

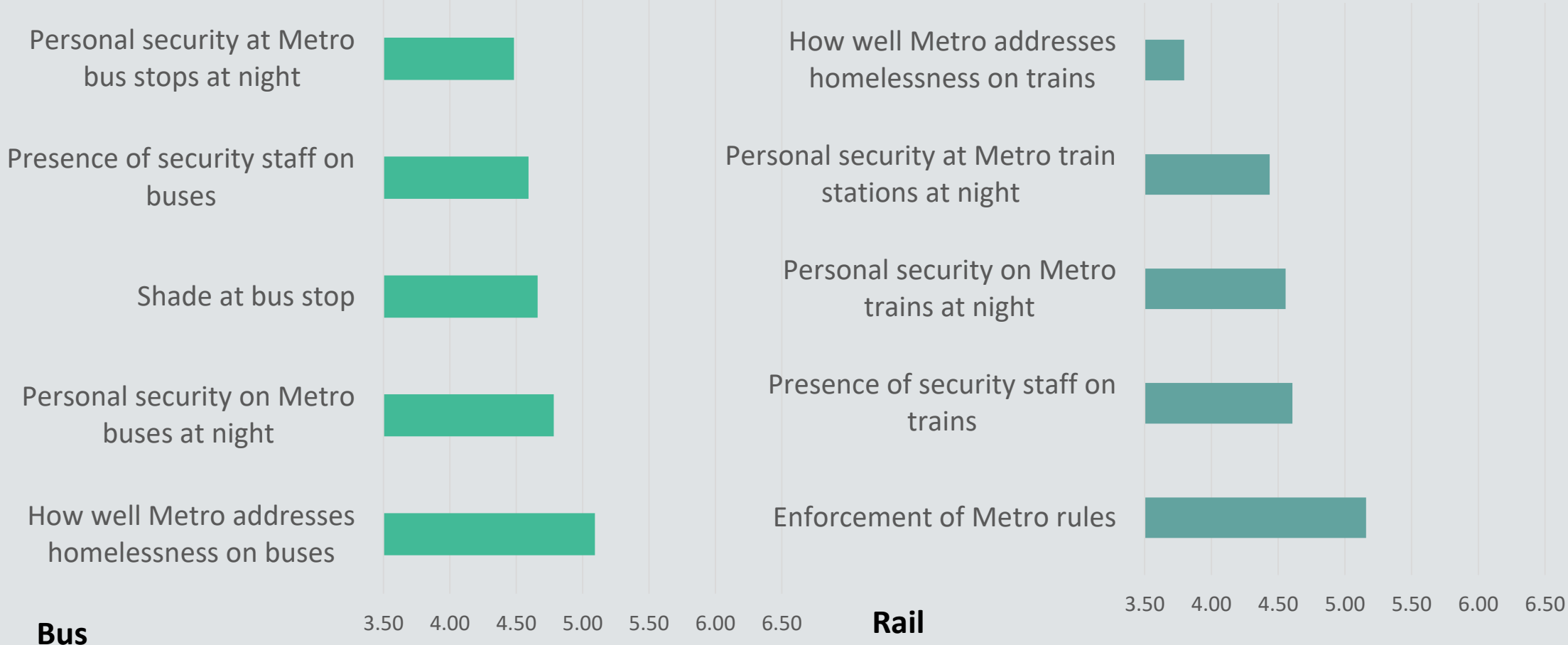
Transit Law Enforcement Services

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 18, 2021

Current Conditions

- Continued challenges with addressing quality of life issues on the system (i.e., hygiene, sanitation) and violent behaviors from riders under the influence or suffering from mental illness
- Continued employee demand for uniformed presence across Metro stations
- Per Board Motions 37 and 37.1, Metro is to convene a Public Safety Advisory Committee (PSAC) to provide recommendations on how we can reimagine public safety on our system, which includes receiving input on our next multi-agency policing contract
 - To ensure PSAC members have the knowledge and time to provide input, Metro staff may need to consider extending the existing contract by 6-months, an approximate increase of **\$84M** (not included in the amendment request)
- Law enforcement resources to support the Crenshaw Line are anticipated at an additional **\$15M** (not included in amendment request)

Bottom 5 Aspects of Customer Experience



Contract Achievements

- In collaboration with Metro's Transit Security and PATH, launched *Operation Shelter the Unsheltered* in April 2020, which has helped to connect over **650** individuals to shelters
- Expanded the HOPE, MET, and Quality of Life homeless outreach teams
- Improved contract compliance, and reduced data reporting from 60 days to 30 days
- Improved Metro's Sexual Harassment Program by having law enforcement respond to incidents as priority calls with tracked response time
- Provided additional resources during construction of the "New Blue Line" to mitigate copper theft, resulting in meeting the project's opening date
- Enhanced deployment of uniform presence at:
 - Westlake /MacArthur Park Community Market, Expo Line, Union Station, Blue Line Closure Traffic, Red Line and Pershing Square

Contract Amendment Requests

1

LBPD: Increase contract value by \$6,878,776 (23%) from \$30,074,628 to \$36,953,404

2

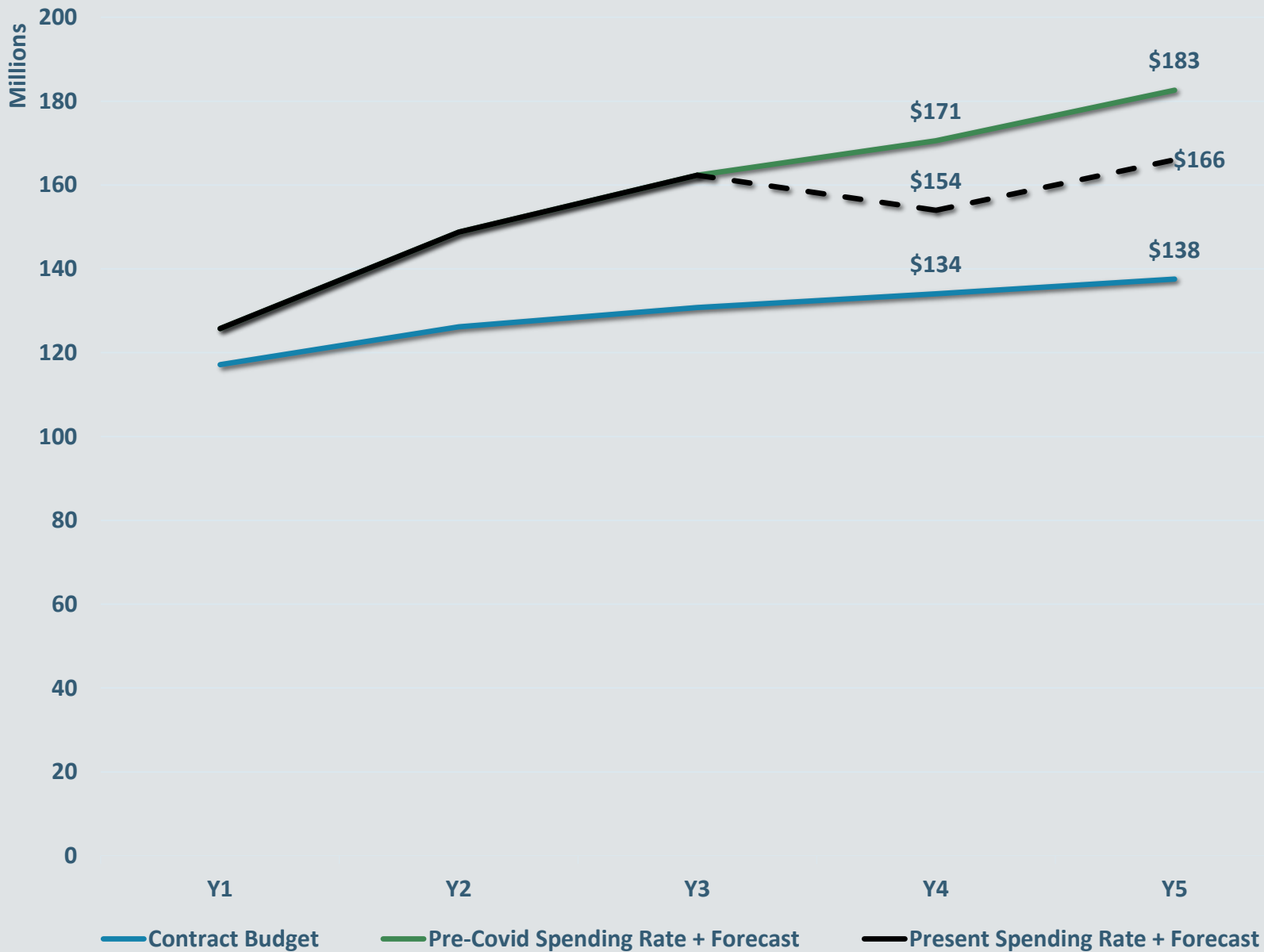
LAPD: Increase contract value by \$60,154,998 (16%) from \$369,330,499 to \$429,485,497

3

LASD: Increase contract value by \$44,168,199 (18%) from \$246,270,631 to \$290,438,830

A total of \$111,201,973, a **17.2%** increase from \$645,675,758 to \$756,877,731.

Total Invoiced vs Contract Budget



Cost Savings

As a result of agencywide mandates for cost reduction, we eliminated additional resources for Special Events and Enhancements, which resulted in a savings of approximately **\$33.14M**.

Additionally, a detailed review of the contract budget resulted in repurposing funds to cover additional resources such as Training, and a successful negotiation of reducing the current CAP Rate by an average of 9.85%. An overall savings of approximately **\$16M**.

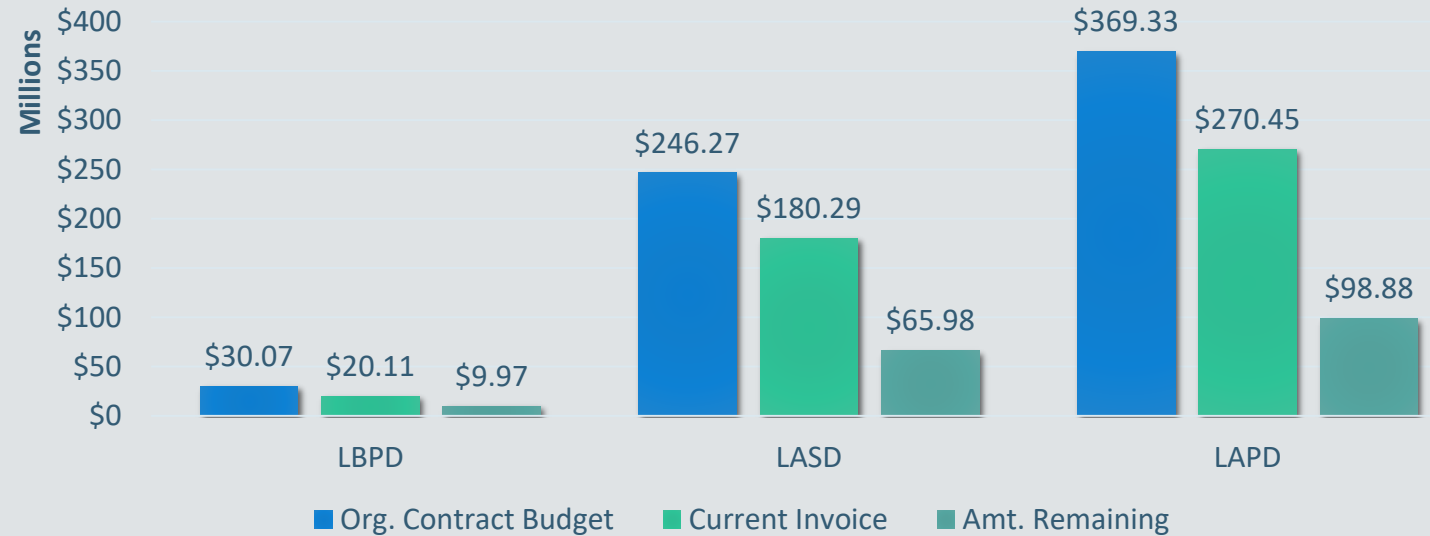
TOTAL SAVINGS: \$49M

Contract Award to Present

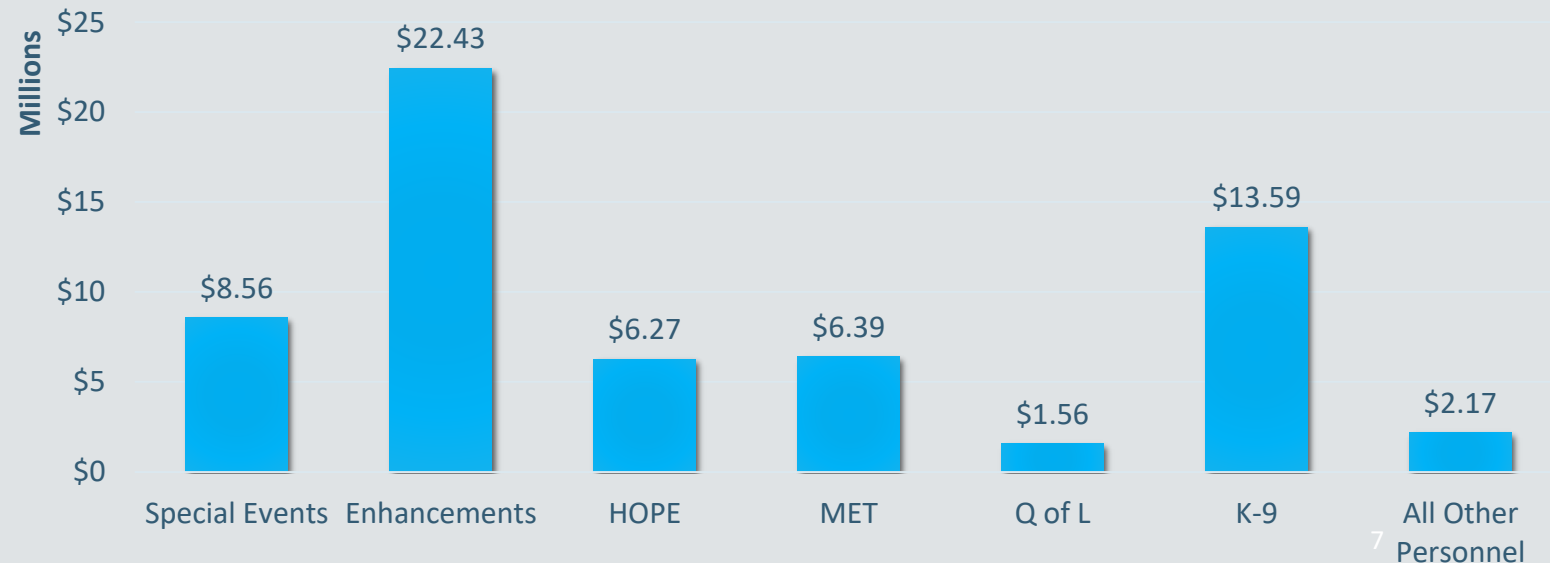
In 2017, Metro awarded a **\$645,675,758** multi-agency contract to LAPD, LBPD, and LASD. This amount did not include additional resources requested by Metro, which have resulted in a 16.9% shortfall during the first 3 years of the contact.

Contract Years 1- 3

Budget vs Invoiced



Unanticipated Costs



Accountability Measures

- Assessed systemwide deployment model and redistributed resources
- Implemented the monitoring of sexual harassment Calls for Service response time
- Revamped the tracking and auditing of CCATS and LESRs to be addressed by law enforcement agencies within 7 business days
- Require partners to report crime data and trends at weekly meetings
- Reestablished regional law enforcement network to ensure Metro partners are responsive to the security and quality of life needs of our surrounding communities
- Audits of invoiced law enforcement deployments; increased from 10% to 50%
- Audits of payroll to confirm compliance with contract approved personnel; increased from 0% to 100%
- Performance of MPV audits have resulted in an overall average of a 51% compliance
- Closed-out a total of (34) aging OIG audit findings/recommendations