



Board Report

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Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 19, 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 September and October 2020 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). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

BACKGROUND

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter criminal activity on Metro buses and trains.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

In September 2020, the SSLE compliance group began using reports generated by the Axiom, Mobile Device Manager (MDM) system and comparing the data with the submitted law enforcement daily deployment schedules to validate which Officers logged into the MPV application, at what time, for what location, and at which point they logged off. Additionally, beginning October 2020, the SSLE staff utilized the Lex-Ray application to view real-time video footage to validate officer locations. The purpose of this exercise is to ensure compliance with the Metro policing contract. This audit entailed two distinct processes in the form of a sample audit. First an MPV application audit, whereby the MDM report is evaluated to ensure that the number of officers deployed are using the MPV application to log their work shifts. Second view real-time video footage and validate the number of times officers were seen on the system. The sample size was one shift and one day per week of the

deployment schedule; therefore, the period encompasses six (6) days and shifts. The MPV application audit resulted in a 76% compliance by the LBPD, a 0% compliance by the LASD, and a 94% compliance by the LAPD. We found the viewing of real-time video footage via the Lex-Ray application problematic and was unable to consistently validate the number of times Officers were seen on the system. To this problem, SSLE will move away from Lex-Ray application and use real-time video footage from the Security Operations Center, and report on progress or setbacks to the Board in January 2021.

METRO TRANSIT SECURITY

Implicit Bias Training

Beginning on October 16th, classes have been conducted with Metro Transit Security officers and training should be completed by the end of November. A modified version will be recorded for virtual training. This version will be given to all Micro Transit Operators by the end of the year.

CALLS FOR SERVICE

For the month of September, Transit security received 223 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 87 calls and responded to 57 of them with an average response time of 12 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.
- Priority: Transit Security received 115 calls and responded to 53 of them with an average response time of 15 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.
- High Priority: Transit Security received 21 calls and responded to 8 of them with an average response time of 12 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.

The longer response times for priority calls for service were impacted by traffic for mobile units that were assigned to respond. Although we strive to respond as quickly as possible we stress to our personnel to respond safely.

For the month of October, Transit security received 247 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 98 calls and responded to 75 of them with an average response time of 9 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity.
- Priority: Transit Security received 134 calls and responded to 92 of them with an average response time of 7 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity.
- High Priority: Transit Security received 15 calls and responded to 2 of them with an average response time of 1 minute. The remaining calls were either assigned to law enforcement, contract security, or other entity.

BUS OPERATIONS SECURITY

In September, there were a total of (2) assaults on bus operators, with both assaults occurring in

LASD's jurisdiction. Both assaults occurred on the bus system and on different lines. Both of the suspects were male, and one was arrested.

In September, there were a total of 12,600 bus boardings by LAPD Officers and a total of 4,922 bus boardings by LASD Deputies on various routes throughout the county.

In October, there were a total of (9) assaults on bus operators, with (7) assaults occurring in LAPD's jurisdiction and (2) assaults occurring in LASD's jurisdiction. Five of the (7) assaults in LAPD's jurisdiction occurred on the bus system on different lines and (2) of the assaults occurred on bus line 45. Of the (7) suspects in LAPD jurisdiction, (3) were female and (1) suspect was arrested.

In October, there were a total of 12,479 bus boardings by LAPD Officers and a total of 7,101 bus boardings by LASD Deputies on various routes throughout the county. Between September and October, LAPD saw a decrease in bus boardings of 121 while LASD saw an increase in bus boardings of 2,179.

LAPD and LASD assessed information provided by Bus Operations and the locations where the assaults occurred for patterns or trends. Based on, on their analysis, both agencies have identified the top 5 locations and have adjusted their resources to address the issues.

PRESIDENTIAL ELECTION DEPLOYMENT

SSLE' Emergency Management continues to coordinate with Operations, our law enforcement and security partners to prepare for potential protest activity following the upcoming elections. A Multi-Agency Event Action Plan is being developed to address all contingencies. A number of planning meetings and Tabletop exercises have been scheduled.

MOTION #35 AND #37 UPDATES

On September 30th, Governor Newsom signed AB 1196, Chapter 396, an act to add section 7286.5 (a) a Law Enforcement agency shall not authorize the use of a carotid restraint or choke hold by any peace officer employed by that agency.

Metro Transit Security is making final adjustments to their Use of Force policy and will be submitting for the Chief of SSLE's review by the week of October 19th. LASD and LBPD are still reviewing their Use of Force policies and are making adjustments based on the new bill signed by Governor Newsom. SSLE received a draft revised Use of Force policy from RMI that was reviewed and sent back with some recommendations. RMI is working with their sub-contractors Use of Force policies and will resubmit their policy as well as the sub-contractors for SSLE's review. We will report back at the Board meeting with an update.

Motion #37, SSLE staff convened an Internal Steering Committee with representatives from Communications, Office of the CEO, and Office of Civil Rights. Staff has been meeting on a weekly basis to design and develop an external application process to convene a 15-member Public Safety Advisory Committee. The application period is from Monday, October 19th through Friday, November 13th. A robust Communications Plan has been developed to ensure the average rider is informed and has the opportunity to apply to become a member.

CENTER STREET PROJECT

In October, Metro’s Board Approved the ‘Metro Center Street Project,’ which will encapsulate the future functions of the new Emergency Operations Center (EOC) and Security Operations Center (SOC) and potentially other expansions to support Metro’s Vision 2028. The construction is scheduled to begin in December of this year and will be completed by the Winter of 2023. Metro SSLE will provide regular updates on the progress of this project and will update on the project milestones quarterly.

HOMELESS OUTREACH SERVICES

OPERATION "SHELTER THE UNSHELTERED"		
LAW ENFORCEMENT (LAPD, LASD, and LBPD)		
ACTIONS TAKEN	SEPT.	OCT.
# OF LEVEL 1 (CONTACTS)	179	66
# OF LEVEL 2 (REFERRALS)	32	32
# OF LEVEL 3 (HOUSING PLACEMENTS)	45	28
TOTAL # HOUSED YEAR TO DATE	558	586
PATH		
ACTIONS TAKEN	SEPT.	OCT.
# TO SHELTERS TO INCLUDE	32	27
TOTAL # HOUSED YEAR TO DATE	523	550
DREAM CENTER (DC)		
ACTIONS TAKEN	SEPT.	OCT.
# OF CONTACTS	195	195
TOTAL # CONTACTED JULY TO DATE	663	858
LA DOOR		
ACTIONS TAKEN	SEPT.	OCT.
# OF CONTACTS	353	374
TOTAL # CONTACTED JULY TO DATE	701	1,075

DIVISION 1 AND 2

Efforts to implement long-term solutions to the safety issues at Divisions 1 and 2 are in progress. SSLE continues to collaborate with Operations and Facilities Maintenance as well as with the Unified Homeless Response Center, which is the Mayor’s Office of Homelessness.

4-DAY COUNT ANALYSIS (RAIL, BUS, OWL SERVICE)

Metro SSLE and our law enforcement partners completed a 4-day homeless count on the rail system in early October. A summary of findings is presented in the table below.

Finding	Metric	Comment
Total Daily Average Homeless Population (On-Train & In-Station)	1143	AM & PM counts for both on-train and in-station
Daily On-Train Homeless Population	711 (62%)	AM & PM counts (on-train only)
Daily In-Station Homeless Population	432 (38%)	AM & PM counts (in-station only)
Average daily # Homeless per Rail Line	143	1143 average total homeless / 8 Rail Lines
Rail Line with the Largest Daily Homeless Population	B (Red Line) – 436 total (189 in-station, 247 on-train)	Significantly more homeless traffic on B (Red) line than other lines. 35% of on-train traffic, 44% of in-station traffic
Time of Day with Most Homeless On-Train	AM (404)	Suggests homeless begin daily migration in the morning, primarily using Red, Expo, and Blue lines
Time of Day with Most Homeless In-Station	PM (238)	Suggests some homeless stay in/near stations at night, then use trains to migrate to other location in the AM

% Homeless Population / Rail Line (Total On-Train & In-Station)

B (Red)	A (Blue)	E (Expo)	L (Gold)	C (Green)	D (Purple)	G (Orange)	J (Silver)
38.1%	18.1%	16.7%	11.2%	6.0%	5.6%	2.6%	1.5%

The 4-day count will provide a basis to understand the traveling patterns of the unhoused and SSLE will be able to deploy resources more efficiently. The four-day bus count will begin November 9th. That data will be shared in the December Board Report. The 4-day rail and bus homeless count is scheduled to be done on a quarterly basis, beginning January 2021.

SHELTER MAPPING UPDATE

At the request of the federal judge overseeing litigation pertaining to homelessness in the City of Los Angeles, Metro SSLE has undertaken a mapping project to identify homeless encampments that are within 500 feet of freeway on/off ramps, Metro bus stops, rail stations, and agency owned property. In addition, the map will also identify chronic homeless encampment locations on Metro property where Facilities Maintenance and law enforcement have continuously responded to calls for service and encampment cleanups. Current turnaround time for ITS to complete the mapping project has been extended to 30 days due to the reallocation of ITS staff supporting the Emergency Operations Center.

SHELTER DISCUSSIONS UPDATE

Since April 1, 2020, Metro has housed 586 unsheltered individuals. Through working with Federal Judge Carter’s aide, Michele Martinez, SSLE has received two shelter site proposals. The proposals are under review. Shelter site discussions continue with:

- Volunteers of America (VOA)
- Homeless Outreach Program Integrated Care System (HOPICS)
- The Salvation Army
- St. Joseph’s Center
- Helping Hands Up, Charitable, Inc.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	September Number Served	October Number Served
Total Sexual Harassment Cases Contacting POV	2	2
Total Cases of Metro Located Sexual Harassment Contacting POV	2	1
Total Number of Metro Riders Requesting Counseling Services	2	0
Total Number of Police Reports Filed or Intended to File	2	1
Total Number of Active Cases	3	2

Call for Service:

OCTOBER 2020 - Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Har	0	0	0	2	2
Sexual Ba	1	3	2	4	10
Lewd Con	0	0	0	2	2
Indecent E	2	4	0	5	11
Rape	0	1	0	0	1
TOTAL	3	8	2	13	26

October 2020 POV Information Provided	Qt
YES	13
NO	12
Gone On Arrival	3
Did Not Have Info	9
Not Offered	1

OCTOBER 2020 DEPT. AVERAGE INCIDENT REPORT RESPONSE TIME: PRIORITY & EMERGENCY PRIORITY MEASURED IN MINUTES				
Agency	Priority Call & Emergency Prio	Time Tracking: Incident Rpt to Call Created	Time Tracking: Call Generated to On Scene	Time Tracking: Incident Rpt to On Scene
LAPD	Priority	0	4	4
	Emergency Prio	N/A	N/A	N/A
LASD	Priority	0	15	15
	Emergency Prio	N/A	N/A	N/A
LBPD	Priority	2	4	6

	Emergency Priority	N/A	N/A	N/A
MTS	Priority	4	12	14
	Emergency Call	N/A	N/A	N/A
SSLE	Priority	6	14	14
	Emergency Priority	N/A	N/A	N/A

OCTOBER 2020 DEPT. AVERAGE INCIDENT RESPONSE TIME MEASURED IN MINUTES			
Agency	Time Tracking: Inci Rpt to Call Created	Time Tracking: Cal Generated to On Scene	Time Tracking: Incident Rpt to On Scene
LAPD	0	14	14
LASD	1	13	13
LBPD	2	4	6
MTS	4	12	14
SSLE	4	12	12

NEXT STEPS

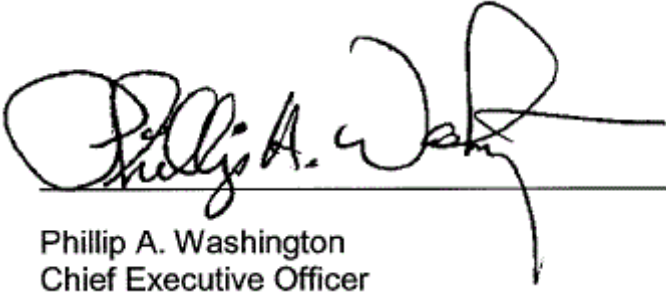
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - System-Wide Law Enforcement Overview September & October 2020
- Attachment B - MTA Supporting Data September & October 2020
- Attachment C - Transit Police Summary September & October 2020
- Attachment D - Monthly, Bi-Annual, Annual Comparison September & October 2020
- Attachment E - Homeless Outreach Efforts September & October 2020

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