



## Board Report

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
EXECUTIVE MANAGEMENT COMMITTEE  
JUNE 18, 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 April and May 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 (LAPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

**BACKGROUND**

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter criminal activity on Metro buses and trains.

**DISCUSSION**

**DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT**

Transit Security has conducted the following review of overall deployment of resources and has taken the following actions.

- Evaluated RMI and their subcontractors' deployments throughout the system. We have removed several assignments that were determined to be no longer needed and re-deployed several guards to new assignments. We also identified savings as a result of not needing various assignments.
- After the completion of all the security suspensions and enhancements, we realized a total cost savings of approximately \$35,155 per week.

Transit Security managerial staff will continue to assess the need for contract security throughout the Metro system and further adjust staffing as necessary.

Staff has also reviewed Transit Security Department's assignments to include overtime details. Open supervisor positions are only being back filled with the pre-approval of the Director of Security. An open Lieutenant or Sergeant position will not be filled with overtime if the current capabilities allow appropriate span of control.

Lastly, all priority assignments and special skill assignments (i.e., Dispatcher; Transit Watch; Training staff, etc.) must be identified and filled with straight time personnel. We are currently looking to train additional personnel for these special skill assignments.

### **NATIONAL CRIME VICTIMIZATION SURVEY**

The Survey Team continues to meet bi-weekly to make progress in launching a National Crime Victimization Survey for Metro. Most recently, the team met on May 20<sup>th</sup> to discuss feedback from management. Staff has started testing the draft survey on mobile phones to assess its functionality. The Survey Team expects to have a complete survey available for a test run very soon and hopes not to have any delays, amid challenges posed by COVID-19. Once it is confirmed that a test run can be conducted, we will advise the Board so that they can test the survey. However, due to the current economic downturn it will be delayed until it can be supported financially.

### **LAW ENFORCEMENT CONTRACT COMPLIANCE**

#### Mobile Phone Validators

In the most recent meeting with Axiom and TAP, on April 15th, 2020, all enhanced map features listed under Modification No. 8, were in working order. The three features that Axiom presented to the Metro SS&LE Compliance Staff were as follows: location, officer, all officer searches and group searching.

Axiom launched the enhanced map features during the week of May 13, 2020. Metro SS&LE Compliance Staff is currently testing these features with recently received invoices requesting reimbursement for services performed.

### **TRANSIT SECURITY HIRING EFFORTS**

#### Current Staffing Levels

As of 5/15/20:

<b>Job Title</b>	<b># Budgeted</b>	<b># Filled</b>	<b>Vacancies</b>	<b>Capacity</b>
Transit Security LT	5	5	0	100.00%
Transit Security SGT	12	11	1	91.67%
SR Transit Security OFCR	15	13	2	86.67%
Transit Security OFCR II	75	74	1	98.67%
Transit Security OFCR I	77	63	14	81.82%
<b>TOTAL</b>	<b>184</b>	<b>166</b>	<b>18</b>	<b>90.22%</b>

### Hiring Plan

The department received approval to continue the recruitment for Transit Security Officer-I and to start recruitment for Transit Security Officer-II. Our efforts continued with appraisal interviews of our Transit Security Officer-I candidates. Out of the 161 candidates, 122 have confirmed their scheduled interview date. Sergeants have been selected and briefed on conducting telephonic interviews. Transit Security Officer-II job bulletin is expected to be posted the week of May 25<sup>th</sup>.

With continued COVID-19 restrictions, it has been recommended to conduct testing online. Human Resources is currently in the final stages of finalizing a remote testing process to support our department goals. Also, they are working on an action plan to facilitate our candidates who are unable to test online.

With regards to the last recruitment cycle, we have (4) Transit Security Officer-I candidates that have been approved to move to the final step of the hiring process, which is the medical examination. Estimated start date is June 15<sup>th</sup>.

### Training: Metro Academy Program (MAP)

- **M A P CLASS 17** - (7) out of (8) Class 17 TSO I's have now returned to work after several weeks of quarantine. Only 1 recruit is still finishing out his quarantine.
- **M A P CLASS 18** - Class 18 has an anticipated start date of Monday, June 15<sup>th</sup>, 2020. There are currently (4) officers that should be clearing their medical screening and hopefully start on that date. Our Training Principal has begun the planning and organizational phase of M A P Class 18. The curriculum will be modified similarly to the Class 17 curriculum due to the unavailability of most 3<sup>rd</sup> party training vendors. Also, staffing of the training cadre will likely be modified because of the small size of the class as to have minimal impact on operations.
- **COVID-19 TRAINING** - COVID-19 training will commence next week. A 15-minute PowerPoint presentation will be rolled out to all officers during their Roll-Call Briefings. This training is being implemented to make sure all officers will receive general best-practices training, Metro COVID-19 policy training, and security-specific training. Attendance will be taken, and training recorded.

### **BUS OPERATOR ASSAULTS**

In April, there were a total of (5) assaults on bus operators, with (3) assaults occurring in LAPD's jurisdiction and (2) assaults occurring in LASD's jurisdiction. Of the (5) assaults, (3) suspects used spit and (2) suspects used their hands as their method of assault.

All (5) assaults occurred on the bus system on different lines. Four of the suspects were males and one of the suspects was a female.

In May, there were a total of (6) assaults on bus operators, with (3) assaults occurring in LAPD's jurisdiction and (3) assaults occurring in LASD's jurisdiction. The (3) suspects that committed assaults on bus operators in LAPD's jurisdiction used their hands as their method of assault.

### **EMERGENCY MANAGEMENT COVID-19 RESPONSE**

The Emergency Management Department (EMD) has continued to support Metro's Incident

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Management Team in the Agency's response to COVID-19. EMD activated Metro's Emergency Operations Center (EOC) starting March 10, 2020, and began coordination of daily Command Staff meetings, intelligence briefings and communication with local government and transit partners on regional response, best practices and real-time lessons learned during this incident.

EMD has implemented a Duty Officer Program, with 24/7 availability to aid Metro employees with any questions regarding Metro's COVID-19 response, COVID-19 case tracking and reporting, and all incident related assistance or inquiries for information. Metro's EOC has facilitated and/or provided guidance in notifications to staff, acquiring of emergency supplies, funding regulations & expense reimbursement strategies, safety protocols, regional transit communications (Joint Information Center), and requests from LA County and City EOCs.

Since March 10, 2020 the Emergency Management Department has facilitated the following for COVID-19 response activities:

- 51 Command Staff Meetings
- Over 90 Duty Officer calls
- 66 Command Staff Public Health Intelligence Briefs
- 51 Operational Periods of EOC Activation
- Activated Emergency Supply Shed Distributions to provide extra PPE
- Implemented Temperature Camera Pilot Program
  
- Maintain direct communication with APTA & DHS/TSA/CISA COVID-19 Planning Groups

## **HOMELESS OUTREACH SERVICES**

### Operation LA Metro Homeless Outreach

- The total number of persons experiencing homelessness placed in interim shelter (motels, recreation centers) between April 1 and April 30, 2020 is **309**.
- P.A.T.H. provides motel shelter to vulnerable homeless populations (elderly, women, women with children, handicapped, veterans) in motels. In April, P.A.T.H. sheltered 127 vulnerable persons in 82 motel rooms. April's motel expenditure was \$153,955.06.
- P.A.T.H. Outreach Teams continue to work collaboratively with law enforcement partners to move persons experiencing homelessness whenever possible to whatever shelter centers are available. At present, shelter facilities are closed and currently not taking new registrations. P.A.T.H. is limited to sheltering only the most vulnerable at motels.

PATH teams deploy daily throughout the system with special attention to the following hot spots:

- Swing Team (3 a.m. - 11:30 a.m.)
  - Downtown Long Beach
  - Compton

- Willowbrook/Rosa Parks
- Day Team (7 a.m. - 3:30 p.m.)
  - Red Line: Union Station, 7<sup>th</sup>/Metro, North Hollywood
  - Expo: Downtown Santa Monica
  - Silver Line: El Monte, Artesia
  - Blue Line: Compton
  - Gold Line: Monrovia, Azusa
- PATH teams have access to a nurse through LA Christian Health on Mondays from 7a.m. - 3:30 p.m.

#### COVID-19 Education

Law Enforcement is focused on mask use, overall safety and social distancing.

#### **PUBLIC PRIVATE PARTNERSHIPS**

To increase the availability of resources to the homeless community that interfaces with Metro's system, we are pursuing collaboration with Public Private Partnerships through:

- Community-based organizations within faith entities that have homeless programs in place
- Meetings with business (Chambers of Commerce); diverse size non-profit agencies, universities, Research & Development Centers
- Neighborhood Councils

#### The Dream Center

The Letter of Agreement between LA Metro and The Dream Center has been finalized. Dream Center deployment at Union Station and 7<sup>th</sup> & Metro is postponed until public health directives are lifted.

#### L.A. DOOR Pilot Program

Renewed discussions are in progress regarding the pilot homeless outreach program at Union Station and MacArthur Park stations.

#### 7-Day Homeless Count

The 7-day system-wide homeless count is planned to begin when COVID-19 directives to shelter-in-place sanctions are lifted. The use of a video presentation to announce the Count is in the planning stages with Metro's Marketing and IT departments.

#### **SEXUAL HARASSMENT INITIATIVES**

SSLE has developed a new Sexual Harassment Sensitivity Training to better meet the needs of victims of sexual harassment while aboard Metro. Training is underway, with a train-the-trainer methodology launched the first week of May 2020.

PEACE OVER VIOLENCE PERFORMANCE APRIL 2020 METRICS

<b>Performance Measure</b>	<b>Number Served</b>
Total Sexual Harassment Cases Contacting POV	3
Total Cases of Metro Located Sexual Harassment Contacting POV	1
Total Number of Metro Riders Requesting Counseling Services	1
Total Number of Police Reports Filed or Intended to File	1
Total Number of Active Cases	1

**ATTACHMENTS**

Attachment A - System-Wide Law Enforcement Overview April and May 2020

Attachment B - MTA Supporting Data April and May 2020

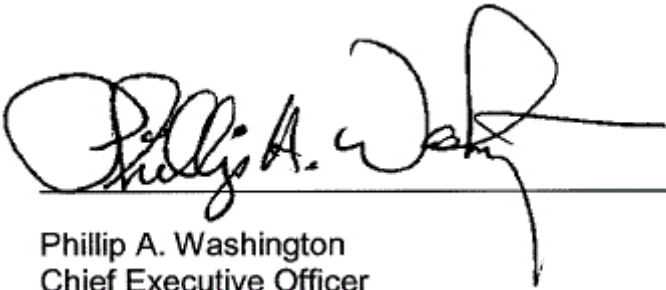
Attachment C - Key Performance Indicators April and May 2020

Attachment D - Transit Police Summary April and May 2020

Attachment E - Homeless Update April 2020

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