

**Board Report**

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**File #:** 2018-0409, **File Type:** Informational Report**Agenda Number:** 34.

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 19, 2018****SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING  
PERFORMANCE****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

**ISSUE**

This report reflects May 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 (LAPD). The information in this report summarizes system-wide Part 1 and Part 2 crime data, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are System Wide Part 1 and Part 2 Crimes, 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.

**DISCUSSION****Crime stats are as follows:****May**

Crime on the transit system continues to decrease since the implementation of the multi-agency model in July 2017. Overall crime is down by 25.2%; Part 1 crime is down by 41.8% and Part 2 crime by 3%. That being said, there was an uptick in May 2018 as compared to May 2017. The increase in crime is partially due to a series of bus/rail cell phone thefts conducted by an organized team. The law enforcement team addressed the cell phone thefts by conducting a series of operations to identify and arrest the perpetrators. An additional factor that affected the increase resulted from the surge conducted on the Red Line to prevent trespassing into secure ancillary spaces. In response to safety and security concerns raised by Metro field employees, a specialized team composed of security and law enforcement personnel conducted a 45 day operation to identify and arrest trespassers and other offenders.

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As a result of this activity, Part 1 crime in May increased by 6% and Part 2 by 43%. The total Part 1 crimes equated to 3 crimes per 1 million boardings.

### **May Summary by Mode**

Part 1 crime on the rail system decreased by 18% compared to the same period last year. Part 1 crime on the bus system increase by 183.3% (there was 22 more Part 1 crimes committed than the same period last year). To address the increase of crime on the system, law enforcement is utilizing strategic deployment to reverse the recent spike in crime.

### **Bus Operator Assaults:**

There were five (5) bus operator assaults reported in May, there were the same amount of operator assaults compared to the same period last year.

### **Average Emergency Response Times:**

Emergency response times averaged 4.49 minutes for the month of May.

### **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 continued in May and the vendor visited 18 divisions in Metro, plus interviewed key division leaders and their staff. The vendor also conducted interviews with key Metro executives, ranging from Information Technology to Rail Operations and Security. A physical security assessment of Union Station is planned to begin in the summer of 2018.

Metro has had a significant problem with unauthorized persons entering through the underground station ancillary area doors that are on the end of the train platforms and on the mezzanine level. Unauthorized persons are leaving property, food, drug syringes and human waste in the hallways. Our contract security guards are now tasked to enter the ancillary areas in each underground station once per shift, and the contract guards can request assistance from LAPD or Metro Security if needed. The ancillary areas have seen a significant improvement in the cleanliness since the start of the surge in April.

### **Significant Activities:**

#### ***Los Angeles Police Department***

**5/15/18-** Subject was arrested for battery at Red Line 7<sup>th</sup> St/Metro Center Station.

**5/25/18-** Subject was arrested for robbery at Silver Line Harbor Freeway Station.

**5/26/18-** Subjects were arrested for robbery at Expo Line Expo/Western Station.

#### ***Los Angeles County Sheriff's Department***

**5/1/18-** Subject was arrested for possession of a weapon and narcotics at Blue Line

Compton Station.

**5/28/18-** Subject was arrested for possession of stolen property and narcotics at Blue Line Slauson Station.

**5/29/18-** Subject was arrested for possession of concealed weapons at Blue Line Willowbrook/Rosa Parks Station.

**Long Beach Police Department**

**5/13/18-** Subject was arrested for assault at Blue Line Downtown Long Beach Station.

**5/17/18-** Subject was arrested for public intoxication at Blue Line Pacific Coast Highway Station.

**5/21/18-** Subject was arrested for robbery at Blue Line Wardlow Station.

**Community and Problem Oriented Policing Activities:**

Transit Law Enforcement Officers attended the Metro Regional Law Enforcement Working Group meeting in Azusa.

**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 2,757 total unduplicated homeless contacts, 600 of whom have been placed into permanent housing solutions. Metro will expand C3 outreach in the FY19 budget to provide homeless outreach at Union Station and on rail and bus service. The ramp up period for the eight teams is projected to take approximately 120 days.

**C3 Homeless Outreach May 22, 2017 through June 4, 2018:**

Performance Measure	Monthly Number Served	Fiscal YTD Number Served
Contacts with unduplicated individuals	122	2,757
Unduplicated individuals engaged	47	1,777

Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	58	971
Unduplicated individuals engaged who are successfully linked to an interim housing resource	23	309
Unduplicated individuals engaged who are linked to a permanent housing resource	0	261
Unduplicated individuals engaged who are permanently housed	3	30

**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 to the Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of pilot program. Being that LAPD’s patrol includes the Red Line; connections are made between C3 teams and LAPD during the course of the C3 pilot program. Of those C3 contacts connected with interim housing during the month of May, eight of the connections to interim housing were due to the ongoing partnership between the LAPD and the C3 teams. LASD’s MET teams consist of Deputies paired with clinicians and the Department of Health LAPD’s HOPE teams consist of Officers who partner with LAHSA, the LA City Attorney’s Office and the LA City Department of Sanitation for homeless outreach response. The FY19 roll out for C3 teams will require that outreach teams coordinate with respective law enforcement.

Los Angeles Police Department HOPE Team Contacts

LAPD Transit Bureau homeless outreach totals the HOPE team contacts plus the patrol / Transit Services Division (TSD). Therefore, LAPD’s May 2018 homeless outreach is the following.

<b>ACTION</b>	<b>HOPE</b>	<b>TSD</b>	<b>TOTAL</b>
Contacts	128	93	221
Referrals	40	2	42
5150 Hold	9	2	11
Mental Illness	22	3	25

Substance Abuse	3	1	4
Veterans	1	0	1
Shelter	3	1	4
Motel With Housing Plan	0	0	0
VA Housing	0	0	0
Return To Family	0	0	0
Transitional Long-Term Housing	0	0	0
Detox	1	0	1
Rehab	2	0	2

Sheriff Mental Evaluation Team (MET) Contacts

In addition to the below data, LASD MET teams transported 24 clients to other homeless outreach connection services.

<b>ACTION</b>	<b>TOTAL</b>
Contacts	365
Referrals	83
5150 Hold	10
Mental Illness	105
Substance Abuse	92
Veterans	03
Shelter	14
Motel With Housing Plan	0
VA Housing	0
Return To Family	1
Transitional Long-Term Housing	4
Detox	0
Rehab	0

Long Beach Police Department Contacts

<b>ACTION</b>	<b>TOTAL</b>
Contacts	29
Referrals	1
5150 Hold	2
Mental Illness	11
Substance Abuse	11
Veterans	0
Shelter	0
Motel With Housing Plan	0
VA Housing	1
Return To Family	0
Transitional Long-Term Housing	0
Detox	0
Rehab	0

**Metro's Encampment Protocol:**

LAPD HOPE and Sheriff's MET teams continue to provide enforcement and outreach on city properties abutting Metro. The Metro encampment protocol has been built consistent with LA City 56.11 ordinance and utilizes the existing network to provide compliance, including storage capacity.

**Additional Resources and Partnership:**

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 to conduct outreach on Metro properties up to the fare gates and will be shared with parks, libraries, beaches and harbors. LA County is hiring E6 generalists to be deployed throughout the LA County Service Planning Area (SPA) network. One E6 team by agreement with LA County goes past Metro fare gates at the 7<sup>th</sup>/Metro Center Station. Over the last two months the E6 team has been able to make 93 homeless contacts and place one individual into interim housing. The E6 teams cross share information with the PATH who conducts their outreach along the Red Line.

Metro is in the process of launching a pilot program in partnership with the LA County Department of Mental Health to have proactive mental health outreach on the system. Currently, mental health outreach is typically paired with 5150 or 5250 holds. This pilot would provide mental health outreach before the hold process for proactive mental health engagement. Metro continues to work to further integrate working with the faith based community to partner in providing resources to Metro. We also look forward to participating in more Connect Day opportunities occurring near rail and bus hubs.

**ATTACHMENTS**

Attachment A - System-Wide Law Enforcement Overview May 2018

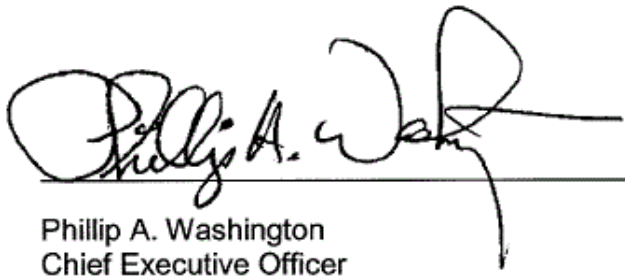
Attachment B - Detail by Rail Line May 2018

Attachment C - Key Performance Indicators May 2018

Attachment D - Transit Police Summary

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Reviewed by: Stephanie Wiggins, Deputy Chief Executive Officer, (213) 922-1023



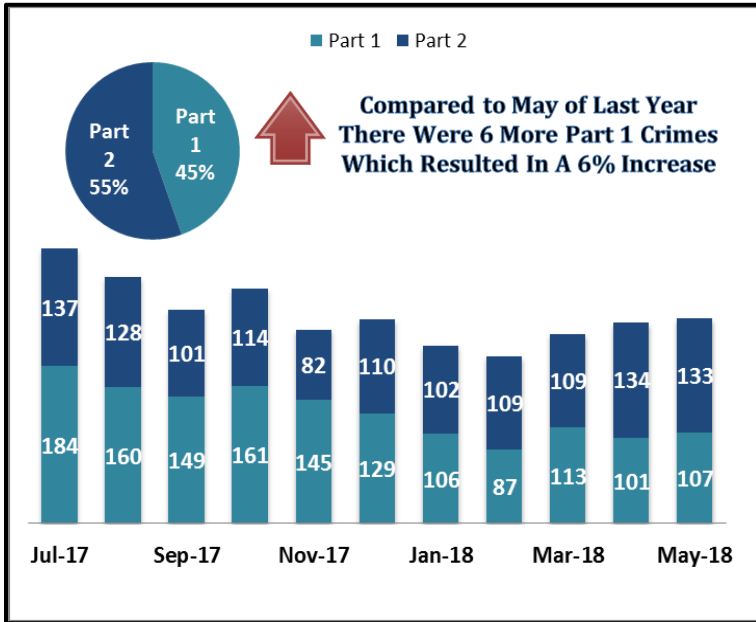
Phillip A. Washington  
Chief Executive Officer

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MAY 2018

Attachment A

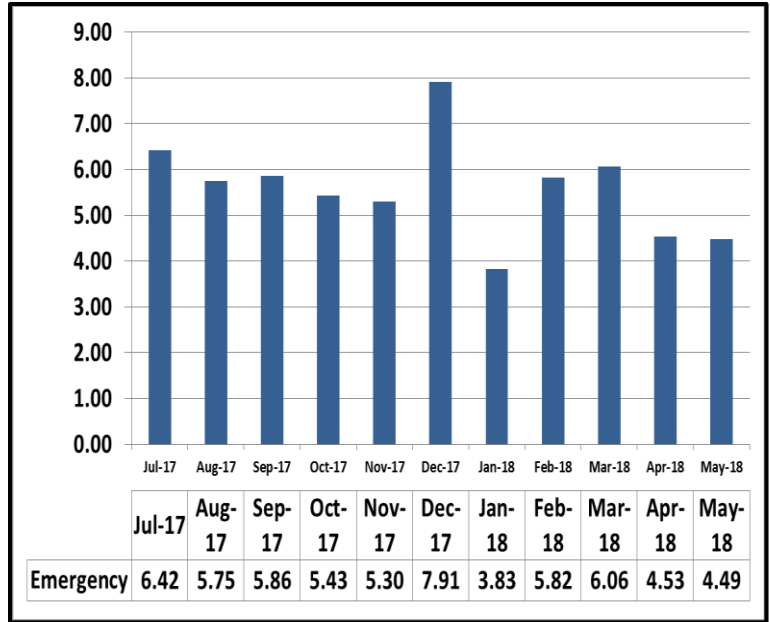
## Part 1 & Part 2 Crimes



For the month of May 2018, Part 1 crime activity is up by 6% system-wide compared to the same period last year. In a monthly contrast, there were 6 more Part 1 crimes in May than in April, resulting in a 6% decrease.

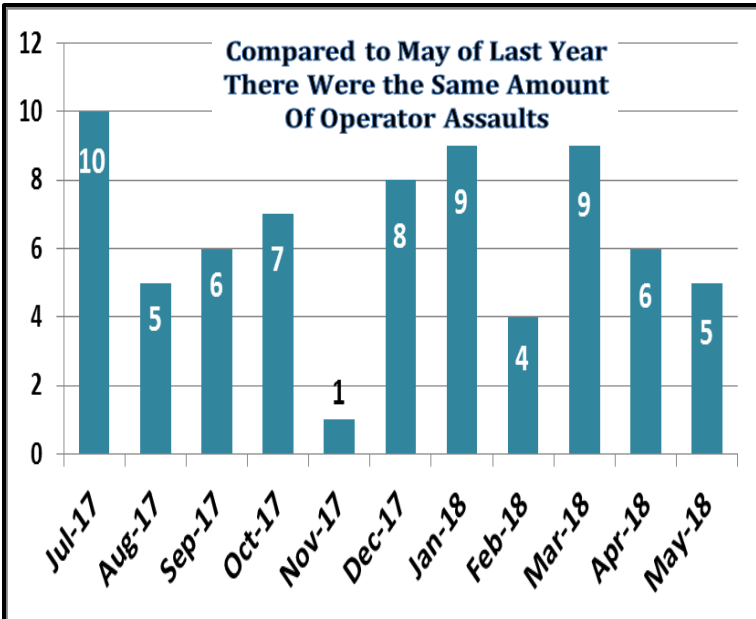
Part 2 crime activity increased by 43% system-wide compared to the same period last year. In a monthly contrast, there was 1 less Part 2 crime in May than in April.

## Average Emergency Response Times



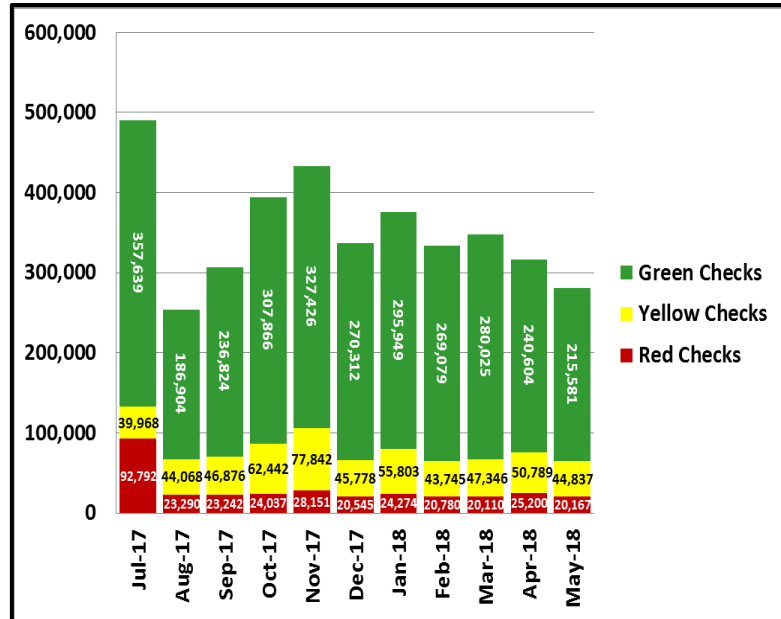
Average emergency response times were 4.49 mins.

## Bus Operator Assaults



There were a total of 5 Bus Operator Assaults. Comparing the Bus Operator Assaults from the same period last year, there were 5 Operator Assaults 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 May 2018**

**Document Available Online at:**

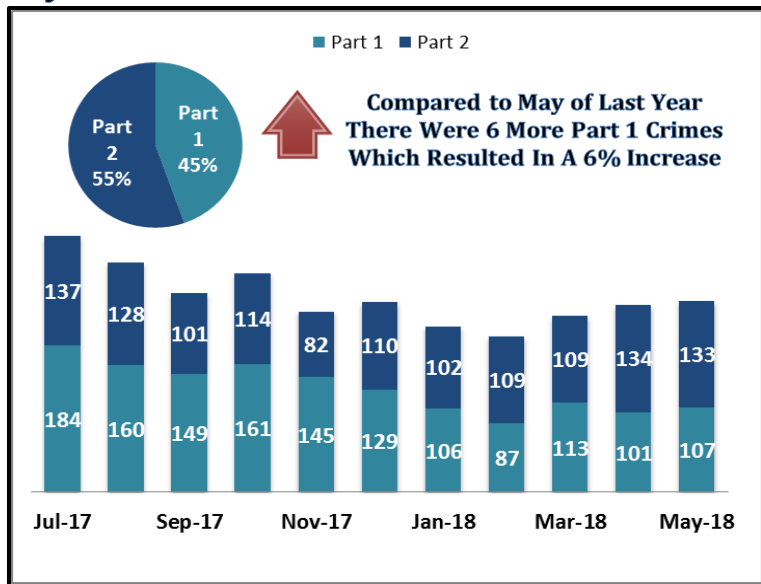
[http://libraryarchives.metro.net/DB\\_Attachments/SSLE%20Attachments/Attachment%20B%20-%20Detail%20by%20Rail%20Line.pdf](http://libraryarchives.metro.net/DB_Attachments/SSLE%20Attachments/Attachment%20B%20-%20Detail%20by%20Rail%20Line.pdf)

# Key Performance Indicators

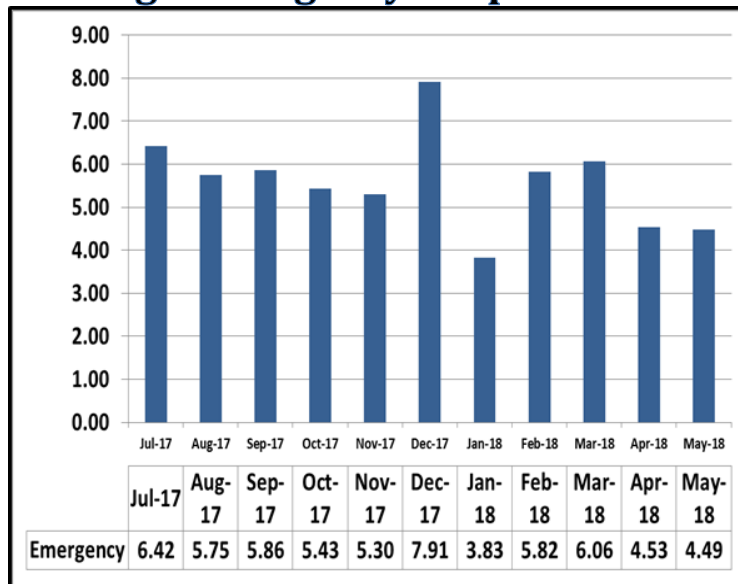
May 2018

Attachment C

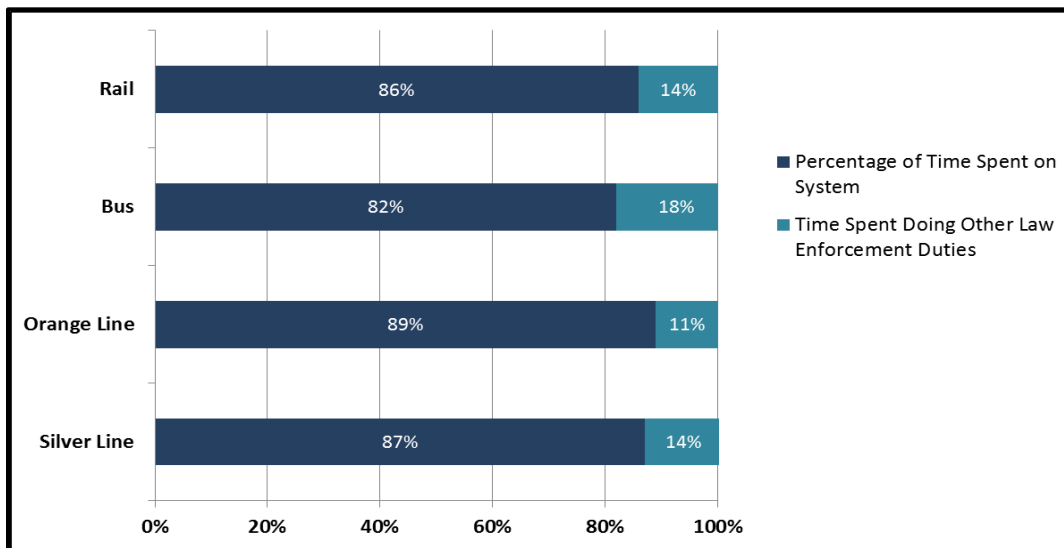
## System Wide Part 1 & Part 2 Crimes



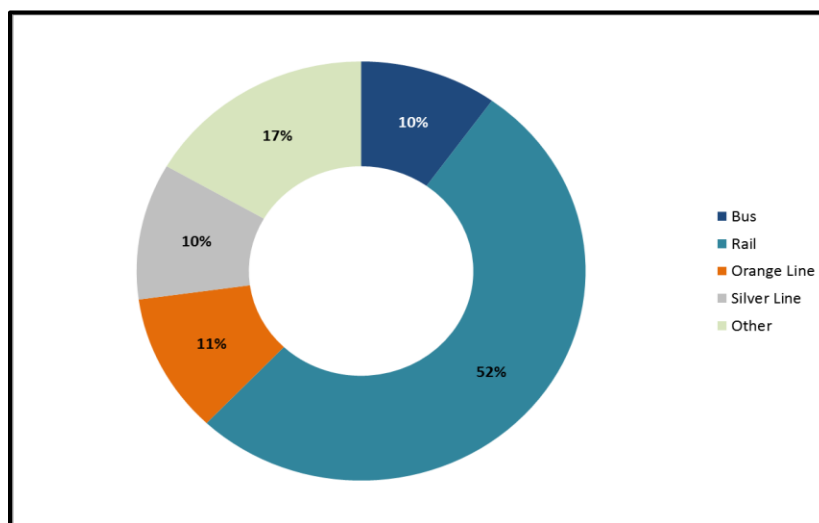
## Average Emergency Response Times



## Percentage of Time Spent on the System



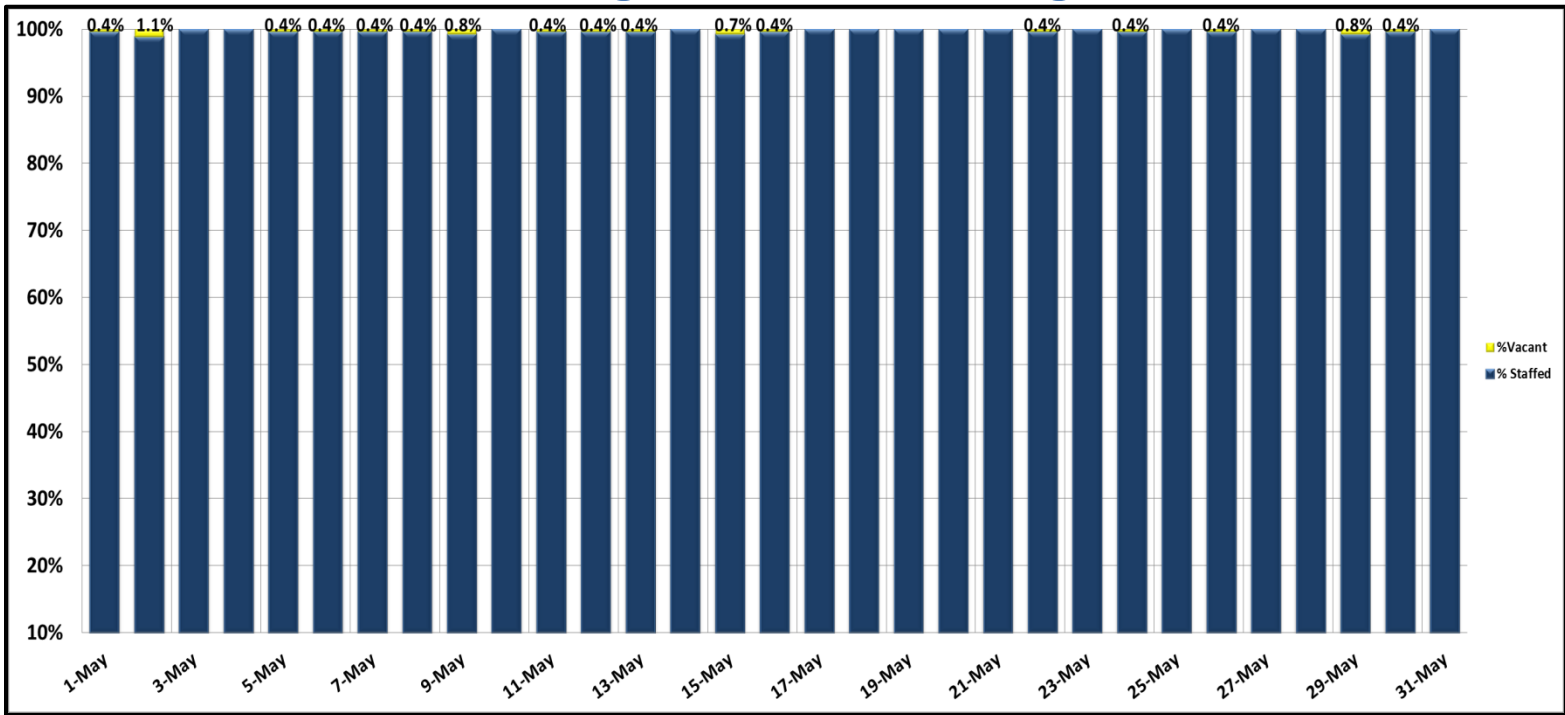
## Percentage of Time Spent on the System as a Whole



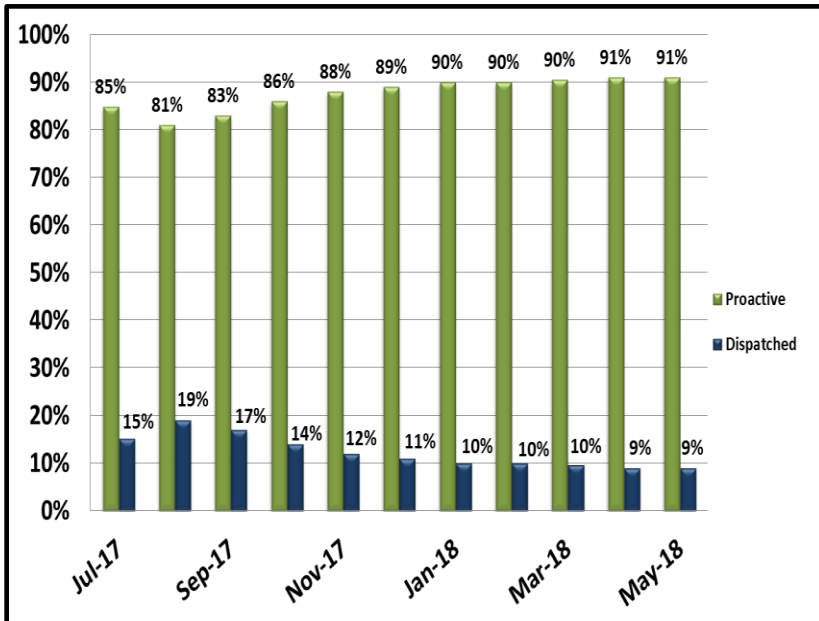
# Key Performance Indicators

May 2018

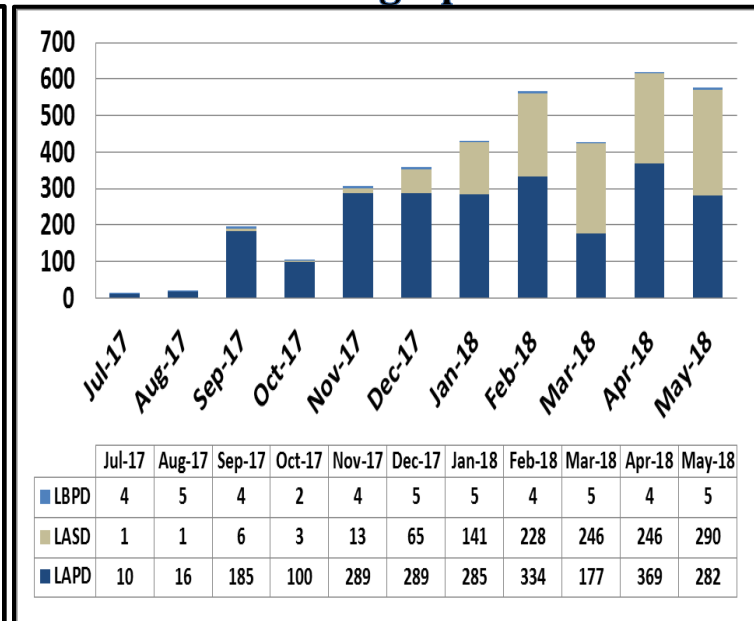
## Ratio of Staffing Levels vs Vacant Assignments



## Ratio of Proactive vs Dispatched Activity



## Grade Crossing Operations



### Grade Crossing Operation Locations May:

1. Blue Line Stations (225)
2. Expo Line Stations (108)
3. Gold Line Stations (244)

# Transit Police

## Monthly Crime Report



Attachment D

Part 1 Crimes	2017	2018
	MAY	MAY
Homicide	0	0
Rape	1	3
Robbery	29	19
Aggravated Assault	14	13
Aggravated Assault on Operator	0	0
Burglary	1	0
Larceny	26	69
Bike Theft	-	7
Motor Vehicle Theft	25	1
Arson	0	0
<b>Total</b>	<b>102</b>	<b>112</b>
<b>Part 1 Crime by Location</b>		
Bus	12	34
Rail	89	73
Metro Division	0	0
Union Station	1	5
<b>Total</b>	<b>102</b>	<b>112</b>
<b>Part 2 Crime by Location</b>		
Bus	28	32
Rail	65	101
Metro Division	0	0
Union Station	5	11
<b>Total</b>	<b>98</b>	<b>144</b>
<b>Enforcement Efforts</b>		
Arrests	257	271
Citations	1,388	1,694
Fare Checks	277,237	280,585
Calls for Service	2,458	1,501