



Board Report

File #: 2018-0101, **File Type:** Informational Report

Agenda Number: 26.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE APRIL 12, 2018

**SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING
PERFORMANCE**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

ISSUE

This report reflects February 2018 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 system-wide Part 1 and Part 2 crime data, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are System Wide Part 1 and Part 2 Crimes, 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.

DISCUSSION

Crime stats are as follows:

February

Part 1 crime activity decreased by 24.3% system-wide compared to the same period last year. The total Part 1 crimes equated to 2.8 crimes per 1 million boardings.

Part 2 crime activity increased by 12.4% system-wide compared to the same period last year.

February Summary by Mode

Part 1 crime on the rail system increased by 9% compared to the same period last year. Part 1 crime

on the bus system decreased by 26% (there were 9 less crimes committed than the same period last year). The decrease in bus crime can be attributed to the proactive police work in reducing patron assaults.

Bus Operator Assaults:

There were four (4) bus operator assaults reported in February, resulting in 73.3% decrease from last year.

Average Emergency Response Times:

Emergency response times averaged 5.24 minutes for the month of February.

Annual On-Board Customer Satisfaction Survey

The agency strives to improve customer satisfaction; as a result an annual On-Board Customer Satisfaction Survey is conducted. The results of the 2017 survey revealed:

- 90% of passengers feel safe while riding the bus.
- 79% of passengers feel safe while riding the rail.

Physical Security Improvements:

The Systems Security and Law Enforcement Department continues to make the protection of our patrons and employees the number one priority. During the month of February, Metro facility physical security assessment team completed the evaluation of 18 divisions. The evaluation assessment was complemented by the interview of division leaders, key staff, and Metro executives, ranging from Information Technology to Rail Operations and Security. The goal of identifying lapses in physical security and develop the foundation to request funding to improve our security posture across the agency is well on its way. Necessary arrangements are also being explored for future physical security assessments of Union Station and all the parking lots that Metro acquired from Cal Trans.

All needed preparations with TSA have been completed in order to conduct a secondary test of the explosive detection device during the first week of March. Secondary screening will be provided by LAPD's K9 team in the event the device registers an anomaly.

The annual Systems Security Plan was submitted to the California Public Utilities Commission before the due date of February 15th and is still under review. Lastly, The Green Line Tie In project continued throughout the month of February and all available security was incorporated in the protection of pre-identified key sites.

Significant Activities:

Los Angeles Police Department

- **2/3/18-** Officers at Green Line Avalon Station were alerted of a robbery. Officers arrested one

of the four subjects.

- **2/18/18-** Law enforcement officers noticed subject walking towards Gold Line Indiana Station trying to conceal a weapon. Officers detained subject and discovered an unloaded rifle. Subject was arrested and booked.
- **2/27/18-** Subject sexually battered patron at Red Line 7th St/Metro Station. Subject was taken into custody without incident.

Los Angeles County Sheriff's Department

- **2/2/18-** Subject was arrested for attempted kidnapping at Artesia Blue Line Station.
- **2/18/18-** Law enforcement officers noticed subject walking towards Gold Line Indiana Station trying to conceal a weapon. Officers detained subject and discovered an unloaded rifle. Subject was arrested and booked.
- **2/25/18-** Law enforcement officers observed subject walk onto the Blue Line Willowbrook/Rosa Parks Station platform without using TAP card. Upon a search, a loaded gun was recovered. Subject was arrested without further incident.

Long Beach Police Department

- **2/12/18-** Subject assaulted transit security officer at Blue Line Wardlow Station. Subject was arrested without further incident.
- **2/20/18-** Subject battered transit security officer at Blue Line Downtown Long Beach Station. Law enforcement officers were able to apprehend subject.
- **2/27/18-** Officers responded to a domestic violence call at Blue Line Pacific Coast Highway Station. The subject fled prior to the officer's arrival. Officers contacted parole agent and jointly worked to take the subject into custody.

Community and Problem Oriented Policing Activities:

Transit Law Enforcement attended Metro's Meet & Greet at Gold Line Mariachi Plaza Station. There were representatives from all three law enforcement agencies and they were able to interact with community members and discuss public transportation safety tips.

Metro's Ongoing Homelessness Outreach Efforts:

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring

of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources. Metro intends on extending the contract for these C3 teams for an additional year.

Metro's C3 Homeless Outreach Teams:

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017, with initial homeless outreach on the Red Line. Since the teams' commencement they have provided the following: 2,284 total unduplicated contacts, 464 of whom have been placed into permanent housing solutions.

C3 Homeless Outreach February 5, 2018 through March 5, 2018:

Performance Measure	Monthly Number Served	Fiscal YTD Number Served
Unduplicated individuals initiated contact (pre-engagement phase)	136	2,420
Unduplicated individuals engaged (engagement phase)	55	1,594
Unduplicated individuals who are provided services or who successfully attained referrals	28	849
Unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	30	238
Unduplicated individuals engaged who are successfully linked to a permanent housing program	15	252
Unduplicated individuals engaged who are permanently housed	3	22

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro's C3 teams coordinate with LAPD's Homeless Outreach and Protective Engagement (HOPE) Teams, LASD's Mental Evaluation Teams (MET), Long Beach PD, and Metro's Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service to the Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of pilot program. Being that LAPD's patrol includes the Red Line; connections are made between C3 teams and LAPD during the course of the C3 pilot program. Of those C3 contacts connected with interim housing during the month of January, one connection was due to the ongoing partnership between LAPD and C3 teams. LASD's MET teams consist of Deputies paired with clinicians and the Department of Health, LAPD's HOPE teams consist of Officers who partner with LAHSA, the LA City Attorney's Office, and the LA City Department of Sanitation for homeless outreach response.

At the Board's request, Metro has amended the police reporting structure as to allow for more comparable data.

Los Angeles Police Department HOPE Teams

LAPD Transit Bureau homeless outreach totals the HOPE team contacts plus the patrol / Transit Services Division (TSD). Therefore, LAPD's February 2018 homeless outreach is the following:

ACTION	HOPE	TSD	TOTAL
Contacts	129	92	221
Referrals	65	12	77
5150 Hold	2	8	10
Mental Illness	24	9	33
Substance Abuse	16	1	17
Veterans	6	0	6
Shelter	5	0	5
Motel With Housing Plan	0	0	0
VA Housing	1	0	1
Return To Family	0	0	0
Transitional Long-Term Housing	0	0	0
Detox	1	0	1
Rehab	0	0	0

Sheriff Mental Evaluation Team (MET) Contacts and Efforts

ACTION	TOTAL
Contacts	335
Referrals	51
5150 Hold	8
Mental Illness	112
Substance Abuse	104
Veterans	6
Shelter	23
Motel With Housing Plan	1
VA Housing	0
Return To Family	2
Transitional Long-Term Housing	1
Detox	0
Rehab	0

Long Beach Police Department

Additional officers were assigned on several occasions to deal with ridership complaints of homeless issues on the early morning and late night trains. Subjects were provided homeless resource forms and were offered Multi-Service Center services.

- Saturday, February 10: A transient subject was found sleeping in the Willow Street Station parking structure elevator. He was cited for 640(d)(1) PC - Blocking Free Movement and was provided a homeless resource form.
- Saturday, February 10: A transient subject was observed sleeping while camped out in the Willow Street Station parking structure. He was issued a citation for 369(i)PC - Trespass on Transit Property and was issued a homeless resource guide.
- Saturday, February 24: Metro Transportation Section officers conducted a homeless outreach effort at a homeless encampment west of the property of Division 11 Blue Line Maintenance Yard. All contacts were provided homeless resource forms.

Metro's Encampment Protocol:

LAPD's HOPE and Sheriff's MET teams continue to provide enforcement and outreach on City properties abutting Metro, while Metro in the process of creating their own encampment protocol to meet the continuing changing laws and policy. In the interim, information of encampment locations has been shared with LAHSA to engage in preliminary outreach.

Additional Resources and Partnership:

Metro's Transit Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Parts of Measure H's E-6 strategies include 40 additional outreach workers to conduct outreach on Metro properties. These outreach workers will be shared with beaches, harbors, parks and libraries. It has been communicated by the County that the outreach workers will not go pass the stations' fare gates, however, they are willing to entertain a potential pilot program where at one station, one line, outreach workers can go pass the stations' fare gates. The pilot location has been established as 7th/ Metro station off the Blue, Expo, Red and Purple Lines with outreach that will start the week of March 26, 2018. Additional outreach locations will include the Gold Line, Purple Line, and additional transit terminus locations inclusive of bus to have the broadest homeless outreach.

The County continues to work on their full breath launch of the 2-1-1 hotline/web portal to provide homeless resources. For the winter months, Metro has provided all law enforcement and Metro staff a winter shelter resource list for 24/7 operations. Once this reporting tool is launched Metro will be able to provide real-time organized homeless reporting to the County.

Metro also continues to further integrate working with the faith based community and with the LA County Department of Mental Health to best serve the homeless community.

ATTACHMENTS

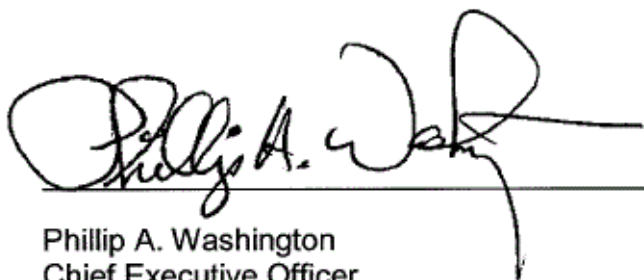
Attachment A - System-Wide Law Enforcement Overview February 2018

Attachment B - Supporting Crime Data February 2018

Attachment C - Key Performance Indicators February 2018

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A handwritten signature in black ink, appearing to read "Phillip A. Washington", is written over a horizontal line. The signature is stylized with large loops and a long horizontal stroke extending to the right.

Phillip A. Washington
Chief Executive Officer