



Board Report

File #: 2018-0630, **File Type:** Informational Report

Agenda Number: 24.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 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 August 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 under Uniform Crime Reporting (UCR) Program, 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.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society. Attachment E provides the definitions for each of the categories.

DISCUSSION

Crime stats are as follows:

Crimes Against Persons

For the month of August 2018, crimes against persons decreased by 7% system-wide compared to the same period last year.

Crimes Against Property

For the month of August 2018, crimes against property decreased by 20% system-wide compared to the same period last year.

Crimes Against Society

For the month of August 2018, crimes against society increased by 131% system-wide compared to the same period last year. The increase is the the direct result of focused, proactive police operations to address trespassing and disorderly conduct, which also netted several arrests for narcotics and weapons offenses.

August Bus Operator Assaults:

There were 8 bus operator assaults reported in August, which is 3 more operator assaults compared to the same period last year, resulting in a 60% increase.

Average Emergency Response Times:

Emergency response times averaged 4.58 minutes for the month of August.

Physical Security Improvements:

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. Our Metro Facility physical security assessment was completed, and the report was presented to key Metro leaders in Bus and Rail Operations, Information Technology and Facilities. We are planning on a physical security assessment of Union Station which will begin in August 2018.

The Transportation Security Administration (TSA) administrator Admiral Pecoske visited Metro on August 14th. The administrator was shown the Thruvision detection at large technology, which was purchased by Metro. The CEO and the administrator had a press conference where the technology purchase was announced; we are the first transportation agency in the nation to purchase and deploy the detection at range technology to screen passengers for explosive devices.

Significant Activities:

Los Angeles Police Department

8/1/18- Subjects were arrested for robbery at Blue Line 7th St / Metro Center Station.

8/20/18- Subject was arrested for sexual battery on board a bus at Wilshire Bl and Vermont Av.

8/31/18- Subject was arrested for battery on a security officer at Red Line 7th St / Metro Center Station.

Los Angeles County Sheriff's Department

8/8/18- Subject was arrested for assault at Green Line Vermont Station.

8/10/18- Subject was arrested for carrying a concealed weapon and making criminal threats on board a bus at Imperial Hwy and Studebaker Rd.

8/22/18- Subject was arrested for robbery and grand theft at Green Line Avalon Station.

Long Beach Police Department

8/1/18- The police department was made aware of an incident where a patron dragged a medically impaired patron off the train at Blue Line Willow St Station. The investigation was presented to the

District Attorney's Office and the City Prosecutor's Office, who both declined to press charges due to lack of a crime committed.

8/11/18- Subject was arrested for carrying a concealed weapon in a vehicle near the Blue Line Wardlow Station.

8/29/18- A vigil / protest occurred when a group of 20 to 30 people gathered at Blue Line Wardlow Station. The group left without incident.

Community and Problem Oriented Policing Activities:

Transit Law Enforcement Officers assessed a homeless encampment at 7800 E. Telegraph Rd in Downey on August 10.

Metro's Homeless 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 3,022 total unduplicated homeless contacts, 698 of whom have been placed into permanent housing solutions. Metro will expand C3 outreach in the FY19 budget to provide homeless outreach on rail, night owl bus service and Union Station during the evening hours.

C3 Homeless Outreach August 2018:

Performance Measure	August Number Served	Project Year to date Number Served
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Contacts with unduplicated individuals	143	3,022
Unduplicated individuals engaged	123	1,950
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	79	1,121
Unduplicated individuals engaged who are successfully linked to an interim housing resource	38	382
Unduplicated individuals engaged who are linked to a permanent housing resource	3	275
Unduplicated individuals engaged who are permanently housed	3	41

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 were made between C3 teams and LAPD during the C3 pilot program. Of the above homeless contacts that were permanently housed for the month of July 2018, three individuals were referred by LAPD and contacted by the County E6 team. Two of these people engaged with staff, completed homeless service Coordinated Entry Service (CES) packets, and were placed in a motel. One of these two individuals is a father with four young children. A little after a week, the family was quickly matched to permanent housing. The second individual was referred to interim housing. The third individual was referred and connected to a permanent housing program. As Metro’s C3 teams expand, they will coordinate with the respective police departments of that jurisdiction to provide comprehensive outreach and engagement.

ACTION	LAPD HOPE	LASD MET	LBPD
Contacts	218	262	28
Referrals	76	86	25
5150 Hold	11	11	0
Mental Illness	35	113	0
Substance Abuse	24	77	0

Veterans	7	1	0
Shelter	13	7	0
Motel With Housing Plan	0	0	0
VA Housing	0	0	0
Return To Family	0	0	0
Transitional Long-Term Housing	2	1	0
Detox	1	0	0
Rehab	0	0	0

FY19 Officer Expansion:

Metro’s contracted law enforcement specialized in homeless engagement will increase during FY19. LAPD HOPE officers will be increased from 10 part time officers to 10 full time officers, LASD MET deputies will be increased from 6 to 10, and Long Beach PD will hire 2 quality of life officers.

Metro’s Encampment Protocol:

LAPD HOPE and Sheriff’s MET teams continue to provide enforcement and outreach on city properties abutting Metro. Metro is contracting the sorting and storage services as prescribed by the law to support the protocol.

Measure H Generalist:

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 otherwise known as “generalists” to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists will not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists will work with the C3 teams to provide outreach services.

Mental Health Outreach Workers:

Metro is in the process of launching a pilot program in partnership with the LA county Department of Mental Health to have proactive mental health outreach on the system.

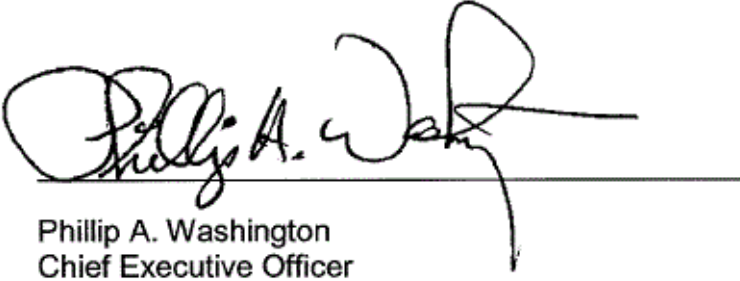
ATTACHMENTS

- Attachment A - System-Wide Law Enforcement Overview August 2018
- Attachment B - Detail by Rail Line August 2018
- Attachment C - Key Performance Indicators August 2018
- Attachment D - Transit Police Summary August
- Attachment E - Uniform Crime Reporting Program Guidelines

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