



**Board Report**

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
EXECUTIVE MANAGEMENT COMMITTEE  
MARCH 19, 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 January 2020 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**

**DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT**

The System Security and Law Enforcement (SSLE) is currently reviewing its deployment practices and developing strategies to achieve a higher felt presence on the system with existing resources. This assessment includes conducting an in-depth deployment analysis of where all levels of security and law enforcement are deployed. We are working with our law enforcement partners to understand their deployment strategies, assess their effectiveness, and enhance accountability where needed. A

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portion of this analysis will seek to develop a security personnel formula to support the continued expansion of Metro's transportation system. This formula will factor in mileage and number of bus/rail stops. We will report back to the Board with updates on these efforts. Our top priority is to provide a safe experience for our customers, and we will be able to achieve that by making the best use of our law enforcement resources.

### **NATIONAL CRIME VICTIMIZATION SURVEY**

As requested by Board Chair Butts, staff has convened a working group with Metro's Survey Team to explore the idea of implementing a National Crime Victimization Survey (NCVS). Staff has drafted a survey based on the NCVS methodology and it's being reviewed internally by management. Once the draft has been approved internally, staff will report back to the Board with a proposed plan, cost, and schedule.

### **COMPLIANCE - MPV UPDATE**

In October 2019, Los Angeles Metro executed Modification No. 8 with Axiom Xcell, Inc. (Contractor) under Contract No. PS30203139 (TAP Mobile Phone Validator Application), to extend the period of performance and proceed with implementing new enhanced features to improve functionalities and capabilities for the Mobile Phone Validator (MPV) used by fare compliance officers.

One of the new enhancement features is designed to increase safety by displaying the location of law enforcement and fare compliance officers, and support SSLE's Compliance team with monitoring contract compliance. Currently, the upgrade has not met expectations. The MPV Mobile Device Management system should locate the MPV devices in real-time. If the new MPV Mobile Device Management system functions as designed, it could improve device management and resource tracking. It will report and display an animation of the officer's route/path and activity on to a map region between specified times.

In January 2020, Metro staff moved forward with implementing a 3.0 version test pilot program over 4 days and on 10 officers. The pilot program was to mitigate unforeseen software and server ITS bugs, before fully integrating and reprogramming 211 MPV devices from the 2.0 version to the new 3.0 version. Metro staff completed the pilot program, reprogrammed a total of 211 MPV devices, and issued a total of 50 MPV devices with version 3.0 to Metro Transit Security officers without interrupting their fare compliance operations.

In February 2020, Metro staff moved forward with the second phase of reprogramming an additional 266 MPV devices in preparation for issuing them to Metro's contracted law enforcement officers. Currently, Metro staff has issued an additional 13 devices to Metro Transit Security, 162 devices to LAPD, prepared 19 devices for LBPD, and continues to reprogram 233 MPV devices in preparation for LASD. Concurrently, Metro staff continues to meet weekly with Axiom to discuss issues and review progress of the new features.

The goal is to be able to search and display on a map, real-time or historically, variables on personnel names, deployment watch, and location, and allow data retrieval of dates going back six

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months to a year. When utilizing these features, they should reflect the queried variables and generate reports. Map information should be translated into a format compatible with Google Chrome for future review to support monitoring contract compliance.

As the devices are being reprogrammed and field tests continue, SSLE will determine if the upgrade is effective. The design of the current dashboard is slow and labor intensive to draw information on accountability. SSLE will work with the vendor to ensure contract compliance and determine if the upgrade will meet the compliance, and accountability requirements needed.

Based on the modification's list of milestones, the enhancement features related to the Map are anticipated to be completed by July 24th and July 31st, 2020. We will update the Board on progress or setbacks.

## **HOMELESS OUTREACH SERVICES**

### **Dream Center**

The Dream Center is a Los Angeles faith-based organization. The mission of the Dream Center is “to connect broken people to a community of support by providing free resources and services that address immediate and long-term needs in the areas of homelessness, hunger, poverty, addiction, abuse, education, and human trafficking.” The Dream Center provides “opportunities for people to rebuild and transform their lives through the Center’s tools, education programs, and support through various community programs. All services are free of charge.”

The Dream Center’s leadership is committed to partnering with Los Angeles Metro to assist in reducing the number of homeless persons on Metro’s system while providing responsive, coordinated services to the unsheltered on Metro’s system. The Dream Center has the expertise and resources to provide immediate aid to homeless individuals in need 24-hour.

The Dream Center offers additional late-night resources to engage individuals suffering from addiction, cognitive struggles, or experiencing homelessness. These resources will enhance our ability to serve individuals forced off the system at the end of the line.

The expected launch of the pilot program will take place at Union Station during hours that trains shut down. They will work in tandem with our partner, PATH, LA DOOR, and law enforcement, to complement outreach at Union Station. If the concept proves successful, we will seek additional resources to provide services at subsequent end of the line stations. The Dream Center and Los Angeles Metro MOU is expected to be fully executed by mid-March.

### **PATH**

PATH’s current level of staffing is 26 outreach workers and is down 14 workers. Two teams are deployed throughout the System. The Day team covers the system from 7 a.m. - 3:30 p.m. The Swing team covers the system from 3:00 a.m. - 11:30 a.m. Due to lack of staffing, there is no

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coverage on Metro's system between the hours of 3:30 p.m. and 3:00 a.m. PATH is actively interviewing staff for both swing and day shifts. They are receiving applications through their website, epath.org.

### **L.A. DOOR Pilot Program**

LA DOOR is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR is a comprehensive, health-focused, preventative approach that proactively engages individuals at elevated risk of returning to the Los Angeles City Attorney's Office. LA DOOR presents a new approach to addiction. Rather than waiting to charge new arrests, LA DOOR delivers peer-led multidisciplinary social services to "hotspot" locations. Union Station and MacArthur are two of the "hotspots."

A funding requirement of LA DOOR's grant is to provide consistent outreach to five locations; hence, Union Station and MacArthur Park are two of the locations that will receive LA DOOR outreach during a three-year period.

LA DOOR, in conjunction with PATH Outreach Teams and law enforcement, will convene to discuss outreach strategies beginning with deployment at Union Station. This concerted outreach is pending the MOU between Metro and the Dream Center being executed. Discussion with LA DOOR is in progress.

### **7-Day Homeless Count**

The ground-breaking 7-day homeless count on Metro's system and properties is in the planning stage. The overarching objective is to count homeless persons on Metro's system and properties. The use of technology will be used to assist in the count, the analysis of data and tracking the presence of homeless persons on Metro's system in real-to-near-time.

This capability will enable the deployment of appropriate resources in a timely manner. Bus operators will have access to counting the homeless on the bus using an additional feature on buttons already in place on the buses. New fareboxes will also be used to collect tallies.

At present, the fareboxes are being upgraded.

### **Referral Definitions**

As requested by Metro Director, Krekorian, staff has standardized the definition of referrals for LAPD, LASD, and LBPD. Our law enforcement partners will use the following definition for *referrals*: a contact that resulted in a positive connection to outreach workers or service providers. We will refer to *individuals contacted*, when information is provided on resources and services, but not accepted by the individual.

These revised definitions will be reflected in February's data set on the April board report.

## **SEXUAL HARASSMENT RESOURCES**

Metro's partnership with Peace Over Violence (POV) commenced in December 2016 to provide a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on our system. Staff is currently evaluating current practices to seek areas for improvement on how Metro can better support victims. As expressed by the Board Directors and after staff review, it's been recommended that Metro should update its sexual harassment messaging from callers contacting POV to instead contacting 911.

Currently, most of the calls POV receives are not sexual harassment-related. With this revised approach, law enforcement can respond to all calls, reducing response times, and determining if a crime has occurred. Those incidents of harassment that have not yet become a crime, SSLE will develop an incident intake using the Transit Watch mobile application for law enforcement to document incidents and share suspect information. SSLE will work with POV to develop sexual harassment training for officers to be provided at all roll calls. To improve our response to these incidents, it is imperative to provide first responders with training opportunities and tools to treat sexual harassment cases with sensitivity and a sense of urgency, such as effective techniques for victim interviews. Staff will report back to the Board with an update.

## **GRADE CROSSING & BUS LANE ENFORCEMENT MEDIA CAMPAIGN**

Law enforcement officers enforce traffic regulations involving rail and bus rights-of-way and dedicated bus lanes with the additional responsibility of enforcing vehicle code violations committed in and around Metro buses that impact a bus operator's ability to safely operate the bus. Staff is working on developing and launching a media campaign to highlight the importance of safe grade crossing and proper use of bus lanes. Through this campaign, it will help improve public safety and support Metro's bus operators by clearing the bus lanes for their routes. Staff will provide updates as soon as a media plan is in place.

## **BUS OPERATOR ASSAULTS**

In January, there was a total of 6 batteries on bus operators, with 5 batteries occurring in LAPD's jurisdiction and 1 battery occurring in LASD's jurisdiction. Of the 6 batteries, 2 suspects spat on the bus operators, 2 suspects threw objects, and 2 suspects used hands as their method of battery. In addition, the downtown Los Angeles area has experienced an influx in calls for service due to criminal activity occurring on bus and/or bus stops. Effective immediately, LAPD has re-deployed its Bus Riding Teams (BRT) to focus their bus boarding efforts specifically to the Skid Row area. The areas of focus is from Alameda to Main Street and 5<sup>th</sup> Street to 7<sup>th</sup> Street.

Metro is committed to improving security and creating a safe experience for our employees and

customers. Staff will continue to monitor crime trends, reassess deployment strategies, and reallocate resources where needed the most.

## **ATTACHMENTS**

Attachment A - System-Wide Law Enforcement Overview January 2020

Attachment B - MTA Supporting Data January 2020


Attachment C - Key Performance Indicators January 2020

Attachment D - Transit Police Summary January 2020

Attachment E - Homeless Update January 2020

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