

# Transit Law Enforcement Services Contracts

*OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE*

*THURSDAY, NOVEMBER 18, 2021*



Metro

# Recommended Actions

- Seeking contract modifications to align with the move towards reimaging public safety.
- Authorize \$75.2M for the remaining six months of the original contract Includes contract modifications.
- Extend the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract.
- Funds for the extension will be requested during the FY23 budget process.

# Metro Staff Proposed Contract Modifications

## *Implementing a Community-Centered Approach*

- Consistency with Campaign Zero's Eight Can't Wait.

## *Emphasizing Compassion*

- In discussions with the Los Angeles County Department of Mental Health (DMH) to enter into an agreement with Metro, to engage more effectively with persons in need on the system and redirect \$1.6M to DMH.
- Continue to work with LAPD to implement flexible dispatch to streamline resources to provide the response of mental health professionals and other services as an alternative to police officers.

## *Acknowledging Context*

- Proposed revisions to the existing contract SOW, including removal of fare enforcement responsibilities and requiring community focused engagements.



# Metro Staff Proposed Contract Modifications (cont.)

## *Committing to Openness*

- Monitor and review current contract utilization and control expenditures.
- Reallocate resources, as needed.

## *Transparency*

- Ensure accountability by requesting law enforcement contractors to TAP their issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors.
- Increased transparency with improved data collection and public facing dashboard.
- Monitor recommendations provided by the Office of the Inspector General (OIG) and report updates to the Board quarterly.
- Jointly establish procedures in accordance with agencies' best practices to access and deliver body worn data footage.



# Public Safety Advisory Committee

In March 2021, the Board approved a contract increase of \$36M, sufficient for services through December 2021, with staff engaging PSAC for the remainder six months of the contract (Jan-Jun 2022).

- PSAC created an ad-hoc subcommittee specifically for discussing policing contracts and practices
- 11 meetings held to date, members were provided with copies of the contracts, SOW matrix for member feedback/comments, and data as requested
- Based on feedback received, Metro staff issued a memo to the ad-hoc subcommittee with proposed modifications to the existing contract SOW

# Public Safety Advisory Committee (cont.)

- The Policing Practices ad-hoc subcommittee drafted a set of alternative recommendations that included the following:
  1. Allocating \$0 in additional funding to the existing public agency policing contracts
  2. Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system  
*Note: Metro has had a dedicated policing model since 1978.*
  3. Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health services, homeless outreach services, transit ambassadors and funding safety initiatives outlined in Metro's Customer Experience plan.
- On November 3<sup>rd</sup>, PSAC unanimously approved the ad-hoc subcommittee's recommendations, with a vote of 14 "yes," 0 "no," and 0 "abstain".

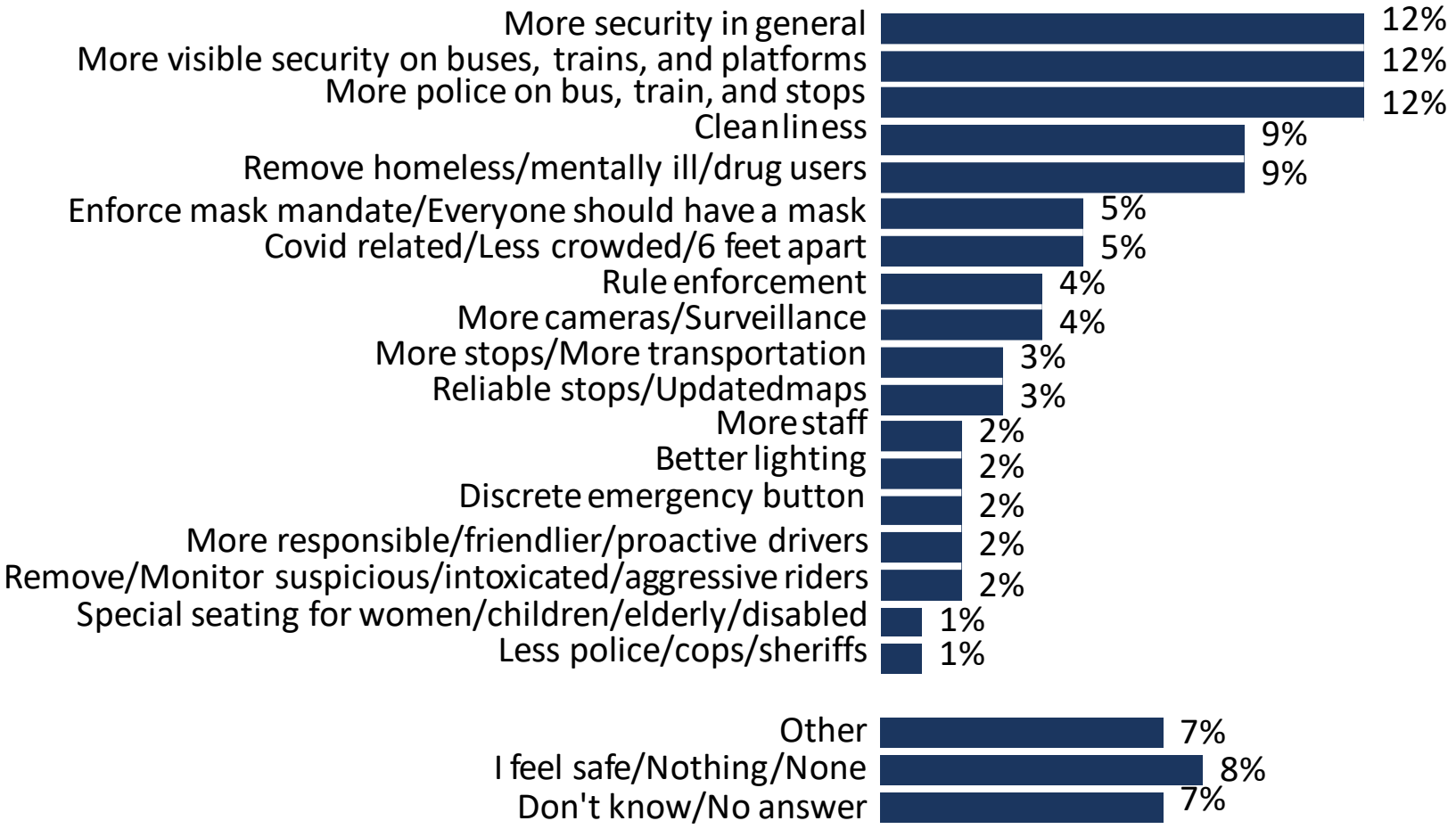


# 2021 Public Safety Survey Results

The most common responses to an open-ended question about improving safety for riders referenced improving security.

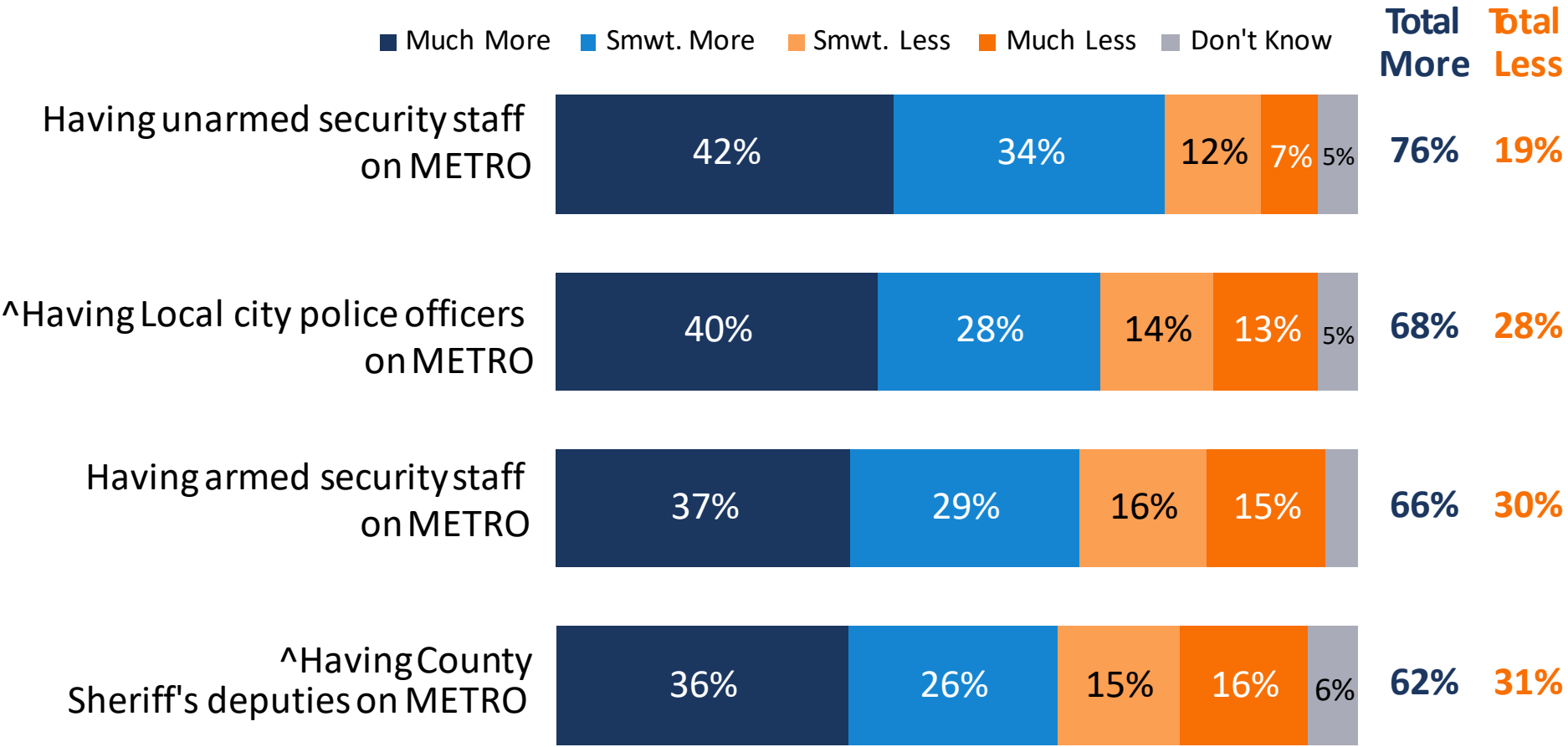
*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted; Responses Shown 1% and a Above)*



SECURITY STAFF: Over 60% of riders want more security staff and law enforcement on Metro, while 20-30% want less.

*(Ranked by Total More of a Priority)*



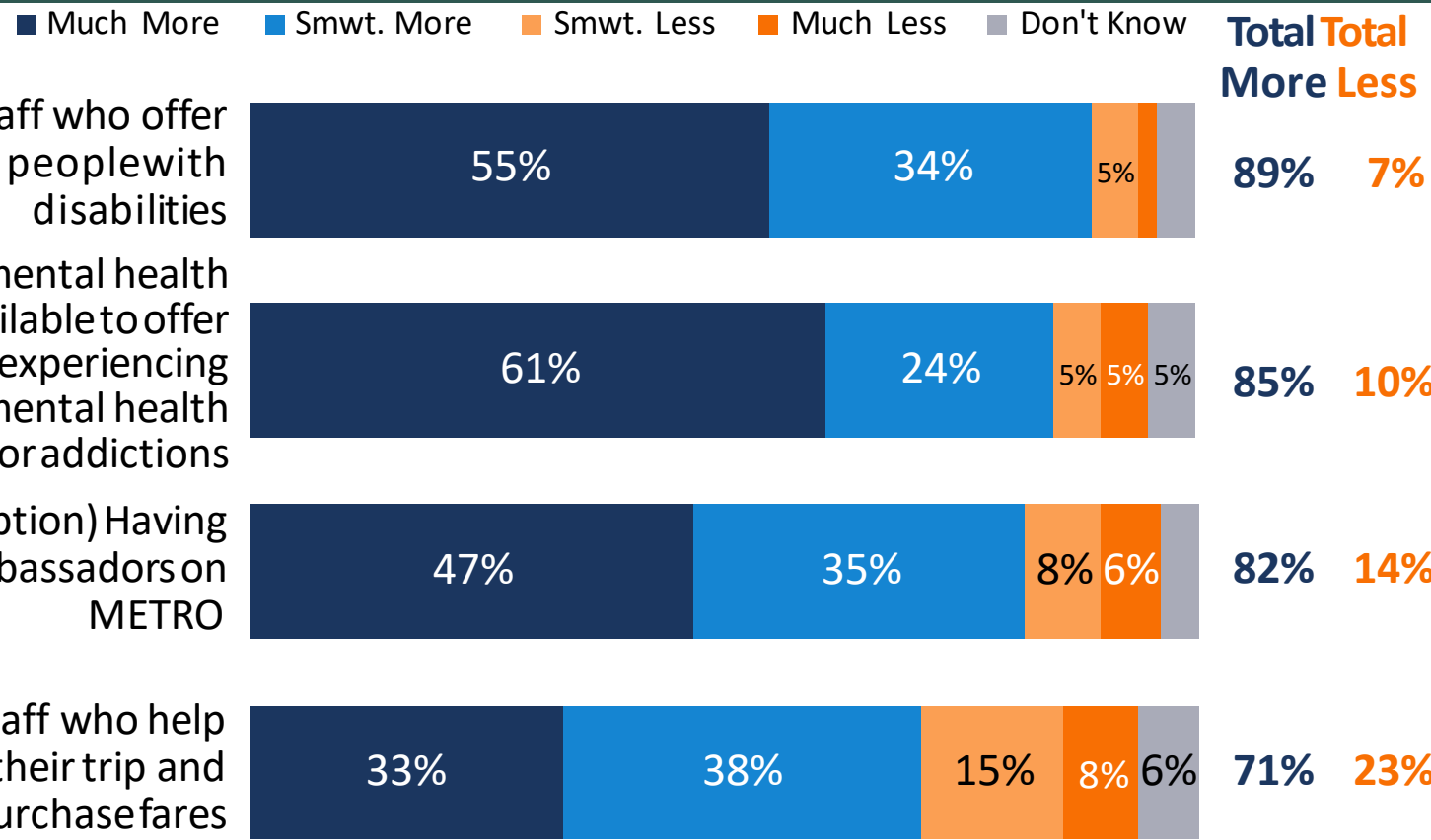
*Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample*



# 2021 Public Safety Survey Results

**ASSISTANCE STAFF:** There is even more support for staff who can help customers in a variety of ways, including Transit Ambassadors and social workers.

(Ranked by Total More of a Priority)



Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample. \*D description of Transit Ambassadors: "This METRO program could include teams of 2 specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe."



# 2021 Employee Safety Survey

## DRAFT Results

Q5 Priority: Having local city police officers on Metro		
		Valid Percent
Valid	Much More of a Priority	66
	Somewhat More of a Priority	22
	Somewhat Less of a Priority	5
	Much Less of a Priority	5
	Don't Know	2
	Total	100
Missing	9	
Total		

Q5 Priority: Having County Sheriff's deputies on Metro		
		Valid Percent
Valid	Much More of a Priority	64
	Somewhat More of a Priority	20
	Somewhat Less of a Priority	6
	Much Less of a Priority	6
	Don't Know	4
	Total	100
Missing	9	
Total		

# 2021 Employee Safety Survey

## DRAFT Results

**In general, when thinking about the most recent times you have been out on the Metro Bus or Metro Rail systems, how often did you feel safe?**

		Valid Percent
Valid	All the time	7
	Most of the time	21
	Some of the time	32
	Rarely	22
	Never	18
	Total	100
Missing	0	
	9	
	Total	
Total		

**Q5 Priority: Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions**

		Valid Percent
Valid	Much More of a Priority	50
	Somewhat More of a Priority	20
	Somewhat Less of a Priority	11
	Much Less of a Priority	12
	Don't Know	6
	Total	100
Missing	9	
Total		11

# Current Conditions

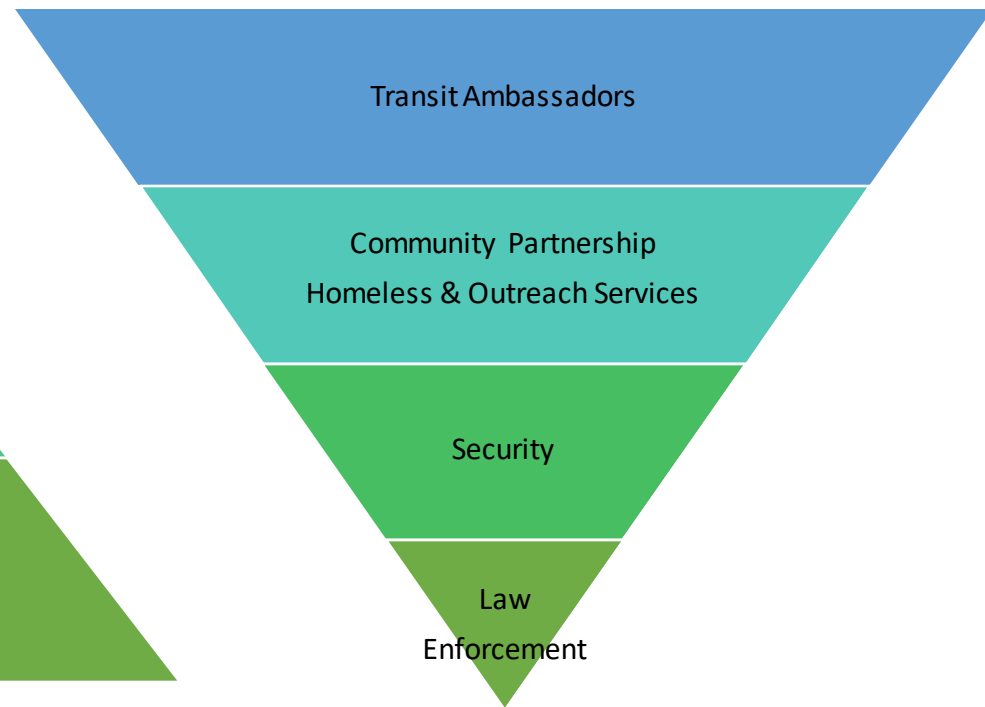
- The three main components to support Metro's Security Program are:
1. Contract Security Guard (RMI International Inc.)
  2. In-House Security (Metro Transit Security Officers)
  3. Contract Law Enforcement (LAPD, LASD, LBPD)
- Metro currently does not have an internal police force to address incidents of crime on the system.
  - Alternatives to policing models are not yet in place and not expected to be fully implemented within the proposed contract extension period.
  - Metro's Transit Security officers and contract security are not sworn peace officers and their functions are limited to observe and report.

# Current and Future

A layered approach of resources will best address safety concerns and ensure the most appropriate response to the transit community.



Current



Future

# Next Steps

- Continue engaging PSAC to develop final recommendations on the new SOW to support the new procurement
- Continue approach to realign resources (i.e., DMH)
- Continue to advance directives of Motion 26.2

# Questions

