



Board Report

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
JANUARY 16, 2020**

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 October and November 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 October 2019, crimes against persons decreased by 10 crimes system-wide

compared to the same period last year.

For the month of November 2019, crimes against persons decreased by 15 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of October 2019, crimes against property decreased by 13 crimes system-wide compared to the same period last year.

For the month of November 2019, crimes against property decreased by 64 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of October 2019, crimes against society increased by 20 crimes system-wide compared to the same period last year.

For the month of November 2019, crimes against society increased by 17 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 10 bus operator assaults reported in October, which is the same compared to the same period last year.

There were 6 bus operator assaults reported in November, which is 6 fewer compared to the same period last year.

Average Emergency Response Times

Emergency response times averaged 5.05 minutes for the month of October and 4.24 minutes for the month of November.

Crime Victimization Survey

In December, SSLE staff met with Metro's Countywide Planning & Development Department's Technical Services Team to begin planning for a National Crime Victimization Survey in coordination with the Department of Justice standards to include training for SSLE staff on how to develop and implement this program. Staff will meet on a bi-weekly basis and will provide monthly updates on our expected timeline and progress.

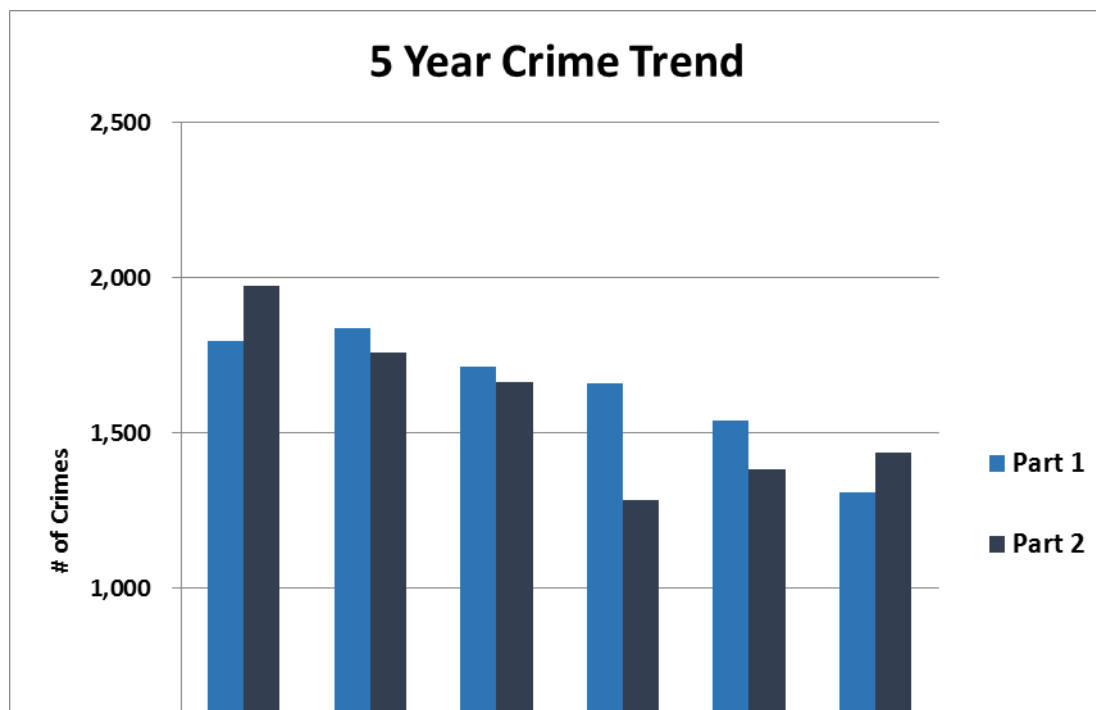
Five-Year Crime Trend

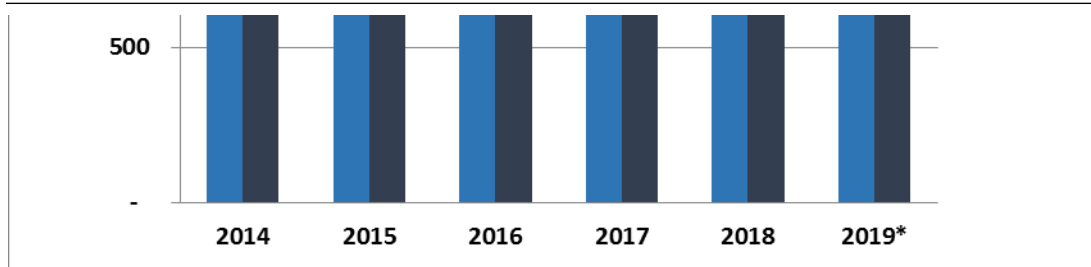
Metro has experienced a steady decline in Part 1 and 2 crimes over the past 5 years as seen in the table and graph below. One of the reasons behind this steady decline may be attributed to our multi-policing model with the Los Angeles Police Department, Los Angeles County Sheriff's Department, and Long Beach Police Department. More recently, Metro has implemented a surge strategy in our law enforcement deployments to help with the increase in homeless population that rides on our bus and rail systems.

From 2014 to 2019, Part 1 crimes have decreased by 27%, Part 2 crimes have decreased by 27%,

and total crimes have also decreased by 27%.

	2014	2015	2016	2017	2018	2019*
Part 1	1,795	1,836	1,714	1,660	1,541	1,308
Part 2	1,975	1,761	1,663	1,283	1,384	1,439
Total Crime	3,770	3,597	3,377	2,943	2,925	2,747





* December 2019 data not included

Physical Security Improvements

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction was completed in November, and we were successful in assisting the construction team in this effort. We continue to work closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The New Blue Line North construction team was confronted with multiple thefts of copper wire along the tracks during August. Metro Construction and Security teamed up to deploy law enforcement, contract security and Metro personnel along the Blue Line to thwart the thefts, and the thefts were

stopped with this enhanced deployment.

We deployed the Thruvision explosive detection device in October and November at two rail stations; and will continue to deploy the device randomly throughout our system. We worked closely with the Los Angeles Police Department and Metro Security to develop a concept of the operation for the deployment.

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.

Emergency Management: October and November 2019

The Office of Emergency Management has the responsibility of comprehensively planning for, responding to and recovering from large-scale emergencies and disasters that impact Los Angeles County Metropolitan Transportation Authority and our stakeholders.

- **Saddleridge, Tick, and Getty Fires** - Emergency Management Department provided situational awareness to all Metro department leads. The Emergency Operations Center was on standby for all three fires and maintained communication with LA City and LA County Emergency Management Agencies.
- **October 13, 2019 - Division 13 Bus Operations Hazardous Material Release Functional Exercise:** Conducted a two-phase exercise with Division 13 Transportation and Maintenance staff with participation from LAFD and LAPD Hazardous Materials units. Phase one objective was a full facility evacuation with accountability for all staff at the off-site assembly area. Phase two objectives were a HazMat response to an unknown chemical on a bus, an improvised chemical release device reported on a second bus, in addition to testing internal and external communications with Metro departments and partner agencies.
- **October 17, 2019 - Great California Shakeout:** Emergency Management Department coordinated the Enterprise-wide participation in the annual earthquake drill. All buses and trains were stopped for 30 seconds as announcements were made to thousands of passengers riding our system. All 27 Divisions and locations including Gateway Headquarters, participated in the drop, cover and hold-on drill. The California Governor's Office of Emergency Services presented Metro with a certificate for its participation.
- **Emergency Plans** - Emergency Site Plans (ESP) for all Divisions and Locations were completed, approved and signed by each site Director.
- **November 16, 2019 - Annual Notification Drill:** All 12,087 employees were notified through Metro's emergency notification system, via phone call, text and/or email. Receipt of notification responses were received from 4,882 (40%) of staff.

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- **November 23, 2019 - Active Shooter Functional Exercise:** Emergency Management in collaboration with LAPD SWAT and Air Support conducted an active shooter on the Gateway building rooftop, exercise. The scenario of the exercise was modeled after the Las Vegas Mandalay Bay mass shooting. During the exercise Emergency Management and Transit Security tested Metro's lockdown procedures along with mass notification and the Public Announcement (PA) System. Mass notification was tested for stakeholders within the building in addition to external stakeholders in the Union Station Gateway Campus. Transit Security also swept the building floors to simulate searching for the armed intruder.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview October and November 2019

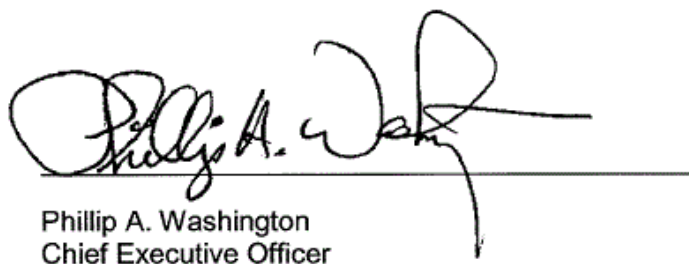
Attachment B - MTA Supporting Data October and November 2019

Attachment C - Key Performance Indicators October and November 2019

Attachment D - Transit Police Summary October and November 2019

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