



# Response to Motion 34.1 Improving Safety for Metro Riders and Employees

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# Staff Recommendations

- A. Receive and file a complete report on strategies to improve safety for Metro riders and employees, including costs and implementation timelines, in response to Motion 34.1
- B. Establish a Life-of-Project (LOP) budget in an amount not-to-exceed \$65.1 million for the implementation of Enhanced Access Control strategies, to include:
  - 1. Expansion of the TAP-to-Exit pilot from one end-of-line station to all 10 end-of-line stations;
  - 2. Expansion of the Elevator Open Door pilot from 21 elevators to 57 elevators;
  - 3. Expansion of the Smart Restroom pilot from 10 stations to 64 stations and transit centers;
  - 4. A new pilot of taller faregates at up to three rail stations; and
  - 5. A new pilot of two weapons detection technologies at two transit hubs on the rail system, which may include the Dual-lane metal detector and Millimeter Wave radar detection systems.
- C. Amend the FY25 budget by an amount not-to-exceed \$15.4 million for TAP-to-Exit at ten (10) end-of-line stations with gate telephone (GTEL) installations, adding TAP and barcode readers to exit side of gates, and to pilot test upgraded new faregates from different vendors at up to three (3) rail stations
- D. Authorize the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements and contract modifications associated with the Enhanced Access Control LOP

# TAP-to-Exit Pilot Update & Expansion

## Updates on North Hollywood Pilot

- Since May 28, the pilot has helped to identify and correct over 25,000 unpaid rides that were subsequently paid for upon exit, which translates to 11% of total tap-outs
- NoHo TVM fare sales & paid rides increased +30% (nearly \$100,000)
- Multilingual staff surveyed over 100 customers at the station, in which **91% felt the station was cleaner** and **86% felt safer**, with even higher results among women & BIPOC
- Metro's Low-Income Fare is Easy (LIFE) Program enrolled nearly 200 customers onsite.

## Behavioral Change Across the 14 Stations of the B Line:

- Paid rides have increased by 15% (+100,000 increase)
- Reported crime and other issues (fights, drug use, graffiti) have dropped by over 40% on the Transit Watch app

Plans to expand to all 10 end-of-line stations, beginning with the Downtown Santa Monica (E Line) in August 2024, with similar, education-first rollout as North Hollywood.



# Station Improvements

## Expanding the Elevator Open Door Pilot Program

- After starting this program at the three new Regional Connector stations, this program has now expanded to a total of six stations. This represents 21 out of 57, or 37%, of eligible elevators at Metro's newer stations are now part of the elevator door open program.
- **Vertical Transportation is in the process of reconfiguring all 57 eligible elevators to reflect this improvement by September 2024.**
- There are also 123 older elevators that do not have this capability and need hardware upgrades. These will eventually be addressed through the ongoing Elevator Modernization Program.



## Expanding the Smart Restroom Initiative

- Since the program began in October 2023, there have been over 66,000 uses across 10 existing locations and a 4.2 out of 5-star average rating.
  - Staff is proposing a systemwide expansion of smart restroom access, **phasing in a total of 64 restrooms over the next four years:**
    - Year 1 (CY25): Add 20 new restrooms, for a total of 30 locations, \$2.71M
    - Year 2 (CY26): Add up to 34 new restrooms, up to 64 total locations, \$6.08M
    - Year 3 (CY27): Continue operating up to 64 locations, \$6.38M
    - Year 4 (CY28): Continue operating up to 64 locations, \$6.70M
- **Total: \$21.87M** (first year would be funded through approved FY25 Station Experience budget)



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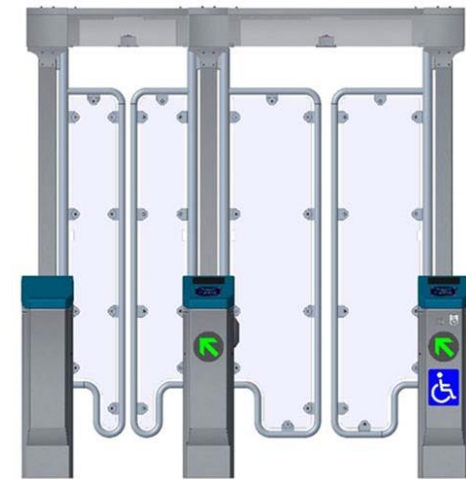
# New Pilot: Testing Taller Faregates

Modern faregates have many features that Metro's 20-year-old faregates lack that could improve safety and the customer experience:

- Precise motion sensor detection to reduce “piggybacking” or “tailgating” fare evasion commonly seen in today's wider, ADA-compliant faregate
- Electromechanical locks to prevent “forced entries” from determined fare evaders
- Replacing turnstile bars with paddle-style doors that reduce customer pain points with bicycles, luggage, and other belongings
- Application Programming Interface (API) integration with security solutions such as integrated weapons detection through improved camera detection



*BELOW: STraffic type of faregate  
(currently used at BART)*



*ABOVE: Standard Wide Aisle Gate (WAG) & ADA Accessible Wide Aisle Gate (AWAG)*

# New Pilot: Testing Taller Faregates (cont.)

**Staff proposes a near-term, targeted procurement for up to three pilots at up to three stations, to tentatively begin in November 2024**, one of which is the future LAX/Metro Transit Center (formerly known as Airport Metro Connector).

Other stations under study are:

- Westlake/MacArthur Park
- Universal City/Studio City
- North Hollywood
- Downtown Santa Monica
- Norwalk
- Union Station (A Line)
- 7th Street/Metro Center
- Willowbrook/Rosa Parks
- Pershing Square (5th St/Hill St Entrance)

**Procurement of up to three different gate arrays from up to three different vendors for the pilot program is expected to cost \$14.3M.** No additional funds will be needed to deploy the pilot at the LAX/Metro Transit Center Station, as the expenditures can be absorbed by the existing project LOP.



# New Pilot: Weapons Detection Systems

Staff identified two systems with the highest potential to reduce the number of weapons in the system and meet the differing needs of the various locations, stations, and divisions.

## Millimeter Wave Technology

Unlike traditional metal detectors that rely on electromagnetic fields to identify metal objects, millimeter wave systems use high-frequency radio waves, typically 30 to 300 GHz, to create detailed 3D images of scanned subjects.



## Dual-Lane System

The system employs advanced sensors and AI to detect weapons and other threats without requiring individuals to stop, empty their pockets, or remove their bags.



**Staff would pilot these two advanced weapons detection systems over 30 days at two Metro stations.**

No additional cost is expected for this pilot.

# Video Management & Analytics

- The adoption of a unified VMS will achieve not only efficient management of video information but also turn it into intelligent information.
- While the older cameras cannot currently handle video analytics technology, multiple CCTV camera upgrade projects are being undertaken.
- Facial Recognition Technology (FRT), one of the available features of VMS, leverages video analytics to identify or verify a person's identity by analyzing and comparing patterns based on facial features. Staff will continue to evaluate this technology but does not recommend moving forward with a pilot at this time.
- With concerns about potential biases in mind, the usage of video analytics, such as FRT, must be auditable to ensure responsible usage is taking place.
  - Staff would work to ensure data security, transparency, and compliance in accordance with Metro's Bias-Free Policing and Public Safety Analytics policies.



*New upgraded cameras at South Pasadena Station (left) and Southwest Museum Station (right)*



# Metro's Bias-Free Policing & Public Safety Analytics Policies

As new security technologies are implemented, staff will adhere to **Metro's Bias-Free Policing and Public Safety Analytics policies**, to ensure data security, transparency, and compliance.

- Vendors coming on board will be required to develop and implement clear guidelines to explicitly mitigate biased policing, with mechanisms in place to identify, report, and address complaints.
- Metro will work closely with vendors to determine the extent to which these technologies need to be tailored to meet the agency's expectation of transparency and accountability and ensure security practices are fair, equitable, and free from bias.
- Both policies are also closely aligned with the principles of the **White House Blueprint for an AI Bill of Rights**.
  - Metro's policies promote Safe and Effective Systems, the first of five principles promoted in the blueprint, by mandating professional, nondiscriminatory enforcement of transit services, thereby enhancing the safety and effectiveness of Metro's safety operations.
  - Both agency's policies highlight strict guidelines to prevent the misuse and mishandling of data.



# Public Safety Advisory Committee (PSAC) Engagement

- Since April, SSLE has met with the Civilian Advisory Committee (CAC) and PSAC to inform members of security technology implementation and provide education on what the technologies do, and how they are used.
- Staff addressed PSAC and CAC members' concerns as to how all technologies would adhere to the Bias-Free Policing and Public Safety Data Analytics policies.
- At the July 11th meeting with PSAC, Customer Experience, FM, Station Experience, and SSLE staff provided presentations on the TAP-to-Exit pilot, environmental interventions, and video analytics to address how those could potentially aid in reducing fare evasion.
  - The feedback was positive and SSLE staff expressed commitment to provide continual updates on the progress and findings as new technology and interventions are implemented.

# Next Steps

Staff will continue to advance strategies to improve the safety and security on the Metro system and report back to the Board on the performance of the various pilots.