



Board Report

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SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 16, 2017

**SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING
PERFORMANCE**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE monthly update on Transit Policing Performance.

ISSUE

This report reflects September 2017 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD) and Long Beach Police Department (LBPD). The information in this report summarizes system-wide Part 1 and Part 2 crime data, average emergency response times, assaults on bus operators and Metro's fare compliance and homeless outreach efforts. Six Key Performance Indicators (KPI) which are System Wide Part 1 and Part 2 Crimes, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations. (Attachment C).

DISCUSSION

For September 2017, the crime stats are as follows:

Part 1 and Part 2

Part 1 crime activity is up by 4.2% system-wide compared to the same period last year. In a monthly contrast, there were 11 fewer Part 1 crimes in September than in August, resulting in 6.9% decrease.

Part 2 crime activity is down by 21.7% system-wide compared to the same period last year. In a monthly contrast, there were 27 fewer Part 2 crimes in September than in August, resulting in 21% decrease.

As our law enforcement partners, fare compliance officers and private security officers continue their proactive work, crime activity is being addressed in real-time instead of relying solely on citizen

generated 911 calls. Over time, proactive activity will assist in reducing criminal activity across the system.

Bus Operator Assaults

There were a total of 6 Bus Operator Assaults. Comparing the Bus Operator Assaults from the same period last year, there were 8 Bus Operator Assaults, which resulted in a 25% decrease. In a monthly contrast, there was 1 more Bus Operator Assault in September than in August, resulting in 20% increase.

Average Emergency Response Times

Emergency response times averaged 5.86 minutes for the month of September.

Physical Security Improvements:

Metro is moving forward in awarding a physical security contract that will focus on providing an assessment on our facilities. The contractor will provide a baseline assessment of the threats and vulnerabilities that currently exist. We continue to move forward in testing and acquiring new technology to identify threats. In August we tested the Evolv scanner which uses millimeter wave scanners combined with metallic sensors to detect objects. Arrangements are being made to purchase two devices that will scan people entering the Gateway building. TSA and Metro joined in testing a passive millimeter wave anomaly device at the Gateway lobby in July and now will test it under challenging conditions at 7th and Metro in December. Lastly, a test of a drone with video capability will also take place at our rail yards in November.

Significant Activities:

Los Angeles Police Department

- **9/23/17-** Officers were flagged down by a victim of a battery while waiting for a bus along Wilshire Blvd. The officers were able locate the suspect who was detained and arrested.
- **9/24/17-** A patron informed the operator of northbound Blue Line train that they had been punched by another patron. The operator alerted officers who located and arrested the suspect.
- **9/26/17-** A patron waiting at the Green Line Avalon Station flagged down and alerted officers about another patron in possession of a handgun.. The officers were able to take the suspect into custody without incident. A BB gun was recovered from suspect.

Los Angeles County Sheriff's Department

- **9/7/17-** Deputies arrested a suspect that had a warrant at the Blue Line Compton Station. Upon the arrest, deputies discovered that the suspect was in possession of a loaded firearm.
- **9/8/17-** Deputies arrested a suspect at the Green Line El Segundo Station for multiple penal code violations.

- **9/29/17-** Deputies responded to Green Line El Segundo Station regarding two Metro fare compliance officers being threatened with a knife. A suspect was detained and arrested without further incident.

Long Beach Police Department

- **9/1/17-** Officers were dispatched to the Blue Line Anaheim Station regarding a stabbing. A witness guided officers to the suspect's location; the suspect was arrested without incident.
- **9/13/17-** Officers were dispatched to assist a security officer who was attacked while interacting with an intoxicated individual at the Blue Line Pacific Coast Highway Station. The suspect was arrested for battery.
- **9/29/17-** Officer noticed a Blue Line train stopped and blocking the intersection of Wardlow Road and Pacific Place. Officers noted that a pedestrian stepped in front of the train and died as a result of their injuries.

Community and Problem Oriented Policing Activities:

Transit Law Enforcement attended the following community events during the month of September, Metro Regional Law Enforcement Working Group and Ozzie's Birthday Bash (Orthopedic Institute for Children- Expo Line- Ortho Trade Tech Shop).

Metro's Ongoing Homelessness Outreach Efforts:

Metro continues to implement our Transit Homeless Action Plan to address the homelessness on Metro system and properties. The Action Plan places priority on enhancing the customer experience, improving public safety, and providing coordinated and responsive outreach to the homeless community. As noted in the October 2017 Committee Report on Metro's Ongoing Homeless Outreach Efforts, Metro continues to manage the implementation of our two multi-disciplinary County City Community (C3) homeless outreach teams and their coordination with law enforcement.

Metro Encampment Protocol and Actions:

County Council is in the process of reviewing a broad County-wide encampment protocol in consideration of our three law enforcement agencies. Metro's first priority is to address any criminal activity, trailed by establishing a lasting impact when a clean-up occurs-as many encampments jump property lines and require infrastructure amendment so that encampments do not return.

Encampment Clean-Ups for September Include:

- 6700 Marmion Way off the Metro Gold Line
- 7400 Marmion Way off the Metro Gold Line

- 8810 Canoga Station Under Bridge - Metro Asset Property
- 9880 San Fernando - Metro Asset Property

Future Encampment Clean-ups Include:

- Raymer/ Kester - Metro Asset Property

Metro’s C3 Homeless Outreach Teams-One Year Pilot Program:

Metro’s C3 Outreach Teams began their outreach on May 2017. The C3 teams provide their services on the Red Line exclusively Monday through Friday, 7a.m. to 4p.m. This is due to homeless demand and at the recommendation of the Department of Health Services. The C3 teams’ outreach has resulted in the following data reports for the month of September 2017. Fiscal year to date figures identify those whom have been helped from May 2017 through September 2017. Metro is considering expanding the pilot program to include additional outreach teams to cover additional Metro service area.

C3 Homeless Outreach May 22, 2017 through September 30, 2017:

Performance Measure	Monthly Number Served	Fiscal Year to Date Number Served
Number of initiated contacts with unduplicated individuals	142	1610
Number of Unduplicated individuals engaged	149	1254
Number of Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	90	493
Number of unduplicated individuals engaged who are successfully linked to an interim housing resource	37	94
Number of unduplicated individuals engaged who are linked to a permanent housing resource	37	166
Number of unduplicated individuals engaged who are permanently housed	4	8

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service to Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of pilot program. LASD’s MET teams consist of Deputies paired with clinicians and the Department of Health LAPD’s HOPE teams consist of Officers who partner with LAHSA, the LA City Attorney’s Office and the LA City Department of Sanitation for homeless response. Below are their contacts and outreach efforts for September 2017.

Los Angeles Police Department HOPE Teams

The LAPD Transit Bureau homeless outreach totals the HOPE team contacts plus the patrol / Transit Services Division (TSD). Therefore, LAPD's September 2017 homeless outreach is the following:

Action	HOPE	TSD	TOTAL
Contacts	181	165	346
Referrals	57	5	62
5150 Hold	1	6	7
Mental Illness	35	8	43
Substance Abuse	23	2	25
Veterans	9	2	11
Shelter	0	0	0
Motel With Housing Plan	0	0	0
VA Housing	1	1	2
Return To Family	0	0	0
Transitional Long Term Housing	2	0	2
Detox	0	0	0
Rehab	0	0	0

Sheriff Mental Evaluation Team (MET) Contacts and Efforts

Location/Action	Contacts
Bus Contacts	68
Rail Contacts	334
DMS Contacts	00
TOTAL CONTACTS	402
MTA Locations Checked	934
Transports to Outreach Services	46
5150 WIC Transports	12

Long Beach Police Department Long Beach Police Department Metro Transportation Section Officers worked additional overtime hours to transport a family to a homeless shelter.

ATTACHMENTS

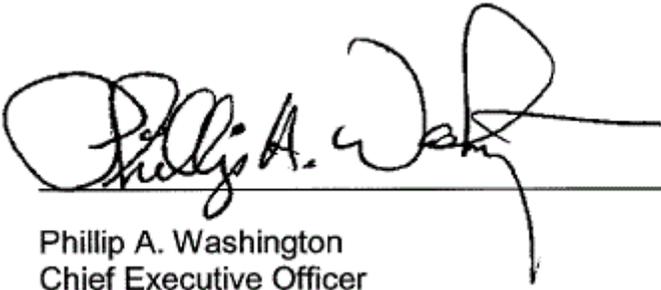
Attachment A - System-Wide Law Enforcement Overview September 2017

Attachment B - MTA Supporting Data_Sep 2017

Attachment C - Key Performance Indicators September

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