



Board Report

File #: 2020-0079, **File Type:** Informational Report

Agenda Number: 22.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
FEBRUARY 20, 2020**

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 December 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 December 2019, crimes against persons increased by 22 crimes system-wide

compared to the same period last year.

Crimes Against Property

For the month of December 2019, crimes against property decreased by 25 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of December 2019, crimes against society increased by 30 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 12 bus operator assaults reported in December, which is 7 more than the same period last year.

Average Emergency Response Times:

Emergency response times averaged 4.13 minutes for the month of December.

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 was completed in November, and we were successful in assisting the construction team in this effort. We continue to work 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 New Blue Line North construction team was confronted with multiple thefts of copper wire along the tracks during August. Metro Construction and Security teamed up to deploy law enforcement, contract security and Metro personnel along the Blue Line to thwart the thefts, and the thefts were stopped with this enhanced deployment.

We deployed the Thruvision explosive detection device in December at the Lake Station with the Los Angeles County Sheriff and will continue to deploy the device randomly throughout our system. We worked closely with the LA Sheriff and Metro Security to develop a concept of the operation for the deployment.

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 6,496 total unduplicated homeless contacts, 1,765 of whom have been linked to permanent housing solutions with a total of 190 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 December 1, 2019 through December 31, 2019

Performance Measure	December Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	180	6,496
Number of Unduplicated individuals engaged (engagement phase)	112	3,368
Number of unduplicated individuals who are provided services or who successfully attained referrals*	97	2,792
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	38	1,189
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	7	386
Number of unduplicated individuals engaged who are permanently housed	19	190

During the month of December, the team had individuals refuse beds in skid row 118 times. The team had individuals willing to accept shelter, but no beds were available. Secured 14 motel rooms for a total of \$25,925. The demographics and justification for each of these placements is attached. Brief Demographic Overview:

- A total of 27 homeless persons were housed in 14 motel rooms.
- 22 of the clients were a combination of couples, couples with children and family members.
- 5 clients were singularly housed.

PATH Impact Story resulting in Stable Housing

Locations where services were provided: Union Station, First to Serve, Russ Motel, White Memorial Client is a 57 year old fragile female with severe health and mental health barriers that made it difficult for her to process information, make rational decisions and have personal relationships. Client was evicted from numerous placements; however, PATH Outreach Teams were able to re-establish her relationship with family. Client was successfully reunited and released into her family's

care. Client is currently doing well and receiving mental health and physical health care in Nevada. Participant has maintained correspondence with her case manager. Client expressed sincere gratitude for **“never giving up on me.”**

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's Quality of Life Officers, 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 Outreach Impact Story resulting in Stable Housing

December of 2019, Transit Services Group HOPE Officers encountered Adrian living in a tent on MTA property near the Chandler Blvd and Vineland Avenue MTA bike path. Adrian had been living at this location for several months after being evicted from his apartment in North Hollywood due to unforeseen financial hardships. Understanding the vulnerable position Adrian was in, HOPE Officers transported and housed Adrian at the Sylmar House (interim shelter facility) in Sylmar, CA. Adrian was not eligible for free housing and could not remain at the Sylmar House. Adrian returned to living on the MTA property as before and HOPE Officers encountered him. HOPE Officers immediately developed a creative plan to assist Adrian in achieving financial stability that would translate into stable housing. Officers reached out to Los Angeles Family Housing (LAFH) to find a community housing provider that could link Adrian to a room at a cost that was affordable. Through the diligent efforts at LAFH, Adrian was connected to a shared room program at a fraction of the cost of the Sylmar House. Concurrently, a HOPE Officer reached out to Ross Stores Manager on behalf of Adrian. The Ross store manager was able to process Adrian's employment application in under a week. Adrian became employed by Ross Stores as a warehouse manager, enabling Adrian to financially support himself. To ensure that Adrian was able to make it to work on his first day, a HOPE Officer purchased a 7-Day Metro Bus/Train pass for Adrian as a gesture of moral support. Additionally, HOPE Officers provided Adrian with donated housing supplies as well as a week's supply of food.

Sheriff Mental Evaluation Team (MET) Contacts December 1, 2019 through December 31, 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 13 clients to other homeless outreach connection services.
- 3 teams attended Coffee with a Deputy TSB event at Starbucks in Norwalk, CA - 2/5/2019.
- 2 teams attended Force Option Simulator training course hosted by San Jose Police Department, San Jose, CA - 12/9/2019.

- 2 teams assisted Azusa Police Department in a Homeless Outreach Operation - 12/11/2019.
- A sergeant attended a Homeless Initiative Strategic Plan Workshop at Hall of Justice - 12/18/2019.
- 1 LASD County MET Deputy worked at TSB with a TMET Deputy as part of LASD/MET cross training - 12/19/2019.

Long Beach Quality of Life Officers Update December 2019

In addition to the metrics reported below, Quality of Life Officers engaged on these dates:

- Wednesday, December 11th, Metro Quality of Life Officers assisted the Public Works Department with persons experiencing homelessness encampment clean-ups. There was a total of 4 encampments.
- Wednesday, December 11th, a male subject was found near the Willow Street Platform. Metro Quality of Life Officers assisted the man, who was a veteran experiencing homelessness, to the Long Beach Health Department Multi Service Center for shelter and services.

Law Enforcement Homeless Outreach Metrics, December 2019

ACTION	LAPD HOPE	LASD MET	LBPD
Contacts	1,024	611	78
Referrals	38	348	23
5150 Holds	14	12	0
Mental Illness	31	209	16
Substance Abuse	48	165	27
Veterans	4	2	4
Shelter	10	15	1
Motel Housing Plan	1	0	1
VA Housing	0	0	0
Return to Family	0	0	0
Transitional Long Term Housing	1	0	0
Detox	0	0	0
Rehab	2	0	0

Cleared Encampments Within Metro ROW:

Incident Date:	Location:	Work Required:
12/11/2019	Santa Ana IROW/Cerritos	Clean-up Trash
12/13/2019	J Line (Gold) Los Angeles River Fly Over	protocol clean-up
12/24/2019	J Line (Gold) Heritage Square Station	Clean-up Trash

Cleared Encampments Outside, Adjacent to Metro Right-of-Way:

No activity this reporting period

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 December 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 and an intern to one of Metro's contracted HOPE teams. Mental Health professionals are paired with all MET Teams.

Faith Based Partnership

Since January 2019, Metro has hosted eight 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 December 31, 2019, POV has received a total of **1,207 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.

Peace Over Violence Performance Metrics, December 2019

Performance Measure	December 2019
	Number Served
Total Number of individuals that contacted POV Line	21
Number of individuals that contacted POV Line regarding sexual harassment	5
Number of individuals that requested counseling services	5
Number of police reports filed or intended to file regarding sexual harassment	5
Number of active cases	5

Emergency Management: October and November 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 the Los

Angeles County Metropolitan Transportation Authority and our stakeholders.

- **December 2nd & 9th** - Conducted Annual Training & Exercise Planning Workshops with Executive and Management staff representing Bus/Rail Transportation & Maintenance and Corporate Safety. Reviewed 2019 Lessons Learned from drills and exercises; Determined 2020 scenarios based on recent incidents worldwide, management concerns, and/or changes in procedures
- **December 17-19, 2019** - Emergency Management assumed representation within the APTA Security Emergency Management Working Group. FY20/21 focus on developing for publication:
 - (2) new Standards - Transportation Agency Emergency Operation Plan and Emergency Operation Center Planning
 - (1) update current Standard - Transit Incident Drills and Exercises to A Transit Training & Exercise Program
 - (1) White Paper - Active Shooter within a Transit Environment
- **December 18, 2019 - Active Shooter Workshop:** Emergency Management conducted a one-hour Active Shooter Workshop for Metro's Rail Safety Ambassadors.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview December 2019

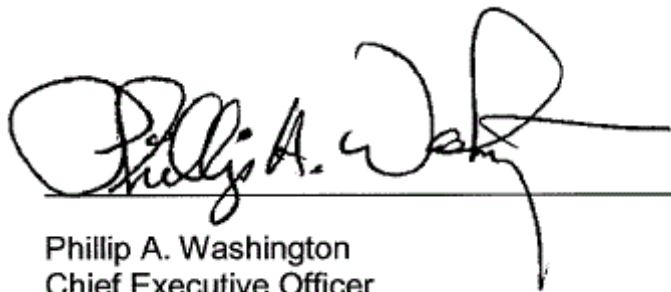
Attachment B - MTA Supporting Data December 2019

Attachment C - Key Performance Indicators December 2019

Attachment D - Transit Police Summary December 2019

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement, (213) 922-2615

Reviewed by: Aston T. Greene, Interim Chief, System Security and Law Enforcement, (213) 922-2599



Phillip A. Washington
Chief Executive Officer