



Board Report

File #: 2016-0366, **File Type:** Informational Report

Agenda Number: 34

SYSTEM SAFETY, SECURITY, OPERATIONS COMMITTEE JUNE 16, 2016

SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE **monthly update on Transit Policing performance.**

ISSUE

On September 4, 2014, the board requested that staff provide a monthly update on transit policing performance to Systems Safety and Operations Committee. Specifically, the board requested monthly updates on criminal activity, fare enforcement, response time, deployment and perception of safety.

DISCUSSION

In April 2016, staff continues to be proactive in working with Operations, Los Angeles County Sheriff's Department (LASD), and Communications in addressing perception of safety, criminal activity, fare enforcement, response time, and deployment.

In the new law enforcement services contract, staff is including key performance indicators as tools to track performance.

Below are the key highlights for April 2016:

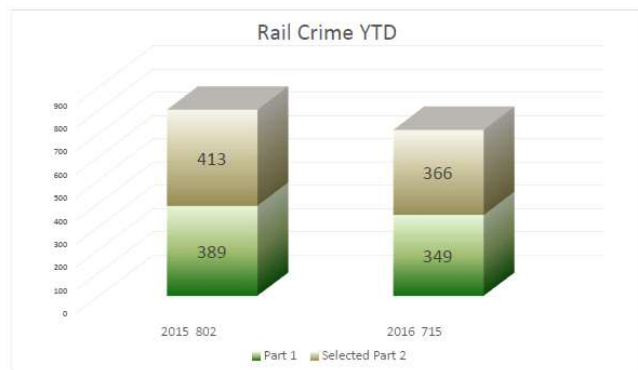
Actions to Improve the Ridership Experience

- Staff is utilizing Problem Oriented Policing strategies to develop innovative solutions at the Westlake/MacArthur Park Station.
- Staff is continuing to increase presence on the system using new technologies and redeployment of personnel.
- High Visibility

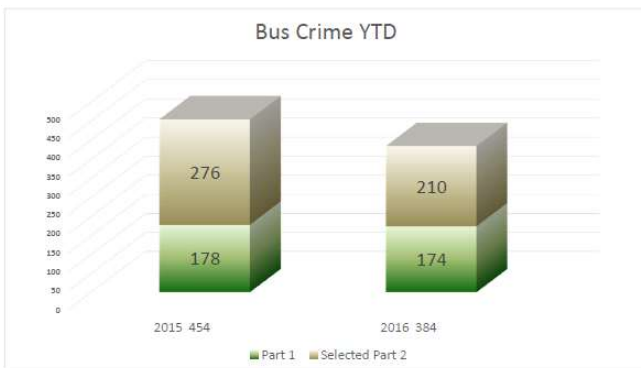
- Transit Security Officers (TSO) and Los Angeles County Sheriffs have been engaging and interacting with patrons and operators to increase presence and increase the perception of safety on the Metro system.
 - TSO Bus Boarding Activity: The total number of TSO Bus Boardings for the month of April 2016 is 860. The total number of fare checks is 6,545.
 - LASD Bus Riding Team (BRT): The total number of BRT Bus Rides for the months of April 2016 is 940. The total number of fare checks is 39,528.

Criminal Activity:

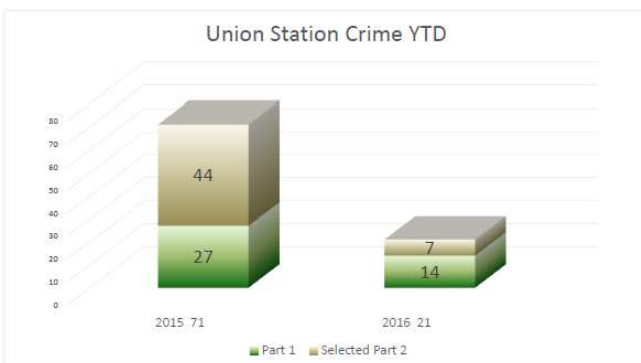
APRIL 2016



Rail Part 1 Crime
DOWN -10.3%
from last year
Rail Part 2 Crime
DOWN -11.4%
from last year
Total Rail Crime
DOWN -10.8%
from last year



Bus Part 1 Crime
Down -2.2%
from last year
Bus Part 2 Crime
DOWN -23.9%
from last year
Total Bus Crime
DOWN -15.4%
from last year



Union Station Part 1 Crime
DOWN -48.1%
from last year
Union Station Part 2 Crime
DOWN -84.1%
from last year
Total Union Station Crime
DOWN -70.4%
from last year

Bus Operator Assaults:

- From January to April 2016, there were 38 operator assaults. Of the 38 total operator assaults, 34.2% of the total assaults have had a suspect taken into custody. The majority of bus operator assaults are caused by fare related followed by missed stop.
- Comparing January-April 2015 to January-April 2016, Operator Assaults have decreased 39%.
- Of the 38 total operator assaults from January to April 2016, there were 37 non-aggravated assaults and 1 aggravated assault. The method of assault was as follows: 19 used hands, 12 used spit, 4 threw cold liquid, 2 threw an object, and there was 1 robbery.
- Attachment B contains the matrix for the suspects who have assaulted Bus Operators that LASD has been tracking.
- From January to April 2016, there were 213,413,272 bus boardings and 38 total operator assaults, equating to 1 bus operator assault per 5.6 million boardings.

Operator Safety:

- The Metro Communications team is rolling out a new marketing campaign targeted at reducing Bus Operator assaults.
- The ongoing Transit Ambassador Program focuses on classes that address conflict resolution for Operators and Supervisors.
- Metro Operations is continuing to move forward with the installation of barriers and monitors in the remaining serviceable fleet. Staff is on track to have all 900 New Flyer buses outfitted with barriers and monitors by October 2016.
- For the rest of Metro's fleet (about 1300 buses), staff will be starting a program to retrofit operator barriers onto buses starting in June 2016. This program is expected to run for approximately 24 months. Staff is also developing a new program to have video monitors retrofit onto the rest of Metro's bus fleet.
- As of May 13, 2016 the Metro New Flyer Buses that in service are as follows:
 - Number of New Flyer buses in service = 693 of 900
 - Number of buses "in-service" with protective barriers =335
 - Number of buses "in-service" with live video monitors = 477
 - Number of buses remaining to retrofit = 216

Significant Activities

- **03/22/2016** - Deputies from the TPD Crime Impact Team #1 assisted the TPD Detective Bureau in serving a search warrant in Southwest LA, at the residence of two brothers that were wanted for robbery. During the robbery in question, one of the two siblings attacked a

defenseless Metro Ambassador and knocked him unconscious. Evidence was found at the home linking the pair to the crime, and during the interview, at least one of the suspects confessed to this and several other crimes committed on the Metro system. The two gave information on their accomplices to these crimes. They were booked for the Robbery; however additional charges against these suspects and their named co-conspirators may be forthcoming.

- 03/31/2016** - During a late morning fare inspection/sweep, LASD Transit Security Assistant/Fare Inspectors and deputy personnel stopped a person for fare evasion. During the investigation, it was determined that the person, now a suspect, had numerous pieces of US mail not addressed to him, and credit/debit cards in various names. Some of the cards had been used to purchase Metro fare and products. He also had a ledger that chronicled what cards worked and how much could be withdrawn from each. The suspect was arrested for being in possession of stolen mail, and the case is now being investigated jointly by LASD Transit Detectives and the US Postal Inspectors. The investigation into the case is in its infancy and additional charges are expected to be filed against not only this suspect but maybe others.

Fare Enforcement:

- In April 2016, law enforcement performed 774,580 fare checks on the rails and Orange Line. Based on the monthly targets, in April 2016 law enforcement had an 8% saturation rate.
- Based on the chart, green checks occur when a patron has valid fare and has tapped at a turnstile or stand-alone validator. Yellow checks occur when a patron has valid fare, but failed to TAP at a transfer point. Red checks occur when a patron either has a daily/weekly/monthly pass and has not tapped at all during their trip, has stored value and failed to TAP, or has no stored value.
- At the discretion of the fare inspector, patrons are encouraged to make payment at the ticket vending machine or TAP their card on the validator in lieu of receiving a citation.

MARCH	2016								*MONTHLY TARGET
	FARES CHECKED	GREEN CHECKS	YELLOW CHECKS	RED CHECKS	TICKETS	TARGET* ATTAINED	RIDERSHIP	TAP ENTRIES	
Red/Purple	247,256	222,846	9,327	15,083	1,394	112%	3,961,407	3,114,817	220,000
Blue	150,915	106,264	27,888	16,763	976	71%	2,105,889	1,333,324	212,000
Green	119,352	98,534	13,075	7,743	34	88%	996,103	676,708	136,000
Gold	127,756	114,271	5,218	8,267	158	110%	1,471,470	899,275	116,000
Expo	53,145	41,177	7,843	4,125	39	59%	843,749	327,874	90,000
Orange	73,049	65,265	2,932	4,852	323	79%	719,160	508,444	92,000
Bus	3,107	1,746	1,078	283	130		-	-	
Total	774,580	650,103	67,361	57,116	3,054		10,097,778	6,860,442	
SATURATION RATE	8%								

Response Time:

- In April 2016, the average response time for “Calls for Service” (Emergency, Priority and Routine) for all rail lines and buses was 17 minutes.
- LASD currently complies with Metro’s Performance Metrics requirement of average of 30 minutes for calls for service. The response time for emergency calls was 5.9 minutes for April 2016.

ATTACHMENTS

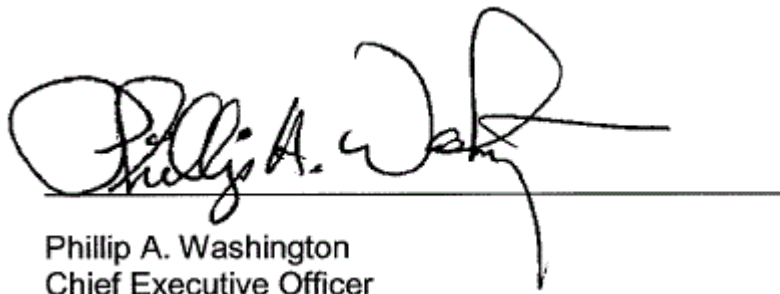
Attachment A - Transit Policing Division Report April 2016

Attachment B - Matrix of Bus Operator Assault Suspects

Prepared by: Alex Wiggins, EO System Security and Law Enforcement, (213) 922-4433

Reviewed by:

Stephanie Wiggins, Deputy Chief Executive Officer, (213) 922-1023



Phillip A. Washington
Chief Executive Officer