

Item: 2024-0855 CIS Program Management

Operations, Safety and Customer Experience Committee Meeting
January 16, 2025

Community Intervention Specialist (CIS) Program



Current Operation

Currently only on the K Line

Over the last 2 years, Metro has successfully piloted the use of Street Teams with Community Intervention Specialists and embedded them on the K Line.

Community-Based Organizations (CBOs) recruit Community Intervention Specialists with a focus on identifying staff who are familiar with the neighborhood and gang activity and how to approach and de-escalate incidents before they occur.

The CIS program has made an immediate impact in creating a safe environment for Metro riders at K Line stations.

- **Hours of Operation:** 8:30AM - 8:30 PM, 7 days a week, across two shifts.
- Deployment focused on K-Line.



Proposed Operation

Expand teams + hours across the system

Staff reviewed crime data related to stations impacted by gang violence, Transit Watch App incidents related to gang activity, and Customer Comments Analysis Tracking System (CCATS) comments related to reported gang activity.

In consultation with Metro’s System Security and Law Enforcement Department and our Law Enforcement partners (LAPD, LASD, and LBPD), staff have identified 10 stations within the Northwest, West, Central, Southeast and Southwest regions of the Metro system where expanded community intervention beyond the K Line would be valuable.

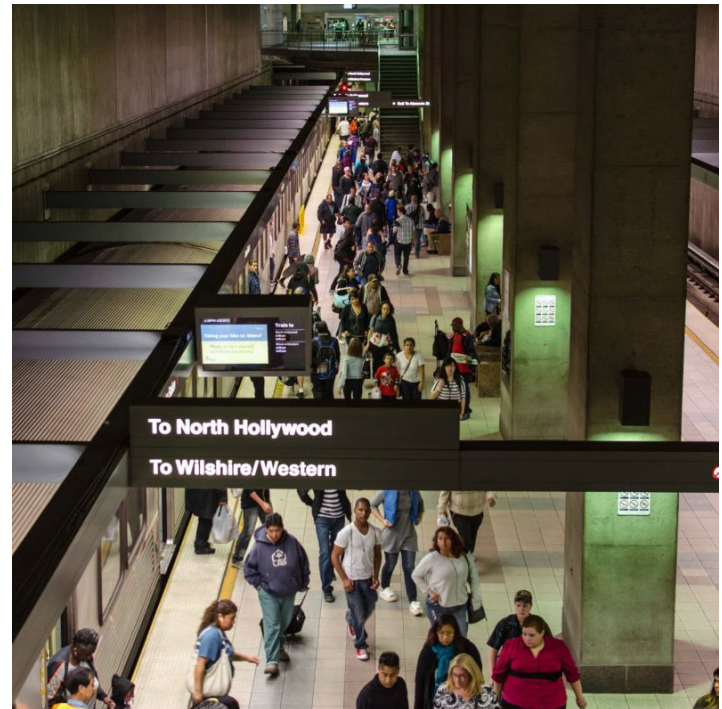
40 CIS members deployed daily, across the system, from 7:30AM – 10:30PM



Recommendation

- These services were initially procured through a task order set to expire June 30, 2025.
- Based on the impact and need, Metro issued a competitively negotiated RFP.
- This is a **recommendation** to:

AUTHORIZE the Chief Executive Officer to award a three-year, firm-fixed unit rate Contract No. PS123774000 to Lee Andrews Group, Inc to develop, manage, and operate a Community Intervention Specialist Program in the Not-to-Exceed (NTE) amount of \$24,927,121, effective February 3, 2025, subject to resolution of any properly submitted protest(s), if any.



Thank you

