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

Agenda - Final

Thursday, January 25, 2024

10:00 AM

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Board of Directors - Regular Board Meeting

Karen Bass, Chair

Janice Hahn, Vice Chair

Fernando Dutra, 2nd Vice Chair

Kathryn Barger

James Butts

*Jacquelyn Dupont-Walker**

Lindsey Horvath

Paul Krekorian

Holly J. Mitchell

Ara J. Najarian

Tim Sandoval

Hilda Solis

Katy Yaroslavsky

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

****Attending Virtually: Marriott Hotel 3 Statehouse Plaza, Little Rock, AR 72201***

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

DISCLOSURE OF CONTRIBUTIONS

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

ADA REQUIREMENTS

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

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

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



323.466.3876

x2 *Español (Spanish)*

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x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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Live Public Comment Instructions:

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

The Board Meeting begins at 10:00 AM Pacific Time on January 25, 2024; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 202-735-3323 and enter
English Access Code: 5647249#
Spanish Access Code: 7292892#

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 10:00 AM, hora del Pacifico, el 25 de Enero de 2024. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 202-735-3323 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
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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

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

1. APPROVE Consent Calendar Items: 2, 9, 10, 11, 12, 22, 23, 26, 27, 28, 31, and 35.

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

All Consent Calendar items are listed at the end of the agenda, beginning on page 7.

NON-CONSENT

3. **SUBJECT: REMARKS BY THE CHAIR** [2024-0042](#)

RECOMMENDATION

RECEIVE remarks by the Chair.

4. **SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER** [2024-0043](#)

RECOMMENDATION

RECEIVE report by the Chief Executive Officer.

FINANCE, BUDGET AND AUDIT COMMITTEE RECEIVED AND FILED THE FOLLOWING:

7. **SUBJECT: FISCAL YEAR 2025 BUDGET DEVELOPMENT PROCESS** [2023-0728](#)

RECOMMENDATION

RECEIVE AND FILE The Fiscal Year 2025 (FY25) Budget Development Process.

Attachments: [Presentation](#)

EXECUTIVE MANAGEMENT COMMITTEE FORWARDED THE FOLLOWING:

24. **SUBJECT: STATE AND FEDERAL REPORT** [2023-0769](#)

RECOMMENDATION

RECEIVE AND FILE January 2024 State and Federal Legislative Report.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE RECEIVED AND
FILED THE FOLLOWING:**

33. **SUBJECT: TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT -** [2023-0669](#)
IMPLEMENTATION PLAN PROGRESS REPORT

RECOMMENDATION

RECEIVE AND FILE an update on the Implementation Plan for the establishment of a Transit Community Public Safety Department (TCPSP).

Attachments: [Attachment A - Board Motion 21.1](#)
 [Attachment B - Public Safety Mission and Values Statements](#)
 [Attachment C - CA Response Requirements for Law Enforcement Agencies](#)
 [Presentation](#)

37. **SUBJECT: CLOSED SESSION** [2024-0050](#)

A. Conference with Legal Counsel - Existing Litigation - G.C. 54956.9(d)
(1)

1. Deonta Solomon v. LACMTA, LASC Case No. 19STCV31647

B. Conference with Legal Counsel - Anticipated Litigation - G.C.
54956.9(d)(2)

Significant Exposure to Litigation (2 cases)

C. Conference with Real Estate Negotiator - Government Code 54956.8

Property: 801 East Commercial Street, Los Angeles, CA 90012

Agency Negotiator: Craig Justesen

Negotiating Parties: Life Storage LP and Life Storage Holdings LLC

Under Negotiations: Price and Terms

D. Public Employee Performance Evaluation - Government Code
Section 54957(b)(1)

Title: Chief Executive Officer, Board Clerk, General Counsel,
Inspector General, Chief Ethics Officer

CONSENT CALENDAR

2. SUBJECT: MINUTES

[2024-0045](#)

RECOMMENDATION

APPROVE Minutes of the Regular Board Meeting held November 30, 2023.

Attachments: [Regular Board Meeting MINUTES - November 30, 2023](#)
[November 2023 RBM Public Comments](#)

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

9. SUBJECT: PARKING ENFORCEMENT SERVICES

[2023-0701](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute a five-year, firm-fixed-price Contract No. PS104041-2000 to SP Plus Corporation for parking enforcement services in the amount of \$6,446,435, subject to resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - LACMTA Administrative Code Title 8](#)
[Attachment B - Procurement Summary](#)
[Attachment C - DEOD Summary](#)
[Presentation](#)

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

10. SUBJECT: MEASURE R MULTIMODAL HIGHWAY SUBREGIONAL PROGRAMS UPDATE

[2023-0484](#)

RECOMMENDATION

CONSIDER:

- A. APPROVING \$23,898,269 in additional programming within the capacity of Measure R Multimodal Highway Subregional Programs and funding changes via the updated project list shown in Attachment A, projects within this Measure R Multimodal Highway Subregional Program are inclusive of traffic signal, pedestrian, bicycle, transit, and roadway improvements.
- B. APPROVING the deobligation of \$1,200,000 in previously approved Measure R Multimodal Highway Subregional Program funds for re-allocation to other existing Board-approved Measure R projects as shown in Attachment A; and

- C. DELEGATING the Chief Executive Officer (CEO) or their designee the authority to administratively extend funding agreement lapse dates for the Measure R I-5 North Mitigation Projects Funding Agreements to meet environmental, design, right-of-way, and construction time frames; and
- D. AUTHORIZING the CEO or their designee to negotiate and execute all necessary agreements for Board-approved projects.

Attachments: [Attachment A - Projects Receiving Measure R Funds Presentation](#)

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

11. SUBJECT: **MEASURE M MULTI-YEAR SUBREGIONAL PROGRAM ANNUAL UPDATE - LAS VIRGENES/MALIBU SUBREGION** [2023-0734](#)

RECOMMENDATION

CONSIDER:

- A. REPROGRAMMING of project previously approved to meet environmental, design, right-of-way, and construction time frames in Measure M Multi-Year Subregional Program (MSP) Active Transportation, Transit, and Tech Program, as shown in Attachment A;
- B. APPROVING programming of an additional \$11,500,000 within the capacity of Measure M MSP Highway Efficiency Program, as shown in Attachment B; and
- C. AUTHORIZING the Chief Executive Officer (CEO) or their designee to negotiate and execute all necessary agreements and/or amendments for approved projects.

Attachments: [Attachment A - Active Transportation Transit Tech Program Project List](#)
 [Attachment B - Highway Efficiency Program Project List](#)
 [Presentation](#)

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

12. SUBJECT: **OPEN AND SLOW STREETS GRANT PROGRAM CYCLE FIVE** [2023-0450](#)

RECOMMENDATION

CONSIDER:

- A. AWARDING \$5 million to the Open and Slow Streets Grants Program Cycle Five to fund 16 events scheduled through December 2025 (Attachment A); and
- B. REPROGRAMMING Cycle Four funds not expended by December 31, 2023, up to the amount of \$500,000, towards Cycle Five (Attachment A), increasing the total available funding amount for Cycle Five to \$5.5 million.

Attachments: [Attachment A - Open Streets Grant Prog. Cycle 5 Results & Rec. Grants Amt.](#)
[Attachment B - Metro Board Motion 72 - June 2013](#)
[Attachment C - Open Streets Cycle Five Application Package](#)
[Attachment D - Board Motion 9.1 - December 2021](#)
[Attachment E - Board Motion 40 - May 2020](#)
[Presentation](#)

EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

22. SUBJECT: MENTAL HEALTH TRAINING AND SERVICES REFERRAL [2024-0031](#)
MOTION

RECOMMENDATION

APPROVE Motion by Directors Hahn, Solis, Horvath, Barger, Dutra and Sandoval that the Board direct the Chief Executive Officer to coordinate with the LA County Department of Mental Health, as well as applicable local jurisdictions, such as the City of Long Beach, in order to:

- A. Provide appropriate mental health training to frontline Metro staff and contractors, including resources, situational awareness information, and referral materials; and,
- B. Develop a way for Metro personnel to access intensive mental health outreach, engagement, and treatment and/or alternative crisis response services when indicated for persons on the Metro bus and rail system.

We further direct the CEO to report back to the Board on the above items in 90 days.

**EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION
(4-0)**

- 23. SUBJECT: SOUTHEAST LA CULTURAL CENTER CONNECTIVITY [2024-0030](#)
AND ACCESS MOTION**

RECOMMENDATION

APPROVE Motion by Directors Hahn, Solis, and Dutra that the Board direct the Chief Executive Officer to plan for transportation and access for the future SELA Cultural Center, including:

- A. First-/last-mile efforts to be included in future plans for Gardendale Station, including any unique funding opportunities linked to transit and the arts; and,
- B. Multi-jurisdictional coordination to address future access to the SELA Cultural Center, including Metro, LA County Public Works, the California State Department of Transportation (Caltrans), and applicable local jurisdictions.

We further direct the CEO to report back on the above directives in 120 days.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE
FOLLOWING RECOMMENDATION (5-0):**

- 26. SUBJECT: PROCUREMENT OF NON-INVENTORY PAPER [2023-0737](#)
PRODUCTS**

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS106951000 to Fusion Media, the lowest cost responsive, responsible bidder for non-inventory paper products, in the not-to-exceed amount of \$3,500,000 inclusive of sales tax, effective February 1, 2024, subject to the resolution of any properly submitted protest(s).

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

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE
FOLLOWING RECOMMENDATION (5-0):**

- 27. SUBJECT: TREE TRIMMING MAINTENANCE SERVICES METRO G [2023-0702](#)
LINE (ORANGE)**

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate

Contract No. OP496040008370 to Thrifty Tree Service, Inc., the lowest responsive and responsible bidder, to provide tree trimming maintenance services along the Metro G Line (Orange), in the not-to-exceed (NTE) amount of \$1,415,000 for the three-year base period, and \$914,500 for the one, two-year option, for a total combined NTE amount of \$2,329,500, effective February 29, 2024, subject to the resolution of any properly submitted protest(s), if any.

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

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (5-0):

- 28. SUBJECT: CONTRACT MODIFICATION WITH BYD FOR DEPOT AND OPPORTUNITY CHARGER INSTALLATION** [2023-0460](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Contract Modification No. 17 to BYD Coach & Bus, LLC, to perform the procurement and installation of four (4) 360kW depot chargers at Division 9 (D9) and the installation of four (4) 450kW Opportunity chargers at the El Monte Transit Center (EMTC) at a firm fixed price of \$6,470,605, including tax and delivery.

Attachments: [Attachment A - Board Motion #50](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - Contract Modification Change Order Log](#)
 [Attachment D - DEOD Summary](#)
 [Presentation](#)

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

- 31. SUBJECT: METRO MICROTRANSIT FARE CHANGE** [2023-0729](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. IMPLEMENT the approved base fare of \$2.50 for Metro's MicroTransit program, Metro Micro;
- B. INTEGRATE transfers with bus and rail services into the MicroTransit service; and
- C. INCORPORATE the Low Income Fare is Easy (LIFE) program and other Metro discount programs into the Metro Micro fare structure.

Attachments: [Attachment A - Motion #23](#)
 [Attachment B - May '21 Item 41 MicroTransit Ops Fare Structure & Srv Zones](#)
 [Attachment C - Motion #42](#)
 [Attachment D - Metro Micro Fare Restructuring Take One](#)
 [Attachment E - 2023 Metro Micro Rider Survey Results](#)
 [Attachment F - Public Comments Log](#)
 [Presentation](#)

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

35. SUBJECT: HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT [2023-0738](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. HR5000-2023 to the Hyundai Rotem Company for the manufacturing and delivery of 182 heavy rail vehicles (HRVs), in the amount of \$663,688,303 for the base contract buy, exclusive of one (1) contract option for an additional 50 HRVs, totaling 232 HRVs, subject to resolution of the protest submitted to Metro;
- B. APPROVE a combined Life of Project (LOP) budget of \$730,057,133, which includes the cost of the vehicle contract of \$663,688,303 and Contract Modification Authority of \$66,368,830; and
- C. NEGOTIATE AND EXECUTE future contract modifications to the Contract up to \$1,000,000.

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

SUBJECT: GENERAL PUBLIC COMMENT [2024-0044](#)

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



Metro

Board Report

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

File #: 2024-0043, **File Type:** Oral Report / Presentation

Agenda Number: 4.

**REGULAR BOARD MEETING
JANUARY 25, 2024**

SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

RECOMMENDATION

RECEIVE report by the Chief Executive Officer.

Report by the CEO

Item #4



Metro

CHIEF EXECUTIVE OFFICER

January 2024

2023 Wrapped, Spotify Style



- 29,651,660 more boardings in 2023 than 2022
- Ridership ↑ by 11.6%
- YoY Ridership grew in all 12 months of 2023
- Safety & security incidents continued to trend down



Kingdom Day Parade & Rev. James M. Lawson Mile Dedication



Director Mitchell's C Line Extension Outreach



Photos courtesy of Supervisor Holly J. Mitchell's Office

Eastside Extension Phase 2 Engagement



Hello Southeast Gateway Line!



KBLA Climate Justice Campaign



A group of people, including city officials and community members, are holding a large ceremonial check from the California Strategic Growth Council to Pomona ACTS. The check is for \$22,125,000.00, dated 01/11/2024, for a healthy, vibrant, equitable, and resilient Pomona. The check features logos of various partner organizations at the bottom.



Zero Emission Choices for Leimert Park





Board Report

File #: 2023-0728, **File Type:** Informational Report

Agenda Number: 7.

FINANCE, BUDGET, AND AUDIT COMMITTEE JANUARY 17, 2024

SUBJECT: FISCAL YEAR 2025 BUDGET DEVELOPMENT PROCESS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE The Fiscal Year 2025 (FY25) Budget Development Process.

ISSUE

In preparation for the FY25 Budget development process, the Office of Management and Budget (OMB) provided the Finance, Budget, and Audit Committee an oral report on October 18, 2023, focusing on the major cost growth drivers over the next five years. In addition, the Board requested additional information on the fare box recovery ratio, which is included in the report.

This report builds on the oral report surrounding the challenges ahead and sets up the context for utilizing the Equitable Zero-Based Budget (EZBB) process. This report highlights the EZBB Attainments and Efforts Underway, highlighting service optimization and Operations' successes on cost containment as well as the capital cost mitigation work by the Early Intervention Team (EIT) and Program Management teams.

An outline of the planned EZBB process and schedule follow to address the delivery of Metro's objectives in the next fiscal year, culminating in a planned May 2024 Board Adoption. During the budget development process, a comprehensive and transparent public outreach engagement will be run to maximize public input and ensure Metro's stakeholders have an active role in the process. This report lays the framework for the annual budget development, with the primary objective of proposing a balanced FY25 Budget while achieving Metro's transit and transportation goals in a fiscally sound and financially responsible manner.

BACKGROUND

California Public Utilities Code Section 130105 requires Metro to adopt an annual budget to manage the revenues and expenses of the Agency's projects and programs. The budget is the legal authorization to obligate and spend funds and to implement Board policy. It includes all operating, capital, planning and programming, subsidy funds, debt service requirements, and general fund activities for the fiscal year. The legal level of control is at the fund level. Total annual expenditures

cannot exceed the final appropriation by the Board at the fund level except for capital expenditures, which are authorized on a life of project basis. Beginning in January 2024, staff will begin to provide a series of status updates on the FY25 Budget development process to the Metro Board's Finance, Budget, and Audit Committee.

The Near-Term Outlook projects slowing sales tax growth while the Agency's Transit Operations and Capital Improvement Program (CIP) costs anticipate significant growth. Metro faced significant financial challenges during the pandemic, but with careful cash management and one-time stimulus funding, the agency was able to balance the budget over the last three years. With the exhaustion of stimulus funding and slow growth in sales tax revenues, continuous efforts are needed to mitigate this financial risk. The higher-than-expected sales taxes in FY23 will help mitigate FY25; however, FY24 sales taxes are coming in lower than projected, indicating a slowing economy that will bring financial challenges ahead.

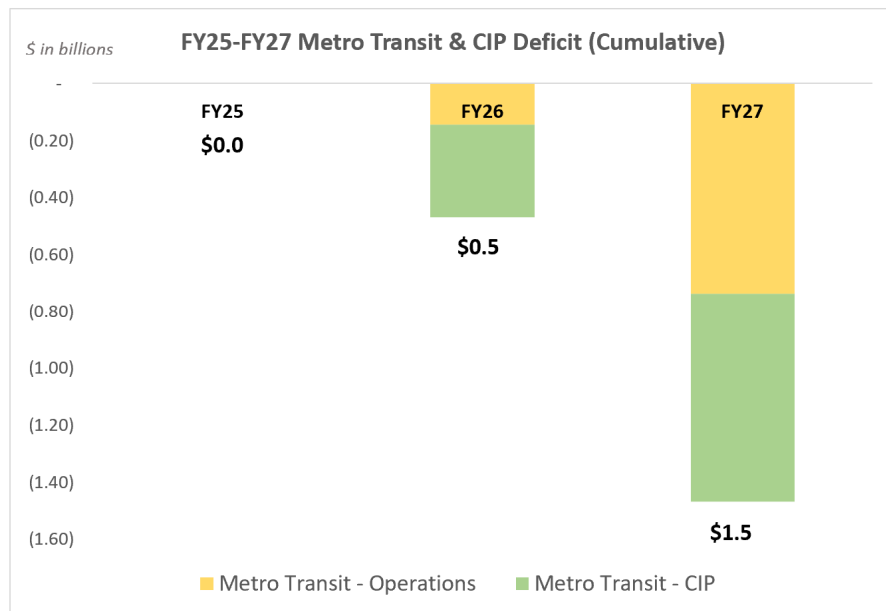
DISCUSSION

Near-Term Outlook Update and Challenges Ahead

Metro continues to recognize the importance of sound financial planning to successfully implement transit investments and operating plans. The EZBB cycle begins with the Near-Term Outlook, which establishes three-year assumptions based on assessing the economic environment on revenues, continuing programs in place today, evaluating the market cost escalations, meeting Board approved priorities, as well as planning for significant investments.

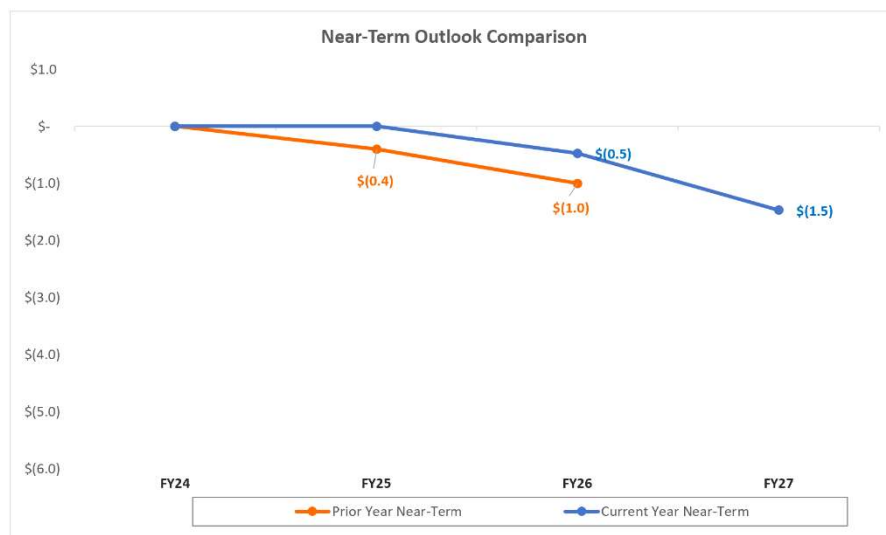
The Agency's updated Near-Term Metro Transit Operations and Capital Improvement Program (CIP) results in a financial deficit of \$1.5 billion by FY27. (Figure 1) The gap is made up of \$555 million for Metro Transit Operations due to growing transit costs driven by labor and market inflation, property, liability and insurance premiums, rail expansion and incremental costs for post-pandemic induced changes, including enhanced safety and cleanliness. The \$915 million gap in Metro Transit CIP is predominately due to the accelerated electrification efforts. In addition, Metro continues to recognize the financial risks stemming from the Transportation Infrastructure Development (TID) program faced with project cost increases due to scope and schedule changes, market bid prices and labor and supply chain constraints.

Figure 1



The near-term outlook has improved from twelve months ago from \$1 billion deficit by FY26 due to: 1) higher revenues realized in FY23 than anticipated, 2) spending at a slower pace than projected primarily for deferred capital expenses, and 3) successful efforts through EZBB, instilling a culture focused on fiscal discipline and cost mitigation and revaluation of pilot programs. (Figure 2) This results in the operating deficit becoming more manageable through FY27. However, additional mitigation efforts are still needed early to avoid drastic actions later as the financial gap is anticipated to increase beyond FY27.

Figure 2



EZBB Attainments and Efforts Underway

Throughout the preparation for the FY25 Budget development process, Metro's long-term sustainability continues to be a concern as resources remain scarce for the increasing needs. Although the financial challenges are manageable for the upcoming year, immediate cost control mitigations are still necessary and relevant to safeguard Metro's financial position in fulfilling its commitment to fiscal responsibility and advancement as a mobility transforming organization.

Metro looks forward to building on its current momentum by continuing to undergo a deep dive into expenses and search for optimal cost mitigation strategies through an equity lens. While trying to tighten costs, Metro has also successfully implemented many new investments toward refining our care-based programs, such as:

- Westlake/Macarthur Park interventions to improve community health and safety;
- Increased outreach for those experiencing homelessness;
- Putting in place the Transit Ambassador pilot and
- Implemented fare subsidy programs such as the Low-Income Fare is Easy (LIFE) program, Fare Capping, and Go Pass

Farebox Recovery Ratio

The farebox recovery ratio measures how much in fare revenues pay for operating transit. Prior to the pandemic, this ratio was at 15.6% and had fallen to 1-3% during the pandemic with the pause in fare collection. The federal stimulus funding replaced the loss in fares. The actual FY23 ratio of 5.8% came in 1% higher than budgeted, with FY24 budgeted at 6.2%.

While Metro does not solely rely on fares to operate service, fare revenues are reinvested into the system to maintain service and improve customer experience. This ratio is continuously impacted by the rising operating costs and the inability of fares to grow at the same pace. With fare revenues not expected to reach pre-pandemic levels and the loss in federal stimulus funding, this will further strain the availability of operating eligible funding and may limit the investments to improve service. Continued EZBB efforts are necessary to address the rising operating costs that impact this ratio.

Service Optimization and Operations Cost Mitigation Efforts

Operations have centered their focus on delivering a more optimal service design as well as conducting bus and rail cost analyses to identify cost saving opportunities. The task force focused not only on investigating the quantity of service but also explored solutions to provide optimal service level and quality customer experience with implementing the NextGen Bus Plan and an update to the C & K Line Operating Plan to enhance rider travel experience resulting in an estimated savings of \$10 million.

NextGen efficiencies transferred bus revenue service hours (RSH) from peak to off-peak service frequency, reducing bus operator and peak bus requirements by several hundred hours. Metro also adjusted light rail peak frequencies to better allocate service from peak to base and weekend with 8 min peak/10 min off peak headways versus the pre-COVID 6 min peak/12-15 min off peak light rail

service plan, reducing wait times for riders especially off peak. The opening of seven stations on the K line in October 2022 provides new rail service for the communities of West Adams, Jefferson Park, Baldwin Hills, Leimert Park, Hyde Park, Inglewood, Westchester, and more. Metro looks forward to connecting the K Line to Metro's C Line and the LAX Automated People Mover (APM) by the end of 2024.

The North San Fernando Valley Transit Corridor Project was reimagined with a new plan adopted by Metro's Board in December 2022. The new plan consists of an enhanced bus network to increase connectivity and provide high-quality bus service and transit infrastructure in North San Fernando Valley communities from Northridge on the west to North Hollywood on the east. This new innovative approach called the BRT Network Improvements, builds off extensive outreach and Metro Board direction, applying BRT attributes to improve the rider experience on seven existing transit lines in the San Fernando Valley. As part of this project, Metro will implement peak period dedicated bus lanes on Roscoe Boulevard and higher frequency service on Roscoe Boulevard and Nordhoff Street bus lines for shorter wait and travel times.

The project will add new bus shelters at almost 400 locations through a partner agreement with the City of Los Angeles (LA), as well as additional passenger amenities at five key transfer locations. The project will also fund 75 new quiet zero emission battery electric buses for four bus lines, including charging infrastructure. The project will also fund transit signal priority and bus bulbs for seven corridors and all door boarding on all buses in the San Fernando Valley to improve travel times and service reliability for our San Fernando Valley riders.

Metro Transit task forces have also produced a framework tool to assess the most cost-effective way of making insourcing versus outsourcing decisions for long-term financial stability. Additionally, Metro staff is working towards achieving the performance and cost efficiency goals through a new business model for Micro Transit Pilot (MTP) Project (2023-0464). Using the information from the MTP evaluation and peer agencies' comparison, Metro will pursue reducing the current per-trip cost to \$20-\$25.

Correspondingly, to ensure the continued success and sustainability of the Metro Bike Share (MBS) program, Metro updated the operational model to a Privately-Owned and Publicly Managed program to improve overall performance and support a more sustainable regional bike share program. This update will help meet Metro's equity, scalability, expansion, affordability/cost, and efficiency goals for the program.

Metro will also continue to extensively review its internal major cost growth areas. This includes examining overtime usage, Workers' compensation, and Personal Liability and Property Damage (PLPD) insurance areas. Other significant cost growth areas to be evaluated include cost inflation for parts, fuel, power, contract services, public safety, cleaning, rail expansion, and a wide range of other activities that support Metro's partners throughout the Los Angeles County region.

Metro's Early Intervention Team (EIT) and Program Management Cost Mitigation Efforts

The Metro's Early Intervention Team (EIT) efforts are underway to ensure issues are identified early and projects remain within initially established (life of project) LOP's. EIT has conducted 12 project

reviews to date focused on understanding each project's objectives, risks, and scheduling and financial ramifications. These reviews included:

- East San Fernando Valley (ESFV) Transit Corridor;
- East Side Transit Corridor Phase 2 (ESP2);
- I-105 Express Lanes;
- North Hollywood to Pasadena BRT;
- C-Line Extension to Torrance;
- Sepulveda Transit Corridor;
- Active Transportation Group projects;
- North San Fernando Valley BRT;
- West Santa Ana Branch;
- Green (C-Line) capital projects;
- New Rail Operations Center (ROC)/Bus Operations Center (BOC); and
- Vermont Corridor BRT

The EIT additionally completed process-oriented reviews focusing on alternative project delivery strategies and real estate acquisitions. The EIT completed its reassessment of financial forecasts for all Measure M capital projects in the delivery pipeline and distributed the baseline updates for incorporation in various management reports.

FY25 Equitable Zero-Based Budget (EZBB) Process and Schedule

Metro continues to use Equitable Zero-Based Budgeting (EZBB) for its FY25 Budget development process, which is a year-round process. The EZBB cycle begins with the Near-Term Outlook to prepare a financial prospect for the next several years. This is followed by Capital Budgeting as Metro anticipates upcoming capital project needs through a detailed and interactive process, focusing on cost management and sustainable cash flows.

The annual budget is then developed at the beginning of the calendar year with a holistic program and cabinet reviews with the CEO, focusing on strategic priorities for the upcoming fiscal year. Metro will continue to utilize management controls and tools, starting with evaluating project milestones and performance-based activities. These strategies will maximize available resources and optimize funds for operations. In parallel, Metro creates and launches the Agency's outreach plan and conducts quarterly financial reviews throughout the year via CEO and Cabinet workshops, focusing on financial accountability.

The FY25 Budget will continue Metro's core mission to improve transit services, keep transit assets in a state of good repair, fund and plan for regional transportation programs, and construct

transit/transportation infrastructure according to voter approved sales tax ordinances, State and Federal regulations, Board approved policies and guidelines.

Metro staff will work collaboratively and partner with the Board of Directors to identify mitigation strategies and strengthen cost controls to produce a balanced budget by staying within our cost and equity parameters. Monthly program reviews will provide not only an opportunity to acquire a holistic program review and understanding of the budget but also a chance to reassess the Agency's needs.

Here is a summary of the schedule of topics to be presented over the next few months, culminating in the final Board Adoption in May.

Month	Topic
January	Budget Development Process: • Near-Term Update • EZBB Attainments and Efforts Underway • FY25 EZBB Development Process and Schedule • Public Outreach and Engagement
February	Budget Development Parameters: • Sales Tax Forecast, Resources Assumption • Cost Inflation Estimate
March	Infrastructure Planning and Construction: • Transit Infrastructure Expansion • Multimodal Highway Investments • Regional Rail • Regional Allocations and Pass-Throughs
April	• Metro Transit - Operations & Maintenance (O&M) and Capital Improvement Program (CIP) • Congestion Management • Planning and Administration
May	Public Hearing and Board Adoption: • Consolidated Agency-wide Expenses and FTEs Budget Proposal • Proposed Budget Book published on April 30, 2024 • Public Hearing on May 15, 2024 • Summary of Public Comment and Stakeholder Review • Final Board Adoption on May 23, 2024

Public Outreach and Engagement

To advance Metro's commitment to its vision and mission, it is essential to foster inclusive and open engagement with customers, stakeholders, and the public. This involves refining the budget outreach process to ensure it remains dynamic and effective. This year, Metro is emphasizing marketing strategies to reach Equity Focused Communities (EFC) by including the distribution of physical information cards throughout Los Angeles County, striving for increased participation from historically underrepresented groups and riders. Additionally, OMB is working with the Women & Girls Governing Council (WGCC), Metro Youth Council (MYC), LIFE Program, On the Move Riders Program, Metro Station staff, and other Metro groups to increase participation this year. We have already initiated several engagement activities, and a comprehensive update on our public outreach and engagement strategies will be presented in our monthly budget updates.

Telephone Town Hall Initiatives

Metro is continuing outreach through the Telephone Town Hall (TTH) meetings. These meetings began early this year with the first session in October 2023 and are designed to facilitate direct

communication with the public. The next TTH is scheduled for March 2024.

"My Metro Budget" Interactive Tool

The "My Metro Budget" tool is a novel interactive platform designed for public education and feedback. Available at <http://mybudget.metro.net/>, this tool aims to educate the public about the complexities of Metro's budget and to gather valuable input from our riders. The insights gained will be instrumental in shaping the FY25 Budget.

EQUITY PLATFORM

In FY25, staff continue to conduct exercises to assess equity in Metro's budget for each fiscal year.

For the fifth fiscal year, staff will apply the Metro Budget Equity Assessment Tool (MBEAT) to capital projects and operating expenses in Metro's budget, assessing equity impacts from Metro's large-scale projects as well as department-level budgets. Staff will also analyze FY25 Budgets against budget equity principles aligned with Metro's Equity Platform framework. Once completed, staff will compile a summary of MBEAT results to support ongoing FY25 Budget decisions.

Staff will also conduct the Equity Focus Communities (EFC) Budget Assessment for the FY25 Proposed Budget. In response to the Board's direction, staff will also conduct the EFC Budget Assessment for FY23 Actuals to the EFC Budget Assessment with real expenditures. This exercise will be completed in Spring before the FY25 Proposed Budget Hearing. This practice will also continue for all FY Actuals, once available, and staff will conduct the FY24 Actuals EFC Budget Assessment in Summer 2024, updating the FY24 Proposed EFC Budget Assessment completed last fiscal year.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the following Metro Strategic Plan Goal:

Goal # 5: Provide responsive, accountable, and trustworthy governance within the Metro Organization.

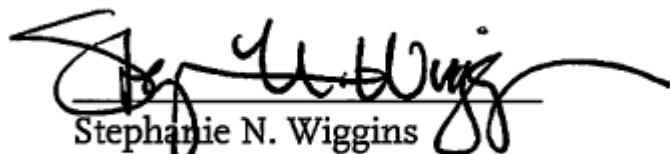
NEXT STEPS

Metro staff will provide regular Budget briefings to Board members and their staff starting this month. We will also provide receive-and-file reports monthly, as previously detailed.

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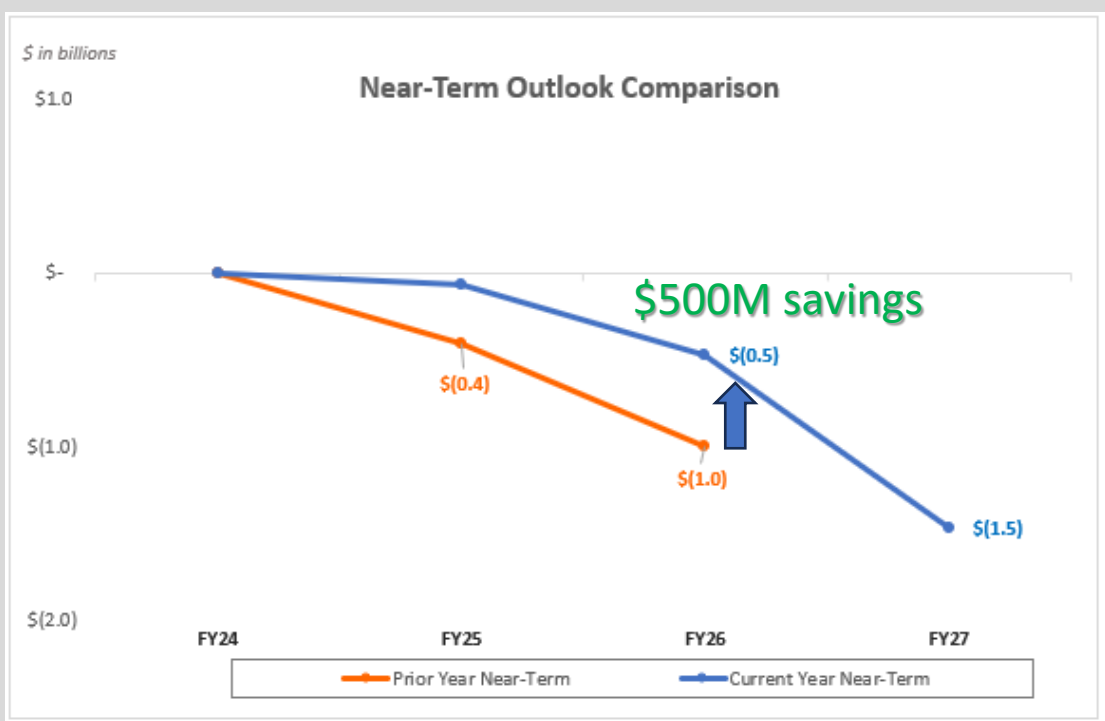
FY25 Budget Development Update

- Near-Term Outlook Update
 - EZBB Efforts Underway
 - Public Outreach & Next Steps
-

Finance, Budget & Audit Committee
January 17, 2024

Update to Near-Term Outlook and Financial Challenges Ahead

Metro's Objective: Develop a balanced, Board priority-driven FY25 Budget proposal for adoption in May 2024



Reduced FY26 cumulative deficit by \$500M through:

- ✓ Higher revenues realized in FY23 than anticipated
- ✓ Optimizing cash flow
- ✓ Cost control through tangible EZBB savings

- Although the FY26 outlook has improved from twelve months ago, a financial deficit (operating and capital) remains at \$1.5 billion by FY27
 - Metro Transit Operations (\$555M) due to growing transit costs
 - Metro Transit Capital Improvement Program (CIP) (\$915M) due to electrification efforts
- Financial Challenges persist due to:
 - Exhaustion of one-time federal stimulus funding that was used to balance budgets the last three years
 - Operating costs projected to grow faster than operating revenues
- Long term sustainability remains a concern as the financial gap is anticipated to exacerbate beyond FY27
- Through the Equitable Zero-Based Budgeting (EZBB) process, continuous cost control actions are still necessary and relevant to mitigate early

EZBB Attainments and Efforts Underway

- Metro continues to utilize the EZBB process to strengthen cost controls and balance the budget by:
 1. Reviewing the Near-Term Economic factors (controllable and non-controllable)
 2. Breaking down the cost drivers by urgency and root cause, and create tailored-made cost mitigation plans
 3. Instilling a priority-driven zero-based review based on milestone achievements and program/project performance (i.e., evaluation of Bike program and Metro Micro in the annual budget development)
 4. Sharing the financial risk and responsibility with CEO/Cabinet and Board of Directors through innovative cost control solutions such as:



- ✓ Rail line service restructure at C and K line to enhance rider travel experience, generating an estimated \$10 million savings, reinvested to improve cleaning and safety
- ✓ Next Gen service improvement with no additional bus fleet or capital costs, creating significant savings
- ✓ North San Fernando Valley BRT improvement to the rider experience on seven existing transit lines
- ✓ Early Intervention Team (EIT) objective to stay close to initial life of project (LOP)

**WE
ARE
HERE**

October 2023

- > **CEO's Telephone Town Hall**
Over 3,600 participants



November 2023

- > Launch My Metro Budget Activity
Available in 9 language



December 2023

- > Community group engagement – My Metro Budget physical marketing cards to:
- > GoPass, LIFE, On The Move Riders Program, Metro Youth Council, Metro Station Staff



January 2024

- > Social Media launch of My Metro Budget Activity
- > Outreach to Equity Focus Communities



February 2024

- > Regional Service Councils – Budget Briefings in all Regions



March 2024

- > **CEO's Telephone Town Hall**
- > Community Advisory Committee (TBD)



April 2024

- > San Gabriel Valley COG
- > Bus Operators Subcommittee
- > Regional Service Councils, Budget Briefing
- > Streets & Freeways
- > Community Advisory Council (TBD)
- > Gateway Cities COG
- > Westside Cities COG



May 2024

- > Technical Advisory Committee
- > Valley Industry & Commerce Association
- > Local Transit Systems Subcommittee
- > Accessibility Advisory Committee
- > San Gabriel Valley COG
- > **Budget Public Hearing**



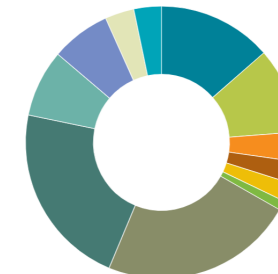

Enter to win a \$50 gift card or a TAP card with one year of free rides by helping Metro shape its budget!

Visit mybudget.metro.net/card or scan the QR code below to participate by the end of May 2024.




You are balanced.

Where the Money Goes



Spending

Transit Operations: \$1.2b	>
System Maintenance & Improvements: \$924.0m	>
Public Safety: \$316.0m	>
Countywide Planning & Development: \$236.0m	>
Cleaning: \$202.0m	>

> Note: Updated as additional meetings are scheduled.

> Ongoing Public Participation



Schedule & Next Steps



- Near-Term Update
- EZBB Attainments and Efforts Underway
- FY25 EZBB Development Process and Schedule
- Public Outreach and Engagement

**WE
ARE
HERE**



- Sales Tax Forecast, Resources Assumptions
- Cost Inflation Estimates



- Transit Infrastructure
- Multimodal Hwy Investments
- Regional Rail
- Regional Allocations & Pass-Throughs



- Metro Transit - Operations & Maintenance (O&M) and Capital Improvement Program (CIP)
- Congestions Management
- Planning & Administration



- Consolidated Agency-wide Expenses & FTEs
- Proposed Budget Book published on April 30th, 2024
- Public Hearing on May 15th, 2024
- Final Board Adoption on May 23rd, 2024



Board Report

File #: 2023-0669, **File Type:** Informational Report

Agenda Number: 33.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

**SUBJECT: TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT - IMPLEMENTATION
PLAN PROGRESS REPORT**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE an update on the Implementation Plan for the establishment of a Transit Community Public Safety Department (TCPSPD).

ISSUE

At its June 2023 meeting, the Board approved Motion #21.1 by Directors Najarian, Sandoval, Butts, Barger, and Bass, directing the Chief Executive Officer (CEO) to prepare a comprehensive implementation plan for Board consideration to bring public safety services in-house (Attachment A). The Implementation Plan (Plan) is intended to reflect Metro's need for specialized training and engaged visible presence, which is currently centered on a robust multi-layered deployment approach that relies on transit security officers, ambassadors, contract security, homeless outreach, mental health outreach, and law enforcement. This report provides a status update on the development of the Plan as directed in the Motion.

BACKGROUND

Metro is committed to safeguarding the transit community by taking a holistic, equitable, and welcoming approach to public safety. Consistent with Metro's Public Safety Mission and Values Statements (Attachment B), approved by the Board at its meeting in December 2021, Metro recognizes that every customer is entitled to a safe, dignified, and human experience. As a result, the Board adopted at its March 2023 meeting a Bias-Free Policing Policy and a Public Safety Analytics Policy - both of which are the first of their kind in the transit industry.

In April 2022, staff initiated a competitive procurement process for law enforcement services. Proposals were received in October 2022 and were reviewed in accordance with the terms of the solicitation, which sought to incorporate the lens of Metro's Public Safety Mission and Values Statements. However, two of the four proposing agencies took material exceptions to the scope of work and Metro's contract terms and conditions. As a result, the Board opted to cancel the

solicitation, extend modified versions of the existing law enforcement contracts, and explore the feasibility of creating an in-house Metro Transit Community Policing Public Safety Department (Department) with the objective of furthering Metro's reimagined public safety plan and upholding the agency's Public Safety Mission and Values Statements.

Eight out of the largest transit systems in the United States have their own in-house transit police department. Transit policing is a specialized field that focuses on the safety and security of public transportation systems. Like campus or airport police, transit police are tasked with addressing the unique challenges and security needs associated with transit environments, which include subway, rail systems, buses, and trains. These officers are trained to handle situations that are typical for the transit environment, such as fare evasion, disorderly conduct in confined spaces, and the dynamics of high-volume passenger traffic. Transit police often work in close cooperation with other law enforcement agencies to ensure the safety of travelers and the general public. In comparison to "traditional" policing, which covers a broad range of law enforcement duties in general urban or rural areas, transit policing is a more focused practice that requires officers to have specific knowledge and skills related to the transit system they protect. This specialization allows them to be more effective in their roles and to provide a service that complements the work of other police departments. The overwhelming majority of officers spend only a small fraction of their time responding to violent crime. More common are crimes against property and crimes against society. At its June 2023 meeting, the Board directed the CEO to prepare a comprehensive implementation plan for Board consideration to bring public safety services in-house and provide an interim status report.

DISCUSSION

Metro has engaged a team of consultants with expertise in public safety, law enforcement services, and deployment in transit settings to support the development of the Plan. To lay a solid foundation for the Plan, Metro began by conducting extensive research into best practices in transit community policing. The Consultants engaged in 35 interviews with Metro leadership and external stakeholders, including current law enforcement partners. The Consultants reviewed historical practices and completed a comparative analysis of surrounding law enforcement agencies and transportation agencies across the United States and internationally.

The emerging themes from the research and interviews emphasized the need for an Implementation Plan that focuses on integrating principles and practices of social work and mental health skills into the new department to enhance community engagement, improve relationships, and address underlying social issues. Additionally, concentrating on a strong transition, human capital and development, operations and deployment strategies that reflect a transit public safety culture, and prioritizing planning for the long-term needs of the Department will be critical. Some of the long-term needs may include future growth within LA Metro with additional rail stations, added bus routes, global special events such as the World Cup, Olympics, and other large events. The following summarizes the status and key findings to date.

Developing an Operating Framework for the TCPSD

Bringing public safety services in-house will ensure that Metro's policing service is more culturally

aligned with Metro's Safety Mission and Values. The TCPSD would create an immediate line of responsibility within Metro, this would ensure more transparency and an improved level of accountability. The Plan will include a proposed outline for a Strategic Plan, which will be a roadmap to articulating the objectives of establishing the Department and the mechanisms for achieving success. In addition to the inclusion of the Board approved Public Safety Mission and Values Statements, which serve as the foundation for the Strategic Plan, it will serve as a framework for action that supports the priorities of Metro, while also providing the flexibility to respond to emerging issues. It identifies the core areas where Transit Police needs to succeed in order to deliver on its public safety mandate and ensure a safe environment for all transit users, including both customers and employees. The Strategic Planning process will also identify key issues that Transit Police would need to prepare for, including the expansion of service.

The Consultants have identified a best practice for the TCPSD strategic planning process to prepare for the future based on the current landscape and community input. As such, the Strategic Plan could cover the following areas and objectives, with the expectation that it would be finalized only once the executive leadership of the Department is selected and the public participation process for the Strategic Plan concludes, to ensure buy-in:

- Modern Transit Community Policing Culture
 - Desired Results centering skills, diversity, leadership, pride, and retention in support of the transit community;
 - Demonstrate a continued commitment to hire, support, and retain a diverse workforce to reflect Los Angeles County's demographics; and
 - Continue to anticipate and meet changing public safety expectations through mandatory trauma-informed training.
- Engaged Community Partners
 - Desired Results centering on care, effectiveness, safe communities, and perceptions;
 - Strengthen support for vulnerable people;
 - Increase real and perceived safety for all transit users; and
 - Communicate and exchange with stakeholders to improve services. As the breadth of people and places served by the transit system expands, we will seek the expertise of our enterprise and community partners to ensure transit users can access the services they need when they need them.
- Relationship Model for Transit Community Police Officers
 - Desired Results centering on prevention, resolution, and trust;
 - Leverage Technology as a Force Multiplier; and
 - Planning for Future Transit Growth, including its impact on deployment. The transit system's expansive geography uniquely enables TCPSD to build strong relationships with all cross regional law enforcement agencies.

TCPSD is different from the existing multi-agency law enforcement operational model in several ways. At the core of Metro's proposed TCPSD is the commitment to fostering an environment of safety, trust, and community well-being. Metro will implement an integrated approach to transit safety that builds on various safety components from Metro's safety framework. In-house dedicated transit

community law enforcement officers provide:

- Engaged Visibility - Primarily riding buses and trains - foot patrols (vs in patrol vehicles or fixed post on platforms); Assisting, guiding, and supporting Metro riders and employees by being consistently present, reliable, and accessible in both emergency and non-emergency situations while also promoting a sense of trust by establishing positive relationships with riders.
- Zone Deployment Model - A deployment model with dedicated zone/geographical areas will be assigned for patrols where officers will respond to their assigned locations daily. This will offer an opportunity for TCPS officers to engage with frontline employees and riders on a frequent basis to build relationships and provide the officers with an opportunity to develop a sense of familiarity with the riding public and employees. It also helps address the concern of Board members, employees, and riders about coverage and removes the current vulnerability of law enforcement redeployed to address incidents outside of the Metro system.
- Training with a Transit Purpose - Beyond being familiar with infrastructure locations and Peace Officer Standards and Training (POST) certified, Metro TCPS officers will be knowledgeable of equipment, limitations, & operational procedures.

All officers will be trained to embrace Metro's care-focused approach to public safety and be specially trained to handle a wide range of situations that are germane to the transit environment. Training sessions will include mental health professionals to enhance officers' understanding of mental health issues and de-escalation techniques. Additionally, Metro will collaborate with social work educators to develop joint training programs that address both law enforcement and social work perspectives. Officers will be trained to recognize signs of trauma and respond in a supportive and empathetic manner and to integrate trauma-informed approaches into police practices, recognizing and addressing the impact of trauma on individuals in the community. Metro will also develop cultural competency training programs to enhance officers' understanding of diverse populations. By incorporating social work principles and mental health awareness into policing, the new department can work towards building trust, fostering collaboration, and addressing the root causes of crime and social issues within their communities.

The TCPSD will emphasize relationship-based policing which means riders and employees will see more consistent foot patrols systemwide. The various benefits of foot patrols are enhanced community engagement, increased visibility, a better understanding of transit dynamics, proactive problem-solving and building stronger trust, and improved transit experience. The transit system's expansive geography uniquely enables Transit police to build strong relationships and be embedded in planning for transit growth. It also provides an opportunity to implement procedural justice principles to ensure fair and transparent interactions between officers and the transit community. Riders will be more likely to accept and comply with decisions when they believe the process leading to those decisions is fair, respectful, and unbiased.

The TCPSD will shape its priorities, policies, and practices in collaboration with the transit riding community and Metro front-line employees:

- Metro may also consider establishing a civilian's oversight committee to provide an independent avenue for complaints, consistent with the public safety mission and values. Metro will be able to hold officers accountable for performing in accordance with Metro policies and have the authority to conduct disciplinary action, such as removing officers from working the system, if necessary. An oversight committee could serve as a valuable mechanism for promoting accountability, transparency, and trust between the TCPSD and the communities it serves. By involving transit riders in the oversight process, the committee could contribute to the ongoing efforts to improve transit public safety practices and enhance customer experience.
- The TCPSD will have an internal affairs department to investigate incidents of misconduct and serious offenses. If an officer is suspected of criminal conduct, a dual, but separate, administrative investigation and criminal investigation would need to occur.

The TCPSD will operate as part of the Metro ecosystem, providing a streamlined layered approach to safety and security. An in-house department can move more quickly in alignment with other internal safety departments, such as Security and Transit Ambassadors to strategize, adapt, and implement new safety measures in real-time, ensuring a more effective response to emerging challenges on the system. This approach is distinctly unique from Metro's current multi-agency format, with three - and soon to be four - contracted law enforcement agencies with their own values, methods, and styles.

Staff propose a three-phase approach to execution:

- 1) Phase 1 would focus on Establishing the Strategic Plan and Transition Team, which would occur upon future Board-approval of the Implementation Plan, and include the initiation of recruitment efforts for Public Safety and Security Chief (Chief of Police).
- 2) Phase 2 would focus on Resource Planning, and include a robust human resources strategy, the initiation of hiring key personnel, and the development of policies and training curriculum.
- 3) Phase 3 would focus on the Establishment of the Department, which would include the development of a Transition Plan, operations and deployment protocols, as well as the establishment of mutual aid agreements and the potential formation of a civilian oversight committee, as part of a broader ongoing community engagement strategy.

The following summarizes progress related to key areas.

Implementation Project Management Team

A well-coordinated and intentional transition strategy is necessary to facilitate a smooth changeover of responsibilities, duties, and tasks from contracted law enforcement resources to the new Department. Of note, all current contract law enforcement partners have agreed to cooperate with a transition if the Board decides to bring law enforcement services in-house. A dedicated Implementation Project Management Team should be assigned to oversee this effort, and ensure that tasks are completed, processes are documented, and operational needs are met. This team should consist of project management facilitators with law enforcement and security expertise, as well as social services experts and change management experts to help lead the tasks, implement new processes, and support overall transition management. The Implementation Plan will include

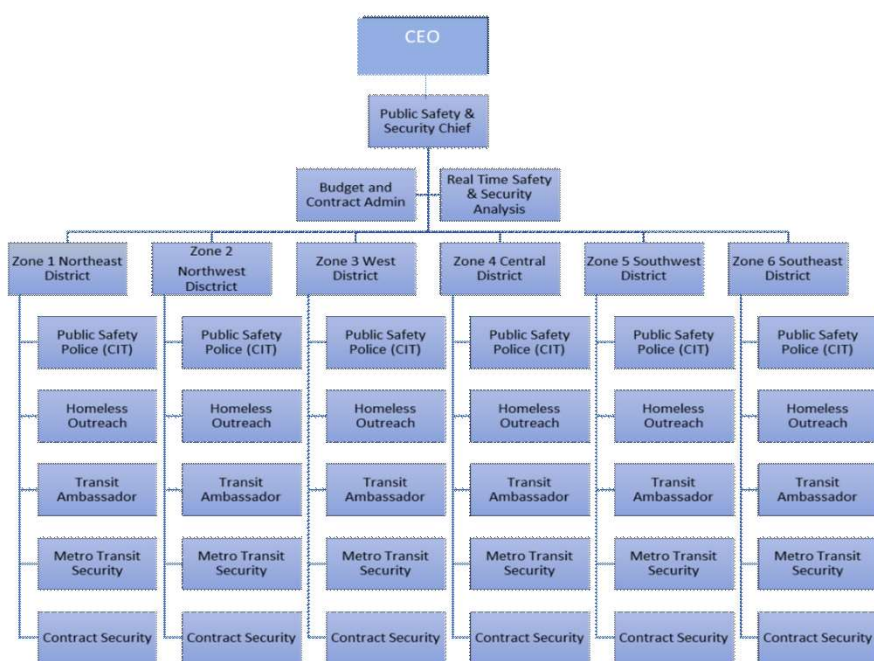
recommendations regarding the proposed composition of an Implementation Project Management Team.

Functional Organizational Chart

The TCPSD operational framework is being designed to encompass a multifaceted approach anchored in proactive community engagement, prevention, risk mitigation, and robust response mechanisms. Central to this framework is establishing a clear organizational structure, ensuring that the TCPSD operates efficiently and transparently, developing a comprehensive strategic plan, and ensuring all efforts are in alignment with Metro's safety objectives. The implementation plan will include a detailed operational framework.

The chart below reflects the functions that have been identified within the recommended TCPSD organizational structure. This is a depiction of the functional relationships between the Metro ecosystem to include a coordinated approach for staff that will be deployed to dedicated zones based on the six geographical areas within Metro.

Care-based strategies (ambassadors and homeless outreach) will have a matrix operational function reporting to the Public Safety and Security Chief who will directly report to the CEO.



Enhanced training for TCSP officers, coupled with the zone deployment strategy, helps to support the goal of creating close working relationships and collaboration with partners that can offer resources to persons in need of mental health and medical treatment, housing placement, substance abuse assistance, and other social services.

- As TCSPD officers conduct patrols in their designated zones, they will engage with customers and identify persons who may need assistance. Officers will visually assess whether a person may be unhoused or be experiencing a mental health crisis, substance abuse, or other emergent needs. TCSPD officers will engage with these individuals to identify the appropriate resources needed for referral and further assistance.
- TCSPD will patrol their zones with the goal of ensuring that no person in need of care is bypassed or ignored, and the care-based strategy for METRO will be shared with all.
- To ensure that the effectiveness of the zone deployment model is maximized, officers will attend morning briefings to collaborate with ecosystem members, discussing hot spots, emerging trends, and other key issues.
- Deployments will be made with intentional plans to address transit community needs. Officers will have focused and detailed deployment strategies while working to prevent future incidents.
- At the end of their shifts, they will participate in debriefs and pass along shift notes to oncoming personnel to ensure the proper and effective transfer of information is shared. It is important to note TCSPD officers will be empowered to take ownership of their assigned zones and actively engage through a focused, care-based approach.

Recruitment and Hiring Strategy

Ensuring a seamless transition to the proposed TCPSD requires strategic hiring. Critical to this effort is Metro's Talent Management Department. Together with consultants specializing in law enforcement and care-based recruitment, a dedicated Talent Management team will be formed with the immediate focus on recruitment, hiring, and onboarding for the new Department. The Implementation Plan will provide details on the human resource needs, outlining the anticipated personnel requirements and associated hiring timelines. Metro anticipates that the positions in the new department will be represented by labor unions.

The initial recruitment phase will target executive and support roles, ensuring that the job descriptions encapsulate Metro's customer-centric safety vision. The pivotal first hire will be the Chief, who must be POST-certified. This leadership position will set the stage for subsequent efforts to recruit officers. Metro intends to use a recruiter who specializes in Public Safety leadership positions.

Engaging Metro's customers and employees in the recruitment of a new Chief is vital to ensure the selection resonates with the transit community's expectations. The recruitment process will be widely publicized across multiple channels, ensuring broad awareness and participation. This would include various communication platforms such as local media, social media, and community meetings, focusing on transparency and inclusiveness. Recognizing that some community groups are often underrepresented, targeted outreach efforts will be included to ensure all voices are heard. These groups may include people of color, non-English speakers, and riders of all economic levels. Metro will host an event such as "Meet the Candidates" that will help foster direct interactions between the transit community and candidates. The CEO will incorporate this feedback into the final hiring decision.

Metro will use a strategic and focused campaign to identify TCPS officers who are specifically interested in working in a transit environment. These recruits will understand that Metro is a

specialized public safety environment and, given the appropriate incentives, will want to be a part of the TCPSP. Future candidates sought will be selected based on their desire to perform policing duties that are rooted in a care-based approach to helping Metro stakeholders stay safe.

Metro is aware that the law enforcement profession is in a recruitment crisis, which has resulted in law enforcement agencies competing to attract, recruit, and retain personnel from the same small pool of potential police candidates. This may not be a barrier to Metro's ability to stand up its own TCPSP. During the research on transit recruiting, agencies nationwide have not reported challenges with finding recruits. The NY MTA, for example, recently had over 11,000 transit police applicants and has hired over 300 new officers over the past two calendar years. During the past three years, NY MTA has recruited and hired over 500 new officers. Furthermore, even mid-sized transit agencies such as Houston Metro and Greater Cleveland are at full staff.

Each job role will be developed to reflect Metro's community-oriented law enforcement philosophy, setting clear qualifications and expectations related to these positions. The onboarding of new hires will be thorough, with processes ranging from comprehensive background checks and written exams to physical standards testing and psychological and medical exams. In addition, a field officer training program will be developed to facilitate alignment with Metro's Public Safety Mission and Values Statements and ensure compliance with public safety certification requirements.

A field officer training program must also be developed to facilitate operational alignment with Metro's Public Safety Mission and Vision and ensure compliance with public safety certification requirements. Administrative processes for processing a large number of applications should be established. In addition, the Implementation Plan should set specific hiring goals and training protocols, which could be measured on a quarterly basis. Staff will collaborate with training academies and educational institutions to develop courses and training modules specific to transit policing, ensuring a pipeline of well-trained recruits. Adaptive testing and selection processes will not only evaluate the candidate's current capabilities, but also their potential to adapt and grow within the role, including scenario-based assessments and interviews. These strategies will be adapted to the local context and specific needs of the Metro system. The goal is to build a TCPSP that is capable of dealing effectively with the spectrum of situations that occur within the public transportation system while maintaining high levels of public trust and safety.

The Implementation Plan will also include job descriptions for the first group of hires, which is described above. The job descriptions will clearly articulate the community focused approach to law enforcement and articulate qualifications and expectations related to the positions. Regarding compensation levels, the team interviewed representatives from Metro's Human Capital and Development division in July and August 2023, and confirmed that the Division would be able to engage a compensation consultant team, upon approval of the Implementation Plan, which would provide recommendations on:

- Job Specifications
- Internal/External Marketing Resources
- Market Analysis for Compensation
- Salary Structure

- Labor Relations (Union engagement)
- Timeline for Recruitment Efforts

Zone Deployment Strategy

The primary objective of transit police departments across the country is **engaged visibility** which allows officers to proactively engage and build relationships with the riding community, while still being able to respond to calls for service as needed. The purpose of engaged visibility is to foster trust, promote positive law enforcement relationships with Metro riders, and enhance the effectiveness of law enforcement efforts. By being present and involved on the system, officers can gain a better understanding of riders' concerns, build rapport, and establish open lines of communication. This can lead to collaboration, support, and effective crime prevention and problem-solving initiatives. Moreover, it allows officers to establish deep relationships with Metro's frontline employees and contractors. This promotes active collaboration to enhance their safety and provides them with additional support, information, or resources to strengthen the partnership between the police and employees. It might include collaborating on crime prevention initiatives, sharing information about potential threats, or involving frontline employees in community safety and policing efforts.

Deployment Components

To achieve engaged visibility, the Team proposes a daily zone patrol deployment strategy that aligns with and compliments Metro's multi-layered ecosystem. Consisting of ambassadors, homeless outreach teams, transit security officers, contract security officers, mental health clinicians, and in-house law enforcement personnel to be deployed in directed patrol functions through participation using a human-centric and care-based function to address quality-of-life issues throughout the system proactively.

Permanent Patrols: A variety of data to include customer complaints, Transit Watch app reports, rider and employee surveys, ridership information, and other resources will be reviewed regularly to identify priority areas consistent with the Bias-Free Policing and Public Safety Analytics policies. Data will also be used to identify which bus and train lines are most populated based on daily commuters' peak usage times and large events, and highly-used lines for activities such as school, business, and airport travel. Customer survey data will also be used to drive deployments to where customers are requesting a more visible presence.

Train Patrols and Bus Patrols: Personnel will be deployed to ride trains, conduct foot patrols on platforms, greet customers, communicate with LA Metro staff, and ensure quality of life issues are addressed. These units will coordinate with officers and other members of Metro's multi-layered public safety ecosystem who are deployed to permanent patrol locations to address any issues that arise and assist as back up units when needed.

Quick Response Teams: Mobile response teams will serve as assistants and transport teams to take arrestees into custody where needed. They will also provide assistance to assist passengers and staff in emergency situations. These teams will ensure that there are no gaps in coverage and will supplement patrol efforts by being available to offer coverage when field units require additional support and provide relief for personnel needs.

A more detailed summary of proposed patrol operations, and a conceptual deployment map with specific recommended processes to operationalize deployment will be included in the Implementation

Plan.

Utilization of Technology Best Practices

In addition to creating more accountability over optimizing personnel in the most effective roles on the system, the establishment of the new Department will provide an opportunity to incorporate contemporary advances in public safety technology to deter and reduce crime on the system. Technology can play a crucial role in transitioning deployment from a reactive and response-based approach to one that is proactive and preventative. In public safety, emerging technologies can analyze data, determine trends, and issue alerts. The Team is vetting the following opportunities for consistency with Metro's Bias-Free and Public Safety Analytics policies, for potential inclusion in the Implementation Plan.

Enhanced Monitoring Capabilities: Video content analysis software can improve situational awareness, so that security personnel can proactively monitor and preventatively intervene as events are unfolding. For example, *people counting alerts* enable operators to configure the system to send real-time alerts to security personnel when a predefined threshold of people in a certain area is exceeded. Another monitoring enhancement may include fixed and mobile smart robotic equipment to supplement security personnel in remote or defined areas of the system reducing the need for fixed-post uniformed personnel.

Unmanned Aerial Systems (UAS) AKA Drones: The inclusion of the use of Unmanned Aerial Systems (UAS), also known as "drones," will serve to improve transportation safety and efficiency. The use of aerial systems leverages emerging technology to facilitate right-of-way inspections and assist in other areas of operations, including construction, engineering, IT, maintenance, and public safety. During emergencies, drones are a cost-effective, versatile security tool that can be deployed to remote locations to support search and rescue operations and provide live monitoring of developing conditions or events.

Computer-Aided Dispatching (CAD): This software technology will provide an interactive, real-time map display for call handling, dispatching, unit location, and routing to optimize resource allocation. Precision in dispatching can lead to cost savings through efficiencies in the deployment of personnel, quicker remediation of conditions, and avoidance of unnecessary system service interruptions. CAD facilitates real-time engagement with partner agencies providing a common operating picture that leads to collaboration through a centralized dispatch of all components of Metro's public safety ecosystem at the new centralized Emergency & Security Operations Center .

Establishing Interagency Agreements for Mutual Aid and Cooperation with Other Law Enforcement Agencies

California's Mutual Aid Law clearly outlines responsibilities for mutual aid. Surrounding law enforcement agencies are required to respond to local emergencies and calls for service, and response agencies are required to assist at the direction of the requesting agency's Chief of Police. When mutual aid is requested, support must be sustained for the duration of the event or incident. Conversely, the new TCSPD must be prepared to offer other equivalent assistance to other agencies. The Implementation Plan will provide a roadmap and timeframe for establishing Mutual Aid agreements and ensuring compliance with State law.

Beyond Mutual Aid obligations, the Implementation Plan will provide additional detail regarding desirable collaboration with other law enforcement agencies and the Los Angeles County Police Chiefs Association in the form of Memorandums of Understanding to govern emergency response, specialized services, cooperative training (tabletop and full-scale exercises), and to establish informative practices and Standard Operating Procedures (Attachment C).

There are specialized functional areas that TCPSPD will explore for interagency collaboration agreements where mission critical functions would need to be performed from the inception of the agency. TCPSPD will explore interagency agreements for criminal investigations, tactical response units, processing and detention of individuals, and other specialized areas that Metro would not be able to perform initially. Sustainment of these types of functions throughout the implementation period is essential for a seamless deployment.

Community Engagement

The development of a comprehensive community engagement plan is pivotal for the successful implementation of the TCPSPD. A well-structured and multi-faceted approach is essential. Integral to this process will be hosting a series of community engagement events, encompassing community meetings, telephone town halls, and focus groups. These events foster transparent communication, offering the community an opportunity to express their concerns, ideas, and expectations from the new TCPSPD.

Recently, the Customer Experience (CX) department, in collaboration with the Metro Public Safety Advisory Committee (PSAC), organized a community listening session on the evening of September 27, 2023. A virtual option was also offered for those who could not attend in person. In addition to the listening session, CX has been proactive in collecting feedback, and distributing feedback postcards at various pop-up events across LA County. These postcards enable the public to provide feedback in person or digitally via a QR code. CX will analyze the feedback and provide recommendations for an ongoing Community Engagement Plan as part of the Implementation Plan.

At the listening session, a majority of attendees spoke in support of the exploration of an in-house TCSD with recommendations including education and training, a citizen oversight committee as an accountability component, and authority to enforce Metro's Code of Conduct. A small minority of attendees commented that uniformed personnel would be intimidating and instead Metro should seek more care-based solutions and less sworn officer strategies.

As a result of the community listening session, PSAC requested at their November meeting, and the CEO approved developing ad hoc committees to provide formal feedback on the in-house TCSD.

Such feedback is invaluable, allowing Metro to better align a TCSPD with community needs. Metro will implement periodic surveys and listening sessions, ensuring the community's concerns and feedback are continuously integrated into the Departments safety strategies. Moreover, the feedback will help to assess the department's impact and effectiveness. These ongoing community engagements will ensure Metro remains responsive and attuned to the community's safety needs.

Civilian Oversight

Oversight committees aim to strengthen the relationship between the public and law enforcement.

They also help hold law enforcement officers accountable for misconduct through punitive actions. Without accountability to the public, some civilians may feel the police can engage in misconduct without consequences. Three transit agencies have a Civilian Oversight Committee in conjunction with their in-house transit police department.

The concept of a COC is still relatively new to transportation authorities that rely in full or in part on contracted police services. However, the National Association for Civilian Oversight of Law Enforcement (NACOLE) identifies many jurisdictions across the nation with police oversight, which includes major cities and various transit authorities.

In search of best practices among transit agencies, the team identified three transit agencies with in-house Police Departments for comparison: the Greater Cleveland RTA (GCTRA), the Washington Metropolitan Area Transit Authority (WMATA), and The Bay Area Rapid Transit Authority (BART). The civilian oversight entities' names and functions vary among these agencies. WMATA has established an Investigative Review Panel. BART has a Police Citizen Review Board (BPCRB), and Greater Cleveland has the Civilian Oversight Committee (COC). Key structure elements were reviewed, such as committee titles, terms of service, size of committees, frequency of meetings, committee selection/make-up, committee structure (committee leaders, facilitators), committee direct report, key objectives, and compensation.

This analysis revealed that each committee had a different focus, purpose and structure. Some agencies focused on the integrity of police investigations, complaints of excessive force by officers, the adequacy of training, or opportunities for robust community engagement, while others provided ongoing analysis and oversight of their respective law enforcement department's policies, practices, and procedures. However, it was clear that each agency's purpose for establishing a community-based committee was to assure the public that police services were delivered lawful and nondiscriminatory and to improve transparency, accountability, trust, and respect between the police department and the communities it serves.

Each agency also varied regarding terms of service from 2-3 years; however, all agencies had a staggered service term requirement to maintain continuity. Each agency also had its own method of selecting members to serve on their committees/commissions, ranging from appointments by elected officials to an application process based on criteria outlined in the agency charter. The number of members broadly ranged from 7 to 11 members. The organizational structure of most of the agencies was an elected Chair and Co-Chair, appointed by the committee members to serve for designated terms. Finally, the amount and forms of compensation varied from voluntary, no compensation to \$1,800 annually. All agencies provided complimentary transit passes for committee members to use while attending meetings.

Fiscal Implications of the New Department

The total contract value for the multi-agency law enforcement services contract awarded to LBPd, LAPD, and LASD in 2017 is \$1,110,563,642 for the seven-year contract period ending on June 30, 2024. The recent procurement yielded significantly higher bids valued at \$1,482,242,081 for a 5-year period (FY24 - FY29). The key drivers of the higher bids are outpaced inflation estimates with anticipated future increases as negotiated by each agency's internal Labor Union (no capped amounts); coverage needed for the continued expansion of the Metro service area (i.e. new rail

lines); and the addition of the Beverly Hills Police Department to the multi-agency law enforcement model.

As part of the development of the Implementation Plan, Metro is engaging in the services of a consultant specializing in Local Government Policing Services with an understanding of the financial foundation of a police department, including budget allocation, start-up costs, operational costs, and capital investment. The Sheriff has raised concerns about specific cost assumptions in the Feasibility Study. The review will address the concerns raised by the Sheriff, as well as evaluate the financial assumptions of the implementation plan under development. The results of the third-party review will be included in the final implementation plan.

EQUITY PLATFORM

Metro recognizes that relationships between law enforcement and people of color have been strained due to unjust actions such as racial profiling, and a disproportionate number of incidents, tickets and arrests being issued to people of color. An in-house Public Safety Department could potentially give the agency the authority to implement safeguards, oversight, and training of officers in a way that the treatment of all riders with dignity and respect, in accordance with the Board approved Bias-Free Policing policy. Furthermore, an in-house Public Safety Department would allow for a transit policing style of engaged visibility where officers are more visible across the system, thus increasing the feeling of safety for riders and employees.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal 2.1 of committing to improving security. Metro will continue to utilize a multi-layered safety model to achieve this goal.

NEXT STEPS

The final Implementation Plan that will be presented to the Board will include several critical elements. The Plan will provide a clear vision for the TCPSD through identified department goals and objectives, and an operational framework, which will include procedures for daily activities. The organizational structure of the TCPSD will be outlined, including strategies for recruitment, a comprehensive staffing approach, and an officer training plan tailored to meet the complexities of safety and security issues on transit. Policy development will also be covered, ensuring the operations adhere to best practices for a service-oriented, and community-centric safety approach. Community engagement is integral to Metro's approach, promoting transparency and connecting with riders to enhance trust is key, the plan will include a robust community engagement plan. Budget and Resource Allocation will be addressed through a detailed analysis addressing fiscal responsibility and effective allocation of resources. The plan will lay out the framework for Mutual Aid and Interagency Agreements, which are critical for fostering collaborative and supportive relationships with neighboring law enforcement agencies. The plan will also include a phased implementation timeline for each of the plan elements.

ATTACHMENTS

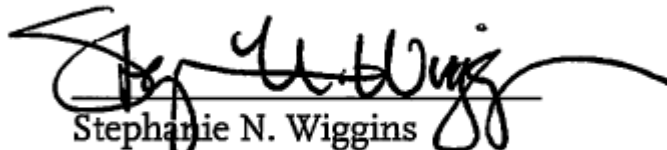
Attachment A - Board Motion 21.1

Attachment B - Metro's Public Safety Mission and Values Statements

Attachment C - California Response Requirements for Law Enforcement Agencies

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Stephanie Wiggins, Chief Executive Officer



Stephanie N. Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2023-0324, **File Type:** Motion / Motion Response

Agenda Number: 21.1.

**EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 15, 2023**

Motion by:

DIRECTORS NAJARIAN, SANDOVAL, BUTTS, BARGER, AND BASS

In-House Public Safety Implementation Plan Motion

Prior to 1996, the RTD, and later the LACMTA, had in-house police directly supervised by transit professionals sensitive to, and immersed in, transit culture. Other police agencies have not had that immersion. Because many of the RTD and MTA transit police were former bus operators and supervisors, they had a superior understanding of how the system works and could better aid passengers in emergencies or major service interruptions. The transit police worked closely with graffiti and vandalism programs. They participated in agency events, such as the bus and rail rodeos; they were part of the school outreach programs. They were invested in RTD and MTA in ways that outside policing is not. We also had in-house crime analysts on staff so there was one source and one definition for crime stats, collection and examination of evidence, etc. In-house public safety seemed to be more streamlined and reliable in comparison to after 1996.

With in-house public safety, we will be able to provide a cost-effective solution to aid and protect our ridership.

SUBJECT: IN-HOUSE PUBLIC SAFETY IMPLEMENTATION PLAN MOTION

RECOMMENDATION

APPROVE Motion by Directors Najarian, Sandoval, Butts, Barger, and Bass that the Board direct the CEO to prepare a comprehensive implementation plan for Board consideration to bring public safety in-house and present the plan to the Board in January 2024. The implementation plan should reflect Metro's commitment to building a new culture of public safety centered on a robust multi-layered approach.

SOLIS AMENDMENT:

- A. The comprehensive implementation plan for Board consideration shall include, but not be limited to, the bulleted list of next steps set forth in the Board File #: 2023-0286.
- B. Report back at the November 2023 Board meeting with a progress report.

HORVATH AMENDMENT:

WE THEREFORE MOVE that the Metro Board direct the Chief Executive Officer to include in the in-house public safety department implementation plan, discussion of:

- A. The anticipated performance-level of the “standard” and “enhanced” deployment models presented in the previously referenced feasibility study, in terms of system-wide coverage and the provision of a visible security and/or customer service presence.
- B. Best practices for system-wide coverage and deployment of law enforcement and non-law enforcement personnel from transit agencies nationally and internationally.
- C. Resources required to deploy a “best practices” model.
- D. Additional improvements in security technology, system hardening, interoperable communications, and deployment strategies currently underway or being contemplated for an in-house public safety department that may off-set the number of SSLE personnel required to effectively staff the system.



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

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 27th through September 20th, 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 22nd 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 3rd, 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*,

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

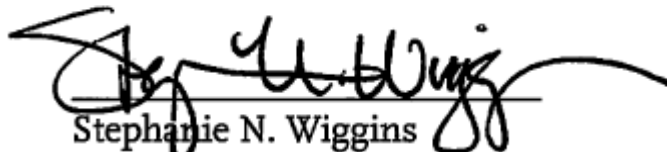
Attachment B - Motion 37.1

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

Attachment D - PSAC November 3rd 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

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Board Report

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

Agenda Number: 37.1.

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 & 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.	
It's 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 & 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:

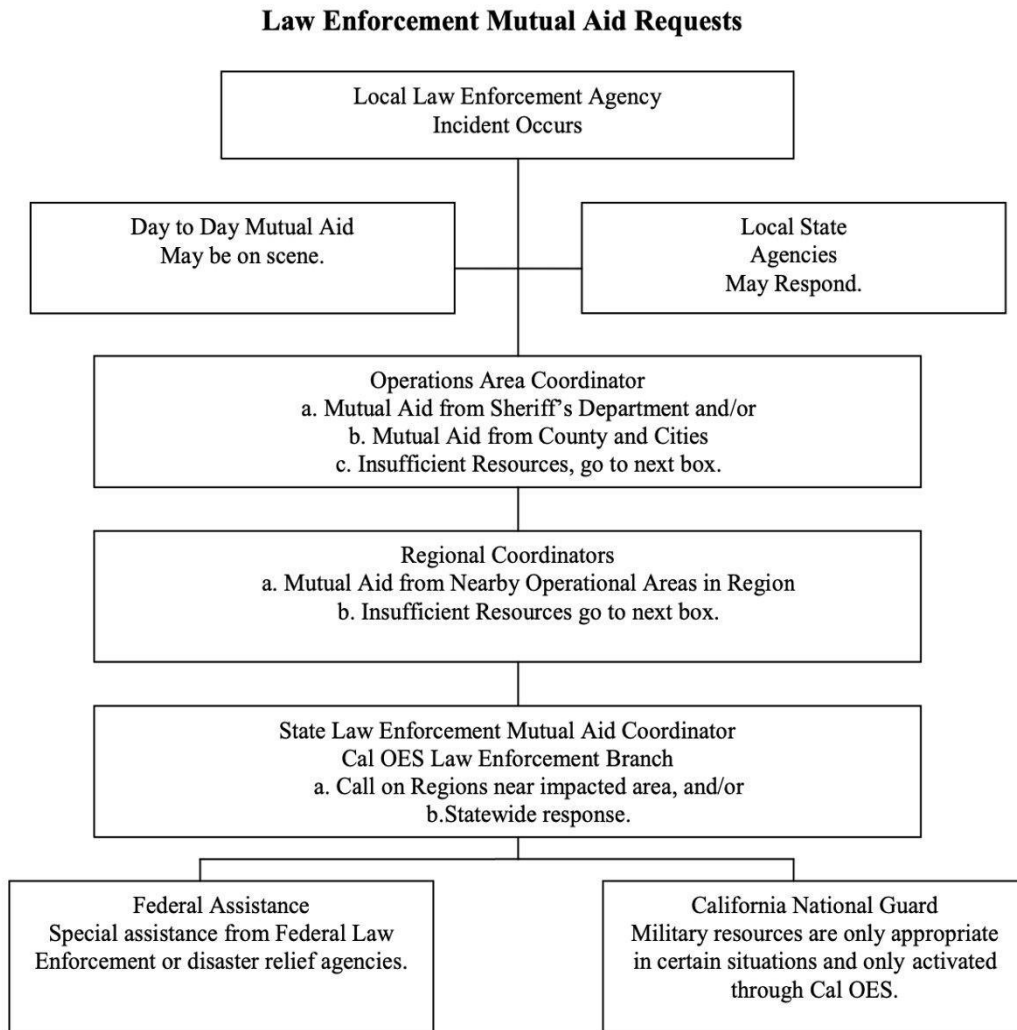
- The body voted to approve a modified version of the public safety mission and values statement. The vote was 14 "yes," 0 "no," and 0 "abstain." (Link: [Approved mission and values statement](#))

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."

California Response Requirements for Law Enforcement Agencies



Source: Law Enforcement Mutual Aid Plan. (2019). https://www.caloes.ca.gov/wp-content/uploads/Law-Enforcement/Documents/Blue-Book_Law-Enforcement-Mutual-Aid-Plan.pdf

Update on the Implementation Plan for the Establishment of a Metro Transit Community Public Safety Department (TCPSPD)

January 2024

Gina Osborn

Chief Safety Officer

TCPSD Status Update

Background

- In June 2023, the Board approved Motion #21.1 by Directors Najarian, Sandoval, Butts, Barger, and Bass. Directed the Chief Executive Officer (CEO) to prepare a comprehensive implementation plan for Board consideration.

Implementation Plan Goal

- Reflect Metro's need for specialized public safety services and engaged visible presence.
- Utilize a multi-layered integrated deployment approach.
- Provide vision for Board consideration of establishing public safety services in-house.

Research Methodology



Interviewed stakeholders

Conducted in-depth interviews with key stakeholders involved in transit operations and public safety to understand current practices, challenges, and opportunities.



Review of historical practices

Analyzed previous public safety initiatives, incident reports, and customer feedback to identify trends, issues, and lessons learned.



Comparative analysis

Benchmarked against other transit agencies of similar size and context to identify best practices in improving public safety.

Using a mix of primary and secondary research methodologies provided a 360-degree view of the current transit public safety landscape and how to establish Metro TCPSD.

Emerging Themes

Engaged visibility fosters positive community relationships and deters crime through active presence and proactive outreach.

Training with a Transit Purpose

Beyond being familiar with infrastructure locations and POST certified.

Engaged Visibility

Consistently present, reliable, and accessible in both emergency and non-emergency situations.

Zone Deployment Model

Dedicated zone/geographical areas for patrols where officers will respond to their assigned locations daily.

Operational Model Framework

Success depends on establishing trust, improving training and accountability, and embracing diversity. By incorporating social work principles and mental health awareness into policing, the new department can work towards building trust, fostering collaboration, and addressing the root causes of crime and social issues within our transit communities.

- Collaborate with social work educators to develop joint training programs that address both law enforcement and social work perspectives.
- Emphasis on relationship-based policing - riders and employees will see more consistent foot patrols systemwide. The transit system's expansive geography uniquely enables Transit police to build strong relationships and be embedded in planning for transit growth.
- Opportunity to implement procedural justice principles to ensure fair and transparent interactions between officers and the transit community. Riders will be more likely to accept and comply with decisions when they believe the process leading to those decisions is fair, respectful, and unbiased.
- Mandatory trauma-informed to recognize and address the impact of trauma on individuals in the community.

Zone Deployment Model

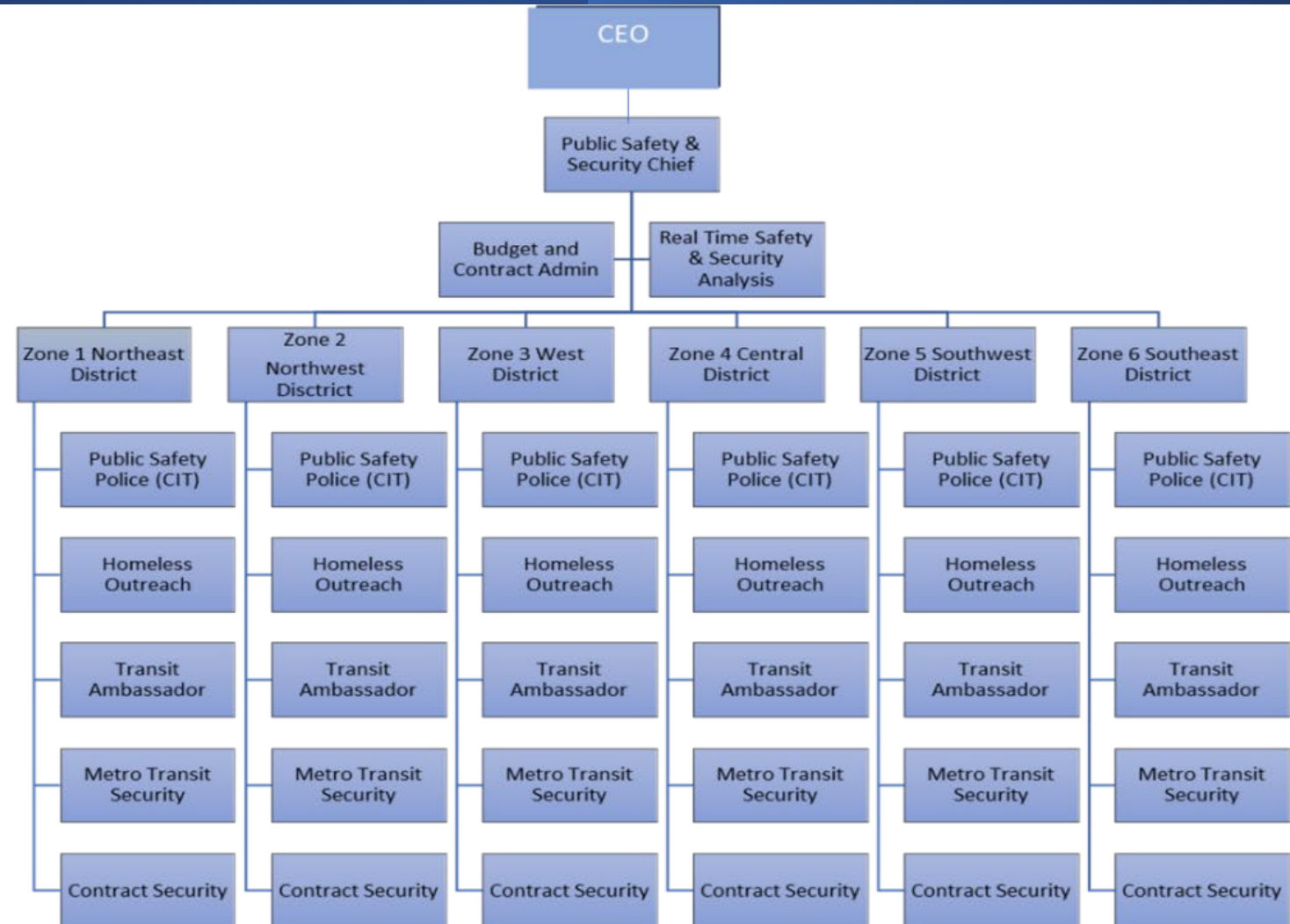
A deployment model with dedicated zone/geographical areas

- Increased Police presence and engagement
 - More engaged interaction with riders regularly
- Better coverage and response times
 - Resources in zones will allow for faster response times to emergencies
- Officers gain local knowledge
 - Patrolling the same area allows officers to become familiar with riders and understand the unique transit environment.
 - Improve community engagement and improve sense of care in patrol zone.
- Increase officer visibility, familiarity, and accountability
- Work closely with other resources, such as Homeless Outreach teams and Ambassadors who are also assigned by zone.

The Zone Deployment Model focuses police resources on more effective community engagement, responsiveness, and tailored service.

Functional Organizational Methodology

- Chief of Police reports directly to CEO
 - Robust community participation in the recruitment/selection process
- Coordinated staff deployment to six geographical areas
- Care-based strategies integrated into the model



Next Steps

Present the final implementation plan to the Board that addresses all the Board's directives, including:

- PSAC feedback
- Department Goals and Objectives, Framework, Organizational Structure
- Budget & Resource Allocation
- Potential timeline for transition and implementation



Metro

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

Board Report

File #: 2024-0045, **File Type:** Minutes

Agenda Number: 2.

**REGULAR BOARD MEETING
JANUARY 25, 2024**

SUBJECT: MINUTES

RECOMMENDATION

APPROVE Minutes of the Regular Board Meeting held November 30, 2023.

November 2023 RBM Public Comments – Item 19.1

From: [REDACTED]

Sent: Wednesday, November 22, 2023 12:16 AM

To: Board Clerk <BoardClerk@metro.net>

Subject: Item 19.1 for Nov 30th meeting

Hello,

I would like to echo my support for Metro to coordinate with LADOT and Caltrans to help improve the speeds of the A and E lines through DTLA. It should take a freeway closure for this to happen. Please prioritize transit riders.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Thursday, November 23, 2023 11:20 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: Item #19.1 - For - Nov 30 2023 - LA Metro BOD Meeting

Hello LA Metro. My name is Faraz, I use the LA Metro buses and trains to go to work, and while I'm in general support of the proposals listed in Item 19.1, I wanted to provide feedback on improving the item:

*Section B-4: Please have the E-Line & A-Line signal prioritization permanent even long after the 10 FWY is fully fixed. And specify that signal prioritization will happen along any at-grade car crossings throughout the E & A train route.

*Section C-1: The monthly cap for LIFE riders should be lifted permanently. And since the 10 FWY is now open, the Metro Board will need to amend this section anyway so that the lifting of the cap will still occur now (and not just during the duration of the freeway closure).

It shouldn't have to take a freeway closure for LA Metro to realize the importance of a strong public transit system. LA Metro should be continuously finding ways for improving faster travel times, increasing frequencies, and increasing accessibility to low-income riders. These proposals listed in this item are great and should be made permanent/expanded upon (in order to truly encourage ridership onto LA Metro).

Thank you for your time.

Sincerely,

[REDACTED]



Mayor Karen Bass
Council President Paul Krekorian
Transportation Chair Heather Hutt
Los Angeles City Hall

Governor Gavin Newsom
Secretary Toks Omishakin
Director Tony Tavares
California State Capitol

11/16/2023

Governor Newsom, Secretary Omishakin, Director Tavares, Mayor Bass, Council President Krekorian, Chair Hutt:

The closure of the 1-10 Freeway for several weeks and the declaration of an emergency gives the City and the State broad powers to deploy the necessary resources to ensure that residents and commuters can travel safely and efficiently through and to Downtown Los Angeles (DTLA). We call on the State of California and Caltrans to fund alternatives to driving and not just fix the freeway. At a time when the California Air

Resources Board has said that Californians must drive 25% less by 2030, and when the NRDC found that less than 20% of Caltrans projects reduce vehicle miles traveled, our State must aggressively fund alternatives to prove that we can—because we must—reduce driving. This includes funding service because mode shift cannot happen without abundant, affordable, and equitable public transit. This is particularly important in the areas most impacted, including historically underserved communities in South Park, South LA, Chinatown, and Boyle Heights, which are now subjected to even more congestion than before due to the I-10 freeway closure.

Therefore, we call on Caltrans to:

- Work with the Los Angeles Department of Transportation (LADOT) to rapidly deploy bus lanes on routes adjacent to the I-10 Freeway.
- Work with LADOT and LA Metro to implement full signal preemption and rail signal gates so that the E/A Lines can be given priority to move quicker through Downtown.
- Fund Metrolink to run all-day service with 15/30 minute headways during rush hour on major routes to get people off the I-10 Freeway.
- Immediately identify excess Caltrans lands that can be used for Park & Ride sites with security and subsidize DASH Commuter Express, Metro Micro, and LA Now buses and operators to shuttle people to work with on-demand or fixed route service.
- Provide additional funding to LADOT, Big Blue Bus, Foothill Transit, Montebello Transit, Long Beach Transit, and LA Metro to increase bus and rail service, particularly for commuters, and make public transit fare-free during this time.
- Prioritize opening a lane for bus-only traffic first along the I-10 through Downtown LA, as well as a carpool-only lane with a minimum of 3 passengers.

In addition, we call on the City of Los Angeles Transportation Committee to schedule an emergency meeting to:

- Fulfill the City motion ([CF 19-1236](#)) that would create full signal preemption for E/A trains in Downtown Los Angeles.
- Call on LADOT to rapidly deploy bus-only lanes along the I-10 Corridor Route with temporary cones, traffic personnel, and enforcement.
- Deploy bus operators to the DASH Commuter Express lines to double bus headways to key job destinations. The City should consider re-deploying diminished LAX FlyAway service to assist in moving people across this area.
- Re-deploy the LA Now on-demand service to the Downtown LA area.
- Make all these services fare-free.

Lastly, we call on the Los Angeles County Metropolitan Transportation Authority to:

- Make rail and bus service fare-free during this time.
- Make Metro Bike free and deploy more stations and bikes around the affected area.
- Accelerate planned headway increases on the A/E Line as soon as possible.
- Re-deploy the Metro Micro fleet to downtown and consider using excess land for Park & Ride.
- Prioritize opening bus-only lanes along the I-10 through Downtown LA, focusing on impacted lines.

Given the emergency declaration - with departments and agencies working around the clock - it is clear that the impact is felt deep and wide across our region and in our neighborhoods. To demonstrate leadership and care, we must also fund the alternatives above. We can show that we can both accomplish the objective of fixing the damage on the 10 freeway, and, more importantly, we also confidently show that our investments in the alternatives will minimize congestion and improve air quality for all of us.

Yours,

Eli Lipmen
Move LA

Romel Pascual
CicLAvia

Neal Richman
Aging & Disability Transit Network

Andres Ramirez
People for Mobility Justice

David Diaz, MPH
Active San Gabriel Valley

Bryn Moncelsi
Climate Resolve

Bart Reed
Transit Coalition

Brooke Wirtschafter
IKAR

John Yi
Los Angeles Walks

Karen Reside
Long Beach Gray Panthers

Eli Akira Kaufman
BikeLA

Chris Chavez
Coalition for Clean Air

Michael Schneider
Streets for All

tamika l. butler
tamika l. butler *consulting*

David Levitus
LA Forward

Marissa Ayala

Alliance for Community Transit - Los Angeles (ACT-LA)

Oscar U. Zarate
Strategic Actions for a Just Economy (SAJE)

Carter Rubin
NRDC (Natural Resources Defense Council)

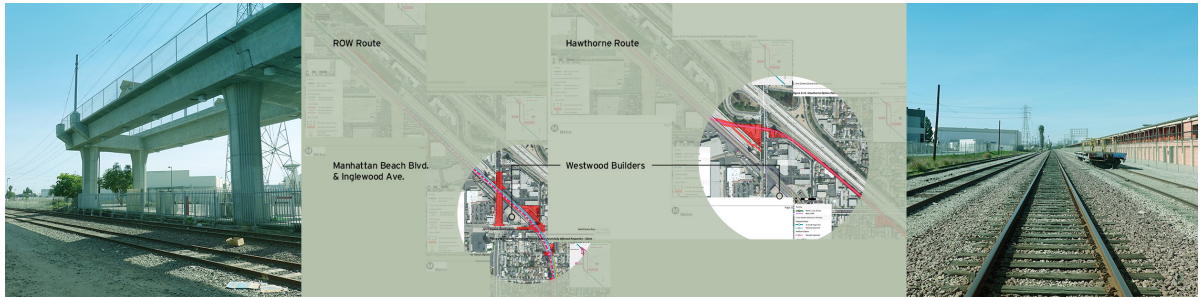
Sulma Hernandez
South Los Angeles Transit Empowerment Zone (SLATE-Z)

Cynde Soto
Communities Actively Living Independently & Free (CALIF)

Cc:

State Senator Maria Elana Durazo
State Senator Lena Gonzalez
State Assemblymember Miguel Santiago
State Assemblymember Laura Friedman
CEO Stephanie Wiggins
Deputy Mayor Randall Winston
General Manager Laura Rubio-Cornejo
City Councilmember Nithya Raman
City Councilmember Traci Park
City Councilmember Katy Young Yaroslavsky
City Councilmember Eunisses Hernandez

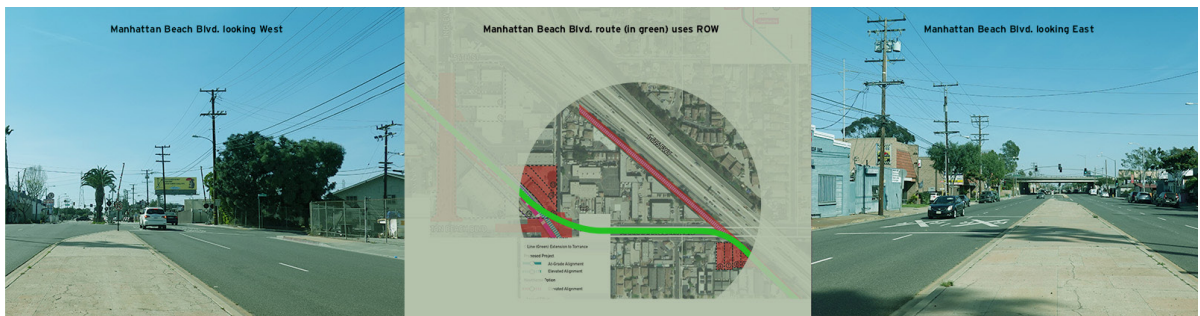
Metro engineers have placed a "POISON PILL" in the C Line Extension Hawthorne route.



From the Marine elevated platform, the Hawthorne route travels 150 yards down the ROW and then makes a hard left crossing over Extra Space Storage and a Chevron station to then cross Inglewood in front of the 405 on ramp. It further takes out Roger's Auto Repair and EMI Signs to then buttress against the freeway though a narrow passage that effects multiple other businesses before crossing Manhattan Beach Blvd.



This is done in spite of the obvious route which would use the ROW up to Manhattan Beach Blvd. There it would then make a left and use the wide boulevard for an eighth-of-a-mile until reaching the freeway.



This avoids all of the disruption and added cost associated with business removal and reduces the footprint with the 405 Caltrans by over half.

A junior engineer would see this in an instant. The Metro Board needs to investigate this \$300-500 million boondoggle. Most of the needed engineering already exists in the current DEIR.

November 2023 RBM General Public Comment

From: [REDACTED]
Sent: Sunday, November 19, 2023 11:16 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

While Los Angeles' infrastructure forces many workers to be car-dependent, we do have an expansive public transit system consisting of bus and light rail transportation that provides over 47 million rides to Angelenos yearly. Metro ridership continues to recover post-pandemic, with ridership increasing 10% since last September. Meanwhile, the average cost of owning a car exceeds \$12,000 annually – far out of reach for many of LA's essential workers -- and car and truck emissions are responsible for 33% of greenhouse gas emissions. The impacts of Los Angeles' vehicle pollution are felt most acutely in working-class communities of color, whose neighborhoods suffer from the lack of reliable public services, secure well-paying jobs, and sustainable public infrastructure.

Now, during an affordability crisis, returning fare-free service to Metro would provide immediate monetary relief to riders, acting as an economic stimulus for many of LA's essential workers. Only 5% of Metro's revenue comes from fare collection and 75% of LA Metro's riders are low-income, with the majority of riders making less than \$25,000 per year. When people ride Metro instead of driving, those reductions in pollution, congestion, and traffic violence benefit everyone in the County. That's why we all pay for Metro when we pay sales tax, and charging fares from working class riders is unnecessary and regressive.

Ending fare collection also allows Metro to focus on delivering transportation services to Angelenos. Metro spends tens of millions of dollars every year on fare subsidy program administration, third party contracts, and fare collection equipment. Even more money is spent on policing contracts which disproportionately criminalize youth of color for fare evasion. This spending is counterproductive, does not help deliver world-class transportation to Angelenos, and should instead be spent providing fast, frequent, and reliable transit service.

Metro eliminated fares for all riders for 22 months during the COVID pandemic, running the largest fare-free transit experiment in the U.S. LA Metro proved that making transit fare-free increases ridership, safety, and helped transit ridership rapidly recover following the end of the pandemic. We need that same urgency now to address our current affordability, inequity, and environmental crises.

Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 11:18 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

The electrical grid can't sustain everyone switching to electric cars. We can't make enough renewable energy in time. People need to consume less energy with public transportation. And in a loneliness public health crisis, people need more reason to interact on fast, frequent, reliable public transit.

While Los Angeles' infrastructure forces many workers to be car-dependent, we do have an expansive public transit system consisting of bus and light rail transportation that provides over 47 million rides to Angelenos yearly. Metro ridership continues to recover post-pandemic, with ridership increasing 10% since last September. Meanwhile, the average cost of owning a car exceeds \$12,000 annually – far out of reach for many of LA's essential workers -- and car and truck emissions are responsible for 33% of greenhouse gas emissions. The impacts of Los Angeles' vehicle pollution are felt most acutely in working-class communities of color, whose neighborhoods suffer from the lack of reliable public services, secure well-paying jobs, and sustainable public infrastructure.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 3:05 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Ending fare collection also allows Metro to focus on delivering transportation services to Angelenos. Metro spends tens of millions of dollars every year on fare subsidy program

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 4:01 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 5:28 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 5:29 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 5:52 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: We Need a Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

While Los Angeles' infrastructure forces many workers to be car-dependent, we do have an expansive public transit system consisting of bus and light rail transportation that provides over 47 million rides to Angelenos yearly. Metro ridership continues to recover post-pandemic, with ridership increasing 10% since last September. Meanwhile, the average cost of owning a car exceeds \$12,000 annually – beyond reach for many of LA's essential workers -- and car and truck emissions are responsible for 33% of greenhouse gas emissions. The impacts of Los Angeles' vehicle pollution are felt most acutely in working-class communities of color, whose neighborhoods suffer from the lack of reliable public services, secure, well-paying jobs, and sustainable public infrastructure.

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Please support universal fare-free Metro NOW and help all Angelenos get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 7:07 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

With the 10 closing, it's more evident than ever that we need accessible, reliable public transit. I am writing to urge your support for making LA Metro 100% fare-free. When running for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Calling an immediate end to fare collection will ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

Even before the freeway closure, LA had many issues with our reliance on predominant car transport. While Los Angeles' infrastructure forces many workers to be car-dependent, we do have an expansive public transit system consisting of bus and light rail transportation that provides over 47 million rides to Angelenos yearly. Metro ridership continues to recover post-pandemic, with ridership increasing 10% since last September. Meanwhile, the average cost of owning a car exceeds \$12,000 annually – far out of reach for many of LA's essential workers -- and car and truck emissions are responsible for 33% of greenhouse gas emissions. The impacts of Los Angeles' vehicle pollution are felt most acutely in working-class communities of color, whose neighborhoods suffer from the lack of reliable public services, secure well-paying jobs, and sustainable public infrastructure.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 7:42 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 10:29 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

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I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Ending fare collection also allows Metro to focus on delivering transportation services to Angelenos. Metro spends tens of millions of dollars every year on fare subsidy program

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Please support universal fare-free Metro NOW and help working people like me get where we need to go! Please. Im tired of driving.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, November 20, 2023 6:31 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 21, 2023 9:38 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 21, 2023 12:29 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 21, 2023 12:30 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

I could not afford a car and pay my rent for years and was dependent on the metro and my bike. Doing even the simplest of errands by bus takes hours more than by car and the fare adds up quickly when your wages are low. The demand of maintaining my basic needs and health without a car while also working 60 hrs a week caused me to go into the worst major depression episode of my life. I dreaded leaving my house and sacrificing the remainder of my waking hours for basic survival and all of the research and preparation it took for me to ensure that my trips were efficient and remained within budget. I cannot overstate how detrimental unreliable and expensive transit was to my mental health.

Now, during an affordability crisis, returning fare-free service to Metro would provide immediate monetary relief to riders, acting as an economic stimulus for many of LA's essential workers. Only 5% of Metro's revenue comes from fare collection and 75% of LA Metro's riders are low-income, with the majority of riders making less than \$25,000 per year. When people ride Metro instead of driving, those reductions in pollution, congestion, and traffic violence benefit everyone in the County. That's why we all pay for Metro when we pay sales tax, and charging fares from working class riders is unnecessary and regressive.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, November 17, 2023 11:38 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

While Los Angeles' infrastructure forces many workers to be car-dependent, we do have an expansive public transit system consisting of bus and light rail transportation that provides over 47 million rides to Angelenos yearly. Metro ridership continues to recover post-pandemic, with ridership increasing 10% since last September. Meanwhile, the average cost of owning a car exceeds \$12,000 annually – far out of reach for many of LA's essential workers -- and car and truck emissions are responsible for 33% of greenhouse gas emissions. The impacts of Los Angeles' vehicle pollution are felt most acutely in working-class communities of color, whose neighborhoods suffer from the lack of reliable public services, secure well-paying jobs, and sustainable public infrastructure.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, November 19, 2023 8:39 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 21, 2023 7:27 PM
To: Board Clerk <BoardClerk@metro.net>
Subject: Please Support Fare-Free Metro NOW

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, November 22, 2023 12:52 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: We Need Fare-Free Metro!

Metro Board Chair Karen Bass,

I am writing to urge your support for making LA Metro 100% fare-free. In your run for Mayor, you campaigned on the promise of universal fare-free transit in Los Angeles. Ending fare collection is the most immediate action Metro can take to ease the financial burden of transportation costs for the multiracial working class that rides Metro and to confront the environmental crises driven by automobile pollution. So far, this promise remains unmet.

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Please support universal fare-free Metro NOW and help working people like me get where we need to go!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
[REDACTED]

Sent: Wednesday, November 22, 2023 6:13 PM

To: Board Clerk <BoardClerk@metro.net>

Subject: Keep L.A. Metro Safe: Prioritize Care-First Approaches

Dear L.A. Metro Board of Directors:

I support ACT-LA's call for care-first safety approaches on the Metro: End our unnecessary and harmful reliance on police in public transit and continue to fund more effective and proven safety initiatives such as our transit ambassador program and better infrastructure like improved lighting and more reliable and timely service.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: Wednesday, November 22, 2023 6:13 PM

To: Board Clerk <BoardClerk@metro.net>

Subject: Keep L.A. Metro Safe: Prioritize Care-First Approaches

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Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: Wednesday, November 22, 2023 6:15 PM

To: Board Clerk <BoardClerk@metro.net>

Subject: Keep L.A. Metro Safe: Prioritize Care-First Approaches

Dear L.A. Metro Board of Directors:

I support ACT-LA's call for care-first safety approaches on the Metro: End our unnecessary and harmful reliance on police in public transit and continue to fund more effective and proven safety initiatives such as our transit ambassador program and better infrastructure like improved lighting and more reliable and timely service.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]



MINUTES

Thursday, November 30, 2023

10:00 AM

Board of Directors - Regular Board Meeting

DIRECTORS PRESENT:

**Karen Bass, Chair
Janice Hahn, Vice Chair
Fernando Dutra, 2nd Vice Chair
James Butts
Jacquelyn Dupont-Walker
Lindsey Horvath
Holly J. Mitchell
Ara J. Najarian
Tim Sandoval
Katy Yaroslavsky
Gloria Roberts, non-voting member**

Stephanie Wiggins, Chief Executive Office

CALLED TO ORDER: 10:11 A.M.

ROLL CALL

1. APPROVED Consent Calendar Items: 2, 5, 7, 9, 10, 11, 12, 13, 14, 17, 19, 20, 21, 22, 23, and 24.

Consent Calendar items were approved by one motion except for Items 11, 19, and 21 which were held by a Director for discussion and/or separate action.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
A	Y	A	Y	Y	Y	A	Y	Y	Y	A	Y	Y

**Voting Deviations:*

Item 5 – the following Director voted no: LH

Item 12 – the following Director voted no: LH

Item 14 - the following Directors were conflicted: JH and KRB

Item 17 - the following Director was conflicted: HS

Item 22 - the following Director was conflicted: KRB

Item 24 - the following Director was conflicted: LH

2. SUBJECT: MINUTES

2023-0712

APPROVED ON CONSENT CALENDAR Minutes of the Regular Board Meeting held October 26, 2023.

3. SUBJECT: REMARKS BY THE CHAIR

2023-0709

RECEIVED remarks by the Chair.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
A	P	A	P	P	P	A	P	P	P	A	P	P

4. SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

2023-0710

RECEIVED report by the Chief Executive Officer.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
A	P	A	P	P	P	A	P	P	P	A	P	P

KB = K. Barger	FD = F. Dutra	HJM = H.J. Mitchell	KY = K. Yaroslavsky
KRB = K.R. Bass	JH = J. Hahn	AJN = A.J. Najarian	
JB = J. Butts	LH = L. Horvath	TS = T. Sandoval	
JDW = J. Dupont Walker	PK = P. Krekorian	HS = H. Solis	

LEGEND: Y = YES, N = NO, C = CONFLICT, ABS = ABSTAIN, A = ABSENT, P = PRESENT

5. SUBJECT: 2024 REGIONAL TRANSPORTATION IMPROVEMENT PROGRAM 2023-0618

APPROVED ON CONSENT CALENDAR the programming of up to \$216,817,000 in Regional Transportation Improvement Program funds to the proposed projects and the program amendments.

7. SUBJECT: METRO ACTIVE TRANSPORTATION STRATEGIC PLAN UPDATE 2023-0516

APPROVED ON CONSENT CALENDAR:

- A. ADOPTING the Active Transportation Strategic Plan Update;
- B. AUTHORIZING the CEO to release the solicitation for Cycle 2 of the Metro Active Transport, Transit, and First/Last Mile Grant Program; and
- C. Metro's policies for Cycle 7 of the State Active Transportation Program.

9. SUBJECT: RAIL TO RAIL ACTIVE TRANSPORTATION CORRIDOR PROJECT 2023-0415

APPROVED ON CONSENT CALENDAR:

- A. INCREASING the Life of Project Budget for the Rail-to-Rail Active Transportation Project (Project) by \$23,100,000, from \$143,284,000 to \$166,384,000; and
- B. AUTHORIZING the Chief Executive Officer to execute agreements, including Contract Modifications, within the Board Approved Life of Project Budget.

10. SUBJECT: TRACK AND TUNNEL INTRUSION PROJECT 2023-0565

APPROVED ON CONSENT CALENDAR increasing the Life of Project (LOP) Budget on the Track and Tunnel Intrusion Project by \$550,224, from \$10,821,772 to \$11,371,996.

11. SUBJECT: SYSTEMS ENGINEERING AND SUPPORT SERVICES CONTRACT 2023-0639

APPROVED UNDER RECONSIDERATION:

- A. an increase in total authorized funding for Contract No.

(continued on next page)

(Item 11 – continued from previous page)

AE47810E0128 with SECOTrans (Joint Venture of Hatch LTK Engineering Services, NBA Engineering Inc., Pacific Railway Enterprises Inc., and Ramos Consulting Services, Inc), for pending and future Task Orders to provide systems engineering and support services for Metro Rail and Bus Transit projects, in the amount of \$19,500,000, increasing the total contract authorized funding from a not-to-exceed (NTE) amount of \$95,282,000 to a not-to-exceed amount of \$114,782,000 through April, 2025; and

- B. the Chief Executive Officer (CEO) or designee to execute individual Task Orders and Contract Modifications within the Board approved contract funding amount.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
Y	Y	A	C	Y	C	A	Y	Y	Y	A	Y	C

12. SUBJECT: EB SR-91 ATLANTIC TO CHERRY IMPROVEMENTS

2023-0641

APPROVED ON CONSENT CALENDAR:

- A. ESTABLISHING a Life-of-Project budget for the EB SR-91 Atlantic to Cherry Improvements in the amount of \$174,187,000; and
- B. AUTHORIZING the Chief Executive Officer to negotiate and execute project-related agreements, including contract modifications, up to the authorized Life-of-Project budget.

13. SUBJECT: I-605 SOUTH STREET IMPROVEMENTS PROJECT

2023-0640

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

- A. ESTABLISH a Life of Project Budget (LOP) for the I-605 Southbound South Street Improvements Project in the amount of \$33,222,000; and
- B. the Chief Executive Officer to negotiate and execute project related agreements, including contract modifications, up to the authorized Life-of-Project Budget.

14. SUBJECT: WEST SANTA ANA BRANCH TRANSIT CORRIDOR

2023-0605

APPROVED ON CONSENT CALENDAR:

- A. AUTHORIZING the Chief Executive Officer (CEO) to award a cost plus fixed fee contract, Contract No. AE104903000, to HDR Engineering, Inc., for advanced engineering and final design services of utility adjustments,

(continued on next page)

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freight relocation, and grade crossings for the Slauson/A Line to Pioneer segment of the West Santa Ana Branch (WSAB) Transit Corridor Project in the amount of \$75,407,476, subject to the resolution of protest(s), if any; and

- B. Contract Modification Authority (CMA) specific to Contract No. AE104903000 in the amount of \$7,540,748, or 10% of the not-to-exceed contract award value authorize the CEO to execute individual Contract Modifications within the Board-approved Contract Modification Authority.

17. SUBJECT: LONG-TERM ADVERTISING - MARIACHI PLAZA STATION 2023-0650

APPROVED ON CONSENT CALENDAR a long-term advertising purchase agreement with Adventist Health White Memorial Hospital (Adventist Health), of up to 12 months, for advertising at Mariachi Plaza Station generating \$97,500 estimated gross sale for Metro. This agreement is not a title sponsorship and will not affect Mariachi Plaza Station's title/name.

19. SUBJECT: 2024 LEGISLATIVE PROGRAM 2023-0682

APPROVED:

- A. RECEIVING the State and Federal Legislative Report;
- B. ADOPTING the proposed 2024 Federal Legislative Program; and
- C. ADOPTING the proposed 2024 State Legislative Program.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
A	Y	A	Y	Y	Y	A	Y	Y	Y	A	Y	Y

19.1.SUBJECT: METRO'S RESPONSE TO I-10 FREEWAY FIRE AND SUBSEQUENT CLOSURE MOTION 2023-0716

WITHDRAWN:

~~APPROVE Motion by Directors Bass, Hahn, Solis, Mitchell, Dutra, and Najarian that the Board direct the Chief Executive Officer to:~~

- ~~A. Amend goal #4 of the 2024 Legislative Program's State Goals to include provisions for the reimbursement of transit-related services/expenses~~

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(Item 19.1 – continued from previous page)

~~incurred during a federal or state emergency declaration.~~

~~B. Promote ridership through regional coordination:~~

- ~~1. Coordinate with the City, County, State, and Federal agencies to take the necessary action to support the recovery phase for the communities impacted by the I-10 freeway fire and subsequent closure.~~
- ~~2. Collaborate with Tier 1 transit operators and Metrolink to expand and coordinate services affected by the freeway closure to encourage and promote ridership.~~
- ~~3. Collaborate with local jurisdictions to increase opportunities for bus-priority lanes and bus signal prioritization on lines affected by the closure.~~
- ~~4. Collaborate with local jurisdictions and Caltrans on E-Line & A-Line signal prioritization, including but not limited to closing the eastbound I-10 on-ramp that crosses the A & E Lines right-of-way at Flower Street.~~
- ~~5. Coordinate with local jurisdictions and special traffic operations to support reliable travel for major and special events.~~
- ~~6. Develop a strategy to prepare and implement Integrated Corridor Management (ICM) plans for major freeway corridors in partnership with Caltrans, Los Angeles County Department of Public Works, Los Angeles Department of Transportation, and additional local jurisdictions.~~

~~C. Provide incentives for public transportation and enhance services:~~

- ~~1. Lift the monthly cap on transit rides for participants of the Low-Income Fare is Easy (LIFE) program for the duration of the freeway closure.~~
- ~~2. For Metro riders, reduce daily parking rates to 10 cents at Metro's Park and Ride lots, excluding NFL Game Day promotions, for the duration of the freeway closure.~~
- ~~3. Provide fare-free rides on Metro Bike Share for the duration of the freeway closure.~~
- ~~4. Launch a marketing campaign to encourage transit ridership while the I-10 freeway is undergoing repairs.~~

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- ~~5. Beginning November 23, 2023, work to enhance station services and amenities by deploying additional Transit Ambassador teams at key origin stations around the entire system to ensure adequate coverage is available to serve additional transit riders using the system for the duration of the freeway closure; expanding cleaning services at Metro-owned stations and platforms as needed; and improving lighting at Metro-owned parking lots, bus stations, and station platforms, as necessary.~~

~~D. Assess impacts of the freeway closure and ensure reimbursement of eligible expenses:~~

- ~~1. Instruct Metro Real Estate to prepare an inventory of Caltrans-owned properties leased by Metro to ensure compliance with the lease terms and recommend corrective action if needed.~~
- ~~2. Report back to the Board within 30 days of the freeway reopening, on the effectiveness of various travel demand management strategies utilized during the I-10 freeway closure, including a separate report back on how to improve the transponder technology to provide accurate arrival at transit stations, starting with lines affected by the closure.~~
- ~~3. Report back to the Board within 30 days on ridership changes related to the freeway closure.~~
- ~~4. Submit grant applications and conduct any necessary actions, including negotiating and executing grant agreements and signing requests for reimbursements to the California State Transportation Agency, California Department of Transportation, California Office of Emergency Services, and other pertinent agencies to secure State funds for emergency operations and infrastructure protection services, as necessary.~~

20. SUBJECT: P2550 LIGHT RAIL VEHICLE MIDLIFE OFFSITE TESTING 2023-0528

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

- A. EXECUTE Contract Modification No. 6 to Contract No. PS183832000P2550 Light Rail Vehicle (LRV) Midlife Modernization with Kinkisharyo International, L.L.C. for Offsite LRV Qualification Testing increasing the total Contract value by \$1,500,000 from \$159,119,493 to \$160,619,493 to enable LRV testing offsite LACMTA property; and

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- B. EXECUTE Contract Modifications under this Contract for up to \$1,000,000 per Contract Modification.

21. SUBJECT: TRANSIT OPERATIONS ENGINEERING SUPPORT **2023-0606**

AUTHORIZED UNDER RECONSIDERATION the Chief Executive Officer to award and execute Indefinite Delivery/Indefinite Quantity (IDIQ) task order-based Contracts No. AE100331000 and AE100331001 to HNTB Corporation and Gannett Fleming, Inc., respectively, for transit operations engineering support services for a combined not-to-exceed (NTE) amount of \$116,000,000 for the four-year base period, and combined NTE of \$20,000,000 for each of the three one-year options; for a combined NTE total amount of \$176,000,000 subject to resolution of any properly submitted protest(s), if any.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
Y	Y	A	C	Y	C	A	Y	Y	Y	A	Y	C

22. SUBJECT: ENGINEERING SUPPORT SERVICES FOR VERTICAL TRANSPORTATION SYSTEM AND RELATED SERVICES **2023-0620**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to award a ten-year firm fixed unit rate Contract No. AE89754000 to Gannett Fleming, Inc. for engineering support services for vertical transportation system and related services, for a not-to-exceed amount (NTE) of \$36,324,570 for the six-year base term, and \$12,187,396 for each of the two, two-year option terms for a total combined NTE amount of \$60,699,362, effective January 1, 2024, subject to resolution of any properly submitted protest(s), if any.

23. SUBJECT: SPACE PLANNING - INSTALLATION SERVICES AND FURNITURE **2023-0632**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to execute Modification No. 5 to Contract No. PS28069-2000 with M3 Office Inc. in the amount of \$1,500,000 to continue to provide space planning/installation services and furniture increasing the total not-to-exceed contract value from \$7,500,000 to \$9,000,000 and extend the period of performance through December 31, 2024.

24. SUBJECT: A650 HEAVY RAIL VEHICLE ATC SYSTEM UPGRADE **2022-0822**

APPROVED ON CONSENT CALENDAR:

- A. AUTHORIZING the Chief Executive Officer (CEO) to negotiate, award, and

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execute Contract No. OP116496 to Hitachi Rail for 36 months for an amount not to exceed \$29,312,410, to upgrade the onboard train control system on 70 of Metro's A650 option order Heavy Rail Vehicles (HRVs) and a contract option for upgrading an additional 4 A650 HRVs, to ensure compatibility with upcoming upgrades to Metro's wayside signaling and communication systems, subject to the resolution of any properly submitted protest(s), if any; and

- B. FINDING that there is only a single source of procurement for the materials and work set forth in Recommendation A above and it is for the sole purpose of delivering, installing, and testing equipment compatible with the anticipated upgrades to Metro's wayside signaling/communication systems.

31. SUBJECT: EAST SAN FERNANDO VALLEY LIGHT RAIL PROJECT 2023-0659
RELOCATION PLAN AND ACQUISITION AND
RELOCATION PILOT PROGRAM

APPROVED:

- A. a Pilot Program to reduce hardships to property owners by incorporating streamlined acquisition and relocation procedures for right-of-way delivery for the East San Fernando Valley Light Rail Project; and
- B. the East San Fernando Valley Light Rail Project Relocation Plan.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
Y	Y	A	Y	Y	Y	A	Y	Y	Y	A	Y	Y

32. SUBJECT: CLOSED SESSION 2023-0723

A. Conference with Legal Counsel - Existing Litigation - G.C. 54956.9(d)

(1)

1. Kamal Patel v. LACMTA, LASC Case No. 21STCV05686

APPROVED settlement in the amount of \$299,999.

JH	FD	KB	JB	JDW	LH	PK	HJM	AJN	TS	HS	KY	KRB
Y	Y	A	Y	Y	Y	A	Y	Y	Y	A	Y	Y

B. Conference with Labor Negotiator - Government Code 54957.6

Agency designated representative: Cristian Leiva

Employee organizations: Amalgamated Transit Union, SMART, TCU, AFSCME, Teamsters

NO REPORT.

C. Public Employee Performance Evaluation - Government Code Section 54957(b)(1)

Title: Chief Executive Officer

NO REPORT.

ADJOURNED AT 1:08 P.M.

Prepared by: Jennifer Avelar
Sr. Administrative Analyst, Board Administration



Collette Langston, Board Clerk



Board Report

File #: 2023-0701, File Type: Contract

Agenda Number: 9.

**PLANNING AND PROGRAMMING COMMITTEE
JANUARY 17, 2024****SUBJECT: PARKING ENFORCEMENT SERVICES****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to execute a five-year, firm-fixed-price Contract No. PS104041-2000 to SP Plus Corporation for parking enforcement services in the amount of \$6,446,435, subject to resolution of any properly submitted protest(s), if any.

ISSUE

Metro's Parking Management unit operates 89 park-and-ride facilities across Los Angeles County, as well as the parking facilities at Union Station. Effective and consistent parking enforcement is necessary to ensure that parking spaces are used appropriately and that all other parking regulations are followed. Proper parking enforcement maximizes the available spaces for transit riders and addresses non-transit parking space usage. The current parking enforcement contract will expire on March 31, 2024, and a new contract needs to be awarded to continue parking enforcement services.

BACKGROUND

Parking enforcement services play a crucial role in the Parking Management Program. They help maintain a balance between the demand and supply of parking spaces by enforcing parking regulations. Without enforcement, parkers may disregard parking rules, and the management of parking facilities may become inefficient. Prior to the pandemic, the parking enforcement services issued over 20,000 citations annually. Up to the date of 2023, 11,732 actual citations and 1,102 warnings were issued. This does not include any parking enforcement on Micro-Mobility Vehicle (MMV) parking or any enforcement services at Union Station parking facilities. The citation issuance trend also continues to recover each month.

In September 2017, parking enforcement services were transferred from Metro Transit Security to Metro's Parking Management unit, and the duties were transitioned from the Los Angeles Sheriff's Department to non-sworn officers through a contract for parking enforcement services. This arrangement allows law enforcement officers to prioritize safety and security at Metro facilities while unarmed non-sworn officers focus on parking management. As part of the transition process, a five-year contract for parking enforcement services was executed on November 1, 2017. The current enforcement contract will expire on March 31, 2024. Therefore, a new contract is necessary to

continue to provide parking enforcement services.

MMVs, such as e-scooters and dockless bicycles, are a newer mode of transportation that relies on GPS-enabled smartphone applications for communication and tracking by both the operators and users. The use of MMVs as a first-last mile connection has become increasingly popular throughout the County. However, given the dockless model of MMVs, these vehicles are sometimes parked in ways that impede access, such as blocking sidewalks or entryways. As a result, enforcement services are necessary to regulate the placement and parking of MMVs on Metro facilities.

DISCUSSION

Parking Management's approach to parking enforcement focuses on mission over profit. While fiduciary responsibility is important, parking management at Metro also aims to educate the public and transit patrons on proper parking etiquette by issuing warnings and citations. Warnings offer patrons a notice of violation without a monetary fine, while citations have a financial penalty associated with the issuance. This educational approach has resulted in an increased compliance rate, resulting in a decrease in the number of warnings issued. In 2019, 13.6% of violations issued were warnings; this number decreased to 8.1% in 2023 (data available through October). In 2019, the paid parking locations had a compliance rate of 61%, compared to 96% in 2023. Furthermore, the percentage of contested citations that were dismissed decreased from 42% in 2018 to approximately 10% in 2023. This improvement was a result of issuing accurate citations and educating parkers on the regulations. These trends are a testament to the success of the parking enforcement program.

The identification and removal of abandoned vehicles from Metro facilities are significant parts of Metro's parking ordinance and parking enforcement services. By utilizing innovative solutions, the parking enforcement contractor can track such vehicles and remove them when necessary. Prior to the vehicle removal process, parking enforcement officers will inform the vehicle owner of non-compliance by issuing citations and notices before any actual removal takes place. This process provides the owner ample opportunity to remove the vehicle themselves. For vehicles that remain, Metro staff is responsible for providing towing authorization to the contractor before any vehicles are removed from any Metro Facilities. The adopted LACMTA Administrative Code Title 8 - Metro Parking Ordinance, Chapter 8-11 (Attachment A), governs the causes and regulations on vehicles removal. Metro is authorized to remove, tow or impound vehicles and vehicles other than automobiles in accordance with California Vehicle Code section 22650 et seq. As a result, the parking enforcement contract has removed 432 abandoned vehicles from Metro facilities since 2019. Fewer than 30% of the vehicles initially cited for towing are towed, with the remaining 70% removed by their owners after being notified. Consistent monitoring of parking facilities by the contractor ensures that our lots remain free of abandoned vehicles, thus increasing safety and ensuring that more parking spaces are available to transit riders.

During the COVID-19 pandemic, the parking enforcement team performed a vital role in monitoring and regulating Metro facilities. As parking occupancy had drastically dropped at all locations, the parking enforcement officers took this opportunity to report vehicle occupancy and identify encampments and abandoned vehicles. This information was gathered and relayed to Metro's

homeless outreach teams so that appropriate services could be offered to those in need. This practice continues post-pandemic.

The parking enforcement services contract allows a single contractor to perform enforcement operations across inter-jurisdictional boundaries without depending on multiple municipal agencies. Metro parking enforcement officers can operate on all properties and rights-of-way governed by LACMTA Administrative Code Title 8 - Metro Parking Ordinance, whether the facility is Metro-owned, leased, or contracted, such as with State-owned properties.

Micro-Mobility Vehicle Regulation

To ensure the safety of transit patrons at Metro stations, it is vital to regulate the parking of MMVs through an organized parking management system. MMVs have been observed parked at approximately thirty Metro stations and along transit corridors. These vehicles are sometimes parked in ways that obstruct access to disabled parking, pedestrian pathways, or fare gates, and MMVs have even been abandoned on transit station platforms. In the first three months of the MMV pilot program, a total of 616 violations were observed at Metro facilities.

Enforcement measures are necessary to address safety concerns and regulate the parking of MMVs. Under the new contract, parking enforcement officers will monitor designated MMV parking locations and the surrounding Metro property to regulate MMV parking behavior. Enforcement actions will include notification and citation issuance to MMV companies, or removal of MMVs as necessary to ensure safety and compliance. Violation data will be shared with MMV operators to improve the parking behavior of its users.

DETERMINATION OF SAFETY IMPACT

The parking enforcement contractor provides essential services to enhance the safety of transit patrons who use Metro transit parking facilities. The regular presence of parking enforcement officers helps reduce and discourage illegal and unsafe activities on Metro property. By effectively responding to situations as they arise, the officers can promptly notify Metro staff, which contributes to a safer environment for everyone.

The contract will also include the regulation of MMV parking. By correcting unsafe MMV parking behavior, parking enforcement officers ensure that vehicles will be parked in an organized manner and enhance station accessibility. Any violations will be promptly corrected by relocating or removing these vehicles. The service will be monitored for compliance with the safety rules of the MMV program.

FINANCIAL IMPACT

The estimated operating cost for the duration of the five-year contract is \$6,446,446. Based on an average automobile parking citation fee of \$56.00 and a projection of 18,500 parking citations to be issued for 2024, the program can potentially generate approximately \$1,030,000 in citation revenue per year, which offsets the majority of the enforcement operating costs. The remaining costs will be funded by Proposition C 25%, which is not eligible for bus and rail operating costs.

Impact to Budget

The contract cost is included in the Parking Management unit's FY 24 annual operating budget in Cost Center 3046, under Account 50316, Project 308001, and Task 01.01 for Professional and Technical Services. The contract award does not require any budget amendment. This is a multi-year contract so the cost center manager and Chief Planning Officer will be responsible for budgeting for future costs in future years.

EQUITY PLATFORM

Enforcing parking regulations is crucial to prevent the misuse of disabled parking spaces meant for transit patrons with disabilities. Parking enforcement officers are attentive not only to the parking spaces but also to the hatched areas that allow for van-accessible vehicles to park without obstruction. These officers work diligently to ensure that these areas remain clear and available for disabled parkers.

Furthermore, as a new addition to parking enforcement, MMV regulation guarantees that pathways and walkways designated for individuals with disabilities are kept clear from any improperly parked MMV. Metro will have a zero-tolerance policy for any vehicle obstructing pedestrian and wheelchair pathways and will promptly remove the MMV in question.

Efficient parking enforcement is crucial to ensure that parking resources are available for transit-dependent commuters and are not misused by poachers in equity-focus communities. Before the introduction of parking enforcement, there was a high incidence of parking misuse at Metro facilities, with non-transit parkers and even vendors occupying the spaces. The enforcement team will continue to monitor, cite, and remove those who violate the parking regulations at Metro facilities to properly correct parking behavior.

Lastly, while citations may be issued to vulnerable populations, Metro Transit Court offers financial assistance for citation payments through installment payment plans and community service.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports Metro's strategic plan goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Deliver outstanding trip experiences for all users of the transportation system.

Parking facility overcrowding is a significant issue for transit patrons, especially when non-transit patrons occupy the parking spaces. Parking enforcement is crucial in managing parking demand and regulating parking spaces. When parking spaces are appropriately regulated, transit patrons can easily find a parking spot, which reduces their travel time and enhances their trip experience. The same holds for MMVs' parking regulations at the stations, where specific areas are designated for MMV parking. When MMVs are parked outside these designated areas, it leads to overcrowding and safety hazards, making the transit patrons' experience less than satisfactory. Therefore, parking

enforcement is essential to create a better environment for transit patrons, making their transit experience safe, enjoyable, and smoother.

ALTERNATIVES CONSIDERED

The Board has the option to choose not to authorize the award of a parking enforcement contract, but it is not recommended. If a new parking enforcement contract is not authorized, Metro will lose critical control over the systemwide parking facilities. The enforcement services play a crucial role in successfully operating the parking management program by ensuring that parkers follow the policies adopted in Metro's Administrative Code Title 8. Parking enforcement is integral to the Supportive Transit Parking Program (STPP) Master Plan and the long-term parking management strategy to effectively manage Metro's parking resources.

Furthermore, if the Board decides not to authorize the award of the contract, Metro will have the additional negative consequence of not being able to enforce MMV parking at transit stations. Unsafe MMV parking causes public safety issues by obstructing platforms, tracks, and disabled pathways. If the Board chooses to maintain the current situation, these safety concerns will persist.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS104041-2000 with SP Plus Corporation for parking enforcement services.

ATTACHMENTS

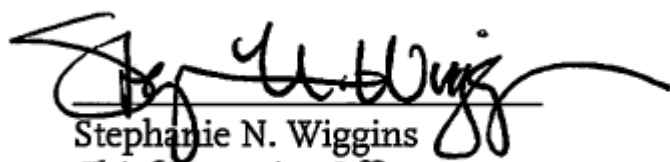
Attachment A - LACMTA Administrative Code Title 8 - Metro Parking Ordinance

Attachment B - Procurement Summary

Attachment C - DEOD Summary

Prepared by: Stacie Endler, Sr. Manager, Transportation Planning, (213) 547-4209
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Debra Avila, Deputy Chief Officer, Vendor/Contract Management,
(213) 418-3051

Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4274



Stephanie N. Wiggins
Chief Executive Officer

Los Angeles County Metropolitan Transportation Authority

Administrative Code

Title 8

METRO Parking Ordinance

Chapter 8-01

General

8-01-010 Authority to Regulate

The Los Angeles County Metropolitan Transportation Authority's ("METRO") authority to regulate parking, vehicles (including vehicles other than automobiles), and traffic upon the driveways, paths, parking facilities, METRO Right-of-Way (ROW), and the grounds of METRO is conferred by section 21113 of the California Vehicle Code ("CVC").

8-01-020 Laws and Enforcement on the METRO Property

The California Vehicle Code and the regulations contained within this Title (Title 8, METRO Parking Ordinance) shall be in effect and will be enforced on METRO property 24 hours daily, 365 Days a Year, including holidays.

8-01-030 Responsibility for Compliance

Temporary parking on properties owned, leased, financed, contracted, operated or managed for METRO use is a privilege available only as provided by the parking policies and regulations of METRO, which reserves unto itself the right to revoke this privilege at any time because of inappropriate behavior, violation of any regulation in this ordinance or misuse of parking facilities, METRO ROW, or services. METRO reserves the right to establish what are inappropriate behaviors and the misuse of its property.

The operator of a vehicle on property owned, leased, financed, contracted, operated and managed for METRO use is responsible for complying with all state, local or METRO parking and traffic laws, ordinances and regulations and is subject to established penalties for violations thereof.

If a vehicle operator's identity cannot be determined, as in the case of a parked and locked vehicle, the registered owner and driver, rentee, or lessee of a vehicle cited for any violation of any regulation governing the parking of a vehicle under this code, under any federal statute or

regulation, or under any ordinance enacted by a local authority shall be jointly liable for parking penalties imposed under this article, unless the owner can show that the vehicle was used without the consent of that person, express or implied. An owner who pays any parking penalty, civil judgment, costs, or administrative fees pursuant to this Article shall have the right to recover the same from the driver, rentee, or lessee in accordance with CVC section 40200(b).

By entering onto METRO owned, leased, financed, operated, managed or contracted for property, the owner of a Vehicle grants METRO the right to examine the exterior of their vehicle for any legal purpose described herein, including the authorization to remove or tow the vehicle from the property.

8-01-040 Fees to be Paid for Parking in METRO Parking Facilities

All vehicles parked in any METRO parking facility at any time shall require payment of the applicable fee established by the Parking Rates and Permit Fee Resolution. Except as otherwise provided herein, such fees shall be collected from all persons desiring to park vehicles in such facilities, including the officers and employees of METRO, the state, any public or private firm or corporation, any municipality, state or federal agency or any public district. No fee shall be charged to nor collected from any officer or employee of METRO for the parking of a METRO-owned vehicle in any METRO parking facility at such times when such officer or employee is engaged in METRO business.

All parking fees, rates and charges for the use of the facilities shall be collected in cash or electronic payment from the registered owner, operator or person in charge of the vehicle desiring to park. Any person who willfully fails to pay or is unable to pay the fees, rate and charges for use of the METRO parking facilities are subject to citation. Any person who fails to pay fees, rate and charges for use of the METRO parking facilities and removes the vehicle from the facility without having received a citation, shall be given a "Notice to Pay" indicating non-payment of daily or monthly fee for the duration a vehicle is parked in a METRO facility.

No vehicle may be removed from any METRO parking facility until all fees, rates and charges have been paid and discharged, except as provided in subsections (a) of this section:

- a. In the event that the person operating a vehicle parked in any METRO parking facilities attempts to remove the vehicle from the facility but willfully fails to pay the fees, or is unable to pay all fees, rates and charges due at such time, such person shall remove such vehicle from the facility, be required to pay any unpaid fees, rates and charges within 21 days of being issued a "Notice to Pay." A copy of such notice shall be delivered by U.S. mail to the vehicles registered owner. Such notice shall set forth the location of the facility, the date and approximate time that the vehicle was removed, the name of the registered owner, the vehicle license number, the registration expiration date, if available, the last four digits of the vehicle identification number, if available, the color of the vehicle, and, if possible, the make of the vehicle. Such notice shall require payment to METRO of all unpaid fees, rates and charges, plus an administration fee in an amount established by resolution of the Board or its designee,

no later than 21 days after the agreement is received, and shall indicate the address to which payment may be delivered or sent or other means for delivering payment. If full payment is not made within such 21 day period, METRO shall mail a notice of late payment to the vehicle's registered owner. Such notice shall require payment to METRO of the unpaid fees, rates and charges, and administration fee, plus a late payment fee in an amount established by resolution of the Board, no later than seven (7) days after the date of such notice. In the event that such amount is not fully paid within such seven (7) day period, a final notice of late payment, requiring payment of all owed parking and late fees in an amount established by resolution of the Board, shall be mailed to the vehicle's registered owner. All owed parking fees will be subject to submit for collection process and potential hold of vehicle registration with the Department of Motor Vehicles. The above agreement shall include a reference to this section.

b. **Evidence of parking fee payment**, such as, but not limited to, parking permit, tickets, receipt or electronic display devices, is required during entire parking duration time.

- c. **Prohibition of Selling, Reselling, Leasing or Reserving for Compensation of Parking Spaces.** No person shall sell, resell, lease or reserve for compensation, or facilitate the selling, reselling, leasing or reserving for compensation of any METRO owned, leased, financed, contracted, managed and operated spaces or property without authorization from METRO.

By entering a METRO parking facility and parking a vehicle in such facility, the registered owner, operator or person in charge of such vehicle shall be deemed to have consented to the provisions of subsections A, B and C of this section. Any notices required to be mailed under subsections A, B and C of this section shall be deemed served on the day that they are deposited in the U.S. mail, first class, postage prepaid. The issuance and review of notices of parking violation and delinquent parking violation, and the liability for and payment and collection of parking violation penalties, shall be governed by sections 40200 et seq. of the CVC and this Chapter.

8-01-050 Parking Facility Use, Designation, and Closure

METRO reserves the right to limit the temporary use of its parking area to specific vehicle types as required by facility design or aesthetic considerations. METRO may change any parking zone designation. METRO may close, either temporarily or permanently, any parking area. Notice of parking area changes or closings will be provided whenever practical. However, failure to give such notice shall not create any liability on the part of METRO, its directors, officers, employees, agents, representatives, assigns or successors to any third party.

8-01-060 Liability

The use of a METRO owned, leased, financed, contracted, operated and managed parking facility or METRO ROW shall not create, simply by the condition of ownership, management or operation liability or responsibility for damage to any person or personal property. In addition, such use shall not result in METRO assuming liability or responsibility for damage, vandalism, theft or fire to any person or personal property, which may result from the use of METRO Parking Facilities, METRO ROW, or services, or enforcement of laws or regulations.

8-01-070 Parking Policy and Regulation Notification or Changes

Parking policies and regulations are public information and are available online on METRO's website at metro.net/parking. Changes in parking policy or regulation are effective upon approval by the Board of Directors. Whenever possible, the public will be notified in a timely manner prior to implementation of changes to METRO's parking policies and regulations.

8-01-080 Administrative Review of Parking Citation Issuance

A registered owner or operator of a vehicle who believes a parking citation has been issued in error or in an improper manner may request an administrative review of the conditions for issuance of the citation as set forth in section 8-09-020.

8-01-090 Towing Vehicles

METRO is authorized by CVC section 21113 and CVC section 22650 et seq. to remove vehicles as set forth below in Chapter 8-11.

8-01-100 Permissions, Space Assignment, Signage and Parking Management Approvals

Any changes, assignment, permission to park and space allocation to all METRO owned, leased, financed, contracted, operated and managed parking facilities must be authorized by METRO Parking Management, included, but not limited to:

- A. Space designations, space assignments, and permissions to park;
- B. Permits issued by METRO's Parking Management, which will be deemed valid for parking enforcement purposes; and,
- C. All signage installations within at any METRO parking facilities must be approved by Metro Parking Management.
- D. Contractor or vendor parking at any METRO parking facilities may be short- or long-term, as needed while engaged in work for METRO. Requests for any parking, but not to exceed thirty (30), must be submitted in writing and approved by the project manager and notify METRO Parking Management for approval, fourteen (14) days prior to parking, for permission and arrangement.
- E. Any parking space use arrangement, other than parking purpose, included but not limited to, construction, staging, and special event must be submitted in writing and

approved by the project manager and notify METRO Parking Management, fourteen (14) days prior to parking, for permission and arrangement.

Chapter 8-03

Parking Definitions

Chapter 8-03-010 Definitions

The words or phrases hereinafter in this Chapter are defined in this chapter and they shall have the meanings respectively ascribed to them unless the context indicates the contrary.

Whenever any words or phrases used in this chapter are not defined, but are in the California Vehicle Code of this State, such definitions as now existing are incorporated herein and shall be deemed to apply to such words and phrases as used in this Chapter as though set forth in full.

Accessible Parking Space. “Accessible Parking Space” means any parking space designated for the exclusive use of a vehicle displaying a special identification license plate or distinguishing valid placard subject to the provisions stated in section 22511.5 of the CVC. Accessible parking spaces shall be marked in accordance with section 22511.7 of the CVC.

Accessible Parking Space Path of Travel. “Accessible Parking Space Path of ” means any blue cross-hatched path between accessible parking spaces or along the designated path for which a vehicle operator with disabilities may travel from an accessible parking space to the accessible entry of a building, pedestrian area, or METRO transit or rail vehicle.

Agency. “Agency” shall mean METRO or its authorized agent that processes and issues parking citations and issues notices of delinquent parking violations on behalf of METRO.

Alley. “Alley” means any highway, as defined in this Chapter, unnamed, and having a width of less than twenty-five feet, and not provided with a sidewalk or sidewalks.

Alternative Fuel. “Alternative Fuel” as defined by the Energy Policy Act of 1992 includes vehicles powered by methanol, ethanol, and other alcohols; blends of 85% or more of alcohol with gasoline (E85); natural gas and liquid fuels domestically produced from natural gas; propane; hydrogen; electricity; biodiesel (B100); coal-derived liquid fuels; fuels, other than alcohol, derived from biological materials; and P-Series fuels, which were added to the definition in 1999

Automobile. “Automobile” means a vehicle designed for passenger transportation and is powered by an internal combustion engine or electric motor.

Bicycle. “Bicycle” means a device upon which any person may ride, propelled exclusively by human power through a belt, chain, or gears, and having one or more wheels.

Bikeway. “Bikeway,” “Bicycle Path,” or “Bike Path” shall mean all facilities provided primarily for bicycle travel.

Board. “Board” means the METRO Board of Directors.

Bus Loading Zone. “Bus Loading Zone” means the space adjacent to the curb or edge of a roadway reserved for the exclusive use of buses during the loading and unloading of passengers marked and designated with signage and/or paint.

Chief Executive Officer. “Chief Executive Officer” or “CEO” is the person designated by the METRO Board of Directors as the CEO of the Los Angeles County Metropolitan Transportation Authority.

Clean Fuel Vehicle. “Clean Fuel Vehicle,” “Clean Fuel Car,” “Clean Air Vehicle,” and “Clear Air Car” shall mean any passenger or commercial vehicle or pickup truck that is fueled by alternative fuels, as defined in Section 301 of the Energy Policy Act of 1992 (P.L. 102-486), and produces emissions which do not exceed standards as defined by regulations of the State Air Resources Board.

Commercial Vehicle. “Commercial Vehicle” means a vehicle which is used or maintained for the transportation of persons for hire or maintained primarily for transportation property. Vanpool is not considered a Commercial Vehicle.

Commercial Vehicle Loading Zone. “Commercial Vehicle Loading Zone” means that space adjacent to the curb reserved for the exclusive use of vehicles loading or unloading passengers or freight marked and designated with signage and/or paint.

Department of Motor Vehicles. “Department of Motor Vehicles” or “DMV”, or “Department” for this section shall mean the California Department of Motor Vehicles.

Defined Parking Zone. “Defined Parking Zone” shall mean an area or space specifically designated for the parking and storage of Micro Mobility Vehicles at METRO Parking Facilities and METRO Right of Way (ROW).

Electric Bicycle. “Electric bicycle” or “e-bike” is bicycle with fully operable pedals and an integrated electric motor that can be used for propulsion. A person operating an e-bike is subject to the same provisions as a person riding a Micro Mobility Vehicle.

Electric Vehicle. “Electric Vehicle” means a vehicle which is powered by an electric motor drawing current from rechargeable storage batteries, fuel cells, or other portable sources of

electrical current, and which may include a nonelectrical source of power designed to charge batteries and components thereof.

Enforcement Officer. “Enforcement Officer” shall mean a peace officer as defined in Chapter 4.5, commencing with section 830 of Title 3 of the California Penal Code, or the successor statutes thereto, or other issuing officer that is authorized or contracted by METRO to issue a parking citation.

Hearing Officer. “Hearing Officer” shall mean any qualified individual as set forth in the CVC section 40215 appointed or contracted by METRO to adjudicate parking citation contests administratively.

Highway. “Highway” is a way or place of whatever nature, publicly maintained and open to the use of the public for purposes of vehicular travel. Highway includes street

Hybrid Vehicle. “Hybrid Vehicle” is a vehicle that uses more than one form of energy for power and propulsion, such as an internal combustion engine and an electric or battery powered motor.

Licensed Operating Company. “Licensed Operating Company” shall mean any person or business entity that provides a service and enters into and is issued an Operating License Agreement with METRO to provide mobility services, such as Car Share, Vanpool, Bike share, or Micro Mobility vehicles.

Notice To Pay. “Notice To Pay” shall mean a written notice delivered by U.S. mail indicating non-payment of daily or monthly fee for the duration a vehicle is parked in a METRO Facility.

METRO. “METRO” shall mean the Los Angeles County Metropolitan Transportation Authority.

METRO Facility. “METRO Facility” includes all property and equipment, including rights of way and related tracks, rails, signals, power, fuel, communication systems, ventilation systems, power plants, cameras, signs, loudspeakers, fare collectors or registers, sound walls, stations, vacant parcels, bicycle paths, terminals, platforms, plazas, waiting areas, signs, art work, storage yards, depots, repair and maintenance shops, yards, offices, parking areas, parking lots, facilities, and other real estate or personal property owned or leased by METRO, used for any METRO activity, or authorized to be located on METRO property.

METRO Representative. “METRO Representative” shall mean a METRO security officer, transit operator, or other authorized METRO employee, Board or service council member, or METRO authorized contractor or entity.

METRO Right of Way. “METRO Right of Way” or “METRO ROW” shall refer to METRO owned, leased, financed, contracted, operated and managed property including the area on, below, and above an existing or proposed public roadway, highway, street, bicycle lane or sidewalk,

planting strip, and associated adjacent land, in which METRO has a property interest, whether by easement or fee and regardless of how acquired or established.

METRO Transit Court. “METRO Transit Court” means the department authorized by the METRO Board of Directors to conduct parking, fare evasion or similar hearings and assign penalties for this Chapter.

METRO Vehicle. “METRO Vehicle” means a vehicle owned or operated by METRO.

Micro Mobility Vehicle. “Micro Mobility Vehicle” shall mean a compact sized wheeled vehicle that has handlebars; is powered by an electric motor, or by a source other than electrical power; and is operated by a private entity that owns, manages, and maintains such vehicle for shared use by members of the public.

“Micro Mobility Vehicle” shall also mean a compact sized two-wheeled device that has handlebars, a floorboard designed to be stood upon when riding, and is powered by an electric motor, including any vehicle or device that meets this definition and is powered by a source other than electrical power.

Motor Vehicle. A “motor vehicle” is a vehicle that is self-propelled, but does not include a self-propelled wheelchair, motorized tricycle, or motorized quadricycle, if operated by a person who, by reason of physical disability, is otherwise unable to move about as a pedestrian.

Motorized Bicycle. “Motorized bicycle” is a two or three wheeled device that is capable of propelling itself at a maximum speed of not more than 30 miles per hour and is equipped with fully operable pedals for propulsion by human power or no pedals if powered solely by electrical energy, and has an automatic transmission. A person riding a motorized bicycle is subject to the same provisions as a person riding a Micro Mobility Vehicle.

Motorcycle. “Motorcycle” means a motor vehicle that has a seat or saddle for the use of the rider and is designed to travel on less than three wheels, whose motor displaces more than 150 cubic centimeters, or has a speed greater than 45 miles per hour.

Operating License Agreement. “Operating License Agreement” shall mean the written agreement between METRO and a Licensed Operating Company for an operating permit which authorizes the operation of a mobility service on or at Metro Parking Facilities or Metro ROW.

Owner of the Vehicle. “Owner of the Vehicle” shall mean that last registered owner and legal owner of record.

Park. Or Parking. “Park” or “Parking” shall mean the standing of a vehicle, whether occupied or not, otherwise than temporarily for the purpose of and while actually engaged in loading or unloading merchandise or passengers

Parker. “Parker” means any person who holds a valid driver’s license and intends to park a validly registered motor vehicle on METRO owned, leased, financed or contracted for property.

Parking Citation. “Parking Citation” is a notice to the vehicle owner of any failure to comply with METRO parking regulations or the CVC, municipalities or county ordinances. A penalty shall be attached to each violation as described on each violation notice unless otherwise noticed.

Parking Facility. “Parking Facility” includes any covered, enclosed parking garage, facility, and/or deck, any open air or individually covered parking space and or a multiple space parking area. Parking facility types include above grade, below grade or underground, mechanical and automated parking facilities.

Parking Penalty. “Parking Penalty” includes the fine authorized by law for the particular violation, any late payment penalties, administrative fees, assessments, costs of collection as provided by law, and other related fees.

Parking Permit. “Parking Permit” is a non-transferable decal, printed card or tag, or other form of temporary authorization issued for a specific period of time by authority of METRO which is authorized to grant to any eligible person permission to park on METRO owned, leased, financed or contracted property. A parking permit is valid only when issued to an eligible person who has complied with all terms of issuance prescribed by METRO and when the permit is properly displayed.

Parking Space. “Parking Space” is all painted parking stalls located in parking facility that may or may not be marked by a sign, parking meter, and/or other restrictive designation painted on the ground or lot/facility surface.

Parking Violation. “Parking Violation” means the breach or intrusion of a vehicle required to comply with any general parking legislation enforced under the provision of METRO parking regulations or the CVC, municipalities and county ordinances that warrants the issuance of a parking citation penalty to the vehicle’s registered owner.

Parkway. “Parkway” means the portion of a highway other than a roadway or a sidewalk.

Passenger Bus. “Passenger Bus” is any multiple passenger conveyance vehicle over 20’ long and carrying more than 15 persons or exceeding 6,000 pounds in gross weight.

Passenger Loading Zone. “Passenger Loading Zone” means that space adjacent to a curb reserved for the exclusive use of vehicles during loading and unloading of passengers, marked and designated with white paint.

Pedestrian. “Pedestrian” means a person who is afoot or who is using any of the following:

- (1) A means of conveyance propelled by human power other than a bicycle.
- (2) An electric personal assistive mobility device.

“Pedestrian” includes a person who is operating a self-propelled wheelchair, motorized tricycle, or motorized quadricycle and, by reason of physical disability, is otherwise unable to move afoot,

Pedestrian Conveyance Device. “Pedestrian Conveyance Device” shall mean any instrument of conveyance propelled by human power other than a bicycle including skateboards, roller skates, rollerblades, in-line skates, other skating devices, foot-powered scooters and other similar devices.

Person. “Person” means and includes a natural person, firm, co-partnership, association, limited liability company, or corporation.

Rail Car. “Rail Car” includes any passenger railway rolling stock that is designed to carry passengers. This term includes heavy weight, lightweight, commuter, bi-level or other type of rail industry vehicles.

Rebalance. “Rebalance” shall mean moving Micro Mobility Vehicles from one location to another, generally for the purpose of avoiding an excess of devices in one location.

Registered Owner. “Registered Owner” shall mean the person whose name is recorded by the Department of Motor Vehicles as having ownership of a particular vehicle.

Respondent. “Respondent” shall mean any “operator” or “registered owner” as defined in this section who contests a parking citation.

Rideshare. “Rideshare” is an arrangement in which a participant travels in a private vehicle driven by the owner for free or for a fee, as arranged by means of website or mobile-based application.

Roadway. “Roadway” means that portion of a highway improved, designed, or ordinarily used for vehicular travel and parking.

Safety Zone. “Safety Zone” is the area or space lawfully set apart within a roadway for the exclusive use of pedestrians and which is protected, or which is marked or indicated by vertical signs, raised markers or raised buttons, in order to make such area or space plainly visible at all times while the same is set apart as a safety zone.

Section. “Section” means a section of the ordinance codified in this Division 1 unless some other ordinance or statute is specifically mentioned.

Sidewalk. “Sidewalk” means that portion of a highway between the curb line or traversable roadway and the adjacent property lines that dedicate for pedestrian use.

Street. “Street” means and includes the portion of any public street, road, highway, freeway, lane, alley, sidewalk, parkway or public place which now exists or which may hereafter exist within METRO Facilities.

Taxicab. “Taxicab” means any passenger vehicle for hire for the directed transportation of not more than eight passengers, excluding the driver, at rates based on the distance, duration or number of trips, or waiting time, or any combination of such rates.

Taxicab Zone. “Taxicab Zone” means and includes the portion of the street area designated for the standing or stopping of taxicabs while awaiting employment.

Transit Access Pass (TAP) Card. “Transit Access Pass Card” or “TAP card” is a reusable, reloadable card that is accepted as a fare payment for travel across different agencies.

Transit Patron. “Transit Patron” for purposes of this ordinance means any person who has used the transit system within 96 hours of parking their vehicle.

Transit System. “Transit System” is the compilation of METRO buses and trains in Los Angeles County, and other agencies accepting the Metro TAP card.

Unlicensed Operating Company. “Unlicensed Operating Company” shall mean any person or business entity that provides a service but is not issued an Operating License Agreement with METRO to provide mobility services.

User. “User” means any person who is in actual physical control of a vehicle, Micro Mobility Vehicle, or streetcar.

Vehicle. “Vehicle” means every motorized device by which any person or property is or may be propelled, moved, or drawn upon a highway, except a device moved exclusively by human power or used exclusively upon stationary rails or tracks.

Vehicle Operator. “Vehicle Operator” shall mean any individual driving and/or in possession of a vehicle at the time a citation is issued or the registered owner of the vehicle.

Violation. “Violation” shall mean any parking, equipment, or other vehicle violations as established pursuant to state law or METRO ordinances and administrative code.

Chapter 8–05

Parking Regulations

8-05-010 Parking Activities

Unless otherwise authorized by METRO in writing, METRO owned, leased, financed, contracted, operated and managed parking facilities and METRO ROW shall only be used for parking, entering and exiting, loading and unloading activities.

8-05-020 Enforcement Practice

Citations will be issued according to the printed and posted regulations as appropriate. The frequency with which parking citations are issued is dependent on the nature of the violation and time control restrictions for each of the various parking zones. METRO is also authorized by CVC section 21113 to remove vehicles consistent with Chapter 10 (commencing with Section 22650) of Division 11 of the CVC.

8-05-030 Illegal Parking Outside of a Defined Parking Space or Parking Space Markings

No vehicle or vehicle other than Automobile shall be parked or cause to be parked within any METRO parking facility or METRO ROW except between the lines indicating where vehicles shall be parked and no person shall not park any vehicle so as to use or occupy more than one

marked parking space. METRO may install and maintain parking space markings to indicate parking spaces adjacent to any curb where parking is permitted. When such parking space markings are placed in the right-of-way, no vehicle shall be stopped or left standing other than within the markings of a single space.

8-05-040 Failure to Obey Signs

No person shall fail or refuse to obey or comply with any sign, marking or device erected, made or placed to indicate and carry out the provisions of this Chapter.

8-05-050 Exceeding Posted Time Limit

METRO may post signs indicating a maximum parking time limit in a space of lot. If a vehicle has been parked in an area restricting parking to a specific time interval, such vehicle shall not be re-parked in the same spaces, or same lot, or within a distance of five hundred feet of the place initially parked within a period of four (4) hours thereafter. Vehicles used for vending or peddling purposes shall also comply with the provisions of this section.

8-05-060 Temporary No Parking

Whenever METRO finds that traffic congestion, or the disruption of the normal flow of traffic is likely to result from the operation, stopping, standing or parking of vehicles during the holding of public or private special events, assemblages, gatherings or functions, during construction, alteration, repair, sweeping, filming or other reasons, METRO may place or cause to be placed temporary signs prohibiting the operation, stopping, standing or parking of vehicles at least seventy-two (72) hours prior to and during the period such condition exists. In the event of an emergency, METRO may act under this section without providing the seventy-two (72) hour notice required herein. Any vehicle parked or left standing in violation of this section may be removed in accordance with provisions of section 22650 *et seq.* of the CVC and Chapter 8-11 of this Ordinance.

8-05-070 Restricted Parking

Whenever any parking area is assigned for the exclusive use of the occupants of a facility a person, other than an occupant of the facility, shall not park any vehicle in such parking area. The property owner manager or manager's designee responsible for overseeing the parking area may request that a parking violation be issued by METRO.

8-05-080 Parking Within Marked Bicycle Lane

A person shall not operate a vehicle in a bicycle lane except to cross at a permanent or temporary driveway, or for the purpose of parking a vehicle where parking is permitted or where the vehicle is disabled.

8-05-090 Illegal Parking in Commercial Loading Zone

A vehicle shall not be stopped for any purpose other than loading or unloading between the hours of 6:00 a.m. and 6:00 p.m. on any day except Sunday, or at such other times as designated by METRO in a place marked as a commercial loading zone. Such stop shall not exceed the time it takes to load and unload passengers or goods for a commercial vehicle. METRO shall place signs or curb markings to designate areas as commercial loading zones. Commercial loading zones shall be a minimum of thirty (30') feet and not exceed forty-eight (48') feet in length, and may be established in a parking meter/pay station location. Parking meters/pay station spaces shall be enforced during posted hours when the loading zone is not in effect.

8-05-100 Vehicle Exceeds Load Size Limit

- a. No person shall park or leave standing in METRO Facility and/or lot any vehicle having either of the following:
 1. A manufacturer's rated load capacity greater than 14,000 lbs.; or
 2. A length in excess of twenty-four (24) feet.
- b. The following vehicles are hereby exempt from the provisions of this section:
 1. Any vehicles properly displaying a large vehicle permit. Large vehicle permits shall be issued for special events. Under any circumstances on any of the following vehicles: tour buses, movie, television, or photographic production vehicles, limousines, or mobile billboards in accordance with Chapter 8 of this code.
 2. Any authorized emergency vehicle, METRO Transit Security, any authorized highway work vehicle or any vehicle used in the construction, installation, or repair of a utility or public utility in accordance with sections 22512 and 35702 of the CVC;
 3. Any vehicle engaged in loading or unloading;
 4. Any vehicle making pickups or deliveries of goods, wares, and merchandise; and
 5. Any vehicle picking up or delivering materials used in the actual or bona fide repair, alteration, remodeling or construction of any building or structure for which a building permit or building construction authorization has been obtained.
- c. Pursuant to section 40200 *et seq.*, of the CVC, any violation of this section shall be punishable as a civil penalty in accordance with the provisions of Chapter 8-09 of the METRO Administrative Code. Any vehicle parked or left standing in violation of this section may be removed in accordance with provisions of section 22650 *et seq.* of the CVC.

- d. Large vehicle parking permits shall be issued by METRO pursuant to METRO policies and procedures for the issuance of such permits. Such policies shall be consistent with the provisions of sections 8-05-010 through 8-05-440 of the METRO Administrative Code.
- e. The fee for a large vehicle parking permit shall be according to METRO fee schedule.

8-05-110 Disconnected Trailer

Parking any trailer or semi-trailer in any METRO facility, while detached from or attached to a vehicle, is prohibited.

8-05-120 Bus Loading Zones

A vehicle or vehicle other than Automobile shall not be parked or stopped from in any METRO owned, leased, financed, contracted, operated and managed parking facilities or METRO ROW in a bus loading zone. No bus shall stop in any bus loading zone longer than necessary to load or unload passengers, except at a terminus station. Appropriate signs or red curb markings or both shall indicate a bus loading zone. METRO shall place signs or red curb markings or both at locations where METRO determines bus loading zones are appropriate to establish. Unless otherwise specified by METRO or its designees, bus loading zones shall not exceed eighty (80') feet in length.

8-05-130 Illegal Parking in Kiss and Ride Spaces and Passenger Loading Zone

- a. A vehicle shall not be parked more than three (3) minutes, or for such other amount of time as may be indicated on the posted sign, to load and unload passengers at any designated Kiss and Ride passenger loading and unloading zone.
- b. METRO may place curb paint markings with ADA compliance design criteria including ramps, minimum dimensions, proper signage and level pavement at locations to make passenger loading feasible.

8-05-140 No Parking – Alley

A vehicle shall not be parked or stopped in any alley for any other purpose other than the loading or unloading of passengers or materials, or both. A vehicle shall not be stopped for the loading or unloading of passengers for more than three (3) minutes nor for the loading or unloading of materials for more than twenty (20) minutes at any time in any alley.

8-05-150 Illegal Parking in Red Zones

A vehicle or vehicle other than Automobile shall not be stopped, parked or otherwise left standing, whether attended or unattended, except in compliance with a traffic sign or signal or direction of an authorized enforcement officer, between a safety zone and the adjacent right hand curb or within the area between the zone and the curb as may be indicated by a sign or

red paint on the curb, where a sign or paint was erected METRO owned, leased, financed, contracted, operated and managed parking facilities or METRO ROW. Violating vehicle(s) and vehicle(s) other than automobiles will be towed at the registered owner's expense.

8-05-160 Vehicle Parked Seventy-Two (72) or More Hours

Any vehicle observed parked or left standing longer than seventy-two (72) consecutive hours without authorized permit in the same location may be cited. Any vehicle parked longer than seventy-two (72) hours must obtain permission in advance from METRO. Any vehicle parked or left standing in violation of this section may be removed in accordance with provisions of section 22650 *et seq.* of the CVC and Chapter 8-11 of this Ordinance.

8-05-170 Parking on Grades

When METRO has placed or caused to be placed appropriate signs, a vehicle shall not be parked upon any grade of six percent (6%) or more within any METRO Facilities without turning the wheels of the vehicle toward the curb while parked facing downhill and turning the wheels of the vehicle away from the curb while the vehicle is parked facing an uphill grade.

8-05-180 Angled Parking

Whenever the width of a parking lot, parking bay, parking facility, travel lane, and traffic conditions are such that the parking of vehicles at an angle to the curb instead of parallel to the curb will not impede traffic flow, and where there is need for the additional parking spaces which parking at an angle will provide, METRO shall indicate at what angle vehicles shall be parked by placing parallel white lines on the surface of the roadway. An operator shall not stop, stand, or park any vehicle except between, at the angle indicated by, and parallel to both such adjacent white lines, with the nearest wheel not more than one foot from the curb.

8-05-190 Double Parking

A vehicle shall not park on the roadway side of another vehicle that is stopped, parked or standing at the curb or edge of the public right-of-way, whether attended or unattended. Violating vehicle(s) will be towed on registered owner's expense immediately.

Authorized emergency vehicles exempt from this section may display flashing or revolving amber warning lights when engaged in the enforcement of parking and traffic regulations.

8-05-200 No Parking Anytime/Posted Hours

Whenever the parking of vehicles at all or certain hours of the day upon any portion of METRO Parking Facilities, travel lanes, or alleys which are open for public constitutes a traffic hazard or impedes the free flow of traffic, or both, METRO shall erect signs stating that parking is prohibited at all or certain hours of the day.

8-05-210 Wrong Side Two Way Traffic or Roadway

A vehicle shall not be parked, whether attended or unattended, regardless of loading or unloading in the public right-of-way within METRO facilities, or other transit/rail/Parking Facilities in such a manner where the vehicle is parked in the direction of opposing traffic. Violating vehicle(s) will be towed at registered owner's expense immediately.

8-05-220 Blocking Street or Access

A vehicle shall not be parked, whether attended or unattended, upon any traffic or travel lane, or alley where the roadway is bordered by adjacent curbs which is open to the public, whether bordered by curbs or not, unless no less than eight feet (8') of the width of the paved or improved or main traveled portion of such traffic, travel lane or alley opposite such parked vehicle is left clear or unobstructed for the free passage of other vehicles. Violating vehicle(s) will be towed at registered owner's expense immediately.

8-05-230 Parking Special Hazard

At any place for a distance not to exceed one hundred feet (100') where METRO finds that parking would unduly hamper the free flow of traffic, resulting in a special traffic hazard, or endanger public health or safety, METRO shall place appropriate signs or markings prohibiting such parking.

8-05-240 Illegal Parking at Fire Hydrant

A vehicle shall not be parked within fifteen feet (15') of a fire hydrant along any unmarked curb or in front of or as prohibited by section 22514 of the CVC or by any other state law. Violating vehicle(s) will be towed at registered owner's expense.

8-05-250 Illegal Parking at Assigned / Reserved Spaces

Whenever any vehicle parking space is assigned for the exclusive use of the occupant of any building, whether residential, commercial or industrial, which parking space is within such building or elsewhere, and at, in or near such parking space there is a legible sign stating either that such space is exclusively assigned, or that parking is prohibited, or both, a person, other than the person to whom such parking space is assigned, shall not park any vehicle in such parking space except with the permission of the person to whom such parking space is assigned.

8-05-260 Illegal Parking at Taxicab Stands

The use of taxicab stand or stands shall be limited exclusively to vehicles that display a taxicab vehicle permit by METRO pursuant to Chapter 8 and attended by a driver in possession of a

valid taxi drivers permit issued by the METRO. No person shall park, stop, or stand any attended or unattended vehicle in METRO taxicab stand except as provided in this section.

8-05-270 Illegal Parking at/ adjacent to a Landscape Island or Planter

A vehicle or vehicle other than Automobile shall not be stopped, parked or otherwise left standing whether attended or unattended except in compliance with a traffic sign or signal or direction of a police officer, at or adjacent to a landscape island or planter.

8-05-280 Transient, Daily or Preferred Monthly Parking Permits

Parking permits for transient, daily and monthly parking shall be issued by METRO. METRO shall be responsible for establishing policies, administering procedures and disseminating information regarding the distribution of parking permits for parking in METRO Parking Facilities.

Preferred Parking is an optional program that secures a patron a parking space prior to a specified time according to signage. All spaces become available to the public after the specified time according to signage. Spaces are available on a first come first serve basis.

The number of permits to be issued shall be determined by the parking demand and conditions within each parking facility. Parking permits shall not be issued to any person who has outstanding parking citations.

Permittee shall obey all rules of the parking permit program. All verified parking permits must be current and valid and consistent with the license plate in parking program record. Failure to obey such rules will result in the termination or denial of a permit.

Any of the acts described below shall be a violation of this section which maybe cited pursuant to section 8-07-010.

- a. Failure to properly register vehicle license plate information as instructed by the permit parking terms and conditions.
- b. Parking in a monthly permit parking space without a monthly permit.
- c. More than one vehicle using the same permit at the same time.
- d. Temporary Permits – Place the temporary permit on the dashboard on the driver's side of the vehicle. The entire permit must be clearly visible to compliance officers.

8-05-290 Posting Signs in Preferred Permit Parking Area

- a. METRO may cause appropriate signs to be erected in METRO Parking Facilities, indicating prominently thereon the parking limitation, period for its application, and vehicles with valid permits shall be exempt from the limitations.

- b. If preferred permit parking is allowed in partial areas of a parking lot or parking facility, signs shall be posted only on the selected spaces or portions of a parking lot, parking facility within the prescribed METRO Facility.
- c. A parking permit shall not guarantee or reserve to the holder thereof a parking space within a parking lot or parking facility.
- d. A vehicle on which a valid license plate is registered as a monthly permit holder shall be permitted to stand or be parked in the authorized parking lot, parking facility or designated area within the parking lot or parking facility within the limits of the parking permit program. Except as provided below, all vehicles parking within a permit designated area or parking lot or parking facility shall be subject to the parking restrictions and penalties as provided in this Chapter.

8-05-300 Exemption of Certain Vehicles to Permit Restrictions

No person shall, without a permit therefore, park or leave standing any vehicle trailer in a designated parking permit area or parking lot, parking facility in excess of the parking restrictions authorized pursuant to this Chapter, except for the following:

- a. Repair, maintenance, refueling, utility, or delivery vehicle providing services to METRO within the METRO Facility with METRO's prior written consent.
- b. Emergency vehicles

8-05-310 Permit Penalty Provisions

- a. Unless exempted by the provisions of this Chapter, no person shall stand or park a vehicle in any designated permit parking area, parking lot, or parking facility established pursuant to this Chapter, without a valid permit.
- b. No person shall copy, produce or create facsimile or counterfeit a parking permit, nor shall any person use or display a counterfeited parking permit.
- c. No person who has been issued a parking permit for a specific designated area, lot or facility shall use the permit in another area, lot, or facility.
- d. No person shall alter, deface, or intentionally conceal an expiration date on the face of a parking permit which is displayed in a vehicle parked on a METRO Facility.
- e. A violation of this section shall result in the revocation of the parking permit and rights in any METRO Parking Facilities, which is also punishable by an administrative fine established by the Parking Rates and Permit Fee Resolution adopted by the METRO Board. METRO also reserves the rights to refer the case to local law enforcement.

8-05-320 Expired Meter or Pay Station

- a. ***Deposit of Fees Required.*** A person shall be required to deposit the proper fee for occupying a parking metered /pay station space at a charge set in METRO's fee resolution during the posted hours and days of operation.
- b. ***Parking Lot Requirements when Meters or Pay Station Installed.*** A person shall not park any vehicle on any parking lot, parking facility or public right of way maintained or operated by METRO on which a parking meter or multi-space pay machine is installed at any time without paying the posted and adopted parking fees.

8-05-330 Parking Facilities Cleaning, Maintenance and Capital Projects

No vehicular parking shall be permitted at specific locations in any METRO Parking Facilities during posted hours to allow for routine cleaning, maintenance and capital project implementation.

8-05-340 Electric Vehicle Parking Spaces

METRO has established Electric Vehicle (EV) Charging Station Spaces in Parking Facilities for use by Electric, Clean Fuel, and Hybrid vehicles. No person shall park or leave standing vehicles or vehicles other than Automobiles in EV spaces except as follows:

- a. EV spaces must be signed or marked for EV charging purposes only.
- b. Electric Vehicles must be connected to charging station equipment and/or in the process of charging while parked in EV Charging Station Spaces.
- c. Non-Electric Vehicles shall not park in EV Charging Station Spaces at any time.
- d. Electric Vehicles may only use designated EV Charging Station Spaces for charging vehicles. No other source of vehicle charging will be allowed at METRO facilities.

When not charging, Electric, Clean Fuel, and Hybrid Vehicles may park in any designated parking space at METRO facilities.

8-05-350 Parking on Sidewalk/ Parkway

No vehicular parking shall be permitted on any portion of a sidewalk, nor shall any portion of a vehicle be parked in such a manner to overhang or encroach onto any portion of the sidewalk or parkway. Violating vehicle(s) will be towed at registered owner's expense immediately. METRO is authorized by CVC section 21113 and CVC section 22651 to remove a vehicle found to have been parked in violation.

8-05-360 Areas Adjacent to Schools

Whenever METRO finds that parking on METRO property adjacent to any school property would unduly hamper the free flow of traffic or otherwise constitute a traffic hazard, appropriate signs or markings prohibiting such parking on METRO property shall be posted.

8-05-370 Peak Hour Traffic Zones

Whenever METRO finds that traffic congestion is such that the movement or flow of traffic may be improved by the elimination of parking on METRO property during certain peak travel times, signs prohibiting the stopping, standing or parking of vehicles shall be posted. No vehicle shall park or be left standing a vehicle where a sign indicating a peak hour traffic zone has been posted. Vehicles in violation shall be cited and/or towed whenever the parking of vehicles constitutes a traffic hazard or impedes the free flow of traffic, or both.

8-05-380 Parking Prohibition for Vehicles Over Six Feet High, Near Intersections

Whenever METRO finds that the parking of vehicles, with a height of six feet (6') or more, within one hundred feet (100') of an intersection, creates a visibility limitation resulting in a potential traffic hazard, METRO shall erect signs or markings stating that the parking of vehicles with a height of six feet (6') or more is prohibited within one hundred feet (100') of an intersection.

8-05-390 Interim Parking Regulations

METRO can temporarily waive existing or establish new parking regulations in order to accommodate or to mitigate the impacts of construction projects in the vicinity of the parking lot, parking facility.

8-05-400 Car Share, Vanpool, Bike share, or Micro Mobility Vehicle Authorization Required

No Vehicle or vehicle other than Automobile shall be stopped, parked or left standing any vehicle in a place or a parking space designated for the exclusive parking of Car Share, Vanpool, Bike share, or Micro Mobility vehicles participating in the METRO Car Share, Vanpool, Bike share or Micro Mobility Vehicle Program, unless the Vehicle obtained authorization as a METRO Car Share, Vanpool, Bike share or Micro Mobility Vehicle Program participant and registered as directed by METRO.

A Licensed Operating Company is responsible for securing approval and obtaining an Operating License Agreement from METRO prior to the deployment, parking, and storage of Car Share, Vanpool, Bike share, or Micro Mobility vehicles on, within, or adjacent to METRO Parking Facilities and METRO ROW, and properties.

Car Share, Vanpool, Bike share, and Micro Mobility vehicles may be parked or stored on METRO Parking Facilities and METRO ROW only in areas made available and designated specifically for Car Share, Vanpool, or Micro Mobility vehicle parking.

8-05-410 Speed Limit

METRO speed limit is five (5) miles per hour in all parking areas, access roads and drives unless otherwise posted.

8-05-420 Vehicle Access

Operating a vehicle on sidewalks, mall, lawns, or any surface not specifically designated as a road, street, highway or driveway is prohibited.

8-05-430 Penalty for Non-Compliance

Unless exempted by the provisions of this part, no vehicle shall be parked in violation of any parking restrictions established pursuant to this section. Except as provided in Chapter 8-05-100 paragraph (b), a violation of this section may result in the revocation of the parking permit and rights at any METRO Parking Facilities, which is also punishable by METRO's administrative fine schedule for parking violations. METRO may also refer the case to the local law enforcement.

Any vehicle with more than three (3) outstanding parking citations will be towed away at the registered owner's expense. All administrative fines and penalties must be paid and obtain applicable law enforcement agency clearance prior to release of the towed vehicle in addition to tow fees.

8-05-440 Accessible Parking Spaces Designated for Vehicle Operators with Disabilities

Parking in accessible spaces designated for vehicle operators with disability is restricted to those individuals who have secured an authorized disabled license plate or disabled placard pursuant to CVC section 5007, 22511.55 or 22511.59 that is currently in effect. No vehicle or vehicle other than Automobiles shall be stopped, parked or left standing in a parking stall or space in a METRO parking facility that has been designated as parking for Vehicle operators with a disability in the manner required by CVC section 22507.8. In order for a Vehicle to be parked in a designated accessible parking space, disabled parking placards must not be expired and must be properly displayed. Parking is prohibited in any area adjacent to a parking stall or space designated for disabled persons or disabled veterans that is marked by crosshatched lines or space identified as for the loading and unloading of Vehicles parked in such stall or space.

Vehicle operators with a disability are not exempt from the payment of fees for parking a Vehicle on METRO Facility. METRO reserves the right to adopt or amend the disabled parking pricing policy at all METRO Facilities. However, vehicle operators with a disability shall not be

charged more than the established parking fees listed for all parking spaces. Valid out of state disabled placards will be accepted at METRO parking facilities.

The number and dimension of accessible parking spaces and van-accessible parking spaces are determined by ADA guidelines and specifications.

8-05-450 Transit Ridership Requirements

METRO Parking Facilities are for transit patrons only. Patron's utilizing METRO Parking Facilities must have a ridership transaction, riding transit via a METRO TAP card, within 96 hours use of METRO parking facility and/or payment of parking fee unless otherwise stated within this ordinance. All alternative and non-transit use of METRO parking facilities must be authorized by METRO Parking Management.

Chapter 8-07

Vehicles Other Than Automobiles

8-07-010 Authority to Create Vehicle Regulations

The METRO Board of Directors is authorized pursuant to section 21113 of the CVC to set forth conditions and regulations pertaining to the operation and parking of vehicles other than Automobiles, including but not limited to bicycles, motorcycles, and Micro Mobility Vehicles, upon METRO property.

All rules and regulations of the CVC shall apply to vehicles other than Automobiles operated on METRO Facilities. All vehicles other than Automobiles must meet the equipment requirements of the CVC, including brakes, lights and reflectors, and shall obey all regulations stated in the Ordinance and shall be regarded in the same manner as Automobiles. . Vehicles other than Automobiles shall comply with all applicable federal, state, and local laws.

8-07-020 Enforcement

This Chapter may be enforced by verbal or written warnings, administrative citations, fines vehicle towing and suspension or expulsion from METRO Facilities. Violations by METRO employees may also result in corrective or disciplinary action. Any appeal arising from the enforcement of this Chapter should be reported to METRO Transit Court, or as otherwise directed.

METRO shall adopt, amend, or abolish a rule or regulation that is not consistent with this ordinance or state law, to accomplish objectives that are consistent with this ordinance. Prior to the adoption of any rule or regulation, METRO shall give 30 days' notice of any proposed rule to be adopted, amended, or abolished to the public.

8-07-030 Bicycles at METRO Facilities

1. General Rules for Bicycles at METRO Facilities

- a. All users :
 - i. Shall not operate bicycles when entering transit vehicle lanes (bus lanes), transit platform areas, or onboard METRO transit vehicles.
 - ii. Must yield to pedestrians and use bicycle lanes when available, per CVC 21207.5 and 21209.
 - 1. If a bicycle lane is not available, users shall maintain two feet distance from all pedestrians.
 - iii. Not ride against the direction of traffic per CVC 21202.
 - iv. Are prohibited from operating or engaging in commercial activity on METRO property or within a METRO facility without METRO approval.
- b. Obey all state and city traffic laws and signs per CVC 21206 and 21225 and operate the device for its intended purpose and in a safe manner. Users shall not use any wheeled device unsafely that could cause harm or injury to the user or other patrons.
- c. METRO shall not be liable for any loss, theft, fire or damage of a bicycle or any personal property attached thereto for any bicycle left, parked or stored on METRO Facilities or METRO ROW, regardless of whether the bicycle was in an area designated for bicycle parking.

2. Operation and Parking of Bicycles at METRO Facilities

- a. Bicycles shall be parked or stored on METRO Facilities or METRO ROW only in areas designed for bicycle parking. These areas include, but not limited to, bike racks, bike lockers, or enclosed rooms with controlled access, or where signage designates the space as a bicycle parking area.
- b. Bicycles parked in designated parking areas may not extend into the landscape and may not be parked anywhere that interferes with the maintenance of landscaped or lawn areas or blocks any road or passageway.

3. Removal of Bicycles at METRO Facilities

ATTACHMENT A

- a. METRO may cause bicycles to be removed or relocated under any of the following circumstances:
 1. Bicycle is secured to any item other than a bicycle rack or infrastructure designed for parking bicycles.
 2. Prevents use of available vehicle parking spaces, vehicular travel lane, or bike lane.
 3. Poses a hazard or impedes pedestrian access per CVC 21235 including an ADA parking space or ADA access.
 4. Has been reported stolen and verified by the Agency.
 5. Appears to be abandoned.
 - a. A bicycle is considered abandoned if it remains in the same position for more than 72 hours and shows signs of neglect including but not limited to, deflated tires, missing wheels, and other parts.
 - b. If a locking device must be detached to remove a bicycle, METRO may remove the securing mechanism, using whatever reasonable means are necessary. METRO is not responsible for any damage to the locking device or for its replacement. METRO or METRO authorized enforcement agencies' personnel may attach on to an abandoned bicycle a notice identifying the condition of the bicycle and the removal date.
 6. Removed bicycles may be recovered with proof of ownership after required fees are paid within 30 days; before they are released.
 - a. Removed bicycles are held for a minimum of 30 days, after which time the bicycle owner is presumed to have

relinquished legal title; these bicycles are disposed of in accordance with METRO policy.

8-07-040 Motorcycles at METRO Facilities

1. General Rules at METRO Facilities

- a. All users shall:
 - i. Wear helmets per CVC 27803.
 - ii. Obey all state and city traffic laws and signs per CVC 21206 and 21225 and operate the device for its intended purpose and in a safe manner. Users shall not use any wheeled device unsafely that could cause harm or injury to the user or other patrons.
- b. Motorcycles shall pay as required when parking on METRO Facilities to the same extent as an Automobile would be required.
- c. METRO shall not be liable for any loss, theft, fire or damage of a motorcycle or any personal property attached thereto for any motorcycle left, parked or stored on METRO Facilities, regardless of whether the motorcycle was in an area designated for motorcycle parking.

2. Operation and Parking of Motorcycles at METRO Facilities

- a. Motorcycles shall park in designated motorcycle parking spaces, if available, or within a parking space designated for automobiles.
- b. Motorcycles parked in designated parking areas may not extend into the landscape and may not be parked anywhere that interferes with the maintenance of landscaped or lawn areas or blocks any road or passageway.
- c. Motorcycles are prohibited from operating on bicycle pathways, sidewalks, or ROW reserved for bicycles.
- d. Motorcycles may be cited or towed for the same reasons as automobiles in violation of any regulations stated in this ordinance.

3. Removal of Motorcycles at METRO Facilities

- a. METRO may cause motorcycles to be removed, relocated, or towed under any of the following circumstances:
 - i. Parking in tow away zones, such as disabled, reserved, and no parking areas.
 - ii. Parking in emergency/fire access lanes.
 - iii. Parking on any surface not specifically marked for parking of motor vehicles such as, but not limited to: lawns, open spaces, sidewalks, plazas, unmarked curbs, roadways, drive aisles, and bikeways.
 - iv. Parking or standing longer than seventy-two (72) consecutive hours without authorized permit in the same location.

8-07-050 Micro Mobility Vehicles (Including Motorized Bicycles and Electric Bicycles) at METRO Facilities

1. General Rules for Micro Mobility Vehicles at METRO Facilities

- a. Riders shall cease operations and dismount Micro Mobility Vehicles when entering transit vehicle lanes (bus lanes), transit platform areas, bus zone, Los Angeles Union Station concourse, or onboard METRO transit vehicles.
- b. Riders shall yield to pedestrians and use bicycle lanes when available, per CVC 21207.5 and 21209. If a bicycle lane is not available, users shall maintain a two (2) foot distance from pedestrians.
- c. Riders are prohibited from riding against the direction of traffic per CVC 21202.
- d. Riders are required to comply with all laws adopted by the State of California and local municipalities governing Micro Mobility Vehicles including, but not limited to those posted on signs per CVC 21206 and 21225 to insure and promote the operation of the Micro Mobility Vehicle in the manner to which it was intended.

- e. For the protection of health and safety of the rider and the public at large, riders shall obey no ride and no parking zones, to which METRO reserves the right to designate on METRO Parking Facilities and METRO ROW at its sole discretion at any time.
- f. METRO shall not be liable for any loss, theft, fire or damage of a Micro Mobility Vehicle or any personal property attached thereto for any Micro Mobility Vehicle left, parked or stored on METRO Parking Facilities, regardless of whether the Micro Mobility Vehicle was in an area designated for Micro Mobility Vehicle parking.
- g. Micro Mobility Vehicles that are incorrectly parked and/or are observed littering METRO property and METRO ROW will not be considered a Lost and Found article, and may be subject to removal, relocation, or impoundment in addition to any penalties incurred.

2. Operation and Parking of Micro Mobility Vehicles at METRO Facilities

- a. Micro Mobility Vehicles shall be parked upright in Micro Mobility parking spaces designated by METRO and in a manner that allows clear travel in the right of way without impediments to the boarding or departure of transit users.
- b. Micro Mobility Vehicles shall be prohibited from operating on any METRO transit platform, METRO vehicle travel lane, or onboard any METRO transit vehicle.
- c. Micro Mobility Vehicles are strictly prohibited from parking, standing, stopping, or terminating rides in ADA parking spaces or areas marked for ADA access or path of travel.
- d. Micro Mobility Vehicles are strictly prohibited from parking, standing, stopping or terminating rides on any METRO transit platform, METRO vehicle travel lane or ROW, or onboard any METRO transit vehicle.

3. Enforcement of Licensed and Unlicensed Micro Mobility Vehicles at METRO Facilities

- a. Notwithstanding sections 8-0-050(2)(b)(c)(d) Licensed Operating Companies shall receive electronic e-mail notification from METRO to rectify Micro Mobility Vehicles parked in violation within two (2) hours of the time of notification. The two (2) hour notification shall apply explicitly to Licensed Operating Companies in good standing. The two (2) hour notification shall be limited to properties covered in the license agreement to which a monthly license fee is paid by the Licensed Operating Company. Licensed Operating Companies in violation of sections 8-07-050(2)(a) that have not remedied the specified violation within

two (2) hours or are in violation of sections 8-07-050(2)(b)(c)(d) shall be subject to METRO's Permit Fee Resolution.

- b. Unlicensed Operating Companies in violation of sections 8-0-050(2)(a) through (d) shall not be entitled to receive electronic e-mail notification from METRO to rectify Micro Mobility Vehicles parked in violation within two (2) hours. Unlicensed Operating Companies shall be immediately subject to METRO's Permit Fee Resolution and removal from Metro property. Unlicensed Operating Companies with unpaid violations shall be invoiced monthly.

4. Removal of Micro Mobility Vehicles at METRO Facilities

- a. METRO may cause Micro Mobility Vehicle to be removed, relocated, or towed under any of the following circumstances:
 - i. Has been reported by the Licensed Operating Company for any reason.
 - ii. Poses a hazard or impedes pedestrian access, per CVC 21235, including ADA vehicle parking space or ADA access.
 - iii. Prevents use of available vehicle parking spaces, vehicular travel lane, or bike lane.
 - iv. Is not parked in the defined parking space.
 - v. Unauthorized and Unlicensed Operating Company Micro Mobility Vehicle operations conducted on METRO property or on or within a METRO parking facility or METRO ROW without approval.
 - vi. Any Licensed or Unlicensed Operating Company with outstanding invoices in excess of thirty (30) days

Chapter 8-09 Parking Citations

This Chapter shall be known as the “Parking Citation Processing Ordinance” of METRO.

8-09-010 Authority to Contract with Outside Agencies

METRO may issue and/or process parking citations and notices of delinquent parking violations, or it may enter into a contract with a private parking citation agency, or with another city, county, or other public issuing Agency.

Any contract entered into pursuant to this section shall provide for monthly distribution of amounts collected between the parties, except amounts payable to the County pursuant to Chapter 09 (commencing with section 76000) of Title 8 of the California Government Code, or the successor statutes thereto, and amounts payable to the METRO pursuant to CVC section 4763 or the successor statute thereto.

METRO’s Board of Directors or Chief Executive Officer shall designate the officers, employees or law enforcement contractors who shall be authorized to issue notices of violation and citation and any requisite training for such persons.

8-09-020 Appeal Review Process

The agency may review appeals or other objections to a parking citation pursuant to the procedures set forth in METRO’s Administrative Code.

ATTACHMENT A

- a. A person who violates any provision of the Title 8 may, within twenty-one (21) days of the issuance of such notice of violation, request an initial review of the notice of violation by METRO. The request for review may be made in writing, by telephone or in person. There shall be no charge for this review. If following the initial review METRO is satisfied that the violation did not occur, or that extenuating circumstances exist, and that the dismissal of the notice of violation is appropriate in the interest of justice, METRO may cancel the notice of violation. METRO shall notify the person requesting the review of the results of the initial review. If the notice of violation is not dismissed, reasons shall be provided for the denial. Notice of the results of the review shall be deemed to have been received by the person who requested the initial review within five (5) working days following the mailing of the decision by METRO.
- b. If the Person subject to the notice of violation is not satisfied with the result of the initial review, the Person may no later than twenty-one (21) days following the mailing of the initial review decision request an administrative hearing of the violation. The request may be made by telephone, in person, or by mail. The person requesting the administrative hearing shall deposit with METRO the amount due under the notice of violation for which the administrative review hearing is requested. A person may request administrative review without payment of the amount due upon providing METRO with satisfactory evidence of an inability to pay the amount due. An administrative hearing shall be held within ninety (90) days of the receipt of request for an administrative hearing.

If the Person prevails at the administrative hearing, the full amount of the parking penalty deposited shall be refunded.

- c. The administrative hearing shall consist of the following:
 1. The person requesting the hearing shall have the choice of a hearing in person or by mail. An in person hearing shall be held within the jurisdiction of METRO, and shall be conducted according to such written procedures as may from time to time be approved by the Chief Executive Officer of METRO or the Chief Hearing Officer. The hearing shall provide an independent, objective, fair and impartial review of the contested violations. METRO will provide an interpreter for the hearing if necessary.
 2. The hearing shall be conducted before a hearing officer designated to conduct the review by METRO's Chief Executive Officer or Chief Hearing Officer. In addition, to any other requirements of employment the hearing officer shall demonstrate those qualifications, training, and objectivity as are necessary and consistent with the duties and responsibilities of the position as determined by METRO's Chief Executive Officer or Chief Hearing Officer.
 3. The person who issued the notice of violation shall not be required to participate in an administrative hearing. The issuing Agency shall not be required to produce any

evidence other than the parking citation or copy thereof, photographs taken by citation issuing equipment at the time of the citation (date and time stamped), and information received from the department identifying the registered owner of the vehicle. This documentation in proper form shall be the prima facie evidence of the violation.

The hearing officer's decision following the administrative hearing may be delivered personally by the hearing officer or may be sent by first class mail.

4. The hearing officer's decision at administrative review is final except as otherwise provided by law.

If the contestant is not the registered owner of the vehicle, all notices to the contestant required under this section shall also be given to the registered owner by first-class mail.

8-09-030 Procedures of Parking Citations Issuance

Parking citations shall be issued in accordance with the following procedures:

- a. If a vehicle is unattended at the time that the parking citation is issued for a parking violation, the issuing officer shall securely attach to the vehicle the parking citation setting forth the violation, including reference to the section of the CVC, the METRO Administrative Code or other parking regulation in the adopted ordinance violated; the date; the approximate time of the violation; the location of the violation; a statement printed on the notice indicating that payment is required to be made not later than twenty-one (21) calendar days from the date of issuance of the parking citation; and the date by which the operation is to deposit the parking penalty or contest the parking citation pursuant to section 8-09-050. The citation shall state the amount of the parking penalty and the address of the agent authorized to receive deposit of the parking penalty.

The parking citation shall also set forth the vehicle license number and registration expiration date, if such date is readable; the last four digits of the vehicle identification number, if the number is readable through the windshield; the color of the vehicle; and, if possible, the make of the vehicle.

The parking citation or copy thereof shall be considered a record kept in the ordinary course of business of the issuing agency and the agency, and shall be prima facie evidence of the facts contained therein.

- a. The parking citation shall be served by attaching it to the vehicle either under the windshield wiper or in another conspicuous place upon the vehicle so as to be easily observed by the person in charge of the vehicle upon the return of that person.

ATTACHMENT A

- b. Once the parking citation is prepared and attached to the vehicle pursuant to paragraph (a), above, the issuing officer shall file notice of the parking violation with the Agency.
- c. If during issuance of the parking citation, without regard to whether the vehicle was initially attended or unattended, the vehicle is driven away prior to attaching the parking citation to the vehicle, the issuing officer shall file the notice with the Agency. The Agency shall mail, within fifteen (15) calendar days of issuance of the parking citation, a copy of the parking citation to the registered owner of the vehicle.
- d. If within twenty-one (21) calendar days after the parking citation is issued, the issuing agency or the issuing officer determines that, in the interests of justice, the parking citation should be canceled, the issuing agency shall cancel the citation, or, if the issuing agency has contracted with the a agency, shall notify the agency to cancel the parking citation. The reason for the cancellation shall be set forth in writing.
- e. If after the copy of the notice of parking violation is attached to the vehicle, the issuing officer determines that there is incorrect data on the notice, including but not limited to the date or time, the issuing office may indicate in writing, on a form attached to the original notice, the necessary correction to allow for the timely entry of the notice on the agency's data system. A copy of the correction shall be mailed to the registered owner of the vehicle.

Under no circumstances shall a personal relationship with any public official, officer, issuing officer, or law enforcement Agency be grounds for cancellation of a citation. Initial Review and Hearing shall only be candidates by a Person who has no close personal or financial relationship with the Person cited.

- f. If an agency makes a finding that there are grounds for cancellation as set forth in the METRO Administrative Code, or pursuant to any other basis provided by law, then the finding or findings shall be filed with the agency, and the parking citation shall be canceled pursuant to subsection (c)(3) of section 8-09-120.

8-09-040 Parking Administrative Penalties

- a. Administrative penalties shall initially be established by resolution of the METRO Board and amended throughout to the extent delegated to the Chief Executive Officer or Chief Hearing Officer.
- b. Administrative penalties received by METRO shall accrue to the benefit of METRO.

8-09-050 Parking Penalties Received by Date Fixed – No Contest / Request to Contest

If the parking penalty is received by the Agency and there is no contest by the date fixed on the parking citation, all proceedings as to the parking citation shall terminate.

If the operator contests the parking citation, the Agency shall proceed in accordance with section 8-09-020.

8-09-060 Parking Penalties Not Received by Date Fixed

If payment of the parking penalty is not received by METRO by the date fixed on the parking citation, the agency shall deliver to the registered owner a notice of delinquent parking violation pursuant to section 8-09-110.

Delivery of a notice of delinquent parking violation may be made by personal service or by first class mail addressed to the registered owner of the vehicle as shown on the records of the department.

8-09-070 Notice of Delinquent Parking Violation – Contents

The notice of delinquent parking violation shall contain the information required to be included in a parking citation pursuant to section 8-09-030. The notice of delinquent parking violation shall also contain a notice to the registered owner that, unless the registered owner: (a) pays the parking penalty or contests the citation within twenty-one (21) calendar days from the date of issuance of the parking citation, or (b) within fourteen (14) calendar days after the mailing of the notice of delinquent parking violation or completes and files an affidavit of non-liability that complies with section 8-09-90 or section 8-09-100, the vehicle registration shall not be renewed until the parking penalties have been paid. In addition, the notice of delinquent parking violation shall contain, or be accompanied by, an affidavit of non-liability and information of what constitutes non-liability, information as to the effect of executing an affidavit, and instructions for returning the affidavit to the issuing agency.

If the parking penalty is paid within twenty-one (21) calendar days from the issuance of the parking citation or within fourteen (14) calendar days after the mailing of the notice of delinquent parking violation, no late penalty or similar fee shall be charged to the registered owner.

8-09-080 Copy of Citation upon Request of Registered Owner

- a. Within fifteen (15) calendar days of request, made by mail or in person, the agency shall mail or otherwise provide to the registered owner, or the registered owner's agent, who has received a notice of delinquent parking violation, a copy of the original parking citation.

The issuing agency may charge a fee sufficient to cover the actual cost of copying and/or locating the original parking citation, not to exceed two dollars (\$2.00) per page. Until the issuing agency complies with a request to provide a copy of the parking citation, the agency may not proceed to immobilize the vehicle merely because the registered owner has received five (5) or more outstanding parking violations over a period of five (5) or more calendar days.

- b. If the description of the vehicle on the parking citation does not substantially match the corresponding information on the registration card for that vehicle, the agency shall, on written request of the operator, cancel the notice of the parking violation.

8-09-090 Affidavit of Non-liability – Leased or Rented Vehicle

A registered owner shall be released from liability for a parking citation if the registered owner files with the agency an affidavit of non-liability in a form satisfactory to METRO and such form is returned within thirty (30) calendar days after the mailing of the notice of delinquent parking violation together with proof of a written lease or lessee and provides the operator's driver's license number, name and address.

8-09-100 Affidavit of Non-liability – Sale

A registered owner of a vehicle shall be released from liability for a parking citation issued to that vehicle if the registered owner served with a notice of delinquent parking violation files with the agency, within thirty (30) calendar days of receipt of the notice of delinquent parking violation, an affidavit of non-liability together with proof that the registered owner served with a notice of delinquent parking violation has made a bona fide sale or transfer of the vehicle and has delivered possession thereof to the purchaser prior to the date of the alleged violation. The agency shall obtain verification from the department that the former owner has complied with the requirements necessary to release the former owner from liability pursuant to CVC section 5602 or the successor statute thereto.

If the registered owner has complied with CVC section 5602 or the successor statute thereto, the agency shall cancel the notice of delinquent parking violation with respect to the registered owner.

If the registered owner has not complied with the requirement necessary to release the owner from liability pursuant to CVC section 5602, or the successor statute thereto, the agency shall inform the registered owner that the citation must be paid in full or contested pursuant to section 8-09-050. If the registered owner does not comply, the agency shall proceed pursuant to section 8-09-060.

8-09-110 Collection of Unpaid Parking Penalties

Except as otherwise provided below, the agency shall proceed under subsection (a) or subsection (b), but not both, in order to collect an unpaid parking penalty:

- a. File an itemization of unpaid parking penalties and other related fees with the California Department of Motor Vehicle collection unit pursuant to CVC section 4760 or the successor statute thereto.
- b. If more than four hundred dollars (\$400.00) in unpaid parking penalties and other related fees have been accrued by any one registered owner or the registered owner's renter, lessee or sales transferee, proof thereof may be filed with the court which has

the same effect as a civil judgment. Execution may be levied and such other measures may be taken for the collection of the judgment as are authorized for the collection of unpaid civil judgments entered against a defendant in an action against a debtor.

The agency shall send notice by first-class mail to the registered owner or renter, lessee, or sales transferee indicating that a civil judgment has been filed and the date that the judgment shall become effective. The notice shall also indicate the time that execution may be levied against that person's assets, that liens may be placed against that person's property, that the person's wages may be garnished, and that other steps may be taken to satisfy the judgment. The notice shall also state that the agency will terminate the commencement of a civil judgment proceeding if all parking penalties and other related fees are paid prior to the date set for hearing. If judgment is entered, then the Agency may file a writ of execution or an abstract with the court clerk's office identifying the means by which the civil judgment is to be satisfied.

If a judgment is rendered for the agency, that agency may contract with a collection agency.

The agency shall pay the established first paper civil filing fee at the time an entry of civil judgment is requested.

- c. If the registration of the vehicle has not been renewed for sixty (60) calendar days beyond the renewal date, and the citation has not been collected by the department pursuant to CVC section 4760, or the successor statute thereto, then the agency may file proof of unpaid penalties and fees with the court which has the same effect as a civil judgment as provided above in section 8-09-110 (a).
- d. The agency shall not file a civil judgment with the court relating to a parking citation filed with the Agency unless the agency has determined that the registration of the vehicle has not been renewed for sixty (60) calendar days beyond the renewal date and the citation has not been collected by the Agency pursuant to CVC section 4760 or the successor statute thereto.

8-09-120 Obligation of Agency Once Parking Penalty Paid

If the operator or registered owner served with notice of delinquent parking violation, or any other person who presents the parking citation or notice of delinquent parking violation, deposits the penalty with the person authorized to receive it, the agency shall do both of the following:

- 1. Upon request, provide the operator, registered owner, or the registered owner's agent with a copy of the citation information presented in the notice of delinquent parking violation. The agency shall, in turn, obtain and record in its records the name, address and driver's license number of the person actually given the copy of the citation information.

2. Determine whether the notice of delinquent parking violation has been filed with the department or a civil judgment has been entered pursuant to section 8-09-110 (b).
 - a. If the agency receives full payment of all parking penalties and other related fees and the agency neither files a notice of delinquent parking violation nor entered a civil judgment, then all proceedings for that citation shall cease.
 - b. If a notice of delinquent parking violation has been filed with the department and has been returned by the department pursuant to the provisions of the CVC and payment of the parking penalty has been made, along with any other related fees, then the proceedings for that citation shall cease.
 - c. If the notice of delinquent parking violation has been filed with the department and has not been returned by the department, and payment of the parking penalty along with any other fees applied by either the department or the agency or both have been made, the agency shall do all of the following:
 1. Deliver a certificate of payment to the operator, or other person making payment;
 2. Within five (5) working days transmit payment information to the department in the manner prescribed by the department;
 3. Terminate proceedings on the notice of delinquent parking violation;
 4. Deposit all parking penalties and other fees as required by law.

8-09-130 Deposit of Parking Penalties with METRO

All parking penalties collected, including process services fees and costs related to civil debt collection, shall be deposited to the account of the agency, and then remitted to METRO, if METRO is not also the agency.

If METRO is not the agency, then METRO shall enter into an agreement with the agency for periodic transfer of parking citation receipts, along with a report setting forth the number of cases processed and the sums received.

8-09-140 Bailment Schedule

METRO shall adopt a penalty schedule for parking violation penalties and administrative penalties and any necessary additional procedures in furtherance of enforcement of this Code. The schedule and any procedures deemed necessary shall be subject to the approval of the

Chief Executive Officer. The Schedule shall be deposited and maintained at all times by the METRO Transit Court for use and examination by the public.

Chapter 8-11

Removal of Vehicles

8-11-010 Towing and Impounding Vehicles

METRO may remove, tow or impound vehicles and vehicles other than Automobiles in accordance with CVC section 22650 et seq., including but not limited to vehicles and vehicles other than Automobiles that:

- a. Have three or more outstanding (unpaid) METRO parking violations.
- b. Have five or more outstanding (unpaid) parking violations from any agency in the State.
- c. Display lost, stolen, altered, counterfeit, or unauthorized permits.
- d. Have expired vehicle registration (more than six months), or have no license plates or other evidence of registration displayed.
- e. Park in tow away zones, such as disabled, reserved and no parking areas.
- f. Park in emergency/fire access lanes.
- g. Park on any surface not specifically marked for parking of motor vehicles, such as, but not limited to: lawns, open spaces, sidewalks, plazas, unmarked curbs, roadways, drive aisles, and bikeways.
- h. Park or are left standing longer than seventy-two (72) consecutive hours without authorized permit in the same location.

8-11-020 Post-storage Hearing

- a. Whenever METRO directs removal of a vehicle pursuant to this Chapter, the vehicle's registered and legal owners of record, or their agents, will be provided an opportunity for a post storage hearing to determine the validity of the storage.
- b. METRO will mail or personally deliver a notice of the storage to the registered and legal owners within 48 hours, excluding weekends and holidays, and shall include all of the following information:
 - 1. The name, address, and telephone number of the agency providing the notice.
 - 2. The location of the place of storage and description of the vehicle, which shall include, if available, the name or make, the manufacturer, the license plate number, and the mileage.
 - 3. The authority and purpose for the removal of the vehicle.
 - 4. A statement that, in order to receive their post storage hearing, the owners, or their agents, shall request the hearing in person, writing, or by telephone within ten (10) days of the date appearing on the notice.

ATTACHMENT A

- c. The post storage hearing shall be conducted within forty-eight (48) hours of the request, excluding weekends and holidays. METRO may authorize its own officer or employee to conduct the hearing if the hearing officer is not the same person who directed the storage of the vehicle.
- d. Failure of either the registered or legal owner, or his or her agent, to request or to attend a scheduled hearing shall satisfy the post storage hearing requirement.

PROCUREMENT SUMMARY

PARKING ENFORCEMENT SERVICES/PS104041-2000

1.	Contract Number: PS104041-2000	
2.	Recommended Vendor: SP Plus Corporation	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: August 14, 2023	
	B. Advertised/Publicized: August 14, 2023	
	C. Pre-Proposal Conference: August 22, 2023	
	D. Proposals Due: September 12, 2023	
	E. Pre-Qualification Completed: December 19, 2023	
	F. Ethics Declaration Forms submitted to Ethics: September 13, 2023	
	G. Protest Period End Date: January 24, 2024	
5.	Solicitations Picked up/Downloaded: 13	Proposals Received: 4
6.	Contract Administrator: Yamil Ramirez Roman	Telephone Number: (213) 922-1064
7.	Project Manager: Stacie Endler	Telephone Number: (213) 547-4209

A. Procurement Background

This Board Action is to approve Contract No. PS104041-2000 issued in support of parking enforcement services at Metro owned and operated Park and Ride locations. Board approval of contract award is subject to resolution of any properly submitted protest.

The RFP was originally issued as a Medium Size Tier I (MSZ-1) set aside. Unfortunately, Metro did not receive any responsive proposals from MSZ-1 firms and therefore, the RFP was reissued as an open solicitation.

RFP No. PS104041-2 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department did not recommend an SBE/DVBE participation goal for this procurement due to a lack of subcontracting opportunities.

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

- Amendment No. 1, issued on August 29, 2023, extended the proposal due date.

A total of 13 firms downloaded the RFP and were included in the plan holders list. A virtual pre-proposal meeting was held on August 22, 2023, and was attended by 11 participants representing 4 companies. There were 34 questions asked and responses were released prior to the proposal due date.

A total of four proposals were received on September 12, 2023 from the following firms listed below in alphabetical order:

1. Conure Technology Services
2. Inter-Con Security Systems, Inc.
3. LAZ Parking California, LLC
4. SP Plus Corporation

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Parking Management, Transit Court Administration, and Joint Development Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- | | |
|-------------------------------------|-----|
| • Operating Methodology/Work Plan | 42% |
| • Quality of Proposal | 6% |
| • Quality of Team and Key Personnel | 32% |
| • Cost Proposal | 20% |

Several factors were considered when developing these weights, giving the greatest importance to the Operating Methodology and Work Plan.

During the period of September 18, 2023 to October 26, 2023, the PET independently evaluated and scored the technical proposals. Two proposals were determined to be outside of the competitive range and were not included for further consideration as their proposals were not clear in addressing the requirements.

The PET determined that oral presentations were not needed and on October 26, 2023, SP Plus Corporation was determined to be the highest ranked proposer.

Qualifications Summary of Firms within the Competitive Range:

SP Plus Corporation

SP Plus Corporation (SP+) has over 94 years of relevant experience providing services such as parking enforcement of on-street and off-street parking, management of parking lots and structures, and municipal parking operations.

SP+'s proposal demonstrated how Vigilant (License Plate Recognition system) and Park Loyalty (enforcement system) hardware and software options will enhance the duties provided by enforcement officers, and provide a robust system for

administrative use. The proposal also focused heavily on micro-mobility enforcement and towing for these smaller vehicles (electric scooters, bikes, etc.).

SP+'s proposed key personnel include over 57 years of combined parking experience, and the proposal demonstrated their understanding of the operational expectations for the services to be provided under this contract. The proposal included a detailed description of dashboard reporting that will be available for Metro's staff, its capabilities, and the opportunity to prepare custom reports based on staff feedback.

LAZ Parking California, LLC

LAZ Parking California, LLC (LAZ) has over 40 years of relevant experience providing parking enforcement services to public agencies across North America.

LAZ's proposal included a detailed listing of all Metro properties and provided a summary review of each, demonstrating a clear understanding of the magnitude of the work performed under this contract. LAZ also showcased their extensive training program, providing each employee 16 hours of classroom training and up to 24 hours of in-field training.

However, the proposal did not demonstrate how LAZ would track and enforce violations of micro-mobility vehicles, which was a key element on the Scope of Services for this contract. The proposal also focused on fixed LPR operations, as opposed to a mobile LPR system as required in the Scope of Services.

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	SP Plus Corporation				
3	Operating Methodology/Work Plan	82.38	42.00%	34.60	
4	Quality of Proposal	78.33	6.00%	4.70	
5	Quality of Team and Key Personnel	78.34	32.00%	25.07	
6	Cost Proposal	73.75	20.00%	14.75	
7	Total		100.00%	79.12	1
8	LAZ Parking California, LLC				
9	Operating Methodology/Work Plan	58.57	42.00%	24.60	
10	Quality of Proposal	91.67	6.00%	5.50	
11	Quality of Team and Key Personnel	66.66	32.00%	21.33	
12	Cost Proposal	100.00	20.00%	20.00	
13	Total		100.00%	71.43	2

C. Cost Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	SP Plus Corporation	\$6,446,435	\$6,926,050	\$6,446,435
2.	LAZ Parking California LLC	\$4,753,542		

D. Background on Recommended Contractor

The recommended firm, SP Plus Corporation (SP+), located in Los Angeles, CA, has been in business for 94 years in the field of parking operations and management. SP+ Municipal parking enforcement services experience include on-street and off-street parking with clients including the Los Angeles Department of Transportation, City of Glendale, CA, and City of Atlanta, GA.

The proposed team is comprised of staff from SP+ and one subcontractor. The prime and subcontractor provide balanced knowledge and experience in parking enforcement, tow, and citation services.

DEOD SUMMARY**PARKING ENFORCEMENT SERVICES / PS104041-2000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this solicitation due to the lack of small businesses that perform the services required for this contract. SP Plus Corporation did not make a commitment.

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 contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current FY24 Living Wage rate of \$24.73 per hour (\$18.78 base + \$5.95 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

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.



Parking Enforcement Services

Planning and Programming Committee

January 17, 2024

Board Item 2023-0701



Metro

Approve Recommendation

AUTHORIZING the Chief Executive Officer to execute a five-year, firm fixed price Contract No. PS104041-2000 to SP Plus Corporation for parking enforcement services for an amount not to exceed \$6,446,435, subject to resolution of any properly submitted protest(s), if any.

Parking Enforcement Program

- 89 park-and-ride facilities
- 25,753 parking spaces
- Over 20,000 citations issued annually (pre-covid) and over 11,000 issued to date in 2023
- Parking Enforcement Program Goals:
 - Regulate parking ordinance rules
 - Provide enforcement through customer service and an educational approach
 - Manage and remove abandoned vehicles to ensure parking is available for transit use

Micro-Mobility Enforcement

- Micro-Mobility Vehicles (MMV) enforcement is necessary to address safety concerns and regulate parking of MMVs.
 - Designated parking areas allow for organized MMV parking
 - Monitor surrounding areas to improve parking behaviors and maintain clear ADA pathways and transit access



Equity Platform

1. Parking enforcement is crucial to preventing the misuse of disabled parking spaces.
2. MMV regulation keeps pathways and walkways designated for individuals with disabilities clear from improperly parked MMVs.
3. Enforcement is needed to ensure that parking resources are available for transit-dependent commuters.



Metro



Board Report

File #: 2023-0484, File Type: Program

Agenda Number: 10.

PLANNING AND PROGRAMMING COMMITTEE JANUARY 17, 2024

SUBJECT: MEASURE R MULTIMODAL HIGHWAY SUBREGIONAL PROGRAMS UPDATE

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. APPROVING \$23,898,269 in additional programming within the capacity of Measure R Multimodal Highway Subregional Programs and funding changes via the updated project list shown in Attachment A, projects within this Measure R Multimodal Highway Subregional Program are inclusive of traffic signal, pedestrian, bicycle, transit, and roadway improvements.
- B. APPROVING the deobligation of \$1,200,000 in previously approved Measure R Multimodal Highway Subregional Program funds for re-allocation to other existing Board-approved Measure R projects as shown in Attachment A; and
- C. DELEGATING the Chief Executive Officer (CEO) or their designee the authority to administratively extend funding agreement lapse dates for the Measure R I-5 North Mitigation Projects Funding Agreements to meet environmental, design, right-of-way, and construction time frames; and
- D. AUTHORIZING the CEO or their designee to negotiate and execute all necessary agreements for Board-approved projects.

ISSUE

The Measure R Multimodal Subregional Programs update allows Metro staff and each lead agency to revise project priorities and amend budgets for implementation of the Measure R Multimodal subregional projects. In June 2021, the Board approved Modernizing the Metro Highway Program (Item No. 17), expanding funding eligibility for active transportation and complete streets projects within Measure R and Measure M guidelines. In addition, Complete Streets Policy implementation action 6.1 implemented the use of a complete streets project initiation checklist to ensure local jurisdictions have considered multimodal elements in their projects. Metro staff work with local jurisdictions on the inclusion of multimodal elements.

The attached updated project list includes projects that have received prior Board approval and proposed changes related to schedules, scope, and funding allocations for existing projects (Attachment A). The Board's approval is required as the updated project list serves as the basis for Metro to enter into agreements with the respective implementing agencies.

This update also seeks the CEO's or designee's administrative authority to amend Measure R I-5 North Mitigation projects funding agreements to extend lapse dates.

BACKGROUND

Per the Measure R Expenditure Plan; I-5/SR-14 Capacity Enhancements, (Lines 26), Arroyo Verdugo Subregion (Line 31), Las Virgenes/Malibu Subregion (Line 32), South Bay Subregion (Line 33), I-710 South and/or Early Action Projects (Line 37) and SR-138 Capacity Enhancements (Line 38) allocate funds for multimodal highway operational improvement subfund programs. Metro staff lead the implementation and development of multi-jurisdictional and regionally significant highway and arterial projects. Staff also lead projects on behalf of local jurisdictions at their request or assist in developing projects with these subfunds.

Additionally, the Compete Streets and Highways staff manage grants in the Arroyo Verdugo, Las Virgenes Malibu, Gateway, North Los Angeles County, and South Bay subregions to fund transportation improvements developed and prioritized locally.

Local jurisdictions prioritize and develop projects that are within the eligibility for both Measure R and Measure M program criteria. Metro staff work with cities, subregions, and grant recipients to review projects for eligibility and compliance with the Board-adopted policies outlined in Metro's Complete Streets Policy, Active Transportation Strategic Plan, and First/Last Mile Strategic Plan. Projects are also further evaluated to ensure that projects aim to reduce congestion, resolve operational deficiencies, improve safety, and incorporate multimodal investments.

DISCUSSION

The Measure R Expenditure Plan provides subregional funding for the implementation of multimodal highway capital projects. The Measure R Expenditure Plan does not individually identify multimodal highway capital projects; rather, local jurisdictions within the subregions identify projects that require Metro staff to validate and approve for funding. Metro staff confirm project eligibility, reconfirm project funding eligibility to projects that request scope changes, and establish a project nexus to the project eligibility criteria. Through this evaluation period, staff will work with local jurisdictions to refine and be inclusive of multimodal elements into a project before being included in Attachment A for Board approval. Projects within this Measure R Multimodal Highway Subregional Program are inclusive of traffic signal, pedestrian, bicycle, transit, and roadway improvements.

The changes in this update include \$23,898,269 in additional programming for projects in the Arroyo Verdugo, Las Virgenes Malibu, Gateway, and North Los Angeles County subregions as detailed in Attachment A, in addition to the deobligation of \$1,200,000. A nexus determination with the eligibility requirements for Measure R has been completed for each new project.

This report also seeks the CEO's or designee's administrative authority to amend Measure R I-5 North Mitigation projects funding agreements to extend lapse dates to meet environmental, design, right-of-way (ROW), and construction timeframes. Line 28 of the Measure R Expenditure Plan funded the I-5 North HOV Enhancements from SR-134 to SR-170. On October 23, 2014, the Board authorized the CEO to enter into funding agreements with the cities of Los Angeles, Glendale, and Burbank and with the Bob Hope Airport (Item No. 53) to implement mitigation projects. To date, most of the projects are complete, and a few of the projects require time extension amendments to extend funding agreement lapse dates to complete the projects.

Arroyo Verdugo Operational Improvements

A total of \$125,979,800 has been programmed for projects in the subregion. This update includes funding adjustments for four existing projects,

Burbank

Program an additional \$800,000 for MR310.46 - Glenoaks Boulevard Arterial and First Street Signal Improvements. The project is currently in the construction phase. The construction cost estimate for the project was updated and requires the additional programming of \$800,000 to match the cost estimate of \$6,000,000 to incorporate traffic signal upgrades and signal improvements at 14 existing traffic signals. Existing obsolete equipment will be replaced, including traffic signal poles, safety lighting, indications, signal wiring, vehicle detectors, and pedestrian push buttons.

Glendale

Program an additional \$4,000,000 for MR310.43 - Verdugo Road Traffic Signal Modifications. The project is currently in the design phase. The construction cost estimate will be revised to \$5,650,000 to incorporate pedestrian and bicycle multimodal improvements.

Program an additional \$4,000,000 for MR310.65 - North Verdugo Road Improvements (Signal, Ped, Transit). The project is currently in the design phase. The revised construction cost project budget is \$9,000,000. Additional funds are being programmed to implement pedestrian, bicycle, and transit multimodal improvements.

Los Angeles County

Program an additional \$164,857 for MR310.44 - Soundwalls on I-210 in La Crescenta-Montrose. The project completed the environmental phase and will be initiating the design phase. The revised project budget is \$3,208,857. Funds are being programmed to match the current ROW and design cost estimates for the project. Additionally, funds are being reprogrammed as follows: \$2,567,086 in FY24-25 and \$641,771 in FY25-26. Funds are being reprogrammed to match project schedule timeframes.

Las Virgenes Malibu Operational Improvements

A total of \$173,667,900 has been programmed for projects in the subregion. This update includes funding adjustments for two existing projects.

Malibu

Program an additional \$1,200,000 for MR311.11 - PCH Signal Improvements from John Tyler Drive to Topanga Canyon Boulevard. The project is currently in the construction phase. The construction cost estimate for the project was updated and requires the additional programming of \$1,200,000 to match the cost estimate of \$15,800,000. The project will upgrade and interconnect the highway intersections and traffic signals to facilitate signal timing and manage traffic flow.

Deobligate \$1,200,000 from MR311.26 - Pacific Coast Highway Raised Median and Channelization from John Tyler to Puerco Canyon Road (previously known as the PCH - Raised Median and Channelization from Webb Way to Puerco Canyon Road project). The revised project budget is \$5,750,000. The project is initiating the construction phase. Funds are being deobligated due to revised project limits and to fund a higher-priority transportation improvement (MR311.11).

Gateway Cities I-605 Corridor “Hot Spots” Interchange Improvements.

A total of \$421,958,900 has been programmed for projects in the subregion. This update includes funding adjustments for one project and a scope change for one project.

Los Angeles County

Scope change for MR315.07 - Mulberry Drive and Painter Avenue Intersection Improvements. The project is currently in the design phase. The project will remove turn lane storage pockets from its scope of work to remain within budget due to cost increases and ROW issues.

Norwalk

Reprogram \$3,031,975 for MR315.43 - Imperial Highway Intelligent Transportation System (ITS) Project, from San Gabriel River to Shoemaker Road. The project is currently in the final design phase. The funds are being reprogrammed as follows: \$3,020,00 in FY24-25 and \$11,975 in FY25-26. The project budget remains unchanged at \$3,380,400. The project consists of ITS improvements to traffic flow. Funds are being reprogrammed to match current design and construction timeframes. .

Gateway Cities I-710 South Early Action Projects

A total of \$321,311,600 has been programmed for projects in the subregion. This update includes funding adjustments for four projects.

Metro

Program an additional \$5,857,895 for PS4340-1939 - I-710 Corridor Project Task Force/Mobility Investment Plan Development (renamed Long Beach-East Los Angeles Corridor Mobility Investment Plan). The revised project budget is \$12,139,895. Funds are being programmed to complete the

Investment Plan per a Board motion made in May 2021 by Directors Solis, Sandoval, Butts, and Garcetti.

Program an additional \$102,367 for Long Beach-East Los Angeles Investment Plan Outreach Efforts. The revised project budget is \$952,367. Funds are being programmed to cover a higher level of effort for the supplemental outreach contract per a Board motion made in May 2021 by Directors Solis, Sandoval, Butts, and Garcetti.

Program an additional \$2,000,000 for MR306.59 - Imperial Highway Corridor Capacity Enhancements. The project is in the construction phase and will consist of roadway widening at the intersections that will provide for left and right turn lanes, equipment upgrades, and signal synchronization. The revised project budget is \$5,965,000. Funds are being programmed to complete construction.

Maywood

Program an additional \$6,973,150 for MR306.56 - Slauson-Atlantic Congestion Relief. The project is currently in the design phase. The project will implement roadway widening at the intersections to provide left-turn lanes, equipment upgrades, and signal synchronization. The revised project budget is \$7,418,150. Funds are being programmed to complete ROW and construction.

Bell Gardens

Program \$3,716,000 for MR306.65 - Clara Street Corridor Improvement Project to improve traffic safety conditions. This is a new project that will improve various intersections with signal synchronization and dedicated left and right turn lanes. The program amount of \$3,716,000 will be utilized for PID, PAED, PS&E, ROW, and construction phases.

North County: 1-5/SR-14 Capacity Enhancements

A total of \$85,094,900 has been programmed for projects in the subregion. This update includes funding adjustments for one project.

Santa Clarita

Reprogram \$353,824 for MR501.02 - Sierra Highway Traffic Signal Improvements. The project is currently in the final design phase. The project will integrate the traffic signals into the city's ITS to provide coordinated signal timing. The funds are being reprogrammed as follows: \$60,000 in FY23-24, \$250,000 in FY24-25, and \$43,824 in FY25-26. The project budget remains unchanged at \$565,000. Funds are being reprogrammed to match construction timeframes.

DETERMINATION OF SAFETY IMPACT

The multimodal subregional programs support the development of a safer transportation system that will provide high-quality multimodal mobility options to enable people to spend less time traveling.

FINANCIAL IMPACT

The highway projects are funded from the Measure R 20% Highway Capital subfund earmarked for the subregions. FY24 funds are allocated for Arroyo Verdugo Project No.460310 and Las Virgenes-Malibu Project No. 460311 under Cost Center 0442 in Account 54001 (Subsidies to Others).

For the South Bay subregion, FY24 funds are allocated in Cost Centers 0442, 4720, 4740, Accounts 54001 (Subsidies to Others), and 50316 (Professional Services) in Projects 460312, 461312, 462312, and 463312.

For the Gateway Cities subregion, FY24 funding for the I-605 Corridor “Hot Spots” Projects is allocated to Project No. 460314, Cost Centers 4720, 0442, Account 54001 (Subsidies to Others), and account 50316 (Professional Services) in Projects 461314, 462314, 463314, 460345, 460348, 460350, and 460351. I-710 Early Action Project funds have been budgeted in Project No. 460316 in Cost Center 0442,

The remaining funds are distributed from the Measure R 20% Highway Capital subfund via funding agreements to Caltrans and the cities of Palmdale and Lancaster in the FY24 budget under Cost Center 0442 in Project No. 460330, Account 54001 (Subsidies to Others). For the North County Operational Improvements Projects (I-5/SR-14 Capacity Enhancement Line #26), the budget is included in Project No. 465501, Cost Center 0442, Account 54001 (Subsidies to Others). Moreover, programmed funds are based on estimated revenues.

Since the Measure R Multimodal Highway Subregional Programs are multiyear programs that contain various projects, Countywide Planning and Development will be responsible for budgeting the costs in current and future years.

Impact to Budget

This action will not impact the approved FY24 budget. Staff will rebalance the approved FY24 budget as necessary to fund the identified priorities and revisit the budgetary needs using the quarterly and mid-year adjustment processes subject to the availability of funds.

The source of funds for these projects is Measure R 20% Highway Funds. This fund source is not eligible for transit capital or operations expenses.

EQUITY PLATFORM

This semi-annual update funds subsequent phases of Board-approved Highway Subsidy grants aligned with the Measure R Board-approved guidelines and the Objectives for Multimodal Highway Investments. Complete Streets and Highways staff have also provided technical assistance to Equity Focus Communities (EFCs) in various subregions. The Highway Subsidy Grants do not have a direct equity impact; rather they offer equity opportunities via the development of transportation project improvements through city contracts that can reduce transportation disparities.

Each city and/or agency, independently and in coordination with its subregion, undertakes its jurisdictionally-determined community engagement process specific to the type of transportation

improvement it seeks to develop. These locally-determined and prioritized projects represent the needs of cities. This update includes additional funding for the EFC communities of Bell, Bell Gardens, Carson, Commerce, Compton, Cudahy, Downey, Huntington Park, Long Beach, Lynwood, Maywood, Norwalk, Paramount, South Gate, and Vernon; as well as unincorporated areas of Los Angeles County, including the communities of East Los Angeles, Boyle Heights, Wilmington, and San Pedro.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the strategic plan goal:

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

Goal 1.1. Approval of the multimodal highway subregional programs will expand the transportation system as responsibly and quickly as possible as approved in Measure R and M to strengthen and expand LA County’s transportation system.

“Goal 4: Transform LA County through regional collaboration”

Goal 4.1. Metro will work closely with municipalities, council of governments, Caltrans to implement holistic strategies for advancing mobility goals”

ALTERNATIVES CONSIDERED

The Board may choose not to approve the revised project list and funding allocations. However, this option is not recommended as it will delay the development of locally prioritized improvements. In addition, projects initiating or currently in the construction phase will face significant cost implications by delaying the required funding agreements, amendments, or time extensions.

NEXT STEPS

Consistent with Metro’s Complete Streets Policy, staff will continue working with subregions and local jurisdictions for their consideration of multimodal investments within the Measure R Multimodal Highway Subregional Program. Updates will be provided to the Board on a semiannual and as-needed basis.

ATTACHMENTS

Attachment A - Projects Receiving Measure R Funds

Prepared by:

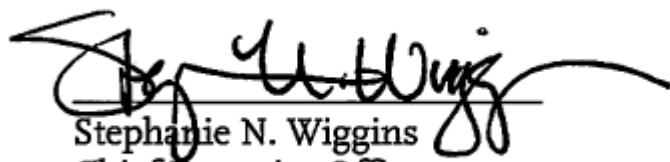
Roberto Machuca, Senior Director, Complete Streets and Highways, (213) 418-3467

Michelle Smith, Executive Officer, Complete Streets and Highways, (213) 547-4368

Avital Barnea, Senior Executive Officer, Multimodal Integrated Planning, (213)

547-4317

Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4274



Stephanie N. Wiggins
Chief Executive Officer

Agency	Project ID No.	PROJECT/LOCATION	Funding Phases	Note	Prior Alloc	Alloc Change	Current Alloc	Prior Yr Program	FY2023-24	FY2024-25	FY2025-26	FY2027-26
		Total Measure R Programmed to Date			1,755,461	23,898	1,779,359	1,485,946	223,818	53,094	7,254	0
Arroyo Verdugo Operational Improvements (Expenditure Line 31)					118,231.5	8,964.8	127,196.3	94,044.4	21,676.7	4,233.4	7,241.7	0.0
Burbank	MR310.46	Glenoaks Blvd Arterial and First St Signal Improvements	PS&E, Construction	CHG	5,200.0	800.0	6,000.0	5,200.0	800.0			
		TOTAL PROGRAMMING BURBANK			35,273.8	800.0	36,073.8	31,773.8	4,050.0	250.0	0.0	0.0
Glendale	MR310.43	Verdugo Rd. Street Improvements Project (Traffic Signal Modification)	PS&E, Construction	CHG	1,650.0	4,000.0	5,650.0	1,650.0	4,000.0			
Glendale	MR310.65	North Verdugo Road Improvements (Signal, Ped, Transit)	PS&E, Construction	CHG	5,000.0	4,000.0	9,000.0	500.0	1,300.0	600.0	6,600.0	
		TOTAL PROGRAMMING GLENDALE			69,113.7	8,000.1	77,113.8	51,470.6	17,626.7	1,416.4	6,600.0	0.0
LA County	MR310.44	Soudwalls on I-210 in LA Crescenta-Montrose	PS&E, ROW	CHG	3,044.0	164.7	3,208.7	0.0		2,567.0	641.7	
		TOTAL PROGRAMMING LA COUNTY			3,044.0	164.7	3,208.7	0.0	0.0	2,567.0	641.7	0.0
TOTAL ARROYO VERDUGO PROGRAMMING					118,231.5	8,964.8	127,196.3	94,044.4	21,676.7	4,233.4	7,241.7	0.0
Las Virgenes/Malibu Operational Improvements (Expenditure Line 32)					173,668.0	(0.0)	173,667.9	165,623.0	5,157.0	2,888.0	0.0	0.0
Malibu	MR311.11	PCH Signal System Improvements from John Tyler Drive to Topanga Canyon Blvd	PA&ED, PS&E, Construction	CHG	14,600.0	1,200.0	15,800.0	14,600.0	1,200.0			
Malibu	MR311.26	PCH Raised Median and Channelization from John Tyler to Puerco Canyon Road.	PA&ED, PS&E, Construction	DEOB	6,950.0	(1,200.0)	5,750.0	5,750.0				
		TOTAL PROGRAMMING MALIBU			39,325.0	0.0	39,325.0	37,800.0	1,525.0	0.0	0.0	0.0
TOTAL LAS VIRGENES/MALIBU PROGRAMMING					173,668.0	(0.0)	173,667.9	165,623.0	5,157.0	2,888.0	0.0	0.0
South Bay I-405, I-110, I-105, & SR-91 Ramp / Interchange Imps (Expenditure Line 33)					446,413.2	(0.0)	446,413.2	364,304.0	69,729.3	12,380.0	0.0	0.0
TOTAL SOUTH BAY PROGRAMMING					446,413.2	(0.0)	446,413.2	364,304.0	69,729.3	12,380.0	0.0	0.0
Gateway Cities: I-605/SR-91/I-405 Corridors "Hot Spots" (Expenditure Line 35)					421,958.9	0.0	421,958.9	345,900.9	69,226.0	6,820.0	12.0	0.0
LA County	MR315.07	Painter - Mulberry Intersection Improvements	PA&ED, PS&E, ROW, Construction	CHG	4,410.0	0.0	4,410.0	4,410.0				
		TOTAL PROGRAMMING LA COUNTY			14,554.9	0.0	14,554.9	14,130.0	424.9	0.0	0.0	0.0
Norwalk	MR315.43	Imperial Highway ITS Project, from San Gabriel River to Shoemaker Rd. (PAED, PS&E, CON)	PA&ED, PS&E, Construction	REP	3,380.4	0.0	3,380.4	348.4		3,020.0	12.0	
		TOTAL PROGRAMMING NORWALK			9,959.4	0.0	9,959.4	6,927.4	0.0	3,020.0	12.0	0.0
TOTAL I-605"HOT SPOTS" PROGRAMMING					421,958.9	0.0	421,958.9	345,900.9	69,226.0	6,820.0	12.0	0.0

Agency	Project ID No.	PROJECT/LOCATION	Funding Phases	Note	Prior Alloc	Alloc Change	Current Alloc	Prior Yr Program	FY2023-24	FY2024-25	FY2025-26	FY2027-26
		Total Measure R Programmed to Date			1,755,461	23,898	1,779,359	1,485,946	223,818	53,094	7,254	0
Gateway Cities: Interstate 710 South Early Action Projects (Expenditure Line 37)					310,094.2	14,933.4	325,027.6	287,523.2	0.0	0.0	0.0	0.0
		TOTAL PROGRAMMING GCCOG			2,000.0	0.0	2,000.0	2,000.0	0.0	0.0	0.0	0.0
Metro	PS4340-1939	I-710 Corridor Project Task Force/ Mobility Investment Plan Development	PID, PA&ED	CHG	6,282.0	5,857.9	12,139.9	6,282.0	5,857.9			
Metro	TBD	LBC to East LA Mobility Corridor Investment Plan/Outreach CBO Efforts	PID	CHG	850.0	102.4	952.4	425.0	527.4			
Metro	MR306.59	Imperial Hwy Capacity Enhancements Project	Construction	CHG	3,965.0	2,000.0	5,965.0	3,965.0	1,000.0	1,000.0		
		TOTAL PROGRAMMING METRO			164,969.1	7,960.3	172,929.4	153,884.2	14,045.3	5,000.0	0.0	0.0
Bell Gardens	MR306.65	Clara Street Corridor Intersection Improvements Project	PID, PA&ED, PS&E, ROW, Construction	CHG	3,716.0	0.0	3,716.0	3,716.0				
		TOTAL BELL GARDENS			9,971.4	(0.0)	9,971.4	9,971.4	0.0	0.0	0.0	0.0
Maywood	MR306.56	Slauson Ave and Atlantic Congestion Relief Improvements	PA&ED, PS&E	CHG	445.0	6,973.2	7,418.2	445.0	594.0	6,379.2		
		TOTAL PROGRAMMING MAYWOOD			510.0	6,973.2	7,483.2	510.0	0.0	0.0	0.0	0.0
		TOTAL I-710 SOUTH PROGRAMMING			310,094.2	14,933.4	325,027.6	287,523.2	23,301.3	5,000.0	0.0	0.0
North County: SR-138 Safety Enhancements (Expenditure Line 38)					200,000.0		200,000.0	154,293.4	34,168.1	11,538.5	0.0	0.0
		TOTAL SR-138 PROGRAMMING			200,000.0		200,000.0	154,293.4	34,168.1	11,538.5	0.0	0.0
North County: I-5/SR-14 Safety Enhancements (Expenditure Line 26)					85,094.9		85,094.9	74,257.4	560.0	10,234.2	0.0	0.0
Santa Clarita	MR501.02	Sierra Highway Traffic Signal Improvements	PS&E	REP	565.0	0.0	565.0	211.2	60.0	250.0	43.8	
		TOTAL PROGRAMMING SANTA CLARITA			24,565.0	0.0	24,565.0	24,211.2	60.0	250.0	43.8	0.0
		TOTAL I-5/SR-14 PROGRAMMING			85,094.9		85,094.9	74,257.4	560.0	10,234.2	43.8	0.0
		Total Measure R Programmed to Date			1,755,461	23,898	1,779,359	1,485,946	223,818	53,094	7,254	0



Measure R Multimodal Highway Subregional Programs Update

Staff Recommendation

CONSIDER:

- A. APPROVING \$23,898,269 in additional programming within the capacity of Measure R Multimodal Highway Subregional Programs and funding changes via the updated project list shown in Attachment A, projects within this Measure R Multimodal Highway Subregional Program are inclusive of traffic signal, pedestrian, bicycle, transit, and roadway improvements.
- B. APPROVING the deobligation of \$1,200,000 of previously approved Measure R Multimodal Highway Subregional Program funds for re-allocation to other existing Board-approved Measure R projects as shown in Attachment A; and



Staff Recommendation(Cont'd)

CONSIDER:

- C. DELEGATING the Chief Executive Officer or their designee the authority to administratively extend funding agreement lapse dates for Measure R I-5 North Mitigation Projects Funding Agreements to meet environmental, design, right-of-way, and construction time frames; and
- D. AUTHORIZING the CEO or their designee to negotiate and execute all necessary agreements for Board-approved projects.



Board Report

File #: 2023-0734, File Type: Program

Agenda Number: 11.

PLANNING AND PROGRAMMING COMMITTEE JANUARY 17, 2024

SUBJECT: MEASURE M MULTI-YEAR SUBREGIONAL PROGRAM ANNUAL UPDATE - LAS VIRGENES/MALIBU SUBREGION

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. REPROGRAMMING of project previously approved to meet environmental, design, right-of-way, and construction time frames in Measure M Multi-Year Subregional Program (MSP) Active Transportation, Transit, and Tech Program, as shown in Attachment A;
- B. APPROVING programming of an additional \$11,500,000 within the capacity of Measure M MSP Highway Efficiency Program, as shown in Attachment B; and
- C. AUTHORIZING the Chief Executive Officer (CEO) or their designee to negotiate and execute all necessary agreements and/or amendments for approved projects.

ISSUE

Measure M MSPs are included in the Measure M Expenditure Plan. All MSP funds are limited to capital projects. The annual update approves additional eligible projects for funding. It also allows the Las Virgenes/Malibu Subregion and implementing agencies to revise project schedules and amend project budgets.

This update includes changes to projects that have received prior Board approval and funding allocation for new projects. Funds are programmed through Fiscal Year (FY) 2026-27. The Board's approval is required to program additional funds. The updated project lists (Attachments A and B) serve as the basis for Metro to enter into agreements and/or amendments with the respective implementing agencies.

BACKGROUND

In January 2019, the Metro Board of Directors approved Las Virgenes/Malibu Subregion's first MSP Five-Year Plan and programmed funds in 1) Measure M MSP - Active Transportation/Transit/Tech

Program (expenditure line 56); and 2) Measure M MSP - Highway Efficiency Program (expenditure line 57). Since the first Plan, staff has provided annual updates to the Board in February 2020, March 2021, February 2022, and February 2023.

Based on the amount provided in the Measure M Expenditure Plan, a total amount of \$123.1 million was forecasted for programming for FY 2017-18 to FY 2026-27. The prior Board actions approved programming of \$73 million. Therefore, \$50.1 million was available to the Subregion for programming as part of this update.

DISCUSSION

Metro staff worked closely with the Las Virgenes/Malibu Subregion Council of Governments (COG) and the implementing agencies on project eligibility reviews of the proposed projects for this annual update. Metro required, during staff review, detailed project scope of work to confirm eligibility and establish the program nexus, e.g., project location and limits, length, elements, phase(s), total expenses and funding request, and schedule, etc. This level of detail will ensure the timeliness of the execution of the project funding agreements once the Metro Board approves the projects. For those proposed projects that will have programming of funds in FY 2025-26 and beyond, Metro accepted a high-level (but focused and relevant) project scope of work during the review process. Metro staff will work on the details with the COG and the implementing agencies through a future annual update process. Those projects will receive conditional approval as part of this approval process. However, final approval of funds for those projects shall be contingent upon the implementing agency demonstrating the eligibility of each project as required in the Measure M Master Guidelines.

This update includes additional programming of previously approved projects as well as programming of funds to new project in the Active Transportation/Transit/Tech and Highway Efficiency Programs.

Active Transportation/Transit/Tech Program (expenditure line 56)

This update includes funding adjustments to one existing project as follows:

Malibu

- Reprogram previously approved \$683,219 as follows: \$35,000 in FY 24, \$165,000 in FY 25, \$313,219 in FY 26, and \$170,000 in FY 27 for MM4401.05 - Pedestrian/Bicyclist Crosswalk Improvements - PCH @ Big Rock Dr. & 20356 PCH Project. The funds will be used for the project's Plans Specifications and Estimates (PS&E) and construction phases.

Highway Efficiency Program (expenditure line 57)

This update includes funding adjustments to one existing project and a program of funds to one new project as follows:

Hidden Hills

- Program \$1,500,000 in FY 24 for MM5503.14 - Hidden Hills Regional Smart Cities Fiber Network Backbone. The funds will be used for the project's construction phase.

Las Virgenes/Malibu Councils of Government

- Program additional \$10,000,000 in FY 25 and FY 26 for MM5503.11 - Regional Smart Cities Fiber Network Project. The funds will be used for the project's PS&E and construction phases.

DETERMINATION OF SAFETY IMPACT

Programming of Measure M MSP funds to the Las Virgenes/Malibu Subregion projects will not have any adverse safety impacts on Metro's employees or patrons.

FINANCIAL IMPACT

In FY 2023-24, \$12.9 million is budgeted in Cost Center 0441 (subsidies budget - Planning) for the Active Transportation Program (Project #474401), and \$3 million is budgeted in Cost Center 0442 (Highway Subsidies) for the Highway Efficiency Program (Project #475503). Upon approval of this action, staff will reallocate necessary funds to appropriate projects within Cost Centers 0441 and 0442. Since these are multi-year projects, Cost Centers 0441 and 0442 will be responsible for budgeting the cost in future years.

Impact to Budget

The source of funds for these projects is Measure M Highway Construction 17%, which is not eligible for Metro bus and rail operating and capital expenditures.

EQUITY PLATFORM

The Las Virgenes/Malibu subregion consists of the cities of Agoura Hills, Calabasas, Hidden Hills, Malibu, Westlake Village, and the adjacent unincorporated area of Los Angeles County, but no Equity Focus Communities (EFCs) are located within this subregion. The jurisdictional requests are proposed by the cities and approved/forwarded by the subregion. In line with the Metro Board adopted guidelines and June 2022 Objectives for Multimodal Highways Investments, cities provide documentation demonstrating community support, project need, and multimodal transportation benefits that enhance safety, support traffic mobility, economic vitality, and enable a safer and well-maintained transportation system. Cities lead and prioritize all proposed transportation improvements, including procurement, the environmental process, outreach, final design, and construction. Each city and/or agency, independently and in coordination with the subregion, undertake their jurisdictionally determined community engagement process specific to the type of transportation improvement they seek to develop. These locally determined and prioritized projects represent the needs of cities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the following goals of the Metro Vision 2028 Strategic Plan:

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling by alleviating the current operational deficiencies and improving mobility along the projects.

Goal 4: Transform LA County through regional collaboration by partnering with the Council of Governments and the local jurisdictions to identify the needed improvements and lead the development and implementation of their projects.

ALTERNATIVES CONSIDERED

The Board could elect not to approve the additional programming of funds for the Measure M MSP projects for the Las Virgenes/Malibu Subregion. This is not recommended as the Las Virgenes/Malibu Subregion developed the proposed projects in accordance with the Measure M Ordinance, Guidelines, and Administrative Procedures.

NEXT STEPS

Metro staff will continue to work with the Las Virgenes/Malibu Subregion to identify and deliver projects. Funding Agreements will be executed with those who have funds programmed in FY 2023-24. Program/project updates will be provided to the board annually.

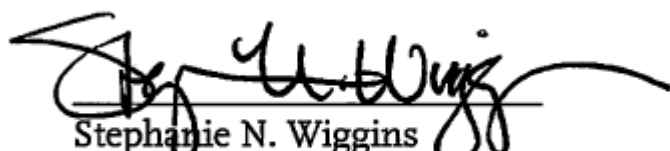
ATTACHMENTS

Attachment A - Active Transportation/Transit/Tech Program Projects

Attachment B - Highway Efficiency Program Projects

Prepared by: Fanny Pan, Executive Officer, Countywide Planning & Development, (213) 418-3433
Laurie Lombardi, Senior Executive Officer, Countywide Planning & Development, (213) 418-3251

Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4274



Stephanie N. Wiggins
Chief Executive Officer

Las Virgenes/Malibu Subregion

Measure M Multi-Year Subregional Plan - Active Transportation/Transit/Tech Program (Expenditure Line 56)

	Agency	Project ID #	Project/Location	Funding Phases	Note	Pror Alloc	Alloc Change	Current Alloc	Prior Years	FY2022-23	FY2023-24	FY 2024-25	FY 2025-26	FY 2026-27
1	LVMCOG	MM4401.01	Planning Activities for Measure M Multi-Year Subregional Program ^	Planning Development		\$ 119,182		\$ 119,182	\$ 56,134	\$ 12,117	\$ 12,426	\$ 12,513	\$ 12,830	\$ 13,163
2	Calabasas	MM4401.02	City-wide Green Streets - Malibu Hills Road, Calabasas Road, Old Town Calabasas, Las Virgenes Road and Parkway Calabasas	PS&E Construction		3,156,164		3,156,164	237,069	20,000	800,000	2,064,095	35,000	
3	Calabasas	MM4401.03	Mulholland Highway Gap Closure - Old Topanga Canyon Road - Phase I (CFP #F7516)	PS&E ROW Construction	Compl	2,200,000		2,200,000	\$ 2,200,000					
4	Calabasas	MM4401.11	Mulholland Highway Gap Closure - Old Topanga Canyon Road to City Limits (Phase II) (MR311.13)	PS&E Construction		8,500,585		8,500,585	3,555,585	3,160,000	1,785,000			
5	Malibu	MM4401.05	Pedestrian/Bicyclist Crosswalk Improvements - PCH @ Big Rock Dr. & 20356 PCH	PS&E Construction	Chg	683,219		683,219	-		35,000	165,000	313,219	170,000
6	Malibu	MM4401.06	Westward Beach Parking and Walkway Improvements	PS&E Construction	Compl	4,360		4,360	4,360					
7	Malibu	MM4401.13	Pedestrian Undercrossing at Malibu Seafood	PS&E Construction		2,250,000		2,250,000	-		400,000	600,000	1,250,000	
8	Westlake Village	MM4401.07	Lindero Linear Park - Lindero Canyon Blvd from Agoura Rd to Foxfield Dr.	PS&E Construction	Compl	4,452,678		4,452,678	4,452,678					
9	Westlake Village	MM4401.12	Lakeview Canyon Road Pedestrian Safety Improvements *	PAED PS&E Construction		3,000,000		3,000,000	-			3,000,000		
10	LA County	MM4401.09	Malibu Canyon Road Bridge Replacement	PS&E Construction		875,000		875,000	185,245	100,000	220,000	369,755		
11	LA County	MM4401.10	Topanga Beach Shuttle Bus Stops Improvements (Metro Orange Line to Metro Expo Line in Downtown Santa Monica)	PS&E Construction		400,000		400,000	110,000	40,000	220,000	30,000		
Total Programming Amount						\$ 25,641,188	\$ -	\$ 25,641,188	\$ 10,801,071	\$ 3,332,117	\$ 3,472,426	\$ 6,241,363	\$ 1,611,049	\$ 183,163

* Conditional programming approval as only high level scope of work was developed and reviewed. Future annual update process will reconfirm the programming.


^ Subregion Planning Activities (0.5%) for Measure M Multi-Year Subregional Program.

Las Virgenes/Malibu Subregion

Measure M Multi-Year Subregional Plan - Highway Efficiency Program (Expenditure Line 57)

	Agency	Project ID #	Project/Location	Funding Phases	Note	Prior Alloc	Alloc Change	Current Alloc	Prior Years	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27
1	Agoura Hills	MM5503.01	Interchange - Chesebro Rd S to Driver Ave. & Chesebro Rd to N of interchange (MR311.03)	PS&E Construction		\$ 8,495,436		\$ 8,495,436	8,195,436	\$ 300,000				
2	Agoura Hills	MM5503.02/ MM5503.07	Kanan Road Corridor from Thousand Oaks Blvd to Cornell Road (MR311.14) - Merge with MM5503.07	PSR Env PS&E Construction		5,313,493		5,313,493	330,595	426,000	1,200,000	3,356,898		
3	Agoura Hills	MM5503.12	Agoura Road/Kanan Road Intersection Improvements (MR311.04)	ROW Construction		9,706,529		9,706,529	-	1,700,000	2,638,860	3,167,669	2,200,000	
4	Agoura Hills	MM5503.13	Agoura Hills Greenway Project (MR311.23)	ROW Construction		6,023,861		6,023,861	-	4,023,861	2,000,000			
5	Calabasas	MM5503.08	Calabasas Road Improvements	PS&E Construction		4,500,000		4,500,000	1,490,000	3,010,000				
6	Hidden Hills	MM5503.03	Long Valley Road/Valley Circle/US-101 On-Ramp Improvements (MR311.34)	PS&E, ROW Construction		1,215,652		1,215,652	1,215,652					
7	Hidden Hills	MM5503.14	Hidden Hills Regional Smart Cities Fiber Network Backbone	Construction	new	-	1,500,000	1,500,000			1,500,000			
8	Malibu	MM5503.04	Malibu Park and Ride Lots (MR311.35)	ROW	Compl	3,100,000		3,100,000	3,100,000					
9	Malibu	MM5503.05	Median Improvements PCH	PS&E Construction		2,000,000		2,000,000	150,000	150,000	1,700,000			
10	Westlake Village	MM5503.10	Lindero Sidewalk Extension - Baronsgate Rd. to Lakeview Canyon Rd. (MR311.21)	Construction		2,378,247		2,378,247	-		2,378,247			
11	LA County	MM5503.06	Malibu Canyon Road Improvements - Malibu Canyon Rd @ Piuma Rd. & Las Virgenes Rd @ Las Virgenes Canyon Rd	PS&E ROW Construction		1,500,000		1,500,000	1,300,000	200,000				
12	LA County	MM5503.09	Agoura Hills and Westlake Village Intelligent Transportation System	PS&E Construction		2,380,000		2,380,000	-		430,000	1,950,000		
13	LVMCOG	MM4401.01	Planning Activities for Measure M Multi-Year Subregional Program ^	Planning Development		495,839		495,839	232,866	50,360	51,644	52,935	53,326	54,708
14	LVMCOG	MM5503.11	Regional Smart Cities Fiber Network	PS&E Construction	Chg	300,000	10,000,000	10,300,000	-	300,000		5,000,000	5,000,000	
Total Programming Amount						\$47,409,057	\$11,500,000	\$58,909,057	\$16,014,549	\$10,160,221	\$11,898,751	\$13,527,502	\$ 7,253,326	\$ 54,708

^ Subregion Planning Activities (0.5%) for Measure M Multi-Year Subregional Program.



Measure M Multi-year Subregional Program Las Virgenes/Malibu Subregion

Planning and Programming Committee
January 17, 2024



Metro

File# 2023-0734

Las Virgenes/Malibu Subregion

- Two Multi-Subregional Programs (MSP)
 - Active Transportation, Transit, and Tech Program (expenditure line 56)
 - Highway Efficiency Program (expenditure line 57)
- Limited to Capital projects
 - Environmental Phase and forward

Los Angeles County Transportation Expenditure Plan

(2015 \$ in thousands)

ATTACHMENT A

Groundbreaking Sequence
(Exceptions Noted)

For Reference Only	Project (Final Project to be Defined by the Environmental Process)	Notes	Schedule of Funds Available		Subregion*	2016 - 2027 Local, State, Federal, Other Funding 2015\$	Measure M Funding 2015\$	Most Recent Cost Estimate 2015\$**	Modal Code
			Ground-breaking Start Date	Expected Opening Date (3 year range)					
Multi-Year Subregional Programs									
47	Metro Active Transport, Transit 1st/Last Mile Program	p	FY 2018	FY 2057	sc	\$0	\$857,500	\$857,500	H
48	Visionary Project Seed Funding	p	FY 2018	FY 2057	sc	\$0	\$20,000	\$20,000	
49	Street Car and Circulator Projects	k,p	FY 2018	FY 2022	sc	\$0	\$35,000	\$35,000	
50	Transportation System and Mobility Improve. Program		FY 2018	FY 2032	sb	\$0	\$293,500	\$293,500	H
51	Active Transportation 1st/Last Mile Connections Prog.		FY 2018	FY 2057	w	\$0	\$361,000	\$361,000	H
52	Active Transportation Program		FY 2018	FY 2057	nc	\$0	\$264,000	\$264,000	H
53	Active Transportation Program		FY 2018	FY 2057	gc	\$0	TBD	TBD	H
54	Active Transportation Program (Including Greenway Proj.)		FY 2018	FY 2057	sg	\$0	\$231,000	\$231,000	H
55	Active Transportation, 1st/Last Mile, & Mobility Hubs		FY 2018	FY 2057	cc	\$0	\$215,000	\$215,000	H
56	Active Transportation, Transit, and Tech. Program		FY 2018	FY 2032	lvme	\$0	\$32,000	\$32,000	T
57	Highway Efficiency Program		FY 2018	FY 2032	lvme	\$0	\$133,000	\$133,000	H
58	Bus System Improvement Program		FY 2018	FY 2057	sg	\$0	\$55,000	\$55,000	T
59	First/Last Mile and Complete Streets		FY 2018	FY 2057	sg	\$0	\$198,000	\$198,000	H
60	Highway Demand Based Prog. (HOV Ext. & Connect.)		FY 2018	FY 2057	sg	\$0	\$231,000	\$231,000	H
61	I-605 Corridor "Hot Spot" Interchange Improvements @		FY 2018	FY 2057	gc	\$240,000	\$1,000,000	\$1,240,000	H
62	Modal Connectivity and Complete Streets Projects		FY 2018	FY 2057	av	\$0	\$202,000	\$202,000	H
63	South Bay Highway Operational Improvements		FY 2018	FY 2057	sb	\$600,000	\$500,000	\$1,100,000	H
64	Transit Program		FY 2018	FY 2057	nc	\$500,000	\$88,000	\$588,000	T
65	Transit Projects		FY 2018	FY 2057	av	\$0	\$257,100	\$257,100	T
66	Transportation System and Mobility Improve. Program		FY 2018	FY 2057	sb	\$0	\$350,000	\$350,000	H
67	North San Fernando Valley Bus Rapid Transit Improvements	p,s	FY 2019	FY 2023	sc	\$0	\$180,000	\$180,000	T
68	Subregional Equity Program	p,s	FY 2018	FY 2057	sc	TBD	TBD	\$1,196,000	T/H
69	Countywide BRT Projects Ph 1 (All Subregions)	l,p	FY 2020	FY 2022	sc	\$0	\$50,000	\$50,000	T
70	Countywide BRT Projects Ph 2 (All Subregions)	l,p	FY 2030	FY 2032	sc	\$0	\$50,000	\$50,000	T
71	Active Transportation Projects		FY 2033	FY 2057	av	\$0	\$136,500	\$136,500	H
72	Los Angeles Safe Routes to School Initiative		FY 2033	FY 2057	cc	\$0	\$250,000	\$250,000	H
73	Multimodal Connectivity Program		FY 2033	FY 2057	nc	\$0	\$239,000	\$239,000	H
74	Countywide BRT Projects Ph 3 (All Subregions)	l,p	FY 2040	FY 2042	sc	\$0	\$50,000	\$50,000	T
75	Arterial Program		FY 2048	FY 2057	nc	\$0	\$726,130	\$726,130	H
76	BRT and 1st/Last Mile Solutions e.g. DASH		FY 2048	FY 2057	cc	\$0	\$250,000	\$250,000	T
77	Freeway Interchange and Operational Improvements		FY 2048	FY 2057	cc	\$0	\$195,000	\$195,000	H
78	Goods Movement (Improvements & RR Xing Elim.)		FY 2048	FY 2057	sg	\$0	\$33,000	\$33,000	T
79	Goods Movement Program		FY 2048	FY 2057	nc	\$0	\$104,000	\$104,000	T
80	Goods Movement Projects		FY 2048	FY 2057	av	\$0	\$81,700	\$81,700	T
81	Highway Efficiency Program		FY 2048	FY 2057	nc	\$0	\$128,870	\$128,870	H
82	Highway Efficiency Program		FY 2048	FY 2057	sg	\$0	\$534,000	\$534,000	H
83	Highway Efficiency, Noise Mitig. and Arterial Projects		FY 2048	FY 2057	av	\$0	\$602,800	\$602,800	H
84	ITS/Technology Program (Advanced Signal Tech.)		FY 2048	FY 2057	sg	\$0	\$66,000	\$66,000	H
85	LA Streetscape Enhance. & Great Streets Program		FY 2048	FY 2057	cc	\$0	\$450,000	\$450,000	H
86	Modal Connectivity Program		FY 2048	FY 2057	lvme	\$0	\$68,000	\$68,000	H
87	Public Transit State of Good Repair Program		FY 2048	FY 2057	cc	\$0	\$402,000	\$402,000	T
88	Traffic Congestion Relief and Improvement Program		FY 2048	FY 2057	lvme	\$0	\$63,000	\$63,000	H
89	Traffic Congestion Relief/Signal Synchronization		FY 2048	FY 2057	cc	\$0	\$50,000	\$50,000	H
90	Arroyo Verdugo Projects to be Determined		FY 2048	FY 2057	av	\$0	\$110,600	\$110,600	H
91	Countywide BRT Projects Ph 4 (All Subregions)	p	FY 2050	FY 2052	sc	\$90,000	\$10,000	\$100,000	T
92	Countywide BRT Projects Ph 5 (All Subregions)	p	FY 2060	FY 2062	sc	\$0	\$100,000	\$100,000	T
93	Multi-Year Subregional Programs Subtotal					\$1,430,000	\$10,253,700	\$12,879,700	
94	GRAND TOTAL					\$21,011,027	\$31,243,641	\$53,450,669	

January 2024 Update

- Now until Fiscal Year (FY) 2026-27, \$50.1 million is available to the Subregion for programming.
- Active Transportation, Transit, Tech Program
 - Reprogram previously approved funds for the City of Malibu project.
- Highway Efficiency Program
 - Program \$1.5 million to one new project for the City of Hidden Hills.
 - Program an additional \$10 million to an existing project led by the Subregion's Council of Governments.
 - Both projects will enhance the fiber communications between traffic signals, as well as provide broadband capabilities within the Subregion.

Next Steps

- Execute Funding Agreements with the local jurisdictions to initiate projects.
- Continue working with the Subregion to identify and deliver projects.
- Return to the Board annually for Program/Project updates.



Board Report

File #: 2023-0450, File Type: Program

Agenda Number: 12.

PLANNING AND PROGRAMMING COMMITTEE MEETING JANUARY 17, 2024

SUBJECT: OPEN AND SLOW STREETS GRANT PROGRAM CYCLE FIVE

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. AWARDING \$5 million to the Open and Slow Streets Grants Program Cycle Five to fund 16 events scheduled through December 2025 (Attachment A); and
- B. REPROGRAMMING Cycle Four funds not expended by December 31, 2023, up to the amount of \$500,000, towards Cycle Five (Attachment A), increasing the total available funding amount for Cycle Five to \$5.5 million.

ISSUE

The Open and Slow Streets Grant Program funds events that are designed to close streets to vehicular traffic, allowing Los Angeles County residents and visitors to experience alternative modes of transportation. The primary goal of Open Streets events is to promote walking, cycling, and the use of public transportation. By doing so, the program aims to encourage the development of multimodal policies and infrastructure at the city and community levels.

Cycle Four of the Open and Slow Streets Grant Program ended on December 31, 2023. Board approval is needed to fund Cycle Five and reprogram the unused funds from Cycle Four.

BACKGROUND

In September 2013, the Metro Board approved the Open Streets Competitive Grant Program framework in response to Motion 72 by Directors Villaraigosa, Molina, Najarian, and Wilson (Attachment B). This framework includes the following:

- A grant program based on a two-year cycle.
- An annual allocation of funds of up to \$2 million.
- A competitive grant process and program.
- A technical process for collecting data and evaluating funded events.
- Funding for support of planning, coordination, promotion, and other related organizational

costs.

Summary of Open Streets Events to Date - Cycles One, Two, Three, and Mini Cycle

Staff developed a comprehensive framework and competitive grant process to solicit and evaluate Open Streets applications throughout Los Angeles County. So far, the Metro Board has funded four cycles of Open and Slow Streets and a Mini Cycle. The grant program has sponsored 70 events, spanning 248 miles of Open and Slow Streets activities across 38 different jurisdictions.

During its June 2014 meeting, the Metro Board approved a grant of \$3.7 million for 12 events in Cycle One. In September 2016, Cycle Two received \$4.14 million for 17 events. In Cycle Three, \$4.53 million was awarded for 15 events, and the Metro Board directed staff to conduct an additional Mini Cycle for the applicants who were not selected for funding in Cycle Three to reapply for consideration. The Mini Cycle received \$1.05 million for five events. In Cycle Four, approximately \$7 million was awarded for 19 events across Los Angeles County. This includes \$2.5 million per year for the two-year cycle that was allocated through the annual budget process and an additional \$2 million per the Board Motion 9.1 (Attachment D) by Directors Hahn, Solis, Garcetti, Sandoval, and Dutra on December 2, 2021 to award up to 19 events.

COVID-19 Impact and Slow Streets Concept

The Slow Streets concept was developed during Cycle Three in response to the COVID-19 pandemic and the "Safe at Home Order" implemented in March 2020. In May 2020, the Board passed Motion 40 (Attachment E) by Directors Garcetti, Solis, Garcia, Bonin, and Fasana which allowed the CEO to negotiate administrative scope changes for Cycle Three and the Mini Cycle based on written requests from the grantees. The purpose of this motion was to facilitate the implementation of the Slow Streets concept, which includes:

- Allowing the expansion of one-day events for an extended period.
- Replacing larger one-day events with smaller neighborhood events.
- Providing space within the public right of way to support vending and dining activities,
- Providing education, encouragement, and monitoring of safe physical distancing per Safe at Home Orders in support of community-based leadership.

As of November 2021, only two grantees from Cycle Three and the Mini Cycle have completed an amendment to their agreement. The amendments mainly involved minor changes or reprogramming of funds for Slow Streets events. Following a Board Motion in June 2021, staff recommended that Cycle Four applicants be allowed to propose Slow Streets, Open Streets, or a combination of multi-day events or extended routes for funding consideration. Metro received three applications under this new concept in Cycle Four.

Cycle Four Summary

In June 2021, the Board approved the revised Metro Open and Slow Streets Grant Program Cycle Four Package and Guidelines and authorized the total grant funding available for two-year cycles to \$5 million. At this meeting, the Board also authorized staff to administratively release unchanged

Open Streets and Slow Streets applications and guidelines packages in future cycles without returning to the Board. Based on these recommendations, staff has continued to accept applications under the same concept for Slow Streets, Open Streets, or a combination of events.

The application package and guidelines focus on the following:

- Per Board recommendation, a funding ceiling of \$500,000 per event application.
- Focus on regional distribution and disadvantaged communities and equity.
- Events that promote innovation.
- Increased participation opportunities and event promotion.
- Open and Slow Streets events that encourage social distancing include extended routes or multi-day events and outdoor activities such as business and educational activities.

DISCUSSION

Open and Slow Streets Grant Program Cycle Five

In the summer of 2023, staff administered the application process for a new biannual Open and Slow Streets Grants cycle. The program is open to all cities and councils of government (COG) county-wide. To spread awareness of the new cycle application process, staff sent emails and workshop invitations to all municipalities and COGs in Los Angeles County and to the Los Angeles County Public Works. The website was also updated with current information. A virtual workshop was conducted and 32 representatives from 16 entities attended. Special presentations and event production advice were provided to assist potential applicants to enhance their application process. Staff also provided an opportunity to answer questions from prospective applicants.

Outreach

An information workshop was held in preparation for Cycle Five. The meeting was conducted virtually, allowing representatives from municipalities and COGs located in different parts of Los Angeles County to attend easily. Attendees included staff members from the cities of Los Angeles, Santa Clarita, Vernon, Long Beach, Lancaster, Downey, Santa Monica, Calabasas, Huntington Park, and South Pasadena. The South Bay and San Gabriel Valley COGs also participated in the virtual workshop.

During the workshop, attendees were provided with an overview of the program, including its background and information specific to Cycle Five. Attendees also received a preview of the application and guidelines, followed by a question-and-answer session. In addition, there was a presentation on lessons learned and the planning process of an Open Streets event. The workshop aimed to equip cities and entities with the necessary technical support and answers to aid in developing their applications and production needs for these events.

At the end of the session, participants were encouraged to send additional comments or questions regarding the application and guidelines to OpenStreets@metro.net <<mailto:OpenStreets@metro.net>> for staff to address.

Program Criteria and Guidelines

The Open Streets Grant application and guidelines have remained consistent from previous cycles and use the same criteria (Attachment C). Clarifications and technical support have also been provided in certain areas throughout each application process cycle. These areas include but are not limited to allowing for innovation in the scope of events, accommodating multi-jurisdictional events, and prioritizing events that benefit Equity Focus Communities. The minimum score needed to be eligible and recommended for funding is 70 points, as stated in the application guidelines. Therefore, only the top ranked events will be recommended for funding. Per the guidelines, there is no guarantee that applicants will receive full funding request. If grant applicant is unable to accept amended award amount and commit to produce the event as scoped, award will be available to next highest scored application.

Cycle Five Funding Availability

Through the approved annual budget process, \$2.5 million is allocated for the Open Streets Grant Program each year. Therefore, \$5 million is available for a two-year cycle. Staff also recommends reprogramming an additional \$500,000 from a canceled event during Cycle Four for a total of \$5.5 million in available funding for Cycle Five.

This additional \$500,000 is available due to the cancellation of the Eastside Open Streets Event by the City of Commerce. Since 2022, staff has worked with the City of Commerce to try to schedule the event; however, during the summer of 2023, the City of Commerce informed staff that they could not produce the event and would be giving up their grant. These funds could not be reprogrammed to the next highest-scoring Open Streets event in Cycle Four due to insufficient time for event production before the cycle ended on December 31, 2023. Therefore, staff recommends that this \$500,000 be made available to Cycle Five applicants.

Applications Received and Evaluation Panel

A total of 28 applications were received for Open Streets Cycle Five by the application deadline of 5 p.m. on August 29, 2023, with a total requested amount of approximately \$9.9 million. Of these 28 applications, 22 were from communities defined by Metro as Equity Focus Communities, and six were new applicants to the program.

An evaluation panel comprised of staff from Metro's Operations Department, Metro's Office of Equity and Race, and the Southern California Association of Governments (SCAG) assessed the applications based on their feasibility in terms of event production, adherence to Metro Open Streets guidelines, connectivity to transit, and opportunities for partnerships to host the event.

To fulfill the \$5.5 million in funding available for Cycle Five and the increase the number of awards, four applications are recommended to be fully funded with the requested amounts, and 12 applications that received multiple awards over the life of the program are recommended to be partially funded with 80% of the requested amounts (Attachment A). All recommended events received a score of 70 points or higher to be eligible, which is consistent with the Board-approved application guidelines. Staff recommends partially funding the longstanding events in order to achieve the original goals of the program to provide seed funding to allow more new participants to

experience active transportation and public transportation for the first time. Any applicants who received Open Streets funding for five or more events prior to Cycle Five are considered to be in the longstanding category.

Cycle Five Evaluation Reporting

As in previous cycles, in Cycle Five, jurisdictions will be provided with standardized data collection templates to evaluate the success of their events. These templates have been used since Cycle One to measure and assess the program's success. The templates cover various aspects, including attendance, public transportation access, event impact on transportation, and impact on local businesses. However, the primary objective is to measure the effects of these events on nearby communities and assist municipalities in increasing the use of sustainable modes of transportation.

DETERMINATION OF SAFETY IMPACT

The Open Streets Cycle Five Program will not have a safety impact on Metro or its employees as the events are held outside Metro-owned property.

FINANCIAL IMPACT

Funding for the first year of Metro's Open Streets Cycle Five program is included in the FY23-24 budget in cost center 0441, under project number 410077, Open Streets Grant Program. Since this is a multi-year program, the cost center manager will be responsible for budgeting for these events every year.

Impact to Budget

Local funding from Proposition C will be utilized for the Cycle Five events. The funds are not eligible for Bus and Rail Operating and Capital expenses. Proposition C includes 25% of funds eligible for transportation system management/demand management (TSM/TDM) programs such as Open Streets events. SCAG identifies Open Streets events as Transportation Demand Management (TSM/TDM) program in their 2012 Regional Transportation Plan Congestion Management Toolbox - Motor Vehicle Restriction Zones. Should other eligible funding sources become available, they may be used instead of the identified funds. In addition, should any remaining funds from Cycle Four not be programmed for events in Cycle Five, these funds may be carried over to a future cycle.

EQUITY PLATFORM

Cycle Five of the Open Streets and Slow Streets Grant Program aims to provide the residents of Los Angeles County, particularly those in Equity Focus Communities (EFCs), with the opportunity to walk, bike, or roll in their neighborhoods. Fifteen of the 16 proposed funding events are located in EFCs. By producing Open Streets events in EFCs, constituents from disadvantaged communities will also be able to experience and enjoy car-free events. Grantees and their production entities will work closely with Metro Operations and Communication's staff and local bus providers to ensure that transit services are minimally disrupted and that grantees reach out to communities that may be affected by the events.

All grantees are required to distribute surveys to event participants and nearby businesses using a data collection template created by an external consultant. The goal of the surveys is to understand the benefits and effects of Open Streets events on the community, including information such as the participant's gender, age, and zip codes. All surveys will be supported by Metro translation service and other accessibility services to support participants with limited English proficiency and disabilities.

Furthermore, awarding points to candidates who organize their events in EFCs enables Metro to engage in events and focus on disseminating vital information to individuals with fewer transportation options. This encompasses providing extensive details about transportation and service options and updates on newly launched programs and initiatives.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Cycle Five of the Open Streets Program aligns with the third goal of Metro's strategic plan. The program aims to promote car-free and car-light mobility options among local communities and stakeholders and provide them with opportunities to experience these modes of transportation for the first time. This way, Metro can encourage sustainable transportation choices through Open Streets events. Additionally, these events allow Metro staff to share the latest information and address any queries from the communities they serve.

ALTERNATIVES CONSIDERED

It is possible that the Board may choose not to fund Cycle Five of the Open Streets Program and not to reprogram any remaining funding from Cycle Four. However, this decision would not align with Metro's objectives of promoting sustainable modes of transportation in Los Angeles County. Furthermore, this would negatively impact Metro's efforts to reach historically disadvantaged communities. Therefore, it is strongly advised to continue funding the Open Streets program.

NEXT STEPS

With the Board's approval, staff will notify all selected grantees and execute the grant agreement between Metro and each chosen grantee administratively.

Additionally, staff will implement the post-event data collection and assessment process, which includes investing in active transportation infrastructure and promoting sustainable modes of transportation. Staff will also revisit the program criteria, considering the program is now ten years old, to ensure the Open and Close Streets Grant Program will be able to maintain its vision and value on promoting sustainable transportation in the region.

ATTACHMENTS

Attachment A - Open Streets Grant Program Cycle 5 Evaluation Result and Recommend Grant Amount
Attachment B - Board Motion 72 - June 2013

Attachment C - Open Streets Cycle Five Application Package and Guidelines

Attachment D - Metro Board Motion 9.1 - December 2021

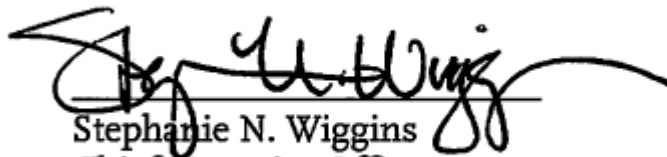
Attachment E - Metro Board Motion 40 - May 2020

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Stephanie N. Wiggins
Chief Executive Officer

**Attachment A - Open Streets Grant Program Cycle 5
Evaluation Results and Recommend Grants Amount**

Applicant	Event Date (s)	Event Title	*Average Score	Amount Requested	*****Amount Recommended	****Distance in Miles	***Cost per Mile	**EFC (Yes/No)	Events Funded by Entity to Date
City of Los Angeles	Sunday, June 25, 2025	OS10: CiclAvia-South LA (Leimert Park meets Watts)	89	\$ 500,000	\$ 400,000	10.4	\$60,096	Y	19
SGVCOG	Sunday, April 28, 2024	OS3: 626 Golden Streets, Mission Meets Eclectic	84	\$ 500,000	\$ 400,000	5.0	\$125,000	Y	5
City of Los Angeles	Sunday, April 14, 2024 or April 21, 2024	OS14: CiclAvia-Venice Blvd	84	\$ 425,079	\$ 340,063	5.8	\$92,409	Y	19
City of Los Angeles	Sunday, October 12, 2025	OS18: CiclAvia-Heart of LA	83	\$ 405,079	\$ 324,063	7.2	\$70,620	Y	19
City of Los Angeles	Sunday, April 13, 2025	OS17: CiclAvia-Koreatown meets Hollywood	82	\$ 373,079	\$ 298,463	5.0	\$93,269	Y	19
City of West Hollywood	Sunday, August 18, 2024	OS28: CicLA-via: Meets the Hollywoods	82	\$ 500,000	\$ 400,000	6.5	\$103,846	Y	19
City of Los Angeles	Sunday, October 13, 2024	OS19: CiclAvia-Heart of LA	82	\$ 405,079	\$ 324,063	6.5	\$77,899	Y	19
SGVCOG	Sunday, November 2, 2025	OS4: 627 Golden Streets: Corazon del Valle	80	\$ 500,000	\$ 400,000	4.8	\$131,580	Y	5
City of Los Angeles	Sunday, February 23, 2025	OS13: CiclAvia-SouthLA (Jefferson Blvd)	80	\$ 373,079	\$ 298,463	3.6	\$129,541	Y	19
SGVCOG	Sunday, June 22, 2025	OS5: 628 Golden Streets: Mission at Twilight	80	\$ 500,000	\$ 400,000	5.0	\$125,000	Y	5
City of Los Angeles	Sunday, June 23, 2024	OS12: CiclAvia-South LA (Western Ave)	80	\$ 373,079	\$ 298,463	5.0	\$93,269	Y	19
City of Glendale	Saturday, October 19th, 2024	OS25: Be Street Smart Glendale Ave	79	\$ 400,000	\$ 400,000	2.4	\$243,170	Y	2
City of Long Beach	Saturday, May 10, 2025	OS6: Beach Streets West Long Beach	78	\$ 312,000	\$ 249,600	3.3	\$118,182	N	6
Los Angeles County	Sunday, October or November 2025	OS23: East Los Angeles Open Streets Event	70	\$ 400,000	\$ 400,000	1.9	\$250,000	Y	2
City of Culver City	Sunday, August 17, 2025	OS27: CicLA-via Culver meets Venice	70	\$ 500,000	\$ 500,000	6.8	\$92,592	Y	2
City of Bell	Saturday, May 3, 2025	OS26: Bell 5k Run/Walk Open Streets Event	70	\$ 48,000	\$ 48,000	4.4	\$13,793	Y	0
City of Los Angeles	Sunday, May 19, 2024	OS15: CicLAmini-Wilmington	69	\$ 245,079	\$ -	2.3	\$136,155	Y	19
City of Los Angeles	May - September, 2024	OS9: Reconnecting MacArthur Park Open Streets	69	\$ 340,000	\$ -	0.3	\$566,666	Y	19
City of Los Angeles	Sunday, May 18, 2025	OS16: CicLAmini-Northridge	68	\$ 245,079	\$ -	1.5	\$204,232	N	19
City of Los Angeles	Sunday, February 25, 2024	OS20: CiclAvia-Melrose	67	\$ 373,079	\$ -	4.0	\$116,587	N	19
City of Los Angeles	Sunday, September 15, 2024	OS11: CicLAmini-Lincoln Heights	67	\$ 245,079	\$ -	1.2	\$264,093	Y	19
City of Los Angeles	Sunday, September 14, 2025	OS21: CicLAmini-Pico	66	\$ 245,079	\$ -	1.9	\$162,951	Y	19
City of Long Beach	Saturday, May 11, 2024	OS7: Beach Streets Uptown	65	\$ 264,000	\$ -	4.0	\$82,500	Y	6
City of Los Angeles	Sunday, December 1 or December 8, 2024	OS22: CiclAvia-The Valley (Ventura Blvd)	65	\$ 425,079	\$ -	6.2	\$85,425	N	19
SGVCOG	Saturday, August 4, 2024	OS8: 626 Golden Streets: Covina Play Streets	64	\$ 200,000	\$ -	2.3	\$108,000	Y	5
Natural History Museum	Saturday and Sunday, July 20 and 21, 2024	OS24: Block Party Opening Celebration of NHM Common	63	\$ 500,000	\$ -	0.8	\$600,000	Y	0
City of Hawthorne	Saturday, December 14, 2024	OS2: Winter Neighborhood Stroll	63	\$ 200,000	\$ -	1.0	\$100,000	N	0
City of Hawthorne	Saturday, June 15, 2024	OS1: Freedom on Wheel Bike Ride Event	61	\$ 100,000	\$ -	4.0	\$37,500	Y	0
Total				\$ 9,896,948	\$ 5,481,179				

Recommend Grant Award Amount

Events Recommend for 80% Funding	
\$	4,133,179
Events Recommend for 100% Funding	
\$	1,348,000
Total Funding Amount	
\$	5,481,179

Remark:

*All recommended funding events received eligible average score of 70 points or above

**Route included in Equity Focus Communities consist of 10% of rating criteria

***Cost per mile consists of 5% of the rating criteria

****Distance in Miles of proposed route consists of 5% of the rating criteria

***** Applicants with five or more previously funded events are recommended for a partial funding award of 80%

**MOTION BY
MAYOR ANTONIO R. VILLARAIGOSA,
SUPERVISOR GLORIA MOLINA,
DIRECTOR ARA NAJARIAN, DIRECTOR MEL WILSON**

Planning and Programming Committee
June 19, 2013

Los Angeles County "Open Streets" Program

Across the nation, cities have begun hosting "open streets" events, which seek to close down streets to vehicular traffic so that residents can gather, exercise, and participate in pedestrian, bicycling, skating and other related activities.

These events are modeled after the "*Ciclovias*" started in Bogota, Colombia over thirty years ago in response to congestion and pollution in the city.

In 2010, Los Angeles held its first "open streets" event, called CicLAvia.

After six very successful events, CicLAvia has become a signature event for the Los Angeles region.

With over 100,000 in attendance at each event, CicLAvia continues to successfully bring participants of all demographics out to the streets.

This event offers LA County residents an opportunity to experience active transportation in a safe and more protected environment, and familiarizes them with MTA transit options and destinations along routes that can be accessed without an automobile.

The event also takes thousands of cars off the streets, thereby decreasing carbon emissions.

Bicycling, as a mode share, has increased dramatically within LA County in the last years, boosted largely by the awareness brought about by these "open streets" programs.

Over the past decade, LA County has seen a 90% increase in all bicycle trips.

CONTINUED

In response to this growing demand, many local jurisdictions have begun implementing robust bike infrastructure and operational programs that enhance the safety and convenience of bicycling as a mode of travel.

Seeing the success of CicLAvia in Los Angeles, these jurisdictions have expressed a desire to pursue their own "open streets" events to increase awareness for active transportation and reduced reliance on the private automobile.

MTA should partner alongside a regional "open streets" type program in order to coordinate, assist, and promote transit related options.

These events will become a significant contributor to MTA's overall strategy to increase mobility and expand multi-modal infrastructure throughout the region.

They will also promote first-mile/last-mile solutions and fulfill the Sustainable Communities Strategy Plan, as proposed by the Southern California Association of Governments.

WE THEREFORE MOVE THAT the MTA Board of Directors direct the CEO to use the following framework in order to create an "open streets" program:

1. Identify an eligible source of funds to allocate annually up to \$2 million to support the planning, coordination, promotion and other related organizational costs.
2. Report back at the September 2013 Board meeting a recommended competitive process and program, working with the County Council of Governments and other interested cities, to implement and fund a series of regional "open streets" events throughout Los Angeles County.
3. Develop a technical process to collect data and evaluate the cost and benefits (e.g. transit use increases, reduction of air emissions, etc.) of these events.

###



Metro

Los Angeles County
Metropolitan Transportation Authority

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Open and Slow Streets Cycle Five Guidelines

Program Guidelines

Program Objectives

Open and Slow Streets are events which temporarily close the streets to automobiles and open them up to people to re-imagine their streets while walking, riding a bicycle, rollerblading or pushing a stroller in a car-free environment. Open Streets Events are usually larger and last longer throughout the day than Slow Streets. Slow Streets are on an event basis and are multiple days of events. The goals of the program are to encourage sustainable modes of transportation (bicycling, walking and transit), provide an opportunity to take transit for the first time, and provide an opportunity for civic engagement that can foster the development of a city's multi-modal policies.

Equity Approach

Applicants are encouraged to propose events with a strong focus on equity, and additional points are awarded to events proposed in resource challenged communities as defined by the CalEnviroScreen and [Metro Equity Focused Communities Map](#).

Eligibility

With a focus on regional equity, Cycle Five applications are open to Los Angeles County city and county jurisdictions as well as Council of Government offices. Funding may be distributed to more than one event per city/jurisdiction until the maximum funding allocation is reached. Applicants shall rank applications for 2 or more events in order of priority with 1 being the most important, 2 being the second most important, etc.

Funding

There is up to \$5 million available for grants for the Open and Slow Streets Grant Program Cycle Five. There are no minimum funding guarantees per applicant jurisdiction or event. Any city/jurisdiction, or a combined multi-jurisdictional team, can apply for a maximum of \$500,000 per single event. Any agreement on funding distributions among jurisdictions participating in a multi-jurisdictional event must be negotiated directly between the applicant and all other jurisdictions that are participating in the event.

There is no guarantee that applicant will receive full funding request. If the grant applicant is unable to accept the amended award amount and commit to producing the event as scoped, the award will be available to the next highest scoring application. Funds will be available starting on January 1st, 2024, pending Metro Board approval and events must be staged by December 31, 2025. Funding sources may be federal, and cities/jurisdictions will be required to comply with all federal funding procedures and requirements.

Scoring

Project will be evaluated on the following criteria on a 100-point score. An event must receive a minimum of 70 points to be eligible for funding. Innovative events that

differentiate themselves from past Los Angeles County Open Street events are highly favored in the scoring process.

General Event Information – 10 points

Project Feasibility – 20 points

Proposed partnerships and demonstration of potential for event success*	5
Event readiness (Funds will be required to be expended by December 31, 2025)	4
Agency's existing active transportation programs and policies	4
Community support	4
Matching funds committed	3

* Partners may include but are not limited to COGs, community groups, event producers and non-profits. Previous grantees must demonstrate success with previous events and lessons learned. New applicants must demonstrate that they have the capacity to hold an Open Street event.

Route Setting – 46 points

Route is innovative (Examples include evening events, weekday events, holiday events, multi-day events, themed events, events that encourage increased local retail/stakeholder participation, extended routes, and events that differentiate themselves from previous LA County Open and Slow Street events)	12
Route includes equity focused communities*	10
Proximity and access to commercial and retail corridors	5
Connections to cultural, architectural, historical and/or important destinations in the community	5
Event cost per mile	5
Route is along or intersects with existing bicycle infrastructure**	3
Topography - The route minimizes hilly terrain***	3
Route length (longer routes are encouraged)	3

*Based on average of 70th percentile CalEnviroScreen Score for census tracts directly adjacent to the proposed route (<http://oehha.maps.arcgis.com/apps/Viewer/index.html?appid=112d915348834263ab8ecd5c6da67f68>)

**Will the route be on or intersect any existing bicycle infrastructure? Will the route encourage first time riders to modify their travel behavior in the future?

*** As an example, see San Francisco's "Wiggle" - <http://en.wikipedia.org/wiki/TheWiggle>

Transit and Community Connectivity - 24 points

Route includes multiple jurisdictions	5
Applicant jurisdiction has not had a previous Open Street event in their community	4
Connections between multiple central business districts or retail corridors	5
Plan to attract participants from throughout the surrounding community	4
Accessibility by Public Transit	2
Data Collection and Surveys Requirement Approach (see attached)	4

Funding Eligibility

Funding may be used for pre-event planning & outreach costs in conjunction with implementing an Open Street event or Slow Street corridor. Funding may be used for any operational or capital cost associated with the day-of event excluding activation/routing held off-street unless approved in writing by the Open Streets Grant Program Manager. Funding may not be used for alcohol-related activities. Funds awarded will not exceed the event cost in the original application and may be less if the key objectives can be achieved at lower costs. Nonmaterial scope and event changes shall be handled administratively and be approved by Metro's Program Manager. Any cost overruns shall be the responsibility of the applicant. Both third party consulting costs and internal staff costs for directly providing services with respect to the project will be eligible for funding. Funding may be used for treatments, outreach, and associated planning and implementation costs to restrict or completely limit automobile use for any number of days throughout the grant cycle. Eligible street closure treatments include way finding, signage, delineators, A-frames, K-rail, and other street closure infrastructure. Street furniture or other programming will be the sole responsibility of the Grantee.

Data Collection and Reporting Requirements

The grantee shall collect data that should be provided to Metro in a post-implementation spreadsheet no later than three months after the event is executed. Metro will withhold ten percent (10%) of eligible expenditures per invoice as retainage. Metro will release retainage after Metro has evaluated Grantee's post-implementation report and data collection performance according to the criteria specified by Metro. Data collection will include at a minimum but not be limited to: participation counts of pedestrians and cyclists along the route; and economic quantitative and qualitative impact on local retailers such as anecdotes and event change in sales compared to pre-event sales. A survey sample is available here: [OpenStreets Exhibit C Standardized Data Collection Template](#).

General and Administrative Conditions Lapsing Policy

Open Streets Cycle Five events must be staged by December 31, 2025. Date changes/confirmation of the date of the event/events after an application is submitted and awarded will require Metro Project Manager approval in advance. Funds not expended by this date will lapse. Lapsed funding will go towards the next grant cycle of the Open and Slow Streets Program. Applicants who have their funds lapse may reapply for funding in the next cycle, however new applicants and applicants from previously successful events will be prioritized.

Grant Agreement

Each awarded applicant must execute a grant agreement with Metro before the event. The agreement will include the event scope and a financial plan reflecting the grant amount, event partners and the local match. Funding will be disbursed on a reimbursement basis subject to satisfactory compliance with the original application cost and schedule as demonstrated in a quarterly report supported by a detailed invoice showing the staff and hours billed to the project, any consultant hours, etc. Final scheduled

payment will be withheld until the event is staged and approved by Metro and all post-implementation requirements have been satisfied.

Audits and Event Scheduling

All grant programs may be audited for conformance to their original application. Metro shall review event schedule and final date of the event to ensure regional and scheduling distribution. At Metro's Program Manager's request events may be rescheduled to avoid overlapping events and to increase participant safety.

APPLICATION

General Information

1. City/Government Agency Name:
2. Project Manager Name:
3. Project Manager Title and Department:
4. Project Manager Phone Number:
5. Project Manager E-mail Address:
6. City Manager Name:
7. City Manager Phone Number:
8. City Manager E-mail Address:

General Open Street Event Information

9. Open Street Event Name

(Example: Sunnyside Sunday Parkways Open Street Event.) *Maximum Allowed: 150 characters.*

10. Event Description

(Example: Main Street, Flower Street, Spring Street, 7th Street, 1st Street and Broadway Avenue in downtown Sunnyside will be closed to cars from downtown to mid-town to invite people on foot and on bikes to rediscover the streets of their community in a car-free environment. Local retailers and restaurants will be invited to expand their operation into the street. A health fair, yoga in the street, booths from local community organizations, and an art show will be included in the route.)

Maximum Allowed: 500 characters.

11. Estimated Route Length (in miles):

Maximum Allowed: 4 digits.

12. Estimated Number of Signalized Intersections:

Maximum Allowed: 3 digits

13. Attach a map of the proposed route including a clear demarcation of event bounds by street name. A digital map made in Google maps or ArcGIS is preferred.

14. Describe the pavement quality along the route and any considerations that will be made for poor quality pavement.

Maximum Allowed: 150 characters.

15. Does the event route cross any freeway on or off ramps? (Y/N)

If “YES” for Question 15

15a. How many freeway crossings exist along the proposed route and what are their locations? (NOTE: Additional coordination with CalTrans will be required for each freeway ramp crossing at the cost of the grantee).

Maximum Allowed: 150 characters

16. Does the event include rail grade crossings? (Y/N)

If “YES” for Question 16

16A. How many grade crossing exist along the proposed route and what are their locations? (NOTE: Additional staff resources will be required for each grade crossing at the cost of grantee).

Maximum Allowed: 150 characters

17. Municipal and private motorized vehicles are prohibited from the route for the entirety of the event. List how your jurisdiction will monitor the route without motorized vehicles; what measures will be taken to ensure that vehicles do not enter the route, and any other safety measures that will be taken.

Maximum Allowed: 300 characters

Project Feasibility

18. Estimated day of the week, month, day, and year of Event

(Funds will be available starting in January 1, 2024, pending Metro Board approval. Event must be staged by December 31, 2025)

Example: Sunday, April 11, 2025

19. Does your City’s General Plan or other planning program support open street events and/or active transportation?

(Examples include: adopted a Complete Streets Policy or Updated Circulation Element to include Complete Streets, adopted a Bike Plan, adopted a Pedestrian Plan, Developing

or implementing Bike Share Programs, adopted Climate Action Plans, and Implementation of Parking Management Programs to encourage more efficient use of parking resources)

Maximum Allowed: 500 characters

20. Would your jurisdiction be amenable to reduced scope or route length? (Y/N)

Demonstration of Event Success

21. Does your city plan to partner with any non-profits, event production companies and other community partners to assist in event implementation and planning? (Y/N)

If "YES" for question 21

21a. List your proposed partners and their role in the event planning and implementation:

Maximum Allowed: 600 Characters

If "NO" for question 21

21b. What is your city doing in lieu of partnerships with outside agencies (including non-profits and other community partners) to engage the community and make the event successful? *Maximum Allowed: 800 Characters*

22. Does your city have previous experience organizing open street events or other large public events (such as large city-wide or region-wide events related to transportation, athletics, cultural celebrations and/or events that require street closures)? List and describe.

Maximum Allowed: 800 Characters

If "YES" for question 22

22a. What lessons has your city learned from previous open street (or similar) events that will increase the success of the proposed event? *Maximum Allowed: 800 Characters*

Event Budget

23. What is the total estimated cost of the event?

Maximum Allowed: 10 characters.

24. What is the requested grant amount? *Maximum Allowed: 10 characters*

25. What is the proposed local match amount? (min 20% in-kind required)

Maximum Allowed: 10 characters.

26. What are the estimated outreach costs?

Maximum Allowed: 10 characters.

27. What are the estimated pre-event planning costs?

Maximum Allowed: 10 characters.

28. What are the estimated day(s) of event(s) staging costs (including staffing, rentals, permits, etc.)?

Maximum Allowed: 7 characters.

29. Agencies are required to provide a 20% match: Will you provide an in-kind or a local fund match?

- In-kind
- Local Fund Match

30. What is the event cost per mile (Answer to #23 / Answer #11)?

31. Attach a completed [Open Streets Financial Plan and Event Scope of Work](#)

Route Setting

32. Will the route connect multiple cities? Y/N

List all partner cities.

If “YES” to question 32

32a. How will your city insure connectivity throughout the route, coordination between multiple agencies and a sense of one contiguous event?

Maximum Allowed: 1000 characters.

33. Will the route be along or connect to commercial corridors? Y/N Explain. *Maximum Allowed: 1000 characters.*

34. Will the route be along any residential corridors? (Y/N)

Maximum Allowed: 1000 characters

If “YES” to question 34

34a. How will your city ensure connectivity throughout the route, a sense of one contiguous event through residential areas, and that participants do not feel isolated from the more active commercial areas of the event?

Maximum Allowed: 1000 characters.

35. Will the route be along any industrial or institutional corridors (such as large medical centers, universities, or fairgrounds)? (Y/N)

Maximum Allowed: 1000 characters

If “YES” to question 34

35a. How will your city insure connectivity throughout the route, a sense of one contiguous event through industrial/institutional areas, and that participants do not feel isolated from the more active commercial areas of the event?

Maximum Allowed: 1000 characters.

36. Will the route be along or connect to cultural, architectural, recreational and/or

historical destinations and events? Y/N Explain.

Maximum Allowed: 1000 characters.

37. List and describe the bicycle and off-street pedestrian infrastructure along or adjacent to the route. *Maximum Allowed: 1000 characters.*

38. What is the elevation change between the highest and lowest points along the proposed route? (Tip: you can use a free website like www.mapmyride.com or google maps to calculate this information).

39. Will the event be innovative? Y/N

If "YES" to question 39

39a. List ways that the event will deviate from previous LA County Open Street events and how it will attract new participants (examples include afternoon or evening events, events that celebrate holidays or other special occasions such as Valentine's Day and Halloween, events that encourage increased retail/stakeholder participation, etc.).

40. Provide an outline of the general programming elements/ideas/goals that will be represented in activities along the route the day of the event (an example is public health goals will be highlighted by fitness classes such as yoga along the route).

Maximum Allowed: 1000 characters.

41. Use 40. Use EnviroScreen score to determine the average score of the combined census tracts that are located directly adjacent to the route.

<https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-40>

Maximum Allowed: 4 digits

Regional Significance

42. List all rail stations within a 1/2 mile radius of the event route.

Maximum Allowed: 250 characters

43. For those rail stations within a 1/2 mile radius of the event route that do not connect directly to the route, please provide explanation for the lack of connection, and describe how you will ensure safe transport of participants from those stations to the route (including coordination with the station operators and other means).

Maximum Allowed: 1000 characters

44. How will your city transport people to the event other than by personal automobile? Explain how you will use organized bike trains/feeder rides (groups of people who travel by bike together), bike-bus shuttles (that carry a minimum of 10 bikes each) or other multi-modal options to transport people to the event, particularly if no Metro Rail or other rail option is available.

Maximum Allowed: 1000 characters

Marketing and Outreach

45. Briefly describe the marketing strategy you will employ to encourage event participation from nearby jurisdictions and throughout the county. *Maximum allowed: 150 characters*
46. What strategies will you employ to encourage increased participation of businesses located along the event route (examples include temporary suspension of sidewalk display permitting, workshops, door-to-door outreach, etc.)? *Maximum allowed 150 characters*
47. Upload a letter of support from the city/county applicant and if applicable each city/non-profit/other partner. (Please include all letters in one PDF).
48. Describe how your city will satisfy Metro's data collection requirements (i.e. agency staff, volunteers, consultant, etc.) and any additional event data the agency may collect.
49. If your agency plans to submit more than one application, please rank this application in order of priority with 1 being the most important and 2 the second most important, etc.

**REGULAR BOARD MEETING
DECEMBER 2, 2021**

Motion by:

DIRECTORS HAHN, SOLIS, GARCETTI, SANDOVAL, AND DUTRA

Related to Item 9: Open and Slow Streets Grant Program Cycle Four

Since Metro launched its Open Streets Grant Program in 2014, it has provided nearly \$13 million in grant funding to cities throughout LA County for open streets events that allow people to experience active transportation in safe, new, and exciting ways.

In its third cycle, Metro even provided flexibility halfway through the program, allowing cities to repurpose open streets funding toward “slow” streets efforts that responded to the needs of the COVID-19 pandemic. As open streets events return, the number and diversity of applications to Metro’s Open and Slow Streets Cycle Four Grant Funding Opportunity reflect a significant increase in demand for these events. Of the 27 grant applications received, Metro staff recommend a full award to 12, and a partial award to one, leaving 14 applications unfunded.

This is the fourth cycle in which Metro has accepted and funded Open Streets, plus a “mini cycle” in 2020, and it demonstrates unprecedented interest and excitement around a type of event that Angelenos have grown to truly enjoy the past decade. As a result, while Metro will provide more funding this cycle than it has any of its previous three, however it will also fund fewer events overall this cycle than it has in each of the last two cycles.

Subject

**SUBJECT: OPEN AND SLOW STREETS GRANT PROGRAM CYCLE FOUR
MOTION**

Heading

RECOMMENDATION

Title

APPROVE Motion by Directors Hahn, Solis, Garcetti, Sandoval, and Dutra that the Board direct the Chief Executive Officer to:

- A. Program an additional up to \$2 million toward the Open and Slow Streets Grant Program Cycle Four, to be awarded to events in accordance with their scores, and

- B. Identify and program funding sources, including Prop C 25%, for the additional funds to be provided in Cycle Four.

Motion by:

DIRECTORS GARCETTI, SOLIS, GARCIA, BONIN, AND FASANA

Open Streets Program Response to COVID-19

The COVID-19 emergency has required limiting or closing traditional public spaces, depriving residents from safe ways of spending time outside. As an alternative, many cities are reconfiguring streets through temporary traffic calming to create spaces for residents to get outside and maintain their physical and mental health. As a transportation authority, Metro can help local jurisdictions in Los Angeles County implement these reconfigurations.

Through the Metro Open Streets Grant Program, the Board recently awarded over \$5 million for various open streets events in Los Angeles County. However, due to the Safer at Home order and widespread call for social distancing in public, several large-scale, single-day, open streets events such as CicLAvia, 626 Golden Streets, and Long Beach's Beach Streets have been postponed, and their feasibility in the immediate future remains unclear.

In response to the COVID-19 pandemic, the May 13, 2020 Los Angeles County Department of Public Health Safer at Home Order permits local public entities to elect to temporarily close streets to through automobile traffic to allow more space for recreational activity in compliance with Social (Physical) Distancing requirements.

As such, residents of Los Angeles County may, in addition to traveling for essential trips, use the public right-of-way to walk and cycle for recreation or exercise close to home while maintaining safe physical distance. Many residents do not have easy access to open space and maintaining safe physical distances can be challenging on existing sidewalks, especially in densely populated neighborhoods. Easily accessible alternatives to beaches, trails and parks are needed throughout the county so that all residents can safely get outside. Allowing local entities to provide this additional space in streets through full or partial closure to motor vehicles, while avoiding impacts to transit operations where practicable, will relieve pressure on recreational facilities like beaches and trails, and reduce travel to them.

Temporary use of local streets to allow increased pedestrian and bicycle use at safe physical distances has been deployed in several cities in the U.S. during the COVID-19 crisis and is variously known as Healthy, Safe, Family-Friendly, or "Slow Streets."

Since some Open Streets Grant Program awardees are unable to use their grants as intended, this funding can be put to different and effective use in the COVID-19 crisis response.

Subject

SUBJECT: OPEN STREETS PROGRAM RESPONSE TO COVID-19

Heading

RECOMMENDATION

Title

APPROVE Motion by Directors Garcetti, Solis, Garcia, Bonin, and Fasana that the Board authorize the CEO to negotiate administrative scope changes to awarded events in the Open Streets Grant Program, at the written request of the grantee, such that funds may be used for COVID-19 response Slow Streets or similar programs, including but not limited to:

- Expanding one-day events to longer-term temporary traffic interventions;
- Replacing a large, single-corridor event intended for regional audiences with many smaller, neighborhood-scale interventions catering to local audiences;
- Creating spaces within the public right-of-way to support economic activity such as dining and vending; and
- Providing education, encouragement, and monitoring for safe physical distancing in accordance with the Safer at Home Order in partnership with and supporting community-based leadership.



Metro Open Streets Grant Program Cycle Five Funding Recommendations

Recommendation

- AWARDING \$5 million to the Open and Slow Streets Cycle Five to fully fund four events and partially fund 12 longstanding events with 80% of requested amounts scheduled through December 2025
- REPROGRAMMING Cycle Four funds not expended by December 31, 2023, up to the amount of \$500,000, towards Cycle Five (Attachment A), increasing the total available funding amount for Cycle Five to \$5.5 million.

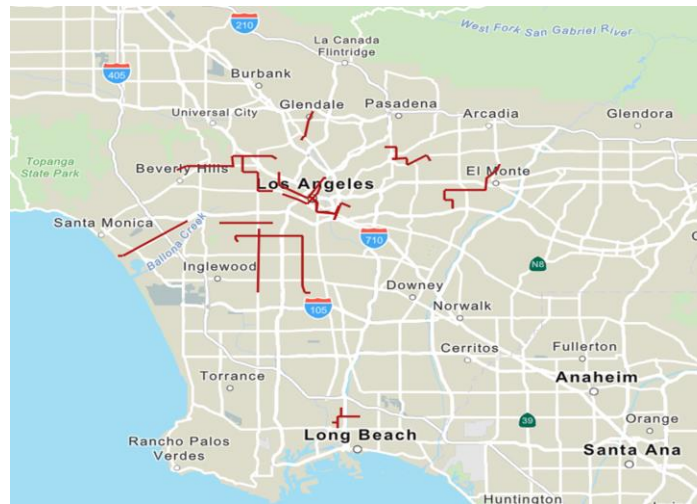


Open Streets Cycle Five

- Since the inception of the program, Open Streets events have taken place in 38 different jurisdictions and approximately 248 miles of street closures for these events throughout Los Angeles County.
- The competitive Cycle Five application process was kicked-off in summer 2023. Emails were sent to all 88 municipalities, Los Angeles County and Council of Governments (COGS). A workshop was also conducted and 32 representatives from 16 entities have attended the workshop. Special presentations and event production advice were provided to assist potential applicants to enhance their application process. Staff also provided an opportunity to answer questions from prospective applicants.
- An evaluation panel that consisted of members from the Metro Office of Equity and Race, Metro Operations, and the Southern California Association of Governments (SCAG) conducted the selection process based on the scoring criteria.

Cycle Five Funding Recommendations

- A total of 28 applications were received for approximately \$9.9 million in funding requests.
- Four applications are recommended to be fully funded with the requested amounts and 12 longstanding events are being recommended to be partially funded with 80% of the requested amounts.
- Recommend partially funding the longstanding events in order achieve the original goals of the program to provide seed funding to allow more new participants to experience active transportation and public transportation for the first time.
- Fifteen out of sixteen recommended funded events include routes along Equity Focus Communities.



Cycle Five Funding Recommendations

Ranking	Applicant	Event Date (s)	Event Title	*Average Score	Amount Requested	*****Amount Recommended	****Distance in Miles	***Cost per Mile	**EFC (Yes/No)	Events Funded by Entity to Date
1	City of Los Angeles	Sunday, June 25, 2025	OS10: CicLAvia-South LA (Leimert Park meets Watts)	89	\$ 500,000	\$ 400,000	10.4	\$60,096	Y	19
2	SGVCOG	Sunday, April 28, 2024	OS3: 626 Golden Streets, Mission Meets Eclectic	84	\$ 500,000	\$ 400,000	5.0	\$125,000	Y	5
3	City of Los Angeles	Sunday, April 14, 2024 or April 21, 2024	OS14: CicLAvia-Venice Blvd	84	\$ 425,079	\$ 340,063	5.8	\$92,409	Y	19
4	City of Los Angeles	Sunday, October 12, 2025	OS18: CicLAvia-Heart of LA	83	\$ 405,079	\$ 324,063	7.2	\$70,620	Y	19
5	City of Los Angeles	Sunday, April 13, 2025	OS17: CicLAvia-Koreatown meets Hollywood	82	\$ 373,079	\$ 298,463	5.0	\$93,269	Y	19
6	City of West Hollywood	Sunday, August 18, 2024	OS28: CicLA-via: Meets the Hollywoods	82	\$ 500,000	\$ 400,000	6.5	\$103,846	Y	19
7	City of Los Angeles	Sunday, October 13, 2024	OS19: CicLAvia-Heart of LA	82	\$ 405,079	\$ 324,063	6.5	\$77,899	Y	19
8	SGVCOG	Sunday, November 2, 2025	OS4: 627 Golden Streets: Corazon del Valle	80	\$ 500,000	\$ 400,000	4.8	\$131,580	Y	5
9	City of Los Angeles	Sunday, February 23, 2025	OS13: CicLAvia-SouthLA (Jefferson Blvd)	80	\$ 373,079	\$ 298,463	3.6	\$129,541	Y	19
10	SGVCOG	Sunday, June 22, 2025	OS5: 628 Golden Streets: Mission at Twilight	80	\$ 500,000	\$ 400,000	5.0	\$125,000	Y	5
11	City of Los Angeles	Sunday, June 23, 2024	OS12: CicLAvia-South LA (Western Ave)	80	\$ 373,079	\$ 298,463	5.0	\$93,269	Y	19
12	City of Glendale	Saturday, October 19th, 2024	OS25: Be Street Smart Glendale Ave	79	\$ 400,000	\$ 400,000	2.4	\$243,170	Y	2
13	City of Long Beach	Saturday, May 10, 2025	OS6: Beach Streets West Long Beach	78	\$ 312,000	\$ 249,600	3.3	\$118,182	N	6
14	Los Angeles County	Sunday, October or November 2025	OS23: East Los Angeles Open Streets Event	70	\$ 400,000	\$ 400,000	1.9	\$250,000	Y	2
15	City of Culver City	Sunday, August 17, 2025	OS27: CicLA-via Culver meets Venice	70	\$ 500,000	\$ 500,000	6.8	\$92,592	Y	2
16	City of Bell	Saturday, May 3, 2025	OS26: Bell 5k Run/Walk Open Streets Event	70	\$ 48,000	\$ 48,000	4.4	\$13,793	Y	0
17	City of Los Angeles	Sunday, May 19, 2024	OS15: CicLAmini-Wilmington	69	\$ 245,079	\$ -	2.3	\$136,155	Y	19
18	City of Los Angeles	May - September, 2024	OS9: Reconnecting MacArthur Park Open Streets	69	\$ 340,000	\$ -	0.3	\$566,666	Y	19
19	City of Los Angeles	Sunday, May 18, 2025	OS16: CicLAmini-Northridge	68	\$ 245,079	\$ -	1.5	\$204,232	N	19
20	City of Los Angeles	Sunday, February 25, 2024	OS20: CicLAvia-Melrose	67	\$ 373,079	\$ -	4.0	\$116,587	N	19
21	City of Los Angeles	Sunday, September 15, 2024	OS11: CicLAmini-Lincoln Heights	67	\$ 245,079	\$ -	1.2	\$264,093	Y	19
22	City of Los Angeles	Sunday, September 14, 2025	OS21: CicLAmini-Pico	66	\$ 245,079	\$ -	1.9	\$162,951	Y	19
23	City of Long Beach	Saturday, May 11, 2024	OS7: Beach Streets Uptown	65	\$ 264,000	\$ -	4.0	\$82,500	Y	6
24	City of Los Angeles	Sunday, December 1 or December 8, 2024	OS22: CicLAvia-The Valley (Ventura Blvd)	65	\$ 425,079	\$ -	6.2	\$85,425	N	19
25	SGVCOG	Saturday, August 4, 2024	OS8: 626 Golden Streets: Covina Play Streets	64	\$ 200,000	\$ -	2.3	\$108,000	Y	5
26	Natural History Museum	Saturday and Sunday, July 20 and 21, 2024	OS24: Block Party Opening Celebration of NHM Con	63	\$ 500,000	\$ -	0.8	\$600,000	Y	0
27	City of Hawthorne	Saturday, December 14, 2024	OS2: Winter Neighborhood Stroll	63	\$ 200,000	\$ -	1.0	\$100,000	N	0
28	City of Hawthorne	Saturday, June 15, 2024	OS1: Freedom on Wheel Bike Ride Event	61	\$ 100,000	\$ -	4.0	\$37,500	Y	0
			Total		\$ 9,896,948	\$ 5,481,179				

Remark:

*All recommended funding events received eligible average score of 70 points or above

**Route included in Equity Focus Communities consist of 10% of rating criteria

***Cost per mile consists of 5% of the rating criteria

****Distance in Miles of proposed route consists of 5% of the rating criteria

***** Applicants with five or more previously funded events are recommended for a partial funding award of 80%



Cycle Five Next Steps

Pending Board Approval:

- Notify all applicants of awards
- Reprogram up to \$500,000 in funding from a canceled Cycle Four event to Cycle Five
- Revisit program criteria after Cycle Five





Board Report

File #: 2023-0737, File Type: Contract

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 18, 2024

SUBJECT: PROCUREMENT OF NON-INVENTORY PAPER PRODUCTS

ACTION: AWARD CONTRACT FOR NON-INVENTORY PAPER PRODUCTS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS106951000 to Fusion Media, the lowest cost responsive, responsible bidder for non-inventory paper products, in the not-to-exceed amount of \$3,500,000 inclusive of sales tax, effective February 1, 2024, subject to the resolution of any properly submitted protest(s).

ISSUE

Metro's in-house Print Shop requires non-standard paper products and standard-size papers regularly purchased and maintained in inventory by the Procurement and Material Management Department. Non-standard paper products are required to produce customer information collateral, such as bus and train timetables, maps and transit information, program brochures, posters, temporary signs and wayfinding, reports, and other public and internal communications materials. The Print Shop also produces many internal and external forms for the Metro stationery department.

BACKGROUND

The Print Shop was established in 1977 to produce customer information and internal and external communications materials. It is equipped with digital and offset printing machinery that produces a variety of agency materials. The Metro print shop completes an average of 1,025 printing jobs and produces over 9.8 million printed pieces annually - saving the agency an average of \$350,000 per year on printing services and needs. Non-inventory paper products include rolls of paper for bus/rail schedules and many different types of non-traditional paper stocks that are used for printing Metro's marketing materials, such as flyers, brochures, bus car cards, carbonless papers for various forms used throughout Metro and its various locations and divisions, plus a variety of other materials.

DISCUSSION

In fiscal year 2023, Metro's print shop produced over 3.5 million brochures, direct mailers, and applications for programs, including the LIFE Program and the GoPass pilot program. Over one million brochures were printed for the TAP Fare Capping campaign alone. The Print Shop also

produced over 65,000 Metro bus and rail cards, plus thousands of promotional items, such as pin card holders, posters, and coupons for Bike Share and MicroTransit. Additional materials produced by Metro's print show include: system maps, rider guides, over 9.5 million timetables, and forms for Metro's Stationery department.

The amount of the non-inventory paper required annually is substantial enough to gain favorable and stable pricing by securing multiyear contracts with suppliers. Through this contract, paper is obtained on an ongoing basis as required, providing Metro immediate access to needed bulk paper without having to warehouse the products. Furthermore, Specific paper stocks and sizes must be available to ensure the quick and nimble production of certain customer communications pieces including:

- Brochures and take-ones: bus and rail timetables, transit system maps and riders guides, construction project Information sheets, FAQs, and service alerts.
- Customer program information and forms: customer service program information and sign-up forms, customer comment forms, public engagement forms, and applications for TAP & LIFE programs.
- Signage and wayfinding materials: temporary wayfinding, directional signage, and service alerts and advisories posted at rail stations and bus stops.

DETERMINATION OF SAFETY IMPACT

Contract award will ensure materials and products are readily available to produce customer information, such as safety messaging, service alerts and advisories, and agency information for the riding public in a timely manner.

FINANCIAL IMPACT

The funding of \$925,000 for the purchase of non-inventory paper products is included in the FY24 Budget in cost center 7140, Marketing, under project 306005 - Public Affairs.

Since this is a multiyear contract, the cost center manager and Deputy Chief, Customer Experience will be accountable for budgeting the cost in future years.

Impact to Budget

The funding sources are bus and/or rail operating eligible sales tax revenues and local grants.

EQUITY PLATFORM

All stakeholders throughout Los Angeles County, including those located in Equity Focus Communities (EFCs), benefit from this contract by enabling Metro to source materials to produce mission critical program information and registration forms in multiple languages for low-income and communities of color. These programs include, but are not limited to, LIFE, GoPass, senior/Medicare/customers with disability passes, and more. The materials Metro distributes are printed in multiple languages and readily available to the general public on the bus and rail system, at

our customer care centers and community events, and mailed directly to homes. The different types of information include meeting notices, construction notices, promotional information regarding Metro events and campaigns, bus and rail schedules, system maps, and many other informational pieces.

This action will continue compliance with Title VI and Title VI Equity Policies by enabling Metro to source materials to produce mandated customer information, transit information, intake forms, and agency policies to meet Title VI and LEP requirements; mandated information, including but not limited to, systemwide service standards and policies, travel information, fare information, customer feedback forms, and customer engagement forms.

The availability of printed materials greatly expands Metro's communications efforts with people who do not have immediate access to electronic communications. Printed materials provide customers, potential customers, and other key stakeholders seeking information about Metro, its programs, and services with access to the same information as those customers and stakeholders using electronic devices to access Metro's website or social media channels without using electronic devices.

Lastly, the recommended Disadvantaged Business Enterprise (DBE) Prime contractor made a 60% DBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This contract award fulfills Metro's strategic imperative and priority to refresh Metro's brand and update its brand strategy and communications approach. The award will ensure materials and products are readily available to produce pertinent rider information, as well as information for Metro's programs and initiatives.

ALTERNATIVES CONSIDERED

The alternative is to implement individual paper procurements on an "as-needed" basis. This is not recommended since it does not provide a commitment from a supplier to ensure the availability and timely delivery of the products needed. Further, Metro would not benefit from a multiyear contract's discounts and price stability; historically, pricing in the wholesale paper market has been volatile.

NEXT STEPS

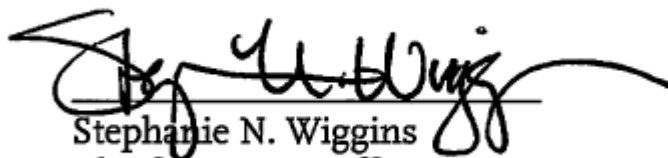
Upon Board approval, staff will execute Contract No. PS106951000 with Fusion Media for non-inventory paper products, effective February 1, 2024.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Robert Hartert, Printing Services Supervisor, (213) 418-3206
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051
Monica Bouldin, Deputy Chief, Customer Experience, (213) 922-4081

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

NON-INVENTORY PAPER PRODUCTS / PS106951000

1.	Contract Numbers: PS106951000	
2.	Recommended Vendors: Fusion Media	
3.	Type of Procurement : (check one) : <input type="checkbox"/> RFP <input checked="" type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: July 25, 2023	
	B. Advertised/Publicized: July 25, 2023	
	C. Pre-Bid Conference: August 8, 2023	
	D. Bids Due: August 25, 2023	
	E. Pre-Qualification Completed: November 25, 2023	
	F. Ethics Declaration Forms submitted to Ethics: September 13, 2023	
	G. Protest Period End Date: January 23, 2024	
5.	Solicitations Picked up/Downloaded: 11	Bids Received: 2
6.	Contract Administrator: Antwaun Boykin	Telephone Number: (213) 922 -1056
7.	Project Manager: Robert Hartert	Telephone Number: (213) 922 – 5646

A. Procurement Background

This Board Action is to approve the award of Contract No. PS106951000 issued in support of Metro's in-house Print Shop for non-inventory paper products. Non-inventory paper products are required to produce customer information collateral, such as bus and train timetables, maps and transit information, program brochures, posters, temporary signs and wayfinding, reports, and other public communications materials. The Print Shop also produces many forms for the Metro stationery department. Board approval of contract awards is subject to resolution of any properly submitted protest(s).

On July 25, 2023, Invitation for Bids (IFB) No. PS106951 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The IFB was issued with a Disadvantaged Business Enterprise (DBE) goal of 12%.

There were no amendments issued during the solicitation phase of this IFB.

A virtual pre-bid conference was held on August 8, 2023, and was attended by 5 participants representing 4 firms.

A total of 11 firms downloaded the IFB and were included in the planholders list. There was 1 question asked and responded to prior to the bid due date.

Two (2) bids were received by the due date of August 25, 2023, from the following firms listed below in alphabetical order:

1. Fusion Media
2. Kelly Spicers

B. Evaluation of Bids

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

The apparent lowest bid was submitted by Kelly Spicer and its bid was further evaluated to determine responsiveness to the solicitation requirements. Kelly Spicer was determined to be non-responsive to the solicitation’s Disadvantaged Business Enterprise requirements. The recommended firm, Fusion Media, was the second lowest bidder, and its bid was further evaluated and determined to be responsive to the solicitation requirements.

C. Price Analysis

The recommended amount and the independent cost estimate (ICE) are based on historical usage, planned usage and unforeseen future needs for paper products. The bid amount was determined fair and reasonable based on the ICE, price analysis, technical analysis, and historical rates. The bidder provided fully burdened rates for the non-inventory paper products, which Metro’s staff validated and determined fair and reasonable.

	Bidder Name	Bid Amount	Metro ICE	Recommended Amount
1	Fusion Media	\$848,448.74	\$3,500,000	\$3,500,000

The variance between the Bid Amount and the Recommended Amount is attributed to the solicitation bid documents, including a market basket of paper products that were used for bidding purposes only to determine the lowest bidder. The bid amount established individual pricing for various paper products. The recommended amount is based on forecasted usage during the contract term.

D. Background on Recommended Contractor

The recommended firm, Fusion Media, is a wholesale paper merchant that is based in Los Angeles that specializes in paper, printing services and supplies, and supply chain management. Fusion Media provides services for several industries including healthcare, public utilities, and transportation among others.

DEOD SUMMARY**NON-INVENTORY PAPER SUPPLIES / PS106951000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 12% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Fusion Media, a DBE Prime, made a 60% DBE commitment as a regular dealer and is performing 100% of the work with its own workforce.

Small Business Goal	12% DBE	Small Business Commitment	60% DBE
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	DBE Subcontractors	Ethnicity	% Committed
1.	Fusion Media (DBE Prime)	Hispanic American	60%
Total Commitment			60%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2023-0702, **File Type:** Contract

Agenda Number: 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024**

SUBJECT: TREE TRIMMING MAINTENANCE SERVICES METRO G LINE (ORANGE)

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP496040008370 to Thrifty Tree Service, Inc., the lowest responsive and responsible bidder, to provide tree trimming maintenance services along the Metro G Line (Orange), in the not-to-exceed (NTE) amount of \$1,415,000 for the three-year base period, and \$914,500 for the one, two-year option, for a total combined NTE amount of \$2,329,500, effective February 29, 2024, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing contract for tree trimming maintenance services along the Metro G Line (Orange) expires on February 28, 2024. To avoid a lapse in service and continue providing safe, quality, as-needed tree trimming services, a new contract award is required effective February 29, 2024.

BACKGROUND

In March 2019, Metro awarded a firm fixed unit rate Contract No. OP1238940003367 to Thrifty Tree Service, Inc., to provide tree trimming maintenance services along the Metro G Line (Orange) 18-mile long dedicated busway with lush landscaping and mature trees. Under the existing contract, Thrifty Tree Service, Inc. has been providing satisfactory tree trimming services along the Metro G Line (Orange). Tree trimming maintenance services for Metro's systemwide facilities and Rights-Of-Way (ROWs), excluding Metro G Line (Orange), are performed under a separate contract.

DISCUSSION

On October 16, 2023, Metro received three (3) bids. Based on the evaluation of the bids, Thrifty Tree Service, Inc. was deemed the lowest responsive and responsible bidder.

Under the new contract recommended for award, the contractor is required to provide tall tree trimming services for trees over 13 feet in height along the Metro G Line (Orange). The Metro G Line (Orange) is an 18-mile long dedicated busway that connects the East and West San Fernando Valley

communities. There are roughly 2.3 million square feet of landscaping and approximately 8,000 tall trees over 13 feet in height along the Metro G Line (Orange) which include stations, areas behind the sound wall, park-and-ride lots, and areas on the North and South sides of the fence along Chandler Blvd. While San Fernando Valley weather is known for intense wind conditions and heavy rains, the lush and mature trees require special attention with proactive approach for trees' assessment and trimming.

Under this new contract, the annual count of trees to be trimmed has been increased from 1,360 to 2,465, to keep up with the surge in tree growth due to the significant rainfall associated with the 2023 El Niño season, anticipated to continue in 2024. Safe, timely, proactive, and quality tree trimming services are necessary to ensure maintaining visibility with clear line of sight for bus operators and mitigating service interruption due to safety hazards associated with falling overgrown tree branches.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure meeting Metro's maintenance standards by providing the necessary tree trimming maintenance services with prompt response time to mitigate safety hazards and deliver timely and reliable services.

FINANCIAL IMPACT

Funding of \$75,279 for tree trimming services along Metro G Line (Orange) for the remainder of FY24 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under project 301012.

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

Impact to Budget

The current source of funds for this action include Fares, Proposition A/C, Measures R/M (Transit Operations), State Transportation Assistance, and the Transportation Development Act. These fund sources are eligible for bus and rail operations.

EQUITY PLATFORM

Providing ongoing proactive tree trimming maintenance services will ensure a clear line of sight of the roadway, traffic signals, and signs along the travel path, and also mitigate service interruptions due to safety hazards associated with falling tree branches. This will result in maintaining safe working conditions for bus operators and provide safe reliable service for all patrons along the Metro G Line (Orange).

Metro customers, staff, and Transit Ambassadors can report tree maintenance related problems through the Customer Relations phone numbers posted throughout Metro's system. Customers have

the option of communicating with Metro in nine (9) different languages using our translation service. Metro also ensures translated signage is posted for those reporting tree issues on the Metro system.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Thrifty Tree Service, Inc. is a Metro certified SBE contractor and fulfilled a 100% SBE commitment as the Prime.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing ongoing tree trimming maintenance services contributes to facilities' overall cleanliness, minimizes safety hazards and service interruptions along with enhancing customers' experience.

ALTERNATIVES CONSIDERED

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

With the completion of a financial-based insourcing/outourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outourcing options for tree trimming services among other services. Based on the findings, tree trimming services were not recommended for insourcing as it would require Metro to create a new job classification, hire a certified arborist and purchase additional equipment, vehicles, and supplies to support tree trimming service delivery.

NEXT STEPS

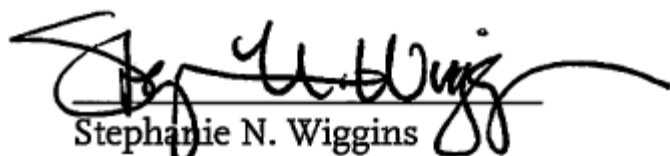
Upon approval by the Board, staff will execute Contract No. OP496040008370, with Thrifty Tree Service, Inc., to provide tree trimming maintenance services along the Metro G Line (Orange), effective February 29, 2024.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Lena Babayan, Executive Officer, Operations Administration (Interim), (213) 922-6765
 Carlos Martinez, Director, Facilities Contracted Maintenance Services, (213) 922-6761
 Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
 Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**TREE TRIMMING MAINTENANCE SERVICES METRO G LINE (ORANGE) /
OP496040008370**

1.	Contract Number: OP496040008370	
2.	Recommended Vendor: Thrifty Tree Service, Inc.	
3.	Type of Procurement (check one) : <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: September 13, 2023	
	B. Advertised/Publicized: September 13, 2023	
	C. Pre-Bid Conference: September 20, 2023	
	D. Bids Due: October 16, 2023	
	E. Pre-Qualification Completed: December 11, 2023	
	F. Ethics Declaration Forms Submitted to Ethics: October 16, 2023	
	G. Protest Period End Date: January 23, 2024	
5.	Solicitations Picked up/Downloaded: 13	Bids Received: 3
6.	Contract Administrator: Shannon Thoene	Telephone Number: (213) 922-2790
7.	Project Manager: Maral Minasian	Telephone Number: (213) 922-6762

A. Procurement Background

This Board Action is to approve the award of Contract No. OP496040008370, issued in support of tree trimming services for trees 13 feet and above in height, along the G Line (Orange), an 18-mile dedicated Busway that connects the East and West San Fernando Valley communities. The entire length of the Busway includes 18 transit stations that are landscaped and irrigated. There are roughly 2.3 million square feet of landscaping and nearly 8,000 trees on the right-of-way, south and north of the fence along Chandler Blvd., rail stations, behind the soundwall, and Metro park-and-ride lots. Tree trimming services include enhancing tree shapes to encourage new growth, reporting tree condition, and tree removal. Board approval of contract award is subject to the resolution of any properly submitted protest.

On September 13, 2023, Invitation for Bids (IFB) No. OP49604 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. This IFB was issued as a Small Business Enterprise (SBE) Prime Set Aside solicitation.

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

- Amendment No. 1, issued October 3, 2023, revised Exhibit 5 - Bid Letter to extend the validity period of bids to 180 calendar days after bid opening.

A virtual pre-bid conference was held on September 20, 2023, with seven firms in attendance.

Thirteen firms downloaded the IFB and were included on Metro's planholders' list. Five questions were received, and responses were released before the bid due date.

A total of three bids were received by the due date of October 16, 2023, and are listed below in alphabetical order:

1. Far East Landscape and Maintenance, Inc.
2. Golden West Arbor Services Inc.
3. Thrifty Tree Service, Inc.

B. Evaluation of Bids

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

The recommended firm, Thrifty Tree Service, Inc. (Thrifty Tree) was the apparent lowest bidder, and its bid was further evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting the minimum qualifications requirements, such as years of commercial arboriculture experience performing tree trimming and tree removal maintenance services in safety-sensitive areas, possession of required licenses to perform the required services, and having an arborist and tree worker certified by the International Society of Arborists (ISA). Thrifty Tree Service, Inc. was determined to be qualified to perform the required services based on the IFB requirements.

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on adequate competition, price analysis, technical analysis, and an independent cost estimate (ICE). The recommended amount is 8.6% higher than the original bid amount due to a calculation error in the bid by the bidder. Verification revealed that the bidder failed to include the "as-needed services" in the total bid amount for the three-year base term.

	Bidder Name	Original Bid Amount	Metro ICE	Recommended Amount
1.	Thrifty Tree Service, Inc.	\$2,146,000	\$2,669,475	\$2,329,500
2.	Far East Landscape and Maintenance, Inc.	\$3,045,925		
3.	Golden West Arbor Services Inc.	\$3,756,750		

D. Background on Recommended Contractor

The recommended firm, Thrifty Tree Service, Inc., incorporated in 1997, is located in Murrieta, California. It provides a wide range of tree care and advice services to residential, commercial, and public agency clients within the Los Angeles and Ventura Counties, including all surrounding areas. Public agency clients in Los Angeles County include the City of Los Angeles Department of Recreation and Parks and the Department of Public Works.

Thrifty Tree is a Metro-certified Small Business Enterprise (SBE).

Thrifty Tree has been performing tree trimming services for Metro since January 2019 and performance has been satisfactory.

DEOD SUMMARY

TREE TRIMMING MAINTENANCE SERVICES / OP496040008370

A. Small Business Participation

This procurement was subject to the Small Business (SB) Prime (Set-Aside) policy and was open to **SBE Certified Small Businesses Only**. Thrifty Tree Services, Inc., an SB Prime, will perform 100% of the work with its own workforce and is compliant with the SB Prime (Set-Aside) requirements established for this project.

SMALL BUSINESS SET-ASIDE

	SBE Prime Contractor	SBE % Committed
1.	Thrifty Tree Services, Inc. (Prime)	100%
	Total Commitment	100%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2023-0460, **File Type:** Contract**Agenda Number:** 28.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024****SUBJECT: CONTRACT MODIFICATION WITH BYD FOR DEPOT AND OPPORTUNITY
CHARGER INSTALLATION****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to execute Contract Modification No. 17 to BYD Coach & Bus, LLC, to perform the procurement and installation of four (4) 360kW depot chargers at Division 9 (D9) and the installation of four (4) 450kW Opportunity chargers at the El Monte Transit Center (EMTC) at a firm fixed price of \$6,470,605, including tax and delivery.

ISSUE

Delivery of ninety-five (95) BYD Battery Electric Buses (BEBs) is anticipated to begin in February 2024, and forty-three (43) of those BEBs will be used to support the J Line. The installation of the charging infrastructure identified in this contract modification is necessary to support the BEB operations on the J Line and other services originating from D9.

BACKGROUND

At its July 2017 meeting, the Board approved Motion #50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis, and as further amended by Directors Solis, Kuehl, Barger, and Fasana, to endorse Metro's Strategic Plan to complete the transition to zero emission electric buses by 2030, including converting the J Line to full Zero Emissions (ZE) operation as soon as feasible following the conversion of the G Line. Full BEB service on the G Line was completed in October 2021.

Planning and design efforts to electrify the J Line follow a similar model employed on the G Line, a combination of division charging and en route chargers. The J Line operates out of D9 and D18 (Carson). It also serves EMTC and HGTC. The delivery of ninety-five (95) BYD BEBs is scheduled to begin in February 2024, approximately two (2) years ahead of the fulfillment of complete charging infrastructure at D9 and D18.

This recommended contract modification for the installation of four (4) chargers at D9 and four (4) en route chargers at EMTC is necessary to meet the daily charging requirements for the forty-three (43) BEBs for operation on the J Line.

DISCUSSION

Consistent with Metro's Integrated Schedule for the Zero Emission Bus Program, Metro must install a limited number of chargers before full electrification to support the transition of Metro's BRTs to BEB. Full electrification work at D9 and D18 is projected to be completed by the end of 2025 and 2026, respectively in support of J Line electrification. However, charging infrastructure is needed to support the charging requirements for the BYD BEBs scheduled for delivery beginning February 2024. While chargers are being installed at D9 and EMTC as part of this contract modification, work will continue separately to advance en route charging at HGTC, which is expected to be completed in late Spring 2024.

Metro will utilize the chargers purchased through BYD and install them as noted above to support the delivery, testing, and operation of the 95 BYD BEBs. The scope of work for this contract modification includes the following:

- EMTC - installation, testing, and commissioning four (4) x 450kW chargers and associated equipment
- D9 - procurement, installation, testing, and commissioning of four (4) x 360kW chargers

Staff considered the installation of mobile chargers in advance of the full division transition; however, mobile chargers do not have the fast charge capability required to support J-Line service.

DETERMINATION OF SAFETY IMPACT

There is no impact on safety. The recommendations support the successful deployment and operation of 95 new BEBs and the full electrification of the J line.

FINANCIAL IMPACT

The budget for the recommended action is included in the Life of Project (LOP) budget of Capital project 201077 - BYD 40' Zero Emission Buses. Since this is a multi-year contract and project, the Project Manager, Cost Center Manager, and Chief Operations Officer will be responsible for budgeting costs in the future.

Impact to Budget

The combined funding for these actions include Regional Improvement Funds, and Proposition C 40. Additionally, there are multiple grant funding sources available, including LCTOP. Staff will continue to pursue all additional grant and rebate opportunities as they become available. This will help ensure that the Bus Acquisition and Electrification Program remains funded while enacting the fleet conversion to Zero Emissions. These funds are eligible for Bus and Rail Operations.

EQUITY PLATFORM

The J Line provides bus services to Equity Focus Communities (EFCs) from the EMTC through Downtown Los Angeles to the HGTC and approximately 75% of the walking distance catchment area along the route is designated as EFCs. The J Line runs through the 10 and 110 Freeways along a dedicated bus lane and serves the following ridership (Fall 2019 Silver Line Rider Survey):

- 48% below \$25K household income
- 68.3% had no car available
- 74% use transit 5+ days a week
- Rider Race/ethnicity Latino 58.3%; Black 15.2; White 10.6%; Asian/Pacific Islander 9.8%; Other 6.1%

It is recognized that BEBs provide improved air quality and quieter services compared to the current CNG bus fleet. The Transit Vehicle Manufacturer Disadvantaged Business Enterprise (DBE) requirements from the contract remain unchanged with this contract modification.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The alternative is to receive the ninety-five (95) BYD Battery Electric Buses (BEBs) but not put them into service. This alternative is not recommended because it will require Metro to continue running CNG buses past the end of their design life, additional bus storage space, and potentially an additional investment in maintaining overaged CNG buses. Extending vehicle life also adversely impacts fleet reliability and diminishes the quality of services provided to Metro's passengers.

NEXT STEPS

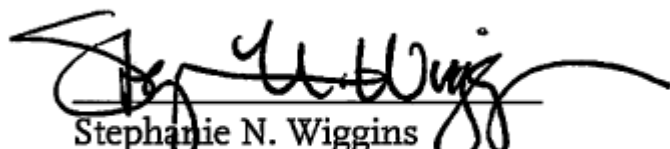
Upon Board approval, staff will execute the Contract Modification to design and proceed with the installation of chargers for D9 and the EMTC to support the electrification of the J Line.

ATTACHMENTS

Attachment A - Motion #50
Attachment B - Procurement Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary

Prepared by: Julio Rodriguez, Sr. Manager, Project Control, (213) 922-6603
Jesus Montes, Sr. Executive Officer, Vehicle Engineering and Acquisition, (213) 418-3277
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer



Metro

Board Report

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

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

Agenda Number: 50

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

Motion by:

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

FRIENDLY AMENDMENT BY FASANA

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

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

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

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

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

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

energy technologies.

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

RECOMMENDATION

WE THEREFORE MOVE that the Board:

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

FURTHER MOVE that the Board direct staff to:

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

emission transit vehicles;

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

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

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

PROCUREMENT SUMMARY

FORTY-FOOT (40') LOW FLOOR EMISSION TRANSIT BUSES/OP28367-002

1.	Contract Number: OP28367-002		
2.	Contractor: BYD Coach & Bus, LLC (BYD)		
3.	Mod. Work Description: Depot and Opportunity Charger Installation		
4.	Contract Work Description: Manufacture and Deliver Forty-Foot Low Floor Emission Transit Buses		
5.	The following data is current as of: 12/11/23		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	9/08/2017	Contract Award Amount: \$47,774,724
	Notice to Proceed (NTP):	11/15/2017	Total of Modifications Approved: \$74,239,596
	Original Complete Date:	8/16/2019	Pending Modifications (including this action): \$6,470,605
	Current Est. Complete Date:	1/29/2024	Current Contract Value (with this action): \$128,484,925
7.	Contract Administrator: Greg Baker		Telephone Number: (213) 922-7577
8.	Project Manager: Julio Rodriguez		Telephone Number: (213) 922-6603

A. Procurement Background

This Board Action is to approve Contract Modification No. 17 to perform the installation of four (4) 360kW Heliox depot chargers at Division 9 and the accelerated installation of four (4) 450kW Opportunity chargers at the El Monte Transit Center (EMTC), at a firm fixed price of \$6,470,605, including tax and delivery. LACMTA previously purchased the chargers that will be installed through Contract Modification Numbers 6 and 7.

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

On July 20, 2017, the Board awarded Contract No. OP28367-002 to BYD Coach & Bus, LLC, to manufacture and deliver sixty (60) forty-foot (40') Zero Emission (ZE) transit buses in the firm fixed price of \$47,774,724. Refer to Attachment B – Contract Modification/Change Order Log for a list of pending and negotiated change orders.

B. Cost Analysis

The recommended price of \$6,470,605 including tax and delivery, has been determined to be fair and reasonable based upon the independent cost estimate, cost analysis, technical evaluation, and fact finding.

Proposal Amount	Metro ICE	Negotiated Amount
\$6,470,605	\$8,177,178	\$6,470,605

The proposed cost is lower than Metro's Independent Cost Estimate (ICE) as Metro's estimate was based on procuring five (5) shell masts rather than a combination of L-shaped masts and shell masts as proposed by the Contractor. Additionally, Metro used a higher price for the chargers in the estimate based on previous pricing, however, the Contractor was able to propose the chargers at a lower price.

CONTRACT MODIFICATION/CHANGE ORDER LOG

FORTY-FOOT (40') LOW FLOOR EMISSION TRANSIT BUSES/ OP28367-002

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Modify SP-38 LEP definition of Disadvantage Worker	Approved	1/9/19	\$0
2	Exercise 3.0 Optional Configuration - APC PF-1	Approved	12/3/19	\$326,780.00
3	Extend Period of Performance for Base Buy to 11/1/2021	Approved	12/27/19	\$0
4	Negotiated changes in configuration on base buy buses	Approved	4/4/20	(\$473,709.75)
5	Procure 10 shop chargers	Approved	10/22/20	\$450,514.00
6	On-Route OPP chargers (8) Difference from original 300kW to 450kW	Approved	5/20/21	\$450,592.80
7	Depot Chargers, Licenses, Monitoring, Infrastructure	Approved	6/30/21	\$22,938,871.73
8	Exercise Option 1 for 40 Battery Electric Buses	Approved	7/26/21	\$30,863,440.00
9	Negotiated changes for installing External MirrorEye Camera System and MERV-13 Air Filtration System	Approved	1/10/22	\$47,855.57
10	Modeling Software	Approved	3/3/22	\$241,796.50
11	Vehicle Telematics and Charge Management System & K9MD-ER Extended Range Buses	Approved	3/24/22	\$17,969,613.80
12	HGTC Switch Gear	Approved	10/19/22	\$567,259.20
13	Expedited Schedule for HGTC Switch Gear	Approved	3/22/23	\$90,000.00
14	Fifteen (15) 50kW-90kW DC Fast Portable Chargers with CCS1 Dispenser for Electric Buses	Approved	10/19/23	\$657,690.19
15	Install Four (4) Steel Skid Plates on each of the One Hundred (100) Buses	Approved	11/1/2023	\$87,107.00
16	Add State of Charge (SOC) Information in Front Destination Sign	Approved	11/7/2023	\$21,785.00
17	Depot and Opportunity Charger Installation	Pending	Pending	\$6,470,604.40
	Modification Total:			\$80,710,200.44

	Original Contract:	Approved		\$47,774,723.91
	Total:			\$128,484,924.35

DEOD SUMMARY

DEPOT AND OPPORTUNITY CHARGER INSTALLATION/OP28367-002

A. Small Business Participation

BYD Coach and Bus, LLC, a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. At the time of the contract award, BYD Coach and Bus, LLC was listed as an Eligible Transit Vehicle Manufacturers (TVM). TVMs submit overall DBE goal methodology and semi-annual reports directly to FTA.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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

BYD K9MD (201077) J Line Charging Infrastructure

Background

January 2021:

- Full BEB service on the G Line commenced and was supported by en-route chargers at the North Hollywood, Canoga, and Chatsworth Stations.
- Planning and design efforts to electrify the J Line follow a similar model of division and en-route charging. The J Line operates out of D9 (El Monte) and D18 (Carson). It also serves terminals at EMTC and HGTC.

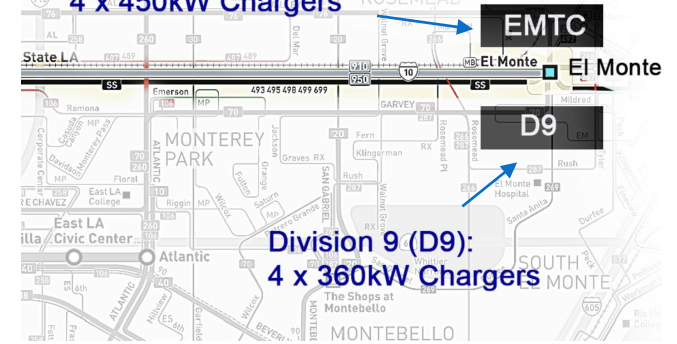
February 2024:

- The delivery to Metro of ninety-five (95) BYD BEBs is scheduled to begin in February 2024, approximately two (2) years ahead of the completion of permanent charging infrastructure at D9 and D18.

J Line Charging Infrastructure Overview

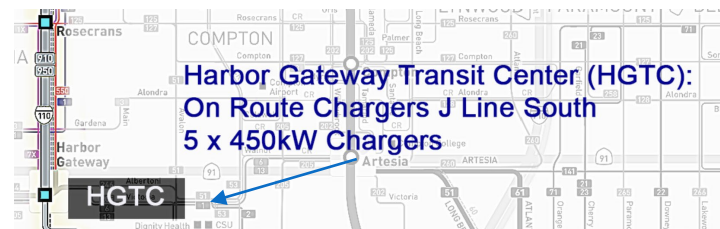


El Monte Transit Center (EMTC):
On Route Chargers J Line North
4 x 450kW Chargers



Division 9 (D9):
4 x 360kW Chargers

Harbor Gateway Transit Center (HGTC):
On Route Chargers J Line South
5 x 450kW Chargers



Metro

Benefits of Requested Change

- The J Line will benefit from this change by allowing J Line electric buses to run close to 90% of the J Line blocks until the J Line charging infrastructure is finalized.
- These chargers will also allow servicing of local routes originating from D9.

Recommendation

EXECUTE Contract Modification No. 17 to BYD Coach & Bus, LLC, to perform the procurement and installation of Four (4) 360kW depot chargers at Division 9 (D9) and the installation of four (4) 450kW opportunity chargers at the El Monte Transit Center (EMTC) at a firm fixed price of \$6,470,605.



Board Report

File #: 2023-0729, File Type: Fare / Tariff / Service Change

Agenda Number: 31.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: METRO MICROTRANSIT FARE CHANGE

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. IMPLEMENT the approved base fare of \$2.50 for Metro's MicroTransit program, Metro Micro;
- B. INTEGRATE transfers with bus and rail services into the MicroTransit service; and
- C. INCORPORATE the Low Income Fare is Easy (LIFE) program and other Metro discount programs into the Metro Micro fare structure.

ISSUE

The pilot MicroTransit service began in late 2020 with a \$1.00 introductory fare, which was intended to be a short-term promotion for the new service. However, since it launched during the height of the pandemic, the introductory promotional fare has been in place for more than three years. Now that the pandemic has ended, it is time to implement the previously approved regular base fare of \$2.50.

Per the October 2020 Metro Board Motion #23 by Director Bonin (Attachment A), this action satisfies the requirement for staff to return to the Board prior to ending the Metro Micro introductory fare.

BACKGROUND

At its October 2020 meeting, the Board approved the Pilot MicroTransit program with a \$2.50 permanent base fare and a promotional introductory fare of \$1.00. Metro Micro was launched in December 2020 as a three-year pilot program to test use cases for on demand MicroTransit services. At its May 2021 meeting, the Board authorized the extension of the introductory fare through the end of 2021 in response to the COVID-19 pandemic (Attachment B). The introductory fare was scheduled to end by January 2023, and per Motion 23 by Director Bonin (Attachment A) staff was to return to the Board prior to ending the \$1.00 promotional fare.

DISCUSSION

The cost per trip on Metro Micro is currently \$43. At its September 2023 meeting, the Board approved extending the pilot program contingent upon operational changes to approve the overall performance and support a more sustainable on demand transit service program of \$20-\$25 per trip. One of the operational changes identified is implementation of the approved permanent base fare of \$2.50. Implementing the base fare is the first step in improving the cost efficiency of the service while staff continue to work on other strategies to reduce operating costs and optimize the service design. This base fare recognizes the added value of the extra flexibility and semi customized trip offered by Metro Micro. In addition, fares are an important tool for moderating demand in the face of finite service supply, and a fare that reflects the increased cost and benefit of the MicroTransit service will help align Metro customers with the most cost-effective mode that is most appropriate for their individual trip.

Incorporating Metro Micro into Metro's discount fare programs is an important step to enable vulnerable populations who rely on this service to receive discounted fare, ensuring that this change maintains Metro's commitment to equity. There is also an important opportunity to provide a more seamless transfer experience between Metro Micro and other public transit that has not been previously available.

Consistent with the Board's direction, a proposed framework for a revised Metro Micro fare structure is summarized in the following table:

Base Fare	\$2.50
Transfers to Metro Bus and Rail	Free
Transfers from Metro Bus and Rail	75¢ upcharge
LIFE Program free rides (90-day & 20/month)	Accepted on Micro
Senior/Disabled Fare Program Base Fare	\$1.00
GoPass & Student Reduced Fare Program Base Fare	\$1.00
E-Z Transit Pass Zone 0 Base Fare	75¢ upcharge
E-Z Transit Pass Zone 1+	Free
Transfers from Municipal Bus Lines	\$1.25 (50¢ transfer charge + 75¢ upcharge)

More detail on the proposed framework is described below:

- Allow LIFE participants the option to use their benefits on Metro Micro with no upcharge, and once exhausted, pay the base fare of \$2.50
- Allow GoPass and Reduced Fare (Student, Senior/Disabled, and Access Services) cardholders to continue to ride Metro Micro at the \$1.00 rate per boarding
- Offer free transfers to Metro Bus and Rail from Metro Micro, with transfers to Metro Micro from Metro Bus and Rail available for a 75¢ upcharge (for a total base fare of \$2.50)
- LIFE riders will also be offered free transfers between Metro Bus/Rail and Metro Micro.

Upcharges will only be applied after their benefits are exhausted

- Allow EZ Transit Pass Base riders to ride Metro Micro with a 75¢ upcharge, with EZ Transit Pass Zone 1 or higher riders able to ride Metro Micro at no additional charge
- Passengers transferring from partner agencies to Metro Micro (interagency transfers) would pay \$1.25 (50¢ transfer fee plus 75¢ upcharge)
- Recognize interagency transfers from Metro Micro based on each carrier's existing interagency transfer agreements and the fees applicable for transfers with existing Metro bus and rail services

As shown above, this recommendation is also responsive to the September 2023 Board Motion from Directors Najarian, Butts, Dutra, Hahn, and Barger (Attachment C) as follows:

- Incorporating Micro Transit services into the existing discount programs, including, but not limited to, Low Income Fare is Easy (LIFE), GoPass, Seniors, etc. prior to raising fare to \$2.50. The recommended fare structure incorporates Metro's discount fare programs.
- The proposed permanent fare structure framework achieves transfers with other modes through a top-up fare that brings the total paid by the rider from the \$1.75 base fare for bus and rail to the \$2.50 base fare proposed for MicroTransit.

Throughout the process of determining a permanent fare structure, staff remained committed to understanding and equitably mitigating the impacts on vulnerable populations. Customer survey data informed the team's approach and proposed fare structure, recognizing that a single base fare required a range of fare discounts consistent with Metro's efforts with such programs already established with the fixed route transit network.

Metro Micro surveyed customer experience and behavior in the Spring of 2023, results from which have previously been presented to the Metro Board. This survey, conducted online, onboard, and via phone in both English and Spanish, also asked riders what their response to a \$2.50 fare would be.

Of the 2,671 Metro Micro passengers who responded to this question, 15.3% said they would not ride Metro Micro anymore if the fare went to \$2.50, and another 40.7% answered that they would ride less often. The demographic trends in the data of those who said they would no longer ride the service demonstrated the importance of ensuring affordable access for Metro Micro riders from various target populations and Equity Focus Communities. This is especially important in cases where Metro Micro replaced fixed route bus services.

Population	All Respondents	Would Not Ride	Would Ride Less
Female	52.7%	56.0%	40.7%
Income under \$15k	19.2%	27.4%	22.7%
Disabled	10.6%	13.2%	10.1%
Latinx/Hispanic	42.4%	50.6%	45.7%
Under 25	23.3%	30.3%	31.4%
Over 65	5.0%	5.6%	4.9%

Less than one quarter of respondents indicated that they participate in a fare program (LIFE, Senior/Disabled, GoPass, E-Pass, etc.), while a third had household incomes under \$25k (some of this group may be enrolled in LIFE). Data for FY23 indicates that only 5.3% of Metro Micro riders using TAP payments also had a LIFE transaction during the period. This indicates that at least some Metro Micro riders are LIFE-eligible but not currently enrolled. The proposed Metro Micro fare structure will hopefully further incentivize riders to enroll in the LIFE program.

Respondents who are part- or full-time students account for 21.2% of the sample, and most would be eligible for GoPass or Student Reduced Fare programs; however, only 5.1% of sampled TAP transactions on Micro were with any sort of Student fare card. This data implies that while fare program inclusion can mitigate the price sensitivity of vulnerable populations, outreach about the permanent fare structure to Metro Micro riders can also include information about reduced-fare programs that riders may qualify for. Once approved, messaging to customers regarding the fare increase (via email, in-app messaging, literature distribution, and verbal notification to users who book by phone) will include information on applying to LIFE and other discount fare programs.

Operations assembled an internal working group to determine a path toward implementing the base fare and incorporating transfers and discount fare programs that advance equity. The proposal presented in this report is a direct result of this team's work. Participants represented the following departments and business units:

- Office of Civil Rights, Racial Equity and Inclusion
- Customer Experience Office
- Transit Access Pass (TAP) (Both for technical and programmatic expertise)
- System Security and Law Enforcement

In addition, feedback was solicited from the Metro Youth Council (MYC), and the Office of Management and Budget (OMB) reviewed this proposed framework prior to its presentation to the public. MYC representatives generally advocated for the inclusion of GoPass in Metro Micro as a free or discounted fare, while some felt that the inclusion of LIFE was a higher priority from an equity standpoint.

Staff also consulted Metro's Office of Civil Rights, Racial Equity, and Inclusion to determine the requirements to meet Title VI requirements. Metro Micro is considered a Demand Response service and thus is exempt from Chapter 4 Requirements of FTA's Title VI Circular for Service and Fare Equity Analysis. As such, Title VI does not require a formal public hearing process to adopt the proposed permanent fare structure. Nevertheless, Staff conducted an extensive outreach campaign to inform Metro customers who would be affected to provide the public with multiple opportunities to review and comment on this fare structure.

Take-one brochures were distributed to Metro Customer Service Centers and provided to Metro Micro operators to share with customers. The take-one brochures included information on the proposed Metro Micro fare structure, an email address to submit comments and questions, information on the five Metro Service Council meetings where an overview presentation would be provided, and public comments gathered. A copy of the take-one brochure is provided in Attachment D. This information was disseminated via e-blasts to registered TAP accounts, the Metro Micro app,

and Metro's social media channels. Those channels included Metro's blogs, The Source and El Pasajero, and Metro's Nextdoor, Facebook, and Instagram accounts.

An update on the Metro Micro Pilot and the proposed Metro Micro fare structure was shared at the following January 2024 Service Council meetings:

- Wednesday, January 3, 2024, 6:30 p.m.: San Fernando Valley Service Council
- Monday, January 8, 2024, 5:00 p.m.: San Gabriel Valley Service Council
- Wednesday, January 10, 2024, 6:00 p.m.: Westside Central Service Council
- Thursday, January 11, 2024, 5:00 p.m.: Gateway Cities Service Council
- Friday, January 12, 2024, 9:30 a.m.: South Bay Cities Service Council

A log of comments received during this process is provided in Attachment F. Of 147 commenters, 138 addressed Metro Micro in some way (the remainder were about other Metro services or actions). Of the remaining, nearly half of the comments were questions about the proposal or more generally about Metro Micro and did not provide an opinion on the fare proposal. Of those who commented on the fare proposal, 66% were in favor of the change, and several stated that they would approve of an even higher fare than \$2.50. Some of the comments opposing the fare proposal expressed support for a smaller increase in fare. Of the 33% who opposed the fare change, many expressed concerns for target groups such as people with low incomes or seniors and students.

FINANCIAL IMPACT

Implementation of the approved base fare is one of a range of strategies intended to make the Metro Micro program more sustainable through both improving revenues and other changes intended to reduce the cost of delivering the Metro Micro service. The recommended discount fare program participants are expected to have a low impact on fare revenues while promoting utilization of this service for improved mobility for vulnerable populations.

EQUITY PLATFORM

The proposed new fare structure for Metro Micro incorporates a range of discounts applicable to existing Metro discount fare program participants, such as LIFE, GoPass, seniors, people with disabilities, and students. The proposed discounted Metro Micro fares for higher need populations will be very beneficial, as many are transit-dependent riders who, in some cases, lack alternative transit services. The survey results discussed in this report help support the decision to incorporate Metro's discount fare programs, as they address the needs of the most price-sensitive riders. The new fare structure will result in lower total journey prices for all customers using Metro Micro in combination with Metro Bus and Rail, and the incorporation of the discounts ensures that transit-dependent riders who rely on Metro Micro to get where they need to go continue to find it within their means. More details on the responses to this survey are provided in Attachment E.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The MTP supports strategic plan goals #1.2 and 2.3: Metro Micro is an investment in a world-class

transportation system that is reliable, convenient, and attractive to more customers for more trips. Metro Micro was designed to improve customer satisfaction at customer touchpoints by offering an accessible, flexible service that better adapts to customer demand and needs. The achievement of these goals will be enhanced through the framework for a permanent Metro Micro fare structure.

NEXT STEPS

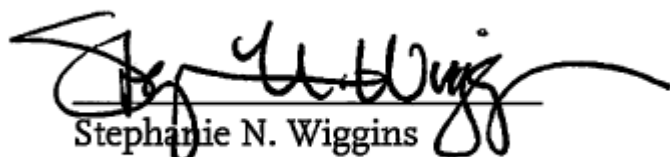
Should the Board approve the permanent Metro Micro fare structure, staff will implement the new fare structure in the first quarter of CY2024. The implementation plan will include a marketing campaign to notify riders electronically, through printed information distributed to Metro Micro riders by Metro Micro operators, and verbally through the Metro Call Center which makes Metro Micro reservations for some riders. Care will be taken to reach out to populations that benefit from the inclusion of various discount programs, leveraging Metro's existing partnerships with schools, other public agencies, and CBOs. Outreach will include specifically outreaching to riders to ensure they are aware of LIFE and GoPass options for fare discounts. A study of zone footprint and operating hours will follow the fare implementation and staff will return to the Board to share any recommendations for changes.

ATTACHMENTS

Attachment A - October 2020 Director Bonin Motion on Item 23
Attachment B - May 2021 Item 41 MicroTransit Operations Fare Structure and Service Zones
Attachment C - September 2023 Directors Najarian, Butts, Dutra, Hahn, and Barger Motion on Item 42
Attachment D - Metro Micro Fare Restructuring Take One
Attachment E - 2023 Metro Micro Rider Survey Results
Attachment F - Public Comment Log

Prepared by: Monica Waggoner, Principal Transportation Planner, (213) 922-7414
Joseph Forgiarini, Executive Officer, Service Development, (213) 418-3400
Dan Nguyen, Executive Officer, Strategic Initiatives, (213) 418-3233

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



Stephanie N. Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2020-0745, **File Type:** Motion / Motion Response

Agenda Number:

**REGULAR BOARD MEETING
OCTOBER 22, 2020**

Amending Motion by:

DIRECTOR BONIN

Related to Item 23: Microtransit Operations

SUBJECT: AMENDMENT TO MICROTRANSIT OPERATIONS

RECOMMENDATION

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

Return to the Board prior to ending the \$1.00 promotional fare.



Metro

Board Report

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

File #: 2021-0228, **File Type:** Project

Agenda Number: 41.

EXECUTIVE MANAGEMENT COMMITTEE MAY 20, 2021

SUBJECT: MICROTRANSIT OPERATIONS FARE STRUCTURE AND SERVICE ZONES

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. APPROVING the proposed MicroTransit Fare Structure with the introductory rate of \$1 for the remainder of calendar year 2021 and adopt the \$2.50 full fare effective January 1, 2022 for zones 1-8. Additional zones will be set to full fare once the first six months of Revenue Service Operations has concluded.
- B. APPROVING the service maps for MicroTransit Zones (6-8)

ISSUE

In October 2020, the Board of Directors approved an introductory fare of \$1 for the first six months of Revenue Service Operations for all MicroTransit (Micro) zones. June 13, 2021 will mark the sixth month of operation for our first two Micro zones (Watts/Willowbrook and Inglewood/LAX).

BACKGROUND

By design, MicroTransit is a flexible transit service built in alignment and synchronization with our NextGen Bus Plan. The goals of the service are to retain and grow ridership, to improve customer experience and to invest in workforce training and skill-building.

To date, Metro operates MicroTransit in 5 of 9 zones. Metro staff is on track to stand up an additional 4 zones later this year. The zone launch schedule for the three-year pilot is outlined below.

December 2020

- Watts/Willowbrook
- LAX/Inglewood

File #: 2021-0228, **File Type:** Project

Agenda Number: 41.

January 2021

- Compton/Artesia
- El Monte
- North Hollywood/Burbank

June 2021

- Highland Park/Eagle Rock/Glendale
- Altadena/Pasadena/Sierra Madre

August 2021

- Northwest San Fernando Valley

September 2021

- UCLA/Westwood/Century City

The agency's on-demand service has been planned to address systemic ridership losses by investing and prioritizing customer experience elements such as public safety, cleanliness, and responding directly to the needs of how women and girls travel on our system.

DISCUSSION

In 2020, MicroTransit Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure. The working group aimed to identify a fare structure that was consistent with Metro's family of services and similar to regional operators such as our paratransit provider Access Services. MicroTransit trips are reported as National Transit Database 5307 demand-responsive.

Participants represented the following departments and business units:

- Office of Civil Rights
- Office of Marketing and Commute Services
- Office of Equity and Race
- Office of Management and Budget
- Transit Access Pass (TAP)
- System Security and Law Enforcement
- Women and Girls Governing Council

As such, Metro staff recommended the full price to be set at \$2.50 per trip, aligned with the fare structure of the Silver Line. As a new on-demand service, MicroTransit is similarly priced to Access Services rates which are \$2.75 per trip for trips up to 19.9 miles and \$3.50 for trips more than 20 miles. In light of the pandemic, the working group recommended an initial introductory rate of \$1

File #: 2021-0228, **File Type:** Project

Agenda Number: 41.

per trip which was approved by the Board in October 2020 (Attachment A).

As part of current Board action, Metro staff seek an extension of the current introductory rate of \$1 through December 2021 and a roll out of the full fare of \$2.50 in January 2022. A transfer to Metro's fixed-route network (bus and/or rail) will be honored within the full fare of the trip, unless otherwise directed.

To ensure that community members are served in areas that have seen reductions in bus service under NextGen, passengers in Equity Focused Communities in Metro Micro zones will continue to be charged the \$1 rate through December 31, 2022.

Service Maps

Operations staff has closely monitored the impacts of COVID-19 pandemic and has adjusted the MicroTransit service model to support the needs of essential workers as well as new and emerging travel patterns resulting from the rapid growth in telecommuting.

Metro Micro has developed an avid following, with the average user having taken approximately 10 rides on the service since our December launch. As such, Metro staff seeks approval for the three service maps and hours of operations in Attachment B.

DETERMINATION OF SAFETY IMPACT

Customer and operator safety are core to maintaining the highest standards of security and the optimal service design for MicroTransit.

FINANCIAL IMPACT

Moving to the originally proposed fare of \$1.00 per trip will decrease revenue during the promotional rate period. In addition, subject to Board approval of the FY22 Budget, funding of \$39.5M is allocated under cost center 3595 - in support of operations and maintenance activities for the MicroTransit pilot program. Since this is a multi-year project, the cost center manager, Sr. Director, Special Projects will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funding for this action will come from Proposition C 25% funding. Using this funding source will maximize fund use given designated provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

Goal 1: Provide high quality mobility options.

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

File #: 2021-0228, **File Type:** Project**Agenda Number:** 41.

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

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

NEXT STEPS

Upon Board approval, Metro staff will prepare announcements of coming fare changes, maps for Micro zones, including execution of a comprehensive customer acquisition plan comprised of paid, digital and in-person activities in all Micro zones.

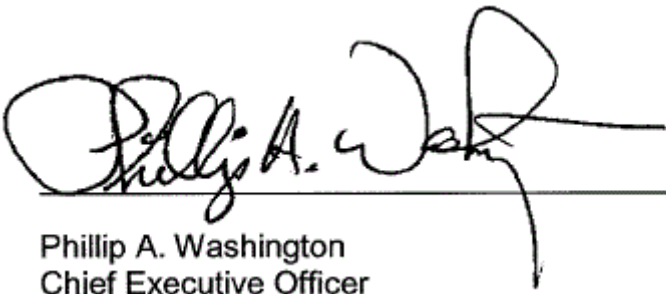
ATTACHMENTS

Attachment A - October 2020 Item # 23 (MicroTransit Fare Structure)

Attachment B - Microtransit Service Zones (Maps and Hours of Operations)

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

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



Phillip A. Washington
Chief Executive Officer



Metro

Board Report

File #: 2020-0122, **File Type:** Plan

Agenda Number: 23.

**OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2020**

SUBJECT: MICROTRANSIT OPERATIONS

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. APPROVE the proposed MicroTransit Fare Structure
- B. APPROVE adjustments to Service Zones per the NextGen Bus Plan

ISSUE

- A. Approve the proposed MicroTransit Fare Structure

Metro staff seeks approval of the proposed fare structure including introductory pricing for our new on-demand service, MicroTransit.

In May 2020, Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure.

Participants represented the following departments and business units:

- Office of Civil Rights
- Office of Marketing and Commute Services
- Office of Equity and Race
- Office of Management and Budget
- Transit Access Pass (TAP)
- System Security and Law Enforcement
- Women and Girls Governing Council
- MicroTransit Operations

The working group aimed to identify a fare structure that was consistent with Metro's current offerings and similar to regional operators such as our paratransit provider Access Services.

As such, Metro staff recommends the full price to be set at \$2.50 per trip, aligned with the fare

File #: 2020-0122, **File Type:** Plan

Agenda Number: 23.

structure of the Silver Line. As a new on-demand service, MicroTransit is similarly priced to Access Services rates which are \$2.75 per trip for trips up to 19.9 miles and \$3.50 for trips more than 20 miles. MicroTransit trips have been deemed as eligible for National Transit Database 5307 demand-responsive reporting.

In light of the impacts of COVID-19 on our communities, Metro staff recommends a discount be applied for the first six months of Revenue Service Operations for each service zone launched in calendar years 2020 and 2021. As such, the introductory cost of each MicroTransit trip will be \$1.00 for all customers and will not include a transfer. MicroTransit passes will be sold at the introductory price in all MicroTransit service zones.

Operations staff will report back on a proposed timeline for the implementation of full fare 120 days following the launch of Revenue Service Operations.

B. Approve adjustments to Service Zones per the NextGen Bus Plan

MicroTransit Service Zones as approved at the February 2020 Board Meeting continue to be adjusted to support the buildout of Metro's NextGen Bus Plan.

Initial operations for MicroTransit will consist of up to a 12-hour service span, up to 7 days per week. Upon launch, hours of operation will be 7am-6pm Monday to Friday and 8am to 4pm on Saturday and Sunday in the Watts/Willowbrook service zone and 5am to 10am and 2pm to 7pm Monday to Friday in the LAX/Inglewood service zone.

MicroTransit is featured within Metro's NextGen Bus Plan recommendations and was presented as part of Metro's public hearings held in August 2020.

BACKGROUND

In light of the COVID-19 pandemic, which has resulted in new travel patterns across our fixed-route transit network, Metro staff is preparing for the roll out of MicroTransit Operations in alignment with Metro's NextGen Bus Plan.

By design, MicroTransit is a flexible transit service built in alignment and synchronization with our NextGen Bus Plan. The goals of the service are to retain and to grow ridership for Metro while improving the customer experience for current and future riders of the Metro network.

As approved in February 2020, the agency's on-demand service will allow Metro customers to order trips on the new service and to connect to our bus routes and train lines using internet browsers, mobile applications and our in-house call center. MicroTransit has been planned to address systemic ridership losses by investing and prioritizing customer experience elements such as public safety, cleanliness, and responding directly to the needs of how women and girls travel on our system. MicroTransit will make rideshare a viable mode for many communities which may not be able to afford the cost of privately operated services.

Metro staff is currently preparing to launch MicroTransit in the six unique service areas listed below:

- Watts/Willowbrook
- LAX/Inglewood

File #: 2020-0122, **File Type:** Plan**Agenda Number:** 23.

- Northwest San Fernando Valley
- Highland Park/Eagle Rock/Glendale
- Altadena/Pasadena/Sierra Madre
- UCLA/Westwood/Century City

Operations staff has closely monitored the COVID-19 pandemic and has adjusted the MicroTransit service model in order to safely operate while still serving the transportation needs of vulnerable populations and disadvantaged communities. Operations will fully comply with all safety protocols to ensure that the risk of COVID-19 is minimized for both employees and customers.

In an effort to adjust and respond to evolving State and County directives, Operations staff ran on-street testing in this new operating environment. Testing was run with virtual customers and Metro employees in partnership with technology partner RideCo and vehicle partner Access Services in the summer of 2020. Additional testing will be conducted throughout the fall.

The technology being utilized and developed in this pilot continues to be a highly effective means to adjust public transit to be responsive to an evolving operational environment, including essential trips.

Revenue Service Operations remain on track to launch in December 2020 in the Watts/Willowbrook and LAX/Inglewood service zones.

FINANCIAL IMPACT

The revenue and funding sources will be finalized during future budget processes.

NEXT STEPS

MicroTransit Operations will continue to advance at pace with our NextGen Bus Plan. As a tool of NextGen, MicroTransit will be reviewed and service zones potentially reconfigured to best support the roll out of our systemwide changes to transit operations

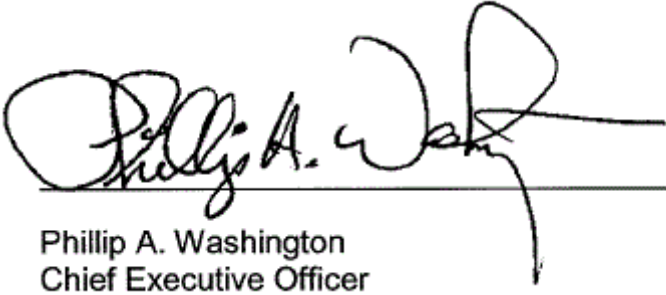
Metro staff will continue to pursue funding at local, state and federal levels as well as sponsorship, private financing and related methods for revenue generation.

Prepared by: Rani Narula-Woods, Sr. Director of Special Projects, (213) 922-7414

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

File #: 2020-0122, File Type: Plan

Agenda Number: 23.



Phillip A. Washington
Chief Executive Officer

MicroTransit Pilot

By design, MicroTransit is a flexible transit service built in alignment and synchronization with our NextGen Bus Plan.

The goals of the service are to:

- retain ridership
- grow ridership
- improve the customer experience for current and future riders

Per approval by the Board in February 2020, Metro staff is currently preparing to launch

MicroTransit in the six unique service zones listed below:

- Watts/Willowbrook
- LAX/Inglewood
- Northwest San Fernando Valley
- Highland Park/Eagle Rock/Glendale
- Altadena/Pasadena/Sierra Madre
- UCLA/Westwood/Century City

Fare Working Group

In May 2020, Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure.

The working group aimed to identify a fare structure that was consistent with Metro's current offerings and similar to regional operators such as our paratransit provider Access Services.

Participants represented the following departments and business units:

- Office of Civil Rights
- Office of Marketing and Commute Services
- Office of Equity and Race
- Office of Management and Budget
- Transit Access Pass (TAP)
- System Security and Law Enforcement
- Women and Girls Governing Council
- MicroTransit Operations

MicroTransit Fare Structure

Description	Cost
Full Fare	\$2.50 per trip
Introductory Fare	\$1.00 per trip

Service Zone	Introductory Fare
Watts/Willowbrook	December 2020-May 2021
LAX/Inglewood	December 2020-May 2021

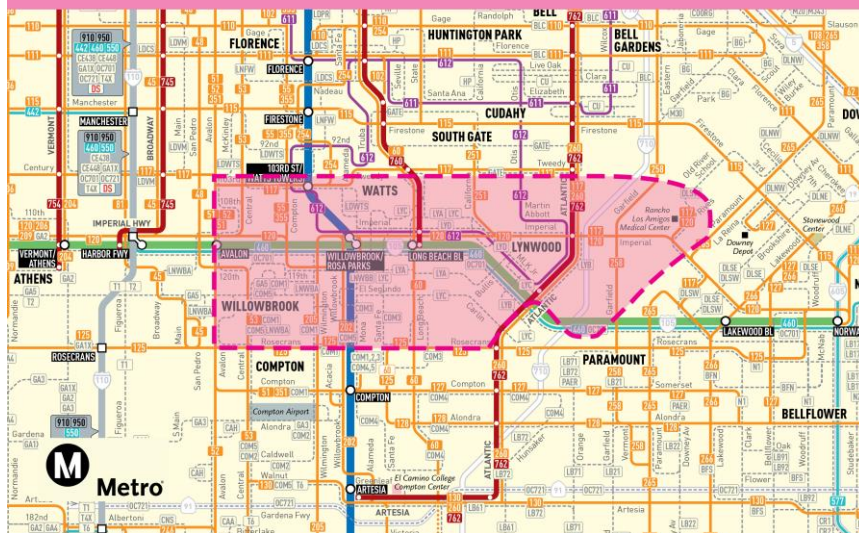
*Introductory fare to apply for first six months of operation in each service area in calendar years 2020 and 2021.

Service Zone Maps and Hours of Operation

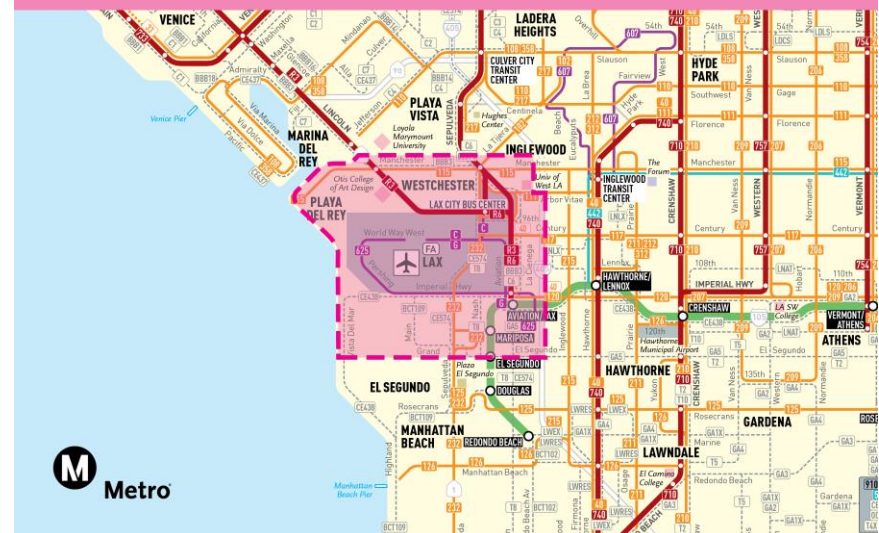
ATTACHMENT B

Service Zone	Monday-Friday	Saturday and Sunday
Watts/Willowbrook	7am to 6pm	8am to 4pm
LAX/Inglewood	5am to 10am and 2pm to 7pm	

Proposed Watts/Willowbrook Metro MicroTransit Service Zone



Proposed LAX/Inglewood Metro MicroTransit Service Zone

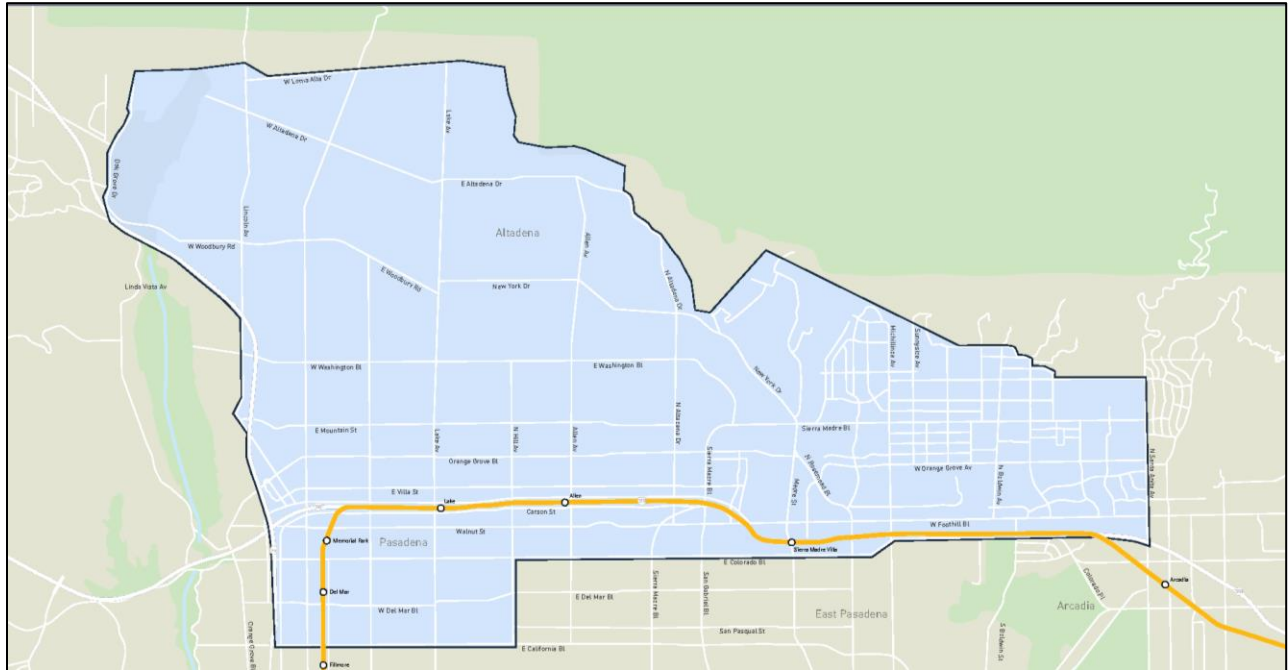


Zone boundaries and hours of operation will be adjusted based upon customer demand and utilization of the new service

Attachment B1

Zone 6: Altadena / Pasadena / Sierra Madre

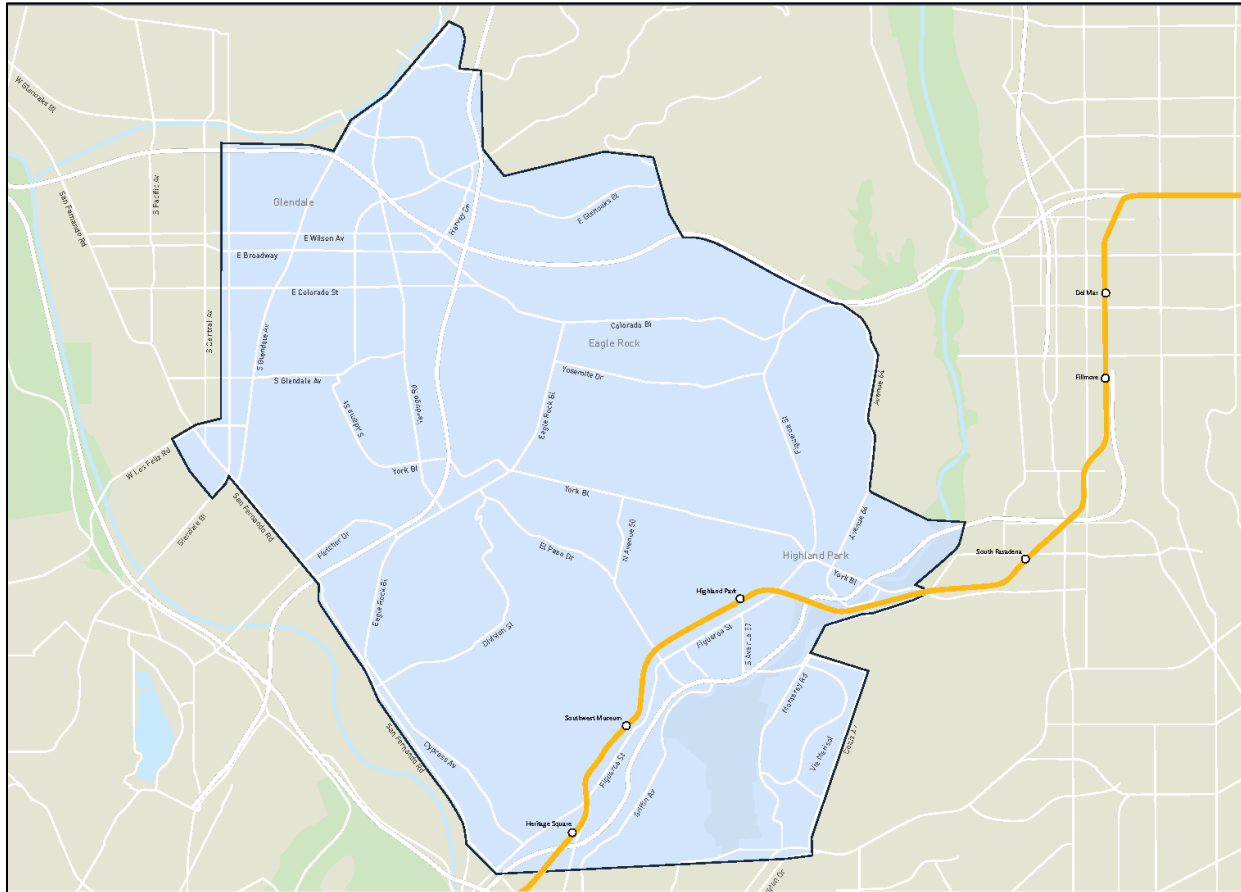
Daily Hours of Operation: 5:30 am to 9:30 pm



Attachment B2

Zone 7: Highland Park / Eagle Rock / Glendale

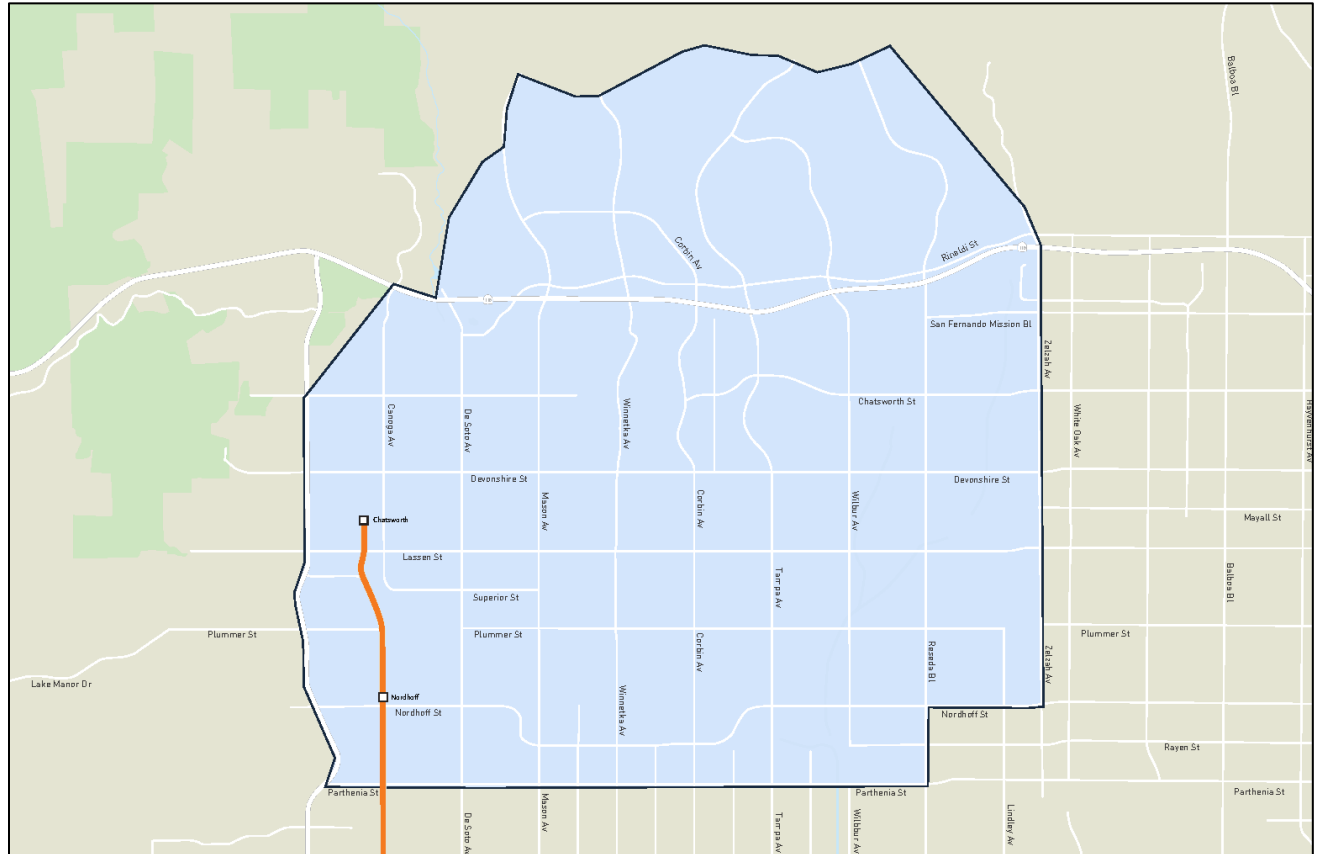
Daily Hours of Operation: 5:30 am to 9:30 pm



Attachment B3

Zone 8: Northwest San Fernando Valley

Daily Hours of Operation: 5:30 am to 9:30 pm



Attachment B4

Zone 9: UCLA / Westwood / Century City (Currently in Development)

Daily Hours of Operation: Currently in Development



A decorative graphic consisting of several horizontal lines of varying lengths and a cluster of colored dots (red, orange, and blue) arranged in a pattern that suggests movement or a network.

MicroTransit

Operations Fare Structure and Service Zones

Executive Management Committee
May 20, 2021

Micro Launch Schedule

ATTACHMENT B

December 2020:

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

January 2021:

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

June 2021:

- ✓ Zone 6: Altadena/Pasadena/Sierra Madre
- ✓ Zone 7: Highland Park/Eagle Rock/Glendale

August 2021:

- ✓ Zone 8: Northwest San Fernando Valley

September 2021:

- ✓ Zone 9: UCLA/Westwood/Century City

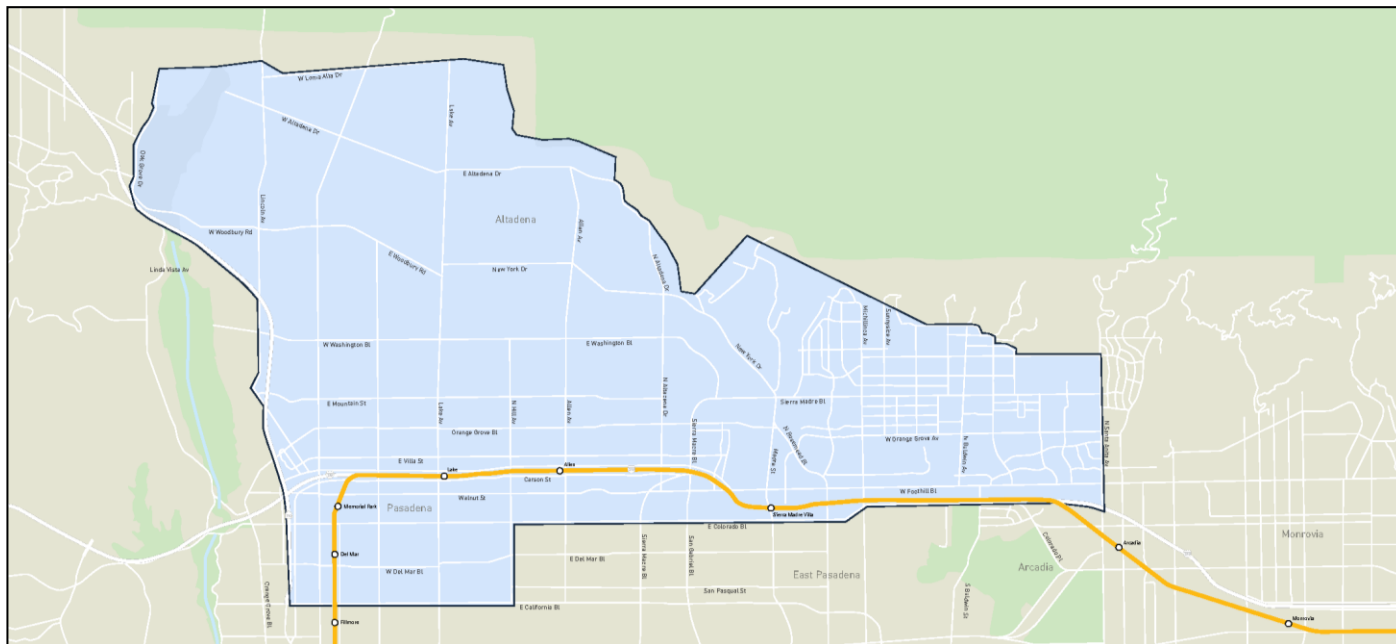


Recommendation

- ✓ In 2020, MicroTransit Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure.
- ✓ Metro staff recommended the full price to be set at \$2.50 per trip, aligned with the fare structure of the Silver Line. As a new on-demand service, MicroTransit is similarly priced to Access Services rates which are \$2.75 per trip for trips up to 19.9 miles and \$3.50 for trips more than 20 miles.
- ✓ In light of the pandemic, the working group recommended an initial introductory rate of \$1 per trip which was approved by the Board in October 2020.
- ✓ As part of current Board action, Metro staff seek an extension of the current introductory rate of \$1 through December 2021 and a roll out of the full fare of \$2.50 in January 2021. A transfer to Metro's fixed-route network (bus and/or rail) will be honored within the full fare of the trip, unless otherwise directed.

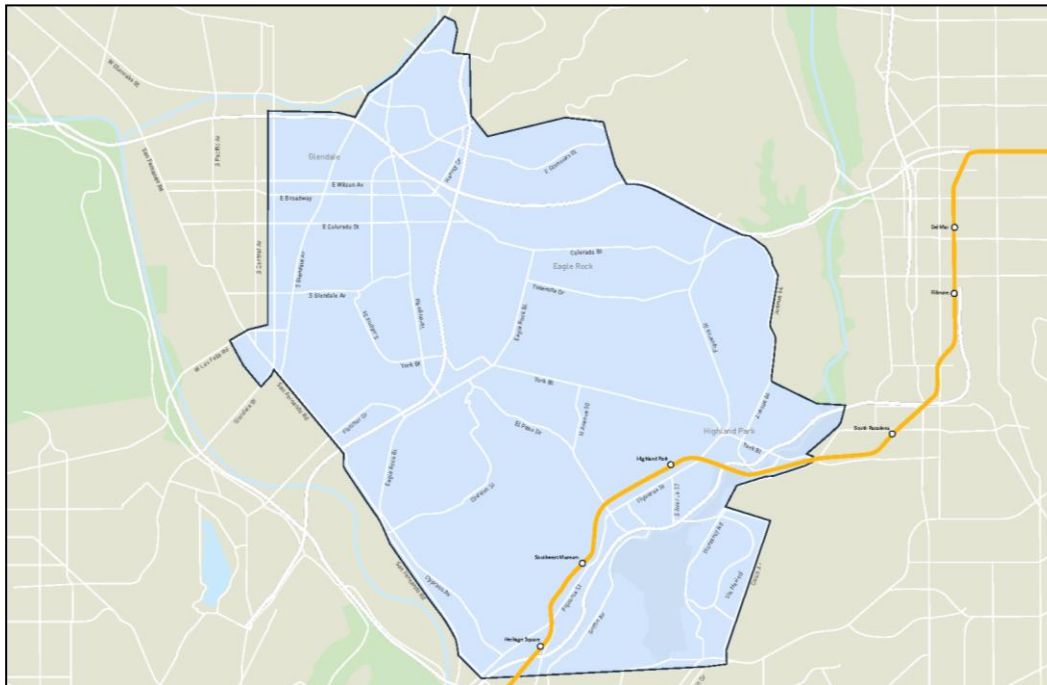
Zone 6: Altadena/Pasadena/Sierra Madre

Daily Hours of Operation: 5:30 am to 9:30 pm



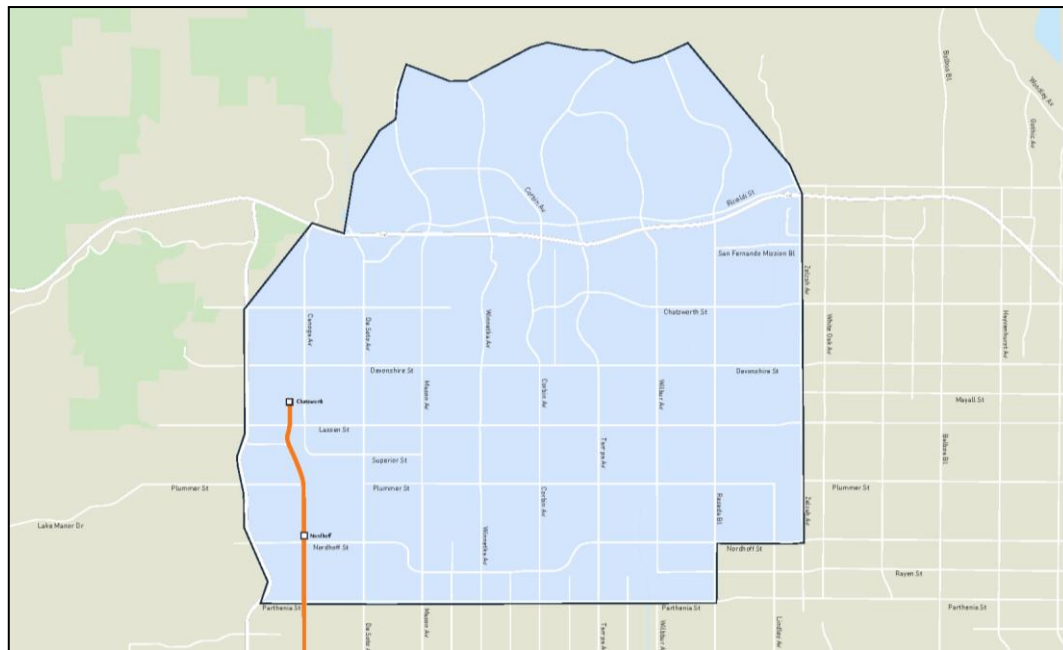
Zone 7: Highland Park/Eagle Rock/Glendale

Daily Hours of Operation: 5:30 am to 9:30 pm



Zone 8: Northwest San Fernando Valley

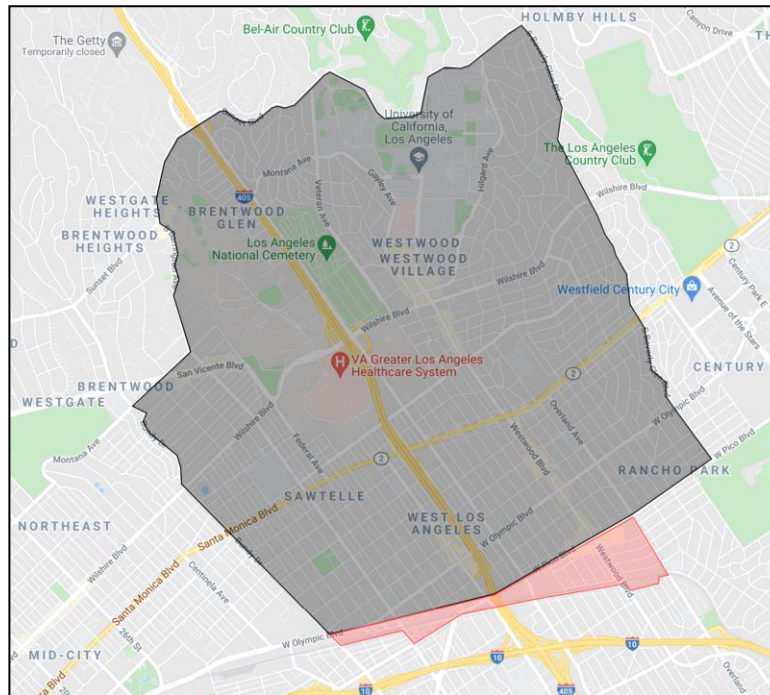
Daily Hours of Operation: 5:30 am to 9:30 pm



Zone 9: UCLA/Westwood/Century City

(Currently in Development)

Daily Hours of Operation: Currently in Development





Metro

Board Report

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

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

Agenda Number:

REGULAR BOARD MEETING SEPTEMBER 28, 2023

Motion by:

DIRECTORS NAJARIAN, BUTTS, DUTRA, HAHN, AND BARGER

Related to Item 42: MicroTransit Pilot Project - Part B

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

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

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

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

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

Agenda Number:

SUBJECT: MICROTRANSIT PILOT PROJECT MOTION**RECOMMENDATION**

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

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

HORVATH AMENDMENT:


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

Metro llevará a cabo una serie de cinco reuniones desde el miércoles 3 de enero hasta el viernes 12 de enero para recibir comentarios de la comunidad sobre los cambios propuestos a la tarifa de Metro Micro. Las recomendaciones de tarifas se presentarán en las reuniones del Consejo de Servicio de enero y las recomendaciones se llevarán a la reunión de la Junta de Metro de enero. La implementación de la estructura de tarifas aprobada se producirá en el primer trimestre de 2024.

Para más información sobre la reunión de la Junta de Metro de enero, visite boardagendas.metro.net.

Todas las reuniones de Metro son accesibles para personas con discapacidades. Se proporciona traducción al español, mandarín y ruso según lo indicado.

Requisitos de la ADA y el Título VI: Hay adaptaciones especiales disponibles para el público para reuniones patrocinadas por Metro. Todas las solicitudes de adaptaciones razonables y traducción deben realizarse al menos tres días hábiles (72 horas) antes de la fecha programada para la reunión; llame a la línea de información del proyecto al 213.922.1282 o al Servicio de Retransmisión de California al 711.

 323.466.3876
x2 Español (Spanish) x3 Tiếng Việt (Vietnamese)
x3 中文 (Chinese) x6 日本語 (Japanese)
x4 한국어 (Korean) x7 русский (Russian)
x8 Հայերեն (Armenian)

Cambios propuestos

La estructura tarifaria permanente propuesta para Metro Micro es:

- > Concluir la tarifa introductoria de \$1.00 e implementar la tarifa base permanente de \$2.50.
- > Ofrecer transbordos gratuitos a los autobuses y trenes de Metro desde Metro Micro, con transbordos a Metro Micro desde los autobuses y trenes de Metro disponibles con una tarifa adicional de 75¢ (para una tarifa base total de \$2.50).
- > Permitir a los participantes del programa Low Income Fare is Easy (LIFE) la opción de utilizar sus 20 viajes gratuitos en Metro Micro sin tarifa adicional y, posteriormente, pagar la tarifa base de \$2.50.
- > Permitir que los pasajeros con una tarjeta GoPass o Tarifa Reducida (estudiantes y personas mayores/ con discapacidades) continúen viajando en Metro Micro pagando \$1.00 (establecida como tarifa permanente para este grupo), con el mismo recargo de 75¢ por transbordos.
- > Permitir que los pasajeros con un pase de EZ Transit se transfieran a Metro Micro con una tarifa de 75¢, y los pasajeros de un pase de EZ Transit Zone 1 o superior podrán viajar en Metro Micro sin cargo adicional.
- > Los pasajeros que se transfieran desde agencias asociadas a Metro Micro (transbordos entre agencias) pagarán \$1.25 (tarifa de transbordo de 50¢ más recargo de 75¢).
- > Aceptar los transbordos entre agencias de Metro Micro, con base en los acuerdos de transbordo entre agencias existentes de cada agencia y las tarifas aplicables para los transbordos con los servicios existentes de autobuses y trenes de Metro.
- > Los transbordos y descuentos requerirán el uso de una tarjeta TAP. Los pasajeros que paguen con tarjeta de crédito o débito en la aplicación *Metro* pagarán la tarifa completa de \$2.50 sin transbordo.

Para obtener más información sobre Metro Micro, visite metro.net/micro.

Como participar

Los comentarios públicos se pueden hacer por correo electrónico a servicecouncils@metro.net o en persona en una de las siguientes reuniones del Consejo de Servicio:

- Miércoles, 3 de enero de 2024, 6:30pm**
San Fernando Valley Service Council
Marvin Braude San Fernando Valley Constituent Center
6262 Van Nuys Bl, Van Nuys, CA 91401
- Participe por Zoom:
En línea: <https://us02web.zoom.us/j/84486864773>
Por teléfono: 213.338.8477
or 888.475-4499 (número gratuito)
ID del seminario web: 844 8686 4773
- Lunes 8 de enero de 2024, 9pm**
San Gabriel Valley Service Council
Metro El Monte Edificio División 9, Tercer piso
Sala de conferencias del Consejo de Servicio
3449 Santa Anita Av, El Monte, CA 91731
(Santa Anita Av y Ramona Bl)
- Participe por Zoom:
En línea: <https://us02web.zoom.us/j/87695451647>
Por teléfono: 213.338.8477
or 888.475-4499 (número gratuito)
ID del seminario web: 876 9545 1647
- Miércoles 10 de enero de 2024, 6pm**

Westside Central Service Council
Metro Headquarters Building
1 Gateway Plaza, sala de juntas del tercer piso,
Los Angeles, CA 90012

Participe por Zoom:
En línea: <https://us02web.zoom.us/j/86800724592>
Por teléfono: 213.338.8477
or 888.475-4499 (número gratuito)
ID del seminario web: 868 0072 4592

Jueves, 11 de enero de 2024, 5pm
Gateway Cities Service Council
Salón del centro comunitario de Salt Lake Park
3401 E Florence Av, Huntington Park, CA 90255

Participe por Zoom:
En línea: <https://us02web.zoom.us/j/87839129126>
Por teléfono: 213.338.8477
or 888.475-4499 (número gratuito)
ID del seminario web: 878 3912 9126

Viernes 12 de enero, 9:30 am
South Bay Cities Service Council
Sala de conferencias del Residence Inn
2420 Marine Av, Redondo Beach, CA 90278

Participe por Zoom:
En línea: <https://us02web.zoom.us/j/87455163517>
Por teléfono: 213.338.8477
or 888.475-4499 (número gratuito)
ID del seminario web: 874 5516 3517

El periodo de comentarios públicos se cerrará a la medianoche del viernes 12 de enero.



Metro will hold a series of five meetings beginning Wednesday, January 3 through Friday, January 12 to receive community input on proposed changes to Metro Micro fare. Fare recommendations will be presented at January Service Council meetings, and recommendations will be taken to the January Metro Board meeting. The implementation of any approved fare structure would occur in the first quarter of 2024.

For more information on the January Metro Board meeting, visit boardagendas.metro.net.

All Metro meetings are accessible to persons with disabilities. Spanish, Mandarin and Russian translation provided as listed.

ADA and Title VI Requirements: Special accommodations are available to the public for Metro-sponsored meetings. All requests for reasonable accommodations and translation must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please call the project information line at 213-922.1282 or California Relay Service at 711.

 323.466.3876

x2 *Español (Spanish)* x5 *Tiếng Việt (Vietnamese)*
x3 *中文 (Chinese)* x6 *日本語 (Japanese)*
x4 *한국어 (Korean)* x7 *русский (Russian)*
x8 *Հայերեն (Armenian)*

Proposed Changes

The proposed permanent fare structure for Metro Micro is:

- > Conclude the introductory fare of \$1.00 and implement the original base fare of \$2.50.
- > Offer free transfers to Metro bus and rail from Metro Micro, with transfers to Metro Micro from Metro bus and rail available for a 75¢ upcharge (for a total base fare of \$2.50).
- > Allow Low Income Fare is Easy (LIFE) participants the option to use their 20 free rides on Metro Micro with no upcharge, and thereafter pay the base fare of \$2.50.
- > Allow GoPass and Reduced Fare (Student and Senior/Disabled) cardholders to continue to ride Metro Micro at the \$1.00 rate (established as a permanent fare for this group), with the same 75¢ upcharge for transfers.
- > Allow EZ Transit Pass Base riders to transfer to Metro Micro with a 75¢ upcharge, with EZ Transit Pass Zone 1 or higher riders able to ride Metro Micro at no additional charge.
- > Passengers transferring from partner agencies to Metro Micro (interagency transfers) would pay \$1.25 (50¢ transfer fee, plus 75¢ upcharge).
- > Recognize interagency transfers from Metro Micro, based on each carrier's existing interagency transfer agreements and the fees applicable for transfers with existing Metro bus and rail services.
- > Transfers and discounts will require the use of a TAP card. Passengers who pay with a credit or debit card in the Micro app will pay the full fare of \$2.50 with no transfer.

For more information on Metro Micro, visit metro.net/micro.

How to Participate

Public comment can be made through email at servicecouncils@metro.net or in person at one of the below Service Council meetings:

Wednesday, January 3, 2024, 6:30pm

San Fernando Valley Service Council
Marvin Braude San Fernando Valley Constituent Center
6262 Van Nuys Bl, Van Nuys, CA 91401

Participate by Zoom:

Online: <https://us02web.zoom.us/j/84486864773>
Phone dial-in: 213.338.8477
or 888.475-4499 (toll free)
Webinar ID: 844 8686 4773

Monday, January 8, 2024, 5pm

San Gabriel Valley Service Council
Metro El Monte Division 9 Building
Third Floor Service Council Conference Room
3449 Santa Anita Av, El Monte, CA 91731
(Santa Anita Av & Ramona Bl)

Participate by Zoom:

Online: <https://us02web.zoom.us/j/87695451647>
Phone dial-in: 213.338.8477
or 888.475-4499 (toll free)
Webinar ID: 876 9545 1647

Wednesday, January 10, 2024, 6pm

Westside Central Service Council

Metro Headquarters Building
1 Gateway Plaza, 3rd Floor Board Room,
Los Angeles, CA 90012

Participate by Zoom:

Online: <https://us02web.zoom.us/j/86800724592>
Phone dial-in: 213.338.8477
or 888.475-4499 (toll free)
Webinar ID: 868 0072 4592

Thursday, January 11, 2024, 5pm

Gateway Cities Service Council

Salt Lake Park Community Center Lounge
3401 E Florence Av, Huntington Park, CA 90255

Participate by Zoom:

Online: <https://us02web.zoom.us/j/87839729126>
Phone dial-in: 213.338.8477
or 888.475-4499 (toll free)
Webinar ID: 878 3912 9126

Friday, January 12, 9:30am

South Bay Cities Service Council

Residence Inn Conference Room
2420 Marine Av, Redondo Beach, CA 90278

Participate by Zoom:

Online: <https://us02web.zoom.us/j/8745163517>
Phone dial-in: 213.338.8477
or 888.475-4499 (toll free)
Webinar ID: 874 5516 3517

The public comment period will end at midnight on Friday, January 12.



2023 Metro Micro Rider Survey Results

A survey was conducted in March and April 2023 among Metro Micro riders which also gathered input on the future decisions around the Metro Micro fare structure. This survey fulfilled a contract requirement to complete a Mode Shift Analysis and to gather demographic data on ridership. Respondents had the option to complete the survey online, onboard, or by phone.

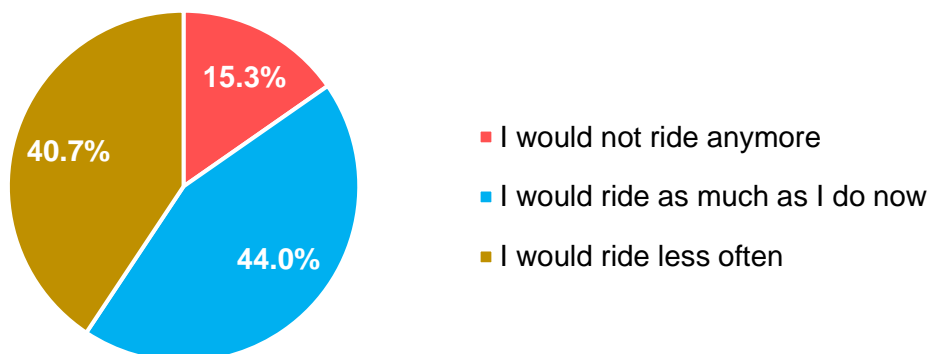
A total of 2,875 surveys were completed. Overall:

- 95% of surveys were completed in English and 5% were in Spanish, which is similar to the proportion of language use in the Metro Micro app
- The highest response rate relative to ridership occurred in the North Hollywood/Burbank and UCLA/Westwood/VA Medical Center zones
- A total of 21.19% of respondents stated that they are students. Of those respondents, 5.65% identified as part-time students and 15.54% as full-time students
- 10.6% stated they have a disability and 7.8% preferred not to answer this question
- 23.2% of respondents state they participate in a fare program (LIFE, Student, Senior/Disabled, Employer/University)
- 33.3% of respondents have household incomes under \$25,000

To support future decisions about the Metro Micro fare, the following question was asked: “How much would you ride Metro Micro if the fare was \$2.50?” The survey response options provided were:

- I would not ride anymore
- I would ride as much as I do now
- I would ride less often

A total of 2,671 of those riders who completed the survey (92%) responded to this prompt. Responses were as follows:



Based on the responses, at a \$2.50 fare:

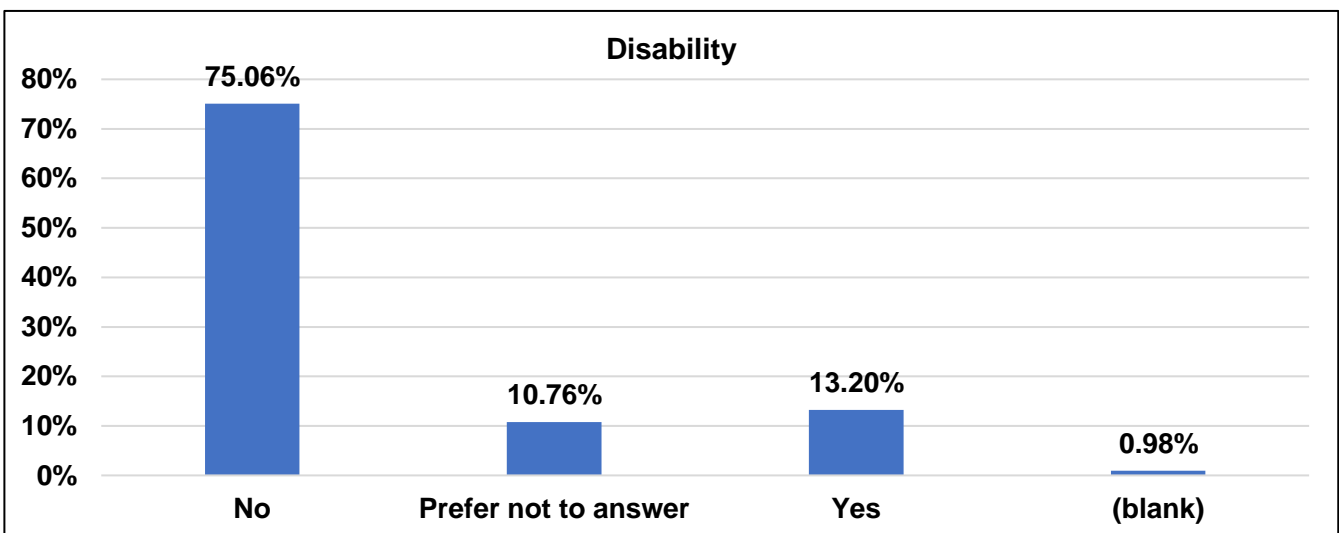
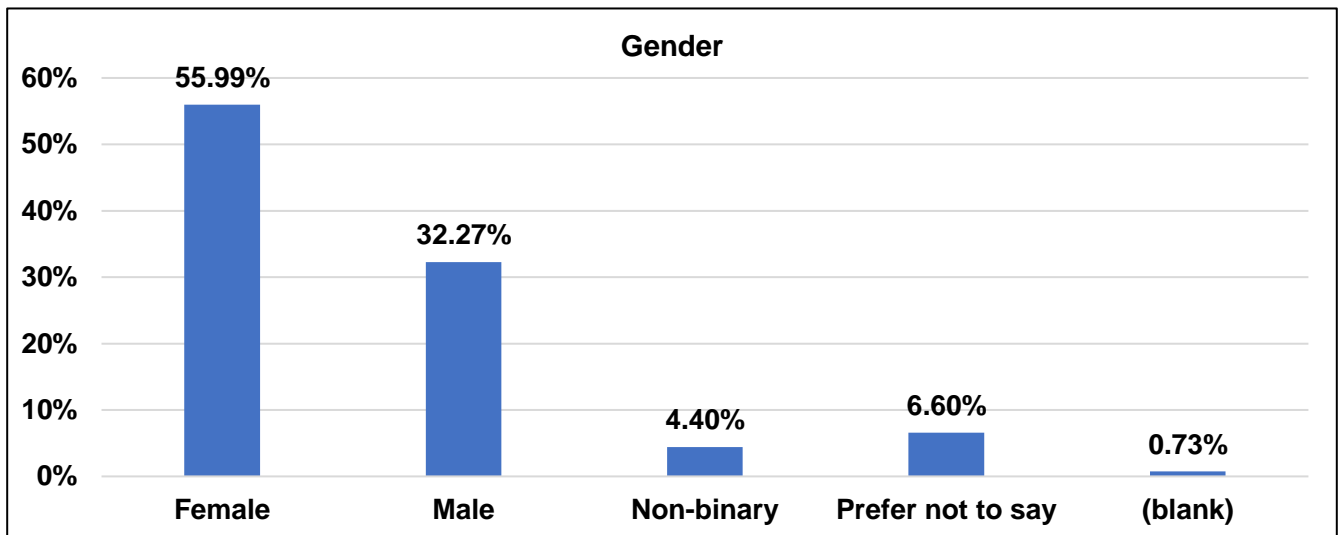
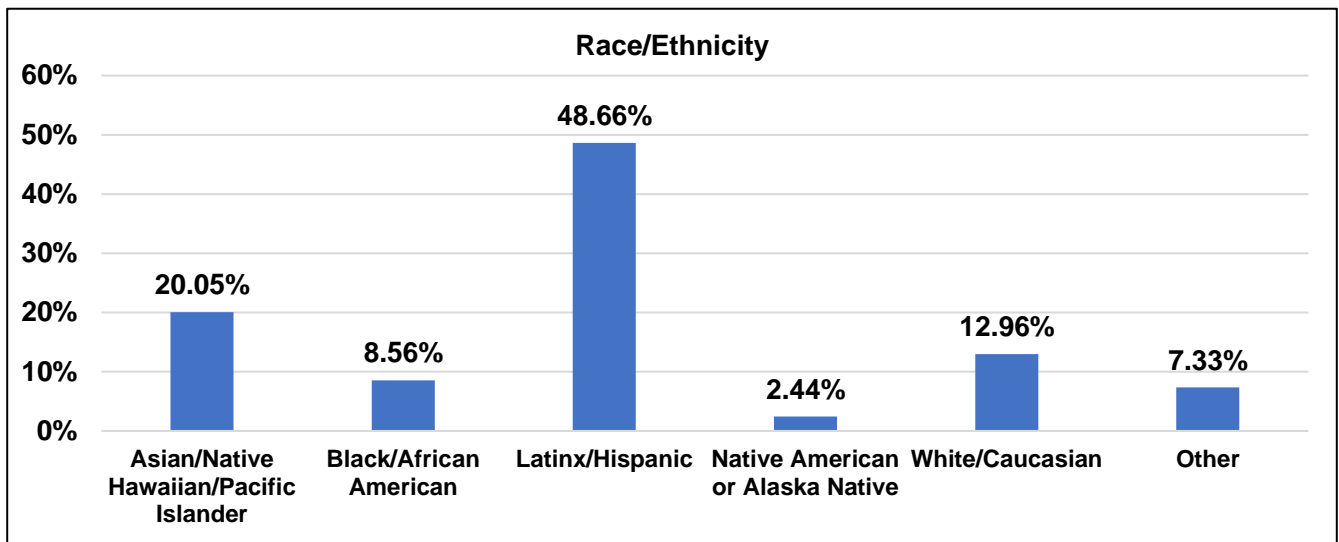
- Younger riders (under 18, 18-24) indicated that they are most likely to reduce (58.4%, 54.1% respectively) or stop use (18.8%, 20.2%)
- 25% of respondents who identified as disabled said they were more likely to stop riding Metro Micro if the fare was increased to \$2.50
- 52% of full-time students said they would ride less often, and 20% said they would stop altogether. Part-time students were less price-sensitive, but still more so than the overall sample (only 80% as likely to maintain riding habits). There was a high similarity in sensitivity for the 18-24 age group and full-time students
- The responses from the Discount Fare Program participants indicated that they would be 18% more likely to stop riding than the overall sample, and 8.9% more likely to ride less often

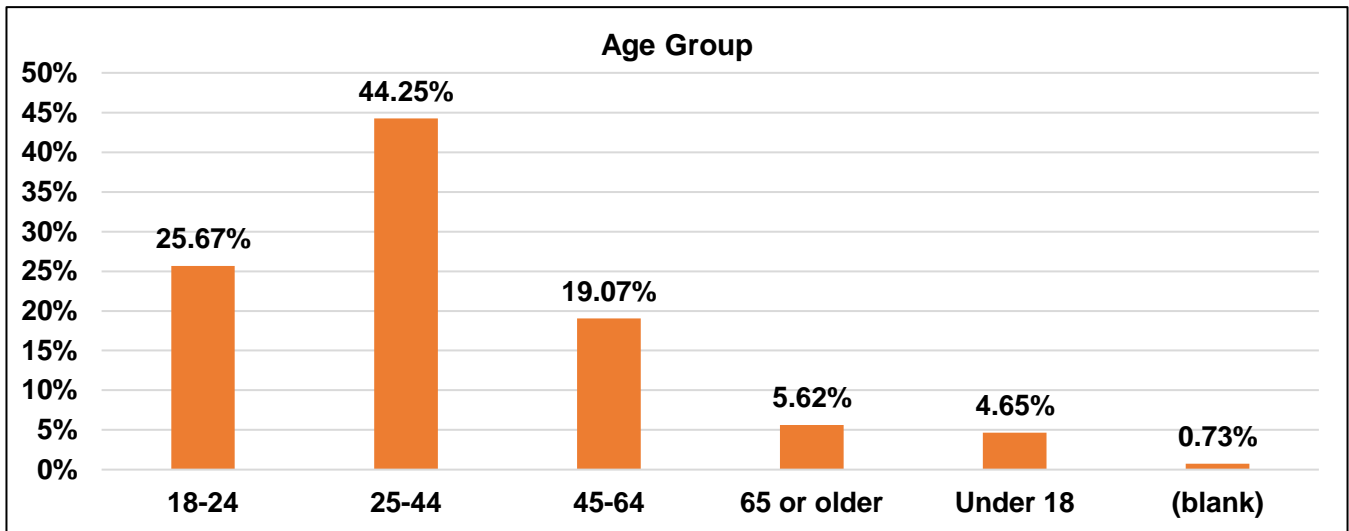
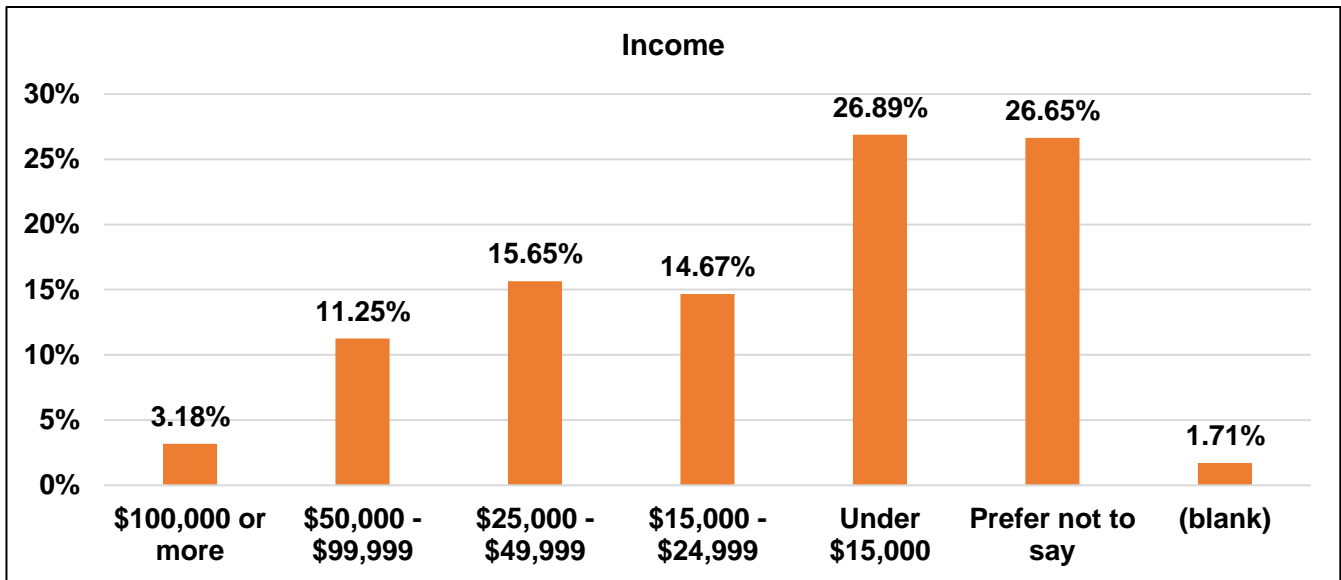
Other observations regarding the 15.3% (409) of survey respondents who stated that they would no longer ride Metro Micro if the fare was raised to \$2.50 include:

- A much higher proportion of women responding that they would not ride any more as compared to responses from men (56% versus 32%)
- A younger market indicating that they would no longer ride (70% were 18-44 years)
- Over 68% of these respondents were of Hispanic or Asian ethnicity
- Those who responded that they would no longer ride came from lower-income households (over 55% had an income under \$50,000)

This clearly points to the importance of offering access to lower fares for groups such as those with lower incomes and young people. Most of the groups that indicated a higher level of price sensitivity (students, those with a disability, and those participating in a discounted fare program) would not be affected by the proposed framework for a permanent fare structure, as their current price would not be affected or would be covered by the discounted fare program they participate in.

Demographic information on the 15.3% of respondents who said they would not ride anymore if the fare for Metro Micro was raised to \$2.50 is provided in the following charts:





Metro Micro Proposed Fare Structure Comments Received

Source of Comment	Date Rec'd	Commenter	Comments	Summary
1. servicecouncils@metro.net	1/2/2023	Barbara Asada	Hi. I love the bus system in Honolulu. I feel it is more complicated riding the metro here. Using the tap card should be so simple by just tapping your card and let the system do the job of figuring out transfer fees etc . Have a system a senior rider can go all day without paying after two transfers. This way a senior can travel more without any worries. Just hop on and off to go explore and make sure it is a safe ride. Thank you.	Question/comment regarding Metro service
2. servicecouncils@metro.net	1/2/2023	Bob Guzzi	I'm a senior citizen who uses Metro Micro and the Metro Rail to get to and from work. I appreciate the senior citizen rate on Metro Rail. Is there any way you can incorporate the senior rate on Metro Micro to carry over to the transfer on Metro Rail? Just a thought that if I was catching the train within a certain allotment of time (say, between 15 minutes to half an hour) from booking my Metro Micro to the Metro Rail station, perhaps the fee would be waived on Metro Rail since I just spent \$1.00 on Metro Micro. Or perhaps your companies can have a discussion about integration of fees/services? Also, if there were verified options for a drop off at the particular Metro Rail station, that would be a benefit. Take for example, the Pasadena Memorial Park Metro Micro stop. There IS an option for Pasadena Memorial Park Station, but that is the same as just Pasadena Memorial Park, and it's about 2 blocks away. Just a thought about making things more seamless. I know it's a difficult process of putting different travel services together, but on most situations, there is somewhat of success. One of the biggest let downs was getting notifications on my phone to be at the pick up spot, and once I was there, I'd receive a message saying "Your pickup will be late but you will be dropped off on time", only to be followed by "Your drop off time will be late, but we are doing everything we can to get you there on time", to be followed by "Your ride cannot be serviced at this time." Which at that point I either had to walk to the train station (about a half an hour walk) or use Uber or Lyft. And then once I did start walking or get a Lyft, 10 minutes later I'd get a message that my Metro Micro is on its way! It's when things work out like that, that it gets frustrating. Good luck with integration and taking others' opinions into review. Best,	Requests scheduling/routing improvements
3. servicecouncils@metro.net	1/2/2023	Candice Holman	While the adjustments to fares is welcome, I thought my feedback on changes to routes and stops is equally if not more important to the ongoing sustainability of Micro use. I am a senior with limited ability to walk distances. About a year ago (since my car died) I was excited to use the Micro to get to my local CVS and back to pick up prescriptions. The CVS ON York Blvd and Eagle Rock Blvd is 1.1 miles from my home. It turns out I would have had to walk down to York Blvd from 1837 Phillips Way to York Blvd and another couple of blocks just to reach the pickup location on York. In other words, the Micro would only “help” me about 1/2 mile in total per trip (2.2 miles total). Ridiculous. For decades, LA City buses have been stopping every 3-4 blocks for passenger pickup and drop off. Why is this model of reasonable convenience not available with the Micro? Target consumers of the Micro are primarily older people, those without alternative transport options, and those not able to walk long distances. Come on! If those busses stopped every 3-4 blocks on thorough fares, I would use them several times a month. Instead, I have been, and will continue to rely on a friend with a gas-guzzling SUV to get me to my pharmacy and grocery stores. Price isn't your issue for sustainability; convenience is! I hope you will rethink your route stops.	Supports proposed fare structure Requests scheduling/routing improvements
4. servicecouncils@metro.net	1/2/2023	Douglas Lundell	I'm in El Sereno. Metro Micro doesn't serve there. Sounds like a nice service, if it were available to me.	Requests expanding region(s)
5. servicecouncils@metro.net	1/2/2023	Eliva Alvarez	Yo lo e empezado a usar lo seguiré usando mientras sea un dólar ho que pueda usar mi tarjeta tap de mis 20 viajes gratis!! (I've started using it. I will continue using as long as it is \$1 and while I can use my 20 free trips on my TAP card)	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
6. servicecouncils@metro.net	1/2/2023	Ellen	Please add more pick-up and drop-off locations. The closest location to my house is a 15 minute walk uphill.	Requests scheduling/routing improvements
7. micro@metro.net	1/2/2023	Howard Male	Hello, 1. Does Micro's \$2.50 fare (or the \$1.75 base fare) count toward fare capping? 2. If I have hit the daily or weekly fare cap, is there still a Micro up charge? Thank you	Question regarding Micro proposal (fare capping)
8. servicecouncils@metro.net	1/2/2023	Joe Linton	To whom it may concern: I support Metro's proposal to charge \$2.50 fare for Metro Micro. The current disparity in fares - with Metro charging \$1.75 for fixed-route transit and charging less - \$1 - for premium MicroTransit service - is unfair and unacceptable. Metro subsidies should encourage equity, environment and health. Metro should encourage efficient high-ridership mass transit, not inefficient low-ridership MicroTransit. Thank you for your attention to this important matter.	Supports proposed fare structure
9. servicecouncils@metro.net	1/2/2023	Linda Ogata	Hello, I live in the El Monte service area for Metro Micro and I would like it to continue. I understand if the price needs to be increased, even to \$5/ride, which would still be a bargain compared to Lyft or Uber. Thanks for considering this.	Supports proposed fare structure or higher fare
10. servicecouncils@metro.net	1/2/2023	Lyanne Garcia	Hello, I received an email regarding the new Metro Micro rate. I had a question regarding saved money we have in our account. I used the Metro Micro last year often to take me to my doctor appointments. Towards the beginning of October I had reserved my time in advance to ensure I made it to my doctor appointments on time. However, my son was born early and I had to cancel my Metro Micro reservations. Is there any way to get the amount in my account refunded to me, as I have not used the Metro Micro since the birth of my son. I will likely not use the Metro Micro anytime soon while my son is a newborn either. I would appreciate assistance and information on this. Thank you	Other question/comment
11. servicecouncils@metro.net	1/2/2023	mcamargo386	Dear Metro Micro, I'm all for the new fare as long as it comes with improvements in the service of Metro Micro. There has been a couple of instances in the past month where I was a 5 minute drop off from my location and the eta on the app said I was 25 minutes away because a couple of riders were to be picked up. Another time I was a block away from my location and the app wanted the driver to head back south instead of driving a block north to drop me off because more riders were to be picked up. Ideally, the app would make sure that the riders who are being picked up should ride with others who are within the same route. I hope this aspect of the service improves. Thank you	Supports proposed fare structure Requests scheduling/routing improvements
12. servicecouncils@metro.net	1/2/2023	mkheeren12	We loved using micro bus when we lived in LA, but we moved back to WI this past April. Thanks & Happy new year! M& P	Question/comment regarding Micro service
13. servicecouncils@metro.net	1/2/2023	Nathali Avila	Hello, will Metrolink monthly passengers be able to transfer to metro micro for an additional transfer fee or would it cost the new fare fee \$2.50?	Question regarding Micro proposal (transfers)
14. servicecouncils@metro.net	1/2/2023	Pam Walls	I've only seen Micro Metro in Burbank, but not in Los Angeles. Will Micro Metro expand to cities other than Burbank and El Monte? I enjoyed taking it in Burbank, but I'd like to ride it all the time and everywhere. Go Micro Metro!	Requests expanding region(s)
15. micro@metro.net	1/2/2023	Paul Covelli	The proposal is fine. It's still a bargain and adding transfers is a great idea to take the bus into another zone. I'll gladly pay 2-2.50.	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
16. servicecouncils@metro.net for San Fernando Valley Service Council meeting/	1/2/2023	Peter Wei	Dear Service Council, I would like present the following three comments: 1. From the perspective of our fellow passengers, the biggest challenge for riders using Metro Micro is when transferring from Metro bus to Metro Micro, if the bus is running late or cancelled, it will result in missing the Micro pick up time. It's really not the rider's fault, but the system will consider it as the rider not showing up. I hope in the future, the Metro Micro app can be improved to link the pick up with the status of the bus or train (including Metrolink) the rider is transferring from, so if the bus or train is running late, the Micro driver and system will be notified, and pick up time can be automatically adjusted based on the estimated arrival time of the bus or train. 2. Even up to this date, I'm still confused how much time in advance do I need to reserve the Metro Micro. Is it the day before, two hours before, or any time that I'm ready to go? I couldn't find this information anywhere. Knowing the answer to this question is so important for the passengers. 3. On the new fare plan for Metro Micro, one of the bullet points says "LIFE participants can use their 20 free rides to take Metro Micro. But it's unclear if transferring to or from bus or rail, it will be considered as 1 ride or 2 rides out of 20 free rides? Thank you	Question/comment regarding Micro service Question regarding Micro proposal Requests scheduling/routing improvements
17. servicecouncils@metro.net	1/2/2023	Peter Wong	Please extend the Metro micro service south to California Street and Rosemead in East Pasadena	Requests expanding region(s)
18. servicecouncils@metro.net	1/2/2023	Steve Berman	Micro sounded like what my senior friend needs in order to attend senior meals in Arcadia. However, she lives in El Monte. Please expand the areas served by mileage or perhaps an extra fare to serve her needs.	Requests expanding region(s)
19. servicecouncils@metro.net	1/2/2023	Therese Shellabarger	Since I am one of those with no cell phone, I don't really care about Metro Micro, and seeing how expensive it is to run, don't feel it is a good use of my fares and other funding. I do like the new Dash lines and would like to see more of that instead of the Micro, which seems more like an elite service to me. Dash is a step up from Metro, but I haven't heard of it being extra expensive, even though the fares are at zero at the moment. I live in North Hollywood near Laurel Canyon Blvd. and Sherman Way.	Supports discontinuing Metro Micro service
20. servicecouncils@metro.net	1/2/2023	V	Hello, Would the Micro bus allows free transfers to and from the Metrolink? Or would it be an additional cost?	Question regarding Micro proposal (transfers)
21. servicecouncils@metro.net	1/2/2023	Wilki W. Tom	Hi What about green Access TAP card holders? Is there a discount / free component to riders with an Access TAP Card? Thanks	Question regarding Micro proposal
22. San Fernando Valley Service Council meeting	1/3/2023	Brenda Ramirez	She has been using the service since March of last year. She has enjoyed it and finds it to feel safer. People don't ride who haven't paid or reserved a ride don't ride. An article said that female ridership is down 50%. If female ridership is down, it affects the economy. There are people who think it is a waste of time and resources and that it takes away bus service. For her, she has been harassed and assaulted on the bus, she has heard stories about other women seeing men doing things on the bus to other women or themselves. That doesn't happen on Metro Micro. Getting a ride can be a challenge, but she would have been fine paying \$5 for the service. At the end of the day, she feels it is a very valuable resource and a matter of safety. She hopes it extends to Panorama City, Van Nuys, and the Arleta area; she feels those would be useful zones to have the service.	Supports proposed fare structure or higher fare
23. San Fernando Valley Service Council meeting	1/3/2023	Eugene Salinsky (phone)	He generally would agree with the proposal; however, he thinks the program is money being taken from buses. If Metro did not have Metro Micro, Metro could use the funds to run more buses and run them more frequently. Which are especially needed in the San Fernando Valley. Also, if Metro Micro was held to the same standard of ridership as a bus	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			line, the proposal would be to discontinue the service. Some of the Metro Micro vans could be used on bus lines that Metro used to run such as on former Line 201. At 2,500 riders a day across 8 zones is not much in terms of ridership.	
24. San Fernando Valley Service Council meeting	1/3/2023	Glenn Bailey (Zoom)	He thinks that north of Devonshire with exception of Zelzah to Chatsworth St is a Metro desert now and even when the lines ran up to Rinaldi it was still not very good. Not sure if Metro is purposely restricting the northern boundary of the zone to only be in City of Los Angeles, thinks Metro have lost opportunity by cutting the zone off where it angles on Topanga Canyon Bl up to 118 Fwy. There are residents in mobile home park, a lot of seniors. There are new developments of hundreds of new homes by the 118 Fwy. He recommends expanding the zone along Topanga up to 118 Fwy, would expand even more if Metro could. Putting a stop on Topanga and 118 Fwy point of intersection, would at least help people. Also recommends working with Simi valley, Santa Clarita, and Antelope Vallet transit as they are all serving from their respective jurisdictions and coming down respectively on Topanga.	Requests expanding region(s)
25. San Fernando Valley Service Council meeting	1/3/2023	Hector Ramirez (Zoom)	Caller lives in Chatsworth and is a commissioner with the LA Commission on Disabilities. He loves Metro and uses it to go to school and work. He has been riding since the 1990's to get to know his community. From an accessibility point of view, it is an incredible new way for Los Angeles County to be accessible for the largest community of people with disabilities in the United States. He lives in a Chatsworth area with residents who are primarily seniors and people with disabilities, and there has been a resurgence in using public transit. Safety, accessibility, broader choices, access, and the dependability on where they can get to and from on the bus. He requests that when Metro rolls out information, it is provided in plain language so that people can learn as there is a lot of interest, but some of the materials also develop lots of confusion. Those who are using it are finding it to be a reason to love living in Los Angeles County. As a person with disability, it allows the opportunity to go different places with his toddler, the connectivity with other systems and allows him to utilize transit as his main mode of transportation throughout la county. It is significantly beneficial to seniors and members of the disabled community.	Question/comment regarding Micro service
26. San Fernando Valley Service Council meeting	1/3/2023	Jeffrey Umoye	He has been riding Micro in Northwest in San Fernando Valley for about 3 weeks. He finds it to be a quality service. He asked why the proposed fare is higher for Metro Micro than for the rest of Metro services. He used to ride Lines 242/243 bus until it was discontinued; he wants to know why Lines 242/243 were removed and if those lines were cancelled because it was more of an effort now to travel north of Devonshire to Rinaldi. He heard that Metro Micro is going to cover that area now that Line 242/243 does not.	Question regarding Micro proposal Question/comment regarding Metro service
27. San Fernando Valley Service Council meeting	1/3/2023	Konstantin (Zoom)	He does not understand why this program was implemented under the public transportation umbrella. Metro Micro is designed to serve a very limited group of people: the elderly, disabled, low-income, and those who do not have to be on time. He tried to use Metro Micro but it adds a lot of time to his trips. He can only use it when he does not have to be on time because it is unpredictable; if he takes the bus, he can tell within 10 minutes what time he'll arrive. He thinks it's improper to discuss fare changes because if the program is implemented for those specific populations, he thinks it should operate under a different umbrella, not under the umbrella of public transportation. Ridership numbers are misleading because as many fixed route buses were removed, he bets 90% of full fare paying passengers of those buses started to drive. Once the full fare is implemented, he will keep driving for his commute. He tries to use the service but it is difficult for him to do so.	Supports keeping \$1 fare Question/comment regarding Micro service
28. San Fernando Valley Service Council meeting	1/3/2023	Lionel Mares	He would like to see Metro Micro expand to Sun Valley, Pacoima, Arleta, Mission Hills, Sylmar, and possibly Sunland Tujunga. Where he lives in Sunland Tujunga is an underserved community and Metro buses take a long time. He is also a cyclist and taking public transit right now due to his car being in the body shop. Currently he is using Metro to go to work at the City of Los Angeles Personnel Department. For example, the Line 152 and 230 buses take a long time early in the morning to arrive. Metro Micro would help because it is cheaper than Uber and Lyft which are very expensive. If the plan	Requests expanding region(s)

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			is to increase fare for Metro Micro, he would support the proposal if Metro expanded the routes and areas as well. Expanding the areas would encourage more people to use it as it is also more secure to ride. He also likes that the Metro Micro vehicles also have bike racks which is very incentivizing for cyclists and transit users. He hopes Metro will increase service to other parts of the Valley to provide better mobility and transit for everyone. There are low income people who use public transit to run errands, and he thinks Metro Micro will be very useful for low income communities.	
29. San Fernando Valley Service Council meeting	1/3/2023	Lorenzo Mutia (email)	I have reservations about the cost of Metro Micro (MM) relative to the amount of people it actually serves. A low performing bus line is cheaper and serves more people than demand-responsive transit typically does. That said, if MM is to be retained, I am supportive of raising fares and integrating transfers to other Metro services. That should have been a part of the service from the start. Westwood/UCLA should be eliminated for being duplicative and the LAX weekend service should be pulled back-- but not without surveying riders. As an occasional rider of MM in the SFV-- I am unsatisfied with its level of service. Lots of rejection because of too much demand and the stats seem to show it.	Supports proposed fare structure Requests modifying program hours Question/comment regarding Micro service
30. San Fernando Valley Service Council meeting	1/3/2023	Mykel (Zoom)	He has an Access card and did have Access service. He was discontinued service last year and he was told he had to submit all the information by June 20 which he did. He misses using Access. He is disabled and has church once a week in La Cañada Flintridge; Access was great for that. He uses his card on the bus and would like to know if he can get Metro Micro from Balboa once a week back and forth to La Cañada Flintridge.	Question/comment regarding Micro service
31. San Fernando Valley Service Council meeting	1/3/2023	Sergio (Zoom)	He thanked the Metro Micro team for the service provided and the presentation. He works in the San Fernando Valley. When gas prices were continuing to increase, he was looking for ways to cut down, Metro Micro was perfect way to enter Metro services. He thinks Metro Micro services have been good, and the comments that have been made are good to improve Metro Micros services.	Question/comment regarding Micro service
32. San Fernando Valley Service Council meeting	1/3/2023	Vince Vicari	He is in support of the proposed fare structure. He takes the service to Burbank Airport quite a bit. He lives on the edge of the zone next to Barham Bl. The price of Uber and Lyft have gone up since the pandemic. Living 10-12 minutes from the airport, it was costing \$20-30 to get to the airport. He is grateful that it is in service and continuing to operate. Also, he is grateful for the sense of community that Metro Micro provides his rides. He shares rides with people going to school, work, and to pick up their kids. It's been great to see in neighborhood in a way would not be able to see that normally. The drivers are very familiar and friendly and he wanted to voice support for them as well. He fully supports that program and thanked Metro for continuing trying to optimize the service for all users across the LA region.	Supports proposed fare structure
33. San Fernando Valley Service Council meeting	1/3/2023	Wayne Wright	He thinks in North San Fernando Valley, Metro Micro should run until 11PM or midnight because of the Porter Ranch shopping center. When Metro had Lines 242/243 Lines there was no Sunday or holiday service. The problem is if someone is coming from the shopping center at 9-10 PM, there are no buses or Micro buses running after that time. If want to connect to Line 240 which runs 24 hours, it is impossible to connect at night. He would like to see the hours expanded if the new fare is going to be increased until \$2.50. People that work up there need to make bus connections, it is unacceptable to stop the service at 10 PM. He suggested Metro consider expanding the operating hours.	Requests modifying program hours
34. San Gabriel Valley Service Council meeting	1/8/2023	Akim (Zoom)	He is from Pasadena and has been using the service since 2022. He is concerned about people who ride Micro with service dogs. There have been two incidents when he rode a Micro van with passengers who had pit bull service dogs. When inside such a small van, the dogs would sometimes jump on the neighboring seat next to him, which made him very nervous. He would suggest that travelers with service dogs use the vehicles specifically designated for them. The operator would know whether they are riding with the service animal.	Question/comment regarding Micro service
35. San Gabriel Valley Service Council meeting	1/8/2023	Dan Jeffries	He commended staff on the Metro Micro presentation. He came to the meeting as part of the general public. He was surprised out of the thousands who received an email from TAP that he was the only person that showed up in person. He	Other question/comment

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			hopes there are at least a thousand people joining online. He asked what the Service Council is, and if the San Gabriel Council is only for the San Gabriel area or if it.	
36. San Gabriel Valley Service Council meeting	1/8/2023	Gabriella Cohen Herrera (Zoom)	He requested that Metro please keep the fare at \$1 for those with disabilities. She is calling from Burbank but missed the San Fernando Valley meeting last week.	Supports keeping \$1 fare
37. San Gabriel Valley Service Council meeting	1/8/2023	Jon Lang (Zoom)	Caller asked if anything is being done cost related opportunities. He rides 2-3 times x a week for commuting purposes as his bus line only runs once per hour. He has noticed that the route takes sometimes will drive 3-4 times over the same street and often will drive past the requested stop, then drive past his stop. There should be some attention to make the service more efficient. It would also help reduce costs in gas and labor and retain customers. He pays for his Micro rides with a TAP card and has noticed that close to 50% of the time, the TAP machine is broken which means it's a free ride to him which also increases the cost of providing the service.	Requests scheduling/routing improvements
38. San Gabriel Valley Service Council meeting	1/8/2023	Xana Hermosillo (Zoom)	She finds the program frustrating because the Metro Micro vans are being housed in Alhambra but being used in Altadena and Pasadena. She's in a high-need area with very limited bus service. Her experience has been frustrating; Micro is not reliable because Metro buses are already unreliable, she can't schedule a connection from Line 260 to Pasadena. The east-west buses run infrequently and she can't schedule a Micro trip accordingly because her bus line gets delayed. She has used it at times to go further north to Altadena to visit friends. She has heard that NIMBYism stopped the service from going further north to Farnsworth Park and thus she has to walk up a steep hill to reach her destination. It doesn't seem to be increasing accessibility. She would also rather see the funds for the program be spent instead on more frequent bus service.	Requests expanding region(s) Requests scheduling/routing improvements Supports discontinuing Metro Micro service
39. Gateway Cities Service Council	1/11/2023	Marisol Barajas (Zoom)	She is the Manager of Government Relations for Long Beach Transit. She listened to the presentation on Metro Micro and appreciates the thoughtful questions and comments. Long Beach Transit appreciates partnering with Metro to remind customers that it's also important to think about fixed route and identifying making sure increasing ridership there. In reference to Micro in LBT has been having that conversation with the City which is running their own smaller transportation program. They are currently looking at what financial investment would be needed; the idea is still being explored.	Other question/comment
40. South Bay Cities Service Council	1/12/2023	Adrian (Zoom)	She is from Inglewood. She wanted to encourage the Inglewood Micro zone. Personally, she has missed a couple of rides because she was on the wrong corner or they left because there's no wait time. She encouraged Metro to keep the service because is beneficial to residents of Inglewood and they would use it if they knew how to access the service.	Question/comment regarding Micro service
41. South Bay Cities Service Council	1/12/2023	Jeff Korpa	He is from Inglewood. He has seen literature on the program and the proposed fare increase. He asked what the number most expensive costs are to providing Metro Micro service. He suggested that to integrate fare capping with Micro service, the fare increase could initially start without it. Then later maybe it could be limited to providing credit towards weekly instead of daily fare caps. If the Micro fare is \$2.50, people would hit the \$5 daily cap right away.	Question/comment regarding Micro service
42. South Bay Cities Service Council	1/12/2023	Michael Marabe (Zoom)	He lives in Eagle Rock and works in Inglewood. Metro Micro has issues with cancellations. The app features were recently changed to allow cancellations from up to 4 hours before to 1 hour before. His personal Micro account has been affected with cancellation fees and the pickups by the drivers. He asked if that will that stay the same or if that feature be changed because it affects cancellation fees. Sometimes the routes the drivers take are picking up someone 4 miles in the opposite direction of where the other rider is going, and the trip takes longer than it has to. He wonders if there will be changes to the algorithm to make it more efficient.	Requests scheduling/routing improvements
43. servicecouncils@metro.net	12/28/2023	Adriana Navarrete	Good Morning, My name is Adriana and I am an active Metro Micro and Metro rider. When I first heard about this program, I thought it was great and convenient, especially for the low income communities. With that being said, it is no surprise that the majority of the population riding public transportation are LOW INCOME INDIVIDUALS who heavily rely	Supports keeping \$1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			on public transportation and other public resources to quite literally survive in this inflation nation. All the unfair and unnecessary surcharges that Metro wants to implement are quite unfair. I don't believe that there should be different surcharges depending on what public transportation they are coming from or how they choose to pay. These surcharges just sound like a RIDICULOUS way of abusing from the low income community. With homelessness and mental illnesses increasing, the buses have now felt VERY UNSAFE AND UNSANITARY, especially for female and children. Riding Metro Micro has given me some peace of mind knowing that I will not get mugged or spit at. Moreover, let's not forget that Metro has the capacity and resources to afford it. Given that they receive MILLIONS of dollars from the government annually and owns PROPERTY, I think it is fair to say that Metro has the funds to continue keeping the charge at \$1. If the charges go up for Metro Micro, then it will cause a decrease of riders using it. I know I will definitely be using it less than I already do (because of the lack of inaccessibility). Since it is always on high demand, it is always busy and therefore, I have to find other means to get around. PLEASE CONSIDER KEEPING IT AT \$1 BECAUSE METRO CAN AFFORD TO CONTINUE FUNDING FOR IT. Thank you and Happy 2024!!!	
44. servicecouncils@metro.net	12/28/2023	Ali Anderson	Dear Council members, I was happy to learn that options are being explored to make the Metro Micro program sustainable for the long term. Metro Micro is a fantastic service that benefits many including those who have trouble accessing more traditional forms of public transportation! I fully support the proposed increase in fees to keep Metro Micro available. Thank you, Alina Ambrosino Burbank, CA	Supports proposed fare structure
45. servicecouncils@metro.net	12/28/2023	Angelica Hale	Hi, I use the service and I hope it doesn't go away. But also expand the regions. Angelica	Requests expanding region(s)
46. servicecouncils@metro.net	12/28/2023	Cynthia Hu	I have taken the Micro three times. Once one way and once round trip. I was not going out during the pandemic. I am still learning about ins and outs of the system. On that note it would be good to know where the designated pick up and drop off locations are on a map and what the icon is used. I think a senior rate is great. If it's \$1 for seniors it would be worth it to me to pay more than Metro if it means convenience. I have to walk uphill approx. 15 minutes to take the 180. The 182 is a block away but it doesn't go where I want to go ie Glendale. I'm wondering how many people would take Micro if it's a higher rate than Metro. Would Micro have its own card or can we still use the Metro tap card. I would like to go from Silverlake to Japanese/china towns but understand we have to travel within a certain area. Maybe in the future. I do like the Micro being a smaller vehicle and seem safer than the bus. Good luck with finding a solution for all. I hope the Metro Micro continues to operate.	Supports proposed fare structure Requests expanding region(s) Question/comment regarding Metro service
47. servicecouncils@metro.net	12/28/2023	Danny Duong	The planned increase in Metro Micro base fare from the introductory \$1 to the planned \$2.50 sounds good to me. The increase would not reduce how often I use Metro Micro. How I use Metro Micro today: - Work commutes: Transfer between the Sierra Madre Villa Station (Rail) and my house in Sierra Madre. I take the A and E lines from/to Santa Monica. - Personal shopping/dining: Travel between Pasadena (Old Town, South Lake, Hastings Ranch) and my house in Sierra Madre. FYI, I am in a high income bracket.	Supports proposed fare structure
48. servicecouncils@metro.net	12/28/2023	David Mastros	As an intermittent user of Micro I love the service and would support a fare increase.	Supports proposed fare structure
49. servicecouncils@metro.net	12/28/2023	E Dlp	I am unemployed and disabled. The fare raise would be excessive for me. I guess I will have to ride the bus again. Micro at \$1 was to good to be true. Thank you	Supports keeping \$1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
50. servicecouncils@metro.net	12/28/2023	Jacki Moonves	Hello! Metro Micro has been a really helpful addition to the public transit landscape in LA. It's unfortunate that the Northeast LA zone doesn't include Frogtown though. I know so many people (myself included) who have complained that they would be using the service way more if the service zone included that neighborhood. The demand for residents living there, as well as people nearby who are trying to go to Elysian Valley, is incredibly high. The bus lines barely go near Frogtown, and that's been a challenge for those of us without cars. Especially given the increase in destinations near the river path (and the opening of popular hotspots like the Elysian Theater), it seems like a huge oversight to exclude this neighborhood from Metro Micro's map. Hoping for more affordable transit access to Frogtown in the near future! Thank you!	Requests expanding region(s)
51. servicecouncils@metro.net	12/28/2023	Kai	Hello, My opinion on the Metro Micro fare is that it isn't worth it unless it's \$1.00. The waits are long, and the amount of time a journey takes is incredibly unreliable. These are all things that make the bus better, so it makes sense that the Micro must cost significantly less than the bus. Please do not reply to this email.	Supports keeping \$1 fare
52. servicecouncils@metro.net	12/28/2023	Kathy Sihavanh	Hello, I'm a current user of Metro Micro. This program has been a tremendous benefit for me in getting to areas in Burbank where buses don't run. The vehicles are always clean and air-conditioned, and the drivers have always been friendly. I wanted to make a comment on the new base fare of \$2.50. I believe this is high compared to the normal metro fare of \$1.75. If the fare can be the same cost or at least \$2 to ride, I'll be happy with continuing to ride Metro Micro. I can't see myself paying \$5 for a round trip visit especially with the short distances and if there are no free or reduced transfers from continuous Metro Micro rides. I also wanted to know if more areas will be included with this program? Best regards, Kathy S.	Suggests alternate fare structure
53. servicecouncils@metro.net	12/28/2023	Luis Reyes	Dear Committee Members, My name is Luis Reyes. I am a current rider of Metro Micro. I want to thank you for providing this service to me and my fellow Angelenos. I'm writing you to urgently plead that you not increase the current fare of \$1 to the proposed \$2.50. This would currently triple my current transportation costs, an increase I can't afford at this time. Perhaps this is selfish, but it is my current truth financially. Please consider extending the \$1 fare or at the very least consider a lesser fare. Thank you for your time and consideration. Best regards, Luis Reyes	Supports keeping \$1 fare
54. servicecouncils@metro.net	12/28/2023	MAYRA GUERRA	I totally agreed with the transfer proposition, I was expecting any arrangement in between Metro bus and trains and Micro, I will be a very happy user when I can transfer seamless in between them. Thanks for all your hard work	Supports proposed fare structure
55. micro@metro.net	12/28/2023	meelameela01	To whom it may concern, I'm writing in regards to the fare increase for metro micro. Me and friends of mine who use metro micro feel that the fare increase from \$1 to \$2.50 is overpriced. That is more than the fare for traditional public transit which gets you further and relatively within the same amount of time. Metro micro is also often late or does not show up at all, with that being said, if the fare does end up increasing it should be capped at \$1.50 for what it offers. Should the fare increase to \$2.50, metro micro would absolutely be loosing mine and my friend's business. Thank You, Metro Micro Customer	Supports keeping \$1 fare or alternate fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
56. servicecouncils@metro.net	12/28/2023	Melissa Durazo	Hello, I'm a metro bus and micro mini metro bus rider from El Monte, and the knowledge that the mini metro bus is going to raise their fare to \$2.50 is a bit much for those of us who ride the metro mini for most of their week. The fair is more than the Foothill transit and way more than riding the local trolley. Keeping the fare under \$2 seems way faster, than price gouging us riders. But, if this is what needs to be done, then, at the very least, with the price hike, adjust the routes and expand them to include routes that are not on the map. Like adding the route between Santa Anita and Peck Rd to include ALL of Live Oak Ave. That's just my opinion and my concern, that it may be cheaper to take Foothill transit and the local trolley in the neighborhood than to take the micro mini bus, if the price change doesn't include routes that aren't on the map. Sincerely, Melissa Durazo	Supports keeping \$1 fare or alternate fare Requests scheduling/routing improvements
57. servicecouncils@metro.net	12/28/2023	Michael Dias	I think it'll lot be better if the \$1 fare of the rideshare is raised to the current fare (\$1.75) that Metro currently has on their rail, local, rapid, and most recently, express lines, rather than raising the proposes fare to \$2.50. This is my personal opinion. 🙏	Suggests alternate fare structure
58. servicecouncils@metro.net	12/28/2023	Noella Moon	Hello! As a person with no car in the los angeles area, metro micro has been critical with helping me get around to places! I think keeping the fare at 1 dollars would be best, or at most increasing it to 1.50! I feel like there will be a drastic decrease in my usage of the service as well as for others if the fare gets increased to 2.50! Especially compared to the metros other services such as the bus and light rail for 1.75. Please consider the working class people who will be offset by this decision. Thank you! Noella	Supports keeping \$1 fare
59. servicecouncils@metro.net	12/28/2023	Pasquale Bartoli	I'm a constant rider on Metro Micro vans in El Monte. This is the best service for transportation I've had used. Always on time, drivers are friendly and excellent driving skills. I personally would pay an increase to continue your services. I hold a senior tap card and lifetime ridership. Best Regards, Mr. Patsy Bartoli	Supports proposed fare structure
60. servicecouncils@metro.net	12/28/2023	Ramsay Goyal	Hello! I would love to see a transfer from Metrolink included as an option in the fare. I would like to be able to use metro micro free with my Metrolink ticket, as I often take the Metrolink into the Burbank area and then transfer to metro micro. Or just pay a 75 cent upcharge when transferring from Metrolink.	Request to add interagency transfer with Metrolink
61. servicecouncils@metro.net	12/28/2023	Susan A. Suh	Hi, Thank you for informing the public and asking for input. Metro Micro has been very helpful, especially when the passenger has mobility issues. It has meant the difference in being able to go somewhere, when without the service the existing bus routes would have made it too difficult to go at all. Making the fare comparable to existing Metro fare structures is a good idea, since to date it has been too heavily subsidized to continue this needed service. My main concerns are: 1) Figure out a way to keep the Micro service and promote it more especially to more vulnerable and in need targeted audiences. It is a needed service. 2) Figure out a way to expand the service to more geographic areas, especially ones most in need (higher proportion low income, no car households, elderly). Thank you, Susan Suh	Supports proposed fare structure Requests expanding region(s)
62. servicecouncils@metro.net	12/28/2023	Waverly C	Hello Service Council, I am a disabled citizen of Simi Valley that frequently uses the ECTA Intercity Dial a Ride service to navigate Ventura county. This is currently the only service that allows me to leave my city. As we know, many services that are attractive to Ventura county residents are in Los Angeles county. This includes medical providers, entertainment centers, and more. With the current zones available and lack of availability from Los Angeles' Dial a Ride services, I can't	Requests expanding region(s)

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			yet use Micro Metro. So, i am requesting that Metro Micro partner with LA and Ventura County's Dial a Ride services. Thank you, Waverly C.	
63. servicecouncils@metro.net	12/29/2023	Estar Park	I think the proposed fare schedule is fair. Interagency transfers will be much appreciated! Micro is a great service. Thank you.	Supports proposed fare structure
64. servicecouncils@metro.net	12/30/2023	Rebecca Sculler	Hi Metro! I've used metro micro a handful or more times and have been very satisfied with this service. I appreciate that it's cheaper than the ride fares while also more clean and comfortable than the main lines. I use the northwest San Fernando valley slice of your service and my main complaint is that I wish this area would expand. Using this service gives me independence but the available area is so limiting. I would be more than willing to pay the suggested \$2.50 fare. I hope that you continue to expand the service areas. Thank you!!	Supports proposed fare structure or higher fare Requests expanding region(s)
65. servicecouncils@metro.net	12/30/2023	wendy c	Hello, While I understand the introductory \$1 fare may not be enough to balance your supply and demand, the \$2.50 fare seems high for low-income residents. If this \$2.50 goes into effect, it will definitely decrease my use of the service. Can you please consider other fare options like \$1.50 or \$1.75 that can count towards the fare cap? Thank you.	Suggests alternate fare structure
66. servicecouncils@metro.net	12/31/2023	Bonnie Skolnik	As a senior in Pasadena -ok a little old lady from Pasadena- I am grateful for the use of the Micro, especially for medical appointments. I expect to use it more this coming year, due to a shoulder injury which has made driving uncomfortable. I appreciate the price- not as expensive as Uber/Lyft- yet, punctual.	Supports proposed fare structure
67. servicecouncils@metro.net	1/2/2024	Bích Ngọc Cao	I don't mind the fare increase for Metro Micro but would like the service to extend to Echo Park, Silver Lake, Chinatown, Downtown, Little Tokyo. Thank you!	Supports proposed fare structure Requests expanding region(s)
68. servicecouncils@metro.net	1/2/2024	Bin Lee	Hi, Just wanted to voice my support for the proposed plans to Metro Micro. \$2.50 cost is very reasonable for me (I'm high-middle income level). Being able to transfer from Micro to Metro (and vice versa) was sorely lacking and I look forward to being able to use that. The only thing that I wish can be clarified/addressed is being able to use my TAP card to tap in people in my party. If I order a Micro for me and a friend, and I'm the only one with a TAP card (friend is out of town etc), I get mixed results about being able to tap my card twice so my friend is counted. Usually it gives an error when I tap a second time, or I don't get any notifications that the tap was for more than my fare. Thanks and keep up the good work!	Supports proposed fare structure Question/comment regarding Micro service
69. servicecouncils@metro.net	1/2/2024	Brian Blank	I am a frequent MicroMetro user. I have been almost since the inception of the program. The service is great and getting better. It would not bother me if they raised the fare to \$2.50 per ride. It would still be a bargain. The biggest limitation to the success of the program is that no one knows about it! I tell everyone about the service and almost to a person their response is "I've never heard of it!" Metro needs to advertise the service if they want it to be a success. And don't hand out leaflets; create digital ads and target them to Facebook, Google, Instagram, etc.	Supports proposed fare structure
70. servicecouncils@metro.net	1/2/2024	Christina Renteria	I am a constituent from North Hollywood, CA and I do not support Metro Micro prices being raised. They should stay at \$1 for all fares in order to make the service accessible for the communities that use Micro. DO NOT RAISE FARE PRICES.	Supports keeping \$1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
71. servicecouncils@metro.net	1/2/2024	Dayle Diamond	Hello Service Council staff, Metro Micro is being warped from its original purpose of serving ultra-low demand areas for cheaper than a bus into a free-taxi ride program that competes with the bus. Money spent on Metro Micro isn't being spent on adding bus lanes or fancy European electric buses or anything that could improve ridership and boost demand for mass-transit. Right now everyone wants to be part of the nearly free taxi service, because it's wildly underpriced. \$2.50 is still underpriced. Metro should commit to NOT expanding Micro service beyond areas of last resort, with the possible exception of supplementing owl service.	Supports proposed fare structure or higher fare
72. servicecouncils@metro.net	1/2/2024	Debbie Lawrence	I will attend the January 8 meeting on ZOOM. I am in favor of these increases. It is totally reasonable to charge \$2.50 a ride for most, and \$1 for students and Seniors. This is a great service for a single Senior who feels more safe using this service than Uber and Lyft. Please don't stop the service. I can use it from Marengo to Huntington Hospital to get to doctor's appointments, and to get around the City very easily	Supports proposed fare structure
73. servicecouncils@metro.net	1/2/2024	Eloisa Ruano	Para que edad son estos buses de metro micro (What age are these Metro Micro buses for?)	Question/comment regarding Micro service
74. servicecouncils@metro.net	1/2/2024	Lulu Serrano	To the Service Councils, I agree to your changes. Question if Seniors does it automatically charge \$1.00 thru the Senior Card when tapped upon riding the Micro Metro vehicle.? Please reply. Thank you.	Supports proposed fare structure
75. servicecouncils@metro.net	1/2/2024	Max Weisz	Hi, My name is Max, I use Metro Micro whenever I can. I love the service. Would it be possible to cap the fee at \$1.50 or \$2? Also can you please expand the service areas?	Suggests alternate fare structure Requests expanding region(s)
76. servicecouncils@metro.net	1/2/2024	mcguerry	Please discontinue this service and direct the money to making other services better. This service serves a small number of riders and mostly riders who are overall more affluent than the rest of the Metro customers. In addition, families with young children find this service hard to use since young children have to ride in a car seat. Furthermore, it does not operate in an efficient manner. The money spent on this service would be more beneficial going toward another one of the Metro's services.	Supports discontinuing Metro Micro service
77. servicecouncils@metro.net	1/2/2024	Veronica Gmail	To Whom it May Concern, Metro Micro is a great service and should be used more to solve the last mile problem from bus stops and rail stops to a specific destination. I have used Metro Micro when I couldn't or didn't want to use my car because it is easy to use, reliable, and much cheaper than Lyft. And to and from my local rail stop at Sierra Madre Villa. Even at \$2.50 / ride this is a great value. Especially with transfer credits using TAP. Plus, I read various articles about the need to increase the balance of costs and revenue to KEEP this important service. The app works great. Thanks for creating this service.	Supports proposed fare structure
78. servicecouncils@metro.net	1/2/2024	WEI, YVONNE	Hello Metro, Thank you for opening up public comments regarding the Metro Micro service. I am Yvonne Wei and I oversee the Transit Program benefits programs for both LAWA and LAX employees, representing approximately 25,000 employees in the LAX/Inglewood area. Here are my comments on some of the proposals: AGREE with implementation of the \$2.50 base fare. AGREE with free transfers to Metro Bus & Rail, since many employees use it to connect to LAX via the Aviation/LAX C Line stop. Same for the \$1.25 fee for transfers from other agencies. The changes don't affect how much employees spend, as we subsidize many of their commute trips. However, I'm hoping that the shift in demand for Micro would benefit employees as they use this to connect to their jobs. LAX is a 24/7 operation and many employees RELY on Micro to get to work, and better service means we can reduce the traffic congestion at LAX. Our programs have	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			lost participation due to the unreliability of Micro as a first-last mile option to get to work, and I'm hoping that changes to service will ultimately bolster participation in our programs again. Let me know if you have any questions. Thank you	
79. servicecouncils@metro.net	1/3/2024	Alejandro J. Urrutia-Gámez	Metro Micro, Over the past few years, this service has helped me get to school and work in a seamless and comfortable manner. I have loved it (for the most part), but it needs quite a few upgrades: Connecting the Northwest Valley (Chatsworth area) with the South Valley (Reseda, North Hollywood, or anywhere near Ventura Boulevard). I have lived in Tarzana, North Hills, and Canoga Park, and none of them have connections with the Metro Mico, given this zone only goes as far south as Parthenia Street. <u>Availability on-demand</u> : Currently, the low volume of drivers makes it hard to get a ride unless you schedule days (or even weeks) in advance. This should be a service that competes with Uber/Lyft, which <i>are</i> on-demand. The app should allow for payment with the TAP card . Currently, the buses have the TAP card pad on-board, but I don't know how one can request a ride without first paying. It would be good if the TAP app could be synced with the Metro Micro app, or if I could add my digital TAP card value to the Metro Micro app. <u>Proximity pick-ups and drop-offs</u> : Currently, the Micro only picks up and drops off at existing bus stops , no exceptions. Yet many times these are more cumbersome to navigate to, or more dangerous, than the actual destination. Riders should be able to be picked up or dropped off at other points within a reasonable distance from the bus stop (e.g., within 200-300 feet). I understand some of these are more challenging due to street logistics, or even improving software capabilities, but I think it is doable in one of the strongest economies in the world that is Los Angeles, and California in general. Thank you for listening. Regards	Requests scheduling/routing improvements
80. servicecouncils@metro.net	1/3/2024	Alex Alben	Hi, Quick note to lend my support for the proposed micro pricing structure. I take the micro to the metro, and a single \$2.50 fare that pays for my use of both is the right way to do it in my opinion. Thanks!	Supports proposed fare structure
81. servicecouncils@metro.net	1/3/2024	ana gomez	Hola soy ana gomez y para mi se me hace mucho que cobren \$2.50 es la razon que no estoy de acuerdo es porque yo lo uso 7 días ala semana y yo ya no podría seguirlo usando porque se sale de mi presupuesto además uso 3 buses cada día de ida de venida espero que tomen cuenta mi opinión yo soy una persona de 59 anos y soy de bajos recursos. y yo uso microbus todos los días 7 días ala semana y no podría pagar \$2.50por raite ami me gustaría que continuarán cobrando \$1.00 porque yo pago el bus también todos los días tomo 3 buses y un micro imagínense cuanto gastaría al mes espero que tomen en cuenta mi opinión. <i>Hello, I'm Ana Gomez and charging \$2.50 seems like a lot to me. The reason I don't agree is because I use it 7 days a week and I couldn't continue using it because it's out of my budget. I also ride 3 buses every day round trip, I hope you take my opinion into account. I am a 59-year-old person and I am low-income. And I use a Micro every day, 7 days a week, and I couldn't pay \$2.50 per ride. I would like them to continue charging \$1.00 because I also pay for the bus. Every day I take 3 buses and a Micro. Imagine how much I would spend per month. I hope you take my opinion into account.</i>	Supports keeping \$1 fare
82. servicecouncils@metro.net	1/3/2024	Arnulfo Ramirez	I like this service only on weekdays. Because on weekends, I was very disappointed. Had to wait more than 45 minutes to an hour. If you are going to fix this problem I definitely going to try it again .I'm a disabled person. Need it to go and come back from church. Thanks for the opportunity to express myself to you. Good bless you all.	Requests scheduling/routing improvements

Source of Comment	Date Rec'd	Commenter	Comments	Summary
83. servicecouncils@metro.net	1/3/2024	Arthur Thompson IV	How about this if metro micro picks people up from there houses for free.	Question/comment regarding Micro service
84. servicecouncils@metro.net	1/3/2024	Grant Blakeman	Hi, I cannot easily attend the upcoming meetings so I am submitting a public comment on Metro Micro via email: In short, I do not understand why Metro is invested in this project. I can understand the desire for Metro to provide a wide array of services, but given the state of our climate emergency—and as a regular public transit user—I would appreciate that Metro focus on services that lower the number of low-occupancy motor vehicles on the road, not increase them. And I would expect this to be an urgent focus. Focus on improving existing bus/train service. Focus on bus lanes and BRT—these seem like the easiest/quickest way to expand service. Work with local communities to add more cycling/ebike infrastructure to help connect to bus/train safely/equitably. Use the money to add more ebikes to the Metro Bike system (it really is the best way to use that system), and expand its geographic coverage. There are many, many ways to help encourage people to connect to (and use) transit, even if they happen to be in an underserved neighborhood. Mimicking Uber and Lyft does not seem to be the best (economical) or most climate focused solution. And where equity of service is a question, Metro should use funds to partner with Uber/Lyft/similar and subsidize “last mile” rides in the way cheaper/free transit passes are available to those who need them. Rather than building out and maintaining its own network of (effectively) taxi vehicles, I would much prefer to see Metro help provide equitable connections and access to existing services in ways that still promote general public transit use. Grant Blakeman, Boyle Heights resident (90033)	Supports discontinuing Metro Micro service
85. servicecouncils@metro.net	1/3/2024	Henry Fung	Here are my comments on the Metro Micro fare change. I think the \$2.50 fare is fine. I recognize that the Metro proposal makes it not subject to fare capping but it should be made clear. The fare should be programmed as a \$1.75 base fare plus 75 cent surcharge. Therefore the \$1.75 fare would be subject to fare capping, the 75 cent surcharge would not. Also, if someone was capped for the week and didn't have a tap on Metro within two hours of their Micro ride, they would not be charged 75 cents but \$2.50. This can be a problem when Micro wait times reach 30-60 minutes due to unavailable vehicles, and someone started their trip on fixed route some time ago. An example might be someone riding from Azusa to Compton to transfer to Micro, their last tap was when they boarded the A Line train 90 minutes prior to getting to the station. If they rode fixed route it would be fine, as they could likely board in the 30 minutes remaining, but with Micro their "transfer" may or may not expire by the time they get there. To account for this there should be some grace period or buffer built into Micro fare readers so that an additional 30-60 minutes are allowed for transfers to account for vehicle wait times. I recognize Metro got rid of their monthly pass so they are using the EZ Transit Pass as a baseline, which is fine. I do not think anyone should get to use unlimited Metro Micro, even at the relatively expensive \$132 monthly pass amount, because of the huge cost per ride that it has. Having EZ Transit Pass plus 75 cents would be fine and consistent with how other passes and transfers are treated. It could also cause equity concerns with those who can afford \$132 prior to knowing the number of trips they plan to take, contra to the point of fare capping. I would oppose free Micro rides with purchase of a \$132 Zone 1 EZ Transit Pass. I think \$1 base fare for senior/disabled and Go Pass is fine, I would extend the \$1 fare to student passholders for consistency. I think using free rides on LIFE for Micro is fine, however LIFE program users of the free ride should be able to use the transfer privileges to ride for 75 cents if they are coming off Metro fixed route, similar to how LIFE program rides count as paid rides for purposes of transferring. Also on transfers, it is stated Metro Micro transfers are only available on TAP, however Metro Micro is used to connect from Metrolink, which doesn't use TAP and the TAP chips do not contain stored fare value. There should be some way for Metrolink riders coming off the train to access the discounted rate. If it is impossible to do via the TAP reader it could be geocoded that pickups at	Supports proposed fare structure Requests scheduling/routing improvements Request to add interagency transfer with Metrolink

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			Metrolink stations qualify for a discount code when paid online. This would only apply to Glendale, Chatsworth/Northridge, and El Monte Metro Micro and would not apply for re-transferring to Micro off fixed route when it was not a direct transfer off Metrolink to Micro.	
86. servicecouncils@metro.net	1/3/2024	Jacqui Harper	I refuse to use Metro because you all took my money because I didn't use my tap card for a month. If I ever get my \$100 back maybe I'll get another tap card and ride but y'all are thieves!	Question/comment regarding Metro service
87. servicecouncils@metro.net	1/3/2024 &	John Lloyd	Dear SGV Service Council members, I am writing in support of Metro's proposed \$2.50 fare for the Micro Metro service. I have used the service a number of times and my adult son, who is transit dependent and lives at home, uses it regularly. It is his lifeline and access to educational opportunities at Pasadena City College. Since our city (Sierra Madre) no longer has fixed route transit service, the Micro Metro is our only transit service and many members of our community rely on it. The proposed fare will help Metro maintain this vital service while still maintaining discounted fares for low income, students, seniors, and people with disabilities. I also appreciate that the new fare includes free transfers to Metro buses and rail, which is especially useful insofar as access to the A Line is important for our community.	Supports proposed fare structure
88. servicecouncils@metro.net	1/3/2024	Kathy Castrejon	Out of curiosity, will there be a Metro Micro in the Northeast San Fernando Valley?	Requests expanding region(s)
89. servicecouncils@metro.net	1/3/2024	Keith Walker	Hi, Apologies for this late email. I am a disabled veteran (70%) and I have business in Van Nuys, where I work, as well as the west side and I live in Sherman Oaks/Studio City. Furthermore I am without a car. Will you be providing service to the Sepulveda VA and the West LA VA at all? If so, when? And will there be discounts for veterans? Thank you. All the best	Question/comment regarding Micro service
90. servicecouncils@metro.net	1/3/2024	Mike Harper	Please consider expanding your program to cover uptown Whittier. It currently takes me 40 minutes to get to the El Monte bus station, and the bus to El Monte only comes hourly and never on Sundays. It would be wonderful to be able to use Micro between Whittier and El Monte.	Requests expanding region(s)
91. servicecouncils@metro.net	1/3/2024	Nancy Hoven	My husband and I have used Metro Micro on several occasions and feel that the proposed fare schedule is an affordable option for riders. We are pleased to see the ability to transfer to other Metro modes, and that Reduced Fares will be included.	Supports proposed fare structure
92. servicecouncils@metro.net	1/3/2024	Paola Herrera	I do not think it's fair that you guys are raising your pricing. We are a low income community here in Los Angeles.	Supports keeping \$1 fare
93. servicecouncils@metro.net	1/3/2024	Rebecca Overmyer-Velazquez	Hello: I support this program and a fare increase to keep it going for folks who really need it. Why don't you move \$\$ around so that this important service is better funded? You might get even more people to use it and pay for it!	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
94. servicecouncils@metro.net	1/3/2024	Sandra Penrod	Good afternoon, I would like to know what has been done about Metro Micro pick-up reliability improvement? I ask this as I was stranded many times, when I was riding Metro Micro 5 days a week. I did send in my concerns or complaints about some of those times because I would sometimes wait for over an hour in 100 degree weather for a ride that I had reserved days ahead of time. Only to get a last minute cancellation, after the trip had been previously confirmed and I patiently waited. Because I am a female senior rider, I voiced my concern some of those times, as I thought it a health issue for people, especially for older riders and was hoping for an improvement in reliability. I continued to support the program, even with that huge flaw, and I dealt with it until one day last February, knowing that it was a “beta” program! I do want to be sure that the record shows that the service has been unreliable regarding pre-scheduled pick-ups and that makes the program unsafe for users, both physically and mentally. For context: I was riding Metro Micro 5 days a week for 18 months until I got stranded one last time near Huntington Hospital in Pasadena. Because I was not picked up after an over hour wait, I ended up walking to the Del Mar train station to see if I could get part way home (to east Pasadena) before dark via the light rail. I was attacked in daylight while on the train platform, by an unhinged rider, also waiting on the platform, resulting in requiring the Sherriff department and paramedics to come to my aid. Fortunately for me, good-Samaritans (able bodied men) on the opposite side of the platform jumped into the tracks to come over to get the attacker away from me and called 911. As the Sherriff officers took some time to arrive from LA, these kind souls also waited with me until professional help arrived. I have not yet gone back to riding public transportation, but hope to some day if reliability has improved. Thank you and hope to hear back,	Requests scheduling/routing improvements
95. servicecouncils@metro.net	1/3/2024	Valerie Coleman	When will Micro Metro Transit extend to Los Angeles?	Requests expanding region(s)
96. servicecouncils@metro.net	1/4/2024	Adela Flores Gomez	EL SERVICIO DE METRO MICRO ES CONVENIENTE PARA MI PARA IR ATRABAJAR Y CUANDO ME DIRIJO A CASA, PARA MI UN DOLLAR ES BUENO. GRACIAS POR EL SERVICIO Y AMABILIDAD DE LOS CHOFERES. <i>Metro Micro service is convenient for me to go to work and home. For me, a dollar is good. Thank you for the service and the friendliness of the drivers.</i>	Supports keeping \$1 fare
97. servicecouncils@metro.net	1/4/2024	Aram Hacobian	Hi, LA metro fares are cheap enough as they are. Plus the LIFE program is there for those who need the help. 2.50/ride is fine. Heck, I wouldn't mind being charged more for this. I would however, like to see more service zones (particularly in areas frequented by tourists that are not covered by metro) and much shorter waits to pick up.	Supports proposed fare structure or higher fare Requests expanding region(s) Requests scheduling/routing improvements
98. servicecouncils@metro.net	1/4/2024	Bobby Kay	Hello. I understand you're accepting suggestions to improve service. It would be very helpful and seem reasonable to have a route from North Hollywood near Tujunga Ave and Camarillo St that goes to Van Nuys FlyAway which offers shuttles to LAX. Thank you	Requests expanding region(s)
99. servicecouncils@metro.net	1/4/2024	diane zimanski	I am a senior (80) and have been enjoying the micro service for more than a year. I have a tap card, but have been happily paying the dollar and will just as happily pay 2:50 (to offset the cost for riders who cannot afford to pay) The drivers drive safely are courteous, the service app reliable, and the vehicles have been clean and distinctive. I stopped	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			driving January 2022 and this service has made getting around town easy and affordable. If I had to pay for Uber or Lyft I would probably not be leaving the house except for doctor's appointments.	
100. servicecouncils@metro.net	1/4/2024	Haunted Mansion	With inflation being now a part of our daily lives. Some of us depend on the fare of metro to ease some of the costs of living/transportation. 2.50 is a huge spike, please consider this when making your decision. Thank you.	Supports keeping \$1 fare
101. servicecouncils@metro.net	1/4/2024	Katherine Gfeller	Hello, I'm a Pasadena resident and want to provide feedback that allowing Metro Micros to use bus stops seems disruptive to traffic flow. I've witnessed several near accidents caused by Metro Micros in bus stops. Please revoke this privilege. Thank you	Question/comment regarding Micro service
102. servicecouncils@metro.net	1/4/2024	Keisha Ramdhanie	Please keep the fare for Micro Metro at \$1. \$2.50 is a huge increase, especially for short distance rides in these vehicles. Thanks!	Supports keeping \$1 fare
103. servicecouncils@metro.net	1/4/2024	Mary Stanford	Hello. I'm writing to share my thoughts about updates to Metro Micro. I have no objection to the cost increase; however, I think it's important to tell you that in my neighborhood of Adams Hill, Glendale, Metro Micro is effectively unusable in most situations. To reach the designated stop for my building, I have to walk 2 long blocks up a steep hill (not easy if I've got anything more than a light purse with me). To get the app to suggest the closest stop in the other direction - where the path is flat - I have to enter a starting address that's a block away from my own. That alternative pick up spot is over 0.3 miles away from my residence & across a major road. That makes it difficult to use that stop in hot weather, rain, when I'm buying something at the mall area or grocery store, if I need to catch the train to the airport & have a small suitcase, or if I'm just trying to commute to work with my laptop & a packed lunch in a rolling briefcase. There are also no bike lanes that would allow me to safely ride to it instead of waking. I therefore urge you to study the stops for metro micro to see if there are opportunities to increase ridership by shifting some stop locations. Increased ridership may mean less need to pass on costs to the people who are currently able to use the system. Thank you	Supports proposed fare structure Requests scheduling/routing improvements
104. servicecouncils@metro.net	1/4/2024	Paul Brown	Hi - Unfortunately I am unable to attend the public consultation on Metro Micro pricing. However, I want to express a comment. I believe the pricing increase is good, but just a step in the right direction. Metro Micro, as a special service that enables patrons to avoid walking or otherwise going to a transit stop and using a regular transit mode, should be regarded as a PREMIUM services with a PREMIUM price. Pricing should be much closer to the cost of providing the service and to competitive private sector options, like Lyft or Uber. Both the present pricing -- and the proposed new pricing - are still unsustainable. Rather than prioritize subsidies to specialized services like Metro Micro, Metro should prioritize subsidies to increasing service on regular transit and providing necessities like benches and shelters. Increased transit frequencies and appropriate amenities is the key to getting more people out of cars and onto transit. I know that is the case for me. No one wants lengthy waits at the bus stop. Thank you for the chance to express my opinion.	Supports proposed fare structure or higher fare Question/comment regarding Metro service
105. servicecouncils@metro.net	1/4/2024	SusyQ Cano	Good morning, I was wondering if you can provide me with a link as to where I can apply to become a metro micro driver? Thank you!	Question/comment regarding Micro service
106. servicecouncils@metro.net	1/4/2024	Victoria Puente	Hello, I can't attend the virtual meetings, but would like to put in my suggestion to expand the service (once the fee has been raised) to include the Van Nuys Airport/Flyaway Shuttle. It's between the service areas of the North San Fernando	Requests expanding region(s)

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			Valley and North Hollywood/Burbank, and a lot of people in these areas would find it helpful to get to & from the Flyaway to get to LAX. Thank you,	
107. servicecouncils@metro.net	1/4/2024	Vinny Hall	Council, I heavily rely on the metro micro as my main method of transportation across town almost daily. I originally dedicated myself to it because of its convenience, its reputation so far, and most importantly, the fare cost. I currently make just enough to cover daily living for myself and my partner, so the idea of a \$1 fare for a scheduled bus to my place of work and home was a miracle. The proposed fare increase would make a major impact to my ability to use this service, even though it only seems like a few cents more. This service is helping me, even as I write this in the convenience and care of one of your vans. I hope you consider my comments today. I understand the metro is an expensive service to provide to our many areas, I study in urban planning and GIS mapping technology- which can involve a lot of understanding of things like metro systems and public transport layouts- as well as their costs per area. However, due to the current situation of many families and homes in the Southern California area, economic hardship can make a raise in fare a scary situation for someone with an already struggling pocket. Many can't rely on cars for countless factors, but the most concerning factor is the cost of keeping and maintaining a car. This is where the metro and its many services can come in handy for many, and this proposed change in fare cost can unfortunately lead to a make or break in relationship between the metro and its people. I do not want to stop using the metro micro service, it has done me many favors and has helped me get back to work after a period of struggle. I do not want to see my fellow service users lose this access either, as through my many trips to and from places, I have heard and seen so many different stories from people riding with me. In addition, I don't want to see the jobs of metro micro van drivers to be at risk, if there were to be a fall in app use after the change. And finally, this proposed fare change, taking in consideration a possible fall in ride bookings and eventual loss from people not using TAP assumed from my comments above, would make this already expensive to run service an eventual flop (taking in mind this is hypothetical, but possible). Again, I do not want to lose the metro services, especially metro micro, but an increased change in fare from \$1 to \$2.50 would make an unfortunate loss of my relationship, and I assume many others as well. Please keep this wonderful service alive and consider either a lower fare cost from \$2.50, or no change at all to the present cost of \$1. With your consideration, I have high hopes that this service can be a service that will continue to serve the people not only in my area, but the many other areas you service as well. I will continue to use this service as long as it remains \$1 fare, and hope you all consider not only my comments here, but my fellow riders comments as well. Thank you for your time, <i>Canoga Park Resident and Metro User</i>	Supports keeping \$1 fare or alternate fare
108. servicecouncils@metro.net	1/7/2024	Joanna Baker	Hi, I am writing to express my support for increasing the cost of metro micro! In fact, I don't even think this should be a service provided unless the cost is covered. Metro should focus on improving bus and train service including making riders feel safe. My entire family (children, parents, siblings) and many of my friends used to ride metro trains but none of us feel safe anymore. There should not be any drunk, drugged, screaming, smelly people allowed on the trains or buses. Everyone should have to pay for the fare and use turn styles to prove it. There should be more police and other safety officers. Please make metro safe and usable again!	Supports proposed fare structure or higher fare Question/comment regarding Metro service
109. servicecouncils@metro.net	1/8/2024	Beatriz Davalos	I am opposed to the fare increasing from \$1.00 to \$2.50. I think that's too expensive because the zone distances are very short and i have to walk about 5 blocks to my pick up stop. Also many people will stop riding Micro once the fare increases because it will not be affordable. It's already expensive due to the short distances covered. It's a shame that	Supports keeping \$1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			they want to do that because I truly think it has been a great project. Also, please consider the people with low income, this is just another blow to their pocket.	
110. servicecouncils@metro.net	1/8/2024	Elle Schneider	Really glad to hear that the price is going up and that it will be properly integrated with the transfer system. Will Metro Micro fares apply to the \$5/day cap then? Since you are looking for suggestions, mine would be: - Unless an applicant has an access/mobility issue (that they can denote in app), pickup and dropoff points should be limited to points of interest/community hubs within a zone (libraries, schools, museums, shopping district, metro stations, etc.) to reduce number of stops needed to be made by drivers. I don't think this service will ever replace Uber or Lyft, nor should it attempt to. It best functions in between bus service and rideshare, as an option for neighborhoods with fewer/infrequent bus or metro options, but does not need to be as door-to-door as it is to be useful. For example, sometimes at night I have been forced to use rideshare in areas where bus service ends relatively early in the evening. Walking at night is not always safe in certain areas, and sometimes it can be a mile or more to reach the next serviced bus stop. Metro Micro can bridge the gap when there aren't enough riders to justify a bus line operating at certain hours, and keep people from being stranded. - There are a lot of issues with backtracking and how the system prioritizes the rider dropoff queue. The navigation system needs to be redesigned to better prioritize dropoffs so that the next passenger slated to be dropped off has a dropoff point situated between the vehicle's current location and the farthest dropoff point of any current rider. This would eliminate a common and frustrating situation where a driver passes (or comes within a few blocks of passing) the second dropoff point in the queue en route to the first queued dropoff, unnecessarily extending the second rider's trip and requiring the driver to backtrack to the same point they just passed once the prioritized dropoff is complete, wasting gas and time. I have been in a situations where I missed a time-sensitive bus or train connection even though my MM vehicle passed the station that was my requested dropoff—they just didn't stop because some other dropoff was prioritized above mine. For efficiency, the system should know to let me out if my dropoff is en route to another dropoff. While this change would extend the ETAs of trips that cover a geographically longer distance, that should be expected if requesting a long ride, and maybe with a caveat that an ETA can only be bumped X number of times once the rider is already in a vehicle. Uber's shared option shows a range of dropoff times depending on how many new passengers join your trip, so this is already standard rideshare behavior and expectation. - Reserve some vehicles for riders going to the Metro only—and maybe restrict this to one or two specific stops. I live in West Altadena, an area underserved by buses and public transportation in general. It typically takes 35-55 minutes to get from my house to a Metro station in Pasadena via the 662 line (depending on bus schedule) or Metro Micro (because of long wait times and circuitous passenger routes)—roughly the same amount of time it would take to walk. Even though it's only 3 miles between my house and the Metro Station, this trip segment accounts for 1/2 to 1/3 of my commute to other parts of Los Angeles—which is significant when it only takes ~70 minutes to get from the Del Mar Metro station in Pasadena to the Santa Monica Metro station—a distance of 25 miles. A Metro Micro that picks up passengers from underserved zones specifically to drop them all at a Metro station would be hugely time saving. This would also be a huge benefit in the Burbank/North Hollywood area. - Integrate with the official TAP app and require a TAP fee to be deducted in order to book a MM ride. Passengers who have prepaid are more likely to be at their pickup on time and would be unable to call a vehicle and then not pay, so this would cut down on no shows and nonpaying riders.	Supports proposed fare structure Requests scheduling/routing improvements

Source of Comment	Date Rec'd	Commenter	Comments	Summary
111. servicecouncils@metro.net	1/8/2024	Jennifer H.	Hi! My husband has taken Metro Micro in the Pasadena/JPL area a few times (once with his bike) and he really enjoyed the service. The wait times could be improved , but it was overall a convenient and affordable option . We live in La Crescenta and would love the service to be expanded to this Foothills area . We are a one-car family, and it helps so much to have an affordable transportation option to be able to run local errands. Thanks for creating affordable, convenient transportation options for Angelenos! Best,	Requests expanding region(s)
112. servicecouncils@metro.net	1/8/2024	Jose Bastidas	To the Metro Service Council, I always pay my fare and I understand it is expensive to operate. How about you enforce fare? I always pay my dollar and for whoever rides with me via the app, yet I've seen people "scan" their TAP cards and then cancel the ride and still get dropped off to their original requested location. It is not as if these individuals only do it once, since they GREET the drivers and the drivers know their names implying they are customers who are constantly abusing the public transit service. Now I come to find out the fare is increasing to fund the cost. But if I'm going to pay more I expect EVERYONE to pay their share now. I ask to have to option to pay in person to be removed to eliminate the option of abuse of the system and have them pay before they ride. I didn't mind it as much when I paid a dollar, it's just a dollar. But like I said, if I'm going to pay more to upkeep the cost of operations so should everyone else. Thank-you and have a good day.	Question/comment regarding Micro service
113. servicecouncils@metro.net	1/8/2024	Mario "MJ" Anderson	Hello Metro, I wanted to provide feedback on the Metro Micro fare increases as follows. I support making the increase to 2.50 with a transfer and making the service permanent. It boosts connectivity especially in areas with hourly bus service. However, reliability with high demand makes it an iffy option sometimes. I have been stranded waiting 30 minutes while the app says it is still 5 min away. A promise to increase fares and fix this would be great. Sincerely,	Supports proposed fare structure Requests scheduling/routing improvements
114. servicecouncils@metro.net	1/8/2024	Ozzy W. Cox	Dear Metro Micro Associates. I am writing to express my concerns regarding the proposed increase in the fare for Metro Micro services from \$1.00 to \$2.50. As a frequent user of these services in the Glendale-El Sereno area or Burbank. I am apprehensive that this significant hike in fees may not be justifiable, considering the quality and efficiency of the service currently provided. To offer a comparison, let's consider the cost of a bus journey from Downtown Los Angeles to Culver City, which is approximately 9.01 miles. The fare for this bus service is only \$1.75, offering a direct and time-efficient route. In contrast, for a car journey from Glendale Americana to Collis/Huntington - El Sereno, about 6.13 miles, the gasoline cost is roughly \$1.17. These examples highlight a disparity when considering the proposed fare for Metro Micro. The Metro Micro service, in my experience, often necessitates about an hour of travel for what should ideally be a 20-minute journey, primarily due to its operation of picking up passengers within the designated zones. Given that the Metro Micro service covers a limited zone (around 6 or 7 miles) and often involves extended travel times, the proposed fare increase to \$2.50 seems disproportionately high. This is especially striking when compared to longer bus routes offering lower fares and more direct travel. I would like to suggest a more moderate increase in the fare, if necessary, that better aligns with the service's efficiency and quality. A reasonable fare adjustment would not only meet the financial requirements of the service but also ensure it remains an affordable and viable option for our community. Thank you for considering my concerns. I look forward to your response and hope for a positive outcome. Sincerely,	Supports keeping \$1 fare or alternate fare
115. servicecouncils@metro.net	1/8/2024	Yesenia	Dear Metro Micro Council, <i>Please see my updated email below, as I made a correction:</i>	Supports keeping \$1 fare or alternate fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			<p>As an LA native who has used public transportation for years, I find various issues/challenges with the current public transportation system. Specifically, I don't agree with the raise in price for metro micro in the West LA zone. After seeing your January 3rd and 8th presentations with the data you provided, I suggest the following: 1. Charge appropriate fees per zone. For example, the WLA location is the "least" on demand (for reasons listed below) and smallest out of the rest of the service zones. Keep the \$1 fee for this location and apply a different fee for the other zones depending on how much demand there is and the size of the zone. 2. If you strongly believe the \$2.50 is fair, then be fair to the riders by opening a testing period where the WLA location starts servicing from 6am-10pm Monday-Friday and 9am-9pm Saturday-Sunday. Your prime customers are UCLA students (and students in general) yet you haven't met THEIR demand. I also suggest exploring the idea of expanding the size of this zone to justify the price — expanding to Santa Monica College for example. Should you see improvement, make the hours of operation and zone expansion permanent for this location. 3. Expanding the hours and days of operation for the WLA zone will tremendously help close the transportation gap in this area. How do you expect riders to use metro micro when the hours don't even make sense? For example, students/workers have class or a job to be at by 8am in most cases. If metro micro starts running at 9am, these individuals had to rely on a different method (such as Lyft or an electric scooter) to transport themselves to their next connecting bus/train. In all, you shouldn't be charging the same price for each zone knowing that the demand and size for each zone is very different from one another. Those are my recommendations. Thank you! Best,</p> <p>(Previous comment) Dear Council Team, As an LA native who has used public transportation for years, I find various issues/challenges with the current public transportation system. Specifically, I don't agree with the raise in price for metro micro in the West LA zone. After seeing your January 2nd presentation with the data you provided, I suggest the following: 1. Charge appropriate fees per zone. For example, the WLA location is the "least" on demand (for reasons listed below) and smallest out of the rest of the service zones. Keep the \$1 fee for this location and apply a different fee for the other zones depending on how much demand there is and the size of the zone. 2. If you strongly believe the \$2.50 is fair, then be fair to the riders by opening a testing period where the WLA location starts servicing from 6am-10pm Monday-Friday and 9am-9pm Saturday-Sunday. Your prime customers are UCLA students (and students in general) yet you haven't met THEIR demand. I also suggest exploring the idea of expanding the size of this zone to justify the price — expanding to Santa Monica College for example. Should you see improvement, make the hours of operation and zone expansion permanent for this location. 3. Expanding the hours and days of operation for the WLA zone will tremendously help close the transportation gap in this area. How do you expect riders to use metro micro when the hours don't even make sense? For example, students/workers have class or a job to be at by 8am in most cases. If metro micro starts running at 9am, these individuals had to rely on a different method (such as Lyft or an electric scooter) to transport themselves to their next connecting bus/train. In all, you shouldn't be charging the same price for each zone knowing that the demand and size for each zone is very different from one another. Those are my recommendations. Thank you! Best</p>	<p>Requests expanding region(s)</p> <p>Requests modifying program hours</p>
116. servicecouncils@metro.net	1/9/2024	Bob Aronoff	<p>Dear Council Members - Whatever you do, make it simple. Simplicity is a key element of a public, municipal fare system. Might not be the fairest system but certainly simplicity will attract riders. Riders are not for poor, middle class or well-off. All riders are welcomed independent of their economic status. In other words, the city / municipalities / county exists to service the entire population. Number 1 priority is safety of the riders. Having security people is a necessary cost of the providing public transit. And don't cover windows will advertising. Riders want to be able to see in and out of riding MTA vehicles. If you can't serve the public, the public will not support Metro. It is as simple as that. I wish you all well!</p>	<p>Question/comment regarding Metro service</p>

Source of Comment	Date Rec'd	Commenter	Comments	Summary
117. servicecouncils@metro.net	1/9/2024	Claudia Correa	I agree with the new fares, they are reasonable and affordable.	Supports proposed fare structure
118. servicecouncils@metro.net	1/9/2024	John Meyer	Metro Micro: I would like to use this service residing on Chase Street. However, I have to use a Metro Bus 240 to get beyond Parthenia Street in order to get picked up or dropped off. Any changes coming on the coverage area? Thanks.	Requests expanding region(s)
119. servicecouncils@metro.net	1/9/2024	Kiran Gupta	I'd rather you keep it free. LA public transit is so bad, this is a vital service to fill the gaps. Do not increase the prices.	Supports keeping \$1 fare or alternate fare
120. servicecouncils@metro.net	1/9/2024	Mehmet Berker	Hello, Metro Micro poses a problem to the Metro system. Whereas with typical transit, more riders taking the system can help lower costs, that is not exactly the case with Metro Micro. Providing Metro Micro to more areas of LA County will continue to increase operating costs for the service. These on-demand van services all start running into the same problem, if they need to provide rides to more people in one trip, to stay efficient steps are taken such as trying to nudge people to walk to certain pick up locations, and other measures that eventually make the service resemble, well, a bus. In other countries, jitneys and other smaller transit options can rely on cheaper labor to have more vehicles. In Istanbul, the city I'm most familiar with, dolmuşes operate as fixed flexible routes. They operate on fixed routes, but will stop on demand and let people off on demand along the route. If the plan is not to provide a service like that, and to continue to provide on demand, door-to-door service, then Metro needs to increase fares. This service is not feeding people into our system. It should be priced to compare favorably to a cab or TNC trip. While free transfers to the Metro system is a good idea, the fares need to be higher than the regular metro fare, enough to reduce the subsidy through fare recapture alone. Ultimately I think the resources dedicated to Metro Micro should be rededicated to core Metro bus service. But if that won't happen, please increase the fares higher than regular Metro fare. Best Mehmet Berker, Metro rider since 2012	Supports proposed fare structure or higher fare Supports discontinuing Metro Micro service
121. servicecouncils@metro.net	1/9/2024	Paul Hennessy	Metro Micro is a great program and I highly encourage expansion. However, I ask Metro to do more for clean air improvements. To help fight against air pollution and airborne illnesses, I encourage you to upgrade air filtration on not just metro micro, but also on Metro trains and buses. This means mask mandates, MERV 14 filters, and air changes every 70 seconds or less. BART in SF did this and has the cleanest air of any public transit system. Metro Micro, and by extension, Metro transit can easily implement these and keep riders of all ages and abilities healthy. Angelenos deserve clean air in these cars, especially since multiple riders are sharing a small space.	Question/comment regarding Metro service
122. Westside Central Service Council	1/10/2024	Alexander Hui (Zoom)	He also has problems with Line 176 that was cancelled with no real explanation. It covered lots of area where seniors need rides and went through areas where there are people in need. It served low-income populations in Rosemead, Monterey Park, and South San Gabriel. If possible, he would like Metro to reconsider either modifying a line like Line 176 to cover South San Gabriel, or expanding the El Monte service zone to cover those areas. Right now, the zone stops at Walnut Grove, if possible, it should extend at least to Del Mar, Hill Dr or Arroyo to cover some of the hill area mentioned earlier. He does not have a problem with raising the fee, but instead of paying the fare each time they ride, he asked if there could be a cap to make it more usable. Otherwise it only works 1 way or the other.	Supports proposed fare structure Requests expanding region(s)
123. servicecouncils@metro.net	1/10/2024	Anastasia Barry	Dear Metro Micro Team, I hope this message finds you well. My name is Anastasia, and I am a regular user of Metro Micro for my daily commute to work and running errands. I rely on this service due to the challenges with the unreliable bus schedules and the considerable distances one often has to cover. I want to express my concern regarding the planning of price increase. This seems like a step in the wrong direction. Los Angeles lacks a public transport system, which is often unreliable, unsafe, and inconvenient. Metro Micro has been a relief for me, but it is not without its flaws.	Supports keeping \$1 fare or alternate fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			Drivers are consistently late, vehicle assignments are delayed, and the accuracy of the vehicle location on the map is questionable. Moreover, there are instances where drivers do not make a proper stop and drive away without ensuring passenger pick-up. While Metro Micro isn't perfect, it has been a better alternative compared to waiting for hours for a conventional bus. To encourage more people to switch from private cars to public transport, it is essential that the service remains affordable, reliable, clean, and safe. Currently, Metro Micro satisfies three out of these four criteria. However, an increase in the price could compromise this balance, reducing it to only two out of four. I urge you to reconsider the recent price hike and strive to maintain the qualities that make Metro Micro a preferred choice for commuters like me. A reliable and reasonably priced public transport option is crucial for promoting sustainable and efficient transportation in our city. Additionally, as a public transportation service, it is essential for the organization to operate as a non-profit entity. Even if a price adjustment is deemed necessary, it should be a gradual increase, perhaps starting at \$1.5, rather than a drastic 2.5 times more than the original price. I have observed instances where the validators are frequently out of order, leading to passengers not paying for their rides. Upon inquiring with the drivers, they mentioned not receiving guidance on fixing these machines, resulting in revenue loss for the service. Enforcing proper payment procedures could address this issue and prevent financial losses. In conclusion, there are numerous avenues to enhance the Metro Micro service without resorting to a substantial price increase. Exploring these improvements could lead to increased efficiency and financial stability. I appreciate your attention to these concerns and hope you consider my suggestions for the betterment of the service. Thank you for your time and consideration.	
124. Westside Central Service Council	1/10/2024	Andrew Montealegre	He lives in Glassell Park. His neighborhood began an effort to get seniors down from the hills to the senior center and Glendale and Kaiser, back in 2015. When the City of Los Angeles DOT was first proposing DASH in the area, they created a petition, collected signatures, revised maps. The Neighborhood council approved it,, but nothing happened to the DASH proposal to expand the service in Glassell Park. Line 176 Metro was discontinued; it served the hills in Glassell Park and brought people down to use public transit and access commercial areas. The neighborhood finally got the attention of City Council District 1, in May 2021, CD1 supported Motion 21-0492 to have the area be served by transit, but they lost that Councilmember, so they do not have that service. When he has tried to use Metro Micro it does not go all the way up the hill; the zone stops halfway up. There was no good explanation for why it won't go further and entered comments and he would like to see it continue up the hill like Line 176 used to. It does them no good if they have to walk up the hill.	Requests expanding region(s)
125. Westside Central Service Council	1/10/2024	Bill Lam (email)	I strongly oppose increasing the base fare to \$2.50. Retain the current \$1 base fare for all riders because people can afford \$1 instead of \$2.50 when using a TAP card or paying by credit or debit card. I prefer offering free transfers from Metro Micro to Metro Bus and Rail and from Metro Bus and Rail to Metro Micro instead of \$0.75 upcharge. Strongly support the LIFE participants on Metro Micro usage, the GoPass and Reduced Fare cardholders to use Metro Micro for \$1. Include Regular Fare cardholders for \$1 and the Green Access Services TAP cardholders to ride for free. Support the EZ transit Pass usage on Metro Micro. How many zones does the EZ transit pass have? Is there an EZ Transit Pass zone map? Which zone does it cover? Support accepting interagency transfers on Metro Micro regardless of the cost of transferring between these two. One of the main issues is that people are having a hard time trying to book a ride because of high demand in one service area. Will there be enough Metro Micro vehicles for people who need to catch Metro Micro? If not, then it's very frustrating for people who were unable to book a ride. Please keep every existing service area boundary as is and do not modify to subtract a portion of the area. If you are planning to modify service area boundaries, like adding service to a new area, then you should send a notice in advance by posting it on the website or	Supports keeping \$1 fare Question/comment regarding Metro service Question/comment regarding Micro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			the app indicating that you are planning to modify the service area boundaries by adding it into a new area because people are unaware of the boundary change and had no idea when the Metro Micro service area changed. These are my points regarding Metro Micro. I would like a follow up response in terms of these points that I made. Thank you very much for your time.	
126. servicecouncils@metro.net	1/10/2024	Caillin Puente	Hello, Thank you for providing the opportunity for the public to comment on metro micro. I have greatly enjoyed the service since I am trying to travel around the city more without a car, and the bus and train system has been a little difficult to navigate (required very long walks in areas with no sidewalk!). My comment is that since metro micro is filling in the gaps of bigger public transit (shorter rides where the bus doesn't go) it seems too expensive to be the full normal fair. I understand it's an expensive service but perhaps there are ways to make it less expensive and have it be a medium fair. Like \$1.75 perhaps. Thank you for your consideration! Best,	Supports keeping \$1 fare or alternate fare
127. servicecouncils@metro.net	1/10/2024	Chai Kertenian	I'm a Resident of Glendale for 23yrs now. I had a stroke 13yrs ago and I may Not Seem and look like I have a Disability since because I look young and walking normal. It's a hidden Disability...and I have challenges walking and being on my Foot for a long time...Having Micro van Helps me a lot to Navigate around the City... I don't mind paying \$2.50 ..it's better than Uber. And Besides, it's very comfortable for Me and especially with someone that has some medical and mobility issues.. Would Love to have Micro For Life. 🙏👉	Supports proposed fare structure
128. Westside Central Service Council	1/10/2024	Eugene Salinsky (phone)	He agrees with raising the cost of the service. He heard that it costs Metro \$50 to provide each ride, and he wonders if that's taking revenue service hours. The service does not come close to the cost of Metros worst running lines that Metro discontinued maybe 20 years ago. As far as ridership, maybe 2-3 passengers per hour is very poor. He has heard that Orange County and San Bernardino County started their own service with \$4 rides, and Escondido and northern San Diego County have \$10 rides. Even Metro's prices is till cheaper than other similar services. Micro is basically replacing cheaper to run and better bus service. The money spent on Micro Metro could be used improve bus service by putting back bus lines such as Line 201; the vans could be used to on those routes. Even 30-40 minute frequency is better than no bus service.	Supports proposed fare structure Supports discontinuing Metro Micro service
129. Westside Central Service Council	1/10/2024	Frank Gavin Moratia	He lives in Glassell Park and is a former Line 176 rider. That bus was a lifesaver for those who live up in the hills. He's halfway up the hill. The has health issues with his legs and Metro Micro makes him walk 10-15 houses up the hill. He requested change, the zone. There is only 1 teenage girl that rides Micro in that area and him. He knows a lot more people would ride it where he lives if they didn't have to walk up a very steep hill to get to the stop to catch it.	Requests scheduling/routing improvements
130. Westside Central Service Council	1/10/2024	Jo Moses (email)	Personally, I don't have a problem with raising the price a dollar. I'm fortunate enough to be able to afford that. However, I'm sure many people in LA will not be able to. More than that, I am concerned about what appears to be Metro's flawed endeavor to lose less money or to break even on public transportation. That is just unacceptable. Public transit is a service, not a business, and what it actually needs is more coverage. I almost never use Metro Micro because it only operates in five or six completely unconnected areas of LA. Instead of trying to crawl its way out of debt like crabs in a bucket, Metro needs to expand coverage to meet ALL of LA and the cities within it like Culver City, Santa Monica, etc. (It's worth noting that while I use the Metro rail more often than I do Metro Micro, it also isn't very often because I live in Culver City and the Expo Line literally just stops at the city limit. It doesn't even go downtown. When I want to use my nearest Metro station, someone has to drive me there. This is a failure of LA rail system.) Public transit is a right as irreplaceable as public schools, libraries, and fire departments. Angelenos need it to live, to get to work, and most importantly to reduce emissions. As a disabled person who relies on rideshare services very often, I think Metro Micro is a fantastic idea. I was	Supports keeping \$1 fare Question/comment regarding Metro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			so excited when I first heard about it, but then I realized that I had no access to it because of where I live. Metro Micro needs to expand before issues of cost can even be considered.	
131. Westside Central Service Council	1/10/2024	Jose Rodriguez	He finds the proposal unacceptable and thinks that charging \$2.50 for Metro Micro is a joke. He works at LAX and commutes from downtown Los Angeles taking the Commuter Express bus Line 439. Being told to pay \$2.50 for Metro Micro when Commuter Express charges \$2.50 all the way to El Segundo. He is in favor of charging a regular fare of \$1.75 the same as buses and trains. He asked about passes for all agencies. He has a pass for Commuter Express and that will not give him a transfer. He thinks the low ridership in the LAX area would go up if Metro could have the Commuter Express Lines 438, 439 and 574 from the Valley operate at least on Saturdays, it would increase ridership for Metro Micro from LAX. He feels the problems on the app need to be fixed. Metro staff says the want people to ride the buses and trains, and Micro is to cover the areas not covered. He uses Metro Micro, he thinks it is the best service. He does not use the bus or train because they're dirty and hotels for the homeless. He hopes Metro Micro can take over all buses and trains.	Suggests alternate fare structure Requests scheduling/routing improvements
132. Westside Central Service Council	1/10/2024	Juan Muñoz	He has mixed opinions, as he has never taken it. He has heard people say it is a waste of money but the people who use it love the service. He would rather take buses because they are more frequent. When he goes to Pasadena to spend time on Colorado Bl he takes a bus that is frequent, every 10 minutes or so, Line 180 bus goes through Glendale when he wants to go there or he takes the express bus that goes between Glendale and Pasadena.	Question/comment regarding Metro service
133. servicecouncils@metro.net	1/7/2024, Amended 1/10/2024	Lionel Mares	<p>Hello, UPDATE [01/10/2024]: I would like to add to my previous comment regarding Metro Micro. I attempted to utilize Metro Micro but the service was not available in the North Hollywood area. I have the app and it was my first time using it. The issue with Metro Micro is the lack of service in the East San Fernando Valley. I have not seen or rarely see Metro Micro in the East part of the Valley. If Metro plans to increase the price, it must expand and increase services to better serve the needs of the community especially low income Spanish speaking communities. I hope we can work out a solution to this issue!</p> <p>Hello, I support the expansion of Metro Micro to the northeast San Fernando Valley, and I am in favor of free transfers between Metro buses, rail, and Micro. I would like to keep costs down for low-income transit riders and an increase in services. The northeast San Fernando Valley lacks quality and reliable public transit. The expansion of Metro Micro would surely make life easier for transit riders, myself included. The cost of Lyft and Uber is very expensive and many people can't afford it. Therefore, expanding Metro Micro to other parts of East Valley would make it appealing and hopefully improve transportation and ridership. Thank you for your time and consideration. Sincerely</p>	Supports proposed fare structure Requests expanding region(s)
134. Westside Central Service Council	1/10/2024	Melissa Sanford	She uses it and thinks it's a great service. She was trying to take with her disabled daughter with her on a Micro trip. They had to go so far, it was very hard to get to the 2 bus stops. her idea of the service would be door to door, but instead it is bus stop to bus stop so anyone having trouble getting to the bus stop because of disability has the same problem getting to Metro Micro. She wondered if there was any thought to making it door to door rather than bus stop to bus stop only.	Requests scheduling/routing improvements
135. servicecouncils@metro.net	1/10/2024	Michael Chambers	I am a regular visitor from the UK to LA but I am unable to verify my UK phone number to establish an account... the website says SMS sent to +44 nnnnnnnnnn but the text is never received. Metro micro is a fantastic idea in principle, but an outsiders view is the whole booking process is cumbersome (as well as appearing to exclude international visitors). My understanding is journeys often don't start at the booked time.... surely if you accept a booking for a certain time you should fulfill that booking (with a few minutes there of). From the website it isn't clear where the stops are, for example it	Question/comment regarding Micro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			would be handy to know if it's possible to use metro micro from the southern end of the K line to Aviation Station (or the city bus terminal) to connect with the LAX shuttles. Regards,	
136. servicecouncils@metro.net	1/10/2024	Milan Matsumoto	Dear Metro, Good evening. My name is Milan Matsumoto, and I am a high school student at the California Academy of Math and Sciences in Carson. I live in Lomita and am always searching for better ways to travel west quickly and easily. I am more than happy to utilize Metro Micro for my daily commute. However, at the moment I can't use it because the high school campus is at the very edge of the Watts/compton service area. I suggest you extend the Watson/compton service area to include the Harbor Gateway Transit Center. It is one of the largest transit hubs in the area, with frequent bus routes like the J Line or GTrans 2 line. As reliable bus service is scarce in the South Bay, a connection to the Center would allow people like me to transfer to buses and travel farther west and south then they could before. I hope you consider my suggestion. Sincerely,	Requests expanding region(s)
137. servicecouncils@metro.net	1/10/2024	Roberto P. Pasquariello	Hi, I'm a MetroMicro operator and I believe the fare increase is not a good idea. I see that after driving the micro vans for 3 years many passengers, especially in certain zones, never use their TAP card to pay the fare when they indicate they will in the Micro app. Increasing the fare will serve no purpose except probably to entice other passengers who were paying the fare, to ride without paying the fare. I believe Metro needs to have some fare enforcement in order to make it fair for everyone, that way Metro could raise the fare to whatever it wished and the passengers would still pay. The way Metro wants to do it will not increase compliance with passengers paying the fare and I've witnessed this first hand in my 3 years of driving for Micro. Thanks. Sincerely, Roberto	Supports keeping \$1 fare Question/comment regarding Micro service
138. Westside Central Service Council	1/10/2024	S. Mermet (Zoom)	She will never get over that Metro spent billions of dollars putting a train under Wilshire Bl instead of La Cienega. She lives in Mid-city, ½ block south of Pico between La Cienega and Robertson. Any day or night of the week, La Cienega has more traffic than Wilshire Bl. She thinks the train should have gone north and south down La Cienega instead of east-west. There are no buses that go down La Cienega to LAX. The bus turns left south on La Cienega, then turns on Obama Bl but there's no bus from there to LAX parking. She asked why isn't there a bus that goes all the way down to LAX. She has a TAP card and is a senior. She asked how much it would cost to take Micro from Pico/La Cienega to LAX. She didn't see any maps of zones for her area. She asked what the zone profile is for the Pico/La Cienega area.	Requests expanding region(s)
139. servicecouncils@metro.net	1/10/2024	Skye Price	Hello, I suggest to make metro micro cost more based on distance for standard users and expand zones to have better connections with rail services - and allow better connections with lax. Best, An LA student	Suggests alternate fare structure Requests expanding region(s)
140. Westside Central Service Council	1/10/2024	Wayne Wright (email)	It would be nice in the future if Metro Micro could place new service that would cover the View Park/Windsor Hills area that would also include Ladera Heights, View Heights, and Hyde Park, Angeles Mesa, Baldwin Hills, and Crenshaw area to connect with the K Line. Although DASH covers the City of L.A. part, the other areas don't and when Line 607 went away along Angeles Vista and 54th St in Windsor Hills/View Park where the 607 ran, you have a County Library Branch in View Park that is 2 blocks north of Slauson where the 108 runs and you have to walk to get to the library and also to the Wayfair Services on Angeles Vista in View Park. That also requires a long walk from Slauson. I would like staff to consider putting a Metro Micro in that area in the future.	Requests expanding region(s)
141. servicecouncils@metro.net	1/11/2024	Anita Nación	Hello, As a daily commuter I use Micro only without train or bus transfers. It would be helpful to have a feature that allows us (Micro only riders) to choose the kind for ride we would like to take, for an even better fare estimate- A) Micro only for- \$1.00 per ride B) Micro + transfers- \$2.50. While the price is lower than a Lyft or Uber ride, I'd have to say that the	Suggests alternate fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			customer experience and the service provided with Rideshare companies far exceeds that of Micro Metro. Here are a few examples in my experience: 1) Rideshare companies pick up at a customized location for pick up and drop off. 2) Driver and client can communicate via text or call and able to see client exact GPS location. In my experience, to get to my destination my pick-up stop assigned to me is across a busy cross section street (Imperial Hwy/Hughes Way WB). After Micro picks me up, they have to make a U-turn anyways (Imperial Hwy/Hughes Way EB). It would have been more convenient, safe and efficient for both parties if we are able to customize pick-up location in these instances. 3) Ability to have a private driving experience with ability to upgrade and offer amenities such as phone charging cables, water, etc. While I appreciate a still low one way ride fare of \$2.50, it would be helpful to have an option for us folks who don't have the need to utilize the train and bus system. Perhaps even offer a discounted rate or free rides for consistent riders. I hope you take my feedback into consideration as I would like to continue using your Metro Micro services. Thank You,	Question/comment regarding Micro service
142. servicecouncils@metro.net	1/11/2024	Peggy (Margaret) Doran	I work at LAX for the City of Los Angeles and before the 2020 lockdown I used line 625 daily to get to my office on World Way West from the Aviation green line station. I stopped using Metro after returning to the office because the Micro service was unreliable. What was a 15 minute commute on line 625 turned into as long as 45 minutes sometimes routing through Hawthorne and then backtracking west to LAX. On days when carpooling is not an option, I have had to use Uber or Lyft several times because the micro has no slots available to reserve, or the reservations available will not get me to work on time. Leaving work has been a problem with reserved rides being late as much as 30-60 minutes. I have experienced cancelled rides 20 minutes after I received a text message that my ride was confirmed. The reason provided by Metro that they were unable to service the request. I have cancelled rides after waiting 30 minutes after the time period of my reservation and used Uber instead. What used to be a 90 minute commute via metro buses and Metrorail is now averaging 2 hours to and from Long Beach. The same commute is 30 to 45 minutes driving.	Requests scheduling/routing improvements
143. servicecouncils@metro.net	1/12/2024	Armando Avalos, Jr.	Details from The Source were vague about if and how transfers would be handled for the reduced fare groups. There was no indication either way. Nor was there any indication as to how reduced fare EZ transit passes or Access Services TAP cards would be handled. Ideally, it would be nice to allow free transfers for reduced fare groups without upcharge, as well as allowing reduced fare Base EZ transit passes and Access Services TAP cards to pay for Micro. Additionally, it should be clarified if the two-hour transfer window is maintained whether or not Micro is used at the start, end, or middle of a trip for all fare groups. Finally, please clarify if capped fares apply as a fare credit for all groups, and if paying full or upcharge fares on Micro are applied to fare caps. Thank you.	Suggests alternate fare structure
144. micro@metro.net	1/12/2024	Danny Hom	I'd like to offer the agency my feedback on the Micro service going forward. Micro is, overall, a valued addition to expanding localized mobility in a lot of our communities, and also a necessary filler of gaps in the network that needs to remain in place (now that several previously-underperforming bus lines in transit-dependent areas have been discontinued). I support the new proposed fare structure as a means to keep the Micro option available for its most served and committed riders. I feel that the option to apply the Micro fare cost towards fare capping is helpful, and the new transfer introductions make the service integrated. I look forward to continued growth of the ridership as Metro's reputation grows among choice customers, as Micro's algorithm improves, and as new destinations come to the Watts/Willowbrook zone with future investment. I ride throughout that zone and would like its coverage to remain as wide as it currently is.	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
145. servicecouncils@metro.net	1/12/2024	Konstantin Belov (Dr.), JPL/caltech	<p>I think there is no need to talk about permanent fare structure that includes a new regular fare for MetroMicro as the program simply can not continue to operate under the public transportation umbrella and should seek different funding sources. Let me explain. MetroMicro was born as an experiment to test a new model of operation for public transportation services. The experiment has clearly shown that, as implemented, it only benefits selected groups of people at the expense of the regular commuters. Indeed, all the people who praised support for MetroMicro during the public hearings with the commissioners mentioned how MertoMicro helped:</p> <ul style="list-style-type: none"> - elderly, who now do not have to walk several blocks to a nearby fixed route bus to go to a grocery store; - disabled, who can use MetroMicro instead of Access as the former is the same day service, while the later is the next day service; - low income people who can not afford to drive; - school children going back from school. <p>All people from the above mentioned groups share one thing in common: they do not have to be at there destination on time, or do not have to be there at all, or can postpone the trip by one-two hours or till next day. The way MetroMicro service is implement it is not reliable at all. The rides arriving for pick up 45 or more min late happen very often as well as the rides cancelled all together after those 45+ min delays. It is not surprising that the people who have a regular job or an important appointment and who lost their fixed route bus due to funds reallocated to MetroMicro have only one option now – to drive. Booking one, two or three extra hours ahead is a huge waist of time and not always possible. It only takes once for somebody to get fired due to tardiness or having to call a cab to come back home since MetroMicro is not available “due to high demand” to make their mind and start driving again, no matter how environmentally cautious and willing to use the public transportation they are or how difficult or expensive the parking is. Regular commuters simply can not afford MetroMicro, as well as the taxpayers. It is no secret that MetroMicro cost ~\$40-\$60 per ride to operate vs \$8 for a fixed route bus. In comparison, Uber charges \$10-20 for similar rides and still makes a profit! Main conclusion – MetroMicro is not a public service as it does not serve the transportations needs of the general public and, as such, should seek funding from different source to continue it operation. Bumping the regular fare to \$2.50 will not make a dent in the balance books. Instead of collecting ~2% of the ride cost the service will be collecting ~4%, still loosing more than 90%. If anything, it will loose those few percent of regular passengers who pay full fare for whom the service occasionally works. At the end, it takes less than \$1 even at today's gasoline prices to drive 5-6 miles. 100% of MetroMicro passengers will be either riding free or on reduced fare programs. This confirms our conclusion that there is no point of taking about any “regular” fare for MetroMicro. Having said that, the poor implementation of the service by the current management does not mean that the idea is not viable. In fact, it was implemented before with much greater success. Let me suggest the roadmap to make the service much more successful. 1. Suspend MetroMicro or switch it to different funding sources to serve the special groups mentioned above. Return fixed route buses for now. 2. Hire a team of software developers or even a university students with a professor to develop a specialized application. Google maps used as the basis for MetroMicro now is designed to advertise places, not as a highly specialized routing software. An approach similar to Uber and Lift is needed. Such an optimization work is routinely done for many industries. In this particular case, the very limited number of assets to manage, small area and a relatively small number of passengers to serve (yes, 1000s per hour is a small number in this business) makes the task easier to accomplish. The current application suffers a lot of deficiencies:</p> <ul style="list-style-type: none"> - non optimal routes forcing the drivers make u-turns or go around the block to pick up or drop off the passengers on the “right side” of the street. Need to make the pick up location dynamically assigned to optimize the vehicle routing - non-optimal pick up order making passengers spend more time on board than needed 	Question/comment regarding Micro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			<ul style="list-style-type: none"> - lack a transfer option – an optional feature to transfer from one vehicle to another to minimize the time on board. This can potentially save some passengers 20-30 min while spearing the system from unnecessary trips - lack of system flexibility – the ability to wait a minute for a passenger who is nearby walking towards the van. Let the passengers share their location with the system (optionally) to enable this feature. Dynamically reschedule to a different vehicle if the assigned van arrives 5-10 min too earlier and the passenger is not at the stop yet. This is not a fixed route bus! The system should be flexible. “Tightening the nuts” will only lead to loss of already low ridership. - Implement the features to prevent the system abuse. It is no secret that some passengers book the system for few hundred feet trips multiple times a day just for fun. And they do not pay. Some passenger regularly book for 3-4 people but only one shows up, if any. No charge here as well. Some people are regular no shows etc etc. - Make all passengers pay. No booking unless a credit card or a tap card with enough funds for the ride and for fines is linked to the account. Withdraw fare automatically if no tap was made or the device is not working, but the trip was completed. - Implement fines for system abuse: no show, overbooking etc and deprioritize the system abusers. - More suggestions can be thought of, especially if those mentioned above are implemented. <p>3. Test the newly developed application on computer model before restarting the system operations. The computer simulations are done routinely for a much more complicated systems (think of a nuclear reactors, secondary particle cascades or even managing multiple assets in a Martian cave with limited power resources, unknown terrain and ability to talk to the network). 4. Restart the system operations. Reduce the software developers team once the system proves itself and no major tweaking is needed any longer.</p>	
146. servicecouncils@metro.net	1/12/2024	Oscar Ho	<p>Hi, My name is Oscar and I live in the El Monte area, I use the Metro Micro often, and I think that is a great service, and I love it. I want to say thanks to you guys for offering this kind of service, It makes my life so much easier and makes me able to go somewhere else without having a car to move. 😊 I have some feedback I want to provide is that, first of all, I understand and think the price increase to \$2.5 makes sense, otherwise it will be hard to keep it operating, and second thing is that, I hope you guys can think about a way to make the services area expand (or make it able to connect) to one of the Metro L line(A.K.A. Gold line) stations because let's say for example my home is kind of nearby (like drive around 8 ~ 10 min will be arrive) the Monrovia Gold Line Station, but I feel kind of shame is that, the Metro Micro is not able to connect to the Station, and even make it like I can't so efficiently to take the Metro system advantage. I also figured out, let's say I want to go to the Pasadena area from El Monte, and tbh taking the bus is not a good option because even if I choose to take a Metro Micro to go to the El Monte bus station (or maybe other some of the bus lines can go to the Pasadena) and makes a transfer, just wait for the bus to arrive already takes way more time then just order a Metro Micro and go to the Monrovia Gold Line Station and make a transfer, so I hope this advice will happen in real life. The third thing is based on my couple times rides experience, I see some of the tap card receivers/terminals on the vehicle either not working or unable to use Apple Wallet Express Mode with transit cards feature (this feature allows me to use my tap card in my phone without unlocking the device or required biometric verification (A.K.A Face ID/Touch ID) before I use the tap card) and as a reference Metro rail, subway, and even Metro Bus can use this feature, so that seems to be a tap card receivers/terminals problem. I hope I am providing feedback that is useful to improve the services, and if you need more information please let me know. Best regards</p>	Supports proposed fare structure Requests expanding region(s) Question/comment regarding Micro service
147. servicecouncils@metro.net	1/12/2024	Severin	<p>Hi there, I am writing to share my general support for raising fares on Metro Micro but believe a flat fee of \$2 would be better than \$2.50. The proposed transfer mechanism generally makes sense and could promote greater transit</p>	Suggests alternate fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			connections to/from Micro. I am a somewhat regular Metro Micro user and think it's a great service, particularly for some of the hillier communities it serves with limited transit access (Pasadena and Northeast LA). I would suggest before raising fares, or perhaps separately from fares discussions, that Metro consider cutting some of the underperforming areas and/or areas where Micro overlaps with decent transit (such as UCLA) to see if the cost efficiencies of the program can be better managed. I know some voices are critical of Metro Micro as a whole but I think this comes from people who perhaps have never actually used the service or live in areas where there is a quality grid of transit so they do not see the value Metro Micro brings. But as stated I think if Metro Micro sticks to what it does well- serve areas that lack transit and connects those areas to transit and commercial hubs - that the benefits of the program and the cost efficiencies of the program will become more pronounced. I think there's a clear reason why the NELA and Pasadena/Altadena service areas perform relatively better than some of the other service areas and that with some modifications that the cost per ride can be reduced for the Metro Micro program without resorting to drastic fare increases however I do think that some fare increase is reasonable such as going from \$1 to \$2. Thank you, NELA + Pasadena/Altadena Metro Micro User	
148. servicecouncils@metro.net	1/14/2024	Emailshot	Hello, I see that I'm past the suggested cutoff for input, but hope this lands somewhere. According to your website, Metro Micro is intended to serve low income areas. Yet in the Valley, the Burbank area is largely working-career adults. Whereas, the NoHo area has been a rent-controlled pocket of longtime apt residents, many of whom are retired and living on SS. There are thousands of potential Micro users in an area north of Magnolia Blvd, as far west as Van Nuys. I've learned Metro Micro's boundary is Laurel Canyon, just east of this area. Until driven out by Israeli owners buying up the old buildings to evict existing residents and demolish the buildings, NoHo residents could benefit from Micro.	Requests expanding region(s)
149. servicecouncils@metro.net	1/14/2024	Frederick Leung	Hello, I would like to share my experience with Micro service. First of all, the service is horrible. It was a long wait and the trip was delayed the last time I rode connecting from a Metro station to home. The pickup/drop-off spot is not convenient in most neighborhoods. I live in El Monte, CA. The fare should be matching Metro service with FREE transfer at \$1.75. Free transfer should also be allowed with Metrolink ticket holders or transferring to/ from municipal bus agencies. Since the original Micro concept was to replace routes with lower ridership, it should be maintained that way. If the fare was increased and was not integrated as part of the Metro service, it would mean more expensive and pricey options for most commuters for last mile connection. My suggestion is to keep the fare at \$1.75 including free transfer and included with transit pass holders, and run Better service. Would avoid riding the Micro at all if service was not improved and fare was increased as a result. Thanks, Fred	Suggests alternate fare structure Request to add interagency transfer with Metrolink Requests scheduling/routing improvements
150. servicecouncils@metro.net	1/14/2024	Sandra Hernandez	Hello, I apologize for sending this message late, but I would like to share that the fare increment is totally understandable, the cost of life is higher at every level. What I would like is to reconsider the route Micro Metro serves in Glendale. I live on Highland ave and San Fernando Blvd and I know that Micro doesn't go that far. I have to wait 45 minutes the Glendale Bee line from the Metrolink station to be able to get home. I would love to be able to get home sooner with this Micro service specially when it is dark and cold waiting for the bus. Thank you so much	Supports proposed fare structure Requests expanding region(s)

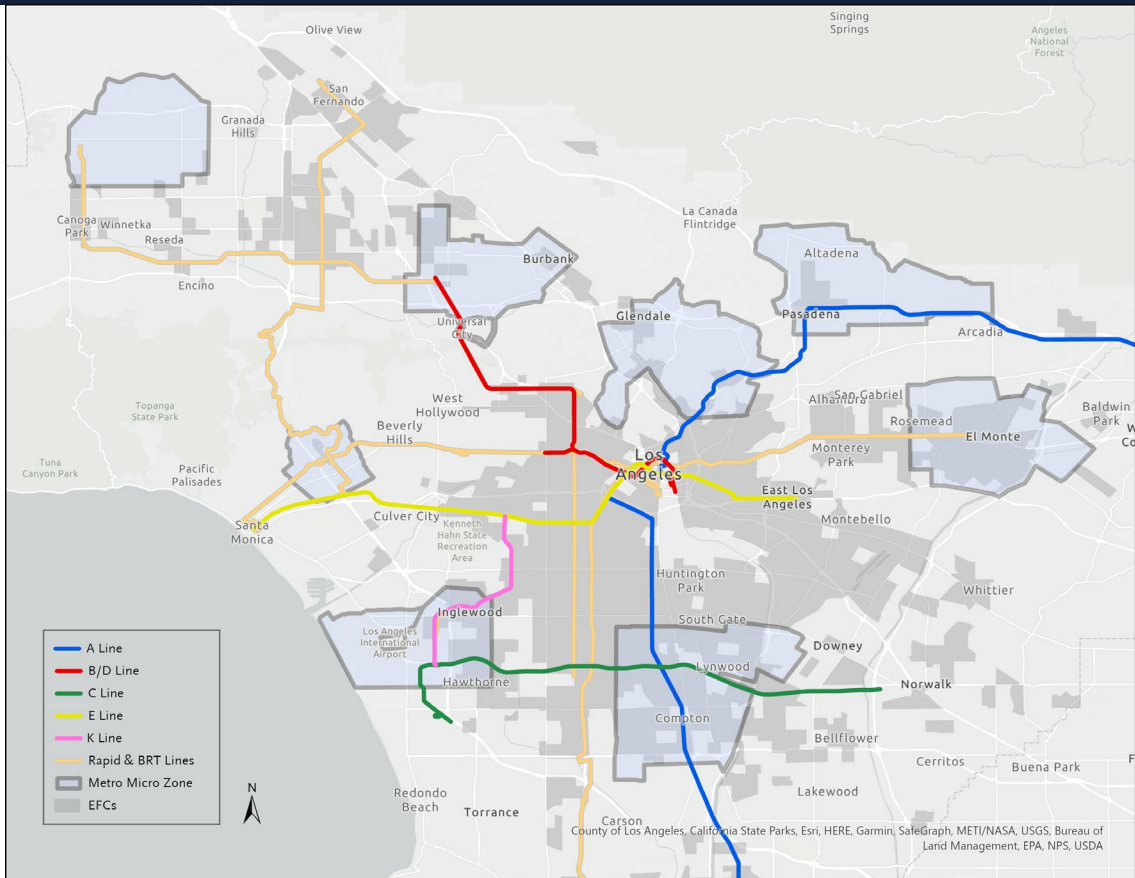
Metro MicroTM

Proposed Permanent Fare Program



Metro

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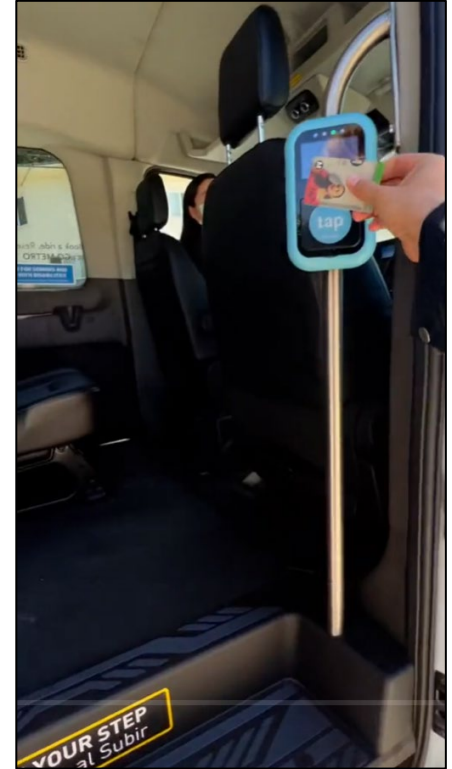


Fare Program Background

- A Fare Working Group with input from across Metro initially discussed fares as high as \$10 but settled on a base fare of \$2.50.
- The group reconvened in 2020 and set an introductory fare of \$1.00, in recognition of the effects on ridership and personal finances from the COVID-19 pandemic.
- A base fare of \$2.50 to succeed this introductory fare was approved by the Metro Board in principle in October 2020, with a more detailed plan approved in May 2021.
- The introductory fare was due to end after 2021, but COVID was still impactful at that time. The permanent fare has not yet been implemented but COVID has now become part of life.



Metro



Process

The Metro Micro Fare Working Group (FWG) was reconvened, seeking input from:

Transit Access Pass (TAP) Team	System Security and Law Enforcement (SSLE)	Civil Rights, Equity, and Inclusion
Customer Experience Team	Metro Youth Council	Operations Team

The FWG considered the following issues:

- Prior Board actions
- Impact on EFCs and special populations
- Impact on demand and operation of Metro Micro
- Technological feasibility

Their input was used to develop a proposed fare structure.



Public Outreach



The Fare proposal was shared with the public through multiple channels:

Metro's social media and The Source/El Pasajero blogs	In-app pop-up and push notification
Take-ones distributed on-board	Verbally to customers booking by phone
Email to Metro Micro riders and TAP customers	Presented at January Service Council meetings

147 people commented, though many did not express an opinion on the fare proposal, and nine did not comment on Micro at all. Responses fell into the following categories:

Supports proposed fare structure: 47	Requests changes to Micro program (new zones, software improvements, etc.): 58
Opposes proposed fare structure: 24	Other question or comment regarding proposal: 9

A log of public comments is provided in Attachment F.

Staff Recommendation

Base Fare	\$2.50
Transfers to Metro Bus and Rail	Free
Transfers from Metro Bus and Rail	75¢ upcharge
LIFE Program free rides (90-day & 20/month)	Accepted on Micro
Senior/Disabled Fare Program Base Fare	\$1.00
GoPass & Student Reduced Fare Program Base Fare	\$1.00
E-Z Transit Pass Zone 0 Base Fare	75¢ upcharge
E-Z Transit Pass Zone 1+	Free
Transfers from Municipal Bus Lines	\$1.25 (50¢ transfer charge + 75¢ upcharge)

- Fare Capping will not be integrated into Metro Micro at this time.
- Passengers must use a TAP card for transfers as well as free and discounted fares. Passengers who pre-pay in the app with credit/debit card will be charged the full base fare with no transfer.

Next Steps



- If approved by the Metro Board, staff will set a date for implementation during the first quarter of the 2024 calendar year.
- Staff will outreach to Metro Micro riders and include information about fare subsidy programs, including LIFE and other discount programs.
- Staff will partner with schools, other public agencies, and CBOs to inform customers who could benefit from the fare program discounts.
- Once implemented, staff will monitor the impact of the permanent fare program on demand, demographics, and transfer utilization.
- Changes to zone boundaries or service hours are not proposed at this time. Staff will complete analysis of the existing program need and return to the Board to present recommendations for changes later in the year.



Board Report

File #: 2023-0738, File Type: Contract

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 18, 2024

SUBJECT: HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. HR5000-2023 to the Hyundai Rotem Company for the manufacturing and delivery of 182 heavy rail vehicles (HRVs), in the amount of \$663,688,303 for the base contract buy, exclusive of one (1) contract option for an additional 50 HRVs, totaling 232 HRVs, subject to resolution of the protest submitted to Metro;
- B. APPROVE a combined Life of Project (LOP) budget of \$730,057,133, which includes the cost of the vehicle contract of \$663,688,303 and Contract Modification Authority of \$66,368,830; and
- C. NEGOTIATE AND EXECUTE future contract modifications to the Contract up to \$1,000,000.

ISSUE

New HRVs are required to meet the revenue service requirements and enhanced service capacity for Westside D (Purple) Line Extensions (PLE) 2 & 3, as specified in the 30/10 Initiative, as well as replace the existing A650 HRV fleets when they have reached the end of their useful lives.

BACKGROUND

In December 2022, the Board authorized staff to issue a federally funded solicitation for a Best Value Request for Proposals (RFP) utilizing competitive negotiations pursuant to PCC § 20217 for the procurement of the 182 Base Order and 50 Option HRVs. Metro's Rail Fleet Management Plan FY2020 - FY2040, describes the rail fleet requirements to accommodate anticipated growth in ridership, support line extensions and replace vehicles reaching the end of their useful revenue service lives.

The existing A650 HRV fleets consist of 100 vehicles; 30 Base Buy, DC-motor HRVs of which four (4) have been retired, and 74 Option Buy, AC-motor HRVs. Based on a 30-year useful life, the Base Buy vehicles were scheduled to be retired between 2022 and 2023, and the Option Buy vehicles starting between 2027 and 2029.

The HR4000 HRV procurement project will deliver 64 new HRVs by mid-2025; thirty will be used to replace the original 30 A650 Base Buy HRVs, and the remaining 34 HRVs will be used to support the expanded service with the opening of Purple Line Extension 1.

The intent of the HR5000 program is to procure the additional one hundred eighty-two (182) Base Order HRVs anticipated to be needed for PLE Sections 2 & 3, System Service Expansion, and replacement of the existing seventy-four (74) A650 Options Order vehicles.

DISCUSSION

Staff's recommendation presents the firm that is most advantageous to Metro. Hyundai Rotem Company's offer represents the Highest Rated and Best Value to Metro when all technical and price factors are considered in accordance with the RFP evaluation criteria, including US content and Employment Plan. The Best Value evaluation is inclusive of the vehicle quantities for the Contract Base and Contract Option. The Procurement Summary (Attachment A) further provides the detailed evaluation results and rankings for all proposers, including the weighted scores associated with each evaluation factor.

The 182 HRV Base Order will address the operational service requirements of PLE Section 2; PLE Section 3, replacement of the existing A650 Option vehicles, which will be reaching the end of their useful revenue service lives in approximately ten (10) years; and fulfilling the headway commitment as well as supporting Metro's planned HRV Line service expansion.

If the Board approves this Contract, Hyundai Rotem Company is expected to deliver 42 new HRVs by April of 2028, as indicated in their current schedule to support the 2028 Olympics in Los Angeles. The balance will be delivered by the end of April 2030 to support committed levels of service for service expansions.

The contract includes incentives to complete delivery of the first three married-pairs (6 pilot HRVs) by May 1, 2027, thirty-nine (39) months following the issuance of NTP. Thirty-six production vehicles are scheduled to be delivered by the end of April 2028. The contract also includes provisions to impose liquidated damages for late deliveries.

The Contract contains one (1) option for up to 50 additional vehicles, as part of this procurement action, but the authority to award the option is not included in the staff recommendation. Should Metro determine the need to exercise this option, approval to do so will be requested.

This procurement complies with Buy America and Metro's Manufacturing Careers Policy.

On November 21, 2023, Stadler US filed an official protest of the determination of the HR5000 Contractor selection. The protest questioned Metro's final scoring calculations and Hyundai Rotem's

performance beyond the 10-year reporting term required by the Request for Proposals. The protest is anticipated to be resolved by the January 2024 board meeting date.

DETERMINATION OF SAFETY IMPACT

The approval of this contract award will have a direct and positive impact on system safety, service quality, system reliability and overall customer satisfaction. The procurement of 182 new HRVs will feature the most current safety systems and augment service levels in addition to replacing the existing A650 series HRVs.

FINANCIAL IMPACT

The total requested LOP budget is a combination of contract amount for the 182 Base Order HRVs of \$663,688,303 and 10 percent (10%) Contract Modification Authority, which equals \$730,057,133. The base order impacts three projects: HR5000 Heavy Rail Vehicle Acquisitions, PLE Section 2, and PLE Section 3.

Since this is a multi-year contract, the cost center managers, project managers, Chief Operations Officer, and Chief Program Management Officer will ensure that costs will be budgeted in their respective projects for future years.

Impact to Budget

The FY24 planned expenditure of \$70,000,000 is included in the combined annual budget for HR5000 Heavy Rail Vehicle Acquisition project, Cost Center 3043, Rail Vehicle Acquisition, and in PLE Sections 2 and 3 projects, Cost Center 8510, Construction Contracts/Procurement. The current sources of funds for this action affecting PLE Sections 2 and 3 are a combination of Federal New Starts, TIFIA, Measure R 35%, and Measure M 35%. Due to the four minute headway requirement for the PLE projects and the difference between estimated vs. actual cost per vehicle, it is anticipated that PLE projects may seek an increase to their LOP in the future to reflect the new vehicle cost and number of vehicles needed. Funding sources for the PLE Sections 2 and 3 are planned for the design, construction, and rolling stock procurement efforts; these funds are not eligible for operations. Funding for the replacement vehicles share of the procurement is Proposition A 35%, which is eligible for rail operations. Upon Board approval of the Recommendations, staff will pursue additional eligible federal and state funding sources to augment the funding for the projects.

EQUITY PLATFORM

Part of the new HR5000 rail vehicles will be used to replace the existing aged A650 Option vehicles and the remaining will be used on the D Line Extensions. Approving the recommendations in this board report will support the identified fleet expansion and service needs and will encourage fair, competitive bidding processes for the selection of best value, qualifying contractor to deliver new vehicles on Metro's existing heavy rail vehicle lines. The existing B and D Heavy Rail Lines currently serve passengers in majority Equity Focus Communities (EFC) who rely on public transportation to commute to their jobs and other life commitments. With the D Line Extensions, EFC will have expanded access to opportunities in the Westside Cities/West Central Los Angeles subregions. The

new HR5000 fleet is required to accommodate such expansions. Based on the 2019 Customer Survey, the B and D Heavy Rail Lines serve the following ridership:

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

Rider Ethnicity:

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

In addition, these areas include Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, and North Hollywood.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The Board of Directors may choose not to authorize the contract award for this project; however, this alternative is not recommended as this project is critical to support the Purple Line Extensions, committed level of service to FTA, Olympic service need, and retirement the oldest HRVs in the fleet.

NEXT STEPS

Upon Board approval of the Recommendations, a Contract will be executed and a Notice-to-Proceed will be issued to the Hyundai Rotem Company once all insurance and bonding requirements are met. Metro and the Hyundai Rotem Company will then mobilize required resources to ensure timely completion of deliverables by the Vehicle Contractor. Staff will also begin solicitation for consultant services to assist Metro with the Project Management/Control and Technical Support Services. Here are the top-level project milestones:

Board Award Approval	January 2024
Issue NTP	February 2024
Pilot Car Delivery & Acceptance (6 cars)	May 2027
Complete delivery of first 36 base order cars	April 2028
Complete delivery of all 182 base order cars	April 30, 2030 (NTP + 75 months)

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Funding & Expenditure Plan

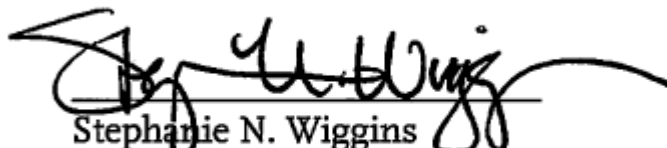
Prepared by: Annie Yang, Deputy Executive Officer, Operations Rail Vehicle Acquisitions (213) 925-1044

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Matthew Dake, Deputy Chief Operations Officer, (213) 922-4061

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY
HR5000 Heavy Rail Vehicle (HRV) Procurement

1.	Contract Number: HR5000		
2.	Recommended Vendor: HYUNDAI ROTEM		
3.	Type of Procurement (check one): IFB RFP RFP–A&E Non-Competitive Modification Task Order		
4.	Procurement Dates:		
	A.Issued: 12.05.22		
	B.Advertised/Publicized: 12.10.22		
	C.Pre-proposal/Pre-Bid Conference: 12.15.22		
	D.Proposals/Bids Due: 04.17.23		
	E. Pre-Qualification Completed: 10.24.23		
	F. Conflict of Interest Form Submitted to Ethics: 04.18.23		
	G.Protest Period End Date: 11.30.23		
5.	Solicitations Picked up/Downloaded: 121	Bids/Proposals Received: 3	
6.	Contract Administrator: Robert Pennington	Telephone Number: (213) 922-5527	
7.	Project Manager: Annie Yang	Telephone Number: (213) 922-3254	

A. Procurement Background

LACMTA is currently expanding its rail network and services, including extending the Purple Subway Line (PLE). The Westside Purple Line Extension, previously named the Westside Subway Extension, extends service from the terminus at Wilshire and Vermont Station to Westwood (UCLA and Veteran's Administration Hospital). This extension, consisting of nearly nine (9) miles of track and seven (7) stations, is planned to be constructed in three (3) segments.

To meet this extension of service needed for the Purple Line Extensions, replacement of retiring fleets, and planned service expansions, LACMTA anticipates procuring a Base Order of one hundred eighty-two (182) Heavy Rail Vehicles (HRVs). Included in its solicitation is an Option quantity of fifty (50) HRVs needed for possible additional service expansions.

The Contractor's primary responsibility under the Contract is to deliver to LACMTA up to two hundred thirty-two (232) HRVs (Base Order plus Options subject to Board approval) Model HR5000 Heavy Rail Vehicles ready for revenue service. The Contractor shall design, test for design conformance, manufacture, test for production conformance, Deliver, perform First Article acceptance tests on the first three (3) Married-Pair Vehicles (the Pilot Vehicles) pursuant to the HR5000 Validation and Testing, furnish Spare Parts and tooling as listed in the Contractual Requirements, and warrant the quality, performance, maintainability, interface, operational reliability and intended purpose of all HR5000 HRV's produced and delivered to LACMTA.

This Board Action to approve Contract No. HR5000 issued in support of the HR5000 Heavy Rail Vehicle (HRV) Program, is subject to the resolution of any properly submitted protest(s), if any.

The RFP was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price.

Ten (10) Amendments were issued during the solicitation phase of this RFP:

Amend.	Date	Document Title	Section	Revision/Change
No. 1	7-Dec-22	Letter of Invitation	Section One	Letter of Invitation – Correction of the Solicitation Title
No. 2	24-Jan-23	Letter of Invitation	Paragraph 2	Change date: Proposal submission clarifications, and TF-3 Form
No. 3	4-Feb-23	Technical Specifications	Multiple Technical Specifications	Modify requirements
No. 4	24-Feb-23	Price Sheet	PF-1 through PF-7	Replace all pricing forms to clarify column header
		Commercial Terms	Liquidated Damages, Compensation, General Conditions	Correct references to other clauses
		Technical Specifications	Multiple Requirements	Modify requirements
No. 5	7-Mar-23	Technical Specifications	Multiple requirements	Modify requirements
No. 6	15-Mar-23	Letter of Invitation	Section One	Change proposal submission date and number of proposal copies
No. 7	29-Mar-23	Commercial Terms	General Conditions	Modify requirements
		Technical Specifications	Multiple Requirements	Modify requirements
No. 8	2-Oct-23	Letter of Invitation	BAFO Proposal Submittal Instructions	New instructions for BAFO submission
		Commercial Terms	General Conditions and Escrow	Modify requirements
No. 9	9-Oct-23	Commercial Terms	General Conditions	Modify requirements
No. 10	10/12/2023	Commercial Terms	General Conditions	Modify requirements

A Pre-Proposal Conference was held on December 15, 2022, at the USG Building and was also conducted via Microsoft Teams for those proposers that could not attend in person.

Three (3) qualified proposals were received on Monday, April 17, 2023. Proposer Site Visits and Interviews were conducted at each proposer's manufacturing facility located in the United States and overseas between July 17, 2023, and September 2, 2023. The purpose of the visit was to inspect and qualify the proposed manufacturing and assembly facilities and interview the Proposer's prospective Project Team.

Proposers' questions were received throughout the solicitation period. Those questions not resulting in an Amendment were grouped and posted to the project data repository accessible to all planholders as Clarification responses. Six (6) sets of Clarification responses were uploaded to the site from January 10, 2023, to March 28, 2023. All available drawings, manuals, and other reference material were also posted to the site.

B. Evaluation of Proposals/Bids

A Source Selection Committee (SSC) consisting of staff from LACMTA Operations convened and conducted a comprehensive technical evaluation of the proposals received.

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

Proposal Evaluation Criteria	Points
1. Experience and Past Performance	300
2. Project Management Experience	250
3. Technical Compliance	200
4. Price	200
5. U.S. Employment Plan (USEP)	50
Total Available Points	1,000

The evaluation criteria are appropriate and consistent with criteria developed for other similar vehicle acquisition and overhaul procurements. The USEP is included as a mandatory criterion in accordance with the January 2018 Board Motion (File 2017-0904 Agenda Number 45). Proposers were provided with the opportunity to augment their proposal scoring by participating in an additional Evaluation Criteria element by proposing additional U.S. component content greater than the Federal Buy America requirement of 70%. Proposers may choose not to participate in this element and may still be considered responsive if they meet all other requirements of the RFP.

The evaluation criteria and their Subfactors were numerically scored and ranked for all responsive Proposers. Numerical scores will indicate the degree to which the Proposer's technical and price offer have met the standard for each criterion evaluated. The standard for each numerical value defined was used by the SSC as a guide during the evaluation process. Each SSC member also provided brief narratives in their evaluation that support the numerical scoring they presented. Several factors were considered when developing these weights, giving the greatest importance to past experience and past performance on rail vehicle overhaul and integration or new rail vehicle acquisition projects.

All three of the proposals received were determined to be within the competitive range. The firms are listed below in alphabetical order:

1. Hitachi Rail, Los Angeles
2. Hyundai Rotem
3. Stadler US

The proposal evaluation kick-off meeting was conducted on April 25, 2023, with the SSC and Subject Matter Experts (SMEs) present, however the SSC evaluation process did not start until May 30, 2023. The SMEs were used to support the SSC with their expertise in the relevant subject matter on various subsystems. Comments from the SMEs were compiled and presented to the SSC on June 15, 2023. Request for Clarification, instructions for oral presentations and site inspection visits agendas were sent to the Proposers the week of June 26, 2023.

For scheduling purposes, site inspection visits were defined by geographic area into U.S. manufacturing/assembly facilities, Asia manufacturing facilities, and European manufacturing facilities. Proposer oral presentations and LACMTA clarification requests were combined with site inspection visits. Except for requests for clarifications, the meeting agenda for each Proposer was identical. The SSC conducted site visits to each of the firm's proposed manufacturing and assembly locations. The first site was to Hyundai Rotem fabrication facility in Korea, the week of July 15, 2023. The SSC team next visited Stadler's U.S. manufacturing/assembly facility in Salt Lake City, UT the week of July 24, 2023. SSC visits to Hyundai Rotem's and Hitachi's U.S. assembly facilities were conducted the week of August 14, 2023. The last round of site visits occurred the week of August 26, 2023, to Hitachi's and Stadler's manufacturing facilities in Italy, Switzerland and Hungary, respectively. The SSC were able to evaluate and assess each of the Proposer's facilities along with the corresponding capability and capacity of the location.

On September 8, 2023, the SSC met to consider the proposals, oral presentations, and the site visits in their initial proposal evaluation score. The SSC Chair compiled the SSC evaluation scores based on technical merit. The price proposals were then revealed to the SSC members and the SMEs to review and discuss the technical merit against the prices. Pre-negotiation positions were established based on technical clarifications and proposer deviations/exceptions, and using pricing variations from LACMTA's Independent Cost Estimate (ICE). Although Proposer pricings were within the overall ICE and project budget, certain component pricing needed to be reviewed. The basis of LACMTA's ICE was reexamined and determined to be sound.

Notices were sent to all three of the Proposers targeting September 24 through September 26, 2023, for the discussions/negotiations to be held virtually due to scheduling constraints. The Proposers were notified of their respective strengths and weaknesses that could be enhanced in a Best and Final Offer (BAFO), this would also include any Proposer deviation/exception to the RFP documents or Technical Specifications. Negotiations were completed on October 12, 2023, after reviewing with County Counsel to finalize agreements on outstanding Proposer commercial exceptions. Amendment numbers nine (9) and ten (10) were the results of these agreements. The BAFO request was released on October 2, 2023, with a due date of October 16, 2023.

The SCC Team met on October 23, 2023, with the SME's updated report on the technical merits of each Proposer's BAFO submittal and all previously presented factors. The SSC Team was charged to evaluate and score each of the Proposers' technical proposals and provide their score to the SSC Chair to be compiled. The SSC team and Chair met on October 26, 2023, to review the Team's evaluation and scores. The Team discussed the factors in the

scores and reached a consensus on a final technical evaluation. The SSC Chair then revealed the BAFO price proposals to the SSC Team for review and discussion.

Final evaluations and discussion of the BAFO submittals were held on Friday, October 27, 2023, and were used as the basis of the recommendation for award.

C. Qualifications Summary of Firms:

Hitachi Rail, Los Angeles LLC

Hitachi Rail STS Los Angeles LLC, is an incorporated Joint Venture between Hitachi Rail STS USA Inc. and Hitachi Rail STS S.p.A., both of which are a part of the Hitachi Rail STS global organization. Hitachi Rail was created to allow Hitachi to utilize the TVM certification of Hitachi Rail STS USA and the car building experience from Hitachi Rail SYS S.p.A, leveraging the capabilities and facilities of both regional divisions of Hitachi Rail STS on this project. Hitachi Rail recently built a new \$70M US permanent and fully owned rail car manufacturing facility and test rack in Washington County in the City of Hagerstown, Maryland where Hitachi Rail proposes to complete final assembly and testing of the HR5000 vehicles.

Hyundai Rotem

Hyundai Rotem USA Corporation (HRU) will be the main contractor for LACMTA HR5000 Project, a subsidiary of Hyundai Rotem Company (HRC), which is the parent company of the HRU for engineering, subsystem procurement, quality assurance and pilot car and carbody manufacturing. Hyundai Precision Industry, founded in 1977, was relaunched in 1999 as Hyundai Rotem Company ("Hyundai Rotem") as a consequence of the Korean Government's 'Bid Deal No.1'. This deal merged three domestic companies in the railway vehicle sector to reinforce the competitiveness of the business through a single Hyundai Rotem brand. Then, in 2001 Hyundai Rotem was incorporated into Hyundai Motor Group and has become a global top tier railway systems provider in a relatively short period of time due to its world-class technology and high-quality products. Hyundai Rotem entered the North American market in 1998, Hyundai Rotem USA Corporation was established in 2005 in advance of the first equipment orders from Southeastern Pennsylvania Transportation Authority (SEPTA). Hyundai Rotem is the parent company of Hyundai Rotem USA Corporation

Stadler US

Stadler Rail US is the US based manufacturing facility for Stadler Rail which produces railway rolling stock. Stadler Rail is headquartered in Bussnang, Switzerland. In June of 2015, Stadler was awarded an order for 8 new FLIRT model diesel-electric low-floor multiple unit vehicles. Since federal funds were being used for the order, it made it subject to the Buy America Act, and Stadler quickly found a former Union Pacific plant in Salt Lake City, and built a permanent 230,000 ft², \$50 million state-of-the-art facility on a 62-acre property, just five minutes from the Salt Lake City International Airport, completed in 2018.

Technical Evaluation Scores (alphabetical order)

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE	RANK
HITACHI RAIL LOS ANGELES, LLC				
Proposal Evaluation Criteria				
Experience & Past Performance	74.04	300	222.12	
Project Management Experience	75.30	250	188.25	
Technical Compliance	81.38	200	162.76	
TOTAL TECHNICAL SCORE		750	573.13	3

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE	RANK
HYUNDAI ROTEM				
Proposal Evaluation Criteria				
Experience & Past Performance	84.93	300	254.79	
Project Management Experience	83.36	250	208.40	
Technical Compliance	86.13	200	172.26	
TOTAL TECHNICAL SCORE		750	635.45	1

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE	RANK
STADER RAIL US				
Proposal Evaluation Criteria				
Experience & Past Performance	78.03	300	234.09	
Project Management Experience	74.91	250	187.28	
Technical Compliance	79.20	200	158.40	
TOTAL TECHNICAL SCORE		750	579.77	2

*Weight Factor is total number of points out of 1,000

US Employment Program

All Proposers were required to propose a level of participation in the United States Employment Program (USEP). This participation resulted in a normalized distribution of the 50 points allocated in accordance with their respective commitment value of the new and sustained jobs retained by each firm and the value of U.S. facility investments and added to the final evaluation score. The Proposer with the highest combined USEP commitment value therefore received the maximum incentive score.

PROPOSER	Hitachi Los Angeles	Hyundai Rotem	Stadler US
USEP Labor (Prime/Sub)	\$100,823,613	\$ 94,931,644	\$104,000,000
USEP Facility Improvement	\$ 2,000,000	\$ 26,994,012	\$ 77,200,000
Net Evaluation Amount	\$102,823,613	\$121,925,656	\$181,200,000
Evaluation Score	28.37	33.64	50.00

Buy American Pre-Award Audit

As required by the RFP Buy America Requirements and in accordance with FTA requirements as stated in 49 CFR 663, an initial Buy America Pre-Award Audit was conducted during the weeks of August 17, 2023, through September 2, 2023. As a precaution, all three proposer firms were audited, and all were determined to satisfy the stated Buy America requirements. As part of the Audit process, the auditor confirmed the proposer's Enhanced U.S. Component Content valuation. A second Buy America Pre-Award Audit was conducted the week of October 24 through October 27, 2023, to reconfirm the Buy America content and the Enhanced U.S. Component Content value.

Enhanced U.S. Component Content Program

All the Proposers participated in the Enhanced U.S. Component Content Program, submitting proposals with additional U.S. component content above that required by R-15 Buy America, currently at seventy percent (70%), and were verified by an independent pre-award audit in accordance with 49 C.F.R. Part 663. The U.S. Component Content was not part of any direct evaluation scoring but was considered in the overall pricing evaluation and its Best Value trade-off analysis on a dollar-for-dollar formula of "Total Price – (Value of U.S. content greater than 70%) = Evaluation Price.

LACMTA conducted Buy America Audits after receipt of the initial proposal submittal and after the BAFO proposal submittal to verify the cost component of the Enhanced U.S. Component Content Program. The value of participation was included in the overall price evaluation.

PROPOSER	Hitachi Los Angeles	Hyundai Rotem	Stadler US
BAFO PRICE – Inclusive of Alternate and Vehicle Options	\$ 758,876,554	\$ 842,911,729	\$ 831,533,201
Credit For Enhanced US Component \$	(\$22,408,911)	(\$ 35,515,832)	(\$125,758,236)
Net Evaluation Price	\$ 736,467,643	\$ 807,395,897	\$ 705,774,965
Price Evaluation Score	191.66	174.83	200.00

D. Cost/Price Analysis

The proposed prices have been determined to be fair and reasonable based upon adequate competition, technical evaluation, fact finding, and negotiations. All the proposed price offers submitted were below LACMTA's ICE and project budget. All proposed pricing was at least 1.8% below LACMTA's ICE and were within 9.8% from the highest to lowest price. The SSC considered all price aspects in relationship to their technical evaluations and analysis to develop their evaluation that would present LACMTA with its best overall value when all evaluation factors are considered, including schedule risk, past performance, technical expertise, project management and U.S. jobs creation.

Proposer	Base Proposal	Alternate Technology Option	Option 1 – 50 Vehicles	Total BAFO Price Proposal
ICE	\$693,244,129	\$ 0	\$165,070,250	\$858,314,379
Hitachi Los Angeles	\$603,184,082	\$ 4,780,695	\$150,911,777	\$758,876,554
Hyundai Rotem	\$663,688,303	\$ 7,792,744	\$171,430,682	\$842,911,729
Stadler US	\$659,637,349	\$ 8,863,000	\$163,032,852	\$831,533,201

The RFP for the new HRV acquisition project contained work elements that could be exercised as an option. The Option 1 elements consisted of 50 HRVs and PF-7 Alternate Technology which were included in the technical and price evaluation. These options can be unilaterally exercised at Metro's discretion.

E. Technical and Price Evaluation

The tables below combine the technical evaluation scores with the price scores achieved based on calculations.

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE
HITACHI RAIL LOS ANGELES, LLC			
Proposal Evaluation Criteria			
Experience & Past Performance	74.04	300	222.12
Project Management Experience	75.30	250	188.25
Technical Compliance	81.38	200	162.76
Price		200	191.66
U.S. Employment Plan Evaluation		50	28.37
TOTAL SCORE		1000	793.16

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE
HYUNDAI ROTEM			
Proposal Evaluation Criteria			
Experience & Past Performance	84.93	300	254.79
Project Management Experience	83.36	250	208.40
Technical Compliance	86.13	200	172.26
Price		200	174.83
U.S. Employment Plan Evaluation		50	33.64
TOTAL SCORE		1000	843.92

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE
STADLER RAIL US			
Proposal Evaluation Criteria			
Experience & Past Performance	78.03	300	234.09
Project Management Experience	74.91	250	187.28
Technical Compliance	79.20	200	158.40
Price		200	200.00
U.S. Employment Plan Evaluation		50	50.00
TOTAL SCORE		1000	829.77

*Weight Factor is total number of points out of 1,000

F. Recommended Contractor

In following the instructions in the RFP document, Instructions to Proposer (IP-25) the SSC Team will make its recommendation for an award of a contract resulting from responses to this RFP to a responsive and responsible Proposer whose offer conforms to the RFP and will be most advantageous to LACMTA, with price and other factors specified elsewhere in this RFP being considered.

Recommendation for award may or may not be made to the lowest-priced Proposal. Although technical, project management, past performance and experience are considered vital to a successful project, LACMTA may not necessarily make an award to the Proposer with the highest technical ranking nor award to the Proposer with the lowest price proposal if doing so would not be in the overall best interest of LACMTA.

Based on the technical evaluation and economic analysis, the recommendation for award addresses all cost elements and presents the best overall value when all evaluation factors are considered, including schedule risk, past performance, technical expertise, project management and U.S. jobs creation, therefore the SSC Team recommends an award to Hyundai Rotem. Although the recommendation for award is being recommended to a proposer other than the lowest price offeror, the SSC Team believes that the Hyundai Rotem proposal represents the best opportunity to meet LACMTA's project goals.

DEOD SUMMARY

HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT

A. Small Business Participation

Hyundai Rotem USA, a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. Hyundai Rotem USA has submitted its overall Disadvantaged Business Enterprise (DBE) goal of 5.30% to FTA, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goal methodology and semi-annual reports directly to FTA.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

ATTACHMENT C
FUNDING EXPENDITURE PLAN
HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT

ATTACHMENT C - Funds Uses and Sources Tables

		From Inception to Date (ITD) thru FY23 Jun	7/1/23 - 6/30/24	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/29 - 6/30/30	7/1/30 - 6/30/31		
	Use of Funds		FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31	Total	% of Project
1	HR5000 New HRV Procurement:	\$0	\$70,000,000	42,000,000	52,030,616	52,000,000	104,000,000	82,000,000	79,386,475	14,525,817	\$495,942,908	67.9%
2												
3	Purple Line Extension 2:	\$0		45,150,000	27,782,780						\$72,932,780	10.0%
4	Purple Line Extension 3:	\$0			47,186,600	47,626,015					\$94,812,615	13.0%
5	10% CMA/Contingency	\$0				\$8,000,000			\$29,184,415	\$29,184,415	\$66,368,830	9.1%
6												
	Base Order Total	\$0	\$70,000,000	\$87,150,000	\$126,999,996	\$107,626,015	\$104,000,000	\$82,000,000	\$108,570,890	\$43,710,232	\$730,057,133	100.0%



HR5000 New Heavy Rail Vehicle Procurement

JANUARY 2024



SCOPE & PLAN

- Base Order | 182 HRVs
 - Replace Existing Fleet (74 Cars)
 - Support Purple Line Extensions – Section 2 & 3
 - Add Capacity for 4 Minutes Headway as committed to FTA
- Option Order | 50 HRVs
 - Support Service Expansion on future HRT lines, requested LOP does not include the option.

PROCUREMENT EVALUATION PROCESS

- RFP Issued Date December 5, 2022
- Proposals received April 17, 2023
- Initial Interviews Conducted July 17, 2023
- Proposer Site Visits conducted July 17, 2023
- Agency reference checks conducted September 2023
- Negotiations completed September 28, 2023
- Best and Final Offer (BAFO) received October 16, 2023
- Final Price & Technical Evaluation completed October 26, 2023
- Issue Notice of Intent to Award November 15, 2023

AWARD RECOMMENDATION SUMMARY

Award to Hyundai Rotem Company (HRC) for \$663,688,303 as rated highest in accordance with approved evaluation criteria.

Category	Weight Factor	Hitachi Rail Los Angeles, LLC	Hyundai Rotem Company (HRC)	Stadler Rail US
Past Experience & Past Performance	300	222.12	254.79	234.09
Project Management Experience	250	188.25	208.40	187.28
Technical Compliance	200	162.76	172.26	158.40
Price	200	191.66	174.83	200.00
US Employment Plan Evaluation	50	28.37	33.64	50.00
Total	1000	793.16	843.90	829.76

PROJECT SCHEDULE – GOING FORWARD

Milestones:

Board Award Approval

**Issue NTP

Pilot Car Delivery & Acceptance (6 cars)

Complete delivery of 36 base order cars

Open PLE, Section 2

Open PLE, Section 3

Complete delivery of all 182 base order cars by April 30, 2030 (NTP + 75 months)

**Contract award and NTP are pending resolution of the current protest from Stadler US.

Completion Date:

January 2024

February 2024

May 2027

April 2028



Thank you



Metro®