



## Board Report

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Meeting\_Body

### **OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 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**

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 (LBPD). 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 increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter terrorism and criminal activity on Metro buses and trains.

#### **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 on duty 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

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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 or made inaccessible due to Covid-19 protocols and the recent change in TAP requirements for bus riders.

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

## **METRO TRANSIT SECURITY (MTS)**

### *Quality Service Audits*

For the month of August, MTS completed five (5) Quality Service Audits (QSA). MTS Supervisors contacted five internal/external partners to gain feedback on the performance of our officers. The audits reflected greatly exceeded and exceeded expectations for the services rendered by our officers.

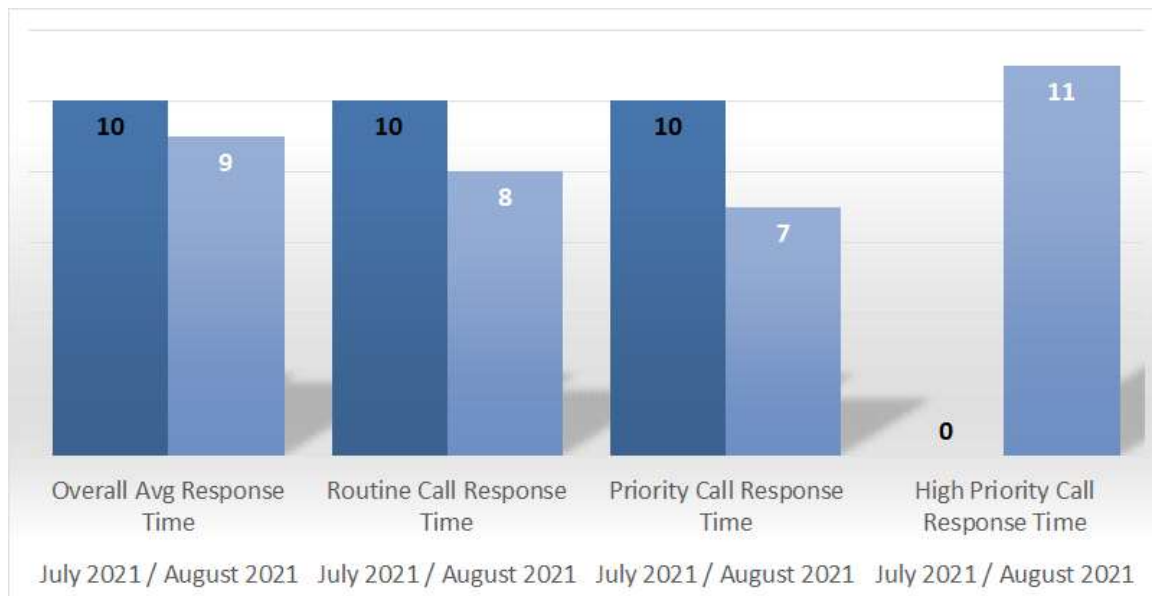
### *Training*

Our full-time training unit will begin a new Metro Academy Program (MAP) training program for five (5) new TSO I recruits on September 20, 2021. The MAP training program is comprised of in-house security training and Metro-mandated training. All the recruits will receive training in verbal de-escalation, three (3) FEMA NIMS (National Incident Management System ICS 100, 200, 700) training and certifications. The training also covers multiple topics, including Use of Force and De-escalation tactics, Customer Service, Implicit Bias, and Rail Safety.

### *Calls for Service*

For the month of August, Transit Security received 209 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 87 calls and responded to 64 of them with an average response time of 8 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 tech.
- Priority: Transit Security received 116 calls and responded to 90 of them with an average response time of 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 tech.
- High Priority: Transit Security received 6 calls and responded to 3 of them with an average response time of 11 minutes. The remaining calls were assigned to law enforcement.



**Commendations**

On August 25, 2021, while in performance of his duties, Metro Transit Security (MTS) Officer Ken Nguyen encountered an unresponsive subject on train car #581 at Hollywood and Highland Metro B-Line Station. Despite the potentially extreme biological hazards posed (including but not limited to exposure to the deadly and highly contagious SARS CoV-2 virus), he disregarded his own safety, and proceeded to perform CPR on the subject until the arrival of the Los Angeles City Fire Department (LAFD). After LAFD administered Narcan to the subject, he became responsive and was transported to a hospital.

Based on the totality of the circumstances, Officer Ken Nguyen’s quick and decisive intervention likely prevented the death of a person who was experiencing an Opioid overdose. His selfless actions exemplify Metro’s commitment to the unconditional preservation of all human life and are in keeping with the highest standards of this Department.

**Spotlight of the Month**

On Sunday, August 29, 2021 at 0300 hours while MTS Officers Garcia and Santander were taking their lunch break, they observed a Toyota Tacoma traveling westbound on Cesar Chavez with considerable damage to its windshield, front driver side fender, and traveling on a rim as the tire had completely disintegrated. Officer Garcia notified Law Enforcement and continued with their lunch break. Upon completing their lunch break, the officers left the location and were traveling westbound on Cesar Chavez when they observed the above-mentioned vehicle had crashed into the Bank of America located on 2305 E. Cesar E. Chavez. The officers notified 911, who inquire if there was a driver in the vehicle.

Transit Security Officers Garcia and Santander checked the vehicle and observed a 29-year-old female at the wheel who was unconscious and breathing, the subject had one foot on the brake pedal, and the other on the accelerator, while the vehicle was on drive. Officer Garcia quickly turned

off the vehicle and secured the key. The officers also observed three children ages 1, 2, and 5, seated in the back of the vehicle, two of whom were not wearing seatbelts.

The Transit Security officers stood-by for law enforcement LAPD, unit 4A53, arrived on scene and arrested the female for driving under the influence.

### **BUS OPERATIONS SECURITY**

In August, there were a total of eleven (11) assaults on bus operators, with five (5) assaults occurring in LAPD's jurisdiction and six (6) assaults occurring in LASD's jurisdiction. On average, there are approximately six (6) assaults on bus operators every month.

In August, there were a total of 10,274 bus boardings by LAPD officers and a total of 8,608 bus boardings by LASD deputies on various routes throughout the system. Between July and August, LAPD saw an increase in bus boardings of 1,347, and LASD saw a decrease in bus boardings of 234.

### **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 our 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 AFSCME and Teamsters was held on

September 23, 2021. Further questions and discussions will be held in October after County Council provides feedback on the questions asked by the unions and their attorney. We will report back in November with an update.

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.

### **SEXUAL HARASSMENT**

Peace Over Violence performance metrics for the month of August 2021.

Performance Measure	August 2021 Number Served
Total Sexual Harassment Cases Contacting POV	0
Total Cases of Metro Located Sexual Harassment Contacting POV	0
Total Number of Metro Riders Requesting Counseling Services	0
Total Number of Police Reports Filed or Intended to File	0
<b>Total Number of Active Cases</b>	<b>0</b>

**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. The notable increase in people sheltered between June and August is assumed to be a result of an increase in active PATH staff serving people experiencing homelessness on the Metro system.

**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 August 2021
- Attachment B - Sexual Harassment Calls for Service
- Attachment C - MTA Supporting Data August 2021
- Attachment D - Transit Police Summary August 2021
- Attachment E - Monthly, Bi-Annual, Annual Comparison August 2021
- Attachment F - Violent, Prop, and Part 1 Crimes August 2021
- Attachment G - Demographic Data August 2021

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