



Board Report

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Agenda Number: 29

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE JANUARY 19, 2017

SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE **monthly update on Transit Policing performance.**

ISSUE

On October 4, 2014, the board requested that staff provide a monthly update on transit policing performance to Systems Safety and Operations Committee. Specifically, the board requested monthly updates on criminal activity, fare enforcement, response time, deployment and perception of safety.

DISCUSSION

In November 2016, staff continues to be proactive in working with Operations, Los Angeles County Sheriff's Department (LASD), and Communications in addressing perception of safety, criminal activity, fare enforcement, response time, and deployment.

In the new law enforcement services contract, staff is including key performance indicators as tools to track performance.

Below are the key highlights for September-November 2016:

Actions to Improve the Ridership Experience

Metro is committed to providing a safe and quality ridership experience for all of its customers. To minimize blight and disorder on the Metro system in part caused by homelessness (encampments, loitering without fare, etc.) and illegal vending, Metro has launched two programs: The Homeless Task Force and the Vendor Pilot Program at Westlake/MacArthur Park.

1) Homeless Task Force

As part of Metro’s broader Homeless Strategic Plan, in November 2016 Metro launched a Homeless Task Force, a working group of homeless organizations and stakeholders interested in providing transit specific solutions to the LA County homeless crisis. These Task Force meetings are in progress with meetings through December 2016. The Homeless Strategic Plan will be finalized in January 2017 will come to the Board shortly thereafter.

2) Westlake/ McArthur Park Vendor Pilot Program

To control the voluminous non-permitted illegal vending at Metro’s Red/Purple Line Westlake/ McArthur Park station, Metro has partnered with Supervisor Solis and Los Angeles City Council Office, Gil Cedillo to launch a controlled Vendor Pilot Program. The result of this pilot program is to minimize blight and disorder at this station by eliminating unpermitted street vending on Metro Property, ensure safe boarding and alighting of bus patrons and to ultimately transform the station plaza into an inviting environment.

The Vendor Pilot Program is anticipated to launch by mid-January 2017.

High Visibility

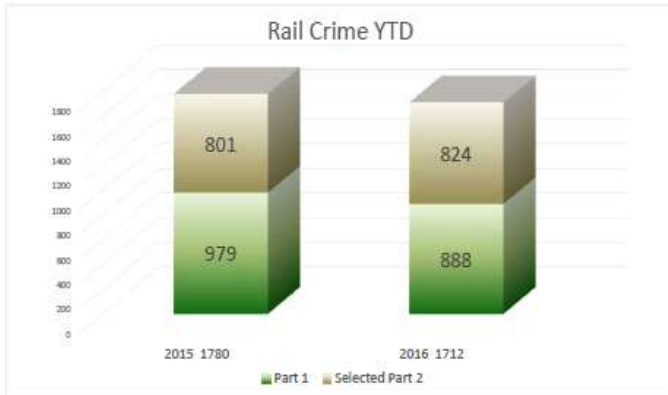
- Transit Security Officers (TSO) and Los Angeles County Sheriffs (LASD) have been engaging and interacting with patrons and operators to increase presence and increase the perception of safety on the Metro system. LASD has a 20 deputy train riding team (10 cover the Red and Gold Lines and 10 cover Blue, Expo and Green Lines. The goal of these operations is to combat quality of life issues on the Metro system. TSO’s conduct high visibility both on bus and rail.
 - TSO High Visibility Activity:

	Mode	Fare Checks	Boardings/Fixed Post
September	Rail	30,944	13 Stations
	Bus	11,151	983 Boardings
	Mode	Fare Checks	Boardings/Fixed Post
October	Rail	13,228	11 Stations
	Bus	11,795	915 Boardings
	Mode	Fare Checks	Boardings/Fixed Post
November	Rail	11,715	18 Stations
	Bus	5,826	1,243 Boardings

- LASD High Visibility Activity: The total number of LASD train rides for the month of September 2016, is 1464, October 2016 is 1,003 and for November 2016 is 1,307. The total number of fares checked in the month of September 2016 is 73,518, October 2016 is 52,853 and for November 2016, 74,631.

Criminal Activity:

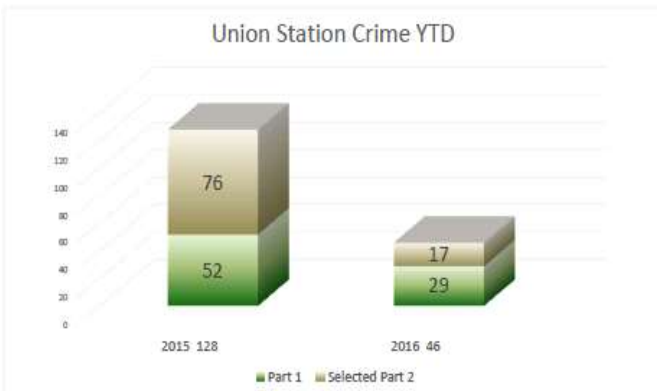
SEPTEMBER 2016:



Rail Part 1 Crime
DOWN -9.3%
from last year
Rail Part 2 Crime
UP 2.9%
from last year
Total Rail Crime
DOWN -3.8%
from last year



Bus Part 1 Crime
Down -21.2%
from last year
Bus Part 2 Crime
DOWN -20.6%
from last year
Total Bus Crime
DOWN -20.9%
from last year



Union Station Part 1 Crime
DOWN -44.2%
from last year
Union Station Part 2 Crime
DOWN -77.6%
from last year
Total Union Station Crime
DOWN -64.1%
from last year

OCTOBER 2016:



Rail Part 1 Crime
DOWN -6.9%
from last year
Rail Part 2 Crime
UP 2.7%
from last year
Total Rail Crime
DOWN -2.6%
from last year

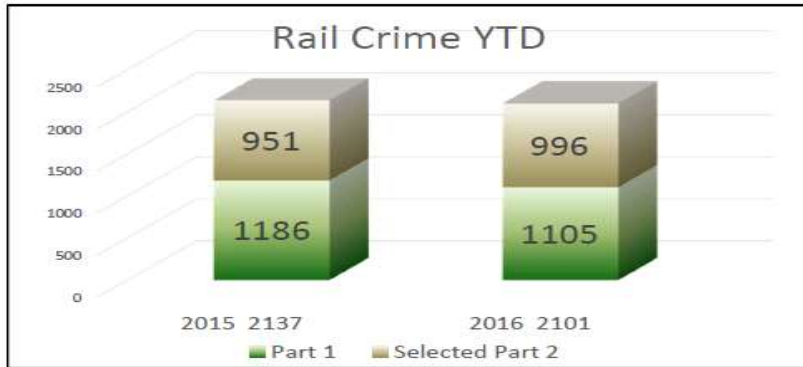


Bus Part 1 Crime
DOWN -21.6%
from last year
Bus Part 2 Crime
DOWN -20.6%
from last year
Total Bus Crime
DOWN -21.1%
from last year



Union Station Part 1 Crime
DOWN -34.6%
from last year
Union Station Part 2 Crime
DOWN -74.4%
from last year
Total Union Station Crime
DOWN -58.5%
from last year

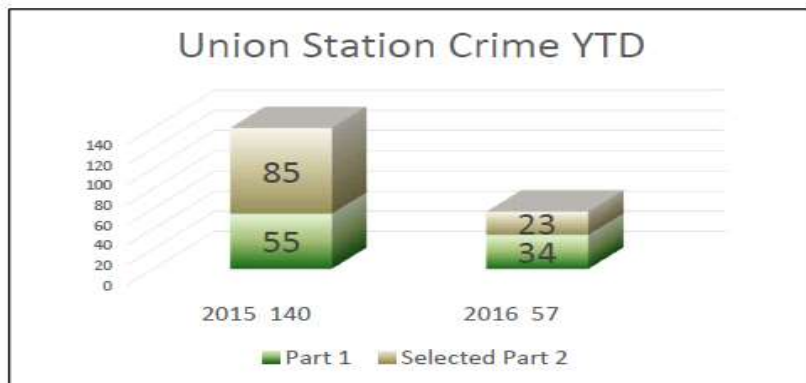
NOVEMBER 2016:



Rail Part 1 Crime	Down	-6.8%	from last year
Rail Sel Part 2 Crime	Up	4.7%	from last year
Total Rail Crime	Down	-1.7%	from last year



Bus Part 1 Crime	Down	-22.9%	from last year
Bus Sel Part 2 Crime	Down	-20.3%	from last year
Total Bus Crime	Down	-21.4%	from last year



U/S Part 1 Crime	Down	-38.2%	from last year
U/S Sel Part 2 Crime	Down	-72.9%	from last year
Total U/S Crime	Down	-59.3%	from last year

Bus Operator Assaults:

- From January to November 2016, there were 109 operator assaults. Of the 109 total operator assaults, 33% of the total assaults have had a suspect taken into custody. The majority of bus operator assaults are caused by fare related followed by missed stop.
- Comparing January-November 2015 to January-November 2016, Operator Assaults have decreased 31%.
- Of the 109 total operator assaults from January to November 2016, there were 91 non-aggravated assaults, 13 aggravated assaults, 3 sex crimes, and 2 robberies. The method of assault was as follows: 52 used hands/feet, 32 used spit, 7 threw cold liquid, 8 threw an object, 5 used a weapon, there were 3 sex crimes, and 2 robberies.
- Attachment B contains the matrix for the suspects who have assaulted Bus Operators that LASD has been tracking.
- From January to November 2016, there were 257,231,152 bus boardings and 109 total operator assaults, equating to 1 bus operator assault per 2.3 million boardings.

Operator Safety:

- The Metro Communications team completed phase one in July 2016 for a campaign targeted at reducing Bus Operator assaults.
- The ongoing Transit Ambassador Program focuses on classes that address conflict resolution for Operators and Supervisors.
- Metro Operations is continuing to move forward with the installation of barriers and monitors in the remaining serviceable fleet.

- For the rest of Metro's fleet (about 1300 buses), staff will be starting a program to retrofit operator barriers onto buses starting in June 2016. This program is expected to run for approximately 24 months. Staff is also developing a new program to have video monitors retrofit onto the rest of Metro's bus fleet.
- As of December 12, 2016 the Metro New Flyer Buses that in service are as follows:
 - Number of New Flyer buses in service (LA Metro & Contract Services) = 893 of 900
 - Number of buses "in-service" with protective barriers = 849
 - Number of buses "in-service" with live video monitors = 861
 - All other New Flyer Buses are on track to be retrofitted with barriers by the end of 2016

Significant Activities

- **9/10/2016** - Threat Interdiction Units, from the Central Operations Bureau, LASD attended the Irwindale Speedway's First Responder Appreciation Parade. During the well-attended event TIU deputies, who brought the Active Response Vehicle (SWAT Type) and several of their response vehicles to participate in the parade, signed autographs, and took photos with kids and veterans.

Response from the several hundred race fans was overwhelming, especially when all of the first responders went around the track with lights and sirens.

- **9/29/2016** - At 8:59 AM, Transit Security revenue Unit 1-V-3, Officer Allen, Officer Orodoyan contacted a missing at risk minor at Union Station, West. Transit Security Sgt. Solis requested for rescue, and a female Officer. Minor was transported to USC Medical Center by LA City Fire. Long Beach Police was also notified regarding missing at risk.
- **9/29/2016** - LASD Transit Bureau North Captain Jennifer Bateman, was joined by Gold Line Sector Lieutenant Michael Mendoza, along with several North Bureau team leader deputies, for the inaugural First Responder Appreciation Breakfast presented by the Irwindale Chamber of Commerce. All of the law enforcement, fire, and ambulance services that service the City of Irwindale were honored for their commitment to the community.

The LASD Transit Policing Division was honored for policing the Gold Line Extension and working closely with the local leaders to keep Irwindale residents safe when they go Metro.

- **11/18/16**- At approximately 4:50 p.m., Sheriff's Transit Bureau South units received a call of a man on an Expo Line train threatening that he had a firearm and a bomb on board.

Deputies arrived within minutes to the Expo/USC Station and began to evacuate the train. However, they were unable to initially locate the suspect. Witness pointed deputies toward where the suspect was believed to have gone. Deputies located the suspect at the corner of Figueroa st. and State st and he was taken into custody without incident.

Neither weapons nor explosives were found in his possession. He was arrested and booked for making terroristic threats. There was minimal impact to the Expo Line Train Operations.

- **11/25/16-** A Transit Bureau North Lieutenant was patrolling on the Red Line when he came upon a person loitering while having his cell phone plugged into a Metro power outlet. As the Lieutenant attempted to unplug the phone, the suspect attempted to interfere with him in the performance of his duties. Other deputies arrived to assist the Lieutenant. Although the suspect attempted to fight and struggle with deputies, they were able to gain control of him although he was behaving as if he had a weapon.

The suspect complained of injury, but was medically treated and given an OK to book for his crimes.

The investigation into this incident is ongoing.

- **11/1-30/2016-** During the month of November, Transit Policing Deputies and Supervisors began high visibility operations focusing on the Blue Line. The additional patrols have been met with positive public comments.

Fare Enforcement:

- In September 2016, law enforcement performed 727,198 fare checks on the rails and Orange Line. Based on the monthly targets, in September 2016 law enforcement had a 8% saturation rate. In October 2016, law enforcement performed 809,732 fare checks on the rails and Orange Line. Based on the monthly targets, in October 2016 law enforcement had a 9% saturation rate. In November 2016, law enforcement performed 525,744 fare checks on the rails and Orange Line. Based on the monthly targets, in November 2016 law enforcement had a 6% saturation rate.
- Based on the chart, green checks occur when a patron has valid fare and has tapped at a turnstile or stand-alone validator. Yellow checks occur when a patron has valid fare, but failed to TAP at a transfer point. Red checks occur when a patron either has a daily/weekly/monthly pass and has not tapped at all during their trip, has stored value and failed to TAP, or has no stored value.
- The fluctuation of ticket issuance is due to transition of fare enforcement from LASD to Metro Transit Security.
- At the discretion of the fare inspector, patrons are encouraged to make payment at the ticket vending machine or TAP their card on the validator in lieu of receiving a citation.

2016									
SEPTEMBER	FARES CHECKED	GREEN CHECKS	YELLOW CHECKS	RED CHECKS	TICKETS	TARGET* ATTAINED	RIDERSHIP	TAP ENTRIES	*MONTHLY TARGET
Red/Purple	233,032	207,089	90,703	15,292	1,161	107%	3,859,635	3,506,283	220,000
Blue	98,223	63,265	23,583	11,375	471	47%	2,065,083	2,250,968	212,000
Green	140,847	122,517	57,579	10,753	263	104%	880,731	1,640,905	136,000
Gold	118,360	106,468	45,592	7,309	73	102%	1,397,979	2,455,116	116,000
Expo	62,233	46,676	10,335	5,222	9	69%	1,168,242	2,35,123	90,000
Orange	63,933	56,856	3,141	3,936	64	70%	673,416	1,76,874	92,000
Bus	10509	8757	899	853	106				
Total	727,198	611,626	260,835	54,740	2,147		10,045,050	19,260,808	
SATURATION RATE	7%								

2016									
OCTOBER	FARES CHECKED	GREEN CHECKS	YELLOW CHECKS	RED CHECKS	TICKETS	TARGET* ATTAINED	RIDERSHIP	TAP ENTRIES	*MONTHLY TARGET
Red/Purple	209,189	186,104	9,038	14,047	1,179	96%	3,840,548	3,037,844	220,000
Blue	67,308	42,347	16,686	8,275	326	32%	2,067,748	1,273,601	212,000
Green	112,306	95,159	7,692	9,155	247	83%	890,604	630,685	136,000
Gold	107,053	96,143	4,376	6,534	25	92%	1,429,208	992,600	116,000
Expo	40,154	31,469	4,832	3,853	46	45%	1,209,744	728,633	90,000
Orange	58,578	52,318	2,810	3,450	62	64%	687,122	476,364	92,000
Bus	9,250	6,776	1,751	723	55				
Total	603,838	510,316	47,185	46,037	1,940		10,124,974		
SATURATION RATE	7%								

2016									
NOVEMBER	FARES CHECKED	GREEN CHECKS	YELLOW CHECKS	RED CHECKS	TICKETS	TARGET* ATTAINED	RIDERSHIP	TAP ENTRIES	*MONTHLY TARGET
Red/Purple	173,589	149,267	7,517	16,805	973	80%	3,794,191	2,834,640	220,000
Blue	77,412	48,243	18,136	11,033	678	37%	1,998,231	1,253,996	212,000
Green	87,869	73,545	6,244	8,080	306	65%	852,752	597,845	136,000
Gold	104,963	93,607	4,630	6,726	57	91%	1,396,425	936,095	116,000
Expo	33,386	26,500	2,856	4,030	109	37%	1,302,590	728,656	90,000
Orange	38,550	34,716	1,692	2,142	54	42%	643,061	444,025	92,000
Bus	10005	8380	940	685	57				
Total	525,774	434,258	42,015	49,501	2,234		9,987,250		
SATURATION RATE	6%								

Traffic Enforcement Activity in the Bus Rapid Transit Lanes:

- In November 2016, there were 204 “Failure to Obey Signs” citations issued on Wilshire Blvd.

Response Time:

- In September 2016, the average response time for “Calls for Service” (Emergency, Priority, and Routine) for all rail lines and buses was 16.5 minutes. October 2016, the average response time for “Calls for Service” (Emergency, Priority and Routine) for all rail lines and buses was 17.99 minutes. In November 2016, the average response time for “Calls for

Service” (Emergency, Priority and Routine) for all rail lines and buses was 16.48 minutes.

- LASD reports emergency call responses averaged 6.20 minutes in September 2016; 6.33 minutes in October 2016; 6.23 minutes in November 2016.

ATTACHMENTS

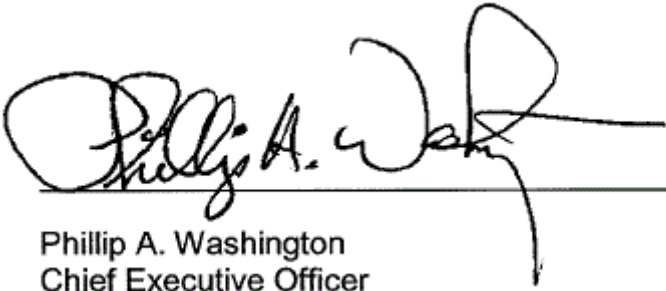
Attachment A - Transit Policing Division Report September-November 2016

Attachment B - Matrix of Bus Operator Assault Suspects

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