

Metro Comprehensive Policing and Security Strategy



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Today's Transit Security Environment

Agency executives and security professionals must address crime and disorder, while concurrently mitigating threats associated with terrorism.



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Integrated, Multi-Layered Security Approach



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How the Pieces Work Together

Metro's security plan is multi-layered, integrating technology, Metro employees and patrons, security personnel, local police and federal partners.

- **Partners** - Metro collaborates with DHS/TSA and the FBI's Rail Security Coordinator
- **Police** - Metro relies on a community policing model to address crime and reduce the system's vulnerability to terrorism by maintaining a "felt" presence
- **Metro Security Officers** - are tasked with system security and fare enforcement
- **Private Security Guards** - assigned to stations and facilities
- **Employees & Patrons** - "see something say something"



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Overarching Mission

“To ensure Metro patrons and employees can ride and work safely, without fear, 100% of the time.”

Rider Feedback

A recent Metro survey revealed
29% of past riders left the system
because they did not feel safe.

Rider Feedback

15% of current riders want to see more security

Law Enforcement Performance Reviews

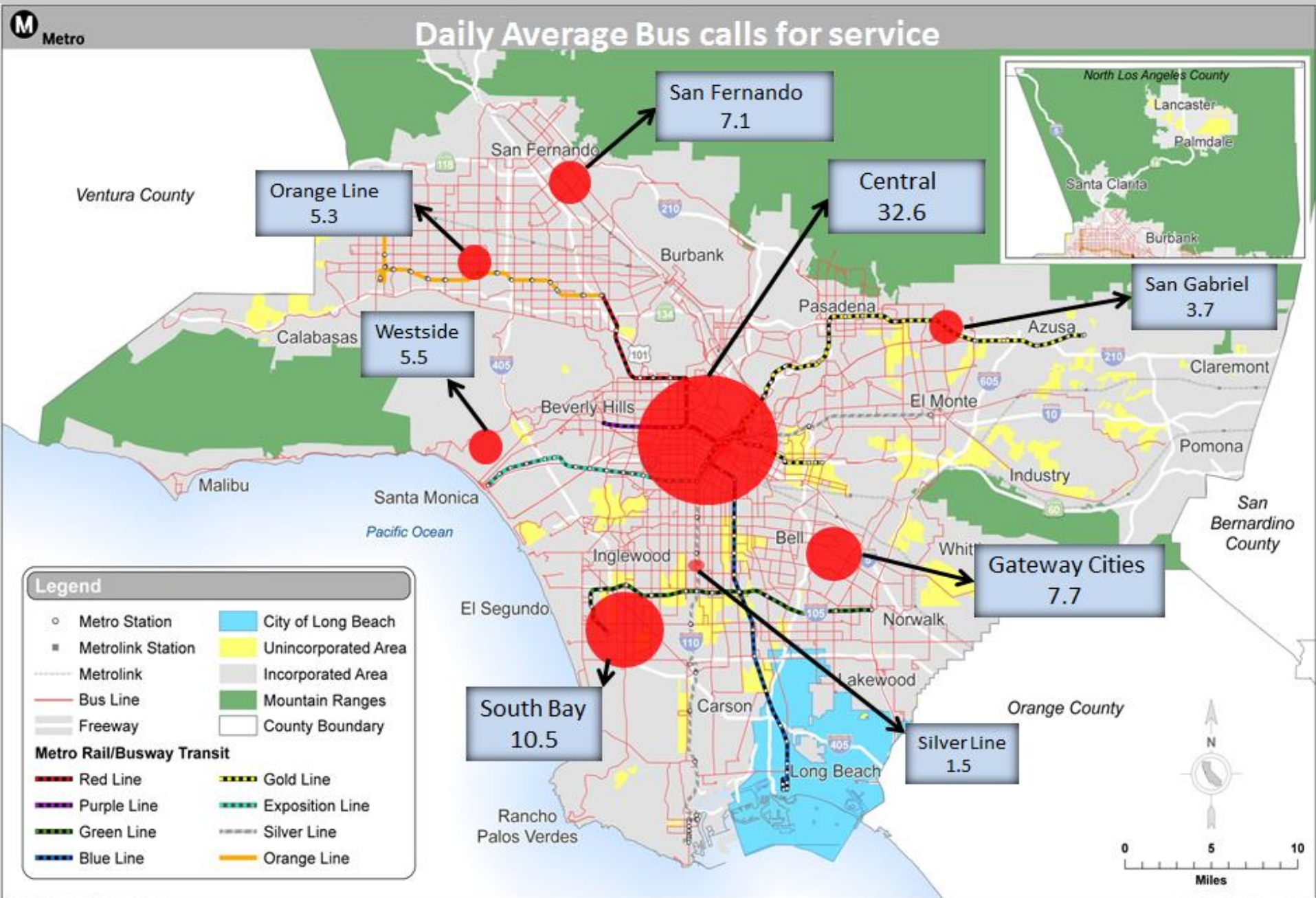
- March 2014: Request for Interest to all law enforcement agencies
- June 2014: OIG LASD Contract Audit
- July 2014: APTA Peer Review
- September 2014: AD-Hoc Transit Policing and Oversight Committee Established
- April 2015: Law Enforcement and Security Options
- January 2016: OIG Workload Staffing Analysis

Key Areas of the 2016 Analysis

Key focus areas included:

- Enhancing system-wide security presence to deter crime and disorder, as well as to reduce the system's vulnerability to terrorism
- Securing Metro bus and rail facilities
- Exploring alternate mixes of security and law enforcement staffing
- Defining the roles of law enforcement and security personnel

Bus Related Calls for Service

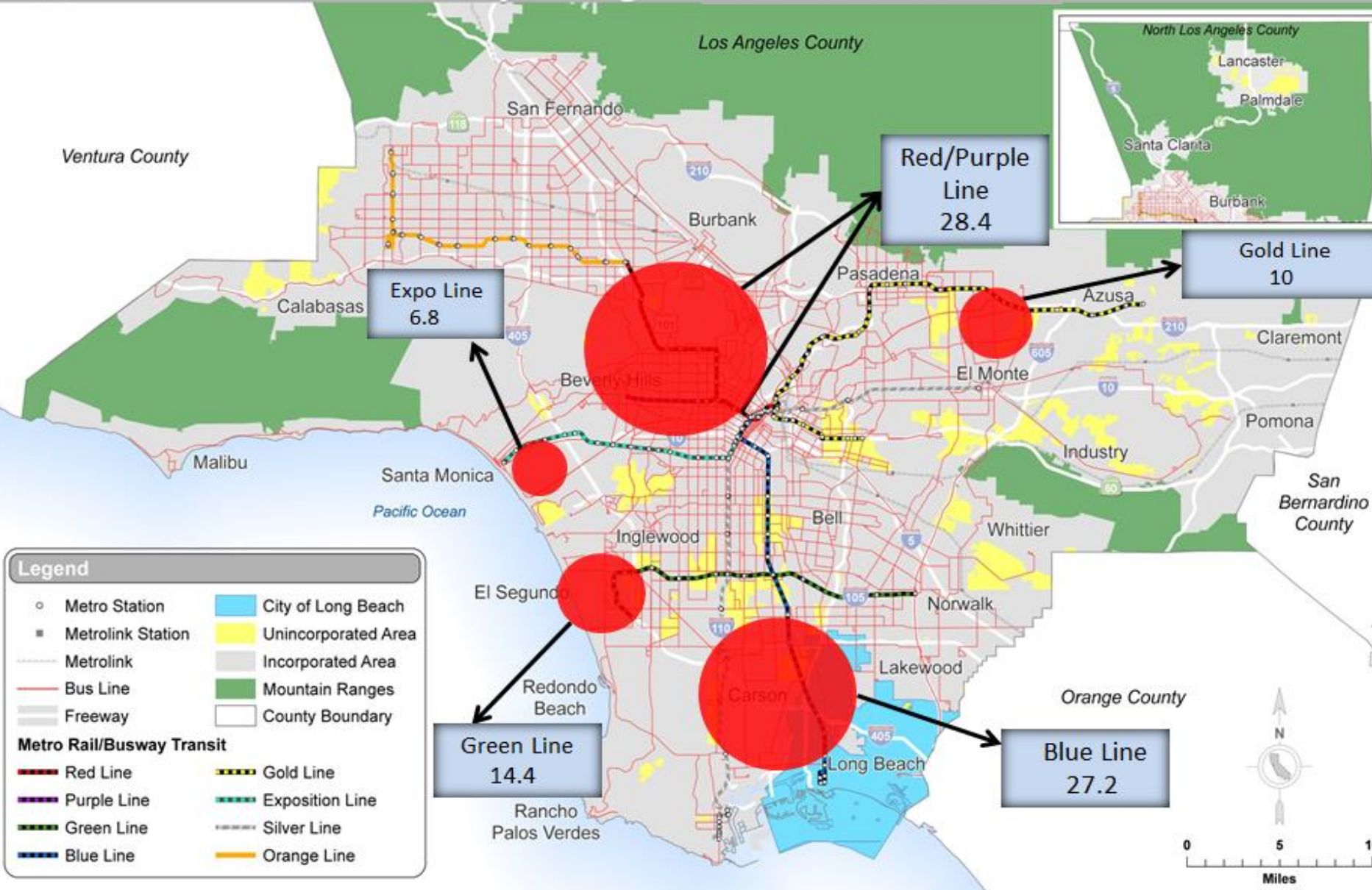


Rail Related Calls for Service



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Daily Average Rail calls for service



New Law Enforcement RFP

Staff worked with Operations, OMB and the OIG's consultant (BCA) to establish a baseline for police services. Key changes:

- Improve system-wide visibility and response times
- Achieve reliable staffing
- Leverage “*no cost*” basic 911 police services
- Partner with local agencies
- Tighten contract compliance

Staff Recommendation

MULTI-AGENCY CONTRACT AWARD

- LONG BEACH POLICE DEPARTMENT
 - ✓ Effective January 1, 2017
- LOS ANGELES POLICE DEPARTMENT
 - ✓ Begin Mobilization January 1, 2017
 - ✓ Full Strength July 1, 2017
- LOS ANGELES COUNTY SHERIFF DEPARTMENT
 - ✓ Begin Demobilization and Redeploy January 1, 2017
 - ✓ Complete Demobilization and Redeploy July 1, 2017



A New Model

Now

- Staffing does not meet Metro's Operational Needs
- Major gaps during shift change
- Poor late night coverage
- Staffing is unpredictable

Proposed

- Dedicated bus and rail staffing - 240-257
- Coverage during shift change
- Improved late night coverage
- Accountability for staffing

Accountability & Reporting Requirements

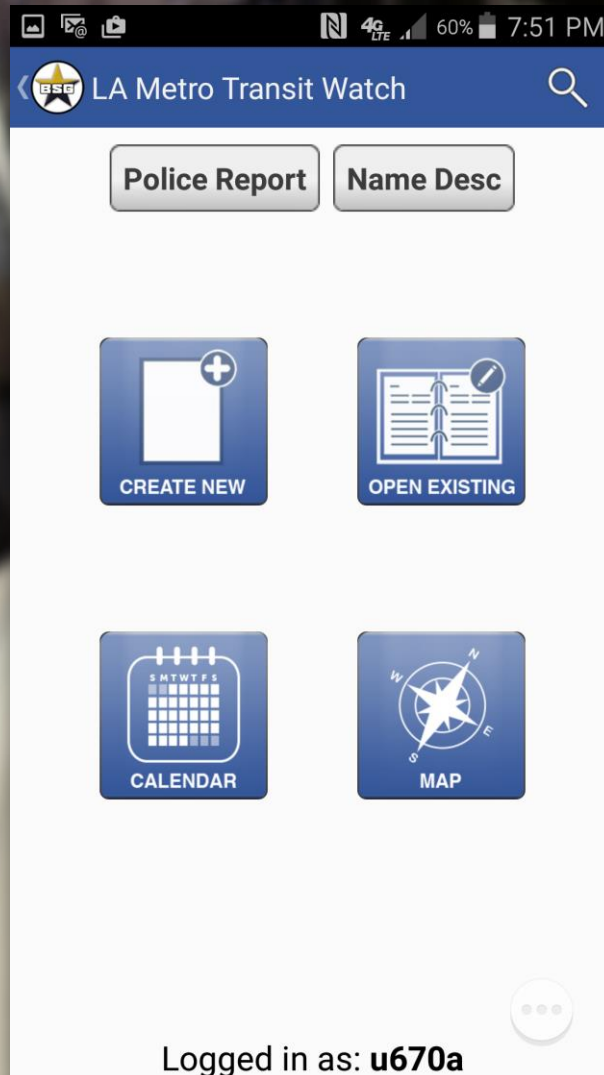
- **Summary of daily activity**
 - Inclusive of name, activity, assignment, rank, and hours worked by each officer/deputy/supervisor
- **Monthly reporting of all enforcement activity, crime analysis trends, and cases referred to follow investigators (including disposition)**
- **Key Performance Indicators (KPI's) to track increases/decreases in reported crime, proactive patrol activity, response times, bus & train rides, vacancy ratios...**



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Mobile GPS Enabled Communications



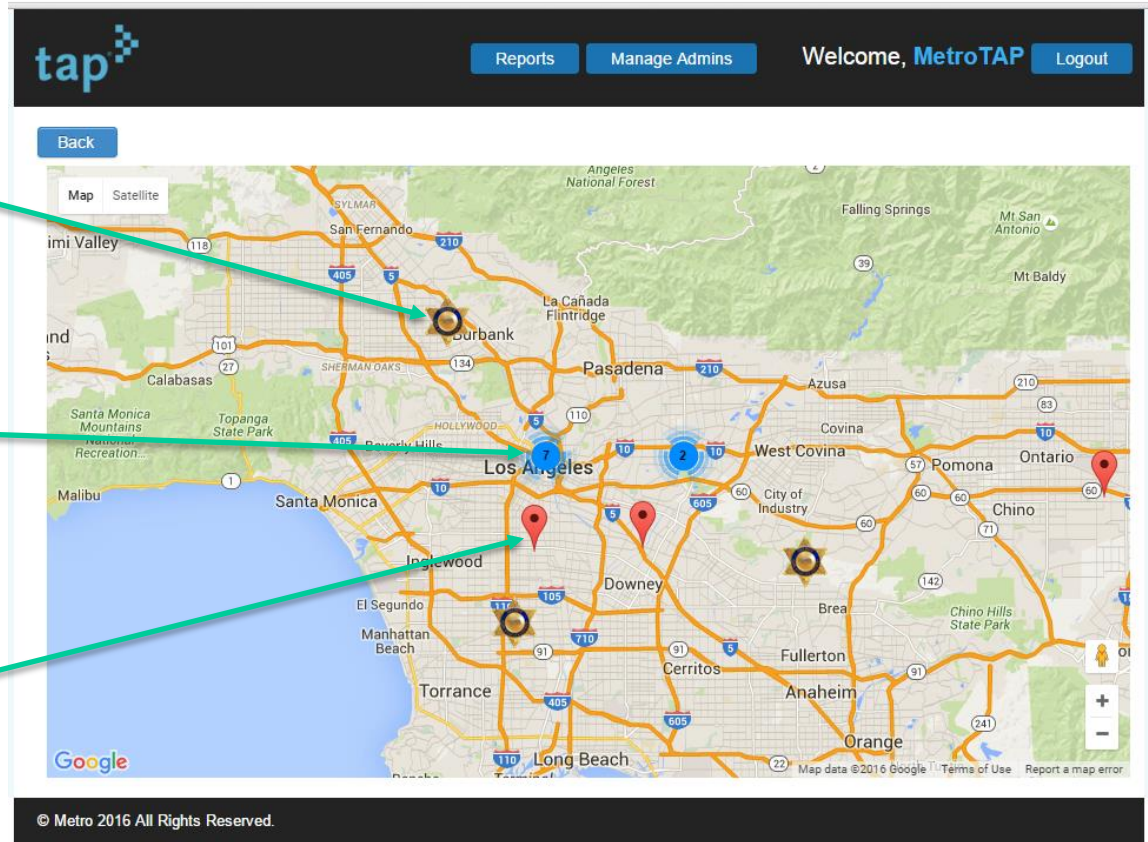
- **Receives Transit Watch reports**
- **Logs officer initiated activity**
- **Records disposition of calls**

Real-Time GPS Tracking

Sworn Officers
identified by
agency

Multiple Metro
fare inspectors
identified by #

Individual fare
inspectors
identified by
pin



Multi-Agency Operational Benefits

- 1400 square miles service area
- Agencies are best positioned to manage Metro incidents within their own jurisdiction
- Improved response times for emergency calls
 - 6 minutes in the City of Los Angeles
 - Under 5 minutes in Long Beach
 - Current response times average 16 minutes for all calls. The January OIG Workload and Staffing Analysis identified 14.1 minutes for bus calls; 12.8 minutes for rail calls
- Leverages “free” basic police services



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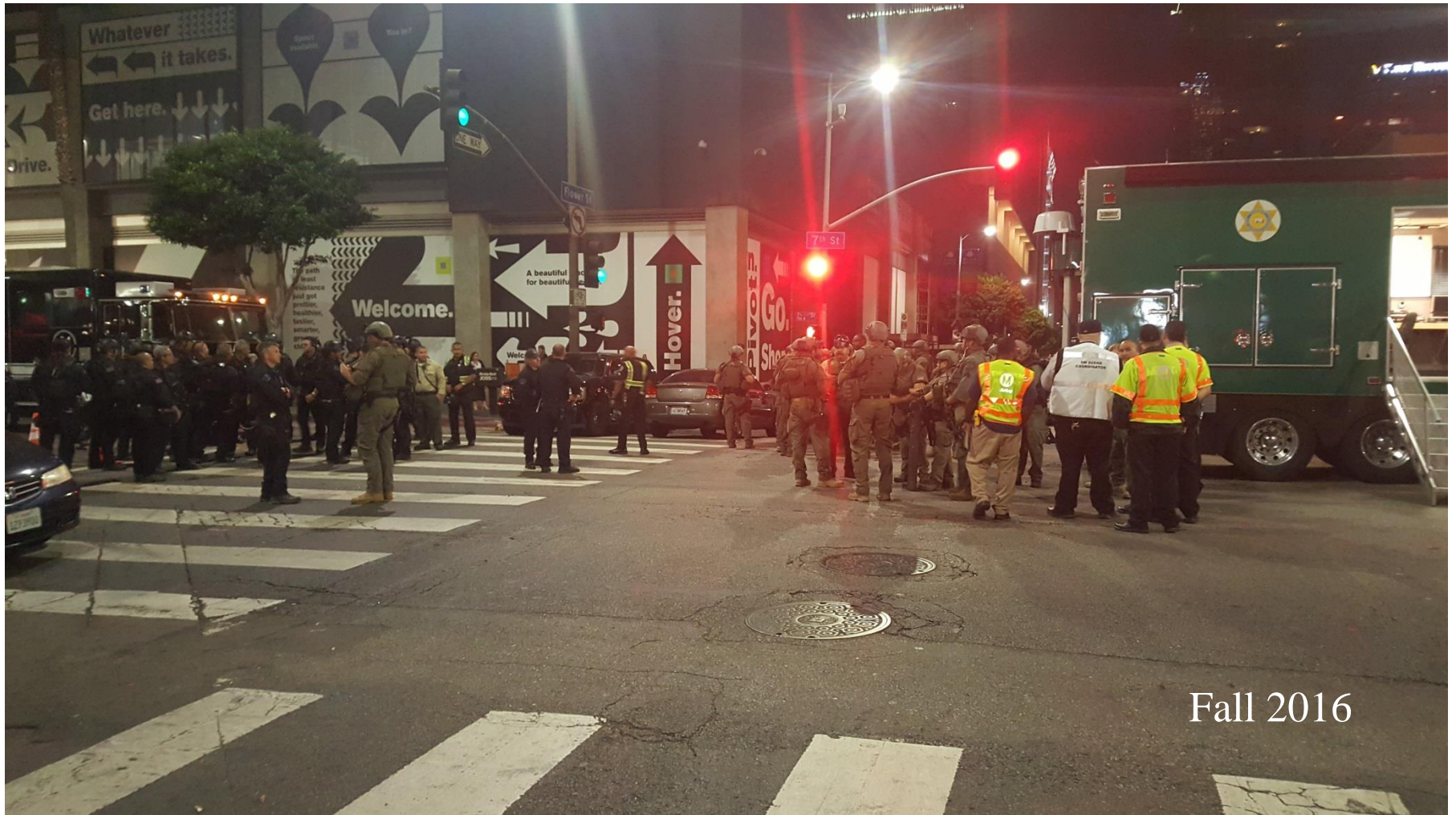
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Day to Day Command and Control

- Law enforcement dispatching co-located with bus/rail operations
- Unified Command is implemented when multiple agencies are required to respond to large scale events
- Post 9/11, police, fire and EMS can communicate across agencies
- Metro is the lead agency for security, emergency management, and oversees transit police contract compliance
 - 4 FTEs added since August 2015



Unified Command and Multi-Agency Coordination



Fall 2016



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Transit Agency Security Approaches

Multi-Agency Examples:

- Portland's Tri-Met - 17 police agencies
- Denver's RTD - 4 police agencies
- Oakland's AC Transit - 2 police agencies
- Sacramento Regional Transit - 4 police agencies

Transit Agencies with in-house policing only

- Boston, Philadelphia, & Bay Area
- But in every case, the transit agency manages its law enforcement & security resources based upon operational needs



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Multi-Agency Staffing

- **168 LAPD Field Personnel**
- **14 LBPD Field Personnel**
- **58 - 75 LASD Field Personnel**
- **Total 240 – 257 Field Personnel**

Budget Distribution by Agency

Jurisdiction/ Agency	Field Personnel	% Personnel	Bus & Train Boardings %	Allocated budget %
LONG BEACH	14	5.8% - 5.5%	1.43%	5%
LOS ANGELES	168	70% - 65.4%	72.39%	67.6%
LASD/or Others	58 - 75	24.2% - 29.2%	26.18%	27.4%
Total	240 - 257	100%	100.00%	100.00%



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Rider Feedback

A recent Metro survey revealed
18% of past riders indicated that
they would ride Metro again if
increased safety/security measures
were implemented.

Final Staff Recommendation

- LONG BEACH POLICE DEPARTMENT
 - ✓ Effective January 1, 2017
- LOS ANGELES POLICE DEPARTMENT
 - ✓ Begin Mobilization January 1, 2017
 - ✓ Full Strength July 1, 2017
- LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
 - ✓ Begin Demobilization and Redeploy January 1, 2017
 - ✓ Complete Demobilization and Redeploy July 1, 2017
- Flexibility for additional local law enforcement MOU as system grows.

Next Steps

- Initiate 6 month LAPD mobilization beginning January 1, 2017
 - ✓ Train staff
 - ✓ Acquire, install equipment
 - ✓ Coordinate with Metro Security, Operations, LASD to develop response protocols
- Train LBPD immediately and develop response protocols
- Mobilize and deploy LBPD January 1, 2017
- Initiate LASD redeployment strategy January 1, 2017