



Board Report

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Agenda Number: 35.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 20, 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 April 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 April 2019, crimes against persons increased by 14 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of April 2019, crimes against property decreased by 3 crimes system-wide compared

to the same period last year.

Crimes Against Society

For the month of April 2019, crimes against society decreased by 19 crimes system-wide compared to the same period last year.

The notable increases in robberies and aggravated assaults can be attributed to our juvenile suspects. During the month of April, Los Angeles Unified School District was closed from April 13 through April 21 due to Spring Break. As a result, there was an uptick in crime during Spring Break. Spatial analysis indicated the increases were spread out and were not concentrated in any specific areas. Again, juvenile crime patterns and trends are noted prior to the beginning of school and after school hours.

Bus Operator Assaults

There were 9 bus operator assaults reported in April, which is three more compared to the same period last year.

Average Emergency Response Times:

Emergency response times averaged 4.71 minutes for the month of April.

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.

Representatives from the Transportation Security Agency (TSA) visited us in April and we discussed tunnel intrusion technology and the existing test bed project at Division 24.

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 winter.

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

The New Blue Line North project planning commenced, and the site walks were conducted to identify law enforcement and security locations to support the construction.

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 4,976 total unduplicated homeless contacts, 1,194 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.

C3 Homeless Outreach April 1, 2019 through April 30, 2019:

Performance Measure	April Number Served	Project Year to date Number Served
Contacts with unduplicated individuals	178	4,976
Unduplicated individuals engaged	45	2,703
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	46	1,988
Unduplicated individuals engaged who are successfully linked to an interim housing resource	37	779
Unduplicated individuals engaged who are linked to a permanent housing resource	10	317
Unduplicated individuals engaged who are permanently housed	10	98

Staff received ten referrals from LAPD. Of these, four declined services. Of those remaining:

- One person was placed in interim housing.
- One person was given an ID voucher and completed a CES packet.
- One person was given an ID voucher, and has maintained contact with the team.
- One person was taken to medical services.
- One person was matched to permanent housing, and is awaiting move-in.

- One person completed a CES, was placed in a hotel and provided with food and clothing, and was then reunited with family, with whom he is now permanently housed.

Impact Story resulting in Stable Housing

Recently Metro outreach C3 team members engaged a 36 year old female from Chicago Illinois. This client left Chicago in 2018 because of a bad relationship. This client also thought it best to leave her children behind with her parents until she could get back on her feet. From August 2018 to October 2018, the client was homeless at the LAX airport. In late October 2018, she found a bed at the Good Shepherd Center. Client was determined to improve her situation. She obtained General Relief and connected with a Metro Outreach Mental Health Specialist, whom she met at Union Station. With the aid of the C3 outreach team, the client obtained needed documents and later linked to Mental Health services at portals Mental Health. C3 outreach team connected client to employment services as well as connecting her to the Downtown Women's Center for support and healthy meals. In March 2019, the client had obtained a part-time job and the C3 team referred her to the SPA 5 Rapid Housing Program (RHP) for permanent housing services. Within one month the client along with Rapid Housing Program found the client an apartment. The client successfully moved into her apartment in April 2019. The client now has a stable living condition and plans to transfer her Certified Nursing Assistant certification to California to begin working in the healthcare field again and reconnect with her children.

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 April 7, 2019 through May 4, 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 data reported below, Transit MET Units:

- Transported 18 clients to other homeless outreach connection services.
- 1 team assessed a homeless encampment on a non-revenue line at 19136 Jacob Ave., Cerritos on 04/09/19.
- 2 teams assisted in the clean-up of a homeless encampment on a non-revenue line at 19136 Jacob Ave., Cerritos on 04/10/19.
- 1 team attended Active Shooter Training at the Green Line Yard on 04/11/19.
- 2 teams attended a 40 hour Academy Instructor Certification Course at LASD Star Center on 04/08/19 - 04/12/19.
- 4 teams attended a Homicide Training Course in the City of La Mirada on 04/23/19.

- 7 teams attended Steppin-In Conference, Mass Casualty Shooting at Route 91 Music Festival on 04/24/19.

Long Beach Quality of Life Officers Update April 2019

The Quality of Life officers began working with LBPD at the beginning of February 2019. The Blue Line Closure was in effect for the entire month of April. 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

April 2019 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPD
Contacts	1114	442	32
Referrals	30	286	9
5150 Holds	8	12	0
Mental Illness	18	143	5
Substance Abuse	53	134	12
Veterans	6	11	0
Shelter	4	2	0
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	1	2	0
Transitional Long Term Housing	1	0	0
Detox	1	0	0
Rehab	5	0	0

Metro's Encampment Protocol:

Metro has developed an encampment protocol.

- April 3, 2019 - Santa Ana IROW, outreach to homeless individuals was performed
- April 17, 2019 - MRL NOHO - Corner of Lankershim Blvd. & Chandler Blvd
- April 29, 2019 - Slauson/Western and 4th/Hyde (approx. 1 mile), LAPD responded with Metro's Environmental Compliance and Sustainability staff to post clean up notification. Metro will partner informally with West Angeles Church as a compliment to C3 outreach at this site to integrate faith based partnerships into homeless outreach.

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.

Connect Days

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro's C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was utilized in April by Metro's C3 teams to provide comprehensive resources to the homeless.

Mental Health Outreach Workers:

The LA County Department of Mental Health has provided a mental health clinician to one of Metro's contracted HOPE team. Mental Health professionals are paired with all MET Teams.

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 resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. 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

Attachment A - System-Wide Law Enforcement Overview April 2019

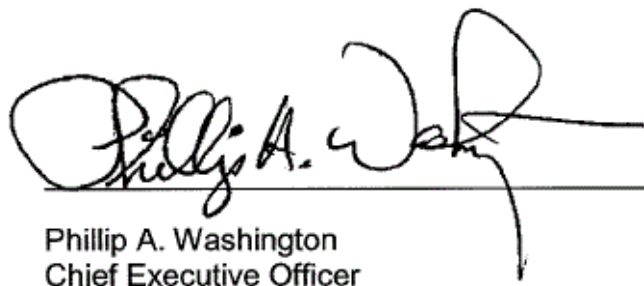
Attachment B - MTA Supporting Data April 2019

Attachment C - Key Performance Indicators April 2019

Attachment D - Transit Police Summary April 2019

Prepared by: Alex Z. Wiggins, Chief System Security and Law Enforcement Officer
(213) 922-4433

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



Phillip A. Washington
Chief Executive Officer