



Board Report

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Agenda Number: 25.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MARCH 21, 2019

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 January 2019 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 January 2019, crimes against persons decreased by 9 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of January 2019, crimes against property increased by 15 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of January 2019, crimes against society increased by 12 crimes system-wide compared to the same period last year.

Bus Operator Assaults:

There were 8 bus operator assaults reported in January, which is 1 fewer operator assaults compared to the same period last year.

Average Emergency Response Times:

Emergency response times averaged 4.50 minutes for the month of January.

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 February 2019.

We are working closely with the Los Angeles Police Department to develop a concept of the operations for the deployment of the Thruvision detection at range technology. We have had several meetings with the LAPD, and we continue to develop the procedures that will protect the public and Metro.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations. We are assisting the New Blue Line construction (Phase 1) and the upcoming Phase 2 later in the year.

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 4,347 total unduplicated homeless contacts, 1,031 of whom have been linked to permanent housing solutions. In FY19 Metro expanded

the C3 teams from two to eight teams to cover rail, bus and Union Station. Currently, there are 8 PATH teams deployed on the rail and at Union Station, hiring for bus deployment remains a challenge.

C3 Homeless Outreach January 1, 2019 through February 8, 2019:

Performance Measure	January Number Served	Project Year to date Number Served
Contacts with unduplicated individuals	295	4,347
Unduplicated individuals engaged	118	2,522
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	158	1721
Unduplicated individuals engaged who are successfully linked to an interim housing resource	67	655
Unduplicated individuals engaged who are linked to a permanent housing resource	9	298
Unduplicated individuals engaged who are permanently housed	8	78

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 on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

LAPD Homeless Referrals to Metro’s C3 Teams for the Month of January 2019.

LAPD referred 17 homeless individuals to Metro’s C3 Outreach teams resulting in:

- Of the seventeen referrals, four declined services.
- Two were placed in interim housing, then reunified with family members for permanent housing.
- Two were assisted with obtaining documents, and are working toward housing.
- One was arrested.
- Two completed a CES and were transported to shelter.
- Two completed CES (one of the two received an ID voucher).

- Three completed a CES, filled out a HFH form and placed in a motel.
- One was transported to a winter shelter.

Sheriff Mental Evaluation Team (MET) Contacts January 6, 2019 through February 2, 2019

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:

- Transported 32 clients to other homeless outreach connection services.
- One team attended a 40mm less lethal training at TIU on 01/25/2019.
- 2 teams attended a 40mm less lethal training at TIU on 01/29/2019.
- 1 team attended a Metro Homeless Workshop on 01/29/2019.
- 2 teams assessed and cleaned up a homeless encampment on the gold Line, South from Del Mar PAX on 01/30/2019.

January 2019 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPD
Contacts	231	661	15
Referrals	231	406	1
5150 Holds	4	15	0
Mental Illness	21	207	6
Substance Abuse	64	117	2
Veterans	5	3	0
Shelter	14	24	2
Motel Housing Plan	0	3	0
VA Housing	1	0	0
Return to Family	1	4	0
Transitional Long Term Housing	0	0	0
Detox	0	1	0
Rehab	7	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:

Metro has developed an encampment protocol to be applied to all of Metro properties. Metro is working with LA City and Long Beach City localities to address Divisions 1, 2 and 11. Orange Line clean-up will serve as the next priority of clean up locations to be address.

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 pilot program with the LA county Department of Mental Health will be launched pending County mental health outreach workers becoming available.

Connect Days

Metro partnered in a connect day in Chairman Sheila Kuehl's District as well weekly connect days located in MacArthur Park off the Westlake/ MacArthur Park station.

"Community Policing Unplugged" Meeting

In late January 2019 Metro hosted a Community Policing Series focused on enhancing coordination when addressing homelessness. Attendees included: Metro System Security and Law Enforcement, Metro Emergency Management, Metro Union Station, LAPD, LASD, Long Beach PD, LA County CEO's office, LA City, Metrolink, LA County Department of Health Services, PATH, and faith based leaders.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview January 2019

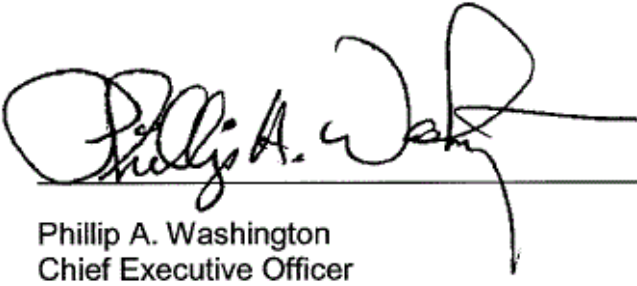
Attachment B - Detail by Rail Line January 2019

Attachment C - Key Performance Indicators January 2019

Attachment D - Transit Police Summary January 2019

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