Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2018-0790, **File Type:** Informational Report **Agenda Number:** 29.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019

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 October and November 2018 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 October 2018, crimes against persons decreased by 10.2% system-wide compared to the same period last year.

For the month of November 2018, crimes against persons increased by 9.84% system-wide

compared to the same period last year.

Crimes Against Property
For the month of October 2018, crimes against property decreased by 30.1% system-wide compared to the same period last year.

For the month of November 2018, crimes against property increased by 25% system-wide compared to the same period last year.

Crimes Against Society
For the month of October 2018, crimes against society increased by 225% system-wide compared to the same period last year.

For the month of November 2018, crimes against society increased by 400% system-wide compared to the same period last year.

Bus Operator Assaults:
There were 10 bus operator assaults reported in October, which is 3 more operator assaults compared to the same period last year, resulting in a 43% increase.

There were 12 bus operator assaults reported in November, which is 11 more operator assaults compared to the same period last year, resulting in a 1,100% increase.

Average Emergency Response Times:
Emergency response times averaged 4.46 minutes for the month of October.

Emergency response times averaged 5.74 minutes for the month of November.

Physical Security Improvements:
The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. Our Metro Facility physical security assessment was completed, and the report was presented to key Metro leaders in Bus and Rail Operations, Information Technology and Facilities. The physical security assessment of Union Station started in August, and will conclude in December 2018.

October: Metro was asked to demonstrate the Thruvision detection at range technology for the Japanese Central Rail executives and a contingent of Senate and House Homeland Security Committee staffs. Our acquisition of this technology has been noticed by these agencies across the world and nation.

November: We are working closely with the Los Angeles Police Department to develop a concept of the operations for the deployment of the Thruvision detection at range technology. We have had several meetings with the LAPD, and we continue to develop the procedures that will protect the public and Metro.

The Red Line ancillary area surge continues, and we are making progress with securing our

underground rail stations. We are planning for the New Blue Line construction and the second Green Line tie-in operation in January 2019.

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 3,506 total unduplicated homeless contacts, 818 of whom have been linked to permanent housing solutions. In FY19 Metro expanded the C3 teams to cover rail, bus and Union Station. As of October 2018, outreach teams are deployed on rail during day and evening hours with deployment on bus and at Union Station beginning in November 2018.

C3 Homeless Outreach October 1, 2018 through November 30, 2018:

Performance Measure	October Number Served	November Number Served	Project Year to date Number Served
Contacts with unduplicated individuals	330	251	3,757
Unduplicated individuals engaged	142	96	2,277
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	125	87	1,403
Unduplicated individuals engaged who are successfully linked to an interim housing resource	59	48	530
Unduplicated individuals engaged who are linked to a permanent housing resource	2	5	83
Unduplicated individuals engaged who are permanently housed	14	6	64

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, 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. For the month of October 2018, nine LAPD referrals were made to the C3 teams for homeless outreach support. Of these referrals:

- Two were placed in shelter
- One was admitted to the hospital.
- One was connected with Section 8 and will be returning to permanent housing.
- Three were assessed but then declined interim placement
- Two declined to speak with staff.

Sheriff Mental Evaluation Team (MET) Contacts September 2 - October 6, 2018

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 below data:

- Transported 10 clients to other homeless outreach connection services.
- TMET assisted Gold LineTeam Leader Deputy Carney, conduct a Homeless Outreach Operation from Fillmore Pax to Lake Pax, Gold Line. 10/08/2018 - 10/12/2018.
- 3 teams attended a Mental Health Update and Interactions with the Development Disabled Training Course. 10/10/2018.
- 2 teams attended a 4 hour Light Rail Training at MTA Division 20. 10/20/2018.
- 4 teams attended First Aid/CPR Training course on 10/23/2018. 4 hour course.
- 2 teams attended First Aid/CPR Training course on 10/25/2018. 4 hour course.
- 8 teams attended MILES conference hosted by DMH and Pacific Clinics. 10/25/2018.
- 2 teams conducted homeless encampment assessment under Slauson Pax, Blue Line fly-over. One arrest made 273(a) P.C. 10/29/2018.
- 5 teams attended LACMET training meeting hosted by Montebello P.D. 10/31/2018.
- 5 teams assessed 2 homeless encampments on Metro property at Blue Line Yard, Division 11. A 3rd homeless encampment was not on Metro property. All 3 homeless encampments were located in City of Long Beach jurisdiction. 11/01/2018.

ACTION	LAPD HOPE		LASD MET		LBPD	
	October 2018	November 2018	October 2018	November 2018	October 201	November 2018
Contacts	220	203	247	660	18	12
Referrals	58	47	102	257	18	12
5150 Holds	2	7	6	15	0	0
Mental Illness	14	26	77	141	9	4
Substance Abuse	8	58	59	111	2	5
Veterans	1	2	3	7	0	6
Shelter	9	13	4	6	5	3
Motel Housing Plan	2	0	0	1	0	0
VA Housing	0	1	0	0	0	1
Return to Family	0	1	1	2	0	0
Transitional Long Term Housing	6	3	0	0	0	0
Detox	0	2	0	2	0	0
Rehab	7	15	0	0	0	0

FY19 Officer Expansion:
Metro's contracted law enforcement specialized in homeless engagement will increase during FY19. LAPD HOPE officers will be increased from 10 part time officers to 10 full time officers, LASD MET deputies will be increased from 6 to 10, and Long Beach PD will hire 2 quality of life officers.

Metro's Encampment Protocol:
LAPD HOPE and Sheriff's MET teams continue to provide enforcement and outreach on city properties abutting Metro. Metro has developed an encampment protocol to be applied to all of Metro properties.

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 will not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists will work with the C3 teams to provide outreach services.

Mental Health Outreach Workers:
Metro pilot program with the LA county Department of Mental Health will be launched pending County mental health outreach workers becoming available.

Metro Homeless Task Force
Metro hosted its quarterly Homeless Task force on December 12, 2018. Attendees included LA County, LA City, Metro personnel, business interests and elected staff.

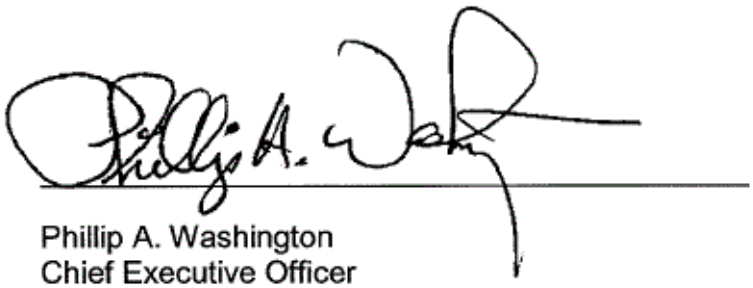
2019 LAHSA Homeless Count
For the fourth year, Metro will partner with the Los Angeles Homeless Services Agency (LAHSA) and the United Way for the Greater Los Angeles Homeless Count. The count will assess the number of homeless individuals on Metro's system and provide data to direct homeless resources. The count will occur on Metro on January 23rd, 24th and 25th at 5am. Volunteer opportunities are forthcoming.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview October & November 2018
Attachment B - Detail by Rail Line October & November 2018
Attachment C - Key Performance Indicators October & November 2018
Attachment D - Transit Police Summary October & November 2018

Prepared by: Alex Z. Wiggins, Chief, System Security and Law Enforcement, (213) 922-4433

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



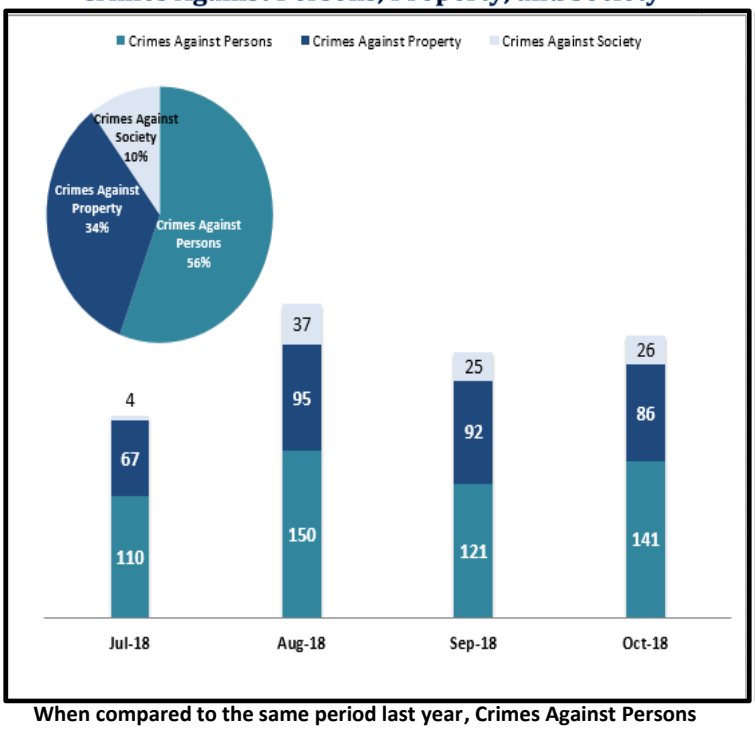
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

OCTOBER 2018

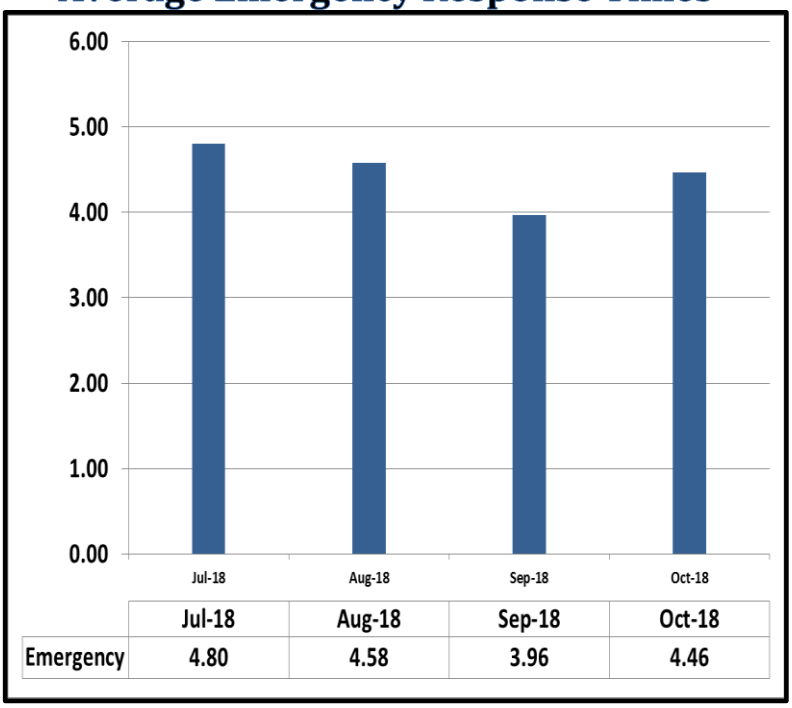
Attachment A

Crimes Against Persons, Property, and Society



When compared to the same period last year, Crimes Against Persons decreased by 10.2%, Crimes Against Property decreased by 30.1%, and Crimes Against Society increased by 225%.

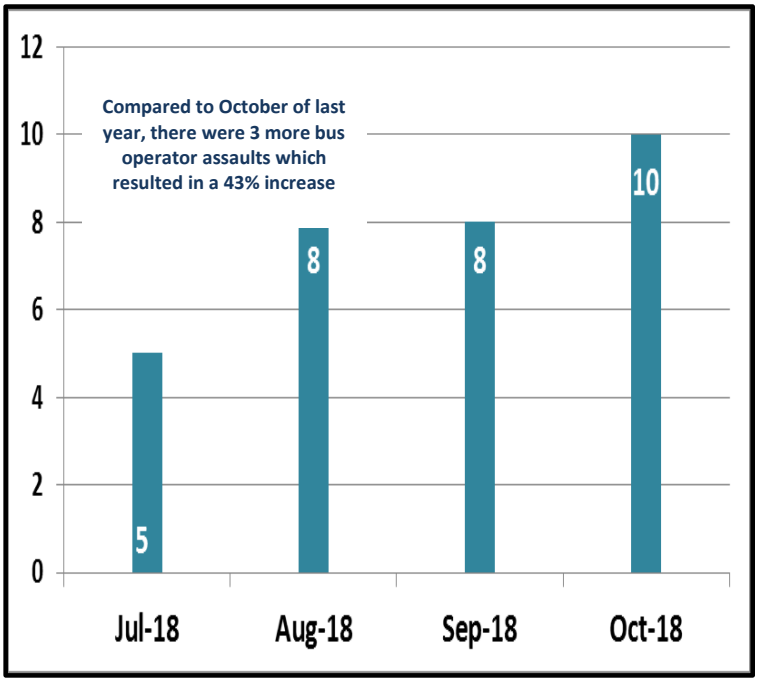
Average Emergency Response Times



	Jul-18	Aug-18	Sep-18	Oct-18
Emergency	4.80	4.58	3.96	4.46

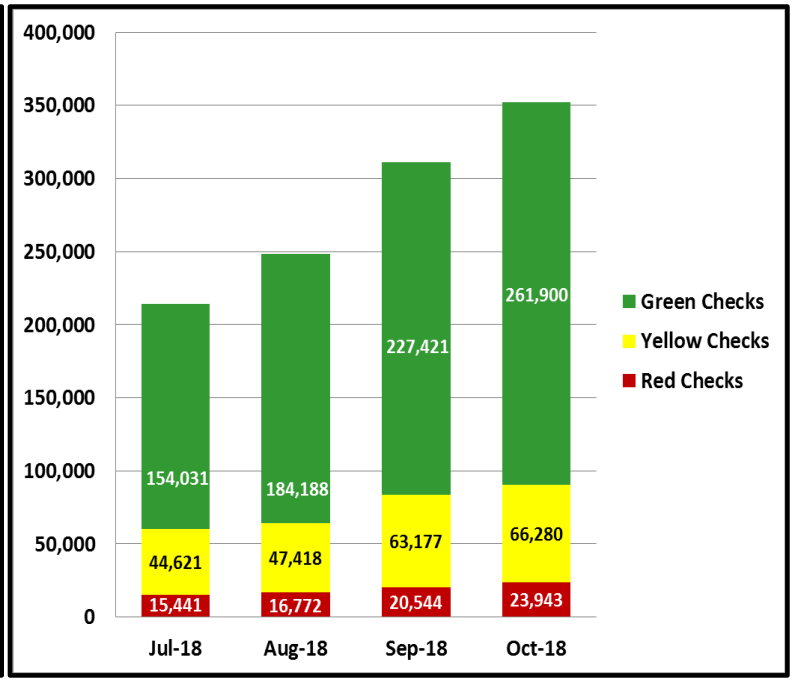
Average emergency response times were 4.46 mins.

Bus Operator Assaults



For the month of October 2018, bus operator assaults increased by 43% compared to the same period last year.

Fare Compliance



Green Checks- Occurs when a patron has valid fare

Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station

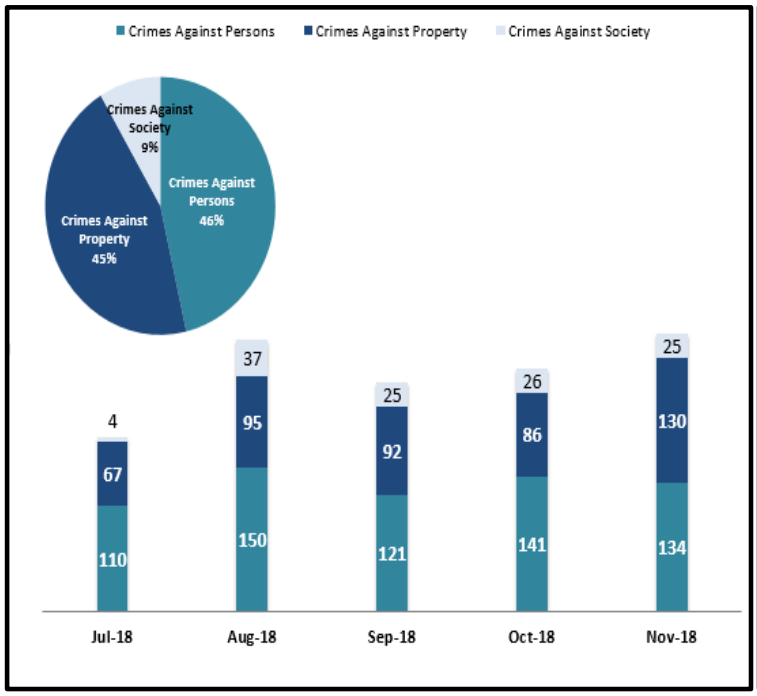
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2018

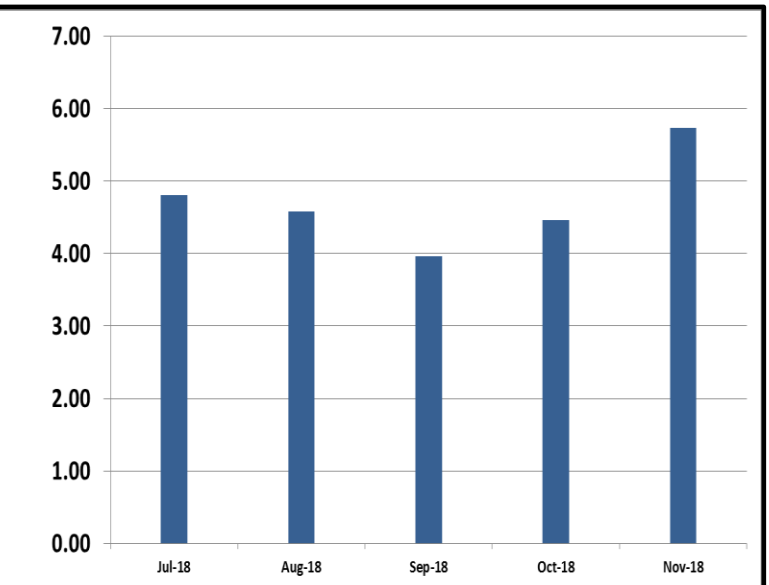
Attachment A

Crimes Against Persons, Property, and Society



When compared to the same period last year, Crimes Against Persons increased by 9.8%, Crimes Against Property increased by 25%, and Crimes Against Society increased by 400%.

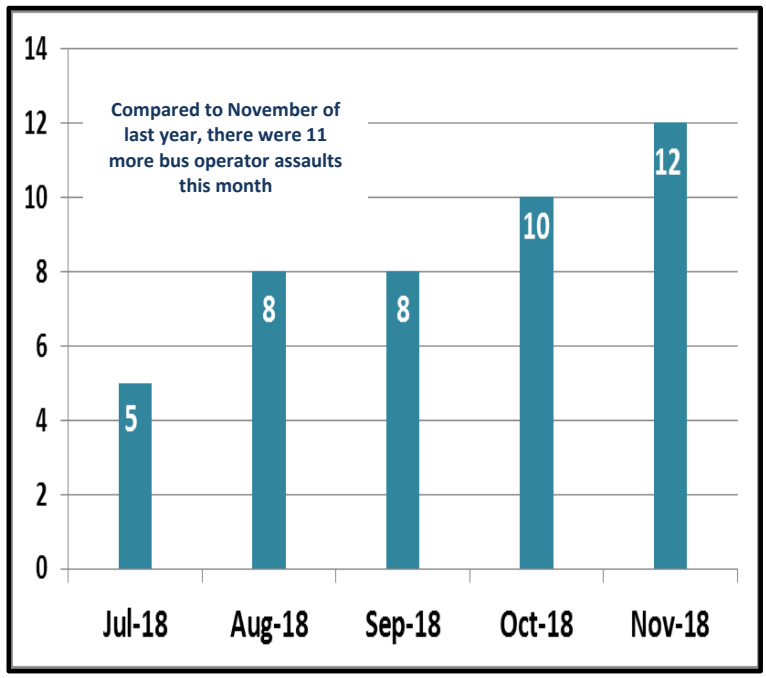
Average Emergency Response Times



	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Emergency	4.80	4.58	3.96	4.46	5.74

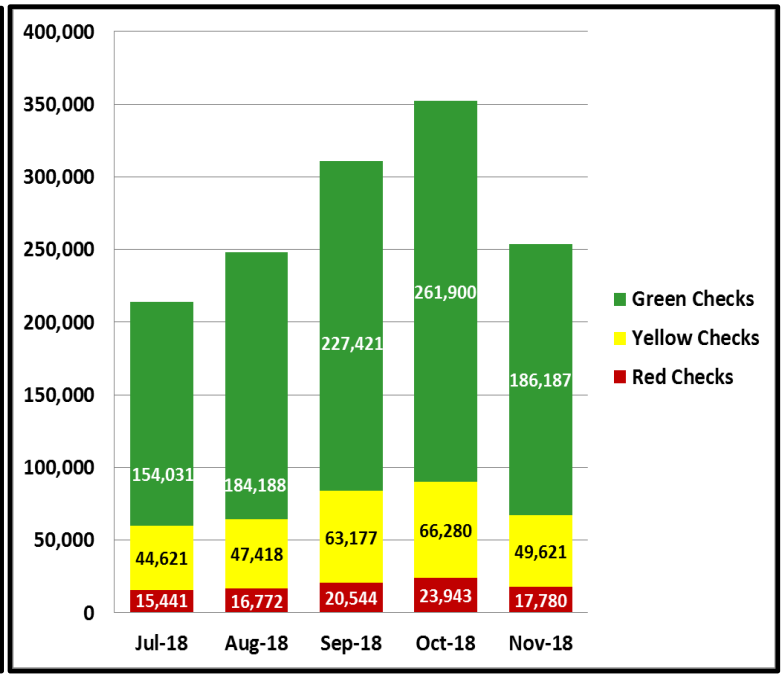
Average emergency response times were 5.74 mins.

Bus Operator Assaults



For the month of November 2018, bus operator assaults increased by 1,100% compared to the same period last year.

Fare Compliance



Green Checks- Occurs when a patron has valid fare

Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station

Red Checks- Occurs when a patron has invalid fare

Attachment B
Detail by Rail Line October & November 2018

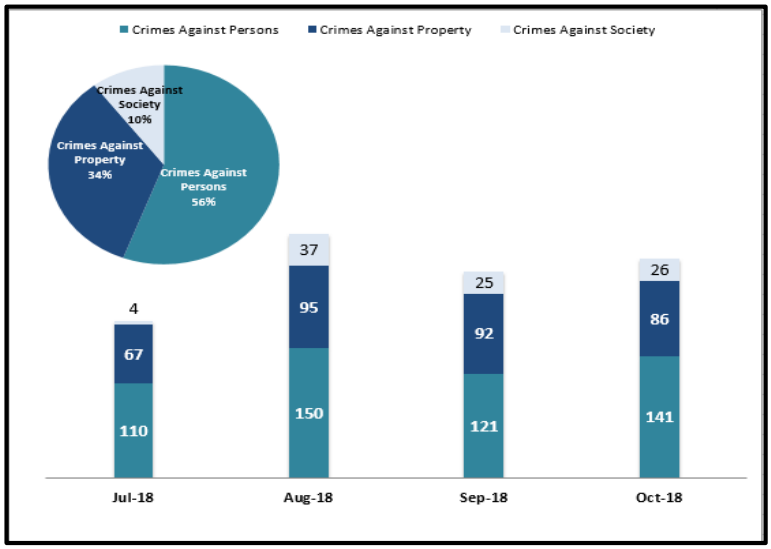
http://libraryarchives.metro.net/DB_Attachments/181213_Attachment%20B%20-%20MTA%20Supporting%20Data%20October%20&%20November%202018.pdf

KEY PERFORMANCE INDICATORS

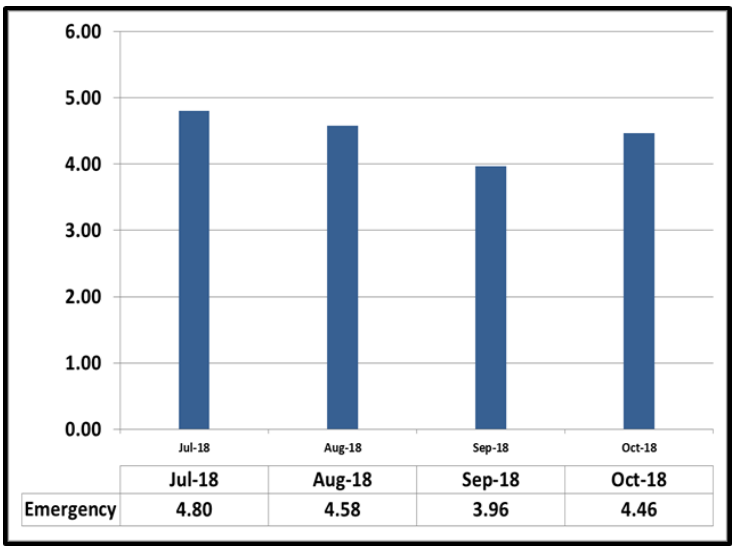
OCTOBER 2018

Attachment C

Crimes Against Persons, Property, and Society

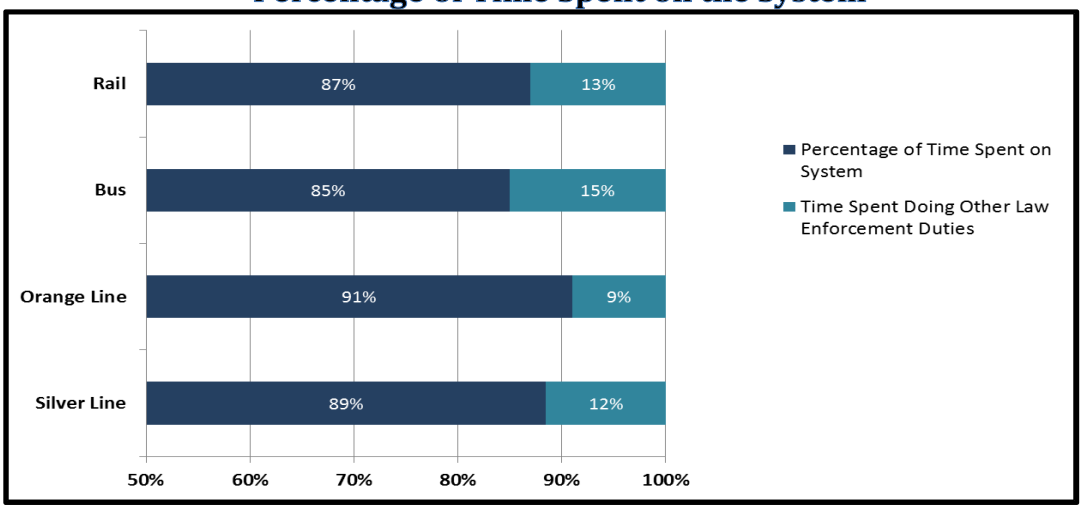


Average Emergency Response Times

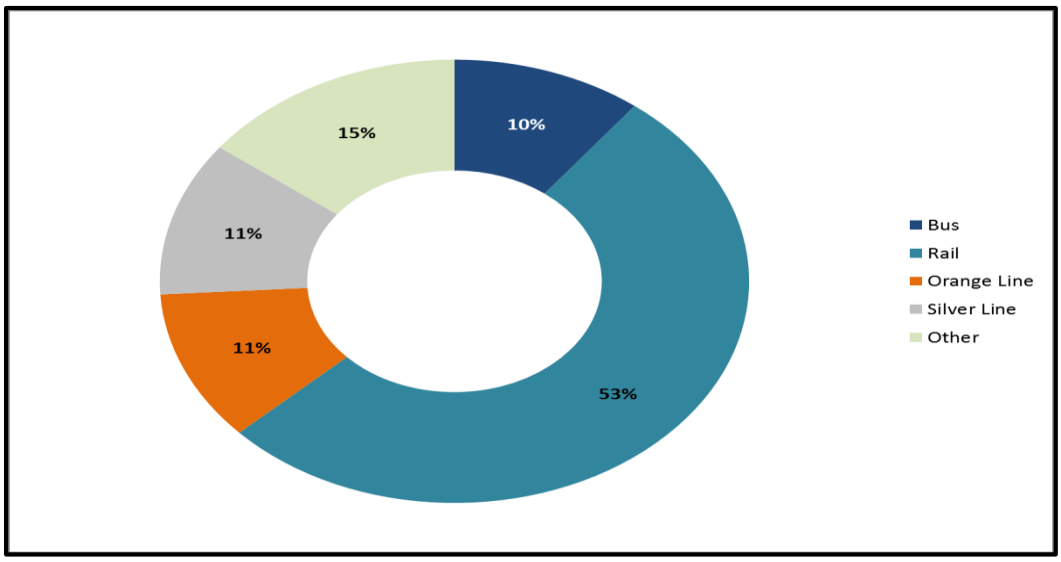


	Jul-18	Aug-18	Sep-18	Oct-18
Emergency	4.80	4.58	3.96	4.46

Percentage of Time Spent on the System

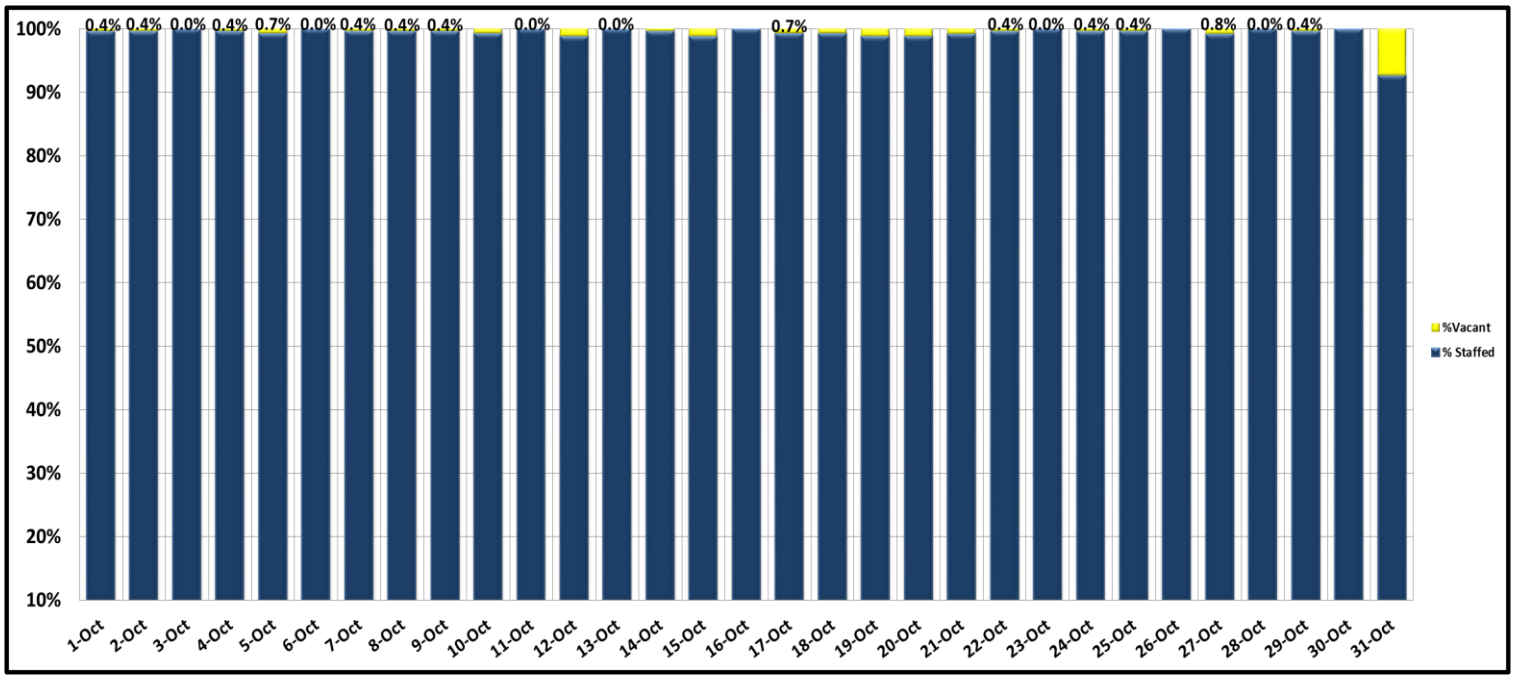


Percentage of Time Spent on the System as a Whole

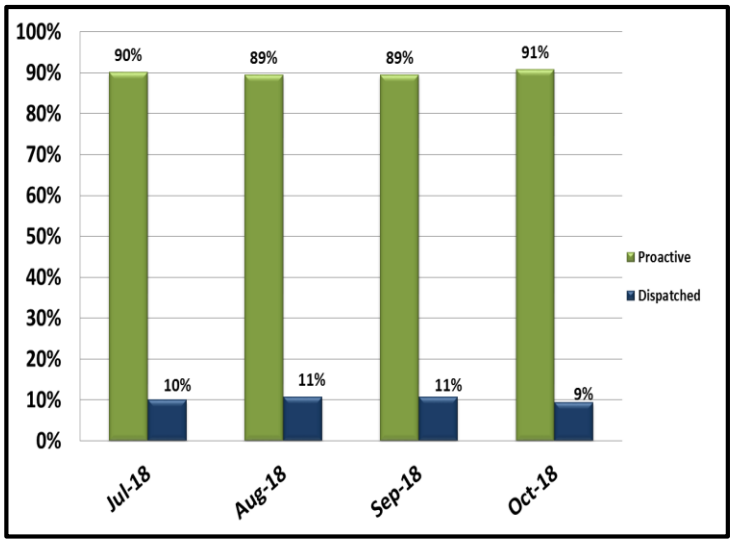


KEY PERFORMANCE INDICATORS
OCTOBER 2018

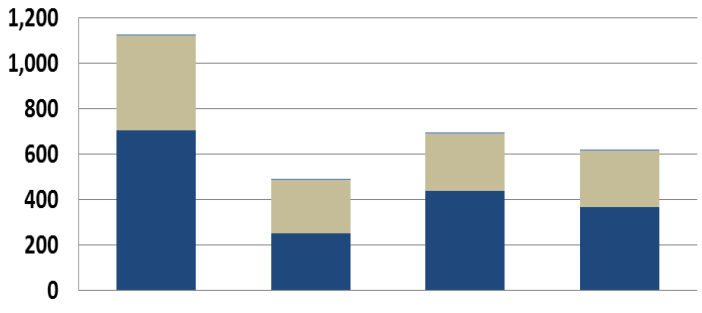
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



	Jul-18	Aug-18	Sep-18	Oct-18
LBPD	4	5	4	3
LASD	416	237	253	248
LAPD	707	252	437	369

Grade Crossing Operation Locations October:

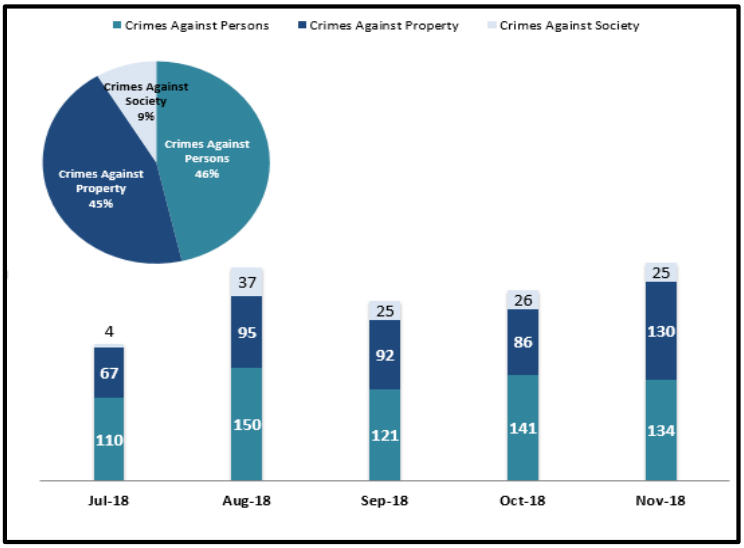
1. Blue Line Stations (160)
2. Expo Line Stations (210)
3. Gold Line Stations (250)

KEY PERFORMANCE INDICATORS

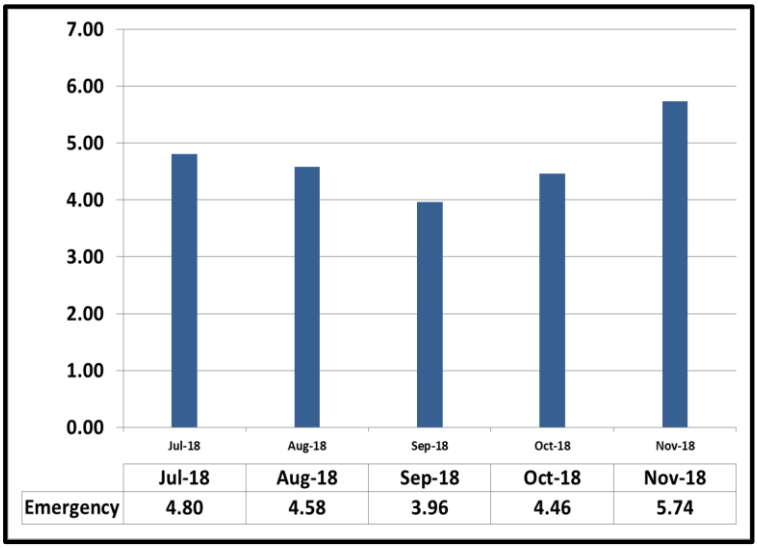
NOVEMBER 2018

Attachment C

Crimes Against Persons, Property, and Society

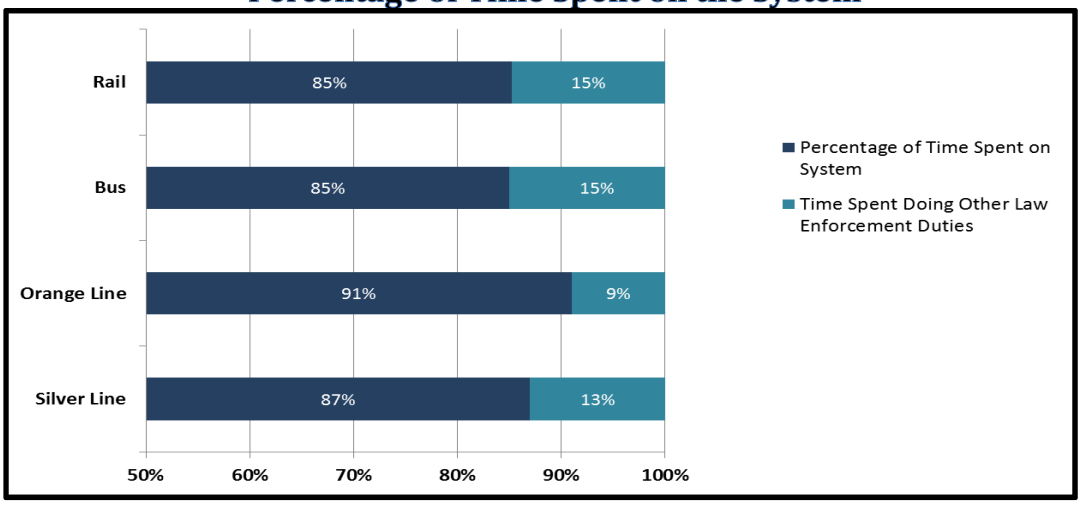


Average Emergency Response Times

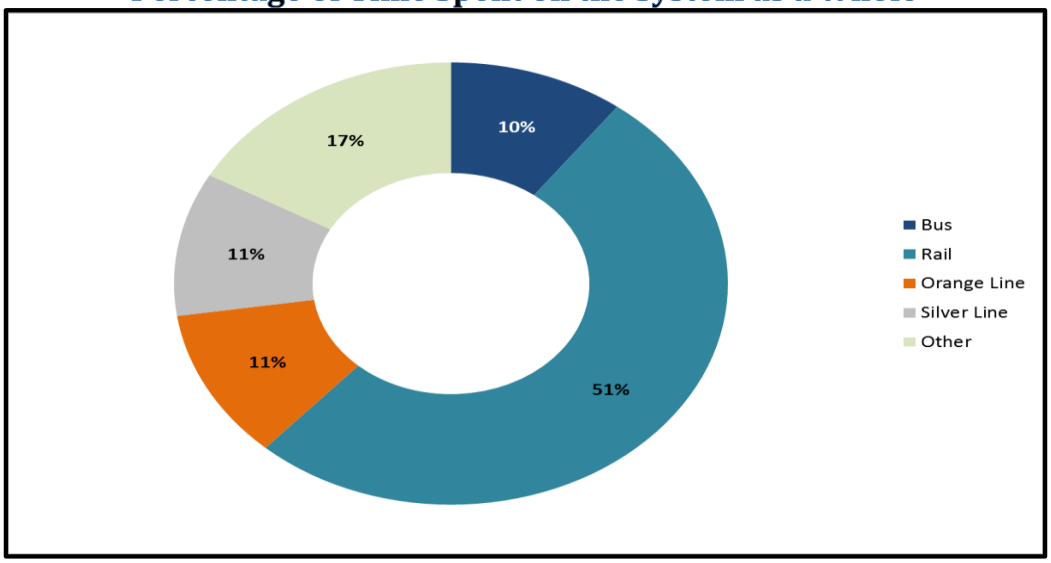


	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Emergency	4.80	4.58	3.96	4.46	5.74

Percentage of Time Spent on the System



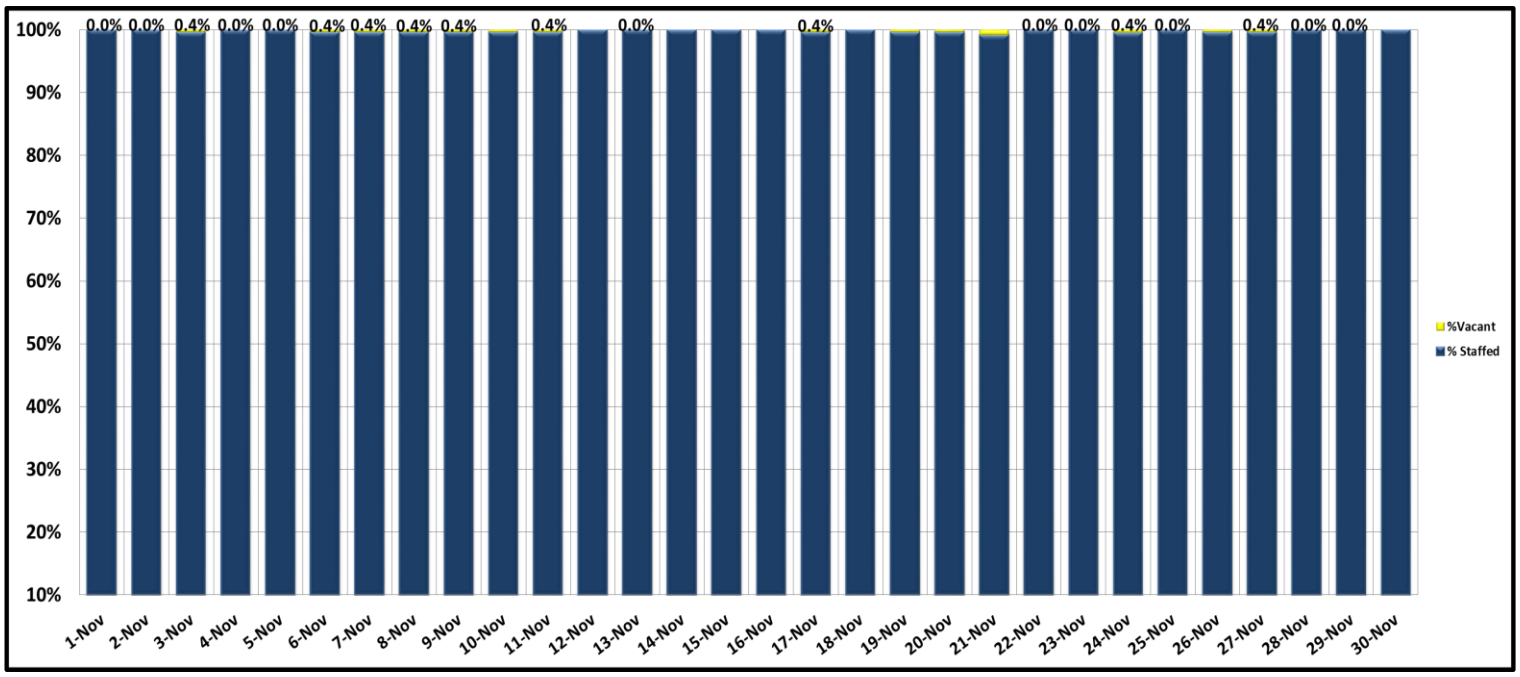
Percentage of Time Spent on the System as a Whole



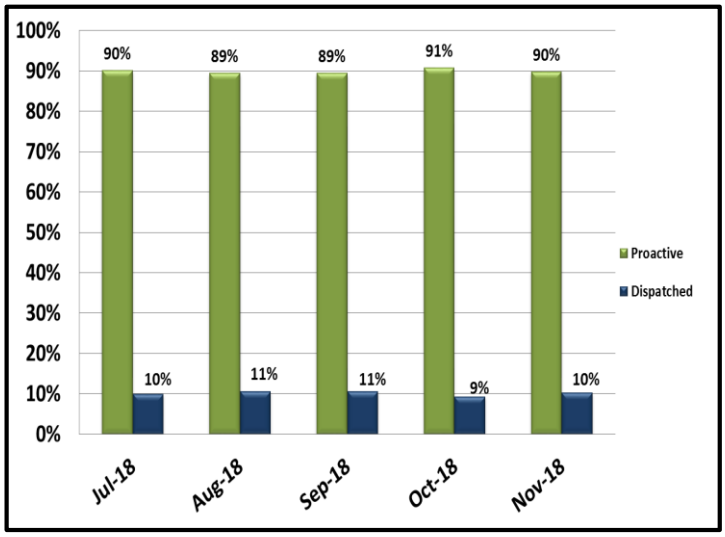
KEY PERFORMANCE INDICATORS

NOVEMBER 2018

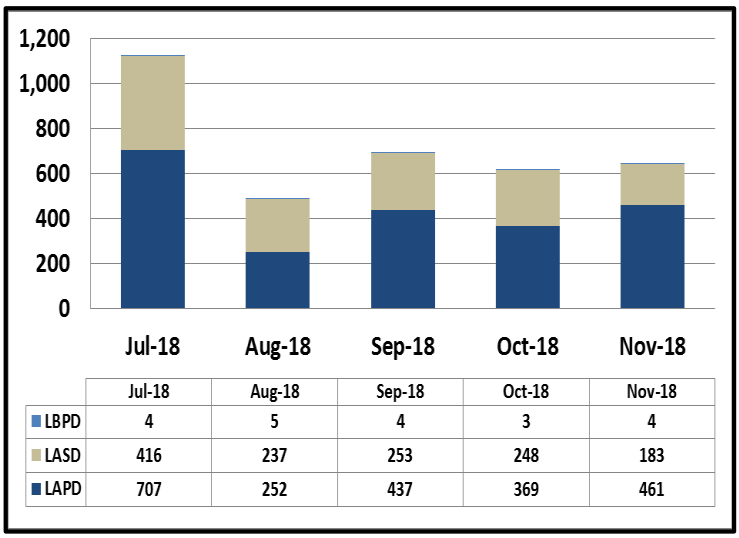
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
LBPD	4	5	4	3	4
LASD	416	237	253	248	183
LAPD	707	252	437	369	461

Grade Crossing Operation Locations November:

1. Blue Line Stations (172)
2. Expo Line Stations (295)
3. Gold Line Stations (181)

Transit Police

Monthly Crime Report

Attachment D

	2017	2018
	October	October
CRIMES AGAINST PERSONS		
Homicide	1	0
Rape	2	0
Robbery	42	24
Aggravated Assault	20	24
Aggravated Assault on Operator	1	1
Battery	69	70
Battery Rail Operator	6	9
Sex Offenses	16	13
SUB-TOTAL	**157**	**141**
CRIMES AGAINST PROPERTY		
Burglary	0	2
Larceny	92	60
Bike Theft	5	10
Motor Vehicle Theft	4	0
Arson	0	0
Other	0	1
Vandalism	22	13
SUB-TOTAL	**123**	**86**
CRIMES AGAINST SOCIETY		
Weapons	0	2
Narcotics	4	18
Trespassing	4	6
SUB-TOTAL	**8**	**26**
TOTAL	**288**	**253**
ENFORCEMENT EFFORTS		
Arrests	205	230
Citations	1,681	2,021
Fare Checks	394,345	352,123
Calls for Service	1,595	992

Transit Police

Monthly Crime Report

Attachment D

	2017	2018
	November	November
CRIMES AGAINST PERSONS		
Homicide	0	1
Rape	0	0
Robbery	41	30
Aggravated Assault	16	37
Aggravated Assault on Operator	1	2
Battery	49	53
Battery Rail Operator	8	10
Sex Offenses	7	1
SUB-TOTAL	**122**	**134**
CRIMES AGAINST PROPERTY		
Burglary	1	2
Larceny	83	107
Bike Theft	3	8
Motor Vehicle Theft	3	1
Arson	0	0
Other	0	2
Vandalism	14	10
SUB-TOTAL	**104**	**130**
CRIMES AGAINST SOCIETY		
Weapons	1	4
Narcotics	4	15
Trespassing	0	6
SUB-TOTAL	**5**	**25**
TOTAL	**231**	**289**
ENFORCEMENT EFFORTS		
Arrests	221	247
Citations	1,495	1,868
Fare Checks	433,419	253,588
Calls for Service	1,478	967

Los Angeles County
Metropolitan Transportation Authority

October & November 2018
Transit Policing
Performance Summary

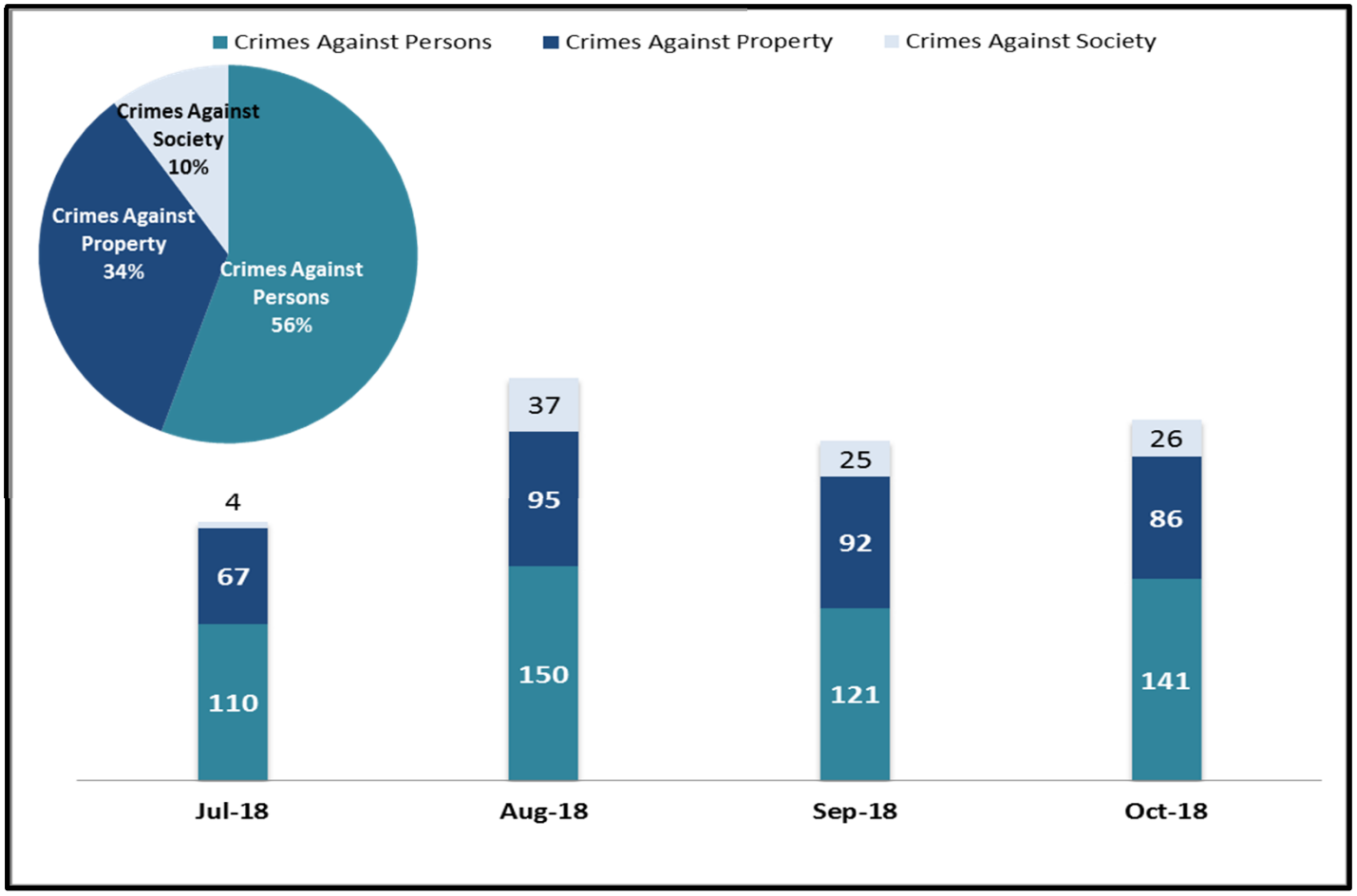
January 10, 2019

Board Staff Briefing

Metro

Key Performance Indicators

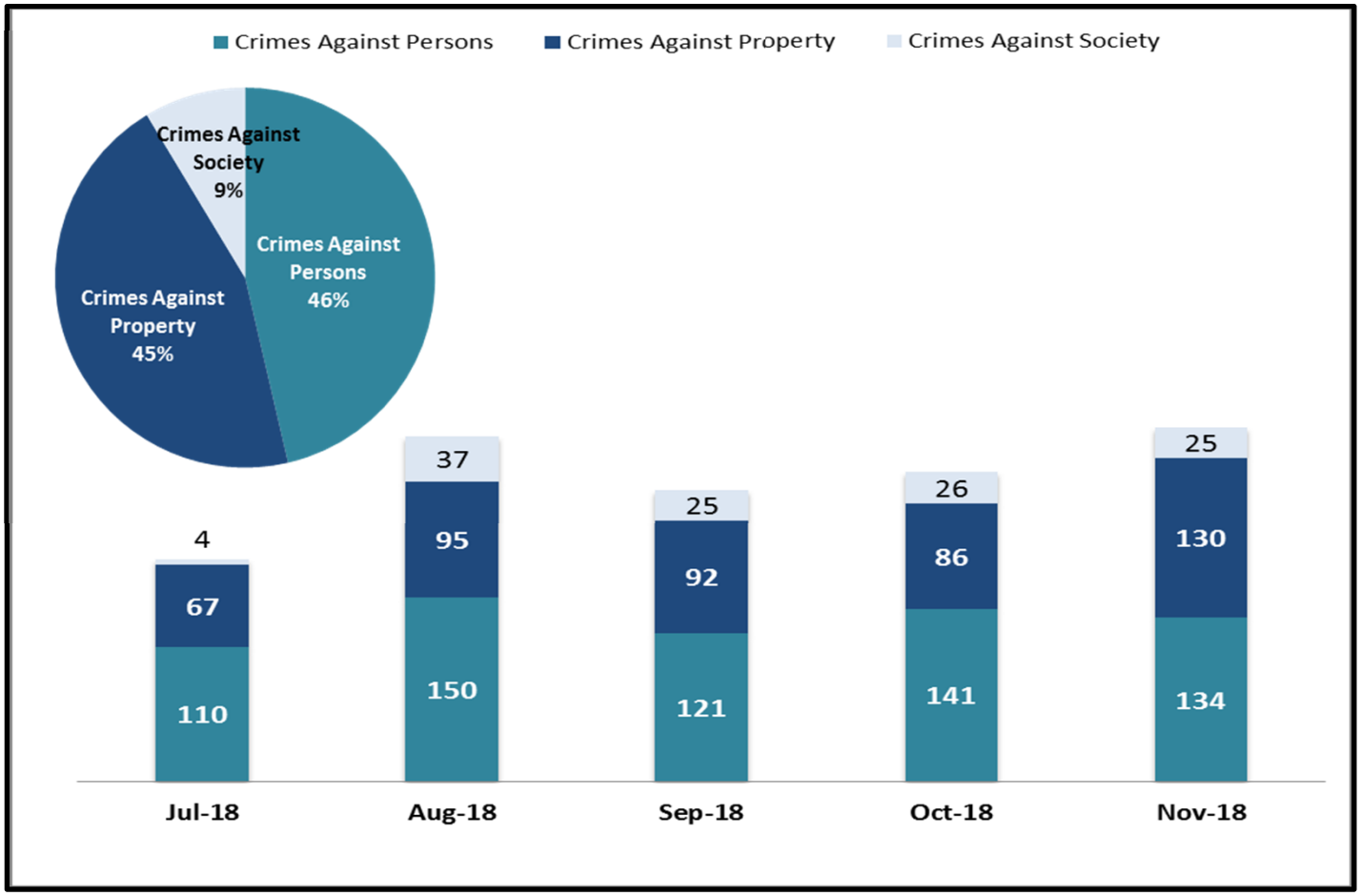
Crimes Against Persons, Property, and Society – October 2018



Metro

Key Performance Indicators

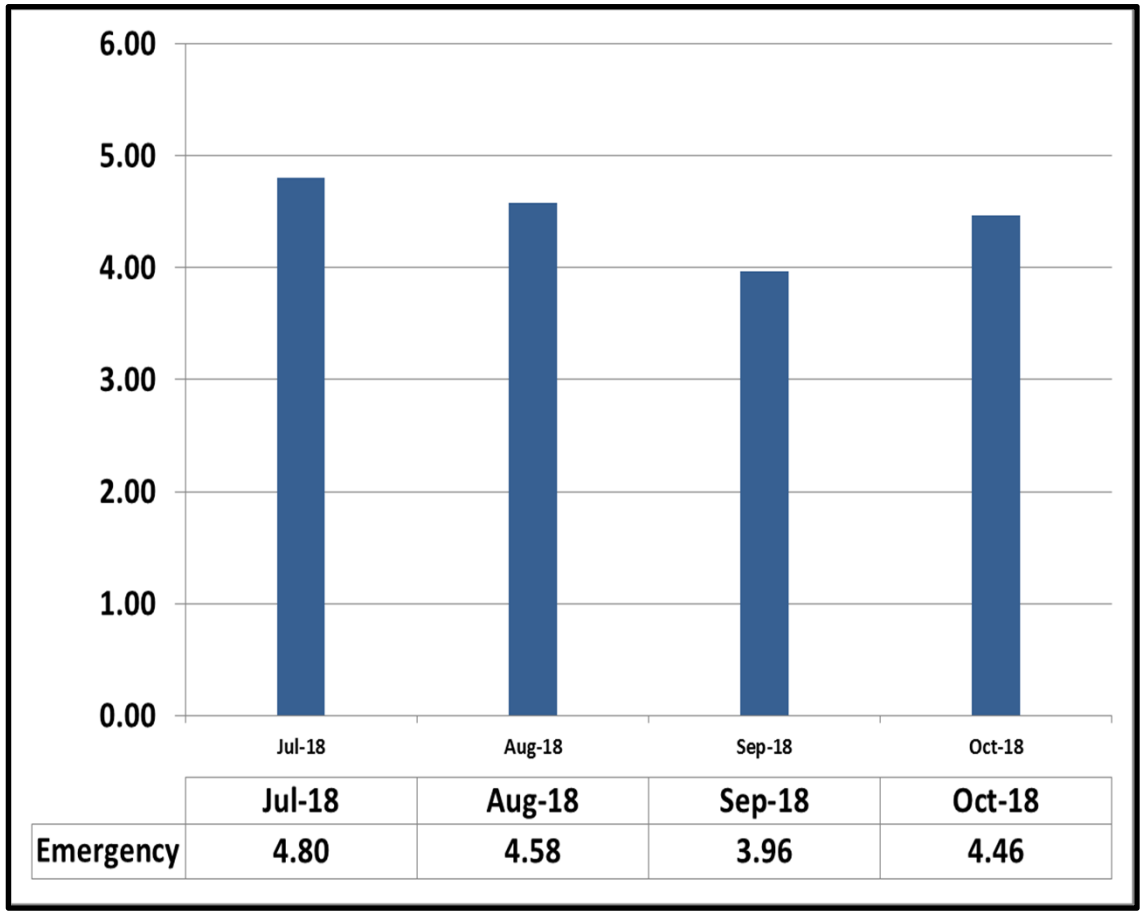
Crimes Against Persons, Property, and Society – November 2018



Metro

Key Performance Indicators

Average Emergency Response Times – October 2018

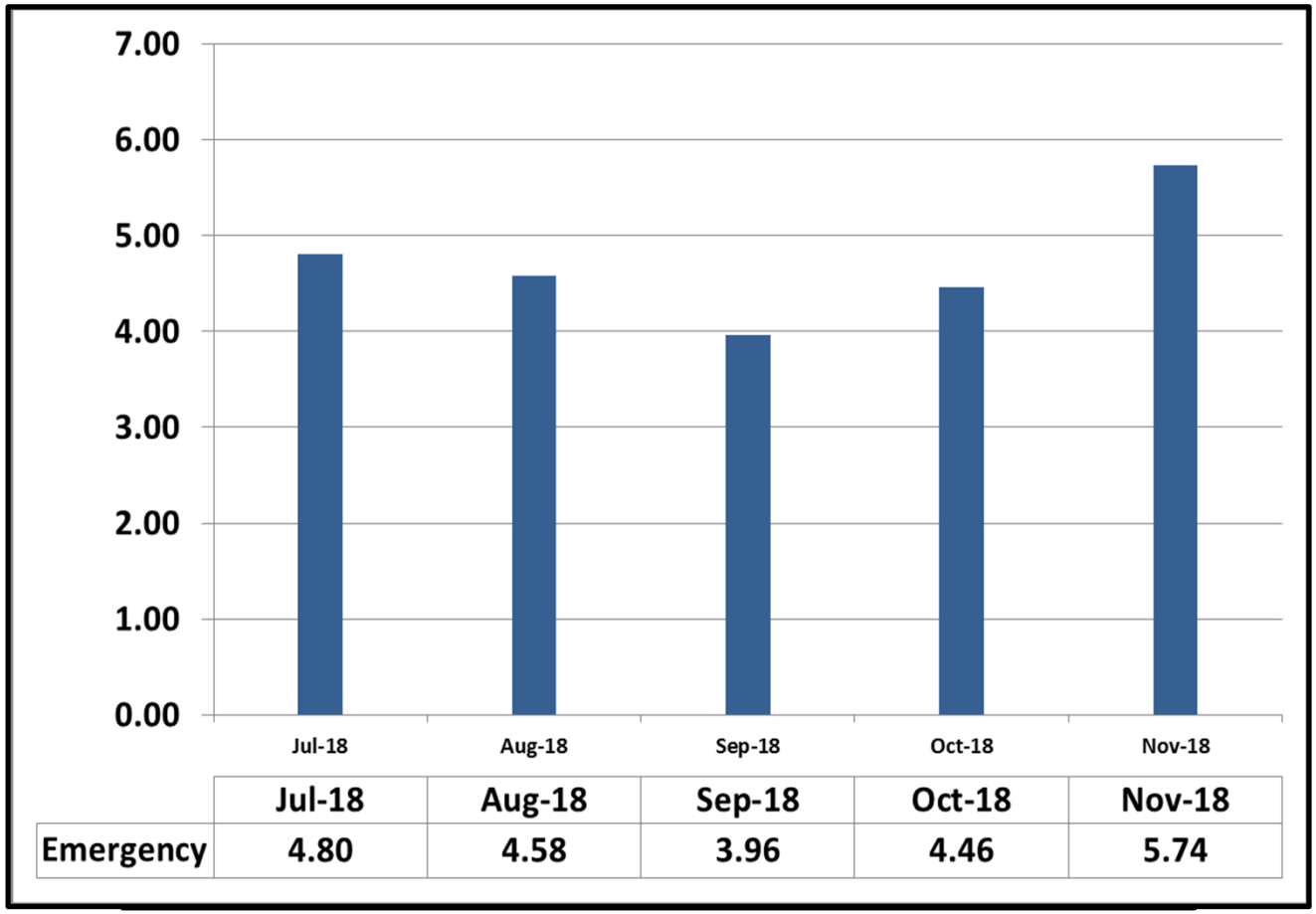


	Jul-18	Aug-18	Sep-18	Oct-18
Emergency	4.80	4.58	3.96	4.46

Metro

Key Performance Indicators

Average Emergency Response Times – November 2018

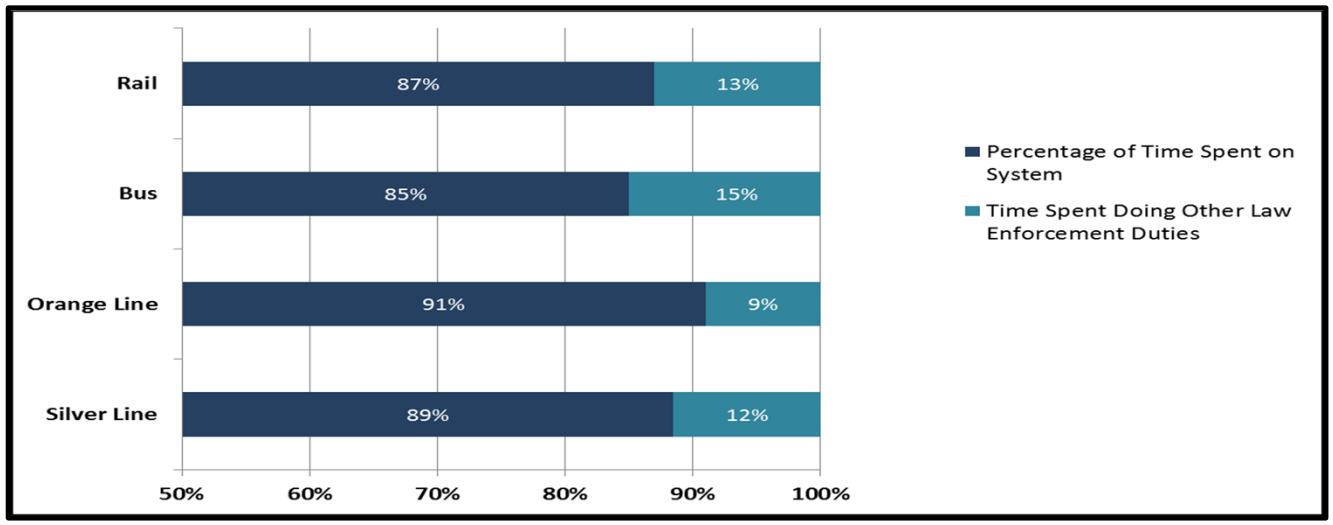


	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Emergency	4.80	4.58	3.96	4.46	5.74

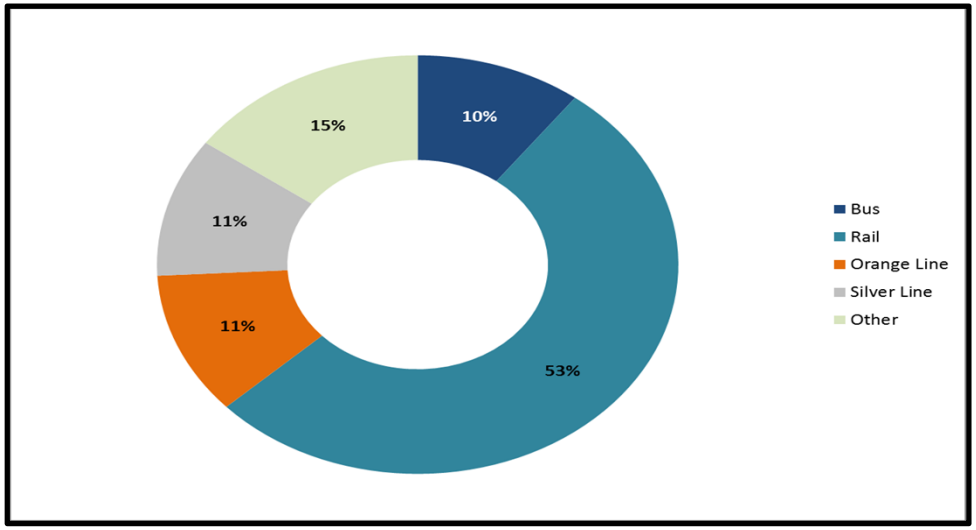
Metro

Key Performance Indicators

Percentage of Time Spent on the System – October 2018



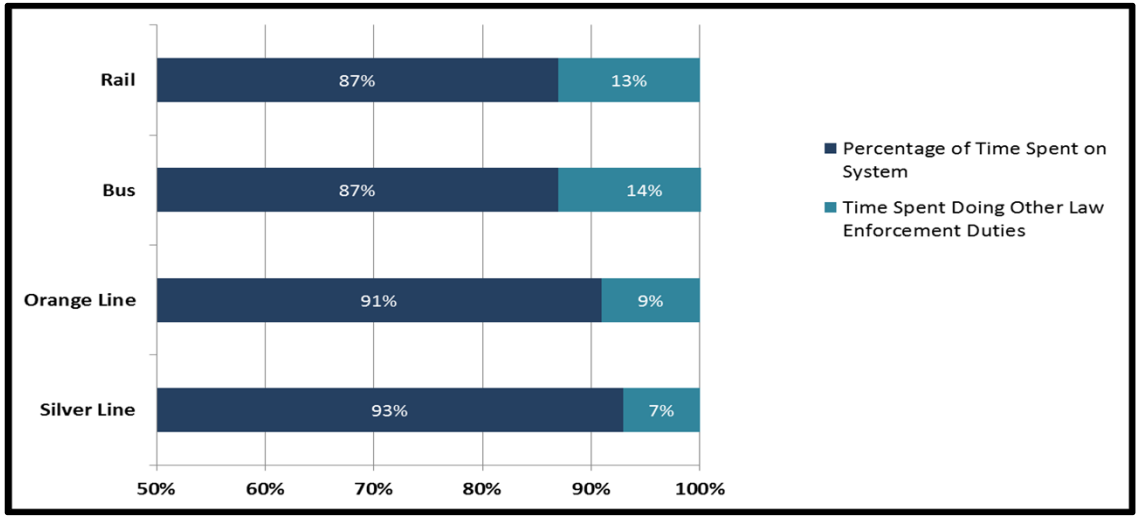
Percentage of Time Spent on the System as a Whole – October 2018



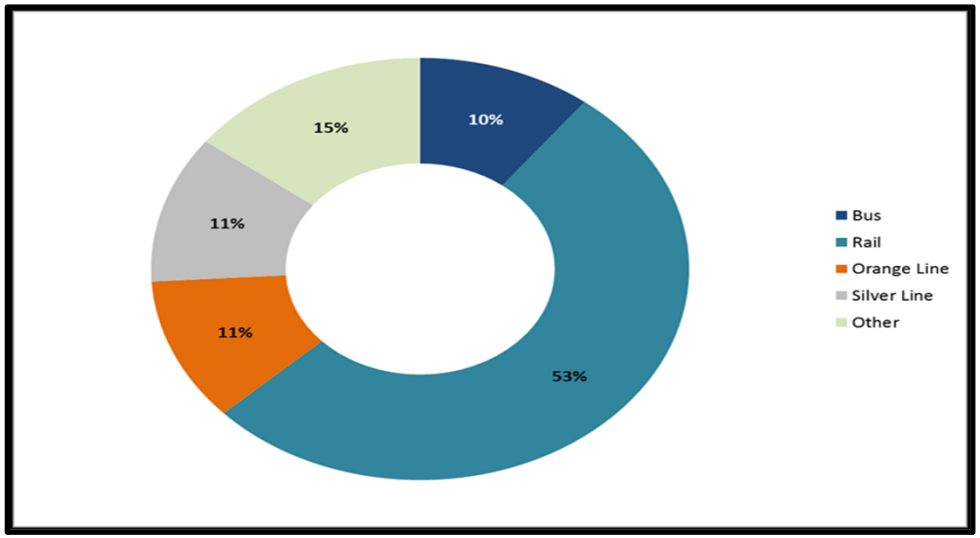
Metro

Key Performance Indicators

Percentage of Time Spent on the System – November 2018



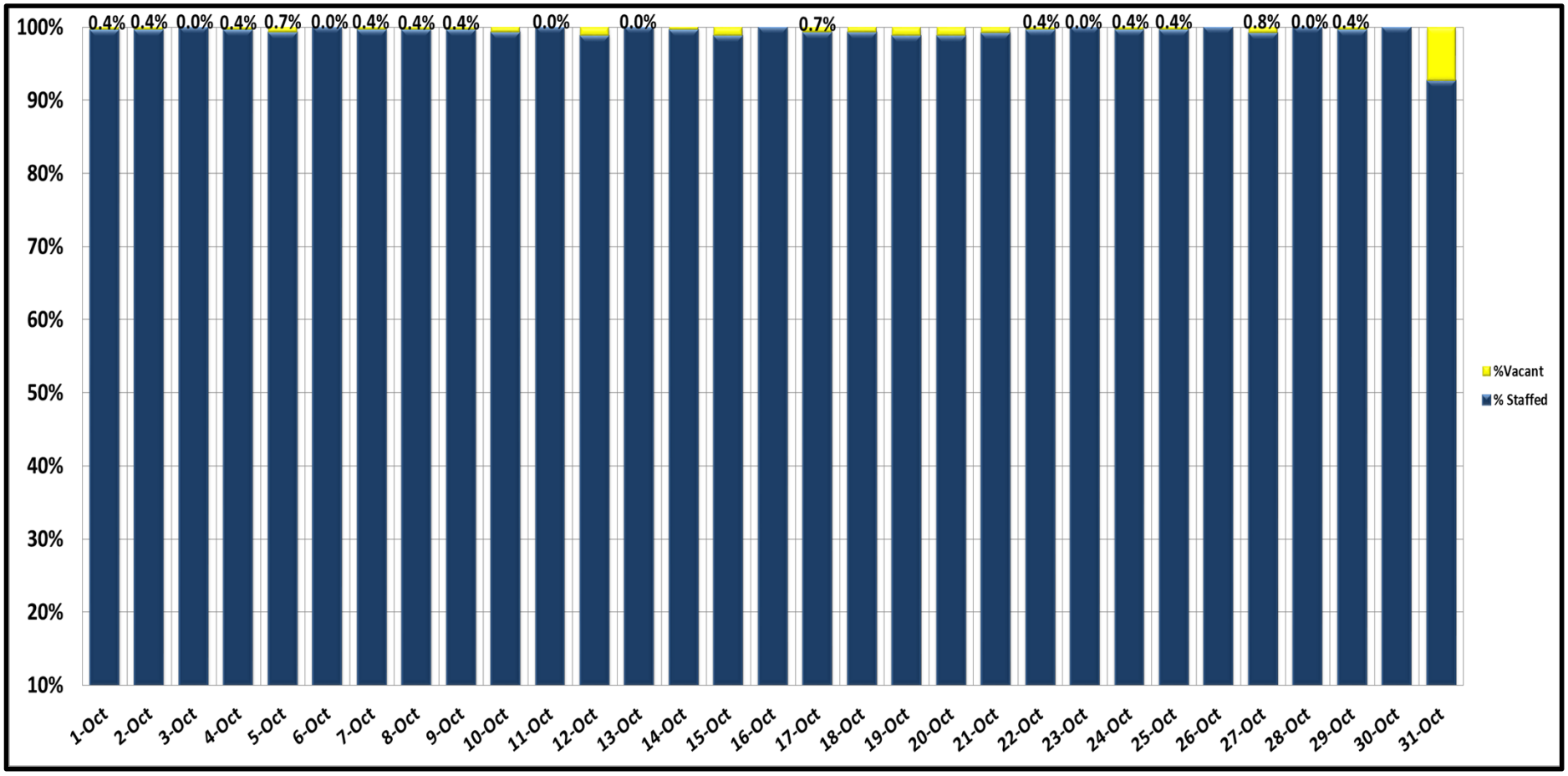
Percentage of Time Spent on the System as a Whole – November 2018



Metro

Key Performance Indicators

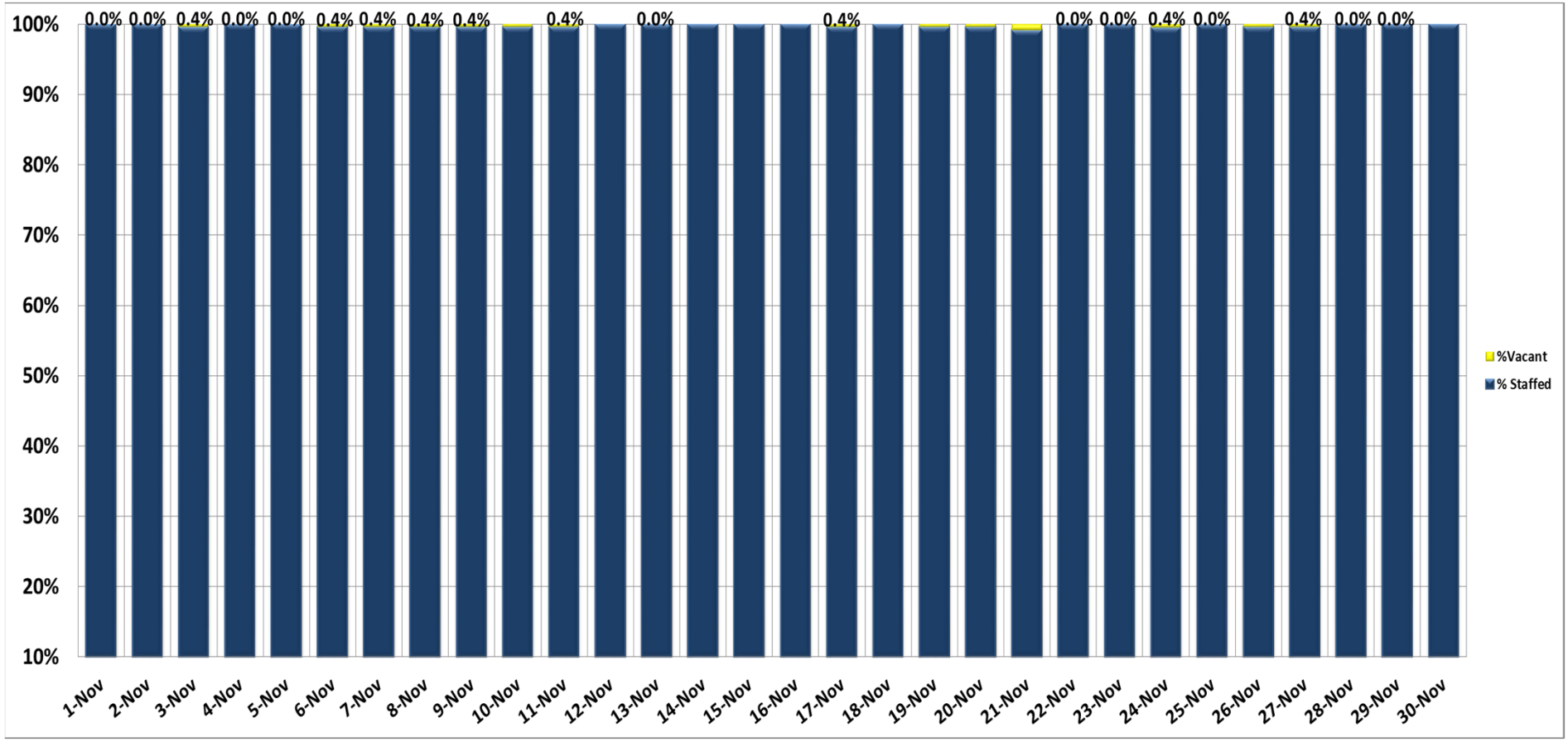
Ratio of Staffing Levels vs Vacant Assignments – October 2018



Metro

Key Performance Indicators

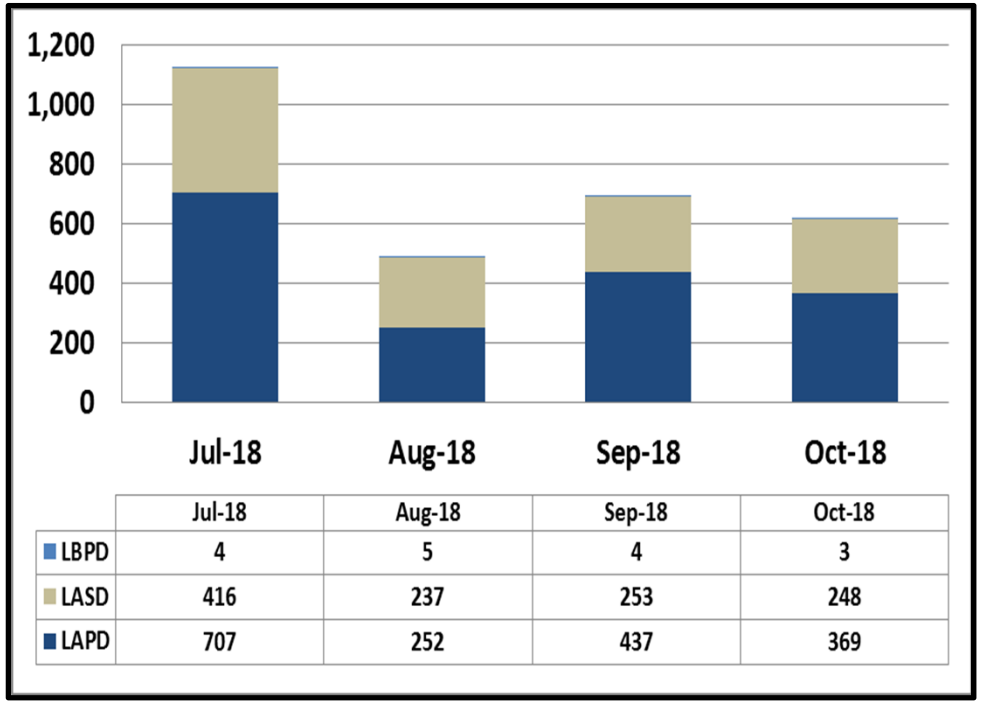
Ratio of Staffing Levels vs Vacant Assignments – November 2018



Metro

Key Performance Indicators

Grade Crossing Operations – October 2018



	Jul-18	Aug-18	Sep-18	Oct-18
LBPD	4	5	4	3
LASD	416	237	253	248
LAPD	707	252	437	369

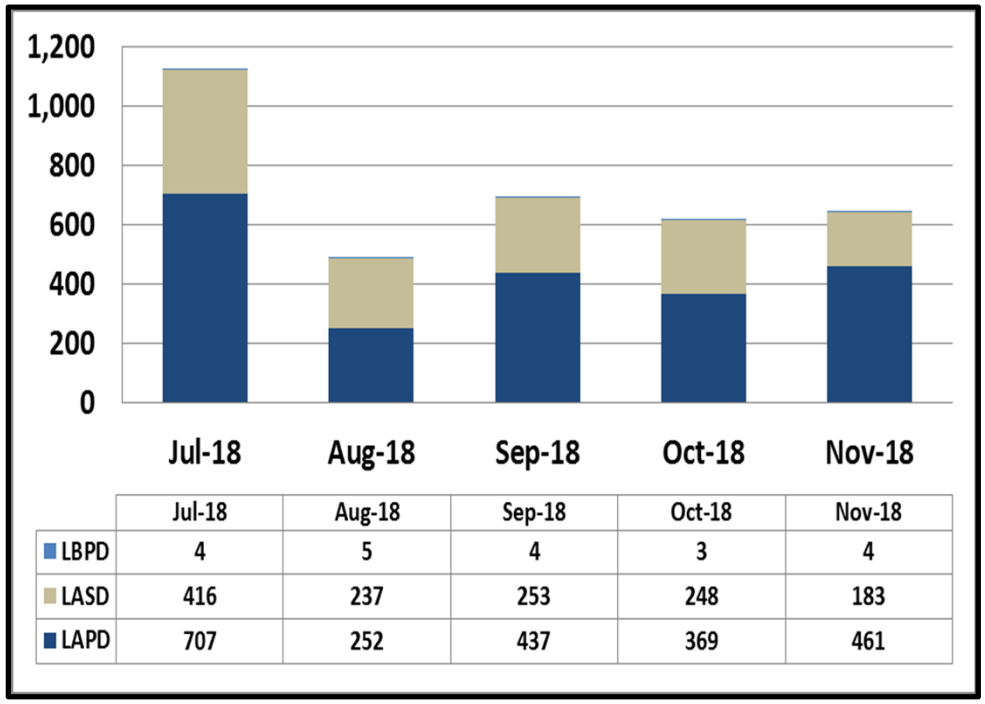
Grade Crossing Operation Locations October:

1. **Blue Line Stations (160)**
2. **Expo Line Stations (210)**
3. **Gold Line Stations (250)**

Metro

Key Performance Indicators

Grade Crossing Operations – November 2018



	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
LBPD	4	5	4	3	4
LASD	416	237	253	248	183
LAPD	707	252	437	369	461

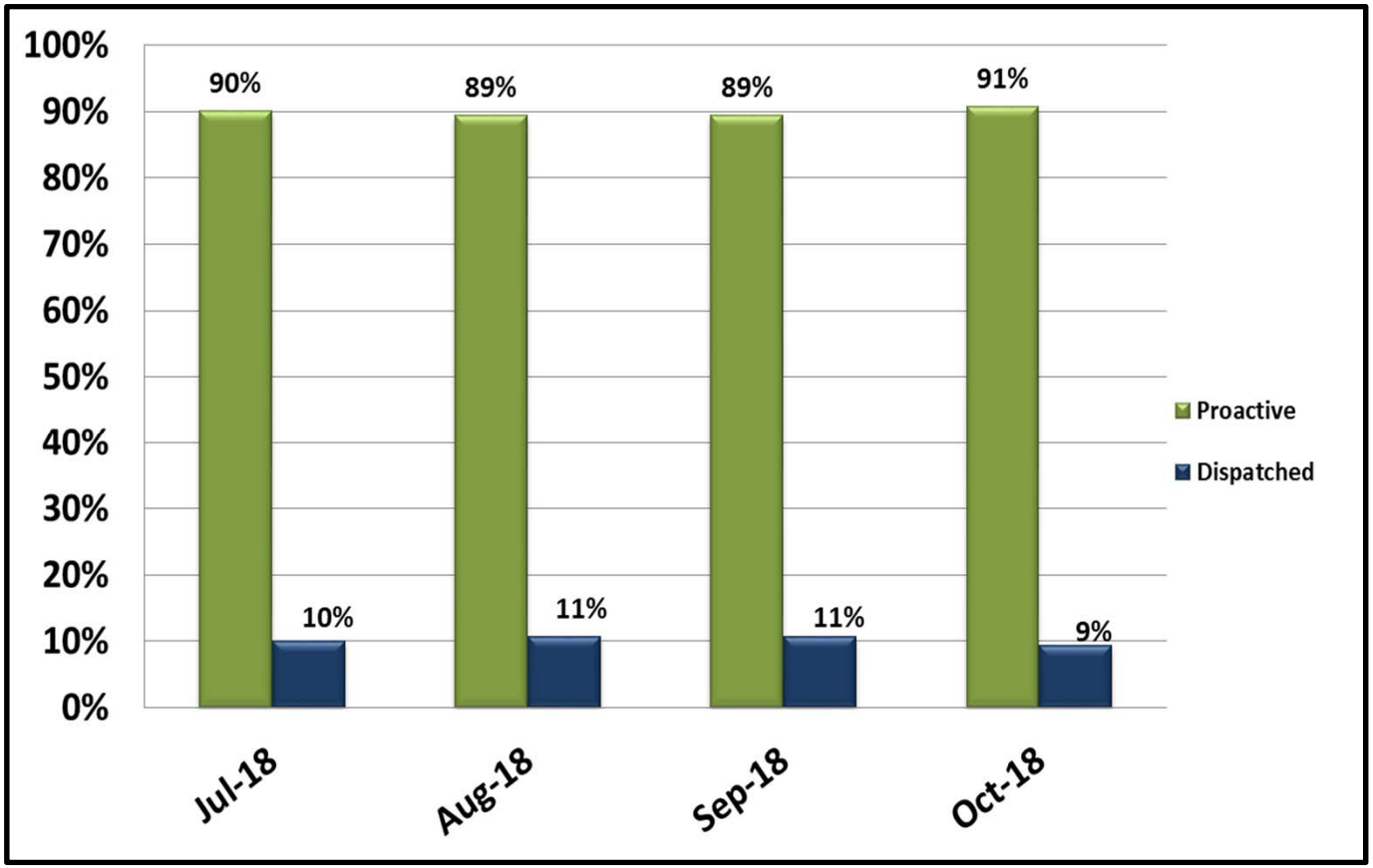
Grade Crossing Operation Locations September:

1. **Blue Line Stations (172)**
2. **Expo Line Stations (295)**
3. **Gold Line Stations (181)**

Metro

Key Performance Indicators

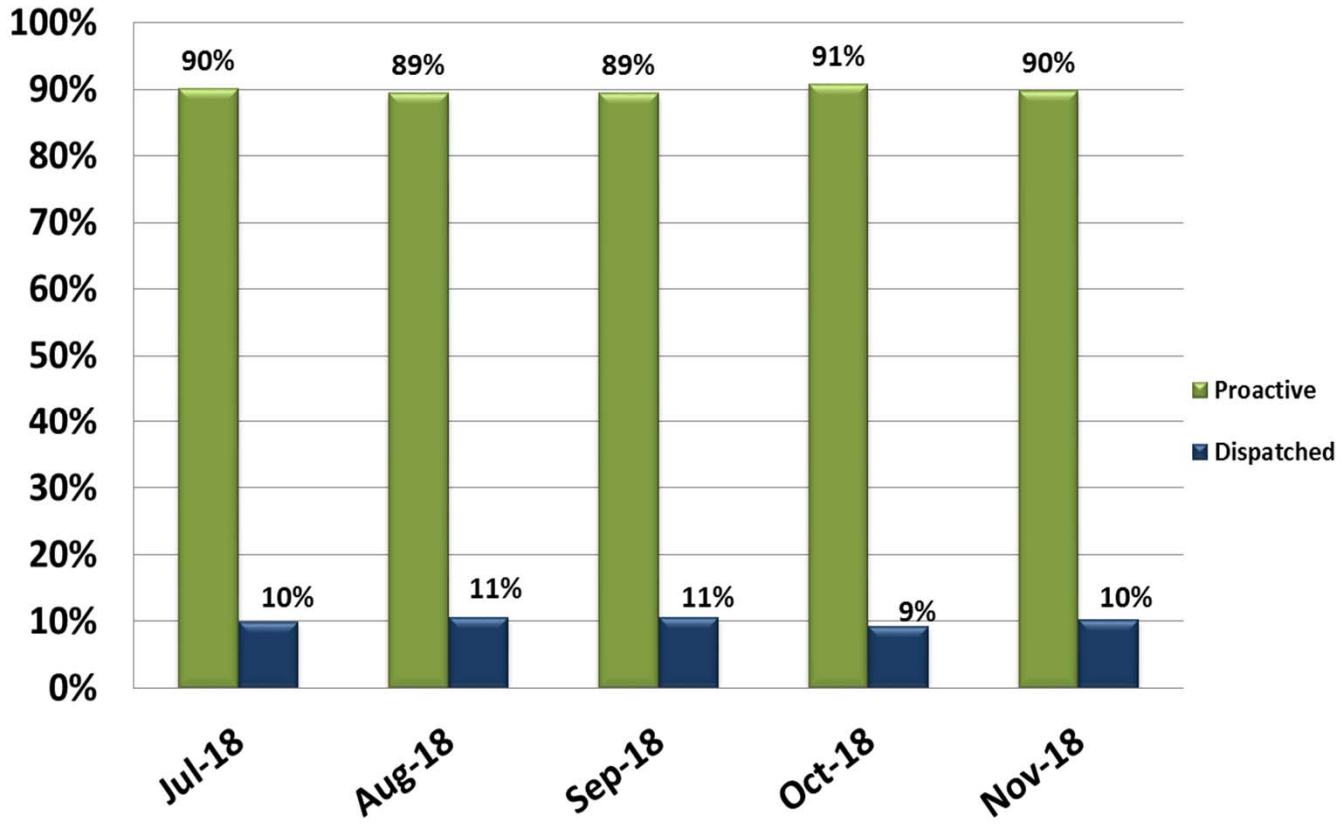
Ratio of Proactive vs Dispatched Activity – October 2018



Metro

Key Performance Indicators

Ratio of Proactive vs Dispatched Activity – November 2018



Metro

Winter Surge Enhanced Deployment

- "Winter Surge" was launched in November 2018 and will run through March 2019
- LASD increased deployment by 16.5% from an average of 121 deputies per day to 141
- LAPD increased deployment by 6.5% from an average of 122 officers per day to 130
- Metro Transit Security adjusted its schedule to deploy Fare Compliance Officers earlier at 3 a.m. instead of 5 a.m. to prevent homeless from entering the system
- Metro is also utilizing private security to enhance security on the Green Line tie in and the New Blue