

Monthly Update on Transit Safety & Security Performance

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

SEPTEMBER 16, 2021

July 2021 Crime Stats

VIOLENT CRIMES	June 2021	July 2021	% Change	May 2021	June 2021	% Change	YTD 2020	YTD 2021	% Change	YTD 2019	YTD 2021	% Change
Homicide	1	0	-100%	0	1	N/A	1	2	100.0%	1	2	100.0%
Rape	0	4	N/A	1	0	-100.0%	5	9	80.0%	4	9	125.0%
Robbery	24	24	0.0%	17	24	41.2%	134	128	-4.5%	178	128	-28.1%
Agg Assault	42	36	-14.3%	39	42	7.7%	135	206	52.6%	158	206	30.4%
Agg Assault on Op	0	2	N/A	1	0	-100.0%	9	9	0.0%	6	9	50.0%
TOTAL VIOLENT	67	66	-1.5%	58	67	15.5%	284	354	24.6%	347	354	2.0%

PROPERTY CRIMES	June 2021	July 2021	% Change	May 2021	June 2021	% Change	YTD 2020	YTD 2021	% Change	YTD 2019	YTD 2021	% Change
Burglary	2	4	100.0%	2	2	0.0%	4	11	175.0%	4	11	175.0%
Larceny	31	32	3.2%	35	31	-11.4%	260	198	-23.8%	470	198	-57.9%
Bike Theft	5	8	60.0%	5	5	0.0%	32	27	-15.6%	44	27	-38.6%
Motor Vehicle Theft	1	0	-100.0%	1	1	0.0%	9	6	-33.3%	16	6	-62.5%
TOTAL PROPERTY	39	44	12.8%	43	39	-9.3%	305	242	-20.7%	534	242	-54.7%
TOTAL PART 1	106	110	3.8%	101	106	5.0%	589	596	1.2%	881	596	-32.3%

Homeless Outreach Data

Operation “Shelter the Unsheltered”


July 1, 2021 – August 31, 2021

PATH C3 Team Outreach

Operation Summary	Total
METRO TRANSIT SECURITY	
# OF AM OFF-LOADINGS	4,914
OUTREACH PARTNERS	
# OF INDIVIDUALS SHELTERED (PATH)	74
# OF INDIVIDUALS CONTACTED (LA DOOR)	256
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER)	101

Performance Measures - Monthly	Number of Persons Served July 2021	Number of Persons Served August 2021	Total Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	150	177	327
Number of Unduplicated individuals engaged (engagement phase)	114	127	241
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	25	93
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	21	23
Number of unduplicated individuals engaged who are permanently housed	24	18	42

Homeless Outreach Partnerships



In early June 2021, Council District 9 (CD9) approached Metro (Real Estate) with a request to use a vacant Non-Revenue parcel along the Expo Right-of-way, just south of Adams Bl. between Compton Av. and Nevin Ave. in South Los Angeles, to build a “Tiny Homes” Village homeless shelter; Metro is supportive of this program because it will provide shelter space (approx. 48 units) for homeless outreach services focused on the A Line (Blue), E Line (Expo), and J Line (Silver) to advance the customer experience.

On August 9, 2021, SSLE Executive Officer and homeless outreach team participated in a National Consortium under the leadership of TriMet of Portland Oregon that regularly consults with transit agencies across the nation, representing agencies in California, Washington, Colorado, and AMTRAK.

SSLE is planning to convene a Metro Tiger Task Force Team to address homelessness throughout Metro’s system and properties on a quarterly basis. The Tiger Task Force is Metro-centric, bringing together diverse departments such as Operations, Customer Experience, and Communications, to support coordinated and robust homelessness initiatives.

SSLE is revisiting partnering with the West Angeles Church of God in Christ Community Development Corporation (CDC). Past involvement with the CDC was a coordinated homeless outreach effort at encampments along the Slauson corridor between Metro law enforcement (LAPD’s HOPE), PATH outreach teams, and the West Angeles’ CDC.

Public Safety Advisory Committee (PSAC)

PSAC members are currently drafting a PSAC mission and values statement for public safety on Metro.

- An online form is available on the PSAC website through September 20th to include public feedback in this process.
- The form has been advertised through Metro's social media channels and community networks.
- The statement will be used as a framework of which to fit various proposals presented by PSAC.

Guest speaker sessions have commenced with the first panel occurring at the September 1st general PSAC meeting with law enforcement, private security, and Metro Transit Security personnel.

- What do you see as your entity's role in providing a safe experience for Metro riders?
- How might your organization's role change in a system that includes more resources for things like transit ambassadors, social service providers, and community-centered alternatives to law enforcement?

PSAC Ad-Hoc Subcommittee Highlights

Infrastructure Protection Services (IPS)

- Members are currently discussing recommendations on the following topics: training, uniforms, background checks.
- Training recommendations include disability sensitivity, implicit bias, de-escalation, and mental health training.
- Members have previously noted that a dark grey uniform shirt is preferred for the visually impaired community as the color is commonly used for personnel in authority.
- The committee discussed having Metro conduct their own background checks on individual employees of the selected IPS contractor. Metro shared that they cannot dictate who the contractor hires but instead can determine if an individual works on a Metro contract.

Non-Law Enforcement Alternatives (NLEA) to Public Safety

- Members brainstormed goals and objectives for a Metro transit ambassador program: ambassadors serving a rider-facing and welcoming role, distinguishing roles with other customer facing personnel such as blue-shirts and security.

Policing Practices

- Defining how (or if) traditional law enforcement will interact with other public safety elements
- Considering whether to recommend canceling the contracts altogether and revert to non-contracted law enforcement
- Articulating the role of police officers within Metro's public safety ecosystem
- Identifying research gaps and data needs to effectively evaluate (and track) outcomes and providing feedback on the existing policing contracts

Community Engagement

- Members are prioritizing enhancing services and outreach for unhoused riders as their initial focus. Members would like to see a "people first" campaign that educates the public about the needs of unhoused people using compassion, empathy, and action.