



## Board Report

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

**JANUARY 20, 2022**

**SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

#### **ISSUE**

As of June 2021, Metro System Security & Law Enforcement (SSLE) revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). To avoid discrepancies related to crime reclassifications and maintain consistency with contract terms and conditions, SSLE will have all data submitted by the 15th of every month. This will provide ample time for staff to review, thereby providing the Board with complete and accurate data.

#### **BACKGROUND**

The following sections provide data, trends, and updates on SSLE initiatives to help improve public safety on the Metro system.

#### **DISCUSSION**

##### **LAW ENFORCEMENT CONTRACT COMPLIANCE**

###### *Technical Review*

The SSLE Administration and Compliance Unit continues to verify that all field Officers/Deputies on duty are tapping their Metro-issued badges at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors to ensure high visibility and accountability for our contracted law enforcement services.

Upon reviewing the sample size from October 2021 and supporting information provided by law enforcement partners, it was determined that the Officers/Deputies from the daily deployment schedule served at their respective details and are compliant with the contract.

*Community Policing Updates*

As part of Metro’s Community Safety Partnerships, each contracted agency hosts its own community policing events. The following events took place in November and December:

LAPD Transit Services Division

DATE	LOCATION	EVENT	APPROX. ATTENDANCE	DESCRIPTION
11/3/2021	North Hollywood Station	NoHo Redevelopment Project Meeting	10	Community discussion on current crime challenges, homeless issues/concerns
12/14/2021	Chatsworth	Hope of the Valley Toy Giveaway	50	Toy Giveaway at Hope of the Valley Shelter near Chatsworth Station



LASD Transit Services Bureau

DATE	LOCATION	EVENT	APPROX. ATTENDANCE	DESCRIPTION
11/14/2021	APU/Citrus Station	Special Olympics Torch Run	20	Run from APU/Citrus to Irwindale to support Special Olympics
11/16/2021	Norwalk Station	Coffee with a Deputy	25	Community engagement pop-up
11/17/2021	Willowbrook/ RP Station	Stand Against Hate	25	Community engagement/dialogue to support LA Anti Hate Week
11/30/2021	Willowbrook/ RP Station	Coffee with a Deputy	25	Community engagement pop-up
12/14/2021	El Monte Station	Coffee with a Deputy	30	Community engagement pop-up
12/16/2021	Duarte Station	Fentanyl Awareness	100	Pop-up to provide HS students handouts on fentanyl awareness
12/17/2021	South Pasadena Station	Polar Express Toy Distribution	N/A	Toy Giveaway to Huntington Hospital and Pasadena Women Shelter
12/21/2021	Atlantic Station	"Where's the Santa Deputy" Toy Giveaway	50	Toy Giveaway to children in East LA / Atlantic Station area
12/21/2021	Willowbrook/ RP Station	TSB SAU Toy Giveaway	250	Toy giveaway at station to children in partnership w/ local church



**LBPD Metro Transit Detail**

DATE	LOCATION	EVENT	APPROX. ATTENDANCE	DESCRIPTION
11/6/2021	Long Beach	Shop with a Cop	100	LBPD Metro Detail officers participated in event to provide clothing and school supplies to needy children.
12/15/2021	DTLB Station	Coffee with a Cop	20	Community engagement pop-up
12/16/2021	Long Beach	LBPD Motor Patrol Association Toy Giveaway	50	LBPD Metro Detail officers participated in toy giveaway event.

**METRO TRANSIT SECURITY (MTS)**

*Quality Service Audits*

For October, MTS completed twenty-four (24) Quality Service Audits (QSA). MTS Supervisors contacted eleven (11) external partners, nine (9) internal partners, and four (4) patrons to gain feedback on the performance of our officers. Those surveyed gave ratings ranging from "meets," "exceeded," and "greatly exceeded" expectations for the services rendered by Transit Security Officers (TSOs).

For November, MTS completed fifteen (15) QSAs. MTS Supervisors contacted four (4) external partners, two (2) internal partners, and nine (9) patrons to gain feedback on the performance of our

officers. Those surveyed gave ratings of "meets," "exceeded," and "greatly exceeded" expectations for the services rendered by TSOs.

### *Training*

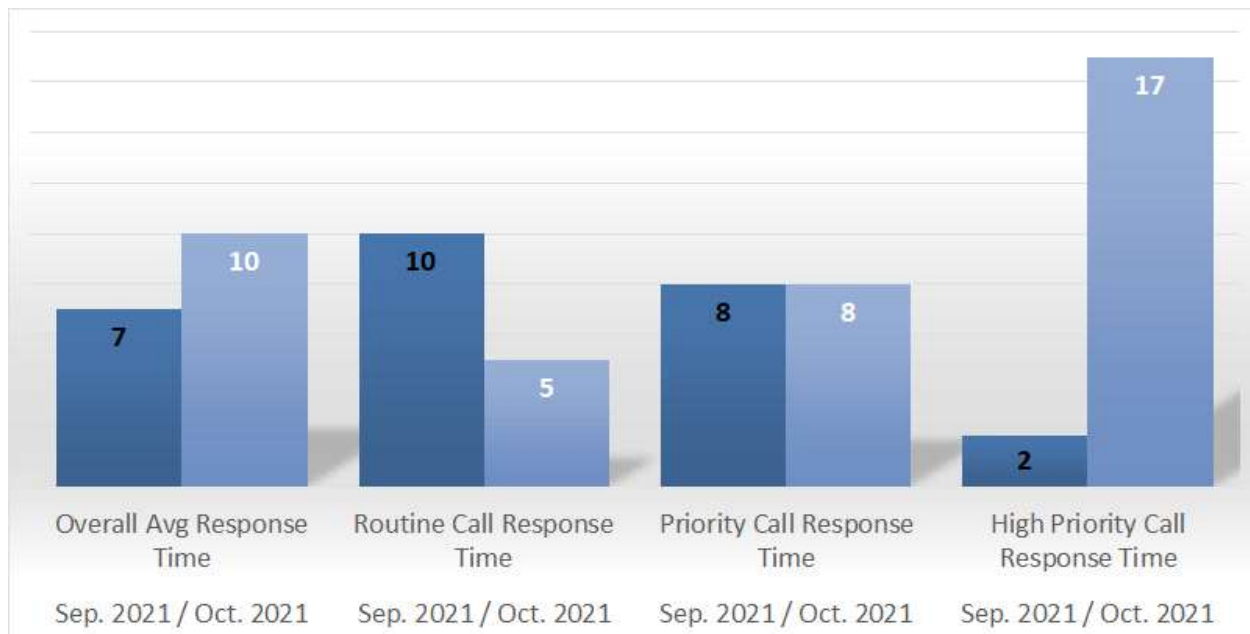
SSLE's full-time training unit completed a Metro Academy Program (MAP) training academy for four (4) new recruits. The MAP is comprised of in-house security training and Metro-mandated training. All recruits graduated, and received Verbal Defense and Influence certifications, and were awarded three (3) FEMA NIMS (National Incident Management System ICS 100, 200, 700) certifications. The training included multiple topics, such as Use of Force and De-escalation tactics, Customer Service, Implicit Bias, and Rail Safety.

New training initiatives include Bystander Intervention Training and NARCAN (naloxone) deployment training. Bystander Intervention Training is being considered for availability to all Metro personnel via its eLearning platform; however, before this is finalized, SSLE is currently evaluating third parties who provide training and materials on this topic. Specific bystander intervention training will be combined with Rail Safety, Implicit Bias, and De-escalation training into one comprehensive but streamlined course. NARCAN will be issued to qualified Metro Transit Security personnel following training which will be provided by the Los Angeles County Sheriff's Department.

### *Calls for Service*

For October, Transit Security received 265 calls for service. The following is a breakdown of the call categories and response times.

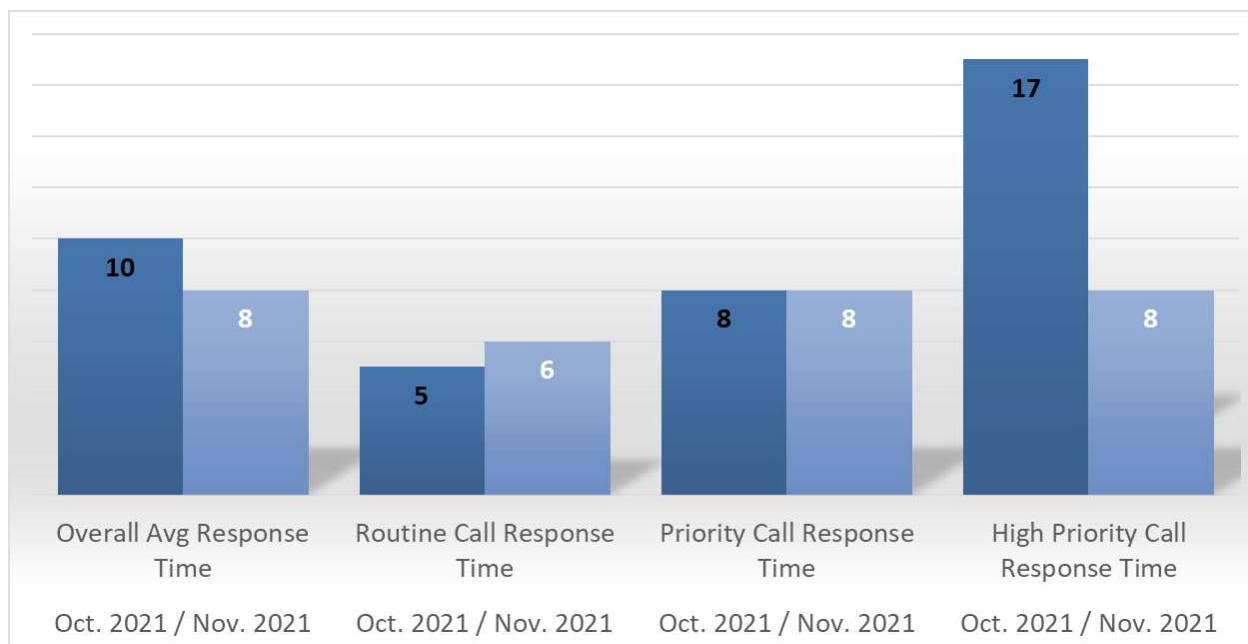
- Routine: Transit Security received 195 calls and responded to 165 of them with an average response time of five (5) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as Facilities Maintenance, Rail Operations Control, Bus Operations Control, local fire departments, or elevator technicians.
- Priority: Transit Security received 65 calls and responded to 47 of them with an average response time of eight (8) minutes. The remaining calls were assigned to law enforcement, contract security, or the other entities listed above.
- High Priority: Transit Security received five (5) calls and responded to three (3) of them with an average response time of 17 minutes. We had response times of 15, 6, and 30 minutes. The extended average response time was due to the distance from where MTS officers were responding. The remaining (2) calls were assigned to law enforcement since they were on the scene prior to MTS's arrival.



For November, Transit Security received 197 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 127 calls and responded to 102 of them with an average response time of six (6) 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 departments, or elevator technicians.
- Priority: Transit Security received 68 calls and responded to 60 of them with an average response time of ten (10) minutes. The remaining calls were assigned to law enforcement, contract security, or the other entities listed above.
- High Priority: Transit Security received two (2) calls and responded to both with an average response time of eight (8) minutes.





**Commendations**

TSOs Nick Ordoyan and Danny Kim were dispatched to the Hollywood and Vine Red Line Station to conduct a station closure on November 7<sup>th</sup>, 2021. They came across a patron lying on a platform bench. Believing the subject was asleep, the officers attempted to wake up the patron by announcing their presence and tapping lightly on the patron's shoulders. The patron did not respond. The officers also saw that the subject had a shallow breathing pattern with minimal chest and diaphragm movements. They immediately requested that the Los Angeles Fire Department (LAFD) respond for medical aid assistance via Metro dispatch. Minutes later, LAFD arrived, and the officers briefed them on the patron's condition. The LAFD paramedic conducted a preliminary medical evaluation of the patron and advised he was in the late stages of an overdose. The paramedics immediately began to administer a life-saving dose of Narcan. A few moments after the medication was administered, the patron regained a level of semi-consciousness and was immediately transported by LAFD to a local hospital. Both TSOs displayed a high level of proactivity and teamwork, which enabled them to identify and help a person who needed life-saving medical attention.

**BUS OPERATIONS SECURITY**

In October, there were a total of nine (9) assaults on bus operators, with six (6) assaults occurring in LAPD's jurisdiction and three (3) assaults occurring in LASD's jurisdiction. Furthermore, there was a total of 9,096 bus boardings by LAPD officers and a total of 8,434 bus boardings by LASD deputies on various routes throughout the system.

After a spike in assaults shown in data from the previous month, Metro directed its partner agencies to reallocate resources to respond to these incidents. LAPD's Bus Riding Teams (BRTs) were made aware of the six (6) incidents and adjusted their deployment to target lines, routes, and locations where these incidents occurred. Detectives continue to review all operator assault reports and report their findings to Watch Commanders, who then make the necessary adjustments to the BRT

deployments.

In November, there were a total of nineteen (19) assaults on bus operators, with twelve (12) assaults occurring in LAPD's jurisdiction and seven (7) assaults occurring in LASD's jurisdiction. Furthermore, there was a total of 11,546 bus boardings by LAPD officers and 7,869 bus boardings by LASD deputies on various routes throughout the system.

LAPD's analysis revealed that there were no trends or patterns identified and that all reported assaults appear to be random and unrelated. Transit Services Division (TSD) Detectives are working closely with local detectives on the cases. TSD Detectives continue to review all crime reports, identify crime trends and patterns, and pass along the information to the units to reduce bus operator assaults and transit-related crime. TSD Bureau BRTs were made aware of the 12 incidents and adjusted their deployment. Detectives continue to review all the operator assault reports and make the necessary adjustments to the BRT deployment to address the assaults.

LASD's analysis also revealed that there were no trends or patterns identified. Deputies working bus patrol have increased their contact with bus operators and riders by checking on bus operators at the various bus hubs and areas with higher volumes of riders boarding. Deputy team leaders continue to discuss operator safety and LASD response to calls at the "rap sessions" at Divisions 9 (El Monte) and 18 (Carson). Deputies continue to make efforts to do uniformed bus rides on the AM and PM Shifts to enhance the presence of law enforcement.

### **MOTION #35 UPDATES**

Contained within Motion 35 are the "Eight Can't Wait" reforms for 'Use of Force' that are within Campaign Zero. The MTS revised draft of the Use of Force (UOF) Policy is currently in the meet and confer process with AFSCME and Teamsters unions. Once the process is completed, SSLE will report back to the Board in February. Thus far, this motion has been discussed with AFSCME on December 3, 2021, and with Teamsters on December 7, 2021. It is anticipated that we will have the policy in place by January 2022.

LBPD's Use of Force Policy is undergoing revision and is being reviewed by a community panel. LBPD met with Campaign Zero representatives in late November and had a productive conversation. LBPD is working with their community group and their internal policy writers on addressing the remaining recommendations. Previously, it was estimated that the process would be completed by the end of December. However, when SSLE reached out to the LBPD point of contact regarding a progress update, it was expressed that progress in December was hampered by staffing issues related to COVID-19.

LBPD has assured SSLE they are committed to incorporating the Eight Can't Wait recommendations into their UOF policy. Due to the staffing issues mentioned before, LBPD could not provide a specific date for when they anticipate the revision to be completed. They did make note that once it is completed, they will have to enter a meet and confer phase whereby Sworn and Civilian Union representatives review the UOF terms prior to finalizing the policy.

### **PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

In the November general PSAC meetings, the facilitation team introduced their new co-facilitator, Asma Mahdi, and heard a comprehensive presentation from the survey consultant team and Metro



staff on the public safety survey and employee survey results. SSLE anticipates PSAC will offer recommendations on the following items in January 2022: 1) new scopes of work for the law enforcement and infrastructure protection services contracts; and 2) the Home At Last shelter bed pilot program.

In the December general PSAC meeting, the committee had a conversation with CEO Stephanie Wiggins. The meeting focused on a discussion of the last six-months of work.

### SEXUAL HARASSMENT

Below are the Peace Over Violence (POV) performance metrics for the months of October and November 2021. The POV contract ended on January 1<sup>st</sup>, 2022, at which point calls are routed through Metro Transit Security Operations Center until another resource is identified. Referrals will go to free 24/7 hotlines.

Performance Measure	October 2021 Number Served
Total Number of individuals that contacted POV Line	3
Number of individuals that contacted POV Line regarding sexual harassment	1
Number of individuals that requested counseling services	0
Number of police reports filed or intended to file regarding sexual harassment	2
Number of active cases	1

Performance Measure	November 2021 Number Served
Total Number of individuals that contacted POV Line	4
Number of individuals that contacted POV Line regarding sexual harassment	1
Number of individuals that requested counseling services	3
Number of police reports filed or intended to file regarding sexual harassment	4
Number of active cases	0

### CHILDREN TRAVEL SAFE CAMPAIGN

Metro is committed to having all patrons safely ride the system. Recognizing that students may need tailored guidance and support on how to travel safely on the system, in conjunction with the Communications Department, SSLE launched a Children Travel Safe Campaign in Fall 2021. With

the increased number of students back in school and on the system under the GoPass program, educating them on how to travel safely is important. The Children Travel Safe Campaign highlights the following Top 5 safety tips:

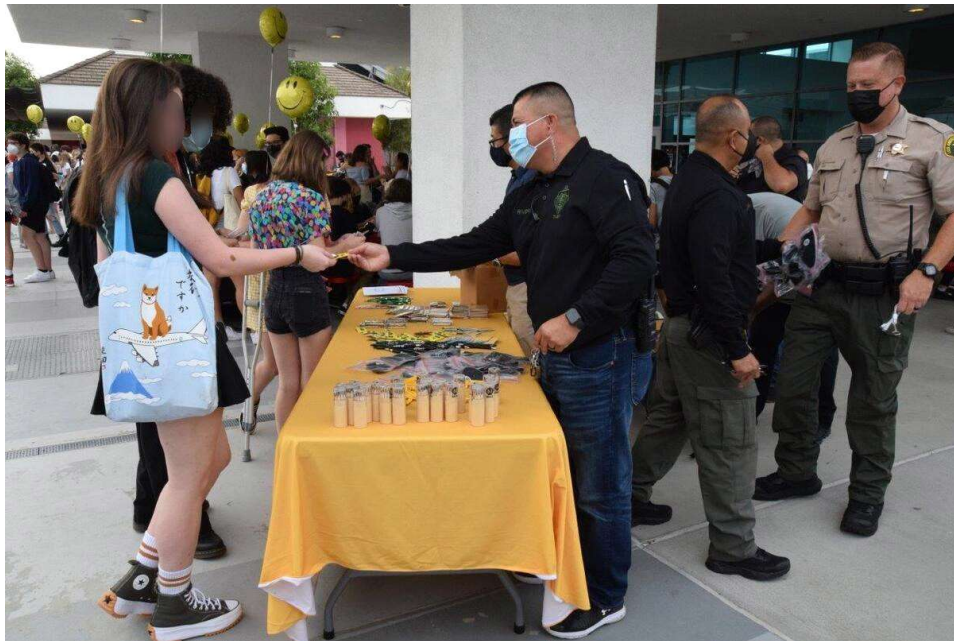
1. **Know your route** - Be confident about where you're going and how to get there. Plan your route ahead of time and leave early so you're not rushed. Have another route ready as a backup in case there's a delay on your primary route. Be extra careful walking in front of vacant buildings/lots, alleys, and overgrown areas.
2. **Ride with a buddy** - There is safety in numbers. Whenever possible, walk and ride with a friend or in a group and stay together while waiting for the bus or train.
3. **Be aware of your surroundings** - Stay in well-lit areas. Don't just focus on your phone, keep one earbud out of your ear so you can hear what's going on. If you see someone acting in a way that makes you uncomfortable, quietly move away - go to another part of the platform, sit closer to the bus/train operator, or switch train cars at the next station. Share your concern with Metro personnel or a Police Officer.
4. **Keep your personal belongings safe** - Take your backpack off and put it on your lap or at your feet. Keep any valuables securely hidden in your bag. Be careful with your phone and other devices, especially when standing near transit vehicle doors.
5. **See Something? Say Something** - Know how to get help. If you don't feel safe, whether someone has touched you inappropriately, your friend is being harassed, you're worried about the well-being of someone on the bus/train, or there's something else causing you to not feel safe, please let us know and someone will respond right away.
  - **In case of an emergency, always call 911**
  - To report a safety concern or suspicious activity:
    - i. Call: 888-950-SAFE (7233)
    - ii. Text: 213-788-2777
    - iii. Use the Metro Transit Watch app for smartphones

This campaign focuses on educating students on personal safety awareness and crime prevention and is complementary to the Transit Safety/Community Education program, which focuses on safety practices around transit vehicles and infrastructure, such as looking both ways before crossing train tracks. The following steps have already been taken to promote the campaign:

- Safety tips and travel safe information is now provided as part of the Fareless Initiative (Metro GoPass) sign-up.
- Community Education/Transit Safety Programs Team has added 5 safety tips to all their presentations which are given to K-12 students.
- Metro's Marketing Team is working on materials with 5 safety tips for online and print. They will

also create a page on the Metro webpage with this information, as well as work with the Social Media team for information distribution via Instagram and Facebook.

LASD has conducted in-person outreach and engagement with schools, including an event at the California School of the Arts - San Gabriel Valley. In total, four hundred (400) students and community members were contacted during this event. Metro Community Relations teams are not currently providing in-person outreach due to COVID-19 restrictions. However, once these teams return to in-person outreach, SSLE will coordinate with Community Relations for joint outreach opportunities.



## ANTI-HATE & BYSTANDER PROGRAM

As a member of the Los Angeles County community, Metro believes that it is our duty to support one another and to protect our community members from threats of sexual harassment, violence, or mistreatment. Thus, the following initiatives are being explored.

### *Anti-Hate*

Metro participated in Los Angeles County's Anti-Hate week, from November 14<sup>th</sup> to the 20<sup>th</sup>. The L.A. vs. Hate Coalition, led by the Los Angeles County Department of Workforce Development, Aging and Community Services (WDACS) and the L.A. County Human Relations Commission, announced the L.A. vs. Hate United Against Hate Week 2021. Through a unique, community-building blend of art, social media, and educational resources, the L.A. vs. Hate Coalition urged communities to reject hate and bigotry and promote inclusion. LASD Transit Services Deputies participated in the L.A. vs. Hate campaign by hosting a community table at the Willowbrook/Rosa Parks Station on November 17<sup>th</sup>, where fifteen (15) riders attended. Riders were encouraged to share words or phrases that promote inclusion. Deputies also provided handouts and information on how to report hate crimes as a victim, witness, or advocate.

Law enforcement, especially Police Officers and Investigators, play a critical role in responding to hate crimes. Metro contracted law enforcement and Transit Security were invited to attend the “United Against Hate Week Training.” The training focused on ways to explore and discuss innovative and engaging strategies to best assist and support victims of hate crimes. This included understanding the differences between a hate crime and a hate incident, state versus federal hate crime statutes, and strategies that will further strengthen hate crimes investigations to ensure successful prosecution.



### *Bystander Program*

SSLE, Operations, and Communications are launching a Bystander Program in February 2022 that encourages employees and riders to support one another by reporting incidents on the system and outlines what actions one can take on a step-by-step basis to protect one another while maintaining their own safety. It is important for Metro riders and employees to know what they can expect from us as an agency when in need, and similarly for Metro to provide concrete ways that employees and riders can assist one another. SSLE Training staff is working to evaluate different training options and select an option that would be most beneficial to Metro employees.

### **EQUITY PLATFORM**

When the PSAC was crafting its value statements for public safety on the Metro system, one of the objectives was to include statements that represent the community’s diverse, lived experiences. After member discussion and general public input, the committee composed the following values that help create a more inclusive, community-focused approach to public safety, as well as serve as a framework for future PSAC decision-making:

- Implementing a Human-Centered Approach
- Emphasizing Compassion and a Culture of Care

- Recognizing Diversity
- Acknowledging Context
- Committing to Openness and Accountability

The random Quality Service Audits (QSA) provide a key assessment tool to help measure and enhance customer's perception of safety, security, customer service, and public sentiment toward Metro Transit Security. This comes in the form of a survey that asks to rate the service provided by Transit Security Officers. Participants range from external and internal personnel, as well as patrons who ride the system. For the month of November, we had the following representation of QSAs for riders/patrons. We hope to capture geographic information in our QSA reports for future months.

<b>November QSA Demographics</b>	<b>2017 System Demographics (On-board Survey)</b>
44% African American	16% African American
11% Hispanic	56% Hispanic
33% Caucasian	13% Caucasian
11% Asian American	9% Asian American
N/A	1% Native American
N/A	5% Other

For the Children Travel Safe Campaign, SSLE will work with Community Relations to identify schools and recreational centers where community outreach can be conducted. Our goal will be to prioritize schools within the Equity Focused Communities and areas where more incidents occur.

SSLE requested that law enforcement partners reallocate resources to address bus assaults occurring on our system. As a result, in October, LAPD and LASD have been taking some measures to help improve safety and help riders and operators feel safe.

- LAPD recommended supervisors to provide support by conducting multiple bus boardings along problem locations such as the Western Ave and Vermont Ave lines, as well as other lines within the San Fernando Valley and the West Bureau, which includes areas of West Los Angeles and Hollywood.
- During late hours, LAPD supervisors conduct High-Intensity Diversion Enforcement (HIDE) where they stop at a platform or bus stop, place their emergency light bar on, and remain at the scene for a couple of minutes.
- LASD has assigned team members focusing on specific tasks, for example: a Detective Sergeant and Crime Analyst are working on investigative responses; two Service Area Lieutenants and two Special Assignment Sergeants are focusing on the enforcement efforts; six team leaders that have practical experience based on interactions with bus operators; and two members who oversee the rest of the team.
- LASD has monthly team management meetings where they discuss crime trends and line

experience.

**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.

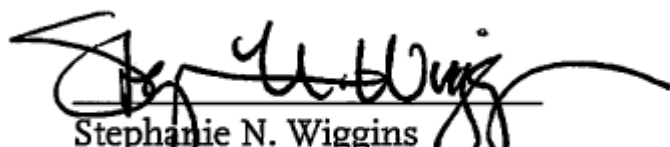
**ATTACHMENTS**

- Attachment A - November 3, 2021 PSAC Meeting Minutes
- Attachment B - November 17, 2021 PSAC Meeting Minutes
- Attachment C - Sexual Harassment Crimes October & November 2021
- Attachment D - Systemwide Law Enforcement Overview October & November 2021
- Attachment E - MTA Supporting Data October & November 2021
- Attachment F - Transit Police Summary October & November 2021
- Attachment G - Monthly, Bi-Annual, Annual Comparison October & November 2021
- Attachment H - Violent, Prop, and Part 1 Crimes October & November 2021
- Attachment I - Demographic Data October & November 2021

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

Imelda Hernandez, Manager, Transportation Planning, System Security and Law Enforcement, (213) 922-4848

Reviewed by: Reviewed by: Judy Gerhardt, Deputy Chief System Security and Law Enforcement Officer, (213) 922-4811



Stephanie N. Wiggins  
Chief Executive Officer