

**Board Report**

File #: 2022-0497, **File Type:** Informational Report**Agenda Number:**

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 20, 2022****SUBJECT: RE-IMAGINING PUBLIC SAFETY****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE the status report on Re-Imagining Public Safety Framework Initiatives.

ISSUE

Since 2020, the Metro Board has called on staff, through various directives, to give significant attention to transforming and re-imagining Metro's public safety programs and initiatives. Shaped by feedback from the Public Safety Advisory Committee (PSAC), Metro employees, and the public, Metro is better aligning resources to the needs of the public through intentional and equity-driven public safety initiatives. This report provides a status update on Motion 26.2 initiatives (Attachment A). The Program Initiative Fact Sheets (Attachment B) summarize each effort and their status. The fact sheets also highlight where the initiative fits within the Board-approved Public Safety Values, the projected launch dates, and program elements.

BACKGROUND

At its June 2020 meeting, the Board directed staff to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

Creating a new public safety model takes time, including identifying funding and staffing new initiatives. At its March 25, 2021, meeting, the Board authorized funding for specific efforts to include at least \$40 million for initiatives consistent with the Equity Platform and the Customer Experience Plan. At its December 2, 2021 meeting, the Board adopted the following community-based Public Safety Mission and Value Statements that the PSAC developed:

Mission: Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified, and human experience.

Value Statements:

- Implementing a Human-Centered Approach
- Emphasizing Compassion and a Culture of Care
- Recognizing Diversity
- Acknowledging Context
- Committing to Openness and Accountability

In February 2022, the Board was presented with several initiatives to support the implementation of the re-imagining public safety framework and are grounded in a customer-focused approach to public safety. These initiatives are in various stages of implementation, with some completed and others in the process.

DISCUSSION

As discussed at the February 2022 Board Meeting, the initiatives support the overarching public safety framework that ties the efforts into a collaborative and consolidated approach to public safety that supports the re-imagining effort and the Board's value statements.

The initiatives fit into the six major focus areas of the public safety framework.

- Deployment Resources
- Training and Procedures
- Security Tools and Technology
- Data Outcomes and Transparency
- Security Design including Crime Prevention through Environmental Design (CPTED)
- Communications and Public Education

The initiatives are described in Program Initiative Fact Sheets (Attachment B), which have been updated to explain the current progress of the projects. In addition, the Program Fact Sheets continue to identify how the specific initiative fits with the public safety mission and values statements. Please see the Program Initiatives Progress Synopsis (Attachment C) for an overview.

The following initiatives of the original fact sheet group have been eliminated due to their completion, implementation, or removal:

- Deployment Resources
 - Homeless Riders Short-Term Shelter: Completed
 - Law Enforcement Commuter Engagement Teams: Implemented; ongoing.
 - Bus Security Dispatch: Removed due to ineffective utilization of funds. Other options are being pursued to include having an assigned LAPD dispatch number for BOC personnel.
- Training and Procedures
 - Implicit Bias Training for Transit Security: Implemented; ongoing.
 - Modernize the Code of Conduct: Underway and will be presented to the Board separately in Fall 2022.

- Communications and Public Education
 - Public Safety Awareness Campaign: Presented separately as an oral report [Marketing Update - Restoring Confidence in the System] during the September 2022 board cycle.

In addition to the progress identified in the fact sheets, the following public safety initiatives have had significant progress in the last six months:

Fare Compliance Mystery Rider Program

Metro established the Fare Compliance Mystery Rider Program in December of 2021. The Program verifies that Metro employees are conducting fare enforcement activity in a non-discriminatory manner and that Metro's law enforcement partners are not conducting fare enforcement. Mystery Riders are diverse in gender and racial/ethnic background. To date, Mystery Riders have made over 20,000 observations with no patterns of discriminatory enforcement being noted, and no observed LAPD or Sheriff participation in fare enforcement. A written report of demographic data and outcomes will be prepared at the end of the year.

Respect the Ride

The Respect the Ride initiative began on April 4th at the 7th and Metro station. The mission is to use a multi-layered and comprehensive approach to increase safety and enhance the customer experience on the Metro system. PATH homeless outreach, custodians, transportation supervisors, facilities, Street Teams, Blue Shirts, Transit Security Officers, law enforcement, and TAP fare personnel work collaboratively to accomplish this goal. Since its launch, the Respect the Ride campaign has expanded to the following stations: Pershing Square Station, Union Station, North Hollywood Station, Universal City Station, MacArthur Park Station, and Hollywood/Highland Station.

The following table illustrates the impact Respect the Ride had on crime. From February 2022 to July 2022, Metro experienced a 10.44% systemwide decrease in violent crimes and a 1.35% decrease in non-violent crimes. Overall, Metro experienced a 5.73% systemwide decrease in crime from February 2022 to July 2022. We will continue to monitor the impact of Respect the Ride on our system.

Crimes	February 2022 - April 2022	May 2022 - July 2022	% Change
Part 1			
Agg Assault	120	113	-5.83%
Agg Assault on Op	11	8	-27.27%
Arson	3	0	-100.00%
Bike Theft	16	12	-25.00%
Burglary	4	3	-25.00%
Homicide	0	1	100%
Larceny	161	137	-14.91%
Motor Vehicle Theft	6	2	-66.67%
Rape	5	3	-40.00%
Robbery	86	90	4.65%
Total Part 1	412	369	-10.44%
Part 2			
Battery	230	208	-9.57%
Battery on Operator	33	32	-3.03%
Narcotics	21	49	133.33%
Sex Offenses	26	32	23.08%
Trespassing	32	24	-25.00%
Vandalism	95	78	-17.89%
Weapons	6	14	133.33%
Total Part 2	443	437	-1.35%
Total	855	806	-5.73%

Ambassadors

Metro has launched the agency's Metro Ambassador program as a three-to-five-year pilot program. Metro Ambassadors play an integral role within Metro's reimagined public safety network. Metro Ambassadors:

- **Support:** Metro's public safety eco-system by serving as a uniformed, welcoming, helpful presence for customers and employees
- **Connect:** riders to resources, assist patrons with mobility challenges, and provide resources to unhoused riders
- **Report:** issues directly to the appropriate Metro parties and responders to address issues as they arise to promote safety for all riders and employees

The current 55 Metro Ambassadors are deployed to seven stations along the newly opened K Line until October 29th, then their deployment will expand to include deployment on buses in addition to other rail lines. We have had five (5) ambassadors leave the program due to several issues including personal issues, non-compliance of program guidelines, work has been too physically demanding, ineligibility and failing to report to work.

The first cohort of Metro Ambassadors completed 80 hours of training in areas including customer experience, de-escalation, public safety, rail safety and more - and graduated on September 23. They were initially deployed along the B (Red) line and at LA Union Station starting the week of September 26. As of Friday, October 7 the Metro Ambassadors are deployed along the K Line to ensure those riding the line for the first time have a great experience and can learn how to navigate the Metro

system.

Since the beginning of their initial deployment, September 26, 2022, the Metro Ambassadors have assisted in saving three lives on our rail system, reunited an immigrant family of six and helped countless of customers: providing information, support and comfort to those riding our bus and rail system.

The second cohort of Metro Ambassadors consist of 60 trainees. The two-week training covers various topics which will equip the Ambassadors with the valuable skills required to ensure our customers and employees experience the best customer service. Training workshops include: Customer Experience, Rail Safety, ADA/ Disability Awareness, Trauma-Informed, Mental Health Awareness, De-escalation, Hate Crime Reporting (Stop HATE/LA County training program), De-escalation and field-based experience to name a few. Once the Ambassadors complete training, trained, they will be deployed for two weeks at the Union Station campus, 7th & Metro Station and Caesar Chavez Bus Plaza. There, they will be exposed to variety of transportation services, customers and law enforcement support.

The Metro Ambassadors have been well-received by customers who note how friendly and helpful they are. The Metro Ambassadors are using the Transit Watch app to report maintenance and cleaning issues. And in their first week alone they used their training and skills to save three lives on the system by spotting the issue and calling for help while at the same time beginning CPR.

As more Metro Ambassadors are deployed throughout October, November and December, the program will expand its operations to key rail stations and bus routes around the system. Staff is reviewing ridership data, customer feedback, employee feedback, security information, homeless outreach data, and analyzing equity impacts, to determine the first phase of the program rollout.

Infrastructure Protection Services RFP

On September 20, 2022, staff issued a solicitation for a new infrastructure protection services with a current bid due date of November 7, 2022. In collaboration with PSAC staff developed a new scope of service, inclusive of revised uniforms with a Metro logo, enhanced training to better support riders, exclude guards that have been previously terminated by law enforcement agencies, and a minimum 25% of unarmed personnel to be assigned to the contract upon award.

Law Enforcement Services RFP

On April 29, 2022, staff issued a solicitation for new transit law enforcement services with a revised bid due date of October 10, 2022. To help reimagine public safety on Metro's system, staff developed the new scope of service in concurrence with/in part with PSAC recommendations, to effectively and efficiently meet Metro's changing safety and security requirements and to better address ridership safety and security concerns. The scope of service also included the flexibility for Metro to request, at any time, in whole or in part, the adjustment (reduce and increase) of resources as Metro approaches and implements new public safety programs.

Place-Based Implementation Strategy

As outlined in motion 25.1, staff was to develop a place-based implementation strategy that identified station locations that are good candidates for piloting a reimagined public safety approach. On Friday, September 9, 2022, from 2:00 p.m. to 6:00 p.m., Alliance for Community Transit (ACT-LA)

held an activation event at Metro's Compton A (Blue) Line Station. The event was co-hosted by Metro, the City of Compton, and Director Mitchell. Also in attendance were Director Dupont-Walker and Director Dutra. The event included street vendors, ambassadors, wayfinding, an information kiosk, musicians, portable restrooms, and restroom attendants. The activation included non-law enforcement alternatives such as unarmed Transit Security Officers, Blue Shirt teams, Crisis Intervention Specialists, Homeless Outreach Staff, and custodians. The event activated an increased presence of community engagement, and we appreciate the collaboration of all internal and external partners involved in this effort.

EQUITY PLATFORM

Metro's public safety ecosystem includes substantial investment in security and law enforcement programs. To complement these initiatives, a greater investment was made towards alternatives to policing, as outlined in motion 26.2. Through these efforts, Metro's goal is to create a safer system for riders and employees while acknowledging that "feeling safe" varies by individual and group of people.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal # 2,1. Deliver outstanding trip experience for all users of the transportation system; Metro Commitment to Security.

NEXT STEPS

Metro will continue to implement the reimagining public safety initiatives that embrace the mission and values of Metro, incorporates the identified and funded initiatives, and provides additional efforts to strengthen a customer-focused approach to public safety.

ATTACHMENTS

Attachment A - Board Motion 26.2

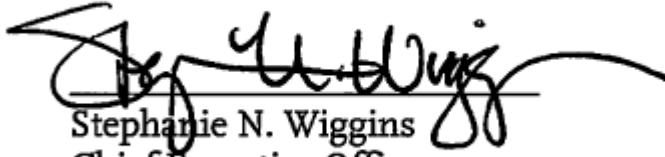
Attachment B - Program Initiative Fact Sheets

Attachment C - Program Initiatives Progress Synopsis

Prepared by: Andrew Black, Deputy Chief Officer, System Security, and Law Enforcement, (213) 922-2771

Imelda Hernandez, Manager, System Security, and Law Enforcement, (213) 922-4848
Monica Bouldin, Deputy Chief Communications Officer, (213) 922-4081

Reviewed by: Gina Osborn, Chief Safety Officer, (213) 922-3055
Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060
Conan Cheung, Chief Operations Officer, (213) 418-3034
Nicole Englund, Chief of Staff, (213) 922-7950



Stephanie N. Wiggins
Chief Executive Officer