



Board Report

File #: 2021-0537, **File Type:** Informational Report

Agenda Number: 28.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

As of June 2021, Metro System Security & Law Enforcement (SSLE) revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPB). To avoid discrepancies related to crime reclassifications and consistent with contract terms and conditions, SSLE will have all data submitted by the 15th of every month, which will provide ample time for staff to review, thereby providing the Board with complete and accurate data.

BACKGROUND

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to provide a greater, more visible "felt presence" of safety and security for riders and employees on Metro buses and trains. The multi-agency law enforcement partnership, Metro Transit Security, and Infrastructure Protection Services comprise the system security approach.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

The SSLE Administration and Compliance Unit continues to verify that all field Officers/Deputies on duty are tapping their Metro issued badge at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors in efforts to maintaining high visibility and accountability of our contracted law enforcement services.

Upon reviewing the sample size from May 2021 to July 2021, an average of 13% of Officer/Deputies were not displayed on the Metro TAP report. The discoveries were shared with the law enforcement partners while also requesting supporting information. After reviewing and discussing the supporting information, it was determined that the Officers/Deputies from the daily deployment schedule had indeed served at their respective details. It was reported that Officers/Deputies assigned to bus riding/patrolling were encountering problems due to Metro TAP machines on the buses being covered to clarify the current fare collection protocol on buses.

The SSLE Administration and Compliance unit confirmed complete compliance regarding attendance on the Metro system. Staff will continue to disseminate the messaging to the law enforcement contractors regarding the importance of the TAP function as it pertains to the contract performance reviews of the three (3) law enforcement contracts.

METRO TRANSIT SECURITY (MTS)

Quality Service Audits

For the month of July, MTS completed nine (9) Quality Service Audits (QSA). MTS Supervisors contacted a diverse group of internal and external partners to gain feedback on the performance of MTS officers. The audits indicate that the internal and external business partners are very satisfied with the performance of the MTS officers. Staff will focus the next efforts on Metro customers for future audits starting in August.

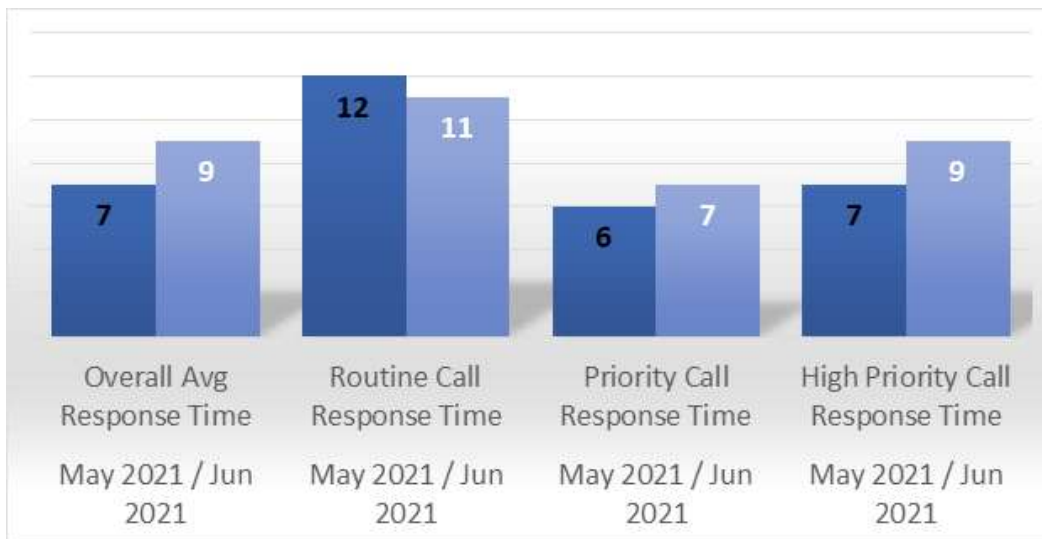
Training

The full-time training unit completed a Metro Academy Program (MAP) training academy for four (4) new recruits: three (3) TSO I and one (1) Sergeant. The MAP training academy is comprised of in-house security training and Metro-mandated training. All the recruits graduated, receiving Verbal Defense and Influence certification and three (3) FEMA NIMS (National Incident Management System ICS 100, 200, 700) certifications. The training also includes multiple topics, including Use of Force and De-escalation tactics, Customer Service, Implicit Bias, and Rail Safety.

Calls for Service

For the month of June, Transit Security received two hundred sixty-one (261) calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received one hundred sixteen (116) calls and responded to eighty-one (81) with an average response time of eleven (11) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- Priority: Transit Security received one hundred forty (140) calls and responded to eighty-eight (88) with an average response time of seven (7) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- High Priority: Transit Security received five (5) calls and responded to two (2) of them with an average response time of nine (9) minutes. The remaining calls were assigned to law enforcement.



For the month of July, Transit Security received two hundred twenty-three (223) calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received one hundred fifteen (115) calls and responded to eighty-four (84) with an average response time of ten (10) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- Priority: Transit Security received one hundred seven (107) calls and responded to sixty-six (66) with an average response time of ten (10) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- High Priority: Transit Security received one (1) call, which was assigned to law enforcement.



Commendations

Transit Security awarded several commendations in June. TSO Ivan Acevedo received a commendation for his exceptional leadership by assisting with briefings and acting as liaison with LAPD. TSO Rene Trujillo received a commendation for his leadership, quick response, and coordination when responding to an alarm that resulted with the arrest of a burglary suspect. TSOs Tanisha Barona and Tyree Williams received commendations for professionalism with regards to the arrest of the same burglary suspect. TSO Nicholas Peterson received a commendation for his leadership and diligence in assisting Transit Security and LAPD with an arrest of a burglary suspect.

Spotlight of the Month

On July 30, 2021, RMI's sub-contractor security officers working for American Eagle Security were assigned to Vermont/Santa Monica Station. At approximately 20:56 hours, American Eagle security guards Welner Hernandez and Cruz Garcia contacted Metro Security Operations Control Center to report finding a brown paper bag on the Vermont/Santa Monica platform, which contained Molotov cocktails. Contract security officer Hernandez also contacted the LAPD Watch Commander. LAPD responded, and the bomb squad took possession of the destructive device.

A request was made to review the video to determine if a suspect could be observed placing the device on the platform. The following Metro Transit Security personnel were instrumental in obtaining video of the incident.

- Transit Security Officer I Junior Arana-Madrid reviewed the video and was able to locate a person of interest at the time the destructive device was placed on the platform.
- Transit Security Officer I Jose Avila also reviewed the video and located the suspect as he walked on the platform.

The Transit Security Officers were able to capture screenshots of the suspect and forwarded them to law enforcement, where the suspect was eventually apprehended. Rail Transportation Control Center personnel led by Tamika Wright, CCTV Observers Gary Harrell, Walter Trotter, CCTV Supervisors Vanessa Hernandez, and Jose Ruiz were instrumental in searching for video and were able to download video for law enforcement personnel.

BUS OPERATIONS SECURITY

In June, there were a total of five (5) assaults on bus operators, with all assaults occurring in LAPD's jurisdiction and zero assaults occurring in LASD's jurisdiction. On average, there are approximately six (6) assaults on bus operators every month.

In June, there were a total of nine thousand four hundred eleven (9,411) bus boardings by LAPD officers and a total of nine thousand two hundred ninety-five (9,295) bus boardings by LASD deputies on various routes throughout the system. Between May and June, LAPD saw a decrease in bus boardings of seven hundred eleven (711), and LASD saw an increase in bus boardings of two hundred ninety-five (295).

In July, there were a total of eight (8) assaults on bus operators, with six (6) assaults occurring in

LAPD's jurisdiction and two (2) assaults occurring in LASD's jurisdiction.

In July, there were a total of eight thousand nine hundred twenty-seven (8,927) bus boardings by LAPD officers and a total of eight thousand eight hundred forty-two (8,842) bus boardings by LASD deputies on various routes throughout the system. Between June and July, LAPD saw a decrease in bus boardings of four hundred eighty-four (484), and LASD saw a decrease in bus boardings of four hundred fifty-three (453).

MOTION #35 UPDATES

Contained within Motion 35 are the "Eight Can't-Wait" reforms for 'Use of Force' that are within Campaign Zero. Metro Transit Security is meeting and conferring with its unions to update the Use of Force Policy. The remaining agencies are working on the last few recommendations.

Metro's Transit Security draft Use of Force (UOF) Policy was sent to the AFSCME and Teamsters unions for review. Currently, both unions have their legal teams reviewing the policy. A meet and confer with Teamsters occurred on June 7th and 28th. A meet and confer meeting with AFSCME occurred on July 27th. Once the Unions' legal teams complete their further review, a follow-up meeting will be scheduled, and we will report back in October with an update.

LASD and LBPD have completed their Use of Force (UOF) Policy review. LASD met with SSLE management and is now consistent with seven (7) of the eight (8) categories. LASD Command Staff believe they are in compliance with the last category. Please see LASD's attached response (Attachment A). SSLE supports LASD's position that they are in compliance with the last recommendation. LBPD's Use of Force Policy is undergoing a revision and is being reviewed by a community panel. This process is anticipated to be finished by late fall.

PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)

The general PSAC meeting for Wednesday, August 4, 2021 was canceled due to the agenda not being uploaded to the PSAC website within the 72-hour window to adhere to the Brown Act. The agenda items were tabled and moved to the next general PSAC meeting on Wednesday, August 18, 2021. During the meeting, Elba Higueros, Chief Policy Officer, and Nicole Englund, Chief of Staff, introduced themselves as new members of the Metro staff PSAC team. Per the direction of the CEO, they will provide support to the PSAC in collaboration with SSLE. The main topic for discussion was drafting a PSAC Mission & Values Statement for Public Safety on Metro. Members were provided with SSLE's mission and values statement as a baseline. A Google form was made available for the public for comment. This form is available on the PSAC website for public access through Monday, September 20th. This item will be carried over to the next general PSAC meeting on September 1, 2021. See Attachment I for a copy of the August meeting minutes.

Infrastructure Protection Services (IPS) Ad-Hoc Subcommittee

On Tuesday, August 10th, members received a presentation from the Executive Officer, Vendor/Contract Management, Carolina Coppolo to provide a detailed overview of the procurement process and deadlines for the next infrastructure protection services contract. The information provided members with clarification on the timeframe to receive their recommendations and feedback. At their following meeting, members resumed a discussion on recommendation topics

including training, uniforms, and background checks. A couple of training recommendations include disability sensitivity, implicit bias, de-escalation, and mental health training. One committee member added that security personnel should have a wide diversity of language capabilities to mirror the communities they are working in to provide better service. To provide a visual, SSLE shared several uniform examples that included light and dark grey options with reflective vests and a utility belt. Members had previously noted that a dark grey shirt is preferred for the visually impaired community as the color is commonly used for personnel in authority. It was also added that a Metro logo would help educate riders that the contracted personnel are associated with Metro. Lastly, the committee discussed having Metro conduct their own background checks on individual employees of the selected IPS contractor. Metro shared that while the agency cannot dictate who the contractor hires, it can determine who is assigned to work on the Metro contract. Committee members were split on whether Metro should have its own background check process, secondary to the one performed by the contractor.

The next IPS meeting will take place on Tuesday, September 14th.

Non-Law Enforcement Alternatives (NLEA) to Public Safety Ad-Hoc Subcommittee

Members resumed brainstorming goals and objectives for a Metro transit ambassador program. Some important key concepts included: ambassadors serving a rider-facing and welcoming role, distinguishing roles between blue-shirts (existing Metro program), security, and transit ambassadors. Other takeaways include identifying locations where transit ambassadors would be more productive. Metro staff shared they are looking at transit ambassadors for different locations, including locations where wayfinding and fare payment assistance is greatly needed. Transit ambassadors will not be solely on the trains and busses. Other takeaways were implementing safety practices for ambassadors as they may frequently face dangerous situations and identifying services transit ambassadors can be paired-up with.

The next NLEA meeting will take place on Tuesday, September 7th.

Policing Practices Ad-hoc Subcommittee

On Wednesday, August 11th, members received a presentation from the Executive Officer, Vendor/Contract Management, Carolina Coppolo to provide a detailed overview of the procurement process and deadlines for the next policing contracts. Through this information, members had a better understanding of the 14-month period to have new policing contracts in place. The facilitator team reiterated for members that Metro's timeline provides an opportunity for the committee to provide input prior to the release of the Request for Proposals (RFP) solicitation as in the past members have asked if there are opportunities for them to be involved after the release of the RFP. At the following meeting, the discussion was centered on seeking member consensus on their priorities for this committee. They agreed on the following: 1) defining how (or if) traditional law enforcement will interact with other public safety elements (e.g., ambassadors, mental health and unhoused service providers), 2) considering whether to recommend canceling the contracts altogether and revert to non-contracted law enforcement, 3) articulating the role of police officers within Metro's public safety ecosystem, 4) identifying research gaps and data needs to effectively evaluate (and track) outcomes and 5) providing feedback on the existing policing contracts and provide recommendations on the forthcoming scope of work (SOW) to inform big picture thinking. These priorities will allow members to think near-term and long-term on the role of police on Metro's

system.

The next Policing Practices meeting will take place on Wednesday, September 8th.

Community Engagement Ad-hoc Subcommittee

Members resumed discussion on preparing goals and objectives for the committee. Some of those priorities included identifying tiers based on priority. The committee members decided to focus on “enhanced services and outreach for unhoused riders.” Committee members worked to identify how Metro can support unhoused individuals through existing and new initiatives. The committee would like to see a “people first” campaign that educates the public about the needs of unhoused people using compassion, empathy, and action. Another priority tier discussed was addressing existential questions like “Who is Metro today?” through a variety of placemaking, climate-resilience, and community-facing initiatives. Some committee members wanted to see Metro use their assets (e.g., properties and vacant lots) to encourage recycling and act as a service hub, transforming Metro into a public amenity.

The next Community Engagement meeting is currently being rescheduled from Monday, September 6th due to the holiday to another date.

HOMELESS OUTREACH SERVICES

SSLE senior leadership and homeless outreach team met with Los Angeles Mission’s senior leadership team on August 23, 2021 to discuss a partnership. The Los Angeles Mission submitted a concept paper for SSLE review which is underway.

SSLE is revisiting partnering with the West Angeles Church of God in Christ Community Development Corporation (CDC). Past involvement with the CDC was a coordinated homeless outreach effort at encampments along the Slauson corridor between Metro law enforcement (LAPD’s HOPE), PATH outreach teams, and the West Angeles’ CDC. The coordinated multi-layered outreach approach was successful.

On August 9, 2021, SSLE Executive Officer and homeless outreach team participated in a National Consortium under the leadership of TriMet of Portland Oregon that regularly consults with transit agencies across the nation, representing agencies in California, Washington, Colorado, and AMTRAK. The newly formed Consortium meets monthly to explore similar models addressing quality of life issues related to transit agencies acknowledging that the issues are complex and there is no “one size fits all” approach. Through the August meeting, SSLE met several times with Denver RTD to discuss their clinician outreach program model, performance metrics and best practices.

Lastly, Metro’s third one-day Homeless Count on Rail and Bus was executed on Wednesday, August 25, 2021. Data analysis is currently underway and SSLE is scheduled to present findings from the homeless count on rail and bus on October 11th.

OPERATION “SHELTER THE UNSHELTERED”

PERFORMANCE METRICS		
PATH		
ACTIONS TAKEN	JUNE 2021	JULY 2021
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	22	32
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	748	781
DREAM CENTER (DC)		
ACTIONS TAKEN	JUNE 2021	JULY 2021
# OF CONTACTS	48	66
TOTAL # OF INDIVIDUALS CONTACTED JULY 10, 2020 TO DATE	1,541	1,612
LA DOOR		
ACTIONS TAKEN	JUNE 2021	JULY 2021
# OF CONTACTS	146	150
TOTAL # OF INDIVIDUALS CONTACTED JULY 08, 2020 TO DATE	3,836	4,023

SEXUAL HARASSMENT

Peace Over Violence performance metrics for the month of June and July.

Performance Measure	June 2021 Number Served	July 2021 Number Served
Total Sexual Harassment Cases Contacting POV	2	4
Total Cases of Metro Located Sexual Harassment Contacting POV	1	2
Total Number of Metro Riders Requesting Counseling Services	1	2
Total Number of Police Reports Filed or Intended to File	1	2
Total Number of Active Cases	0	0

EQUITY PLATFORM

The new random Quality Service Audits (QSA) will provide a key assessment tool to help measure and enhance customer’s perception of safety, security, customer service, and public sentiment towards MTS. Metro is tracking to ensure the selections provide a representative sampling of our customers, internal and external business partners, and stakeholders who interact with MTS personnel.

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 - 8 Can't Wait LASD Response

Attachment B - Sexual Harassment Calls For Service

Attachment C - Systemwide Law Enforcement Overview June & July 2021

Attachment D - MTA Supporting Data June & July 2021

Attachment E - Transit Police Summary June & July 2021

Attachment F - Monthly, Bi-Annual, Annual Comparison June & July 2021

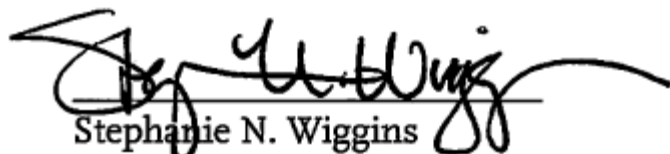
Attachment G - Violent, Prop, and Part 1 Crimes June & July 2021

Attachment H - Demographic Data June & July 2021

Attachment I - 081821 PSAC General Committee Meeting Minutes

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