



Board Report

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Agenda Number: 26.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 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

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

Metro entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide greater, more visible "felt presence" of police to help deter terrorism and criminal activity on Metro buses and trains.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

Technical Review

The SSLE Administration and Compliance Unit continue 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 to maintain high visibility and accountability of our contracted law enforcement services.

Upon reviewing the sample size from August 2021 to September 2021, and review of law enforcement supporting information it was determined that the Officers/Deputies from the daily deployment schedule served at their respective details and are in compliance with the contract.

Community Policing Updates

As part of the Metro community policing plan under contract, each agency hosts their own community policing events. The LASD has shared their upcoming community engagement event, Coffee with a Deputy scheduled for the following dates, times, and locations:

- November 16, 2021 at 6am at the Norwalk Bus Layover
- November 30, 2021 at 6am at the Metro Rail Operations Center Bus Layover
- December 14, 2021 at 6am at the El Monte Bus Terminal

METRO TRANSIT SECURITY (MTS)

Quality Service Audits

For September, MTS completed twelve (12) Quality Service Audits (QSA). MTS Supervisors contacted eleven internal partners and one patron to gain feedback on the performance of our officers. The audits reflected "meets" and "exceeded" expectations for the services rendered by our officers. Effective November 1, 2021, the established goal is 16 QSA's a month with at least 10 being patrons.

Training

Implicit Bias is conducted quarterly for all Transit Security Staff. Training is typically a PowerPoint Presentation that is vetted through a Metro contracted psychologist. Training is conducted at roll calls and presented by Training Division staff. Q3 Implicit Bias training is 98% complete for this quarter.

Calls for Service

For the month of September, Transit Security received 262 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 166 calls and responded to 135 of them with an average response time of 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 tech.
- Priority: Transit Security received 92 calls and responded to 69 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.
- High Priority: Transit Security received 4 calls and responded to 2 of them with an average response time of 2 minutes. The remaining calls were assigned to law enforcement.

Commendations

Outstanding leadership award for Officers Garcia and Trujillo: On August 24th, 2021, Officer Garcia and his partner, Officer Trujillo, were reassigned to H-25, zone 5. When dispatch broadcasted a call for H-21 to respond to Pershing Square for a pedestrian vs. train incident. Officer Garcia and his partner took the initiative to respond from outside their zone and proceeded to assist and take the lead in the chaotic incident scene. With the train stopped halfway between the platform and the tunnel, Officer Garcia and his partner coordinated with the TOS, LAPD and train operator to evacuate patrons from the train safely onto the platform. The officers' leadership, quick thinking and decisiveness were instrumental in the safe extraction of the subject from underneath the train, who

was then transported to a medical facility.

New Technology

Metro Transit Security is exploring the use of a digital application that can be added to the Mobile Phone Validator currently utilized by our security officers. This application will translate a variety of languages to and from English to other languages in speech or text form. This will improve the flow of information between the security officers and our customers. This will enhance customer service and improve public safety as important information can be shared without delay. SSLE hopes to pilot this program during the upcoming USC and UCLA football game. If it is successful, full implementation will be planned for January 2022. There is no cost to incorporate this digital solution.

Spotlight of the Month

BUS OPERATIONS SECURITY

In September, there were a total of fifteen (15) assaults on bus operators, with seven (7) assaults occurring in LAPD's jurisdiction and eight (8) assaults occurring in LASD's jurisdiction. On average, there are approximately six (6) assaults on bus operators every month.

In September, there were a total of 9,096 bus boardings by LAPD officers and a total of 8,434 bus boardings by LASD deputies on various routes throughout the system. Between August and September, LAPD saw a decrease in bus boardings of 1,178, and LASD saw a decrease in bus boardings of 174.

We are developing a Bystander Training to assist Metro employees and other riders as to what they can do that would be most effective during an incident without putting themselves in harm's way. We are exploring defensive tools such as whistles, panic buttons, or digital applications.

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.

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. We are currently scheduling a meeting with both Unions for late October to discuss their concerns. We will report back in December with an update.

LAPD's Use of Force Policy is undergoing a revision and is being reviewed by a community panel. This process is still ongoing, and we will provide an update at the Board meeting in December.

HOMELESS OUTREACH SERVICES

External Partnerships

LA Mission and SSLE's senior leadership team are working together to draft a Letter of Agreement. That meeting was moved from late October 2021 and was rescheduled on November 10, 2021. SSLE and West Angeles C.O.G.I.C., Community Development Corporation met October 26, 2021 to

begin preliminary discussion on the Scope of Work. The CDC has identified a homeless partner with beds, which would increase our capacity to house clients. The CDC is interested in bringing in a subcontractor to support their program with Metro. As a concept, the CDC can address a 2nd shift team to provide outreach services to include housing and case management. CDC is working on the Scope of Work and will have a draft by our next scheduled meeting on November 9, 2021.

SEXUAL HARASSMENT

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

| Performance Measure | September 2021 Number Served |
|---|------------------------------|
| Total Sexual Harassment Cases Contacting POV | 3 |
| Total Cases of Metro Located Sexual Harassment Contacting POV | 1 |
| Total Number of Metro Riders Requesting Counseling Services | 1 |
| Total Number of Police Reports Filed or Intended to File | 1 |
| Total Number of Active Cases | 0 |

On September 27, 2021, LAPD responded to a call for police presence when a 16-year-old female requested assistance after she exited the train and was off the Metro system, she was sexually assaulted. LAPD requested advocacy for the survivor from Peace Over Violence (Advocate), who dispatched out to a local hospital where the survivor was staying. Advocate stayed at hospital with survivor for Sexual Assault Response Team (SART) exam, offered support and advocacy and connected her to POV. Survivor will be assigned a case manager through POV separate from this report. The suspect was ultimately arrested by LAPD.

Metro and law enforcement contractors are committed to keeping patron's safe and free from sexual crimes/ harassment and hate incidences. LASD Transit Security Bureau (TSB) has furthered these efforts with the following: In mid-October, during public comments of a Public Safety Advisory Committee meeting, TSB LASD Captain Kehoe was made aware of an unsheltered person sexually harassing students from the California School of the Arts. TSB takes these complaints extremely seriously. The next day, a multiple-faceted action plan was developed and initiated within days. Patrol deputies and SAU (Special Assignment Unit) were directed to increase visibility and ride on trains (L-Line) during high student foot-traffic times. Also, deputies were instructed to reach out and speak with students about their concerns. Through their outreach, information was gathered and recorded of the alleged suspect sexually harassing the students.

SAU and TMET (Transit Mental Evaluation Team) deputies conducted outreach to unsheltered people living below Second Street and Colorado Avenue, city of Arcadia (riverbed). Unsheltered people living in the riverbed in this general area may have attributed to the sexual harassment complaints made by students.

Deputies also responded to the California School of the Arts and contacted Nicole Read, Assistant Principal. Deputies requested to host a rail safety class at the School. However, due to COVID19,

assemblies were not held in person but done virtually. On Friday, October 29, 2021, TSB Deputy Tineo and LT. Ben Sahile attended the virtual assembly via ZOOM and addressed the students. Rail Safety was discussed, and information was provided to all students.

TSB Social Media is being expanded (TSB #Keepyousafe). We are planning weekly rail safety tips given by our deputies, special short videos featuring TSB staff, highlight specialized units, introduce our K9 and feature community outreach. TSB social media outreach will have a minimum of 3 to 5 post a week on all social media platforms that we use (Twitter, Facebook, Instagram). See Example Instagram Link: <https://www.instagram.com/lasdtransit/?hl=en>

CHILDREN TRAVEL SAFE CAMPAIGN

Metro is committed to having all patrons safely ride the system. Recognizing that students may need specifically tailored guidance and support on how to travel safely on the system, SSLE in conjunction with the Communications Department, are launching a Children Travel Safe Campaign. With the increased number of students back in school and on our system- under the GoPass program, understanding how to travel safely on our system is important. Messaging includes: Calling 911 in emergencies, use of the Metro Transit Watch application, how to spot law enforcement and security on system, the importance of riding with a parent if the student is thirteen years or younger, and how to avoid distractions while aboard the system. Information will be disseminated directly to students through the Go-Pass Program materials and updates, Metro Community Relations Department and Street Teams, law enforcement partner community meetings and through Metro social media and the social media of Metro policing contractors.

ANTI HATE & BY-STANDER PROGRAM

As a Los Angeles County community, Metro believes that it is our duty to support one another and to protect our community members whenever possible from threats of sexual harassment, violence or mistreatment.

Bystander Program:

SSLE, Operations, and Communications are launching a Bystander Program that encourages employees and riders to support one another by reporting incidences on the system and outlines what actions one can take on a step-by-step basis to protect one another while maintaining their own safety. It is important for Metro riders and employees to know what they can expect from us as an agency when they are in need, and similarly for Metro to provide concrete ways that employees and riders can assist one another.

Anti-Hate

Metro is a partner of Los Angeles County's Anti-Hate week, November 14th to 20th. In addition to Metro contract law enforcement's standard implicit bias training, all contracted law enforcement and Metro Transit Security are invited to attend a law enforcement only train-the-trainer, Department of Justice anti-hate training. Additionally, LASD Transit Services Bureau is hosting an anti-hate community art event at Willowbrook/Rosa Park Station on November 17th.

EQUITY PLATFORM

In response to the increase in bus operator assaults in September, we've requested our law enforcement partners to reallocate resources to service areas in need. From LAPD, there are no

trends or patterns that have been identified at this time and the reported assaults appear to be random and unrelated. Four incidents resulted in arrests and 3 remain unsolved at this time. Transit Services Division (TSD) Detectives are working closely with the area detectives on the cases to review crime reports, identify possible crime trends and patterns, and pass along the information to the units. TSD Bureau Bus Riding Teams (BRT's) were made aware of the 7 incidents and adjusted their deployment.

From LASD, there are no trends or patterns that have been identified at this time and the reported assaults appear to also be random and unrelated. The deputies have been tasked with conducting patrol checks of bus routes through their areas, conduct bus boardings, operator contacts, patrol bus lay overs and patrol parking structures. LASD has directed its bus deputies to have higher visibility on Metro buses, bus routes, and lay overs in order to prevent and deter assaults on bus operators. LASD has also tasked its Bus Teams to conduct spot checks and bus rides on Metro's north and south bus lines. To help our partners identify suspects and possible trends, we strongly encourage our bus operators to report all assaults. We have monthly meetings with management from Rail Operations Control and Bus Operations Control to provide updates on our efforts.

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. To ensure the sample QSAs reviewed on a monthly basis have a similar ratio of internal to external customers, the goal is to have at least 16 QSAs per month in which at least 10 are from external customers. We will also look into capturing demographic data in the QSAs. As we further refine this new initiative, we will analyze the sampling tools and identify opportunities for a wider representation of our riders, if needed.

To enhance community relationships and hear from voices within the Long Beach community, LBPD's Use of Force policy is currently being reviewed by a community panel. The intent of engaging this panel is to have a cross-representation of diverse perspectives, particularly from people of color who may experience more regular use of force incidents.

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

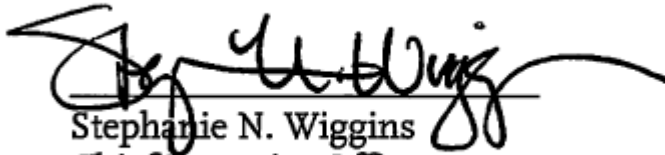
Attachment "A"- Systemwide Law Enforcement Overview September 2021
Attachment "B"- Sexual Harassment & Crimes September 2021
Attachment "C"- MTA Supporting Data September 2021
Attachment "D"- Transit Police Summary September 2021
Attachment "E"- Monthly, Bi-Annual, Annual Comparison September 2021
Attachment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

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement,

(213) 922-2615

Jennifer Loew, Transit Security Special Project Manager, System Security and Law Enforcement,
(213) 923-4767

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-4811



Stephanie N. Wiggins
Chief Executive Officer