



Board Report

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OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 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 February 2019 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 February 2019, crimes against persons increased by 40 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of February 2019, crimes against property increased by 37 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of February 2019, crimes against society decreased by 1 crime system-wide compared to the same period last year.

LAPD

Some of the notable comparison factors were the total number of transient victim and/or transient suspect related crimes. Specifically, during the month of February 2018 there were no reported robbery incidents that included either a transient victim or transient suspect. However, during the month of February 2019 there was a 60% increase in incidents that occurred on both the bus and rail lines indicating the suspect and/or victim were transient. Also noted in many of the reports were the number of victims that were asleep, awoke and discovered their property missing.

Also noted was the increase in Grand Theft Person incidents. The increase was most prevalent in South Bureau. Specifically, Southwest Area which includes rail and bus locations and 77th Street which only includes bus locations. This increase was 50% compared to February 2018.

A notable incident that occurred and may have impacted the uptick in crime was the LAUSD school strike. Although the teachers' strike period was January 14 - 22, 2019, per LAUSD attendance counselor, there was still a decrease in attendance immediately following the end of the teachers' strike and it spilled over into the early part of February. Further, when comparing 2018 to 2019 the number of juvenile suspects increased by 52%.

LASD

LASD experienced one more robbery from 6 to 7. There were also 3 more aggravated assaults from 0 to 3, and one more battery from 14 to 15. This is a 5 crime increase from last year. This is not a large enough increase to pinpoint any significant reason for the increase. Also, we had a reduction of 3 thefts from 12 to 9. Thus, there was no increase in larceny/thefts.

Bus Operator Assaults

There were 8 bus operator assaults reported in February, which is 4 more operator assaults compared to the same period last year.

Average Emergency Response Times:

Emergency response times averaged 5.90 minutes for the month of February.

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 concluded in February 2019.

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 System Security Plan was updated for 2018 and submitted to the California Public Utilities Commission representatives.

We continue to improve our new Transit Watch application, and we hope to have the prototype ready this summer.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations. We are assisting the New Blue Line construction (Phase 1) and the upcoming Phase 2 later in the year.

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 4,578 total unduplicated homeless contacts, 1,081 of whom have been linked to permanent housing solutions. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

C3 Homeless Outreach February 1, 2019 through February 28, 2019:

Performance Measure	February Number Served	Project Year to date Number Served
Contacts with unduplicated individuals	231	4,578
Unduplicated individuals engaged	79	2,601
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	110	1,831

Unduplicated individuals engaged who are successfully linked to an interim housing resource	40	695
Unduplicated individuals engaged who are linked to a permanent housing resource	5	303
Unduplicated individuals engaged who are permanently housed	5	83

C3 bus owl deployment at the identified shift of 11:30pm through 8:30am remains a challenge. DHS notes that recruiting and maintaining employees is difficult as employees thrive off being able to place contacts-which is extremely challenging during evening engagement when shelters and social serves are not accepting placements. To maintain outreach on bus and meet the needs of the system during peak homeless presence, the bus P.M. outreach shift will be moved to a 4am to 12pm deployment.

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.

LAPD Homeless Referrals to Metro's C3 Teams for the Month of February 2019.

LAPD referred 17 homeless individuals to Metro's C3 Outreach teams resulting in:

- Of the seventeen referrals, four declined services.
- Two were placed in interim housing, then reunified with family members for permanent housing.
- Two were assisted with obtaining documents, and are working toward housing.
- One was arrested.
- Two completed a CES and were transported to shelter.
- Two completed CES (one of the two received an ID voucher).
- Three completed a CES, filled out a HFH form and placed in a motel.
- One was transported to a winter shelter.

Sheriff Mental Evaluation Team (MET) Contacts February 3, 2019 through March 2, 2019

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 28 clients to other homeless outreach connection services.
- 1 team attended an MTA Meet and Greet meeting at USG on 02/02/2019.
- 3 teams attended a 40mm less lethal training at TIU on 02/07/2019.
- 2 teams attended the ROC 0500 and 0700 hours briefing and provided TMET, 902A and homeless outreach information to line personnel on 02/19/2019.
- TMET staff meeting at Downey with Sgt. Finley and Lt. Caffrey on 02/20/2019.
- 3 teams attended Project Lifesaver Pilot Program training, conducted by County MET Sgt. Tiwari at Downey Div. 4 on 02/27/2019.

Long Beach Quality of Life Officers Update February 2019

The Quality of Life officers began working with LBPd at the beginning of February 2019. The first three weeks training was with our Patrol Mental Evaluation Teams and Patrol Quality of Life Officers. Additionally, the Blue Line Closure was in effect for the entire month of February. The number of contacts should increase once the "New Blue" is opened.

Quality of Life Officers are currently working with Metro on the following homeless encampment locations:

- East side border of Division 11
- Blue Line right of Way border north of the Wardlow Station
- Working with department's West Division Patrol Quality of Life Officers on a location at Long Beach Boulevard and 20th Street.

February 2019 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPd
Contacts	236	610	14
Referrals	220	380	6
5150 Holds	7	15	0
Mental Illness	26	201	1
Substance Abuse	49	154	3
Veterans	3	7	0
Shelter	11	27	0
Motel Housing Plan	1	0	0
VA Housing	1	0	0
Return to Family	0	4	0

Transitional Long Term Housing	0	0	0
Detox	1	0	0
Rehab	3	0	0

Metro's Encampment Protocol:

Metro has developed an encampment protocol to be applied to all of Metro properties. Metro is working with LA City and Long Beach City localities to address Divisions 1, 2 and 11. Orange Line clean-ups have occurred at Hazeltine, Coldwater and Louise.

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.

Faith Based Partnership

Metro is working with the Metro Faith Based round table to identify ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional housing to homeless contacts on Metro by increasing shelter space and/or engaging in collections that can entice homeless to agree to receiving services.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview February 2019

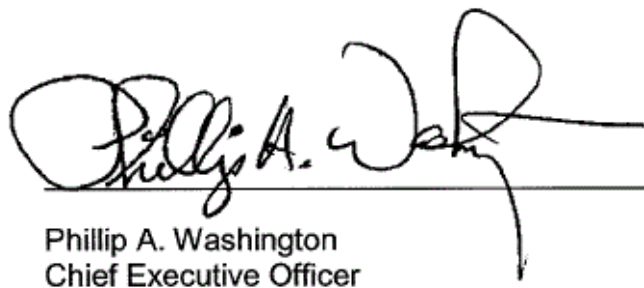
Attachment B - Detail by Rail Line February 2019

Attachment C - Key Performance Indicators February 2019

Attachment D - Transit Police Summary February 2019

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