



## Board Report

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### SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE MARCH 15, 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 January 2018 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 (LAPD). 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:**

##### **January**

Part 1 crime activity decreased by 19.7% system-wide compared to the same period last year. The total Part 1 crimes equated to 3.3 crimes per 1 million boardings.

Part 2 crime activity decreased by 22.1% system-wide compared to the same period last year.

##### **January Summary by Mode**

Part 1 crime on the rail system decreased by 11.5% compared to the same period last year. Part 1 crime on the bus system decreased by 35.6% (there were 16 less crimes committed than the same

period last year). The decrease in crime can be attributed to law enforcement analytic and proactive work on areas where crime was reported high.

**Bus Operator Assaults:**

There were nine (9) bus operator assaults reported in January, resulting in a 47.1% decrease from last year.

**Average Emergency Response Times:**

Emergency response times averaged 3.91 minutes for the month of January.

**Annual On-Board Customer Satisfaction Survey**

The agency thrives to improve customer satisfaction; as a result an annual On-Board Customer Satisfaction Survey is conducted. The results of the 2017 survey revealed:

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

**Physical Security Improvements:**

The Systems Security and Law Enforcement Department continues to provide a secure and safe environment for our patrons and employees. The physical security assessments for Metro's facilities started in January as projected. During the process, the assessment team evaluated 18 divisions and interviewed key division leaders and their staff. The team also conducted interviews with key Metro executives, ranging from Information Technology to Rail Operations and Security. The goal of the assessment is to identify lapses in physical security and to request funding to improve our posture across the agency.

The Physical Security Section, in conjunction with Transportation Security Administration, is currently planning to conduct another test of the explosive detection device during the month of March. In addition, there is coordination taking place with LAPD to provide secondary screening with a K9 team in the event the device registers an anomaly.

A meeting took place with the representative of the California Public Utilities Commission (CPUC) to prepare the annual submission of the Systems Security Plan (SSP). The SSP was submitted to the CPUC for review. After efficiently planning to support the Green Line Tie In project, the Physical Security Section is utilizing all available resources to successfully secure key sites.

**Significant Activities:**

***Los Angeles Police Department***

- **1/17/18-** Officers at Union Station were alerted of a domestic violence attack. Subject was detained and booked.

- **1/27/18-** While patrolling Union Station, an officer noticed a subject inflicting self-harm with a weapon. Officer was able to de-escalate the situation without further incident.
- **1/28/18-** Officers responded to the Red Line Hollywood/Highland Station for a battery call. Subject was arrested.

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

- **1/8/18-** Deputies arrested a suspect at the Gold Line Irwindale Station for vehicle burglary.
- **1/17/18-** Deputies patrolling the Green Line Norwalk Station observed and heard a suspect threatening the victim. Subject was arrested.
- **1/24/18-** While patrolling the Blue Line Willowbrook/Rosa Parks Station, deputies encountered a subject drinking alcohol. It was subsequently determined that there was an outstanding warrant. Subject was arrested.

#### ***Long Beach Police Department***

- **1/17/18-** Officers encountered a subject who refused to pay the fare or leave the platform at the Blue Line Willow Station. Upon further investigation, officers located a large knife. Subject was arrested.
- **1/21/18-** Officers were flagged down regarding a strong-arm robbery at the Blue Line Wardlow Station. Subject was arrested.
- **1/24/18-** Officers responded to an assault with a deadly weapon call at the Blue Line Willow Station. Subject was arrested and booked.

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

Transit Law Enforcement visited multiple schools in Los Angeles County during the month of January. Law enforcement representatives discussed public transportation safety tips with students, faculty members, and parents.

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

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

#### **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 teams' commencement they have provided the following: 2,284 total unduplicated contacts, 464 of whom have been placed into permanent housing solutions.

**C3 Homeless Outreach May 22, 2017 through January 5, 2018:**

Performance Measure	Monthly Number Served	Fiscal YTD Number Served
Unduplicated individuals initiated contact (pre-engagement phase)	134	2,284
Unduplicated individuals engaged (engagement phase)	67	1,539
Unduplicated individuals who are provided services or who successfully attained referrals	67	821
Unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	208
Unduplicated individuals engaged who are successfully linked to a permanent housing program	24	237
Unduplicated individuals engaged who are permanently housed	2	19

**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 the 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. Efforts are underway to identify law enforcement's ability to streamline reporting methods in order to better compare reporting systems.

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 January 2018 homeless outreach is the following:

Action	HOPE	TSD	TOTAL
Contacts	129	92	221
Referrals	48	5	53
5150 Hold	0	6	6
Mental Illness	20	5	25
Substance Abuse	12	1	13
Veterans	4	2	6

Shelter	3	0	3
Motel With Housing Plan	1	0	1
VA Housing	1	0	1
Return To Family	0	0	0
Transitional Long-Term Housing	0	0	0
Detox	1	0	1
Rehab	0	0	0

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

Location/Action	Contacts
Bus Contacts	106
Rail Contacts	240
DMS Contacts	0
<b>TOTAL CONTACTS</b>	<b>346</b>
Transports to Outreach Services	36
5150 WIC Transports	7

Long Beach Police Department

Efforts continue to focus on preventing Willow Street Parking Station elevator from becoming an alternative form of shelter for the homeless. Subjects are constantly warned, provided City of Long Beach Homeless Resource Pocket guides, and offered transportation to Multi-Service Center. Additional officers were assigned on several morning shifts to address homeless issues raised by patrons. Subjects encountered were provided homeless resources forms and were offered Multi-Service Center services.

**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 has been communicated by the County that the outreach workers will not go past the fare gates. A potential pilot program is being explored, where at one station, one line; outreach workers can go past the fare gates. These additional 40 outreach personnel were intended to start their outreach in January 2018, but that timeline has been pushed back due to hiring processes and industry demand for personnel. Metro is working with the County to develop best methods for outreach on Metro system and properties to have the broadest impact.

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

Metro partnered with LAHSA in the 2018 LAHSA Homeless Count during January 24-26. The results of the count will be made public in June 2018.

Metro continues to work to further integrate working with the faith based community and with the LA County Department of Mental Health to best serve the homeless community.

**..Attachments**  
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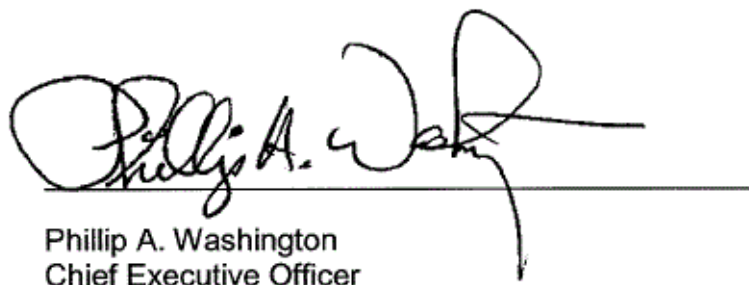
Attachment A - System-Wide Law Enforcement Overview January 2018

Attachment B - Supporting Crime Data January 2018

Attachment C - Key Performance Indicators January 2018

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