



Board Report

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OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
APRIL 15, 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 and March 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><u>15-Day Audit</u></b>
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<b>Audit Period</b>	<b>*03/01/21 - 03/15/21</b>
LAPD	79%
LASD	67%
LBDP	86%
*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 March, Transit Security received 281 calls for service. The following is a breakdown of the call categories and response times.

- **Routine:** Transit Security received 120 calls and responded to 120 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.
- **Priority:** Transit Security received 161 calls and responded to 124 of them with an average response time of 6 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 no High Priority calls.

## **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.

In March, there were a total of (8) assaults on bus operators, with (4) assaults occurring in LAPD's jurisdiction and (4) assaults occurring in LASD's jurisdiction. All assaults occurred on the bus system on different lines.

In March, there were a total of 11,648 bus boardings by LAPD officers and a total of 9,812 bus boardings by LASD deputies on various routes throughout the county. Between February and March, LAPD saw a decrease in bus boardings of 1,136 and LASD saw a decrease in bus boardings of 206.

## **INFRASTRUCTURE SECURITY ISSUES**

Over the last year, System Security & Law Enforcement and Operations staff have documented approximately 30 tent/rubbish fires started from homeless encampments and Recreational Vehicles/Campers (RVs) adjacent to Metro Transportation Divisions 1 and 2. The encampments are located adjacent to areas which house Compressed Natural Gas (CNG) Metro buses, large hazardous materials tanks, containers which contain motor oil, antifreeze, flammable cleaning solvents, and fuel dispensing facilities. Several of the fires at the locations have come within 300 feet of these facilities. Division management at both Divisions have expressed grave concerns regarding these ongoing fires and the serious potential for and environmental disaster, great bodily injury to Metro employees, severe damage to critical infrastructure, and adjoining neighborhood should any of these hazardous material facilities be reached by a fire from the adjacent homeless encampments or RVs.

On February 4, 2021, the Los Angeles Fire Department Office of the Fire Marshal conducted a walkthrough inspection of both Divisions to assess the fire safety risk to both facilities. In the report, the Fire Marshal indicated, in part, that "Based on the numerous amount of previous fires, repeated carelessness regarding fire safety by the individuals occupying tents, the potential ignition of stored Compressed Natural Gas (CNG), Hazardous Material Tanks and Containers along with the number of CNG Transit Buses that may be parked/stored all at one time in the yard, there should be conformity of the most restrictive Fire Code Requirements regarding safer distance modifications to homeless tents and RVs and to alleviate future unwanted ignition."

Please see Attachment (A) which provides background information and our next steps and Attachment (B) which is LAFD's report on the issues.

On March 20, 2021, at approximately 0130 hours, LAPD officers were working an MTA detail as 31BRT1, which is a Bus Riding Team were flagged down by a security officer working at 707 W Wilshire Blvd. He pointed out an arson suspect he observed setting five City trashcans on fire. The

suspect was detained and arrested. The suspect admitted to sleeping in and around the 7th St station for the past few months.

The cost estimate to repair the three (3) elevators experiencing repeated fires within the past week is roughly \$79,000. The cost of repair based on Metro’s current maintenance contracts where we have the economies of scale benefit is \$54,000.

The estimate includes labor and material cost for the following:

- Replacement of stainless steel panels in all three (3) elevators
- Replacement of the elevator floors at two (2) of the three (3) elevators
- Replacement of the stainless steel film at all three (3) elevators

**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 in April. We will report back in May with an update.

LASD and LBPDP 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. LBPDP continues to work with a Community Advisory Group to review and provide input to LBPDP’s Use of Force policy. There are ongoing meetings that will continue into the month of April. We will report back in May with an update.

SSLE reviewed the Use of Force policies of all RMI sub-contractors for compliance with Campaign Zero. All 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.

**Homeless Outreach Services**

See Quarterly Homeless Outreach Efforts report.

**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>	1

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\*March 2021 POV Performance Metrics will be provided in the May board report.

**NEXT STEPS**

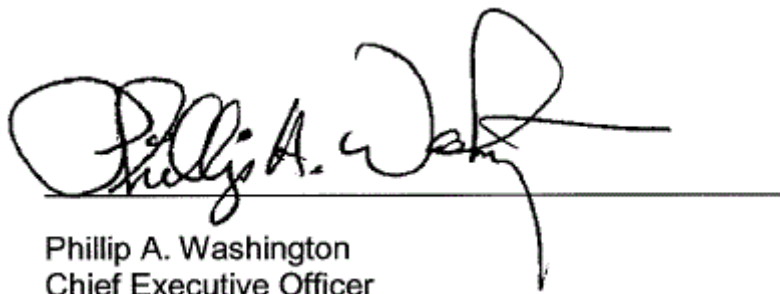
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

**ATTACHMENTS**

- Attachment A - Systemwide Law Enforcement Overview February 2021
- Attachment A - Systemwide Law Enforcement Overview March 2021
- Attachment B - MTA Supporting Data February 2021
- Attachment B - MTA Supporting Data March 2021
- Attachment C - Transit Police Summary February 2021
- Attachment C - Transit Police Summary March 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison February 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison March 2021
- Attachment E - Sexual Crime\_Harassment Calls for Service\_ February 2021
- Attachment F - Violent, Prop, and Part 1 Crimes - March 2021 Board Report
- Attachment F - Violent, Prop, and Part 1 Crimes - April 2021 Board Report
- Attachment G - Div 1 & 2 Fires and Safety
- Attachment H - LAFD Report on Divs 1&2

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