



## Board Report

---

**File #:** 2018-0790, **File Type:** Informational Report

**Agenda Number:** 29.

---

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 17, 2019

**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 October and November 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 Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, 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.

#### **BACKGROUND**

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

#### **DISCUSSION**

**Crime stats are as follows:**

##### **Crimes Against Persons**

For the month of October 2018, crimes against persons decreased by 10.2% system-wide compared to the same period last year.

For the month of November 2018, crimes against persons increased by 9.84% system-wide

compared to the same period last year.

### **Crimes Against Property**

For the month of October 2018, crimes against property decreased by 30.1% system-wide compared to the same period last year.

For the month of November 2018, crimes against property increased by 25% system-wide compared to the same period last year.

### **Crimes Against Society**

For the month of October 2018, crimes against society increased by 225% system-wide compared to the same period last year.

For the month of November 2018, crimes against society increased by 400% system-wide compared to the same period last year.

### **Bus Operator Assaults:**

There were 10 bus operator assaults reported in October, which is 3 more operator assaults compared to the same period last year, resulting in a 43% increase.

There were 12 bus operator assaults reported in November, which is 11 more operator assaults compared to the same period last year, resulting in a 1,100% increase.

### **Average Emergency Response Times:**

Emergency response times averaged 4.46 minutes for the month of October.

Emergency response times averaged 5.74 minutes for the month of November.

### **Physical Security Improvements:**

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. Our Metro Facility physical security assessment was completed, and the report was presented to key Metro leaders in Bus and Rail Operations, Information Technology and Facilities. The physical security assessment of Union Station started in August, and will conclude in December 2018.

**October:** Metro was asked to demonstrate the Thruvision detection at range technology for the Japanese Central Rail executives and a contingent of Senate and House Homeland Security Committee staffs. Our acquisition of this technology has been noticed by these agencies across the world and nation.

**November:** We are working closely with the Los Angeles Police Department to develop a concept of the operations for the deployment of the Thruvision detection at range technology. We have had several meetings with the LAPD, and we continue to develop the procedures that will protect the public and Metro.

The Red Line ancillary area surge continues, and we are making progress with securing our

underground rail stations. We are planning for the New Blue Line construction and the second Green Line tie-in operation in January 2019.

**Metro’s Homeless 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’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 launch of Metro’s C3 Homeless Outreach teams they have provided substantial homeless outreach-with 3,506 total unduplicated homeless contacts, 818 of whom have been linked to permanent housing solutions. In FY19 Metro expanded the C3 teams to cover rail, bus and Union Station. As of October 2018, outreach teams are deployed on rail during day and evening hours with deployment on bus and at Union Station beginning in November 2018.

**C3 Homeless Outreach October 1, 2018 through November 30, 2018:**

| Performance Measure   | October Number Served | November Number Served | Project Year to date Number Served |
|---|-----------------------|------------------------|------------------------------------|
| Contacts with unduplicated individuals  | 330                   | 251                    | 3,757                              |
| Unduplicated individuals engaged  | 142                   | 96                     | 2,277                              |
| Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.) | 125                   | 87                     | 1,403                              |
| Unduplicated individuals engaged who are successfully linked to an interim housing resource   | 59                    | 48                     | 530                                |
| Unduplicated individuals engaged who are linked to a permanent housing resource   | 2                     | 5                      | 83                                 |
| Unduplicated individuals engaged who are permanently housed   | 14                    | 6                      | 64                                 |

### ***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 on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system. For the month of October 2018, nine LAPD referrals were made to the C3 teams for homeless outreach support. Of these referrals:

- Two were placed in shelter
- One was admitted to the hospital.
- One was connected with Section 8 and will be returning to permanent housing.
- Three were assessed but then declined interim placement
- Two declined to speak with staff.

### ***Sheriff Mental Evaluation Team (MET) Contacts September 2 - October 6, 2018***

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the below data:

- Transported 10 clients to other homeless outreach connection services.
- TMET assisted Gold Line Team Leader Deputy Carney, conduct a Homeless Outreach Operation from Fillmore Pax to Lake Pax, Gold Line. 10/08/2018 - 10/12/2018.
- 3 teams attended a Mental Health Update and Interactions with the Development Disabled Training Course. 10/10/2018.
- 2 teams attended a 4 hour Light Rail Training at MTA Division 20. 10/20/2018.
- 4 teams attended First Aid/CPR Training course on 10/23/2018. 4 hour course.
- 2 teams attended First Aid/CPR Training course on 10/25/2018. 4 hour course.
- 8 teams attended MILES conference hosted by DMH and Pacific Clinics. 10/25/2018.
- 2 teams conducted homeless encampment assessment under Slauson Pax, Blue Line fly-over. One arrest made 273(a) P.C. 10/29/2018.
- 5 teams attended LACMET training meeting hosted by Montebello P.D. 10/31/2018.
- 5 teams assessed 2 homeless encampments on Metro property at Blue Line Yard, Division 11. A 3rd homeless encampment was not on Metro property. All 3 homeless encampments were located in City of Long Beach jurisdiction. 11/01/2018.

| ACTION                         | LAPD HOPE    |               | LASD MET     |               | LBPB         |               |
|--------------------------------|--------------|---------------|--------------|---------------|--------------|---------------|
|                                | October 2018 | November 2018 | October 2018 | November 2018 | October 2018 | November 2018 |
| Contacts                       | 220          | 203           | 247          | 660           | 18           | 12            |
| Referrals                      | 58           | 47            | 102          | 257           | 18           | 12            |
| 5150 Holds                     | 2            | 7             | 6            | 15            | 0            | 0             |
| Mental Illness                 | 14           | 26            | 77           | 141           | 9            | 4             |
| Substance Abuse                | 8            | 58            | 59           | 111           | 2            | 5             |
| Veterans                       | 1            | 2             | 3            | 7             | 0            | 6             |
| Shelter                        | 9            | 13            | 4            | 6             | 5            | 3             |
| Motel Housing Plan             | 2            | 0             | 0            | 1             | 0            | 0             |
| VA Housing                     | 0            | 1             | 0            | 0             | 0            | 1             |
| Return to Family               | 0            | 1             | 1            | 2             | 0            | 0             |
| Transitional Long Term Housing | 6            | 3             | 0            | 0             | 0            | 0             |
| Detox                          | 0            | 2             | 0            | 2             | 0            | 0             |
| Rehab                          | 7            | 15            | 0            | 0             | 0            | 0             |

**FY19 Officer Expansion:**

Metro’s contracted law enforcement specialized in homeless engagement will increase during FY19. LAPD HOPE officers will be increased from 10 part time officers to 10 full time officers, LASD MET deputies will be increased from 6 to 10, and Long Beach PD will hire 2 quality of life officers.

**Metro’s Encampment Protocol:**

LAPD HOPE and Sheriff’s MET teams continue to provide enforcement and outreach on city properties abutting Metro. Metro has developed an encampment protocol to be applied to all of Metro properties.

**Measure H Generalist:**

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as “generalists” to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists will not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists will work with the C3 teams to provide outreach services.

**Mental Health Outreach Workers:**

Metro pilot program with the LA county Department of Mental Health will be launched pending County mental health outreach workers becoming available.

**Metro Homeless Task Force**

Metro hosted its quarterly Homeless Task force on December 12, 2018. Attendees included LA County, LA City, Metro personnel, business interests and elected staff.

**2019 LAHSA Homeless Count**

For the fourth year, Metro will partner with the Los Angeles Homeless Services Agency (LAHSA) and the United Way for the Greater Los Angeles Homeless Count. The count will assess the number of homeless individuals on Metro's system and provide data to direct homeless resources. The count will occur on Metro on January 23<sup>rd</sup>, 24<sup>th</sup> and 25<sup>th</sup> at 5am. Volunteer opportunities are forthcoming.

**ATTACHMENTS**

Attachment A - System-Wide Law Enforcement Overview October & November 2018

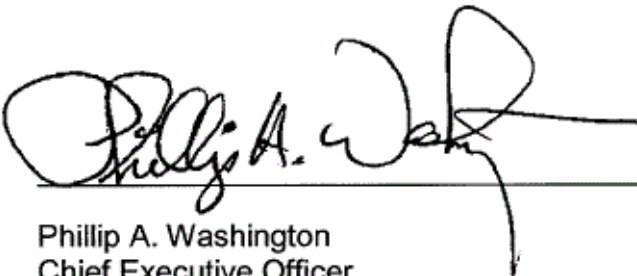
Attachment B - Detail by Rail Line October & November 2018

Attachment C - Key Performance Indicators October & November 2018

Attachment D - Transit Police Summary October & November 2018

Prepared by: Alex Z. Wiggins, Chief, System Security and Law Enforcement,  
(213) 922-4433

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



---

Phillip A. Washington  
Chief Executive Officer

