



## Board Report

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
NOVEMBER 15, 2018**

**SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

**ISSUE**

This report reflects September 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 Crimes Against Persons, Crimes Against Property, and Crimes Against Society 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 Uniform Crime Reporting guidelines, 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.

**DISCUSSION**

**Crime stats are as follows:**

**Crimes Against Persons**

For the month of September 2018, crimes against persons decreased by 9.7% system-wide compared to the same period last year.

**Crimes Against Property**

For the month of September 2018, crimes against property decreased by 7.1% system-wide compared to the same period last year.

### **Crimes Against Society**

For the month of September 2018, crimes against society increased by 25% system-wide compared to the same period last year.

### **September Bus Operator Assaults:**

There were 8 bus operator assaults reported in September, which is 2 more operator assaults compared to the same period last year, resulting in a 33.3% increase.

### **Average Emergency Response Times:**

Emergency response times averaged 3.96 minutes for the month of September.

### **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. The physical security assessment of Union Station started in August, and will conclude in December 2018.

Metro was asked to demonstrate the Thruvision detection at range technology for National Public Radio, the NBC network and the Walt Disney Company in September. Our acquisition of this technology has been noticed by these media and other agencies across the nation.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations.

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

Transit Law Enforcement Officers assessed a homeless encampment at 7800 E. Telegraph Rd in Downey on September 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 3,176 total unduplicated homeless contacts, 743 of whom have been linked to 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 Sept 1, 2018 through Sept 30, 2018:***

<b>Performance Measure</b>	<b>Sept. Number Served</b>	<b>Project Year to date Number Served</b>
Contacts with unduplicated individuals	154	3,176
Unduplicated individuals engaged	89	2,039
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	70	1,191
Unduplicated individuals engaged who are successfully linked to an interim housing resource	41	423
Unduplicated individuals engaged who are linked to a permanent housing resource	1	276
Unduplicated individuals engaged who are permanently housed	3	44

***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:

- Thirty-two were referred by the LAPD. Of these, eight people could not be contacted at the numbers provided, and four people refused to engage with the team.
- Nine people were placed into interim housing.
- Three people were placed in hotels. Two of these refused services after leaving the hotel. One person was connected to mental health services. One person was referred to Rapid Rehousing.
- Two people were assisted with obtaining documentation for housing.
- One person completed an assessment but refused other services.

- One person was reunified with family and permanently housed. The team is continuing to attempt contact with the remaining referrals.

Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, strive 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.

Sheriff Mental Evaluation Team (MET) Contacts September 2 - October 6, 2018

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the below data:

- LASD transported 17 clients to other homeless outreach connection services
- One team assessed a homeless encampment located behind the Gold Line, at 730 W. Foothill Blvd., Duarte, 09/17/2018.
- One team conducted a homeless encampment clean up located behind Metro Division 24, 800 E. Duarte Rd, Duarte, 09/20/2018.
- Two teams conducted a homeless encampment clean up located behind the Gold Line, 730 W. Foothill Blvd, Azusa, 09/21/2018.
- Three teams assisted Team Leaders Deputy Tineo and Deputy Mullings conduct a Homeless Outreach Operation on the Expo Line. Contacted 35 PINS, everyone refused homeless outreach services and no one met 5150 WIC criteria, 09/24/2018.
- Team attended a Crisis and Bridge Housing Training meeting at the ROC hosted by LAHSA, 10/03/2018.

ACTION	LAPD	LASD	LBDP
	HOPE	MET	
Contacts	156	398	13
Referrals	57	171	7
5150 Hold	2	9	0
Mental Illness	14	135	11
Substance Abuse	18	98	1
Veterans	2	5	2
Shelter	8	8	0
Motel With Housing Plan	1	1	0
VA Housing	0	0	0
Return To Family	0	0	0
Transitional Long-Term Housing	3	1	0
Detox	0	1	0
Rehab	2	2	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 September 2018

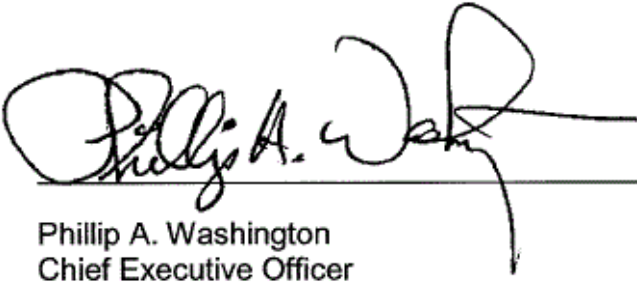
Attachment B - Detail by Rail Line September 2018

Attachment C - Key Performance Indicators September 2018

Attachment D - Transit Police Summary September 2018

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