



Board Report

File #: 2016-0453, **File Type:** Informational Report

Agenda Number: 30

**SYSTEM SAFETY, SECURITY, OPERATIONS COMMITTEE
JUNE 16, 2016**

SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE **monthly update on Transit Policing performance.**

ISSUE

On September 4, 2014, the board requested that staff provide a monthly update on transit policing performance to Systems Safety and Operations Committee. Specifically, the board requested monthly updates on criminal activity, fare enforcement, response time, deployment and perception of safety.

DISCUSSION

In April 2016, staff continues to be proactive in working with Operations, Los Angeles County Sheriff's Department (LASD), and Communications in addressing perception of safety, criminal activity, fare enforcement, response time, and deployment.

In the new law enforcement services contract, staff is including key performance indicators as tools to track performance.

Below are the key highlights for April 2016:

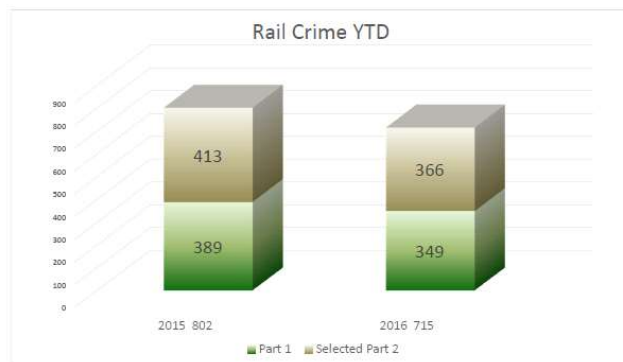
Actions to Improve the Ridership Experience

- Staff is utilizing Problem Oriented Policing strategies to develop innovative solutions at the Westlake/MacArthur Park Station.
- Staff is continuing to increase presence on the system using new technologies and redeployment of personnel.
- High Visibility

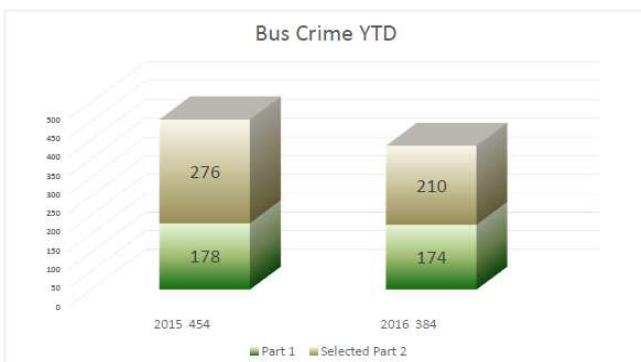
- Transit Security Officers (TSO) and Los Angeles County Sheriffs have been engaging and interacting with patrons and operators to increase presence and increase the perception of safety on the Metro system.
 - TSO Bus Boarding Activity: The total number of TSO Bus Boardings for the month of April 2016 is 860. The total number of fare checks is 6,545.
 - LASD Bus Riding Team (BRT): The total number of BRT Bus Rides for the months of April 2016 is 940. The total number of fare checks is 39,528.

Criminal Activity:

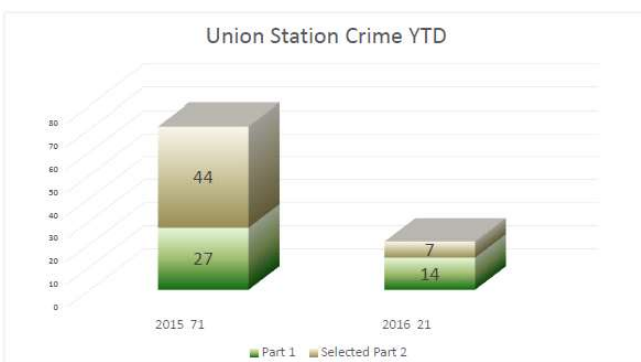
APRIL 2016



Rail Part 1 Crime
DOWN -10.3%
from last year
Rail Part 2 Crime
DOWN -11.4%
from last year
Total Rail Crime
DOWN -10.8%
from last year



Bus Part 1 Crime
Down -2.2%
from last year
Bus Part 2 Crime
DOWN -23.9%
from last year
Total Bus Crime
DOWN -15.4%
from last year



Union Station Part 1 Crime
DOWN -48.1%
from last year
Union Station Part 2 Crime
DOWN -84.1%
from last year
Total Union Station Crime
DOWN -70.4%
from last year

Bus Operator Assaults:

- From January to April 2016, there were 38 operator assaults. Of the 38 total operator assaults, 34.2% of the total assaults have had a suspect taken into custody. The majority of bus operator assaults are caused by fare related followed by missed stop.
- Comparing January-April 2015 to January-April 2016, Operator Assaults have decreased 39%.
- Of the 38 total operator assaults from January to April 2016, there were 37 non-aggravated assaults and 1 aggravated assault. The method of assault was as follows: 19 used hands, 12 used spit, 4 threw cold liquid, 2 threw an object, and there was 1 robbery.
- Attachment B contains the matrix for the suspects who have assaulted Bus Operators that LASD has been tracking.
- From January to April 2016, there were 213,413,272 bus boardings and 38 total operator assaults, equating to 1 bus operator assault per 5.6 million boardings.

Operator Safety:

- The Metro Communications team is rolling out a new marketing campaign targeted at reducing Bus Operator assaults.
- The ongoing Transit Ambassador Program focuses on classes that address conflict resolution for Operators and Supervisors.
- Metro Operations is continuing to move forward with the installation of barriers and monitors in the remaining serviceable fleet. Staff is on track to have all 900 New Flyer buses outfitted with barriers and monitors by October 2016.
- For the rest of Metro's fleet (about 1300 buses), staff will be starting a program to retrofit operator barriers onto buses starting in June 2016. This program is expected to run for approximately 24 months. Staff is also developing a new program to have video monitors retrofit onto the rest of Metro's bus fleet.
- As of May 13, 2016 the Metro New Flyer Buses that in service are as follows:
 - Number of New Flyer buses in service = 693 of 900
 - Number of buses "in-service" with protective barriers =335
 - Number of buses "in-service" with live video monitors = 477
 - Number of buses remaining to retrofit = 216

Significant Activities

- **4/19/2016** - While working in the downtown area, an astute deputy noticed what appeared to be a transient male in the area of the 5th St. side of the Pershing Square Red Line Station. On 04/17/2016, a robbery and knife attack had occurred at the station, leaving the victim stabbed

with two serious wounds to the neck. The deputy detained the person for investigation and, based on the wanted flyer and a later positive identification by the victim, the suspect was charged with robbery and assault with a deadly weapon. The investigation into this case is ongoing.

- 4/22/2016:** During the early morning hours, the TPD Threat Interdiction Unit conducted a full scale exercise, simulating a terrorist attack in the subway, with the release of chemical weapons and an active shooter. The exercise took place at the Wilshire/Western Purple Line Station. The nationally syndicated news magazine, Crime Watch Daily, was allowed to film portion of the exercise, which is scheduled to air sometime during the month of May 2016. The training exercise and news story appear to be huge successes.
- 4/26/2016:** At approximately 1:47 PM, Transit Bureau North Bus Deputies responded to an assault call at the corner of Spring St. and 6th St, in Downtown LA. Metro bus line 92 was standing there and a female patron had reported that an unknown male and prevented her from exiting the bus and grabbed her chest while doing so. Deputies arrived, found the male who was positively identified by the female victim, and arrested the male suspect. The suspect was booked for false imprisonment and sexual battery. The case will be referred for investigation.

Fare Enforcement:

- In April 2016, law enforcement performed 755,936 fare checks on the rails and Orange Line. Based on the monthly targets, in April 2016 law enforcement had a 9% saturation rate.
- Based on the chart, green checks occur when a patron has valid fare and has tapped at a turnstile or stand-alone validator. Yellow checks occur when a patron has valid fare, but failed to TAP at a transfer point. Red checks occur when a patron either has a daily/weekly/monthly pass and has not tapped at all during their trip, has stored value and failed to TAP, or has no stored value.
- At the discretion of the fare inspector, patrons are encouraged to make payment at the ticket vending machine or TAP their card on the validator in lieu of receiving a citation.

		2016								
APRIL		FARES CHECKED	GREEN CHECKS	YELLOW CHECKS	RED CHECKS	TICKETS	TARGET* ATTAINED	RIDERSHIP	TAP ENTRIES	*MONTHLY TARGET
Red/Purple		246,262	218,605	12,229	15,428	1,691	113%	3,700,845	2,943,329	220,000
Blue		131,307	93,487	23,715	14,105	1,123	62%	2,030,771	1,255,990	212,000
Green		118,225	96,852	13,119	8,254	287	87%	929,511	635,351	136,000
Gold		135,684	120,728	6,388	8,568	227	117%	1,363,396	943,408	116,000
Expo		47,876	38,220	6,021	3,635	118	53%	783,581	319,910	90,000
Orange		75,344	67,575	3,449	4,320	312	82%	666,629	465,402	92,000
Bus		1,238	214	682	342	141		-	-	
Total		755,936	635,681	65,603	54,652	3,899		9,474,733	6,563,390	
SATURATION RATE		9%								

Response Time:

- In April 2016, the average response time for “Calls for Service” (Emergency, Priority and Routine) for all rail lines and buses was 16 minutes.
- LASD currently complies with Metro’s Performance Metrics requirement of average of 30 minutes for calls for service. The response time for emergency calls was 6.9 minutes for April 2016.

ATTACHMENTS

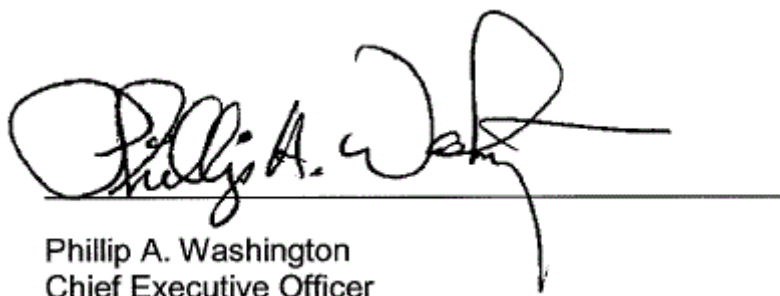
Attachment A - Transit Policing Division Report April 2016

Attachment B - Matrix of Bus Operator Assault Suspects

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