



Board Report

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Agenda Number: 28.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MAY 20, 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 April 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

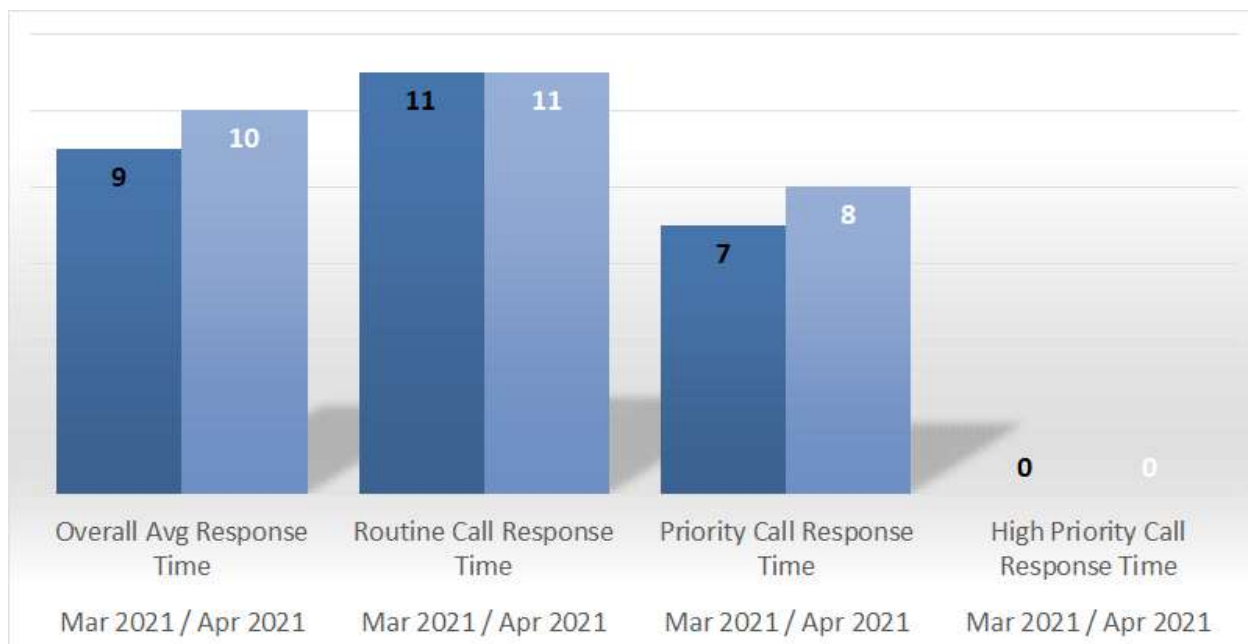
The SSLE Administration and Compliance unit continues to work on contract performance reviews of the three (3) law enforcement contracts, effective February 14, 2021, a Technical Review of Responsibilities was conducted. The purpose of this review was to observe the adherence to contract specific responsibilities, which in part holds our law enforcement partners responsible for riding Metro buses and trains, patrol buses, rail stations/corridors, and maintaining high visibility at key Metro critical infrastructure contracted locations.

The review entails a deployment sample, where documentation regarding field personnel is evaluated for one (1) shift, location, and for a period of fifteen (15) days. To perform the review, law enforcement Daily Deployment Schedules regarding field personnel and the Metro Transit Access Pass (TAP) reports are cross-referenced to ensure that the officers indicated on the daily deployment

schedules did in fact serve at their respective details.

This results in requiring all field Officers/Deputies on duty to TAP their Metro issued badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors. Upon reviewing the sample size of this technical review of responsibilities, discrepancies were discovered and shared with the law enforcement partners requesting supporting information for those field Officers/Deputies listed on their scheduled deployments but not reflected on the Metro TAP reports. Such supporting information included, but was not limited to, daily field activity reports and CCTV footages. After reviewing the information provided, it was determined that the majority of the issues were field Officers/Deputies forgetting to use their Metro issued badges while boarding buses, riding trains, and accessing rail stations/corridors or not obtaining a Metro badge prior to being assigned to the deployment.

METRO TRANSIT SECURITY



For the month of April, Transit Security received 241 calls for service. The following is a breakdown of the call categories and response times.

- **Routine:** Transit Security received 118 calls and responded to 97 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.
- **Priority:** Transit Security received 123 calls and responded to 83 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 no High Priority calls.

As part of Operation “Shelter the Unsheltered” Transit Security supported People Assisting The Homeless (PATH) and Facilities Maintenance personnel. In order to help facilitate the process, Transit Security Officers were tasked with “off-loading” trains at five terminus locations to impact the following:

1. Off-load patrons so Metro cleaning crews could sanitize the trains.
2. Assist homeless individuals to connect with PATH personnel for housing assistance.
3. Enforce the mandatory mask policy by offering free masks to patrons who needed one.

For the month of April, Transit Security Officers have:

- Assisted PATH with housing 45 individuals
- Issued over 85 masks to patrons who needed or did not have a mask
- Provided security to Metro’s cleaning crews at Metro terminus locations who were tasked with sanitizing all contact points on trains.
- Provided security for Metro’s cleaning crews for homeless abatement efforts along Metro’s Right of Ways.

The Transit Security Department also implemented a Training Division to provide in-service training for all Transit Security Officers. The Training Division also developed an in-house Metro Academy Program (MAP) for newly hired Transit Security Officers regardless of rank. The Training Division is comprised of a Lieutenant, Sergeant, and two Transit Security Officer II’s. Training Division partial list of responsibilities includes:

- BSIS Certification (Firearms & Guard permits)/Firearms Qualifications
- Rail Safety Certification/First Aid/CPR Certification
- Arrest and Control Technique Training
- Transit Security Officer Candidate Physical Agility Testing (PAT)
- Use of Force Training

Through SSLE’s first employee recognition program, (4) Transit Security Officers were recognized for their Bravery, Leadership, and Customer Service.

BUS OPERATIONS SECURITY

In April, there were a total of six (6) assaults on bus operators, with five (5) assaults occurring in LAPD’s jurisdiction and one (1) assault occurring in LASD’s jurisdiction. All assaults occurred on the bus system on different lines.

In April, there were a total of 8,337 bus boardings by LAPD officers and a total of 9,388 bus boardings by LASD deputies on various routes throughout the system. Between March and April, LAPD saw a decrease in bus boardings of 3,311 and LASD saw a decrease in bus boardings of 424.

MOTION #35 UPDATES

Metro's Transit Security draft Use of Force (UOF) policy was sent to the AFSCME and Teamsters unions for review. A meet and confer follow-up meeting will be scheduled in May and will report back in June with an update.

LASD and LBPB have completed their UOF 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. LBPB continues to work with a Community Advisory Group to review and provide input to LBPB's UOF policy. We will report back in June with an update.

PUBLIC SAFETY ADVISORY COMMITTEE

On Wednesday, April 21, 2021, Metro had its second virtual Public Safety Advisory Committee (PSAC) with over 100 individuals in attendance. The facilitation team led the discussion that included a group check-in, which will be a standing item at all PSAC meetings to continue to build trust and a safe space for members. Also, after framing the context around the national discussion on public safety, each committee member had the opportunity to answer the following questions: *How have you interacted with Metro in the past? Can you expand on your one-word definition for public safety? What do you hope to accomplish as a member of this committee?* The answers were insightful and diverse but shared a commonality of a passion for riding Metro and a deep commitment for enhancing public safety. Staff is in the progress of seeking feedback from PSAC on a draft Charter and By-laws with an expected approval date of Wednesday, May 19th. In addition, staff is working with the facilitation team to develop a work plan to prioritize time-sensitive items.

PSAC meetings are held the first and third Wednesdays of each month. The next meeting will take place Wednesday, May 5, 2021.

Public Safety Survey

In collaboration with the Office of Customer Experience, staff is working on soliciting professional services to design and launch a systemwide public safety survey. This initiative was suggested by Board Member Garcetti when motion 37 was approved in June 2020. A draft of the survey will be provided to PSAC for input, and the results will help support recommendations put forward by PSAC.

HOMELESS OUTREACH SERVICES

January, February and March data were provided in the April quarterly report.

OPERATION "SHELTER THE UNSHELTERED"	
LAW ENFORCEMENT (LAPD, LASD, and LBPD)	
ACTIONS TAKEN	APRIL
# OF LEVEL 1 (CONTACTS)	606
# OF LEVEL 2 (REFERRALS)	59
# OF LEVEL 3 (HOUSING PLACEMENTS)	6
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	89
PATH	
ACTIONS TAKEN	APRIL
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	15
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	696
DREAM CENTER (DC)	
ACTIONS TAKEN	APRIL
# OF CONTACTS	115
TOTAL # OF INDIVIDUALS CONTACTED JULY 16, 2020 TO DATE	1,313
LA DOOR	
ACTIONS TAKEN	APRIL
# OF CONTACTS	417
TOTAL # OF INDIVIDUALS CONTACTED JULY 16, 2020 TO DATE	3,337

Ambassador Pilot Program

We were unable to proceed with a sole source contract and have established an internal working group to develop a path forward and seek PSAC recommendations and a potential RFP for services.

Amendment No. 2 Letter of Agreement for Multidisciplinary Street-Based Engagement Services

During the period of March 1, 2021 through June 30, 2021, the Board approved the use of \$1.5M to enhance homeless outreach teams and related mental health, addiction, nursing, and shelter services by adding five (5) additional generalist outreach workers, one (1) additional supervisor and up to eighty (80) interim housing beds throughout Los Angeles County. These additional services assist Metro with offloading riders at six (6) Metro stations twice a day, morning and evening. The shelter site being used is *Home At Last* located in south Los Angeles. The pilot program is proving to be successful as all of the eighty (80) shelter beds were filled within one month. SSLE leadership and the Department of Health Services are in current discussions to extend the pilot.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	March 2021 Numbers Served	April 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	1	1
Total Number of Individuals that Contacted POV Line Regarding Sexual Harassment	0	1

Total Number of Metro Riders Requesting Counseling Services	0	1
Total Number of Police Reports Filed or Intended to File	0	1
Total Number of Active Cases	1	0

NEXT STEPS

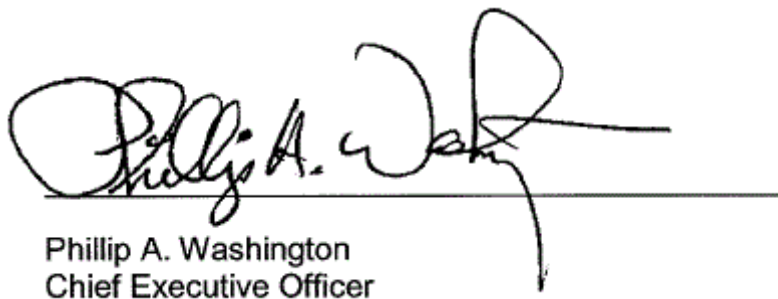
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - Systemwide Law Enforcement Overview April 2021
- Attachment B - MTA Supporting Data April 2021
- Attachment C - Transit Police Summary April 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison April 2021
- Attachment E - Violent, Prop, and Part 1 Crimes April 2021
- Attachment F - Demographic Data April 2021

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