



Board Report

File #: 2022-0669, **File Type:** Informational Report

Agenda Number: 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

OCTOBER 20, 2022

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Public Safety Report.

ISSUE

Metro's main priority is providing riders with a safe experience and work environment for employees. As noted in the 2021 Public Safety Survey, safety is a top concern for riders - about four-in-ten respondents who have reduced their Metro ridership cited their safety (not related to COVID) as a reason. Metro is researching, listening, reassessing current safety programs, and launching new safety initiatives. This report provides a status update on these public safety initiatives.

BACKGROUND

Metro's mission is to provide a world-class transportation system that enhances the quality of life for all living, working, and playing in LA County. Metro has implemented several non-law enforcement initiatives aimed at improving public safety and providing riders with the tools to report crime and foster an environment where they are empowered to look out for themselves and each other. The Chief Safety Office continues to incorporate information from surveys, customer complaints, and physical security assessments, amongst others, to analyze a wide array of safety-related issues. Using this information, Metro will formulate solutions to problems, anticipates future issues, and develops programs and initiatives for areas needing improvement.

DISCUSSION

The Chief Safety Office is responsible for the strategic and cohesive deployment of a public safety program. Through agency collaboration, the focus is to increase a safety presence in the system, protecting Metro riders, employees, and infrastructure, and conducting fare and code enforcement. Furthermore, the Chief Safety Office oversees safety programs and tools such as the Respect the Ride pilot, the Transit Watch app, and other efforts that are responsive to the security needs of riders

and employees. The following initiatives outline the status of existing programs and the research efforts for new initiatives.

RESPECT THE RIDE

Respect the Ride initiative expanded to the Westlake/MacArthur Park Station on August 15, 2022. As a result, the following actions were implemented at the station: daily cleanup and maintenance, ongoing station lighting improvements, additional cameras, brief cam technology, replaced the existing trash cans with upgraded trash bins, and the Ancillary Door Operation to minimize the number of "hatch alarm" calls, trespasser calls, ancillary intrusion alarms, and cleanup requests. We dedicated 16 Westlake/MacArthur Park station cameras into our Briefcam and Genetec platform to aid in identifying vandalism incidents on our system. As a result, this effort has helped reduce CCTV viewing time and provides real-time alerts to address safety issues on our system. Additional workstations and licenses have been added to assist with integrating existing cameras into our CCTV infrastructure. Staff has also identified three video analytics capabilities (Remark, Vintra, Ambient) to pilot with the Genetec platform to aid in safety and security incident alerting and identification.

Respect the Ride was recently expanded to the Hollywood/Highland Station on September 26, 2022. This deployment is expected to last 30 days; updates on this deployment will be reflected in next month's report. Furthermore, as we prepare for the opening of the K Line, Transit Security Officers will be reassigned from Union Station to 7th/Metro, and officers at 7th/Metro will be assigned to support the K-Line.

Bus Officers Pilot

As a result of bus operator feedback, the Respect the Ride Bus Officers pilot was launched on August 31, 2022 on bus lines 18 and 53. These bus lines serve areas identified as problematic lines by operators during a division RAP session. Transit Security Officers focused on conducting fare enforcement and enforcing the Code of Conduct. In addition, the pilot consisted of LAPD's Bus Riding Team (BRT) units; each unit was assigned a bus route and worked with Transit Security Officers. While two Transit Security Officers boarded a bus route, the assigned BRT unit would maintain a high visibility presence in their police vehicle. When Metro security needed BRT assistance, they communicated with the BRT unit, and the officers would broadcast their location and create an incident number. This operation was established to provide bus operators with a greater sense of safety based on reported assaults against the bus operators themselves.

The bus operators were pleased with each officer's service and professionalism. Here are some of the comments received from bus operators:

- "With Officers on the bus, riders behave and don't start any problems. It's a safer environment for me to drive the bus and for the passengers. I don't have to worry about calling the BOC or dealing with unruly riders."
- "We (Operators) have been asking for this for a long time. Not just having Officers come ask us if everything is okay during our layover, but actually having them ride the bus with us. It sets a tone and lets passengers know they have to respect the Operator and they have to behave

on the bus. I hope this continues and you also focus on some of the other problem areas.”

- “People have no respect for Operators. They feel they can come on the bus and do whatever they want. Even for this short distance, with the Officers on board, I can just focus on driving my bus and not worry about the riders. I don’t have to stress about who’s coming on board every time I open the door. All I want to do is just drive the bus. I hope this continues regularly and not just for a few days. If people see the Officers and know there are consequences for misbehaving on the bus, things will get better.”

We are working on expanding the pilot to densely populated corridors and major transfer points with the highest ridership and data showing bus operator assaults. Staff will continue to attend the RAP sessions and collect feedback from other divisions and Transit Security personnel.

PHYSICAL SECURITY

Physical Security continues to support Metro in securing the transit system by updating the Metro Rail Design Criteria, Section 12, to reflect the newest developments in technology and crime prevention by environmental design. The newest edition of Section 12 is ready for approval by Metro and promulgation after signatures are obtained. In addition, staff continues to review upcoming construction project drawings to include the Eastern San Fernando Valley, Purple Line extension segment 3, the Gold Line extension, and the LA Bike Path. Staff is also significantly involved in the Security System Management Plan approval process for the Crenshaw Line and the Regional Connector, and the subsequent inclusion of these lines into the System Security Plan, a California Public Utilities annual requirement.

Metro has successfully obtained federal grants from the Transportation Security Grant Program for Union Station projects (fencing and CCTV upgrades) in the amount of \$1,593,500 for the fence and \$2,071,000 for the CCTV upgrade. We also successfully obtained \$1,444,000 in grant funds for law enforcement overtime for law enforcement patrols on our system.

Security Operations Center (SOC)

The Security Operations Center (SOC) upgrade project in the Gateway building has issued 30% drawings and received feedback from stakeholders. Additionally, requirements continue to be collected and modified based on the input of the project stakeholders. A temporary relocation space has been identified, and those requirements are currently being defined and considered.

The SOC serves as the coordination center for all task management and workflow for the Transit Security Department. The SOC is currently being upgraded and reconfigured to improve its operational functionality, increase value to the Chief Safety Office, streamline current operations, and enhance its capability to provide connectivity, safety, and security to the Transit Security Officers and Metro staff. In its current configuration, the SOC has outdated equipment, including computers that are over ten years old and video monitoring systems unable to switch and share views of safety and security incidents. Given the criticality of the SOC to Transit Security Operations, special events, and emergency operations, addressing these issues is essential to critical path activities such as crime reduction and providing an increased security posture across the Metro system.

The upgrade to the SOC will allow real-time access to live video from anywhere Metro has cameras, including our mobile platform. Access to real-time video feeds, overlaid with next-generation technologies, allows the SOC to improve incident response and alerting and the ability to detect safety and security incidents as they happen and deploy resources to mitigate further risk or injury. This also provides access to archived video feeds for investigative review, historical trends, and insight into current and emerging issues impacting Metro lines. Another benefit of upgrading the SOC is the increased connectivity with the BOC/ROC, Transit Security Officers, building access alarms/systems, and employees. Lastly, these upgrades enhance the ability to run dispatch operations on behalf of the Emergency Operations Center when required. The SOC upgrade will emphasize on the multi-layered security approach to establishing a safe and secure transit environment for riders and employees.

1. Real-time feeds from Bus and Rail allow immediate detection of activities and personnel that adversely impact the safety of riders and employees. Examples include brandishing weapons/firearms, violent acts, destruction of property, or unauthorized access to sensitive and/or secure rooms or facilities.
2. Insight into historical safety and security issues adversely impacting riders throughout their Metro experience. This data would include Rail and Bus lines most prone to assaults on operators and patrons, thefts, and ride disruptions, coupled with an understanding of how large-scale events can impact the frequency by station, by line.
3. The insight would then inform where to properly surge either ambassador resources, Transit Security, or law enforcement by time of day, days of the week, weeks in a month, or certain periods within a year.
4. The ability to quickly pivot and collaborate on one or multiple scenarios is essential to rider safety. In its current construct, dated equipment compromises the effectiveness of information sharing and ensuring resources are able to triage and address situations as rapidly as possible. Large-scale special events increase the likelihood of multiple scenario events that require resources in a short period of time. The inability to pivot between incidents, address adequately with resources, and resume a safe and secure environment has an adverse impact on the Metro brand.
5. For a SOC and its associated resources (to include Transit Officers who rely on the SOC for situational awareness) to have credibility, there must be a willingness for partners to engage with it and share information. If a SOC is known to lack the capability to provide top of the line service no matter what the situation, it loses credibility and subsequently engagement from both direct consumers and partners as well. In 2022, information sharing often hinges on SOCs having the most up to date technology and processes. Without adequate ability to collaborate and share information, the SOC is essentially blind to issues outside of its purview which may create a more hazardous environment for riders or employees.
6. The security and safety environment are increasingly dynamic, and the value of the SOC is measured by its effectiveness to ensure a safe environment. In this instance, the upgrades to technology allow us to decrease the latency in responding to security incidents, enhance coordination on multi-tiered events, and the deployment of resources at the right location/right time. All this impacts not only safety from a response standpoint but public perception and trust in the system.

EMERGENCY MANAGEMENT

NCAA College National Championship at SoFi Stadium

Emergency Management (EM) has begun initial planning meetings with SP+ Gameday firm scheduled for January 9, 2023. The event is anticipated to sell out, about 70K attendees are expected. Fan ridership is projected at 22% due to Crenshaw (K) Line operating, a 7% increase from Super Bowl gameday. EM will participate in a Tabletop Exercise for a specific disruptive scenario impacting the game and surrounding area.

Regional Connector Line

In November, EM will conduct five emergency exercises and additional familiarization trainings with LAPD and LAFD to ensure local first responders have an understanding on emergency response activities on the new line and stations. This is a certification requirement to the California Public Utilities Commission prior to opening to the public:

- Historic Broadway Station - Train vs. Pedestrian
- Little Tokyo/Arts District Station - Multi Scenario Active Shooters
- Grand Avenue/Bunker Hill Station - Chemical Agent Release on Train
- Grand Avenue/Bunker Hill Station - Train Fire
- 2nd/Broadway Station - Train Derailment

The Great California ShakeOut Drill

On October 20th at 10:20 am, Metro will participate for the 9th year in the Great California ShakeOut Drill. As part of the drill, EM requests all buses and trains to stop 'when safe to do so' for 30 seconds and announce to patrons that Metro is participating in this program's annual earthquake preparedness activities. Additionally, we request that our Metro operating facilities and teleworking staff participate.

National Preparedness Month

In September, EM facilitated the observance of National Preparedness Month to increase awareness of all-hazards disaster preparedness and better prepare all Metro employees. In addition, EM hosted demonstrations of Metro's virtual reality bus & rail emergency response training system and disseminated agency-wide weekly email blasts with emergency preparedness tips and tools for all employees.

OPERATOR SAFETY

Bus/Rail Operator Assaults and Bus Boardings

In August, there were a total of sixteen (16) assaults on bus/rail operators, with nine (9) assaults

occurring in LAPD's jurisdiction and seven (7) assaults occurring in LASD's jurisdiction. Furthermore, there were 19,652 bus boardings by LAPD officers and 4,275 bus boardings by LASD deputies.

The problem locations for the assaults have been identified by LAPD and LASD through daily analysis. The assaults on bus operators were committed by different suspects and four of the suspects were arrested.

UPDATES ON SAFETY PROGRAMS

Deployment Assessment: Ancillary Door Operations

The Ancillary Door Operations effort that began on July 31, 2022, for 7 days a week on a 24-hour operation concluded on August 13, 2022. It was found that this effort helped minimize the number of "hatch alarm" calls, trespasser calls, ancillary intrusion alarms, and clean-up requests.

The overall ancillary system resulted in:

- 88% reduction in ancillary clean-up requests
- 100% reduction in ancillary repair requests
- 20% reduction in ancillary trespasser removals

Body Worn Video

The Body Worn Video (BWV) program was initiated in February 2021 to be part of a suite of Transit Security personnel equipment. This equipment will include a BWV and evidence management system. The BWV system will support criminal investigations and human rights and fairness related to riders utilizing the public transit system. In addition, the utilization of BWV can protect the public and employees alike. Funding was allocated to this initiative in FY23, and the program will be in place by the end of the fiscal year.

NARCAN Program

In August, staff entered into a Memorandum of Agreement with the Los Angeles County Sheriff's Department to train and equip Transit Security Officers with NARCAN, so they can safely intervene when responding to a medical emergency of an opioid overdose. LASD completed the NARCAN train-the-trainer last week for about 18 MTS personnel and provided 200 Narcan kits. In addition, LASD provided two cases of extra Narcan supply for replacements. All training and supplies were provided at no cost to Metro. MTS instructors are in the process of training all MTS personnel and deploy NARCAN.

LAW ENFORCEMENT HIGHLIGHTS

Los Angeles County Sheriff's Department Transit Services Bureau Weekly Report

On Tuesday, August 16, 2022, Deputies from the Commuter Enhancement Team (CET) were riding the A-Line northbound from Willowbrook/Rosa Parks Station when their attention was drawn to a male adult suspect on the train. One of the Deputies observed a partially exposed firearm in the suspect's waistband. To minimize the risk of an exchange of gunfire, the deputies formulated a plan to apprehend the suspect at the Firestone Station. As the train pulled into the station, the male was taken into custody before he could exit. A loaded .45 semi-automatic handgun was recovered from

the suspect's waistband. A weapons check revealed the firearm was stolen.

On Wednesday, August 24, 2022, Deputies were conducting patrol checks along the A-Line's Florence Station. Deputies observed a vehicle with no front plate and tinted windows. They conducted a traffic stop to contact the driver regarding the violations and observed a bag with a substance resembling methamphetamine. They detained the driver and passenger pending a narcotics investigation. Upon further search of the vehicle, they recovered a 40 caliber, black semi-automatic "ghost gun" with a high-capacity magazine containing 16 live 40 caliber rounds and possession of controlled substance while armed. Both suspects were arrested.

On Tuesday, August 30, 2022, while patrolling the A Line, Deputies conducted a traffic stop near Del Amo Station on an illegally parked vehicle. During the detention, the deputies found the suspect possessing a controlled substance (marijuana) and located a loaded 40 mm semi-automatic handgun under the driver's seat. The suspect was arrested and booked for possession of a controlled substance while armed with a loaded firearm.

On September 1, 2022, deputies patrolled the Willowbrook/Rosa Parks Station when they observed a vehicle with numerous vehicle code violations. They conducted a traffic stop at Compton Avenue / Imperial Highway regarding the violations. Upon discovering the driver was on active parole, they detained him pending a parole conditions search. A 9mm handgun and a 15-round magazine (with live rounds) were recovered from under the driver's seat. The suspect was arrested for unlawfully possessing a firearm by a convicted felon.

On September 2, 2022, Deputies responded to the Azusa Station regarding a robbery that had just occurred. While waiting on the platform, another male attacked the victim and struck him on the head and face. Additionally, the suspect forcibly took the victim's phone. The responding Deputies arrived and immediately searched the surrounding area. They located and detained the suspect. The suspect was subsequently identified by the victim and arrested for robbery. The victim was transported to the hospital for further medical treatment as he sustained a deep laceration to the right side of his face.

EQUITY PLATFORM

Through the Respect the Ride initiative, SSLE continues to find opportunities for environmental safety enhancements to complement additional presence on the system. In the case of the MacArthur Park station, safety enhancements such as detailed cleaning and camera upgrades were implemented. SSLE will continue to partner with Operations when deploying the Respect the Ride initiative at future locations and identify opportunities for environmental safety upgrades.

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 2022

Attachment B - MTA Supporting Data August 2022

Attachment C - Transit Police Summary August 2022

Attachment D - Monthly, Bi-Annual, Annual Comparison August 2022

Attachment E - Violent, Prop, and Part 1 Crimes August 2022

Attachment F - Demographics Data August 2022

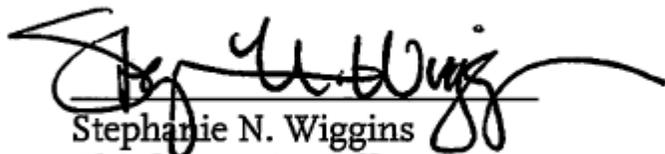
Attachment G - Bus & Rail Operator Assaults August 2022

Attachment H - Sexual Harassment Crimes August 2022

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