



Board Report

File #: 2024-0437, File Type: Motion / Motion Response

Agenda Number: 45.

REVISED
REGULAR BOARD MEETING
JULY 25, 2024

SUBJECT: IMPROVING ACCESS CONTROL: RESPONSE TO MOTION 34.1 IMPROVING SAFETY FOR METRO RIDERS AND EMPLOYEES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING an update on strategies to improve safety for Metro riders and employees, including costs and implementation timelines, in response to Motion 34.1;
- B. ESTABLISHING 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 fare gates 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 Dual-lane metal detector and Millimeter-Wave radar detection systems
- C. AMENDING the FY25 budget by an amount not-to-exceed \$15.4 million for TAP-to-Exit at 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 rail stations; and
- D. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements and contract modifications associated with the Enhanced Access Control LOP.

HORVATH, HAHN, DUPONT-WALKER, AND SANDOVAL AMENDMENT: WE MOVE that the Board direct the CEO to report back to the Board on the feasibility of bringing the custodial services for the Throne Restroom Pilot in-house, including but not limited to opportunities to expand Metro’s Room-to-Work Program and the use of Room-to-Work employees to perform these custodial

functions.

ISSUE

At its April 2024 meeting, the Board approved Motion 34.1 by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis (Attachment A), directing staff to provide an update on current strategies - and research potential new ones - to improve safety for Metro riders and employees and report back to the Board. As requested, a report was provided at the June 2024 meeting. This report builds upon last month's report by including cost analysis and timelines with recommendations regarding the expansion of early pilot successes, launch of new pilots, and additional information on video management and analytics - all aimed at enhancing access control to ensure the system is used solely for its intended purpose of transit. By strengthening security measures, Metro aims to prevent unauthorized use and maintain a safe environment for everyone.

BACKGROUND

Many large cities nationwide, including Los Angeles, are confronting an increase in the severity of transit crimes experienced by customers and employees compared to pre-pandemic levels. As part of Metro's efforts to do everything it can to better secure the system and prevent these tragic incidents in the future, our public safety strategy is aligned around three safety imperatives that are based on Metro's Public Safety Mission and Values Statements and informed by Metro's Public Safety Data Analytics and Bias-Free Policing Policies:

- **Increasing the visible presence of uniformed personnel** by deploying more uniformed personnel throughout the system to deter crime and provide immediate assistance to riders and employees;
- **Enhancing access control** to ensure the system is used solely for its intended purpose; and
- **Strengthening partnerships to address societal issues** by continuing to partner with the County, the Cities, and Regional Agencies to address homelessness, untreated mental illness and drug addiction.

As presented to the Board in June, Metro has been researching technologies to support improved access control developed to address the following safety concerns:

- Use and/or possession of weapons on the Metro system
- Fare evasion and fare enforcement
- Enforcement of Metro's exclusion lists for persons violating Metro's Code of Conduct
- Identifying repeat offenders of crimes on the system

In addition to researching technology applications for safety and security, staff has also explored ways and designed pilot programs to improve safety and the customer experience by changing the station environment.

DISCUSSION

This report outlines the research and analysis staff conducted on potential new technologies, infrastructure updates, and station interventions that all share the same underlying objective: improving safety for all Metro riders and employees. This report will discuss expanding three pilot programs that have been very successful in ensuring that the system is used solely for the purpose of transit, thereby improving safety and security. They include:

- Expanding the TAP-to-Exit Program
- Expanding the Elevator Open-Door Program
- Expanding the Smart Restroom Initiative

Staff also recommends introducing two new pilot programs:

- Testing new taller faregates at up to three stations
- Assessing the real-life efficacy of two different weapons detection technologies at two transit hubs on the rail system

Lastly, the report addresses the Board's interest in the state of Metro's CCTV infrastructure and its ability to integrate biometric identification to enhance safety by identifying individuals on watchlists and enabling proactive security responses.

Expanding the TAP-to-Exit Pilot Program

Law enforcement data reveals that nine out of ten individuals arrested on Metro do not have valid fare, which is more indicative of the vulnerabilities of the current fare collection system because there is no reliable data to determine what percentage of all non-fare-compliant users commit crimes. As such, staff have been working on near-term and long-term solutions to ensure the system is being used solely for transit by improving fare compliance equipment and policies.

In late May 2024, staff launched a TAP-to-Exit pilot program at North Hollywood, an end-of-line station on the B Line, to improve fare compliance by using existing fare collection equipment and enable fare inspectors to ensure compliance with Metro's Code of Conduct across a high volume of customers.

Within the first month of the program, key findings indicated the implementation at this single station resulted in an outsized safety improvement across all B Line stations. In the first month, the pilot helped to identify and correct 15,000 unpaid rides that were subsequently paid for upon exit, which translates to 11% of total tap-outs. Multilingual staff surveyed over 100 customers at the North Hollywood Station, in which 91% reported feeling the station was cleaner and 86% felt safer.

- Across the 14 stations of the B Line:
 - Paid rides have increased by 15%, translating to more than 100,000 more paid rides in the program's first month.
 - Reported crime and other issues have dropped over 40% on the Transit Watch app, where customers can "See Something, Say Something," which includes substantial reductions in physical fights, disturbances, drug use, and harassment.

As an added benefit of the pilot, Metro's Low-Income Fare is Easy (LIFE) Program enrolled more than 170 customers onsite, ensuring that income-qualified individuals with legitimate transportation needs were offered no-cost TAP cards with preloaded rides and significantly discounted fares in future months.

Staff is currently reviewing data and customer feedback from the first 90 days of the pilot. However, given the strong success of the pilot, staff is now planning to expand this program to all the end-of-line stations, beginning with the Downtown Santa Monica end-of-line station on the E Line. In addition to enhanced fare compliance efforts at this Station, fare inspection teams will also be expanding enforcement efforts for passengers exiting at both ungated end-of-line stations on the A Line, at Downtown Long Beach and APU/Citrus College in Azusa, and at Willowbrook/Rosa Parks A & C Line Station. This effort will begin with an education-first approach, layered with our equitable LIFE program enrollments, and consistent with our previous and successful approaches at Westlake/MacArthur Park and North Hollywood stations. Staff will also be investigating technology enhancements to reinforce tapping on exit at end-of-line stations.

Timeline: TAP-to-Exit Pilot Program to be expanded to Santa Monica in August 2024.

Systemwide Expansion of TAP-to-Exit

To facilitate the longer-term expansion of TAP-to-Exit, staff is exploring the feasibility of adding TAP-to-Exit across the entire system of faregates, matching the decades-long practice seen at other large transit agencies within North America and across the world, including:

- Bay Area Rapid Transit (BART)
- Washington Metropolitan Area Transit Authority (WMATA)
- Metropolitan Atlanta Rapid Transit Authority (MARTA)
- London Underground (TfL)
- Tokyo Metro

The Metro system has stations with faregates and stations without faregates, which creates challenges for rapid expansion of TAP-to-Exit such as:

- Gate telephones (GTEL) must be located inside the paid station area to provide ADA-compliant customer assistance when onsite staff are unavailable;
- Availability of optic scanners to process Metrolink QR code ticketing to ensure seamless compatibility with Metro faregates that primarily accept TAP fare media; and
- Consistent uniformed personnel to provide passenger support.

The recently approved TAP Plus upgrades includes 603 new TAP and barcode readers to be installed on faregates. An additional 603 readers are required for installation on the faregates on the exit side, along with 290 readers for new rail projects to facilitate TAP-to-Exit implementation. This will upgrade the TAP readers on the exit side of the gates to be compatible with the recently approved TAP Plus upgrades to the entry side, which includes Metrolink compatibility.

The table below outlines the estimated cost and timeline for completion of systemwide implementation. This includes a 20% contingency to cover additional engineering and unforeseen

costs.

TAP-To-Exit Requirements	Preliminary Cost Estimate		Estimated Timeline
	Current Gated Stations	New Rail Projects	
GTEL installation ¹ (At stations currently without GTELS)	\$ 2,412,672	N/A	2 weeks per station 12 to 24 months
Redistribution/installation of existing Metrolink optic QR readers (Contingent on GTEL availability)	\$ 60,000	N/A	3 months
TAP and barcode readers	\$ 3,256,200	\$ 1,566,000	10 months
Contingency (20%)	\$ 1,145,774	\$ 313,200	
Total	\$ 6,874,646	\$ 1,879,200	~12 months

¹ GTEL installations are required for ADA compliance as part of TAP-to-Exit. North Hollywood and Downtown Santa Monica stations already have existing GTELS in the paid station area.

Cost: ~\$8.8 million for TAP-to-Exit expansion systemwide

Expanding the Elevator Open-Door Pilot Program

Elevators are a critical component of the station experience, particularly for customers with disabilities, bicycles or other belongings, and parents with strollers. They are also susceptible to misuse because of the confined nature and placement relative to the overall passenger flow of a station. Since January 2024, there have been nearly 150 complaints about station elevators logged through Customer Care, or nearly 1 complaint per day. 4 out of 5 of these complaints are related to security, cleanliness or maintenance concerns about a station elevator. Therefore, staff has continued to identify near-term solutions to quickly respond to these customer pain points. Over the past several months, staff have been incrementally expanding the program to keep elevator doors open when not in use, which has improved safety and cleanliness through natural surveillance and deterrence of illicit activity. Additionally, the open-door pilot aligns well with recently adopted Metro Design Criteria for new facilities, requiring “hands-free” access to elevators to facilitate use by persons not able to actuate elevator call/floor selection buttons.

No issues or problems have been reported by persons with a disability regarding the open-door pilot program. Ambassadors have reported that parents with strollers and customers with bicycles are having an easier time entering the elevator, with additional time and visibility to negotiate their items into the elevator. Facilities Maintenance and Security also report significant drops in special clean-ups and extended dwelling/willful blocking of Open-Door Pilot Program at the three new Regional Connector stations. Thereafter, it was expanded to three more stations, including APU/Citrus College A Line Station, Willowbrook/Rosa Parks A & C Line Station, and El Monte J Line Station. In total, 21 out of 57, or 37%, of eligible elevators at Metro’s newer stations are now part of the Elevator Open Door Pilot Program. Staff is reconfiguring all 57 eligible elevators. Once completed, the stations with open-door elevators will include:

- Regional Connector (Little Tokyo/Arts District, Historic Broadway, Grand Ave Arts/Bunker Hill)
- A (Gold) Line (Arcadia, Monrovia, Irwindale, APU/Citrus College)
- A (Blue) Line (Willowbrook/Rosa Parks)

- E (Expo) Line (Palms, Expo/Sepulveda, Expo/Bundy)
- K Line (Expo/Crenshaw, MLK Jr., Leimert Park)
- El Monte Bus Station
- NoHo B-G Line Connection Portal
- Universal City/Studio City Pedestrian Bridge across Lankershim Blvd.

Timeline: All 57 elevators in the stations listed above will be reconfigured by September 2024. In addition to the 57 elevators listed above, there are 123 older elevators, primarily on the Metro B, C, and J Lines, that do not currently have this capability, but will eventually be addressed through the ongoing Elevator Modernization Program. Staff will explore other strategies to better secure the older elevators while they are being modernized.

Cost: There are no additional costs for the 57 newer elevators listed above, as the reprogramming can take place within the existing hardware and service contract. For the 123 older legacy elevators, staff will continue to keep the Board updated of this progress through the ongoing Elevator Modernization Program.

Expanding the Smart Restroom Initiative

Following the successful Unsolicited Proposal pilot with Throne Labs that began in October 2023, Metro has incrementally expanded the pilot of free, public restroom access to every rail and bus rapid transit (BRT) line, including 10 locations with Throne Labs smart restrooms. These ADA-compliant, touch-free restrooms require cell phone access to increase user feedback and accountability, deter illicit activity, and preserve clean and safe access for its intended purpose.

Since the program began in October 2023, there have been over 66,000 uses across 10 locations and a 4.2 out of 5-star average satisfaction rating. Staff have also seen a 50% reduction in public urination and defecation at stations with these restrooms installed, and the Throne systems have not experienced calls for police or emergency services.

Timeline: As a result, staff is proposing a systemwide expansion of smart restroom access, phasing up to a total of 64 restrooms over the next four years. Exact locations and orientation will be determined through individual site assessments with sufficient Metro property, accessibility, and utility. Staff estimates the following phasing to allow sufficient time to implement and support:

- Year 1 (CY25): Add +20 additional new restrooms, for a total of 30 locations, \$2.71M
- Year 2 (CY26): Add up to +34 additional new restrooms, up to 64 total locations (including the current 10), \$6.08M
- Year 3 (CY27): Continue operating up to 64 locations, \$6.38M
- Year 4 (CY28): Continue operating up to 64 locations, \$6.70M

Cost: This four-year estimated cost for an incremental expansion of smart restroom access totals up to \$21.87M, and the first year would be funded through the approved FY25 Station Experience budget. This four-year contract also ensures safe and accessible restroom access through the 2028 Summer Olympic and Paralympic Games and beyond.

New Pilot: Testing Taller Faregates

Half of the Metro Rail system employs faregates, and the other half relies on standalone validators (SAVs) in which customers are requested to tap their cards but are not physically stopped by a faregate. This is because many street-running stations do not have adequate space to install faregates and still comply with Fire/Life Safety and ADA requirements. Moreover, the current turnstile and leaf-style faregates are highly susceptible to fare evasion, especially the wide, ADA leaf-style gate that provides additional space and time for customers with disabilities to enter but is open to all riders.

Staff has closely monitoring the efforts of peer transit agencies that have been replacing traditional faregates with modernized designs (including taller faregates) that better meet today's mobility needs. The improved access control provided by these new faregates has reduced fare evasion at those transit agencies by up to 90%.

In addition, modern faregates have many features that Metro's 20-year-old faregates lack that could improve safety and the customer experience. These features include the following:

- 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, which are commonly reported on today's faregates and lead to resiliency challenges.
- Replacing turnstile bars with paddle-style doors that reduce customer pain points with bicycles, luggage, and other belongings, which is particularly relevant with the upcoming LAX/Metro Transit Center and growing investment in active transportation.
- Application Programming Interface (API) integration with security solutions, such as integrated weapons detection through improved camera detection.

Therefore, staff proposes a near-term, targeted procurement for up to three pilots at up to three stations, 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, and Pershing Square (5th St/Hill St Entrance). 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.

Timeline: Pilot to tentatively begin in November 2024.

Cost: \$14.4 million for up to three different gate arrays from up to three different vendors for pilot testing.

New Pilot: Weapons Detection Systems

At the Board's directive to find measures to keep weapons off our transit system, staff have researched several weapons detection technologies, including hand-held and walkthrough systems. Staff found multiple systems available today that use advanced technologies such as artificial intelligence (AI), machine learning, and sophisticated sensors to accurately detect a wide range of

weapons, including improved detection of concealed and small weapons. These advancements can greatly reduce the need for labor-intensive searches and can also retain and analyze large amounts of data to identify patterns and improve detection accuracy. The mere presence of these systems can act as a deterrent, discouraging individuals from bringing weapons into station areas.

Conversely, deploying these systems may hinder the riders' experience by narrowing access points and extending the time necessary to enter a station or board a bus. A system's underperformance and accuracy adjustment could also lead to misidentifying non-threatening items as weapons, leading to unnecessary alerts and delays, with some riders finding the additional security measures inconvenient.

Staff identified two systems with the highest potential to reduce the number of weapons on the system and meet the differing needs of the various locations, stations, and divisions. Further discussion of the research and findings, the evaluation of different technologies, as well as the results of the conversations with peer agencies are contained in Attachment B. Based on feedback from NY MTA and staff's experience with the demonstration at the City of Inglewood, staff recommends a pilot of two advanced weapons detection systems - the millimeter wave technology and dual-lane system - over 30 days at two Metro stations.

Millimeter Wave Technology & Dual-Lane System Pilots

Millimeter wave technology provides a highly advanced and efficient method for security screening. 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. This technology can detect a wide variety of concealed items, including non-metallic threats, with greater accuracy and speed. By emitting harmless radio waves that bounce off the body and any concealed objects, millimeter wave scanners can produce real-time images that security personnel can quickly analyze. This leads to enhanced security, faster checkpoint processing times, and a more streamlined experience for travelers and visitors at various facilities.

Dual-lane systems enhance safety and streamline the screening process in high-traffic areas. 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. It uses sensors and AI to scan individuals as they walk through the system, eliminating the need for physical pat-downs or manual bag checks. It allows for a seamless, continuous flow of people, minimizes bottlenecks and wait times, and leverages machine learning algorithms to differentiate between threats and benign objects, continuously updating and improving its detection capabilities based on new data. The system can integrate with other security systems and communication tools, some currently used by the agency and others planned to be procured, for coordinated responses. These portable systems can be set up quickly, making them ideal for Metro's fluctuating security needs.

Staff will evaluate the systems based on their effectiveness in threat detection, ease of integration with existing systems, impact on passenger flow, and overall reliability.

A rigorous monitoring process will be implemented to collect comprehensive data throughout the trial period, focusing on key performance indicators such as detection accuracy, false positives/negatives, operational impact, and user feedback.

After the 30-day pilot, staff will return to the Board with an update, analyzing the systems' performance and providing recommendations on whether to implement them across the transportation network, including any necessary adjustments to ensure successful integration.

Location Rationale: Staff utilized crime statistics and Transit Watch app data to determine that a location on the rail system was the best location for testing. Based on data from October 2023 to April 2024, the rail system reported 3.3 as many crimes as the bus system, with 33% more Crimes Against Persons and 2.7 times as many weapon arrests.

Timeline: Pilot up to two separate weapons detection vendors at two separate stations, with findings to be included in the January 2025 board report. The first of the two pilots would begin in September 2024 (for security reasons, the stations are not disclosed in this report).

Cost: No additional cost is expected for this pilot.

In addition, as part of this research effort, staff evaluated the possibility of having weapons detection on Metro buses. The research suggests there are significant challenges when trying to deploy weapons detection systems with metal detection or advanced sensors due to space constraints, as well as available power and data connectivity onboard vehicles. Alternatively, a video analytics-based system that leverages detection algorithms over video feeds from CCTV cameras exists; however, of the handful of vendors commercializing these systems, only one is known to have partnered with a transit agency to implement their system in transit facilities, and none have implemented a detection system onboard vehicles. While there is no technology available currently to pilot on Metro buses. Staff will continue to monitor emerging technologies for their application onboard buses.

Video Management and Analytics

The adoption of a unified VMS will achieve not only efficient management of video information but also turn it into intelligent information, enabling functional uses such as clothing comparisons, measuring wait times, direction of travel, missing persons, loitering, people-counting, crowd management, perimeter protection, line crossing at rail platforms, and safety monitoring. While the older cameras cannot currently handle video analytics technology, multiple CCTV camera upgrade projects are being undertaken. The grant-funded FY25 procurement expanding Metro's video analytics will include sufficient licensing to cover all cameras at all Metro fixed assets.

Facial Recognition Technology (FRT)

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. This technology can capture and interpret facial images from video footage or photographs and match them against a database of known faces. FRT can identify individuals on Be on the Lookout (BOLO) watchlists, exclusion lists, or those who are identified as a known threat to public safety.

Based on the multiple sources of information generated and shared in conjunction with casework, Metro security personnel are constantly aware and on the lookout. FRT can serve this same function. Upon a match and verification of an individual's identity, security and law enforcement personnel would determine an appropriate response, enhancing the safety of passengers and staff.

If the agency moves forward with the implementation of biometric identification, it is crucial to be aware of potential biases based on a person's appearance, such as their skin tone, and how those may influence the results of FRT, which could subsequently impact security decisions. With these concerns in mind, the usage of video analytics, such as FRT, must be auditable to ensure responsible usage is taking place. Thus, in keeping with Metro's Bias-Free Policing and Public Safety Analytics policies (Attachment C), staff would work to ensure data security, transparency, and compliance. These policies provide individuals in contact with Metro staff with the assurance that they shall be treated in a fair, impartial, bias-free, and objective manner without discrimination. Consistent with bias-free policing, Metro staff would utilize any data or information gathered in a manner that averts racial profiling. Staff will continue to evaluate this technology but does not recommend moving forward with a pilot at this time. For context, in FY24, with more than 300 million boardings, Metro Transit Security only received 25 BOLOs. The OIG is leading the effort to establish communication and coordination protocols with the Court system to better address BOLOs and identify repeat offenders of crimes on our system.

As new security technologies are implemented, maintaining compliance with the Bias-Free Policing and Public Safety Analytics Policies is crucial. In accordance with these two policies, Metro has adopted comprehensive strategies involving training, transparency, accountability, data management, and community engagement, which are relevant to the technologies discussed in this report. Further information about compliance with Metro's Bias-Free Policing and Public Safety Analytics Policy is described in attachment D. These two policies are also closely aligned with the White House Blueprint on AI Bill of Rights (Attachment E).

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. In both forums, SSLE staff provided insight into the exploration of technology to strengthen Metro's security awareness and response. 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. In addition, PSAC was briefed on the TAP-to-Exit program, Elevator Open-Door program, and the Throne restrooms. The feedback has been positive.

1. The PSAC members had questions related to hardening the system. Some were curious about the history of Metro's buildout: "Why had Metro built the rail structure on an honor system rather than *requiring* fare upon entering?" They were pleased with the efforts of TAP to Exit and particularly appreciated the fact that there was an education period ahead of the implementation and that staff were able to capture some new enrollments into the LIFE Program.
2. The Elevator Open-Door pilot garnered a lot of support from the PSAC members generally and the vice chair specifically. She recounted a moment on one day when she was dreading getting in the elevator but found herself having to ride it, instead of taking the escalator. When she stepped in, she held her breath. After a few seconds, she breathed out and was pleasantly surprised at how fresh it smelled. Not only that, but the freshness in the elevator was also consistent. She noticed a visible difference on the push buttons as well, stating that they were clean and free of grime. She spoke at length about what a pleasant experience that was.

-
3. There was also support for the Throne restrooms. Some stated that it was difficult to imagine that the system would have been built without their consideration and exclaimed that it was good to see that, even if it was currently in pilot, Metro was addressing what has quickly become a challenge for riders.

At the recent July 11th meeting with PSAC, Customer Experience, FM, Station Experience, and SSLE staff provided updated 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.

DETERMINATION OF SAFETY IMPACT

The initiatives discussed in this report support several safety-related strategies, including by ensuring that the Metro system is solely used for its intended purpose of transportation, making station improvements to create safer environments, and enhancing Metro's current ability to detect and remove weapons from the system.

FINANCIAL IMPACT

The estimated LOP budget is \$65.1 million. The budget amendment for FY25 is \$15.4 million; the remaining balance is either already included in the FY25 budget, or additional funding will be added through future budgets. Adopting expenditures would allow the agency to implement the safety, security, and customer experience initiatives outlined in this report. Costs will be budgeted in various cost centers under Operations, Chief Safety Office, and Strategic Financial Management.

Since this is a multi-year effort, the responsible Cost Center Managers, Project Managers, and Chief Officers will be responsible for budgeting costs needed in future fiscal years.

Impact to Budget

This action will be funded from Federal, State, and Local funds eligible for bus and rail Operations.

EQUITY PLATFORM

As the agency explores potential technology upgrades to better protect Metro riders and employees and improve the overall rider experience, questions arise about how these efforts will impact Black, Indigenous, and other People of Color (BIPOC) and other marginalized groups who rely on our system. When determining which locations to implement weapons detection, staff will review crime data for weapons arrests, select areas with the highest crimes involving weapons, and consider environmental design parameters. Acknowledging there may be concerns about rider accessibility at stations if weapons detection systems are installed there, staff will work collaboratively with its public safety partners and other Metro departments to maintain ADA accessibility and minimize any disruptions or negative impacts on riders who depend on the Metro system for transportation. Staff will educate Metro advisory groups about implementation plans, gather feedback and concerns, and provide a transparent road map on capabilities, installation, and location deployment planning efforts.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

ALTERNATIVES CONSIDERED

The Board could opt not to expand or implement new pilots. However, this is not recommended as the existing pilots have demonstrated success in improving safety and security and the new pilots address additional efforts to improve safety and security. For technologies such as facial recognition, the maturity of the technology and governance concerns would not constitute support to a pilot at this time.

Staff evaluated piloting new faregates at up to six stations, with an estimated implementation cost of approximately \$42.9 million. However, after evaluation, staff concluded that piloting at six stations would not yield significantly different results compared to piloting at three stations while costing twice as much. Based on these findings, the recommendation is to proceed with piloting faregates at three stations to maximize efficiency and cost-effectiveness.

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.

ATTACHMENTS

Attachment A - Board Motion 34.1

Attachment B - Types of Weapons Detection Systems

Attachment C - Metro Bias-Free Policing Policy and Public Safety Analytics Policy

Attachment D - Compliance with the Bias-Free Policing & Public Safety Analytics Policy

Attachment E - White House Blueprint on AI Bill of Rights

Prepared by: Robert Gummer, Interim Deputy Chief, System Security and Law
Enforcement Officer, (213) 922-4513

David Sutton, Senior Executive Officer, Finance, (213) 922-5633

Aldon Bordenave, Deputy Executive Officer, System Security and Law
Enforcement, (213) 922-4507

Stephen Tu, Deputy Executive Officer, Operations, (213) 418-3005

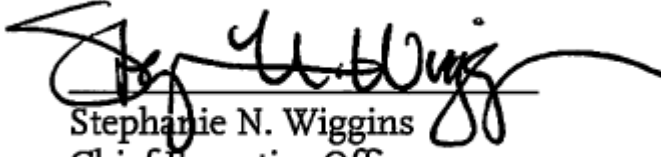
Nicholas Kappos, Interim Director, Physical Security, (213) 922-2590

Reviewed by: Kenneth Hernandez, Interim Chief Safety Officer, Chief Safety Office,
(213) 922-2290

Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213)
940-4060

Conan Cheung, Chief Operations Officer, Operations, (213) 418-3034

Nalini Ahuja, Chief Financial Officer, Office of Management and Budget,
(213) 922-3088



Stephanie N. Wiggins
Chief Executive Officer