



## Board Report

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MAY 16, 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 March 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 March 2019, crimes against persons increased by 30 crimes system-wide compared to the same period last year.

##### **Crimes Against Property**

For the month of March 2019, crimes against property increased by 1 crime system-wide compared to the same period last year.

### **Crimes Against Society**

For the month of March 2019, crimes against society decreased by 8 crimes system-wide compared to the same period last year.

According to our data, there was an increase in transient related crimes: 59 suspects in 2019 vs. 25 in 2018, an increase of 136%. The number of transient related victims was 18 in 2019 vs 20 in 2018. We believe the weather played a major factor in the increase. Checking the weather data for March: daytime temperature was in the mid to upper 60's (with a few exceptions) and night time was in the low 50's. The cold weather would have increased the traffic of transients on the trains, platforms, and buses. Transients tend to commit crimes against persons such as assault with a deadly weapon (knives, bottles), battery (hitting, spitting, resisting arrest), and property crimes (theft), as well as entering (trespassing) and refusing to leave areas that only authorized personnel are permitted to enter to stay out of the cold.

### **Bus Operator Assaults**

There were 9 bus operator assaults reported in March, which is the same number compared to the same period last year.

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

Emergency response times averaged 5.50 minutes for the month of March.

### **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 concluded 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 System Security Plan was updated for 2018 and submitted to the California Public Utilities Commission representatives, and declared in accordance with the law by the CPUC

We continue to improve our new Transit Watch application, and we hope to have the prototype ready this summer.

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 4,798 total unduplicated homeless contacts,1,137 of whom have been linked to permanent housing solutions with a total of 88 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station. The original time for bus owl deployment was 11:30 p.m. - 8:30 a.m. The bus owl deployment was changed last month to 4:00 a.m. - 12:30 p.m. to enable more homeless persons to receive social services.

**C3 Homeless Outreach March 1, 2019 through March 31, 2019:**

| Performance Measure                                                                                                                                                                                                     | March Number Served | Project Year to date Number Served |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------|
| Contacts with unduplicated individuals                                                                                                                                                                                  | 220                 | 4,798                              |
| Unduplicated individuals engaged                                                                                                                                                                                        | 57                  | 2,658                              |
| Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.) | 111                 | 1,942                              |
| Unduplicated individuals engaged who are successfully linked to an interim housing resource                                                                                                                             | 47                  | 742                                |
| Unduplicated individuals engaged who are linked to a permanent housing resource                                                                                                                                         | 4                   | 307                                |
| Unduplicated individuals engaged who are permanently housed                                                                                                                                                             | 5                   | 88                                 |

Staff received two LAPD referrals this month. One person completed a CES packet, was given an ID voucher, and was referred to winter shelter. One person could not be located.

**Impact Story resulting in Stable Housing**

Since August 1, 2017, Metro outreach C3 team members had been working to engage a 23 year old African American male from Texas who was on probation for various non-violent crimes. The client has a history of 5150 and been homeless since the age of 19. Initially, the client denied any

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behavioral health or the need for any assistance. However, the C3 Outreach Team continued to follow-up to show support. After ongoing attempts to engage and build rapport, the client agreed to seriously discuss interim housing placement and was transferred to an interim housing facility in early November 2018. The client recently had a change of heart through a friend who is currently receiving assistance through PATH. As a consequence of this relationship, PATH Outreach Team workers have successfully waitlisted the client for specific placement at the Weingart or SRO Russ Center. PATH Outreach Team workers continue to work with the client.

### ***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.

### ***Sheriff Mental Evaluation Team (MET) Contacts March 3, 2019 through April 6, 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 24 clients to other homeless outreach connection services.
- 4 LASD County MET ride-a-long Deputies worked at TSB with 2 TMET teams on 03/10/19.
- 2 teams assessed a homeless encampment on a non-revenue line at 2750 Artesia Blvd., Redondo Beach, CA 90278 on 01/15/19.
- 3 teams conducted a homeless encampment assessment at Breakwater Village on 03/18/19.
- 1 team conducted a homeless encampment cleanup at Breakwater Village on 03/18/19.
- 1 team attended Human Trafficking Training, 03/24/19 - 03/30/19.
- 2 teams assessed a homeless encampment on non-revenue line at 19136 Jacob Avenue, Cerritos, CA on 04/04/19.
- 7 teams attended MTA's Bus Familiarization Training at Division 8, 4500 West Griffith St., Carson, CA on 04/03/19.

### ***Long Beach Quality of Life Officers Update March 2019***

The Quality of Life officers began working with LBPD at the beginning of February 2019. The first three weeks training was with our Patrol Mental Evaluation Teams and Patrol Quality of Life Officers. Additionally, the Blue Line Closure was in effect for the entire month of March. The number of contacts should increase once the "New Blue" is opened.

Quality of Life Officers are currently working with Metro on the following homeless encampment

locations:

- East side border of Division 11
- Blue Line right of Way border north of the Wardlow Station
- Working with department’s West Division Patrol Quality of Life Officers on a location at Long Beach Boulevard and 20<sup>th</sup> Street.

**March 2019 Law Enforcement Homeless Outreach**

| <b>ACTION</b>                  | <b>LAPD HOPE</b> | <b>LASD MET</b> | <b>LBPD</b> |
|--------------------------------|------------------|-----------------|-------------|
| Contacts                       | 356              | 651             | 249         |
| Referrals                      | 352              | 394             | 237         |
| 5150 Holds                     | 17               | 14              | 1           |
| Mental Illness                 | 27               | 200             | 85          |
| Substance Abuse                | 59               | 146             | 44          |
| Veterans                       | 9                | 8               | 6           |
| Shelter                        | 6                | 15              | 10          |
| Motel Housing Plan             | 0                | 0               | 2           |
| VA Housing                     | 1                | 0               | 1           |
| Return to Family               | 2                | 3               | 0           |
| Transitional Long Term Housing | 4                | 0               | 0           |
| Detox                          | 1                | 0               | 0           |
| Rehab                          | 5                | 0               | 0           |

**Metro’s Encampment Protocol:**

Metro has developed an encampment protocol to be applied to all of Metro properties. Metro has cleared LA City and Long Beach City localities to address Divisions 1, 2 and 11. Orange Line clean-ups have occurred at Hazeltine, Coldwater and Louise. Metrolink is submitting encampment locations for clearing.

**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 do not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists currently work with the C3 teams to provide outreach services.

**Mental Health Outreach Workers:**

Metro pilot program with the LA County Department of Mental Health has been reinstated as County mental health outreach workers have become available.

### **Faith Based Partnership**

Since January, Metro has hosted three regional faith leader roundtable discussions to identify ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional housing to homeless contacts on Metro by increasing shelter space and/or engaging in collections that may entice homeless persons to agree to receiving services. Metro invites faith based groups and local nonprofits interested in providing resources to transit located homeless to contact Metro's System Security and Law Enforcement Department.

#### **..Attachments**

#### **ATTACHMENTS**

Attachment A - System-Wide Law Enforcement Overview March 2019

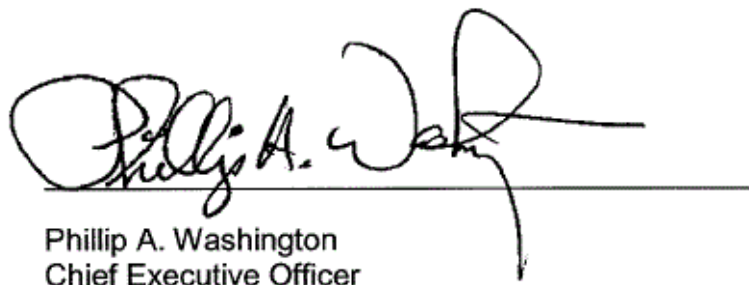
Attachment B - MTA Supporting Data March 2019

Attachment C - Key Performance Indicators March 2019

Attachment D - Transit Police Summary March 2019

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