



Board Report

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OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report

ISSUE

This report reflects November and December 2020 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff’s Department (LASD), and Long Beach Police Department (LBPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

BACKGROUND

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible “felt presence” of police to help deter criminal activity on Metro buses and trains.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

In September 2020, the SSLE compliance group began using reports generated by the Axiom, Mobile Device Manager (MDM) system and comparing the data with the submitted law enforcement daily deployment schedules to validate which Officers/Deputies logged into the MPV application, at what time, for what location, and at which point they logged off. The sample size encompassed six (6) days and one shift. Based on our findings we expanded our sample audit to twenty-one (21) day increments. The MPV application audit resulted in the following compliance percentages by agency.

21-Day Audit				
Agency	09/13 - 10/03	10/04 - 10/24	*10/25 - 11/21	11/22 - 12/12
LAPD	81%	92%	85%	90%

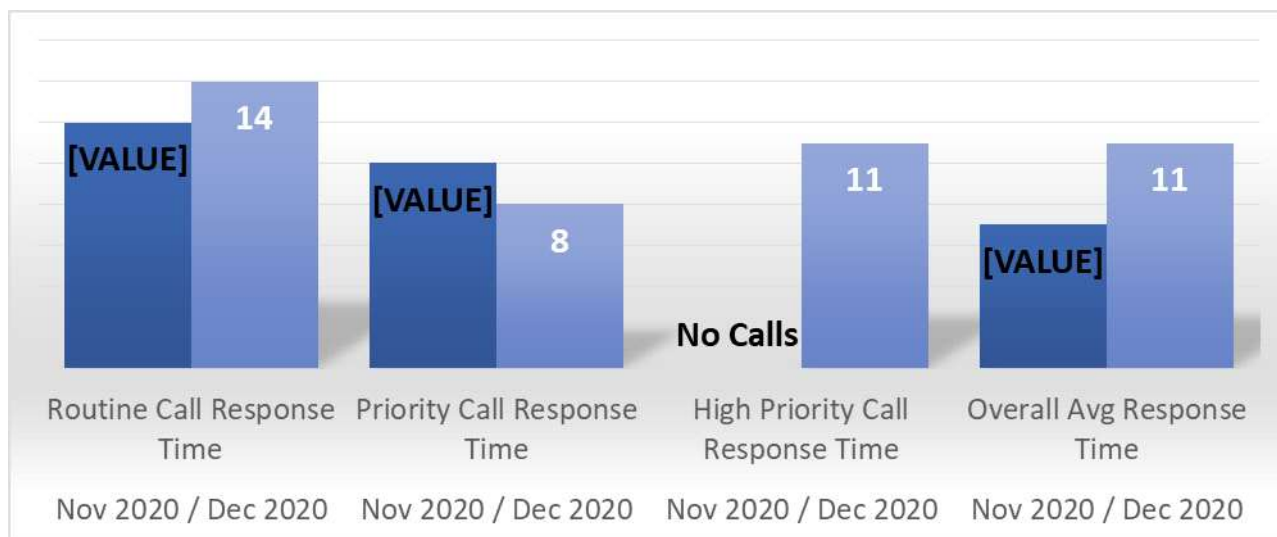
LASD	0%	0%	4%	1%
LBPD	85%	74%	36%	55%
*To establish a fair audit, we consider external occurrences such as network outages. In this case, network outages occurred from 11/08/20 to 11/14/20. Here to complete the 21 days of audit we replaced the data with 11/15/2020 to 11/21/2020.				

The audit was conducted daily from September 13th through November 21st. We utilized a random sample, and the methodology was consistent throughout. The only variation was the deployment documentation that varies by agency, and it is not indicative of how many Officers/Deputies across the system are logging in. The audit methodology is available upon request.

Additionally, we have reminded our law enforcement partners of the MPV Application user guide and requested they review list of badge numbers, to ensure users are active in the MPV application. The second sample audit process consists of viewing real-time video footage to validate the number of times we see officers on the system. This has been a challenge due to the lack of SSLE resources. However, we will continue our efforts to ensure compliance with the Metro policing contract by reporting to the Board on the MPV application audit.

METRO TRANSIT SECURITY

Calls for Service Response Times in Minutes



For the month of December, Transit Security received 223 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 119 calls and responded to 79 of them with an average response time of 14 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.
- Priority: Transit Security received 95 calls and responded to 64 of them with an average

response time of 8 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.

- High Priority: Transit Security received 8 calls and responded to 2 of them with an average response time of 11 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.

BUS OPERATIONS SECURITY

In November, there were a total of (5) assaults on bus operators, with (3) assaults occurring in LASD’s jurisdiction and (2) assaults occurring in LAPD’s jurisdiction. All assaults occurred on the bus system on different lines. Four of the suspects were male and (1) suspect was a female. None of the suspects were arrested and there were no patterns or trends identified.

In November, there were a total of 13,327 bus boardings by LAPD officers and a total of 9,843 bus boardings by LASD deputies on various routes throughout the county. Between October and November, LAPD saw an increase in bus boardings of 848 while LASD saw an increase in bus boardings of 2,742.

In December, there were a total of (8) assaults on bus operators, with (5) assaults occurring in LAPD’s jurisdiction and (3) assaults occurring in LASD’s jurisdiction. Seven assaults occurred on the bus system on different lines and (1) assault occurred on the E (Expo) Line.

In December, there were a total of 8,492 bus boardings by LAPD officers and a total of 10,132 bus boardings by LASD deputies on various routes throughout the county. Between November and December, LAPD saw a decrease in bus boardings of 4,835 while LASD saw an increase in bus boardings of 289.

MOTION #35 UPDATES

Metro Transit Security submitted their final draft Use of Force policy for review by SSLE management. LASD and LBPD are still reviewing their Use of Force policies for any additional adjustments. SSLE received a draft revised Use of Force policy from RMI that was reviewed and sent back with some additional recommendations. RMI is working with their sub-contractors Use of Force policies and will resubmit their policy as well as the sub-contractors for SSLE’s review. We will report back at the Board meeting with an update.

The following table reflects our proposed initial cost and schedule which is subject to FY21 Mid-Year approval of funds.

Item	FY21Q3	FY21Q4
Body Worn Cameras/Tasers; \$300k		X
Pro-Force Simulator; \$250k	X	
Policing Management Analytic Software; \$88,347	X	

CENTER STREET PROJECT

The Metro Center project has started, and the building construction plan is almost complete. Metro is working with the contractors daily to improve and adjust the plans which are consistent with Metro and federal regulations. The Metro project team comprised of Construction and System Security and Law Enforcement is diligently coordinating with the Amoroso (design builder) and Metro internal stakeholders daily ensuring project continuity, tasks and obligations are met timely, and financial aspects are aligned accordingly. This includes the expending of up to \$38 million by the end of March 2021 of state funds in accordance with the state grant requirements.

HOMELESS OUTREACH SERVICES

See January 2021 Quarterly Homeless Outreach Report.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	November Number Served	December Number Served
Total Sexual Harassment Cases Contacting POV	0	1
Total Cases of Metro Located Sexual Harassment Contacting POV	0	0
Total Number of Metro Riders Requesting Counseling Services	0	0
Total Number of Police Reports Filed or Intended to File	0	0
Total Number of Active Cases	3	3

See Attachment E for Sexual Crime/Harassment Calls for Service November and December 2020 data..

NEXT STEPS

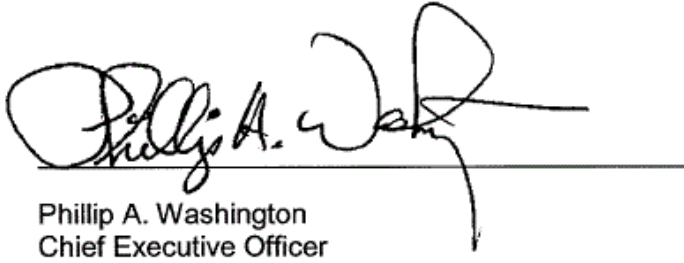
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - System-Wide Law Enforcement Overview November & December 2020
- Attachment B - MTA Supporting Data November & December 2020
- Attachment C - Transit Police Summary November & December 2020
- Attachment D - Monthly, Bi-Annual, Annual Comparison November & December 2020
- Attachment E - Sexual Crime_Harassment Calls for Service November & December 2020
- Attachment F - Violent, Prop, and Part 1 Crimes - January 2021 Board Report

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