



Board Report

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Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 17, 2022

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

As of June 2021, Metro System Security & Law Enforcement (SSLE) has revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). SSLE will have all data submitted by the 15th of every month to avoid discrepancies in crime reclassifications and maintain consistency with contract terms and conditions. This will provide ample time for staff to review, providing the Board with complete and accurate data.

BACKGROUND

The following sections provide data, trends, and updates on SSLE initiatives to help improve public safety on the Metro system.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

Technical Review

The SSLE Administration and Compliance Unit continues to verify that all field Officers/Deputies on duty are tapping their Metro-issued badges at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors. This ensures high visibility for riders utilizing Metro's services, while also establishing a method of accountability for our contracted law enforcement personnel.

Upon reviewing the sample size from November 2021 and the relevant supporting information provided by law enforcement partners, it was determined that the Officers/Deputies from the daily deployment schedule served at their respective details and are compliant with the contract.

Community Policing Updates

As part of Metro’s Community Safety Partnerships, each contracted agency hosts its own community policing events. The following community policing events are currently scheduled for January and February:

LAPD Transit Services Division

DATE	LOCATION	EVENT	DESCRIPTION
01/04/22	Union Station	Coffee with a Cop	Community engagement pop-up (25 in attendance)
01/26/22	Crenshaw	Crenshaw/LAX Line Construction Community Update	Community discussion on current crime challenges, homeless issues/concerns

LASD Transit Services Bureau

DATE	LOCATION	EVENT	DESCRIPTION
01/17/2022	Willowbrook/ RP Station	MLK Day Unity Skate	Community partnership with Unite LA Foundation
01/19/2022	APU/Citrus Station	Coffee with a Deputy	Community engagement pop-up
02/23/2022	Willowbrook/ RP Station	Stand Against Hate	Community engagement/dialogue to support LA Anti Hate Campaign

METRO TRANSIT SECURITY (MTS)

Quality Service Audits

For December, MTS completed sixteen (16) Quality Service Audits. MTS Supervisors contacted four (4) external partners, three (3) internal partners, and nine (9) patrons to gain feedback on the performance of our officers. Those surveyed gave ratings ranging from "meets," "exceeded," and "greatly exceeded" expectations for the services rendered by Transit Security Officers (TSOs).

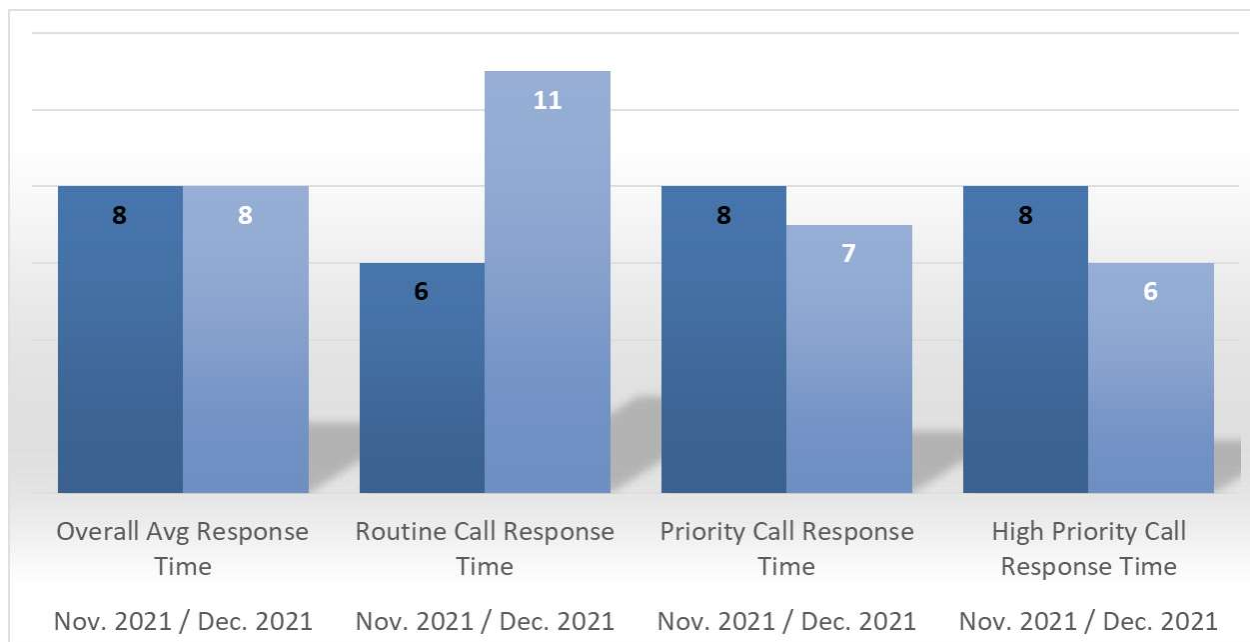
Recruitment

Metro Transit Security partnered with Talent Acquisition to conduct a one-day hiring event for the Transit Security Officer I position on January 22nd, 2022. Appraisal interviews were conducted first, and those who passed were asked to complete a physical agility test. At the conclusion of the event, over sixty (60) candidates had successfully completed all events. The selection process will begin shortly.

Calls for Service

For December, Transit Security received 421 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 319 calls and responded to 277 with an average response time of ten (10) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire departments, or elevator technicians.
- Priority: Transit Security received 99 calls and responded to 75 of them with an average response time of seven (7) minutes. The remaining calls were assigned to law enforcement, contract security, or the other entities listed above.
- High Priority: Transit Security received three (3) calls and responded to all with an average response time of six (6) minutes.



BUS OPERATIONS SECURITY

In December, there were a total of seventeen (17) assaults on bus/rail operators, with eleven (11) assaults occurring in LAPD's jurisdiction and six (6) assaults occurring in LASD's jurisdiction. Furthermore, there were a total of 7,210 bus boardings by LAPD officers and a total of 7,602 bus boardings by LASD deputies on various routes throughout the system. LAPD's analysis revealed that there were no trends or patterns identified and that all reported assaults appear to be random and unrelated. Transit Services Division (TSD) detectives are working closely with local detectives on the cases, as well as reviewing crime reports to identify crime trends and patterns. As necessary these detectives share the information with police units for their awareness to reduce bus operator assaults and transit-related crime on their routes. Additionally, key details and relevant information about assaults are reviewed by Watch Commanders, who then adjust the deployment of law enforcement units such as the Bus Riding Teams (BRTs) to focus on operator assaults and transit-related crime.

LASD's analysis revealed that there is a higher rate of assaults on bus operators in the Santa Monica Area and the Southeast LASD jurisdictional region, which includes the cities of Compton, Carson,

and Lynwood. Special Assignment Units are being instructed to focus on these areas in response to this crime analysis. Consequently, these areas were focal points by patrol teams more frequently in December. LASD adjusts the boarding (patrol units) and riding (by the Special Assignment Unit - SAU) frequencies based on data relating to areas where crime has spiked, both recently and historically. Deputies have been tasked with conducting patrol checks of assigned bus routes, conduct bus boardings, make contact with operators, patrol bus layovers, and monitor parking structures. LASD has directed its Deputies to have higher visibility on Metro buses, bus routes, and layovers to prevent and deter assaults on bus operators.

In March 2022, LASD plans on having a Commuter Enhancement Team that will primarily focus on visibility and targeted riding on the bus and rail systems.

PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)

In the January general PSAC meetings, the committee discussed and voted on the following items: the Infrastructure Protection Services recommendations, the Home at Last (HAL) Short-term Shelter Program recommendations, and recommendations on the Multi-Agency Policing Contract Scope of Work. Please see the attachments J, K, and L for the outcomes of these votes.

SEXUAL HARASSMENT

The Peace Over Violence (POV) contract ended on January 1st, 2022. Calls are now being routed through Metro Transit Security Operations Center, which then transfers the caller to one of three (3) free 24/7 hotlines-Peace Over Violence, Center for the Pacific Asian Family Inc., and Sister Family Services-that can provide more directed counseling. Below are the POV performance metrics for the month of December 2021.

Performance Measure	December 2021 Number Served
Total Number of individuals that contacted POV Line	11
Number of individuals that contacted POV Line regarding sexual harassment	2
Number of individuals that requested counseling services	7
Number of police reports filed or intended to file regarding sexual harassment	6
Number of active cases	0

BYSTANDER PROGRAM

SSLE, Operations, and Communications are launching a Bystander Program in February 2022 that encourages employees and riders to support one another by reporting incidents on the system and outlines what actions one can take on a step-by-step basis to protect one another while maintaining their own safety. The development and eventual launch of this program is a product of collaboration between SSLE, whose training staff developed the program and lesson plan, and several other departments. This includes the Office of Civil Rights, Racial Equity and Inclusion, County Counsel, and the Office of Inspector General, all of whom reviewed training materials to ensure that they are consistent with Metro's overall values and initiatives.

EQUITY PLATFORM

The random Quality Service Audits (QSA) provide a key assessment tool to help measure and enhance customer’s perception of safety, security, customer service, and public sentiment toward Metro Transit Security. This comes in the form of a survey that asks to rate the service provided by Transit Security Officers. Participants range from external and internal personnel, as well as patrons who ride the system. For the month of December, we had the following representation of QSAs for riders/patrons.

December QSA Demographics	2017 System Demographics (On-board Survey)
12.5% African American	16% African American
50% Hispanic	56% Hispanic
12.5% Caucasian	13% Caucasian
12.5% Asian American	9% Asian American
0%	1% Native American
0%	5% Other
12.5% No info	

NEXT STEPS

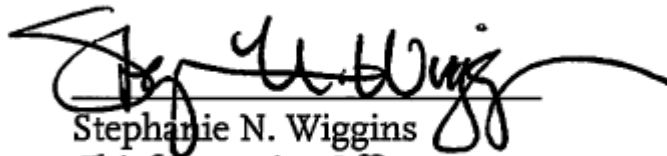
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - January 5, 2022 PSAC Meeting Minutes
- Attachment B - January 19, 2022 PSAC Meeting Minutes
- Attachment C - Sexual Harassment Crimes December 2021
- Attachment D - Systemwide Law Enforcement Overview December 2021
- Attachment E - MTA Supporting Data December 2021
- Attachment F - Transit Police Summary December 2021
- Attachment G - Monthly, Bi-Annual, Annual Comparison December 2021
- Attachment H - Violent, Prop, and Part 1 Crimes December 2021
- Attachment I - Demographic Data December 2021
- Attachment J - PSAC Meeting Outcomes Memo - HAL
- Attachment K - PSAC Meeting Outcomes Memo - IPS Contract
- Attachment L - PSAC Meeting Outcomes Memo - PP Contract

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