



Board Report

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**REVISED**  
**REGULAR BOARD MEETING**  
**JANUARY 26, 2023**

**Motion by:**

**DIRECTORS NAJARIAN, BUTTS, BARGER, DUTRA, AND SANDOVAL**

Amendment to the Customer Code of Conduct Motion

Currently, there is a countywide crisis regarding drug abuse and it has spilled over onto our system including, our buses, trains, stations and Metro properties. It is necessary to clarify our code of conduct regarding possession of drugs to include the use and sale of illegal drugs on our system. Metro must clearly indicate that it has zero tolerance for the use and sale of illegal drugs on our buses, trains and properties. Our priority must be to our riders by providing a safe and secure environment while using our system. The number of daily complaints of open drug sales and drug use received by our riders is daunting.

For years, the top three priorities for our riders have been safety, cleanliness, and on-time performance. In order to ensure this, we must have a zero tolerance for use and sale of illegal drugs on our system and properties. This motion is a step to address this crisis on our system.

**SUBJECT: AMENDMENT TO THE CUSTOMER CODE OF CONDUCT MOTION**

**RECOMMENDATION**

APPROVE Motion by Directors Najarian, Butts, Barger, Dutra, and Sandoval that:

- A. Title 6, Chapter 6-05 of the Los Angeles County Metropolitan Transportation Authority (“Metro”) Administrative Code (the “Code”), otherwise known as the Metro Customer Code of Conduct, be amended to clarify that the use and sale of illegal drugs is prohibited on the Metro system and subject to immediate ejection, and possible fine and exclusion, consistent with other prohibited activity as provided for in the fine schedule of the Code, in addition to any criminal or other civil penalties that might apply.
- B. The Communications Department take steps to inform the riding public that Metro has a policy prohibiting the use or sale of illegal drugs on the Metro; and

- C. The System Security and Law Enforcement Department include in its top priorities the enforcement of this prohibition against use or sale of illegal drugs on Metro's system.
- D. The Operations Department shall work with all other departments in Metro, law enforcement, and other agencies including substance abuse and addiction recovery partners to take steps to promote awareness, compliance, and enforcement of this prohibition.
- E. The System Security and Law Enforcement Department will report back to the board in 60 days on the implementation of this directive.