

#1

Initiative: Security (Blue Light) Call Boxes – “Call Point”**Public Safety Value:** Acknowledging Context**Project Description:**

Purpose: The Call Point unit is intended to replace existing telephone and intercom units, providing riders with more reliable communication and improving public safety on Metro. The Call Point Units will have:

- A blue light for greater visibility from all areas of the platform and mezzanine.
- Information and emergency buttons to allow calls for information to the Rail Operations Control (ROC) and calls for emergency assistance to be routed to Security Operations Center (SOC)
- Integrated CCTV camera

The initiative will be conducted in two phases:

The Phase 1 Pilot project will include a contract to design and install 3-9 Call Point units at two rail stations. Stations will be identified based on crime statistics, ridership, and ambient noise conditions.

Phase 2 is the systemwide deployment at each station and involves the installation of approximately 1,100 Call Point Units.

Background: Metro’s Women and Girls Governing Council identified a need for ‘blue-light call boxes’ on all of Metro’s platforms to provide a more visible and direct line to emergency and customers services. The initiative is supported by the “Understanding How Women Travel” Study (2019).

Anticipated Impact or Outcome: The units will provide greater visibility, improved information, and emergency communication capabilities within public areas of the stations.

Project Budget and Resources: Phase 1-Pilot: \$1.55m - includes proof of concept and customer survey. Expenditure to date: \$550,000

Phase 2-Systemwide Rollout: Cost estimate to be determined at the conclusion of Phase 1.

Timeline: Phase 1- Pilot: 7/21 – 9/23, Phase 2- Full Roll-Out: Will be determined at the conclusion of Phase 1.

Evaluation Criteria: Positive Customer Awareness (Survey), Quantity of Use (based on past use)

Area of impact:

Riders and Employees

Progress to date:

Phase 1 Pilot: Finalizing scope of work and cost estimate and preparing to advertise phase 1 contract. Drawings and specifications were developed to support Pilot phase 1 (2019). Selecting Pilot phase 1 stations based on crime statistics, ridership volume, ambient noise conditions.

Lead Department:

Maintenance & Engineering

#2

Initiative: Right of Way Intrusion Prevention**Public Safety Value:** Acknowledging Context**Project Description:**

Purpose: To initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge door (PED) systems. Items to include in the study are modifications to the train control system for precision stopping and Metro fleet for simultaneous opening of the rail car doors and the PEDs.

Background: Motion 26.2 requested a study to prevent intrusion onto Metro rail rights-of-way at Station platforms. The study included subway platform edge doors but is not limited to PEDs.

A review of PED systems for LA Metro was completed in February 2022. In 2012, Metro previously considered the use of the PEDs but had found that the ridership and operational requirements of the system would not justify the significant investment in such a system.

Metro currently has gates at the ends of all platforms to access the emergency walkways. These gates are equipped with an audible alarm and a strobe light. The emergency gate alarms feedback to the ROC, where a controller must acknowledge the alarm and therefore has the opportunity to pull the camera live feed and alert the inbound Operators.

An ongoing track intrusion detection project was recently advertised, and a contract will be awarded soon. This project will install a detection system using LIDAR technology to cover mainly the tunnel sections from Union Station through Wilshire/Western Station (8 stations).

Anticipated Impact or Outcome: Feasibility of intrusion prevention system to reduce track intrusions.

Project Budget and Resources: \$5,000

Timeline: Completed 2/22

Evaluation: Reduction of track intrusions

Area of impact:

Riders and employees

Progress to date:

Completed a review of platform edge doors.

Lead Department:

Maintenance & Engineering

#3

Initiative: Transit Ambassador Program**Public Safety Value:** Human-Centered, Compassion & Care, Diversity**Project Description:**

Purpose: Develop a pilot ambassador program to provide customer information and a friendly, knowledgeable presence on the system with contracted staff trained in public safety awareness and response. Metro would engage the services of specialized contractor(s), including Community Based Organizations, to develop, manage and operate the pilot transit ambassador program to deploy trained contract personnel. Including promotores, on Metro's buses, bus stops trains, and stations. The pilot program will provide additional eyes and ears on the Metro system and data to refine the program as we gain experience. The scope will include elevator attendants.

Background: Metro has committed to improving the overall customer experience on the transit system – and one way to enhance public safety is to provide a more visible presence of ambassadors to serve as information specialists that also observe and report incidents on the system.

Anticipated Impact or Outcome: Improved customer experience and visible presence.

Project Budget and Resources: \$20 million annually. \$40 million available for FY2023. No monies spent to date

Timeline: Transit Ambassador Scope of Work: In process. Anticipated RFP Release: 3/1/2022. Contract execution: 8/31/22. Ambassador Program launch: Fall 2022.

Evaluation Criteria: Increased rider and employee perception of security

Area of impact:

Riders and employees

Progress to date:

RFP to be issued 3/1/22

Lead Department:

OCEO/Customer Care

#4

Initiative: Elevator Attendant**Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

Purpose: Consideration of 24/7 elevator attendant services as an effort to curb elevator misuse. This concept was investigated by developing a business case. The business case process resulted in standalone elevator attendants not being a feasible solution to the problem. The costs related to elevator attendants exceed allocated funds. There are other mitigations being investigated to reduce elevator misuse and provide good rider amenities, such as:

1. Equipping all elevators with cameras to allow elevator oversight – near completion; and exploring more durable material

Elevator attendants will now be included as part of the Transit Ambassador scope of work to reduce the costs of staffing elevators.

Background: Metro elevators have had escalated incidents of misuse and vandalism, significantly increasing maintenance costs and reduced availability to riders and staff. There are 151 elevators systemwide. 36 were installed with cameras originally. Since May 2021, 9 elevators on the B Line were modified to add cameras.

Anticipated Impact or Outcome: Reduction of elevator misuse, vandalism, and maintenance costs and increased elevator availability. Enhancing rider experience while improving safety, reliability, and cleanliness.

Project Budget and Resources: Camera pilot: \$1m. Expenditure to date for the installation of cameras is \$300,000.

Timeline: Camera installation in elevators: 5/2021 – 6/2023 (B Line)

Evaluation Criteria: Decrease in vandalism and increase in elevator safety

Area of impact:

Rider and Facility Maintenance

Progress to date:

Elevator attendants will be included in the Transit Ambassador Scope of Work.

Lead Department: Maintenance & Engineering (cameras) and OCEO (Ambassadors)

#5

Initiative: Bus Strategies: Operator Security**Public Safety Vision:** Diversity, Compassion & Care**Project Description:**

Purpose: Bus operator safety is a prime concern of Metro. Staff is in discussions with bus operations to identify initiatives. The following concepts are being implemented and could lead to further pilots and evaluation activities based on operator input and incident data:

- Law enforcement partners and SSLE Community Liaison are meeting weekly with bus operators to build relationships, discuss safety strategies, de-escalation techniques, and reporting processes
- Bystander Training for operators scheduled to roll out March 2022 will introduce operators to scenario-based training for response options to events on a bus
- Weekly newsletter to be distributed via email and at Divisions to address safety and security tips, wellness, emergency preparedness, and other relative topics
- Collaboration with Operations to collect and evaluate feedback from operators to better understand needs
- Consideration of deployment of Metro Transit Security on buses.

Background: There have been 195 assaults from January 2020 through December 2021, approximately 8.5 assaults per month, with operator assaults increasing later in 2021.

All buses have installed protection barriers, and it is mandatory for operators to use them. However, they don't protect operators when they perform duties out of the operator's seat.

Project Budget and Resources: \$1.5 million available for pilot projects

Timeline: Implementation. Narrow additional strategies by June 2022

Evaluation Criteria: Decreased operator assaults and an increased feeling of safety as reported by bus operators

Area of impact:

Employee Safety

Progress to date:

Concept development

Lead Department:

SSLE

#6

Initiative: Flexible Dispatch and Co-Location**Public Safety Value:** Human-Centered, Openness & Accountability, Diversity**Project Description:**

Purpose: Positioning a Los Angeles Police Department (LAPD) dispatcher at the BOC will enable LAPD calls by Bus Operators to be expedited, with real-time intelligence available to responding units. To implement this, BOC communication equipment (workstation and radio equipment) must be upgraded. Additionally, the dispatch services would be expanded to include the LAPD's Flexible Dispatch resources. Combining the two dispatch elements provides for increased bus operator access to law enforcement services and more effective routing of calls for appropriate response. The LAPD's flexible dispatch pilot program includes several dispatch scenarios, dependent on specific criteria assessed during an initial 911 call.

- First available law enforcement officer. For immediate threat situations, the first available officer would be dispatched.
- Divert 911 calls for potential suicide to a mental health provider. 911 calls from people experiencing suicidal thoughts will be diverted to certified mental health providers instead of LAPD officers.
- Uses Systemwide Mental Assessment Response Teams (SMART) for field response. The Systemwide Mental Assessment Response Team (SMART) response improves from a secondary responder to a co-responder. A SMART unit with a police officer and a LA County Department of Mental Health (DMH) clinician. Clinicians are trained to handle calls involving persons experiencing mental illness. Dispatching SMART resources at the front end of the call provides the opportunity to respond to a wider variety of mental illness incidents. The SMART unit relieves the patrol unit quickly, allowing them to return to field duties.
- Homelessness issue calls not involving crimes will be diverted to Los Angeles Homeless Services Authority (LAHSA). A police unit would no longer be dispatched unless there is a crime or other public safety issue involved.

Background: In June 2020, Metro's Bus Operations Center (BOC) asked the System Security & Law Enforcement (SSLE) department to co-locate a LAPD dispatcher at the BOC to enable direct communication access when addressing bus operator calls for assistance. The Customer Experience Plan identified the need for expedited access to mental health services and researched other agency programs for ideas, including the Eugene, OR, *Crisis Assistance Helping Out On the Streets* (Cahoots) program.

Anticipated Impact or Outcome: Enhanced response with proper resources

Project Budget and Resources: \$1.1 million for additional dispatch staffing to cover 20 hours per day, 7 days per week, and provide communications equipment. \$110,000 in equipment costs covered by grants

Timeline: Communication Equipment Installed: 1/2023, Anticipated In-service: 2/2023

Evaluation Criteria: Number of calls diverted for an appropriate response, Improved response to bus operator calls

Area of impact:

Riders and Employees

Progress to date:

Contract for design, furnish and installation of the BOC Communication equipment is in the procurement process.

Lead Department:

SSLE & M&E (Communication equip)

#7

Initiative: Homeless Outreach Program Improvements**Public Safety Value:** Human Centered, Compassion & Care, Diversity**Project Description:**

Purpose: Improve Metro’s Homeless Outreach model by engaging a consultant to support a two (2) phased approach to the program. Phase 1 would provide a comprehensive evaluation and recommendations related to the existing program and outreach framework, including cost-benefit analysis. Phase 2 would support the development of a revised framework and strategic plan for Metro’s programs and department vision, including recommendations around the expansion of homeless outreach, funding partnerships, and a potential hub or clearinghouse for outreach providers. This work directly connects to public safety as Metro’s homeless outreach programs need to be evaluated for effectiveness, and a portion of the homeless population exhibit behaviors that require a public safety response.

Area of impact:

Homeless, riders, employees, public

Progress to date:

Development of statement of work for Phase 1

Lead Department:

OCEO

Background: The existing strategy and framework for Metro’s homeless outreach and engagement hinges on a few different programs under the oversight of System Security and Law Enforcement Department. This function, now under OCEO, requires a thorough evaluation and strategic framework to clearly redefine Metro’s role in addressing homelessness as a C3 (community, city, and county) partner. Metro currently funds homeless outreach, supportive services, and interim housing without receiving local, state, or federal funding. Metro’s role needs to be reconsidered to connect the unhoused and increase their access to the ecosystem of homeless services. Engaging a strategic consultant to advise Metro on a strategic plan to clarify Metro’s role will expand Metro’s impact in the areas most needed.

Anticipated Impact or Outcome: Innovative funding ideas and a refined strategic approach to homelessness.

Project Budget and Resources: Phase 1: FY22 \$50,000 funds for Assessment Report and Findings, Phase 2: FY23 \$45,000 funds for new Strategic Plan and Program Model. No monies spent to-date

Timeline: Phase 1: 4/2022 – 6/2022, Phase 2: 6/2022 – 12/2022

Evaluation Criteria: Increased contacts and service delivery by outreach services, reduced number of incidents requiring law enforcement response, and customer experience survey response improvements re: perceptions of homelessness and safety.

#8

Initiative: Homeless Riders Short-Term Shelter**Public Safety Value:** Human Centered, Compassion & Care, Diversity**Project Description:**

Purpose: Metro’s homeless outreach and engagement contractor refers single male and female individuals to the temporary/interim shelter Home At Last (HAL) in South Los Angeles for immediate interim housing placement. With the shortage of available shelter space, the initiative is a short-term pilot program to temporarily increase short-term shelter bed availability in Metro’s service area. The shelter is located in South Los Angeles at 7900 S Western Avenue. HAL’s program includes full supportive services for residents in a secure facility, including specialized programming for those impacted by mental health crises and addiction, regular counseling, meals, laundry, showers, basic skills training, medical care, transportation to medical appointments, assessments, and housing-ready documentation assistance, and daily activities for residents. Within two weeks of the program’s inception, the majority of the beds were filled. In October 2021 – 81% of the beds were in use. Motion 26.2 Homelessness investments include \$2 million annually for short-term shelter for homeless riders. Nearly all of the FY 22 funds for short-term shelter have already been allocated.

Area of impact:

Homeless riders

Progress to date:

Complete

Lead Department:

OCEO

Background: Due to the COVID-19 crisis, in March 2021, Metro initiated a partnership with an emergency shelter Home at Last (HAL) to provide short-term housing for clients engaged on the Metro system. PATH outreach teams report that by 9 am, all the available shelter beds in LA County are filled. The lack of available shelter space persists and is exacerbated due to required COVID-19 testing, quarantines, and social distancing protocols implemented within shelters. This has become a roadblock to connecting Metro riders experiencing homelessness with the services and housing they need.

Anticipated Impact or Outcome: Access to additional short-term housing

Project Budget and Resources: \$4,480,000 to extend the program through June 30, 2022,

Timeline: HAL beds are funded through 6/22

Evaluation Criteria: Increased ability to meet short-term housing need

#9

Initiative: Homeless Outreach App**Public Safety Value:** Human Centered, Openness & Accountability**Project Description:**

Purpose: Metro's homeless outreach and engagement contractor deploys outreach workers to different encampment sites around the county. Encampments are typically located near Metro-owned Right of Way, Bus & Rail Divisions, and Metro/Caltrans Park-n-Ride lots. An App that allows service providers to track engagement and outreach would be helpful to coordinate outreach at encampment sites countywide. In Phase 2, this app will allow Metro and external parties to better coordinate outreach and track costs associated with response and clean-up efforts.

Background: The current process requires SSLE to respond to an encampment site and initiate the encampment clean-up protocol, including conducting outreach to individuals, securing the site, clean-up, and infrastructure upgrades. Some encampment response includes law enforcement engagement if individuals commit crimes or refuse to leave the Metro property. PATH teams are deployed at encampment sites around LA County at Metro-owned properties as the first step of the encampment response protocol. The encampments are assessed to determine potential impacts to Metro's transit operations and public safety impacts and determine if the individual(s) living in the encampments need services and housing. As of December 2021, there are 12 active encampment sites identified and monitored by Metro staff.

Anticipated Impact or Outcome: Better tracking and coordination of outreach efforts.

Project Budget and Resources: Annual App Licensing for 50 users is \$25,000 FY22 budget of \$25,000 has been expended.

Timeline: ITS approval for licensing 2/2022; Implementation of App 3/2022; Evaluate and report on app, usage, and coordination 12/2022

Evaluation Criteria: Improved cost monitoring, reduced rate of reoccurring encampments, reduced law enforcement involvement

Area of impact:

Homeless riders, employees, public

Progress to date:

In development

Lead Department:

OCEO

#10

Initiative: Social Work/Medical Student Outreach Program**Public Safety Value:** Human Centered, Compassion & Care, Diversity**Project Description:**

Purpose: Metro would identify schools to create a new partnership in workforce development with medical and social work students to support Metro's homeless outreach efforts.

Background: Metro utilizes multidisciplinary outreach teams to conduct homelessness outreach and engagement on the transit system. These teams include skilled professional outreach workers, case managers, clinicians, medical personnel, and addiction specialists. The industry of skilled professionals is experiencing a labor shortage, as many industries are also experiencing shortages. Adding medical and social work students to our portfolio of teams could be a lower-cost alternative to expand the number of outreach workers on the system while allowing students to gain valuable (and required) field experience to complete their specialized degree programs.

Anticipated Impact or Outcome: Increased presence of outreach workers on the Metro system and provide field work opportunities for students.

Project Budget and Resources: FY23: \$500,000 (estimate) No monies expended to-date.

Timeline: Identify Partner Schools 3/2022, Identify budget and develop program framework 5/24/2022, Potential Launch Fall/2022

Evaluation Criteria: Expanded outreach capability, improved metrics for initial contacts, and outreach

Area of impact:

Homeless riders, medical and social work students

Progress to date:

Explore partnership program model with SEPTA

Lead Department:

OCEO

**#11****Initiative: CCTV - Ancillary Areas**

Public Safety Value: Human-Centered, Openness & Accountability

Project Description:

Purpose: This initiative aims to minimize intrusion at the emergency exits at Red (B) and Purple (D) Line Rail Stations. This project would result in a video pop-up at the Rail Operations Center (ROC) and the activation of a pre-recorded messages on the speakers where the intrusion was detected. This project would also provide two-way communication between the ROC and the field. The small pilot system was tested for proof of performance and monitored for 6 months for the effectiveness of the pilot solution. Based on the intrusion logs, this pilot system had a success rate of 75% in deterring the unauthorized public from accessing the ancillary areas.

Background: Metro has been facing intrusion issues at emergency exits for all B and D Line Rail Stations. Metro SSLE requested the SCADA team and MOW Engineering to provide security enhancements at these emergency exits. Metro departments agreed to perform a pilot project on two emergency exits 6 and 6AB at Vermont/Sunset station with the highest intrusion statistics.

Anticipated Impact or Outcome: Reduction of intrusions into non-rider areas of Metro B and D Line facilities

Project Budget and Resources: Full Implementation Project Budget to be developed.

Timeline: Pilot project (design, installation, and monitoring) completed 2/2021. Timeline for full implementation to be developed.

Evaluation Criteria: Reduction of intrusions in non-public areas via emergency exits

Area of impact:

Employees and Metro facilities

Progress to date:

A small Pilot Project was implemented at Vermont/Sunset Station using in-house resources.

Lead Department:

Maintenance & Engineering

#12

Initiative: Live Video Feed**Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

Purpose: Provide the capability to obtain live video feeds of reported incidents occurring on Metro's Bus and Rail vehicles. These live video feeds would be delivered to the BOC, ROC, and SOC in real-time. The live feeds would allow BOC, ROC, and SOC personnel to provide accurate and detailed descriptions of the ongoing situation to public safety dispatchers and/or first responders to improve their responses to calls for service. A separate pilot program is being considered to enable live video feed from riders' cell phones when reporting an incident on the Metro system.

Background: Live views of incidents on the Metro System could enable responders to better prepare and respond to incidents. This technology would require minimal investment in infrastructure; however, it relies on cell phone coverage and the caller granting access to their phone and data. This initiative would be a potential alternative to modify existing technology on Metro vehicles and infrastructure to make the delivery of live video feeds possible from the vehicles.

Anticipated Impact or Outcome: Improved preparation and response from incident responders, Improved safety for incident responders

Project Budget and Resources: Budget to be developed. No money has been expended to date.

Timeline: In the conceptual phase.

Evaluation Criteria: Increase of capacity of appropriate response

Area of impact:

Employees, riders, first responders and public

Progress To Date:

Conceptual design.

Lead Department:

Maintenance & Engineering

#13

Initiative: Bus Public Safety Strategies-Bus Stop Lighting**Public Safety Value:** Acknowledging Context**Project Description:**

Purpose: Lighting is a critical element of helping riders feel safe while waiting at bus stops at night. Well-lit bus stops help deter crime and improve rider perceptions of safety. Adequate lighting at bus stops also helps avert pass-ups by bus operators. The bus stop lighting would prioritize stops based on crime statistics and high volume.

Background: The need for bus stop lighting is a pain point cited in the 2022 CX Plan and 2019 How Women Travel Study. Currently, less than 1% of stops served by Metro have dedicated lighting. The balance of the stops depends on ambient or nearby lighting, which is unreliable and not under Metro control.

Anticipated Impact or Outcome: Increased perception of safety and decreased crime at Metro bus stops.

Project Budget and Resources: FY 22 and FY 23 -\$1.5 million each year to supplement grants and other sources.

Timeline: Phase 1: 80 bus stop lights- July 2022-July 2023, Phase 2: to be determined based on funding

Evaluation Criteria: Crime statistics at lighted bus stops, Improved rider perception of security

Area of impact:

Riders

Progress to date:

Concept development and grant applications submitted

Lead Department:

Sustainability



#14

Initiative: Fare Equity Mystery Shopper**Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

Purpose: Deploying an audit of fare compliance on the system via a mystery rider program will support fair and equitable fare compliance that is defined by a methodology that is neutral to economic and social status, gender, and race.

Background: A disproportionate share of riders cited for fare evasion are African-American males. Using contracted staff to observe first-hand what is occurring in the field will provide feedback to develop and refine a fair and equitable program of fare compliance and eliminate racial inequities.

Anticipated Impact or Outcome: Improved fare compliance program free of racial inequities and harm.

Project Budget and Resources: \$124,000 for 100 rail observations and 100 bus observations per month.

Timeline: Ongoing

Evaluation Criteria: Data gathered from (Fare Equity) Mystery Shopper contributes to a more equitable fare compliance program

Area of impact:

Riders

Progress to date:

Implementation

Lead Department:

Civil Rights



#15

Initiative: Situational Awareness Simulator**Public Safety Value:** Diversity, Care & Compassion**Project Description:**

Purpose: The uses of the force options simulator include aiding in developing appropriate decision-making, using customized scenario training in a multitude of applications for Metro Transit Security. These applications include but are not limited to lethal force (pistols), marksmanship and practice qualifications, less-lethal force (Taser/ECDs, batons, OC, and other options), verbal de-escalation, implicit bias, sexual harassment and many more.

Background: Metro identified training as a key pillar in maximizing public safety and ensuring officers are mentally and physically prepared to meet the demands of their job. Priorities include de-escalation techniques and making split-second complex decisions that may call for advanced tactics and coordination. To support training, several force option simulator systems were evaluated in April 2021.

Anticipated Impact or Outcome: Improved performance by security personnel, ability to leverage training using technology, reduction in Metro liability, increase in rider satisfaction due to improved response, and increased training capacity by using technology.

Project Budget and Resources: \$250,000 estimate

Timeline: RFP 2/28/22, Contract Award: 5/16/22

Evaluation Criteria: Enhance competency in complex response situations

Area of impact:

Riders and employees

Progress to date:

RFP in process

Lead Department:

SSLE



#16

Initiative: Early Warning Tracking Software**Public Safety Value:** Openness & Accountability**Project Description:**

Purpose: Early warning software management system will provide a proactive management tool to identify, track, and manage all data associated with Metro Transit Security operations personnel. The software system will manage training records, investigation case management, equipment records, report management, and officer profile information. The software will also establish a management application to track personnel complaints and use of force investigations.

Some information captured with the software will be utilized for reporting on the public-facing dashboard initiative.

Background: Consistent with the recommendations from the Public Safety Advisory Committee (PSAC), SSLE recognizes that transparency and accountability are key pillars in reimaging public safety efforts. Solid data is required to enhance the accountability of personnel and provide transparency.

Anticipated Impact or Outcome: Enhanced transit security accountability

Project Budget and Resources: \$59,000 for a 3-year contract

Timeline: Software Implementation 5/2022

Evaluation Criteria: Advanced knowledge, through accurate data, of problem behaviors or trends

Area of impact:

Security staffing

Progress to date:

Implementation

Lead Department:

SSLE

#17

Initiative: Mental Health Co-Response Teams**Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

Purpose: Develop a new program with LA County Dept. of Mental Health (DMH) exploring the feasibility of expanded mental health response services to include civilian psychiatric medical response teams on the Metro system. This effort will determine the level of need for providing the most appropriate resources for those suffering cognitive crisis or impairment while on the Metro system or property and diverting non-criminal calls away from law enforcement to a mental health evaluation team.

The Department of Mental Health will assess the Metro system and make recommendations for the DMH program's scope of work and operational details based on an assessment of Metro's current conditions related to mental health needs which will include a review of current services utilized by Metro and other available Countywide resources provided as a general service to Los Angeles County. DMH will also support Metro with Community Mental Health Ambassadors. The DMH+UCLA Prevention Center of Excellence will provide training support for MTA personnel to build up their capacity to identify mental health concerns on the system and trigger proper responses from clinical providers.

Background: Metro currently contracts for 22 Mental Health Evaluation teams through the law enforcement contracts. (10 LASD, 10 LAPD, 2 Long Beach PD) Realigning responsibilities and oversight from law enforcement to the DMH will result in a more appropriate response. On 10/9/21 DMH was approved by the LA County Board of Supervisors to enter into an agreement with Metro. In December 2021, a draft agreement was developed with DMH and circulated internally for review. Pilot program planned with current LASD MET teams however exploring feasibility of expanding the scope of the work so that it could include other programs (i.e., LAPD HOPE & Long Beach PD's Quality of Life), Exploring adding civilian co-response teams.

Anticipated Impact or Outcome: Appropriate deployment of resources

Project Budget and Resources: Cost estimate under development from the DMH.

Timeline: Deployment of Community Mental Health Ambassadors Summer 2022

Evaluation Criteria: Positive customer experience survey responses (Rider satisfaction)

Area of impact:

Riders and employees

Progress to date:

Concept development

Lead Department:

SSLE

#18

Initiative: Modernize the Infrastructure Protection Contract**Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

Purpose: The RMI Security Services contract requires revisions to align it with current Metro initiatives and vision. The changes to the RMI scope of work include feedback from PSAC, such as:

- Prohibition to assign any security guards to Metro that a law enforcement agency previously terminated.
- Expansion of background checks to include psychological testing.
- Utilization of an early warning software system that flags multiple complaints and/or use of force incidences.
- Enhanced security personnel training to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Unsheltered Persons, and Excellence in Customer Service.
- Provide security personnel with new uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.
- Inclusion of technology to provide for instant incident reporting and video recording; and
- Implementation of the principles of Campaign Zero “Eight Can’t Wait.

Of note, the new RFP for Infrastructure Protection services will include the changes noted above as well as reintroduce the piloting of unarmed response, with a minimum of 10% of the deployment of infrastructure protection security responding unarmed.

Background: In December 2021, the Board approved executing Contract Modification No. 9 to Contract No.PS560810024798 with RMI International, Inc. (RMI) to increase the not-to-exceed contract value by \$19,000,000, extending the performance period from April 1, 2022, to September 30 2022, and modify the current scope of work to align with the move towards reimagining public safety.

Anticipated Impact or Outcome: More effective and appropriate response by security staff

Project Budget and Resources: \$19M for services from April 1, 2022, to September 30, 2022.

Timeline: Revised Statement of Work 2/28/22

Evaluation Criteria: Security staff response aligns with Metro public safety vision

Area of impact:

Riders and employees

Progress to date:

Contract modification

Lead Department:

SSLE



#19

Initiative: Child Safe Campaign**Public Safety Value:** Human Centered**Project Description:**

Purpose: In an effort to improve safety of K-12 students using the Metro system, Metro and law enforcement are partnering to market and advertise the following safety messages to youth riders:

1. **Know your route** – Be confident about where you’re going and how to get there. Plan your route ahead of time and leave early so you’re not rushed. Be extra careful walking in front of vacant buildings/lots, alleys, and overgrown areas.
2. **Ride with a buddy** – There is safety in numbers. Whenever possible, walk and ride with a friend or in a group and stay together while waiting for the bus or train.
3. **Be aware of your surroundings** – Stay in well-lit areas. Don’t just focus on your phone, keep one earbud out of your ear so you can hear what’s going on. If you see someone acting in a way that makes you uncomfortable, quietly move away – go to another part of the platform, sit closer to the bus/train operator, switch train cars at the next station, etc. Share your concern with Metro Staff or record on the Transit Watch app.
4. **Keep your personal belongings safe** – take your backpack off and put it on your lap or at your feet. Keep any valuables securely hidden in your bag. Be careful with your phone and other devices, especially when standing near transit vehicle doors.
5. **See Something? Say Something** – Know how to get help. If you don’t feel safe, whether someone has touched you inappropriately, your friend is being harassed, you’re worried about the well-being of someone on the bus/train, or there’s something else causing you not to feel safe, please let us know and someone will respond right away.

Information has been shared electronically via email to registered users of GoPass. Law enforcement partners will continue to identify outreach and engagement opportunities at schools within proximity to transit stations.

Background: Phase 1 of the Fareless System Initiative went into effect in October 2021, welcoming a new population of young riders to the system. Communication opportunities to reach these riders are important to teach them about security awareness.

Anticipated Impact or Outcome: Improved safety for young riders

Project Budget and Resources: In-house, approximately \$20,000.

Timeline: Youth webpage 2/28/22, Outreach ongoing

Evaluation Criteria: Customer survey indicates effective messaging

Area of impact:

Young riders

Progress to date:

Implementing Webpage and Communication Campaign

Lead Department:

SSLE



#20

Initiative: Bystander Intervention Training

Public Safety Vision: Human Centered

Project Description:

Purpose: The purpose of this initiative is to develop a program to train employees and riders on what to expect during a security incident, how to be a good witness, how to protect themselves and others best, and what resources are available to assist them following an incident. Initially, this training will be offered as a voluntary class through Metro's eLearning portal. All Metro employees will be encouraged to participate. To engage riders, plans include incentives to encourage participation such as free or reduced passes or promotional giveaways. A version of this program will be incorporated in the Children Travel Safe Campaign and the Women Travel Safe Campaign.

Background: . SSLE personnel have attended and reviewed outside training sessions such as Hollaback! Training, a free bystander intervention training, to better inform the design of a customized Metro program. In December 2021, an initial lesson plan was produced combining knowledge from Hollaback! classes and existing Metro public safety training modules.

Anticipated Impact or Outcome: Improved employee and rider response during incidents

Project Budget and Resources: In house, approximately \$50,000

Timeline: Training materials content completed for internal review 2/15/22, Training available 3/15/22

Evaluation Criteria: Participation data will be tracked and used for trend analysis of incident outcomes, rider and employees' feelings of safety and security on the system.

Area of impact:

Riders and employees

Progress to date:

Training module and materials approximately 50% complete

Lead Department:

SSLE

#21

Initiative: Law Enforcement Commuter Engagement Teams**Public Safety Value:** Human Centered, Compassion & Care, Diversity**Project Description:**

Purpose: Law Enforcement partners are encouraged to develop commuter engagement teams. LASD will introduce the Commuter Enhancement Team (CET) as a pilot project. This reimagined concept of transit policing provides high visibility, focusing on heavy commuter traffic timeframes. The CET will be staffed with deputies who “commute” with the transit riders, emphasizing friendly engagement with the commuter community. This will help to break down the stereotypical barriers of engaging with law enforcement. CET deputies will be a friendly face on the rail and bus system, highly visible, to enhance the safety of commuters through visible prevention and deterrence. CET deputies will be entirely foot beat-based, departing from either the Rail Operations Center (ROC) or Irwindale Substation and remaining on the system throughout their shift. The CET will be staffed by shifting the patrol time minutes from the weekend to the weekday deployment at no additional cost to Metro. The CET will modify the deployment strategy to position deputies to cover high ridership. This shift is supported based upon historic ridership (based upon pre-covid data), in addition to calls for service and responses. As an example, currently, we staff the same number of deputies on Sunday AM as we do on Wednesday AM, even though there is less ridership and less traffic (i.e., quicker response times) on Sundays.

Background: LASD TSB deploys 109 field patrol deputies daily to meet the staffing obligations of the contract, not including specialized teams. The duties of TSB field patrol deputies include handling calls for service, conducting train and bus rides, train station platform checks, boarding buses, writing reports, making arrests, and other regular patrol functions. One of the most beneficial aspects of sworn law enforcement on the system is served not through enforcement but prevention. The presence of uniformed, sworn officers help deter crime, provide an aura and feeling of safety for some riders and employees, and enhances the overall riding experience. Based upon existing staffing levels, the continual presence of sworn officers on the trains can be difficult. Although LASD strives for and requires our transit deputies to ride the train, presently, we do not employ a full-time train riding team.

Anticipated Impact or Outcome: Increased rider perception of security, better coverage at high ridership times and locations

Project Budget and Resources: None – redeployment of existing personnel

Timeline: Roll out 4/2022

Evaluation Criteria: Rider satisfaction, Increased on-train security

Area of impact:

Riders and employees

Progress to date:

Implementation

Lead Department:

SSLE



#22

Initiative: Narcan for Metro Transit Security

Public Safety Value: Human-Centered, Openness & Accountability

Project Description:

Purpose: This program will properly train Metro Transit Security Department personnel with the ability to safely intervene when responding to a medical emergency of an opioid overdose. Narcan, a brand name for Nalaxone, is an opioid antagonist designed to reverse the respiratory depression caused by an overdose of opioids. Training shall be conducted by a current certified first aid instructors in how to recognize the signs and symptoms of an overdose, how to administer the medication, appropriate steps after administration of the medication. and necessary reporting procedures. Los Angeles County Metropolitan Transportation Authority. County Counsel has reviewed and approved the policy. Security personnel's deployment and administration of naloxone are protected under the Good Samaritan law in the State of California.

Background: The use of naloxone, or NARCAN, is an effective tool to reverse the effects of a potentially fatal overdose. This program will equip Metro Transit Security Officers with lifesaving medication and necessary training to administer the medication to individuals suffering from a potential overdose. Overdoses affect all populations; however, those suffering from addiction, homelessness, and mental illness are particularly vulnerable. Additionally, security personnel may be inadvertently exposed to fentanyl or other opioid and experience an accidental overdose. Having this medication readily available may prevent an accidental overdose from becoming fatal.

Anticipated Impact or Outcome: Life safety for impacted riders and employees

Project Budget and Resources: None – county grant funded

Timeline: Implement program and training of Narcan 3/1/22

Evaluation Criteria: Data will be collected after each use of naloxone. Details such as date, time, location, general patient information (excluding HIPPA data) will be tracked.

Area of impact:

Riders and employees

Progress to date:

Implementation

Lead Department:

SSLE

#23

Initiative: Modernize the Code of Conduct**Public Safety Value:** Human Centered**Project Description:**

Purpose: The Metro Code of Conduct is in place for the safety and comfort of all rides that use the system. The clearer, and more concise the expectations, the easier the Code of Conduct is to communicate and for riders to comply.

Background: The Code is a combination of criminal and administrative violations. During 2020-21, the impacts of COVID caused Metro Transit Security (MTS) to reevaluate how Metro responded to minor violations of the code of conduct. Rather than enforcement, Metro Transit Security took a more educational role in addressing violations and sought voluntary compliance for infractions. MTS resumed broadly enforcing the Code of Conduct last Fall. Additionally, as Metro reimagined public safety and reviewed the data associated with citations issued for Code of Conduct violations, data trends indicated racial inequities in enforcing the code of conduct across the system. An assessment of the Customer Code of Conduct is underway.

Anticipated Impact or Outcome: Equitable enforcement strategies minimize potential for confrontation, and enhance the system's overall rider and operator experience.

Project Budget and Resources: \$10,000

Timeline: Review of Code of Conduct recommendations 4/22

Evaluation Criteria: Trend analysis of citations will be tracked for equitable compliance

Area of impact:

Riders and employees

Progress to date:

Implementation

Lead Department:

OCEO



#24

Initiative: Body Worn Video for MTS

Public Safety Value: Human-Centered, Openness & Accountability

Project Description:

Purpose: Body Worn Video (BWV) has become a best practice for many law enforcement agencies nationally. The benefits of a BWV system include BWV enhancing criminal investigations and human rights and fairness related to riders utilizing the public transit system. BWV can protect the public and employees alike. The BWV system is being considered for Metro Security Staff.

Background: A BWV program was initiated in February 2021 to be part of a suite of Transit Security Personnel equipment. This equipment would include a taser, BWV), and an evidence management system. A Test and Evaluation (T&E) of one (1) month, possibly longer, is being considered before finalizing the adoption of a BWV system.

Anticipated Impact or Outcome: Increased transparency, integrity, and safety for Transit Security Personnel and the public.

Project Budget and Resources: Equipment - \$1.75m plus \$500K, storage/management = \$2.25M start up, Storage, maintenance, and management is \$500K annually

Timeline: Procurement preparation 2/28/22, Contract award 5/9/22, Training 5/22/22

Evaluation Criteria: Positive input for incident investigations

Area of impact:

Riders and employees

Progress to date:

Scope development

Lead Department:

SSLE

#25

Initiative: Unconscious Bias Training**Public Safety Vision:** Diversity, Compassion & Care**Project Description:**

Purpose: The objective of the training is to ensure all Metro Transit Security Officers recognize implicit bias and promote a culture within the Transit Security Department of equity, openness, and positivity. The training will expose Transit Security Officers to the existence of implicit bias and teach officers to identify their own personal implicit biases and how to adjust their behaviors to minimize or eliminate biases. Initial Unconscious Bias Training was provided to SSLE staff in September 2020. All current Transit Security Officer received their initial Unconscious Bias training by December 2020 and quarterly refresher training has been implemented.

Background: The death of George Floyd in May 2020 was a catalyst for civil unrest across the nation. Metro recognized that training in unconscious bias would educate Transit Security Officers to apply diversity, equity, and inclusion initiatives. This training will support other Metro initiatives to improve racial justice and inequities. In September 2020, SSLE assembled an Unconscious Bias Training program for the Transit Security Officers. The quarterly training material was vetted through Metro's contracted psychologist.

Anticipated Impact or Outcome: Improvements in reported or detected bias incidents

Project Budget and Resources: Paid out of SSLE Budget, approximately \$17,000

Timeline: Ongoing quarterly training.

Evaluation Criteria: Positive trend in reported incidents of bias

Area of impact:

Riders and security staff

Progress to date:

Training implemented

Lead Department:

SSLE



#26

Initiative: Public Safety Awareness Campaign**Public Safety Value:** Human Centered**Project Description:**

Purpose: Increasing public awareness of the new approach to Public Safety, including free Metro Apps and training. Promotion of the Transit Watch App, Bystander Training, and inform our riders of the SOS features on smartphones.

Background: Metro has many security apps and training options to support rider security awareness and reporting. With Covid, and the reduction of ridership, highlighting the resources will remind riders what is available and how to use the resources.

Anticipated Impact or Outcome: Increased security awareness and use of resources.

Project Budget and Resources: \$250,000

Timeline: Transit Watch Campaign 3/14/22, Bystander Training 3/15/22, Smartphone SOS 3/16/22, Ambassador and Mental Health Outreach Teams Campaign (Summer 2022)

Evaluation Criteria: Increased app downloads and use, positive customer survey

Area of impact:

Riders

Progress to date:

Campaign development

Lead Department:

Communications/Marketing



#27

Initiative: Public Safety Dashboard

Public Safety Value: Openness & Accountability

Project Description:

Purpose: Accountability and transparency are key pillars in reimagining public safety. An accurate public-facing dashboard will provide the public with timely information regarding security activities, crime, demographics, use of force incidents and complaints. The dashboard anticipated to pull data from each law enforcement and security staff component, presented clearly, accurately, and concisely. There are challenges to aggregating the data as each agency collects and classifies their data using different methods. Metro ITS and analysts have been meeting with each agencies' crime analysts and programmers to develop solutions to harmonize the data and potentially automate the process.

- Phase I: Implementation of prototype Safety Dashboard for public access: board report data displayed (e.g., demographic data related to citations and warnings); link to law enforcement agency websites (crime stats); link to Metro Transit Watch app; links to safety awareness tips, guides, and updates
- Phase II: Comprehensive and interactive Metro Power BI Dashboard for public access: crime data disaggregated by race and gender; equipment and software configuration to support external agency connectivity; GPS data related to incidents; interactive reporting and chat feature.

Background: Making data available to the public provides transparency for the public but is ineffective if the data is not accurate and disaggregated by race and gender. To achieve a public facing dashboard, the data streams from each agency must be evaluated and inconsistencies addressed. As of November 2021, some programming and data collection issues with LAPD's data have been identified, and changes have been implemented. LASD and LBPD's crime data issues will also be addressed using lessons learned from LAPD's issues. Metro Transit Security data is anticipated to be the easiest to incorporate as it will be captured in a new software system under acquisition.

Anticipated Impact or Outcome: Increased transparency of public safety activity

Project Budget and Resources: Phase I: No initial funding required; the internal Metro team can support. Phase II: Metro internal and external contract resources required at 2 FTE and 2 Contract Technology Staff. \$225K for initial consultant services (FY23); \$1.25M for equipment & configuration of the final design (FY24); 2 FTEs and approximately \$100K annual maintenance (FY24). (None spent)

Timeline: Phase I: Implementation of the beta site: May 2022. Focus group and customer experience evaluation: August 2022. Phase II: Planning and design: September 2022 launch with contract support. Implementation: March 2023.

Evaluation Criteria: Accurate, supportable data

Area of impact:

Accountability and oversight

Progress to date:

Synthesizing data

Lead Department:

SSLE

