



Board Report

File #: 2020-0906, File Type: Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 18, 2021

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 2021 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

The SSLE compliance group continues to use 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/Deputies logged into the MPV application, at what time, for what location, and at which point they logged off. The sample size encompasses twenty-one (21) days and one shift. The MPV Application’s virtual field audit, resulted in the following compliance percentages by agency.

<u>21-Day Audit</u>			
Audit Period	11/22/20 - 12/12/20	12/13/20 - 01/02/21	*01/03/21 - 01/23/21

LAPD	90%	93%	89%
LASD	1%	10%	45%
LBPD	55%	72%	75%

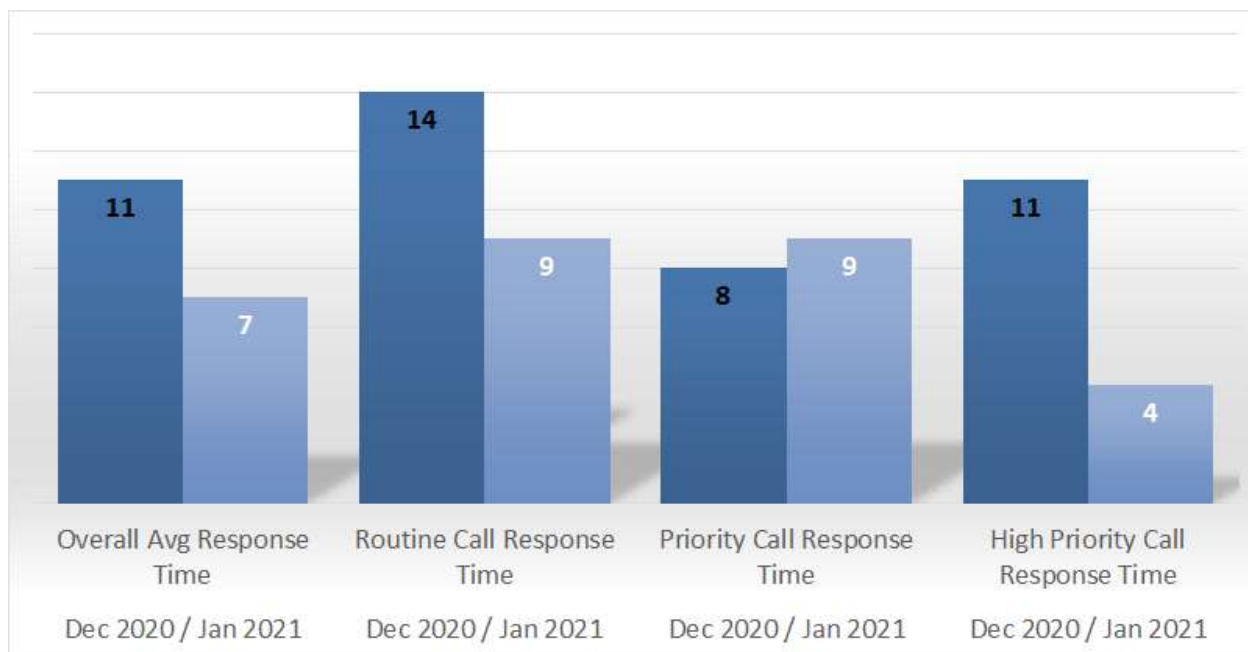
*To establish a fair audit, we consider external occurrences such as network outages, device shortages, and MDM system maintenance. In this audit period, LASD had a shortage of MPV devices due to a large-scale wipe of data, resulting the devices to revert to factory settings and thus be non-operational for line purposes. This was caused by long instances of inactivity causing the built-in security fail-safe to trigger. In total, eighty-eight (88) devices out of 113 issued, were returned to SSLE for appraisal.

We utilized a random sample, and the methodology was consistent throughout. The only variation was the deployment documentation that varies by agency, and it is not indicative of how many Officers/Deputies across the system are logging in. The audit methodology is available upon request.

All agencies continue to work with SSLE Compliance Unit to achieve full compliance.

METRO TRANSIT SECURITY

Calls for Service Response Times in Minutes



For the month of January, Transit Security received 229 calls for service. The following is a breakdown of the call categories and response times.

- Routine:** Transit Security received 122 calls and responded to 91 of them with an average response time of 9 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 101 calls and responded to 76 of them with an average response time of 9 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 6 calls and responded to 3 of them with an average response time of 4 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.

BUS OPERATIONS SECURITY

In January, there were a total of (6) assaults on bus operators, with (4) assaults occurring in LAPD’s jurisdiction and (2) assaults occurring in LASD’s jurisdiction. Three assaults occurred on the bus system on different lines and (3) assaults occurred on the L (Gold) Line.

In January, there were a total of 13,872 bus boardings by LAPD officers and a total of 11,289 bus boardings by LASD deputies on various routes throughout the county. Between December and January, LAPD saw an increase in bus boardings of 5,380 and LASD saw an increase in bus boardings of 1,157.

MOTION #35 UPDATES

Metro’s Transit Security draft Use of Force (UOF) policy was sent to County Counsel, Office of Inspector General, Chief Policy Officer, Chief Civil Rights Programs Officer, and Executive Officer of Equity and Race for review. LASD and LBPD have completed their Use of Force policy review. LASD is currently working on the last two “Eight Can’t Wait” recommendations and will provide SSLE management with an update in mid-February on the remaining two recommendations.

LBPD is convening a Community Advisory Group in late January to seek community input on their Use of Force Policy. They will have no further policy updates until the Advisory Group review is complete. SSLE received and is reviewing RMI’s sub-contractor security companies revised draft Use of Force policies for compliance with “Eight Can’t Wait.” We will report back at the March Board meeting with an update.

HOMELESS OUTREACH SERVICES

OPERATION "SHELTER THE UNSHELTERED"	
LAW ENFORCEMENT (LAPD, LASD, and LBPD)	
ACTIONS TAKEN	JANUARY
# OF LEVEL 1 (CONTACTS)	407
# OF LEVEL 2 (REFERRALS)	11
# OF LEVEL 3 (HOUSING PLACEMENTS)	4

TOTAL # OF INDIVIDUALS HOUSED YEAR	62
PATH	
ACTIONS TAKEN	JANUARY
# TO SHELTERS TO INCLUDE PERMANENT	19
TOTAL # OF INDIVIDUALS HOUSED YEAR	613
DREAM CENTER	
ACTIONS TAKEN	JANUARY
# OF CONTACTS	0*
TOTAL # OF INDIVIDUALS CONTACTED	1,036
LA DOOR	
ACTIONS TAKEN	JANUARY
# OF CONTACTS	449
TOTAL # OF INDIVIDUALS CONTACTED	1,981

*Staff under quarantine since the week of December 7th

FY21 Q3 SYSTEMWIDE HOMELESS COUNT

On January 27, 2021, SSLE in coordination with its Law Enforcement partners and Metro Operations conducted a quarterly systemwide homeless count. The rail count was conducted by Law Enforcement Officers on board trains and on rail station platforms at 7:00am and 7:00pm. The bus count was conducted by Bus Operators utilizing the fare box to collect data at 12:00am, 2:00am, 6:00am, and 6:00pm. Below are the results of the FY21 Q3 Systemwide Homeless Count:

Rail Count:

7:00AM	A	B	C	D	E	L	TOTAL
ON TRAIN:	200	197	17	175	268	51	908
PLATFORM:	30	106	8	66	17	23	250
LINE TOTAL:	230	303	25	241	285	74	1,158
7:00PM	A	B	C	D	E	L	TOTAL
ON TRAIN:	130	314	75	65	69	103	756
PLATFORM:	80	217	35	0	37	42	411
LINE TOTAL:	210	531	110	65	106	145	1,167
LINE TOTAL COMBINED:	440	834	135	306	391	219	GRAND TOTAL: 2,325

Bus Count:

12:00am	2:00am	6:00am	6:00pm	TOTAL

402	523	490	1,208	2,623
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SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	January 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	2
Total Cases of Metro Located Sexual Harassment Contacting POV	0
Total Number of Metro Riders Requesting Counseling Services	0
Total Number of Police Reports Filed or Intended to File	1
Total Number of Active Cases	3

NEXT STEPS

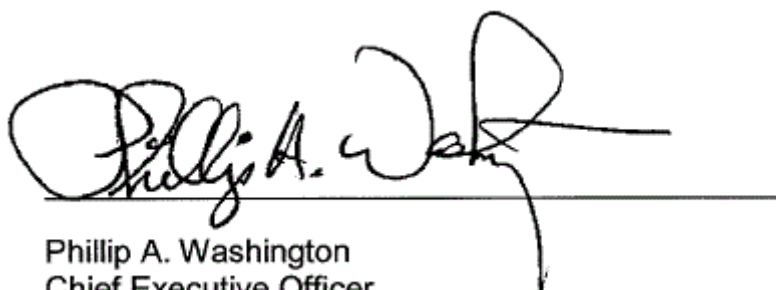
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - Systemwide Law Enforcement Overview January 2021
- Attachment B - MTA Supporting Data January 2021
- Attachment C - Transit Police Summary January 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison January 2021
- Attachment E - Sexual Crime_Harassment Calls for Service_January 2021
- Attachment F - Violent, Prop, and Part 1 Crimes - February 2021 Board Report

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Phillip A. Washington
Chief Executive Officer

