



Board Report

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Agenda Number: 29.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 2021

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 May 2021 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 provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPd). In addition, the report highlights initiatives from the System Security and Law Enforcement (SSLE) 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 terrorism and criminal activity on Metro buses and trains.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

The SSLE Administration and Compliance unit continues to work on contract performance reviews of the three (3) law enforcement contracts. Effective February 14, 2021, a 'Technical Review of Responsibilities Audit' was conducted. The purpose of this review was to verify the adherence to contract specific responsibilities, which in part holds our law enforcement partners accountable for riding Metro buses and trains, patrolling buses, rail stations/corridors, and maintaining high visibility at key Metro critical infrastructures by requiring all field Officers/Deputies on duty to tap their Metro issued badge at all TAP machines.

The Review from March 31, 2021, to April 30, 2021, entailed a deployment sample, where documentation regarding field personnel was evaluated for one (1) shift, location, and one (1) day per

week. When performing the review, law enforcement Daily Deployment Schedules regarding field personnel and the Metro Transit Access Pass (TAP) reports were cross-referenced to ensure that the officers indicated on the daily deployment schedules did serve at their respective details.

Upon reviewing the sample size of this technical review of responsibilities, discrepancies were discovered and shared with the law enforcement partners requesting supporting information for those field Officers/Deputies listed on their scheduled deployments but not reflected on the Metro TAP reports. Upon receipt of further supporting information, we will conclude the Review and report our findings in the July Transit Safety and Security Report.

METRO TRANSIT SECURITY (MTS)

Effective May 10, 2021, MTS began riding the subway trains to enhance security while educating the public about Metro's customer code of conduct. We are in the process of ramping up our efforts in coordination with the Facilities Maintenance and Customer Experience departments on cleaning operations for the Red Line. We will provide an update in July.

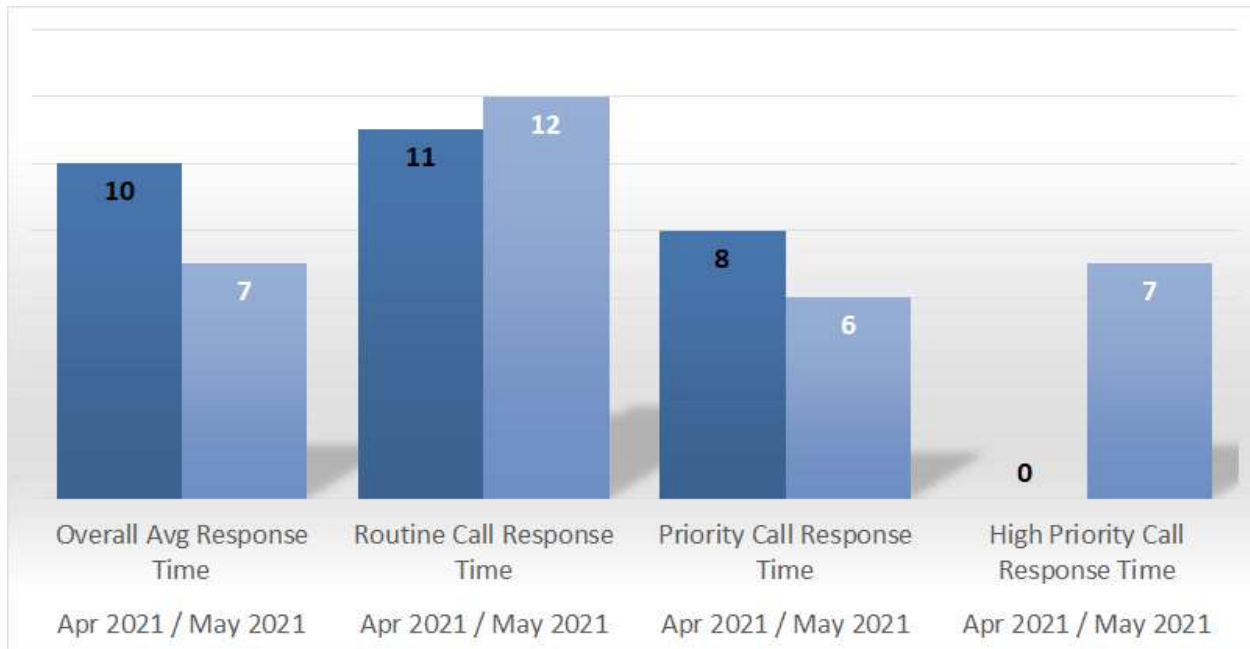
We have established a full-time training unit to ensure that officers are trained not only in the academy but after they graduate from our Metro Academy Program (MAP). All our in-service officers have received updated and refresher training in de-escalation, bias policing, current laws, and less lethal force options. We are in the process of obtaining a 'force options simulator,' a virtual training tool to better train our personnel through the use of conflict scenarios. We are enhancing our MAP program to include the training above to ensure we are current with all laws, policies, and procedures in relation to responding to various emergencies.

In addition, we are in the process of revamping our Use of Force investigation and personnel complaint format to ensure that detailed investigations are taking place and completed in a timely manner. We are in the process of obtaining an early warning software program that will aid in letting us know when an employee may have a potential issue that can be addressed before there it escalates. We are also working on our Body Worn Video program, similar to the program our law enforcement partners utilize to document incidents. We will update the Board as progress is made in all these areas.

In May, Transit Security received one hundred and ninety-two (192) calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received ninety-one (91) calls and responded to sixty-two (62) of them with an average response time of twelve (12) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as Maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- Priority: Transit Security received ninety-six (96) calls and responded to fifty-four (54) of them with an average response time of nine (9) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as Maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- High Priority: Transit Security received five (5) calls and responded to three (3) of them with an

average response time of four (4) minutes. The remaining calls were assigned to law enforcement.



BUS OPERATIONS SECURITY

In May, there were a total of eight (8) assaults on bus operators, with all assaults occurring in LAPD’s jurisdiction and zero assaults occurring in LASD’s jurisdiction.

In May, there were a total of 10,122 bus boardings by LAPD officers and a total of 9,000 bus boardings by LASD deputies on various routes throughout the system. Between April and May, LAPD saw an increase in bus boardings of 1,785, and LASD saw a decrease in bus boardings of 388.

MOTION #35 UPDATES

Metro’s Transit Security draft Use of Force (UOF) policy was sent to the AFSCME and Teamsters unions for review. A meet and confer follow-up meeting will be scheduled, and we will report back in July with an update.

LASD and LBPD have completed their UOF policy review. LASD met with SSLE management and is making progress on the remaining two recommendations. SSLE management provided LASD with contact information for Campaign Zero to have their changes reviewed. LBPD continues to work with a Community Advisory Group to review and provide input to LBPD’s UOF policy. We will report back in July with an update.

PUBLIC SAFETY ADVISORY COMMITTEE

On Wednesday, May 19, 2021, LA Metro had its fourth virtual Public Safety Advisory Committee (PSAC) with over sixty (60) attendees. The agenda included a discussion on the PSAC Charter & Bylaws, a Transit Ambassador Program Scoping introductory discussion, followed by a brief presentation of Short-Term Continuation of Programs. This included an introductory conversation on the next infrastructure protection services contract where PSAC members will have an opportunity to

provide their feedback. The facilitators shared a high-level Workplan and the five (5) priorities that would be converted into ad-hoc subcommittees. After receiving PSAC member feedback, the following Ad Hoc committees were recommended: Policing Contracts, Transit Ambassador Program, Training, Public Safety Survey, Infrastructure Protection Services, and Community Engagement.

HOMELESS OUTREACH SERVICES

OPERATION "SHELTER THE UNSHELTERED"	
LAW ENFORCEMENT (LAPD, LASD, and LBPD)	
ACTIONS TAKEN	MAY
# OF LEVEL 1 (CONTACTS)	457
# OF LEVEL 2 (REFERRALS)	13
# OF LEVEL 3 (HOUSING PLACEMENTS)	39
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	824
PATH	
ACTIONS TAKEN	MAY
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	29
TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE	725
DREAM CENTER (DC)	
ACTIONS TAKEN	MAY
# OF CONTACTS	180
TOTAL # CONTACTED BY DC JULY 16, 2020 TO DATE	1,493
LA DOOR	
ACTIONS TAKEN	MAY
# OF CONTACTS	353
TOTAL # CONTACTED BY LA DOOR JULY 16, 2020 TO DATE	3,690

Amendment Number Two To Letter of Agreement for Multidisciplinary Street-Based Engagement Services

The Board approved the use of \$1.5M to pilot a four (4) month program to enhance homeless outreach teams and related mental health, addiction, nursing, and shelter services by adding five (5) additional generalist outreach workers, one (1) additional supervisor, and up to eighty (80) interim housing beds throughout Los Angeles County. The additional services assisted Metro with expanding outreach services to two (2) Metro stations in the evening. The shelter site being used is *Home At Last*, located in south Los Angeles. The pilot program was initiated on March 1, 2021, with an end date of June 30, 2021. A detailed update of the pilot will be included in the July 2021 Board Report.

Metro and the Department of Health Services are entering into Amendment Number Three to amend the Agreement to extend the Term of the Agreement through June 30, 2023. The Amendment includes extending the eighty (80) interim shelter beds at *Home At Last* through August 31, 2021.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	May 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	2
Total Number of Individuals that Contacted POV Line Regarding Sexual Harassment	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	0

NEXT STEPS

Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

Attachment A - Systemwide Law Enforcement Overview May 2021

Attachment B - MTA Supporting Data May 2021

Attachment C - Transit Police Summary May 2021

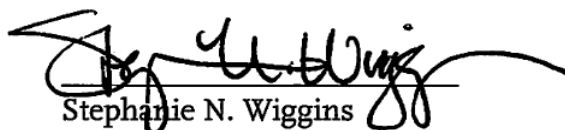
Attachment D - Monthly, Bi-Annual, Annual Comparison May 2021

Attachment E - Violent, Prop, and Part 1 Crimes May 2021

Attachment F - Demographic Data May 2021

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