



# Staffing Request for LAX/Metro Transit Center Opening and Related C and K Line Reconfiguration



**Metro**

Board Staff Briefing  
July 11, 2024

## LAX/Metro Transit Center Opening and Reconfiguration of C Line and K Line

- LAX/Metro Transit Center is planned to open in November 2024
  - Opening of Aviation/Century station and reconfiguration of C Line and K Line operations
  - Increased service on these lines as part of FY25 revenue service plan
- LAX/Metro Transit Center connects transit service to LAX and brings bus, rail, and active transportation modes into one hub
  - Rail station, 16-bay bus plaza, multi-level active transportation hub, private vehicle drop-off zone, customer service center, interactive information kiosks, TVMs, public toilet facilities, and commercial space for potential tenants
  - Critical asset for upcoming major events (World Cup, Olympic/Paralympic Games)
- Additional staff is required for extra service on the C and K Lines and to ensure proper upkeep and security of the station, escalators, artwork, etc
  - Once APM opens to the public, additional staff will be required (to be addressed in FY26 budget)

## Staffing Request – 108 FTEs for FY25

- Staffing request is based on current actual staffing levels for Union Station, which is the only comparable/parallel Metro facility
- Operations requests 55 FTEs for to deliver day-to-day services
  - Additional Operators and Maintenance staff due to 67K additional RSH on the C Line and K Line
  - Custodians for dedicated cleaning and 24/7 coverage
  - Facility Maintenance staff and Rail Electronic Communications Inspectors
- SSLE requests 39 FTEs to provide extremely high visibility and presence 24/7
  - Code of conduct, fare enforcement, and first/last line of security and threat deterrence to LAWA
  - Station includes a Security Operations Center to allow for unified command among Metro and external security/law enforcement partners
- Human Capital and Development, Finance and Budget, and Customer Experience request an additional 14 FTEs to support station and C/K Line reconfiguration

# Summary of Staffing Request

## **RECOMMENDATION**

AUTHORIZE the CEO to amend the FY25 budget to add 108 positions:

- A. Add 7 non-contract positions to manage customer experience programs, facility maintenance contracts, and provide administrative/financial support
- B. Add 101 contract positions to provide daily revenue service, perform ongoing building maintenance, daily security, daily cleaning, custodial work, and customer service in support of planned operations at the new transit center, in addition to the newly configured C and K Lines

Requested FTEs in this report are within affordability/capacity of the approved FY25 Budget, as confirmed by OMB.

OPERATIONS		Total # of FTEs	FY25 Budget Amendment	FY26
1	RAIL TRANSIT SERVICE DELIVERY	4	4	
2	RAIL FLEET SERVICES	3	3	
3	INFRASTRUCTURE MAINTENANCE & ENGINEERING	46	46	
4	FACILITIES CONTRACTED MAINTENANCE SERVICE	2	2	
5	Subtotal	55	55	0
AUXILIARY DEPARTMENTS		Total # of FTEs	FY25 Budget Amendment	FY26
7	SYSTEM SECURITY & LAW ENFORCEMENT	83	39	44
8	HUMAN CAPITAL & DEVELOPMENT	1	1	
9	FINANCE & BUDGET	5	3	2
10	CUSTOMER EXPERIENCE OFFICE	15	10	5
11	Subtotal	104	53	51
12	Total	159	108	51

