



## Board Report

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**REVISED**  
**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE**  
**JANUARY 18, 2018**

**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 October and November 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. The Six Key Performance Indicators (KPI) 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.

**DISCUSSION**

**Crime stats are as follows:**

**October**

Part 1 crimes are down by 1.8% system-wide compared to the same period last year. The total Part 1 crimes equated to 4.6 crimes per 1 million boardings.

Part 2 crime activity is down by 10.9% system-wide compared to the same period last year.

**October Summary by Mode**

Part 1 crime on the rail system is down by 34.5% as compared to the same period last year.

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However, Part 1 crime on the bus system increased by 77% (37 additional bus crimes were committed than the same period last year). The most frequent crimes committed were robberies and larcenies. The bus riding teams will continue their proactive work to target hot spots.

### **November**

Part 1 crime activity increased by 17.9% system-wide compared to the same period last year. The total Part 1 crimes equated to 4.4 crimes per 1 million boardings.

Part 2 crime activity is down by 41.9% system-wide compared to the same period last year.

### November Summary by Mode

Part 1 crime on the rail system increased by 13.6% compared to the same period last year. Part 1 crime on the bus system increased by 28.6% (10 additional crimes were committed than the same period last year). The increased activity was largely driven by organized groups of juveniles targeting Expo Line and bus riders for easy-to-grab items like cell phones, bags, and purses. LAPD deployed undercover officers over a series of weeks to address this problem. Eleven (11) suspects have been arrested as of late December.

### **Bus Operator Assaults**

Seven (7) bus operators reported being assaulted in October, resulting in a 0% change from last year. Only 1 bus operator reported being assaulted in November, resulting in a 90.9% decrease from the prior year.

### **Average Emergency Response Times**

Emergency response times averaged 5.43 minutes for the month of October.

Emergency response times averaged 5.30 minutes for the month of November.

### **Annual On-Board Customer Satisfaction Survey**

Although there was an increase of Part 1 crimes in November compared to the same period last year, customer perception of safety remains fairly high. Additionally, Part 1 crimes in November are at the lowest point since the implementation of the multi-agency policing model. The results of our 2017 Annual On-Board Customer Satisfaction Survey revealed:

- 86% 90% of passengers feel safe while riding the bus.
- 78% 79% of passengers feel safe while riding the rail.

### **Physical Security Improvements:**

The System Security and Law Enforcement Department continues to test new technology to screen passengers for weapons and explosives. In partnership with the Transportation Security Agency (TSA), Metro conducted a test of a person-borne explosive detection device called the SPO-NX at the 7<sup>th</sup>/Metro station during the week of December 11th. Subject matter experts from TSA were on

site to provide technical assistance and Metro Transit Security Officers supported the screening.

The physical security assessment contract was awarded to a very inventive company and upon granting the notice to proceed; the vendor will start the assessments of facilities throughout Metro.

We have purchased the command and control software called Ready Op, which will be installed and utilized by the emergency operations center, Metro Transit Security, and our law enforcement partners. This software will enhance our internal and multi-agency coordination during significant events.

The department has been tasked to support the Crenshaw/Green Line Tie-In project. The task consists of securing several sites during the construction period. The strategy is to leverage available technical resources such as drones and microwave intrusion detection devices to secure established perimeters.

### **Significant Activities:**

#### ***Los Angeles Police Department***

- **10/4/17-** Working with Homeland Security, US Marshals conducted an undercover operation at Union Station, and made an arrest of a homicide suspect. The suspect was placed into custody without incident.
- **10/12/17-** Patron waiting at the Red Line Hollywood/Highland Station alerted officers about a suspect who took a picture up a victim's skirt. The suspect was detained and booked.
- **10/14/17-** Officers at Exposition Blvd/Vermont Station observed a patron near a bus stop wearing body armor. Officers detained the suspect and recovered multiple weapons from his backpack. The investigation is on-going.
- **11/8/17-** Patron had their phone stolen at the Red Line North Hollywood Station. The suspect was located via lost phone app and was arrested without further incident.
- **11/26/17-** Suspect stole speakers at the Red Line 7<sup>th</sup>/Metro Station. A Metro employee witnessed the theft and notified LAPD, the suspect was arrested.
- **11/28/17-** Patron walked inside the Red Line tunnel at Hollywood/Vine. Fearing for the patron's safety, the ROC notified LAPD and they were able to take the suspect into custody without incident.

#### ***Los Angeles County Sheriff's Department***

- **10/7/17-** While patrolling the system, Deputies recognized a suspect for criminal threats and arrested him without incident.
- **10/12/17-** Deputies noticed a patron slumped over and being supported by another patron on a bus bench. The patron slumped over was having difficulties breathing. Deputies performed CPR until the paramedics arrived and the paramedics were able to revive the patron.

- **10/30/17-** Deputies responded to a bus stop on Hawthorne Blvd regarding an assault. The suspect was detained and arrested.
- **11/6/17-** Deputy detained two suspects for grand theft related to cell phone theft on the Green Line.
- **11/9/17-** Deputies responded to a suspect vandalizing a Metro bus. The suspect was arrested without further incident.
- **11/20/17-** Deputies recognized a suspect wanted for grand theft at the Blue Line Slauson Station. The suspect was arrested without incident.

### **Long Beach Police Department**

- **10/7/17-** Patron advised Officers that a suspect attempted to steal their phone. The suspect was found to be on active parole and was arrested.
- **10/12/17-** Officers were dispatched to a strong arm robbery incident near the intersection of Long Beach Blvd and Wardlow Road. The suspect was taken into custody.
- **10/31/17-** Officers responded to the Downtown Long Beach Station regarding a suspect waving a stick on the platform roof. Upon arrival, suspect threatened to commit suicide. The suspect was taken into custody and transported to a local hospital.
- **11/2/17-** Officers overheard a dispatch regarding three suspects who committed theft. Suspects were detained at the Blue Line Willow Station.
- **11/7/17-** Officers responded to the Blue Line 5<sup>th</sup> Street Station regarding a robbery. The suspect was arrested without further incident.
- **11/19/17-** Officers were dispatched to the Blue Line Willow Station regarding a suspect with a weapon. The suspect was taken into custody and the weapon was recovered.

### **Community and Problem Oriented Policing Activities:**

Transit Law Enforcement attended two community events during the month of October, Metro Community Engagement at Poly Academy of Achievers and Leaders and MTA Source Blog interview and ride along.

Transit Law Enforcement attended the following community events during the month of November, Metro Mass Transit and Passenger Rail Tabletop Exercise and the Pregnant Woman Seeking Services Event.

### **Metro's Ongoing Homelessness Outreach Efforts:**

In spring 2016, Metro created a Metro Homeless Task Force to address the homeless that have turned to Metro system and properties for alternative shelter. Out of that task force, Metro created

the Transit Homeless Action Plan which was presented to the Board of Directors in February 2017. The Action Plan’s main goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated homeless outreach to those homeless in need. Parts of the plan’s components include Metro’s coordination with County, City Measure H, and Measure HHH. The plan also calls for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as motioned by Metro’s Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless to ultimately get them in housing resources.

**Metro’s Encampment Protocol:**

LAPD HOPE and Sheriff MET teams are actively providing enforcement and outreach on city properties abutting Metro, while Metro is in the process of creating their own encampment protocol. Metro has met with LA City Prosecutor’s office to identify protocol requirements under the City Sanitation Department’s 56.11 to determine where and how to replicate a similar process at Metro where appropriate.

**Additional Resources and Partnership:**

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers to conduct outreach on Metro properties. It would be in Metro’s interest that these outreach workers go past the fare gates to conduct outreach on platforms and if appropriate inside trains. These additional 40 outreach personnel will conduct their outreach starting in January 2018.

The County continues to work on their full breath launch of the 2-1-1 hotline to provide homeless resources. For winter months, Metro has provided all law enforcement and Metro staff a winter shelter resource list for 24/7 operation.

Metro will partner with LAHSA in the 2018 LAHSA Homeless Count in January. Metro has developed the count methodology in concert with LASHA to best meet Metro’s service needs while LAHSA and the United Way will provide the volunteers.

**Metro’s C3 Homeless Outreach Teams:**

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro's C3 Homeless Outreach teams, they have provided substantial homeless outreach-with 1426 unduplicated contacts, 216 of whom have been placed into permanent housing solutions.

**C3 Homeless Outreach May 22, 2017 through November 30, 2017:**

<b>Performance Measure</b>	<b>Monthly Number Served</b>	<b>Fiscal YTD Number Served</b>
Unduplicated individuals’ initiated contact (pre-engagement phase)	157	2050
Unduplicated individuals engaged (engagement phase)	66	1426

Unduplicated individuals who are provided services or who successfully attained referrals	60	709
Unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	24	156
Unduplicated individuals engaged who are successfully linked to a permanent housing program	21	201
Unduplicated individuals engaged who are permanently housed	2	15

**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 the 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 outreach response.

Los Angeles Police Department HOPE Teams

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

Action	HOPE	TSD	TOTAL
Contacts	101	98	199
Referrals	2	0	2
5150 Hold	11	4	15
Mental Illness	16	4	20
Substance Abuse	10	0	10
Veterans	4	0	4
Shelter	7	1	8
Motel With Housing Plan	0	0	0
VA Housing	0	0	0

Return To Family	0	0	0
Transitional Long-Term Housing	0	0	0
Detox	0	0	0
Rehab	0	0	0

*Sheriff Mental Evaluation Team (MET) Contacts and Efforts*

Location/Action	Contacts
Bus Contacts	65
Rail Contacts	221
DMS Contacts	0
<b>TOTAL CONTACTS</b>	<b>286</b>
Transports to Outreach Services	36
5150 WIC Transports	11

Long Beach Police Department

Efforts are being taken to better control the Willow Street Parking Station Elevator from becoming an alternative form of shelter for the homeless. Therefore, subjects have been warned, provided City of Long Beach Homeless Resource Pocket guides and offered transportation to Multi-Service Centers.

**ATTACHMENTS**

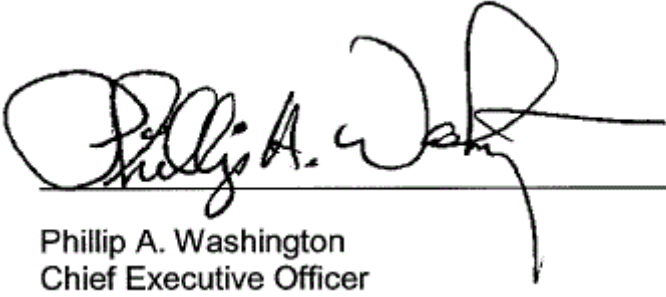
Attachment A - System-Wide Law Enforcement Overview October & November 2017

Attachment B - Supporting Crime Data October & November 2017

Attachment C - Key Performance Indicators October & November 2017

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