



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 19, 2019**

**SUBJECT: UPDATE FOR JUNE AND JULY 2019 TRANSIT SAFETY AND SECURITY
PERFORMANCE**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects June and July 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 June 2019, crimes against persons increased by 4 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against persons remained unchanged compared to the same period last year.

Crimes Against Property

For the month of June 2019, crimes against property decreased by 33 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against property decreased by 19 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of June 2019, crimes against society decreased by 10 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against society increased by 5 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 6 bus operator assaults reported in June, which is one more compared to the same period last year.

There were 10 bus operator assaults reported in July, which is five more compared to the same period last year.

Average Emergency Response Times

Emergency response times averaged 5.04 minutes for the month of June.

Emergency response times averaged 5.71 minutes for the month of July.

Physical Security Improvements

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction started on June 1st, and an effective policing plan for the bus-only lanes in Los Angeles was developed. We worked closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The Expo Line closed the 7th/Metro and Pico Stations to support the New Blue, and the law enforcement support was planned and executed for this phase of the New Blue.

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.

We met with the California Public Utilities Commission representatives to plan our Triennial Audit which will occur in September 2019.

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

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

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 5,626 total unduplicated homeless contacts, 1,469 of whom have been linked to permanent housing solutions with a total of 135 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

C3 Homeless Outreach June 1, 2019 through August 9, 2019:

Performance Measure	June Number Served	July Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	178	254	5,626
Number of Unduplicated individuals engaged (engagement phase)	80	138	3,003
Number of unduplicated individuals who are provided services or who successfully attained referrals*	72	175	2,369
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	56	65	983
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	6	6	351

Number of unduplicated individuals engaged who are permanently housed	14	7	135
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Team received 18 referrals from LAPD. Of these referrals:

- Five declined services or could not be located.
- Four were cancelled by LAPD.
- Two were placed in hotels; one of these was matched to permanent housing and one is awaiting shelter placement.
- One was hospitalized for psychiatric reasons.
- One was linked to case management and is awaiting placement.
- Two have declined shelter placement, but are continuing to work with the team toward permanent housing.
- Two completed a CES, received an ID voucher and food.
- One was connected to Access.

PATH Impact Story resulting in Stable Housing

Client is a 41 year old female who has been working with PATH Metro MDT since March 2019. Client has a history of incarceration and an active case with DCFS. Prior to accepting the full spectrum of social services, Client was placed at Salvation Army Bell Shelter. It was not until June 2019, after much rapport building with Mental Health Specialist, Jennifer, that the client began showing significant interest in her personal and housing goals. Client independently began pursuing her education units in phlebotomy. PATH Metro MDT provided support funds to take the California state exam and in June, Client passed the state exam which allowed her to have her phlebotomy license reinstated. In June, MH specialist also connected the client to her DCFS social worker and successfully advocated for the client to be referred to the DCFS Housing programs. In addition to reinstating her phlebotomy license, Client has also begun addressing her emotional health by accessing mental health services in June. With the guidance and encouragement of the MH specialist, client has also begun taking culinary classes at Bell Shelter. She attends eight hour classes four times per week. She has two children and is actively working toward reunifying with them. As a result of passing the state exam and engaging in mental health services, the client is in the process of being reunified with her children. Client Quote: "Months ago I wouldn't believe any of this could happen."

Client, J, is a 65 year old female who was living on the street in Boyle Heights for a number of years. She has a small dog who is her pride and joy and her protector.

Our outreach team responded to an LAPD referral call on December 12, 2018 regarding a female and her dog. We met J and her dog that afternoon at the Metro Gold Line Mariachi Plaza station. J was staying in a small encampment on Cesar Chavez in Boyle Heights with a shopping cart loaded with her belongings and recycling bags. The cart was her shelter at night and transportation during the day. She spend many hours traveling the streets of Boyle Heights pushing the cart to collect and turn in recyclables as a way to stay busy and make a little extra money. Everyone was familiar with J and seeing her pushing her cart with her dog perched on top like a ship's captain was a fixture in the neighborhood.

J has an extensive history of homelessness as well as outreach and intervention attempts dating back to at least 4 years. By the time we met her in December 2018, J seemed to have resigned herself to believing she would be on the street for the rest of her life. As her outreach team, our biggest obstacle...and biggest success, was helping J believe that she could and WOULD get off the street. More importantly, she DESERVED to be off the street.

J and our team clicked instantly, which allowed us to gain her trust. Over the past several months, J has consistently received medical care and has been linked to behavioral health support. She has developed a good rapport and working relationship with both our outreach team and her HFSP team.

As of July 2, 2019, 6 ½ months after our initial meeting, J and her dog are off the streets and in Permanent Supportive Housing. She has developed positive relationships with her housing case manager as well as the property manager and others in the building. She has proudly organized and decorated her environment to reflect her one-of-a-kind personality and is proud to show it off to visitors.

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 Impact Story resulting in Stable Housing

- I. Two Senior Lead Officers observed a female pushing a stroller at the Grand/LATTC Station. The officers had observed her on the system several times before and it appeared that she was using the stroller to haul her property. During their most recent encounter officers observed a child's foot sticking out from the stroller. Officers engaged the woman and discovered that she has been living on the street with her 15-month old for the last 8 months. She had been staying with her mother but due to section 8 housing rules she was forced to leave. HOPE Officers responded along with DMH to further assess and they requested PATH for assistance. The mother and daughter were placed into a motel until other arrangements could be secured. LAPD HOPE Officers followed up with the DCFS MART to have the family further assessed. DCSF advised that the child is healthy and in the normal range of development. The expectation is shelter or transitional housing will be secured.
- II. HOPE Officers engaged a mother and her 12 year old autistic son living out of their vehicle. Due to the time of day officers were unable to contact a service provider for assistance so they elected to pay for a motel stay out of their own pocket until a service provider could follow up. Officers contacted St. Joseph's and they will continue to fund the motel stay until shelter or transitional housing can be secured.

LAPD Outreach

Reported several contacts during the month of July resulted in positive contacts with individuals that were interested in services. There is ongoing efforts to bring these outreach efforts to a long-term solution. The most significant success for July is the 35 new contacts by HOPE's DMH clinician that

has resulted in several individuals being connected to outpatient mental health and other services.

Sheriff Mental Evaluation Team (MET) Contacts June 2, 2019 through August 3, 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 data reported below, Transit MET Units:

- Transported 37 clients to other homeless outreach connection services.
- One team assisted Cal Trans assess a homeless encampment adjacent to the Gold Line, between Irwindale Pax and Duarte Pax, Azusa.
- 9 teams attended Project Life Saver training at LASD County MET - 07/10/2019.
- 2 teams assessed a homeless encampment on Hawthorne Blvd/190th St., Torrance, CA - 07/10/2019.
- 3 teams assessed a homeless encampment at 1772 Studebaker Blvd, Cerritos, CA 90703 - 07/16/19.
- 4 teams assisted Lieutenant Chaves conduct a homeless encampment outreach operation in the City of Azusa adjacent to the Gold Line tracks - 07/18/19.
- Contacted 50 homeless persons. Everyone refused homeless outreach services, no one met 5150 W.I.C. criteria - 07/18/2019.
- One cleaned up a homeless encampment at Long Beach Pax, Green Line - 07/23/2019.
- 2 teams assisted in the clean-up of a homeless encampment at Foothill Blvd/Virginia Ave, Azusa adjacent to the Gold Line ROW - 07/30/2019.
- 1 team attended Threat Assessment Seminar - 07/29/2019.

Long Beach Quality of Life Officers Update June 2019

Long Beach Police Department reported very low numbers due to low ridership on the Blue Line with the Northern Closure. Additionally, both of the Quality of Life Officers were off work for two weeks each during this period as well.

Long Beach Quality of Life Officers Update July 2019

In addition to the data reported below, Quality of Life Officers:

- Located a gravely disabled subject on a Blue Line Train and returned him to his conservatorship.
- A subject was placed into the Long Beach Health Department Multi-Service Center Homeward Bound Project

- Quality of Life officers attended the Law Enforcement Meet and Greet with Interim Chief Aston Green.

June 2019 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPB
Contacts	1,136	557	9
Referrals	17	303	2
5150 Holds	12	13	0
Mental Illness	20	162	5
Substance Abuse	26	163	4
Veterans	4	4	0
Shelter	1	5	1
Motel Housing Plan	2	1	0
VA Housing	2	0	0
Return to Family	0	1	0
Transitional Long Term Housing	0	0	1
Detox	0	0	0
Rehab	1	2	0

Metro ROW Encampment:

- No encampments cleared within Metro ROW

Metro Encampments Outside, Adjacent to Metro ROW:

- June 18, 2019 - Location: MOL Bike Path and Adjacent to MOL Bus way at Bessemer St. and Cedros Ave. Active Encampment Clean-up remains in effect.
- June 26, 2019 - Location: Adjacent to Expo Mainline near USC Expo Station, Track 3 side, next to 110 Exit Ramp. Active Encampment Clean-up remains in effect.

July 2019 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPB
Contacts	1,226	503	82
Referrals	27	288	16
5150 Holds	10	15	1
Mental Illness	19	155	16
Substance Abuse	44	134	11
Veterans	0	7	0

Shelter	0	5	2
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	0	0	2
Transitional Long Term Housing	0	0	0
Detox	8	0	0
Rehab	0	0	0

Metro ROW Encampment:

- One, PGL - ROW Mile Post Marker 23.6-23.7 Azusa, CA: Nearest Cross Street Virginia Ave - July 30, 2019

Metro Encampments Outside, Adjacent to Metro ROW:

- One, MOL - Adjacent to DeSoto Station at 6530 Independence Ave - July 3, 2019

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 do not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists currently work with the C3 teams to provide outreach services.

Connect Days

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro's C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was utilized in June by Metro's C3 teams to provide comprehensive resources to the homeless.

Mental Health Outreach Workers:

The LA County Department of Mental Health has provided a mental health clinician to one of Metro's contracted HOPE team. Mental Health professionals are paired with all MET Teams.

Faith Based Partnership

Since January 2019, Metro has hosted four regional faith leader roundtable discussions 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 resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. Metro invites faith based

groups and local nonprofits interested in providing resources to transit located homeless to contact Metro's System Security and Law Enforcement Department.

Peace over Violence

In 2014, a Los Angeles County Metropolitan Transportation Authority survey of nearly 20,000 passengers asked whether they felt unsafe during the last month while riding Metro due to "unwanted touching, exposure, comments, or any other form of unwanted sexual behavior." About 21% of rail passengers and 18% of bus passengers said yes. About 17% of bus riders and 13% of train riders said they felt unsafe while waiting at bus stops or train stations.

In December 2016, Metro approached Peace Over Violence (POV) to help address the response of safety and sexual harassment. Together both entities decided to create the Sexual Harassment Off Limits Hotline, which is 1-844-OFF-LIMITS or 1-844-633-5464. The Off Limits Hotline is a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on the bus, bus stop, train or platform. The Off Limits Hotline is publicized by Metro on their buses, Metro lines, etc. for riders to make them aware of the support that is available to them. This hotline is customized to address the needs of Metro customers and Metro transportation. Peace Over Violence also distributes the Off Limits Hotline number throughout the community, whether that is through trainings, presentations, networking events, etc. POV maintains advertising of the hotline.

From August 2017 to July 31, 2019, POV has received a total of **1,087 calls** through the Off Limits Hotline. In addition to the 24-hour response via the hotline, Peace Over Violence also provides:

- 72 hour follow up
- Advocacy on behalf of the caller to report an incident or address any specific needs (with law enforcement, Metro representatives, other service providers)
- Counseling

Our comprehensive case management services for survivors of sexual violence plus our emergency response services to survivors at local police stations, Sexual Assault Centers and ER hospitals is also offered to callers. Customized services that our POV representatives also provide are:

- assisting callers in reporting abuse/harassment
- processing complaints against bus drivers/operators

The Off Limits Hotline has been able to provide Metro riders with additional resources to report and receive support after sexual violence or trauma. Advocates have been able to provide immediate crisis intervention, safety planning and continuation of services for Metro customers.

Performance Measure	June	July
	Number Served	Number Served
Total Number of individuals that contacted POV Line	11	12

Number of individuals that contacted POV Line regarding sexual harassment	8	3
Number of individuals that requested counseling services	0	0
Number of police reports filed or intended to file regarding sexual harassment	7	3
Number of active cases	1	1

Emergency Management: June & July 2019

The Office of Emergency Management has the responsibility of comprehensively planning for, responding to and recovering from large-scale emergencies and disasters that impact Los Angeles County Metropolitan Transportation Authority and our stakeholders.

Training & Exercise:

- **June 9, 2019 - Gold Line Full Scale Exercise. Scenario:** Criminal Activity with Police Chase at Soto Station/East Portal. Communication and coordination among various Metro departments and with First Responder stakeholders along with improving First Responder familiarization of tunnel access and emergency evacuation were the primary objectives.
- **July 10, 2019 - Red Line Full Scale Exercise & North Hollywood Station. Scenario Fire on a Train at a Station.** Testing Metro Standard Operating Procedures and communication during response along with First Responder familiarization of Station's Fire Life Safety systems were the exercise main objectives.
- **July 25, 2019 - Participated in USC/NFL Annual Coliseum Pre-season Tabletop Exercise.** Emergency Management along with Rail Operations shared Metro's roles and responsibilities based on the scenario of a high magnitude earthquake, occurring during a regular season football game.

Outreach & Preparedness

Department continues to support agency stakeholders with current information on general emergency preparedness and earthquake preparedness, fielding several requests:

- After July 4th and 5th earthquakes, centered in Ridgecrest, provided emergency preparedness and earthquake response materials to employees and LA County Supervisors' Offices, as requested.

..Attachments

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview June & July 2019


Attachment B - MTA Supporting Data June & July 2019

Attachment C - Key Performance Indicators June & July 2019

Attachment D - Transit Police Summary June & July 2019

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