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**Agenda - Final**

**Thursday, November 18, 2021**

**9:00 AM**

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

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

*Mike Bonin, Chair  
Holly Mitchell, Vice Chair  
Jacquelyn Dupont-Walker  
Janice Hahn  
Sheila Kuehl  
Tony Tavares, non-voting member*

*Stephanie Wiggins, 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](http://www.metro.net) or on CD's and as MP3's for a nominal charge.

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

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## LIMITED ENGLISH PROFICIENCY

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

### **Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on November 18, 2021; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
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### **Instrucciones para comentarios publicos en vivo:**

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

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 18 de Noviembre de 2021. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-251-2949 y ingrese el codigo  
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***Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.***

### **Written Public Comment Instruction:**

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

Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

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Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012



## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 19.

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

## CONSENT CALENDAR

19. **SUBJECT: OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS AT DIVISIONS 1, 3, 5, 7, 10 & 18** [2021-0659](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP749030003367 with Clean Energy, for Operation and Maintenance (O&M) of Compressed Natural Gas (CNG) fueling stations at divisions 1, 3, 5, 7, 10 & 18, for a not-to-exceed amount of \$5,285,439 for the five-year base period, and \$5,623,284 for the five (5), one-year option terms, for a combined not-to-exceed amount of \$10,908,723, effective March 1, 2022, subject to resolution of all properly submitted protest(s), if any.

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

## NON-CONSENT

20. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2021-0638](#)

### RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

21. **SUBJECT: ORAL REPORT ON OPERATIONS RIDERSHIP AND HIRING** [2021-0639](#)

### RECOMMENDATION

RECEIVE oral report on Operations ridership and hiring.

Attachments: [Presentation](#)

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**22. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) [2021-0613](#)**  
**QUARTERLY UPDATE**

**RECOMMENDATION**

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

**Attachments:**      [Attachment A - July 7, 2021 PSAC Meeting Minutes](#)  
                                 [Attachment B - July 21, 2021 PSAC Meeting Minutes](#)  
                                 [Attachment C - August 18, 2021 PSAC Meeting Minutes](#)  
                                 [Attachment D - September 1, 2021 PSAC Meeting Minutes](#)  
                                 [Attachment E - September 22, 2021 PSAC Meeting Minutes](#)  
                                 [Attachment F – October 6, 2021 PSAC Meeting Minutes](#)  
                                 [Attachment G - October 20, 2021 PSAC Meeting Minutes](#)

**23. SUBJECT: PUBLIC SAFETY MISSION AND VALUE STATEMENTS [2021-0731](#)**

**RECOMMENDATION**

ADOPT the Public Safety Mission and Value Statements (Attachment A).

**Attachments:**      [Attachment A - Public Safety Mission and Values Statements](#)  
                                 [Attachment B - Board Motion 37.1 \(June 2020\)](#)  
                                 [Attachment C - Public Responses to the Google Form for Mission & Values](#)  
                                 [Attachment D - PSAC November 3rd Meeting Votes](#)

**24. SUBJECT: INFRASTRUCTURE PROTECTION SERVICES [2021-0665](#)**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE scope modifications (Attachment A) to align with the move towards reimagining public safety;
- B. EXECUTE Contract Modification No. 9 to Contract No. PS560810024798 with RMI International, Inc. for a six (6) month (April -September 2022) extension to the period of performance inclusive of scope modifications, for an amount not-to-exceed \$19M, increasing the total contract price from \$120,453,758 to \$139,453,758; and extend the period of performance from April 1, 2022, to September 30, 2022; and
- C. EXERCISE one (1) six-month option (October 2022 - March 2023), for an additional amount not-to-exceed \$19M, increasing the total contract price from \$139,453,758 to \$158,453,758, only if necessary to complete the

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procurement process of a new contract award.

**Attachments:**      [Attachment A - IPS Recommendations-1](#)  
                                 [Attachment B - Procurement Summary](#)  
                                 [Attachment C - Contract Modification/Change Order Log](#)  
                                 [Attachment D - DEOD Summary](#)  
                                 [Attachment E - Staff Recommendations](#)  
                                 [Attachment F - PSAC November 3rd Meeting Votes](#)  
                                 [Presentation - IPS Extension](#)

**25. SUBJECT:      TRANSIT LAW ENFORCEMENT SERVICES**

[2021-0672](#)

**RECOMMENDATION**

CONSIDER:

- A. SEEKING scope of work modifications (Attachment D) to align with the move towards reimagining public safety;
- B. AUTHORIZING up to \$75.2M for the remaining six months of the original contract inclusive of scope of work modifications;
- C. EXTENDING the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract; and
- D. FUNDS for the extension will be requested during the FY23 budget process.

**Attachments:**      [Attachment A - Procurement Summary](#)  
                                 [Attachment B - Contract Modification/Change Order Log](#)  
                                 [Attachment C - DEOD Summary](#)  
                                 [Attachment D - SOW Modifications](#)  
                                 [Attachment E - Public Safety Survey](#)  
                                 [Attachment F - Multi-Agency Police Contract SOW Matrix](#)  
                                 [Attachment G - Staff Recommendations](#)  
                                 [Attachment H - PSAC Alternative Recommendations](#)  
                                 [Attachment I - PSAC November 3rd Meeting Vote](#)  
                                 [Attachment J - Safety Services provided by Law Enforcement Contractors](#)

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**25.1. SUBJECT: COMMITMENT TO REIMAGINING PUBLIC SAFETY**

[2021-0745](#)

**RECOMMENDATION**

APPROVE Motion by Directors Bonin, Mitchell, Hahn, Solis, and Dupont-Walker that the Board direct the Chief Executive Officer to:

- A. In February 2022, report on the status of the initiatives funded by Motion 26.2 (March 2021), including projected launch dates, program elements, input received from PSAC, and projected funding needs in FY23.
- B. During the development of the FY23 budget, ensure a continued minimum commitment of \$40 million for the public safety alternatives outlined in Motion 26.2, in addition to rolling over unspent funding from FY22.
- C. In April 2022, report to the Operations, Safety, and Customer Experience Committee with a recommended public safety budget for FY23, including proposed funding levels for police services and public safety alternatives, with consideration of the Board's directive to realign resources.
- D. Consult with PSAC throughout the FY23 budget development process.

WE FURTHER MOVE that the Board direct the Chief Executive Officer to:

- E. Develop a place-based implementation strategy that identifies station locations that are good candidates for piloting a reimagined public safety approach consistent with the new Mission and Values statement, including the deployment of some or all of the public safety alternatives identified in Motion 26.2 and modifying law enforcement deployment at these pilot locations while continuing to ensure fast emergency response times.
- F. Consult with PSAC on the design, implementation, and evaluation-including quantitative and qualitative metrics-of this pilot.
- G. Explore partnerships with academia, medical schools, promotores, and community-based organizations on the design, implementation, and evaluation of this pilot.
- H. Report periodically on the pilot implementation and evaluation as part of the regular system security report.

**26. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE**

[2021-0682](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

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**Attachments:**      [Attachment A - Systemwide Law Enforcement Overview September 2021](#)  
                                 [Attachment B - Sexual Harassment & Crimes](#)  
                                 [Attachment C - MTA Supporting Data September 2021](#)  
                                 [Attachment D - Transit Police Summary September 2021](#)  
                                 [Attachment E - Monthly, Bi-Annual, Annual Comparison September 2021](#)  
                                 [Attachment F - Violent, Prop, and Part 1 Crimes September 2021](#)  
                                 [Attachment G - Demographic Data September 2021](#)  
                                 [Presentation](#)

**SUBJECT:      GENERAL PUBLIC COMMENT**

[2021-0704](#)

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**



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**File #:** 2021-0659, **File Type:** Contract

**Agenda Number:** 19.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
NOVEMBER 18, 2021**

**SUBJECT: OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS AT DIVISIONS 1, 3, 5, 7, 10 & 18**

**ACTION: APPROVE CONTRACT AWARD**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP749030003367 with Clean Energy, for Operation and Maintenance (O&M) of Compressed Natural Gas (CNG) fueling stations at divisions 1, 3, 5, 7, 10 & 18, for a not-to-exceed amount of \$5,285,439 for the five-year base period, and \$5,623,284 for the five (5), one-year option terms, for a combined not-to-exceed amount of \$10,908,723, effective March 1, 2022, subject to resolution of all properly submitted protest(s), if any.

**ISSUE**

The existing contracts for CNG fueling stations O&M services at divisions 1, 3, 5, 7, 10 & 18 expire on February 28, 2022. To ensure service continuity along with safe and timely operations, a new contract award is required effective March 1, 2022.

**BACKGROUND**

On June 24, 2010 Metro Board of Directors awarded a 10-year, firm fixed unit rate Contract No. OP33432475 to Clean Energy, for Divisions 10 and 18 CNG fueling facility electrification upgrades, including O&M services agreement. On October 28, 2010, Metro Board of Directors awarded a 10-year, firm fixed unit rate Contract No. OP33432555 to Clean Energy, for CNG fueling stations O&M services at Divisions 1, 3, 5, & 7.

Under the existing contracts, the contractor is responsible for conducting preventative maintenance, as-needed repairs, training of staff, maintaining records, and complying with regulations of the authorities having jurisdiction.

While partial roll-out of the zero-emission electric bus services were deployed for revenue service on Metro's G Line (Orange), Metro's existing CNG fueling stations require service continuity of the systematic preventive maintenance program and repair of associated equipment. This action is necessary to support the existing fleet of CNG buses currently in service, ensure timely bus roll-out at

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each Division and provide a safe and reliable bus transportation system for our patrons.

## **DISCUSSION**

Under this new contract, the contractor is required to perform comprehensive O&M services of the CNG equipment at Metro Bus Divisions 1, 3, 5, 7, 10 and 18. This includes all related electrical systems, fuel hoses and nozzles, and the gas monitoring system. The Contractor is also required to provide all repair parts, overhaul services, and consumables to include compressor oils, all other lubricants, dryer desiccants, as well as all scheduled and unscheduled replacements for compressors, motors, valves and all other equipment and appurtenances necessary to efficiently operate Metro's CNG fueling facilities.

Per contract requirements, the contractor shall provide Metro personnel with the necessary training to perform routine maintenance work. Metro will charge the contractor for the O&M work performed by Metro personnel, and the contractor shall pay for all associated labor costs.

The contract includes terms and liquidated damages designed to minimize equipment downtime and bus roll-out interruption. Liquidated damages may be imposed if bus roll-out schedule is not met, buses are directed to alternate locations for fueling to meet scheduled roll-out due to lack of fueling capacity or fueling performance, or if more than one (1) CNG compressor is not available to operate between 5:00 PM and 5:00 AM daily.

The contract also includes requirements for CNG facility de-commissioning during the life of the contract, to accommodate Metro's electric bus fleet deployment and phase out of the CNG busses.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure safe, timely, and quality preventive maintenance, operation, and repair services for the CNG fueling stations throughout Metro bus Divisions 1, 3, 5, 7, 10 and 18.

## **FINANCIAL IMPACT**

Under FY22 Budget, funding of \$1,200,000 is included under cost center 3367 - Facilities Maintenance, account 50308, Service Contract Maintenance, under project 306002.

Please note that this new contract term not-to-exceed amount reflects more than 60% cost savings when compared to the existing contract. This is mainly due to updating the contract schedule of quantities to reflect actual CNG usage historical data, and the projected roll-out schedule of the zero-emission electric buses for the upcoming years.

Since this is a multi-year contract, the cost center manager and Deputy Chief of Maintenance & Engineering (Acting) will be accountable for budgeting the cost in future years.

## **Impact to Budget**

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The current sources of funds for this action include Proposition A/C, Measure R/M, Transportation Development Act and State Transit Assistance. Use of these funding sources currently maximizes project funding allocations given approved funding provisions and guidelines.

### **EQUITY PLATFORM**

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. The purpose of this procurement is to provide comprehensive O&M services for the existing CNG Fueling Stations. Per the Amalgamated Transit Union (ATU) labor agreement, all labor under this contract will be performed by Metro ATU union employees.

Strategies to mitigate any potential negative consequences would be to partner with Vendor/Contract Management (V/CM) to perform outreach events to and assist small businesses within the targeted groups to become Metro certified and encouraged to participate with new contract solicitations.

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

This Board action supports Strategic Goal 5; Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing preventive maintenance, inspections and as-needed repairs will ensure timely bus roll-outs and provide safe and reliable operation of CNG fueling stations at Metro bus Divisions 1, 3, 5, 7, 10 and 18.

### **ALTERNATIVES CONSIDERED**

Staff considered providing this service with in-house staff. This would require the hiring and training of additional certified personnel, purchase of additional tools, equipment, vehicles, supplies, training, expertise and the assumption of extra responsibility and liability. Staff's assessment indicates this is not a cost-effective option for Metro as the expertise and operational knowledge required are highly specialized and costly. There is also value in utilizing professionals with knowledge of and experience with best practices throughout the country.

### **NEXT STEPS**

Upon approval by the Board, staff will execute a firm fixed unit rate Contract No. OP749030003367 with Clean Energy, for Operation and Maintenance (O&M) of Compressed Natural Gas (CNG) fueling stations at divisions 1, 3, 5, 7, 10 & 18, effective March 1, 2022.

### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary

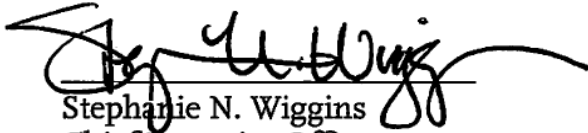
Prepared by: Errol Taylor, Deputy Chief Operations Officer, Maintenance & Engineering (Acting),  
(213) 922-3227  
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance



Services, (213) 922-6765

Carlos Martinez, Sr. Manager, Facilities Contracted Maintenance Services, (213)  
922-6761

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424  
Debra Avila, Deputy Chief, Vendor/Contract Management, (213) 418-3051



Stephanie N. Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY**  
**OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING**  
**STATIONS AT DIVISIONS 1, 3, 5, 7, 10 & 18/OP749030003367**

1.	<b>Contract Number:</b> OP749030003367	
2.	<b>Recommended Vendor:</b> Clean Energy	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> RFP <input type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> April 7, 2021	
	<b>B. Advertised/Publicized:</b> April 7, 2021	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> April 19, 2021	
	<b>D. Proposals/Bids Due:</b> June 1, 2021	
	<b>E. Pre-Qualification Completed:</b> July 14, 2021	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> June 8, 2021	
	<b>G. Protest Period End Date:</b> November 22, 2021	
5.	<b>Solicitations Picked up/Downloaded:</b> 11	<b>Bids Received:</b> 2
6.	<b>Contract Administrator:</b> Aielyn Dumaua	<b>Telephone Number:</b> (213) 922-7320
7.	<b>Project Manager:</b> Christopher Limon	<b>Telephone Number:</b> (213) 922-6637

**A. Procurement Background**

This Board Action is to approve the award of OP749030003367 to Clean Energy, to provide comprehensive operations and maintenance services for compressed natural gas (CNG) fueling stations at Divisions 1, 3, 5, 7, 10 and 18. Board approval of contract award is subject to resolution of all properly submitted protest(s).

On April 7, 2021, Request for Proposals (RFP) No. OP74903 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit rate. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) participation goal due to lack of subcontracting opportunities.

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

- Amendment No. 1, issued on May 19, 2021, extended the proposal due date.
- Amendment No. 2, issued on May 24, 2021, clarified the scope of services and replaced the schedule of quantities and prices form.

A virtual pre-proposal conference was held on April 19, 2021. Worksite visits were also conducted on April 20 and 21, 2021. There were no questions received prior to the proposal due date.

A total of eleven firms downloaded the RFP and were included on the planholders' list. Two proposals were received by the due date of June 1, 2021 and are listed below in alphabetical order:

1. Clean Energy
2. Trillium Transportation Fuels, LLC

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Facilities Contracted Maintenance Services, Environmental Compliance/Sustainability and Facilities/Property Maintenance Departments were convened and conducted a comprehensive technical evaluation of the proposals received.

Proposals were evaluated based on the following evaluation criteria stated in the RFP:

- |  |            |
|--|------------|
| • Qualifications of the Firm/Team                | 15 percent |
| • Qualifications and Experience of Key Personnel | 20 percent |
| • Management Plan/Approach                       | 35 percent |
| • Cost Proposal                                  | 30 percent |

The evaluation criteria are appropriate and consistent with criteria developed for similar operations and maintenance services procurements. Several factors were considered in developing these weights, giving the greatest importance to the management plan/approach.

On June 2, 2021, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms and take receipt of the two proposals to initiate the evaluation phase. Evaluations were conducted from June 2, 2021 through June 18, 2021.

On June 18, 2021, the PET reconvened and determined that both proposals were technically acceptable and fell within the competitive range.

On June 25, 2021, oral presentations were held with both firms. The project managers and key team members from each firm were invited to present their firm's respective qualifications and respond to the PET's questions. At the conclusion of the oral presentations, Clean Energy was determined to be the highest rated firm.

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

#### **Clean Energy**

Clean Energy has provided CNG station maintenance services for high volume transit agencies since 1996. It currently operates 80 natural gas fueling stations for transit agencies. Existing customers include LACMTA, New York MTA, Foothill

Transit, Orange County Transit Authority, Santa Monica Big Blue Bus, Dallas Area Rapid Transit, Phoenix Transit, New Jersey Transit, Jacksonville Transportation Authority, NICE Bus (Nassau County, New York) and Washington Metro Area Transportation Authority.

### **Trillium Transportation Fuels, LLC**

Trillium Transportation Fuels, LLC is headquartered in Houston, Texas and has over 27 years of experience designing, building, operating, and maintaining high volume, public transit CNG fueling facilities. Existing clients include Orange County Transportation Authority (OCTA), San Diego Metropolitan Transit System (MTS), Massachusetts Bay Transportation Authority (MBTA), New York City Transit (MTA), Pennsylvania Department of Transportation (PennDOT), North County Transit District (NCTD), Regional Transportation Commission of Southern Nevada (RTC) and Miami-Dade County.

The following is a summary of the PET scores:

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>Clean Energy</b>				
<b>3</b>	Qualifications of the Firm/Team	81.53	15.00%	12.23	
<b>4</b>	Qualifications and Experience of Key Personnel	81.90	20.00%	16.38	
<b>5</b>	Management Plan/Approach	79.00	35.00%	27.65	
<b>6</b>	Cost Proposal	100.00	30.00%	30.00	
<b>7</b>	<b>Total</b>		<b>100.00%</b>	<b>86.26</b>	<b>1</b>
<b>8</b>	<b>Trillium Transportation Fuels, LLC</b>				
<b>9</b>	Qualifications of the Firm/Team	78.00	15.00%	11.70	
<b>10</b>	Qualifications and Experience of Key Personnel	77.50	20.00%	15.50	
<b>11</b>	Management Plan/Approach	76.51	35.00%	26.78	
<b>12</b>	Cost Proposal	96.47	30.00%	28.94	
<b>13</b>	<b>Total</b>		<b>100.00%</b>	<b>82.92</b>	<b>2</b>

### **C. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on adequate price competition, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's independent cost estimate (ICE).

PROPOSER	AMOUNT	METRO ICE	AWARD AMOUNT
1. Clean Energy	\$10,908,723	\$16,539,927	\$10,908,723
2. Trillium Transportation Fuels, LLC	\$11,307,445		

**D. Background on Recommended Contractor**

The recommended firm, Clean Energy, located in Newport Beach, CA, was established in 1996. It is a renewable natural gas distribution company that also designs, builds, operates, and maintains fueling stations; sells and services compressors and other equipment that are used in fueling stations; and provides assessment, design, and modification solutions to offer operators with code-compliant service and maintenance facilities for natural gas vehicle fleets.

Clean Energy currently employs over 190 trained, and certified service technicians on call 24/7/365, including 30 in Southern California.

Clean Energy has been providing comprehensive operations and maintenance services for compressed natural gas (CNG) fueling stations to Metro since 2010 and performance has been satisfactory.

Clean Energy's proposed Project Manager has more than 35 years of experience leading teams that operate and maintain specialized industrial equipment. He is the project manager of the current contract.

DEOD SUMMARY

OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING  
STATIONS AT DIVISIONS 1, 3, 5, 7, 10 & 18 / OP749030003367

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a goal for this solicitation due to the lack of subcontracting opportunities. The purpose of this procurement is to provide comprehensive operations and maintenance (O&M) services for the existing Compressed Natural Gas (CNG) Fueling Stations. Per the Amalgamated Transit Union labor agreement, Metro ATU union employees will perform all labor under this contract.

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



Metro

## Board Report

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**File #:** 2021-0638, **File Type:** Oral Report / Presentation

**Agenda Number:** 20.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
NOVEMBER 18, 2021**

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

**RECOMMENDATION**

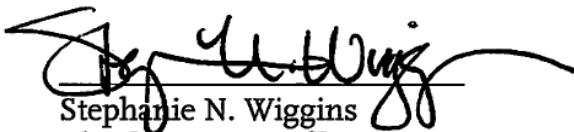
RECOGNIZE Operations Employees of the Month.

**Equity Platform**

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employee or field supervisor serving in a customer facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of location, job responsibilities and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also works with Logistics, which nominates employees once a quarter that work in our storerooms.

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

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424



Stephanie N. Wiggins  
Chief Executive Officer

# November Employees of the Month



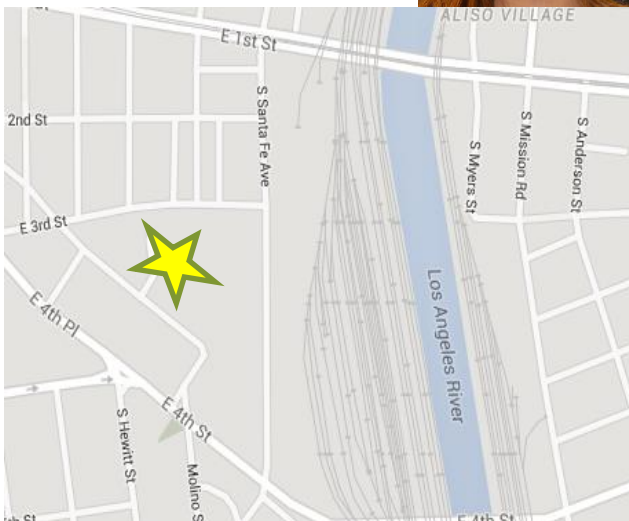
# Employees of the Month



## Transportation

Rail Transit Operations Supv

**Rachel Barlow**



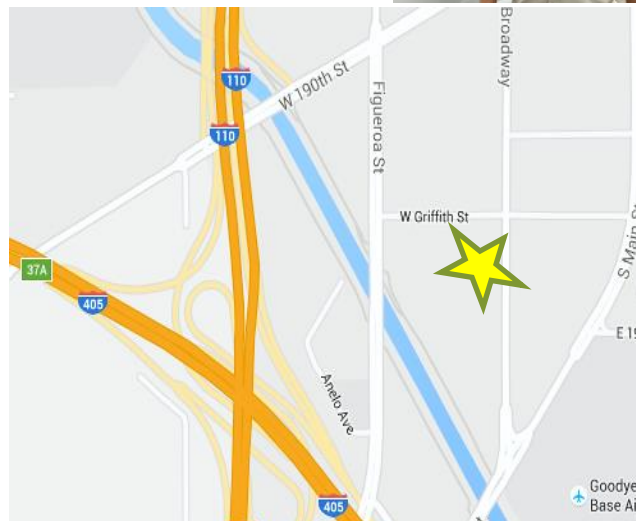
**Division 20 – Los Angeles**

## Maintenance

Electronic Communication

Technician LDR

**William Carl Sullivan**



**Division 18 – Carson**



## Board Report

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**File #:** 2021-0639, **File Type:** Oral Report / Presentation

**Agenda Number:** 21.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
NOVEMBER 18, 2021**

**SUBJECT: ORAL REPORT ON OPERATIONS RIDERSHIP AND HIRING**

**RECOMMENDATION**

RECEIVE oral report on Operations ridership and hiring.

**Equity Platform**

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

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

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424

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

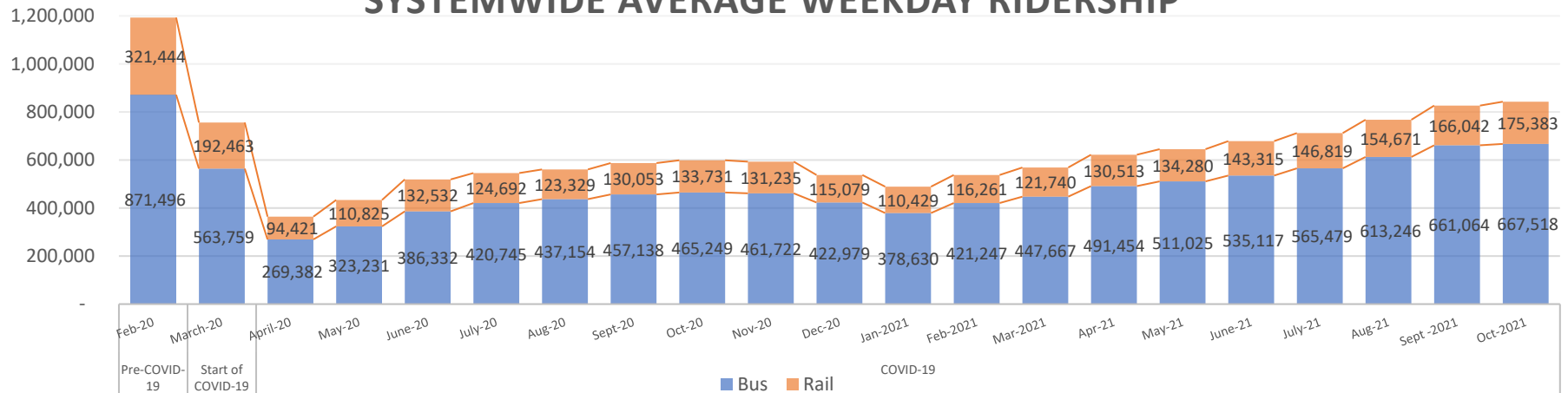
Stephanie N. Wiggins  
Chief Executive Officer

**ITEM 21**

# **COO Oral Report Operations Service Update**

# Weekly Ridership Update

**SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP**



	Pre- COVID-19	Start of COVID-19																			
Ridership	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	842,901

## Ridership Analysis Relative to Equity Focused Communities

- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76% in Sept 2021 (bus stop data available month to month)
- **Rail:** Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

# Service Update

## Dec 2021 Service Changes



### Reallocate Duplicate Service

- Reduce duplication between Lines 51 (7<sup>th</sup> St), 230 (Sylmar) and new DASH lines
- Eliminate duplication of Lines 78 (Las Tunas), 79 (new Line 179 Huntington) into DT LA
- Line 256 (Eastern) south of CSULA becomes Commerce 200
- Savings reinvested in extra service where loads dictate



### Restructuring

- Lines 2 (Sunset)/200 (Alvarado) merged as one line, with modified 217 OWL
- Line 260 (Atlantic Bl) restructure to improve frequency and reliability, with new 660 shuttle Pasadena - Altadena
- Line 53 (Central Av) rerouted via Willowbrook Rosa/Parks Stn



### Speed/Access and Rail

- Stop consolidation on Lines 33, 81, 180, 206, and 217 to better balance speed and access
- Light Rail frequency improved 10 to 8 min.

# Operator Hiring Update

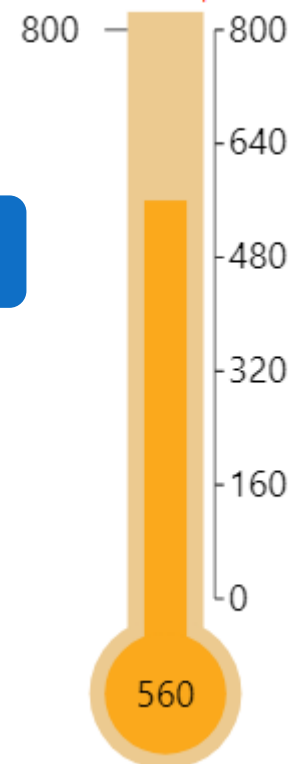
## Bus Operators

- 3,172 applications received to date
- 560 hires to date
- Two classes in November 2021 (11/9 & 11/30)
- Classes are nine weeks long (goal of 65 students per class)

## MicroTransit Operators

- 1,129 applications received to date
- 157 hires to date (target: 157 operators)
- Recruitment closed on November 2021 (11/15)
- Classes are three weeks long

Goal to 800 Operators



# Hiring Efforts, Customer Communication & Next Steps

## Hiring

- Continue bus operator referral/sign-on bonus programs
- Continue paid media buy to boost applications
- Continuation of media buy and internal advertising
- Human Capital Development will hold a Bus Operator recruitment event at Operation Central Instruction (OCI) in Downtown Los Angeles on Saturday, December 11, 2021, from 8:00 am -1:00 pm

## Customer Communication

- Continue to develop and improve our real-time cancellation alerts to the public
  - ✓ Including use of Metro Service Alerts, Twitter alerts, in-person and station announcements
  - ✓ Updates every 30-minutes regarding cancellations by bus line
  - ✓ Working with our real time arrival contractor, Swiftly, on incorporating real time cancellations into real time predictions by early January 2022

## Next Steps

- Metro will continue to proactively focus efforts and resources to continue to attract, recruit, hire and train applicants to deliver planned service to our customers




**WANT TO EARN**  
**\$500?**


Refer friends, family and community members to work for Metro! If you know someone who would be fit for a job here, send them our way and earn \$500 per referral.




Scan the QR code or visit [metro.net/referral](https://metro.net/referral) for the guidelines and FAQs on this program.




**Great hourly pay**  
Start at \$17.75 per hour as a bus operator, with incremental pay rate increases up to \$27.31.




**Full benefits**  
Metro offers medical and dental insurance, plus retirement plan options.



**Part time**  
Part time with potential to become full time.



**Unionized**  
Your safety and stability are union-represented.



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



## Board Report

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**File #:** 2021-0613, **File Type:** Informational Report

**Agenda Number:** 22.

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### **OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 18, 2021**

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE (PSAC) QUARTERLY UPDATE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

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

#### **ISSUE**

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

#### **BACKGROUND**

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

#### **DISCUSSION**

##### **General PSAC Meeting Highlights**

From July through October, we had thirteen (13) general PSAC meetings. In these meetings, the following items were discussed: timelines for recommendations for the existing policing and infrastructure protection services contracts; began the discussion on a mission and values statement for public safety on the Metro system; invited guest speakers from Metro's Transit Security, and contracted law enforcement/security to learn about opportunities to strengthen community relationships; heard from Metro's CEO Stephanie N. Wiggins on her vision for reimagining public safety on the system; and discussed staff's proposed recommendations on the infrastructure protection services contract extension.

##### **Ride-Alongs**

Members were invited to participate in ride-alongs with the Los Angeles Sheriff Department Transit Bureau (LASD) and the Los Angeles Police Department Transit Bureau (LAPD). Several PSAC members took advantage of this educational opportunity to ask questions to front-line officers and learn more about the role of law enforcement on the Metro system. Furthermore, Metro's Transit Security offered tours of its dispatch center to detail how calls are dispatched.



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**Ad-Hoc Subcommittee Meetings**

From July through October, we've held ten (10) Infrastructure Protection Services meetings, ten (10) Policing Practices meetings, eleven (11) Non-Law Enforcement Alternatives meetings, three (3) Public Safety Survey meetings, and five (5) Community Engagement meetings. Each ad-hoc subcommittee expressed interest in listening to various guest speakers, including community-based organizations, service providers, contracted officers, private security, and unarmed Transit Security officers. This would give them an opportunity to hear first-hand on critical topics such as use of force.

The Non-Law Enforcement Alternatives ad-hoc sub-committee, formally known as the Transit Ambassadors ad-hoc subcommittee, began meeting on June 15<sup>th</sup> and has held 11 meetings to date. Their primary discussion has been on the transit ambassador program, as outlined in Motion 26.2, with the guidance of Aaron Weinstein, Executive Officer of Customer Experience. As a starting point, he provided members with a list of transit ambassador programs from across the nation and shared first-hand experience on BART's program. This information has been instrumental in members brainstorming and drafting a list of recommendations for a future Metro ambassador program. The ad-hoc subcommittee's recommendations are expected to be agendized for PSAC approval on Wednesday, November 17<sup>th</sup>. Should they be approved at this meeting, and upon CEO concurrence, staff will update the Board.

**Guest Speakers**

As noted above, members expressed interest in hearing from internal and external guest speakers. Members were surveyed to prioritize speakers for upcoming meetings. The first set of guest speakers were invited to attend the September 1<sup>st</sup> general PSAC meeting which included a panel of Metro's contracted law enforcement, private security, and Transit Security. The panel included LASD's Captain, Shawn Kehoe, LAPD's Deputy Chief, Gerald A. Woodyard, LBPD's Commander, Michael Pennino, RMI International VP of Operations/Project Manager, Clarence Roshell, and Metro Transit Security Director, Jose Ortiz. The panelists and membership discussed training, leading the new generation of officers, police culture, use of force by police officers, building community relationships, the transit Mental Evaluation Team (MET), screening and recruiting, and resource deficiencies. At the September 14<sup>th</sup> IPS ad-hoc subcommittee meeting, Abel Nunez and Elias Acevedo from our contacted partner, RMI International, were invited to speak to members about private security officer duties, such as protecting the ancillary areas at the stations.

**EQUITY PLATFORM**

Since the previous PSAC update, staff launched a public safety survey, a first of its kind, that will serve as another opportunity for the public to share their perceptions and recommendations for public safety. The Public Safety Survey ad-hoc sub-committee provided feedback before the survey was launched to ensure the language used to portray communities and individuals in the questionnaire were respectful, accurate, neutral, and objective. Metro also worked with the survey consultants to ensure the survey was accessible to as many riders as possible. For example, the survey was available in eight languages and multiple modes such as cell phones, landlines, and online. In addition, potential respondents were reached with several contact methods such as phone calls, text messages, email messages, and contacted at different times of day and different days of the week. The survey data will soon be provided to PSAC members to help shape their recommendations. Lastly, to improve the level of accessibility during the public meetings, we continue to offer closed captioning, ASL, and Spanish translations. These are standing resources at all public PSAC

meetings.

### **NEXT STEPS**

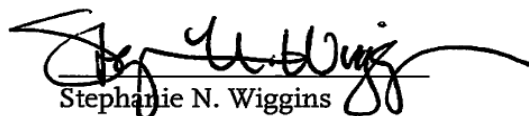
We will continue to provide PSAC updates in the monthly Transit Safety and Security Performance report.

### **ATTACHMENTS**

Attachment A - July 7, 2021 PSAC Meeting Minutes  
Attachment B - July 21, 2021 PSAC Meeting Minutes  
Attachment C - August 18, 2021 PSAC Meeting Minutes  
Attachment D - Sept 1, 2021 PSAC Meeting Minutes  
Attachment E - Sept 22, 2021 PSAC Meeting Minutes  
Attachment F - October 6, 2021 PSAC Meeting Minutes  
Attachment G - October 20, 2021 PSAC Meeting Minutes

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

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-2711



Stephanie N. Wiggins  
Chief Executive Officer


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## Public Safety Advisory Committee (PSAC) Meeting MINUTES

Wednesday, July 7, 2021 | 5:00-7:00pm

### 1. Call to Order

#### a. Zoom Meeting Protocols

Facilitator Thomson Dryjanski called the meeting to order. Noted that Spanish and American Sign Language interpreter services would be available throughout the meeting. Additionally, instructed committee members that all comments must be use the “all participants and panelists” function so they are visible to all attendees.

#### b. Roll Call

**Present:** Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Ma’ayan Dembo, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Scarlett de Leon

**Absent:** Andrea Urmanita, Mechell Graham, Raul Gomez, Dr. Sabrina Howard

#### c. Update on meeting timing

Facilitator Tamika Butler proposed that the first bi-monthly PSAC meeting be 2 hours, and the second meeting be 1.5 hours. She noted that voting would take place in the first 90 minutes of each meeting. The committee members voiced their support for adding a half an hour to the first bimonthly meeting.

#### d. Approval of 06/16 meeting minutes

A vote was taken to approve the meeting minutes for the June 16, 2021 meeting.

Ayes: 11

Nays: 0

Abstentions: 0

### 2. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- a. Commentor representing the Bus Riders Union indicated they were worried that PSAC and Metro have not conducted any community engagement concerning the PSAC initiative and voiced concern regarding the two-week timeline that Metro had given committee members to provide recommendations on new police contracts.
- b. Commentor representing ACT-LA thanked committee members for their participation and observed that there is a long history of racial profiling and arresting unhoused individuals on the Metro system.



# Metro

- c. Commentor is a frequent Metro rider and shared an experience of witnessing a passenger being harassed while having a mental health crisis. They called for more mental health services providers on the system.
- d. Commentor shared a concern about airflow and contracting COVID-19 on the Red Line since the car windows do not open.
- e. Commentor thanked Metro for amending language – used by Metro in a previous presentation – related to riders with mental health disabilities.

### 3. Committee Member Proposal (10 mins)

#### Restructuring PSAC Ad hoc Committees (*Chauncey Smith, PSAC Member*)

- a. This item was discussed during the June 16, 2021 meeting and was tabled until this meeting for further discussion and approval.
  - o Committee member James Wen proposed amending Committee member Chauncey Smith's restructuring plan by retaining the Community Engagement ad hoc committee and changing the title of the Transportation Ambassadors and Training ad hoc committee to Non-Law Enforcement Alternatives and Training.
  - o Several members shared that they would like to keep the Community Engagement ad hoc committee, saying that a dedicated Fareless Transit Program ad hoc committee would be outside the scope of PSAC. Still others noted that fareless transit would fall under PSAC's charge to provide recommendations related to the agency's fare discount programs.
  - o Several members emphasized that training is an essential component for each ad hoc committee.

#### Public Comment on Restructuring PSAC Committees

- o Commenter is a Metro operator and shared that passengers often do not pay fare. They also voiced concern about removing police from the Metro system.
- o Commenter does not support police enforcing fare compliance but does support police protecting passengers from violent crime.
- o Commenter is a Metro operator and is skeptical of non-law enforcement alternatives. They also voiced safety concerns about removing law enforcement from the transit system.
- o Commenter is a Metro operator and shared safety concerns about removing police from the transit system.
- o PSAC committee member responded to public comment with the following:
  - o Member Davis thanked the Metro operators for commenting and discussed incentivizing law enforcement to use the Metro system.
  - o Member Tajsar expressed concerns of fear mongering against unhoused individuals.

Facilitator Tamika Butler then proposed the updated ad hoc committee names. In response to committee member Wen's concern, facilitator Butler emphasized that training would be a



# Metro

component of each ad hoc committee. The updated ad hoc committee names presented to the committee are:

- Police Practices
- Non-Law Enforcement Alternatives
- Community Engagement
- Infrastructure Protection Services
- Public Safety Survey

The proposal passed with the following votes:

- a. Voting:
- b. Ayes: 9
- c. Nays: 0
- d. Abstentions: 2

## 4. Discussion

- a. **Summary of Critical Issues:** Presentation on Metro's Priorities, Urgent Timelines, and Mechanisms to Offer Feedback.
  - This item was tabled due to time constraints.
- b. **Ad-Hoc Subcommittee Reports**
  - **Infrastructure Protection Services (IPS) ad hoc committee:** Committee member Garcia reported on the Infrastructure Protection Services (IPS) ad hoc committee. The ad hoc committee discussed the following:
    - 1. **Scope of recommendations:** This ad hoc committee will provide recommendations based on the previous Scope of Work. The forthcoming Scope of Work is confidential and cannot be shared with PSAC.
    - 2. **Deadline for recommendations:** The deadline for the committee to provide recommendations was extended to July 21<sup>st</sup> and Metro Board will vote on this issue in February 2022.
      - a. **Key takeaways:** Member Garcia reiterated that the goal of the committee is to present non-law enforcement alternatives. He shared that the ad hoc committee discussed the appearance and uniform of security personnel. The committee agreed that security guards should be equipped with identifiable Metro logos or symbols and the uniform should be less be less militaristic. The committees also discussed security personnel helping raise awareness of and improving access to existing resources for customers.
    - 3. **Comments and questions from the full committee:**



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- a. Member Ajayi resonated with the emphasis on raising the awareness of existing resources and asked what kind of measures Metro can take to enhance the accessibility.
    - i. Member Garcia stated that providing materials in multiple languages is one of the critical measures and mentioned that the Transit Watch app is available in different.
  - b. Member Clarence asked for clarification on how the uniform would look.
    - i. Member Garcia answered that the idea is that private security members will wear their own uniform but wear vests with visible Metro logo.
  - c. Member Raigoza asked how the security personnel will be allocated between the bus and rail systems.
    - i. Member Garcia replied that Metro has an internal plan for the allocation, but the committee did not cover this topic. Member de Rivera expressed the desire to have PSAC review how security personnel are allocated.
- **Transit Ambassadors + Training ad hoc committee:** Committee member Rodney and Goodus reported on the Transit Ambassadors + Training ad hoc committee. The ad hoc committee shared the following:
  - 1. **Recommendation mechanisms:** The ad hoc committee discussed the anticipated mechanisms for providing recommendations to the larger PSAC committee.
  - 2. **Transit Ambassador Training scenarios:** Metro staff presented different intervention scenarios for transit ambassadors to the ad hoc committee; they asked for specific feedback on how ambassadors should respond.
    - a. These scenarios include fighting, harassment, smoking, loud music, littering, fare evasion, eating, threatening behavior, unhygienic conditions, drug use, as well as urination and defecation. The ad hoc committee also added additional scenarios for responding to inebriated riders and interventions related to sexual assault.
    - b. The committee also discussed how each scenario affects riders, and described transit ambassador responsibilities for the scenarios listed above.
    - c. The committee discussed incorporating trauma-informed training mechanisms into the ambassador training and reaching out to receive presentations from community-based organizations with expertise in the field.



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- d. Metro will work with the committee to invite Chrysalis, a nonprofit based in Los Angeles Fashion District, to speak at future ad hoc meetings.
    - e. The committee met again on July 7<sup>th</sup> and continued their discussion on the scenarios provided by Metro, which covered urination and defecation, sexual harassment, sex trafficking, as well as doorway and aisle obstructions.
    - f. The committee asked to invite Metro's contracted law enforcement to provide a presentation on their existing procedures and protocols.
    - g. The committee also allocated time to discuss the ad hoc committee restructuring proposal from committee member Smith.
  - 3. **Comments and questions from the full committee:**
    - a. Member De Leon asked for clarification on whether the transit ambassadors will be Metro staff or outside contractors and suggested that this is a critical opportunity for creating good-paying public sector jobs.
      - i. Metro staffer Aaron Weinstein responded that Metro has not determined how they will source the ambassadors and will continue to consider this issue.
- **Public Safety Survey (PSS) ad hoc committee:** Committee member Ajayi reported on the Public Safety Survey ad hoc committee. The ad hoc committee shared the following:
- 1. **Public Safety Survey review:** The committee reviewed two surveys: (1) a public safety survey and (2) a survey instrument focused on people experiencing homelessness.
    - a. The committee shared that their first meeting involved extensive discussion to understand what the surveys' scope, intended reach, and outreach processes.
    - b. The committee reviewed the surveys question by question.
    - c. The consultants leading on the survey development shared survey administration techniques and the survey's desired sample size – 2000 respondents – with the committee.
  - 2. **Comments and questions from the full committee:**
    - a. Member Dembo raised a question regarding the budget allocated to undertake the surveys.
      - i. The ad hoc committee meeting did not cover this topic, noting the survey consultants were selected before the formation of PSAC.



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- b. Member Smith raised a question regarding how the pool of survey participants is determined. He urged Metro to include historically marginalized groups including people of color, low-income people, LGBTQ groups, etc.
    - i. Metro shared that the survey has demographic targets that must be met before it is closed.
  - c. Member Maricela indicated that the definition of public safety in the surveys leans heavily on notions of traditional policing.
    - i. Metro side note - The consultant subsequently made changes to the survey to be responsive to this, including elements of safety that are not part of the “crime” framing, such as for better lighting, restrooms, station activation with cafes/music/etc., emergency call buttons, and accessibility improvements for people identifying as having disabilities.
  - d. Member Davis noted potential bias embedded in the survey and recommended measures such as prioritizing specific neighborhoods and demographics to help ensure that survey results are representative.
- o **Policing Contracts (PC) ad hoc committee:** Committee member Davis reported on the Policing Contracts ad hoc committee. The ad hoc committee shared the following:
  - 1. **Recommendation deadline:** The deadline for this committee’s recommendations is July 29<sup>th</sup>, 2021.
  - 2. **Metro policing contracts discussion:** The committee asked Metro to provide additional information on how Metro contracts with their law enforcement vendors and how they work with law enforcement and other security service providers.
    - a. The committee also asked for details on how Metro has been collecting data included in the presentation.
  - 3. **Reporting process improvements:** The committee discussed methods Metro customers can use to contact Metro dispatchers in emergency situations and improvements to make the process more efficient.

## 5. General Public Comment

Public comment was taken by email and from the meeting participants. The comments are as follows:

- a. Commentor recommended considering staff who received training on mental and emotional disabilities to replace traditional law enforcement.
- b. Commentor provided the following suggestions for PSAC: 1) adding staff to each station to deter fare evasion, 2) enforcing a mask mandate and no-eating policy, and 3) having regular cleaning crews onboard Metro vehicles.





# Metro

- c. Commentor asked Metro to address hygiene and safety issues related to unhoused individuals on the system.
- d. Commenter urged Metro to address crimes on Metro Blue Line. Commenter stated that the presence of law enforcement makes the riding experience feel safer. The commenter also asked Metro to enforce fare compliance.
- e. Commenter noted PSAC does not include any representatives from law enforcement or prosecution and asked if Metro attempted to include them.
- f. Commenter identifying as a council member of the City of Rosemead expressed objection to defunding public safety on Metro.
- g. Commentor expressed concerns about defunding professionally trained peace officers and stated that such a measure will negatively impact metro ridership.
- h. Commentor – a representative from the Bus Riders Union – expressed concerns regarding the forthcoming public surveys. Commentor also urged PSAC to seek input from the Bus Rider Union through visiting their website or contacting them via email.
- i. Commentor inquired about Metro contact info for submitting additional questions via emails.
  - Metro staff replied that all questions can be emailed to [psac@metro.net](mailto:psac@metro.net).

## 6. Adjournment

Next Meeting: Wednesday, July 21<sup>st</sup>, 2021 at 5pm.

# Public Safety Advisory Committee (PSAC)

## Meeting #8 MINUTES

Wednesday, July 21, 2021 | 5:00-6:30pm

### I. CALL TO ORDER

#### A. Zoom Meeting Protocols

Facilitator Thomson Dryjanski called the meeting to order. Noted that Spanish and American Sign Language interpreter services would be available throughout the meeting. Additionally, he instructed committee members that all comments must be use the “all participants and panelists” function so they are visible to all attendees.

#### B. Roll Call

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Chauncey Smith, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Ma’ayan Dembo, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Scarlett de Leon

**Absent:** Charles Hammerstein, Clarence Davis, Mechell Graham, Raul Gomez, Dr. Sabrina Howard

#### C. Approval of 07/07 meeting minutes

A vote was taken to approve the meeting minutes for the July 07, 2021 meeting.

Ayes: 13

Nays: 0

Abstentions: 1

### II. GENERAL PUBLIC COMMENT

Public comment was taken from meeting participants. The following comments were shared:

#### A. Commentor agrees with “Metro as a Sanctuary” report, called for PSAC Committee to not renew the policing contract, continue fareless transit, and called for Transit Ambassador positions to be good-paying union jobs.

1. They also noted that the \$800 million policing contract budget is about equal to the amount of fares collected pre-pandemic and that 70% of Metro riders are extremely low-income relative to the area median income.

#### B. Commentor is a frequent subway rider who notices a lot of trash. They would like to see more done to sanitize seats and surfaces. They noted that trash may stop some people from riding the trains because of their perceived filth.

#### C. Commentor is a member of the Alliance for Community Transit LA (ACT-LA). They are concerned that PSAC is not having a conversation on police alternatives, and they indicated that Metro’s security leadership is being counterproductive and uncooperative in this process.

1. Commentor would like to see more engagement from Metro's Office of Race and Equity and the Office of Civil Rights.
- D. Commentor is a member of Jobs for America and ACT-LA. Based on the Ad-Hoc Committee reports, they are disappointed to see how much time is used discussing renewing or amending policing contracts, rather than community-led alternatives to law enforcement.
  1. Commentor was part of the initial group advocating for the creation of PSAC, and they noted that it is incumbent on Chief Gerhardt to create the space for non-law enforcement alternatives.
- E. Commentor is a member of LA Forward. They noted that it is important for PSAC to look at safety solutions not dependent on police and that do not use the oversized police contracts.
- F. Commentor is a member of ACT-LA. They want to hear community-led safety solutions that do not rely on police and noted police alternatives highlighted in the "Metro as a Sanctuary" report. They also noted that safety can come through investments in housing and other community needs.

### III. DISCUSSION

#### **Metro Street Safety presentation**

- A. Mark Vallianatos, from the Office of Extraordinary Innovation and Caro Vera from the Office of Equity and Race, led the presentation.
- B. **Data Sources:** Member Tajsar asked 1) where does Metro's traffic safety data come from and 2) what data does Metro want that it is not currently collecting?
  1. Presentation team answered that traffic safety data is primarily collected from law enforcement agencies and the Transportation Injury Mapping System (TIMS). Metro collects data on collisions involving Metro, such as collisions involving busses. They noted that Metro's data collection supplements data from sources like TIMS.
  2. They also noted Metro could use hospitals and other non-law enforcement agencies as data sources.
- C. **Providing Further Detail:** Member de Rivera requested more information on existing street safety programs in fine detail. She appreciates that Metro is willing change fare enforcement but would like to suspend fare enforcement altogether.
  1. Presentation team will send additional information to PSAC and will provide their contact information for PSAC members to follow-up.
- D. **Vision Zero:** Member de Rivera continued asking what party is being asked to change their behavior to reduce collisions.
  1. Team clarified that Metro does not promote blaming the victims in collisions (i.e., by solely focusing on the actions of vulnerable street users like pedestrians and cyclists).
- E. **Working with CBOs:** Member de Rivera also asked to hear more about the ways that Metro is working with organizations that are represented frequently in

public comment and cites previous public commentators that expressed a lack of collaboration with the agency. She also noted that unhoused and mental health disability populations should be present in these collaborations.

1. The Street Safety team requested a list of the community organizations that attend PSAC meetings. They also stated that Metro works with the following organizations: People for Mobility Justice, LACBC, and organizations that are part of Community Partners. Going forward, they noted that they can connect with groups working with unhoused populations.
- F. **Metro Right of way:** Member Murrell asked how much data does Metro collect on collisions involving trespasses on Metro right-of-way.
1. Presentation team said that those trends may be in government-collected data.

### **Summary of Key Decisions, Unresolved Items, Looking Ahead**

- A. In the case of the Ad-Hoc Subcommittees requesting more time, Member Dembo would like for to have the opportunity to share the justification for extension directly with the Board.
1. Facilitator team has discussed with the Metro team and will report back to PSAC on how to systematize future updates between the Board.

### **Proposed Timeline for Recommendations**

- A. The facilitation team shared a potential timeline structure that incorporated extended deadlines to provide feedback on the existing policing and infrastructure protection services contracts.
- B. The extended timeline would give each Ad-Hoc Subcommittee five to six additional meetings to provide initial recommendations.
- C. The schedule anticipates bi-weekly meetings, as opposed to the current schedule of weekly meetings.
- D. The facilitation team intends to continue placing AHC report-outs to the full PSAC on future committee agendas.
- E. By November 2021, each Ad-Hoc Subcommittee should begin offering sample recommendations to the full PSAC.
- F. This would give the committee, in consultation with Metro, about three to four meetings to revise recommendations by the end of January.
- G. These timelines are still being finalized, pending additional feedback from committee members and Metro.
- H. Metro's formal evaluation of PSAC's recommendations would be sent to the full PSAC committee for feedback.
- I. It is anticipated that there will be a mechanism for the Metro Board to share feedback with PSAC (e.g., via Metro staff reporting back on how PSAC recommendations were received and implemented).
- J. The facilitation team will follow-up with a more detailed and finalized plan.

### **PSAC Participation in Setting General Committee Agendas**

- A. Member Tajsar felt that a traffic safety presentation was not the most relevant to the mission of PSAC. He raised the point that the committee could be more proactive and better use its time by participating in agenda setting.
- B. Member de Rivera felt like traffic safety is not a PSAC-specific item. She acknowledged the role of traffic safety enforcement in systemic racism, using jaywalking as an example.
  - 1. If Metro is asking PSAC to consider broader areas of public safety, she asked that presentations be more focused and relevant to immediate PSAC concerns (e.g., Black Lives Matter).
  - 2. Member noted the need to rethink how communities are policed and the need to reduce policing.
- C. Member de Leon echoed member Mohammad's point on PSAC having more input in their meeting agendas. She would like to give feedback on missed meetings, noting that surveys may accomplish this.
- D. Member Smith felt that the committee has made some progress, but that the process could be more efficient without as many presentations from Metro staff.
  - 1. He would like to see more input from community organizations (e.g., Act LA and Labor Committee Strategy Center) and other folks who have lived experience on issues that PSAC is tasked with.
  - 2. Like Member de Rivera, he emphasized PSAC's mission to reimagine safety on public transit and to shift resources from the status quo to non-law enforcement alternatives.
  - 3. Member Smith would like it if PSAC could give feedback on agenda in advance as well.
- E. The facilitation team noted that the Brown Act constrains the timeline for posting agendas.
- F. Member Ajayi found Metro's Street Safety presentation relevant, given its focus on equity.
  - 1. She cited the "Metro as a Sanctuary" report and its strategic design changes for public safety.
  - 2. She believes there is a tension with how public safety is defined among committee and believes semantics are worth arguing when they affect PSAC's work.
  - 3. Member suggested Metro offers pre-recorded presentations for members to watch in advance of meetings, instead of using meeting time to discuss presentations.
  - 4. She noted that the strength on PSAC is in its diversity of members.
- G. In the context of inviting guest speakers, Member Strickland mentioned that the YWCA works with young girls on the street, particularly those who have survived sexual trauma or abuse.
  - 1. She echoed Member Ajayi's point, asking if public safety considers only Metro or all public areas.

- H. Member Smith stated that it would be helpful to have a formal mechanism for PSAC to report directly to the Board to maximize clarity.
  - 1. He brought up that in Metro's previous report to the Board, a Supervisor wanted PSAC to weigh in on forthcoming procurement materials, but this is in contradiction to Metro staff's feedback noting that the materials are confidential and cannot be shared with PSAC.
  - 2. He disagreed Metro's statement made during the Operations Committee meeting that PSAC wants a year extension on the current policing contract, saying this is not accurate to what the Policing Practices ad hoc committee discussed.
  - 3. He highlighted the two opposing asks of PSAC: radically transforming Metro public safety practices to include new community-based alternatives, as opposed to minor adjustments to Metro's current practices for public safety.

#### **Ad-Hoc Subcommittee Reports**

- A. The facilitator proposed moving on to public comment in the interest of time. Members agreed with no objections.

#### **IV. General Public Comment**

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor stated that the COVID-19 pandemic is over, the mask mandate is unsanitary, and that Metro should be fighting the state to remove the mask mandate.
- B. Commentor is concerned about unhoused drug users threatening civilians on transit. The commentor travels with their family and has seen drug use and public masturbation on transit. They stated that the city's lack of law and order has given the impression that drug users can do whatever they want, leaving other residents to feel like they cannot use Metro and that they are abandoned.
- C. Commentor went downtown on July 7 via the Red Line and saw riders without masks. They also saw a suspicious man approaching random men to ask if they were talking to a woman. They stated the need for law enforcement and mental health experts to address crime and mental health issues.
- D. Commentor loves having LAPD present at stations and would like to see them all the way from downtown to Santa Monica. They feel like crime is down when LAPD is around.
- E. Commentor is a frequent bus rider and occasional train rider. They have noticed on busses that riders generally wear face masks, but on trains, only half of riders wear masks. Commentor would like to see security and police make people wear face masks.

#### **V. Closing Comments**

- A. Member Wen clarified a mistake on the second bullet point concerning the report-out from the Non-Policing Alternatives Ad-Hoc Subcommittee.
  - 1. The discussion was not about shadowing law enforcement officers; rather, it was about shadowing service providers. The comment regarding shadowing law enforcement officers came up in the context of the Policing Practices Ad-Hoc Subcommittee.

## **VI. Adjournment**

- A. Meeting adjourned at 6:46pm

## **VII. Next Steps and Follow-Ups**

- A. Metro
  - 1. Street safety team will send further information and their contact information to PSAC.
  - 2. Presentation team requested a list of the community organizations that have attend PSAC meetings.
- B. Facilitation team
  - 1. Facilitators will report back to PSAC on how to systematize updates between the Board.
  - 2. Facilitators will deliver a finalized timeline to PSAC.
  - 3. Facilitators will ask PSAC members for a list of desired guest speakers.

# Metro Public Safety Advisory Committee

## General Committee Meeting #9

### MINUTES

Wednesday, August 18, 2021

5:00 – 6:30 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Thomson Dryjanski called the meeting to order. Noted that Spanish and American Sign Language interpreter services would be available throughout the meeting. Additionally, he instructed committee members that all comments must be use the “all participants and panelists” function so they are visible to all attendees.

##### B. **Roll Call**

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Scarlett de Leon

**Absent:** Ma’ayan Dembo, Raul Gomez, Dr. Sabrina Howard

##### C. **Approval of 07/21 meeting minutes**

A vote was taken to approve the meeting minutes for the July 21, 2021, meeting.

Ayes: 10

Nays: 0

Abstentions: 1

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor was a member of ACT-LA. Speaking on mission and values, commentor felt that it should reflect the board motion that created PSAC; it should speak to shifting away resources from policing, prioritizing dignity of people targeted by Metro’s policing, including Black Indigenous People of Color (BIPOC) communities, unhoused folks, and disabled people.
- B. Commentor was also a member of ACT-LA. Speaking on mission and values, commentor felt like it is a needed step in moving away from police. Commentor encouraged PSAC members to consider a mission and values statement that is steeped in the language of the board motion on non-law enforcement alternatives and shift resources from policing, and it should center solutions on Black, unhoused, poor, disabled, and mental health and substance abuse disabilities.

#### III. Discussion

##### **Introductions**

- A. Imelda Hernandez introduced two Metro employees who will be joining the PSAC initiative, Nicole Englund and Elba Higueros.
  - a. Nicole Englund introduced herself as the Chief of Staff at LA Metro. The CEO of Metro, Stephanie Wiggins, asked for Nicole and Elba to act as co-leads for PSAC, which now



interface more closely within the Office of the CEO. They are working on arranging a meeting between the CEO and PSAC soon.

- i. An urban planner by training, Englund is two months into her position at Metro, but she has twenty years of experience in transportation planning.
- b. Elba Higueros introduced herself as the Chief Policy Officer at LA Metro. She has been in this role for six years and has been at Metro for eighteen years.
- c. Higueros stated she has watched recordings of previous PSAC meetings and heard that some people are overwhelmed by the volume of information and confused by the committee's scope of work. She stated that Metro needs to do a better job of presenting information and highlighting important and pertinent details and committed to Metro being transparent and upfront about their security and police forces.
- d. She then requested advice from PSAC on two main focuses: the "big picture" for public safety on Metro, and advice and strategies for forthcoming security and law enforcement contracts.
  - i. She stated that the recommendations for the contracts are time sensitive and that Metro welcomes recommendations whether or not the contracts fit the committee's future vision for public safety.
- e. Englund followed up to share the deadline for the law enforcement and security contracts.
  - i. The Infrastructure Protection Services (IPS) contract expires March 2022, and the law enforcement contract ends June 2022, but it will run out of money in January 2022.
  - ii. She shared those new procurements take a better part of a year, and the existing contracts need to be extended and cannot be abandoned.
  - iii. Metro welcomes input on modifications to these contract extensions, such as strategies and tactics to define the contracts' scope and advice on performance metrics and accountability mechanisms.

B. Members had a short Q&A with Englund and Higueros. They discussed the following:

- a. Member Davis asked the following questions: is it possible for PSAC to suggest a system of 90-120 day contract extensions for the IPS and public law enforcement contracts. Could Metro back date invoices for contractual obligations on a temporary basis? No matter what PSAC decides, there is already a timetable for Metro?
  - i. Englund responded. Metro has flexibility regarding the length of any extensions, but the issue is that procurement takes the better part of a year. Metro can arrange for a follow-up presentation on the procurement timeline for these contracts (the IPS and Policing Practices ad hoc subcommittee already saw a presentation from Metro's procurement department).
  - ii. There needs to be mindfulness of the time needed to get committee recommendations and develop the solicitation's scope of work. Metro is accepting feedback from members to make any modifications to these forthcoming contracts so that changes can be implemented more quickly.
- b. Englund suggested a presentation for PSAC members on the procurement schedule.
  - i. Member Davis welcomed the presentation. It would help PSAC understand their choices.
- c. Member Annang stated that the procurement presentation has brought a lot of clarity when it presented in the Policing Practices ad hoc subcommittee.

- i. She shared that being able to understand those contracts, what PSAC can and cannot do, where their input is needed, and being able to offer some tangible feedback on those contracts is beneficial to moving forward.
  - ii. She requested an additional presentation in the Policing Practices ad hoc subcommittee to show where the “red flags” are so that PSAC can provide recommendations.
- d. Member Smith referenced a discussion that the Policing Practices ad hoc subcommittee had where they favored a short contract extension over a year-long extension. They were told that extending the contract for a few months is not possible because of existing procurement timelines. Member Smith asked for clarity on those timelines; he stated that there should be some effort to revisit procurement process to shorten some processes.
  - i. Englund responded that it is not impossible to do a shorter extension, but Metro’s existing practices may not make it feasible. She further added that depending on what is added to the contract, there are cost implications.
  - ii. She agreed with revisiting the procurement process to possibly shorten it and will go back to the procurement staff. She does not believe that there is a lot of room for streamlining, but she is willing to walk PSAC through the process to see what new ideas there may be.
- e. Member Davis asked if it is possible to have a preview of what alternative security initiatives Metro has come up with to supplement the public policing contract?
  - i. Englund responded that she only got the list of draft alternatives earlier this week and will commit to a preview for PSAC, possibly at the next meeting.
- C. To close out this section, Facilitator Butler noted that she will be leaving the facilitation team as she begins a PhD program and focuses more on parenting. She shared that it was a difficult decision, but she has enjoyed time with everyone who is a part of the PSAC process.

## Ad-Hoc Subcommittee Reports

- A. **Community Engagement (CE) ad hoc subcommittee:** Committee member Urmanita reported on the CE ad hoc committee for meetings held on 8/02/21 and 8/16/21. The ad hoc subcommittee discussed the following:
  - a. **Unhoused rider outreach and engagement:** the ad hoc subcommittee discussed best practices for unhoused rider outreach, including how to provide for unhoused riders’ immediate needs and identifying long-term efforts to offer sustained support.
  - b. **Community-centered design and community stewardship:** the ad hoc subcommittee discussed these efforts generally. This included looking at infrastructure, bus stops, etc.,. The committee discussed where there may be opportunities for Metro to invest in design interventions that better support community-identified needs. One idea was recommending Metro develop policy guidelines for these designs.
  - c. The ad hoc subcommittee also discussed a policy for vendors to operate on (or near) transit stops and stations.
  - d. They also considered what role community organizations should play in supporting these interventions.
  - e. **Who/what is Metro:** the ad hoc subcommittee discussed the existential question for the agency Metro: i.e., Who/what is Metro and whom does Metro serve?
  - f. Metro has the opportunity to expand ridership and make better use of transit spaces. The committee discussed looking at underused property, where there is the opportunity for open space, recreation, renewable energy, public art, recycling centers, services, and parking space for people living in vehicles.

- i. The committee asked for Metro to identify what properties are available for public use and engaging riders.
  - g. **Comments and questions from the full committee:**
    - i. Member Tajsar stated that the works sound super interesting and that he is excited by the discussion and alternative uses of Metro property.
- B. **Non-Law Enforcement Alternatives (NLEA) ad hoc subcommittee:** Committee member Smith reported on the NLEA ad hoc subcommittee for meeting on 8/03/21 and 8/17/21. The ad hoc subcommittee discussed the following:
  - a. **Transit Ambassador program goals & objectives:** the ad hoc subcommittee began by reviewing the goals and objectives for other cities' transit ambassador programs.
    - i. The group landed on prioritizing a customer service role and the ability for ambassadors to serve as an initial touchpoint with service responders.
    - ii. They also discussed the importance of training, placement, and location for ambassadors.
  - b. **Jamboard:** the facilitation team prepared a Google Jamboard for the members work as a group to identify further goals and objectives for the transit ambassador program. The ad hoc subcommittee shared four key concepts: (1) Ambassadors as outward facing and welcoming to riders, (2) prioritizing safety for riders and operators, (3) connecting the public to resources (especially for vulnerable populations), and (4) ambassador positions as good jobs accessible to marginalized populations frequently facing barriers to employment.
    - i. **Outward and welcoming presence:** The ad hoc subcommittee revisited the Jamboard on 8/17 and began to dig further into the "Outward and welcoming presence" idea of ambassadors. They discussed this component as helping riders feel appreciated on Metro.
    - ii. To create a sense or perception of safety, members thought of ambassadors as a part of an ecosystem of non-law enforcement alternatives. They began thinking of who this might be, naming the following: social workers, system security, customer service, operators, EMTs, and community-based organizations.
  - c. **Comments and questions from the full committee:**
    - i. Englund mentioned that Metro has also considered the non-law enforcement alternatives who will be part of the ecosystem for Transit Ambassadors as part of their list of what makes up a robust ambassador program.
- C. **Policing Practices (PP) ad hoc subcommittee:** Committee member de Leon reported on the PP ad hoc committee for meeting on 8/11/2. The ad hoc subcommittee discussed the following:
  - a. **Procurement process:** the ad hoc subcommittee received a presentation from Metro on the procurement process.
    - i. The ad hoc subcommittee is curious as to what practices Metro uses to collect public comment during the solicitation process; committee members wanted to make sure that Metro had a plan in place to ensure that when the request for proposals is posted on their website, communities are aware and can easily provide comments.
  - b. **Guest speakers:** the ad hoc subcommittee prioritized giving their requests for guest speakers.
  - c. **Jamboard:** the ad hoc subcommittee began a Jamboard by the facilitation team to share priorities.

- i. The ad hoc subcommittee has been considering a work area focus, choosing between cancelling the policing contract or giving recommendations on amendments to the policing contract.
  - ii. They are also considering how (or if) law enforcement will interact with non-law enforcement alternatives.
  - iii. Members had the most questions around identifying research gaps and/or identifying mission & goals.
- d. **Comments and questions from the full committee:**
  - i. Member de Rivera asked what is the likelihood of the Metro board going through with the recommendation for not continuing the policing contract if the committee were to recommend that?
    - 1. Englund stated that it is impossible to speak to what action the board may or may not take but noted that the board is relying on PSAC recommendations to inform their decisions.
    - 2. Englund responded that in lieu of extending the contracts, Metro does not have an alternative plan in place and the agency feels strongly that it cannot be without police and security as they move through the PSAC process of reimagining public safety on Metro.
    - 3. After the extension, the question depends on how law enforcement is re-envisioned and what programs could occur in its place.
    - 4. De Rivera replied that it is helpful framing for keeping PSAC on track for making substantive changes. There are concrete things that the committee can do now, and she looks forward to making lasting change for the way that BIPOC and unhoused communities are policed (or not).
  - ii. Member Annang stated that, being a part of PP, she likes the clarity Nicole and Elba brought. The details they provided allow the committee to see the big picture.
    - 1. She wants to get into the contract language and provide recommendations.
    - 2. Referring to the language in the board motions establishing PSAC, she stated that the committee's work it is not solely about responding to the protests and uprisings last year but also about what happens far in the future, and she hopes the PP ad hoc subcommittee can focus on that.
  - iii. Member Davis asked Englund if PSAC is able to shape what contract renewal looks like?
    - 1. Englund initially responded that she was speaking to the *extension* of existing contract, not future *renewals*.
    - 2. Members have room to influence the contract renewals and may also affect contract language for the extensions.
  - iv. Member Davis asked if Metro can influence building codes for public safety and if Metro is part of the Clean Air and Green initiative?
    - 1. Englund responded that Metro can influence its own building and property and it has models for complete streets, but beyond that, the agency has limited control over building codes or zoning.
    - 2. Higueros responded that she is not sure if Metro is a part of the Green initiative, but she will follow up with the committee member.
  - v. Member Smith wanted to reiterate that the Board created PSAC to provide their own ideas, not to have PSAC provide what they think the Board wants. However, the two positions are not mutually exclusive.

- vi. Member de Rivera shared that she is grateful for the follow-up questions from members Davis and Smith. Prior to this discussion, Member de Rivera thought that the committee might be an exercise in futility, given the lack of clarity on the committee's charge.
  - 1. She wanted to avoid a situation where people who look like PSAC members - implying people of color and members of the public – are used as public relation campaigns, but she felt like that is not what is happening here.

D. **Infrastructure Protection Services (IPS) ad hoc subcommittee:** Committee member Garcia reported on the IPS ad hoc subcommittee for meeting on 8/10/21. The ad hoc subcommittee discussed the following:

- a. **Procurement presentation:** the ad hoc subcommittee received a presentation from Metro on the procurement schedule. He noted that the contract with RMI expires in March 2022, and that Metro is asking for recommendations on this contract by January 2022.
  - i. That timeline gives the ad hoc subcommittee until October to share recommendations with the full committee. Metro suggested accepting recommendations on a rolling basis rather than waiting to share everything all at once.
- b. **Guest speakers:** the ad hoc subcommittee prioritized guest speakers, coming up with three main categories: (1) internal security staff, (2) use of force experts, and (3) victims advocacy experts.
  - i. He noted that Metro shared that use of force incidents occurred 31 times out of over 220,000 calls for service and that Metro System Security & Law Enforcement's position is that these armed officers are a deterrent to crime.
- c. **Recommendations on Uniforms:** All members agreed on a marketing campaign to identify Metro staff by uniform.
  - i. For private security, uniforms should have recognizable emblem, they should be easily identifiable for people with developmental disabilities. Uniforms most likely should be a gray color – different from law enforcement gray – and they should be recognizable and Metro-specific.
- d. **To further discuss:** the ad hoc subcommittee felt that it needs more discussion regarding whether utility belts would look too militaristic.
  - i. Metro also requested more feedback on uniforms being recognizable and Metro-specific.
- e. **Comments and questions from the full committee:**
  - i. Englund mentioned that uniforms are on Metro's list of ideas for PSAC to consider.
  - ii. Member Davis asked if there is any other pilot program or initiatives that the ad hoc subcommittee is considering?
    - 1. Member Garcia responded that they have not considered others yet.
  - iii. Member Tajsar asked if the ad hoc subcommittee or Metro considered evidence that deterrence occurs because of people seeing armed officers? He questioned further why does Metro believe this and is there data to support it? Deterrence has come up in the past meetings but lacks data to support it.
    - 1. Member Garcia stated that Metro did not offer data to support their assertion and reaffirmed that the ad hoc subcommittee's members will root their recommendations in data.

## **Drafting a Mission & Values Statement for Public Safety on Metro**

The facilitation team shared a Jamboard for members to participate in this exercise and shared a Google Form with the public to respond to the same prompts as committee members.

- A. Facilitator France clarified for members that “Mission” refers to big picture goals (i.e., What they want to accomplish), while “Vision” refers to principles, ideas, and priorities that guide the agency’s work.
- B. Responding to “What do you like about Metro’s System Safety & Law Enforcement (SSLE) vision and mission statement?”**
  - a. Member Strickland shared that, based on the mission statement, she did not get a sense of what Metro is, what they want to do, or where they want to go in the future.
    - i. She acknowledges that surveillance is double-edged sword. She stated that it is used to police people but can also be used to capture situations. In her own experience, she had no evidence or video to document incidents she previously experienced.
  - b. Member Madden shared that Metro’s statement felt militaristic, and it loses people that constitute the agency’s riders.
    - i. She did not like it at all. Especially given what PSAC is trying to do with equity, where everyone feels welcome, the statement is the polar opposite of what they are doing.
  - c. Member Wen sees Metro’s ridership growing and changing to meet the needs of a more climate-change conscious society and with the new connections to LAX. An expanded system and ridership may need a digitally-connected security environment.
    - i. He also agreed with Members Strickland and Madden comments, as well as with others’ reactions on the Jamboard.
  - d. Member Goodus shared that Metro SSLE’s statement is not a human-centered statement.
    - i. Metro serves riders with a diverse and persistent needs, but he did not see how this statement connects to those riders.
  - e. Member Garcia shared that he does not totally disagree with the statement.
    - i. On customer experience, he considers Metro a public service and space. The term “customer” removes idea that public has a right to feel safe because they are people from Los Angeles.
    - ii. He also felt like security technology could be useful and liked that part.
  - f. Member Davis indicated this discussion made him think of police acting as a deterrent. For instance, when he sees an empty police car outside a train station, he thinks about the money paying for that – even though it may not be effective at preventing crime.
    - i. Davis works in South LA, and being a single parent and a rider, he has never seen an improvement in technology where it makes him feel safe.
    - ii. For documentation purposes, technology can be useful, but every time there is new tech it never considers the public’s diverse needs.
    - iii. For him, these statements don’t answer the questions of: Who is the system for and who does the system benefit? He asked PSAC to consider what else can we do to center this statement on the needs of individuals?

## **IV. General Public Comment**

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor thanked everyone for their service. Commentor wanted to share experience on Red Line to downtown. Between LA Police Department officers and Metro security, nobody enforces the mask mandate, and there is not enough space for social distancing. When the commentor talks to police officers, they are not allowed to do anything about it.
- B. Commentor rides the Red Line to work each day and sees maskless riders. Commentor has made several reports but has seen no improvement. A police officer told the commentor that officers have been advised not to remove passengers who do not comply with the mask mandate, but there are regular announcements that all passengers must wear face masks per federal law. Commentor wants action and for Metro to protect the public.
- C. Commentor has sent a few emails about maskless operators on Metro, but they continue to see maskless operators despite the existing penalties for being maskless. Commentor suggests informing Metro employees of the punishments for being maskless, including a public news release about the consequences.
- D. Commentor states that there are too many maskless riders on crowded trains and platforms. Commentor rides the Red Line daily for work and never sees anyone enforcing the mask mandate or handing out masks. Commentor states that Metro should refuse entry to anyone without a mask.
- E. Commentor frequently rides Metro rail and sees riders smoking meth, cigarettes, or marijuana on vehicles daily. Commentor has asthma and this is a threat to their health.
  - a. They also added that the U.S. will likely soon see six million new evictions and wants Metro leaders can advocate for systemic change for affordable housing and mental health services, calling for social workers, substance use peer support, and housing where people can sleep and feel safe. Commentor has done homelessness outreach and stated that rapport and trust are important but difficult to keep without housing.
- F. Commentor is concerned about the threat to safety from allowing unmasked unhoused riders and from public drug use. Drug use makes users erratic. Commentor would like to see stricter security and enforcement, a separate bus for drug use, and collecting fare again.
- G. Commentor representing the City Council of the City of Hawthorne unanimously approved a letter in support of Los Angeles deputy sheriffs against any defunding of police. The council encourages the use of Metro transit and supports non-law enforcement alternatives that do not come at the expense of traditional policing.
- H. Commentor would like to hear from planners, consultants, and advisors on the treatment of elderly and special needs community segments.
- I. Commentor noted that in a previous meeting on July 7<sup>th</sup>, an operator voiced concern about removing police from Metro. Commentor would like to increase police presence after 8pm on different lines known to have problems. Commentor feels like having more officers on board taking a passive, observant role would make riders feel at ease, but that it is important not to have officers deal with petty issues.
- J. Commentor was in a general committee meeting and disappointed by other callers who spoke about institutional racism in broad terms. Commentor hopes that in future meetings, participants are specific.
  - a. Commentor also has seen altercations on rides before and has seen operators pull over to call the police. Commentor stated that the security presence helps.
- K. Commentor was on the Red Line on July 22<sup>nd</sup> around noon when they saw two Black males experiencing a mental health crisis. They called the Metro Customer Service line who transferred them to the Sheriff's department. They explained the situation but then told them to disregard it to prevent a bigger problem. They explained that there needs to be more counselors on the ground to monitor and de-escalate when necessary.

- L. Commentor came to the U.S. twenty years ago because their home country was unsafe and did not provide many opportunities. Commentor shared that recent Metro changes in security practices have made it scary for them to be on the train alone. They counted on police presence to make them feel safe. Commentor feels betrayed that the government cares more about criminals and their rights. Commentor urged committee to consider their daughters, sisters, wives, mothers, and other women in their lives.
- M. Commentor read from LAPD and LASD statistics that crime is going up while their budgets are going down. Commentor asked PSAC if they are willing to be personally responsible to the victims of violent crime. Commentor stated that no amount of ambassadors can prevent serious crime, only police can.
- N. Commentor hopes that police are removed from Metro so that they can see more fights and weapons.
- O. Responses from Metro and the full committee:**
  - a. Imelda Hernandez clarified on comments regarding mask usage: Metro has taken an educational approach to urge riders to use masks. There are displayed mask dispensers, and they are using frontline staff to educate folks about the mandate.

## V. Adjournment

- A. Meeting adjourned at 7:20pm

## VI. Next Steps and Follow-Ups

### Facilitation Team

1. Facilitation team will debrief with PSAC members who had to leave before adjournment.



# Metro Public Safety Advisory Committee

## General Committee Meeting #10

### MINUTES

Wednesday, September 1, 2021

5:00 – 6:30 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting. Dryjanski noted that public comments will be taken by raising your hand in the Zoom platform or calling in via phone. Additionally, he reminded committee members that all chat messages must be made using the “all participants and panelists” function so they are visible to all attendees.

##### B. **Agenda**

France reviewed the agenda for the meeting.

##### C. **Roll Call**

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Ma'ayan Dembo

**Absent:** Raul Gomez, Dr. Sabrina Howard, Fabian Gallardo, Scarlett de Leon

##### D. **Approval of 08/18 meeting minutes**

A vote was taken to approve the meeting minutes for the August 18, 2021, meeting.

Minutes were approved unanimously

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commenter Alfonso Directo Jr is a member of ACT-LA and commented on both the mission and values statements and the panel queued for today. They reiterated their comment from the last committee meeting that the public safety mission/values statements should reflect the board motion that created PSAC, which includes shifting resources away from policing. Commentator also noted that the panel discussion should be moderated to allow enough time for questions and discussion from committee members.

#### III. Discussion

##### A. **Proposal to Reshuffle Agenda Items**

- a. France proposed reordering today's agenda. Member de Rivera stated support for the reordering. There were no objections from the committee.
- b. Committee member Ajayi asked what the goal for today's mission and values discussion is.

- i. France outlined the meeting's goal of identifying the themes and concepts of the mission and values discussion, which the facilitators will use to draft statements for final approval from the committee.

## **B. Continuation of Drafting Mission and Values Statement**

The facilitation team shared a cleaned-up version of the Jamboard from the last General Committee meeting for members to participate in this discussion. They also shared a Google form with the public which allowed them to respond to the same prompts as committee members. They indicated that the Google form will remain open until September 20<sup>th</sup>.

### **a. Framing**

- i. France reviewed the definitions of mission and values being used in discussion.
  1. Mission: A mission is your organization's big picture goal. Ultimately, it should explain what you hope to accomplish as an entity.
  2. Values: A values statement explains what principles, ideals, and/or priorities that guide your work.

### **b. Responding to "What do you like about Metro's System Safety & Law Enforcement (SSLE) vision and mission statement?"**

- i. Member de Rivera thanked members from the public who participated. She echoed the statement from the public commentor earlier in the meeting that SSLE's mission and vision statements are too traditional and don't capture the mission of PSAC.
  1. Members Smith, Ajayi, and Tajsar shared their agreement with this point.

### **c. Responding to "What is missing from [Metro] SSLE's vision and mission?"**

- i. Member Smith inquired if the goal was to create a mission and values statement for public safety on Metro or for the security systems that are a part of Metro.
  1. France clarified that the Board's motions indicates that the committee is tasked with drafting a mission and values statement for broader public safety on Metro.
- ii. Member de Rivera shared that specifically calling out the "users" of Metro's systems leaves out community members that may be impacted by Metro's systems but would not qualify as users.
  1. Member Wen added that women, individuals in the LGBTQ+ community, and users with trauma are also excluded.
  2. Member Smith also added low-income riders.
- iii. Member Garcia shared that they don't feel there is a need to explicitly center and name vulnerable communities in long-term mission and values statements.
  1. Member Madden agreed and felt that everyone should be centered.
- iv. Member Strickland shared that these statements are an opportunity for PSAC to have a communal mission and that the language should reflect that.

### **d. Responding to "Do these statements include words, phrases, or concepts that you like? If so, please write down what resonates with you." Members reviewed and reacted to mission and values statements from other transit agencies' public security divisions.**

- i. Member de Rivera commented that they would like to see more statements that mention community and environmental stewardship.

1. Member Rodney would also like to see different communities and cultures being represented.
  - ii. Member Davis shared that the language used might be generalizing too much. They would prefer to use direct language to address specific groups and people.
    1. Member Rivera seconded that, pointing out a lack of a spirit of community in the assembled statements.
  - iii. Member Ajayi echoed that this is an opportunity for mission and values to be a foundational articulation of what Metro as an agency can do.
- e. Responding to “What do you think Metro’s public safety mission and values statement should emphasize?”**
- i. Member Davis emphasized the importance of prioritizing local hiring and operations.
  - ii. Member Wen commented that “striving” maybe not being the most appropriate word to include in the draft statements.
- f. France laid out the next steps for mission and values. These include preparing a set of draft statements and including community member comments on the Jamboard for next week.**

**C. Panel Discussion with Metro Contract Law Enforcement and Security**

Metro Security Chief Judy Gerhardt began the discussion by introducing the five panelists: Captain Shawn Kehoe (LASD), Chief Gerald A. Woodyard (LAPD), Commander Michael Pennino (LBPD), VP Clarence Roshell (RMI), and Director Jose Ortiz (Metro Transit Security).

France opened the panel by asking all panelists two framing questions.

- a. Panelist responses to “What do you see as your entity’s role in providing a safe experience for Metro riders?”**
- i. Captain Kehoe expressed that the Sheriff’s department provides unique expertise that public transit requires. Deputies learn the routes, platform protocol, and other Metro-specific needs. Kehoe and LASD supports reimagining public safety through the addition of non-law enforcement resources.
  - ii. Chief Woodyard shared an anecdote of an endangered Metro rider to highlight his individual stance on why rider and worker safety is important to him.
  - iii. Commander Pennino stated that their department emphasizes community policing and is focused on addressing quality of life issues.
    1. Their mission is to provide public safety through partnerships with outside organizations. To accomplish this in an equitable way, the department relies on building relationships with community.
  - iv. Director Ortiz highlighted Metro Transit Security’s role in to enhancing customer experience and providing a safe place for commuters and officers.
- b. Panelist responses to “How might your organization's role change in a system that includes more resources for things like transit ambassadors, social service providers, and community-centered alternatives to law enforcement?”**
- i. Chief Woodyard stated it takes time to build community relationships and be able to have uncomfortable but honest conversations. He embraces working with community-based organizations and anyone else who wants to make the community safer.
  - ii. Commander Pennino agrees that a collaborative effort is needed. He acknowledges that the department is not an expert on all topics and welcomes

the community collaboration to meet their mission. They currently include programs to engage homeless individuals and a mental evaluation team for de-escalation as part of these efforts.

- iii. Director Ortiz welcomes change, such as bringing on staff with specialized skills.
- iv. VP Roshell shared that his organization is the first line of response and wears multiple hats in their day-to-day work that allows them to engage with a variety of groups and individuals.

**c. Q&A with PSAC members:**

- i. Member Davis stated appreciation for the panelists' experience. He asked if a militarized approach to policing is an approach that has run its course at this point in time.
  - 1. Chief Woodyard shared that most experiences with community members do not require use of force because members comply with officers' directives.
    - a. He also indicated there is a system in place to audit all uses of force.
    - b. He shared that he instructs all his officers to treat people with dignity and respect.
  - 2. Member Davis followed up by sharing his personal experiences with use of force by police officers, where the incidents went unreported.
    - a. Chief Woodyard responded that all officers are now mandated to wear body camera and community members have rights to request a supervisor generate a complaint.
    - b. He also shared a personal anecdote of his own experience with LAPD as a young black man during a traffic stop.
  - 3. Member Davis expressed his distrust with younger police officers who do not have the experience and empathy that members of the panel are expressing. He asked about how the community might protect themselves from the inexperience of younger officers.
    - a. Chief Woodyard invited Davis to collaborate one-on-one with him to continue the discussion.
    - b. Captain Kehoe added that he proud of his deputies and invited Member Davis to the trainings the department conducts.
      - i. He also shared his department will be adding body cameras in October.
- ii. Member Raigoza asked what systems are currently in place to screen officers to meet the high level of service that Metro requires.
  - 1. Captain Kehoe shared that all the officers are currently assigned to the Transit Services Bureau are required to be transit-trained and there is a secondary vetting process for external personnel requesting overtime.
  - 2. Commander Pennino added that in Long Beach all officers are trained the same transit-specific scenarios, are not on probation, and wear body cameras.
- iii. Member Strickland shared that in her experience having access to officers hasn't been an effective connection to the community. Regarding systems change, she wonders how innovative an individual can be after 20+ years in the field (referring to the extended tenure of the panelists). She also questioned how we can hold lower-ranking officers accountable and create responsive dispatch procedures for residents to feel safe.

1. Chief Woodyard shared that civil unrest last year opened an opportunity to have conversations with young people who bring unique and fresh ideas and reiterated his openness to new ideas and innovative individuals.
- iv. Member Annang shared her experiences with security on transit. She noted that police have an internal culture to keep themselves safe. She inquired what departments are doing to reconcile the disconnect between inexperienced officers – who may not be a part of the community they serve – and the communities they serve.
  1. Commander Pennino shared his experience at a public engagement event that influenced his stance on engagement and communication with community members.
- v. Member Rivera asked how we can address systemic issues within police departments, while acknowledging that there are individual officers that are doing a good job. The member also asked how to address resource deficiencies in other departments.
  1. Commander Pennino responded that although the culture will not change overnight, collaboration with communities is needed to do something about it.
  2. Captain Kehoe shared his own commitment to partnership with community members.
  3. Chief Woodyard also shared his openness to difficult conversations.
- vi. Member Ajayi thanked the panelists and shared that she would like to continue the conversation on how we can remove the harm promoting aspects of policing moving forward.
  1. Chief Woodyard expressed that it will take many in-person working sessions to address the multilayered aspects of the member's question.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor shared anger and concerns that the ad hoc committee meetings were not open to the public and that the committee report-outs during meetings had continually been delayed due to time constraints.
  - a. *To address this concern, meeting summaries from the ad hoc committee meetings will be added to the General Committee agenda packets.*

#### V. Adjournment

- A. Meeting adjourned at 7:45pm

#### VI. Next Steps

**The committee will reconvene on September 22<sup>nd</sup>.**

# Metro Public Safety Advisory Committee

## General Committee Meeting #11

### MINUTES

Wednesday, September 22, 2021

5:00 – 6:30 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

##### B. **Agenda**

Facilitator France reviewed the agenda for the day.

##### C. **Roll Call**

**Present:** Ashley Ajayi, Andrea Urmanita, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Ma'ayan Dembo, Scarlett de Leon

**Absent:** Raul Gomez, Fabian Gallardo, Mohammad Tajsar

##### D. **Update of PSAC Membership**

##### E. **Approval of 09/01 meeting minutes**

A vote was taken to approve the meeting minutes for the September 01, 2021, meeting.  
Minutes approved unanimously

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentator Lionel Mares asked what Metro is doing to increase security on platforms and rail lines. They relayed an experience on the subway last Saturday where a passenger was experiencing a mental health issue but did not have someone to go to for help. They also expressed an issue with trash and passengers not wearing masks.
  - a. Metro Staff Aaron Weinstein shared that Metro is launching a new campaign around masks, smoking, and littering to ensure trains/buses are safe and clean for all riders.
  - b. Member Murrell also shared that younger staff have been out providing masks and hand sanitizer. There are also service staff during peak hours to make sure trains are mopped and free of trash.

#### III. Discussion

##### A. **Proposal to Update Ad-Hoc Subcommittee Report-out**

- a. France reviewed the proposal to change ad-hoc report-outs to a Q&A where members and the public can ask questions about what was discussed in the ad-hoc subcommittee.
- b. Member Smith proposed having a 1- to 2-minute summary before moving to questions and answers.

- i. Member Davis suggested any major decisions be highlighted during the summary.
  - ii. Member de Rivera also recommended a timer being used during the summary.
- c. Going forward, members agreed that the facilitator team would share a short summary, and then members would ask questions to ad-hoc committee members and the facilitator team.

## B. Committee Chairpersons Presentation & Nomination

Facilitator France provided context for the chairperson discussion and an overview of the three options available as part of the proposal. That proposal [can be found here](#). Option #1 refers to a permanently appointed co-chairs, option #2 is a rotating set of co-chairs, and option #3 is an executive committee.

- a. **Process of Selection:** Member Davis asked if a decision on the proposal needed to be made today.
  - i. France explained that although the chairpersons do not need to be voted on today, the expectation was to decide on the preferred model to use.
- b. Member de Rivera proposed also choosing the chairperson if time permitted.
- c. Member Davis asked if a list can be created of members interested in participating.
  - i. France confirmed that once a model is chosen, a running list of interested participants will be created.
- d. **Comments for Option 1:** Member de Rivera added that they are concerned about ensuring efficiency and consistency. She is in favor of having the chairperson serve until June 2022, believing there is a learning curve to the working process with facilitators and Metro staff.
- e. **Comments for Option 2:** Member Dembo shared that they support option 2 because it provides the most space for inclusivity.
  - i. Member Ajayi also advocated for option 2 because it is most in line with the spirit of PSAC.
  - ii. Member Annang shared that committee members will need to be responsive for the proposal to work. She supports option number 2 to ensure that the Metro board can hear how unique the voices of PSAC are.
  - iii. Member Smith is in support of the second option.
  - iv. Member Goodus feels most comfortable with option 2 and recommends having alternates in case someone is unable to attend during their term.
- f. **Comments for Option 3:** Member Wen asked for clarification on option 3, regarding the number of voting PSAC members and whether there is an automatic removal from the committee once members have served a term.
  - i. Facilitator France shared that member participation must be seven participants or fewer. He also shared that there wouldn't be an automatic removal after serving a term but that the goal of this model is to ensure participation by all interested members.
  - ii. Member Davis voiced his support for this model.
  - iii. Member Smith shared that the third option seems complex to them and might make PSAC less efficient.

- g. **Changing Communication Systems:** Member de Rivera is also concerned about changing the way Metro communicates with the public. She invited Member Annang to share her comments on this topic.
  - i. Member Annang shared the group should think of this leadership model as an opportunity to share out directly to Metro staff and the Metro Board. It would be a chance for the Metro Board to see the diversity of the committee.
- h. **No Leadership Structure:** Member Strickland shared that they do not agree with the chairperson proposal at all but could support option 2, if need be.
  - i. They feel that all voices in the committee should be represented in the decision-making process and having a chairperson might prohibit that.
  - ii. Member De Leon shared that they do not think the chair will have a leadership role that excludes the rest of the committee.
  - iii. Member Rivera reiterated that the chairperson would be an efficient way to get through administrative tasks.
  - iv. Member Strickland shared that they are not concerned about leadership but that having a chairperson is not in line conceptually with what the committee is trying to accomplish.
- i. **Continuation of PSAC:** Member Davis if PSAC terms will be extended once the term ends in June 2022. They also asked if it would be possible to extend the length of terms for committee members.
  - i. Metro Chief of Staff Englund asked for time to discuss with Metro Board and then report back.
- j. **How Co-Chairs Would Participate:** Member de Rivera shared a concern for timely organization around administrative tasks. She requested facilitators share how having a chairperson could help move things along
  - i. Facilitator France shared an example of the lack of consensus around a recent internal survey as a situation where having a chairperson would have helped decision-making.
    - 1. Member de Rivera expressed that it sounds like not having a chairperson is resulting in the committee having decisions made for them.
- k. **Using a Phone Tree:** Member Wen asked if a situation with using a phone tree between members to make decisions would be a violation of the Brown Act.
  - i. Facilitator France responded that the situation is likely to be a Brown Act violation.
- l. **Discussion Postponed:** Member Smith expressed that the conversations should be tabled to allow committee members more time to review the proposal.
- m. **Next Steps:** Facilitator France asked members to review the proposal again and come ready with a stance to the next steering committee meeting. He indicated that the facilitator team would circulate a survey as well.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:



- A. Commentor Lionel Mares thanked staff for the opportunity for public engagement on the mission and values statements. He will be using the PSAC email to report issues. He urged Metro to issue agendas and meeting announcements via Twitter as well.
- B. Commentor Hedges expressed that the example given to contact board members via a phone tree would likely be considered serial communications and, thus, violate the Brown Act.

V. Adjournment

- A. Meeting adjourned at 6:33pm

VI. Next Steps

- A. The committee will reconvene on October 6<sup>th</sup>.

# Metro Public Safety Advisory Committee

## General Committee Meeting #12

### MINUTES

Wednesday, October 06, 2021

5:00 – 7:00 p.m.

#### I. Call To Order

##### A. **Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

##### B. **Agenda**

Facilitator France reviewed the agenda for the day.

##### C. **Roll Call**

**Present:** Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Ma'ayan Dembo, Scarlett de Leon

**Absent:** Andrea Urmanita, Esteban Garcia, Raul Gomez

##### D. **Approval of Meeting Minutes for 09/22/21**

A vote was taken to approve the meeting minutes for the September 01, 2021, meeting.

Minutes approved unanimously

##### E. **Update of PSAC Membership**

Imelda Hernandez provided a membership update that Ron Rodney is no longer part of PSAC and Fabian Gallardo filled his role as one of the ex officio members.

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor Anisha Hingorani with the Advancement Project and Alliance for Community Transit LA reiterated the Board's mandate for PSAC's creation and urged the PSAC to oppose any proposal that continues a status quo harmful policing model. They believe the focus should be investing those funds in care-based solutions, including non-policing jobs services and programs.
- B. Commentor Soto shared their experience riding Metro as a quadriplegic. They hope PSAC will add extra security during peak hours on the light rail and subway.

#### III. Discussion

##### A. **Discussion with Metro CEO Stephanie Wiggins**

- a. Metro Chief of Staff Nicole Englund introduced Metro CEO Stephanie Wiggins.

- b. **Introductory Comments:** CEO Wiggins thanked members of PSAC for their commitment and volunteering. She shared her priorities for PSAC, highlighting the opportunity to rethink public safety and a lead an equitable recovery from the pandemic.
  - i. She stressed her support in a new holistic approach to public safety. She announced changes in Metro's structure, including moving the homeless outreach unit and the proposed transit ambassador program from the system safety and law enforcement department, and adding a newly created customer experience department.
- c. **Tackling Structural Racism:** Member Ashley Ajayi asked CEO Wiggins to talk about other considerations in which Metro could think about structural racism prior to the killing of George Floyd, an event that the PSAC motion is grounded in.
  - i. CEO Wiggins responded that while the motion was spurred by George Floyd's death, it was one of many opportunities Metro have to redesign the agency to have authentic community engagement and input. She also emphasized that a focus on transformational change now is key, as this window of opportunity might close as we move out of the pandemic.
- d. **Facing Opposition:** Member Mohammad Tajsar remarked on the courage needed to face the challenges for a truly transformative moment. He asked CEO Wiggins if she is ready for those challenges and how she planned to handle opposition.
  - i. CEO Wiggins replied that resistance to institutional change is to be expected but having clear values – like the work PSAC is doing on the mission and values statements – helps move past the resistance because there are guiding principles in place.
  - ii. Member Tajsar also commented on the importance of committing long-term funding to make change happen.
    - 1. Wiggins responded that while Metro should not focus solely on money, it is important, and the agency must look at the reallocation of resources to support desired outcomes and values.
- e. **Implementing Community-driven Projects:** Member Clarence Davis expressed his appreciation with CEO Wiggins' presence and shared the negative role that law enforcement has had in his community. He asked Wiggins how PSAC can envision Metro implementing the ideas of the people going forward. Member Davis cited projects that have been promised and have not come to fruition.
  - i. CEO Wiggins responded that there are two key things about this moment that make it different: 1) the Board is making time to listen to the community about public safety and 2) the pandemic has made clear that Metro was not measuring the right things and needs to improve.
- f. **Commitment to Public Safety Alternatives:** Member Scarlett de Leon asked CEO Wiggins what her long-term commitment is to alternatives to law enforcement and divestment from police.
  - i. CEO Wiggins replied that she is committed to alternatives to policing at Metro and thinks it's critically important to get clarity on what PSAC's vision for public safety and the required ecosystem of services is.

- g. **Perceptions of Public Safety:** Member Chauncey Smith asked CEO Wiggins what her thoughts are on how to achieve improved perceptions of public safety on Metro, when many current issues being raised in public comment are not issues for law enforcement, such as cleanliness or homelessness.
  - i. CEO Wiggins noted that having a strong cleaning program and creating a free bystander training program is a priority for them in keeping Metro safe and clean.
  - ii. Member Smith also asked for an update on the recent board motion regarding compensation for advisory bodies and whether it's possible to receive the aggregated data concerning law enforcement incidents on Metro.
  - iii. CEO Wiggins shared that the compensation policy for the PSAC was approved in July. Wiggins also shared that disaggregated data should be getting to members soon and that moving forward, this data should be publicly available to improve accountability practices.

**B. Debrief on Metro Operations, Safety, and Customer Experience Committee Report**

- a. **Special OCSE Session:** Facilitator France invited committee members to participate in the special Metro Operations, Safety, and Customer Experience Subcommittee meeting tomorrow at 9:00 AM.
- b. **PSAC Process:** Speaking on an internal memo containing Metro staff recommendations on discussions in the Infrastructure Protection Services ad-hoc committee, Member Smith shared his concern that recommendations must come first to PSAC General Committee before Metro Board, in order to protect the integrity of the process. He felt the memo that had been shared was operating in contravention to the process that was established from the outset of the committee.
  - i. Englund clarified that Metro staff was requested to report on what will be coming before the board next month and provide a preview of several actions coming to the board in the November/December cycle, including the extension on the infrastructure protection services and law enforcement contracts.
  - ii. She shared that the Metro staff recommendations in the internal memo were not meant to undermine the PSAC process and that the memo was addressed to PSAC, not the Metro Board.
    - 1. Member Smith responded that moving forward there needs to be a conversation about an efficient process that is respectful of what PSAC aims to embody.
      - a. Englund invited PSAC to continue the conversation on additional amendments and recommendations that are not included in this memo, as it is an iterative process.
- c. **Contract Extensions:** Member de Leon asked for clarification on why the contract extension needs to be for a year instead of six months, as previously suggested by some PSAC members.
  - i. Englund explained that a six-month extension is not enough time to complete a procurement process.
  - ii. Facilitator France added that when this was previously discussed, it was concluded that the committee does not have enough time to fully consider all of the contract extension ramifications. Metro must act on its own if staff recommends extending the contract; this would happen without PSAC's approval of the extension.

### C. Reviewing the Mission and Values Statement for Public Safety on Metro

Committee members reviewed the statements which had been drafted by the facilitators. See [slides 15-18 of the presentation deck](#) for those materials.

- a. **Public Engagement:** Facilitator France began the discussion by sharing the results of public engagement on the mission and values statement process.
  - i. He shared the key themes included passenger safety, diversity and inclusion, law enforcement and security, accountability, community, shifting away from law enforcement, and public health.
- b. **Mission Statement:** The following mission was shared:
  - i. *"We are a responsible caretaker of the transit community that provides services, resources, and interventions that promote safety, compassion, and respect."*
  - ii. *"We safeguard the transit community by taking a holistic approach to public safety. We recognize that each individual is entitled to a safe, dignified, and humane experience on Metro."*
  - iii. These statements are one cohesive mission statement, to be read as arranged above. They are divided for the sake of identification during discussion.
- c. **Feedback on Mission Statements:** Facilitator France noted the committee member preference for the second. statement Members were less responsive to the first statement. He invited members to make comments on the statements.
  - i. Member Jose Raigoza shared that the first does not seem innovative and feels like business as usual.
  - ii. Member Constance Strickland echoed the previous comment and added that "we" feels generic. If "we" is going to be used, then it should read "We at Metro" to have more heart.
  - iii. Member Davis agreed with Member Strickland's comment and added Metro can keep going by including phrases related to agency growth and development with the public and community groups, to improve how Metro treats their riders.
  - iv. Member De Rivera advocated to remove "transit community" because Metro is a countywide system and transit community is too vague.
    - 1. Member Ajayi cautioned against removing it and is interested in having further conversations about that phrase.
    - 2. Member Annang echoed Member Ajayi's comment that transit community resonates with them.
- d. **Community-Centered Approach:** Facilitator France opened discussion to the first value statement, which reads *"We commit to pursuing a community-centered approach to public safety. This means working in partnership with communities to build trust, identify needs, and surface alternatives to traditional law enforcement models."*
  - i. Member Strickland noted that the emphasis on community, compassion, and diversity feels vague and lacks meaning. They expressed they do not like the use of the word marginalized in other value statements and would prefer more specificity, rather than using the word "community" (e.g., specifying "neighborhood").
    - 1. Member De Rivera responded that they do not feel the word neighborhood is a good replacement for community as it fails to capture the different experiences of various groups.

2. Facilitator France invited committee members to share alternative terms to articulate the concept of community and in place of the term “marginalized communities.”
    3. Member Madden noted that the word community is used too many times and there should be more spelling out of who is included.
      - a. Member Strickland agreed and added that there should be a list everyone comes to an agreement on.
  - e. **Emphasizing Compassion:** The second value statement reads “*We are committed to treating all transit users, employees, and community members with dignity and respect. Compassion, fairness, and kindness are key pillars of our approach to public safety.*”
    - i. Member Annang expressed that the second value on compassion resonated the most with them.
      1. Member Ajayi shared that they generally have positive reactions to the second value and suggested swapping out “fairness” for “equity.”
- D. **Time Permitting Items: Chairperson Discussion**
- a. Facilitator France encouraged the committee to take a look at the slide deck for results on the chairperson discussion. This will be discussed again in the future.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor representing the LA County Police Chiefs’ Association stated his opposition to defunding the police.

#### V. Adjournment

- A. Meeting adjourned at 7:05 PM

#### VI. Next Steps

- A. The committee will reconvene on October 20, 2021.

# Metro Public Safety Advisory Committee

## General Committee Meeting #13

### MINUTES

Wednesday, October 20, 2021

5:00 – 7:00 p.m.

#### I. Call to Order

##### **A. Zoom Meeting Protocols**

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

##### **B. Agenda**

Facilitator France reviewed the agenda for the day and announced updates to presentation/participation protocols.

##### **C. Roll Call**

**Present:** Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Scarlett de Leon

**Absent:** Andrea Urmanita, Ma'ayan Dembo, Raul Gomez

##### **D. Approval of Meeting Minutes for 10/06/21**

A vote was taken to approve the meeting minutes for the October 06, 2021, meeting.

The minutes were approved unanimously

#### II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor with the Alliance for Community Transit LA shared that it's important for them that PSAC members discuss safety solutions that do not rely on policing and the importance of a transit ambassador program providing union jobs.
- B. Commentor suggested utilizing retired, unarmed bus operators as a type of alternative security, as was done previously when the Blue Line was being refurbished.
- C. Commentor noted they have specific concerns about the safety of children riding on the train.

#### III. Discussion

##### **A. Metro Staff Recommendations for Contract Amendments to be Incorporated into the Infrastructure Protection Services (IPS) Contract Extension**

Facilitator France provided an overview of the IPS ad hoc committee's (AHC) work thus far and led a discussion with PSAC members on the memorandum.

- a. **Context Setting:** Facilitator France began by reviewing the timeline that led up to these staff recommendations, including what the ad hoc committee has accomplished and next steps.
- b. **Metro's staff recommendations vs. the draft AHC recommendations:** Member Gallardo asked if the committee would review the memo Metro staff has provided or the unfinished list of draft recommendations the IPS ad hoc committee worked on.
  - i. Facilitator France clarified that the committee would discuss Metro's memo tonight

but can also provide the IPS ad hoc committee's unfinished draft recommendations as well.

- ii. Member Gallardo responded that the committee should be able to see the full spectrum of what has been discussed before voting on it.
  - iii. Facilitator France assured that all recommendations will be shared with the General Committee once they are approved by the ad-hoc committee.
  - iv. Member Smith suggested that committee members be given an opportunity to discuss and/or vote on the full list of recommendations.
    - 1. Facilitator France clarified that the full list of recommendations originating from the AHC is still being worked on and the committee will not get a chance to vote on it next week. They will get a chance to discuss the AHC draft recommendations today, in addition to Metro's memo.
- c. **AHC Members' Insight:** Member Madden shared that it's difficult to discuss the AHC draft recommendations because they haven't had a chance to cover all items completely as a group. She asked the committee for patience as they continue drafting recommendations.
- i. Similarly, Member Garcia invited committee members who are not part of the ad hoc committee to trust that their questions, mission, and concerns are being voiced.
  - ii. Member Goodus echoed Member Garcia's comment and shared that the ad-hoc committee focused on training and background check components – which were incorporated into Metro's memo.
  - iii. Member Constance Strickland shared the ad hoc committee is conscious of the concerns of the larger committee and is not making any rushed decisions.
- d. **Cost increases:** Member Gallardo added that they have a concern around cost increases that are attached to the amendments suggested in Metro staff's recommendations.
- i. Member Smith also voiced concern that Metro made decisions on which recommendations to implement based on costs, deeming certain recommendations too expensive to implement.
  - ii. Metro Chief of Staff Englund responded that this is just for the six-month extension, therefore it needs to make sense for the contractor to invest for a shorter timeframe. She added that additional modifications may be requested with the forthcoming recommendations for a new scope of work (SOW) for the future IPS contracts.
- e. **Funding Source:** Member James Wen asked if the budget for the IPS contract extension is coming from the \$40 million detailed in Metro Board Motion 26.2 or from a separate source.
- i. Metro Staff Member Nicole Englund responded that funding is coming from general budgeting for security and law enforcement, not the \$40M.
- f. **Feedback on Metro's Memo:** Member Garcia commented that security contractors are operating within Metro's stations and facilitates, therefore requiring less need to be placed on body-worn cameras because there is an extensive network of surveillance cameras.
- i. Member Murrell shared that as a frontline worker and vehicle operator, Metro security should be more accountable and visible.
- g. **Metro Presentation on Body-Worn Camera Alternative:** Metro Staff Judy Gerhardt shared a brief presentation on an alternative to body-worn cameras. She proposed the use of a phone app-based video recording solution to be used in place of the investment in body-worn cameras.

**B. Proposal for a Mission and Values Statement for Public Safety on Metro**

- a. Facilitator France shared survey results from the mission and values proposal. 67% of members were ready to approve top picks.
  - i. The facilitation team proposed revising statements, wordsmithing with some committee members, and bringing final statements for approval on November 3<sup>rd</sup>. A redlined copy of edits will be provided in advance of November 3<sup>rd</sup>.
  - ii. There was general agreement for this proposal.

**C. Proposal to Adopt Executive Committee Model**

- a. **Survey Results:** Facilitator France reviewed survey results for the executive committee model and provided an overview of the ranked choice methodology that was used to arrive at the facilitators proposal.
  - i. Using the ranked choice methodology, the "executive committee" model had the most



- support with seven votes.
  - ii. He clarified that the survey was not a vote nor a final decision but as a data point to visualize committee sentiments.
  - iii. France also presented a proposal to move forward with the executive committee model and opened the floor for any concerns/changes from members.
- b. **Member Feedback:** Member Smith expressed concern for an incorrect outcome from having members' votes deleted. He also asked for survey processes to be shared in advance of meetings moving forward.
- i. Facilitator France clarified the methodology used to reallocate votes did not delete anyone's votes. Additionally, he noted that these results are not a final decision/vote.
  - ii. Member De Rivera indicated that she would prefer the committee move forward by selecting one of the models.
  - iii. Members Annang, Ajayi, and Garcia expressed their understanding of the ranking methodology and necessity for reallocating votes to reach a majority.
  - iv. Members Annang and Ajayi also shared they had some initial confusion that was cleared up during the presentation and would like to move forward with a model.
- c. **Next Steps:** After members were unable to reach consensus on a proposal, Facilitator France tabled the discussion due to time constraints.
- D. **Motion to Approve Charter Amendment to Include Advisory Body Compensation Policy**
- a. Facilitator France reviewed the proposed charter amendment. This amendment incorporates Metro's advisory body compensation policy.
    - i. Member Clarence Davis asked if this was something the committee had already voted on.
      - 1. Facilitator France clarified the Metro Board recently voted on compensation for advisory bodies but the PSAC Committee had not voted on.
    - ii. A vote was taken to approve the charter amendment.
      - 1. Members Tajsar and Davis abstained. All other present members voted yes.
      - 2. The charter amendment was approved.

#### IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor highlighted their safety concerns for their child riding the Gold Line to Duarte and asked for visible officers in Metro cars to mitigate dangerous encounters during times of high student ridership.
- B. Commentor shared her students' experiences with trash, drugs, and harassment while riding the Metro Gold Line to Duarte and asked for security officers on trains during hours where kids are riding.
- C. Commentor also asked for more security during times where teens are riding to ensure they are not harassed.
- D. Commentor reported two altercations with homeless people at the middle school they work at. They requested a response from the committee.
- E. Commentor Channing Martinez from the Strategy Center expressed confusion around the companies under contract for the IPS contract extension and asked for all background documents to be provided for public meetings. He also shared the negative experience organizers have had with RMI security contractors.

#### V. Adjournment

- A. Meeting adjourned at 7:00 PM

#### VI. Next Steps

- A. The committee will reconvene on November 3<sup>rd</sup>, 2021.



## Board Report

**File #:** 2021-0731, **File Type:** Informational Report

**Agenda Number:** 23.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 18, 2021

**SUBJECT: PUBLIC SAFETY MISSION AND VALUE STATEMENTS**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

ADOPT the Public Safety Mission and Value Statements (Attachment A).

#### **ISSUE**

As part of the Board's directive to develop a community-based approach to public safety on the transit system, the Public Safety Advisory Committee (PSAC), in consultation with Metro staff, has developed a mission and values statement to guide the approach to reimagining public safety.

#### **BACKGROUND**

At its June 2020 meeting, the Board of Directors approved motions 37 and 37.1 for Metro staff to form an advisory committee and, in partnership, develop a community-based approach to public safety. As part of Motion 37.1, (Attachment B) PSAC was tasked with creating a mission and values statement for transit policing.

#### **DISCUSSION**

In its August general meeting, PSAC began to brainstorm the topic of a mission and values statement. To aid in this discussion, Metro staff provided PSAC with the following current mission and vision statements:

Mission Statement: "To expertly provide superior security services marked by total enterprise security awareness, regional collaboration, advance training and exercise initiatives, embracing security technologies and intelligence to prepare for tomorrow's transit environment."

Vision Statement: "SSLE will continuously strive to meet 21st century professional standards for system security and law enforcement, maximizing the customer experience for all passengers, and supporting an internal and external culture of accountability, performance excellence and readiness to respond to and recover from all hazards to Metro."

In the September PSAC meetings, members continued their discussion around developing a draft mission and values statement. A Google form was created and shared during the meetings to allow the general public to provide feedback to enhance public input on this item. The form was also made

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available on the PSAC website, advertised through Metro's social media accounts, and email notifications were sent to Metro's community networks. The form was opened from August 27<sup>th</sup> through September 20<sup>th</sup>, and the feedback received was provided to PSAC to aid in formalizing the mission and values statement. An initial draft of the potential mission and values statements was presented at the September 22<sup>nd</sup> general meeting.

#### *Public Form Feedback*

The form received sixty-four (64) public responses (Attachment C) and were grouped into the following categories:

- *Passenger Safety* (29%) - Comments relate to how safe the passenger feels on the Metro system and improving safety overall
- *Diversity & Inclusivity* (10%) - Comments relate to how Metro can better embrace diversity and be inclusive of everyone in the community
- *Law Enforcement & Security* (10%) - Comments relate to the presence of law enforcement and security on Metro
- *Accountability* (10%) - Comments relate to increasing accountability between the agency and public
- *Community* (6%) - Comments relate to improving the relationship Metro has with the community
- *Shifting Away from Law Enforcement* (6%) - Comments focus on reducing law enforcement involvement in Metro's public safety, and
- *Public Health* (6%) - Comments relate to public health protocols.

On November 3<sup>rd</sup>, the PSAC body voted to approve a modified version of the public safety mission and values statement. The vote was 14 "yes," 0 "no," and 0 "abstain." (Attachment D)

#### *Metro Staff Response*

A mission and value statements are important to provide strategic direction in setting priorities, allocating resources, and ensuring that everyone involved in public safety is working towards common goals. Staff recommends approval of the mission and value statements to provide the foundational step of advancing a reimagined approach to public safety.

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

This recommendation aligns with goal 2.1 -- Metro is committed to improving security, and goal 3.3 -- Metro is committed to genuine public and community engagement to achieve better mobility outcomes for the people of LA County.

### **EQUITY PLATFORM**

The Google form shared during the meetings via chat and posted on the website for feedback allowed the public to weigh in on the principles that will guide the committee. Providing feedback using different methods and extending the submission deadline allowed Metro to reach more people at different times of the day and month.

The mission and values statement approved by the PSAC body is a core step in adopting a new framework for public safety on the Metro system. Using terminology such as *compassion*, *diversity*,

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and *accountability*, helps put the rider first and acknowledges that safety is not one-size-fits-all.

### **NEXT STEPS**

The mission and values statement put forward by the PSAC serve as a blueprint for how Metro will launch new public safety initiatives and improve existing programs.

### **ATTACHMENTS**

Attachment A - PSAC Mission and Values

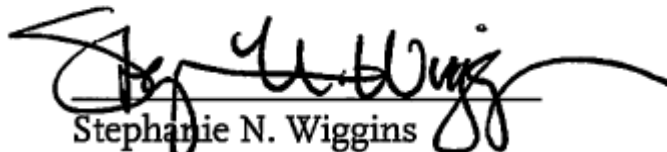
Attachment B - Motion 37.1

Attachment C - Public Responses to the Google Form for Mission & Values

Attachment D - PSAC November 3<sup>rd</sup> Meeting Votes

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

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-2711



Stephanie N. Wiggins  
Chief Executive Officer

# **PUBLIC SAFETY ADVISORY COMMITTEE**

## **Metro Public Safety Mission And Values Statements**

### **Mission Statement:**

Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified, and human experience.

### **Value Statements:**

#### **Implementing a Human-Centered Approach**

Metro commits to pursuing a human-centered approach to public safety. This means working in partnership with historically neglected communities to build trust, identify needs, and create alternatives to traditional law enforcement models.

#### **Emphasizing Compassion and a Culture of Care**

Metro commits to treating all transit riders, employees, and community members with dignity and respect. The key pillars of our approach to public safety are compassion, kindness, dependability, and fair treatment for all.

#### **Recognizing Diversity**

Metro commits to recognizing and respecting the wide range of people and communities we serve. Metro will work with transit riders, community members, families, neighborhoods, and historically underserved groups to identify needs and tailor public safety approaches.

#### **Acknowledging Context**

Metro understands that neglected communities have disproportionately endured the negative effects of systemic inequalities. Historically, institutions have excluded these same groups from decision-making. Metro's approach to public safety recognizes this context and seeks reparative models to minimize harm and promote inclusion.

#### **Committing to Openness and Accountability**

Metro's commitment to public safety recognizes that the agency must operate with the highest ethical standards, prioritize transparency, and rely on community-defined accountability measures.



Metro

Los Angeles County  
Metropolitan Transportation  
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One Gateway Plaza  
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Los Angeles, CA

## Board Report

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**File #:** 2020-0445, **File Type:** Motion / Motion Response

**Agenda Number:** 37.1.

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### REGULAR BOARD MEETING JUNE 25, 2020

**Amending Motion by:**

**DIRECTOR FASANA AND BUTTS**

Related to Item 37: A Community Safety Approach to System Security and  
Law Enforcement

**SUBJECT: A COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW  
ENFORCEMENT**

#### **RECOMMENDATION**

APPROVE Amending Motion by Directors Fasana and Butts that the Board direct the Chief Executive Officer to:

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:

8. **Fasana Amendment:** Add the Customer Code of Conduct to the committee's purview.

9. **Butts Amendment:** Task the committee with developing a mission and values statement for transit policing.

Public Responses to the Google Form for Mission & Values

Question #1: What do you like about the Metro’s System Safety & Law Enforcement (SSLE) vision and mission statement?	Question #2: What is missing from SSLE's vision and mission?	Question #3: Do these statements include words, phrases, or concepts that you like? Share them below.	Question #4: After looking at these statements, what do you think Metro’s public safety mission and values statement should emphasize?	Share your response to a committee member's question/comment. If possible, please indicate the question/comment you are responding to.
Vision: Internal and external culture of accountability, and customer experience for all passengers, although I have serious concerns about whether or not this has been implemented; Mission: I don't really think the Mission is that exemplary.	A comprehensive message of strategies and resources are needed in order to create a safe and welcoming environment that minimizes and reduces law enforcement contact; a sense that Metro's public safety incorporates and address racial and economic disparities in criminalization, profiling, and harassments.	Trust, confidence, integrity, respect, Diversity: To respect individual differences as a source of our strength, Professionalism: To always conduct ourselves in a manner that merits respect and confidence, building trust through community partnerships, compassion	Trust, respect, integrity, respecting diversity, compassion, community partnerships	Recognizing that there needs to be a multi-prong approach to safety that involves the community
maximizing customer service and accountability	providing non-security services			
				The Mission and Values should ensure that communities most impacted by Metro’s harmful policing and security practices are centered and their dignity prioritized including Black transit users, unhoused folks, poor people, disabled people, and those with mental health and substance abuse challenges. There should also be a conversation to ensure continued community accountability and oversight to ensure Metro lives into these values.
“Maximizing the customer experience for all passengers”	<p>The inclusion of “SSLE” and/or lack of inquiry into the acronym/name stops the vision and mission before it begins.</p> <p>Are any of the Metro employees within the department active law enforcement? If so, how many? If not, is it appropriate to have “law enforcement” in the department title? Do any other Metro departments call out contracts in their department title? Does the department title imply a forgone conclusion that the law enforcement contracts will be awarded by Metro no matter what? For transit agency departments that are not law enforcement, is it typical to have “law enforcement (or police)” in their title? Is it typical for a transit agency of this size (population &amp; geography) to not have its own transit police force? If not, are there alternative motives as to why Metro does not have its own and continues its reliance on costly external law enforcement contracts?</p>			
				The question this evening asking whether the board would accept a recommendation to discontinue the law enforcement contract(s) was 100% the right question to ask. Elimination of law enforcement is a fantasy, but there’s unquestionably a much more cost-effective (and effective) model to be had. Keep going - the people deserve it.
Neee to strive to exceed standards vs meeting them. Integrating therapeutic options for helping to increase safety is important.	Foresight to proactively mitigate safety risks beforehand (sounds fairly reactive as-is).	No I think this is a unique transformation and should have unique statements as well.	Community inclusiveness, utilizing the least restrictive approach first when interacting with the public and making a difference in the community rather than only maintaining safety.	
I like it but will it be upheld and enforced because right now as a passenger, on public transportation, 5 days a week now, less during the beginning of the pandemic, I haven't seen anything enforced. Right now, I've observed passengers having to taking situations into their own hands.	What does Metro considered haphazard? Because I've noticed passengers calling about incidents on the trains and nothing seems to happen at all if anything or too late.	I believe public transportation is trying to say what they think people what to hear to feel safe and confident about taking public transportation but I'm here to tell you, as a frequent rider, its full of holes.	The truth, first off. Make hard working passengers' needs a priority. They need to put these passengers' minds at ease while taking public transportation. I have anxiety everyday I have to take public transportation to work and home. Metro still has a lot of problems to deal with and work out. I would never recommend taking public transportation to anyone if they have an option to drive and don't mind.	
			I think the vision doesnt really sound like a vision. A vision statement should articulate the north star, the end goal for a team. I think SSLE should ensure that all passengers and people experiencing the Metro system feel safe and welcomed aboard and should experience all Metro staff and all contract employees as a welcoming ambassador of the system.	
It does not actually seem to work as stated.	There seems to be no cohesiveness in the way security on the Metro system.	No.	To emphasize the safety and security of all Metro passengers.	

I DON'T!	True Law Enforcement! Actual use of police for situations on the Metro System.		# 1. Law enforcement, along with people able, and willing to work with law enforcement to help defuse volital situations like crises counselors.	
Nothing. Vision, mission and Value statements are outdated and ineffective.	No one pays any attention to these types of statements. They are unnecessary.	no	They should be eliminated. spend the money on cleaning and hiring people who not so lazy.	
It is a comprehensive statement for a complicated mission.	I would add the phrase "to protect our passengers" to the mission statement.	I like the phrase "regional collaboration." We need assistance from other partners (law enforcement, fire, local cities and towns.	They should emphasize protecting the passengers and the public.	
Vision: maximizing the customer experience for all passengers, and supporting an internal and external culture of accountability, performance excellence and readiness to respond, Mission: Too wordy and convoluted	Measurable outcomes and hot topics. Needs to have language regarding meeting ridership and employee needs for safety and engagement.			
It's too long; be straight with your message.	Is there added value to the agency and the public?	To protect and serve the railway environment and its community, keeping levels of disruption, crime and the fear of crime as low as possible.	Value to the agency and its stakeholders and actual training for the officers, not web-based for the security officers. They need help dealing with people in need and violating offenders entering the system.	
At least you have a mission statement	"Respond & Recover from all hazards" seems to imply NOTHING will be done to address the very real issues around METro security ALL THE TIME. Like why are there no actual turnstiles to gate traffic. Right now any homeless person can ride the metro for free and there is no deterrent for or gate for slowing people coming through turnstiles because there aren't really any to speak of. Basically, when you don't need a ticket to ride anyone can ride and there are some shady characters using the metro as their personal free transpo. I have literally never had my ticket checked in all the times I have ridden.	This mission & Value statement is better than the first one. At least it addresses the day-to-day usage and safety	Daily safety. We need to know that when we ride the metro we aren't going to see a grown man sleeping at the entrance buck naked and then when we get on the metro be accompanied by 5-6 other homeless people in the same car who clearly didn't have a ticket and who have not showered in months. This actually happened and it leaves a bad taste in your mouth in terms of adapting the Metro as a viable solution. All of my feedback is for the Trains and not any buses.	
Security is centered as an important goal	No reference to safety of all passengers. No reference to inclusion and access for all patrons, including those with different abilities--that is a safety issue! Furthermore, given the facts around endemic racism in law enforcement, there is no reference to making sure that patrons of ALL ETHNICITIES feel safe using Metro, and that Metro strives to create a secure and safe environment for all and strives that in meeting its goals of security and enforcing the law, policies, processes and procedures will embrace the value of antiracism. Metro needs to have a vision and mission statement that includes uplifting inclusion, access and antiracism.	Multiple references to community (and/or community partnerships) with a few glaring outliers (BART and Dallas). Respect for patrons also mentioned several times.	Please see my response to Question 2 below. You can look at the examples from other cities to see how they are at least trying to voice the value of ALL community members. References to community partnerships, authenticity and respect say to me these other cities are really thinking about the conversations arising out of the country-wide civil unrest after the murder of George Floyd and others by law enforcement agencies.	
I don't like what's offered. It is confusing and not helpful to a unfamiliar company like me.	More hands on and reach out to small business like us if you really are there to help small minority business like us.	yes but I don't see it carry out by your firm.	more out reach and hands assistance on for unfamiliar lbe and minority firm.	
Mission Statement very concise (as it should be). SSLE vision can be less concise but all inclusive; I like "professional standards"; "for all passengers"; "accountability"; "performance excellence" being stressed.	Nothing that I can think of at present.	Some are more precise. Vision and Mission statements are, by their very nature, concise conclusionary statements. The evidence-based facts supporting these conclusions are annotated to supporting statements & documents. Compare this to an Army 5 paragraph field order. The mission statement is brief, concise, and conclusionary so that everyone immediately understands what the mission is. The "how" is explained, in detail, in supporting annexes.	I like your statements in the present form. Add the "how" in supporting paragraphs.	
With all due respect, I find it meaningless in terms of passenger safety, well meaning as it may be	Practicality. How are you going to provide excellent superior services...etc...When a disturbed person enters the bus refusing to mask up, yelling loudly that it is his mission from god to kill everyone, he ignores the bus driver, another patron starts yelling at him...what is the solution? (yes that was a recent experience on the 217.)	For me, no. I don't see what is changing. I think people are doing their best, and usually things are fine. But these statements don't change any realities. There are no bus riders who now feel unsafe who will feel better after reading a mission statement.	Are there concrete practical changes that can actually help the driver and passengers during difficult situations? We can't really monitor passengers and stop dangerous behavior. How about: Is there any way that bus stop sidewalks, especially those with benches can be cleaned more often? I feel unsafe at some stops due to sheer filth.	
	We need to be focused on increasing ridership substantially to deal with climate change. To that end, we MUST strive to make public transportation safe, secure and comfortable for members of ALL socio-economic classes including higher class people who can easily opt for other modes of transportation.	Expanding service and ridership MUST be core goal of ALL departments of Metro.	Expansion of service and increasing ridership	
A bit too wordy, should be more concise.	Keeping passengers safe from criminals and pathogens.		Focus on problems with challenging people that discourage ridership. On some routes bodily substances are encountered.	
It sounds vague and I'll defined. It sounds more theoretical than practical.	How will Metro implement this in real life?	Ethics, Accountability, Transparency, and Honesty.	Cleanliness and Security; to Protect and to Serve. We have to keep our Metro Buses and Trains clean and secure for every passenger.	
You're addressing the issue.	A human element, a guard needs to be on board the train since violence escalates quickly.	accountability	You need a guard on board. period.	



Sounds jargony. It doesn't hold up very well when you break it down into simpler words. Regular people should be able to understand your mission.	Clarity	The British ones are good. Integrity and respect: Acting with honesty and authenticity, demonstrating respect and understanding. Common sense: Taking a sensible and practical approach and challenging bureaucracy.	Metro works to meet the highest level of today's safety and law enforcement standards to give all riders the best possible transportation experience through accountability, authentic customer service, and responsiveness to people's needs.  Metro provides the community with safe, reliable and accessible transportation to help people get to work, back home, and everywhere in between.	
I like that the black shirts and LA police are always visible in trains. But I don't see them on the buses. I would like to see them on the buses.	What you're missing is that the transit Security name needs to be changed to more approachable title like transit safety or public safety. These two title have an inviting title. Security is old and has a negative connotation during this time. We would like to see a more approachable name. Police and Security is more of a aggressive title.	As I saw in the missions statements, all of them say metro police. I would like metro to reconsider the naming of the transit security to such name as the committee has Public safety.. it is a group of people who are able to make the public safe in the trains and buses.	Public safe and not security	
I like the emphasis on using technologies and intelligence to see accountability and professional standards in Metro's public transit.	accessibility to all types of public transit riders or at least a statement of inclusion that shows their understanding of riders. In cases of mental health episodes on the part of riders, law enforcement may not be the most equipped agency to support all riders safety. Unless of course there is a training and partnership with law enforcement to have a specified code of conduct to ensure safety of all riders.	I am not able to open the link. it would have been helpful to have the values listed out on the form since I opened this form from an email.	I think it is focused on security and technology and doesn't give us a sense of the metro riders. Does not even mention or perhaps would need an entirely different statement of service to metro riders.	
Its just a bunch of empty words that accomplish nothing but is a rational for MTA people to legitimize their job and exhorbant salaries....and...	the bottom line.....is the hard working bus operator cannot, or will not, or has been instructed not to, do anything about the idiots who wear their mask BELOW THEIR NOSE thus spreading Covid....	NO.....because fancy concepts and words do not prevent Covid from spreading: MASKS DO IF FULLY COVERING THE NOSE and although Metro requests masks be worn, no enforcement on the exposed nose	dangerous to travel by public transportation because of NO ENFORCEMENT of mask covered nose which is/can be DEADLY to other passengers....	
Nothing. It's a waste of time and money.	Police. We need a transit police force that actually does something.		Policing Make it safe. Protect the riders.	
Length. Brevity is always great. Can easily throw it onto a poster.	It's missing one sentence explaining what SSLE is & should be spelled out. What average rider who sees this will know what and why they are reading this? Who is the audience? It sounds like a tech ad. Is it supposed to make the general public feel safer or riders or staff? What is the goal of having this?	The word accountability	Community. The current statement does resonate with a single mom of 3 kids riding the night train home after her second job. It doesn't older immediately make an immigrant senior feel they're being looked after. The mission sounds cold & something out of the terminator. It also sounds like a list of things that SSLE needs to do rather than getting ahead of things.	
Needs revision	Should mention "health and security". Buses and trains need to be cleaner to protect public health.	No comment	Public Health & Safety	
This is a LIE	TRUTH	ALL LIES	"We deliver violence, filth, congestion, fires, fights and pollution."	
maximizing the customer experience for all passengers	Vision mostly seems more concerned with hazards to Metro and only a little about protecting the people riding it. Of course, only those with no other option will ride if it doesn't feel safe while doing so. Mission - nice to prepare for tomorrow's transit environment, but what about dealing with today's?	"safe, secure, reliable" "keeping levels of disruption, crime and the fear of crime as low as possible"	Customer and employee safety and comfort. Accountability.	
Nothing. Too vague. No clear goal.	A clear statement of specific goal such as eliminating crime.	British is best	On time performance, no accidents, no criminal activity	
A lot of big words.	What you really will be doing.	Short and to the point. Lack of big words that mean nothing, when I'm riding the bus. Your vision and mission are just a lot of big words that don't address the REAL problem. Mental health, homeless, to many people, not enough space, and RACISM!	Be prepared for mental health breakdowns on the bus, as well as the ever growing homeless population.	
All the references to security	You really need to remodel it to make it readable for everybody. What you've written is bureaucratic technobabble, and many of your audience won't understand it and will be turned off by it. Even our President honors writing so that the people can UNDERSTAND....you really need to break this down to the 6th grade level, AT THE MOST. If you want help you can contact me. You need to write in PLAIN ENGLISH	I like the first 2 because they are SIMPLE AND READABLE. Yours is full of bureaucratic big words, not a good idea.	Just go for safety. That's what has scared everybody off your system, if they can.	
It sounds great. But in practice, I don't have much confidence based on my personal experience. Granted we live in a complicated society. However, safety and one's security should not depend on the neighborhood one lives in.	The intent to seriously make the Statement a reality.	I prefer the term "security", or "safety" to "policing".	As answered in #3, System Security or System Safety. What I haven't seen in these measures is means of measurement. The metrics to determine if these statements are really working.	
I like it - i wish Security and LE actually followed through in it sometimes by removing non-paying, loitering, trashy, and destructive riders when they present themselves.	the actual follow-through and implementation	"Enforce applicable laws" - DART	Enforce applicable laws, Professionalism	

Mentions regional collaboration (although reality is less generous than the Mission Statement would lead one to believe)	Vision does not mention/focus on riders safety. Should include risk of getting injured/killed crossing street to get to metro bus stops/rail stations, risk of injury due to law enforcement actions and/or profiling, risk of injury due to excessive heat and other impacts of climate change, and risk of injury/death due to lack of climate-focused city-level production of housing near/around Metro stations, resulting in mass homelessness.	British concepts include "expanding transit service". I'd add reliability, viability vis-a-vis car travel, and consistency in service levels.	I'd add reliability, viability vis-a-vis car travel, and consistency in service levels. Safety includes safety from law enforcement profiling, access to mental health safety resources, housing security, and reducing pedestrian/bicyclist deaths thru city enactment of complete streets concepts (with local return money).	
The pieces on maximizing the customer experience for all customers, the part on accountability and responsiveness to recover from hazards. I like that the mission focuses on technology as it is a smart and effective way to address safety in such a large transit system.	I think the vision and mission needs to include items on sanitation or public health as it applies to safety. Metro rail in particular is plagued with litter, and users who disregard the public right of other users. Unkempt conditions create conditions for disease, but more immediately, it discourages users and potential users from using transit. Safety needs to advocate for changing the culture of negligence by users and Metro.	Accountability to all passengers, readiness to respond, recover from all hazards, security awareness.	I believe it should emphasize safety for all users and intolerance to discourteous behavior or creating unhealthy conditions.	
No laws + No DA = You can't enforce safety. Tear this blight down. It delivers nothing but disease and violence.	Truth + Reality. We no longer have law + order. It's every man, woman, child for themselves. Without law + order your a worthless sucking sound of my taxes. Delivering criminals to my door. I want you GONE!	No. This is all LIES + UNTRUTH	If you cared about the public you'd tear down this blight of disease, drugs, needles, feces, urine, and violent attacks on the neighborhood. I took the Metro 3x a wk before Newsom + Gascon. Now I have to sell my home bc the crime you deliver is so horrendous.	
Nothings. It's filled with buzz-wordy platitudes. Use plain language please. It's overly broad language opens the doors to unnecessary function sprawl. Metro security should do metro security. Leave other societal issues to municipalities and the state.	1. Actionable commitments: A mission to "prepare" is not a mission to succeed. The goals should be to reduce risk and harm to riders, to reduce unpaid (where it is unlawful) ridership, restore and maintain a hygienic system (which directly contributes to perceptions of safety), and more. Each key point from the mission statement should then be broken out into individually actionable and measurable items.  A vision and mission statement should not be empty platitudes, or bureau-speak, as those provided by the SSLE are. The language should be plain and understood by a layperson.	The plain language used by the British, WMATA, DART systems is honest, and direct. The goals are focused on the customers using the system and the employees that operate the system. There are fewer or no self-aggrandizing statements. Honestly in language is important.	Protect the customers, employees and physical plant of the Metro system.	
Not much. First of all, "continuously" is a goddam lie. There might be a cop or Metro cop about once an hour, IF THAT.	What's midding? The guts to actually make it work. Gascon will just turn the criminals loose again IF they are arrested. The vision and mission is a pretty little package, all wrapped up in a nice bow, but won't mean donkey dung unless A LOT OF COPS are actually assigned to the Metro. Stop emphasizing bureaucratic BS and start POLICING!!!	I don't know anything about the NYC or British or Seattle Metro systems. It matters not how pretty your phrases are, what matters is SAFETY from creeps, criminals and crooks.	Few people will even peruse the public safety mission, or the values statement. Why bother? Put your money and energy into actually IMPROVING safety, instead of bureaucratic BS that no one cares about, except the bureaucrats.	
Internal and external culture of accountability	Visibility of personnel	Integrity, Respect, Trust, Confidence, Cooperative relationships with other law enforcement agencies.	Integrity, Accountability, Visibility, Cooperation with other agencies in law enforcement	
The part that says culture of accountability	Preventing crime, addressing crime effective, and continuously maintaining a safe, pleasant, comfortable riding experience	protect and serve our customers, highly visible police presence, reducing crime on the transit system	Please emphasize preventing crime and addressing crime on the system, enforcing rules, regulations, policies, procedures, and fare	
I like that the Vision Statement it is customer focused on their safety and experience on our system and seeks to improve the safety/security standards, by bringing them up to the 21st century and not continuing to do what has been done. I like that the Mission refers to a standard of expertise, we want to see developed in our safety and security professionals and that it embraces the use of technology.	The customer and employee benefit	Yes, Minneapolis: Safeguarding the transit community with integrity and professionalism while building trust through community partnerships (building trust) and BART: To be the leader in innovative policing, establishing BART as the safest transit system in the nation. (being a leader), being proactive not reactive. Also Vancouver, reducing crime.	Customer and employee focus, being a leader in the transit security industry, embracing change, being innovative, using technology and reducing crime.	
...maximizing customer experience for ALL passengers...	"standards" is vague - SSLE should be welcoming, friendly, approachable, helpful. They need training in customer service, implicit bias, negotiating, de-escalation & conflict resolution skills as the soft end of the "force continuum", to address & reduce officer-involved use of force, complaints of bias & BIPOC patrons' fear of police.	community involvement / relations, respect, dignity, customer service, protecting rights & safety of ALL patrons	Making ALL patrons feel welcome, comfortable & safe, unless they threaten the comfort or safety of others.	

N/A	At the very least, a broadened definition of what "security" is because this vision and mission seems to be lifted off what police do. I really wish this language would take into account the public shift away from almost militarist ways of approaching issues. This is a transit system, not some warzone.	Hard to say-- this is literally grounded in police ideology, for lack of a better term.	Metro's public safety mission and values statement needs to turn away from policing and criminalization. The current statement is a tacit acknowledgement that Metro isn't there yet or refuses to make change. You say you will "maximize the customer experience for all passengers" in your vision but the mission makes it clear that certain riders could be subject to targeted enforcement, surveillance, and possible criminalization. I'm not ignorant of the quality of life issues that can be present in the system: unhoused people who shelter in transit vehicles, people with varying levels of struggles mental, physical, and otherwise-- but you cannot arrest your way out of a problem. A Metro bus or train can never become a fortress- it's public transit for goodness sake. This mission says nothing about a proactive, people-centered approach to safety on Metro. It just seems to be covering the system legally borrowing the language of the police. If you are really open to critique, you should strongly consider an explicitly-worded mission and vision that shows that Metro will shift away from police-oriented approaches to security.	
keep people safe on trains	more officers on trains	yes	yes	
nothing - I don't understand why we need an approach to safety that rooted in law enforcement and criminalization. I don't want "security services". I want vibrant transit hubs, with bathrooms, food, coffee, music, art, benches. I want services for homeless people. I want metro staff to help new users, english language users, the elderly and others navigate the system.	homeless services, information booths staffed with people, station facilities and cleaning staff, vending services, resources and information access, lighting, bathrooms, fast service.	all these statements are for cops. I don't pay taxes for metro to be a cop service, i want good bus and train service with amenities for riders, not police.	vibrance, community, riders, people, families, resources, not police	
I like the use of the words "accountability" and "security technology and intelligence". I stopped using the transit system because nobody cared when I got spit on and screamed at by a crazy homeless. It is dangerous cycles of "anything goes".	To take action to intervene in behaviors of transit facility users that are threatening, dangerous, illegal.	"accountability", "security technology and intelligence"	To ensure safety of and respect to transit system users.	
A promise of an internal and external culture of accountability	An emphasis on what kind of training- de:escalation and directing towards services for example.			
It's focus on system wide security awareness and commitment to excellence.	A greater focus on inter-agency cooperation i.e., commitment to working with LA County, LAPD, LA County and city mental health services. I take the train almost daily and the biggest issue I see are mentally unstable/homeless people acting erratically (I've been accosted several times but such people).	Yes, professionalism, common sense, integrity		
Investment in tech and a future of safety and security for riders. I believe through innovation, we can better maintain and secure our metro for years to come.	It feels cold and emotionless. Called riders "customers" also feels off.	I love "culture of accountability."	We need to envision a safety future without the reliance on armed police officers. This militarized approach to security is at odds with the values of the people of Los Angeles. We should lead the nation in new ways of securing our transit lines without cops.	
It's a fine statement but it strikes me as meaningless as a Metro rider.	Enforcement	The statements can be important but the implementation is what matters. This is window dressing.	I don't actually care about the statement. Make Metro safer, cleaner, more welcoming. Other places do this. You can do the same.	
I DON'T like the fact that the Vision contains so many disparate parts -- 21st century / customer experience / accountability / responsiveness. Too much.	Brevity."	"customer experience" "accountability"	Accountability	
The focus on customer experience and culture of accountability	By focusing on "all" and not naming the most at risk customers specifically, a lot can fall through the cracks and "security" and "law enforcement" can still be used to abuse marginalized groups.	Yes. Many other of the transit safety organizations bullet point their values, which is better visual communication. DIVERSITY.	This is a bit redundant. But, more emphasis on empowering self-policing, protecting the most at risk customers specifically, and rider diversity.	
I like the "culture of accountability" mention in the vision, though I question what that means in practice. I also appreciate the "advanced training" mentioned in the mission statement, though again I don't know what that means in practice. Having moved to LA from New York just before the pandemic, my experience of the LA Metro, which I insist on taking as much as I can, is not a positive one. I've felt more unsafe on the LA Metro in the 18 months I've lived here than in my almost 18 years of riding the subway in New York.	SPECIFICS. I know a mission statement isn't meant to be a document, but there's an awful lot of jargon and corporate newspeak here. To me, public safety and security is THE major problem of the LA Metro. Will you be able to balance enforcing rules and regulations in a meaningful and demonstrable way with respecting civil rights? I don't know. Enforcement of rules and regulations is SORELY lacking right now.	culture of accountability, tomorrow's transit environment	REAL enforcement of rules, a real presence in the system, tangible and achievable goals,	

I like the emphasis on using 21st century standards to maximize customer experience, with accountability.	Pervasive security services is missing. Can security services be more pervasive as the metro network expands?			
words words buzzwords words buzzwords	simple meaning	"maintain a safe and peaceful environment for ... customers and employees and ... ensure the security of property." Nothing else needs to be said.	keep it simple: it's about the experience of safety for patrons and employees. By "the experience" I mean both the perception of being safe and the reality of being safe because both are needed.	
Nothing.	Both are vague & seem to emphasize technology, ignoring the human element. Missing commitment to superior service, safety, respect for the transit customer & community. Accountability, community partnership, teamwork. Professionalism, integrity, training, education SSLE.	Yes. See response to Q #2 above. Also include diversity, customer-focused.	Service & safety of the transit customer & community; integrity, professionalism, accountability, training/education of Metro.	
Easy Access	Safety - Do not remove the police	Yes	To keep passengers and staff safe without harm.	
Both statements appear to be quite comprehensive.	I am not sure the average bus or train rider will easily understand the statements as they are written. The statements should be written with the riders comprehension in mind.	Of the agencies shown, I liked Bart, DC Metro and Metro Vancouver.	The agencies listed in question #3 provide ample wording for developing good statements.	
<p>On Wednesday, September 15, I tried calling in to your meeting at 5 p.m. and again about 5:20 p.m. but was told the meeting hadn't begun.</p> <p>Your existing System Security and Law Enforcement Mission &amp; Values Statements is a meaningless word salad.</p> <p>Over the past six weeks, I've experienced a variety of security problems on MTA buses and trains, such as passengers and operators without masks, tobacco and cannabis smoke on trains, a passenger standing next to and engaged in an extended, casual conversation with an operator while the bus was in motion, and the lack of an obvious security presence on platforms and in stations.</p> <p>No collection of impressive-sounding words will give MTA the integrity and credibility it lacks.</p>				

## Public Safety Advisory Committee

Prepared by the PSAC Facilitator Team

# MEMO

**Date:** November 5, 2021

**To:** Metro Office of the Chief Executive Officer

**From:** Public Safety Advisory Committee (PSAC)

**Re:** Outcomes from the November 3, 2021 PSAC Meeting -- Mission & Values Statement

During the November 3, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body voted on a proposal to approve a Metro's public safety mission and values statements

Below is a summary of the committee's action on this matter:

- The body voted to approve a modified version of the public safety mission and values statement. The vote was 14 "yes," 0 "no," and 0 "abstain." (Link: [Approved mission and values statement](#))

## Proposal to Approve the Mission and Values Statements

The committee voted to approve a modified version of the mission and values document included in the November 3, 2021 meeting agenda packet (Attachment F). The unanimously approved text included the following modifications:

- Updating the "Emphasizing Compassion and a Culture of Care" value statement to include the word "dependability." The second sentence of the statement now reads: "The key pillars of our approach to public safety are compassion, kindness, **dependability**, and fair treatment for all."
- Addressing a typo in the "Acknowledging Context" value statement, changing the word "repartive" to "reparative." The third sentence now reads: "Metro's approach to safety recognizes this context and seeks **reparative** models to minimize harm and promote inclusion."



## Board Report

File #: 2021-0665, File Type: Contract

Agenda Number: 24.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 18, 2021

**SUBJECT: INFRASTRUCTURE PROTECTION SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATIONS**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE scope modifications (Attachment A) to align with the move towards reimagining public safety;
- B. EXECUTE Contract Modification No. 9 to Contract No. PS560810024798 with RMI International, Inc. for a six (6) month (April -September 2022) extension to the period of performance inclusive of scope modifications, for an amount not-to-exceed \$19M, increasing the total contract price from \$120,453,758 to \$139,453,758; and extend the period of performance from April 1, 2022, to September 30, 2022; and
- C. EXERCISE one (1) six-month option (October 2022 - March 2023), for an additional amount not-to-exceed \$19M, increasing the total contract price from \$139,453,758 to \$158,453,758, only if necessary to complete the procurement process of a new contract award.

#### **ISSUE**

The current overall Metro Security Program consists of three main elements to support the safety strategy:

- Contract Security Guard (RMI International Inc.)
- In-House Metro Security (Transit Security)
- Contract Law Enforcement (LAPD, LASD, LBPD)

The contracted security guard component is designed and deployed as a fully integrated and mutually supportive part of the overall security program by providing dedicated fixed-post security protections to Metro properties, including employee parking facilities, Metro Rail and Metro Bus System parking lots, Metro support facilities, and for short-term assignments and special security operations, as necessary. Security guard services are deployed at Metro facilities and properties based on our analysis of overall risks, vulnerability assessments, area crime rates, the configuration

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of facilities, and special identified needs.

The existing contract will expire on March 31, 2022. An extension will allow Metro staff sufficient time to finalize the scope of work (SOW) that will incorporate Public Safety Advisory Committee (PSAC) input for the new solicitation, launch a new competitive solicitation process to procure infrastructure protection services and award a new contract.

## **BACKGROUND**

RMI provides infrastructure protection services at selected locations of the regional Metro system to protect Metro assets, staff, and prevent unlawful entry into secured areas.

Since the Metro Board approved the award of a five-year, firm-fixed unit price contract to RMI for security guard services in September 2016, additional costs have been incurred to provide additional coverage for special events and new services and to support the increasing demand for visible security presence, system-wide, to deter crime and address homelessness.

To support the increasing demand for a visible security presence, in April 2018 Metro increased security guard presence in the underground stations on the Red and Purple Rail Lines.

In February 2019 an increase in staffing levels was also required to support the opening of the Southwest Yard facility and Location 64, as well as an increase in 24-hour security guard presence at the following locations: Soto, Mariachi Plaza, and North Hollywood Stations, and the new Rosa Parks Customer Service area.

In addition, Contract No. PS560810024798 was impacted by the unforeseen higher living wage increases during the FY17/18 and FY18/19 budget cycles. These rates are subject to an annual increase every July 1. These rate increases have exceeded the originally anticipated annual rate of increase Metro advised proposing firms to use in determining their price proposals for multi-year contracts.

In October 2018, the Board approved the staff's recommendation to cap the annual living increases for both active and future contracts to 3% effective July 1, 2019. However, additional funding was required to cover the unanticipated living wage rate increases from prior years.

June 2021, Metro board approved a six (6) month extension to the allow time for System Security and Law Enforcement (SSLE) to conduct a comprehensive evaluation of Metro's existing infrastructure protection service requirements and consult with the newly formed Public Safety Advisory Committee (PSAC) in the development of a revised scope of services resulting in a new solicitation focused on reimaging safety for our ridership.

Contract Modification No. 9 is required in order to continue to provide preventative physical security at Metro stations, parking lots/structures, and critical infrastructures and increase visible protection presence at bus/rail maintenance facilities and systems. This modification will also allow continued

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engagement with PSAC regarding recommendations to future infrastructure protection services contract.

PSAC meetings commenced in April 2021, with the introduction of the IPS ad-hoc subcommittee in June. Since then, the ad-hoc subcommittee has held 10 meetings. Members have engaged in discussions regarding the existing contract, reviewed data on calls for service and use of force, and had an opportunity to hear directly from front-line RMI security staff.

Based on the hard work and feedback received through the ad-hoc subcommittee meetings, Metro staff developed the proposed recommendations to the existing contract SOW.

### **DISCUSSION**

Providing a visible security presence is an effective deterrent to crime and disorder and mitigating acts of terrorism. Toward that end, Metro's private sector security contract plays an important role in safeguarding patrons, employees, and facilities. This contracted function has been a key enhancement to existing staffing levels and assigning guards to areas previously understaffed.

The extension of the contract supports the following priorities:

1. Increasing physical security at stations and parking lots/structures;
2. Safeguarding critical infrastructure;
3. Improving security at bus/rail maintenance facilities.

Under this contract, RMI provides infrastructure protection services at selected locations of the regional Metro system including rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. It also provides preventative physical security by inspecting station ancillary structures and hatches, which deters damage to critical infrastructure. This contract also provides additional protection services on an as-needed basis for emergencies. The extra security visibility positively impacts the perception of security felt by customers and employees.

The \$19M funding request for each six (6) month extension is based on the following factors:

1. Year 5 Actual Service Hours: 390,500, (\$11.5M)
2. Planned restoration of temporally suspended hours during CY 2020 due to COVID: 91,500, (\$3.0M);
3. Expansion for CLAX which includes seven (7) rail stations: 90,000 Hours (\$3.0M);
4. New expansion of three (3) rail stations for the Regional Connector: 26,208 Hours (\$800K); and
5. Implementation of recommendations for reimagining public safety (\$300K)

It is important to recognize the direction from our Board of Directors and sentiments from the communities we serve to do a complete and thorough reenvisioning of public safety on the Metro



system ensuring an environment where everyone feels safe and respected. The following recommendations represent the first step forward in reimagining policing on the Metro system.

Metro staff's recommendations (Attachment A) are as follows:

- To align with the Public Safety Mission and Values Statement, Acknowledging Context, it is recommended that security contractors be required to exclude security guards that a law enforcement agency has previously terminated from working on the Metro contract and,
- Expand background checks to include psychological testing, and
- Utilize an early warning software system that flags multiple complaints and/or use of force incidences.
- To align with the Public Safety Mission and Values Statement, Emphasizing Compassion, it is recommended the contractor enhance training to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Persons Who are Unsheltered, and Excellence in Customer Service.
- To align with the Public Safety Mission and Values Statement, Implement a Community-Centered Approach, it is recommended contractors have new uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.
- To align with the Public Safety Mission and Values Statement, Transparency, it is recommended contractors utilize technology to provide for instant incident reporting and video recording.
- To align with the Public Safety Mission and Values Statement, Committing to Openness, it is recommended contractors be consistent with the principles of Campaign Zero "Eight Can't Wait".

As we reimagine our public safety efforts and continue to embrace the expansion of community engagement opportunities, this contract extension will provide immediate short-term actions through modifications to the existing contract that promotes safety, enhances and improves transparency,

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and strengthens accountability.

## **PSAC**

On October 5<sup>th</sup>, Metro staff issued a memo (see attachment E) to the ad-hoc subcommittee detailing staff recommendations in response to the ideas heard from members since June. The ad-hoc subcommittee met on October 12<sup>th</sup> to discuss the memo and provide feedback. Overall, there was alignment with most of the recommended categories. However, additional revisions were made based on the feedback received, and a supplemental memo (see attachment E) was provided to the full PSAC, with the concurrence of the ad hoc committee on October 20<sup>th</sup>.

On November 3<sup>rd</sup>, the committee was asked to consider staff's proposal to incorporate recommendations informed by the ad-hoc subcommittee, excluding staff's recommendation for a body-worn camera alternative. With 9 "no" votes, 3 "yes" votes, and 2 abstentions, the item did not pass (see attachment F).

## **DETERMINATION OF SAFETY IMPACT**

This Board action will not have any negative impact on safety.

## **FINANCIAL IMPACT**

The increase of up to \$19,000,000 will be added to the contract value in the System Security and Law Enforcement Department budget, in Cost Center 2612. The FY22 Budget includes \$23.7 million in Cost Center 2612, Account 50399 in multiple Bus and Rail projects. The Chief System Security and Law Enforcement Officer and the Project Manager will be responsible for the future budgets for exercising the option of an additional six (6) month extension of up to \$19,000,000 for a total additional contract value of up to \$38,000,000.

## **IMPACT TO BUDGET**

The source of funds for these Projects will be local operating funds including Proposition A, C, TDA, Measure R and Measure M taxes. These funds are eligible for Bus and Rail Operations.

## **EQUITY PLATFORM**

RMI made a 33.20% Disadvantaged Business Enterprise (DBE) commitment exceeding the established 30% goal for the solicitation. Based on payments reported, the contract is 82.19% complete and the current DBE participation is 30.42%, representing a 2.78% shortfall.

The RMI team includes four DBE subcontractors: Allied Protection Services, Inc., North American Security and Investigations, Inc. American Eagle Protective Services and Absolute International Security. Collectively, the DBE subcontractors provided 35.4 % of armed security personnel required by the contract. RMI is currently working with Metro staff to add three additional subcontractors to address the 2.78% DBE shortfall.

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### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract modification, consistent with the PSAC recommendation. This alternative is not recommended because:

- the contract modification will increase accountability, transparency, and cultural sensitivity through the enhanced trainings and updated uniforms. These enhancements are all important factors in building trust and legitimacy with the public we serve; and
- Metro currently does not have internal resources to provide the necessary staffing level needed system-wide, to safeguard infrastructure, employees, and patrons.

Staff will continue to partner with the PSAC and seek their feedback on how to improve accountability and transparency in the new Infrastructure Protection Services contract.

### **NEXT STEPS**

Upon Board approval, staff will execute Modification No. 9 to Contract No. PS560810024798 with RMI International, Inc., to continue to provide infrastructure protection services to the end of the extended contract term.

### **ATTACHMENTS**

Attachment A - Infrastructure Protection Services Contract Recommendations

Attachment B - Procurement Summary

Attachment C - Contract Modification/Change Order Log

Attachment D - DEOD Summary

Attachment E - Staff Recommendations

Attachment F - PSAC November 3<sup>rd</sup> Meeting Votes

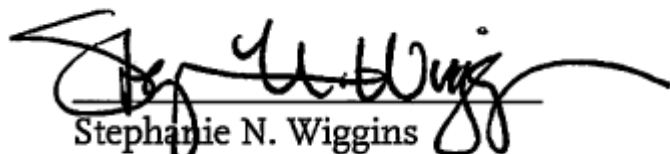
Prepared by: Cathryn Banuelos, Chief Administrative Analyst, System Security and Law Enforcement, (213) 922-7650

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Stephanie N. Wiggins  
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**September 29, 2021**

**TO: AD-HOC INFRASTRUCTURE PROTECTION SERVICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)**

**SUBJECT: INFRASTRUCTURE PROTECTION SERVICES  
CONTRACT RECOMMENDATIONS**

**ISSUE**

The purpose of this correspondence is to follow up on the status of the concepts discussed by the ad-hoc subcommittee related explicitly to the Infrastructure Protection Services (IPS) contract. Since the initial meeting on June 14, 2021, we have listened to your thoughtful and creative ideas for improving the service we provide under this contract. Metro's recommendations are grouped into general topics based on the IPS Ad-hoc Subcommittee's six categories.

Metro will ask its Board of Directors to extend the existing security contract by up to 12 months, from April 1, 2022 up until March 31, 2023. This extension will allow the PSAC and SSLE to finalize the next Scope of Work (SOW) and launch the procurement process for a new contract to be awarded.

**DISCUSSION**

After a thorough analysis of the discussions heard during the ad-hoc subcommittee, SSLE supports several amendments to the existing contract and proposes implementing them promptly through an agreement with the current contractor (RMI International). Other recommendations would need to be implemented in a new procurement due to time constraints and cost. The next steps would be to present to the full PSAC membership for review and approval, followed by submittal to Metro's CEO, Stephanie Wiggins.

The six (6) general categories being considered are:

1. Background checks
2. Training
3. Uniforms
4. Transparency
5. Accountability
6. Weapons/Firearms (pending)

## **1. Background Checks**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to exclude security guards that a law enforcement agency has previously terminated from working on the Metro contract.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the current contract and the SOW for the new contract.

**There is no increase in cost to implement this recommendation.**

**This recommendation supports the draft PSAC values of Committing to Openness and Transparency and Acknowledging Context**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to provide satisfactory proof that employees have passed all stages of the background process, including completed applications, background checks, live scan, drug testing, psychological testing, guard card and firearm permits from the Bureau of Security and Investigative Services (BSIS). Refer to Attachment A for Metro Transit Security and contract security's hiring processes.

**SSLE Response:** SSLE supports this recommendation in part. SSLE supports adding a psychological testing component as a final phase for security officers working on the Metro contract. However, SSLE does not recommend an expanded background check which would include vetting an applicant with relatives and neighbors due to legal concerns raised by our contractor.

Armed security officers are licensed by the state, including a background (criminal history) check and required training. See [Security Guard Registration - Bureau of Security and Investigative Services \(ca.gov\)](#) and [Firearms Permit FACT SHEET - Bureau of Security and Investigative Services \(ca.gov\)](#). The responsibility of the quality and associated risks of the applicant lies with the contractor. RMI utilizes a vendor to conduct background checks for them.

RMI's Legal Counsel has advised the contractor that expanding the background check by interviewing relatives and neighbors is not recommended for private

employers due to the potential legal implications of exposure to complaints and claims.

Based on a review of Metro's contract security officers' past performance, there were 31 use of force incidents during 22,936 calls for service from January 2018 through June 25, 2021. There were 67 complaints made from November 2018 until June 2021, and 15 of these had sustained misconduct allegations.

SSLE recommends that Applicants undergo and pass a standard psychological exam as an added safeguard to ensure sound judgment and decision making. The test would be performed in the final phase of the hiring process, limiting the number of psychological exams necessary. SSLE can implement this recommendation in the contract extension with modification to the current contract and the SOW for the new contract. Psychological testing will apply to any newly hired security officer assigned to the Metro contract.

**There is an increase in cost to implement this recommendation:** The approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant.

**This recommendation supports the draft PSAC values of Committing to Openness and Transparency and Acknowledging Context**

## **2. Training**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to ensure that all security officers working on Metro's contract have completed specific training classes. Security contractors shall be required to provide verified completion of the training from an approved source. The training classes are implicit bias, de-escalation, how to interact with those with disabilities, those in cognitive crisis, those who suffer from homelessness, customer service skills, constitutional policing, and racial profiling. Refer to Attachment C for a definition of each of the training categories.

**SSLE Response:** This recommendation is supported in part by SSLE. From the PSAC recommended training classes, SSLE believes the following four (4) classes are the most beneficial to Metro's contract security officers based on their SOW:

- Implicit Bias (4 hours)
- Response to Persons with Mental and Development Disabilities (4 hours)
- How to Interact with those Who Suffer from Homelessness (2 hours)
- Customer Service (2 hours)

The new training courses will supplement the existing training on use of force, firearms, and laws of arrest. This recommendation can be implemented in the contract extension with modification to the current contract and the SOW for the

new contract. Report of completion of training for contract employees would be required for all security personnel assigned to the Metro contract with renewal every two years. SSLE considers this additional training beneficial to the contracted employees on the system. See Attachment B for further information on each training.

**There is an increase in cost to implement this recommendation:**

The approximate cost of offering all the training recommended by PSAC is \$600,000. The approximate cost of providing the four courses recommended by SSLE is \$120,000.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, and Recognizing Diversity.**

### **3. Uniform**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to have uniforms consisting of a light grey polo shirt with an embroidered badge on the chest, wear a utility belt with a flashlight, and an outer safety vest with the Metro logo on the front and back. A name tag on the uniform shirt and the outer vest shall be considered.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the contract and the SOW for the new contract.

**There is an increase in cost to implement this recommendation:**

The approximate cost is \$100 per employee per year for a total annual cost of \$40,000.

**This recommendation supports the draft PSAC values of Emphasizing Compassion and Acknowledging Context.**

### **4. Transparency**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to utilize Body Worn Video (BWV) cameras while working on the Metro system. Policies, procedures, and training shall be developed to address activation/deactivation, storage and viewing of the BWV cameras, retention/access to recorded footage, and needs to address privacy and surveillance concerns.

**SSLE Response:** SSLE supports this recommendation. However, after a risk-benefit analysis, SSLE recommends an alternative to BWV cameras. Security contractors have limited public contact and there is no evidence to suggest the



need for this level of equipment. Instead, SSLE recommends working with the contractor to utilize an application similar to TrackTik, which allows instant incident reporting and video recording. This can be implemented in the contract extension with modification to the current contract and in the SOW for the new contract.

Metro would prepare the relevant policies and procedures relating to the use of an instant video recording system.

**There is an increase in cost to implement this recommendation:**

The approximate cost to implement BWV cameras as recommended by PSAC is estimated to be more than \$1 million annually.

The approximate cost to implement each mobile application license is estimated to be \$240 per year. Each post assignment/smartphone would need one license. Assuming there are 200 post assignments, the approximate cost would be \$48,000.

**This recommendation supports the draft PSAC value of Committing to Openness and Transparency.**

## **5. Accountability**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to be consistent with the principles of Campaign Zero “Eight Can’t Wait.”

**SSLE Response:** SSLE supports this recommendation. It can be implemented in the contract extension with modification to the contract and the SOW for the new contract. One exception is when a vehicle is utilized to cause mass casualties to pedestrians in a crowd, shooting at the driver to stop the threat is justifiable by law. This exception is consistent with law enforcement partners and supported by SSLE.

**There is no potential increase in cost to implement this recommendation.**

**This recommendation supports the draft PSAC value of Acknowledging Context and Committing to Openness and Transparency.**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to have an early warning software system that flags multiple complaints and/or use of force incidents by individual security officers.

**SSLE Response:** SSLE supports this recommendation. It can be implemented in the contract extension with modification to the contract and the SOW for the new contract. The software is a risk management tool used by many police agencies and provides tracking of training, traffic accidents, commendations,

awards, and equipment. Metro Transit Security is currently in the procurement process to obtain the software for internal use.

**There is an increase in cost to implement this recommendation:**

The approximate cost for this software would be \$20,000-\$30,000 annually.

**This recommendation supports the draft PSAC values of Acknowledging Context and Committing to Openness and Transparency.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Hiring Processes  
Attachment B – Training Descriptions  
Attachment C – Response Matrix

**ATTACHMENT B**

**PROCUREMENT SUMMARY  
SECURITY GUARD SERVICES/PS560810024798**

<b>1</b>	<b>Contract Number:</b> PS560810024798			
<b>2</b>	<b>Contractor:</b> RMI International, Inc.			
<b>3</b>	<b>Mod. Work Description:</b> Increase contract authority and up to 12-month extension			
<b>4</b>	<b>Contract Work Description:</b> Security Guard Services			
<b>5</b>	<b>The following data is current as of:</b> October 4, 2021			
<b>6</b>	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	9/27/2016	<b>Contract Award Amount:</b>	\$81,944,840
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b>	\$38,508,918
	<b>Original Complete Date:</b>	9/30/2021	<b>Pending Modifications (including this action):</b>	\$19,000,000
	<b>Current Est. Complete Date:</b>	3/31/23	<b>Current Contract Value (with this action):</b>	\$139,453,758
<b>7</b>	<b>Contract Administrator:</b> Aielyn Dumaua		<b>Telephone Number:</b> (213) 922-7320	
<b>8</b>	<b>Project Manager:</b> Jose Ortiz		<b>Telephone Number:</b> (213) 922-3631	

**A. Procurement Background**

This Board Action is to approve Modification No. 9 to Contract No. PS560810024798 to RMI International, Inc. for infrastructure protection services at selected locations of the regional Metro System which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions and maintenance facilities.

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

In September 2016, the Board approved a five-year contract to RMI International, Inc. to provide infrastructure protection services.

Refer to Attachment B –Contract Modification/Change Order Log for modifications issued to date.

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis and are subject to Metro's living wage rates.

.

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Modification Amount</b>
\$19,000,000	\$19,000,000	\$19,000,000

**ATTACHMENT C****CONTRACT MODIFICATION/CHANGE ORDER LOG  
SECURITY GUARD SERVICES/PS560810024798**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Clarified basis for payment of billable overtime work and holiday hours	Approved	9/27/2016	\$ 0
<b>2</b>	Increase contract value due to unanticipated living wage adjustment for FY17/18	Approved	7/1/2017	\$ 5,108,918
<b>3</b>	Revised fully burdened hourly labor as a result of unanticipated living wage rate adjustments for FY18/19	Approved	7/1/2018	\$ 0
<b>4</b>	Change in deployment	Approved	1/25/2019	\$ 0
<b>5</b>	Updated list of subcontractors and issued applicable living wage rates for FT 19/20	Approved	7/1/2019	\$ 0
<b>6</b>	Increased contract value to cover increased security guard presence and living wage rate adjustments	Approved	2/1/2020	\$ 18,400,000
<b>7</b>	Updated list of subcontractors	Approved	10/12/2020	\$ 0
<b>8</b>	Increase contract authority and extend period of performance by six months	Approved	8/16/21	\$ 15,000,000

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>9</b>	Increase contract authority and extend period of performance by six months	<b>Pending</b>	<b>Pending</b>	<b>\$ 19,000,000</b>
	<b>Modification Total:</b>			<b>\$57,508,918</b>
	<b>Original Contract:</b>		<b>9/27/2016</b>	<b>\$ 81,944,840</b>
	<b>Total:</b>			<b>\$139,453,758</b>

## DEOD SUMMARY

## SECURITY GUARD SERVICES/PS560810024798

**A. Small Business Participation**

RMI International, Inc (RMI) made a 33.20% Disadvantaged Business Enterprise (DBE) commitment. Based on payments reported, the contract is 82.19% complete and the current DBE participation is 30.42%, representing a 2.78% shortfall, a slight 0.15%-point reduction from the June 2021 report to the Board.

DEOD staff participated in the July and September monthly project meetings with the Metro Project Manager and RMI staff. According to RMI, the Prime has worked diligently with DBE subcontractors to increase their subcontractors' deployment. RMI provided an update reflecting the actual weekly contract hours from June 2021 to date in October, and a 90-day projection through December 31, 2021, demonstrating incremental gains of 2.3% (to date) and 15.6% (projection). RMI further explained that DBE firms American Eagle and Absolute International Security will take over posts at Divisions 2, 3, and 4, effectively transferring 800 hours to these firms.

RMI reported declines in DBE participation for Allied Protection Services, Inc. (APSI) and North American Security Investigations, Inc. (NASI) since June 2021. While both firms faced business challenges including staff recruitment and COVID-related issues that prevented the addition of service hours in the past, APSI has made progress, accepting an additional 280 hours in August 2021, and continuing to work with RMI to increase capacity. An incremental uptick in the level of participation is anticipated once payments are reported for the additional service hours. RMI further contends that due to persistent business issues throughout 2021, NASI requested to forgo some service hours and not take on any new assignments, which RMI reasonably accommodated, working with NASI and Metro Operations.

Staff will continue to engage with RMI and the Metro project team monthly to discuss strategies to increase their level of staffing to meet their commitments.

Small Business Commitment		33.20% DBE	Small Business Participation	30.42% DBE
	DBE/SBE Subcontractors	Ethnicity (Only Applicable for DBE Contract)	% Committed	Current Participation <sup>1</sup>
1.	Allied Protection Services, Inc.	African American	13.44%	1.59%
2.	North American	Hispanic American	5.96%	16.35%

Security and Investigations, Inc. Security America, Inc. <i>(substituted due to voluntary withdrawal)</i>	Hispanic American	13.80%	8.22%
American Eagle Protective Services	African American Female	Added	3.76%
Absolute International Security, Inc.	Asian Pacific American Female	Added	0.50%
<b>Total</b>		<b>33.20%</b>	<b>30.42%</b>

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

#### **B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$22.67 per hour (\$17.00 base + \$5.67 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

#### **C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

#### **D. Project Labor Agreement/Construction Careers Policy**

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



**Metro**Los Angeles County  
Metropolitan Transportation AuthorityOne Gateway Plaza  
Los Angeles, CA 90012-2952213.922.2000 Tel  
metro.net

October 5, 2021

**TO: AD-HOC INFRASTRUCTURE PROTECTION SERVICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)**

**SUBJECT: INFRASTRUCTURE PROTECTION SERVICES  
CONTRACT RECOMMENDATIONS**

**ISSUE**

The purpose of this correspondence is to follow up on the status of the concepts discussed by the ad-hoc subcommittee related explicitly to the Infrastructure Protection Services (IPS) contract. Since the initial meeting on June 14, 2021, we have listened to your thoughtful and creative ideas for improving the service we provide under this contract. Metro's recommendations are grouped into general topics based on the IPS Ad-hoc Subcommittee's six categories.

Metro will ask its Board of Directors to extend the existing security contract by up to 12 months, from April 1, 2022 up until March 31, 2023. This extension will allow the PSAC and SSLE to finalize the next Scope of Work (SOW) and launch the procurement process for a new contract to be awarded.

**DISCUSSION**

After a thorough analysis of the discussions heard during the ad-hoc subcommittee, SSLE supports several amendments to the existing contract and proposes implementing them promptly through an agreement with the current contractor (RMI International). Other recommendations would need to be implemented in a new procurement due to time constraints and cost. The next steps would be to present to the full PSAC membership for review and approval, followed by submittal to Metro's CEO, Stephanie Wiggins.

The six (6) general categories being considered are:

1. Background checks
2. Training
3. Uniforms

4. Transparency
5. Accountability
6. Weapons/Firearms (pending)

## **1. Background Checks**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to exclude security guards that a law enforcement agency has previously terminated from working on the Metro contract.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the current contract and the SOW for the new contract.

**There is no increase in cost to implement this recommendation.**

**This recommendation supports the draft PSAC values of Committing to Openness and Transparency and Acknowledging Context**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to provide satisfactory proof that employees have passed all stages of the background process, including completed applications, background checks, live scan, drug testing, psychological testing, guard card and firearm permits from the Bureau of Security and Investigative Services (BSIS). Refer to Attachment A for Metro Transit Security and contract security's hiring processes.

**SSLE Response:** SSLE supports this recommendation in part. SSLE supports adding a psychological testing component as a final phase for security officers working on the Metro contract. However, SSLE does not recommend an expanded background check which would include vetting an applicant with relatives and neighbors due to legal concerns raised by our contractor.

Armed security officers are licensed by the state, including a background (criminal history) check and required training. See [Security Guard Registration - Bureau of Security and Investigative Services \(ca.gov\)](#) and [Firearms Permit FACT SHEET - Bureau of Security and Investigative Services \(ca.gov\)](#). The responsibility of the quality and associated risks of the applicant lies with the contractor. RMI utilizes a vendor to conduct background checks for them.

RMI's Legal Counsel has advised the contractor that expanding the background check by interviewing relatives and neighbors is not recommended for private employers due to the potential legal implications of exposure to complaints and claims.

Based on a review of Metro's contract security officers' past performance, there were 31 use of force incidents during 22,936 calls for service from January 2018

through June 25, 2021. There were 67 complaints made from November 2018 until June 2021, and 15 of these had sustained misconduct allegations.

SSLE recommends that Applicants undergo and pass a standard psychological exam as an added safeguard to ensure sound judgment and decision making. The test would be performed in the final phase of the hiring process, limiting the number of psychological exams necessary. SSLE can implement this recommendation in the contract extension with modification to the current contract and the SOW for the new contract. Psychological testing will apply to any newly hired security officer assigned to the Metro contract.

**There is an increase in cost to implement this recommendation:** The approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant.

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## **2. Training**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to ensure that all security officers working on Metro's contract have completed specific training classes. Security contractors shall be required to provide verified completion of the training from an approved source. The training classes are implicit bias, de-escalation, how to interact with those with disabilities, those in cognitive crisis, those who suffer from homelessness, customer service skills, constitutional policing, and racial profiling. Refer to Attachment C for a definition of each of the training categories.

**SSLE Response:** This recommendation is supported in part by SSLE. From the PSAC recommended training classes, SSLE believes the following four (4) classes are the most beneficial to Metro's contract security officers based on their SOW:

- Implicit Bias (4 hours)
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The new training courses will supplement the existing training on use of force, firearms, and laws of arrest. This recommendation can be implemented in the contract extension with modification to the current contract and the SOW for the new contract. Report of completion of training for contract employees would be required for all security personnel assigned to the Metro contract with renewal every two years. SSLE considers this additional training beneficial to the contracted employees on the system. See Attachment B for further information on each training.

**There is an increase in cost to implement this recommendation:**

The approximate cost of offering all the training recommended by PSAC is \$600,000. The approximate cost of providing the four courses recommended by SSLE is \$120,000.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, and Recognizing Diversity.**

### **3. Uniform**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to have uniforms consisting of a light grey polo shirt with an embroidered badge on the chest, wear a utility belt with a flashlight, and an outer safety vest with the Metro logo on the front and back. A name tag on the uniform shirt and the outer vest shall be considered.

**SSLE Response:** SSLE supports this recommendation and can implement it in the contract extension with modification to the contract and the SOW for the new contract.

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**This recommendation supports the draft PSAC values of Emphasizing Compassion and Acknowledging Context.**

### **4. Transparency**

**PSAC Ad-hoc Subcommittee Discussion:** Security contractors shall be required to utilize Body Worn Video (BWV) cameras while working on the Metro system. Policies, procedures, and training shall be developed to address activation/deactivation, storage and viewing of the BWV cameras, retention/access to recorded footage, and needs to address privacy and surveillance concerns.

**SSLE Response:** SSLE supports this recommendation. However, after a risk-benefit analysis, SSLE recommends an alternative to BWV cameras. Security contractors have limited public contact and there is no evidence to suggest the need for this level of equipment. Instead, SSLE recommends working with the contractor to utilize an application similar to TrackTik, which allows instant incident reporting and video recording. This can be implemented in the contract extension with modification to the current contract and in the SOW for the new contract.

Metro would prepare the relevant policies and procedures relating to the use of an instant video recording system.

**There is an increase in cost to implement this recommendation:**

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The approximate cost to implement each mobile application license is estimated to be \$240 per year. Each post assignment/smartphone would need one license. Assuming there are 200 post assignments, the approximate cost would be \$48,000.

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**SSLE Response:** SSLE supports this recommendation. It can be implemented in the contract extension with modification to the contract and the SOW for the new contract. The software is a risk management tool used by many police agencies and provides tracking of training, traffic accidents, commendations, awards, and equipment. Metro Transit Security is currently in the procurement process to obtain the software for internal use.

**There is an increase in cost to implement this recommendation:**

The approximate cost for this software would be \$20,000-\$30,000 annually.

**This recommendation supports the draft PSAC values of Acknowledging Context and Committing to Openness and Transparency.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Hiring Processes  
Attachment B – Training Descriptions  
Attachment C – Response Matrix



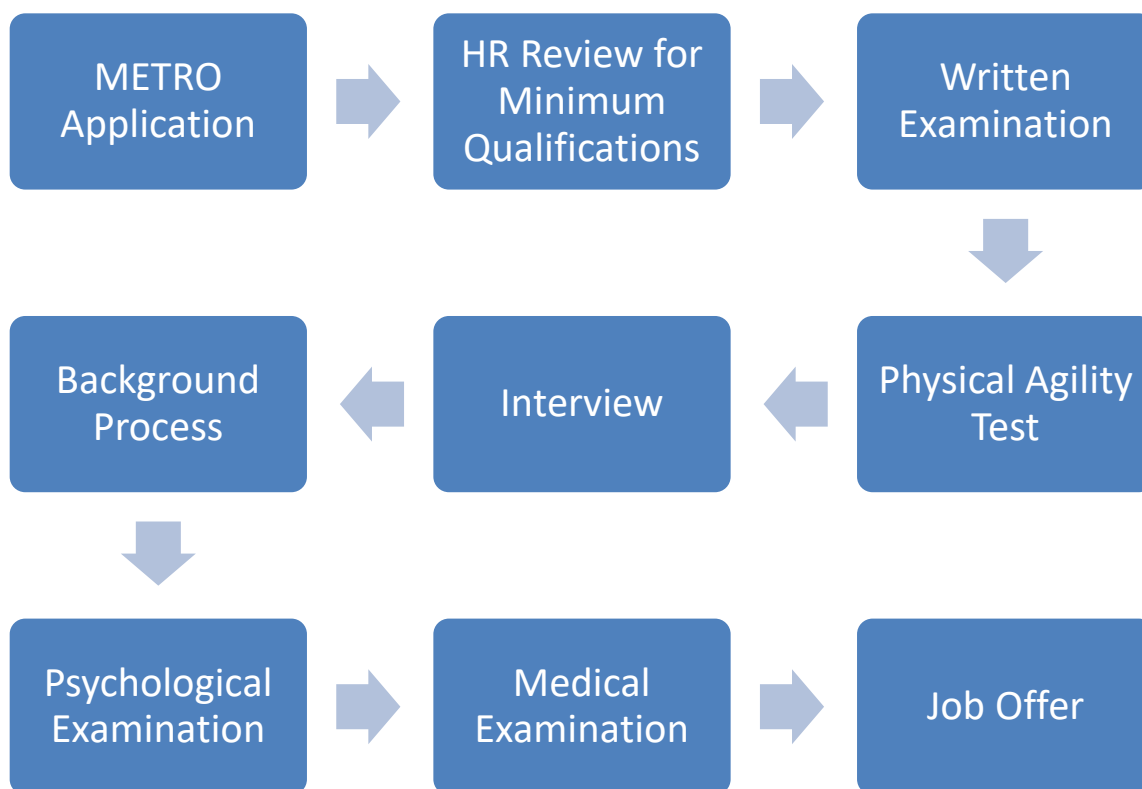
**Metro™**

# Interoffice Memo

<b>Date</b>	August 25, 2021
<b>To</b>	Jose Ortiz Transit Security Director
<b>From</b>	Lt. Cliff Ladage Admin/Training Division
<b>Subject</b>	MTS & RMI Hiring Processes

Attached are the hiring process Metro Transit Security and Contract Security (RMI & subcontractors)

## **METRO TRANSIT SECURITY HIRING PROCESS FLOWCHART**



- **RECRUITMENT**

Metro advertises open Transit Security positions which include job description, minimum qualifications, recruitment process.

- **HR Application Review**

HR Department analyst reviews submitted application to determine if minimum qualifications for the position are met. Once it is determined if minimum qualifications are met, applicants are invited to the written examination portion of the selection process.

- **Written Examination**

Applicants take a written examination which consists of spelling, grammar, sentence completion. Written test is a pass/fail. Applicant who receives a passing score shall be invited to participate in the Physical Agility Test.

- **Physical Agility Test**

Test includes 240-yard run and obstacle course. (pass/fail)

- 240-yard run male – Male – 60 seconds or less  
Female – 90 seconds or less
- Obstacle Course – 60 seconds or less

- **Interview**

Applicants who pass the Physical Agility Test shall be invited to participate in an oral interview panel consisting of department representative and HR representative. Questions include scenarios and critical thinking. Pass/Fail

- **Background Process**

Applicants who pass the interview process shall be invited to submit to the department background process which includes

- Live Scan fingerprint process (HR Dept)
- Personal history statement
  - Copies of CDL, BSIS Certifications, Military Records, Birth Certificate, Driving Record
  - Previous employers
  - Relatives & references
  - Once PHS is completed, background package is forwarded to Metro Transit Security contract background company for criminal checks, reference checks, neighbor checks and employment verification.
  - Completed background check is returned to Transit Security and screened for any disqualifying discrepancies.
  - Pass/Fail

- **Psychological Examination**

Applicants who pass the background portion of the selection process are sent to a Metro contracted physiological facility to complete a written and oral psychological evaluation to determine suitability for the position in Transit Security. Pass/Fail.



- **Medical Examination**

Applicants who successfully pass the psychological portion of the selection process are scheduled for a medical examination to determine if the applicant meets the physical standards for the Transit Security position. Applicants also submit to a drug screening process which includes breath and urine screening.

- **Job Offer**

Applicants who are successful in the selection process shall be placed on the Qualified Candidate Pool for the position. HR shall notify department of QCP and department will contact HR to offer position to applicants on the QCP.

## **RMI CONTRACT SECURITY & SUBCONTRACTOR HIRING PROCESS**

**Employee Selection:** Upon acceptance and subsequent confirmation that a prospective or current client will utilize and retain our services, we begin a process of identifying the appropriate officers for every assignment. RMI has experience in the types of employees who will be successful. Our current successful operation at client sites indicates our level of competence and support from different corporate and public communities.

- **Recruitment/Outreach**

We know the Armed Security Officer profile that will work for all our clients. We expect to recruit from a multitude of resources we have used in the past to supply this type of Armed Security Officer. These methods of sources include advertising on multiple social media platforms, billboards, and on our security vehicles. We advertise on job sites such as, Glassdoor, Zip Recruiter, Indeed, CareerBuilder, Monster, Veteran, and security specific just to name a few. Our job opening announcements are also placed in local newspapers in addition to us working closely with security training schools and colleges/universities. We also participate in multiple job fairs and have implemented an Employee Referral Program in which employees receive a monetary amount for referring those we hire. All applicants can apply for RMI jobs in person and/or online.

- **Initial Phone Screen/Interview**

Our dedicated Recruiter/Hiring Managers screen all resumes/online applications to ensure that applicants meet all requirements of the Armed Security Officer position in which they are applying for. Such requirements are consistent with those mentioned in the LA Metro Armed Security Services contract. Standards defined in our contract are minimum entry-level requirements for all Officers and are factored into the hiring decision. Once an applicant has been checked and cleared, our Recruiter contacts them and conducts an initial phone screening. If the applicant clears, they are invited to an in-person interview with the Hiring Manager.

- **In-Person Interview**

In this interview, our Hiring Managers attempt to devise the best potential match between a candidate's personality, qualifications, and the specifications of the job. Strong focus is placed on verbal, written skills and overall armed security experience. If the applicant clears, they are sent to a pre-employment drug screen and a criminal background request is submitted. Once the applicant clears both the drug screen and background process, they are invited to a new hire orientation.

- **Drug Screening**

RMI adheres to the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the United States Department of Transportation Federal Transit Authority. Every employee is required to pass a pre-employment drug screening and agree to provide random drug screen samples through a program administered under the guidelines like those of the Department of Transportation (DOT). Urine

samples are collected at designated clinics and are tested by certified laboratory personnel with results provided within 2 business days. Any candidate or employee testing positive for any controlled substance will NOT be allowed to enter or maintain a place of employment with RMI International.

- **Criminal History Background Checks**

For all state Armed Security Officer licensing and training standards, RMI follows the LA Metro Armed Security Services contract requirement to complete criminal history background checks. Applicant background information is taken from applicant application and forwarded to 3<sup>rd</sup> party background contractor who conducts criminal records are checked at the national, state, and local level. No Live Scan fingerprint completed.

***\*Applicants for armed security guards are required to have a BSIS Exposed Firearm and Guard Card. BSIS require Live Scan fingerprints of applicants prior to issuing Exposed Firearms Permit\****

- **New Hire Orientation**

The new hire orientation consists of several training modules which includes tests of RMI's employee handbook and other company and LA Metro policies, procedures, and practices in which the applicant would be required to know.

- **Onboarding**

Once new hires successfully complete their orientation, they are issued uniforms and equipment in addition to completing new hire paperwork. At this time, conditional job offer letters are presented to new hires. Once the letters are signed, new hires officially hired with RMI International.

## **Training Course Overview**

### **Implicit Bias**

#### **Los Angeles County Training Center 4 & 8 hours**

This course was developed to satisfy the mandated training for PAM 1081, Racial Profiling Part II Refresher Training. The format is facilitated discussions and student-centered learning activities that allow attendees to safely understand their own biases with a scientific approach. The curriculum design avoids an accusatory tone and focuses on objective facts revealed directly to each student by their own in-class discovery. Students learn in a safe environment with exercises that reveal deep personal preferences (biases) on things that are not at all controversial. It is an easier way to see things we prefer based on how we were socialized. Ultimately, students identify how racial profiling occurs. They discuss the legal background and how racial profiling affects all aspects of community and law enforcement. Students leave with the knowledge and skills learned to recognize their own implicit biases and how to mitigate them to eradicate racially based policing practices.

### **De-escalation**

#### **Handling Difficult People 4 Hours**

The course provides training skills in Communications, Conflict Management, Speaking Constructively, Valuing Diversity, Negotiating, and Verbal Diffusion.

#### **How to interact with those with disabilities 8 Hours**

#### **Response to Persons with Mental and Developmental Disabilities**

The curriculum is designed to provide law enforcement/security with an insight into recognizing different developmental and mental disabilities. It focuses on providing officers with valuable tools to safely managing critical incidents, as well as enhance positive interaction with persons who have these special needs.

#### **How to interact with those in cognitive crisis**

#### **Behavioral Observation Training 8 Hours**

Behavioral Observation Training is a scientifically based curriculum focused on characteristics of human behavior: what they are and how they are manifested, how to identify them.

Also, Cognitive Command (C2) training uses classroom learning paired with distance learning technology to increase officer and public safety, promote officer wellness, enhance procedural justice in police/security, citizen encounters, and improve the application of appropriate de-escalation measures. Students who successfully complete C2 training will be able to: 1) Differentiate and explain human conscious and subconscious thought and action. 2) Articulate,

with examples, how stress impacts thought, perceptions, and behaviors. 3) Model effective techniques of controlled breathing. 4) Demonstrate a method of tactical self-talk using code language. 5) Exhibit digital artifacts from the practical training exercises

### **How to interact with those who suffer from homelessness 2 Hours**

This course provides peace officers/Security with information on best practices for interacting with and assisting homeless civilians in their community by examining applicable laws regarding enforcement and regulation of our unhoused neighbors, including laws on trespassing, property rights, anti-camping ordinances, and encampments. This course will also examine how peace officers can interact with homeless civilians who could have mental health issues and the related services that can be used to help them.

### **Customer service skills**

#### **Public Relations (Community & Customer) 4 hours**

This course aids in recognizing Gender & Racial Harassment & Discrimination, respect, stereotyping, attitude, verbal skills / crisis intervention, introduction to diversity, substance abuse & mental illness, ethics & professionalism, appearance, command presence, proper conduct.

#### **Constitutional policing (Procedural Justice) for security guards 8 Hours**

The purpose of this course is to provide officers with the tools to respond safely and effectively to the community's needs by implementing the strategies of "Procedural Justice," "Implicit Bias," and "De-escalation" before, during, and after contacting members of the community they serve. This will increase officer safety, community support, and quality decision-making.

### **Racial Profiling**

#### **Racial Profiling: Issues and Impact 5 hours**

This training provides students with an understanding of the conceptual and legal definitions of racial profiling. The course also supports law enforcement / security's continued effort to maintain a relationship of trust and respect with the communities they serve.

	PSAC IPS Ad-Hoc Subcommittee Recommendations	SSLE Response	Current Contract Extension	Future Contract SOW	Preliminary Cost Impact
1	Security contractors shall be required to exclude security guards that have been previously terminated by a law enforcement agency from working on the Metro contract.	This recommendation is supported by SSLE.	X	X	No cost.
2	Security contractors shall be required to provide satisfactory proof that all security contractors have passed all stages of the background process.	This recommendation is supported in part by SSLE.		X	Approximate cost of performing the extensive background checks being described by the PSAC is approximately \$1,550 per applicant.  Approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant.
3	Security contractors shall be required to ensure that all security guards working on Metro's contract have completed specific training classes.	This recommendation is supported in part by SSLE.	X	X	Approximate cost of offering all the trainings recommended by PSAC is \$600,000.  The approximate cost of offering the four (4) trainings recommended by SSLE is \$120,000.
4	Security contractors shall be required to have uniforms consisting of a light grey polo shirt with an embroidered badge, wear a utility belt with a flashlight, and an outer safety vest with the Metro logo. A name tag on the uniform shirt and the outer vest shall be considered.	This recommendation is supported by SSLE.	X	X	Approximate cost is \$100 per employee per year for a total annual cost of \$40,000.
5	Security contractors shall be required to utilize Body Worn Video (BWV) cameras while working on the Metro system.	This recommendation is supported by SSLE, however, recommends an alternative such as	X	X	Approximate cost to implement BWV cameras as recommended by PSAC is estimated at

PSAC IPS Ad-Hoc Subcommittee Recommendations		SSLE Response	Current Contract Extension	Future Contract SOW	Preliminary Cost Impact
		an application similar to TrackTik.			more than \$1 million annually.  Approximate cost to implement each mobile application license is estimated at \$240 per year. One license would be required per post assignment/smartphone. Assuming there are 200 post assignments, the approximate cost would be \$48,000.
6	Security contractors shall be required to be consistent with the principles of Campaign Zero "Eight Can't Wait."	This recommendation is supported by SSLE.	X	X	No cost.
7	Security contractors shall be required to have an early warning software system that flags multiple complaints and/or use of force incidents by individual security officers.	This recommendation is supported by SSLE.	X	X	It is estimated the cost for this software would be \$20,000-\$30,000 annually.



**Metro**

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Metropolitan Transportation Authority

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## **Supplemental Memorandum October 20, 2021**

During the October 12<sup>th</sup> IPS ad-hoc subcommittee meeting, Metro staff and members of the ad-hoc subcommittee discussed Metro's October 5<sup>th</sup> IPS contract modification recommendation memo.

Ad hoc members were in alignment with staff's recommendations on the background checks, uniforms, and accountability categories. When it came to the training, members provided feedback on reframing the training classes and revisions to the recommendation on trainings will be made as indicated below:

### **Original:**

- Implicit Bias (4 hours)
- Response to Persons with Mental and Development Disabilities (4 hours)
- How to Interact with those Who Suffer from Homelessness (2 hours)
- Customer Service (2 hours)

### **Revisions to training:**

- Implicit Bias (4 hours)
- How to Better Serve Persons with Disabilities, including Mental and Development Disabilities (4 hours)
- How to Assist Persons Who are Unsheltered (2 hours)
- Excellence in Customer Service (2 hours)

Additional feedback was provided for the transparency category, particularly on the TrackTik tool, which allows instant incident reporting and video recording. This tool would be used to supplement the CCTV camera system currently in place on Metro's properties. TrackTik was provided as an example as it's the software the current contractor has available, however, staff will commit to researching alternatives per the feedback received from the ad-hoc committee.

Attachment A – Training Conducted by RMI

Attachment B – BSIS 40-Hour an Annual Course Training



**Training Provided by Current Contractor (RMI)**

**Orientation (3 – 6 hrs)**

Heat-Related Illness  
Injury & Illness  
Conflict Resolution  
Bloodborne Pathogens  
Sexual Harassment  
Workplace Violence  
Fire Extinguisher  
Drug and Alcohol Policy

**New Hire Process w/ Managers (1 – 3 hrs)**

Metro 101  
Firearm Safety  
Use of Force

**Rail Safety Class (2 – 4 hrs)**

Required by Metro

**On the Job Training (1 -2 hrs)**

Site set-up  
Contact numbers for all managers/supervisors  
Access control  
Tag locations  
Proper notifications  
DARs and incident reports  
Post orders

**Continuous Training / BSIS (All Modules: B, C. & D) (minimum of 8 hrs)**

Refresher training throughout the year (customer relations, customer service, etc)  
Monthly bulletin on specific circumstantial training (i.e.- Summer-heat injury training)  
“What if?” Scenario Training

**Note:** BSIS requires that each officer received 8 hours of refresher training annually to maintain their guard card and to maintain/renew their exposed firearm permit each officer is required to conduct weapons requalification every 6 months (twice annually). This training can be conducted/obtained at any state approved BSIS training facility. Attached you will find the list of the training topics approved by BSIS that count towards the annual refresher and detail the states requirement for training.

**Supervisors/Managers (2 – 4 hrs)**

Sexual Harassment  
Discrimination  
Reasonable Suspicion  
Post-Accident Procedures

**UPDATED VERSION – MAY 9, 2007**

**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**  
**Title 16, Division 7 of the California Code of Regulations**

**ARTICLE 9. SKILLS TRAINING COURSE FOR SECURITY GUARDS**

**§643. SKILLS TRAINING COURSE FOR SECURITY GUARDS**

(a) The course of skills training for registered security guards shall follow the standards prescribed by section 7583.6(b) of the Business and Professions Code. The attached Appendix sets forth the subjects that shall be taught and the maximum number of hours that shall be allowed towards meeting required training.

(b) For each course, or series of courses, the institution or company providing the training shall issue a Certificate of Completion to the individual completing the course.

The certificate shall identify the course(s) taken, the number of hours of training provided, identification of the issuing entity, name of the individual and instructor and a date, and state that the course(s) comply with the Department of Consumer Affairs' Skills Training Course for Security Guards. The certificate shall be serially numbered for tracking.

Note: Authority cited: Section 7581, Business and Professions Code. Reference: Sections 7583.6 and 7583.7, Business and Professions Code.

**I. POWER TO ARREST COURSE OUTLINE**

The Power to Arrest Course consists of four (4) hours of training in both of the following two (2) subjects:

**A. Powers to Arrest**

**4 hours**

Objective: To familiarize and instruct the individual on the training topics delineated at Business and Professions Code section 7583.7, including, without limitation, legal aspects, techniques, liability, and company requirements relating to the arrest of an individual. The training will utilize the Department of Consumer Affairs' Power to Arrest Training Manual and may include lecture, discussion, exercises and role-playing.

1. Overview of Power to Arrest Manual and subject matter.
2. Definition of arrest and discussion on the implications to the subject, the guard and the company.
3. Lecture/discussion on escalation and de-escalation techniques in the use of force.
4. Lecture/discussion in the use of restraint techniques and their implications.
5. Discussion of trespass laws and implications of enforcement.
6. Completion of the Power to Arrest Training Manual Test with 100% score in accordance with the Manual's Administering Instructions.

## **B. Weapons of Mass Destruction (WMD) & Terrorism Awareness      4 hours**

Objective: To familiarize and instruct the individual on the subject matter and observation skills required to identify and report precursor activities to a terrorist event, react appropriately, report the occurrence of a terrorist event, and remain safe while helping control the scene after a terrorist event. The training will utilize the Department of Consumer Affairs' Weapons of Mass Destruction & Terrorism Awareness for Security Professionals course consisting of a Digital Video Disk (DVD), Student Workbook and Facilitator Manual.

1. Introduction and overview of the training.
2. The Role of a Security Officer.
3. The Nature of Terrorism.
4. Weapons of Mass Destruction.
5. Coordinating and Sharing of Critical Information.

## **II. MANDATORY COURSES OUTLINE OF COURSES**

Objective: To familiarize and instruct the individual in basic skills and provide a common body of knowledge in the performance of security guard work. All courses shall include information and subject matter pertaining to the outline provided. Additionally, all courses shall include written material, lecture or exercises to assure that the individual comprehends the subject matter presented. Every newly licensed or employed security guard shall complete two of the mandatory courses within thirty (30) days from the day the guard's registration card is issued (8 hours) or the day the guard begins employment. The remaining two mandatory courses each consisting of four (4) hours of instruction, shall be completed within the first six (6) months from the day the guard registration card is issued or the day the guard begins employment as a security guard. Pursuant to Business and Professions Code Section 7583.6 (b) the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed for completion of the Mandatory Courses.

### **A. Public Relations (Community & Customer)      4 hours**

1. Recognizing Gender & Racial Harassment & Discrimination
2. Respect:
  - Stereotyping
  - Attitude
3. Verbal Skills / Crisis Intervention
4. Introduction to Diversity
5. Substance Abuse & Mental Illness
6. Ethics & Professionalism
  - Appearance
  - Command Presence
  - Proper Conduct

**B. Observation & Documentation****4 hours**

1. Report Writing
2. English as a Second Language
3. Observation and Patrol Techniques
4. Asking Appropriate Questions
5. Observing Suspects / Suspicious Activity

**C. Communication and its Significance****4 hours**

1. Internal
  - Protocols Pursuant to Contract (Who to Contact & When)
  - Radio / Monitors
  - Other Technology
2. External
  - Emergency / First Responders
  - Medical Personnel
  - Police / Sheriff / Other Enforcement
  - City Services / Government Services

**D. Liability / Legal Aspects****4 hours**

1. Personal / Contractor / Employer
2. Criminal, Civil, Administrative
3. BSIS Code & Regulations
4. Role of a Security Guard

**III. ELECTIVE COURSE OUTLINES**

Objective: To familiarize and instruct the individual in basic employer requirements relating to the performance of guard duties. Additionally, to provide the employer and the individual with the opportunity to select additional course work to improve the skills and knowledge of the individual. The listed courses should include a mixture of written materials, lecture and exercises. The hours listed are the maximum number of hours that will be accepted as part of the 16 hours of elective training mandated by the Business and Professions Code section 7583.6. Every newly licensed security guard shall complete a minimum of eight (8) hours of elective courses within thirty (30) days from the day the security guard's registration card is issued or the day the guard begins employment. An additional eight (8) hours of elective courses shall be completed within the first six (6) months from the day the security guard's registration card is issued or the day the guard begins employment. Pursuant to Business and Professions Code Section 7583.6 (b), the following outline includes subjects that shall be taught and the maximum number of hours that will be allowed for completion of the elective courses.

**A. Post Orders & Assignments****4 Hrs. Maximum**

1. Site Specific Training
2. Equipment
  - Monitoring
  - Communication
  - Alarms
  - Elevators, Etc.
3. Emergency Response Issues
4. Liability Implications
5. Lost / Found Articles

**B. Employer Policies / Orientation****4 Hrs. Maximum**

1. Employer Reports / Paperwork
2. Reporting Processes / Procedures
3. Tax Forms, Health Forms, Etc.
4. Uniforms
5. Work Schedules
6. Other Internal Policies, Processes or Procedures
7. Employer Use of Force Policy

**C. Evacuation Procedures****2 Hrs. Maximum**

1. Emergency Procedures Related to Life / Safety and Acts of Nature
2. Working Knowledge of Evacuation Routes
  - Stairs
  - Elevators
  - Doors
3. Power Outage
4. Specific Points of Contact

**D. Officer Safety****4 Hrs. Maximum**

1. Threat Assessment
2. Subject Contact
3. Safety Awareness
4. Blood Born Pathogens
5. Environmental /Hazardous Materials

**E. Arrests, Search & Seizure  
(more advanced than PTA course)****4 Hrs. Maximum**

1. PC 836, 837 & the Differences
2. US Constitution & Amendments Impacting Guard Responsibilities
3. Loss Prevention
4. Merchant Law
5. Use of Force

**F. Access Control****2 Hrs. Maximum**

1. Identification Procedures
2. Electronic Use/CCTV
3. Non-electronic procedures

**G. Trespass****4 Hrs. Maximum**

1. Open Land
2. Private Property
3. Private Building
4. Public Property
5. Places of Public Accommodation/Public Access

**H. Laws, Codes, Regulations and Ordinances****2 Hrs. Maximum**

1. Specific to Post Assignment

**I. First Aid / CPR****4 Hrs. Maximum**

1. American Red Cross Courses
2. American Heart Association Courses
3. Automatic Defibrillator Devices (AED's)

**J. Handling Difficult People****4 Hrs. Maximum**

1. Communications
2. Conflict Management
3. Speaking Constructively
4. Valuing Diversity
5. Negotiating
6. Verbal Diffusion

**K. Work Place Violence****4 Hrs. Maximum**

1. Detecting Unusual Behavior / Warning Signs
  - Worker to Worker
  - Client to Customer
  - Supervisor to Subordinate
2. Anger Management
3. Valuing Diversity
4. Personal Security
5. Reporting

<b>L. Chemical Agents</b>	<b>4 Hrs. Maximum</b>
1. Tear Gas Use and Effects 2. Pepper Spray Use and Effects 3. Air Borne Chemical Agents 4. Water Borne Chemical Agents	
<b>M. Preserving the Incident Scene</b>	<b>4 Hrs. Maximum</b>
1. Identifying Evidence 2. Care and Handling of Evidence 3. Securing the Immediate Area 4. Legal Issues to Evidence Tampering and/or Removal 5. Witness/Participant Identification	
<b>N. Crowd Control</b>	<b>4 Hrs. Maximum</b>
1. Controlling Boisterous Celebrations 2. Handling Disputes 3. Confronting Conflicts Constructively 4. Planning for Civil Disobedience / Disturbances 5. Labor Actions, Disputes, Workplace Stoppages	
<b>O. Driver Safety</b>	<b>4 Hrs. Maximum</b>
1. Cars 2. Bicycles 3. Golf Carts	
<b>P. Supervision</b>	<b>4 Hrs. Maximum</b>
1. Roles and Responsibilities 2. Legal Liability	
<b>Q. Courtroom Demeanor</b>	<b>4 Hrs. Maximum</b>
<b>R. Parking / Traffic Control</b>	<b>2 Hrs. Maximum</b>
<b>S. Radio Procedures</b>	<b>2 Hrs. Maximum</b>
<b>T. BSIS's Certified Course in Firearms Training</b>	<b>8 Hrs Maximum</b>
<b>U. BSIS's Certified Course in Baton Training</b>	<b>4 Hrs. Maximum</b>
<b>V. School Security Guard Training</b> (In compliance with Bureau developed Training Syllabus)	<b>8 Hrs. Maximum</b>

<b>W. Introduction to Executive Protection</b>	<b>4 Hrs. Maximum</b>
<b>X. Annual Firearms Requalification</b>	<b>4 Hrs. Maximum</b>
<b>Y. Fire Safety Course</b>	<b>4 Hrs. Maximum</b>
<b>Z. Course in the Use of a Stun Gun or Air Taser</b>	<b>4 Hrs. Maximum</b>

#### **IV. Continuing Education**

Objective: To provide additional or remedial instruction in private security subject matter. The continuing education requirement, of an additional 8 hours annually pursuant to Business and Professions Code Section 7583.6(f) (1), commenced on January 5, 2005.

The annual training may be provided by an independent training entity or may be provided by the employer. Employer provided training should be supported by evaluation of the licensed guards' skills. The annual training may repeat previous course(s), or may provide additional course(s) on topics applicable to private security work.

The Mandatory and Elective courses with 4 hour maximum time limitations for the initial Skills Training Course For Security Guards may be expanded in depth to 8 hour courses, with the exception of the WMD and Terrorism Awareness, to meet the annual training hours.

Additionally, training in use of specific types of batons or a four (4) hour refresher course every other year may also be utilized to meet the continuing education requirements.

For each course completed, the training entity or company providing the training shall issue a Certificate of Completion to the individual completing the course in compliance with the appearance requirements stated in Title 16, California Code of Regulations, section 643 (b).



## Public Safety Advisory Committee

Prepared by the PSAC Facilitator Team

# MEMO

**Date:** November 5, 2021

**To:** Metro Office of the Chief Executive Officer

**From:** Public Safety Advisory Committee (PSAC)

**Re:** Outcomes from the November 3, 2021 PSAC Meeting -- Infrastructure Protection Services Contract Extension Proposal


During the November 3, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body voted on a proposal to approve Metro staff recommendations for the Infrastructure Protection Services (IPS) contract extension.

Below is a summary of the committee's action:

- The committee did not approve Metro staff recommendations for the IPS contract extension. The vote was 3 "yes," 9 "no," and 2 "abstain." (Link: [Metro staff recommendations for the IPS contract extension: memo and attachments](#))

## Proposal to Approve Metro Staff Recommendations for the IPS Contract Extension

Committee members did not approve Metro staff recommendations related to the IPS contract extension. The committee was asked to consider staff's proposal to incorporate recommendations informed by PSAC's Infrastructure Protection Services ad-hoc committee, excluding staff's recommendation related to a body-worn camera alternative. With 9 "no" votes, 3 "yes" votes, and 2 abstentions, the item did not pass.



# Infrastructure Protection Services (IPS)

SYSTEM SECURITY & LAW ENFORCEMENT IS PURSUING IMMEDIATE SHORT-TERM ACTIONS THROUGH MODIFICATIONS TO OUR EXISTING IPS CONTRACT THAT PROMOTE SAFETY, COMPASSION AND RESPECT FOR OUR RIDERS AND EMPLOYEES.

# Security Contract Extension

- ▶ SSLE is requesting a six (6) month extension-(with a six (6) month extension option) for the time period of April 1, 2022, to March 31, 2023, for our current security contract with RMI.
- ▶ This extension will allow the implementation of SSLE recommendations. In addition, this extension will ensure sufficient time to finalize the scope of work for a new solicitation and launch a new competitive solicitation for Infrastructure Protection Services that are aligned with Metro's new model for public safety.
- ▶ The cost for the total twelve (12) month extension: \$38,000,000
  - ▶ Each six (6) month extension option: \$19,000,000

# Potential IPS Modifications

There are six general categories being considered for modification:

- ▶ Background Checks
- ▶ Training
- ▶ Uniforms
- ▶ Transparency
- ▶ Accountability
- ▶ Use of Force

# SSLE Recommended Modifications

Recommendations	Preliminary Cost Impact
<p>Background Checks</p> <ul style="list-style-type: none"><li>• Security contractors shall be required to exclude security guards that have been previously terminated by a law enforcement agency from working on the Metro contract.</li><li>• Expanded background checks to include psychological testing.</li></ul>	<ul style="list-style-type: none"><li>• There is no increase in cost to implement this recommendation.</li><li>• The approximate cost of performing the additional psychological testing as proposed by SSLE is \$500 per applicant, approximately \$62,000 annually.</li></ul>
<p>Training</p> <ul style="list-style-type: none"><li>• Enhanced training to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Persons who are Unsheltered, and Customer Service.</li></ul>	<ul style="list-style-type: none"><li>• The approximate cost of providing the four courses recommended by SSLE is \$120,000.</li></ul>
<p>Uniforms</p> <ul style="list-style-type: none"><li>• New uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.</li></ul>	<ul style="list-style-type: none"><li>• The approximate cost per year for a total annual cost of \$40,000.</li></ul>

# SSLE Recommended Modifications

Recommendations	Preliminary Cost Impact
<p>Transparency</p> <ul style="list-style-type: none"><li>Utilization of technology to provide for instant incident reporting and video recording.</li></ul>	<ul style="list-style-type: none"><li>The approximate cost to implement a mobile application license is estimated to be \$48,000 annually.</li></ul>
<p>Accountability</p> <ul style="list-style-type: none"><li>Security contractors shall be required to be consistent with the principles of Campaign Zero "Eight Can't Wait".</li></ul>	<ul style="list-style-type: none"><li>There is no potential increase in cost to implement this recommendation.</li></ul>
<p>Complaints and Use of Force incidents</p> <ul style="list-style-type: none"><li>Use of early warning software system that flags multiple complaints and/or use of force incidents.</li></ul>	<ul style="list-style-type: none"><li>The approximate cost for this software would be \$30,000 annually.</li></ul>



## Board Report

File #: 2021-0672, File Type: Contract

Agenda Number: 25.

**REVISED**  
**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE**  
**NOVEMBER 18, 2021**

**SUBJECT: TRANSIT LAW ENFORCEMENT SERVICES**

**ACTION: APPROVE CONTRACT VALUE INCREASE AND EXTENSION**

**RECOMMENDATION**

CONSIDER:

- A. SEEKING scope of work modifications (Attachment D) to align with the move towards reimagining public safety;
- B. AUTHORIZING up to \$75.2M for the remaining six months of the original contract inclusive of scope of work modifications;
- C. EXTENDING the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract; and
- D. FUNDS for the extension will be requested during the FY23 budget process.

**HAHN AMENDMENT:** The extension of a contract with any law enforcement agency shall be conditioned on that agency having an enforced COVID vaccination mandate.

Report back in January 2022 on how to enforce the vaccine amendment and come back with a plan on how to move forward with the vaccination requirement. Additionally, report back in March 2022 regarding whether we can continue to contract with the Sheriff's Department.

**ISSUE**

To continue maintaining a consistent and reliable law enforcement presence and to ensure a safe and secure transit system for Metro passengers and employees, the multi-agency law enforcement services contracts need to be funded for the remaining six (6) months of the term of the contracts, January to June 2022.

The additional funds being requested are to replenish contract value available for general law

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enforcement services absorbed by unplanned expenses, which occurred in the early years of the contract. The additional \$75,201,973 will fund services for the remaining six (6) months (January to June 2022) of the multi-agency law enforcement services contracts inclusive of a revised scope of work (Attachment D).

Given that the work with the Public Safety Advisory Committee (PSAC) is not yet complete, and a procurement process for a new policing contract may consist of approximately a 14-month period, staff is recommending extending the period of performance for up to an additional six (6) months, with a 6-month option. This will allow sufficient time for PSAC to submit its recommendations for a new model of public safety reflecting alternative community-based approaches to policing and staff to return to the Board to recommend awarding a new contracts. The budget for the extension will be requested during the FY23 budget process.

By approving these recommendations, Metro can 1) continue multi-agency law enforcement services through June 30, 2022, and 2) provide the Public Safety Advisory Committee (PSAC) the opportunity to complete final recommendations on reimagining public safety on Metro's system for staff to consider incorporating into the future law enforcement services contract, including the approach to better aligned resources under the Department of Mental Health; and implementation of the proposed revisions to the existing multi-agency contract SOW to incorporate lessons learned, employ solutions, and identify costs.

## **BACKGROUND**

In February 2017, the Board approved the award of three individual five-year, firm-fixed unit rate contracts to the City of Long Beach (LBPd), City of Los Angeles (LAPD), and County of Los Angeles (LASD) for multi-agency law enforcement services to support its day-to-day bus and rail operations across Metro's entire service area, as these are not services provided by local jurisdictions. The total five-year contract award amount for multi-agency law enforcement services was \$645,675,758.

The specific tasks that contractors are responsible for include:

1. Responding to calls needing law enforcement intervention including safety emergencies;
2. Conducting joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
3. Riding Metro buses and trains, patrolling bus and rail stations/corridors, and maintaining high visibility at key Metro critical infrastructure locations;
4. Conducting proactive anti-crime operations when not handling a dispatched call;
5. Participating in Metro emergency and disaster preparedness planning and drills; and
6. Collaborating with social service agencies to address the impact of homelessness on the transit system.

In February 2021, Metro staff informed the Board that unplanned expenses for (1) augmented outreach services to the unhoused population, addressing increasing crime trends, sexual harassment; and (2) enhanced deployments to cover special events, surge operations- employee and customer complaints, and other unforeseen circumstances, which occurred in the early years of the contract, had reduced the remaining contract value available for general law enforcement



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services. As a result, more than \$100 million was requested to fully fund the contracts for the remaining twelve (12) months of the contract term (ending June 2022). In March 2021, the Board approved an increase of \$36M, which was sufficient only for law enforcement services to cover costs through December 2021, and to engage the Public Safety Advisory Committee (PSAC). Since then, staff has been engaging PSAC to re-imagine transit safety and develop recommendations for a new model that reflects community-based approaches to policing. Staff's intent was to seek Board approval of these recommendations before the end of this calendar year, leading up to and as part of the procurement process for a new policing contract.

Staff's request to extend the period of performance for up to an additional six (6) months, July to December 2022, with a 6-month option, January to June 2023, will allow sufficient time for PSAC to submit its recommendations to Metro for a new model of public safety, the opportunity for PSAC and/or the public to weigh in on the SOW during the posting time allotted for public comment on the new policing SOW, and award a new policing contract.

## **DISCUSSION**

Providing a safe transit system is imperative to Metro in order to provide a world-class transportation system that enhances quality of life for all who use our system. Metro understands the various levels of safety concerns from the public and employees and the responsibility we have to ensure a safe and comfortable experience for all users of the Metro system. Through the PSAC, public safety survey of our ridership (see Attachment E), surveys of our employees, surveys of the unsheltered, and public comment, we have heard the many and varied voices of our community. Many respondents support both armed and unarmed staff on the system. Over 60% of public respondents want law enforcement and armed security staff to be a priority, and this support spans all race/ethnicity categories. Even more, over 70%, want unarmed security staff to be a priority. Employee surveys indicated 86% of employees want policing to be somewhat more or much more of a priority.

Some riders have heard of, witnessed, or have been a victim of crime that leaves them feeling vulnerable and unsafe. Some riders have heard of, witnessed, or have been a victim of disparate or unfair treatment by those in positions of authority, which leaves them harmed, or feeling disrespected and unsafe. Everyone is looking for prevention of and protection from harm, whether that be from harassment, violence, crime, or other threats. It's important to identify why people have these feelings, to determine if we can better address those core issues. Metro seeks for all to enjoy a safe and comfortable experience on the system.

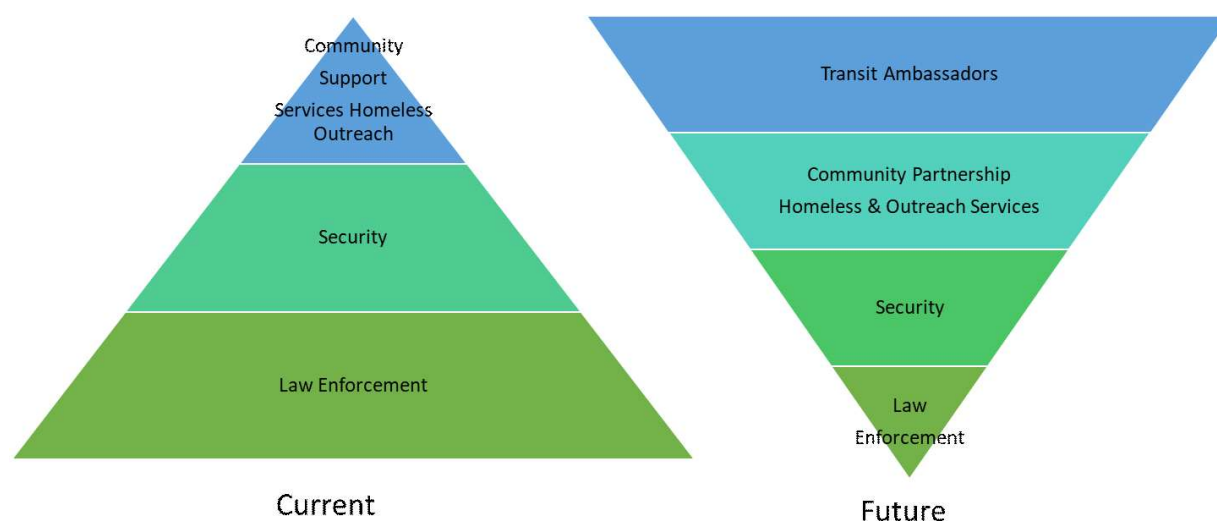
Public safety is a complex topic and we are just at the beginning of our efforts to reimagine safety on our system. Safety by definition means "being free from harm or risk" and we understand that safety means different things to different people. This is a unique time, and we have an opportunity to approach public safety differently. Metro is taking a holistic approach to public safety that promotes safety, compassion and respect for our riders and employees. Key themes to this approach:

- Building better support for vulnerable riders
- Leading with compassion
- Respecting diversity

- Recognizing context
- Community-centered approach
- Reducing the risk of biased outcomes
- Increased transparency and accountability

Based on the work of the Center for Policing Equity, staff will apply key questions to guide and focus internal decisions to support advancing a reimagined transit public safety program. 1. What services could replace law enforcement to reduce their footprint on riders? 2. How can we reduce law enforcement's footprint on over policed riders? 3. What riders and/or employees need more resources and what mechanisms can deliver them? 4. How can we measure our response to change? 5. How can we respond to rider violence with a lighter law enforcement footprint?

We want to focus resources to address root issues to some safety issues. As well as redirecting resources so that the right response is deployed to the safety concern.



### Scope of Work (SOW) Modification

Staff is proposing revisions to the existing contract SOW to increase transparency and continue engaging with the community and passengers to improve trust.

The proposed revisions, which align with the recently PSAC approved Mission and Values for Transit Policy -- *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context, and Committing to Openness and Transparency*, include:

- Removal of fare enforcement and code of conduct responsibilities
- Revised language dealing with proactive enforcement
- Redirecting \$1.6M from LASD contract to the Los Angeles County Department of Mental

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Health (DMH) to engage more effectively with the unhoused seeking shelter on the system

- Improved consistency with Campaign Zero's Eight Can't Wait; and
- Increased data collection, transparency, and accountability.

Additionally, staff has been in discussions with the Los Angeles County Department of Mental Health (DMH) to enter into an agreement with Metro, to engage more effectively with persons who are in cognitive crisis or under the influence, or those who turn to the Metro system and property seeking shelter. Staff hopes to reach agreement with the DMH by the end of this calendar year. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing LASD contract. Expansion on the DMH contract to include Long Beach Police Department and Los Angeles Police Department is expected with the additional options requested.

- Law enforcement contractors will host up to one (1) community engagement event per month to re-build trust with community members.

To further enhance public safety across the system, campaigns such as Children Travel Safe, Bystander Training, Clean and Safe, Anti-Hate, Sexual Harassment Prevention & Correction, Implicit Bias, ADA Sensitivity, Overdose Intervention and Prevention, and Victim Advocacy will continue to be developed in coordination with community-based organizations, and Office of Civil Rights & Inclusion, and our law enforcement and security contractors.

### *Accountability*

In light of the Office of the Inspector General (OIG) reports, staff continues to monitor and review current contract utilization in efforts to control expenditures; maintain current staff levels; reallocate current resources to where surge operations are needed and continue to shift law enforcement resources previously supporting Metro Rail Operation's special events to Metro Transit Security.

### **PSAC**

To support PSAC with providing recommendations to the existing contract and on a future contract, Metro staff provided members with a copy of the executed contracts with LAPD, LASD, and LBPD, in addition to various public data sets as requested by members. Complimenting copies of the contracts, staff provided a comprehensive SOW matrix (Attachment F) to members of the Policing Practices ad-hoc subcommittee for review. This matrix was used as a baseline to capture member feedback and potential recommendations. Metro staff issued a memo (see Attachment G) on October 26th to the ad-hoc subcommittee with recommendations for modifying the existing contract. On October 27<sup>th</sup>, the ad-hoc subcommittee met to discuss staff's recommendations and expressed they would like to draft a response. The committee drafted a set of alternative recommendations in a memo (see Attachment H) dated October 29<sup>th</sup>. The recommendations included the following:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health

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services, homeless outreach services, transit ambassadors and funding safety initiatives outlined in Metro's Customer Experience plan.

On November 3<sup>rd</sup>, PSAC members voted on the ad-hoc subcommittee's recommendations. Although some members expressed concern about the security impacts of not funding, the committee members unanimously approved the ad-hoc committee's recommendations, with a vote of 14 "yes," 0 "no," and 0 "abstain" (see Attachment I).

Staff has listened to PSAC's feedback and reviewed their comments provided on a Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment F) for improving policing services currently provided under the multi-agency law enforcement contracts and proposed to incorporate several recommendations through revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement consistent with the long-term vision of reimagining public safety.

Metro staff is fully committed to an ambassador program. We recognize the proven benefits of a Transit Ambassador Program and our goal is to implement effective alternative policing strategies as soon as possible. If Metro utilizes contracted services to staff the ambassador program, Metro could be ready to advertise a scope of work for those services by February 2022 with a contract award in the summer. The scope of work could be advertised to Community Based Organizations with expertise in homeless outreach, disability services, and/or hiring, training, and overseeing formerly incarcerated members of our community. Metro's goal is to move forward with a model that best delivers a Transit Ambassador Program in a timely way that is responsive to the sense of urgency that our Board members and public have expressed for this program.

### **DETERMINATION OF SAFETY IMPACT**

The authorization of the contract amendments to each of the law enforcement contracts will ensure continued safety and security of passengers and employees and improve Metro's ability to safeguard critical transportation infrastructures. See Attachment J for a list of positive safety services that are provided by our law enforcement contractors.

### **FINANCIAL IMPACT**

The total funding increase of \$75,201,973 is already included in the adopted FY22 budget, cost center 2010. The cost center manager and Executive Officer, System Security & Law Enforcement will be responsible for budgeting in FY23.

#### **Impact to Budget**

The source of funds for this effort will be local operating funds, including fares, sales tax Proposition A, C, TDA, and Measure R. These funds are eligible for bus and rail operations.

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

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve

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this goal, Metro will rely on a multi-layered, integrated security program that comprises technology, people, and partnerships.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract amendment as recommended by PSAC. This alternative is not recommended as Metro currently does not have an internal police force to combat incidents of crime on Metro system. Furthermore, Metro does not have existing contracts in place to provide an ambassador program, sufficient social services and mental health alternatives as outlined by PSAC.

- Metro will be responsible for costs reasonably incurred by the police agency as a result of the early termination of the contract, which would include reasonable demobilization costs.
- An effort to not approve funds for the law enforcement contracts may be only a shortsighted approach and a missed opportunity to achieving the long-term change that we all seek. With violent crime on the rise on our system, in our communities and across the country, now is not the most appropriate time to limit the capacity of our law enforcement partners to connect with our communities without having any available alternatives to deploy, Metro, as a common carrier, is under a duty to provide the utmost care to its passengers, and recommends investing in this capacity, investing in partnerships, and investing in services that supplement safety and security efforts to better serve those who are most in need.
- PSAC continues its work to advancing a reimagined transit public safety program on Metro. Staff will continue to engage with and support its efforts to enhance safety across all aspects of the system.

### **EQUITY PLATFORM**

The first recommendation allows for continued law enforcement services on the system for the remaining six months of the original period of performance. This action, although as voted on November 3<sup>rd</sup> is not supported by PSAC, will allow the riders to see interim changes rather than continue with the status quo. For example, fare enforcement will be contractually removed from law enforcement's duties and include abiding by the 8 Can't Wait policies.

The second recommendation under consideration to extend the existing contract by six months with a six-month option would allow PSAC to provide feedback on the scope of work for a future contract. These extensions would be necessary due to the 12-14-month procurement process. PSAC would have an opportunity to provide feedback as staff develops the SOW and when it's posted for public viewing and input. In addition, while the new SOW is developed, it does not preclude future PSAC recommendations or other SOW modifications from being implemented into the extension period.

### **NEXT STEPS**

Upon Board approval, staff will execute contract modifications to each of the law enforcement contracts to continue to provide law enforcement services.

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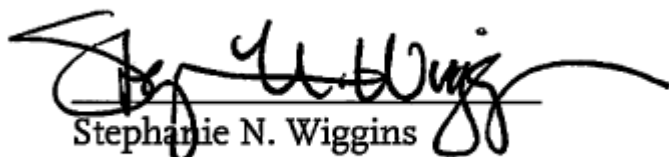
Continue engaging PSAC to provide final recommendations on how to reimagine public safety and begin developing the future scope of services, budget, and other provisions in preparation for the solicitation process of the new law enforcement services contract.

## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary  
Attachment D - SOW Modifications  
Attachment E - Public Safety Survey  
Attachment F - Multi-Agency Police Contract SOW Matrix  
Attachment G - Staff Recommendations  
Attachment H - PSAC's Alternative Recommendations  
Attachment I - PSAC November 3<sup>rd</sup> Meeting Vote  
Attachment J - Safety Services provided by Law Enforcement Contractors

Prepared by: Ronald Dickerson, Deputy Executive Officer, System Security & Law Enforcement, (213) 922-4948

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Nalini Ahuja, Chief Financial Officer, (213) 922-3088

  
Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750/  
PS5863200LASD24750 and PS95866000LBPD24750**

1.	<b>Contract Number:</b> (1) PS5862100LAPD24750, (2) PS5863200LASD24750 and (3) PS95866000LBPD24750			
2.	<b>Contractor:</b> (1) City of Los Angeles (2) County of Los Angeles (3) City of Long Beach			
3.	<b>Mod. Work Description:</b> Increase contract authority			
4.	<b>Contract Work Description:</b> Transit Law Enforcement Services			
5.	<b>The following data is current as of:</b> October 11, 2021			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	LAPD: 2/23/17 LBPD: 2/23/17 LASD: 2/23/17	<b>Contract Award Amount:</b>	LAPD: \$369,330,499 LASD: \$246,270,631 LBPD: \$ 30,074,628
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b>	LAPD: \$21,526,518 LASD: \$11,325,520 LBPD: \$ 3,147,962
	<b>Original Complete Date:</b>	6/30/22	<b>Pending Modifications (including this action):</b>	LAPD: \$38,628,480 LASD: \$32,842,679 LBPD: \$ 3,730,814
	<b>Current Est. Complete Date:</b>	6/30/22	<b>Current Contract Value (with this action):</b>	LAPD: \$429,485,497 LASD: \$290,438,830 LBPD: \$36,953,404
7.	<b>Contract Administrator:</b> Aielyn Dumaua		<b>Telephone Number:</b> (213) 922-7320	
8.	<b>Project Manager:</b> Ron Dickerson		<b>Telephone Number:</b> (213) 922-4948	

**A. Procurement Background**

This Board Action is to approve modifications to Contract No. PS95866000LBPD24750 with the City of Long Beach, Contract No. PS5862100LAPD24750 with the City of Los Angeles, and Contract No. PS5863200LASD24750 with the County of Los Angeles to continue to provide law enforcement services to support bus and rail operations throughout the entire Metro transit system through the remaining six (6) months of the multi-agency law enforcement services contracts.

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

On February 23, 2017, the Board approved the award of contracts to the City of Long Beach, City of Los Angeles and County of Los Angeles to provide transit law enforcement services for a period of five years.

Refer to Attachment B – Contract Modification/Change Order Log for modifications issued to date.

**B. Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis. Labor rates are subject to each law enforcement agencies' collective respective bargaining agreement.

<b>Contractor</b>	<b>Modification Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
City of Long Beach	\$ 3,730,814	\$ 3,730,814	\$ 3,730,814
City of Los Angeles	\$ 38,628,480	\$ 38,628,480	\$ 38,628,480
County of Los Angeles	\$ 32,842,679	\$ 32,842,679	\$ 32,842,679



**ATTACHMENT B****CONTRACT MODIFICATION/CHANGE ORDER LOG****TRANSIT LAW ENFORCEMENT SERVICES/PS95866000LBPD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised Contract No. to PS95866000LBPD24750	Approved	1/8/18	\$ 0
<b>2</b>	Revised Exhibit B – Memorandum of Cost	Approved	10/1/19	\$ 0
<b>3</b>	Increase in contract authority	Approved	3/25/21	\$ 3,147,962
<b>4</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 3,730,814</b>
	<b>Modification Total:</b>			<b>\$ 6,878,776</b>
	<b>Original Contract:</b>			<b>\$30,074,628</b>
	<b>Total:</b>			<b>\$36,953,404</b>

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised provisions of GC14-Termination	Approved	7/1/18	\$ 0
<b>2</b>	Increase in contract authority	Approved	3/25/21	\$ 21,526,518
<b>3</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 38,628,480</b>
	<b>Modification Total:</b>			<b>\$ 60,154,998</b>
	<b>Original Contract:</b>			<b>\$369,330,499</b>
	<b>Total:</b>			<b>\$429,485,497</b>

**TRANSIT LAW ENFORCEMENT SERVICES/PS5863200LASD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised Exhibit A - Statement of work and updated Exhibit B – SH-AD 575	Approved	7/1/20	\$ 0
<b>2</b>	Increase in contract authority	Approved	3/25/21	<b>\$ 11,325,520</b>
<b>3</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 32,842,679</b>
	<b>Modification Total:</b>			<b>\$ 44,168,199</b>
	<b>Original Contract:</b>			<b>\$246,270,631</b>
	<b>Total:</b>			<b>\$290,438,830</b>

**DEOD SUMMARY**

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750/  
PS5863200LASD24750 and PS95866000LBPD24750**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to a lack of subcontracting opportunities. As confirmed by the Project Manager, the law enforcement agencies will perform the work with their own workforces.

**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.

## EXHIBIT A – STATEMENT OF WORK

As of June 27, -2017

### **Background**

The Los Angeles County Metropolitan Transportation Authority (LACMTA) was established in 1992 and is the region's principal agency for Multi-modal transit operations. LACMTA seeks law enforcement services to support its day-to-day operations across its entire service area. **See Attachment No. 1.** LACMTA averages more than 1.4 million trips on its bus and rail systems daily.

Based upon business need, LACMTA resolved to award three (3) separate contracts to: City of Long Beach, City of Los Angeles and County of Los Angeles to provide law enforcement services within specified territorial coverage. LACMTA shall remain the lead agency for coordination. Contractor shall report directly to LACMTA's System Security and Law Enforcement Department and collaborate on the following priorities:

- **Crime deterrence- to include vandalism and graffiti**
- ~~Decrease response times to emergency, priority and routine calls for service~~
- ~~Increase law enforcement and security v~~ **Visibility across the transit system**
- ~~Deter crime - to include vandalism and graffiti~~
- ~~Reduce v~~ **Vulnerability to terrorism**
- **Prompt response times to emergency, priority, and routine calls for service**
- **Awareness and education regarding public safety**
- ~~Enforce LACMTA's Customer Code of Conduct~~
- ~~Reduce fare evasion~~

LACMTA will not provide compensation for basic services like 911 response, criminal investigations, accident investigations and major incident response, LACMTA will provide compensation for enhanced visibility staffing in order to reduce LACMTA's vulnerability to crime and terrorism.

LACMTA operates transit service from eleven (11) geographically distinct bus divisions and four (4) rail divisions servicing six (6) train lines. In addition to the rail lines, enhanced critical infrastructure staffing shall be provided at Union Station, 7<sup>th</sup> & Metro Station and Willowbrook/Rosa Parks Station. Bus locations requiring enhanced critical infrastructure staffing include the Harbor/Gateway Station and El Monte Transit Center.

In addition, the Contractor shall provide staffing for work shifts between the hours of 6:00 a.m. and 2:00 a.m. daily, with reasonable reductions upon mutual agreement between LACMTA and Contractor, -during periods of limited service or low demand. Any such agreement shall be confirmed in writing by LACMTA to the Contractor.

### **1.0 Scope of Work**

The Contractor must provide staff with extensive law enforcement experience and provide only POST certified or POST-eligible personnel to this contract. "POST-eligible" means that personnel have successfully met all requirements for POST certification and Contractor will, upon request, provide written evidence that all such requirements have

been met by any personnel. The Contractor must provide staffing and deployment models consistent with LACMTA's existing division-based configuration. Contractor shall include the specific number of resources assigned to ride LACMTA's trains and rail corridors, and attempt to reduce LACMTA's vulnerability to terrorism at its key critical infrastructures. As the LACMTA system expands for rail, LACMTA may amend the contract with mutual agreement of Contractor in accordance with the terms and conditions of this Contract.

## 1.1 Specific Responsibilities

Contractor shall be responsible to complete the following tasks, to the maximum extent permitted by Contractor's lawful authority:

- a) Augmented Contractor or regional response to 911 emergency, priority and routine calls for service within Contractor's jurisdiction;
- b) Crime analysis and reporting;
- c) Augment Contractor or regional criminal investigations, accident investigations and law enforcement response to major incidents within Contractor's jurisdiction;
- d) Reduce system-wide vulnerability to terrorism;
- e) Conduct joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
- f) Provide access to K9 explosive detection on an on-call overtime basis;
- g) Ride Metro trains, and rail stations/corridors, and maintain high visibility at key LACMTA critical infrastructure locations;
- h) Provide **directive** law enforcement presence **at** during the periodic fare enforcement and passenger screening operations, **request of** from **LACMTA**;
- i) **Remove Escort** persons **from LACMTA property at the request of LACMTA** without a valid transit fare from trains, buildings, and stations;
- j) Conduct mutually agreed upon grade crossing enforcement operations;
- k) Respond to and resolve incoming calls for service from LACMTA rail and security dispatch centers;
- l) Respond to and resolve incoming complaints from LACMTA 's Transit Watch program;
- m) Respond to and resolve citizen complaints related to criminal activity;
- n) Conduct ~~proactive anti-crime operations~~ **community focus law enforcement activities** when not handling a dispatched call;
- o) Participate in LACMTA emergency and disaster preparedness planning and drills;
- p) **At the request of LACMTA** collaborate with social service agencies, **community and faith-based organizations** to address the impact of homelessness on the transit system
- q) Enforce ~~LACMTA's Code of Conduct~~ **local, state and federal laws and regulations**;
- r) Attend weekly coordination meetings or other meetings as required;
- s) **Tap issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors while patrolling;**
- t) **Body-Worn Cameras will be deployed consistent with departmental policy;**

- h) **Be consistent with the principles of Campaign Zero “Eight Can’t Wait”**; and
- s) **v) Provide additional law enforcement services to address unforeseen events/requirements.**

## 1.2 Personnel and Training Requirements

Each sworn law enforcement officer/supervisor assigned to LACMTA must have or be eligible to receive a Basic, Intermediate, Advanced or Supervisory California POST Peace Officer’s Certificate. Upon LACMTA request, Contractor will provide written evidence that any officer/supervisor that is not formally POST-certified has successfully met all requirements for such certification. Command level officers must hold an active Management or Executive POST Peace Officer’s Certificate. LACMTA may consider Reserve Officer POST Certificates on a case-by-case basis. Only POST certified personnel are authorized to provide law enforcement services. The Contractor’s personnel must have completed their probationary period, have a minimum of eighteen (18) months of law enforcement experience, and shall not have current duty restrictions, whether due to medical or performance based issues, in order to be assigned to the Contract.

All LACMTA-mandated training will be conducted by LACMTA and will be considered a reimbursable cost(s) by LACMTA under this Contract.

All Contractor personnel assigned to LACMTA must attend a Four- hour LACMTA safety training immediately following the issuance of a Notice to Proceed. After the Notice to Proceed, any new personnel of the Contractor will be required to attend this LACMTA safety training.

Within the first six (6) months of assignment, all law enforcement personnel must also complete a separate four (4) hour training course in “Transit Policing.” The curriculum will be developed by LACMTA and cover the topics of:

- a) Overview of LACMTA’s Org Chart, Bus and Rail Operations
- b) Mitigating Terrorism in the Transit Environment
- c) Impact of Crime and Disorder on Transit Ridership
- d) Transit Watch App
- e) LACMTA’s Customer Service Expectations
- f) Partnering with LACMTA’s Security Team
- g) ~~Fare Collection and Fare Evasion~~
- h) **g) Grade Crossing Enforcement**
- i) **h) LACMTA Customer Code of Conduct**

The Chief of Police of the Long Beach Police Department shall have the sole authority for assignment of key personnel on a routine basis. Contractor will make best efforts to ensure key leadership personnel positions identified in its technical proposal are highly qualified personnel that meet all LACMTA requirements. The Parties agree that in the event either Party recommends any changes to key leadership personnel assignments, it will, with a reasonable amount of advance notice, provide written notice to the other Party. The Parties

will meet and consult to a mutual satisfaction on any changes to key leadership personnel and Contractor will provide LACMTA with documentation of the qualifications for any person proposed for a key leadership position.

### 1.3 Service Coverage

Contractor shall provide law enforcement services to Metro's areas within the Long Beach city limits as provided in Attachment 2.

### 1.4 Management and Administrative Duties of Contractor's Personnel

**The Contractor will monitor complaint allegations against Contractor Personnel assigned to the Contract, including those specifically related to racial discrimination, excessive force, and sexual harassment during the course of their duties as a law enforcement officer, whether assigned to LACMTA or other assignments. Contractor Personnel with two or more conclusive allegations, over the most recent three years, related to racial discrimination, excessive force or sexual harassment will be identified, communicated to LACMTA, and managed as required by law enforcement departmental policy.**

## 2.0 REPORTING REQUIREMENTS

### 2.1 Reports

The Contractor shall submit to LACMTA, the following reports and documents as required:

- a) Weekly schedule for each watch or shift. Must include each employee's name, badge number, actual hours worked, assignment and rank. This report shall be submitted within 30 days of the date the schedule is created;
- b) Watch Commander Summary of Major Events of the Day
- c) Monthly summary of crime activity, citations issued, arrests made;
- d) Monthly summary of commendations and complaints;**
- e) Monthly summary and general nature of personnel complaints;**
- ~~e)f~~ Monthly Report on the number of Part 1 crime cases referred for follow-up investigation and the subsequent disposition;
- ~~f)g~~ After-Action Reports following special operations, emphasis details and/or major incidents;
- ~~g)h~~ Annual Community Policing Plan;
- ~~h)i~~ Monthly summary of Problem-Oriented Policing projects;
- ~~i)j~~ Executive Summary of Major Events/Incidents on the Metro System (distribution to LACMTA's CEO, DCEO, COO, Chief of Risk Safety and Asset Management and Chief of System, Security and Law Enforcement); and
- k)** Data must be provided in a format which allows LACMTA to determine the calculation of all reported figures, separate from any general written report format that may be provided. Should it be mutually agreed upon to use a third party format or subscription based service to transmit data, LACMTA will pay all costs associated with facilitating data transmission.

- l) Body worn camera data will be provided to LACMTA upon request and in accordance with state laws. LACMTA will work with the Contractor to develop specific protocols for access and delivery of data, as appropriate.
- m) Contractor will collect and report data consistent with local, state, and federal laws and regulations. Data must be provided upon LACMTA's request.

LACMTA requires read-only access to law enforcement agency's crime statistics database(s) with ability to pull the required data elements for import into LACMTA's systems.

The Contractor shall provide LACMTA with data to measure:

- a) How assets are assigned and tracked using LACMTA-provided systems and/or equipment
- b) The time/date/category/disposition of calls for service
- c) Incident response times
- d) Ratio of proactive versus dispatched activity
- e) Number of criminal citations/infractions/violations issued
- f) Number of misdemeanor and felony arrests
- g) Real Time Crime Analysis Data
- h) Provide the following GIS data (Raw or API format) and services:
  - i. Spatial (Location-Based): Location of crimes attended, time and location stamped
  - ii. Ability to identify, track, and log mobile assets in real time: Vehicles, radios, mobile phone, and other GPS enabled, Metro-provided equipment

Contractor must come equipped with all of the necessary tools to communicate with other police/fire agencies, investigate crimes and accidents, prepare reports, and use existing crime analysis tools and/or predictive analysis of crime trends. Under no circumstances shall Contractor share confidential data or information obtained from the California Law Enforcement Telecommunications System (CLETS) with non-law enforcement personnel.

LACMTA will work with the Contractor to develop specific protocols for dispatching non-emergency service calls that are not appropriate for the 911 system. LACMTA will provide the Contractor with Mobile Phone Validators, LA Metro Transit Watch tools, Mobile Video Surveillance Tools and access to video feeds where possible.

If LACMTA directs dispatchers or dispatch operations to make minor changes or significant changes to their operations that have a technology, software, staffing, or financial impact, no such changes shall be implemented until LACMTA has contacted the City of Long Beach, Department of Disaster Preparedness and Emergency Communications ("DPEC"), and entered any necessary agreements as required by DPEC.



## 2.2 Monthly Key Performance Indicators

LACMTA and the Contractor(s) will jointly develop baseline performance metrics to capture:

- a) **The percentage of time spent on bus stops, transit centers, train platforms, plazas, stations, buses, trains, and performing other LACMTA related activities while on** ~~Number of foot, and vehicle and motor patrols of transit centers and train platforms/plazas/stations~~
- b) Ratio of staffing levels and vacant assignments
- c) Ratio of proactive versus dispatched activity
- d) Number of train boardings
- e) Incident response times
- f) Number of fare enforcement operations
- g) Decreases/Increases in crime
- h) Number of Grade crossings operations

LACMTA will provide details of each required KPI, including definitions, raw data required and calculations. LACMTA will use these KPIs as part of the contract monitoring and evaluation process.

## 3.0 Community Policing

The Contractor shall update **and submit** annually **for the LACMTA's review and approval** ~~the~~ Community Policing Plan. Building and sustaining community partnerships is central to LACMTA's goal of reducing vulnerability to crime. This will require periodic attendance at community meetings and other events designed to foster LACMTA's relationship with the community. Contractor's staff shall be provided specific training in Problem Oriented Policing in order to assist LACMTA in addressing longstanding challenges related to crime, blight and disorder. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

As part of the Community Policing Plan, it is important for the Contractor to incorporate feedback from rail managers into the overall policing strategy. Maintaining a continuous dialogue will foster operational understanding of the unique challenges associated with policing in a transit environment. The primary goal of these collaborative efforts is to ensure that each of the Divisions are given appropriate coverage and foster the safety of the operators.

## 4.0 Homeland Security and Emergency Preparedness

The Contractor must be able to conduct detailed threat analysis and identify strategies to address security threats. The Contractor shall collaborate with LACMTA on intelligence sharing, anti-terrorism operations, drills, planning activities and coordination with other agencies. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

## 5.0 Contractor Resources

The Contractor shall provide:

- a) All vehicles and associated operating costs;
- b) Police radios and communications equipment;
- c) Mobile data terminal laptops;
- d) Uniforms, weapons and other personal equipment;
- e) Investigative tools and equipment; and
- f) Traffic enforcement devices and equipment.

## **6.0 LACMTA Resources**

Metro may provide a limited amount of resources to key law enforcement staff assigned to the contract. In some cases these resources may have to be negotiated until a mutually acceptable agreement is reached. These resources include:

- a) Office space and official vehicle parking spaces at One Gateway Plaza;
- b) Office desks, computers and printers;
- c) Access to security kiosks, break rooms and restroom facilities, specifically access to the 200 W 27th Street breakroom area, if available;
- d) Access to limited shower and locker room facilities;
- e) Access to conference rooms;
- f) Photocopiers, telephones, network access and email;
- g) Transit passes for official use;
- h) Office space and official vehicle parking at the Rail Operations Center;
- i) Office space and official vehicle parking spaces at select Bus & Rail Divisions (Division 11, if available);
- j) Mobile phone fare-validators for each law enforcement official assigned to the contract;
- k) Safety vest and hardhat;
- l) Access to LACMTA video surveillance feeds; and
- m) Access to LACMTA radio frequencies (Operations and Security).

## **7.0 BILLING**

The Contractor's monthly invoice shall be based upon and reflect the actual services provided under the terms of this Contract. The billings must be accompanied by supporting documentation, to include but shall not be limited to, daily summary of assignments and hours worked and payroll records. The Contractor's invoices are subject to periodic audits at the sole discretion of LACMTA.

1. The Contractor shall not bill LACMTA for any vacant shift assignment
2. All billing expenditures shall be submitted for payment to LACMTA no later than sixty (60) days after the closing of the Contractor Deployment Period.

## **8.0 DISPOSITION OF EQUIPMENT**

Unless otherwise agreed upon by the Parties, all LACMTA-funded and LACMTA-provided equipment shall be returned by Contractor to LACMTA upon termination of this Contract in the same condition in which it was provided to Contractor, less regular wear and tear.

## **9.0 TRANSITION/MOBILIZATION PERIOD**

LACMTA acknowledges that Contractor will incur significant costs associated with the Transition/Mobilization Period from March 23, 2017, through June 30, 2017. Scope of services to be provided by Contractor during the Transition/Mobilization Period shall be in accordance with the Limited Notice to Proceed (LNTP - Exhibit E) and shall be paid for by LACMTA by written contract amendment, if needed. For clarification purposes, LACMTA agrees to pay for all costs associated with transition/mobilization in addition to the services outlined in this Exhibit A for the duration of the Contract. If the total cost of services articulated within the Contract exceeds \$30,074,628, LACMTA agrees to execute a written contract amendment to increase funding appropriation, and to take any other steps necessary, to ensure adequate funding is available to pay all costs associated with Contractor services.

Scope of services is a material term to this Contract, and Contractor reserves the right to terminate this contract if adequate funding is not provided by LACMTA to pay for such services.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

September 27, 2021

**TO:** BOARD OF DIRECTORS

**THROUGH:** STEPHANIE N. WIGGINS *SNW*  
CHIEF EXECUTIVE OFFICER

**FROM:** NICOLE ENGLUND *NE*  
CHIEF OF STAFF

**SUBJECT:** PUBLIC SAFETY SURVEY RESULTS

## ISSUE

This report provides the Board with Public Safety Survey results (attached) that are available to inform Metro's future approach to public safety.

## BACKGROUND

Board Report 2020-0572 (September 2020) indicated that Metro would launch a Public Safety Survey of customers and Metro employees. Metro engaged an independent research firm to conduct the customer research, which included current riders as well as recently lapsed riders. The research firm also conducted a survey of persons experiencing homelessness on Metro, and one-on-one interviews of community leaders who have experience with marginalized communities. Staff is conducting a Public Safety Survey of Metro employees as well.

This Board box shares the results of the survey of customers and the survey of people experiencing homelessness on Metro. The results from the employee survey and community leader interviews will be shared with the Board in October, after the information becomes available.

These surveys of multiple populations were conducted to get a full 360-degree perspective on public safety issues. Initial methodologies and survey instruments were reviewed by the Public Safety Advisory Committee (PSAC) Ad Hoc Survey Subcommittee. As a result of the PSAC subcommittee review, multiple changes were made to the questionnaires, and steps taken to ensure diverse participants were engaged, including:

- The rider survey was made available in eight languages.

- Metro reached out to rider survey respondents at different times of the day and different days of the week to reach lower income respondents who work varying schedules or multiple jobs.
- Metro supplemented the rider survey with an address-based sample to ensure the survey is representative and inclusive of Equity Focused Communities (EFC).
- People experiencing homelessness were provided with incentives to thank them for their participation in the survey of people experiencing homelessness.

## **DISCUSSION**

The research consultants fielded two surveys:

- 1) A dual-mode (telephone and online) survey of a random sample of current and lapsed Metro riders.
- 2) Interviews of Metro riders who are experiencing homelessness.

Results from these two surveys are attached. Findings include:

- Most riders, including people experiencing homelessness, usually feel safe on Metro except at night
- Women and nonbinary individuals tend to feel less safe than men
- Top rider priorities include:
  - Lighting and emergency call buttons at stations and bus stops
  - Staff who can assist people with disabilities
  - Social workers and mental health professionals
  - Transit Ambassadors
- Many respondents support both armed and unarmed staff on the system. Over 60% want law enforcement and armed security staff to be a priority, and this support spans all race/ethnicity categories. Even more, over 70%, want unarmed security staff to be a priority.
- A slim majority wants Metro to allow people experiencing homelessness to ride just like anyone else, while a third wants Metro to be “tougher” about removing them from buses and trains.

## **NEXT STEPS**

Survey results will be made available to the Public Safety Advisory Committee and Metro staff to help inform recommendations to the Board regarding reimagination of public safety on Metro.

## **ATTACHMENT**

Attachment A – Public Safety Survey Results



# Perceptions of METRO Safety and Security

*Results of Survey of METRO Riders and Survey of People Experiencing  
Homelessness on METRO*



OPINION  
RESEARCH  
& STRATEGY








*Consensus*



# **Survey of METRO Riders**



# Survey Specifics and Methodology

Dates	July 27-August 19, 2021		
Survey Type	Dual-mode Customer Survey		
Research Population	Current and Lapsed Metro Rail and Bus Riders		
Total Interviews	2,070		
Margin of Sampling Error	(Full Sample) ±2.2% at the 95% Confidence Level (Half Sample) ±3.0% at the 95% Confidence Level		
Contact Methods	 Telephone Calls	 Email Invitations	 Text Invitations
Data Collection Modes	 Telephone Interviews	 Online Survey	
Languages	Survey available in English, Spanish, Armenian, Chinese, Japanese, Korean, Russian, Vietnamese		

## **Many efforts were made to ensure that the survey was designed and administered objectively and that respondents reflect the demographics of current and lapsed METRO riders.**

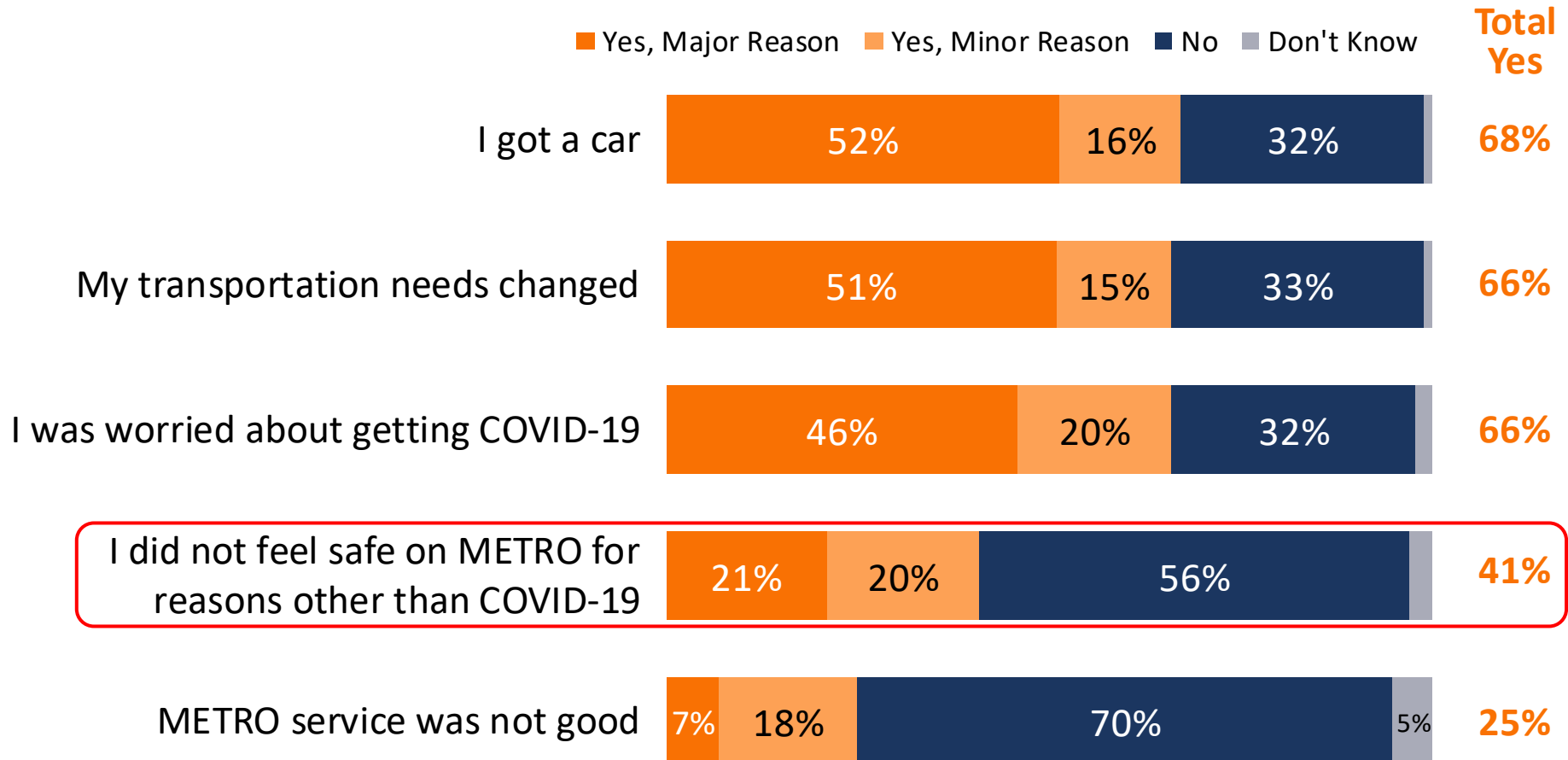
- Adjustments to survey questionnaire and methods based on input from PSAC Ad Hoc Committee
- Several steps taken to ensure the survey was representative and inclusive of as many riders as possible including those without regular access to the internet, with disabilities that make hearing or reading difficult, who are more comfortable speaking languages other than English, who work during “normal” evening survey hours, etc.:
  - Survey made available in multiple modes (cell phones, landlines, and online)
  - Potential respondents reached with several contact methods (phone calls, text messages and email messages)
  - Contacted potential respondents at different times of day and different days of the week
  - Survey available in eight languages
  - Expanded the pool of potential respondents by supplementing the on-board rider survey database with randomized contacts of residents who have recently ridden METRO
- Independent research company led by the data, without a pre-existing agenda

# **Weighted demographic profile of respondents is in line with METRO's pre-COVID ridership.**

- 53% identify as Latinx/Hispanic; 18% Black/African American; 9% Asian/Pacific Islander
- 19% interviews conducted in languages other than English
- 17% identify as having a disability
- 20% identify as not heterosexual
- 2% identify as gender non-conforming or non-binary
- 53% household income below \$25,000
- 24% ages 18-24; 22% ages 25-34; 45% for ages 35-64; 9% ages 65+

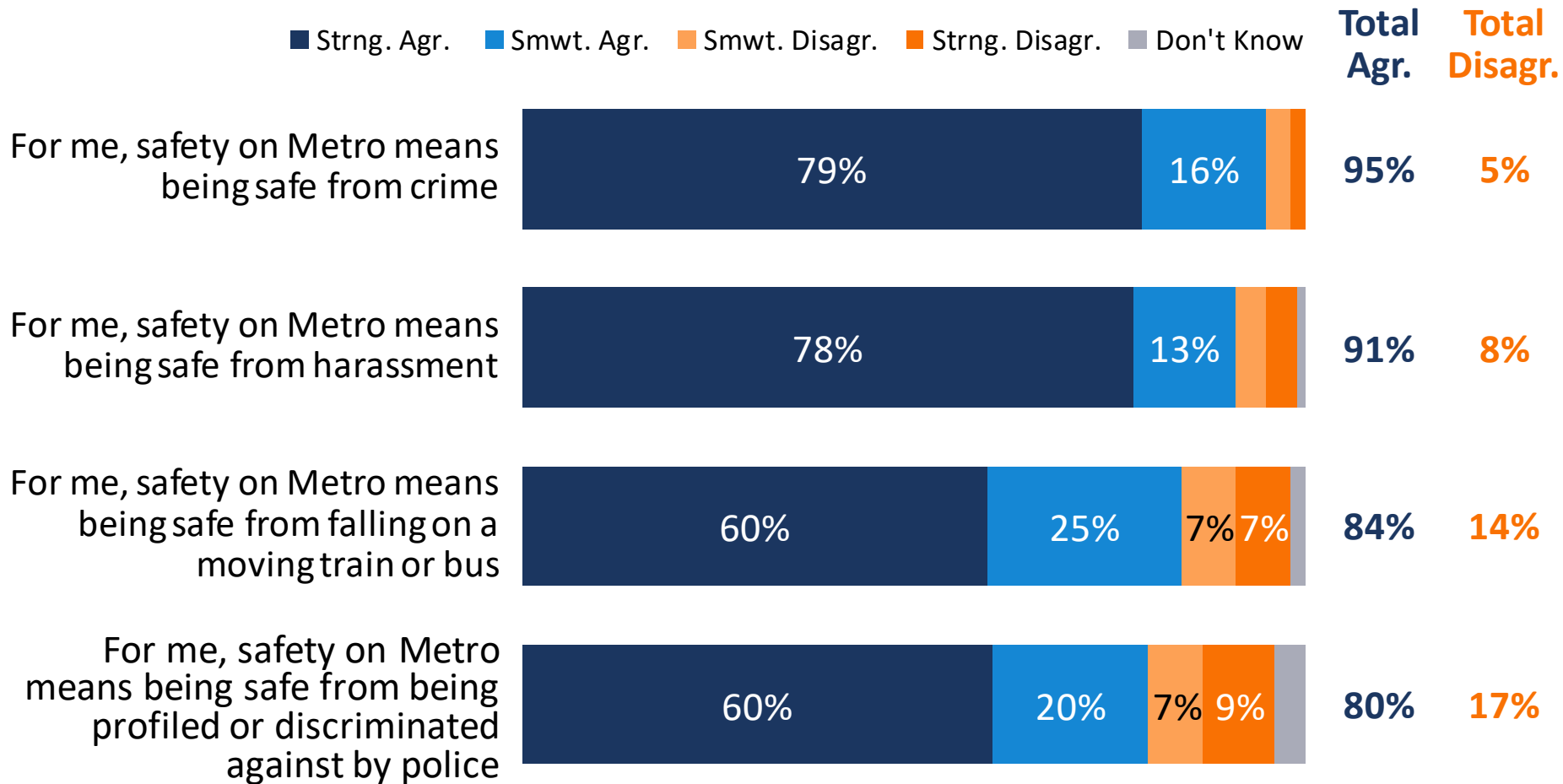
# About four-in-ten respondents who have reduced their Metro ridership cited their safety (not related to COVID) as a reason.

(Ranked by Yes, Major Reason; Asked of Those Who Do Not Currently Ride METRO; n=631)



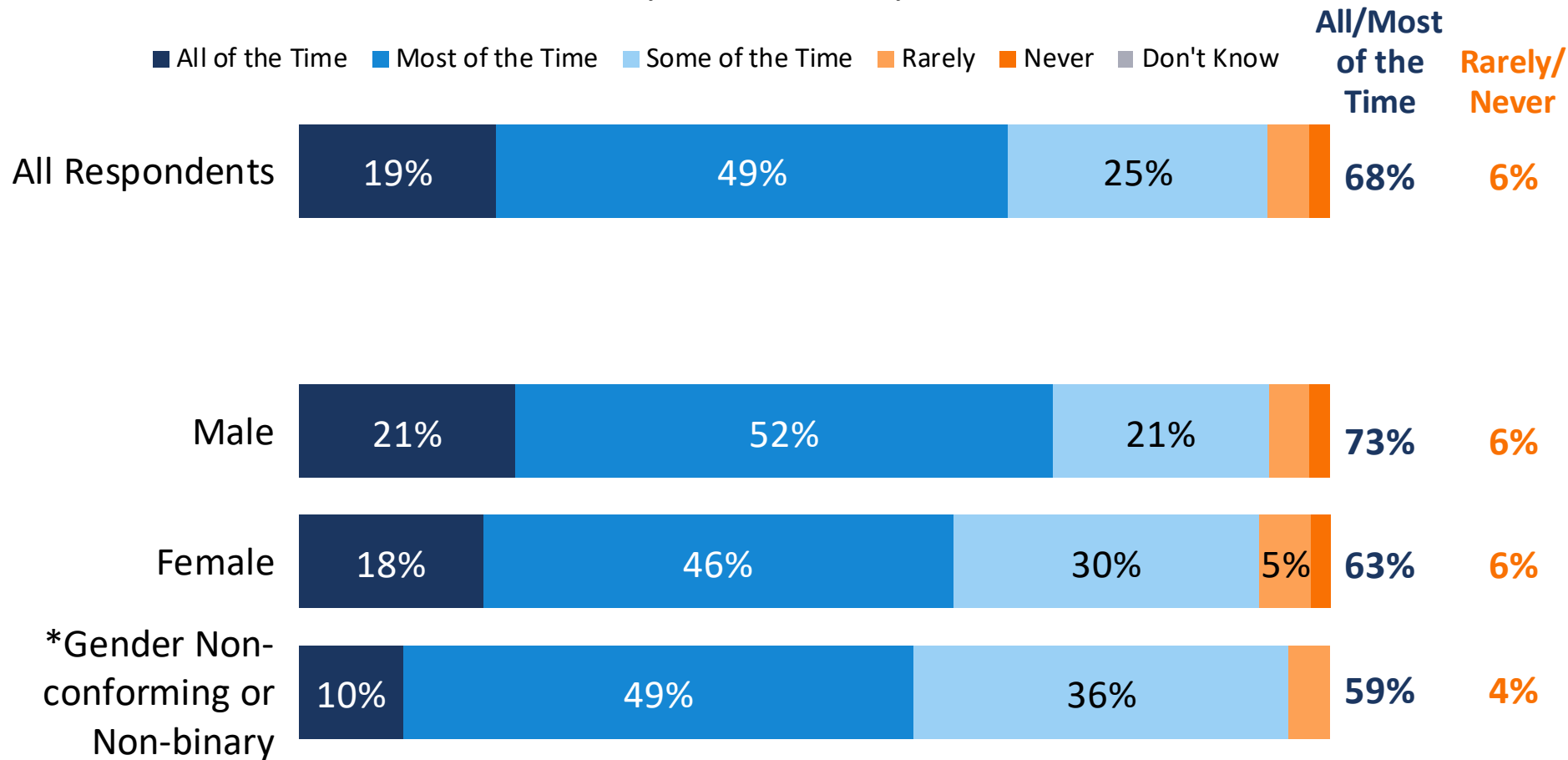
# The large majority of respondents have a broad definition of safety.

*(Ranked by Strongly Agree)*



# In all age groups women felt less safe than men when riding METRO.

## By Gender Identity

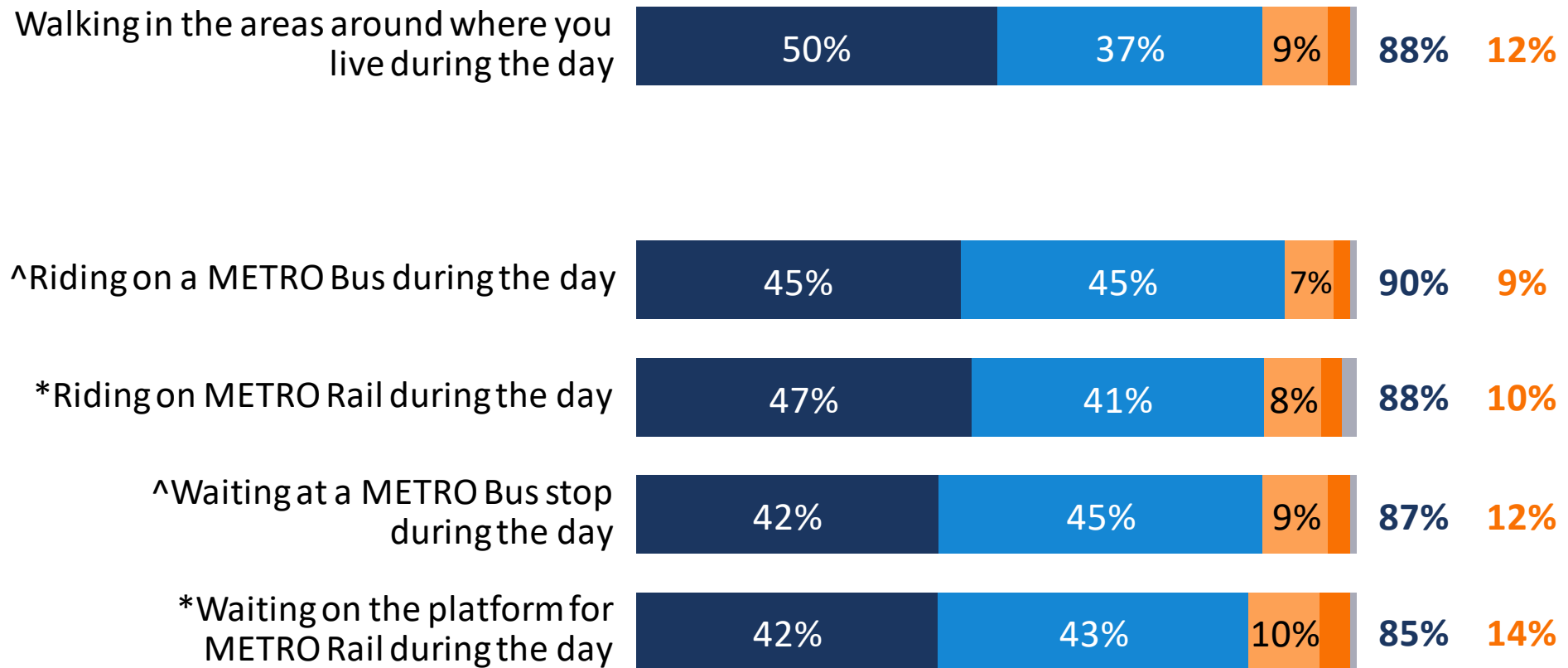


# Metro riders generally feel safe during the day.

(Ranked by Total Safe)

■ Very Safe ■ Smwt. Safe ■ Smwt. Unsafe ■ Very Unsafe ■ Don't Know

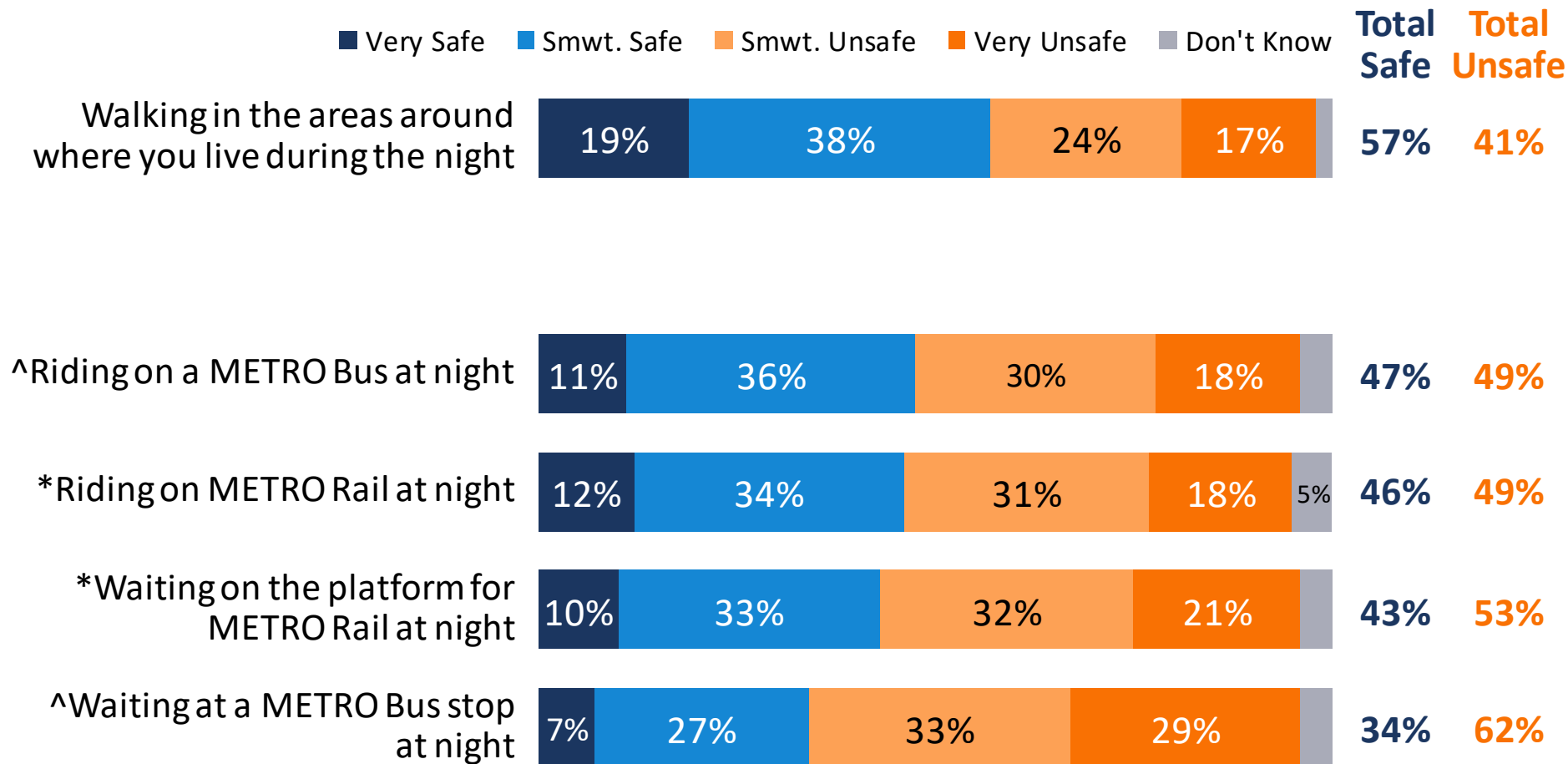
**Total Safe** **Total Unsafe**



Q10a, c, g, i & k. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead. \*Asked of METRO Rail Rider's Only; n=1,845; ^Asked of METRO Bus Rider's Only; n=1,878

# Riders have much stronger concerns about their safety in the METRO system at night.

(Ranked by Total Safe)

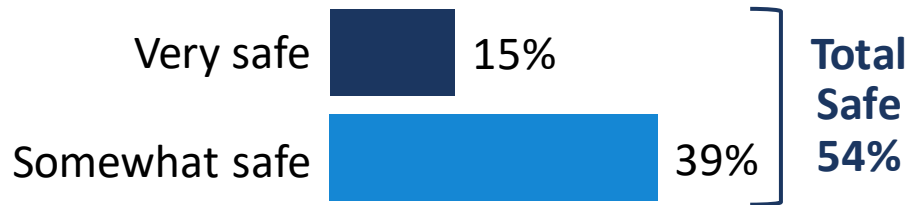


Q10b, d, h, j & l. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead. \*Asked of METRO Rail Rider's Only; n=1,845; ^Asked of METRO Bus Rider's Only; n=1,878

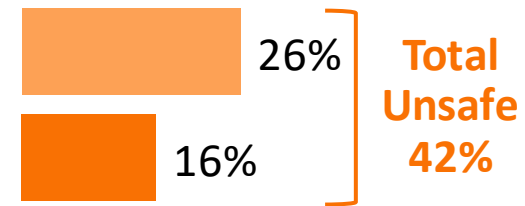
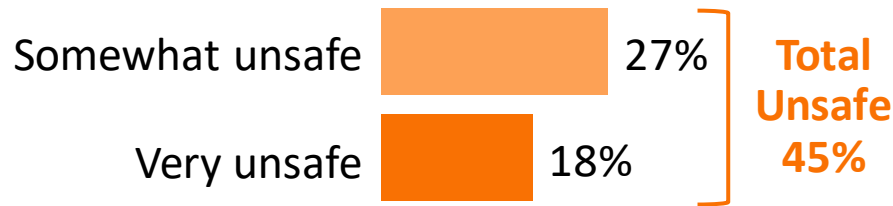
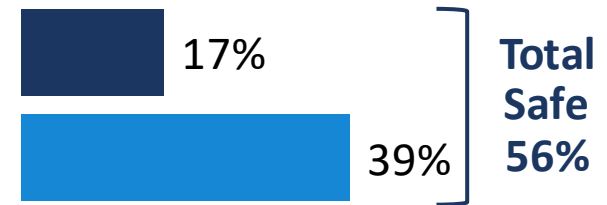


# Riders tend to feel less safe on crowded buses and trains.

Riding on METRO Bus when it is very crowded  
(Asked of METRO Bus Rider's Only; n=1,878)



Riding on METRO Rail when it is very crowded  
(Asked of METRO Rail Rider's Only; n=1,845)



Don't know 1%

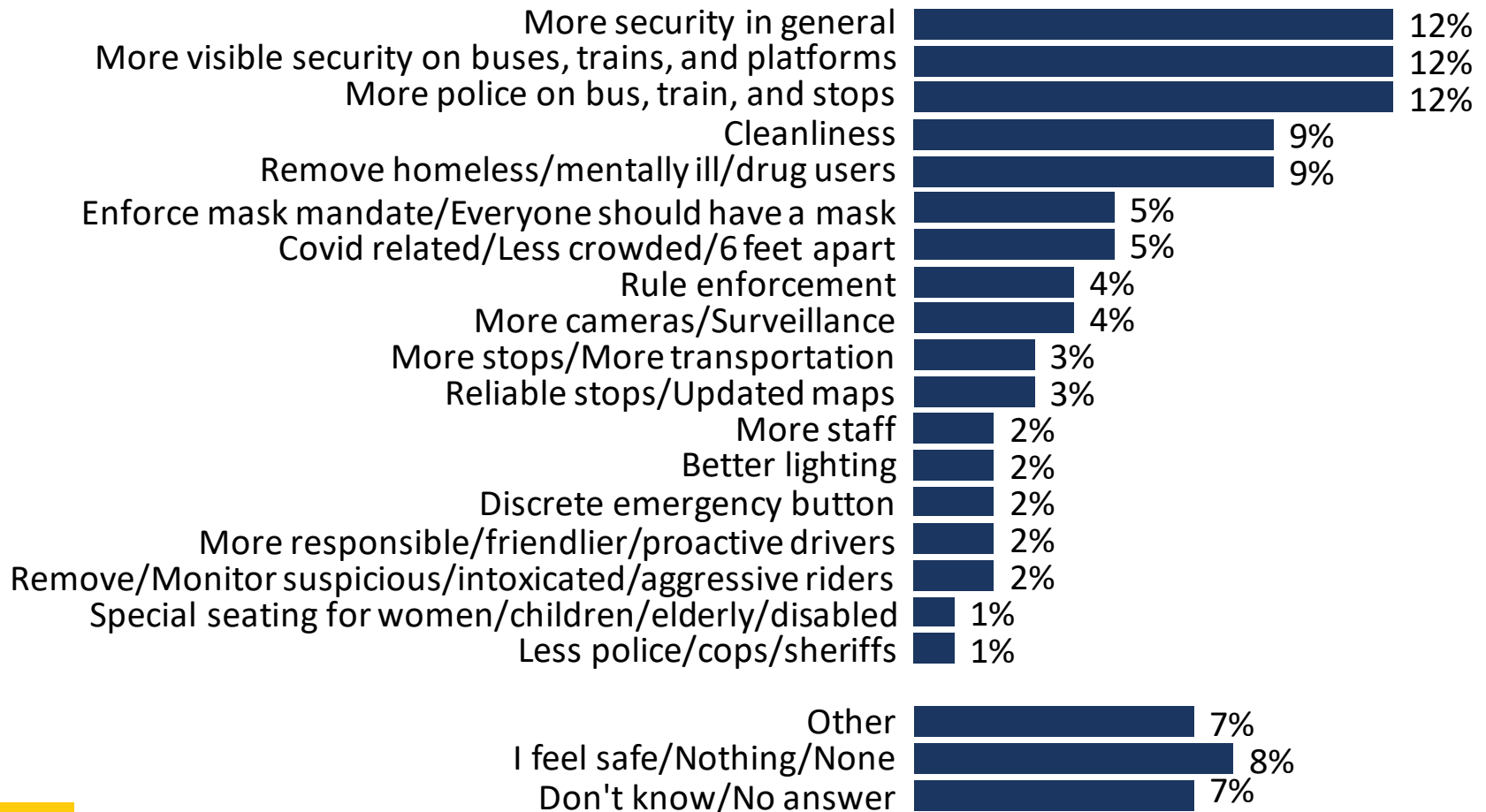
2%

Q10e & f. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead.

# The most common responses to an open-ended question about improving safety for riders referenced improving security.

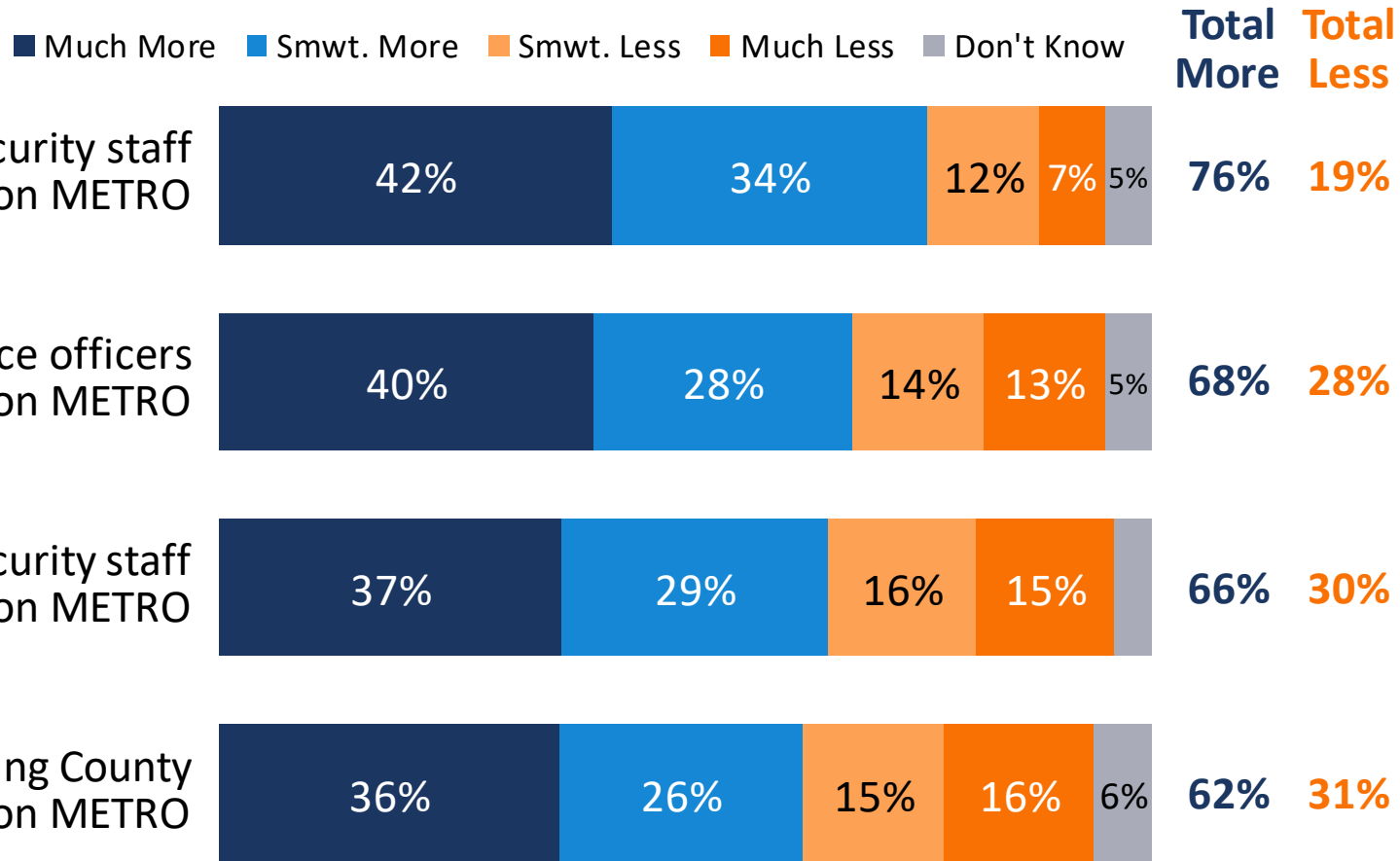
*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted; Responses Shown 1% and a Above)*



# SECURITY STAFF: Over 60% of riders want more security staff and law enforcement on Metro, while 20-30% want less.

(Ranked by Total More of a Priority)



Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Support for Security Staff by Race/Ethnicity

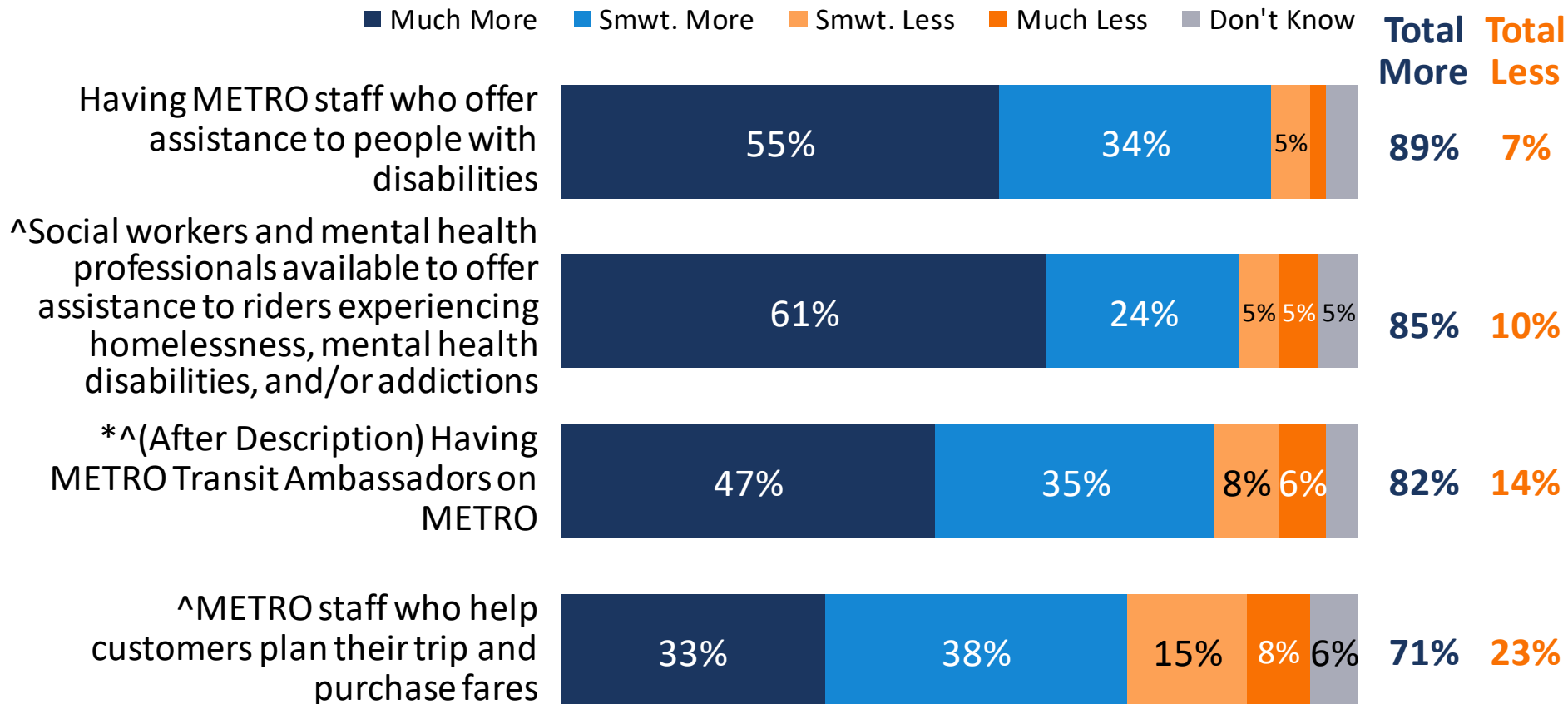
(Total More of a Priority)

Security Personnel Priorities	All Resp.	Race/Ethnicity				
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities
Having unarmed security staff on METRO	<b>76%</b>	76%	78%	76%	83%	70%
^Having Local city police officers on METRO	<b>68%</b>	70%	70%	61%	67%	60%
Having armed security staff on METRO	<b>66%</b>	67%	68%	61%	63%	56%
^Having County Sheriff's deputies on METRO	<b>62%</b>	65%	65%	57%	61%	46%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# ASSISTANCE STAFF: There is even more support for staff who can help customers in a variety of ways, including Transit Ambassadors and social workers.

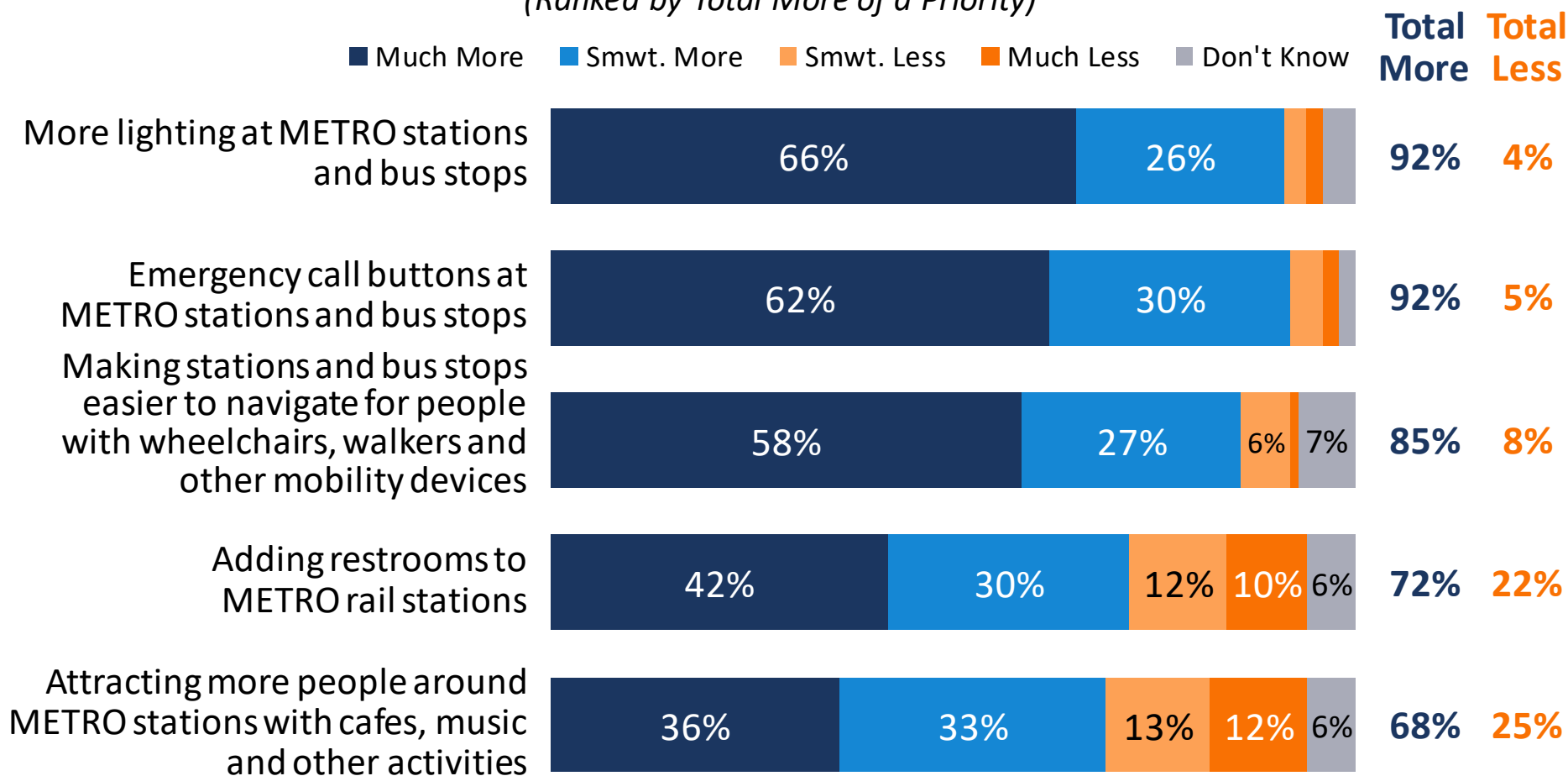
(Ranked by Total More of a Priority)



Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample. \*Description of Transit Ambassadors: "This METRO program could include teams of 2 specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe."

# INFRASTRUCTURE CHANGES: There is nearly unanimous support for more lighting and emergency call buttons at bus stops and rail stations.

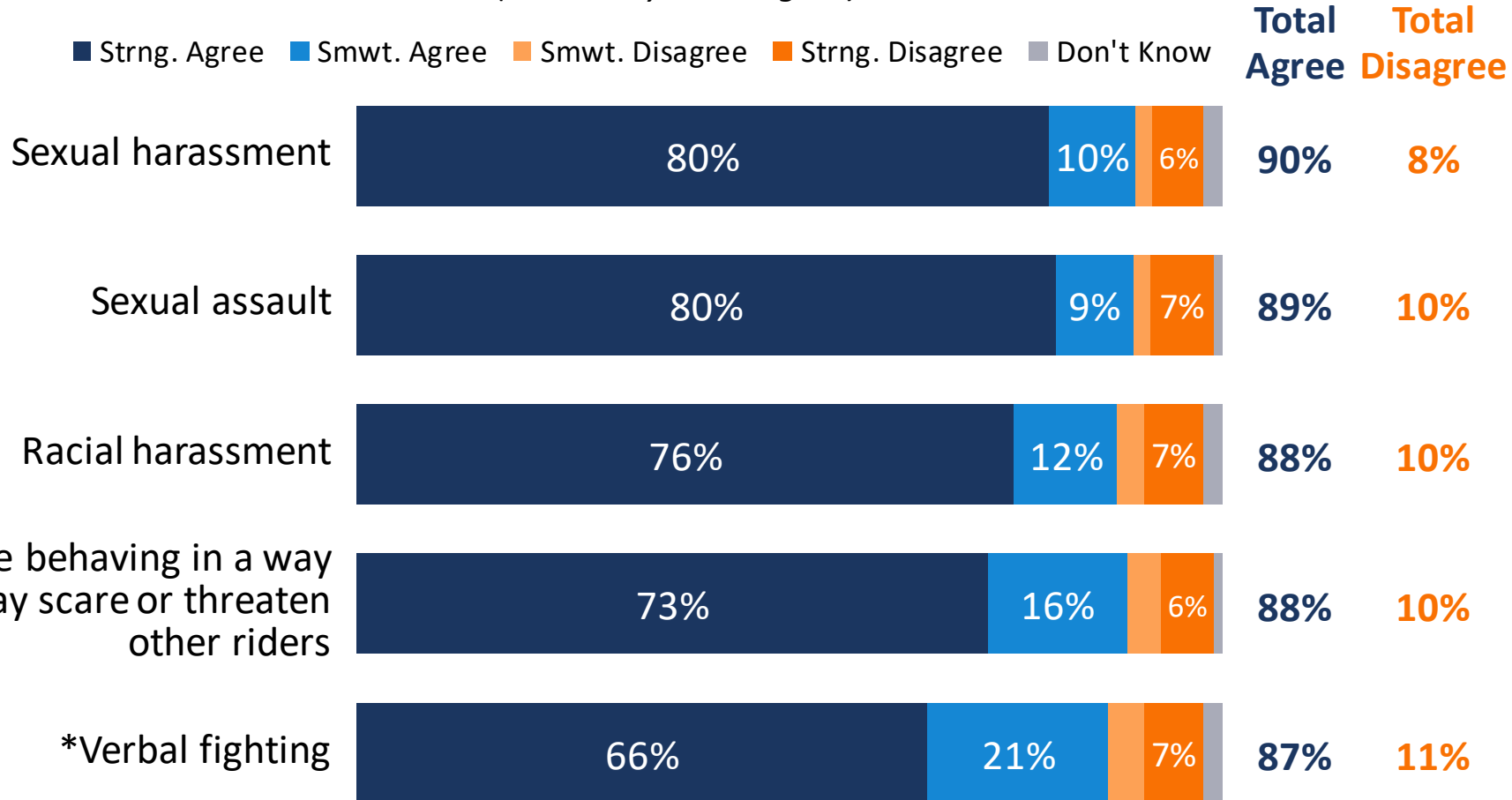
(Ranked by Total More of a Priority)



Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Riders envision broad roles for Transit Ambassadors, including addressing challenging situations such as sexual assaults and threatening behavior.

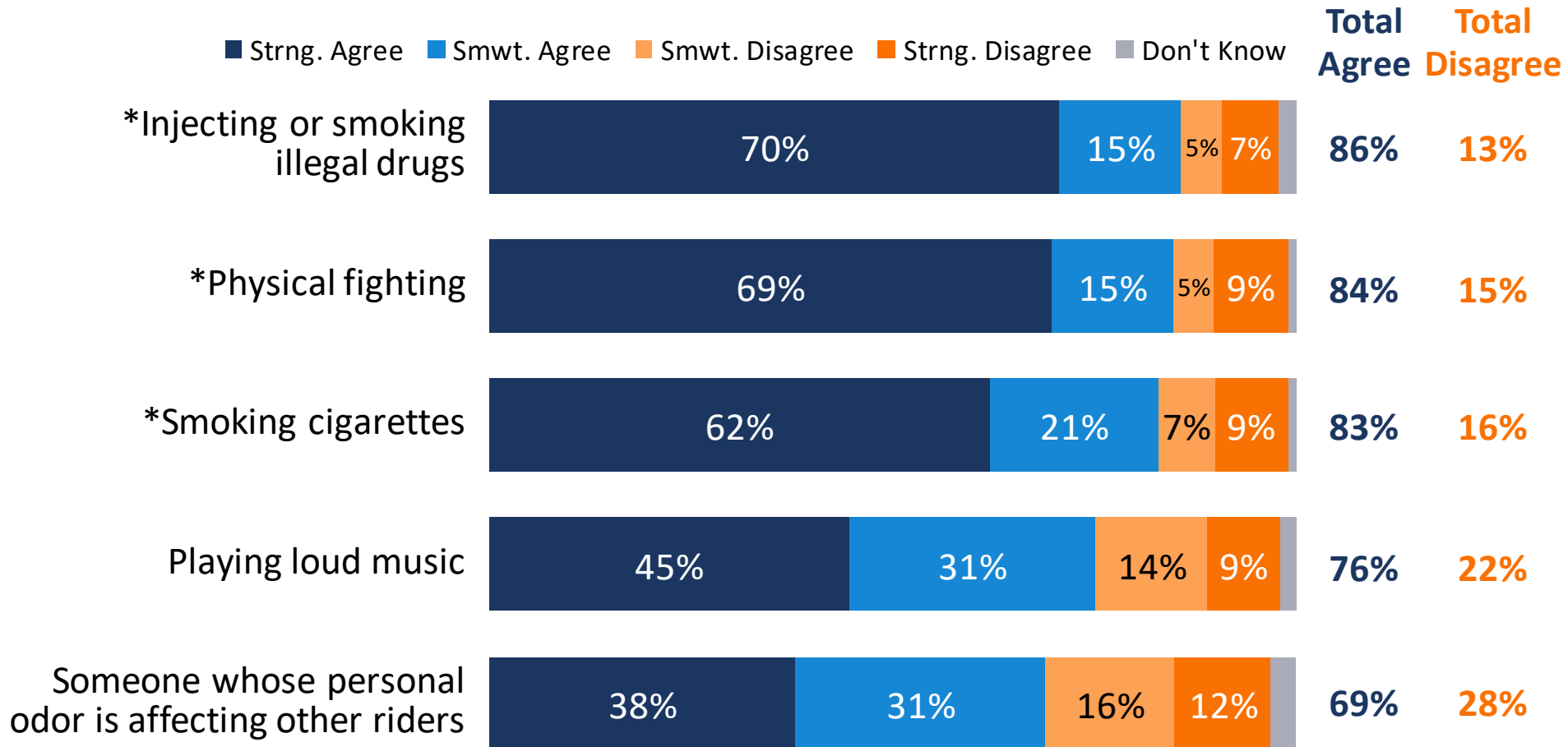
(Ranked by Total Agree)



Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Continued

(Ranked by Total Agree)

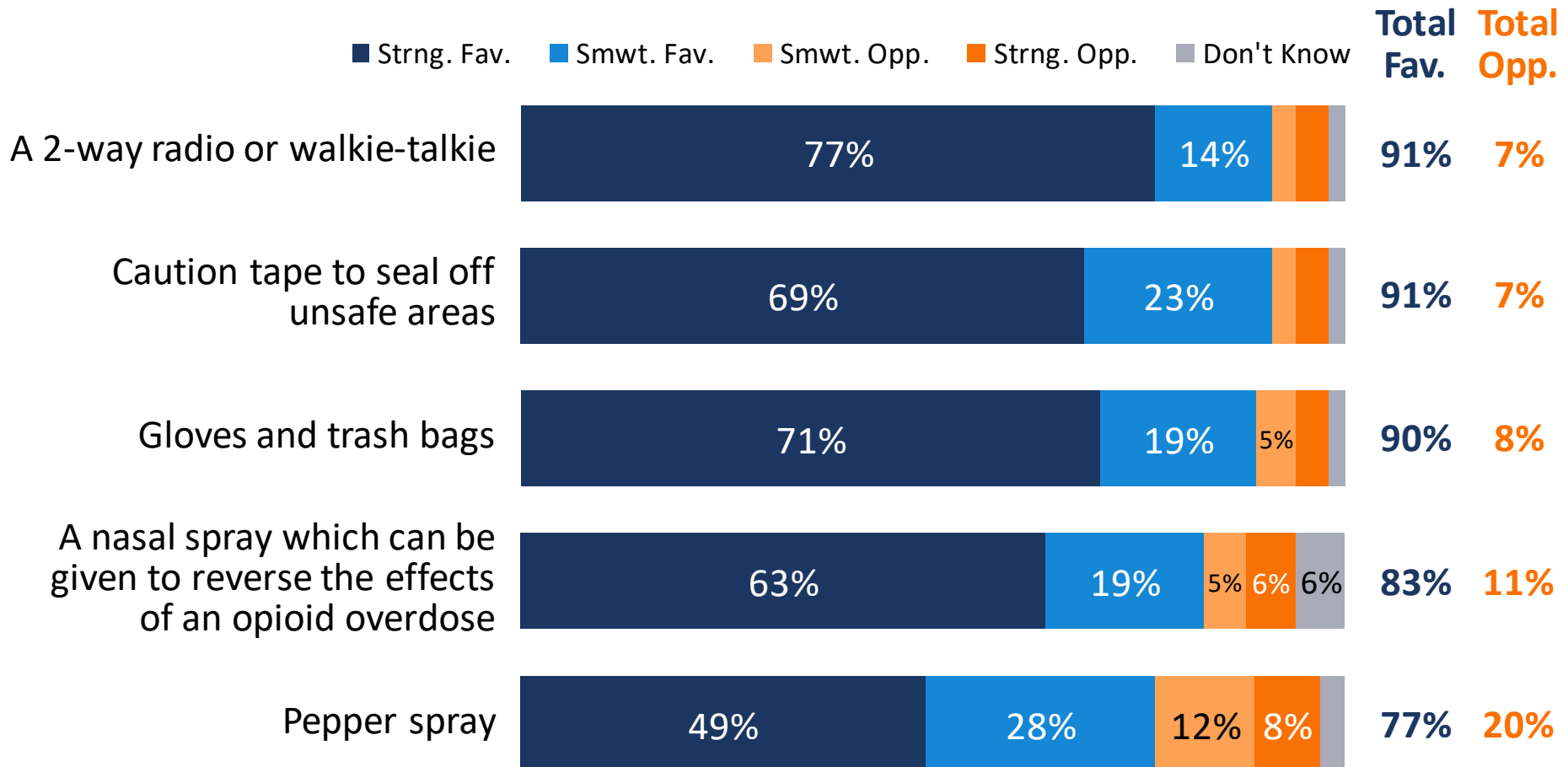


Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample



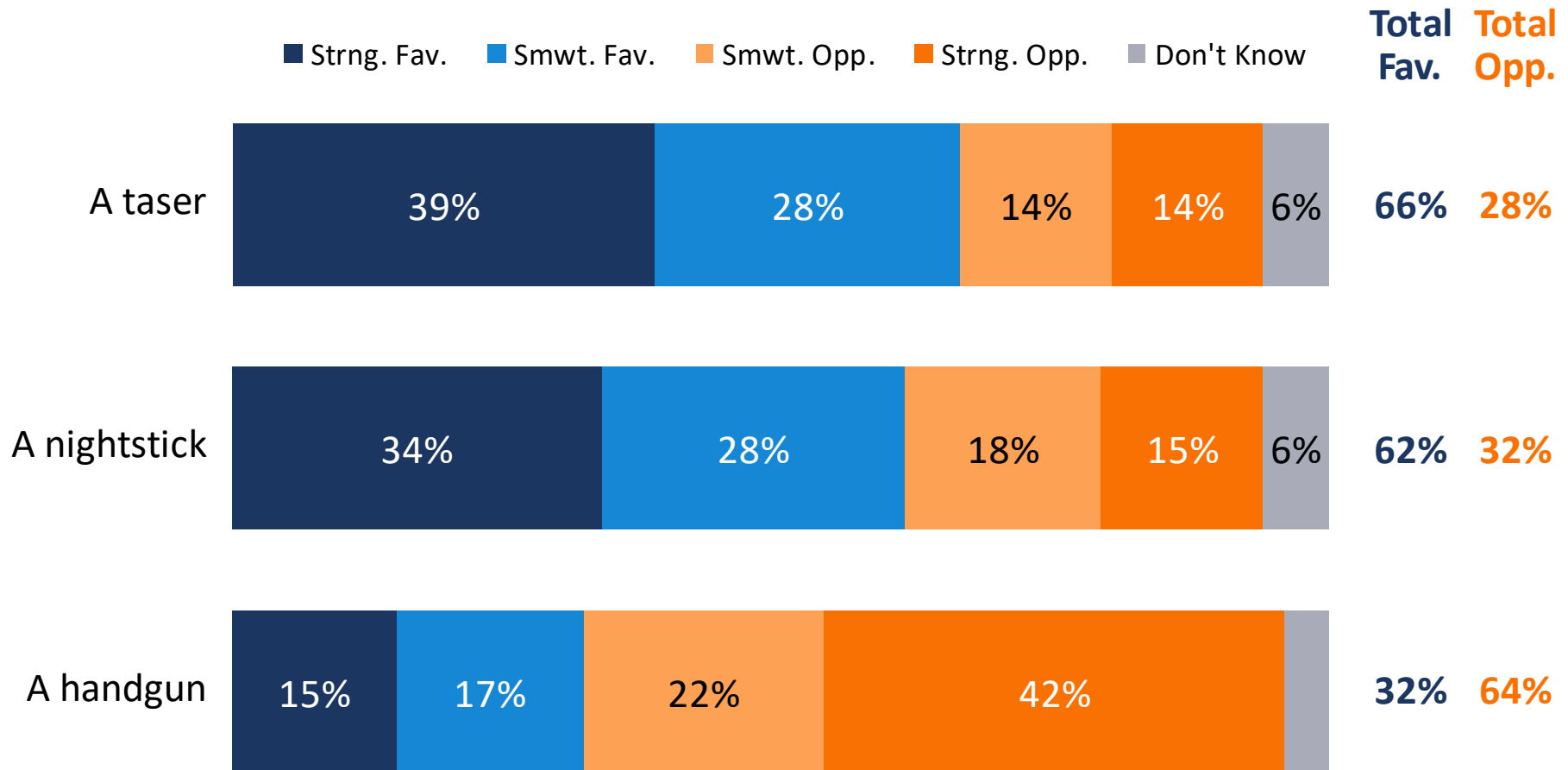
# There is widespread support for Transit Ambassadors to have a variety of tools.

(Ranked by Total Favor)



# There is less support for Transit Ambassadors to have weapons, especially handguns.

(Ranked by Total Favor)



**A slim majority wants METRO to allow people experiencing homelessness to ride just like anyone else, while a third wants METRO to be “tougher” about removing them from buses and trains.**

*I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.*

METRO needs to allow people experiencing homelessness to ride buses and trains, just like anyone else.

54%

**OR**

METRO needs to get tougher about removing people experiencing homelessness from buses and trains.

35%

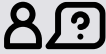

Don't know

12%



# **Survey of People Experiencing Homelessness on METRO**

# Survey Specifics and Methodology

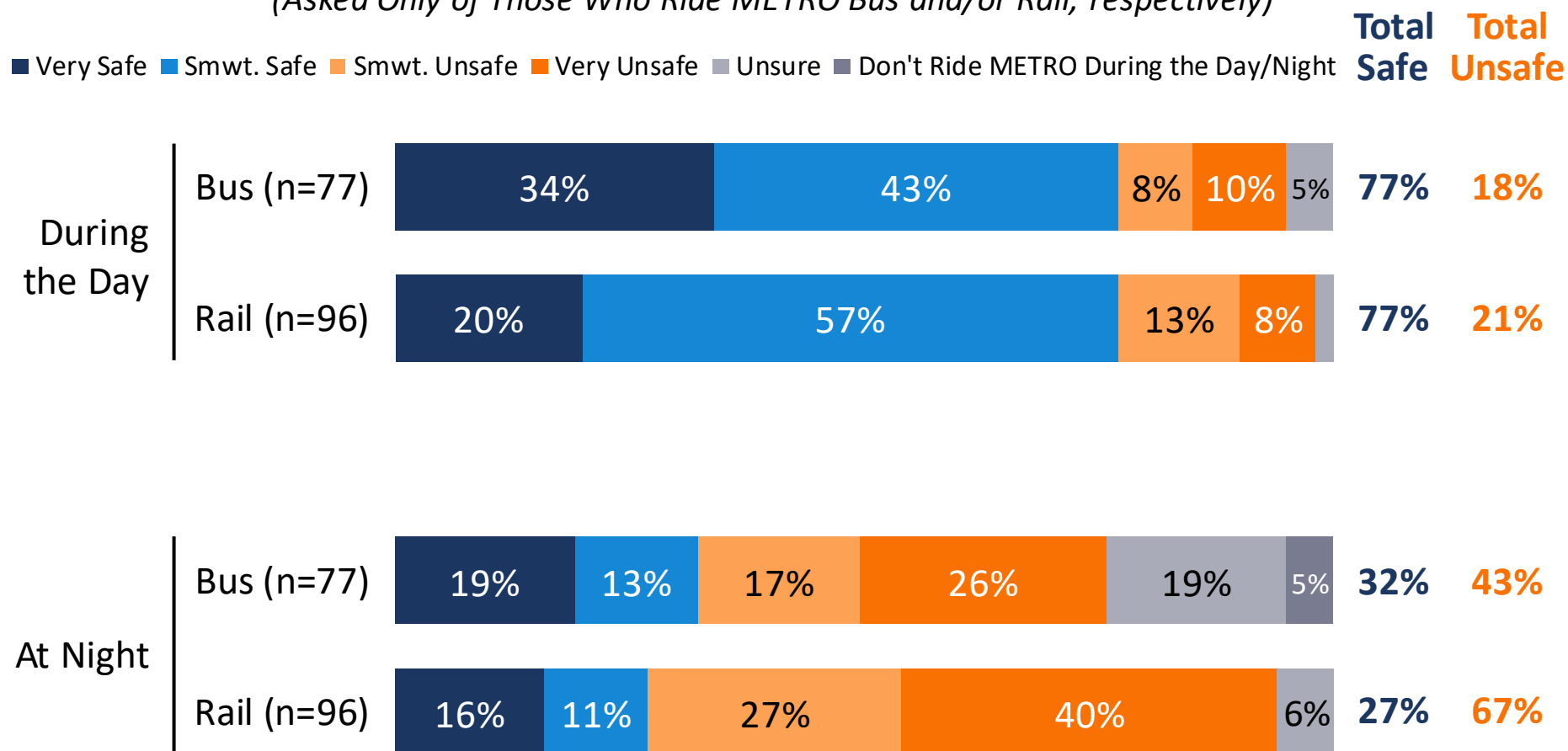
Dates	August 10-September 1, 2021
Survey Type	Intercept Survey
Research Population	Metro Customers who Experience Homelessness
Total Interviews	100 <i>Due to qualitative nature of the interviewing methodology, results should be interpreted with caution and do not necessarily reflect population of all METRO riders experiencing homelessness with statistical precision</i>
Data Collection Mode	 In-person Intercept  Interviews
Languages	English & Spanish

# Demographic Profile of Respondents

- 35% identify as Black/African American; 27% Latinx/Hispanic
- 6% interviews conducted in Spanish
- 55% identify as having a disability
- 1% identify as gender non-conforming or non-binary
- 5% ages 18-24; 36% ages 25-34; 56% ages 35-64; 3% ages 65+

# Three-quarters said they feel at least somewhat safe during the day on Bus and Rail, with less than one-third having reported feeling at least somewhat safe riding at night.

*(Asked Only of Those Who Ride METRO Bus and/or Rail, respectively)*



Q6. While riding on a METRO Bus during the day, do you feel safe or unsafe?

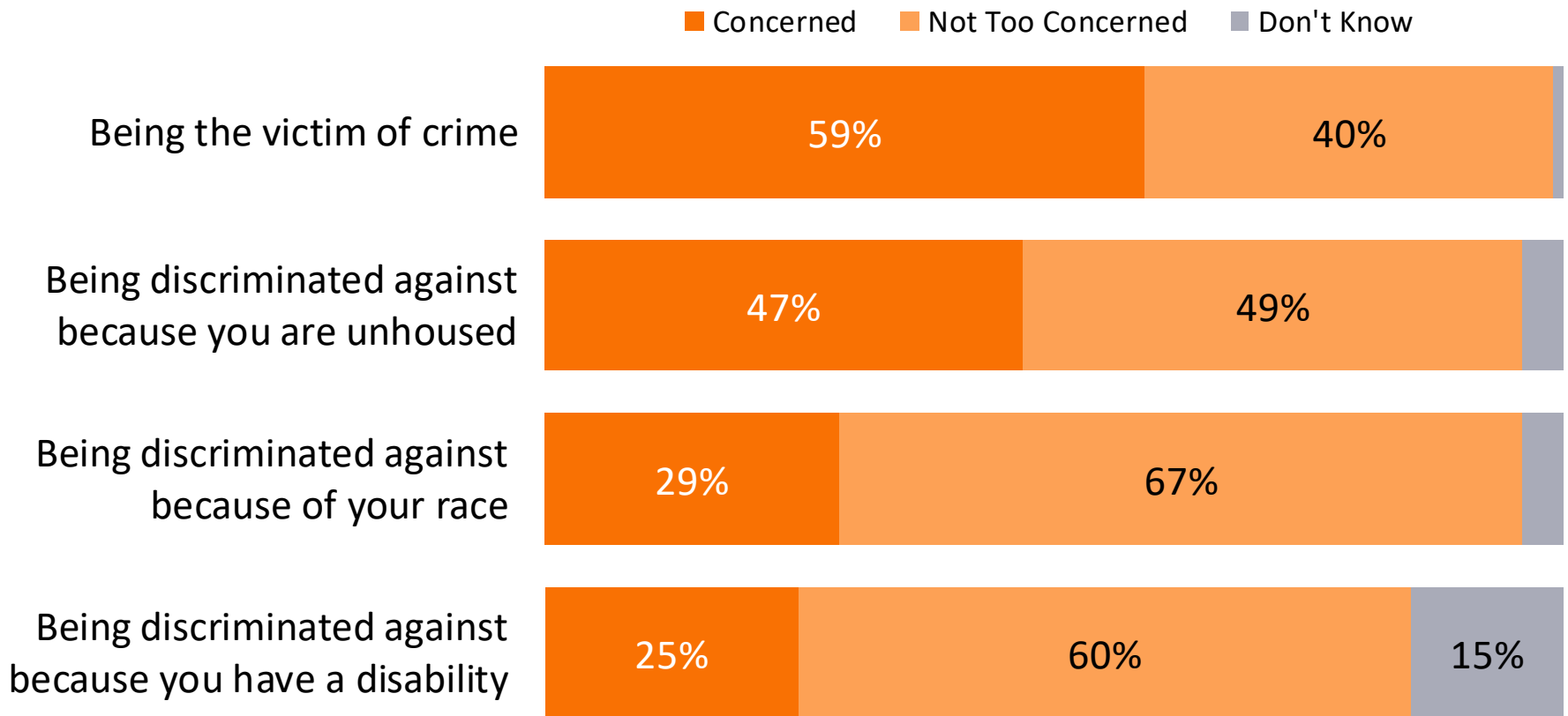
Q7. While riding on a METRO Bus at night, do you feel safe or unsafe?

Q8. While riding on a METRO Rail during the day, do you feel safe or unsafe?

Q9. While riding on a METRO Rail at night, do you feel safe or unsafe?

# Roughly six-in-ten are concerned about being a victim of a crime on a METRO Bus or Rail or at a METRO station or a stop, and almost half are concerned about being discriminated against because they are unhoused.

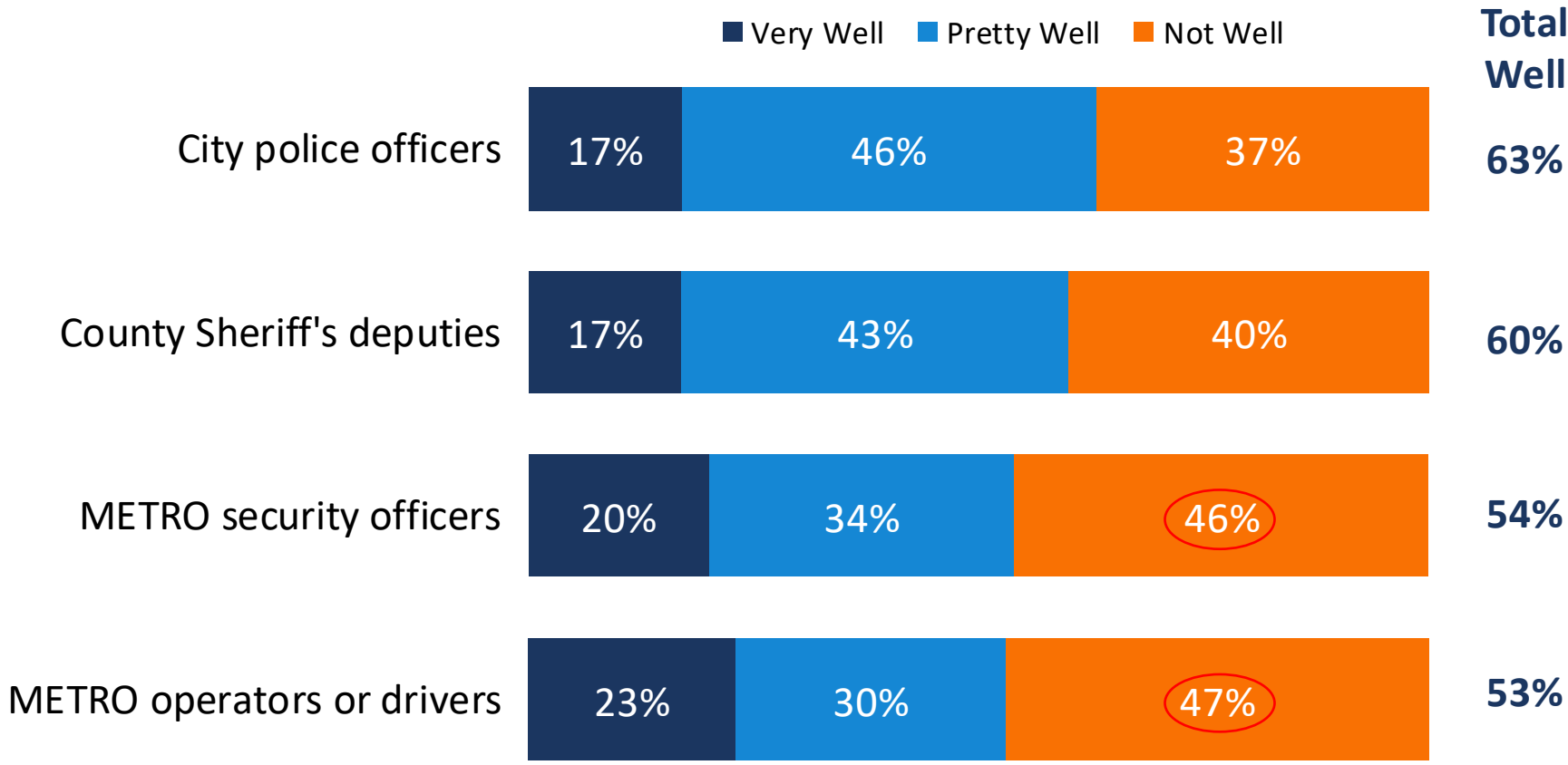
*(Ranked by Concerned)*





**Among those who offered an opinion, slightly less than half reported they were not treated well by METRO operators/drivers and security officers; roughly four-in-ten said the same about City police officers and County Sheriff's deputies while riding METRO.**

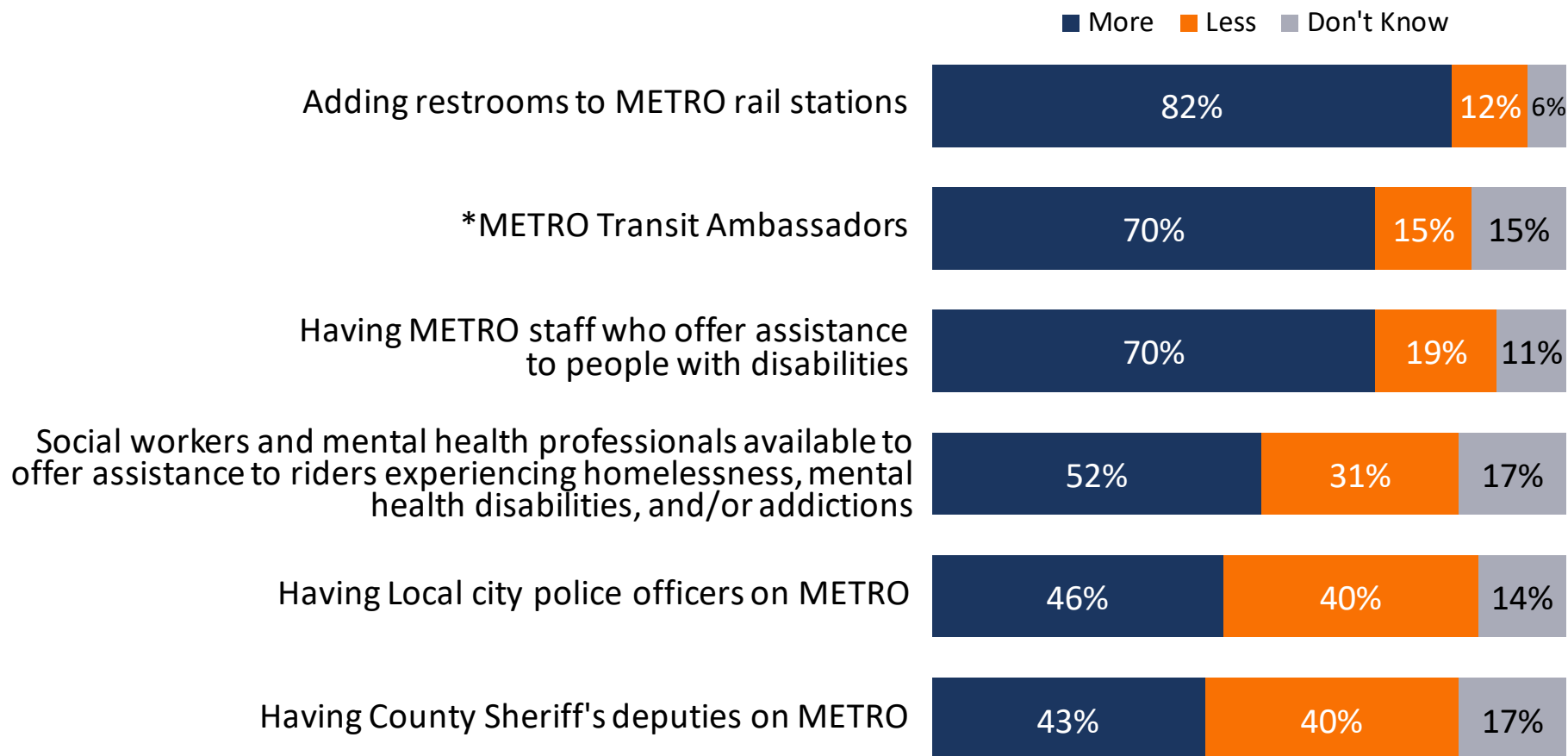
*(Ranked by Very/Pretty Well)*



Q12. When riding METRO, how well are you treated by each of the following? Do they treat you very well, pretty well or not well?  
Table excludes respondents who did not answer question: City police officers (7%); County Sheriff's deputies (11%); METRO security officers (17%); METRO operators or drivers (21%).

# High percentages reported that adding restrooms and having Transit Ambassadors and staff who offer assistance to people with disabilities should be more of a priority to improve the safety and environment for METRO's riders.

(Ranked by More of a Priority)



Q15. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it more of a priority or less of a priority.  
\*Q16. Having heard this description, do you think METRO should make the Transit Ambassador program more or less of a priority? Description provided: The METRO Transit Ambassador Program could include teams of two specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe



# Conclusions

# Conclusions (Rider Survey)

1. Most riders usually feel safe on Metro, except at night and on crowded vehicles.
  - Riders who identify as female or non-binary often feel less safe than those who identify as male.
2. Top rider wants include:
  - Lighting and emergency call buttons at stations and bus stops
  - Staff who can assist people with disabilities
  - Social workers and mental health professionals
  - More unarmed security staff
  - Transit Ambassadors
3. In addition, over six-in-ten respondents want more law enforcement and armed security on Metro and this support spans all race/ethnicity categories. However, there is a smaller but still sizable number who want fewer.

# Conclusions, Continued (Rider Survey)

4. Riders want Transit Ambassadors to be able to address challenging situations on board METRO including sexual assaults, harassment and fighting.
5. Riders want Transit Ambassadors to have a variety of equipment including non-lethal tools to protect themselves.
6. A slim majority wants METRO to allow people experiencing homelessness to ride just like anyone else, while a third wants METRO to be “tougher” about removing them from buses and trains.

# Conclusions

## (Survey of People Experiencing Homelessness)

1. A large majority of the respondents to the survey of people experiencing homelessness feel safe riding on the bus or rail during the day, but many feel unsafe riding at night.
2. Majorities or close to majorities are concerned about being the victims of crime or being discriminated for being unhoused while riding METRO.
3. Slightly less than half reported they were not treated well by METRO operators/drivers and security officers; roughly four-in-ten said the same about City police officers and County Sheriff's deputies while riding Metro.

# Conclusions, Continued

## (Survey of People Experiencing Homelessness)

4. Highest priorities for improving safety/environment :
  - Adding restrooms
  - Transit Ambassadors
  - Staff who offer assistance to people with disabilities
5. Riders experiencing homelessness were divided on the prioritization of law enforcement to improve safety

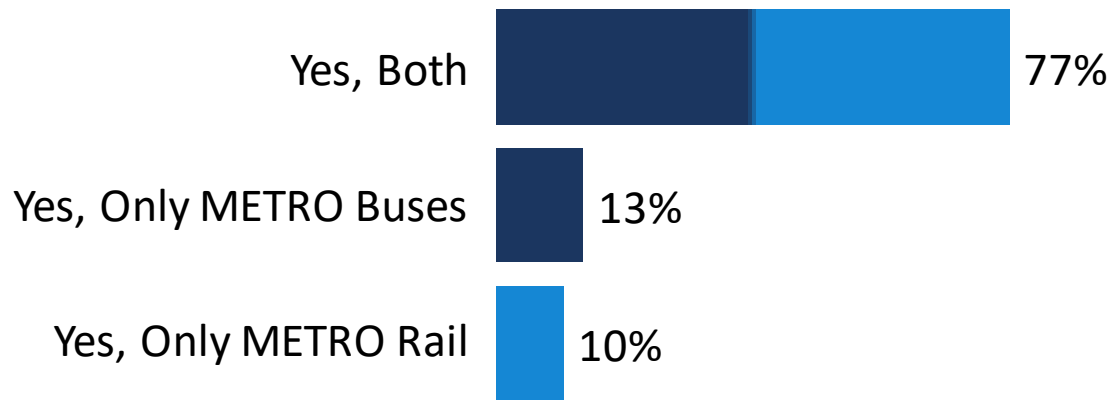


# **Appendix A - Rider Survey**

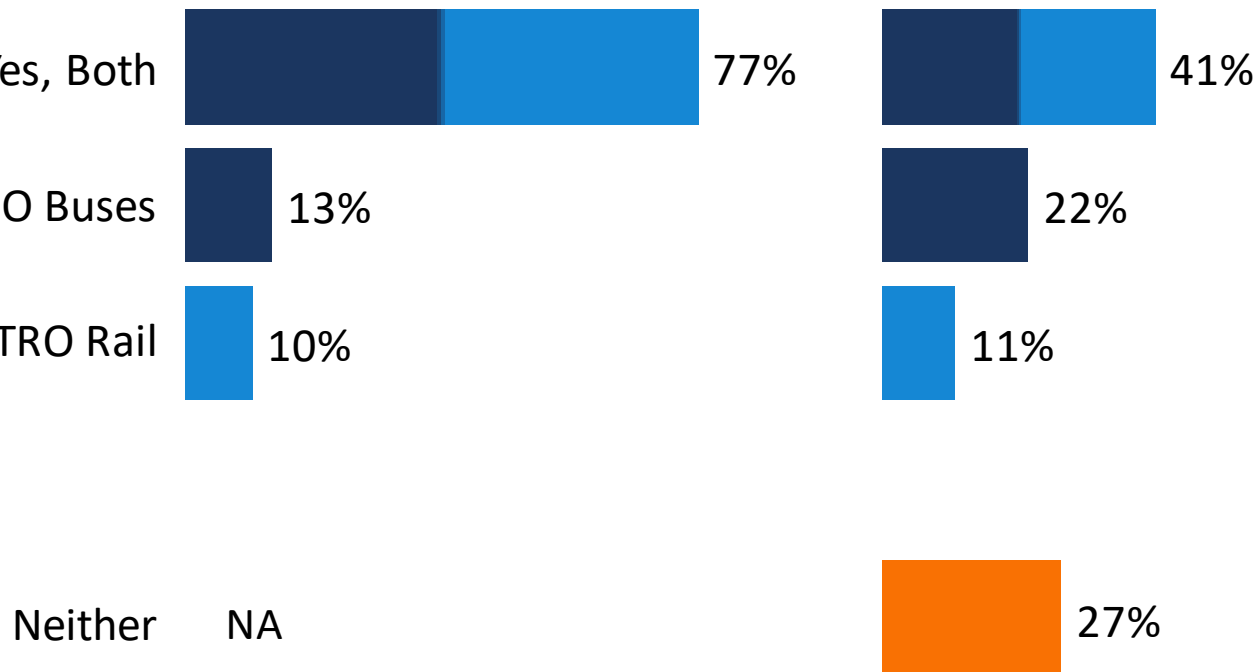


# Most respondents have experience with both bus and rail. 27% have stopped riding.

*Thinking back over the last 4 years, have you ever ridden METRO Buses, METRO Rail, or both?*

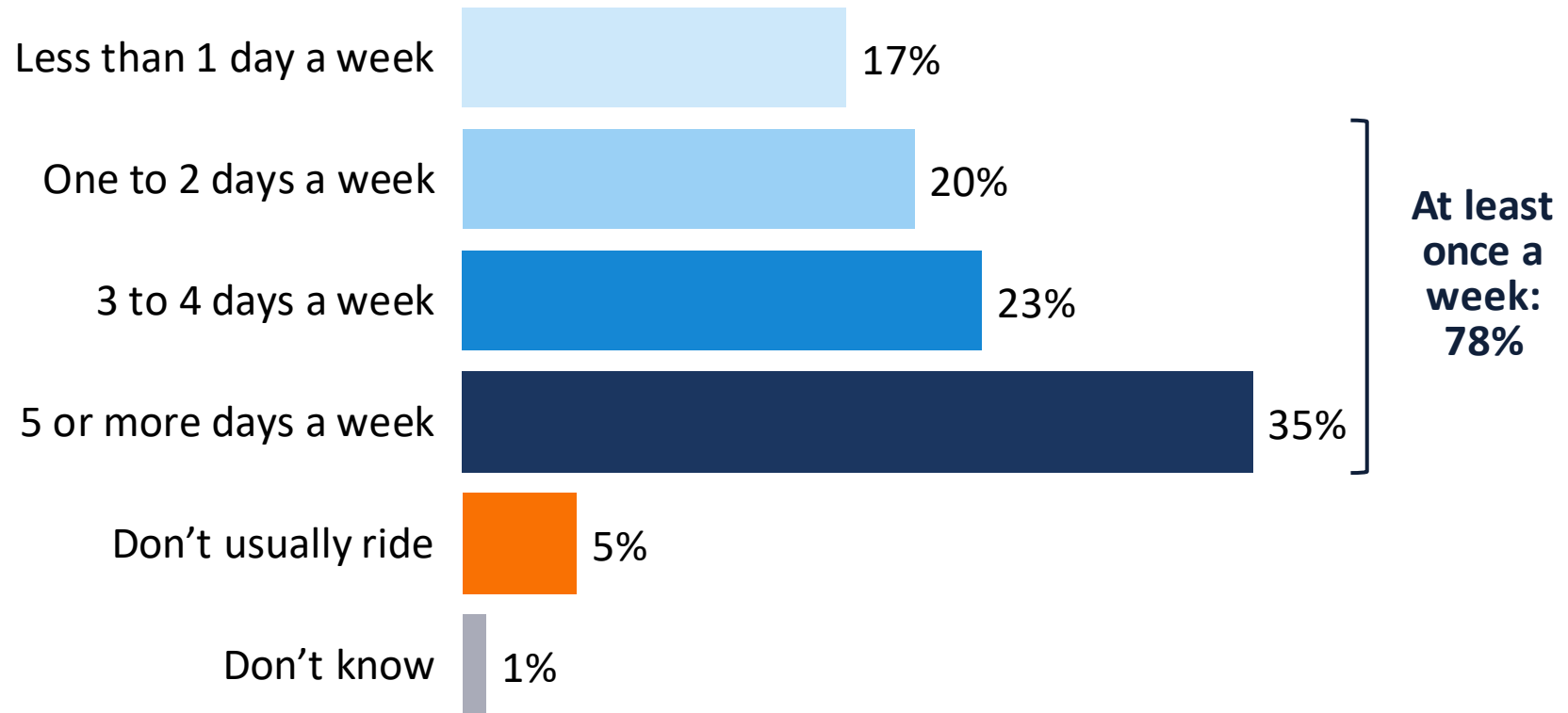


*These days do you usually ride METRO Rail, METRO Buses, both or neither?*



# Most respondents ride Metro frequently.

*How many days a week do you usually ride METRO?  
(Asked of Those Who Currently Ride METRO Buses or Rail; n=1,509)*

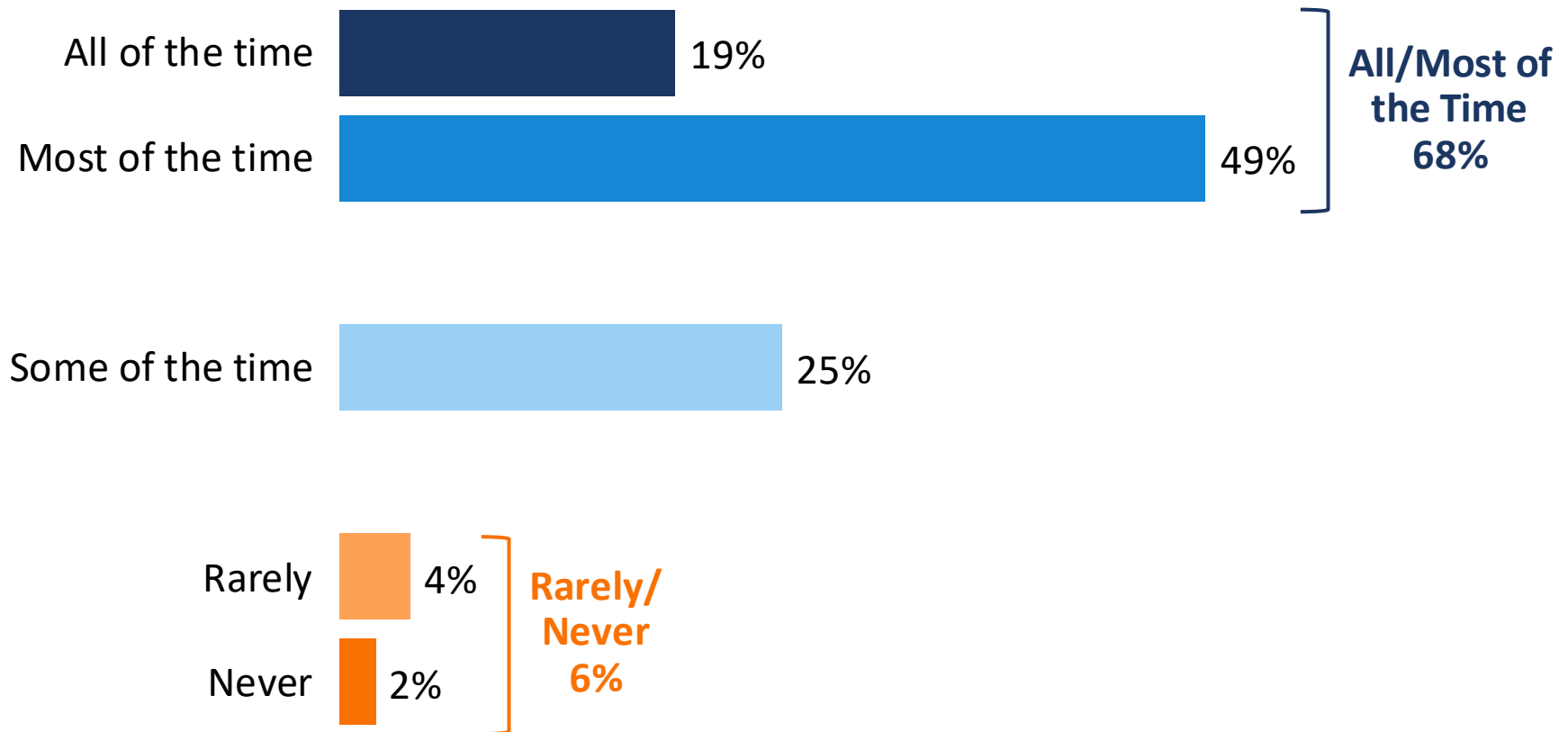




# **Safety on the METRO System**

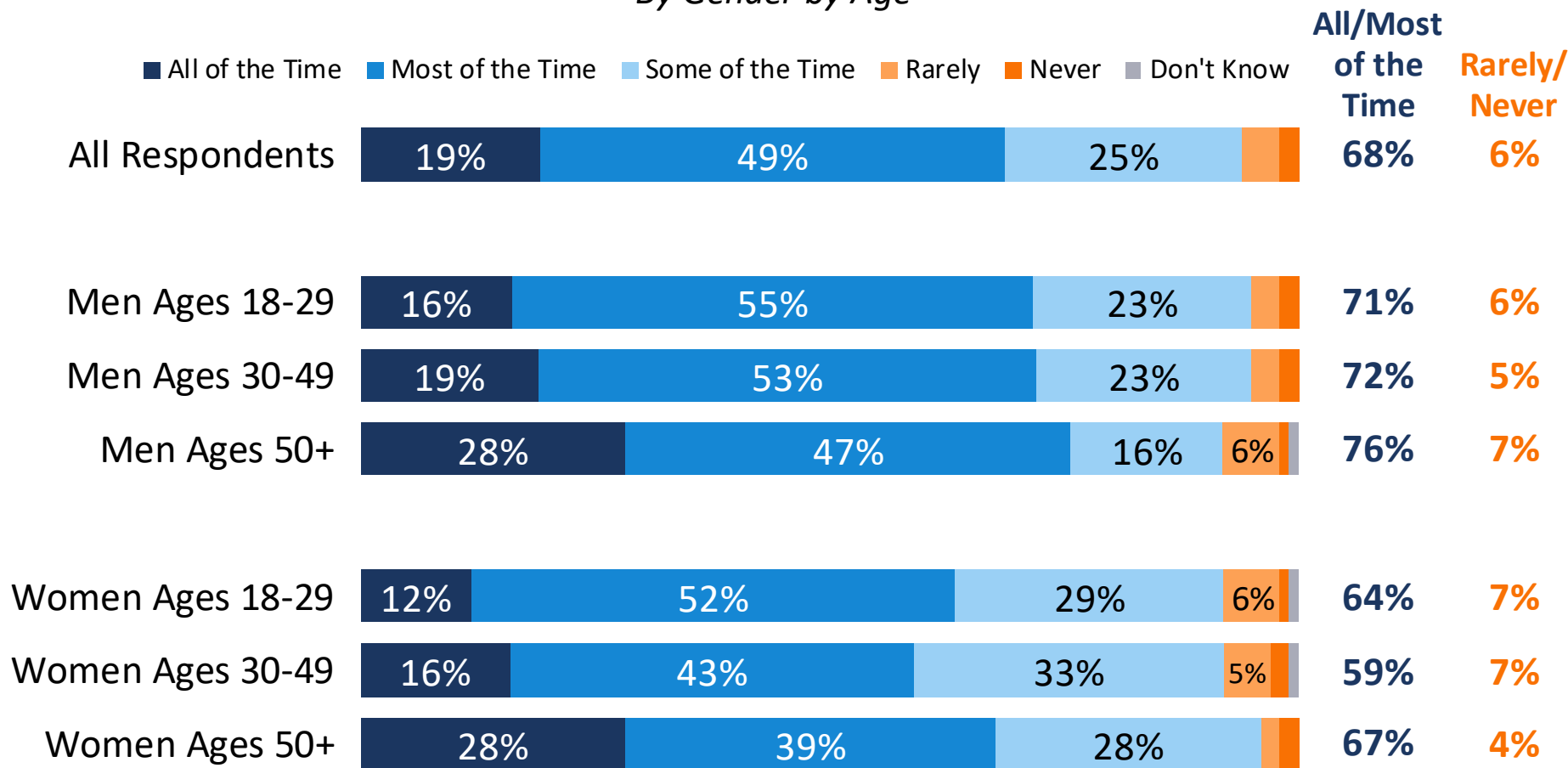
# Nearly 70% of respondents felt safe at least “most of the time” they have recently ridden METRO, but less than one-in-five felt safe all the time.

*In general, when thinking about the most recent times you have ridden METRO, would you say you felt safe all of the time, most of the time, some of the time, rarely or never?*



# In all age groups women felt less safe than men when riding METRO.

## By Gender by Age



# Most riders of all races feel safe on Metro most or all of the time.

*By Race/Ethnicity*

■ All of the Time ■ Most of the Time ■ Some of the Time ■ Rarely ■ Never ■ Don't Know

**All/Most  
of the  
Time**

**Rarely/  
Never**

Latinx/Hispanic

17%

49%

28%

66%

6%

Black/African Americans

25%

45%

23%

70%

6%

Whites

21%

56%

17%

5%

77%

6%

Asians/Pacific Islanders

17%

52%

25%

69%

5%

All Other Races/Ethnicities

18%

50%

28%

68%

4%

All People of Color

19%

48%

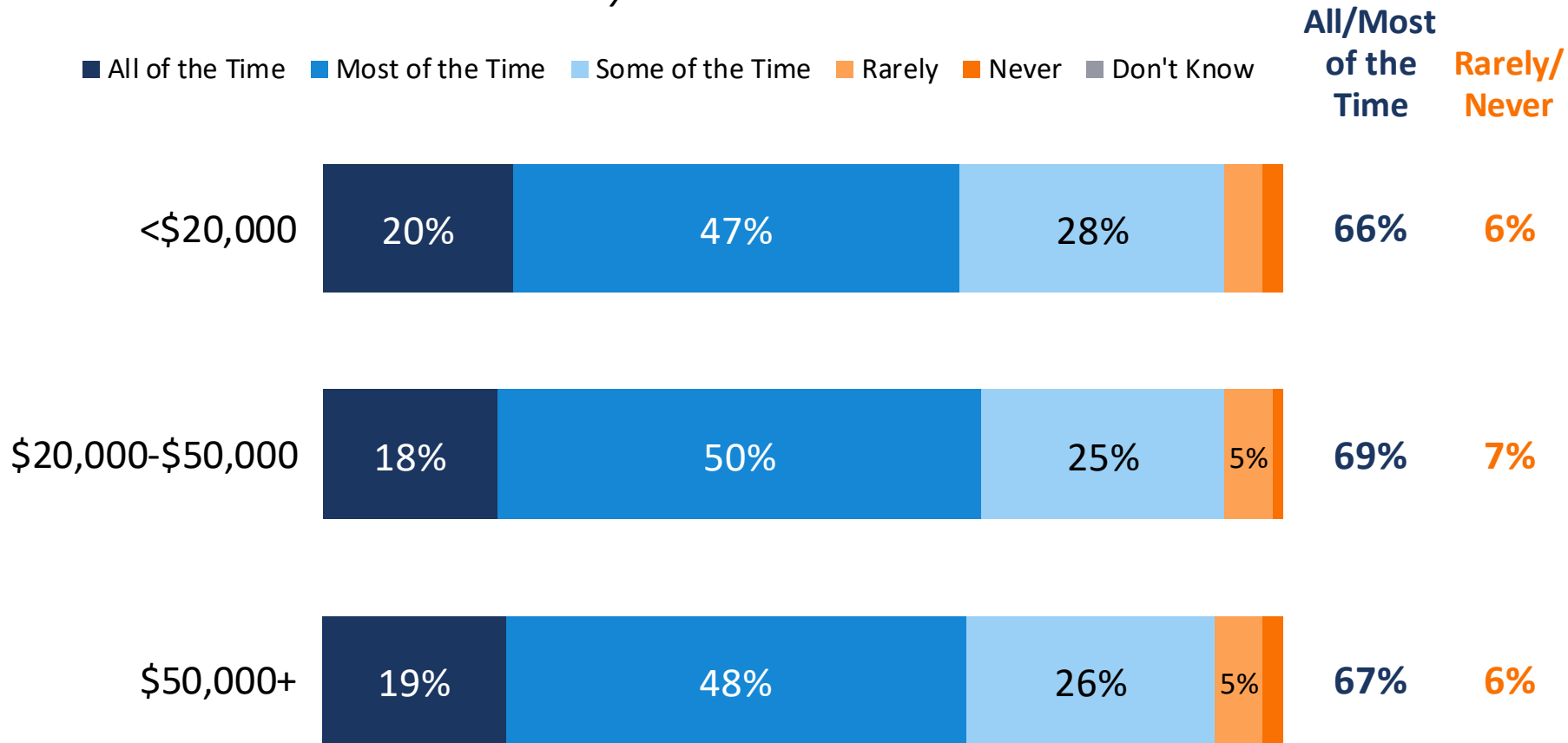
27%

67%

6%

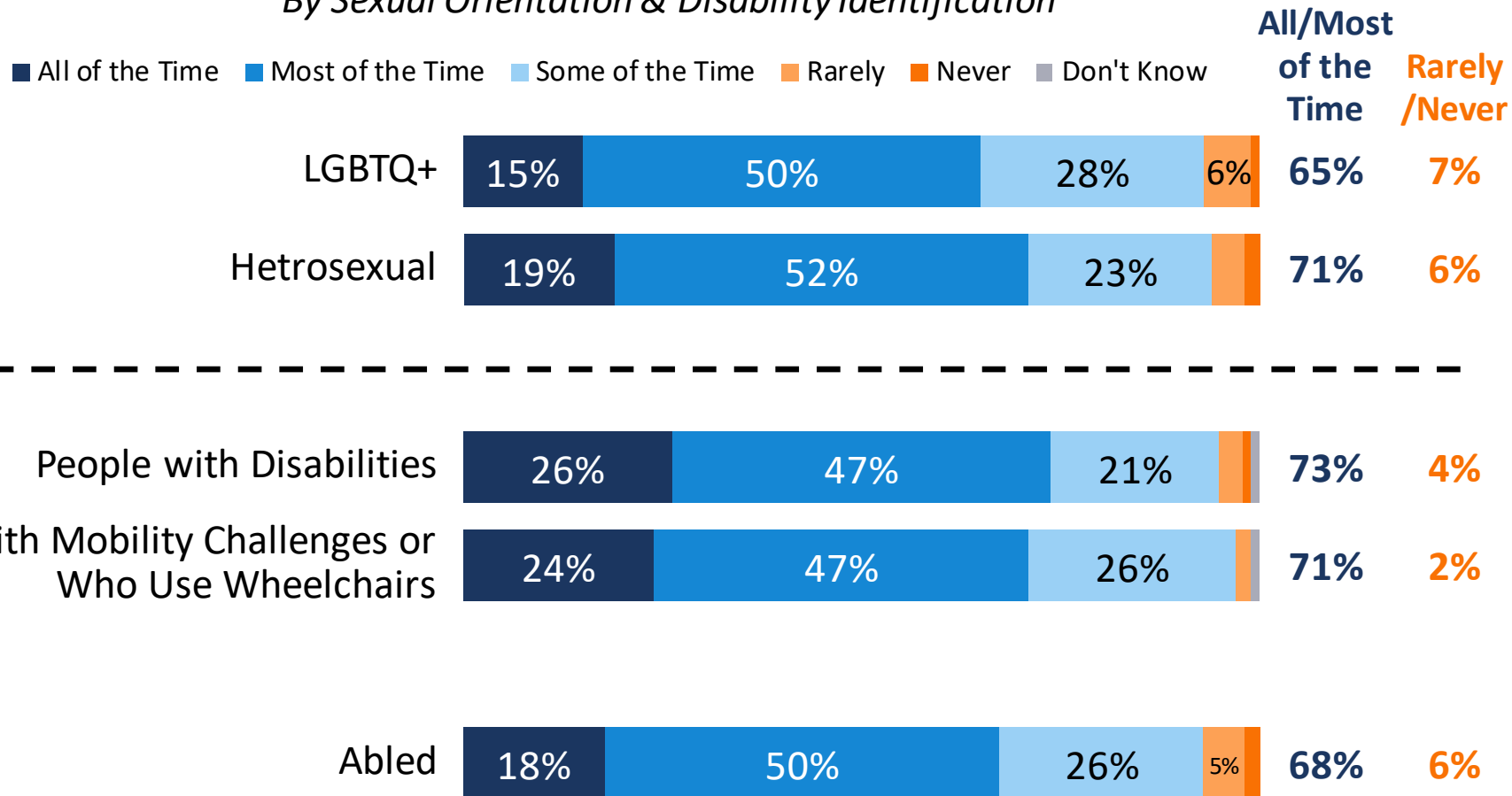
# There is no difference in the likelihood of feeling safe by income.

*By Household Income*



# LGBTQ+ felt slightly less safe, and people with disabilities slightly more safe, than other respondents.

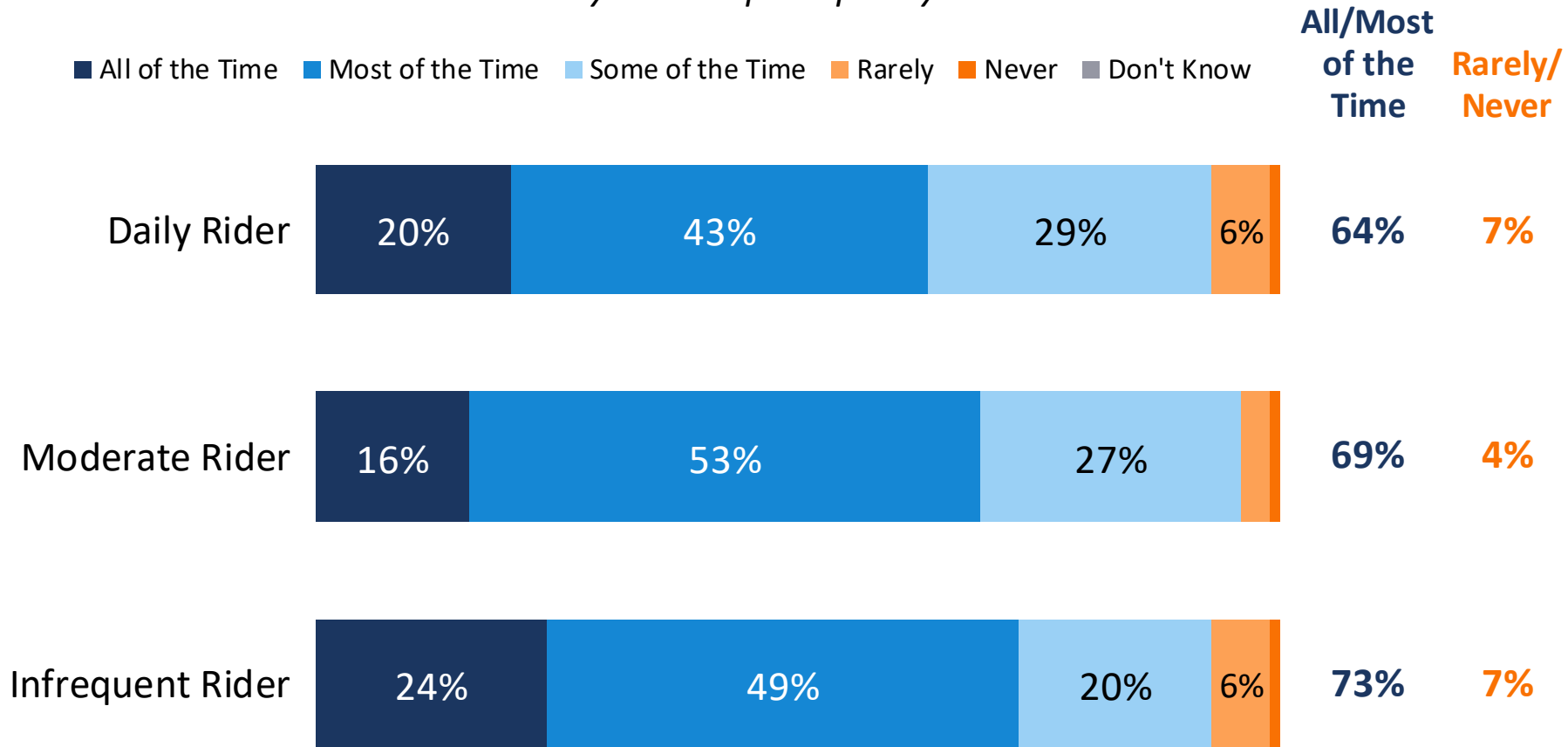
*By Sexual Orientation & Disability Identification*





# Frequent riders tend to feel a little less safe on Metro?

*By Ridership Frequency*



# Examples of Improvements from Respondents

"More security on the platform and a way to report suspicious activity in the rails."

"More frequent cleaning throughout day. I've frequently seen urine on the floor."

"Increase security officers. One time a fight broke out in the Expo line car, but no one did anything about it."

"Presence of staff - not police - to clean and assist customers."

"I feel safe for the most part. Sometimes other passengers can be scary, but I don't think much can be done about it."

"Drivers being more active and disciplinary when unsafe riders are aboard harassing other riders."

"Control homeless people who ride without a specific destination."

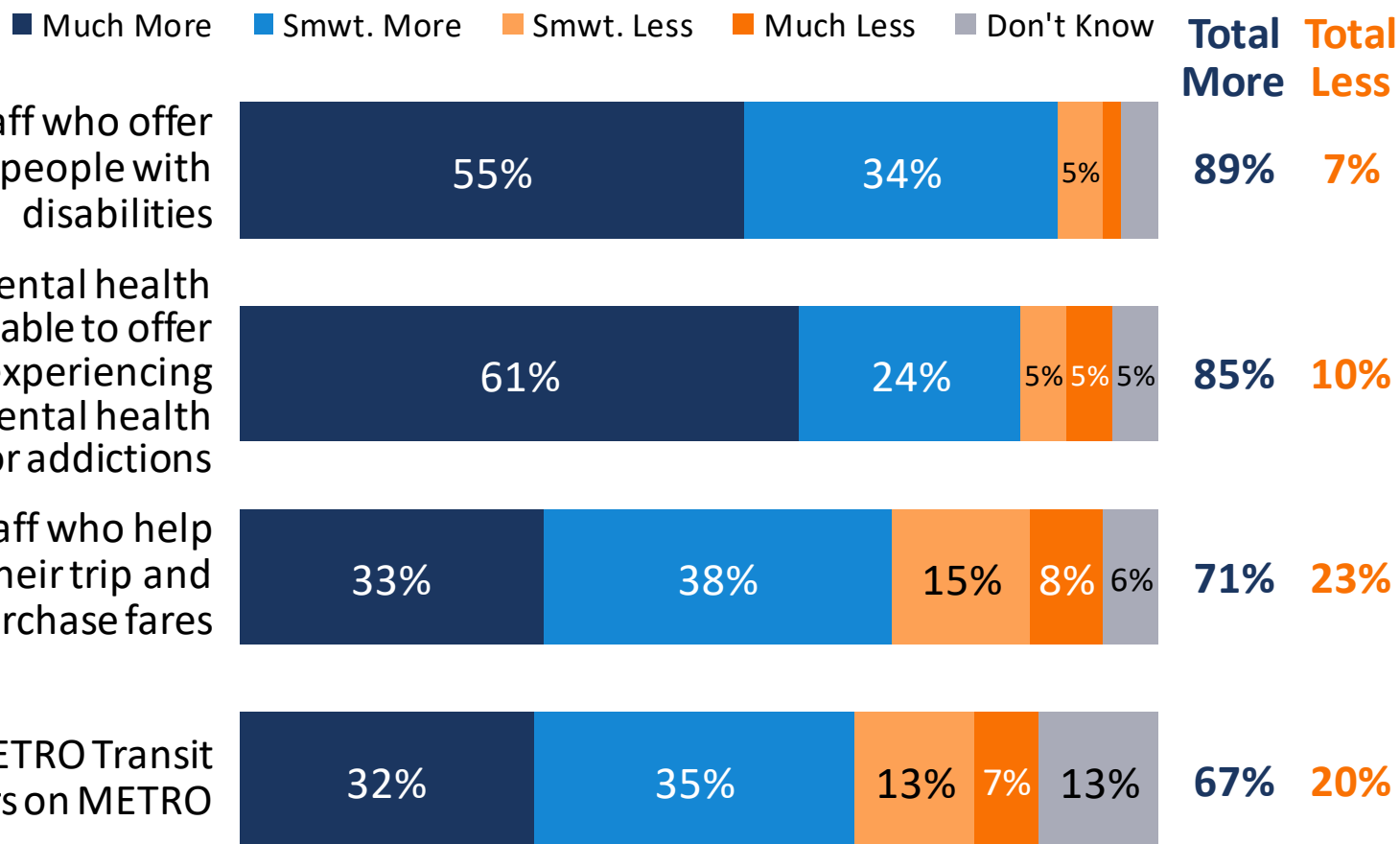
"A system of alerting security or staff about impending danger, i.e. button or app"

"Cameras, security and actual consequences to the people who don't follow Metro rules and policy."

"Have a camera in the middle and back of the bus."

# ASSISTANCE STAFF: There is support for staff who can help customers in a variety of ways, including Transit Ambassadors (without a description) and social workers.

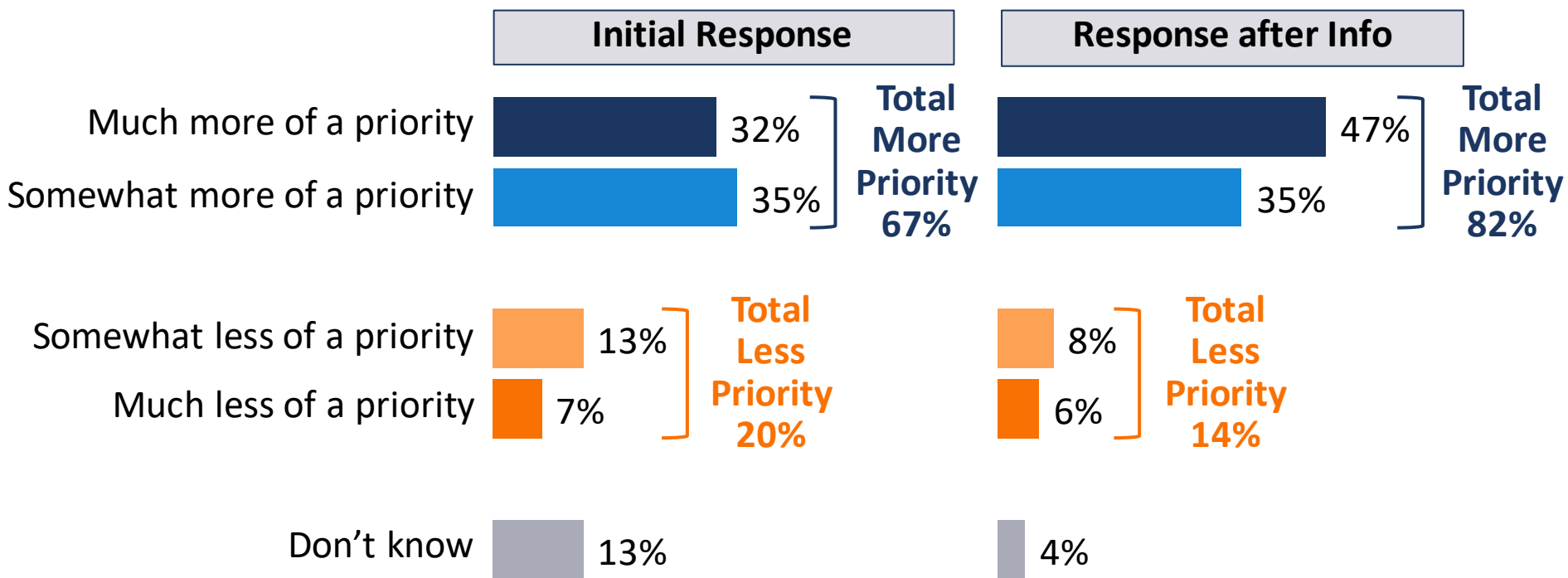
(Ranked by Total More of a Priority)



Q11c, d, i & m. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample.

# After a brief description, there was a sizeable increase in the percentage of respondents who believe Transit Ambassadors should be more of a priority.

*I would now like to tell you a little more about a new program being considered called the METRO Transit Ambassador Program. This METRO program could include teams of 2 specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe.*



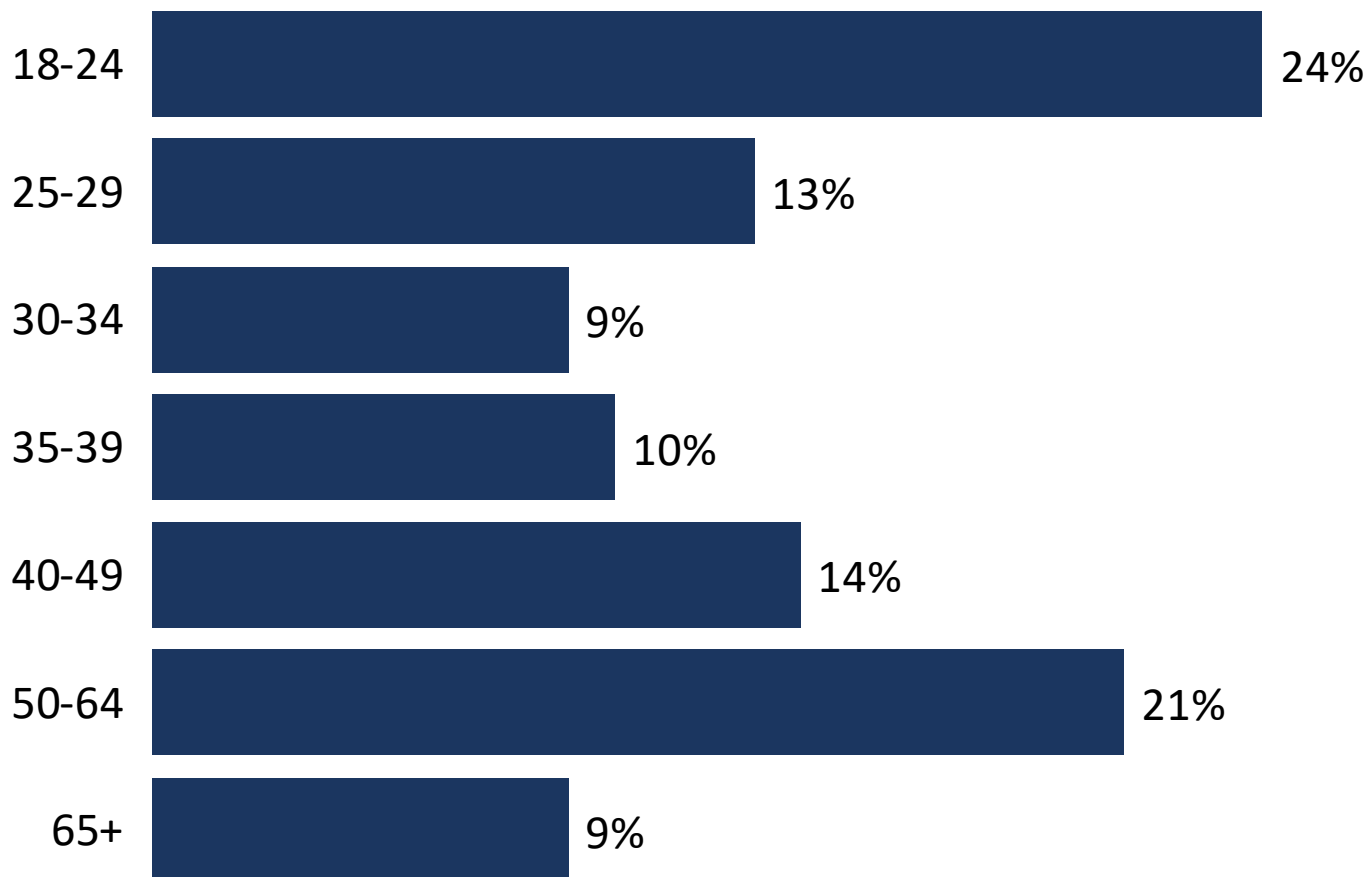
*Q11m. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Not Part of Split Sample*  
*Q12. Now that you know more, please tell me if you think METRO should make the Transit Ambassador program (much more of a priority, somewhat more of a priority, somewhat less, or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today.*



# **Respondent Demographics**

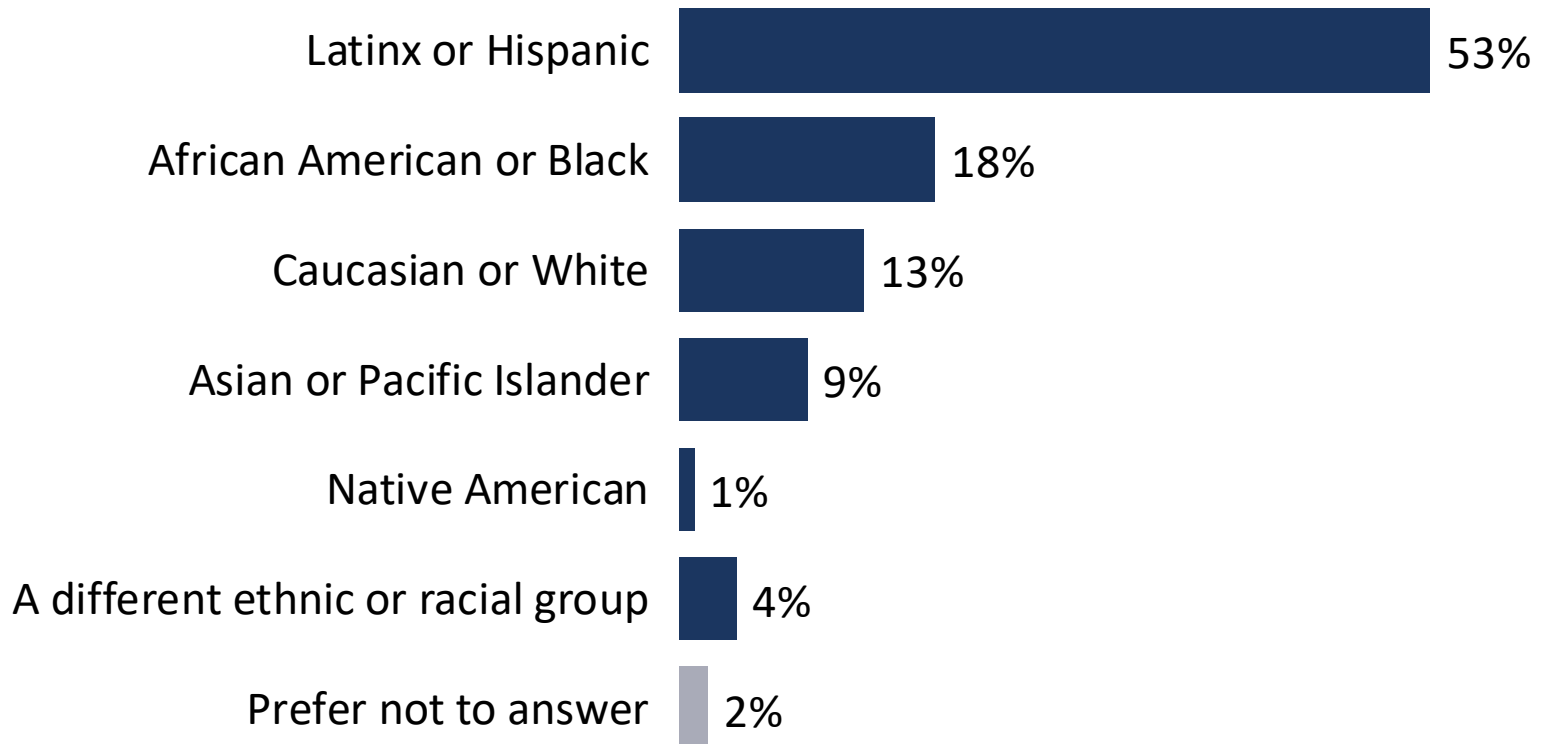
# The majority of respondents are under age 40.

*To make sure everyone is represented please tell me your age.*



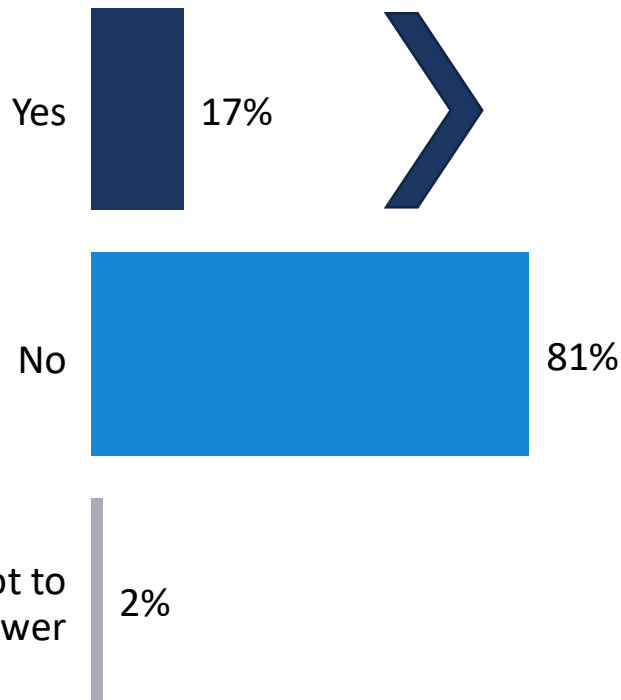
# 71% of respondents are Latinx/Hispanic or Black/African American

*Just to make sure everyone is represented, which of the following categories best describes the ethnic or racial group with which you identify yourself?*

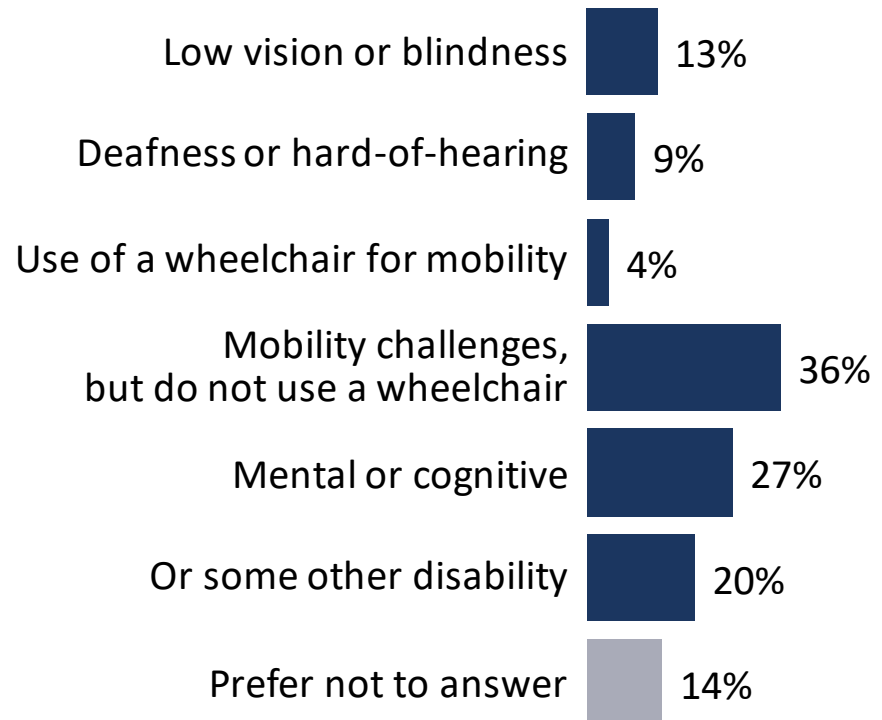


# 17% of respondents identify as a person with a disability.

*Do you identify as a person with a disability?*



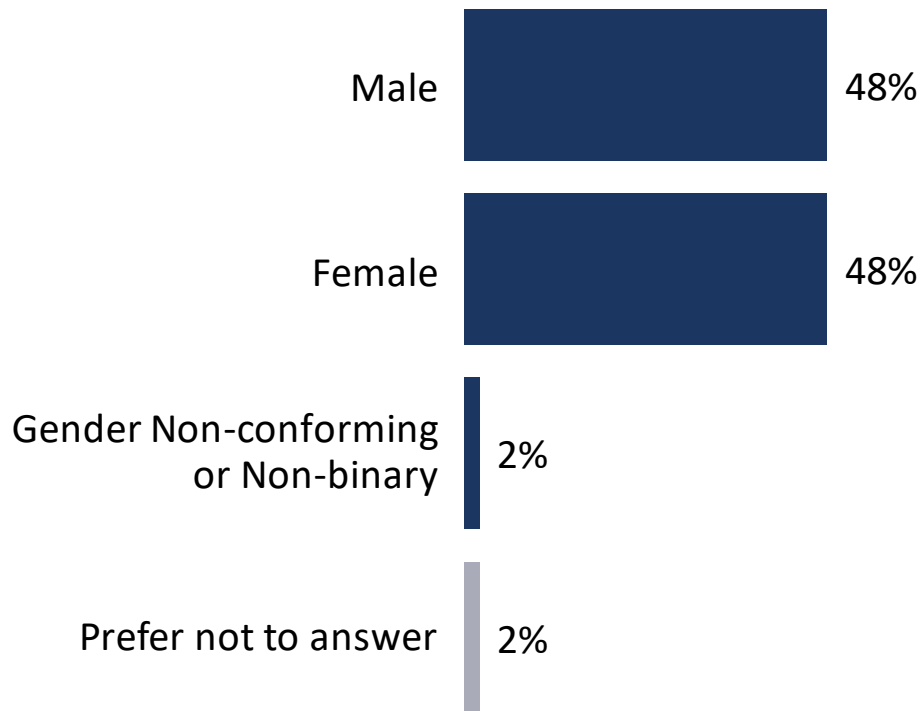
*Please tell me which of the following disabilities you have?  
(Asked of Those Who Identify as a Person with a Disability; n=343)*



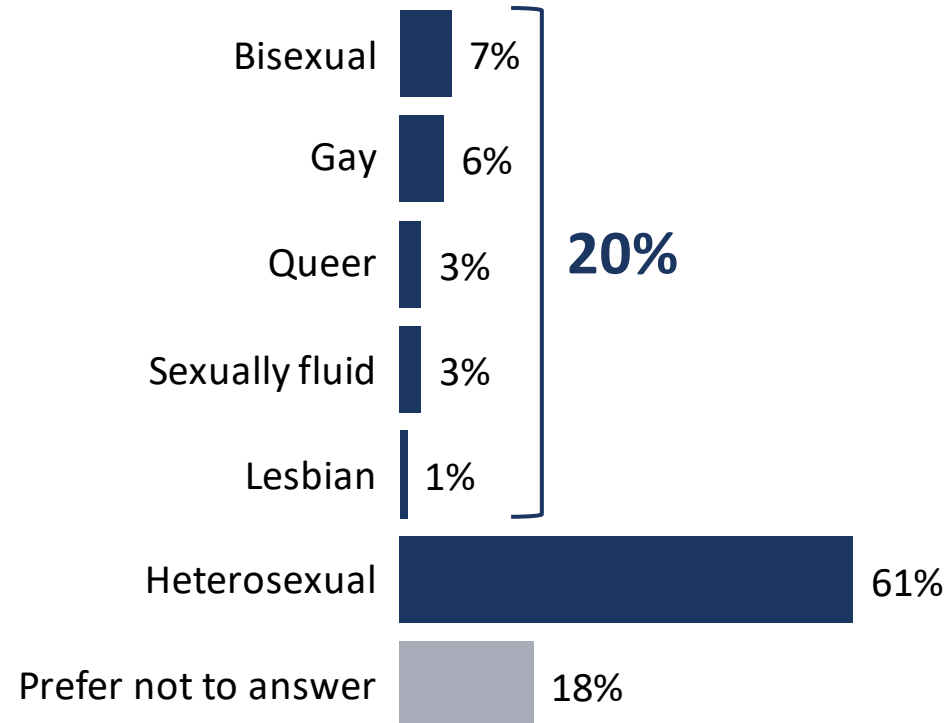


# Two percent identify as non-binary and 20% identify as not heterosexual.

*To make sure everyone is represented, what is your gender identity? Are you male, female, or gender non-conforming or non-binary?*

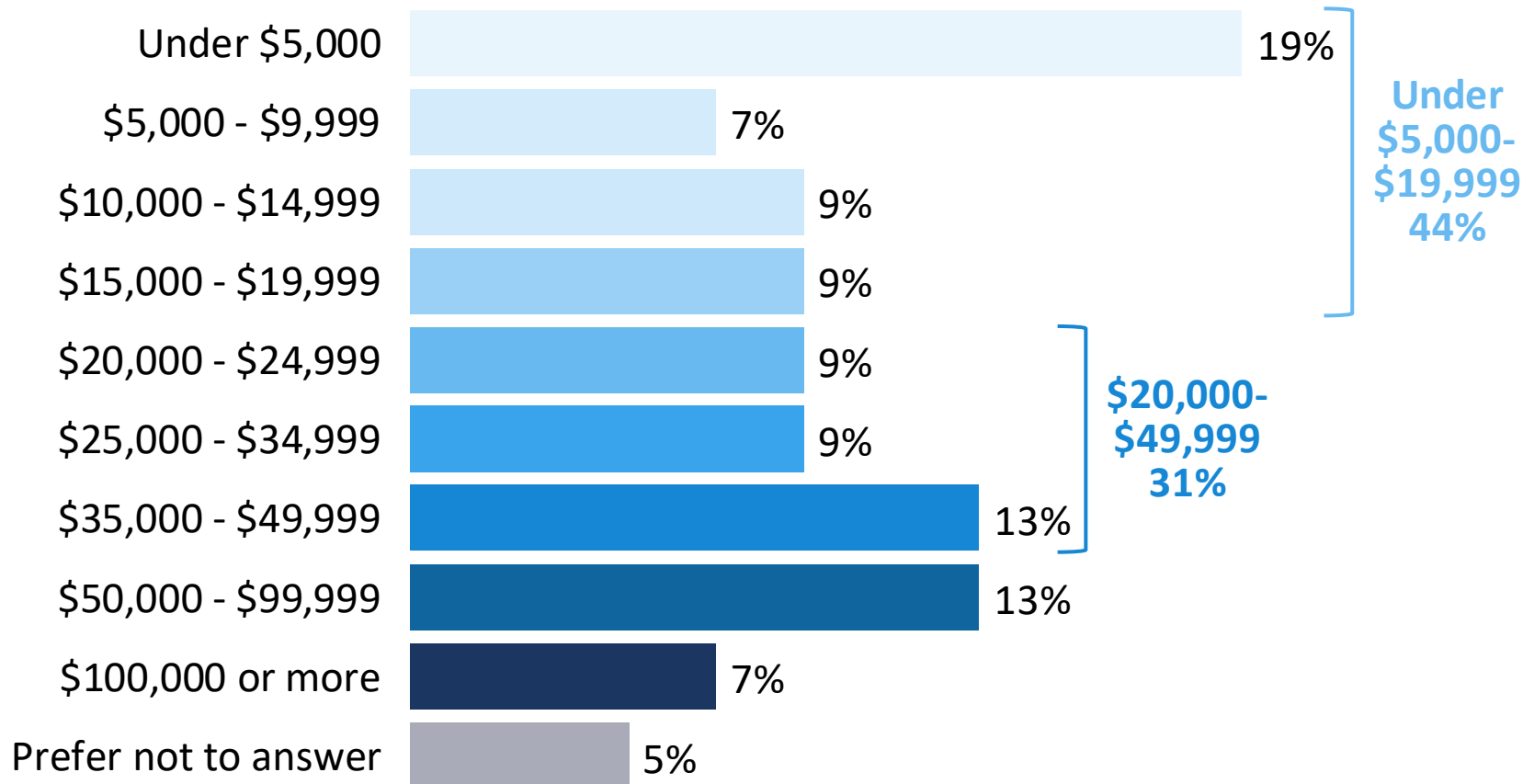


*Do you identify yourself as: Bisexual, Gay, Heterosexual, Lesbian, Queer, or Sexually fluid?*



# Nearly half of respondents have household incomes under \$20,000.

*Just to ensure that we include a wide mix of people in this survey, please stop me when I read the range that includes your household's total annual income before taxes in 2020:*





# **Definition of Safety**

# Definition of Safety by Gender by Age

(Total Agree)

Statement	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	96%	96%	94%	96%	96%
For me, safety on Metro means being safe from harassment	<b>91%</b>	88%	89%	95%	93%	93%	90%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	91%	82%	77%	90%	84%	82%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	74%	69%	92%	82%	73%

# Definition of Safety by Race/Ethnicity

(Total Agree)

Statement	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
For me, safety on Metro means being safe from crime	<b>95%</b>	94%	95%	94%	96%	99%	95%
For me, safety on Metro means being safe from harassment	<b>91%</b>	90%	90%	94%	96%	99%	91%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	87%	88%	70%	85%	83%	87%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	85%	63%	82%	84%	82%

# Definition of Safety by Race/Ethnicity by Age

(Total Agree)

Statement	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	94%	95%	95%	90%	96%
For me, safety on Metro means being safe from harassment	<b>91%</b>	90%	90%	91%	89%	92%	95%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	90%	81%	88%	87%	70%	71%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	85%	75%	92%	80%	75%	56%

# Definition of Safety by Income

*(Total Agree)*

Statement	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
For me, safety on Metro means being safe from crime	95%	95%	94%	94%
For me, safety on Metro means being safe from harassment	91%	89%	93%	91%
For me, safety on Metro means being safe from falling on a moving train or bus	84%	88%	86%	87%
For me, safety on Metro means being safe from being profiled or discriminated against by police	80%	84%	78%	81%

# Definition of Safety by Sexual Orientation and Disability Identification

(Total Agree)

Statement	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
For me, safety on Metro means being safe from crime	<b>95%</b>	94%	95%	95%	94%	99%
For me, safety on Metro means being safe from harassment	<b>91%</b>	91%	93%	92%	90%	92%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	85%	84%	84%	89%	88%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	78%	80%	76%	76%



# Definition of Safety by Ridership Frequency

*(Total Agree)*

Statement	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
For me, safety on Metro means being safe from crime	95%	94%	93%	96%
For me, safety on Metro means being safe from harassment	91%	92%	90%	92%
For me, safety on Metro means being safe from falling on a moving train or bus	84%	90%	86%	83%
For me, safety on Metro means being safe from being profiled or discriminated against by police	80%	83%	82%	81%



# **Ways to Improve Safety**

# Security Personnel Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Having unarmed security staff on METRO	<b>76%</b>	70%	77%	80%	74%
^Having Local city police officers on METRO	<b>68%</b>	67%	64%	74%	79%
Having armed security staff on METRO	<b>66%</b>	59%	62%	71%	90%
^Having County Sheriff's deputies on METRO	<b>62%</b>	59%	58%	69%	80%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Gender by Age

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Having unarmed security staff on METRO	<b>76%</b>	69%	79%	77%	77%	79%	79%
^Having Local city police officers on METRO	<b>68%</b>	65%	67%	79%	55%	72%	80%
Having armed security staff on METRO	<b>66%</b>	61%	64%	70%	52%	74%	81%
^Having County Sheriff's deputies on METRO	<b>62%</b>	58%	61%	73%	53%	66%	74%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Having unarmed security staff on METRO	<b>76%</b>	74%	80%	80%	76%	70%	79%
^Having Local city police officers on METRO	<b>68%</b>	65%	79%	60%	76%	37%	74%
Having armed security staff on METRO	<b>66%</b>	64%	74%	54%	77%	45%	70%
^Having County Sheriff's deputies on METRO	<b>62%</b>	62%	70%	51%	74%	33%	70%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Income

*(Total More of a Priority)*

Security Personnel Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Having unarmed security staff on METRO	<b>76%</b>	73%	78%	75%
^Having Local city police officers on METRO	<b>68%</b>	69%	68%	69%
Having armed security staff on METRO	<b>66%</b>	70%	65%	68%
^Having County Sheriff's deputies on METRO	<b>62%</b>	63%	63%	63%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Having unarmed security staff on METRO	<b>76%</b>	81%	76%	79%	62%	58%
^Having Local city police officers on METRO	<b>68%</b>	54%	71%	68%	68%	71%
Having armed security staff on METRO	<b>66%</b>	54%	67%	64%	73%	77%
^Having County Sheriff's deputies on METRO	<b>62%</b>	51%	64%	62%	64%	66%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Ridership Frequency

*(Total More of a Priority)*

Security Personnel Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Having unarmed security staff on METRO	<b>76%</b>	78%	72%	74%
^Having Local city police officers on METRO	<b>68%</b>	76%	67%	65%
Having armed security staff on METRO	<b>66%</b>	75%	68%	55%
^Having County Sheriff's deputies on METRO	<b>62%</b>	69%	63%	58%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample



# Assistance Personnel Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	89%	90%	91%	71%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	81%	85%	88%	81%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	81%	85%	75%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	77%	71%	70%	60%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Gender by Age

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	91%	84%	95%	88%	84%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	86%	88%	83%	91%	83%	77%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	82%	78%	80%	87%	82%	84%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	69%	66%	73%	71%	75%	73%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Race/Ethnicity

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	90%	82%	83%	92%	90%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	84%	88%	85%	83%	92%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	82%	82%	78%	81%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	72%	73%	68%	67%	79%	72%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Income

(Total More of a Priority)

Assistance Personnel Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	88%	90%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	83%	87%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	80%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	74%	70%	72%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetro-sexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	92%	88%	89%	88%	89%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	92%	84%	86%	81%	75%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	84%	82%	82%	83%	84%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	73%	70%	70%	74%	73%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Ridership Frequency

(Total More of a Priority)

Assistance Personnel Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Having METRO staff who offer assistance to people with disabilities	89%	88%	91%	85%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	85%	81%	87%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	82%	81%	85%	79%
^METRO staff who help customers plan their trip and purchase fares	71%	72%	73%	71%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	93%	87%	92%	90%	83%	82%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	88%	76%	90%	87%	91%	82%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	84%	80%	81%	83%	82%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	71%	74%	76%	71%	67%	69%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Infrastructure Changes Prioritization by Gender by Age

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
More lighting at METRO stations and bus stops	<b>92%</b>	92%	90%	86%	95%	96%	95%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	87%	87%	97%	92%	95%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	86%	79%	80%	93%	89%	85%
Adding restrooms to METRO rail stations	<b>72%</b>	69%	72%	81%	79%	63%	63%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	73%	75%	64%	62%	73%	62%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample



# Infrastructure Changes Prioritization by Race/Ethnicity

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
More lighting at METRO stations and bus stops	<b>92%</b>	92%	94%	85%	92%	98%	93%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	93%	84%	92%	85%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	86%	90%	73%	87%	94%	87%
Adding restrooms to METRO rail stations	<b>72%</b>	70%	80%	69%	69%	72%	72%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	65%	67%	72%	78%	80%	68%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Income

(Total More of a Priority)

Infrastructure Changes Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
More lighting at METRO stations and bus stops	92%	91%	94%	92%
Emergency call buttons at METRO stations and bus stops	92%	92%	94%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	85%	85%	89%	87%
Adding restrooms to METRO rail stations	72%	77%	71%	74%
Attracting more people around METRO stations with cafes, music and other activities	68%	65%	71%	67%

# Infrastructure Changes Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
More lighting at METRO stations and bus stops	<b>92%</b>	96%	90%	92%	90%	78%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	96%	91%	92%	92%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	91%	83%	86%	83%	79%
Adding restrooms to METRO rail stations	<b>72%</b>	78%	71%	69%	85%	79%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	69%	72%	67%	71%	71%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Ridership Frequency

*(Total More of a Priority)*

Infrastructure Changes Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
More lighting at METRO stations and bus stops	<b>92%</b>	89%	94%	91%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	91%	92%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	84%	85%	87%
Adding restrooms to METRO rail stations	<b>72%</b>	76%	75%	68%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	62%	69%	77%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
More lighting at METRO stations and bus stops	<b>92%</b>	90%	91%	94%	89%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	84%	96%	92%	89%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	88%	85%	84%	82%
Adding restrooms to METRO rail stations	<b>72%</b>	77%	74%	65%	58%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	66%	71%	67%	56%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
More lighting at METRO stations and bus stops	<b>92%</b>	94%	88%	96%	93%	87%	84%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	95%	96%	91%	79%	87%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	88%	81%	93%	89%	71%	74%
Adding restrooms to METRO rail stations	<b>72%</b>	72%	66%	89%	75%	66%	71%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	70%	56%	63%	69%	73%	72%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample



# **Transit Ambassadors**

# Situations Transit Ambassadors Should Address by Gender by Age

(Total Agree)

Situation	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Sexual harassment	90%	93%	88%	87%	95%	90%	88%
Sexual assault	89%	91%	86%	86%	95%	89%	89%
Racial harassment	88%	88%	92%	82%	94%	90%	84%
Someone behaving in a way that may scare or threaten other riders	88%	92%	85%	87%	91%	91%	87%
*Verbal fighting	87%	87%	85%	86%	93%	84%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample



# Situations Transit Ambassadors Should Address by Gender by Age, Continued

(Total Agree)

Situation	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
*Injecting or smoking illegal drugs	<b>86%</b>	86%	84%	86%	85%	87%	88%
*Physical fighting	<b>84%</b>	89%	83%	85%	86%	86%	81%
*Smoking cigarettes	<b>83%</b>	88%	83%	87%	79%	81%	86%
Playing loud music	<b>76%</b>	75%	75%	86%	70%	75%	85%
Someone whose personal odor is affecting other riders	<b>69%</b>	70%	69%	78%	59%	70%	76%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity

(Total Agree)

Situation	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
Sexual harassment	<b>90%</b>	89%	89%	94%	89%	94%	90%
Sexual assault	<b>89%</b>	88%	89%	91%	88%	96%	89%
Racial harassment	<b>88%</b>	87%	89%	91%	88%	90%	88%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	88%	86%	92%	90%	90%	88%
*Verbal fighting	<b>87%</b>	86%	86%	90%	90%	96%	87%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity, Continued

(Total Agree)

Situation	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
*Injecting or smoking illegal drugs	<b>86%</b>	85%	87%	86%	86%	83%	85%
*Physical fighting	<b>84%</b>	82%	86%	89%	87%	74%	83%
*Smoking cigarettes	<b>83%</b>	83%	82%	87%	82%	82%	82%
Playing loud music	<b>76%</b>	72%	81%	80%	80%	80%	76%
Someone whose personal odor is affecting other riders	<b>69%</b>	67%	76%	66%	70%	63%	69%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Income

(Total Agree)

Situation	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Sexual harassment	90%	88%	92%	89%
Sexual assault	89%	87%	89%	88%
Racial harassment	88%	87%	88%	87%
Someone behaving in a way that may scare or threaten other riders	88%	87%	88%	87%
*Verbal fighting	87%	86%	86%	86%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Income, Continued

(Total Agree)

Situation	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
*Injecting or smoking illegal drugs	86%	84%	85%	85%
*Physical fighting	84%	82%	86%	84%
*Smoking cigarettes	83%	80%	86%	83%
Playing loud music	76%	75%	76%	75%
Someone whose personal odor is affecting other riders	69%	71%	69%	70%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Sexual Orientation and Disability Identification

(Total Agree)

Situation	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Sexual harassment	<b>90%</b>	91%	92%	91%	85%	83%
Sexual assault	<b>89%</b>	91%	90%	90%	84%	81%
Racial harassment	<b>88%</b>	91%	89%	89%	83%	80%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	88%	90%	89%	82%	82%
*Verbal fighting	<b>87%</b>	86%	90%	88%	82%	81%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Sexual Orientation and Disability Identification, Continued

(Total Agree)						
Situation	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
*Injecting or smoking illegal drugs	86%	82%	89%	87%	83%	84%
*Physical fighting	84%	84%	85%	86%	76%	78%
*Smoking cigarettes	83%	84%	85%	84%	80%	82%
Playing loud music	76%	71%	80%	76%	77%	80%
Someone whose personal odor is affecting other riders	69%	64%	71%	69%	71%	68%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Ridership Frequency

(Total Agree)

Situation	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Sexual harassment	90%	84%	91%	92%
Sexual assault	89%	84%	89%	89%
Racial harassment	88%	82%	89%	89%
Someone behaving in a way that may scare or threaten other riders	88%	85%	88%	87%
*Verbal fighting	87%	79%	89%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample



# Situations Transit Ambassadors Should Address by Ridership Frequency, Continued

(Total Agree)

Situation	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
*Injecting or smoking illegal drugs	86%	79%	89%	86%
*Physical fighting	84%	85%	80%	86%
*Smoking cigarettes	83%	83%	82%	81%
Playing loud music	76%	73%	76%	74%
Someone whose personal odor is affecting other riders	69%	70%	72%	65%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Frequency of Feeling Safe on METRO

(Total Agree)

Situation	All Respondents	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Sexual harassment	90%	85%	91%	92%	92%
Sexual assault	89%	84%	90%	90%	94%
Racial harassment	88%	84%	89%	90%	87%
Someone behaving in a way that may scare or threaten other riders	88%	83%	88%	92%	91%
*Verbal fighting	87%	85%	88%	88%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Frequency of Feeling Safe on METRO, Continued

(Total Agree)

Situation	All Respondents	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
*Injecting or smoking illegal drugs	<b>86%</b>	83%	86%	86%	94%
*Physical fighting	<b>84%</b>	78%	83%	89%	84%
*Smoking cigarettes	<b>83%</b>	81%	81%	88%	83%
Playing loud music	<b>76%</b>	76%	75%	77%	80%
Someone whose personal odor is affecting other riders	<b>69%</b>	68%	67%	72%	76%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity by Age

(Total Agree)

Situation	All Respondents	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Sexual harassment	<b>90%</b>	93%	83%	88%	89%	95%	93%
Sexual assault	<b>89%</b>	91%	82%	90%	88%	94%	89%
Racial harassment	<b>88%</b>	90%	80%	93%	86%	96%	89%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	90%	83%	85%	87%	91%	92%
*Verbal fighting	<b>87%</b>	87%	83%	81%	89%	89%	90%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity by Age, Continued

(Total Agree)

Situation	All Respondents	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
*Injecting or smoking illegal drugs	<b>86%</b>	87%	81%	79%	92%	83%	88%
*Physical fighting	<b>84%</b>	86%	75%	91%	82%	91%	87%
*Smoking cigarettes	<b>83%</b>	85%	78%	78%	85%	81%	90%
Playing loud music	<b>76%</b>	71%	76%	69%	89%	63%	88%
Someone whose personal odor is affecting other riders	<b>69%</b>	66%	71%	69%	81%	50%	75%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Ambassador Tools by Gender by Age

(Total Favor)

Tool	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
A 2-way radio or walkie-talkie	<b>91%</b>	95%	91%	93%	94%	80%	90%
Caution tape to seal off unsafe areas	<b>91%</b>	94%	89%	92%	94%	91%	90%
Gloves and trash bags	<b>90%</b>	95%	88%	89%	94%	82%	87%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	92%	84%	81%	86%	76%	79%
Pepper spray	<b>77%</b>	82%	69%	79%	82%	77%	81%

# Ambassador Tools by Gender by Age, Continued

(Total Favor)

Tool	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
A taser	66%	71%	68%	68%	67%	61%	62%
A nightstick	62%	74%	58%	66%	60%	54%	57%
A handgun	32%	33%	26%	41%	26%	38%	35%

# Ambassador Tools by Race/Ethnicity

(Total Favor)

Tool	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
A 2-way radio or walkie-talkie	<b>91%</b>	91%	89%	93%	95%	87%	91%
Caution tape to seal off unsafe areas	<b>91%</b>	93%	89%	92%	82%	96%	91%
Gloves and trash bags	<b>90%</b>	92%	84%	88%	93%	78%	90%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	85%	78%	86%	76%	74%	82%
Pepper spray	<b>77%</b>	81%	73%	74%	75%	72%	78%



# Ambassador Tools by Race/Ethnicity, Continued

(Total Favor)

Tool	All Respondents	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
A taser	66%	71%	62%	57%	62%	71%	68%
A nightstick	62%	70%	51%	50%	70%	32%	64%
A handgun	32%	36%	31%	29%	25%	18%	32%

# Ambassador Tools by Race/Ethnicity by Age

(Total Favor)

Tool	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
A 2-way radio or walkie-talkie	<b>91%</b>	91%	91%	93%	86%	87%	95%
Caution tape to seal off unsafe areas	<b>91%</b>	94%	91%	88%	90%	89%	94%
Gloves and trash bags	<b>90%</b>	92%	93%	93%	78%	82%	92%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	87%	81%	76%	79%	93%	83%
Pepper spray	<b>77%</b>	81%	80%	71%	74%	63%	80%

# Ambassador Tools by Race/Ethnicity by Age, Continued

(Total Favor)

Tool	All Respondents	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
A taser	66%	73%	67%	61%	63%	51%	61%
A nightstick	62%	70%	69%	50%	51%	37%	58%
A handgun	32%	31%	46%	27%	33%	10%	39%

# Ambassador Tools by Household Income

(Total Favor)

Tool	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
A 2-way radio or walkie-talkie	91%	84%	96%	89%
Caution tape to seal off unsafe areas	91%	91%	90%	91%
Gloves and trash bags	90%	87%	91%	89%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	80%	84%	82%
Pepper spray	77%	77%	78%	77%

# Ambassador Tools by Household Income, Continued

(Total Favor)

Tool	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
A taser	66%	65%	71%	68%
A nightstick	62%	62%	64%	63%
A handgun	32%	31%	35%	32%

# Ambassador Tools by Sexual Orientation and Disability Identification

(Total Favor)

Tool	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
A 2-way radio or walkie-talkie	91%	95%	91%	92%	88%	94%
Caution tape to seal off unsafe areas	91%	93%	94%	92%	89%	89%
Gloves and trash bags	90%	92%	90%	89%	92%	97%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	90%	83%	83%	81%	78%
Pepper spray	77%	73%	81%	78%	77%	82%

# Ambassador Tools by Sexual Orientation and Disability Identification, Continued

(Total Favor)

Tool	All Respondents	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
A taser	66%	66%	68%	67%	62%	82%
A nightstick	62%	55%	65%	64%	54%	73%
A handgun	32%	22%	35%	31%	36%	31%

# Ambassador Tools by Ridership Frequency

(Total Favor)

Tool	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
A 2-way radio or walkie-talkie	91%	89%	88%	94%
Caution tape to seal off unsafe areas	91%	89%	93%	89%
Gloves and trash bags	90%	92%	86%	90%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	77%	81%	86%
Pepper spray	77%	77%	75%	77%



# Ambassador Tools by Ridership Frequency, Continued

(Total Favor)

Tool	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
A taser	66%	71%	68%	66%
A nightstick	62%	68%	60%	63%
A handgun	32%	37%	31%	32%

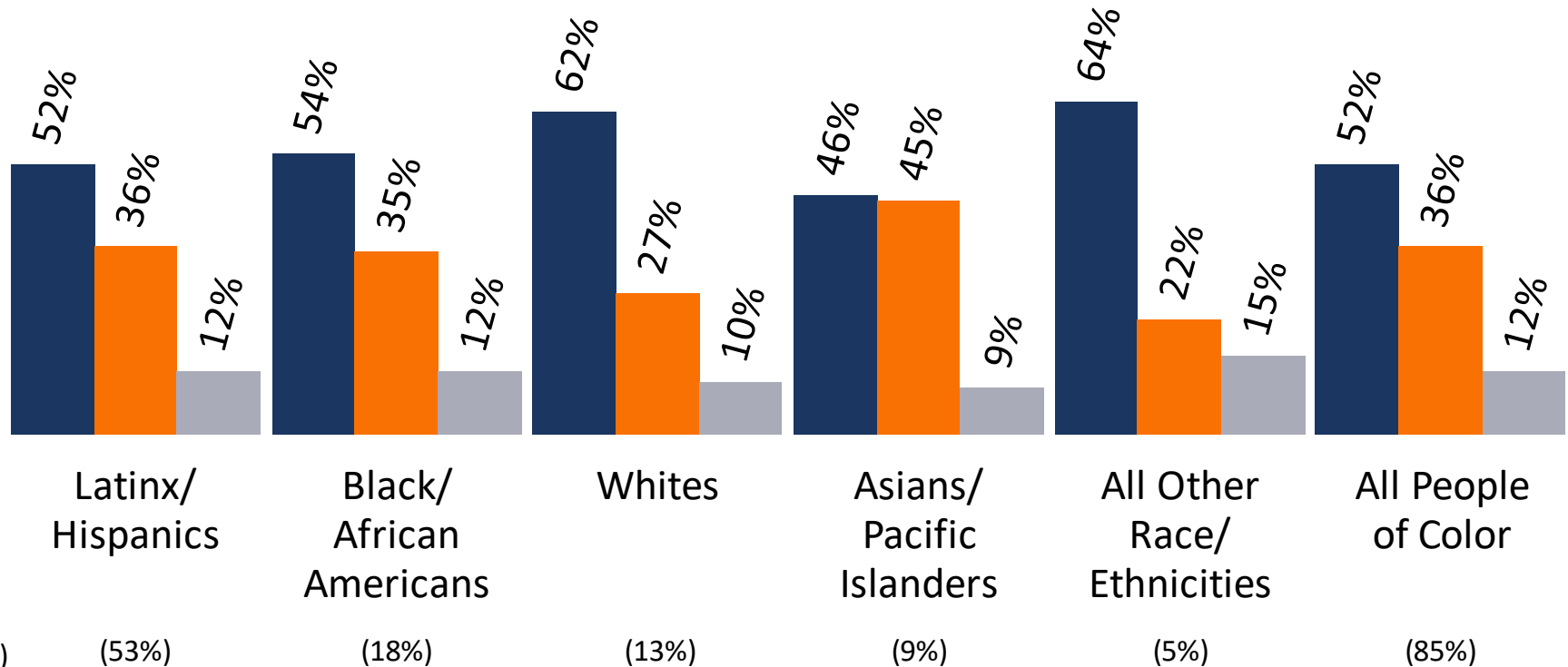


# **Preferred Approach on Riders Experiencing Homelessness**

# Approach on Riders Experiencing Homelessness by Race/Ethnicity

By Race/Ethnicity

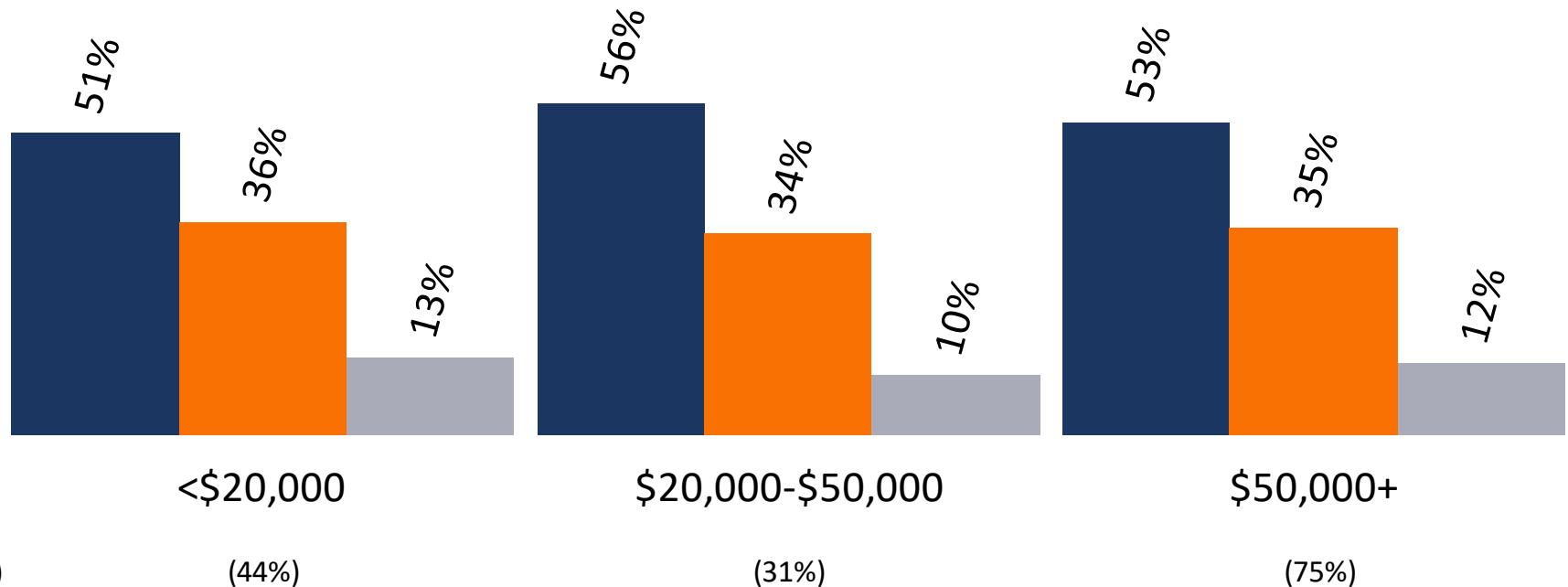
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Income

*By Household Income*

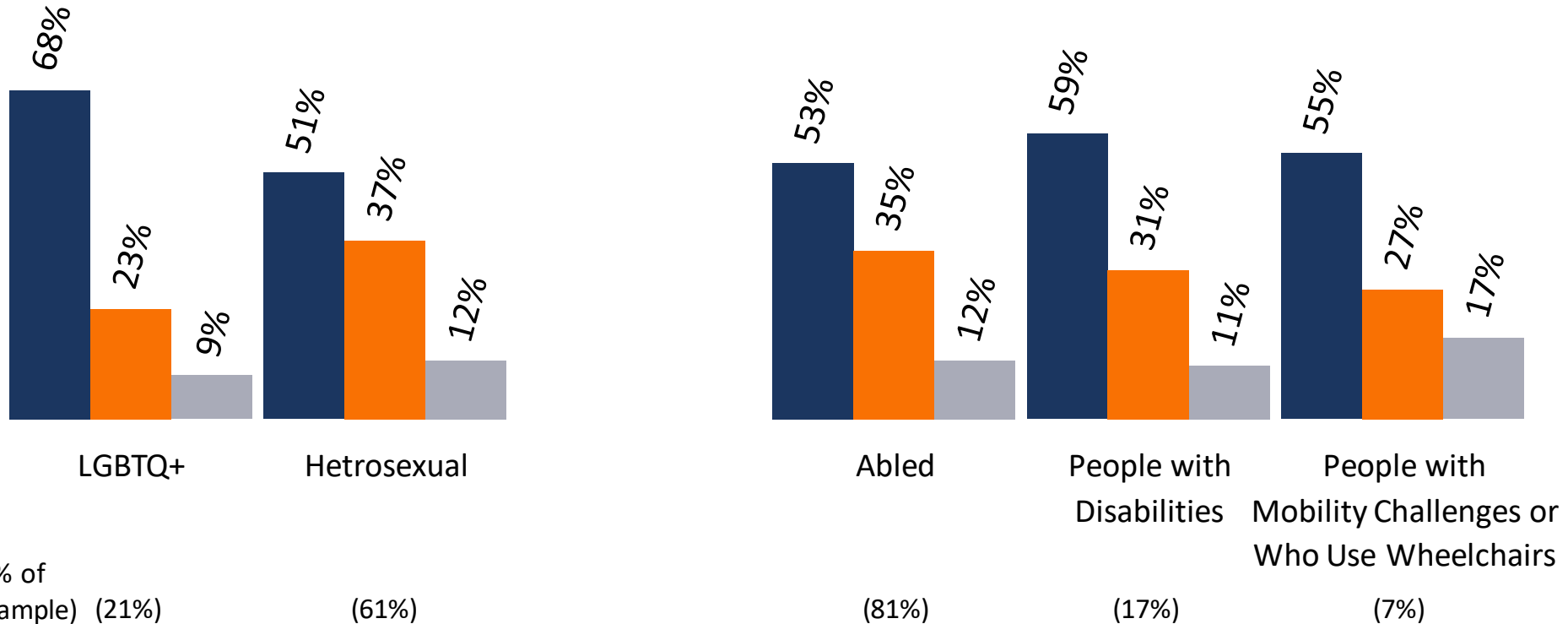
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Sexual Orientation and Disability Identification

*By Sexual Orientation & Disability*

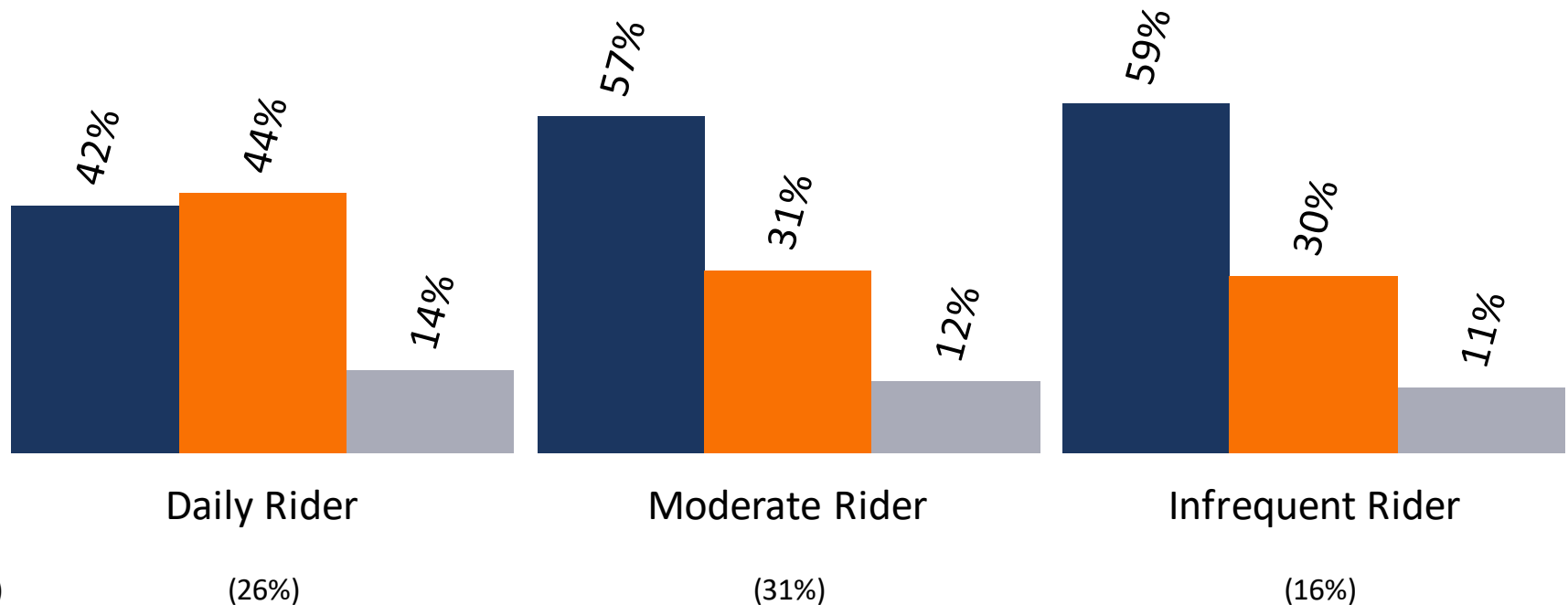
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Ridership Frequency

*By Ridership Frequency*

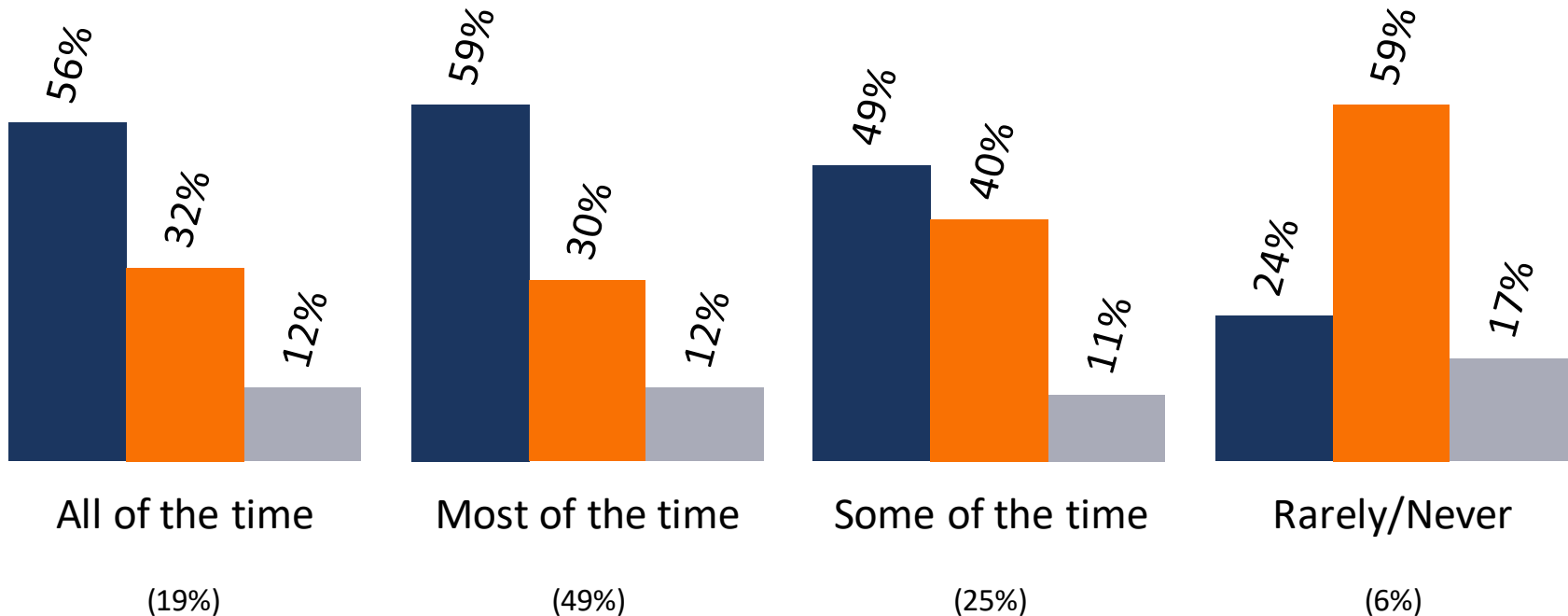
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Frequency of Feeling Safe on METRO

*By Feel Safe*

■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know





# **Appendix B - Survey of People Experiencing Homelessness on METRO**

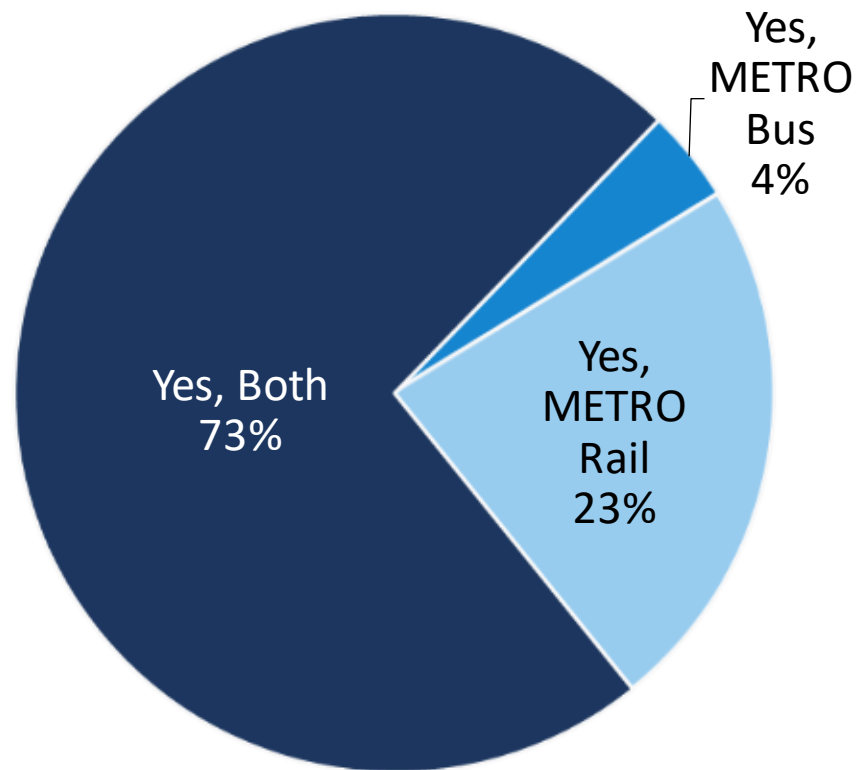




# Metro Use

# Almost three-quarters ride both Metro Rail and Bus.

*Within the last few months, have you ridden on a METRO Bus or METRO Rail or both?*



# Most ride Metro regularly

*Frequency of Riding  
Metro Rail (n=96)*

*Frequency of Riding  
Metro Bus (n=77)*

Everyday

45%

61%

Regularly, but not everyday

30%

32%

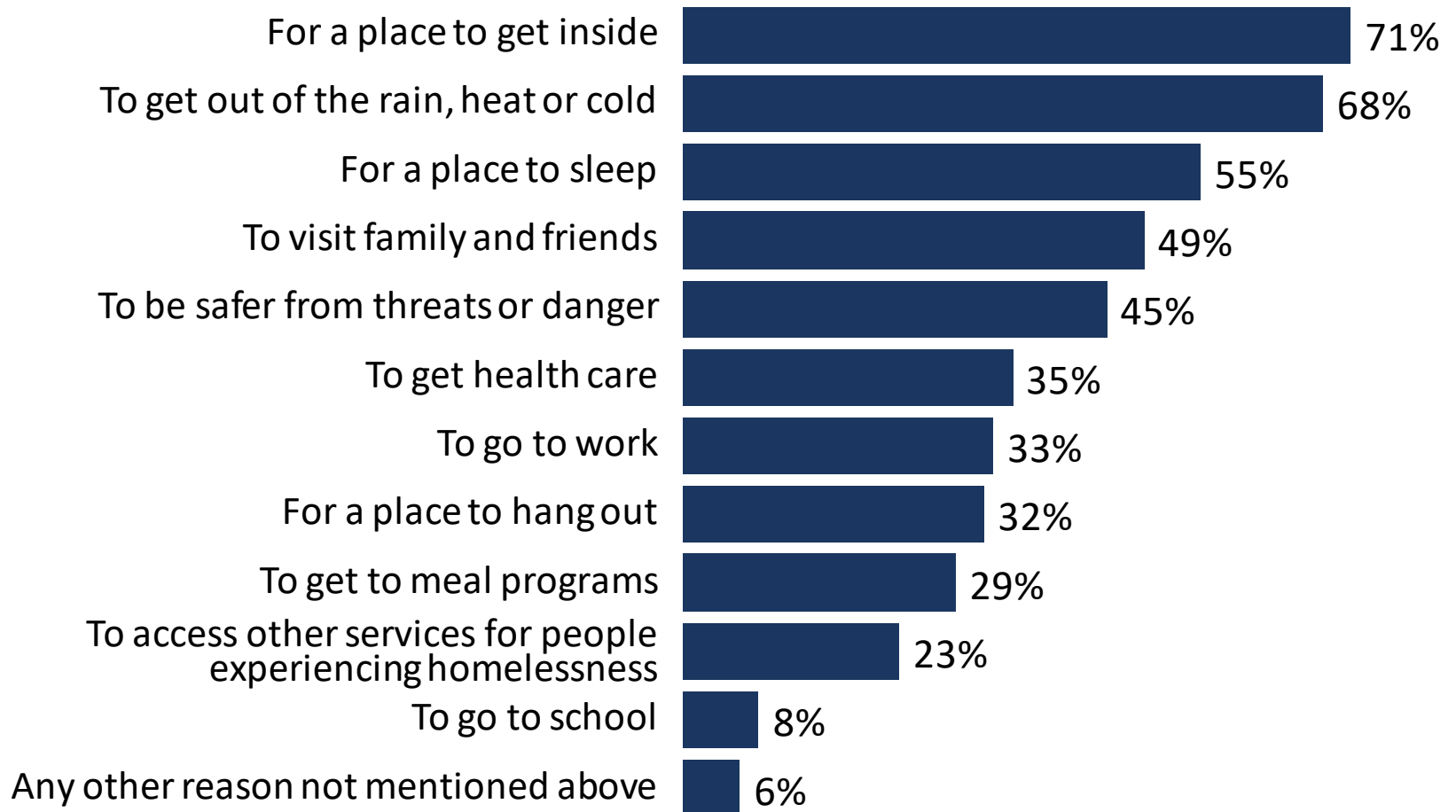
Just once in awhile

25%

6%

# For a place to get inside; to get out of the rain, heat or cold; a place to sleep; and to go and visit friends are among the leading reasons to have ridden Metro in recent months.

*What are the top reasons you have ridden METRO in recent months?  
(Open-ended; Ranked by Most Frequent Responses; Multiple Responses Accepted)*



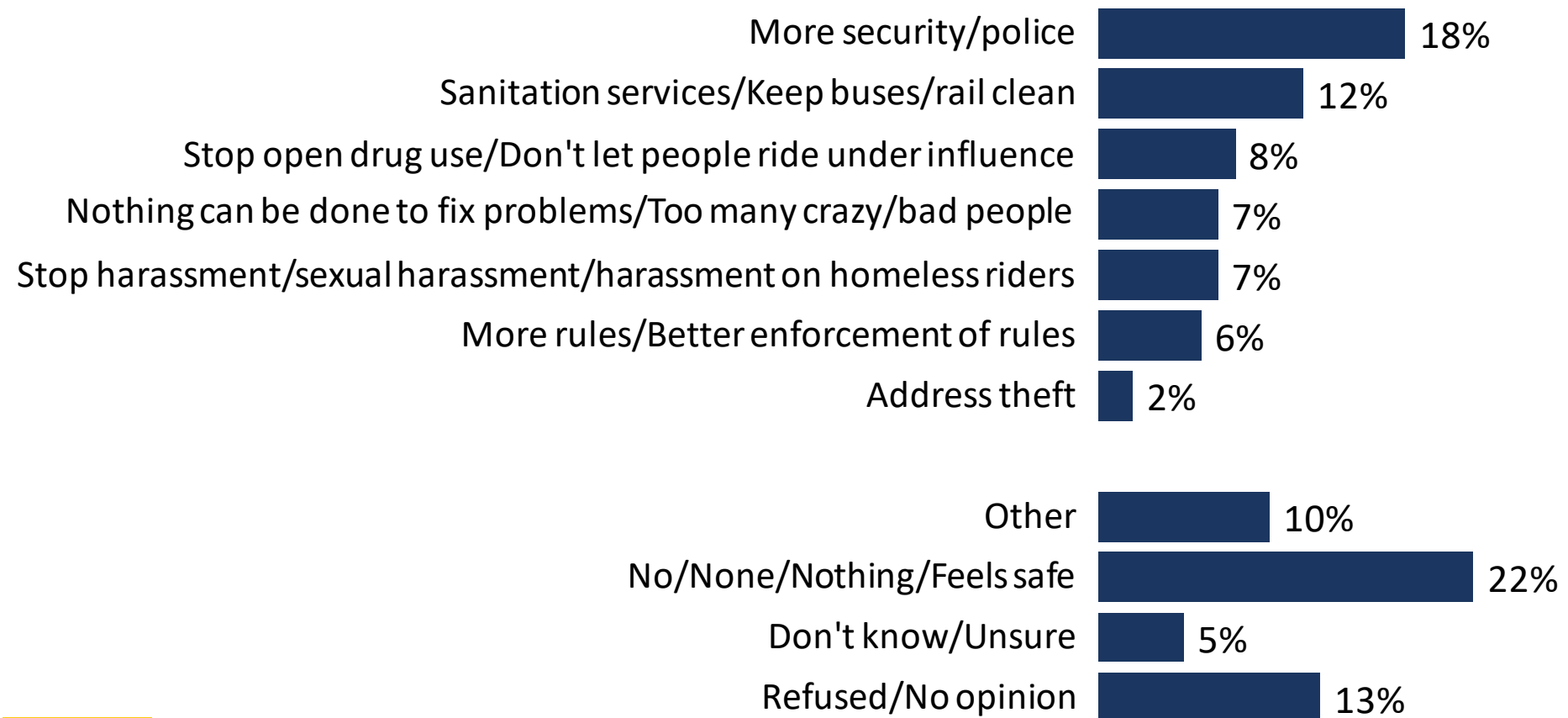


# **Perceptions of Safety**

# More security/police and ensuring clean buses and rail were among the leading volunteered response to what Metro could do to make things feel safer.

*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted)*

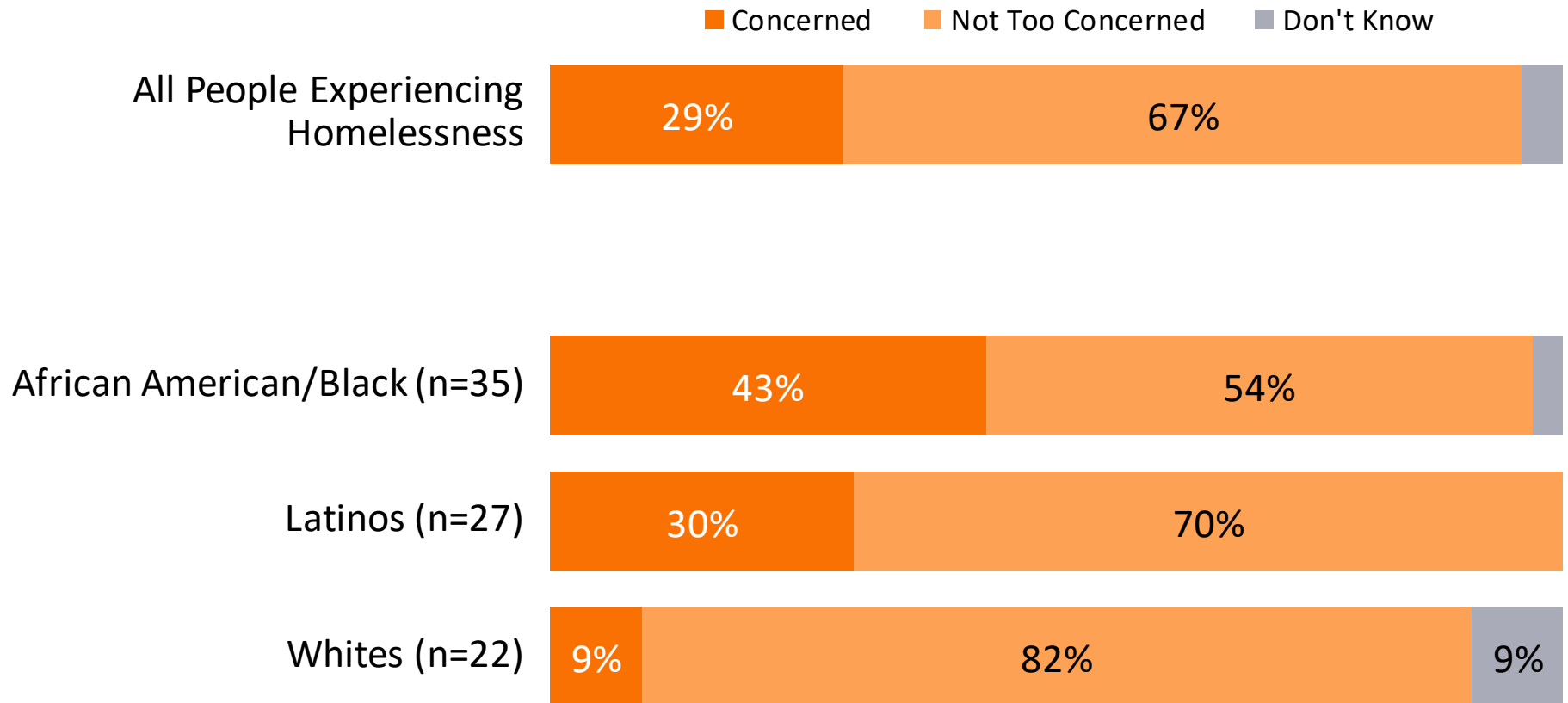




# **Reported Experiences and Perceptions While Riding Metro**

# Almost three-in-ten are concerned about being discriminated because of race crime on a METRO Bus or Rail or at a METRO station or a stop; however, more than four-in-ten African-Americans reported they were concerned.

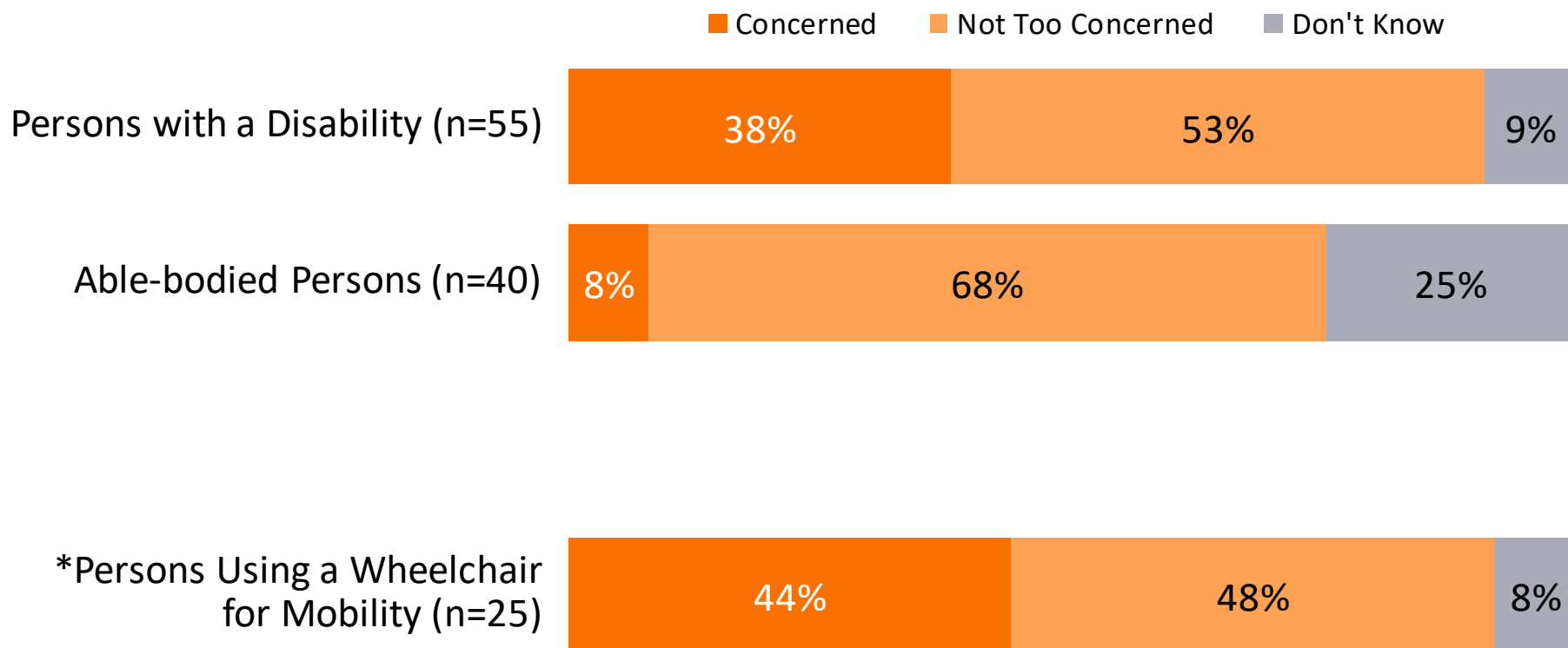
*Being Discriminated Against Because of Your Race by Race/Ethnicity*





# Roughly four-in-ten persons with a disability said they were concerned about being discriminated against because they have a disability on a METRO Bus or Rail or at a METRO station or a stop.

*Being Discriminated Against Because You Have a Disability by Disability Identification*

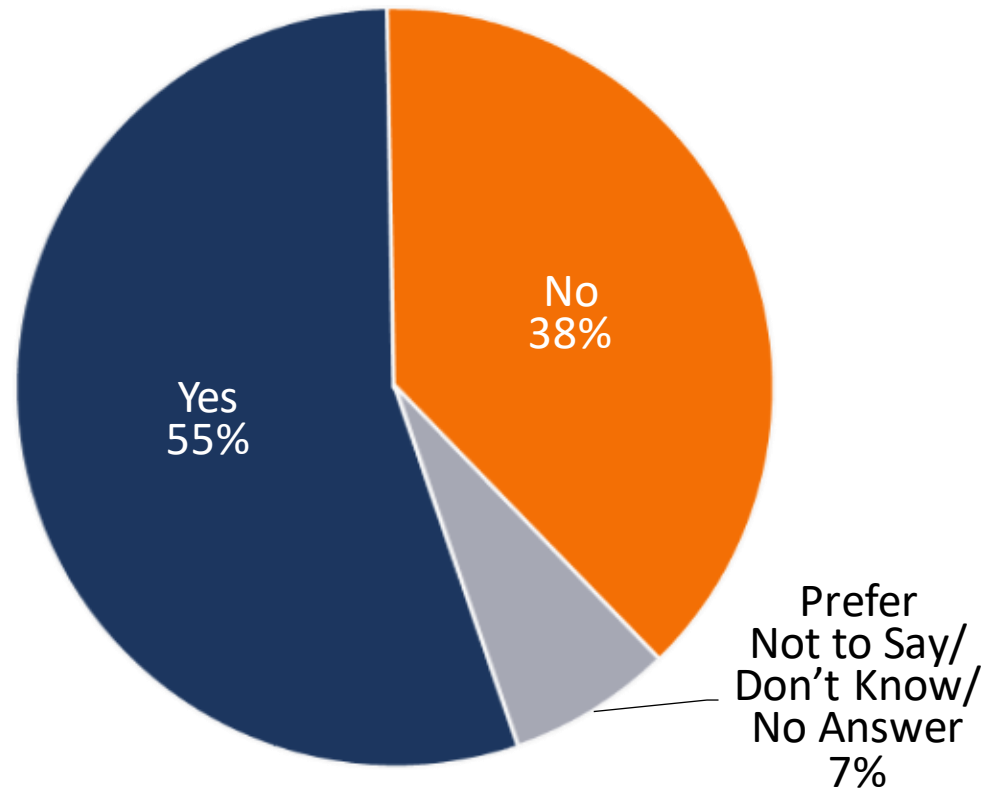




# **Experience with Homeless Outreach Worker When Riding METRO**

# Slightly more than half the respondents said they had any interactions with homeless outreach workers.

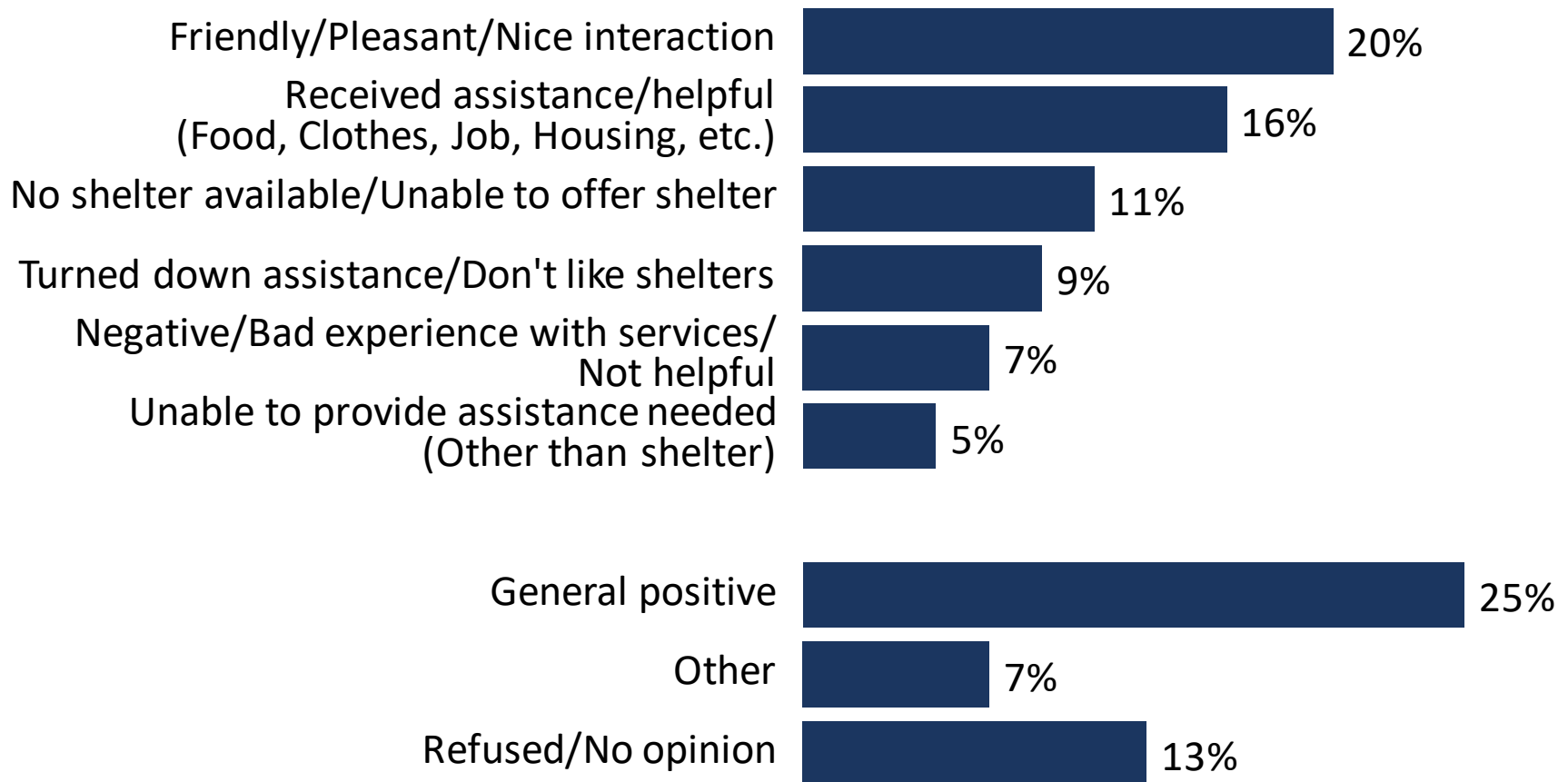
*When riding METRO or at a METRO station or bus stop, have you had any interaction with homeless outreach workers?*



# About one-third reported that their most recent interaction with homeless outreach workers was well received, but for some shelter was not available.

*How was your most recent interaction with homeless outreach workers?*

*(Grouped Open-ended Responses; Asked Only of Those Who Had Interactions With Outreach Workers; n=55)*



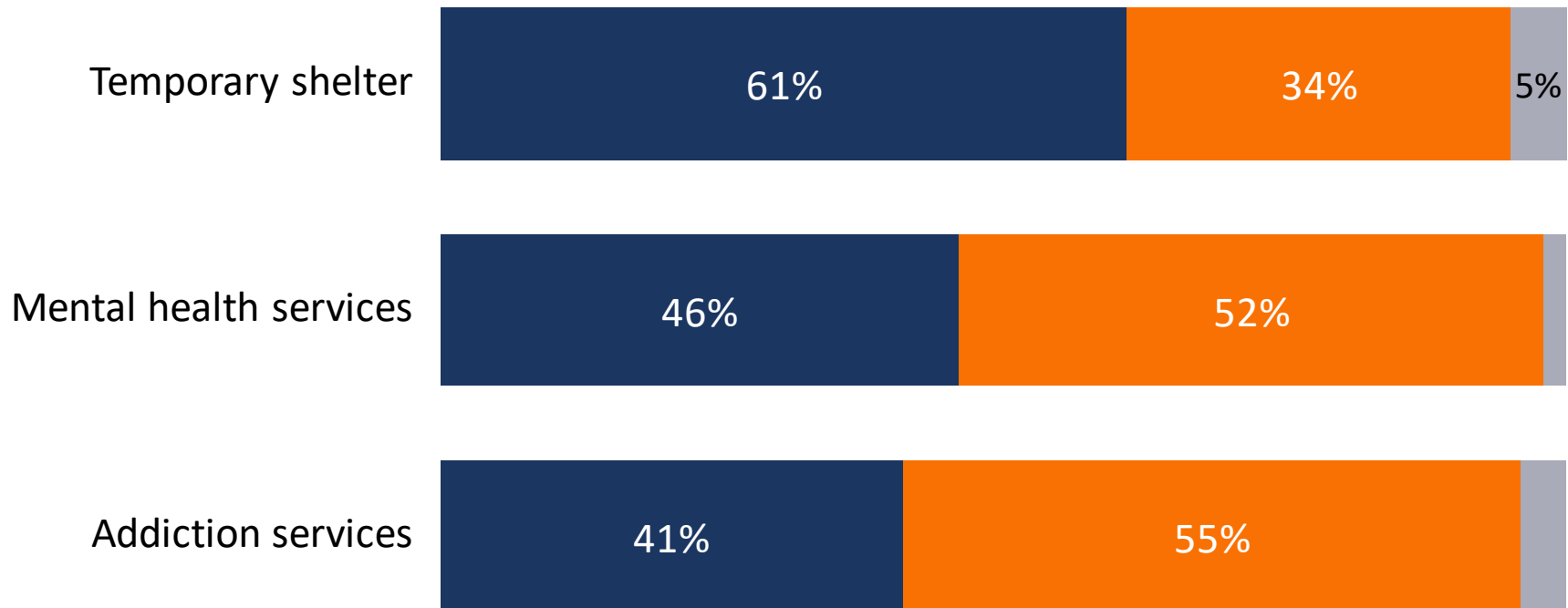


# **Perceived Future Priorities for Metro**

# A majority reported they would be likely to use temporary shelter if it were offered in the future and sizable percentages said they would use mental health and addiction services.

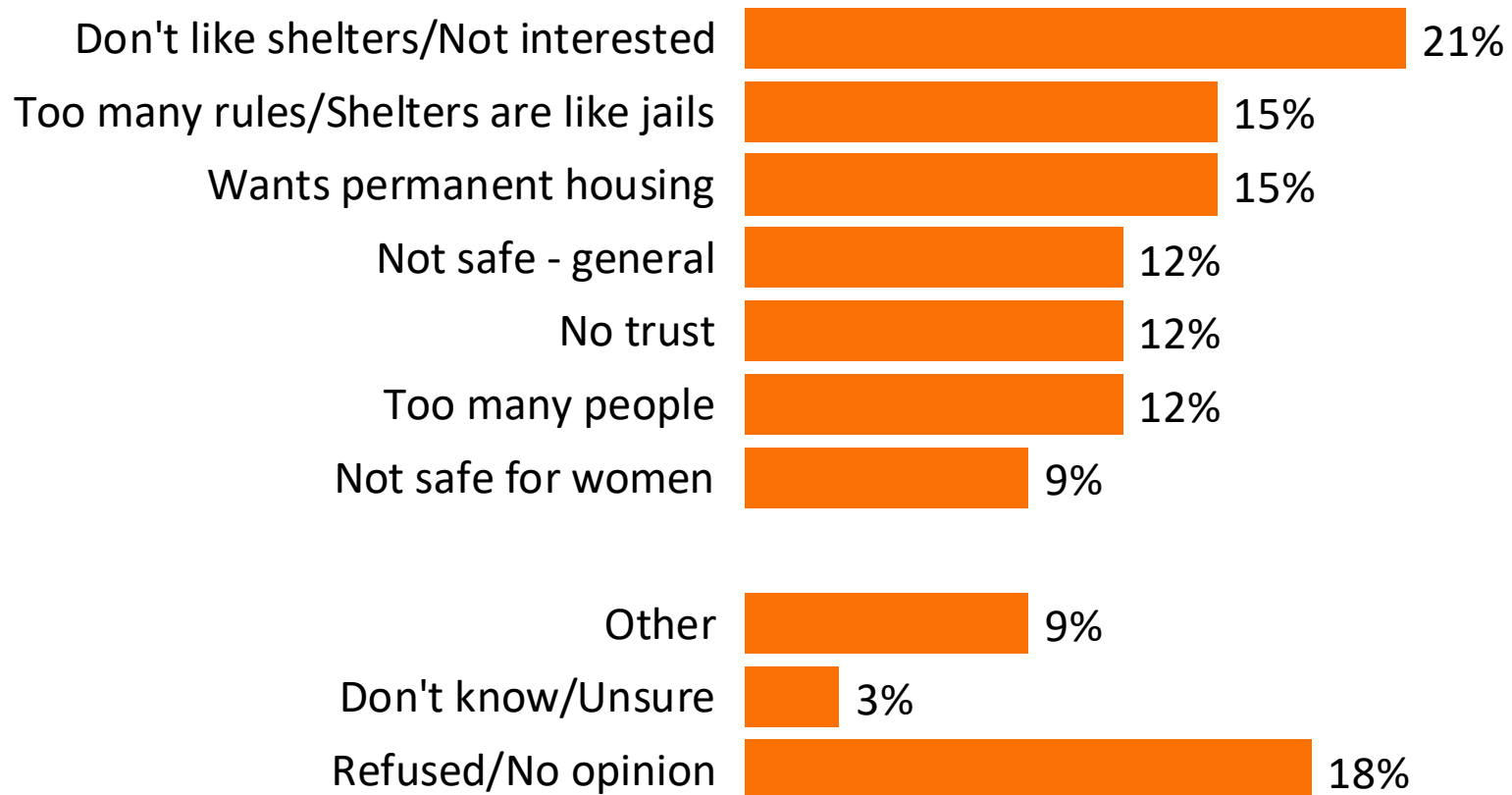
*(Ranked by Yes)*

■ Yes ■ No ■ Don't Know



# Not liking shelters for various reasons or wanting permanent housing are top volunteered reasons why some will not accept temporary shelter.

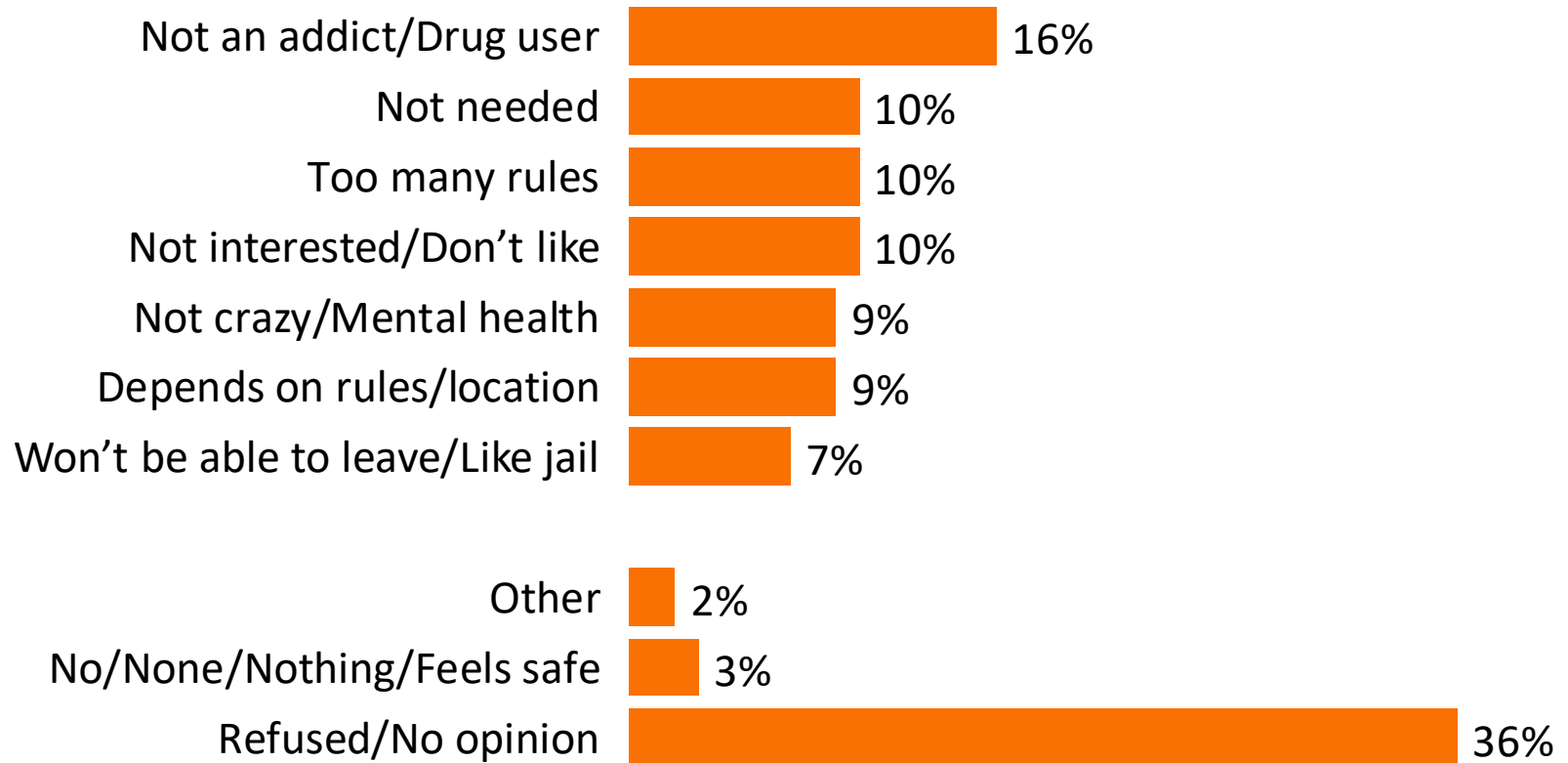
*Why would you not be likely to use a shelter and bed offered to you by METRO?  
(Open-ended; Asked Only of Those Who Would Not Accept Temporary Shelter; n=34)*



# Does not identify as an addict or drug user, or not considered needed are among the leading volunteered reasons to not likely to accept mental health or addiction services

*Why would you not be likely to use the service?*

*(Open-ended; Asked Only of Those Who Would Not Accept Mental Health or Addiction Services; n=58)*



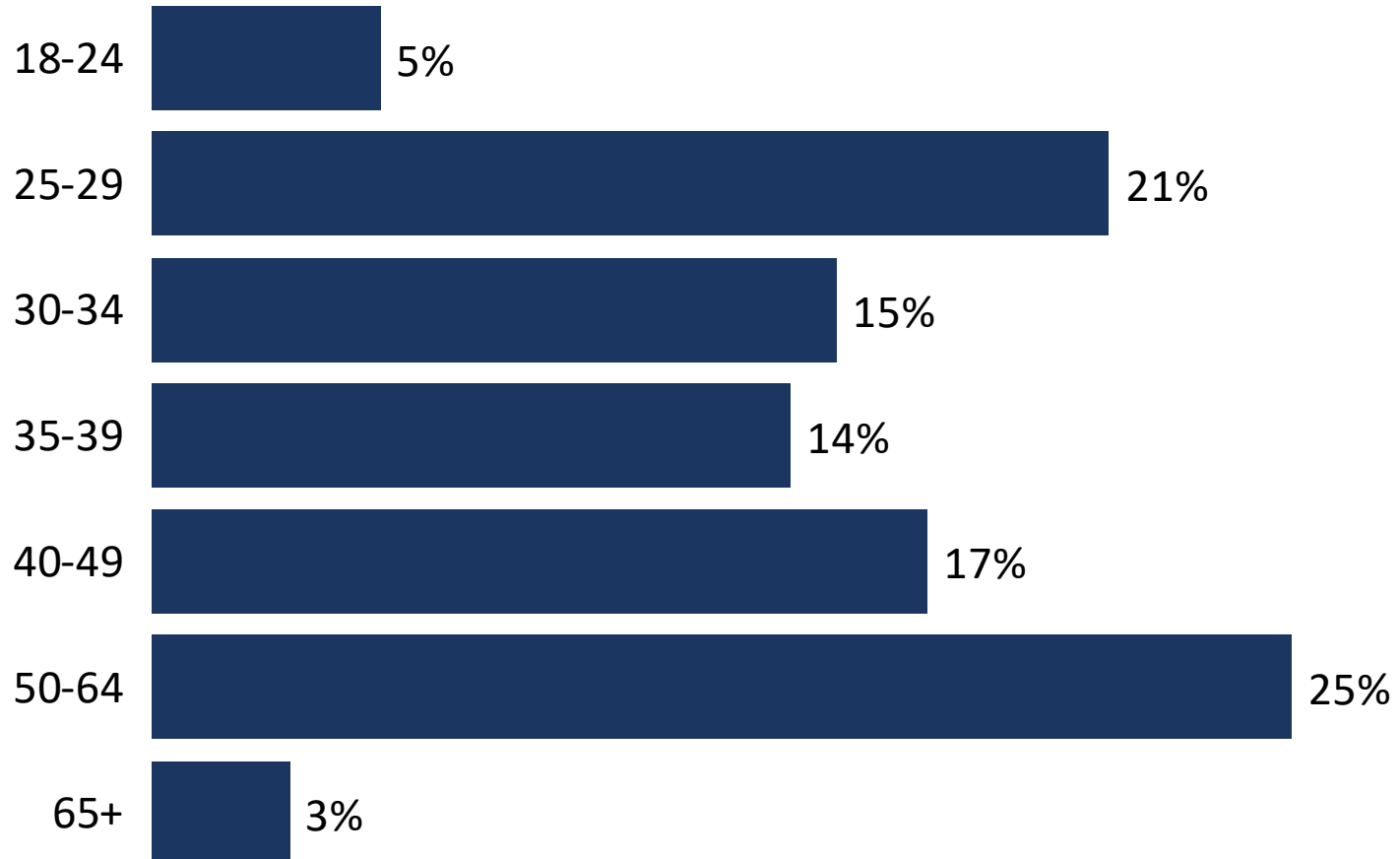




# Demographics

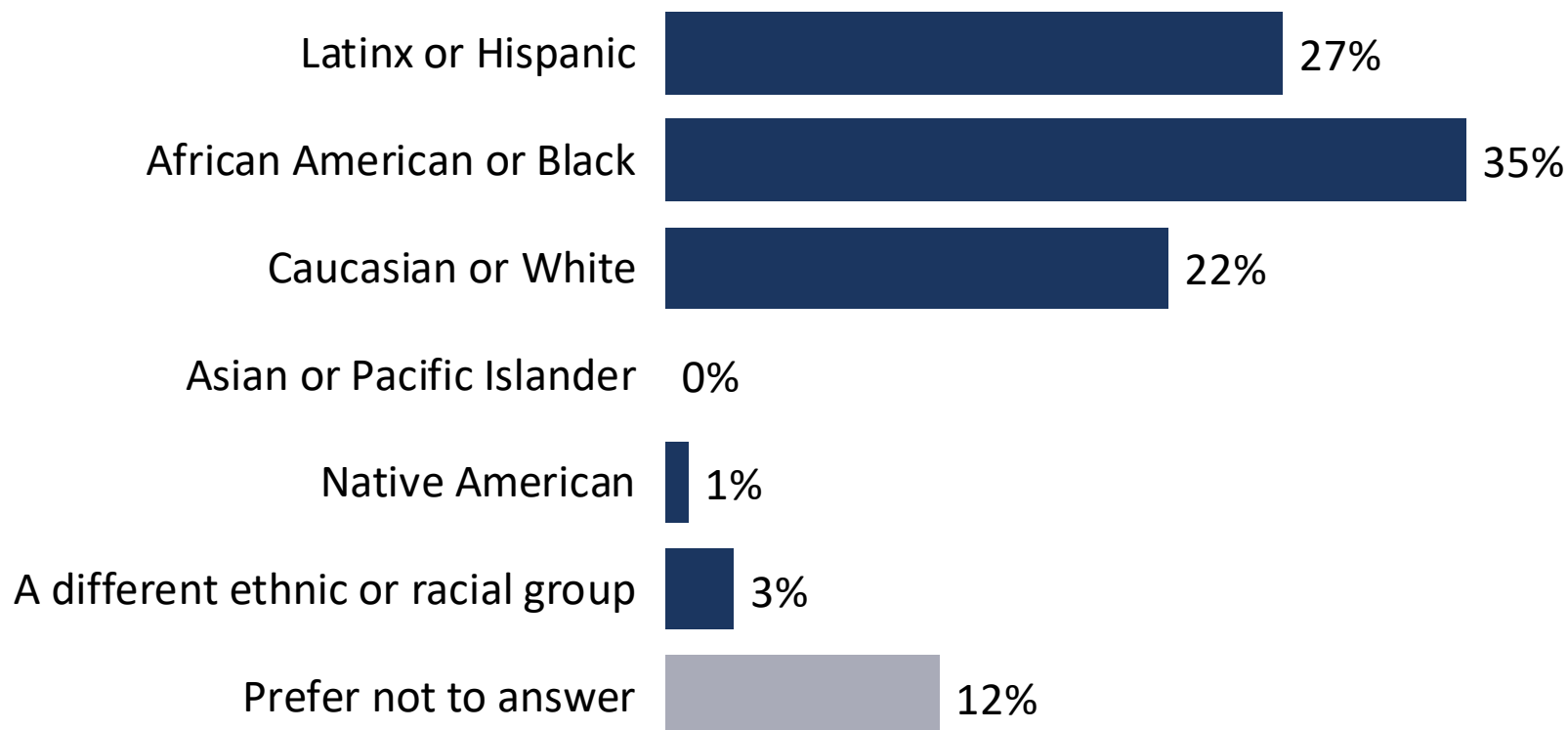
# The majority of respondents are under age 40.

*What is your age?*

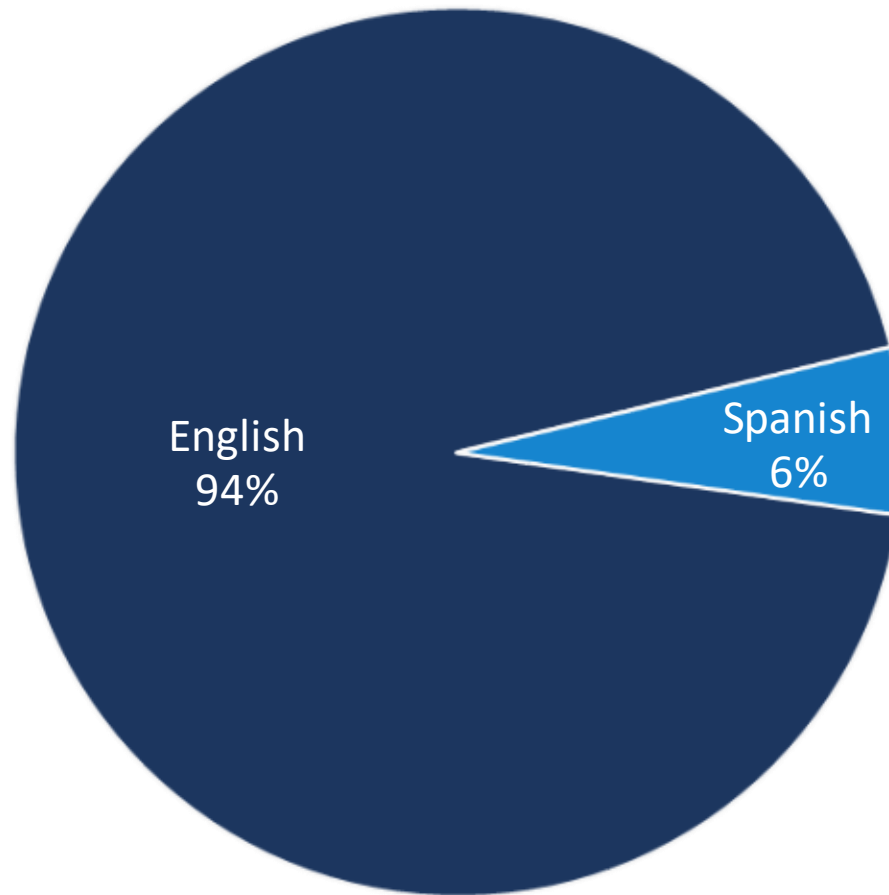


# 62% of respondents identify as Latinx/Hispanic or Black/African American

*Which of the following categories best describes the ethnic or racial group with which you identify yourself?*

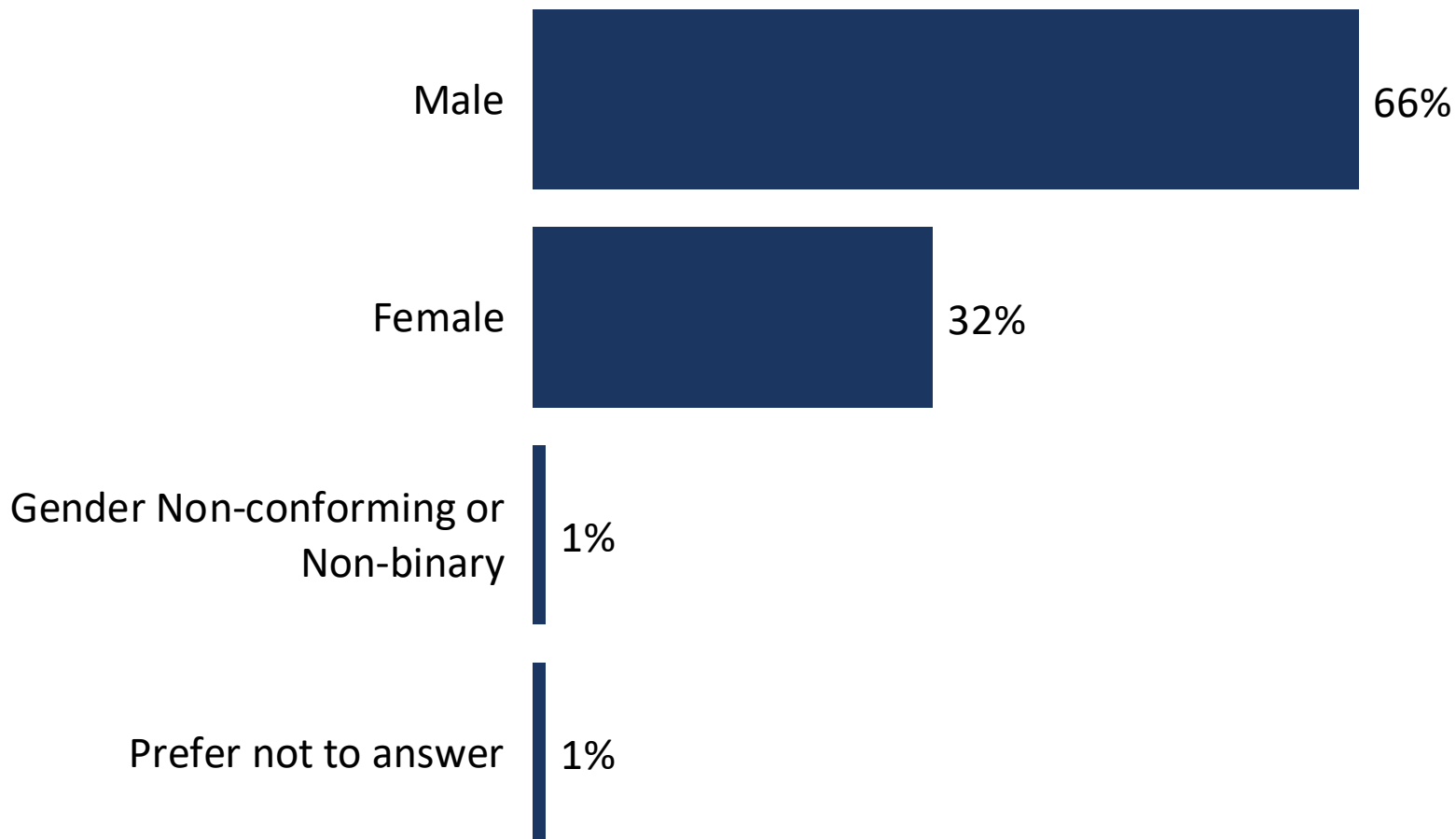


# Six percent of respondents choose to complete the survey in Spanish.



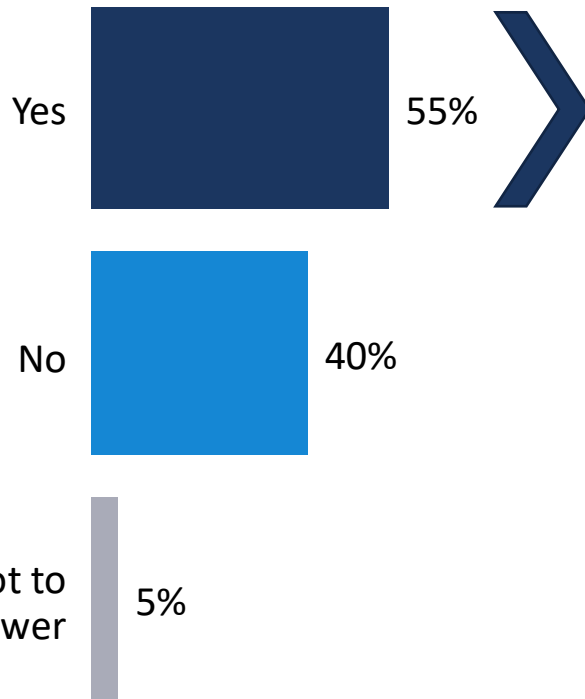
# Two-thirds of respondents identify as male.

*With what gender do you identify?*

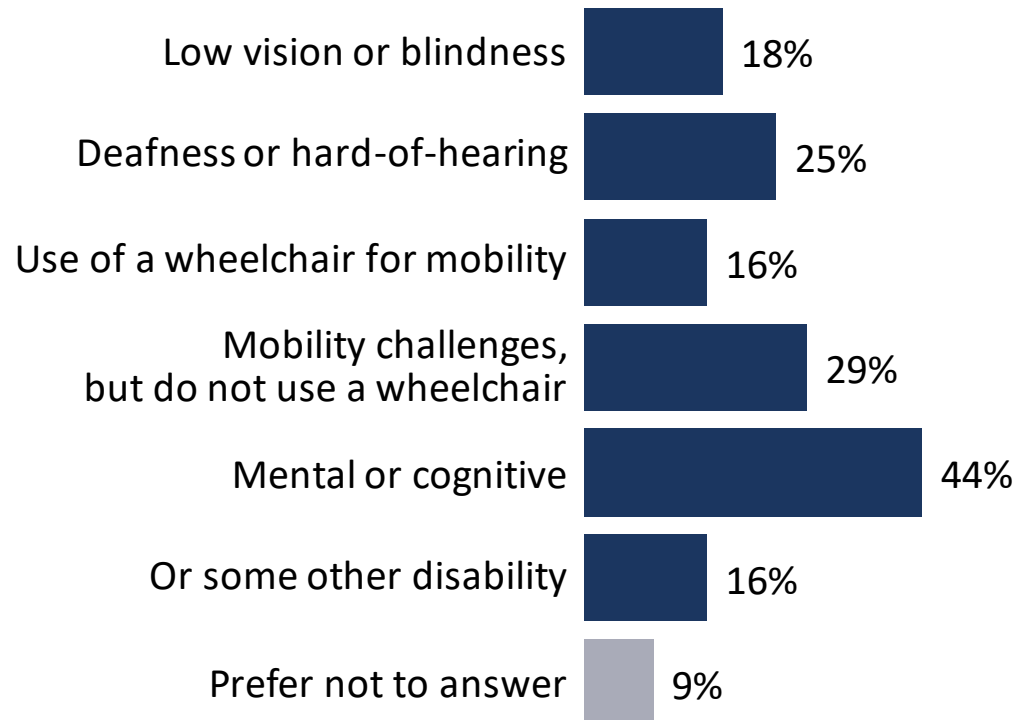


# 55% of respondents identify as a person with a disability.

*Do you identify as a person with a disability?*



*I am going to mention a list of disabilities, please tell me which of the following disabilities you have?  
(Asked of Those Who Have a Disability; n=55)*



## Attachment D - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021			
Contract Section	SOW	Comment/Recommendation	Metro Response/Proposed Action
<b>1.1 Specific Responsibilities</b>			
1.1h	Provide law enforcement presence during periodic fare enforcement and passenger screening operations;	<p>They should not be doing this- Another reason why fare less transit should be part of our discussions. It is a safety strategy and we should be up to date on the pilot h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1h: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement is not tasked with fare enforcement operations. Their role is to provide presence during Metro Transit Security Officers' periodic responsibility for fare enforcement operations. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Additionally, the fare less system initiative is under consideration by the Metro Board of Directors. Reference: <a href="https://www.metro.net/about/fsi/">https://www.metro.net/about/fsi/</a></p>
1.1i	Remove persons without a valid transit fare from buses, trains, buildings, and stations;	<p>They should not be doing this. h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1i: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement contractors are not tasked with fare enforcement operations on the system, it is a Metro Transit Security Officer's responsibility. See response to Item no. 7.</p> <p>Metro is private property and passengers who are in violation of Metro Code of Conduct, to include persons who have not paid adequate fare and/or criminal misconduct are subject to removal from the system. Metro's law enforcement contractors may be called by Metro Transit Security Officers in support of persons who do not comply with the removal. The fare invasion practices will be reevaluated as the fare less system initiative is developed.</p> <p>Metro is proposing to revise this responsibility to read "Escort persons from LACMTA property at the request of LACMTA;"</p>
1.1n	Conduct proactive anti-crime operations when not handling a dispatched call;	<p>From my understanding they spend a lot of time doing this and this is the stuff that leads to racial profiling, over ticketing etc. n) What is meant by "proactive anti-crime operations"?</p> <p><b>RECOMMENDATION:</b> 1.1n: Concerned about this. Recommend banning pretextual stops and racial profiling so that "pro-active" crime fighting -- when there is no crime occurring to respond to -- does not turn into a bases to stop, harass, and dehumanize low-income people of color. Recommend modifying the role to focus on violent crimes harmful to others, and non enforcement of low-level quality of life offenses that are used to criminalize low-income communities of color (e.g., minor drug possession, disorderly conduct, trespassing, loitering, intoxication, fare evasion, sex work, and etc.)</p> <p>Strikeout n) Conduct proactive anti-crime operations when not handling a dispatched call;</p> <p>What are anti-crime operations? Are they giving out books, food, cash? I expect it's more inline with what Mohammad and Scarlett mentioned above - I believe we should strike this. They should be there to respond to 911 calls and provide deterrence by presence, not profiling. I would add that they should "greet customers and provide excellent customer service"</p>	<p>Proactive anti-crime operations is when officers self-initiate (e.g. observations, respond to citizen flag downs, customer contacts/stops, patrol checks, community policing etc.) while patrolling the system to prevent and deter criminal conduct. Stop and frisk is not a practice engaged by or supported by the law enforcement contractors. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Some anti-crime operations may include distribution of books or food related to community engagement.</p> <p>Additionally, Metro is proposing to revise this responsibility to read "Conduct community focus law enforcement activities operations when not handling a dispatched call;"</p>

## Attachment D - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Contract Section	SOW	Comment/Recommendation	Metro Response/Proposed Action
1.1p	Collaborate with social service agencies to address the impact of homelessness on the transit system	<p>The path program is a great example of a system that leads to permanent housing. METRO should continue and expand contracts with the LA county public health department to create different task forces to address unhoused issues i.e. outreach services, long term recovery, substance abuse etc. I also have questions on where the equity and race office is in all of this? Seems like they should be the ones working with social workers, mental health workers, outreach workers etc.,</p> <p>p) What is Metro's desired vision for how the contractor might collaborate in this context? Why is the contractor asked to do this collaboration at all? What data exists to suggest that this contractor might be an effective collaborate to handle this problem?</p> <p><b>RECOMMENDATION:</b> 1.1p: Suggest adding organizations and non-government social service providers in addition to agencies.</p>	<p>Metro currently works with PATH, LA DOOR and HOME AT LAST, and is open to expanding collaborative partnerships with other CBOs to continue addressing unhoused issues. Metro's new CEO has made homelessness a top priority for the agency and to continue addressing the impact of homelessness on the system law enforcement contractors will continue to collaborate with Metro.</p> <p>Reference: Monthly Metro Board Reports, section "Homeless Outreach Services" submitted to the Metro Board of Directors; 2) <a href="https://dmh.lacounty.gov/our-services/countywide-services/eob/">https://dmh.lacounty.gov/our-services/countywide-services/eob/</a> and 3) Los Angeles County Metropolitan Transportation Authority, State of the Agency</p>
1.1q	Enforce LACMTA's Code of Conduct	<p>Metro needs to invest in infrastructure bathrooms!!!!, trash cans, recycling etc. As well as expand cleaning crew this in itself would help a lot of the code of conduct issues. Can we get a report back on elevator attended program? This is known to reduce defecation etc on elevators. These should be Metro public sector jobs and not contracted out.</p> <p><b>RECOMMENDATION:</b> 1.1q: Suggest editing this provision so that the role of police is restricted to responding to criminal activity. Code of conduct issues should be within the realm of Transit Ambassadors and Metro Security, unless a code of conduct violation also rises to the level of being a crime.</p>	<p>Infrastructure bathrooms, trash cans, recycling, cleanliness and elevator attended program are not part of the law enforcement SOW and will be considered elsewhere.</p> <p>Metro is proposing to revise this responsibility to read "Enforce local, state and federal laws and regulations".</p>
<b>1.2 Personnel and Training Requirements</b>			
1.2g	g) Fare Collection and Fare Evasion	<p><b>RECOMMENDATION:</b> 1.2g: Suggest eliminating fare collection from scope of work (see comments in 1.1); this implicates training here -- i.e., they should be trained not to conduct fare enforcement activities.</p> <p>Add provisions requiring training on procedural justice, racial and identity profiling, de-escalation, and community-oriented policing.</p> <p>Add provision prohibiting officers assigned to Metro with sustained complaint violations for racial profiling, excessive force, false reporting, or other serious misconduct.</p>	<p>Metro will remove this responsibility from SOW.</p> <p>Required training for law enforcement contractors will be addressed in the community policing plan, section 3.0 of the contract.</p>



## Attachment D - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021			
Contract Section	SOW	Comment/Recommendation	Metro Response/Proposed Action
<b>2.1 Reports</b>			
		<b>RECOMMENDATION:</b> Add collect and publicly report data (1) pursuant to the Racial & Identity Profiling Act (AB 953 - 2015), (2) uses of force (AB 71 - 2015), and (3) complaints of officer misconduct - officer name, rank, complaint category, incident date, allegation, finding/disposition, officer race, race of complainant, officer department and assignment, officer employment status (SB 1421 - 2018).	To enhance transparency and accountability Metro is exploring the ability to add data collection and posting information on its website for future contracted policing services. With respect to the numerical recommendations it is important to note: (1) law enforcement contractors currently collect data and report it as required by the state of California. Metro information is not specifically identified. Reference: Racial and Identity Profiling Act (ca.gov) (2) Each law enforcement agency reports uses of force to the public. Reference: lasd.org/transparency ; longbeach.gov; and lapdonline.org. (3) Information regarding complaints of officer's misconduct is considered a personnel record thus confidential as per the Peace Officer Bill of Rights. It is discoverable through a granted Pitchess Motion after a judicial review.  Metro is exploring to add in this section the reporting of "Monthly summary and general nature of personnel complaints" (e.g. type and number of complaints such as sexual harassment, excess use of force, etc.), to then be able to explore with the law enforcement partners how this may be reported as a performance indicator, but anything related to personnel information is confidential.
<b>2.2 Monthly Key Performance Indicators</b>			
	LACMTA will provide to Contractor details of each required key performance indicators ("KPI"), including definitions, raw data required and calculations. LACMTA will use these KIP Is as part of the contract monitoring and evaluation process.	<b>RECOMMENDATION:</b> Add complaints of misconduct as a performance indicator. Ban use of quotas for tickets and arrests as performance indicators.	Metro will consider adding statistics regarding complaints of misconduct as a performance indicator in future contracted policing services. Metro does not use quotas for tickets and arrests as performance indicators.
<b>6.0 LACMTA Resources</b>			
	j) Mobile phone fare validators for each law enforcement official assigned to the contract;	<b>RECOMMENDATION:</b> Delete provision on mobile phone fare validators to align with shift in role provided in previous sections.	The purpose of mobile phone validators assigned to law enforcement contracts is to log-in their deployment shifts. This supports with monitoring contract compliance and access to resources such as Transit Watch App, Google Maps and other series of files for reference.  Metro removed the ability for law enforcement to be able to issue citations for fare invasion when using the mobile phone validators. Metro is also proposing to remove the word "fare" from this section.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

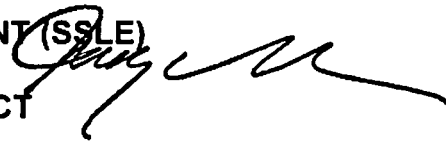
One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

**October 26, 2021**

**TO: AD-HOC POLICING PRACTICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF THE CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)** 

**SUBJECT: POLICING SERVICES - INTERIM CONTRACT  
EXTENSION RECOMMENDATIONS**

**ISSUE**

The purpose of this correspondence is to provide staff recommendations on the interim contract extension for policing services.

In support of the draft PSAC values of *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency*, Metro recommends revising the existing multi-agency policing contract SOW (Attachment A).

Staff will recommend the Metro Board amend the multi-agency law enforcement contract value by a not-to-exceed amount of \$75,201,973 for the remainder of the contract term through June 2022, and extend the period of performance for up to an additional six (6) months with a 6-month option. The extension of the period of performance is to allow sufficient time for:

- 1) the PSAC to submit its recommendations for a new model of public safety reflecting community-based approaches to policing; and
- 2) a new contract awarded. The budget for the extension will be requested during the FY23 budget process.

**BACKGROUND**

At the August 18th General PSAC meeting, Metro staff shared the intent to seek Board authorization, before the end of this calendar year, to fund the remaining six months of the law enforcement contracts, January – June 2022. In addition, staff would seek a contract extension for an additional six months with a six-month option.

*Why is more funding needed on the existing contracts?*

At its February meeting, Metro staff informed the Board that unplanned expenses for special event coverage and surge operations, which occurred in the early years of the contract, had reduced the contract value available for general law enforcement services. As a result, more than \$100 million was requested to fully fund the contract for the remaining 12 months (ending June 2022). At its March meeting, the Board approved an increase in the contract value that was sufficient for six months (ending December 31, 2021). Given that the work with PSAC is not yet completed, additional funding is recommended to fund the remaining six months of the contract.

*Why is a contract extension also being requested?*

As conveyed previously at the Ad Hoc and General PSAC meetings, the procurement process for a new contract would consist of a 12-14-month period. Metro anticipates finalizing a new SOW in February 2022. PSAC members would have an opportunity to weigh in during the posting time being allotted for public comment.

## **DISCUSSION**

Since the initial Ad Hoc meeting on June 22, 2021, staff has listened to your thoughts and reviewed your comments provided on the Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment A) for improving policing services currently provided under the multi-agency law enforcement contracts.

Key proposed modifications to the existing contract include:

- Removal of fare and code of conduct enforcement responsibilities
- Revised language in SOW dealing with proactive enforcement
- Redirect \$1.6M from LASD contract to DMH
- Consistency with Campaign Zero's Eight Can't Wait ; and
- Increased data collection, transparency, and accountability.

Staff supports several revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement, consistent with the long-term vision. The next steps will be for PSAC to review the recommendations and decide if the committee will support the Metro staff recommendations or make their own recommendations for the law enforcement contract extensions. The final set of Metro and PSAC recommendations will be submitted to Metro's CEO, Stephanie Wiggins for review and submittal to the Metro Board.

Staff seeks to take a holistic approach to public safety by leading with compassion and respect for our riders and employees in two (2) primary areas:

- 1) Revisions to Existing Multi-Agency Police Contract SOW
- 2) Engaging the Los Angeles County Department of Mental Health (DMH)

### **1. Revisions to Existing Multi-Agency Contract SOW**

Staff is proposing revisions to the existing multi-agency policing contract SOW, intended to be incorporated by the end of December 2021 through an amendment with implementation by no later than January 2022. See Attachment B for a draft of the proposed revisions.

**There is no increase in cost to implement these recommended revisions.**

**These recommended revisions support the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency.**

### **2. Engaging the Los Angeles County Department of Mental Health (DMH)**

Staff is in discussions with the DMH to enter into an agreement with Metro, to engage more effectively with persons who are in crisis or under the influence, or those who turn to the Metro system and property for alternative shelter. The DMH has partnered with Los Angeles County, City, and other municipal law enforcement agencies to provide immediate field response to situations involving mentally ill, violent, or high-risk individuals. DMH-Law Enforcement teams respond to 911 calls for assistance whenever mental illness is reported or suspected. Teams also respond to requests from Psychiatric Mobile Response Teams (PMRT) or law enforcement patrol officers for mental health assistance. Mental health experts will focus on contacting persons in need on the system, utilizing de-escalation tactics to minimize the potential for incidents involving force; this will shift the primary responsibility for these contacts to the DMH with support from their contracted law enforcement resources (Long Beach Police Department Quality of Life (QOL), Los Angeles County Sheriff's Department (MET) and Los Angeles Police Department (HOPE) Teams. Metro hopes to reach agreement with the Department of Mental Health Services by the end of the year to begin implementation. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing contract. Expansion on the contract to include shifting resources from Long Beach Police Department and Los Angeles Police Department is expected with the extension from June 1, 2022 to June 30, 2023.

**There is no increase in cost to implement this recommendation:**

There is a shift of approximately \$1.6M for the remaining 6 months of the existing contract to DMH.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Recognizing Diversity and Acknowledging Context.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Multi-Agency Police Contract SOW Matrix

Attachment B – Proposed revisions to existing policing contract

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>1.1 Specific Responsibilities</b>				
1.1h	Provide law enforcement presence during periodic fare enforcement and passenger screening operations;	Scarlett De Leon/ Mohammad T/Chauncey	<p>They should not be doing this- Another reason why fare less transit should be part of our discussions. It is a safety strategy and we should be up to date on the pilot h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1h: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement is not tasked with fare enforcement operations. Their role is to provide presence during Metro Transit Security Officers' periodic responsibility for fare enforcement operations. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Additionally, the fare less system initiative is under consideration by the Metro Board of Directors. Reference: <a href="https://www.metro.net/about/fsi/">https://www.metro.net/about/fsi/</a></p>
1.1i	Remove persons without a valid transit fare from buses, trains, buildings, and stations;	Scarlett De Leon/ Mohammad T/Chauncey	<p>They should not be doing this. h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1i: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement contractors are not tasked with fare enforcement operations on the system, it is a Metro Transit Security Officer's responsibility. See response to Item no. 7.</p> <p>Metro is private property and passengers who are in violation of Metro Code of Conduct, to include persons who have not paid adequate fare and/or criminal misconduct are subject to removal from the system. Metro's law enforcement contractors may be called by Metro Transit Security Officers in support of persons who do not comply with the removal. The fare invasion practices will be reevaluated as the fare less system initiative is developed.</p> <p>Metro is proposing to revise this responsibility to read "Escort persons from LACMTA property at the request of LACMTA;"</p>
1.1n	Conduct proactive anti-crime operations when not handling a dispatched call;	Scarlett De Leon/ Mohammad T/Chauncey	<p>From my understanding they spend a lot of time doing this and this is the stuff that leads to racial profiling, over ticketing etc. n) What is meant by "proactive anti-crime operations"?</p> <p><b>RECOMMENDATION:</b> 1.1n: Concerned about this. Recommend banning pretextual stops and racial profiling so that "pro-active" crime fighting -- when there is no crime occurring to respond to -- does not turn into a bases to stop, harass, and dehumanize low-income people of color. Recommend modifying the role to focus on violent crimes harmful to others, and non enforcement of low-level quality of life offenses that are used to criminalize low-income communities of color (e.g., minor drug possession, disorderly conduct, trespassing, loitering, intoxication, fare evasion, sex work, and etc.)</p> <p>Strikeout n) Conduct proactive anti-crime operations when not handling a dispatched call;</p> <p>What are anti-crime operations? Are they giving out books, food, cash? I expect it's more inline with what Mohammad and Scarlett mentioned above - I believe we should strike this. They should be there to respond to 911 calls and provide deterrence by presence, not profiling. I would add that they should "greet customers and provide excellent customer service"</p>	<p>Proactive anti-crime operations is when officers self-initiate (e.g. observations, respond to citizen flag downs, customer contacts/stops, patrol checks, community policing etc.) while patrolling the system to prevent and deter criminal conduct. Stop and frisk is not a practice engaged by or supported by the law enforcement contractors. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Some anti-crime operations may include distribution of books or food related to community engagement.</p> <p>Additionally, Metro is proposing to revise this responsibility to read "Conduct community focus law enforcement activities operations when not handling a dispatched call;"</p>

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
1.1p	Collaborate with social service agencies to address the impact of homelessness on the transit system	Scarlett De Leon/ Mohammad T/Chauncee	<p>The path program is a great example of a system that leads to permanent housing. METRO should continue and expand contracts with the LA county public health department to create different task forces to address unhoused issues i.e. outreach services, long term recovery, substance abuse etc. I also have questions on where the equity and race office is in all of this? Seems like they should be the ones working with social workers, mental health workers, outreach workers etc., p) What is Metro's desired vision for how the contractor might collaborate in this context? Why is the contractor asked to do this collaboration at all? What data exists to suggest that this contractor might be an effective collaborator to handle this problem?</p> <p><b>RECOMMENDATION:</b> 1.1p: Suggest adding organizations and non-government social service providers in addition to agencies.</p>	<p>Metro currently works with PATH, LA DOOR and HOME AT LAST, and is open to expanding collaborative partnerships with other CBOs to continue addressing unhoused issues. Metro's new CEO has made homelessness a top priority for the agency and to continue addressing the impact of homelessness on the system law enforcement contractors will continue to collaborate with Metro. Reference: Monthly Metro Board Reports, section "Homeless Outreach Services" submitted to the Metro Board of Directors; 2) <a href="https://dmh.lacounty.gov/our-services/countywide-services/eob/">https://dmh.lacounty.gov/our-services/countywide-services/eob/</a> and 3) Los Angeles County Metropolitan Transportation Authority, State of the Agency</p>
1.1q	Enforce LACMTA's Code of Conduct	Scarlett De Leon/ Mohammad T/Chauncee	<p>Metro needs to invest in infrastructure bathrooms!!!!, trash cans, recycling etc. As well as expand cleaning crew this in itself would help a lot of the code of conduct issues. Can we get a report back on elevator attended program? This is known to reduce defecation etc on elevators. These should be Metro public sector jobs and not contracted out.</p> <p><b>RECOMMENDATION:</b> 1.1q: Suggest editing this provision so that the role of police is restricted to responding to criminal activity. Code of conduct issues should be within the realm of Transit Ambassadors and Metro Security, unless a code of conduct violation also rises to the level of being a crime.</p>	<p>Infrastructure bathrooms, trash cans, recycling, cleanliness and elevator attended program are not part of the law enforcement SOW and will be considered elsewhere.</p> <p>Metro is proposing to revise this responsibility to read "Enforce local, state and federal laws and regulations".</p>
<b>1.2 Personnel and Training Requirements</b>				
1.2g	g) Fare Collection and Fare Evasion	Chauncee	<p><b>RECOMMENDATION:</b> 1.2g: Suggest eliminating fare collection from scope of work (see comments in 1.1); this implicates training here – i.e., they should be trained not to conduct fare enforcement activities.</p> <p>Add provisions requiring training on procedural justice, racial and identity profiling, de-escalation, and community-oriented policing.</p> <p>Add provision prohibiting officers assigned to Metro with sustained complaint violations for racial profiling, excessive force, false reporting, or other serious misconduct.</p>	<p>Metro will remove this responsibility from SOW.</p> <p>Required training for law enforcement contractors will be addressed in the community policing plan, section 3.0 of the contract.</p>

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>2.1 Reports</b>				
		Chauncey	<b>RECOMMENDATION:</b> Add collect and publicly report data (1) pursuant to the Racial & Identity Profiling Act (AB 953 - 2015), (2) uses of force (AB 71 - 2015), and (3) complaints of officer misconduct - officer name, rank, complaint category, incident date, allegation, finding/disposition, officer race, race of complainant, officer department and assignment, officer employment status (SB 1421 - 2018).	To enhance transparency and accountability Metro is exploring the ability to add data collection and posting information on its website for future contracted policing services. With respect to the numerical recommendations it is important to note: (1) law enforcement contractors currently collect data and report it as required by the state of California. Metro information is not specifically identified. Reference: Racial and Identity Profiling Act (ca.gov) (2) Each law enforcement agency reports uses of force to the public. Reference: lasd.org/transparency ; longbeach.gov; and lapdonline.org. (3) Information regarding complaints of officer's misconduct is considered a personnel record thus confidential as per the Peace Officer Bill of Rights. It is discoverable through a granted Pitchess Motion after a judicial review.  Metro is exploring to add in this section the reporting of "Monthly summary and general nature of personnel complaints" (e.g. type and number of complaints such as sexual harassment, excess use of force, etc.), to then be able to explore with the law enforcement partners how this may be reported as a performance indicator, but anything related to personnel information is confidential.
<b>2.2 Monthly Key Performance Indicators</b>				
	LACMTA will provide to Contractor details of each required key performance indicators ("KPI"), including definitions, raw data required and calculations. LACMTA will use these KIP Is as part of the contract monitoring and evaluation process.	Chauncey	<b>RECOMMENDATION:</b> Add complaints of misconduct as a performance indicator. Ban use of quotas for tickets and arrests as performance indicators.	Metro will consider adding statistics regarding complaints of misconduct as a performance indicator in future contracted policing services. Metro does not use quotas for tickets and arrests as performance indicators.
<b>6.0 LACMTA Resources</b>				
	j) Mobile phone fare validators for each law enforcement official assigned to the contract;	Chauncey	<b>RECOMMENDATION:</b> Delete provision on mobile phone fare validators to align with shift in role provided in previous sections.	The purpose of mobile phone validators assigned to law enforcement contracts is to log-in their deployment shifts. This supports with monitoring contract compliance and access to resources such as Transit Watch App, Google Maps and other series of files for reference.  Metro removed the ability for law enforcement to be able to issue citations for fare invasion when using the mobile phone validators. Metro is also proposing to remove the word "fare" from this section.



# Attachment B

## EXHIBIT A – STATEMENT OF WORK

As of June 27, -2017

### Background

The Los Angeles County Metropolitan Transportation Authority (LACMTA) was established in 1992 and is the region's principal agency for Multi-modal transit operations. LACMTA seeks law enforcement services to support its day-to-day operations across its entire service area. **See Attachment No. 1.** LACMTA averages more than 1.4 million trips on its bus and rail systems daily.

Based upon business need, LACMTA resolved to award three (3) separate contracts to: City of Long Beach, City of Los Angeles and County of Los Angeles to provide law enforcement services within specified territorial coverage. LACMTA shall remain the lead agency for coordination. Contractor shall report directly to LACMTA's System Security and Law Enforcement Department and collaborate on the following priorities:

- **Crime deterrence- to include vandalism and graffiti**
- ~~Decrease response times to emergency, priority and routine calls for service~~
- ~~Increase law enforcement and security v~~ **Visibility across the transit system**
- ~~Deter crime - to include vandalism and graffiti~~
- ~~Reduce v~~ **Vulnerability to terrorism**
- **Prompt response times to emergency, priority, and routine calls for service**
- **Awareness and education regarding public safety**
- ~~Enforce LACMTA's Customer Code of Conduct~~
- ~~Reduce fare evasion~~

LACMTA will not provide compensation for basic services like 911 response, criminal investigations, accident investigations and major incident response, LACMTA will provide compensation for enhanced visibility staffing in order to reduce LACMTA's vulnerability to crime and terrorism.

LACMTA operates transit service from eleven (11) geographically distinct bus divisions and four (4) rail divisions servicing six (6) train lines. In addition to the rail lines, enhanced critical infrastructure staffing shall be provided at Union Station, 7<sup>th</sup> & Metro Station and Willowbrook/Rosa Parks Station. Bus locations requiring enhanced critical infrastructure staffing include the Harbor/Gateway Station and El Monte Transit Center.

In addition, the Contractor shall provide staffing for work shifts between the hours of 6:00 a.m. and 2:00 a.m. daily, with reasonable reductions upon mutual agreement between LACMTA and Contractor, -during periods of limited service or low demand. Any such agreement shall be confirmed in writing by LACMTA to the Contractor.

### **1.0 Scope of Work**

The Contractor must provide staff with extensive law enforcement experience and provide only POST certified or POST-eligible personnel to this contract. "POST-eligible" means that personnel have successfully met all requirements for POST certification and Contractor will, upon request, provide written evidence that all such requirements have

## Attachment B

been met by any personnel. The Contractor must provide staffing and deployment models consistent with LACMTA's existing division-based configuration. Contractor shall include the specific number of resources assigned to ride LACMTA's trains and rail corridors, and attempt to reduce LACMTA's vulnerability to terrorism at its key critical infrastructures. As the LACMTA system expands for rail, LACMTA may amend the contract with mutual agreement of Contractor in accordance with the terms and conditions of this Contract.

### 1.1 Specific Responsibilities

Contractor shall be responsible to complete the following tasks, to the maximum extent permitted by Contractor's lawful authority:

- a) Augmented Contractor or regional response to 911 emergency, priority and routine calls for service within Contractor's jurisdiction;
- b) Crime analysis and reporting;
- c) Augment Contractor or regional criminal investigations, accident investigations and law enforcement response to major incidents within Contractor's jurisdiction;
- d) Reduce system-wide vulnerability to terrorism;
- e) Conduct joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
- f) Provide access to K9 explosive detection on an on-call overtime basis;
- g) Ride Metro trains, and rail stations/corridors, and maintain high visibility at key LACMTA critical infrastructure locations;
- h) Provide **directive** law enforcement presence **at** during the periodic fare enforcement and passenger screening operations, **request of from LACMTA**;
- i) ~~Remove~~ **Escort** persons **from LACMTA property at the request of LACMTA** without a valid transit fare from trains, buildings, and stations;
- j) Conduct mutually agreed upon grade crossing enforcement operations;
- k) Respond to and resolve incoming calls for service from LACMTA rail and security dispatch centers;
- l) Respond to and resolve incoming complaints from LACMTA's Transit Watch program;
- m) Respond to and resolve citizen complaints related to criminal activity;
- n) Conduct ~~proactive anti-crime operations~~ **community focus law enforcement activities** when not handling a dispatched call;
- o) Participate in LACMTA emergency and disaster preparedness planning and drills;
- p) **At the request of LACMTA** collaborate with social service agencies, **community and faith-based organizations** to address the impact of homelessness on the transit system
- q) Enforce ~~LACMTA's Code of Conduct~~ **local, state and federal laws and regulations**;
- r) Attend weekly coordination meetings or other meetings as required;
- s) **Tap issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors while patrolling;**
- t) **Body-Worn Cameras will be deployed consistent with departmental policy;**

## Attachment B

- h)u) Be consistent with the principles of Campaign Zero “Eight Can’t Wait”; and
- s)v) Provide additional law enforcement services to address unforeseen events/requirements.

### 1.2 Personnel and Training Requirements

Each sworn law enforcement officer/supervisor assigned to LACMTA must have or be eligible to receive a Basic, Intermediate, Advanced or Supervisory California POST Peace Officer’s Certificate. Upon LACMTA request, Contractor will provide written evidence that any officer/supervisor that is not formally POST-certified has successfully met all requirements for such certification. Command level officers must hold an active Management or Executive POST Peace Officer’s Certificate. LACMTA may consider Reserve Officer POST Certificates on a case-by-case basis. Only POST certified personnel are authorized to provide law enforcement services. The Contractor’s personnel must have completed their probationary period, have a minimum of eighteen (18) months of law enforcement experience, and shall not have current duty restrictions, whether due to medical or performance based issues, in order to be assigned to the Contract.

All LACMTA-mandated training will be conducted by LACMTA and will be considered a reimbursable cost(s) by LACMTA under this Contract.

All Contractor personnel assigned to LACMTA must attend a Four- hour LACMTA safety training immediately following the issuance of a Notice to Proceed. After the Notice to Proceed, any new personnel of the Contractor will be required to attend this LACMTA safety training.

Within the first six (6) months of assignment, all law enforcement personnel must also complete a separate four (4) hour training course in “Transit Policing.” The curriculum will be developed by LACMTA and cover the topics of:

- a) Overview of LACMTA’s Org Chart, Bus and Rail Operations
- b) Mitigating Terrorism in the Transit Environment
- c) Impact of Crime and Disorder on Transit Ridership
- d) Transit Watch App
- e) LACMTA’s Customer Service Expectations
- f) Partnering with LACMTA’s Security Team
- g) ~~Fare Collection and Fare Evasion~~
- h)g) Grade Crossing Enforcement
- i)h) LACMTA Customer Code of Conduct

The Chief of Police of the Long Beach Police Department shall have the sole authority for assignment of key personnel on a routine basis. Contractor will make best efforts to ensure key leadership personnel positions identified in its technical proposal are highly qualified personnel that meet all LACMTA requirements. The Parties agree that in the event either Party recommends any changes to key leadership personnel assignments, it will, with a reasonable amount of advance notice, provide written notice to the other Party. The Parties

## Attachment B

will meet and consult to a mutual satisfaction on any changes to key leadership personnel and Contractor will provide LACMTA with documentation of the qualifications for any person proposed for a key leadership position.

### 1.3 Service Coverage

Contractor shall provide law enforcement services to Metro's areas within the Long Beach city limits as provided in Attachment 2.

### 1.4 Management and Administrative Duties of Contractor's Personnel

**The Contractor will monitor complaint allegations against Contractor Personnel assigned to the Contract, including those specifically related to racial discrimination, excessive force, and sexual harassment during the course of their duties as a law enforcement officer, whether assigned to LACMTA or other assignments. Contractor Personnel with two or more conclusive allegations, over the most recent three years, related to racial discrimination, excessive force or sexual harassment will be identified, communicated to LACMTA, and managed as required by law enforcement departmental policy.**

## 2.0 REPORTING REQUIREMENTS

### 2.1 Reports

The Contractor shall submit to LACMTA, the following reports and documents as required:

- a) Weekly schedule for each watch or shift. Must include each employee's name, badge number, actual hours worked, assignment and rank. This report shall be submitted within 30 days of the date the schedule is created;
- b) Watch Commander Summary of Major Events of the Day
- c) Monthly summary of crime activity, citations issued, arrests made;
- d) Monthly summary of commendations and complaints;**
- e) Monthly summary and general nature of personnel complaints;**
- ~~e)f~~ Monthly Report on the number of Part 1 crime cases referred for follow-up investigation and the subsequent disposition;
- ~~f)g~~ After-Action Reports following special operations, emphasis details and/or major incidents;
- ~~g)h~~ Annual Community Policing Plan;
- ~~h)i~~ Monthly summary of Problem-Oriented Policing projects;
- ~~i)j~~ Executive Summary of Major Events/Incidents on the Metro System (distribution to LACMTA's CEO, DCEO, COO, Chief of Risk Safety and Asset Management and Chief of System, Security and Law Enforcement); and
- k)** Data must be provided in a format which allows LACMTA to determine the calculation of all reported figures, separate from any general written report format that may be provided. Should it be mutually agreed upon to use a third party format or subscription based service to transmit data, LACMTA will pay all costs associated with facilitating data transmission.

## Attachment B

- l) Body worn camera data will be provided to LACMTA upon request and in accordance with state laws. LACMTA will work with the Contractor to develop specific protocols for access and delivery of data, as appropriate.
- ))m) Contractor will collect and report data consistent with local, state, and federal laws and regulations. Data must be provided upon LACMTA's request.

LACMTA requires read-only access to law enforcement agency's crime statistics database(s) with ability to pull the required data elements for import into LACMTA's systems.

The Contractor shall provide LACMTA with data to measure:

- a) How assets are assigned and tracked using LACMTA-provided systems and/or equipment
- b) The time/date/category/disposition of calls for service
- c) Incident response times
- d) Ratio of proactive versus dispatched activity
- e) Number of criminal citations/infractions/violations issued
- f) Number of misdemeanor and felony arrests
- g) Real Time Crime Analysis Data
- h) Provide the following GIS data (Raw or API format) and services:
  - i. Spatial (Location-Based): Location of crimes attended, time and location stamped
  - ii. Ability to identify, track, and log mobile assets in real time: Vehicles, radios, mobile phone, and other GPS enabled, Metro-provided equipment

Contractor must come equipped with all of the necessary tools to communicate with other police/fire agencies, investigate crimes and accidents, prepare reports, and use existing crime analysis tools and/or predictive analysis of crime trends. Under no circumstances shall Contractor share confidential data or information obtained from the California Law Enforcement Telecommunications System (CLETS) with non-law enforcement personnel.

LACMTA will work with the Contractor to develop specific protocols for dispatching non-emergency service calls that are not appropriate for the 911 system. LACMTA will provide the Contractor with Mobile Phone Validators, LA Metro Transit Watch tools, Mobile Video Surveillance Tools and access to video feeds where possible.

If LACMTA directs dispatchers or dispatch operations to make minor changes or significant changes to their operations that have a technology, software, staffing, or financial impact, no such changes shall be implemented until LACMTA has contacted the City of Long Beach, Department of Disaster Preparedness and Emergency Communications ("DPEC"), and entered any necessary agreements as required by DPEC.

# Attachment B

## 2.2 Monthly Key Performance Indicators

LACMTA and the Contractor(s) will jointly develop baseline performance metrics to capture:

- a) **The percentage of time spent on bus stops, transit centers, train platforms, plazas, stations, buses, trains, and performing other LACMTA related activities while on** ~~Number of foot, and vehicle and motor patrols of transit centers and train platforms/plazas/stations~~
- b) Ratio of staffing levels and vacant assignments
- c) Ratio of proactive versus dispatched activity
- d) Number of train boardings
- e) Incident response times
- f) Number of fare enforcement operations
- g) Decreases/Increases in crime
- h) Number of Grade crossings operations

LACMTA will provide details of each required KPI, including definitions, raw data required and calculations. LACMTA will use these KPIs as part of the contract monitoring and evaluation process.

## 3.0 Community Policing

The Contractor shall update **and submit** annually **for the LACMTA's review and approval** ~~the~~ Community Policing Plan. Building and sustaining community partnerships is central to LACMTA's goal of reducing vulnerability to crime. This will require periodic attendance at community meetings and other events designed to foster LACMTA's relationship with the community. Contractor's staff shall be provided specific training in Problem Oriented Policing in order to assist LACMTA in addressing longstanding challenges related to crime, blight and disorder. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

As part of the Community Policing Plan, it is important for the Contractor to incorporate feedback from rail managers into the overall policing strategy. Maintaining a continuous dialogue will foster operational understanding of the unique challenges associated with policing in a transit environment. The primary goal of these collaborative efforts is to ensure that each of the Divisions are given appropriate coverage and foster the safety of the operators.

## 4.0 Homeland Security and Emergency Preparedness

The Contractor must be able to conduct detailed threat analysis and identify strategies to address security threats. The Contractor shall collaborate with LACMTA on intelligence sharing, anti-terrorism operations, drills, planning activities and coordination with other agencies. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

## 5.0 Contractor Resources

The Contractor shall provide:

## Attachment B

- a) All vehicles and associated operating costs;
- b) Police radios and communications equipment;
- c) Mobile data terminal laptops;
- d) Uniforms, weapons and other personal equipment;
- e) Investigative tools and equipment; and
- f) Traffic enforcement devices and equipment.

### 6.0 LACMTA Resources

Metro may provide a limited amount of resources to key law enforcement staff assigned to the contract. In some cases these resources may have to be negotiated until a mutually acceptable agreement is reached. These resources include:

- a) Office space and official vehicle parking spaces at One Gateway Plaza;
- b) Office desks, computers and printers;
- c) Access to security kiosks, break rooms and restroom facilities, specifically access to the 200 W 27th Street breakroom area, if available;
- d) Access to limited shower and locker room facilities;
- e) Access to conference rooms;
- f) Photocopiers, telephones, network access and email;
- g) Transit passes for official use;
- h) Office space and official vehicle parking at the Rail Operations Center;
- i) Office space and official vehicle parking spaces at select Bus & Rail Divisions (Division 11, if available);
- j) Mobile phone fare validators for each law enforcement official assigned to the contract;
- k) Safety vest and hardhat;
- l) Access to LACMTA video surveillance feeds; and
- m) Access to LACMTA radio frequencies (Operations and Security).

### 7.0 BILLING

The Contractor's monthly invoice shall be based upon and reflect the actual services provided under the terms of this Contract. The billings must be accompanied by supporting documentation, to include but shall not be limited to, daily summary of assignments and hours worked and payroll records. The Contractor's invoices are subject to periodic audits at the sole discretion of LACMTA.

1. The Contractor shall not bill LACMTA for any vacant shift assignment
2. All billing expenditures shall be submitted for payment to LACMTA no later than sixty (60) days after the closing of the Contractor Deployment Period.

### 8.0 DISPOSITION OF EQUIPMENT

Unless otherwise agreed upon by the Parties, all LACMTA-funded and LACMTA-provided equipment shall be returned by Contractor to LACMTA upon termination of this Contract in the same condition in which it was provided to Contractor, less regular wear and tear.

## Attachment B

### 9.0 TRANSITION/MOBILIZATION PERIOD

LACMTA acknowledges that Contractor will incur significant costs associated with the Transition/Mobilization Period from March 23, 2017, through June 30, 2017. Scope of services to be provided by Contractor during the Transition/Mobilization Period shall be in accordance with the Limited Notice to Proceed (LNTP - Exhibit E) and shall be paid for by LACMTA by written contract amendment, if needed. For clarification purposes, LACMTA agrees to pay for all costs associated with transition/mobilization in addition to the services outlined in this Exhibit A for the duration of the Contract. If the total cost of services articulated within the Contract exceeds \$30,074,628, LACMTA agrees to execute a written contract amendment to increase funding appropriation, and to take any other steps necessary, to ensure adequate funding is available to pay all costs associated with Contractor services.

Scope of services is a material term to this Contract, and Contractor reserves the right to terminate this contract if adequate funding is not provided by LACMTA to pay for such services.



**Public Safety Advisory Committee**  
Policing Practices Ad-Hoc Committee

# MEMO

**Date:** October 29, 2021

**To:** Public Safety Advisory Committee Members

**From:** Policing Practices Ad-Hoc Committee

**Re:** Policing Services - Interim Contract Extension Recommendations: Response to Metro Staff's October 26, 2021 Memo ([link](#))

## Issue

The purpose of this Memo is to convey the Policing Practices Ad-Hoc Committee's recommendations regarding the interim contract extension for Metro's public agency policing contracts. These recommendations are crafted in response to a Metro staff [memorandum](#) dated October 26, 2021 and are being brought forward for consideration of the full Public Safety Advisory Committee (PSAC).

As noted in the October 26th memo, Metro staff is recommending an amendment of up to \$75.2 million in additional funding for the multi-agency law enforcement contract. These added funds would apply to "the remainder of the contract term through June 2022," and a recommended six-month extension; there will also be an option to extend the contract for an additional six-months, if needed.

## Recommendations Summary

The Ad-Hoc Committee would like PSAC to consider approving the following alternative recommendations:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health services, homeless outreach services, transit ambassadors (see [draft recommendations](#)), and funding safety initiatives outlined in Metro's Customer Experience [plan](#).

## **Recommendation #1: No Additional Funding for Public Agency Policing Contracts**

The Ad-Hoc Committee does not support the extension and amended budget for the existing public agency policing contracts. Instead, these dollars can be better used to support non-law enforcement alternatives to public safety. Metro staff has noted that, absent an alternative, the existing policing contracts must be extended. Recommendations #2 and 3 below identify currently proposed alternatives from the Ad-Hoc Committee.

## **Recommendation #2: Shift to a Non-Contract Law Enforcement Model**

The Ad-Hoc Committee proposes an alternative model that involves moving to a non-contract law enforcement model (i.e., continuing to work with local and countywide police departments to address safety issues that require law enforcement intervention). This was the model Metro used prior to contracting for law enforcement services in 2009. The Ad-Hoc Committee recommends that Metro use agency resources to enhance public safety by investing in care- and equity-centered supportive services, physical infrastructure improvements, and other interventions that improve rider safety and enhance the customer experience without resorting to armed law enforcement. To operationalize this recommendation, the Ad-Hoc Committee recommends allocating \$0 in additional funding to the existing public agency policing contracts and reallocating the proposed \$75.2 million in funds to the care- and equity-centered supportive services outlined in Recommendation #3.

## **Recommendation #3: Invest in Non-Law Enforcement Alternatives**

The Ad-Hoc Committee recommends reallocating the \$75.2 million to support non-law enforcement alternatives to community safety, with the understanding that local and countywide law enforcement agencies--as well as both Metro security and Infrastructure and Protective Services-- will continue to address public safety matters irrespective of whether added funding is funnelled to law enforcement agencies. These solution-driven investments in non-law enforcement alternatives can help reduce the burden on law enforcement by providing programs and services that directly address the root causes of public safety concerns of transit riders. Specifically, the Ad-Hoc committee supports reallocating these dollars to support the following programs and initiatives:

**Mental Health Services:** This would include a more substantial investment in mental health resources than the \$1.6 million investment outlined in the Metro's October 26th memo (see "Engaging the Los Angeles County Department of Mental Health" section on p. 3). These resources can also be used to support qualified entities beyond the Department of Mental Health, with a focus on community-based organizations identified in collaboration with PSAC.

**Homeless Outreach Services:** This would involve increasing investments in existing partnerships and programs, including the Metro PATH [homeless outreach teams](#) as well as joint initiatives with the Los Angeles County Department of Mental Health and Los Angeles Homeless Services Authority.

**Transit Ambassadors:** The Non-Law Enforcement Ad-Hoc Committee has put forward [draft recommendations](#) for the structure of a Transit Ambassador program on Metro. Reallocated funding from the public agency policing contracts could supplement the \$20 million budget for the Ambassador pilot program.

**Enhancing Customer Experience:** Reallocated dollars could be used to invest in initiatives outlined in [Metro's Customer Experience plan](#). These safety enhancements can include investments to improve cleanliness, enhance riders' sense of personal safety at transit stops and stations, and create spaces for community and civic life in Metro property.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

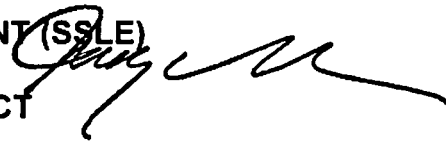
One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
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**October 26, 2021**

**TO: AD-HOC POLICING PRACTICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF THE CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)** 

**SUBJECT: POLICING SERVICES - INTERIM CONTRACT  
EXTENSION RECOMMENDATIONS**

**ISSUE**

The purpose of this correspondence is to provide staff recommendations on the interim contract extension for policing services.

In support of the draft PSAC values of *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency*, Metro recommends revising the existing multi-agency policing contract SOW (Attachment A).

Staff will recommend the Metro Board amend the multi-agency law enforcement contract value by a not-to-exceed amount of \$75,201,973 for the remainder of the contract term through June 2022, and extend the period of performance for up to an additional six (6) months with a 6-month option. The extension of the period of performance is to allow sufficient time for:

- 1) the PSAC to submit its recommendations for a new model of public safety reflecting community-based approaches to policing; and
- 2) a new contract awarded. The budget for the extension will be requested during the FY23 budget process.

**BACKGROUND**

At the August 18th General PSAC meeting, Metro staff shared the intent to seek Board authorization, before the end of this calendar year, to fund the remaining six months of the law enforcement contracts, January – June 2022. In addition, staff would seek a contract extension for an additional six months with a six-month option.

### *Why is more funding needed on the existing contracts?*

At its February meeting, Metro staff informed the Board that unplanned expenses for special event coverage and surge operations, which occurred in the early years of the contract, had reduced the contract value available for general law enforcement services. As a result, more than \$100 million was requested to fully fund the contract for the remaining 12 months (ending June 2022). At its March meeting, the Board approved an increase in the contract value that was sufficient for six months (ending December 31, 2021). Given that the work with PSAC is not yet completed, additional funding is recommended to fund the remaining six months of the contract.

### *Why is a contract extension also being requested?*

As conveyed previously at the Ad Hoc and General PSAC meetings, the procurement process for a new contract would consist of a 12-14-month period. Metro anticipates finalizing a new SOW in February 2022. PSAC members would have an opportunity to weigh in during the posting time being allotted for public comment.

## **DISCUSSION**

Since the initial Ad Hoc meeting on June 22, 2021, staff has listened to your thoughts and reviewed your comments provided on the Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment A) for improving policing services currently provided under the multi-agency law enforcement contracts.

Key proposed modifications to the existing contract include:

- Removal of fare and code of conduct enforcement responsibilities
- Revised language in SOW dealing with proactive enforcement
- Redirect \$1.6M from LASD contract to DMH
- Consistency with Campaign Zero's Eight Can't Wait ; and
- Increased data collection, transparency, and accountability.

Staff supports several revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement, consistent with the long-term vision. The next steps will be for PSAC to review the recommendations and decide if the committee will support the Metro staff recommendations or make their own recommendations for the law enforcement contract extensions. The final set of Metro and PSAC recommendations will be submitted to Metro's CEO, Stephanie Wiggins for review and submittal to the Metro Board.

Staff seeks to take a holistic approach to public safety by leading with compassion and respect for our riders and employees in two (2) primary areas:

- 1) Revisions to Existing Multi-Agency Police Contract SOW
- 2) Engaging the Los Angeles County Department of Mental Health (DMH)

### **1. Revisions to Existing Multi-Agency Contract SOW**

Staff is proposing revisions to the existing multi-agency policing contract SOW, intended to be incorporated by the end of December 2021 through an amendment with implementation by no later than January 2022. See Attachment B for a draft of the proposed revisions.

**There is no increase in cost to implement these recommended revisions.**

**These recommended revisions support the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency.**

### **2. Engaging the Los Angeles County Department of Mental Health (DMH)**

Staff is in discussions with the DMH to enter into an agreement with Metro, to engage more effectively with persons who are in crisis or under the influence, or those who turn to the Metro system and property for alternative shelter. The DMH has partnered with Los Angeles County, City, and other municipal law enforcement agencies to provide immediate field response to situations involving mentally ill, violent, or high-risk individuals. DMH-Law Enforcement teams respond to 911 calls for assistance whenever mental illness is reported or suspected. Teams also respond to requests from Psychiatric Mobile Response Teams (PMRT) or law enforcement patrol officers for mental health assistance. Mental health experts will focus on contacting persons in need on the system, utilizing de-escalation tactics to minimize the potential for incidents involving force; this will shift the primary responsibility for these contacts to the DMH with support from their contracted law enforcement resources (Long Beach Police Department Quality of Life (QOL), Los Angeles County Sheriff's Department (MET) and Los Angeles Police Department (HOPE) Teams. Metro hopes to reach agreement with the Department of Mental Health Services by the end of the year to begin implementation. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing contract. Expansion on the contract to include shifting resources from Long Beach Police Department and Los Angeles Police Department is expected with the extension from June 1, 2022 to June 30, 2023.

**There is no increase in cost to implement this recommendation:**

There is a shift of approximately \$1.6M for the remaining 6 months of the existing contract to DMH.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Recognizing Diversity and Acknowledging Context.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Multi-Agency Police Contract SOW Matrix

Attachment B – Proposed revisions to existing policing contract

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>1.1 Specific Responsibilities</b>				
1.1h	Provide law enforcement presence during periodic fare enforcement and passenger screening operations;	Scarlett De Leon/ Mohammad T/Chauncey	<p>They should not be doing this- Another reason why fare less transit should be part of our discussions. It is a safety strategy and we should be up to date on the pilot h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1h: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement is not tasked with fare enforcement operations. Their role is to provide presence during Metro Transit Security Officers' periodic responsibility for fare enforcement operations. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Additionally, the fare less system initiative is under consideration by the Metro Board of Directors. Reference: <a href="https://www.metro.net/about/fsi/">https://www.metro.net/about/fsi/</a></p>
1.1i	Remove persons without a valid transit fare from buses, trains, buildings, and stations;	Scarlett De Leon/ Mohammad T/Chauncey	<p>They should not be doing this. h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1i: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement contractors are not tasked with fare enforcement operations on the system, it is a Metro Transit Security Officer's responsibility. See response to Item no. 7.</p> <p>Metro is private property and passengers who are in violation of Metro Code of Conduct, to include persons who have not paid adequate fare and/or criminal misconduct are subject to removal from the system. Metro's law enforcement contractors may be called by Metro Transit Security Officers in support of persons who do not comply with the removal. The fare invasion practices will be reevaluated as the fare less system initiative is developed.</p> <p>Metro is proposing to revise this responsibility to read "Escort persons from LACMTA property at the request of LACMTA;"</p>
1.1n	Conduct proactive anti-crime operations when not handling a dispatched call;	Scarlett De Leon/ Mohammad T/Chauncey	<p>From my understanding they spend a lot of time doing this and this is the stuff that leads to racial profiling, over ticketing etc. n) What is meant by "proactive anti-crime operations"?</p> <p><b>RECOMMENDATION:</b> 1.1n: Concerned about this. Recommend banning pretextual stops and racial profiling so that "pro-active" crime fighting -- when there is no crime occurring to respond to -- does not turn into a bases to stop, harass, and dehumanize low-income people of color. Recommend modifying the role to focus on violent crimes harmful to others, and non enforcement of low-level quality of life offenses that are used to criminalize low-income communities of color (e.g., minor drug possession, disorderly conduct, trespassing, loitering, intoxication, fare evasion, sex work, and etc.)</p> <p>Strikeout n) Conduct proactive anti-crime operations when not handling a dispatched call;</p> <p>What are anti-crime operations? Are they giving out books, food, cash? I expect it's more inline with what Mohammad and Scarlett mentioned above - I believe we should strike this. They should be there to respond to 911 calls and provide deterrence by presence, not profiling. I would add that they should "greet customers and provide excellent customer service"</p>	<p>Proactive anti-crime operations is when officers self-initiate (e.g. observations, respond to citizen flag downs, customer contacts/stops, patrol checks, community policing etc.) while patrolling the system to prevent and deter criminal conduct. Stop and frisk is not a practice engaged by or supported by the law enforcement contractors. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Some anti-crime operations may include distribution of books or food related to community engagement.</p> <p>Additionally, Metro is proposing to revise this responsibility to read "Conduct community focus law enforcement activities operations when not handling a dispatched call;"</p>



## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
1.1p	Collaborate with social service agencies to address the impact of homelessness on the transit system	Scarlett De Leon/ Mohammad T/Chauncee	<p>The path program is a great example of a system that leads to permanent housing. METRO should continue and expand contracts with the LA county public health department to create different task forces to address unhoused issues i.e. outreach services, long term recovery, substance abuse etc. I also have questions on where the equity and race office is in all of this? Seems like they should be the ones working with social workers, mental health workers, outreach workers etc., p) What is Metro's desired vision for how the contractor might collaborate in this context? Why is the contractor asked to do this collaboration at all? What data exists to suggest that this contractor might be an effective collaborator to handle this problem?</p> <p><b>RECOMMENDATION:</b> 1.1p: Suggest adding organizations and non-government social service providers in addition to agencies.</p>	<p>Metro currently works with PATH, LA DOOR and HOME AT LAST, and is open to expanding collaborative partnerships with other CBOs to continue addressing unhoused issues. Metro's new CEO has made homelessness a top priority for the agency and to continue addressing the impact of homelessness on the system law enforcement contractors will continue to collaborate with Metro. Reference: Monthly Metro Board Reports, section "Homeless Outreach Services" submitted to the Metro Board of Directors; 2) <a href="https://dmh.lacounty.gov/our-services/countywide-services/eob/">https://dmh.lacounty.gov/our-services/countywide-services/eob/</a> and 3) Los Angeles County Metropolitan Transportation Authority, State of the Agency</p>
1.1q	Enforce LACMTA's Code of Conduct	Scarlett De Leon/ Mohammad T/Chauncee	<p>Metro needs to invest in infrastructure bathrooms!!!!, trash cans, recycling etc. As well as expand cleaning crew this in itself would help a lot of the code of conduct issues. Can we get a report back on elevator attended program? This is known to reduce defecation etc on elevators. These should be Metro public sector jobs and not contracted out.</p> <p><b>RECOMMENDATION:</b> 1.1q: Suggest editing this provision so that the role of police is restricted to responding to criminal activity. Code of conduct issues should be within the realm of Transit Ambassadors and Metro Security, unless a code of conduct violation also rises to the level of being a crime.</p>	<p>Infrastructure bathrooms, trash cans, recycling, cleanliness and elevator attended program are are not part of the law enforcement SOW and will be considered elsewhere.</p> <p>Metro is proposing to revise this responsibility to read "Enforce local, state and federal laws and regulations".</p>
<b>1.2 Personnel and Training Requirements</b>				
1.2g	g) Fare Collection and Fare Evasion	Chauncee	<p><b>RECOMMENDATION:</b> 1.2g: Suggest eliminating fare collection from scope of work (see comments in 1.1); this implicates training here – i.e., they should be trained not to conduct fare enforcement activities.</p> <p>Add provisions requiring training on procedural justice, racial and identity profiling, de-escalation, and community-oriented policing.</p> <p>Add provision prohibiting officers assigned to Metro with sustained complaint violations for racial profiling, excessive force, false reporting, or other serious misconduct.</p>	<p>Metro will remove this responsibility from SOW.</p> <p>Required training for law enforcement contractors will be addressed in the community policing plan, section 3.0 of the contract.</p>

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>2.1 Reports</b>				
		Chauncey	<b>RECOMMENDATION:</b> Add collect and publicly report data (1) pursuant to the Racial & Identity Profiling Act (AB 953 - 2015), (2) uses of force (AB 71 - 2015), and (3) complaints of officer misconduct - officer name, rank, complaint category, incident date, allegation, finding/disposition, officer race, race of complainant, officer department and assignment, officer employment status (SB 1421 - 2018).	To enhance transparency and accountability Metro is exploring the ability to add data collection and posting information on its website for future contracted policing services. With respect to the numerical recommendations it is important to note: (1) law enforcement contractors currently collect data and report it as required by the state of California. Metro information is not specifically identified. Reference: Racial and Identity Profiling Act (ca.gov) (2) Each law enforcement agency reports uses of force to the public. Reference: lasd.org/transparency ; longbeach.gov; and lapdonline.org. (3) Information regarding complaints of officer's misconduct is considered a personnel record thus confidential as per the Peace Officer Bill of Rights. It is discoverable through a granted Pitchess Motion after a judicial review.  Metro is exploring to add in this section the reporting of "Monthly summary and general nature of personnel complaints" (e.g. type and number of complaints such as sexual harassment, excess use of force, etc.), to then be able to explore with the law enforcement partners how this may be reported as a performance indicator, but anything related to personnel information is confidential.
<b>2.2 Monthly Key Performance Indicators</b>				
	LACMTA will provide to Contractor details of each required key performance indicators ("KPI"), including definitions, raw data required and calculations. LACMTA will use these KIP Is as part of the contract monitoring and evaluation process.	Chauncey	<b>RECOMMENDATION:</b> Add complaints of misconduct as a performance indicator. Ban use of quotas for tickets and arrests as performance indicators.	Metro will consider adding statistics regarding complaints of misconduct as a performance indicator in future contracted policing services. Metro does not use quotas for tickets and arrests as performance indicators.
<b>6.0 LACMTA Resources</b>				
	j) Mobile phone fare validators for each law enforcement official assigned to the contract;	Chauncey	<b>RECOMMENDATION:</b> Delete provision on mobile phone fare validators to align with shift in role provided in previous sections.	The purpose of mobile phone validators assigned to law enforcement contracts is to log-in their deployment shifts. This supports with monitoring contract compliance and access to resources such as Transit Watch App, Google Maps and other series of files for reference.  Metro removed the ability for law enforcement to be able to issue citations for fare invasion when using the mobile phone validators. Metro is also proposing to remove the word "fare" from this section.

# Attachment B

## EXHIBIT A – STATEMENT OF WORK

As of June 27, -2017

### Background

The Los Angeles County Metropolitan Transportation Authority (LACMTA) was established in 1992 and is the region's principal agency for Multi-modal transit operations. LACMTA seeks law enforcement services to support its day-to-day operations across its entire service area. **See Attachment No. 1.** LACMTA averages more than 1.4 million trips on its bus and rail systems daily.

Based upon business need, LACMTA resolved to award three (3) separate contracts to: City of Long Beach, City of Los Angeles and County of Los Angeles to provide law enforcement services within specified territorial coverage. LACMTA shall remain the lead agency for coordination. Contractor shall report directly to LACMTA's System Security and Law Enforcement Department and collaborate on the following priorities:

- **Crime deterrence- to include vandalism and graffiti**
- ~~Decrease response times to emergency, priority and routine calls for service~~
- ~~Increase law enforcement and security v~~ **Visibility across the transit system**
- ~~Deter crime - to include vandalism and graffiti~~
- ~~Reduce v~~ **Vulnerability to terrorism**
- **Prompt response times to emergency, priority, and routine calls for service**
- **Awareness and education regarding public safety**
- ~~Enforce LACMTA's Customer Code of Conduct~~
- ~~Reduce fare evasion~~

LACMTA will not provide compensation for basic services like 911 response, criminal investigations, accident investigations and major incident response, LACMTA will provide compensation for enhanced visibility staffing in order to reduce LACMTA's vulnerability to crime and terrorism.

LACMTA operates transit service from eleven (11) geographically distinct bus divisions and four (4) rail divisions servicing six (6) train lines. In addition to the rail lines, enhanced critical infrastructure staffing shall be provided at Union Station, 7<sup>th</sup> & Metro Station and Willowbrook/Rosa Parks Station. Bus locations requiring enhanced critical infrastructure staffing include the Harbor/Gateway Station and El Monte Transit Center.

In addition, the Contractor shall provide staffing for work shifts between the hours of 6:00 a.m. and 2:00 a.m. daily, with reasonable reductions upon mutual agreement between LACMTA and Contractor, -during periods of limited service or low demand. Any such agreement shall be confirmed in writing by LACMTA to the Contractor.

### **1.0 Scope of Work**

The Contractor must provide staff with extensive law enforcement experience and provide only POST certified or POST-eligible personnel to this contract. "POST-eligible" means that personnel have successfully met all requirements for POST certification and Contractor will, upon request, provide written evidence that all such requirements have

## Attachment B

been met by any personnel. The Contractor must provide staffing and deployment models consistent with LACMTA's existing division-based configuration. Contractor shall include the specific number of resources assigned to ride LACMTA's trains and rail corridors, and attempt to reduce LACMTA's vulnerability to terrorism at its key critical infrastructures. As the LACMTA system expands for rail, LACMTA may amend the contract with mutual agreement of Contractor in accordance with the terms and conditions of this Contract.

### 1.1 Specific Responsibilities

Contractor shall be responsible to complete the following tasks, to the maximum extent permitted by Contractor's lawful authority:

- a) Augmented Contractor or regional response to 911 emergency, priority and routine calls for service within Contractor's jurisdiction;
- b) Crime analysis and reporting;
- c) Augment Contractor or regional criminal investigations, accident investigations and law enforcement response to major incidents within Contractor's jurisdiction;
- d) Reduce system-wide vulnerability to terrorism;
- e) Conduct joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
- f) Provide access to K9 explosive detection on an on-call overtime basis;
- g) Ride Metro trains, and rail stations/corridors, and maintain high visibility at key LACMTA critical infrastructure locations;
- h) Provide **directive** law enforcement presence **at** during the periodic fare enforcement and passenger screening operations, **request of from LACMTA**;
- i) ~~Remove~~ **Escort** persons **from LACMTA property at the request of LACMTA** without a valid transit fare from trains, buildings, and stations;
- j) Conduct mutually agreed upon grade crossing enforcement operations;
- k) Respond to and resolve incoming calls for service from LACMTA rail and security dispatch centers;
- l) Respond to and resolve incoming complaints from LACMTA's Transit Watch program;
- m) Respond to and resolve citizen complaints related to criminal activity;
- n) Conduct ~~proactive anti-crime operations~~ **community focus law enforcement activities** when not handling a dispatched call;
- o) Participate in LACMTA emergency and disaster preparedness planning and drills;
- p) **At the request of LACMTA** collaborate with social service agencies, **community and faith-based organizations** to address the impact of homelessness on the transit system
- q) Enforce ~~LACMTA's Code of Conduct~~ **local, state and federal laws and regulations**;
- r) Attend weekly coordination meetings or other meetings as required;
- s) **Tap issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors while patrolling;**
- t) **Body-Worn Cameras will be deployed consistent with departmental policy;**

## Attachment B

- h)u) Be consistent with the principles of Campaign Zero “Eight Can’t Wait”; and
- s)v) Provide additional law enforcement services to address unforeseen events/requirements.

### 1.2 Personnel and Training Requirements

Each sworn law enforcement officer/supervisor assigned to LACMTA must have or be eligible to receive a Basic, Intermediate, Advanced or Supervisory California POST Peace Officer’s Certificate. Upon LACMTA request, Contractor will provide written evidence that any officer/supervisor that is not formally POST-certified has successfully met all requirements for such certification. Command level officers must hold an active Management or Executive POST Peace Officer’s Certificate. LACMTA may consider Reserve Officer POST Certificates on a case-by-case basis. Only POST certified personnel are authorized to provide law enforcement services. The Contractor’s personnel must have completed their probationary period, have a minimum of eighteen (18) months of law enforcement experience, and shall not have current duty restrictions, whether due to medical or performance based issues, in order to be assigned to the Contract.

All LACMTA-mandated training will be conducted by LACMTA and will be considered a reimbursable cost(s) by LACMTA under this Contract.

All Contractor personnel assigned to LACMTA must attend a Four- hour LACMTA safety training immediately following the issuance of a Notice to Proceed. After the Notice to Proceed, any new personnel of the Contractor will be required to attend this LACMTA safety training.

Within the first six (6) months of assignment, all law enforcement personnel must also complete a separate four (4) hour training course in “Transit Policing.” The curriculum will be developed by LACMTA and cover the topics of:

- a) Overview of LACMTA’s Org Chart, Bus and Rail Operations
- b) Mitigating Terrorism in the Transit Environment
- c) Impact of Crime and Disorder on Transit Ridership
- d) Transit Watch App
- e) LACMTA’s Customer Service Expectations
- f) Partnering with LACMTA’s Security Team
- g) ~~Fare Collection and Fare Evasion~~
- h)g) Grade Crossing Enforcement
- i)h) LACMTA Customer Code of Conduct

The Chief of Police of the Long Beach Police Department shall have the sole authority for assignment of key personnel on a routine basis. Contractor will make best efforts to ensure key leadership personnel positions identified in its technical proposal are highly qualified personnel that meet all LACMTA requirements. The Parties agree that in the event either Party recommends any changes to key leadership personnel assignments, it will, with a reasonable amount of advance notice, provide written notice to the other Party. The Parties

## Attachment B

will meet and consult to a mutual satisfaction on any changes to key leadership personnel and Contractor will provide LACMTA with documentation of the qualifications for any person proposed for a key leadership position.

### 1.3 Service Coverage

Contractor shall provide law enforcement services to Metro's areas within the Long Beach city limits as provided in Attachment 2.

### 1.4 Management and Administrative Duties of Contractor's Personnel

**The Contractor will monitor complaint allegations against Contractor Personnel assigned to the Contract, including those specifically related to racial discrimination, excessive force, and sexual harassment during the course of their duties as a law enforcement officer, whether assigned to LACMTA or other assignments. Contractor Personnel with two or more conclusive allegations, over the most recent three years, related to racial discrimination, excessive force or sexual harassment will be identified, communicated to LACMTA, and managed as required by law enforcement departmental policy.**

## 2.0 REPORTING REQUIREMENTS

### 2.1 Reports

The Contractor shall submit to LACMTA, the following reports and documents as required:

- a) Weekly schedule for each watch or shift. Must include each employee's name, badge number, actual hours worked, assignment and rank. This report shall be submitted within 30 days of the date the schedule is created;
- b) Watch Commander Summary of Major Events of the Day
- c) Monthly summary of crime activity, citations issued, arrests made;
- d) Monthly summary of commendations and complaints;**
- e) Monthly summary and general nature of personnel complaints;**
- ~~e)f~~ Monthly Report on the number of Part 1 crime cases referred for follow-up investigation and the subsequent disposition;
- ~~f)g~~ After-Action Reports following special operations, emphasis details and/or major incidents;
- ~~g)h~~ Annual Community Policing Plan;
- ~~h)i~~ Monthly summary of Problem-Oriented Policing projects;
- ~~i)j~~ Executive Summary of Major Events/Incidents on the Metro System (distribution to LACMTA's CEO, DCEO, COO, Chief of Risk Safety and Asset Management and Chief of System, Security and Law Enforcement); and
- k)** Data must be provided in a format which allows LACMTA to determine the calculation of all reported figures, separate from any general written report format that may be provided. Should it be mutually agreed upon to use a third party format or subscription based service to transmit data, LACMTA will pay all costs associated with facilitating data transmission.

## Attachment B

- l) Body worn camera data will be provided to LACMTA upon request and in accordance with state laws. LACMTA will work with the Contractor to develop specific protocols for access and delivery of data, as appropriate.
- m) Contractor will collect and report data consistent with local, state, and federal laws and regulations. Data must be provided upon LACMTA's request.

LACMTA requires read-only access to law enforcement agency's crime statistics database(s) with ability to pull the required data elements for import into LACMTA's systems.

The Contractor shall provide LACMTA with data to measure:

- a) How assets are assigned and tracked using LACMTA-provided systems and/or equipment
- b) The time/date/category/disposition of calls for service
- c) Incident response times
- d) Ratio of proactive versus dispatched activity
- e) Number of criminal citations/infractions/violations issued
- f) Number of misdemeanor and felony arrests
- g) Real Time Crime Analysis Data
- h) Provide the following GIS data (Raw or API format) and services:
  - i. Spatial (Location-Based): Location of crimes attended, time and location stamped
  - ii. Ability to identify, track, and log mobile assets in real time: Vehicles, radios, mobile phone, and other GPS enabled, Metro-provided equipment

Contractor must come equipped with all of the necessary tools to communicate with other police/fire agencies, investigate crimes and accidents, prepare reports, and use existing crime analysis tools and/or predictive analysis of crime trends. Under no circumstances shall Contractor share confidential data or information obtained from the California Law Enforcement Telecommunications System (CLETS) with non-law enforcement personnel.

LACMTA will work with the Contractor to develop specific protocols for dispatching non-emergency service calls that are not appropriate for the 911 system. LACMTA will provide the Contractor with Mobile Phone Validators, LA Metro Transit Watch tools, Mobile Video Surveillance Tools and access to video feeds where possible.

If LACMTA directs dispatchers or dispatch operations to make minor changes or significant changes to their operations that have a technology, software, staffing, or financial impact, no such changes shall be implemented until LACMTA has contacted the City of Long Beach, Department of Disaster Preparedness and Emergency Communications ("DPEC"), and entered any necessary agreements as required by DPEC.

# Attachment B

## 2.2 Monthly Key Performance Indicators

LACMTA and the Contractor(s) will jointly develop baseline performance metrics to capture:

- a) **The percentage of time spent on bus stops, transit centers, train platforms, plazas, stations, buses, trains, and performing other LACMTA related activities while on** ~~Number of foot, and vehicle and motor patrols of transit centers and train platforms/plazas/stations~~
- b) Ratio of staffing levels and vacant assignments
- c) Ratio of proactive versus dispatched activity
- d) Number of train boardings
- e) Incident response times
- f) Number of fare enforcement operations
- g) Decreases/Increases in crime
- h) Number of Grade crossings operations

LACMTA will provide details of each required KPI, including definitions, raw data required and calculations. LACMTA will use these KPIs as part of the contract monitoring and evaluation process.

## 3.0 Community Policing

The Contractor shall update **and submit** annually **for the LACMTA's review and approval** ~~the~~ Community Policing Plan. Building and sustaining community partnerships is central to LACMTA's goal of reducing vulnerability to crime. This will require periodic attendance at community meetings and other events designed to foster LACMTA's relationship with the community. Contractor's staff shall be provided specific training in Problem Oriented Policing in order to assist LACMTA in addressing longstanding challenges related to crime, blight and disorder. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

As part of the Community Policing Plan, it is important for the Contractor to incorporate feedback from rail managers into the overall policing strategy. Maintaining a continuous dialogue will foster operational understanding of the unique challenges associated with policing in a transit environment. The primary goal of these collaborative efforts is to ensure that each of the Divisions are given appropriate coverage and foster the safety of the operators.

## 4.0 Homeland Security and Emergency Preparedness

The Contractor must be able to conduct detailed threat analysis and identify strategies to address security threats. The Contractor shall collaborate with LACMTA on intelligence sharing, anti-terrorism operations, drills, planning activities and coordination with other agencies. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

## 5.0 Contractor Resources

The Contractor shall provide:



## Attachment B

- a) All vehicles and associated operating costs;
- b) Police radios and communications equipment;
- c) Mobile data terminal laptops;
- d) Uniforms, weapons and other personal equipment;
- e) Investigative tools and equipment; and
- f) Traffic enforcement devices and equipment.

### 6.0 LACMTA Resources

Metro may provide a limited amount of resources to key law enforcement staff assigned to the contract. In some cases these resources may have to be negotiated until a mutually acceptable agreement is reached. These resources include:

- a) Office space and official vehicle parking spaces at One Gateway Plaza;
- b) Office desks, computers and printers;
- c) Access to security kiosks, break rooms and restroom facilities, specifically access to the 200 W 27th Street breakroom area, if available;
- d) Access to limited shower and locker room facilities;
- e) Access to conference rooms;
- f) Photocopiers, telephones, network access and email;
- g) Transit passes for official use;
- h) Office space and official vehicle parking at the Rail Operations Center;
- i) Office space and official vehicle parking spaces at select Bus & Rail Divisions (Division 11, if available);
- j) Mobile phone fare validators for each law enforcement official assigned to the contract;
- k) Safety vest and hardhat;
- l) Access to LACMTA video surveillance feeds; and
- m) Access to LACMTA radio frequencies (Operations and Security).

### 7.0 BILLING

The Contractor's monthly invoice shall be based upon and reflect the actual services provided under the terms of this Contract. The billings must be accompanied by supporting documentation, to include but shall not be limited to, daily summary of assignments and hours worked and payroll records. The Contractor's invoices are subject to periodic audits at the sole discretion of LACMTA.

1. The Contractor shall not bill LACMTA for any vacant shift assignment
2. All billing expenditures shall be submitted for payment to LACMTA no later than sixty (60) days after the closing of the Contractor Deployment Period.

### 8.0 DISPOSITION OF EQUIPMENT

Unless otherwise agreed upon by the Parties, all LACMTA-funded and LACMTA-provided equipment shall be returned by Contractor to LACMTA upon termination of this Contract in the same condition in which it was provided to Contractor, less regular wear and tear.

## Attachment B

### 9.0 TRANSITION/MOBILIZATION PERIOD

LACMTA acknowledges that Contractor will incur significant costs associated with the Transition/Mobilization Period from March 23, 2017, through June 30, 2017. Scope of services to be provided by Contractor during the Transition/Mobilization Period shall be in accordance with the Limited Notice to Proceed (LNTP - Exhibit E) and shall be paid for by LACMTA by written contract amendment, if needed. For clarification purposes, LACMTA agrees to pay for all costs associated with transition/mobilization in addition to the services outlined in this Exhibit A for the duration of the Contract. If the total cost of services articulated within the Contract exceeds \$30,074,628, LACMTA agrees to execute a written contract amendment to increase funding appropriation, and to take any other steps necessary, to ensure adequate funding is available to pay all costs associated with Contractor services.

Scope of services is a material term to this Contract, and Contractor reserves the right to terminate this contract if adequate funding is not provided by LACMTA to pay for such services.

## Public Safety Advisory Committee

Prepared by the PSAC Facilitator Team

# MEMO

**Date:** November 5, 2021

**To:** Metro Office of the Chief Executive Officer

**From:** Public Safety Advisory Committee (PSAC)

**Re:** Outcomes from the November 3, 2021 PSAC Meeting

During the November 3, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body voted on a proposal to approve the committee's response to Metro staff recommendations for the multi-agency law enforcement contract extension

Below is a summary of the committee's action:

- PSAC approved the committee's response to Metro staff recommendations for the multi-agency law enforcement contract extensions. The vote was 14 "yes," 0 "no," and 0 "abstain." (Link: [PSAC multi-agency policing contracts recommendation memo](#))

## Proposal to Approve the Committee's Response to Metro Staff Recommendations for the Multi-Agency Policing Contract Extension

Committee members unanimously approved PSAC's Policing Practices ad-hoc committee recommendations related to the extension of the multi-agency policing contract extension. The committee drafted a set of alternative recommendations in a memo dated October 29, 2021. The approved recommendations included the following:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health services, homeless outreach services, transit ambassadors (see [draft recommendations](#)), and funding safety initiatives outlined in Metro's Customer Experience [plan](#).

## **Attachment F – Safety Services provided by Law Enforcement Contractors**

**The below list of services is a direct result from having the policing contract**

**August 15, 2021**

- We have Bomb K9 units on the system conducting proactive sweeps, high visibility deterrence, and receive faster response times to suspicious packages and unattended packages.
- Because we have a contract, response times for calls for service on Metro's system are faster in most instances. Each law enforcement jurisdiction has their own deployment model and deploying only a certain number of cars to handle calls. Those calls are handled by the priority that law enforcement officers/deputies decide and where they are located in relation to the call. This is not the case with having law enforcement deployed do to the contract.

Currently, there are specific dedicated units to respond to calls for service. We have dedicated law enforcement patrols on the system i.e., trains, platforms, and buses.

- We have bus riding teams that conduct bus boarding's to check on the operators and the riding public as well as specific units to respond to bus calls for service. This includes OWL bus line service checks and Orange line service checks.
- We have dedicated LAPD Special Problem Units and LASD Special Assignment Units to investigate crime patterns, trends, wanted suspects for crimes related to the Metro system and other special requests.
- We have dedicated Motor units per the contract for grade crossing operations, silver line and orange line patrols. We have dedicated motors to address bus lane issues and facilitate traffic flow in bus lanes.
- We have dedicated detectives to handle investigations and the ability to coordinate with Metro personnel and our law enforcement partners as the relationships that have been built is very strong and productive.
- Terrorism-prevention measures are working well under this contract because of the presence on the system as well as having highly trained personnel that can immediately respond to situations.
- We have dedicated LAPD HOPE teams, LASD TMET teams and LBPD QOL teams that are currently dedicated to addressing homeless issues on the system.
- The contract ensures that regulatory compliance related to security and emergency management protocols; 49 CFR Pt. 659/G. O. 164E & Federally approved System Security Plan Policy; to report to state and federal agencies are in place.
- We have the TSA Gold Standard Award for BASE Assessment Program.
- We meet regulatory compliance regarding TSA Reporting rule.
- We have advanced emergency response training with 1<sup>st</sup> responders trained for Metro environment.
- We meet National Incident Management System (NIMS) standard for responding to emergencies.
- We have our Sexual Harassment Program in place and the ability for incident reporting and follow-up investigations.

## **Attachment F – Safety Services provided by Law Enforcement Contractors**

- Customer complaints about not seeing law enforcement on the transit system (presence) will increase without the contract.
- We have the ability to share security intelligence about patterns, trends, and incidents on the transit system.
- Metro has enjoyed use of first responder radio frequency to support operations.
- We have the ability to respond to National Security Special Events (NSSE) from a transit agency with our law enforcement partners.
- We have the ability to shape policing practices through the Metro contracts.
- We have the ability to track Metro crimes through the FBI Uniform Crime Reporting system.
- We are able to support the Multi-Year Training and Exercise Plan.
- We are able to meet agency requirements related to Homeland Security Presidential Directives.
- We have the ability to Collect, Analyze and Disseminate information on potential threats.

# Transit Law Enforcement Services Contracts

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE**

THURSDAY, NOVEMBER 18, 2021



Metro

# Recommended Actions

- Seeking contract modifications to align with the move towards reimaging public safety.
- Authorize \$75.2M for the remaining six months of the original contract Includes contract modifications.
- Extend the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract.
- Funds for the extension will be requested during the FY23 budget process.

# Metro Staff Proposed Contract Modifications

## *Implementing a Community-Centered Approach*

- Consistency with Campaign Zero's Eight Can't Wait.

## *Emphasizing Compassion*

- In discussions with the Los Angeles County Department of Mental Health (DMH) to enter into an agreement with Metro, to engage more effectively with persons in need on the system and redirect \$1.6M to DMH.
- Continue to work with LAPD to implement flexible dispatch to streamline resources to provide the response of mental health professionals and other services as an alternative to police officers.

## *Acknowledging Context*

- Proposed revisions to the existing contract SOW, including removal of fare enforcement responsibilities and requiring community focused engagements.





# Metro Staff Proposed Contract Modifications (cont.)

## *Committing to Openness*

- Monitor and review current contract utilization and control expenditures.
- Reallocate resources, as needed.

## *Transparency*

- Ensure accountability by requesting law enforcement contractors to TAP their issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors.
- Increased transparency with improved data collection and public facing dashboard.
- Monitor recommendations provided by the Office of the Inspector General (OIG) and report updates to the Board quarterly.
- Jointly establish procedures in accordance with agencies' best practices to access and deliver body worn data footage.



# Public Safety Advisory Committee

In March 2021, the Board approved a contract increase of \$36M, sufficient for services through December 2021, with staff engaging PSAC for the remainder six months of the contract (Jan-Jun 2022).

- PSAC created an ad-hoc subcommittee specifically for discussing policing contracts and practices
- 11 meetings held to date, members were provided with copies of the contracts, SOW matrix for member feedback/comments, and data as requested
- Based on feedback received, Metro staff issued a memo to the ad-hoc subcommittee with proposed modifications to the existing contract SOW

# Public Safety Advisory Committee (cont.)

- The Policing Practices ad-hoc subcommittee drafted a set of alternative recommendations that included the following:

1. Allocating \$0 in additional funding to the existing public agency policing contracts
2. Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system

***Note: Metro has had a dedicated policing model since 1978.***

3. Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health services, homeless outreach services, transit ambassadors and funding safety initiatives outlined in Metro's Customer Experience plan.
- On November 3<sup>rd</sup>, PSAC unanimously approved the ad-hoc subcommittee's recommendations, with a vote of 14 "yes," 0 "no," and 0 "abstain".

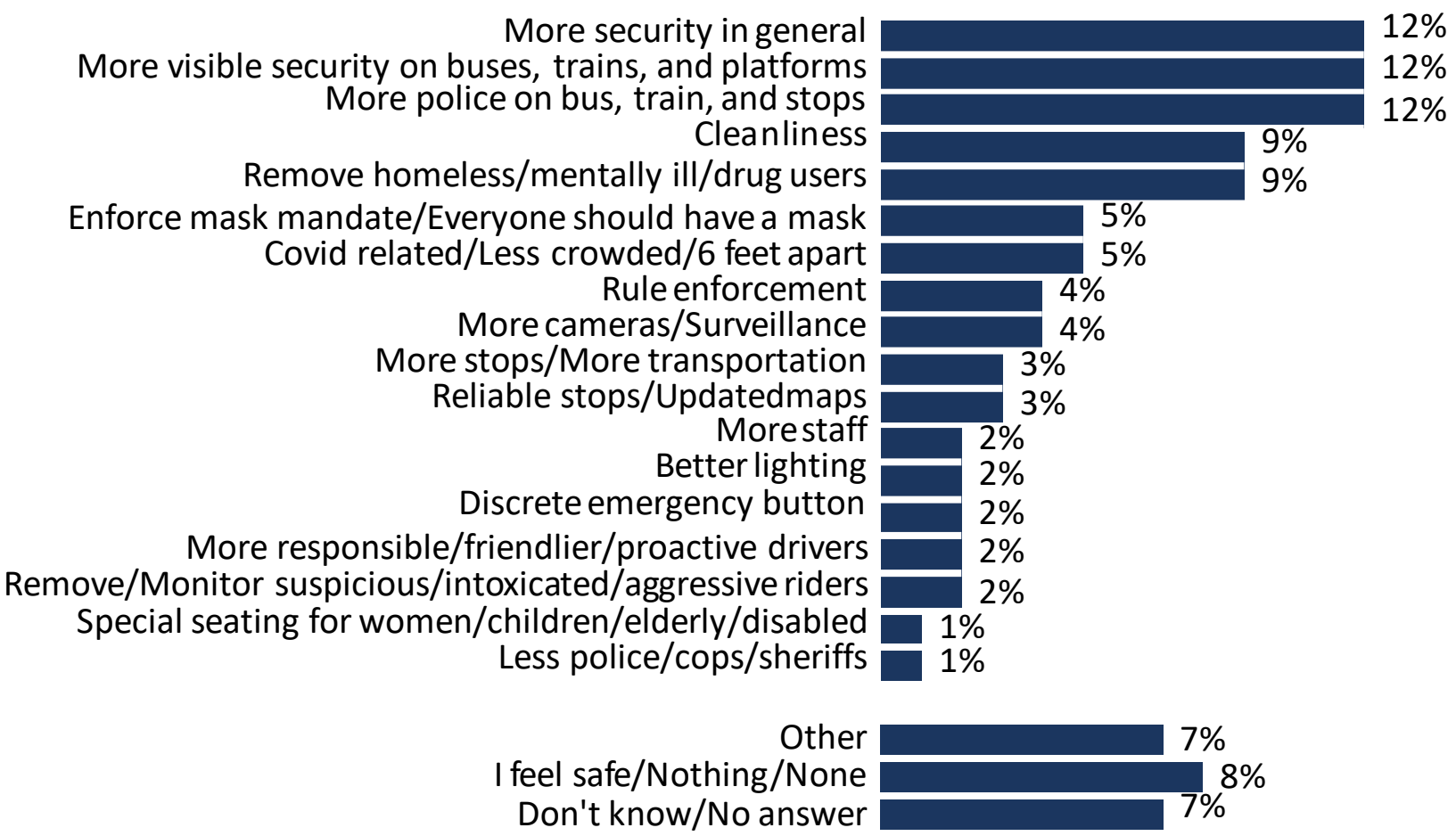


# 2021 Public Safety Survey Results

The most common responses to an open-ended question about improving safety for riders referenced improving security.

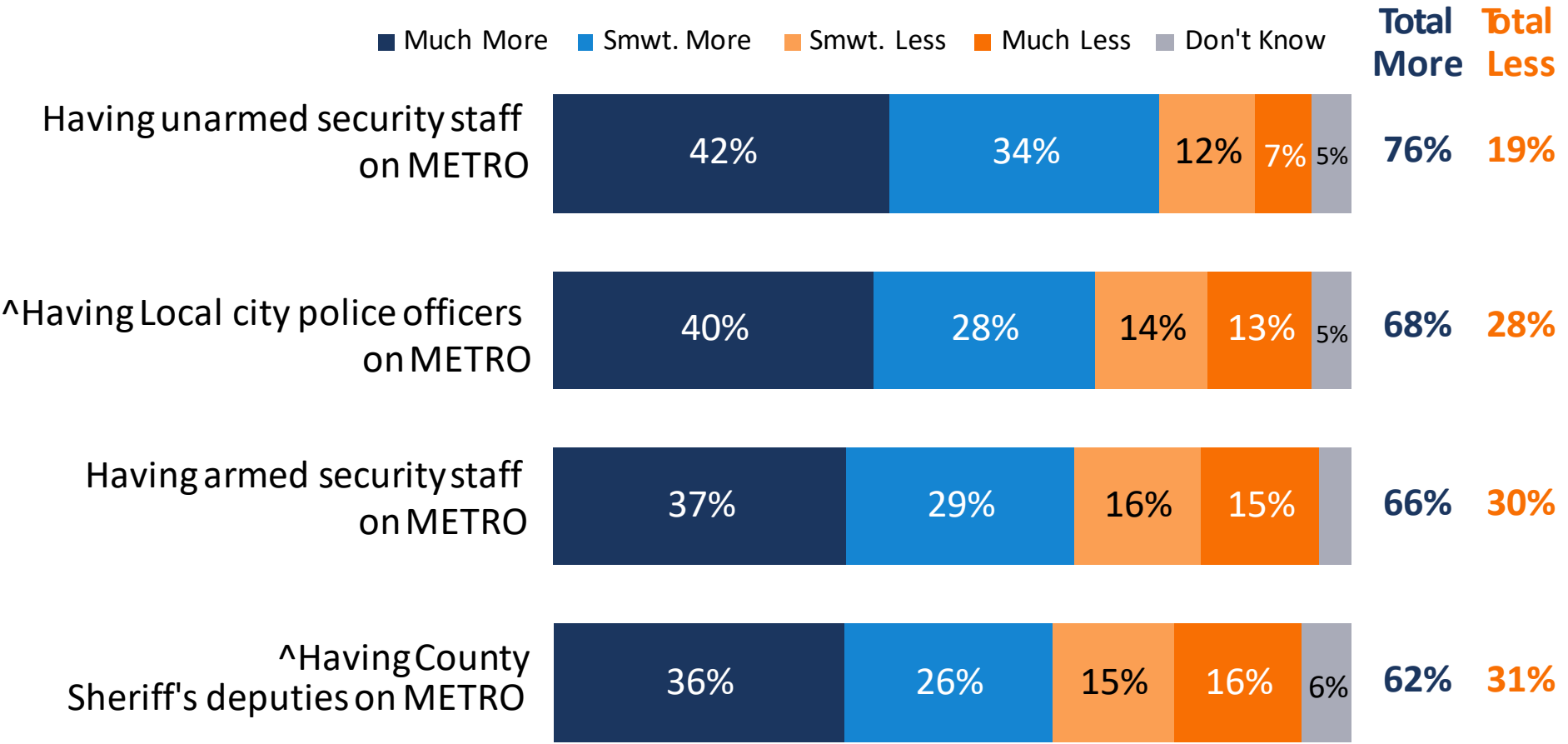
*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted; Responses Shown 1% and a Above)*



SECURITY STAFF: Over 60% of riders want more security staff and law enforcement on Metro, while 20-30% want less.

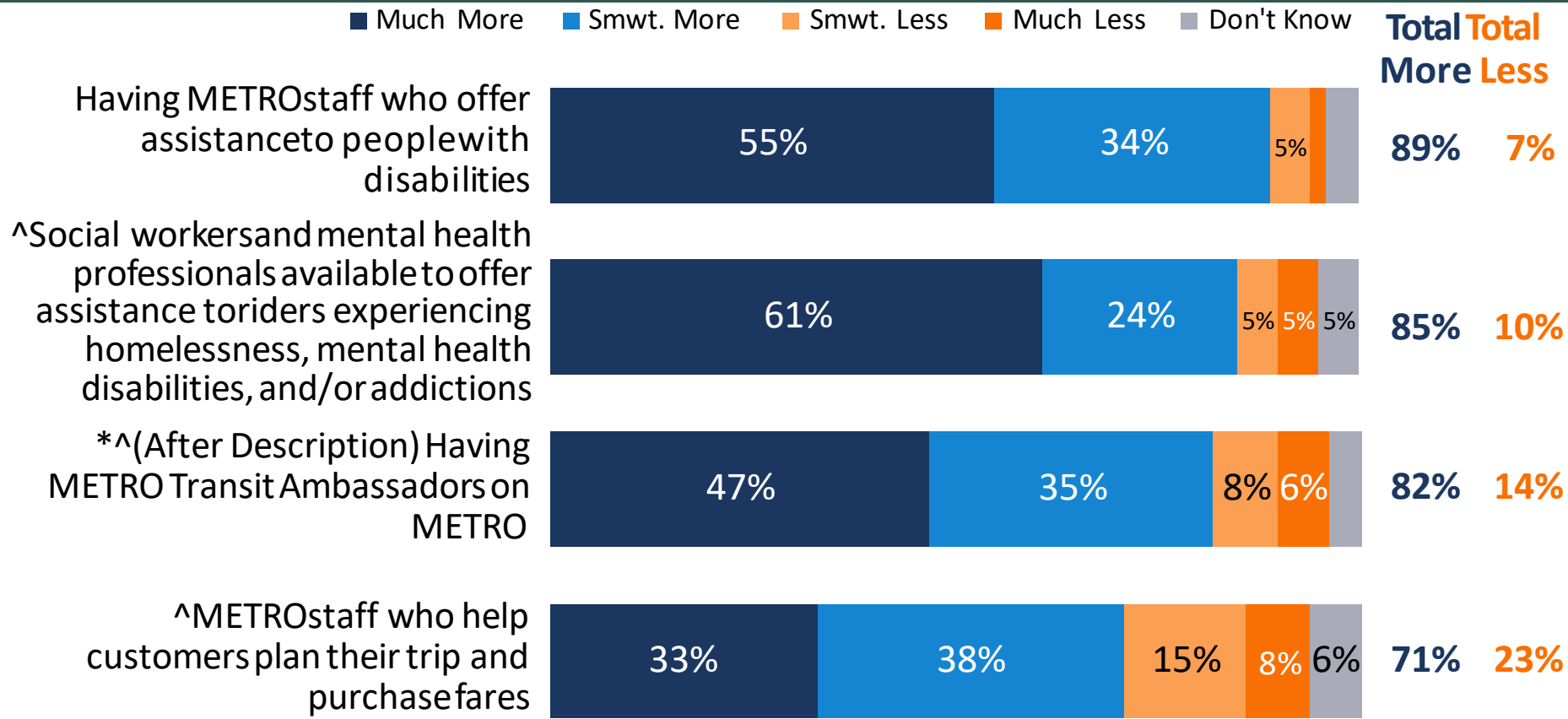
(Ranked by Total More of a Priority)



# 2021 Public Safety Survey Results

ASSISTANCE STAFF: There is even more support for staff who can help customers in a variety of ways, including Transit Ambassadors and social workers.

(Ranked by Total More of a Priority)



# 2021 Employee Safety Survey

## DRAFT Results

Q5 Priority: Having local city police officers on Metro		
		Valid Percent
Valid	Much More of a Priority	66
	Somewhat More of a Priority	22
	Somewhat Less of a Priority	5
	Much Less of a Priority	5
	Don't Know	2
	Total	100
Missing	9	
Total		

Q5 Priority: Having County Sheriff's deputies on Metro		
		Valid Percent
Valid	Much More of a Priority	64
	Somewhat More of a Priority	20
	Somewhat Less of a Priority	6
	Much Less of a Priority	6
	Don't Know	4
	Total	100
Missing	9	
Total		

# 2021 Employee Safety Survey

## DRAFT Results

In general, when thinking about the most recent times you have been out on the Metro Bus or Metro Rail systems, how often did you feel safe?		
		Valid Percent
Valid	All the time	7
	Most of the time	21
	Some of the time	32
	Rarely	22
	Never	18
	Total	100
Missing	0	
	9	
	Total	
Total		

Q5 Priority: Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions		
		Valid Percent
Valid	Much More of a Priority	50
	Somewhat More of a Priority	20
	Somewhat Less of a Priority	11
	Much Less of a Priority	12
	Don't Know	6
	Total	100
Missing	9	
Total		11



# Current Conditions

The three main components to support Metro's Security Program are:

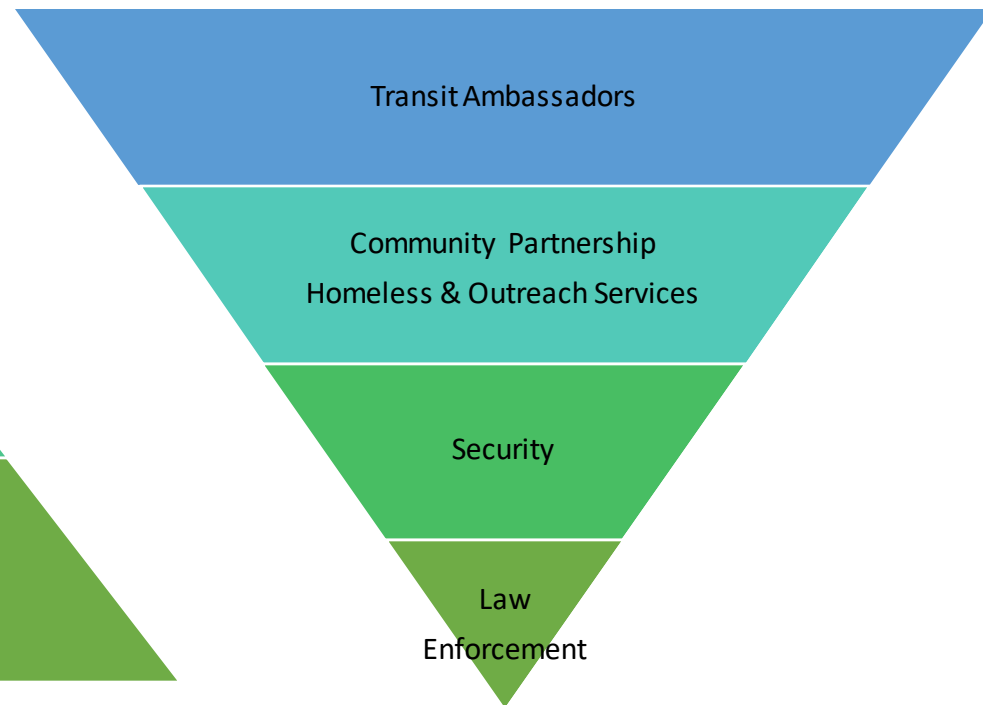
1. Contract Security Guard (RMI International Inc.)
  2. In-House Security (Metro Transit Security Officers)
  3. Contract Law Enforcement (LAPD, LASD, LBPD)
- Metro currently does not have an internal police force to address incidents of crime on the system.
  - Alternatives to policing models are not yet in place and not expected to be fully implemented within the proposed contract extension period.
  - Metro's Transit Security officers and contract security are not sworn peace officers and their functions are limited to observe and report.

# Current and Future

A layered approach of resources will best address safety concerns and ensure the most appropriate response to the transit community.



Current



Future

# Next Steps

- Continue engaging PSAC to develop final recommendations on the new SOW to support the new procurement
- Continue approach to realign resources (i.e., DMH)
- Continue to advance directives of Motion 26.2

# Questions





Metro

## Board Report

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

File #: 2021-0672, File Type: Contract

Agenda Number: 25.

**REVISED**  
**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE**  
**NOVEMBER 18, 2021**

**SUBJECT: TRANSIT LAW ENFORCEMENT SERVICES**

**ACTION: APPROVE CONTRACT VALUE INCREASE AND EXTENSION**

**RECOMMENDATION**

CONSIDER:

- A. SEEKING scope of work modifications (Attachment D) to align with the move towards reimagining public safety;
- B. AUTHORIZING up to \$75.2M for the remaining six months of the original contract inclusive of scope of work modifications;
- C. EXTENDING the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract; and
- D. FUNDS for the extension will be requested during the FY23 budget process.

**HAHN AMENDMENT:** The extension of a contract with any law enforcement agency shall be conditioned on that agency having an enforced COVID vaccination mandate.

Report back in January 2022 on how to enforce the vaccine amendment and come back with a plan on how to move forward with the vaccination requirement. Additionally, report back in March 2022 regarding whether we can continue to contract with the Sheriff's Department.

**ISSUE**

To continue maintaining a consistent and reliable law enforcement presence and to ensure a safe and secure transit system for Metro passengers and employees, the multi-agency law enforcement services contracts need to be funded for the remaining six (6) months of the term of the contracts, January to June 2022.

The additional funds being requested are to replenish contract value available for general law

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enforcement services absorbed by unplanned expenses, which occurred in the early years of the contract. The additional \$75,201,973 will fund services for the remaining six (6) months (January to June 2022) of the multi-agency law enforcement services contracts inclusive of a revised scope of work (Attachment D).

Given that the work with the Public Safety Advisory Committee (PSAC) is not yet complete, and a procurement process for a new policing contract may consist of approximately a 14-month period, staff is recommending extending the period of performance for up to an additional six (6) months, with a 6-month option. This will allow sufficient time for PSAC to submit its recommendations for a new model of public safety reflecting alternative community-based approaches to policing and staff to return to the Board to recommend awarding a new contracts. The budget for the extension will be requested during the FY23 budget process.

By approving these recommendations, Metro can 1) continue multi-agency law enforcement services through June 30, 2022, and 2) provide the Public Safety Advisory Committee (PSAC) the opportunity to complete final recommendations on reimagining public safety on Metro's system for staff to consider incorporating into the future law enforcement services contract, including the approach to better aligned resources under the Department of Mental Health; and implementation of the proposed revisions to the existing multi-agency contract SOW to incorporate lessons learned, employ solutions, and identify costs.

## **BACKGROUND**

In February 2017, the Board approved the award of three individual five-year, firm-fixed unit rate contracts to the City of Long Beach (LBPd), City of Los Angeles (LAPD), and County of Los Angeles (LASD) for multi-agency law enforcement services to support its day-to-day bus and rail operations across Metro's entire service area, as these are not services provided by local jurisdictions. The total five-year contract award amount for multi-agency law enforcement services was \$645,675,758.

The specific tasks that contractors are responsible for include:

1. Responding to calls needing law enforcement intervention including safety emergencies;
2. Conducting joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
3. Riding Metro buses and trains, patrolling bus and rail stations/corridors, and maintaining high visibility at key Metro critical infrastructure locations;
4. Conducting proactive anti-crime operations when not handling a dispatched call;
5. Participating in Metro emergency and disaster preparedness planning and drills; and
6. Collaborating with social service agencies to address the impact of homelessness on the transit system.

In February 2021, Metro staff informed the Board that unplanned expenses for (1) augmented outreach services to the unhoused population, addressing increasing crime trends, sexual harassment; and (2) enhanced deployments to cover special events, surge operations- employee and customer complaints, and other unforeseen circumstances, which occurred in the early years of the contract, had reduced the remaining contract value available for general law enforcement

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services. As a result, more than \$100 million was requested to fully fund the contracts for the remaining twelve (12) months of the contract term (ending June 2022). In March 2021, the Board approved an increase of \$36M, which was sufficient only for law enforcement services to cover costs through December 2021, and to engage the Public Safety Advisory Committee (PSAC). Since then, staff has been engaging PSAC to re-imagine transit safety and develop recommendations for a new model that reflects community-based approaches to policing. Staff's intent was to seek Board approval of these recommendations before the end of this calendar year, leading up to and as part of the procurement process for a new policing contract.

Staff's request to extend the period of performance for up to an additional six (6) months, July to December 2022, with a 6-month option, January to June 2023, will allow sufficient time for PSAC to submit its recommendations to Metro for a new model of public safety, the opportunity for PSAC and/or the public to weigh in on the SOW during the posting time allotted for public comment on the new policing SOW, and award a new policing contract.

## **DISCUSSION**

Providing a safe transit system is imperative to Metro in order to provide a world-class transportation system that enhances quality of life for all who use our system. Metro understands the various levels of safety concerns from the public and employees and the responsibility we have to ensure a safe and comfortable experience for all users of the Metro system. Through the PSAC, public safety survey of our ridership (see Attachment E), surveys of our employees, surveys of the unsheltered, and public comment, we have heard the many and varied voices of our community. Many respondents support both armed and unarmed staff on the system. Over 60% of public respondents want law enforcement and armed security staff to be a priority, and this support spans all race/ethnicity categories. Even more, over 70%, want unarmed security staff to be a priority. Employee surveys indicated 86% of employees want policing to be somewhat more or much more of a priority.

Some riders have heard of, witnessed, or have been a victim of crime that leaves them feeling vulnerable and unsafe. Some riders have heard of, witnessed, or have been a victim of disparate or unfair treatment by those in positions of authority, which leaves them harmed, or feeling disrespected and unsafe. Everyone is looking for prevention of and protection from harm, whether that be from harassment, violence, crime, or other threats. It's important to identify why people have these feelings, to determine if we can better address those core issues. Metro seeks for all to enjoy a safe and comfortable experience on the system.

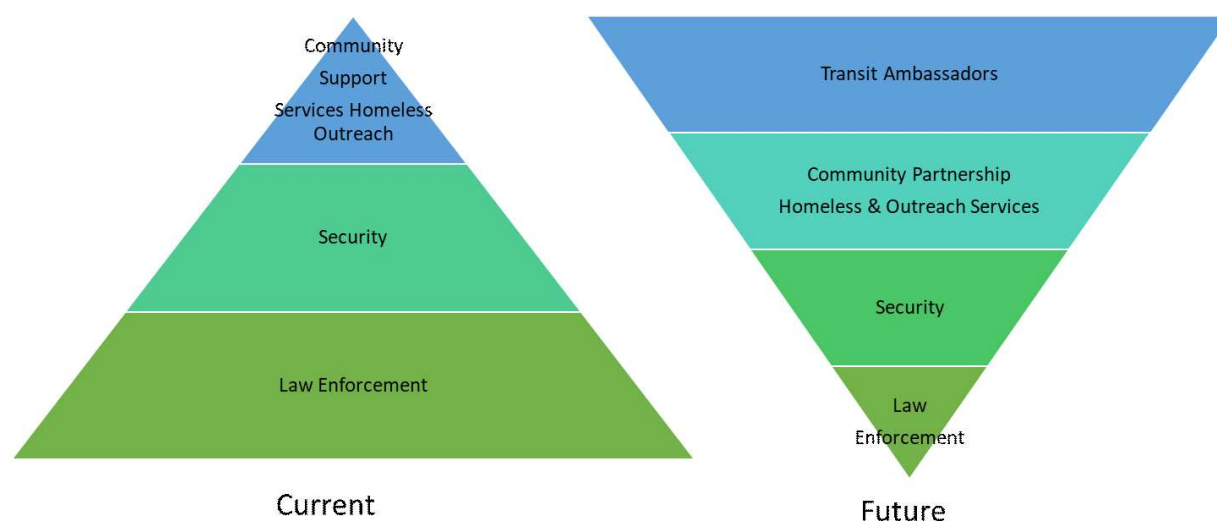
Public safety is a complex topic and we are just at the beginning of our efforts to reimagine safety on our system. Safety by definition means "being free from harm or risk" and we understand that safety means different things to different people. This is a unique time, and we have an opportunity to approach public safety differently. Metro is taking a holistic approach to public safety that promotes safety, compassion and respect for our riders and employees. Key themes to this approach:

- Building better support for vulnerable riders
- Leading with compassion
- Respecting diversity

- Recognizing context
- Community-centered approach
- Reducing the risk of biased outcomes
- Increased transparency and accountability

Based on the work of the Center for Policing Equity, staff will apply key questions to guide and focus internal decisions to support advancing a reimagined transit public safety program. 1. What services could replace law enforcement to reduce their footprint on riders? 2. How can we reduce law enforcement's footprint on over policed riders? 3. What riders and/or employees need more resources and what mechanisms can deliver them? 4. How can we measure our response to change? 5. How can we respond to rider violence with a lighter law enforcement footprint?

We want to focus resources to address root issues to some safety issues. As well as redirecting resources so that the right response is deployed to the safety concern.



### Scope of Work (SOW) Modification

Staff is proposing revisions to the existing contract SOW to increase transparency and continue engaging with the community and passengers to improve trust.

The proposed revisions, which align with the recently PSAC approved Mission and Values for Transit Policy -- *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context, and Committing to Openness and Transparency*, include:

- Removal of fare enforcement and code of conduct responsibilities
- Revised language dealing with proactive enforcement
- Redirecting \$1.6M from LASD contract to the Los Angeles County Department of Mental



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Health (DMH) to engage more effectively with the unhoused seeking shelter on the system

- Improved consistency with Campaign Zero's Eight Can't Wait; and
- Increased data collection, transparency, and accountability.

Additionally, staff has been in discussions with the Los Angeles County Department of Mental Health (DMH) to enter into an agreement with Metro, to engage more effectively with persons who are in cognitive crisis or under the influence, or those who turn to the Metro system and property seeking shelter. Staff hopes to reach agreement with the DMH by the end of this calendar year. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing LASD contract. Expansion on the DMH contract to include Long Beach Police Department and Los Angeles Police Department is expected with the additional options requested.

- Law enforcement contractors will host up to one (1) community engagement event per month to re-build trust with community members.

To further enhance public safety across the system, campaigns such as Children Travel Safe, Bystander Training, Clean and Safe, Anti-Hate, Sexual Harassment Prevention & Correction, Implicit Bias, ADA Sensitivity, Overdose Intervention and Prevention, and Victim Advocacy will continue to be developed in coordination with community-based organizations, and Office of Civil Rights & Inclusion, and our law enforcement and security contractors.

### *Accountability*

In light of the Office of the Inspector General (OIG) reports, staff continues to monitor and review current contract utilization in efforts to control expenditures; maintain current staff levels; reallocate current resources to where surge operations are needed and continue to shift law enforcement resources previously supporting Metro Rail Operation's special events to Metro Transit Security.

### **PSAC**

To support PSAC with providing recommendations to the existing contract and on a future contract, Metro staff provided members with a copy of the executed contracts with LAPD, LASD, and LBPD, in addition to various public data sets as requested by members. Complimenting copies of the contracts, staff provided a comprehensive SOW matrix (Attachment F) to members of the Policing Practices ad-hoc subcommittee for review. This matrix was used as a baseline to capture member feedback and potential recommendations. Metro staff issued a memo (see Attachment G) on October 26th to the ad-hoc subcommittee with recommendations for modifying the existing contract. On October 27<sup>th</sup>, the ad-hoc subcommittee met to discuss staff's recommendations and expressed they would like to draft a response. The committee drafted a set of alternative recommendations in a memo (see Attachment H) dated October 29<sup>th</sup>. The recommendations included the following:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health

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services, homeless outreach services, transit ambassadors and funding safety initiatives outlined in Metro's Customer Experience plan.

On November 3<sup>rd</sup>, PSAC members voted on the ad-hoc subcommittee's recommendations. Although some members expressed concern about the security impacts of not funding, the committee members unanimously approved the ad-hoc committee's recommendations, with a vote of 14 "yes," 0 "no," and 0 "abstain" (see Attachment I).

Staff has listened to PSAC's feedback and reviewed their comments provided on a Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment F) for improving policing services currently provided under the multi-agency law enforcement contracts and proposed to incorporate several recommendations through revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement consistent with the long-term vision of reimagining public safety.

Metro staff is fully committed to an ambassador program. We recognize the proven benefits of a Transit Ambassador Program and our goal is to implement effective alternative policing strategies as soon as possible. If Metro utilizes contracted services to staff the ambassador program, Metro could be ready to advertise a scope of work for those services by February 2022 with a contract award in the summer. The scope of work could be advertised to Community Based Organizations with expertise in homeless outreach, disability services, and/or hiring, training, and overseeing formerly incarcerated members of our community. Metro's goal is to move forward with a model that best delivers a Transit Ambassador Program in a timely way that is responsive to the sense of urgency that our Board members and public have expressed for this program.

### **DETERMINATION OF SAFETY IMPACT**

The authorization of the contract amendments to each of the law enforcement contracts will ensure continued safety and security of passengers and employees and improve Metro's ability to safeguard critical transportation infrastructures. See Attachment J for a list of positive safety services that are provided by our law enforcement contractors.

### **FINANCIAL IMPACT**

The total funding increase of \$75,201,973 is already included in the adopted FY22 budget, cost center 2010. The cost center manager and Executive Officer, System Security & Law Enforcement will be responsible for budgeting in FY23.

#### **Impact to Budget**

The source of funds for this effort will be local operating funds, including fares, sales tax Proposition A, C, TDA, and Measure R. These funds are eligible for bus and rail operations.

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

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve

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this goal, Metro will rely on a multi-layered, integrated security program that comprises technology, people, and partnerships.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract amendment as recommended by PSAC. This alternative is not recommended as Metro currently does not have an internal police force to combat incidents of crime on Metro system. Furthermore, Metro does not have existing contracts in place to provide an ambassador program, sufficient social services and mental health alternatives as outlined by PSAC.

- Metro will be responsible for costs reasonably incurred by the police agency as a result of the early termination of the contract, which would include reasonable demobilization costs.
- An effort to not approve funds for the law enforcement contracts may be only a shortsighted approach and a missed opportunity to achieving the long-term change that we all seek. With violent crime on the rise on our system, in our communities and across the country, now is not the most appropriate time to limit the capacity of our law enforcement partners to connect with our communities without having any available alternatives to deploy, Metro, as a common carrier, is under a duty to provide the utmost care to its passengers, and recommends investing in this capacity, investing in partnerships, and investing in services that supplement safety and security efforts to better serve those who are most in need.
- PSAC continues its work to advancing a reimagined transit public safety program on Metro. Staff will continue to engage with and support its efforts to enhance safety across all aspects of the system.

### **EQUITY PLATFORM**

The first recommendation allows for continued law enforcement services on the system for the remaining six months of the original period of performance. This action, although as voted on November 3<sup>rd</sup> is not supported by PSAC, will allow the riders to see interim changes rather than continue with the status quo. For example, fare enforcement will be contractually removed from law enforcement's duties and include abiding by the 8 Can't Wait policies.

The second recommendation under consideration to extend the existing contract by six months with a six-month option would allow PSAC to provide feedback on the scope of work for a future contract. These extensions would be necessary due to the 12-14-month procurement process. PSAC would have an opportunity to provide feedback as staff develops the SOW and when it's posted for public viewing and input. In addition, while the new SOW is developed, it does not preclude future PSAC recommendations or other SOW modifications from being implemented into the extension period.

### **NEXT STEPS**

Upon Board approval, staff will execute contract modifications to each of the law enforcement contracts to continue to provide law enforcement services.

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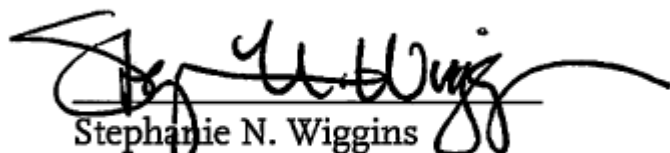
Continue engaging PSAC to provide final recommendations on how to reimagine public safety and begin developing the future scope of services, budget, and other provisions in preparation for the solicitation process of the new law enforcement services contract.

## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary  
Attachment D - SOW Modifications  
Attachment E - Public Safety Survey  
Attachment F - Multi-Agency Police Contract SOW Matrix  
Attachment G - Staff Recommendations  
Attachment H - PSAC's Alternative Recommendations  
Attachment I - PSAC November 3<sup>rd</sup> Meeting Vote  
Attachment J - Safety Services provided by Law Enforcement Contractors

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Stephanie N. Wiggins  
Chief Executive Officer



## Board Report

File #: 2021-0682, File Type: Informational Report

Agenda Number: 26.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 18, 2021

**SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

#### **ISSUE**

As of June 2021, Metro System Security & Law Enforcement (SSLE) revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). To avoid discrepancies related to crime reclassifications and consistent with contract terms and conditions, SSLE will have all data submitted by the 15th of every month, which will provide ample time for staff to review, thereby providing the Board with complete and accurate data.

#### **BACKGROUND**

Metro entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide greater, more visible "felt presence" of police to help deter terrorism and criminal activity on Metro buses and trains.

#### **DISCUSSION**

##### **LAW ENFORCEMENT CONTRACT COMPLIANCE**

###### *Technical Review*

The SSLE Administration and Compliance Unit continue to verify that all field Officers/Deputies on duty are tapping their Metro issued badge at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors to maintain high visibility and accountability of our contracted law enforcement services.

Upon reviewing the sample size from August 2021 to September 2021, and review of law enforcement supporting information it was determined that the Officers/Deputies from the daily deployment schedule served at their respective details and are in compliance with the contract.

### *Community Policing Updates*

As part of the Metro community policing plan under contract, each agency hosts their own community policing events. The LASD has shared their upcoming community engagement event, Coffee with a Deputy scheduled for the following dates, times, and locations:

- November 16, 2021 at 6am at the Norwalk Bus Layover
- November 30, 2021 at 6am at the Metro Rail Operations Center Bus Layover
- December 14, 2021 at 6am at the El Monte Bus Terminal

## **METRO TRANSIT SECURITY (MTS)**

### *Quality Service Audits*

For September, MTS completed twelve (12) Quality Service Audits (QSA). MTS Supervisors contacted eleven internal partners and one patron to gain feedback on the performance of our officers. The audits reflected "meets" and "exceeded" expectations for the services rendered by our officers. Effective November 1, 2021, the established goal is 16 QSA's a month with at least 10 being patrons.

### *Training*

Implicit Bias is conducted quarterly for all Transit Security Staff. Training is typically a PowerPoint Presentation that is vetted through a Metro contracted psychologist. Training is conducted at roll calls and presented by Training Division staff. Q3 Implicit Bias training is 98% complete for this quarter.

### *Calls for Service*

For the month of September, Transit Security received 262 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 166 calls and responded to 135 of them with an average response time of 10 minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator tech.
- Priority: Transit Security received 92 calls and responded to 69 of them with an average response time of 8 minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator tech.
- High Priority: Transit Security received 4 calls and responded to 2 of them with an average response time of 2 minutes. The remaining calls were assigned to law enforcement.

### *Commendations*

Outstanding leadership award for Officers Garcia and Trujillo: On August 24th, 2021, Officer Garcia and his partner, Officer Trujillo, were reassigned to H-25, zone 5. When dispatch broadcasted a call for H-21 to respond to Pershing Square for a pedestrian vs. train incident. Officer Garcia and his partner took the initiative to respond from outside their zone and proceeded to assist and take the lead in the chaotic incident scene. With the train stopped halfway between the platform and the tunnel, Officer Garcia and his partner coordinated with the TOS, LAPD and train operator to evacuate patrons from the train safely onto the platform. The officers' leadership, quick thinking and decisiveness were instrumental in the safe extraction of the subject from underneath the train, who

was then transported to a medical facility.

### *New Technology*

Metro Transit Security is exploring the use of a digital application that can be added to the Mobile Phone Validator currently utilized by our security officers. This application will translate a variety of languages to and from English to other languages in speech or text form. This will improve the flow of information between the security officers and our customers. This will enhance customer service and improve public safety as important information can be shared without delay. SSLE hopes to pilot this program during the upcoming USC and UCLA football game. If it is successful, full implementation will be planned for January 2022. There is no cost to incorporate this digital solution.

### *Spotlight of the Month*

## **BUS OPERATIONS SECURITY**

In September, there were a total of fifteen (15) assaults on bus operators, with seven (7) assaults occurring in LAPD's jurisdiction and eight (8) assaults occurring in LASD's jurisdiction. On average, there are approximately six (6) assaults on bus operators every month.

In September, there were a total of 9,096 bus boardings by LAPD officers and a total of 8,434 bus boardings by LASD deputies on various routes throughout the system. Between August and September, LAPD saw a decrease in bus boardings of 1,178, and LASD saw a decrease in bus boardings of 174.

We are developing a Bystander Training to assist Metro employees and other riders as to what they can do that would be most effective during an incident without putting themselves in harm's way. We are exploring defensive tools such as whistles, panic buttons, or digital applications.

## **MOTION #35 UPDATES**

Contained within Motion 35 are the "Eight Can't-Wait" reforms for 'Use of Force' that are within Campaign Zero. Metro Transit Security is meeting and conferring with its unions to update our Use of Force Policy.

Metro's Transit Security draft Use of Force (UOF) Policy was sent to the AFSCME and Teamsters unions for review. Currently, both unions have their legal teams reviewing the policy. We are currently scheduling a meeting with both Unions for late October to discuss their concerns. We will report back in December with an update.

LBPD's Use of Force Policy is undergoing a revision and is being reviewed by a community panel. This process is still ongoing, and we will provide an update at the Board meeting in December.

## **HOMELESS OUTREACH SERVICES**

### *External Partnerships*

LA Mission and SSLE's senior leadership team are working together to draft a Letter of Agreement. That meeting was moved from late October 2021 and was rescheduled on November 10, 2021. SSLE and West Angeles C.O.G.I.C., Community Development Corporation met October 26, 2021 to

begin preliminary discussion on the Scope of Work. The CDC has identified a homeless partner with beds, which would increase our capacity to house clients. The CDC is interested in bringing in a subcontractor to support their program with Metro. As a concept, the CDC can address a 2nd shift team to provide outreach services to include housing and case management. CDC is working on the Scope of Work and will have a draft by our next scheduled meeting on November 9, 2021.

## SEXUAL HARASSMENT

Peace Over Violence performance metrics for the month of September 2021.

Performance Measure	September 2021 Number Served
Total Sexual Harassment Cases Contacting POV	3
Total Cases of Metro Located Sexual Harassment Contacting POV	1
Total Number of Metro Riders Requesting Counseling Services	1
Total Number of Police Reports Filed or Intended to File	1
Total Number of Active Cases	0

On September 27, 2021, LAPD responded to a call for police presence when a 16-year-old female requested assistance after she exited the train and was off the Metro system, she was sexually assaulted. LAPD requested advocacy for the survivor from Peace Over Violence (Advocate), who dispatched out to a local hospital where the survivor was staying. Advocate stayed at hospital with survivor for Sexual Assault Response Team (SART) exam, offered support and advocacy and connected her to POV. Survivor will be assigned a case manager through POV separate from this report. The suspect was ultimately arrested by LAPD.

Metro and law enforcement contractors are committed to keeping patron's safe and free from sexual crimes/ harassment and hate incidences. LASD Transit Security Bureau (TSB) has furthered these efforts with the following: In mid-October, during public comments of a Public Safety Advisory Committee meeting, TSB LASD Captain Kehoe was made aware of an unsheltered person sexually harassing students from the California School of the Arts. TSB takes these complaints extremely seriously. The next day, a multiple-faceted action plan was developed and initiated within days. Patrol deputies and SAU (Special Assignment Unit) were directed to increase visibility and ride on trains (L-Line) during high student foot-traffic times. Also, deputies were instructed to reach out and speak with students about their concerns. Through their outreach, information was gathered and recorded of the alleged suspect sexually harassing the students.

SAU and TMET (Transit Mental Evaluation Team) deputies conducted outreach to unsheltered people living below Second Street and Colorado Avenue, city of Arcadia (riverbed). Unsheltered people living in the riverbed in this general area may have attributed to the sexual harassment complaints made by students.

Deputies also responded to the California School of the Arts and contacted Nicole Read, Assistant Principal. Deputies requested to host a rail safety class at the School. However, due to COVID19,



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assemblies were not held in person but done virtually. On Friday, October 29, 2021, TSB Deputy Tineo and LT. Ben Sahile attended the virtual assembly via ZOOM and addressed the students. Rail Safety was discussed, and information was provided to all students.

TSB Social Media is being expanded (TSB #Keepyousafe). We are planning weekly rail safety tips given by our deputies, special short videos featuring TSB staff, highlight specialized units, introduce our K9 and feature community outreach. TSB social media outreach will have a minimum of 3 to 5 post a week on all social media platforms that we use (Twitter, Facebook, Instagram). See Example Instagram Link: <https://www.instagram.com/lasdtransit/?hl=en>

### **CHILDREN TRAVEL SAFE CAMPAIGN**

Metro is committed to having all patrons safely ride the system. Recognizing that students may need specifically tailored guidance and support on how to travel safely on the system, SSLE in conjunction with the Communications Department, are launching a Children Travel Safe Campaign. With the increased number of students back in school and on our system- under the GoPass program, understanding how to travel safely on our system is important. Messaging includes: Calling 911 in emergencies, use of the Metro Transit Watch application, how to spot law enforcement and security on system, the importance of riding with a parent if the student is thirteen years or younger, and how to avoid distractions while aboard the system. Information will be disseminated directly to students through the Go-Pass Program materials and updates, Metro Community Relations Department and Street Teams, law enforcement partner community meetings and through Metro social media and the social media of Metro policing contractors.

### **ANTI HATE & BY-STANDER PROGRAM**

As a Los Angeles County community, Metro believes that it is our duty to support one another and to protect our community members whenever possible from threats of sexual harassment, violence or mistreatment.

#### **Bystander Program:**

SSLE, Operations, and Communications are launching a Bystander Program that encourages employees and riders to support one another by reporting incidences on the system and outlines what actions one can take on a step-by-step basis to protect one another while maintaining their own safety. It is important for Metro riders and employees to know what they can expect from us as an agency when they are in need, and similarly for Metro to provide concrete ways that employees and riders can assist one another.

#### **Anti-Hate**

Metro is a partner of Los Angeles County's Anti-Hate week, November 14th to 20th. In addition to Metro contract law enforcement's standard implicit bias training, all contracted law enforcement and Metro Transit Security are invited to attend a law enforcement only train-the-trainer, Department of Justice anti-hate training. Additionally, LASD Transit Services Bureau is hosting an anti-hate community art event at Willowbrook/Rosa Park Station on November 17th.

### **EQUITY PLATFORM**

In response to the increase in bus operator assaults in September, we've requested our law enforcement partners to reallocate resources to service areas in need. From LAPD, there are no

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trends or patterns that have been identified at this time and the reported assaults appear to be random and unrelated. Four incidents resulted in arrests and 3 remain unsolved at this time. Transit Services Division (TSD) Detectives are working closely with the area detectives on the cases to review crime reports, identify possible crime trends and patterns, and pass along the information to the units. TSD Bureau Bus Riding Teams (BRT's) were made aware of the 7 incidents and adjusted their deployment.

From LASD, there are no trends or patterns that have been identified at this time and the reported assaults appear to also be random and unrelated. The deputies have been tasked with conducting patrol checks of bus routes through their areas, conduct bus boardings, operator contacts, patrol bus lay overs and patrol parking structures. LASD has directed its bus deputies to have higher visibility on Metro buses, bus routes, and lay overs in order to prevent and deter assaults on bus operators. LASD has also tasked its Bus Teams to conduct spot checks and bus rides on Metro's north and south bus lines. To help our partners identify suspects and possible trends, we strongly encourage our bus operators to report all assaults. We have monthly meetings with management from Rail Operations Control and Bus Operations Control to provide updates on our efforts.

The new random Quality Service Audits (QSA) will provide a key assessment tool to help measure and enhance customer's perception of safety, security, customer service, and public sentiment towards MTS. To ensure the sample QSAs reviewed on a monthly basis have a similar ratio of internal to external customers, the goal is to have at least 16 QSAs per month in which at least 10 are from external customers. We will also look into capturing demographic data in the QSAs. As we further refine this new initiative, we will analyze the sampling tools and identify opportunities for a wider representation of our riders, if needed.

To enhance community relationships and hear from voices within the Long Beach community, LBPD's Use of Force policy is currently being reviewed by a community panel. The intent of engaging this panel is to have a cross-representation of diverse perspectives, particularly from people of color who may experience more regular use of force incidents.

## **NEXT STEPS**

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

## **ATTACHMENTS**

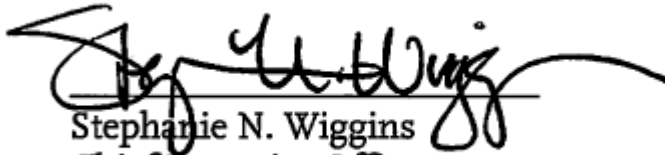
Attachment "A"- Systemwide Law Enforcement Overview September 2021  
Attachment "B"- Sexual Harassment & Crimes September 2021  
Attachment "C"- MTA Supporting Data September 2021  
Attachment "D"- Transit Police Summary September 2021  
Attachment "E"- Monthly, Bi-Annual, Annual Comparison September 2021  
Attachment "F"- Violent, Prop, and Part 1 Crimes September 2021  
Attachment "G"- Demographic Data September 2021

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Stephanie N. Wiggins  
Chief Executive Officer

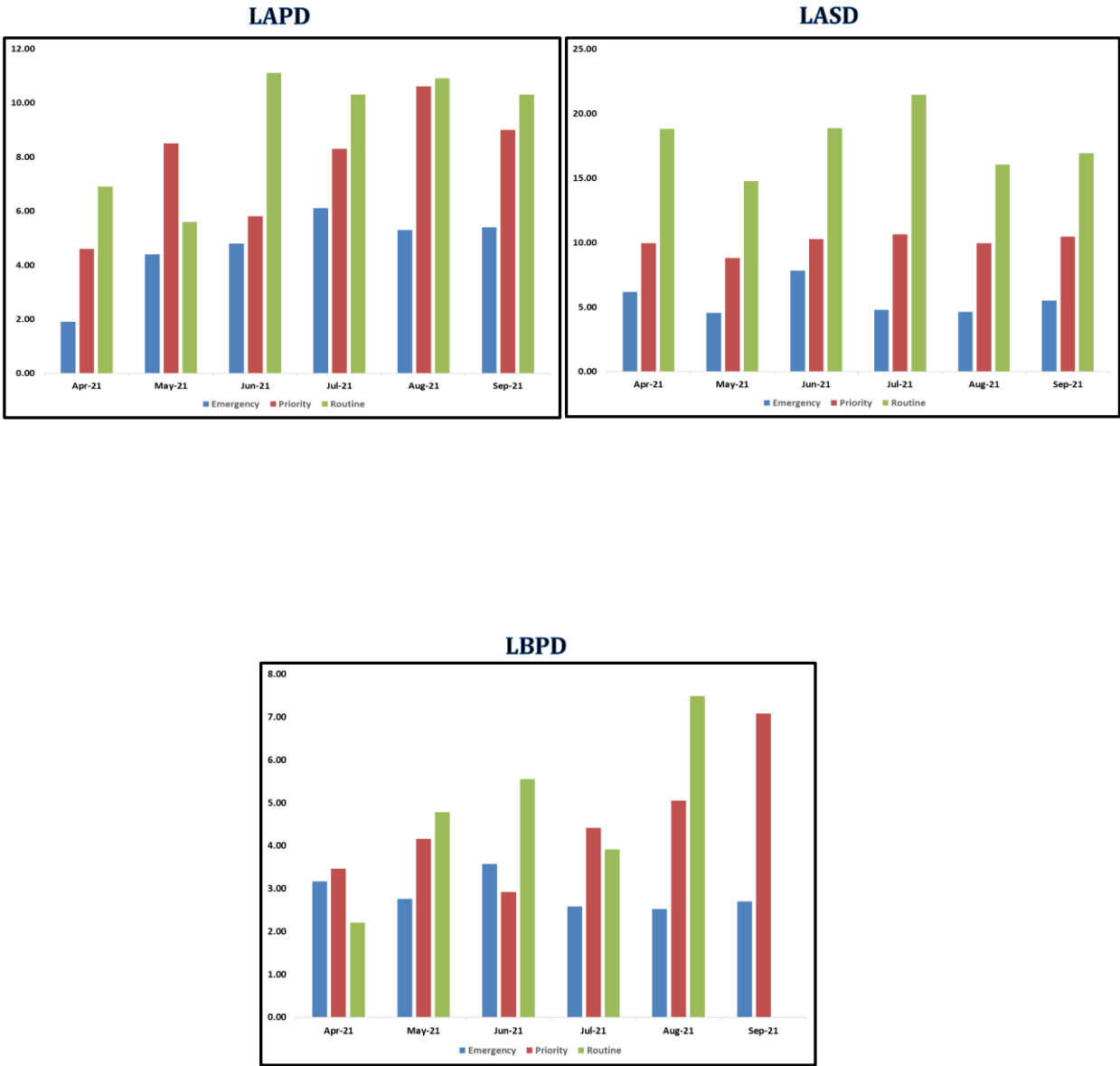
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

## SEPTEMBER 2021

Attachment A

### Average Incident Response Times

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

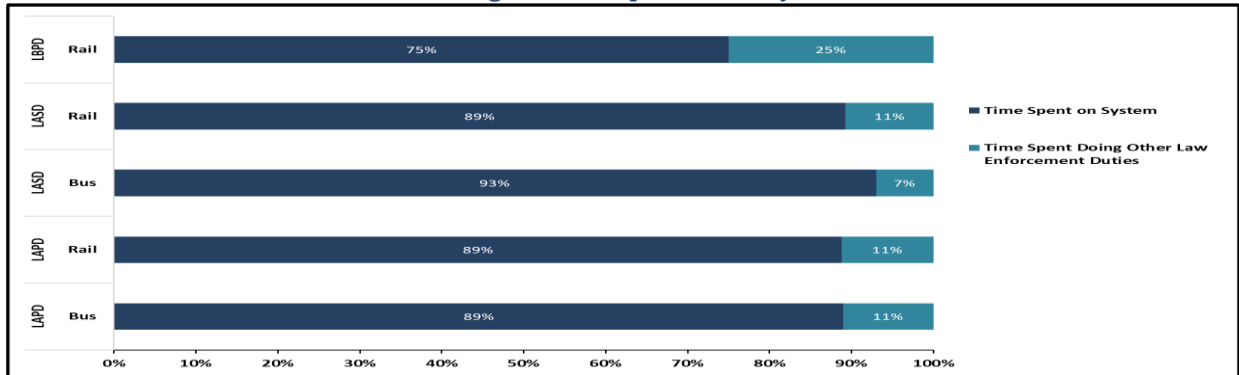


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

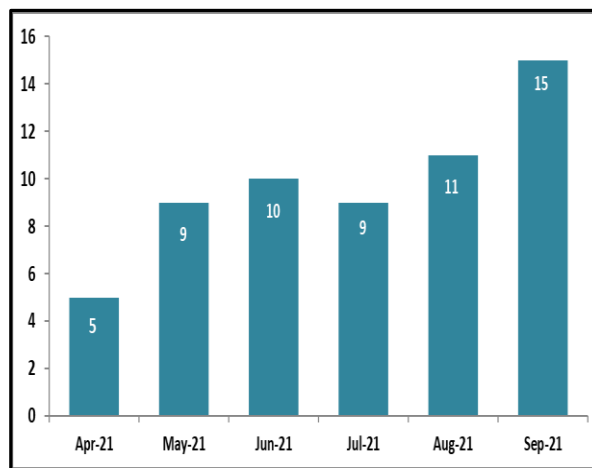
SEPTEMBER 2021

Attachment A

Percentage of Time Spent on the System



Bus Operator Assaults

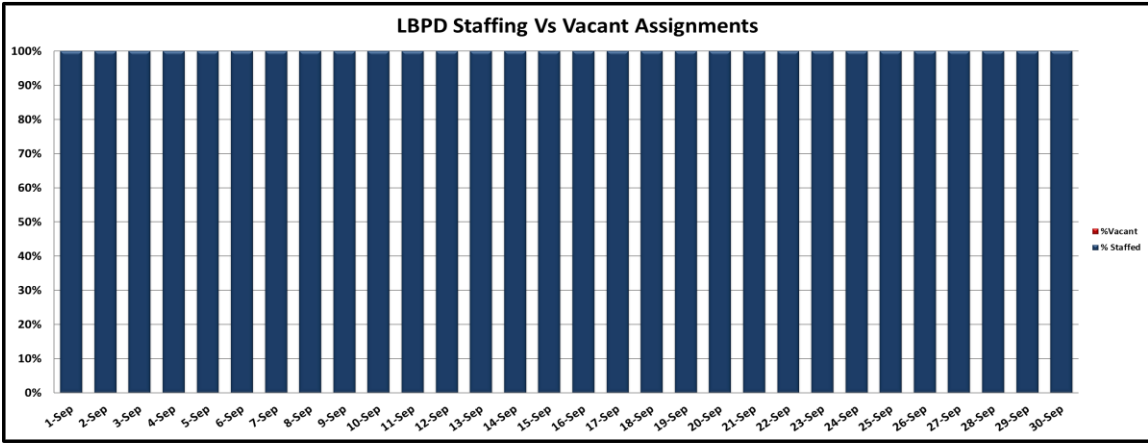
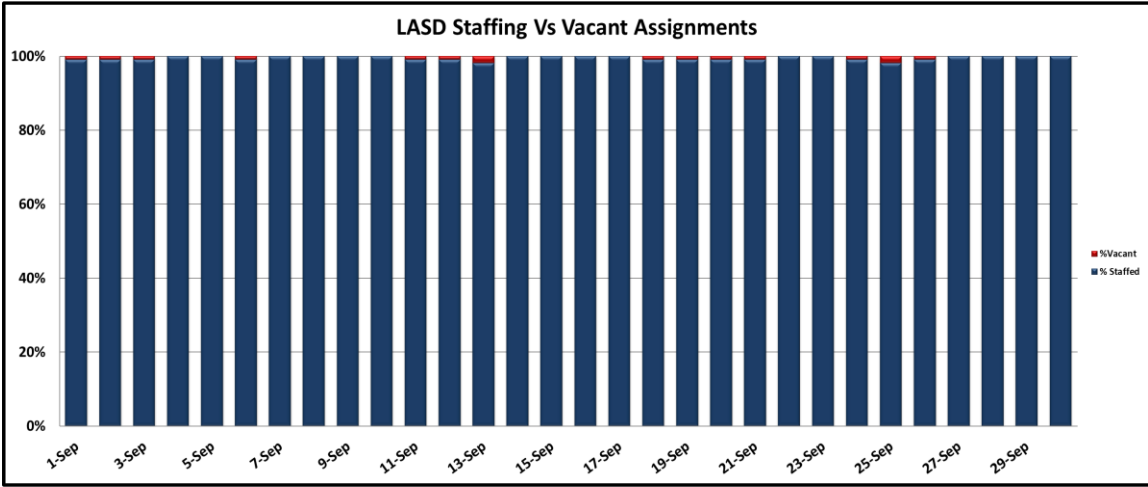
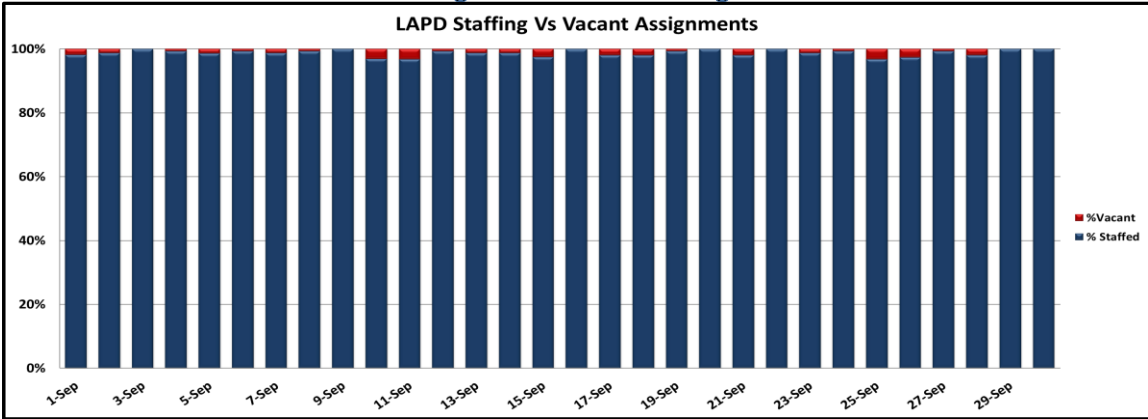


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

SEPTEMBER 2021

Attachment A

## Ratio of Staffing Levels vs Vacant Assignments



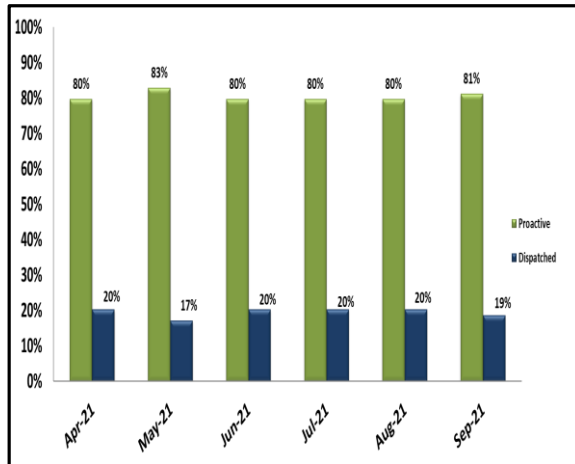
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

SEPTEMBER 2021

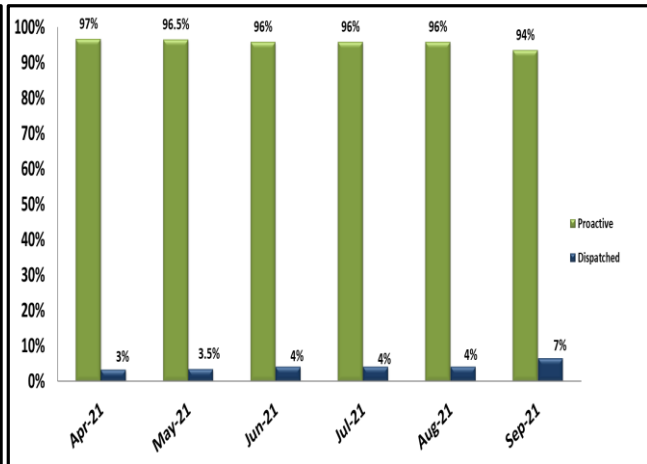
Attachment A

## Ratio of Proactive vs Dispatched Activity

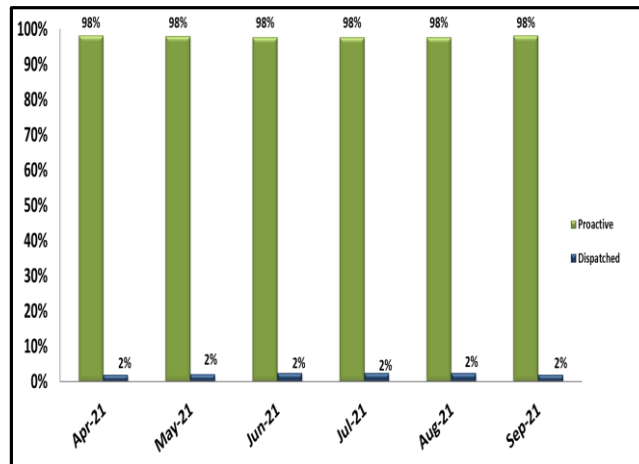
### LAPD



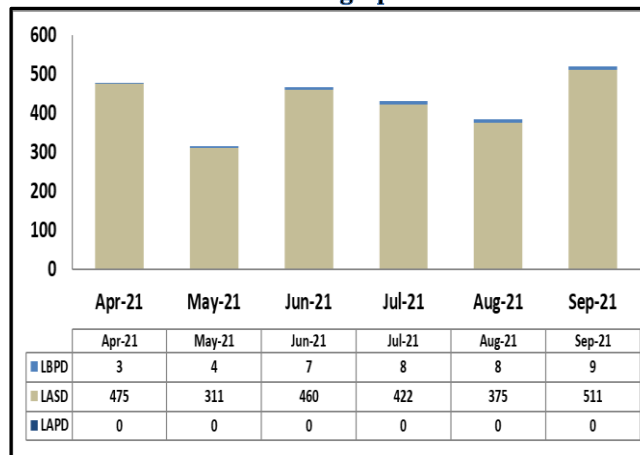
### LASD



### LBPB



## Grade Crossing Operations



### Grade Crossing Operation Locations September:

1. Blue Line Stations (328)
2. Expo Line Stations (41)
3. Gold Line Stations (151)

## Sexual Crime/ Harassment Calls for Service (September 2021)

September 2021 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	0	1
Sexual Battery	4	2	0	0	6
Lewd Conduct	0	0	0	1	1
Indecent Exposure	2	1	0	9	12
Rape	2	0	0	0	2
TOTAL	8	4	0	10	22

POV Information Provided	
	September 2021
YES	17
NO	5
Gone On Arrival	1
Did Not Have Info	3
Telephonic Report	0
Refused Card	0
Not Offered	0
TOTAL	22

SEPTEMBER 2021: 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 Rept. To On Scene
LAPD	0	30	30
LASD	2	19	20
LBPD	N/A	N/A	N/A
MTS	0	4	4
DEPT AVERAGE	0	19	19



MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	1	0	0	1
Rape	0	0	0	1
Robbery	1	4	0	10
Aggravated Assault	2	4	1	25
Aggravated Assault on Operator	0	0	0	0
Battery	0	2	2	19
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	2
SUB-TOTAL	4	10	3	58
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	3
Larceny	4	4	0	14
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	1
Arson	0	0	0	0
Vandalism	0	2	1	12
SUB-TOTAL	4	6	1	30
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	3	0	3
Narcotics	0	2	0	3
Trespassing	0	0	0	4
SUB-TOTAL	0	5	0	10
TOTAL	8	21	4	98

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	3
Pico	1	1	0	6
Grand/LATTC	0	0	0	1
San Pedro St	0	1	0	2
Washington	2	0	0	8
Vernon	0	2	0	5
Slauson	2	0	0	4
Florence	1	1	0	6
Firestone	1	1	0	7
103rd St/Watts Towers	0	0	0	3
Willowbrook/Rosa Parks	3	2	4	19
Compton	1	0	1	7
Artesia	1	1	0	7
Del Amo	1	1	0	4
Wardlow	0	1	0	2
Willow St	1	0	0	4
PCH	0	0	0	0
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	0	0	0	0
Downtown Long Beach	1	0	0	4
Pacific Av	1	0	0	3
Blue Line Rail Yard	0	0	0	0
Total	17	11	5	98

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	1	7	1	29
Misdemeanor	2	28	3	99
TOTAL	3	35	4	128

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	4	9	3	52
Vehicle Code Citations	0	3	95	275
TOTAL	4	12	98	327

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	5	63	0	257
Priority	24	73	49	417
Emergency	2	3	13	68
TOTAL	31	139	62	742

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

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	81%
Blue Line-LBPd	75%

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	9	25
Pacific Ave.	0	0	0	0
Willowbrook	0	56	0	171
Slauson	0	15	0	27
Firestone	0	19	0	32
Florence	0	36	0	82
Compton	0	86	0	198
Artesia	0	78	0	186
Del Amo	0	29	0	88
Long Beach Blvd	0	0	0	0
TOTAL	0	319	9	809

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	7
Aggravated Assault	0	5	8
Aggravated Assault on Operator	0	0	1
Battery	1	0	6
Battery Rail Operator	0	0	0
Sex Offenses	0	3	4
SUB-TOTAL	1	8	26
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	0	1	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	1	3	9
SUB-TOTAL	1	6	14
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	0
Trespassing	0	0	0
SUB-TOTAL	0	0	1
TOTAL	2	14	41

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	0
Douglas	0	0	0	0
El Segundo	0	0	0	1
Mariposa	0	1	0	2
Aviation/LAX	1	1	0	5
Hawthorne/Lennox	0	1	0	3
Crenshaw	1	0	0	4
Vermont/Athens	1	0	0	2
Harbor Fwy	0	0	0	0
Avalon	0	0	0	3
Willowbrook/Rosa Parks	5	1	0	9
Long Beach BI	0	2	0	7
Lakewood BI	1	0	0	1
Norwalk	0	1	0	4
Total	9	7	0	41

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	12
Misdemeanor	0	2	9
TOTAL	0	5	21

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	6	19
Vehicle Code Citations	0	0	3
TOTAL	0	6	22

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	133	385
Priority	13	48	185
Emergency	0	2	10
TOTAL	14	183	580

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	6%
Proactive	82%	94%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	88%
Green Line-LASD	92%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	7	0	12
Aggravated Assault	2	1	9
Aggravated Assault on Operator	0	0	0
Battery	4	1	13
Battery Rail Operator	0	0	0
Sex Offenses	0	0	3
SUB-TOTAL	13	2	37
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	6	1	16
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	0	4
SUB-TOTAL	8	1	20
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	0
Trespassing	0	0	1
SUB-TOTAL	0	0	2
TOTAL	21	3	59

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	1
Pico	0	0	0	0
LATTC/Ortho Institute	1	0	0	3
Jefferson/USC	1	0	0	2
Expo Park/USC	1	2	0	4
Expo/Vermont	2	0	0	6
Expo/Western	4	4	0	10
Expo/Crenshaw	0	0	0	3
Farmdale	0	0	0	5
Expo/La Brea	2	1	0	5
La Cienega/Jefferson	0	1	0	3
Culver City	0	1	0	1
Palms	0	0	0	0
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	1	0	0	2
Expo/Bundy	1	0	0	3
26th St/Bergamot	0	0	0	0
17th St/SMC	0	0	0	2
Downtown Santa Monica	2	0	0	7
Expo Line Rail Yard	0	0	0	0
Total	15	9	0	59

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	0	8
Misdemeanor	0	0	3
TOTAL	3	0	11

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	0	2
Vehicle Code Citations	1	0	1
TOTAL	2	0	3

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	9	51	219
Priority	48	19	202
Emergency	4	1	13
TOTAL	61	71	434

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	4%
Proactive	84%	96%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	N/A	0	3
Santa Monica	N/A	36	110
Culver City	N/A	5	9
TOTAL	0	41	122

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	3
Robbery	3	7
Aggravated Assault	6	22
Aggravated Assault on Operator	0	0
Battery	8	39
Battery Rail Operator	0	0
Sex Offenses	4	11
SUB-TOTAL	21	82
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	11	32
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	6	14
SUB-TOTAL	17	47
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	3
SUB-TOTAL	0	3
TOTAL	38	132

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	2	3	0	15
Civic Center/Grand Park	1	2	0	9
Pershing Square	0	0	0	7
7th St/Metro Ctr	2	2	0	8
Westlake/MacArthur Park	2	2	0	17
Wilshire/Vermont	0	1	0	6
Wilshire/Normandie	0	0	0	1
Vermont/Beverly	5	0	0	8
Wilshire/Western	0	0	0	5
Vermont/Santa Monica	2	0	0	4
Vermont/Sunset	0	0	0	3
Hollywood/Western	1	0	0	2
Hollywood/Vine	0	2	0	9
Hollywood/Highland	2	3	0	13
Universal City/Studio City	3	1	0	7
North Hollywood	1	1	0	18
Red Line Rail Yard	0	0	0	0
Total	21	17	0	132

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	13
Misdemeanor	11	24
TOTAL	14	37

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	5
Vehicle Code Citations	0	4
TOTAL	2	9

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	19	66
Priority	144	446
Emergency	10	45
TOTAL	173	557

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

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

LEGEND
Los Angeles Police Department

# GOLD LINE

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	2
Aggravated Assault	1	2	4
Aggravated Assault on Operator	0	0	0
Battery	0	0	6
Battery Rail Operator	0	0	1
Sex Offenses	0	1	3
<b>SUB-TOTAL</b>	<b>1</b>	<b>3</b>	<b>16</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	4	13
Bike Theft	0	2	5
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	3	15
<b>SUB-TOTAL</b>	<b>0</b>	<b>9</b>	<b>33</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	1	1
Trespassing	0	0	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>TOTAL</b>	<b>1</b>	<b>13</b>	<b>52</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	3	10
Misdemeanor	1	4	10
<b>TOTAL</b>	<b>4</b>	<b>7</b>	<b>20</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	9	24
Vehicle Code Citations	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>9</b>	<b>25</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	10	164	486
Priority	31	85	305
Emergency	4	3	23
<b>TOTAL</b>	<b>45</b>	<b>252</b>	<b>814</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	7%
Proactive	86%	93%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	3
Azusa Downtown	0	0	0	1
Irwindale	1	0	0	2
Duarte/City of Hope	0	0	0	2
Monrovia	1	0	0	4
Arcadia	0	1	0	2
Sierra Madre Villa	1	4	0	9
Allen	0	0	0	1
Lake	0	1	0	3
Memorial Park	0	0	1	1
Del Mar	0	0	0	1
Fillmore	0	1	0	2
South Pasadena	0	1	0	1
Highland Park	0	0	0	1
Southwest Museum	0	0	0	8
Heritage Square	0	0	0	1
Lincoln/Cypress	1	0	0	1
Chinatown	0	0	0	0
Union Station	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	0	0	0
Soto	0	0	0	2
Indiana (both LAPD & LASD)	0	0	0	1
Maravilla	0	1	0	1
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	1
<b>Total</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>52</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	87%
Gold Line-LASD	88%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	14	37
Irwindale	0	24	61
Monrovia	0	11	30
City of Pasadena	0	31	99
Magnolia Ave	0	0	0
Duarte Station	0	10	26
City Of Azusa	0	15	47
South Pasadena	0	4	17
City Of East LA	0	42	85
Figueroa St	0	0	0
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>151</b>	<b>402</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	1
Aggravated Assault	1	4
Aggravated Assault on Operator	0	0
Battery	1	5
Battery Bus Operator	1	1
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>3</b>	<b>11</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>3</b>	<b>12</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	1
Misdemeanor	1	3
<b>TOTAL</b>	<b>1</b>	<b>4</b>

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	2
Priority	7	10
Emergency	0	0
<b>TOTAL</b>	<b>7</b>	<b>12</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	0%
Proactive	0%
<b>TOTAL</b>	<b>0%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	0%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	4
Laurel Canyon	0	0	0	1
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	0	0	0	1
Sepulveda	0	0	0	1
Woodley	0	0	0	0
Balboa	0	0	0	0
Reseda	0	0	0	0
Tampa	0	0	0	0
Pierce College	0	0	0	2
De Soto	1	0	0	1
Canoga	0	0	0	0
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	1	0	0	1
Chatsworth	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>12</b>

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

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

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	1
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	2
Manchester	0	0	0	0
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	3
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	0	0	0	9

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

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	1	9
Priority	2	0	5
Emergency	0	0	1
TOTAL	2	1	15

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	0%
Silver Line- LASD	96%

Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	2	16
Aggravated Assault	5	2	22
Aggravated Assault on Operator	2	2	10
Battery	13	5	66
Battery Bus Operator	4	6	21
Sex Offenses	0	0	5
SUB-TOTAL	26	17	140
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	5	3	18
Bike Theft	2	0	6
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	1	9	27
SUB-TOTAL	8	12	53
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	7	16
Trespassing	0	1	1
SUB-TOTAL	0	9	19
TOTAL	34	38	212

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	8
San Fernando	4	6
San Gabriel Valley	7	17
Gateway Cities	11	25
South Bay	12	27
Total	38	83

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	5
West Valley	1	2
North Hollywood	2	6
Foothill	0	3
Devonshire	0	2
Mission	0	2
Topanga	2	4
Central Bureau		
Central	3	22
Rampart	2	8
Hollenbeck	2	4
Northeast	1	3
Newton	2	4
West Bureau		
Hollywood	1	8
Wilshire	1	10
West LA	2	3
Pacific	0	3
Olympic	8	16
Southwest Bureau		
Southwest	1	7
Harbor	0	1
77th Street	4	12
Southeast	0	4
Total	34	129

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	23
Misdemeanor	3	46	128
TOTAL	3	53	151

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	81	195
Vehicle Code Citations	0	15	50
TOTAL	0	96	245

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	5	151	488
Priority	9	107	338
Emergency	4	7	23
TOTAL	18	265	849

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	3%
Proactive	81%	97%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	93%

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



# UNION STATION

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	2	2
Robbery	0	6
Aggravated Assault	3	6
Aggravated Assault on Operator	0	0
Battery	10	32
Battery Rail Operator	0	0
Sex Offenses	2	3
<b>SUB-TOTAL</b>	<b>17</b>	<b>49</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	3
Larceny	3	17
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	3
<b>SUB-TOTAL</b>	<b>5</b>	<b>24</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	8
<b>SUB-TOTAL</b>	<b>3</b>	<b>8</b>
<b>TOTAL</b>	<b>25</b>	<b>81</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	17
Misdemeanor	6	16
<b>TOTAL</b>	<b>11</b>	<b>33</b>

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	11	23
Priority	36	100
Emergency	3	3
<b>TOTAL</b>	<b>50</b>	<b>126</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	21%
Proactive	79%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	87%

LEGEND	
Los Angeles Police Department	

# Transit Police

## Monthly Crime Report



Attachment D

	2020	2021
	September	September
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	1
Rape	0	2
Robbery	24	19
Aggravated Assault	18	35
Aggravated Assault on Operator	0	4
Battery	51	47
Battery on Operator	2	11
Sex Offenses	10	10
<b>SUB-TOTAL</b>	<b>105</b>	<b>129</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	0	2
Larceny	22	42
Bike Theft	4	4
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	20	29
<b>SUB-TOTAL</b>	<b>47</b>	<b>78</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	4	4
Narcotics	12	10
Trespassing	3	4
<b>SUB-TOTAL</b>	<b>19</b>	<b>18</b>
<b>TOTAL</b>	<b>171</b>	<b>225</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	138	143
Citations	191	229
Calls for Service	1,326	1,374

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

SEPTEMBER 2021

Attachment E

Crimes

Monthly	System-Wide	Sep-20	Sep-21	% Change
	Crimes Against Persons	105	129	22.86%
	Crimes Against Property	47	78	65.96%
	Crimes Against Society	19	18	-5.26%
	Total	171	225	31.58%
Six Months	System-Wide	Apr-20-Sep-20	Apr-21-Sep-21	% Change
	Crimes Against Persons	626	799	27.64%
	Crimes Against Property	317	416	31.23%
	Crimes Against Society	71	136	91.55%
	Total	1,014	1,351	33.23%
Annual	System-Wide	Oct-19-Sep-20	Oct-20-Sep-21	% Change
	Crimes Against Persons	1,373	1,419	3.35%
	Crimes Against Property	740	715	-3.38%
	Crimes Against Society	275	282	2.55%
	Total	2,388	2,416	1.17%

Average Emergency Response Times

Monthly	Sep-20	Sep-21	Change in Seconds	% Change
	6:22	4:32	-110	-28.80%
Six Months	Apr-20-Sep-20	Apr-21-Sep-21	Change in Seconds	% Change
	4:50	4:22	-28	-9.66%
Annual	Oct-19-Sep-20	Oct-20-Sep-21	Change in Seconds	% Change
	4:35	4:26	-9	-3.27%

Bus Operator Assaults

Monthly	Sep-20	Sep-21	% Change
	2	15	650.00%
Six Months	Apr-20-Sep-20	Apr-21-Sep-21	% Change
	37	53	43.24%
Annual	Oct-19-Sep-20	Oct-20-Sep-21	% Change
	83	94	13.25%

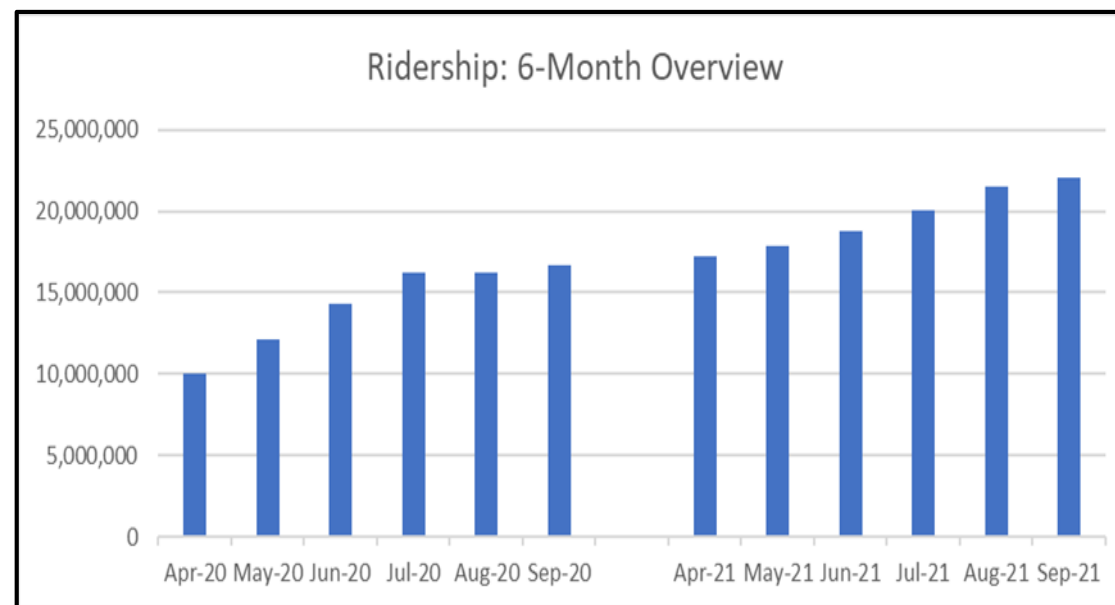
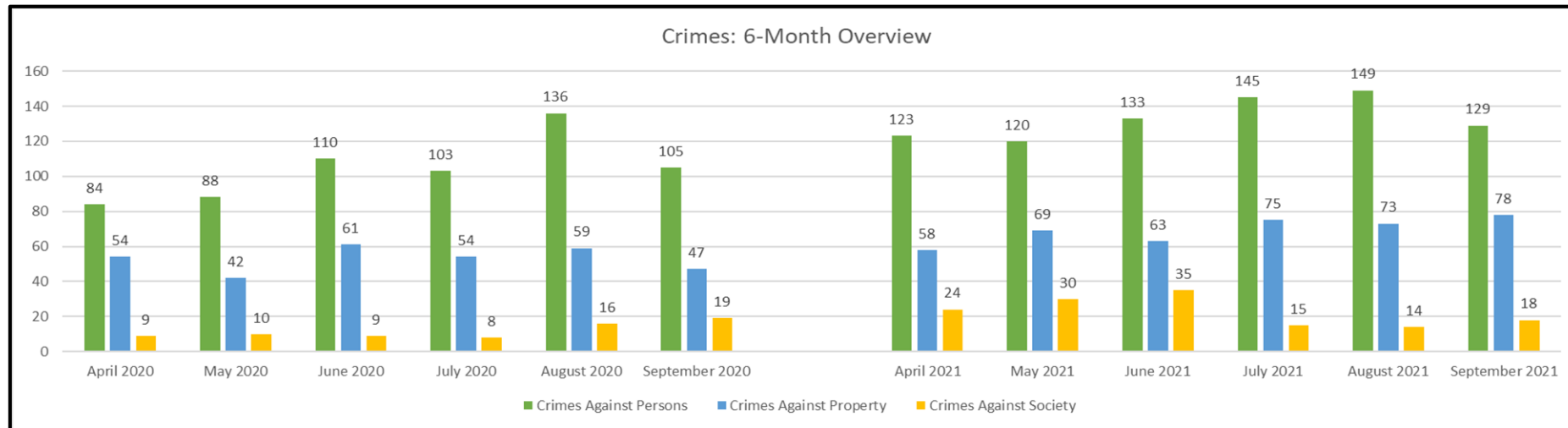
Ridership

Monthly	Sep-20	Sep-21	% Change
	16,643,504	22,061,893	32.56%
Six Months	Apr-20-Sep-20	Apr-21-Sep-21	% Change
	85,523,560	117,442,360	37.32%
Annual	Oct-19-Sep-20	Oct-20-Sep-21	% Change
	258,350,359	212,062,879	-17.92%

# MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

SEPTEMBER 2021

Attachment E



**Violent and Property Crimes  
September 2021**

**Attachment F**

<b>VIOLENT CRIMES</b>	<b>9/01/2021 TO 9/30/2021</b>	<b>8/01/2021 TO 8/31/2021</b>	<b>% Change</b>	<b>8/01/2021 TO 8/31/2021</b>	<b>7/01/2021 TO 7/31/2021</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Homicide	1	0	N/A	0	0	N/A	3	2	50.0%	3	1	200.0%
Rape	2	1	100.0%	1	4	-75.0%	12	5	140.0%	12	6	100.0%
Robbery	19	18	5.6%	18	24	-25.0%	165	177	-6.8%	165	218	-24.3%
Agg Assault	35	31	12.9%	31	36	-13.9%	272	181	50.3%	272	200	36.0%
Agg Assault on Operator	4	5	-20.0%	5	2	150.0%	18	10	80.0%	18	7	157.1%
<b>TOTAL VIOLENT</b>	<b>61</b>	<b>55</b>	<b>10.9%</b>	<b>55</b>	<b>66</b>	<b>-16.7%</b>	<b>470</b>	<b>375</b>	<b>25.3%</b>	<b>470</b>	<b>432</b>	<b>8.8%</b>
<b>PROPERTY CRIMES</b>	<b>9/01/2021 TO 9/30/2021</b>	<b>8/01/2021 TO 8/31/2021</b>	<b>% Change</b>	<b>8/01/2021 TO 8/31/2021</b>	<b>7/01/2021 TO 7/31/2021</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Burglary	2	1	100.0%	1	4	-75.0%	14	4	250.0%	14	6	133.3%
Larceny	42	42	0.0%	42	32	31.3%	282	312	-9.6%	282	592	-52.4%
Bike Theft	4	2	100.0%	2	8	-75.0%	33	40	-17.5%	33	58	-43.1%
Motor Vehicle Theft	1	3	-66.7%	3	0	N/A	10	12	-16.7%	10	18	-44.4%
<b>TOTAL PROPERTY</b>	<b>49</b>	<b>48</b>	<b>2.1%</b>	<b>48</b>	<b>44</b>	<b>9.1%</b>	<b>339</b>	<b>368</b>	<b>-7.9%</b>	<b>339</b>	<b>674</b>	<b>-49.7%</b>
<b>TOTAL PART 1</b>	<b>110</b>	<b>103</b>	<b>6.8%</b>	<b>103</b>	<b>110</b>	<b>-6.4%</b>	<b>809</b>	<b>743</b>	<b>8.9%</b>	<b>809</b>	<b>1,106</b>	<b>-26.9%</b>

This table summarizes Violent Crimes and Property Crimes, which make up Part 1 Crimes.

**Los Angeles Police Department - Transit Services Division**  
**Arrestee Demographic Information for the month of September 2021**

**Extraction period**  
**09/01/21 - 09/30/21**

Attachment F

PREMIS	FEMALE			MALE					OVERALL TOTAL
	B	H	TOTAL	B	C	H	W	TOTAL	
UNION STATION	0	0	0	5	0	3	1	9	9
7TH & METRO CENTER	0	0	0	4	1	0	1	6	6
BLUE LINE - VERNON	0	1	1	0	0	4	0	4	5
RED LINE - WESTLAKE MCARTHUR PARK	1	0	1	2	0	0	0	2	3
RED LINE - UNIV CITY / STUDIO CITY	0	1	1	0	0	1	0	1	2
EXPO LINE - WESTERN	0	0	0	2	0	0	0	2	2
EXPO - EXPO / LA BREA	0	0	0	1	0	0	0	1	1
EXPO - CRENSHAW	0	0	0	1	0	0	0	1	1
OUTSIDE	0	1	1	0	0	0	0	0	1
RED LINE - WILSHIRE/ VERMONT	0	0	0	1	0	0	0	1	1
RED LINE - VERMONT & BEVERLY	0	0	0	1	0	0	0	1	1
SOUTH BUREAU - BUS	0	0	0	0	0	1	0	1	1
EXPO - EXPO / VERMONT	0	0	0	0	0	1	0	1	1
EXPO - BUNDY	0	0	0	1	0	0	0	1	1
Blue Line - 103rd & WATTS	0	0	0	1	0	0	0	1	1
WEST BUREAU - BUS	0	0	0	1	0	0	0	1	1
GOLD LINE - SOTO	0	0	0	1	0	0	0	1	1
GOLD LINE - HIGHLAND PARK	0	0	0	0	0	0	1	1	1
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>21</b>	<b>1</b>	<b>10</b>	<b>3</b>	<b>35</b>	<b>39</b>

## Attachment F

[illegible]

Los Angeles Sheriff's Department - Transit Services Bureau  
 Arrestee Information for the Month of September 2021  
 09/01/2021 - 09/30/2021

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hisp	Other	White		Black	Hisp	Other	White		
L-Line - Sierra Madre Villa	0	1	0	0	1	1	0	0	0	1	2
L-Line - Arcadia	0	0	0	0	0	1	0	0	0	1	1
L-Line - Monrovia	0	0	0	0	0	0	0	0	1	1	1
L-Line - Duarte	0	0	0	0	0	0	0	0	0	0	0
L-Line - Irwindale	0	0	0	0	0	0	0	0	1	1	1
L-Line - Azusa Downtown	0	0	0	0	0	0	0	0	0	0	0
L-Line - APU/Citrus College	0	0	0	0	0	0	0	0	1	1	1
J-Line - Carson	0	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	0	0	0	0	0	0
Bus	7	5	1	2	15	12	21	0	5	38	53
Total	7	8	1	4	20	23	47	0	10	80	100



**Demographic Stats - LBPd Metro**  
**September 2021**

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Aggravated Assault (1/4)	M	H	19	Pacific Avenue Stn	unk
Aggravated Assault (2/4)	M	H	26-28	Pacific Avenue Stn	unk
Aggravated Assault (3/4)	M	B	25-30	Pacific Avenue Stn	unk
Aggravated Assault (4/4)	M	H	26-28	Pacific Avenue Stn	unk
Battery	B	M	13	Willow Street Stn	No
Battery	F	B	27	Downtown Long Beach Stn	Yes

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Vandalism	unk	unk	unk	Wardlow Stn	unk

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused

# Monthly Update on Transit Safety & Security Performance

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OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

NOVEMBER 18, 2021

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# September 2021 Crime Stats

VIOLENT CRIMES	September 2021	August 2021	% Change	August 2021	July 2021	% Change	YTD 2020	YTD 2021	% Change	YTD 2019	YTD 2021	% Change
Homicide	1	0	N/A	0	0	N/A	2	3	50.0%	1	3	200.0%
Rape	2	1	100.0%	1	4	-75.0%	5	12	140.0%	6	12	100.0%
Robbery	19	18	5.6%	18	24	-25.0%	177	165	-6.8%	218	165	-24.3%
Agg Assault	35	31	12.9%	31	36	-13.9%	181	272	50.3%	200	272	36.0%
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TOTAL VIOLENT	61	55	10.9%	55	66	-16.7%	375	470	25.3%	432	470	8.8%

PROPERTY CRIMES	September 2021	August 2021	% Change	August 2021	July 2021	% Change	YTD 2020	YTD 2021	% Change	YTD 2019	YTD 2021	% Change
Burglary	2	1	100.0%	1	4	-75.0%	4	14	250.0%	6	14	133.3%
Larceny	42	42	0.0%	42	32	31.3%	312	282	-9.6%	592	282	-52.4%
Bike Theft	4	2	100.0%	2	8	-75.0%	40	33	-17.5%	58	33	-43.1%
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TOTAL PROPERTY	49	48	2.1%	48	44	9.1%	368	339	-7.9%	674	339	-49.7%
TOTAL PART 1	110	103	6.8%	103	110	-6.4%	743	809	8.9%	1,106	809	-26.9%

# Community Policing/ Engagement

- **Community Policing Updates** : As part of the Metro's community policing plan under contract, each agency hosts their own community policing events and engages with the community .
  - **LASD:**
    - Coffee with a Deputy
      - November 16, 2021 at 6am at the Norwalk Bus Layover
      - November 30, 2021 at 6am at the Metro Rail Operations Layover
      - December 14, 2021 at 6am at the El Monte Bus Terminal
    - LASD worked with the California School of the Arts and created immediate multi-pronged plan to address unhoused person sexually harassing student: -- increased visibility at the school and on system around school, student engagement, homeless outreach, and student education.
  - **LBPD:** Officers observed a male adult hanging on the side of a Long Beach located Metro parking structure construction scaffold (4th Floor). Subject had a rope tied around his neck. Officers contacted the subject, built rapport, climbed on the scaffold and freed him from the rope to save his life.
  - **LAPD** : Presented to the LAPD General Staff (Captains and above) on MTA student safety initiative and free ride program. Allowing introductions to be given to 7,000 active Cadets, 3,000 other youth, program participants, CPABs and the City's 140 + Senior Lead Officers so they can start talking about Metro programs at Neighborhood watch, Neighborhood Council and PTA meetings.



# Law Enforcement & Metro Transit Security (MTS)



August to September 2021 Law enforcement compliance check showed 100% compliance.

August to September 2021 MTS Quality of Service Audits reflected "meets" and "exceeds" expectations of our officers.

MTS completes quarterly Implicit bias training. Q3 shows 98% training complete.

MTS received 262 calls for service 4 calls of which were high priority calls and responded to on average within 2 minutes.

# Children Travel Safe Campaign

- **GoPass: Students Ride Free Pilot Program(October 2021-June 2023)**
  - “Students” defined as, K-12 and community college.
  - Total of 41 School Districts in LA County participating, 726,735 students from 1,201 schools
  - More students on our system means it is important for students to know how to travel safely.
- **Campaign messaging includes:**
  - Calling 911 in emergencies.
  - Use of Metro’s Transit Watch Application
  - How spot law enforcement and security on the system.
  - The importance of traveling with a parent for those 13 years and younger.
  - How to avoid distractions when on the system.



# Bystander Program & LA vs. Hate

- **Purpose:** Metro believes that it is our duty to support one another and protect our community members whenever possible from threats of sexual harassment, violence and mistreatment.
- **Two Initiatives:**
  - Bystander Program
    - Metro SSLE, Operations, and Communications program to encourage employees and riders to report incidences. Includes Expectations: What patrons can expect from Metro and what Metro employees can expect of System Security and Law Enforcement Response.
  - Anti-Hate Program
    - Partnering with LA County's: LA vs. Hate, United Against Hate week, November 14<sup>th</sup> to 20<sup>th</sup>.
    - Contracted law enforcement invited to attend Department of Justice and UCLA's anti-hate training on November 16<sup>th</sup>.
    - LASD hosting anti-hate community art event at Willowbrook/ Rosa Park Station on November 17<sup>th</sup>.

