

Metro Public Safety Advisory Committee (PSAC) May 4, 2023 General Meeting Motions

1. Request for Report Back on Metro's Public Safety Department Feasibility Study.

Motion: Share Feasibility Study with PSAC Committee after it is brought to Metro Board this month.

Staff: Imelda Hernandez

Dept: SSLE

Response:

The feasibility study report back to the Board has been pushed from May to June's Board meeting. This will be available to come back to PSAC in July 2023.

2. Request for information on Metro Bus Stop Cleanliness and Safety Standards.

Motion: Share guidelines for Metro bus stop standards regarding cleanliness & safety.

Staff: David Daniels

Dept: Facilities Maintenance - Stops & Zones Department

Response:

Metro does not implement standards or guidelines for cleaning bus stop zones. Bus stop zones include sidewalks and bus stop amenities which fall under the jurisdiction of each city's Department of Public Works (DPW). Each city's DPW has internal maintenance or contracts with vendors that are responsible for cleaning street furniture and the surrounding sidewalks.

3. Request for information on Metro Bus stop and bus shelter responsibilities.

Motion: Request to have a briefing on universal bus stop design. Who is in charge? What will it look like? How does that collaboration work with the various cities.

Staff: Patty Soto

Dept: Customer Experience

Response:

Metro serves over 12,000 bus stops throughout Los Angeles County. There are 88 cities, and each jurisdiction owns and maintains bus shelters in its own way. In most cases, Metro only owns the bus stop poles where it places its bus blades with bus line information. Metro is increasing its regional

collaborative efforts in planning, designing, and maintaining bus stop improvements through several efforts: 1) developing a Bus Stops Initiative Sketch Plan to share best practices, including accessible design; 2) identifying opportunities to assist cities in overcoming challenges through technical assistance, grant MOUs, and funding; and 3) building partnerships across the region with government, non-profit, and community-based organizations to build support for a regional bus stop vision. To learn more about bus shelter design and how they are selected for placement, it is recommended you contact that jurisdiction directly. In the City of Los Angeles for example, jurisdiction falls under the purview of Public Works.

4. Request for Metro to Contact Mental Health Organizations and Gather Information on Ridership.

Motion: Reach out to organizations working in the Alzheimer's, dementia, traumatic brain injury, intellectual disability, mental illness, and autism spectrum space to facilitate providing information on this ridership community to PSAC.

Staff: Benjamin Alcazar

Dept: Office of Civil Rights

Response:

Metro's Office of Civil Rights is proactively supporting outreach efforts for Metro's Accessibility Advisory Committee (AAC) with the goal of increasing diversity of membership to include individuals with neurological, mental, psychiatric, and developmental disabilities, as well as those who may be within the autism spectrum. Part of this work has been in partnership with the Aging and Disability Transportation Network (ADTN). The Office of Civil Rights will work with AAC and ADTN on how to gather feedback from individuals with disabilities listed above, with a focus on their challenges while using the Metro system and services, particularly those that relate to safety and security. This summer 2023 the Office of Civil Rights is supporting ADTN outreach, which includes a survey soliciting creative and innovative ideas to better meet the needs of older adults and persons with disabilities.

5. Request for information on Metro Bus CCTV monitoring.

Motion: Update Committee with more information regarding the CCTV monitoring that previously existed on buses and eventually transferring to a closed captioning system.

Staff: James Pachan

Dept: Operations, Maintenance

Response:

Background

Installation of on-board video surveillance and recording on the Metro bus fleet began 25 years ago and has now become an industry standard for several reasons, including safety and security of passengers and bus operators, verifying bus operator compliance with rules and procedures, recognizing operators who provide exceptional service to our customers, and investigating accidents, complaints, and criminal incidents. The video solutions evolved over time as cameras, resolution, and recording features improved, and incident triggered video devices (SmartDrive) came onto the market. These new systems help to define events rather than searching video to identify and validate an incident.

Camera/Video Recorder Types

Metro has two types of camera/video systems installed on the Metro revenue bus fleet. Depending on the bus size, the systems have a total of between 9 and 16 cameras installed on the interior and exterior of the bus. The cameras are installed in locations that capture and record front (Street traffic events) and rear (Interior bus operator/patron incidences). The events are recorded when a certain g-force threshold is met for a traffic event, or manually by the bus operator for internal bus operator/patron incidences. These recordings are captured on the camera itself and downloaded upon arrival to the bus division. Videos can be retrieved for viewing and captured in a format suitable for evidentiary purposes.

Live View Capabilities

With the exception of the older fleet of ninety-five articulated buses, all Metro buses are being equipped with Live View systems that allow for remote viewing of camera video with offsite recording capabilities. This Live View capability has been activated on over 1,000 buses to date with the remainder of the fleet in process. Metro currently has a fleet of 1,911 buses in direct operation.

Monitor Display Security System

As a component of the bus CCTV system, newer buses have interior monitor screens. The monitor screens were placed to visually inform passengers of the camera security system on buses. To date 1,435 buses of the total 1,911 buses are equipped with monitor screens, as older buses are retired from the system the number of buses with monitors will increase.

Sample of monitor:



6. Request for information on Metro's / LAPD's fare-check policy and procedures.

Motion: Update Committee regarding random fare checks being performed within the system that are causing commute issues for riders.

Staff: Imelda Hernandez

Dept: SSLE

Response:

Fare enforcement is conducted by Metro's Transit Security Officers whose procedure is to confirm proof of fare payment. LAPD is not conducting fare enforcement. In response to a 270% (year over year January) increase in trespassers and illegal drug use on the rail system, LAPD is performing visual confirmation of possession of a TAP card and that is the extent of the interaction regarding fare. The majority of individuals who were arrested for drug-related crime did not produce a TAP card after their arrest. LAPD has been instructed to perform the fare checks equitably, meaning when performing a visual confirmation, it is to occur with all riders in the rail car or bus. At no time is train or bus service to be held up to conduct a fare check.

Metro Public Safety Advisory Committee (PSAC) June 1, 2023 General Meeting Motions

7. Request for transit arrest data disaggregated by ethnicity.

Motion: Request the most recent data from Metro regarding transit arrests broken down by ethnicity.

Author Member: Olga Lexell

Responding Staff: Isai Rosa

Dept: Customer Experience

Response:

During the May Board meeting Director Bass requested a multi-year report of arrests on the system, highlighting demographics and crimes committed. The report will be shared at the July Board meeting. That report will be shared with PSAC.

8. Extend an invitation to LAPD partners to share Drug Diversion Program Experiences with PSAC.

Motion: Invite the LAPD to speak regarding outcomes for people who are offered the Drug Diversion Program. The PSAC is interested in knowing how cases are handled when our law enforcement partners provide resources and who is qualified for the Drug Diversion Program.

Author Member: Brandon Cheng

Responding Staff: Patty Soto

Dept: Customer Experience

Response:

Staff will work with the PSAC Executive Committee to identify key interest points to share with LAPD along with an invitation to present at a future PSAC meeting.

9. Request for information on Metro Bus stop and bus shelter responsibilities.

Motion: invite Accessibility Advisory Council (AAC) members to share their experiences with the MacArthur Park Station Pilot Program.

Author Member: Cadis Welch

Responding Staff: Jefferson Isai Rosa

Dept: Customer Experience

Response:

Staff has reached out to Office of Civil Rights and AAC with an invitation to members with experience using Westlake MacArthur Station. An AAC speaker has been added to the August 2023 agenda.
