



Board Report

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Agenda Number: 26.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE MAY 17, 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 March 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 (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:

March

Part 1 crime activity decreased by 25.6% system-wide compared to the same period last year. The total Part 1 crimes equated to 3.5 crimes per 1 million boardings.

Part 2 crime activity decreased by 5.2% system-wide compared to the same period last year.

March Summary by Mode

Part 1 crime on the rail system decreased by 20.7% compared to the same period last year. Part 1 crime on the bus system decreased by 37% (there were 17 less crimes committed than the same period last year). The decrease in crime can be attributed to the deployment of law enforcement resources to reported high crime areas.

Bus Operator Assaults:

There were nine (9) bus operator assaults reported in March, resulting in 18.1% decrease from last year.

Average Emergency Response Times:

Emergency response times averaged 6.06 minutes for the month of March.

Physical Security Improvements:

The Systems Security and Law Enforcement Department continues to provide a secure and safe environment for our patrons and employees. During the month of March, Metro facility physical security assessment team focused on exploring all arrangements needed for future physical security assessments of Union Station and all the parking lots that Metro acquired from Cal Trans. The physical security assessment of Union Station is projected to commence during in the summer of 2018.

The department conducted another test of person-borne explosive detection equipment with TSA. During this test, the Thru Vision detection equipment was tested and the results were gratifying for both TSA and Metro. Throughout the duration of the testing there was an extensive cooperation from LAPD. The K9 teams provided a dynamic security posture and effective secondary screening on site.

During the month of March, the Metro facility physical security assessment team also answered questions to an outside agency that was conducting an audit of the California Public Utilities Commission (Transit Services). The questions were focused on the department's System Security Plan, which is submitted to the CPUC annually.

Representatives of the department conducted a tour of Division 13 and the Central Maintenance Facility for the LA County Sheriff's personnel at the county jail, which is adjacent to our property. The purpose of the tour was to familiarize the LA County Sheriff's personnel with Metro's property as they developed their emergency action plans.

The Green Line Tie In project ended in March and no significant events occurred during the construction. The key sites were secured and the project ended ahead of schedule.

Significant Activities:

Los Angeles Police Department

3/5/18- Subject was arrested for attempted robbery at Red Line Pershing Square Station.

3/24/18- Subject was arrested for sexual assault at Union Station.

3/26/18- Subject was arrested for assaulting a bus operator at Reseda and Ventura Canyon Blvd.

Los Angeles County Sheriff's Department

3/1/18- Subject was arrested for vandalizing a ticket vending machine at Gold Line Citrus Station.

3/22/18- Subject was arrested for possession of narcotics at Blue Line Firestone Station.

3/25/18- Multiple law enforcement partners conducted a full scale training exercise (Train vs Vehicle collision) at Gold Line Atlantic Station.

Long Beach Police Department

3/7/18- Subject was arrested for threatening other patrons at Blue Line Willow Station.

3/23/18- Officers responded to assist Metro on a power outage at the Blue Line Willow Electrical Substation. The power outage affected the Blue Line from Wardlow Station to the Downtown Long Beach Station.

3/31/18- Subject was arrested for vandalism at Blue Line Downtown Long Beach Station.

Community and Problem Oriented Policing Activities:

Transit Law Enforcement officers attended an On the Move Riders Program at the El Dorado Park Senior Community Center. Law enforcement officers interacted with the older adult community members and discussed public transportation safety tips.

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 launch of Metro's C3 Homeless Outreach teams they have provided substantial homeless outreach-with 2,542 total unduplicated homeless contacts, 547 of whom have been placed into permanent housing solutions. Metro will expand C3 outreach in the FY19 budget to cover train and bus service.

C3 Homeless Outreach May 22, 2017 through March 6, 2018:

Performance Measure	Monthly Number Served	Fiscal YTD Number Served
Unduplicated individuals initiated contact (pre-engagement phase)	122	2,542
Unduplicated individuals engaged (engagement phase)	68	1,662
Unduplicated individuals who are provided services or who successfully attained referrals	39	888

Unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	31	269
Unduplicated individuals engaged who are successfully linked to a permanent housing program	2	254
Unduplicated individuals engaged who are permanently housed	2	24

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. Being that LAPD's patrol includes the Red Line; connections are made between C3 teams and LAPD during the course of the C3 pilot program. Of those C3 contacts connected with interim housing during the month of January, five of the connections to interim housing were due to the ongoing partnership between the LAPD and the C3 teams. 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

The LAPD Transit Bureau homeless outreach totals the HOPE team contacts plus the patrol / Transit Services Division (TSD). LAPD's March 2018 homeless outreach is reflected in the chart below. In addition to the data, LASD- TSD HOPE Team partnered with GoBeThe1 and January 27, 2018 obtained over 150 welcome home boxes that contained many basic household items for those who were newly housed. Since January, LAPD has provided boxes to several families in the Rampart area that have experienced hardship, 12 boxes to the Department of Mental Health for individuals they have housed from skid row, and additional boxes to other DMH Offices. We also have 20 boxes set aside for LAHSA, 10 for the Union Rescue Mission, and 10 for LA Family Housing. We have also been connected with a citizen that has several larger items including beds, tables, and other miscellaneous furniture that will be distributed to the Dream Center and DMH.

ACTION	HOPE	TSD	TOTAL
Contacts	147	58	205
Referrals	56	6	62
5150 Hold	2	3	5
Mental Illness	12	7	19
Substance Abuse	8	1	9
Veterans	1	0	1
Shelter	2	0	2
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	2	0	2
Rehab	0	0	0

Sheriff Mental Evaluation Team (MET) Contacts and Efforts

In addition to the below data, LASD transported 13 clients to other homeless outreach connection services. Two teams also attended a training course hosted by the FBI on understanding Autism and communicating with those in crisis and two teams attended a LA County Mental Health team training course hosted by the San Gabriel Valley MET Team.

ACTION	TOTAL
Contacts	325
Referrals	79
5150 Hold	12
Mental Illness	94
Substance Abuse	65
Veterans	6
Shelter	22
Motel With Housing Plan	2
VA Housing	0
Return To Family	6
Transitional Long-Term Housing	3
Detox	3
Rehab	0

Long Beach Police Department

Consistent with the Board request, Long Beach Police Department tailored their homeless outreach data to be consistent with the other police reporting entities.

ACTION	TOTAL
Contacts	17
Referrals	1
5150 Hold	0
Mental Illness	6
Substance Abuse	5
Veterans	1
Shelter	0
Motel With Housing Plan	0
VA Housing	0

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

Metro's Encampment Protocol:

LAPD HOPE and Sheriff's MET teams continue to provide enforcement and outreach on city properties abutting Metro, while Metro in the process of creating their own encampment protocol. Information of encampment locations has also been shared with LAHSA to engage in preliminary outreach. Metro has met with the LA City Prosecutor's office to identify protocol requirements under the City Sanitation Department's 56.11 to see where and how to replicate a similar process at Metro.

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, however, they are willing to entertain a potential pilot program where at one station, one line, outreach workers can go past the fare gates on Metro. Metro identified that the pilot location will be 7th/Metro station. Data for this outreach will be shared next month.

The County continues to work on their full breath launch of the 2-1-1 hotline to provide homeless resources. Until that time, transit users can utilize the Transit Watch App to report persons in need.

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

Attachment A - System-Wide Law Enforcement Overview March 2018

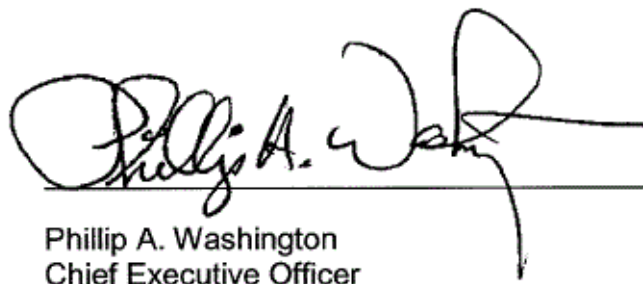
Attachment B - Detail by Rail Line March 2018

Attachment C - Key Performance Indicators March 2018

Attachment D - Transit Police Summary

Prepared by: Alex Z. Wiggins, Chief, 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