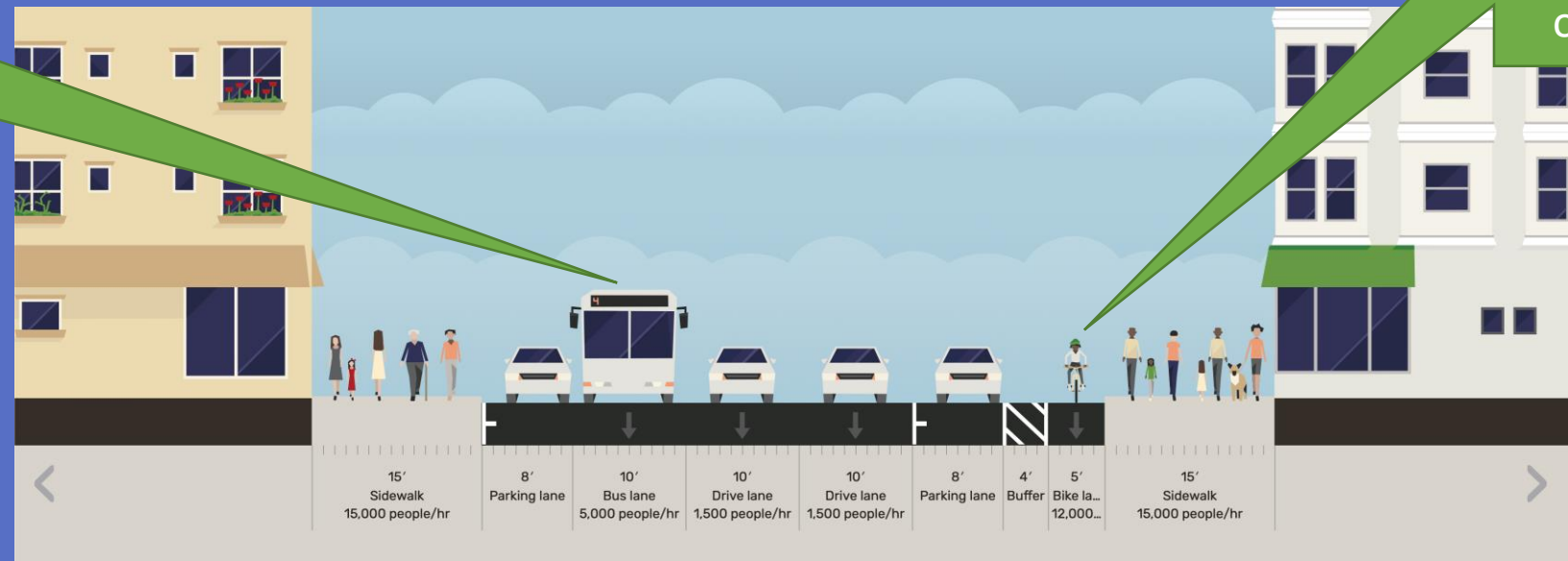
Grand Av-Olive St Bus Priority Lane



Today's Right Lane:
Mixed flow traffic



Proposed Right Lane:
Buses & Right Turns Only
during peak period
Curbside parking available



New
buffered
bike lane
on left
hand side
of road

Looking Ahead

- Working Group continues to discuss and analyze future corridors for equitable opportunities with ongoing collaboration with partner agencies and stakeholders
- Metro working with LADOT and others to expand “Transit Priority Signaling” (TPS)
- Previously, only Metro Rapid (Red) buses received priority
- Expanding All Door Boarding to future lines to reduce delays at bus stops and improve customer experience
- Next quarterly report expected in April 2021

