



## Board Report

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
MARCH 18, 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 February 2021 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**

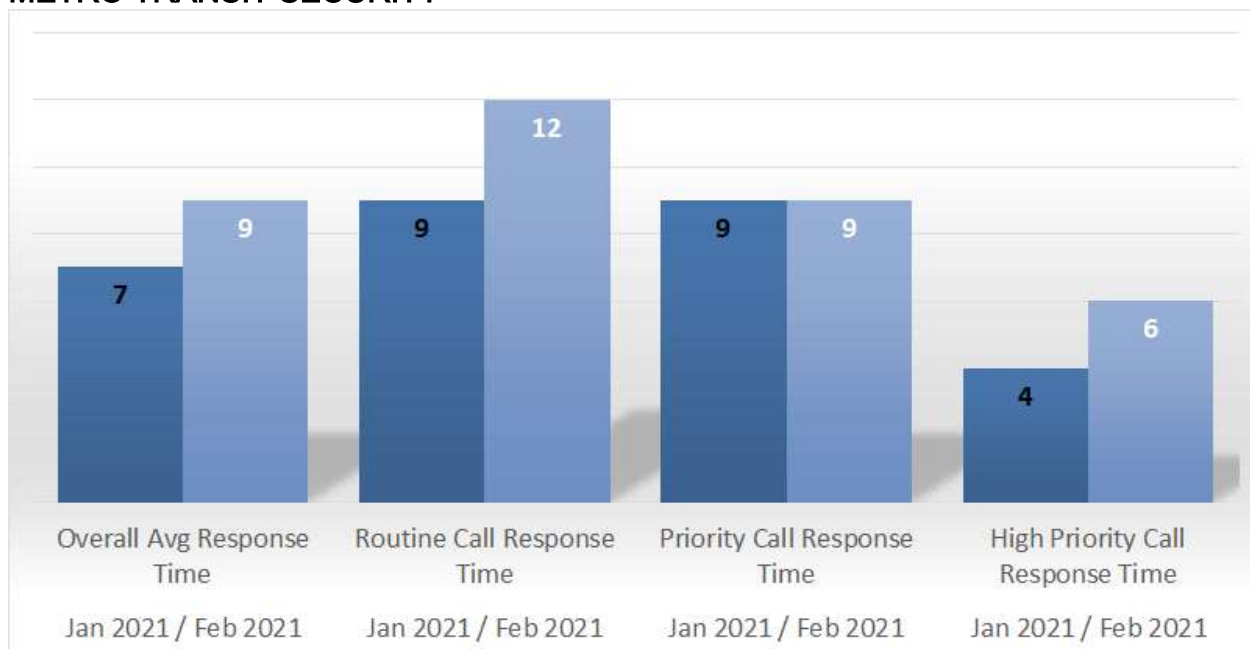
The SSLE compliance group continues to work on contract performance audits of the three (3) Law Enforcement Contracts, effective February 14, 2021, we used Metro's TAP reports and compared the data with the submitted law enforcement daily deployment schedules observing the adherence to ride Metro buses and trains, and patrol bus and rail stations/corridors at contracted locations. This requires all Officers and Deputies on duty to TAP their issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors. The sample size encompasses fifteen (15) days, one shift and location. The Metro TAP technical field audit resulted in the following compliance percentages by agency.

<b>15-Day Audit</b>	
<b>Audit Period</b>	<b>*02/14/21 - 02/28/21</b>
LAPD	81%
LASD	68%
LBDP	85%
*To establish a fair audit, we consider occurrences such as TAP readers on buses being out of service.. In this audit period, LASD had TAP reader problems due to machines being out of service, resulting the Metro issued badge not reflecting as stamped on the Metro Tap report.	

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 and Deputies across the system are tapping. The audit methodology is available upon request.

All agencies continue to work with SSLE Compliance Unit to achieve contract compliance.

### METRO TRANSIT SECURITY



For the month of February, Transit Security received 229 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 98 calls and responded to 80 of them with an average response time of 12 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 130 calls and responded to 88 of them with an average response time of 9 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 one call and responded in 4 minutes.

## BUS OPERATIONS SECURITY

In February, there were a total of (6) assaults on bus operators, with (3) assaults occurring in LAPD's jurisdiction and (3) assaults occurring in LASD's jurisdiction. Five assaults occurred on the bus system on different lines and (1) assault occurred on the L (Gold) Line.

In February, there were a total of 12,784 bus boardings by LAPD officers and a total of 10,018 bus boardings by LASD deputies on various routes throughout the county. Between January and February, LAPD saw a decrease in bus boardings of 1,088 and LASD saw a decrease in bus boardings of 1,271.

## MOTION #35 UPDATES

Metro's Transit Security draft Use of Force (UOF) policy will be sent to the AFSCME and Teamsters unions for review and a meet and confer with both labor unions will be scheduled by the middle of March to finalize the policy.

LASD and LBPD have completed their Use of Force policy review. LASD met with SSLE management and are making progress on the remaining two recommendations. SSLE management provided LASD with contact information for Campaign Zero to have their changes reviewed. LBPD continues to work with a Community Advisory Group to review and provide input to LBPD's Use of Force policy. There are a number of pre-scheduled meetings to follow in the month of March.

SSLE reviewed the Use of Force policies of three RMI sub-contractors for compliance with Campaign Zero. All three now meet the recommended requirements except for "*shooting at moving vehicles.*" Each agency has allowed a very narrow exception that allows their officers to shoot at the driver of a vehicle who is intentionally trying to use their vehicle as a deadly weapon to run over individuals in a crowd. We are waiting to review the fourth and last sub-contractor and will report back in the next board cycle.

## Media Coverage - Homeless Outreach Services

Metro Media Relations facilitated a news story with a KABC reporter about System Security & Law Enforcement's "Shelter the Unsheltered" intervention program. On Friday, March 5<sup>th</sup>, 2021, KABC aired the story of the strategic outreach Operation "Shelter the Unsheltered." program. Coverage can be downloaded by visiting the following link:

<https://slingshot.disney.com/?c=g25vFhrBDmMnjQrwpzCnd5MnbHG5hvLjzmm>  
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**SEXUAL HARASSMENT**

Peace Over Violence Performance Metrics

Performance Measure	February 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	4
Total Cases of Metro Located Sexual Harassment Contacting POV	1
Total Number of Metro Riders Requesting Counseling Services	2
Total Number of Police Reports Filed or Intended to File	2
<b>Total Number of Active Cases</b>	<b>1</b>

**NEXT STEPS**

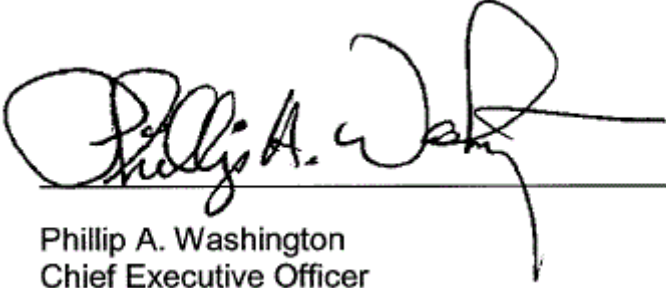
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

**ATTACHMENTS**

- Attachment A - Systemwide Law Enforcement Overview February 2021
- Attachment B - MTA Supporting Data February 2021
- Attachment C - Transit Police Summary February 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison February 2021
- Attachment E - Sexual Crime\_Harassment Calls for Service\_ February 2021
- Attachment F - Violent, Prop, and Part 1 Crimes - March 2021 Board Report

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