

Metro

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



Agenda - Final

Thursday, February 16, 2017

10:15 AM

**One Gateway Plaza, Los Angeles, CA 90012,
3rd Floor, Metro Board Room**

System Safety, Security and Operations Committee

Mike Bonin, Chair

Kathryn Barger, Vice Chair

Robert Garcia

Paul Krekorian

Mark Ridley-Thomas

Carrie Bowen, non-voting member

Phillip A. Washington, Chief Executive Officer

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(ALSO APPLIES TO BOARD COMMITTEES)

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A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board should be submitted in person at the meeting to the Board Secretary. Individuals requesting to speak on more than three (3) agenda items will be allowed to speak up to a maximum of three (3) minutes per meeting. For individuals requiring translation service, time allowed will be doubled.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

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In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

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- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

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NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

CALL TO ORDER

ROLL CALL

21. **Operations Employee of the Month** [2016-0812](#)
22. **RECEIVE oral report on System Safety, Security and Operations.** [2016-0813](#)
23. **AUTHORIZE** the Chief Executive Officer to execute Modification No. 8 to Contract No. OP33672974, with Nationwide Environmental Services Inc., for **power sweeping services**, to exercise the second, one-year option in the amount of \$1,563,646.08 increasing the total contract value from \$5,911,123.32 to \$7,474,769.40 and extend the contract term from June 1, 2017 to May 31, 2018. [2016-1003](#)
- Attachments:** [Attachment A - Procurement Summary](#)
[Attachment B - Modification log](#)
[Attachment C - DEOD Summary](#)
24. **RECEIVE AND FILE monthly update on Transit Policing performance.** [2017-0045](#)
- Attachments:** [Attachment A - Transit Policing Division Report December 2016](#)
[Attachment B - Matrix of Bus Operator Assault Suspects](#)
[Attachment C- Transit Homeless Action Plan](#)

Adjournment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.



Metro

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

Board Report

File #: 2016-0812, **File Type:** Oral Report / Presentation

Agenda Number: 21.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
FEBRUARY 16, 2017**

Operations Employee of the Month

February Operations Employees of the Month



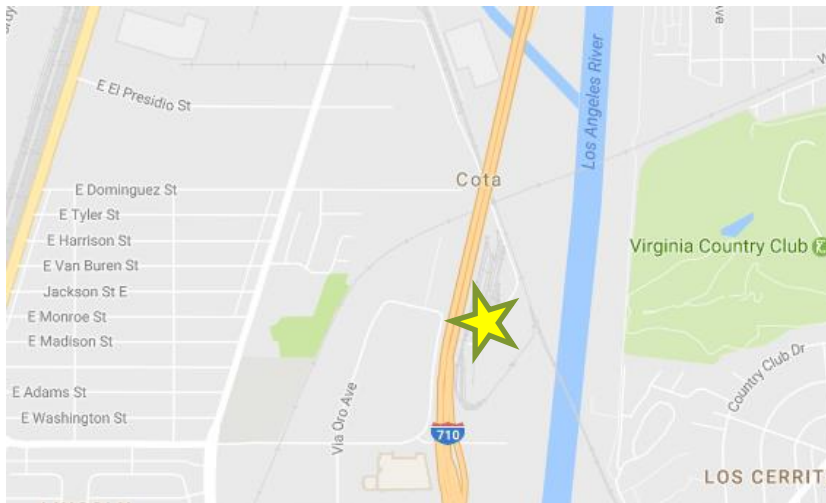
Operations Employees of the Month



Transportation

Train Operator

Audrey Hollie

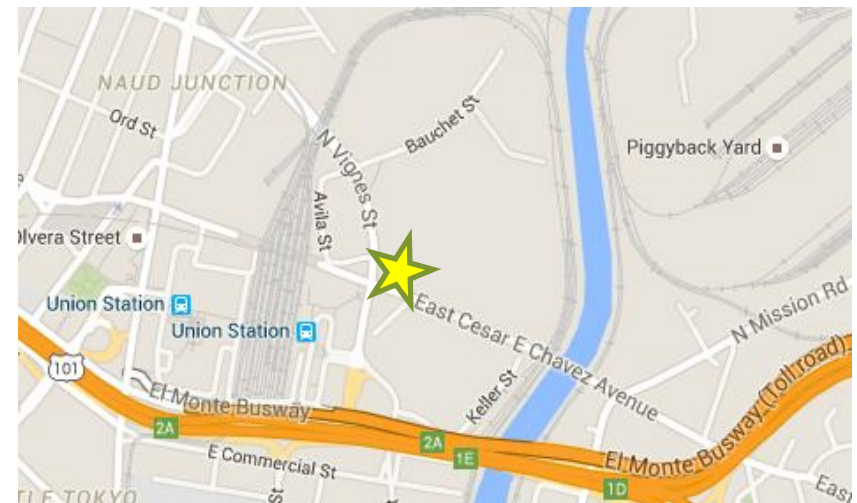


Division 11 – Long Beach

Maintenance

Mechanic A Leader

Albert Gonzalives



Division 13 – Los Angeles

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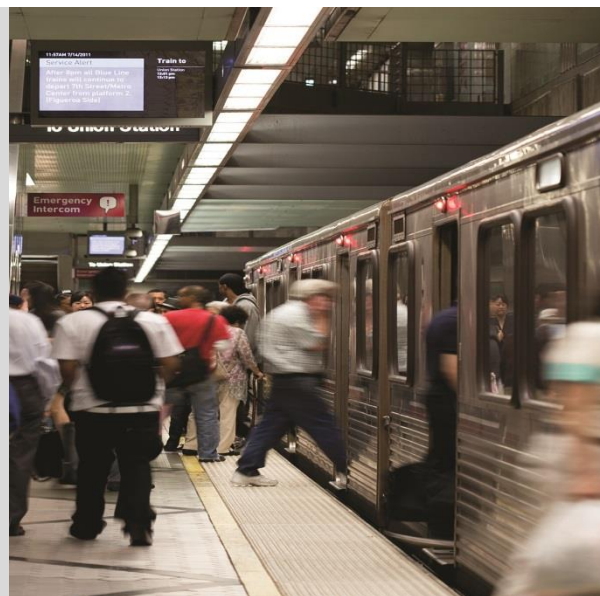
Board Report

File #: 2016-0813, **File Type:** Oral Report / Presentation

Agenda Number: 22.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
FEBRUARY 16, 2017**

RECEIVE oral report on System Safety, Security and Operations.

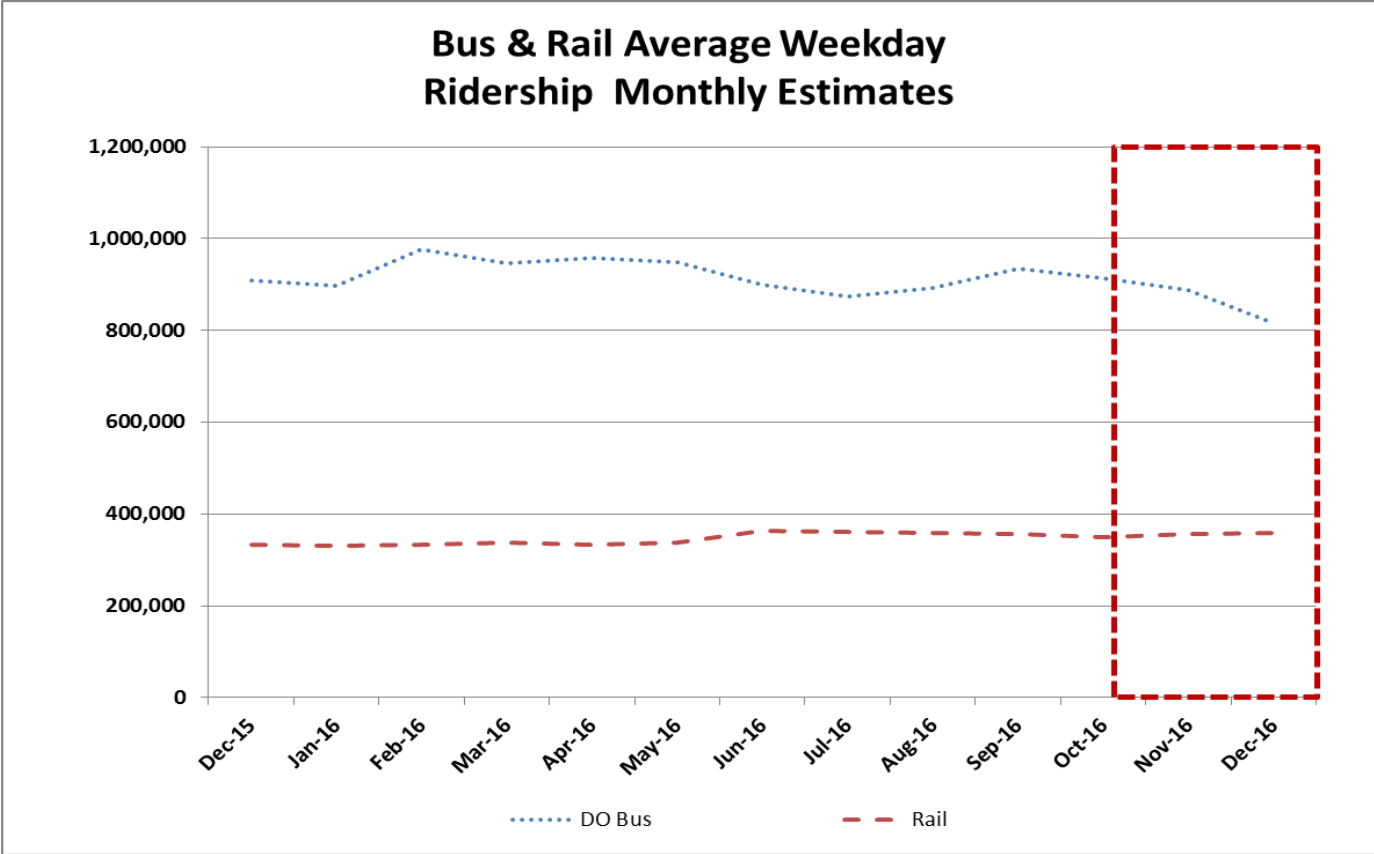


Metro Bus & Rail Performance

FY17 Quarter 2

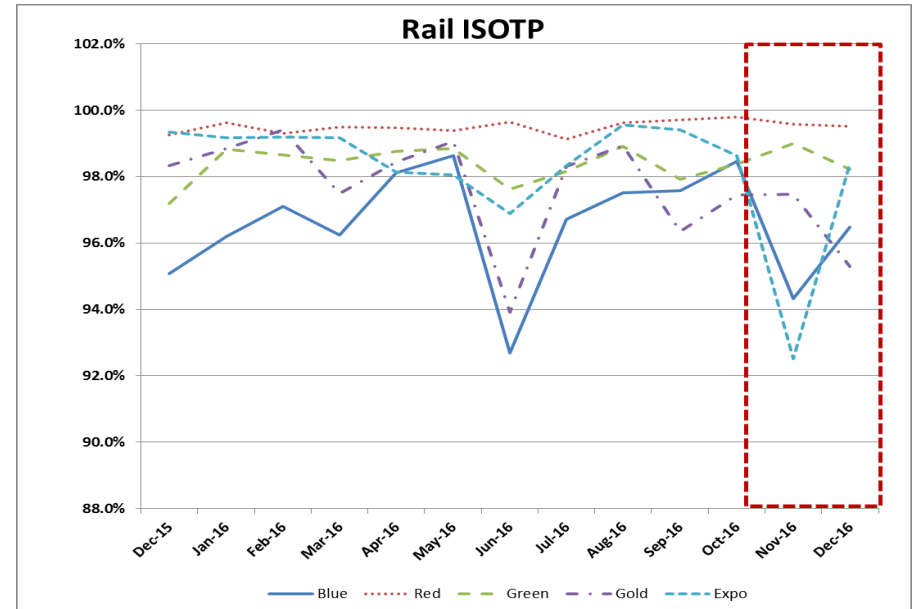
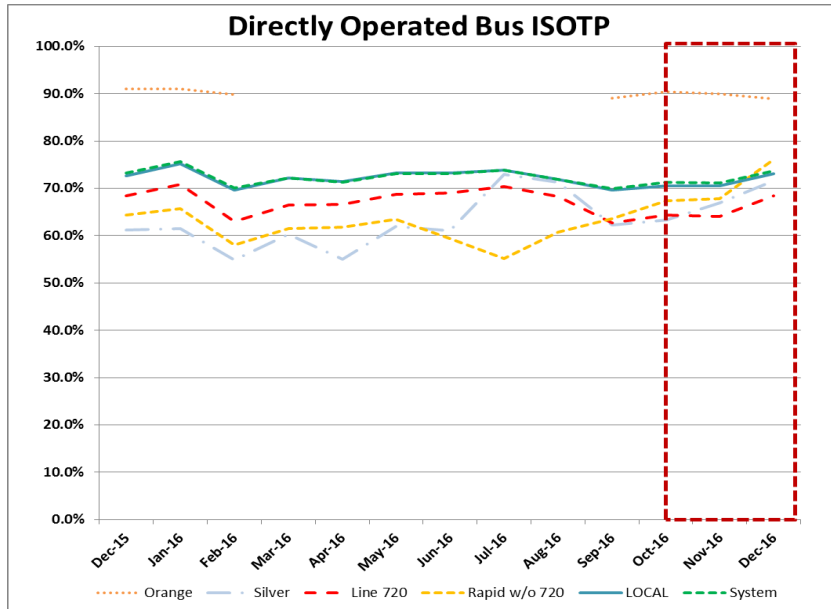
February 16, 2017

Bus & Rail Average Weekly Ridership



Fiscal Year	DO Bus	Rail
2016	958,583	336,822
2017 YTD	887,024	357,197

Bus & Rail ISOTP Performance

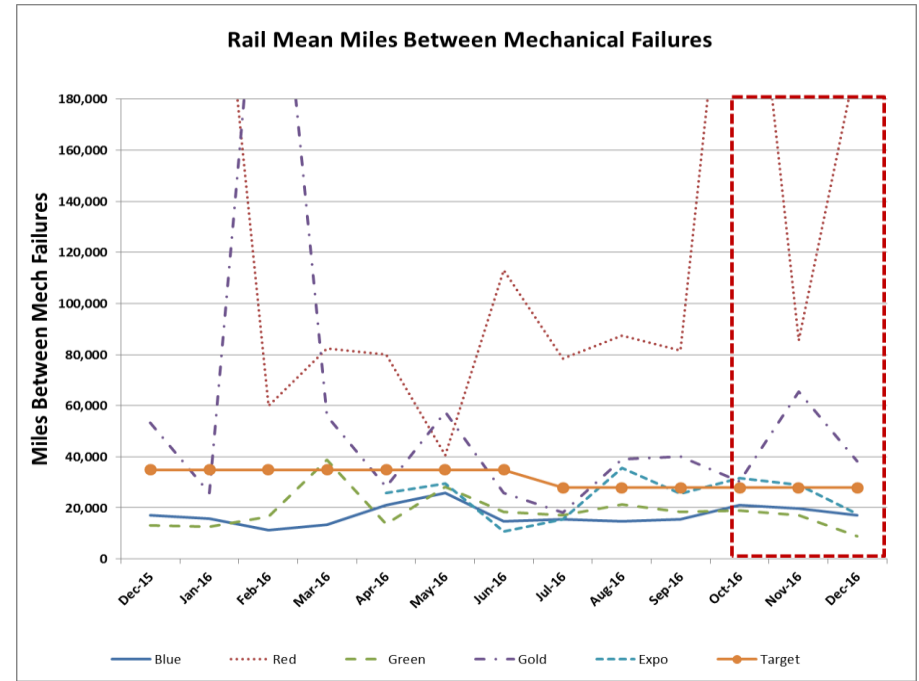
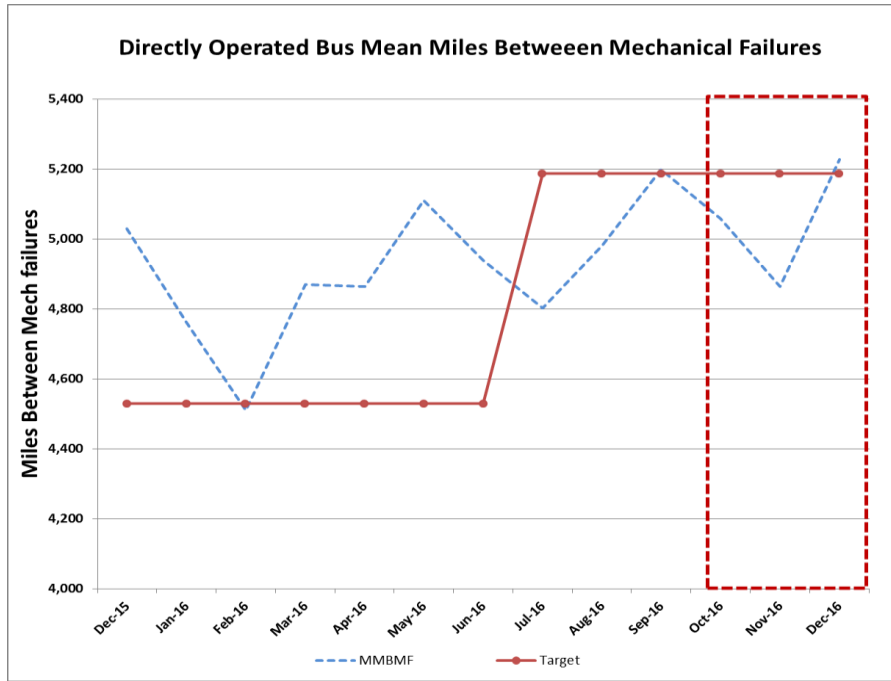


The Orange Line Operates on a dedicated right-of-way. The Silver Line is subject to automobile traffic. Orange Line had free running time Feb 2016 – Sept 2016.

Line	FY16 Actual	FY17 YTD	FY17 Goal
Silver	60.1%	68.1%	75.2%
Orange	92.1%	89.7%	94.5%
Rapid w/o 720	67.0%	66.4%	71.3%
Line 720	61.9%	65.9%	72.0%
Local	73.7%	72.5%	78.5%
System	73.1%	72.0%	78.0%

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	99.4%	99.6%	99.5%
Blue	96.1%	96.9%	97.0%
Green	98.5%	98.4%	98.2%
Gold	97.6%	97.3%	97.5%
Expo	98.6%	98.4%	97.1%

Bus & Rail Mean Miles Between Mechanical Failures

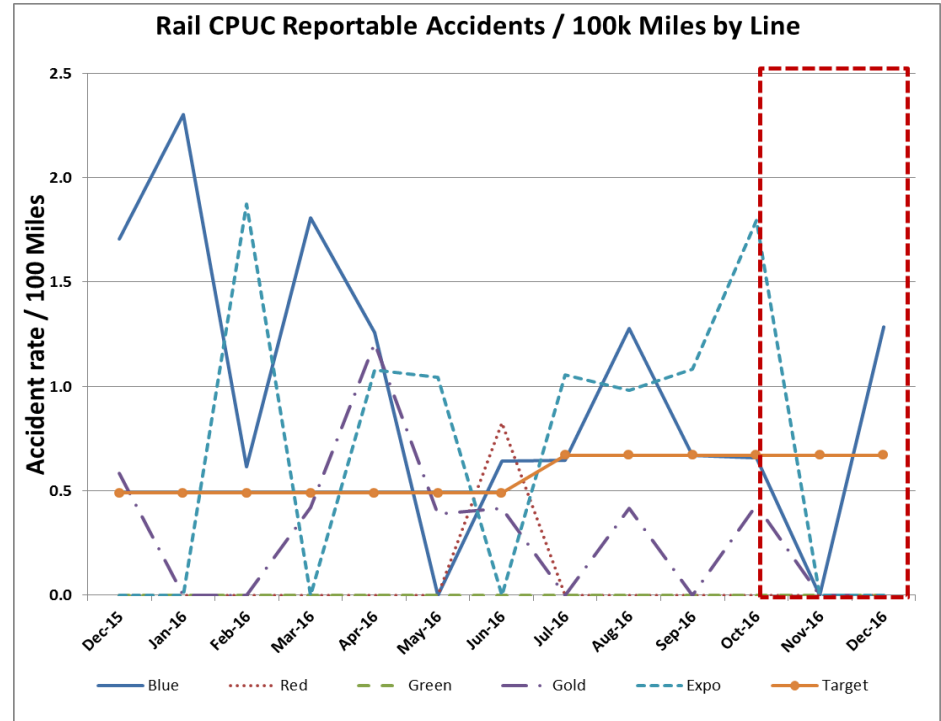
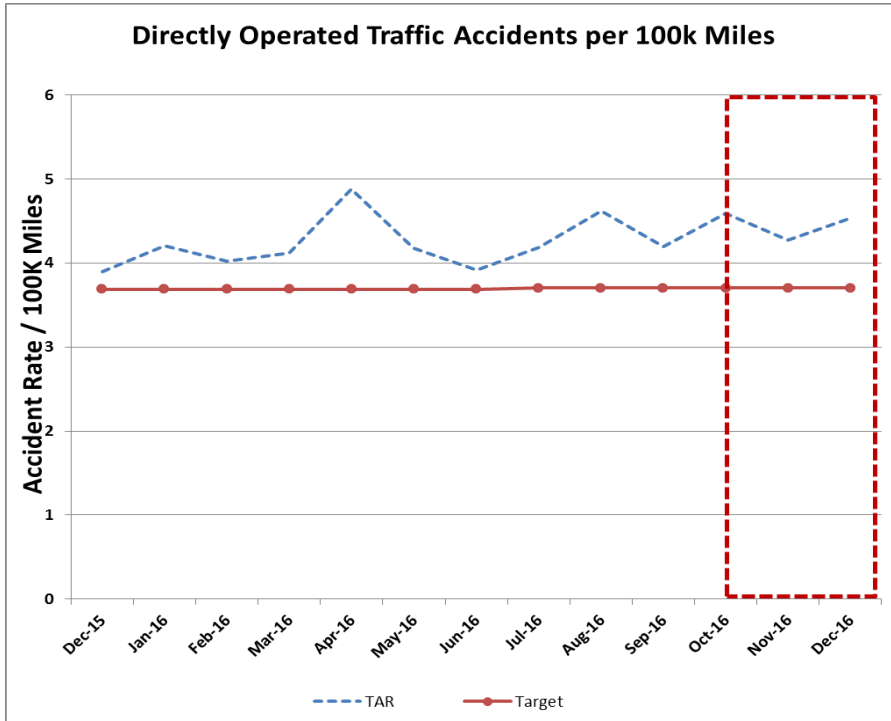


	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4,818	5,017	5,187

Note: Before April 2016 Expo Line was reported with Blue Line

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	94,312	106,434	112,652
Blue	15,384	16,954	19,572
Green	19,238	15,547	19,911
Gold	40,426	33,255	51,665
Expo	58,364	23,601	19,572

Bus & Rail Vehicular Accidents per 100,000 Miles

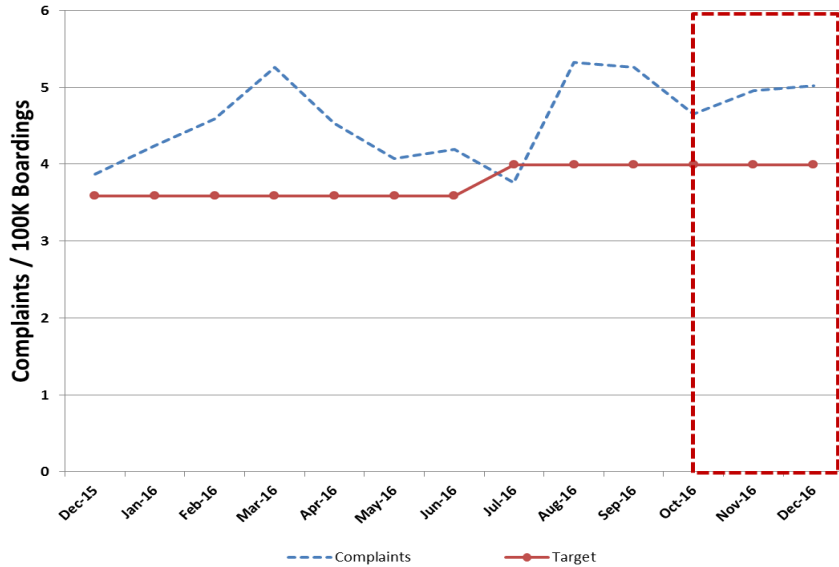


	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4.20	4.40	3.70

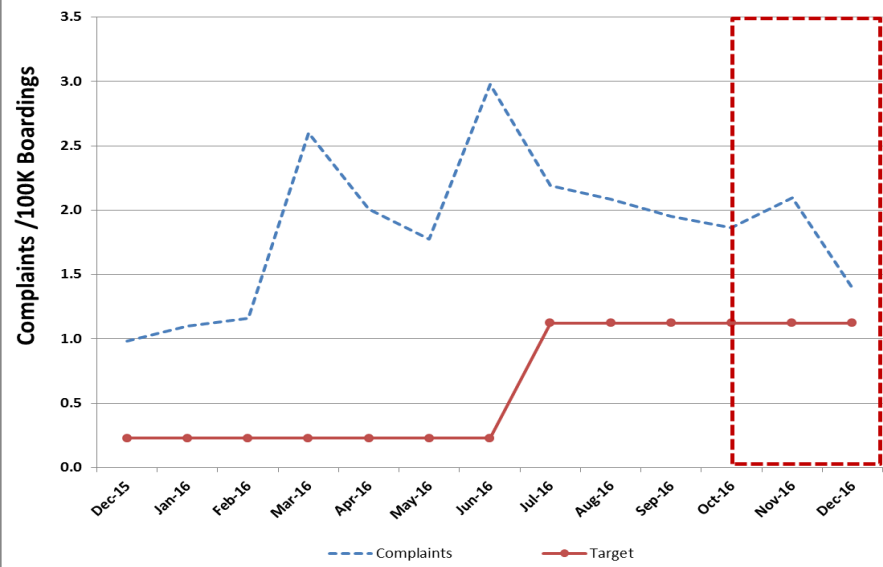
Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	0.07	0.00	0.60
Blue	1.39	0.76	1.34
Green	0.07	0.00	0.18
Gold	0.60	0.14	0.50
Expo	0.50	0.74	0.37

Bus & Rail Customer Complaints

Directly Operated Bus Complaints per 100K Boardings



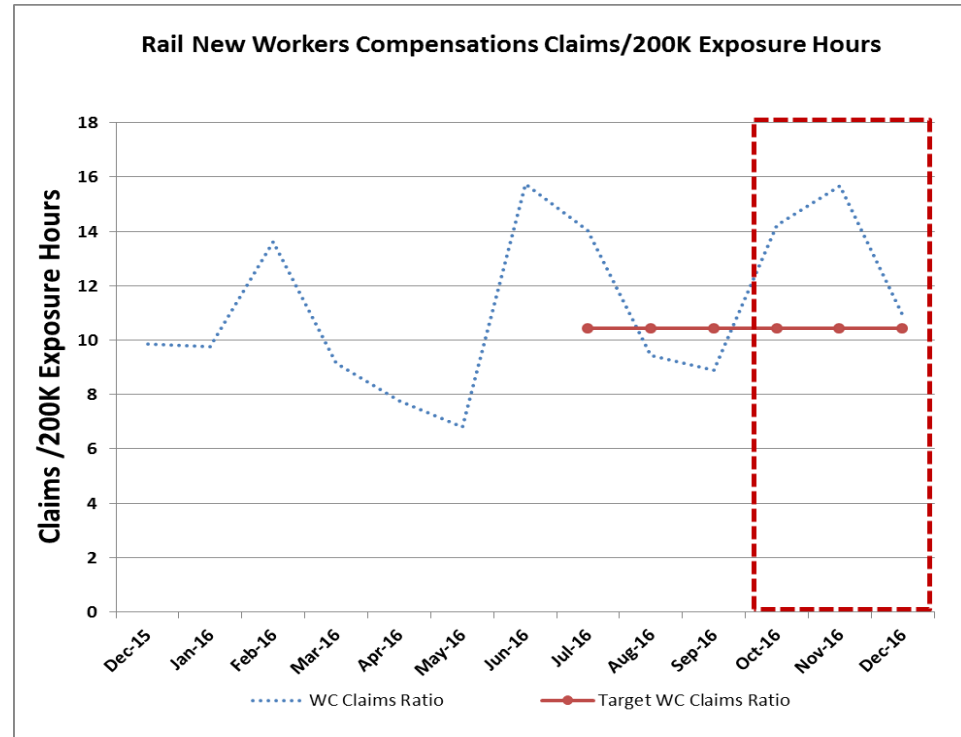
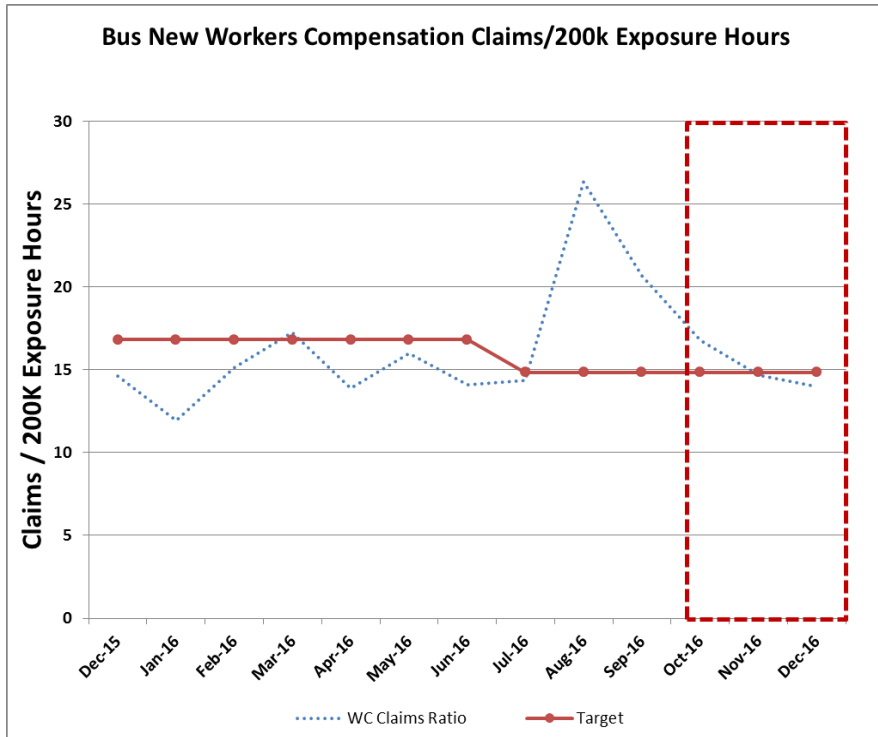
Rail Complaints / 100k Boardings



	FY16 Actual	FY17 YTD	FY17 Goal
Bus	4.13	4.83	3.99

Line	FY16 Actual	FY17 YTD	FY17 Goal
Red / Purple	0.57	0.79	0.56
Blue	1.33	1.64	1.09
Green	1.53	2.10	1.30
Gold	2.73	2.76	2.26
Expo	3.38	4.81	1.87

New Bus & Rail Worker's Compensation Claims



Includes Wayside, therefore no Systemwide goal until FY17.

	FY16 Actual	FY17 YTD	FY17 Goal
Bus	15.89	17.66	14.84

	FY16 Actual	FY17 YTD	FY17 Goal
Rail	10.97	12.19	10.42

**Board Report**

File #: 2016-1003, **File Type:** Contract

Agenda Number: 23.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
FEBRUARY 16, 2017**

SUBJECT: POWER SWEEPING SERVICES FOR ALL METRO FACILITIES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 8 to Contract No. OP33672974, with Nationwide Environmental Services Inc., for **power sweeping services**, to exercise the second, one-year option in the amount of \$1,563,646.08 increasing the total contract value from \$5,911,123.32 to \$7,474,769.40 and extend the contract term from June 1, 2017 to May 31, 2018.

ISSUE

Under this Contract with Nationwide Environmental Services Inc., power sweeping services are provided on a regular basis in accordance with the maintenance schedule and frequencies specified within the contract scope of work. The first option year for this Contract will expire on May 31, 2017. The contractor has been providing satisfactory maintenance services.

To continue providing the required power sweeping services, a Contract Modification is required to exercise option year two extending the period of performance through May 31, 2018.

DISCUSSION

Under this Contract and option, power sweeping services are provided throughout Metro bus and rail facilities and State Owned Park and Ride (P&R) lots. This includes approximately 62 lots at bus divisions, terminals, locations, and stations, 43 lots at rail system stations and divisions, and 42 State Owned P&R lots.

The services provided under the existing Contract and options are based on an aggressive routine maintenance schedule to ensure delivering clean and well maintained parking lots and structures throughout Metro facilities.

DETERMINATION OF SAFETY IMPACT

The approval of this item will provide on-going power sweeping services, improve Metro bus and rail facilities overall appearance and cleanliness, and provide prompt response time to ensure delivery of

safe, quality, on-time, and reliable services system-wide.

FINANCIAL IMPACT

Funding of \$130,303.84 under this Contract for the remainder of FY17 is included in the FY17 budget in cost center 3367 - Facilities Property Maintenance, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager, project managers, and Executive Director, Maintenance will ensure that the balance of funds is budgeted in future fiscal years.

Impact to Budget

The source of funds for this action will come from Federal, State, and local funding sources including sales tax and fares that are eligible for Bus and Rail Operating projects. These funding sources will maximize fund use based on funding allocation provisions.

ALTERNATIVES CONSIDERED

Staff considered providing this service with in-house staff. This would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates this is not a cost-effective option for Metro.

NEXT STEPS

Upon approval by the Board, staff will execute Modification No. 8 to Contract No. OP33672974 to exercise option year two with Nationwide Environmental Services Inc., effective June 1, 2017, to provide power sweeping services system-wide.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary

Prepared by: Brady Branstetter, DEO, Facilities Maintenance, (213) 922-6767
Lena Babayan, Sr. Director, Facilities Maintenance, (213) 922-6765

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424

Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

POWER SWEEPING FOR ALL METRO FACILITIES/OP33672974

1.	Contract Number: OP33672974		
2.	Contractor: Nationwide Environmental Services, Inc.		
3.	Mod. Work Description: Exercise Option Year Two		
4.	Contract Work Description: Power sweeping services are provided throughout Metro bus and rail facilities and State Owned Park and Ride (P&R) lots		
5.	The following data is current as of: January 17, 2017		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	3/28/13	Contract Award Amount: \$4,274,550.00
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$1,636,573.32
	Original Complete Date:	5/31/17	Pending Modifications (including this action): \$1,563,646.08
	Current Est. Complete Date:	5/31/18	Current Contract Value (with this action): \$7,474,769.40
7.	Contract Administrator: Rommel Hilario		Telephone Number: 213-922-4654
8.	Project Manager: Lena Babayan		Telephone Number: 213-922-6765

A. Procurement Background

This Board Action is to approve Contract Modification No. 8 issued in support of Facilities Maintenance to continue power sweeping services throughout Metro bus and rail facilities by exercising Option Year Two for the amount of \$1,563,646.08.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate.

On March 28, 2013, the Board approved a five-year contract, inclusive of two, one-year options, to Nationwide Environmental Services, Inc., the lowest responsive, responsible bidder, to provide power sweeping services for all Metro bus and rail facilities.

(Refer to Attachment B – Contract Modification/Change Order Log)

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon rates that were established as part of the current contract awarded in March 2013. The Contract was a result of a competitive IFB which included pricing for the option years. According to the Consumer Price Index, similar industries experienced an average of 3% increase over the past 12 months. The unit rates for this Option Year are the same as the previous Option Year. Therefore, exercising the option is in the best interest of Metro.

Proposal Amount	Metro ICE	Modification Amount
\$1,563,646.08	\$1,563,646.08	\$1,563,646.08

CONTRACT MODIFICATION/CHANGE ORDER LOG

POWER SWEEPING FOR ALL METRO FACILITIES / OP33672974

Mod. No.	Description	Date	Amount
1.	Revised List of Locations & Schedule of Quantities and Prices Form, and added funding	6/1/13	\$50,232.24
2.	Revised List of Locations & Schedule of Quantities and Prices Form, and added funding	8/23/13	\$13,200.00
3.	Revised List of Locations & Schedule of Quantities and Prices Form, and reduced funding	7/1/14	-\$29,420.00
4.	Exercise Option Year One, add list of locations, and extend the period of performance	4/22/16	\$1,602,561.08
5.	Add list of locations	5/4/16	\$0
6.	Add list of locations	6/30/16	\$0
7.	Add list of locations	10/18/16	\$0
8.	Exercise Option Year Two and extend the period of performance	PENDING	\$1,563,646.08
	Modification Total:		\$3,200,219.40
	Original Contract:	6/1/13	\$4,274,550.00
	Total Contract Value:		\$7,474,769.40

DEOD SUMMARY

POWER SWEEPING FOR ALL METRO FACILITIES / OP33672974

A. Small Business Participation

Nationwide Environmental Services, Inc. (Nationwide) made a 0.74% Disadvantaged Business Enterprise (DBE) commitment. The project is 77% complete. Nationwide is currently exceeding its DBE commitment with a DBE participation of 3.47%.

Small Business Commitment	0.74% DBE	Small Business Participation	3.47% DBE
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	DBE Subcontractors	Ethnicity (Only Applicable For DBE Contract)	% Committed	Current Participation¹
1.	Carl's Auto Electric	Asian Pacific American	Added	0.16%
2.	Patten Energy Enterprises, Inc.	African American	0.74%	3.31%
Total			0.74%	3.47%

¹Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this Contract.

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA). Trades that may be covered include: surveying, potholing, field, soils and materials testing, building construction inspection, construction management and other support trades.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract.



Board Report

File #: 2017-0045, **File Type:** Informational Report

Agenda Number: 24.

REVISED
SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
FEBRUARY 16, 2017

SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE **monthly update on Transit Policing performance.**

ISSUE

On October 4, 2014, the board requested that staff provide a monthly update on transit policing performance to Systems Safety and Operations Committee. Specifically, the board requested monthly updates on criminal activity, fare enforcement, response time, deployment and perception of safety.

DISCUSSION

This report covers the month of December 2016. Staff continues to be proactive in working with Operations, Los Angeles County Sheriff's Department (LASD), and Communications in addressing perception of safety, criminal activity, fare enforcement, response time, and deployment.

In the new law enforcement services contract, staff is including key performance indicators as tools to track performance.

Below are the key highlights for December 2016:

Actions to Improve the Ridership Experience

Metro is committed to providing a safe and quality ridership experience for all of its customers. To minimize blight and disorder on the Metro system in part caused by homelessness (encampments, loitering without fare, etc.) and illegal vending, Metro has launched two programs: The Homeless Task Force and the Vendor Pilot Program at Westlake/MacArthur Park.

1) Homeless Task Force

As part of Metro’s broader Transit Homeless Action Plan, in November 2016 Metro launched a Homeless Task Force, a working group of homeless organizations and stakeholders interested in providing transit specific solutions to the LA County homeless crisis. The Task Force conducted a 3 day homeless count the week of 1/23/17. The Transit Homeless Action Plan was finalized in January 2017 and is attached (Attachment C). ~~will be presented to the Board in February 2017.~~

2) Westlake/ McArthur Park Vendor Pilot Program

To control the voluminous non-permitted illegal vending at Metro’s Red/Purple Line Westlake/ McArthur Park station, Metro has partnered with Supervisor Solis and Los Angeles City Council Office, Gil Cedillo to launch a controlled Vendor Pilot Program. The result of this pilot program is to minimize blight and disorder at this station by eliminating unpermitted street vending on Metro Property, ensure safe boarding and alighting of bus patrons and to ultimately transform the station plaza into an inviting environment.

Metro’s Public Relations and Special Events are communicating with the City of Los Angeles to determine an opening date.

High Visibility

- Transit Security Officers (TSO) and Los Angeles County Sheriffs (LASD) have been engaging and interacting with patrons and operators to increase presence and increase the perception of safety on the Metro system. LASD has a 20 deputy train riding team (10 cover the Red and Gold Lines and 10 cover Blue, Expo and Green Lines. The goal of these operations is to combat quality of life issues on the Metro system. TSO’s conduct high visibility both on bus and rail.
 - TSO High Visibility Activity:

	Mode	Fare Checks	Boardings/Fixed Post
DECEMBER	Rail	44,364	25 Stations
	Bus	1,941	24 Boardings

- LASD High Visibility Activity: The total number of LASD train rides for the month of December 2016, is 1516. The total number of fares checked in the month of December 2016 is 58,743

Criminal Activity:

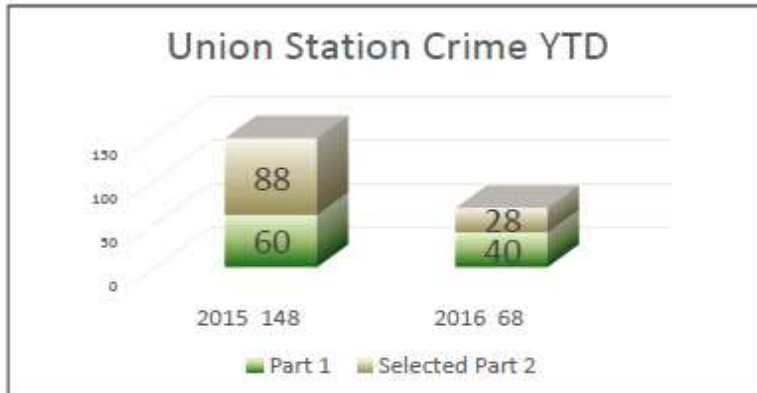
DECEMBER 2016:



Rail Part 1 Crime	Down	-3.7%	from last year
Rail Sel Part 2 Crime	Up	2.8%	from last year
Total Rail Crime	Down	-0.8%	from last year



Bus Part 1 Crime	Down	-20.4%	from last year
Bus Sel Part 2 Crime	Down	-21.0%	from last year
Total Bus Crime	Down	-20.7%	from last year



U/S Part 1 Crime	Down	-33.3%	from last year
U/S Sel Part 2 Crime	Down	-68.2%	from last year
Total U/S Crime	Down	-54.1%	from last year

Bus Operator Assaults:

- From January to December 2016, there were 121 operator assaults. Of the 121 total operator assaults, 32% of the total assaults have had a suspect taken into custody. The majority of bus operator assaults are caused by fare related followed by missed stop.
- Comparing January-December 2015 to January-December 2016, Operator Assaults have decreased 29%.
- Of the 121 total operator assaults from January to December 2016, there were 100 non-aggravated assaults, 15 aggravated assaults, 3 sex crimes, and 2 robberies. The method of assault was as follows: 59 used hands/feet, 34 used spit, 9 threw cold liquid, 9 threw an object, 5 used a weapon, there were 3 sex crimes, and 2 robberies.
- Attachment B contains the matrix for the suspects who have assaulted Bus Operators that LASD has been tracking.
- From January to December 2016, there were 323,059,463 bus boardings and 121 total operator assaults, equating to 1 bus operator assault per 2.6 million boardings.

Operator Safety:

- The ongoing Transit Ambassador Program focuses on classes that address conflict resolution

for Operators and Supervisors.

- Metro Operations is continuing to move forward with the installation of barriers and monitors in the remaining serviceable fleet.
- For the rest of Metro's fleet (about 1300 buses), In June 2016 staff started a program to retrofit operator barriers onto buses.. This program is expected to run for approximately 24 months. Staff is also developing a new program to have video monitors retrofit onto the rest of Metro's bus fleet.
- As of December,2016 the Metro New Flyer Buses that in service are as follows:
 - Number of New Flyer buses in service (LA Metro & Contract Services) = 900 of 900
 - Number of buses "in-service" with protective barriers = 883
 - Number of buses "in-service" with live video monitors = 895
 - All other New Flyer Buses are complete. Buses (17) remaining to campaign are Contract Services'.

Significant Activities

- **12/5/2016-** FBI and Department of Homeland Security contacted the joint Regional Intelligence Center (JRIC) run by the LA County Sheriff's Department in collaboration with several area law enforcement agencies. They had received what they believed was a credible threat to the Metro Red Line from an overseas source. This attack was to occur on 12/06/2016. This information was given to the LA Sheriff's Criminal Intelligence Bureau and forwarded to the Transit Policing Division as they police the Metro system.

Sheriff Jim McDonnell chose to collaborate with the LA offices of the Department of Homeland Security, the FBI, and LAPD, to effectively cover any contingency that this threat may pose to the Metro system and the surrounding community. LASD Transit Policing Division was the lead agency for units such as the Special Enforcement Bureau (SWAT), Haz-Mat, Major Crimes Bureau (undercover assets), etc.. These additional assets were deployed for the entire enforcement period, which in this case, would last until 12/09/2016.

- **12/13/2016-** LASD Transit Policing Division personnel received a call at approximately 1:00AM of a possible assault on the Hollywood/Vine Red line station platform.

When deputies arrived they found no victim, no suspect, or witness that would come forward. LA City Fire personnel, who also responded, checked the area and also had negative results.

A media outlet contacted the Transit Policing Division Public Information Officer and asked about a viral video depicting an apparent assault on a Red Line platform. A male adult appeared on the video assaulting a senior citizen. Once he reviewed the video and investigated the original call for service, that he believed was the same incident, he forwarded the information to the Division detectives. Detective personnel contacted the person who

posted the video to social media and then reached out via the media in attempt to have the victim and/or the suspect contact LASD Transit.

The victim did indeed contact the handling detectives and, after receiving a tip as to the identity of the suspect, he was arrested at his home without incident approximately 48 hours after the initial incident happened. The suspect admitted to his role in the attack and was booked a charge of assault with a deadly weapon, likely to produce great bodily injury.

The case is currently being adjudicated. The victim was treated and released for his injuries.

- **12/29/2016-** at approximately 2:00PM, Transit Policing Division units responded to call at Hill Street and 1st Street, Los Angeles, in regard to a report of an assault on a Metropolitan Transportation Authority Bus Operator. Bus #5674 was traveling southbound Hill Street from Temple Street when the bus operator directed a patron who was too close, to give her space and to have a seat. The suspect became enraged and punched the bus operator in the forehead and then fled once the bus stopped. Responding LASD units checked the immediate area for the suspect. The suspect was located and detained. The suspect was positively identified by the bus operator and the suspect was taken into custody.

The bus operator sustained a minor injury, but refused medical treatment at the scene. A criminal case is currently being adjudicated against the suspect for battery on a transit operator.

Fare Enforcement:

- In December 2016, law enforcement performed 299,415 fare checks on the rails and Orange Line. Based on the monthly targets, in December 2016 law enforcement had a 3% saturation rate.
 - Based on the chart, green checks occur when a patron has valid fare and has tapped at a turnstile or stand-alone validator. Yellow checks occur when a patron has valid fare, but failed to TAP at a transfer point. Red checks occur when a patron either has a daily/weekly/monthly pass and has not tapped at all during their trip, has stored value and failed to TAP, or has no stored value.
 - The fluctuation of ticket issuance is due to transition of fare enforcement from LASD to Metro Transit Security.
 - At the discretion of the fare inspector, patrons are encouraged to make payment at the ticket vending machine or TAP their card on the validator in lieu of receiving a citation.
-

DECEMBER	2016								*MONTHLY TARGET
	FARES CHECKED	GREEN CHECKS	YELLOW CHECKS	RED CHECKS	TICKETS	TARGET* ATTAINED	RIDERSHIP	TAP ENTRIES	
	Red/Purple	115,633	92,266	11,696	11,671	999	53%	3,903,904	
Blue	65,017	41,161	13,209	10,647	661	31%	2,008,416	1,140,073	212,000
Green	28,292	22,941	2,254	3,097	156	21%	864,927	537,287	136,000
Gold	48,231	40,778	3,990	3,097	56	42%	1,373,676	852,517	116,000
Expo	22,803	16,665	2,961	3,177	152	26%	1,528,338	618,345	90,000
Orange	16,629	14,644	970	1,015	9	18%	574,472	387,145	92,000
Bus	2810	2314	354	142	23				
Total	299,415	230,769	35,434	32,846	2,056		10,253,733	6,171,473	
SATURATION RATE	3%								

Traffic Enforcement Activity in the Bus Rapid Transit Lanes:

- In December 2016, there were 175 “Failure to Obey Signs” citations issued on Wilshire Blvd.

Response Time:

- In December 2016, the average response time for “Calls for Service” (Emergency, Priority, and Routine) for all rail lines and buses was 18 minutes.
- LASD reports emergency call responses averaged 6.35 minutes in December 2016.

ATTACHMENTS

Attachment A - Transit Policing Division Report December 2016

Attachment B - Matrix of Bus Operator Assault Suspects

Attachment C - Metro Transit Homeless Action Plan

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

Reviewed by:

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



Phillip A. Washington
Chief Executive Officer

*LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
TRANSIT POLICING DIVISION
RONENE M. THOMAS, CHIEF*



MTA MONTHLY REPORT December 2016

Prepared by the Crime Analysis Unit



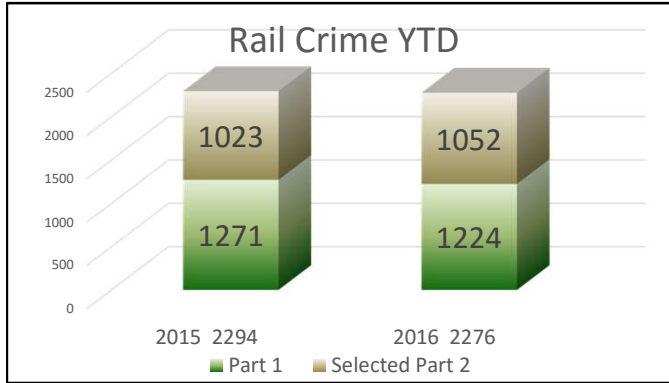
*LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
TRANSIT POLICING DIVISION
RONENE M. THOMAS, CHIEF*

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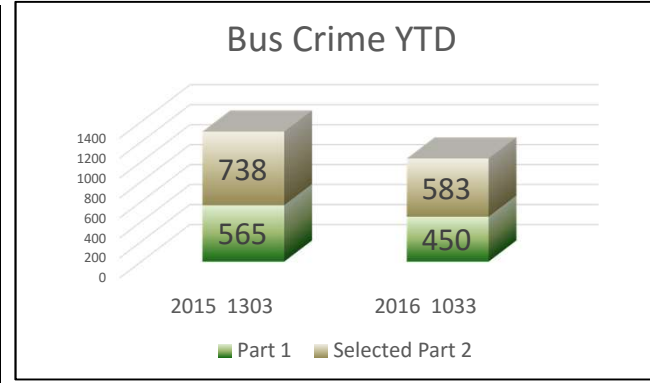
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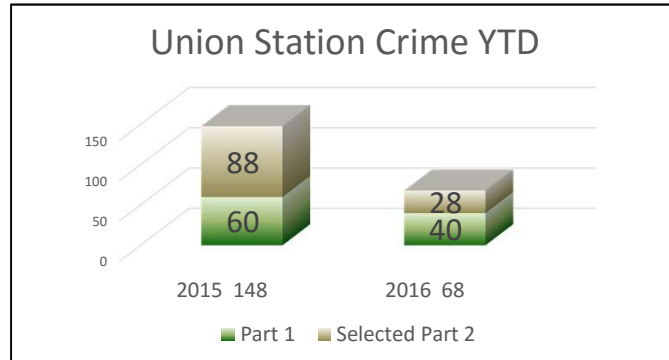
TRANSIT POLICING DIVISION SUMMARY - 2016



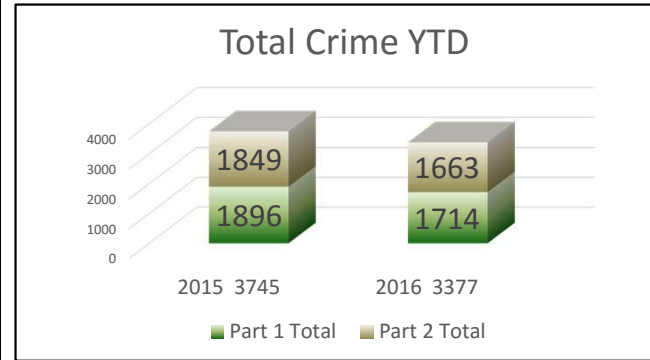
Rail Part 1 Crime	Down	-3.7%	from last year
Rail Sel Part 2 Crime	Up	2.8%	from last year
Total Rail Crime	Down	-0.8%	from last year



Bus Part 1 Crime	Down	-20.4%	from last year
Bus Sel Part 2 Crime	Down	-21.0%	from last year
Total Bus Crime	Down	-20.7%	from last year



U/S Part 1 Crime	Down	-33.3%	from last year
U/S Sel Part 2 Crime	Down	-68.2%	from last year
Total U/S Crime	Down	-54.1%	from last year

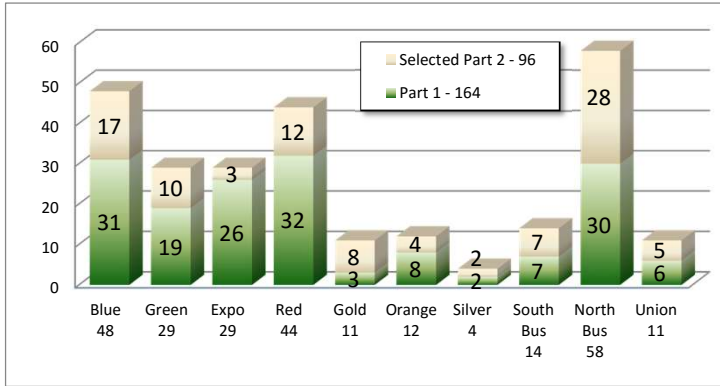


Total Part 1 Crime	Down	-9.6%	from last year
Total Sel Part 2 Crime	Down	-10.1%	from last year
Total Crime	Down	-9.8%	from last year

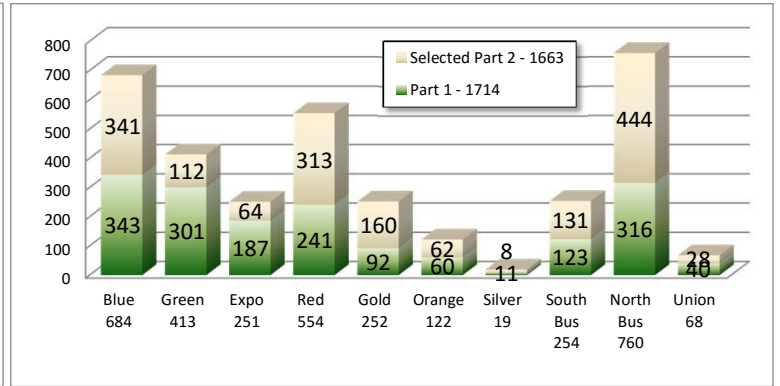
Part 1 Crimes: Homicide, Rape, Robbery, Aggravated Assault, Burglary, Theft, Grand Theft Auto, Arson
 Selected Part 2 Crimes: Battery, Sex Offenses, Weapons, Narcotics, Trespassing, Vandalism

TRANSIT POLICING DIVISION SUMMARY - 2016

Dec Crimes - 260



YTD Crimes - 3377

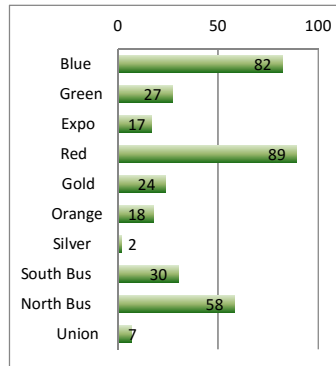


Part 1 Crimes per 1,000,000 Riders

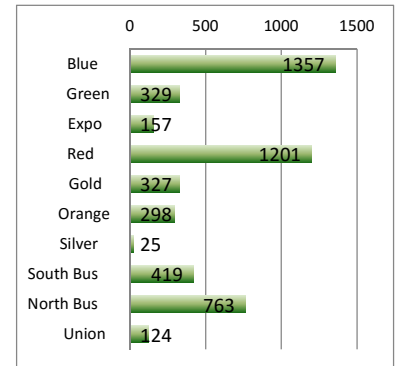
	2016 Jan - Dec	2015 Jan - Dec	2014 Jan - Dec	2013 Jan - Dec
Blue	13.7 ↓	14.9	13.4	15.5
Green	27.4 ↑	24.7	25.8	24.3
Expo	14.0 ↓	14.3	15.2	18.9
Red	5.3 =	5.3	4.8	4.1
Gold	5.6 ↓	11.2	6.2	6.0
Orange	7.7 ↑	7.2	7.3	7.3
Silver	2.4 ↓	2.5	3.1	2.1
Bus	1.5 ↓	1.7	1.7	1.4

Arrow indicates an increase or decrease from last year.

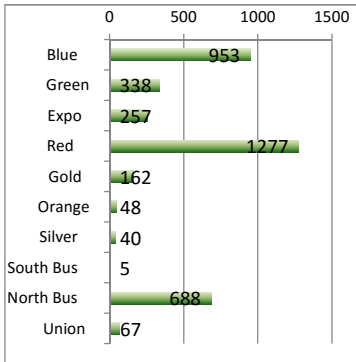
Dec Arrests - 354



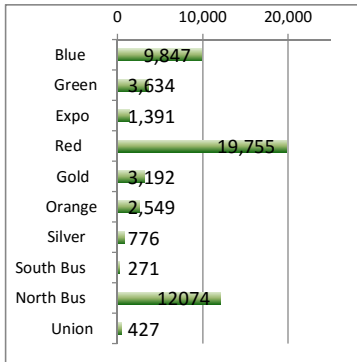
YTD Arrests - 5000



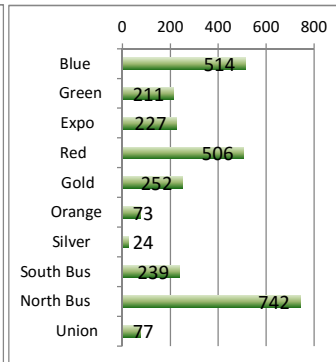
Dec Citations - 3835



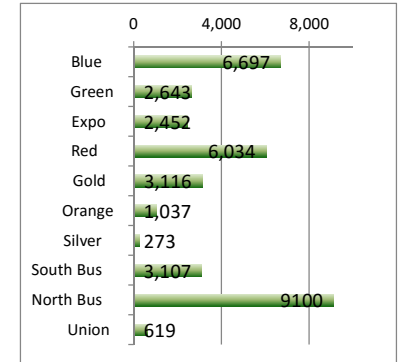
YTD Citations - 53916



Dec Calls For Service - 2865



YTD Calls For Service - 35078



SATURATION RATE

December	BLUE	GREEN	EXPO	RED	GOLD	ORG	TOTAL
Ridership	2,008,416	864,927	1,528,338	3,903,904	1,373,676	574,472	10,253,733
Contacts	65,828	28,502	22,983	116,953	48,323	16,666	299,255
%Passengers Inspected	3.28%	3.30%	1.50%	3.00%	3.52%	2.90%	2.92%
Boardings	0	0	0	0	0	50	50
Rides	396	198	218	704	0	0	1,516
Fare Warnings	0	0	0	0	0	0	0

YTD	BLUE	GREEN	EXPO	RED	GOLD	ORG	TOTAL
YTD Ridership	24,988,825	10,980,323	13,376,428	45,864,139	16,483,545	7,754,858	119,448,118
YTD Contacts*	1,464,296	1,420,263	611,814	2,741,677	1,489,024	737,537	8,464,611
%Passengers Inspected	5.86%	12.93%	4.57%	5.98%	9.03%	9.51%	7.09%
Boardings	0	0	0	0	0	107	107
Rides	2,566	2,169	1,302	7,130	432	19	13,618
Fare Warnings	0	0	0	0	0	5	5

* Contacts are calculated by adding MPV checks and citations.

System-Wide Highlights

Part 1 Crimes have decreased by 10% from Jan - Dec 2016 compared to Jan - Dec 2015.

All rail lines had a decrease in part 1 crimes per 1,000,000 riders except the Green Line and Red Line.

Overall, buses had a decrease in part 1 crimes per 1,000,000 riders from the same period last year.

*Part 1 Crimes by Month - Rail

Blue Line	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	1	0	0	0	0	0	0	0	0	1
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	13	6	5	4	9	13	9	11	9	12	4	8	103
Agg Assault	2	5	7	0	9	4	7	6	3	7	0	11	61
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0	0	1	0	1
Grand Theft	7	3	9	3	4	6	4	4	8	3	5	7	63
Petty Theft	3	4	8	6	3	8	5	8	4	6	4	3	62
GTA	1	0	4	3	1	2	3	1	2	3	4	0	24
BTFV	3	3	1	0	2	4	2	3	1	5	2	2	28
Arson	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	29	21	34	17	28	37	30	33	27	36	20	31	343

Green Line	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	2	0	0	0	2
Rape	1	0	0	0	0	0	0	0	0	0	1	0	2
Robbery	8	3	8	6	11	11	9	11	5	5	10	3	90
Agg Assault	6	1	2	2	3	0	2	6	0	2	1	3	28
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Theft	9	1	2	7	3	5	3	2	2	7	2	4	47
Petty Theft	1	7	5	4	7	5	7	1	1	3	2	4	47
GTA	4	5	3	0	2	8	10	1	1	5	6	4	49
BTFV	2	2	2	5	1	7	7	0	1	5	2	1	35
Arson	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	32	19	22	24	27	36	38	21	12	27	24	19	301

Expo Line	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	0	6	3	2	6	3	4	3	4	4	6	13	54
Agg Assault	0	2	1	2	1	1	4	2	0	4	1	2	20
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Theft	4	6	0	2	3	0	2	3	6	4	6	4	40
Petty Theft	2	0	0	0	2	5	4	16	18	8	6	6	67
GTA	0	0	1	0	0	0	0	0	1	0	0	0	2
BTFV	0	0	1	0	0	0	0	1	0	1	0	1	4
Arson	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	6	14	6	6	12	9	14	25	29	21	19	26	187

Red Line	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	1	0	0	0	0	0	0	0	0	0	0	0	1
Robbery	6	4	2	5	3	3	5	7	1	11	2	8	57
Agg Assault	4	8	2	3	4	7	9	2	5	5	5	10	64
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	1	0	0	1	2
Grand Theft	2	3	3	5	4	2	5	4	3	3	2	2	38
Petty Theft	6	5	3	10	2	10	4	1	10	4	5	8	68
GTA	1	0	1	0	0	2	0	1	0	1	0	2	8
BTFV	0	0	0	0	0	0	1	0	0	0	1	0	2
Arson	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	20	20	11	23	13	24	24	15	20	24	15	32	241

Gold Line	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	1	1	0	1	0	0	0	1	0	1	0	1	6
Agg Assault	2	0	0	0	0	1	3	0	1	0	0	0	7
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	1	0	0	0	0	0	0	1
Grand Theft	1	0	0	1	1	1	0	0	0	2	0	0	6
Petty Theft	1	0	4	3	2	4	2	2	5	3	4	2	32
GTA	0	0	1	1	2	0	0	0	2	0	5	0	11
BTFV	5	0	9	4	3	2	1	1	0	2	1	0	28
Arson	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	10	1	14	10	8	9	6	5	8	8	10	3	92

* Part 1 Crimes are calculated in accordance with the FBI Uniform Crime Report standards.
 Homicides, Rapes, and Aggravated Assaults are counted by the number of victims.

Part 1 Crimes by Month - Bus

Orange Line	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	1	0	0	0	1	1	0	0	0	1	0	3	7
Agg Assault	0	0	1	1	3	3	1	3	0	0	0	0	12
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	1	0	0	0	1
Grand Theft	1	0	0	1	0	0	0	0	0	1	2	2	7
Petty Theft	1	2	1	0	1	4	0	1	0	5	1	3	19
GTA	0	0	1	1	0	2	0	1	0	2	0	0	7
BTFV	0	0	0	0	0	0	0	1	5	1	0	0	7
Arson	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3	2	3	3	5	10	1	6	6	10	3	8	60

Silver Line	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	2	1	0	1	0	0	0	0	0	0	0	1	5
Agg Assault	1	0	0	1	0	0	0	0	1	0	0	0	3
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Theft	0	0	0	1	0	0	0	0	0	0	0	0	1
Petty Theft	0	0	0	0	0	0	0	0	0	0	1	1	2
GTA	0	0	0	0	0	0	0	0	0	0	0	0	0
BTFV	0	0	0	0	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3	1	0	3	0	0	0	0	1	0	1	2	11

South Bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	4	4	1	2	1	3	4	2	1	5	5	3	35
Agg Assault	2	3	3	0	1	1	1	3	7	2	2	0	25
Agg Assault on Op	0	0	0	0	1	0	0	1	1	0	0	1	4
Burglary	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Theft	1	2	6	2	1	2	2	0	1	1	1	1	20
Petty Theft	5	0	4	2	6	0	1	2	0	3	1	2	26
GTA	2	0	0	0	0	0	0	0	1	0	0	0	3
BTFV	1	1	1	1	1	0	1	0	3	0	0	0	9
Arson	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	15	10	15	7	11	7	9	8	14	11	9	7	123

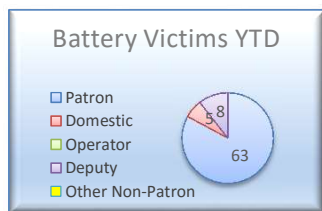
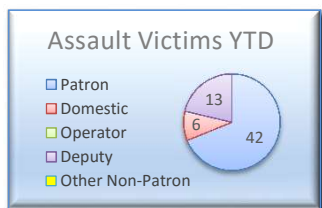
North Bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	2	0	0	0	0	0	0	2
Robbery	6	5	3	1	5	1	7	3	3	8	4	5	51
Agg Assault	6	7	5	8	5	9	3	11	10	6	4	4	78
Agg Assault on Op	0	1	1	0	0	1	0	1	2	0	1	1	8
Burglary	0	0	2	0	0	0	0	0	0	1	0	0	3
Grand Theft	14	9	6	9	5	7	8	1	3	9	10	5	86
Petty Theft	5	11	10	5	4	6	7	3	7	2	3	14	77
GTA	0	1	0	0	0	1	0	1	0	0	0	1	4
BTFV	0	1	3	0	0	0	0	0	1	0	0	0	5
Arson	0	0	1	0	0	0	0	0	0	1	0	0	2
Total	31	35	31	23	19	27	25	20	26	27	22	30	316

Union Station	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	0	1	0	0	0	0	0	0	0	0	0	0	1
Robbery	0	0	0	0	0	0	1	0	1	0	0	0	2
Agg Assault	1	0	0	0	2	0	1	0	0	1	0	0	5
Agg Assault on Op	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	2	1	1	0	0	0	0	0	0	0	0	0	4
Grand Theft	0	0	0	0	0	1	2	0	1	0	0	2	6
Petty Theft	3	1	2	2	0	2	1	1	0	4	0	3	19
GTA	0	0	0	0	0	0	0	1	0	0	0	1	2
BTFV	0	0	0	0	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	6	3	3	2	3	3	5	2	2	5	0	6	40

Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Homicide	0	0	0	1	0	0	0	0	2	0	0	0	3
Rape	2	1	0	0	0	2	0	0	0	0	1	0	6
Robbery	41	30	22	22	36	35	39	38	24	47	31	45	410
Agg Assault	24	26	21	17	28	26	31	33	27	27	13	30	303
Agg Assault on Op	0	1	1	0	1	1	0	2	3	0	1	2	12
Burglary	2	1	3	0	0	1	0	0	2	1	1	1	12
Grand Theft	39	24	26	31	21	24	26	14	24	30	28	27	314
Petty Theft	27	30	37	32	27	44	31	35	45	38	27	46	419
GTA	8	6	11	5	5	15	13	6	7	11	15	8	110
BTFV	11	7	17	10	7	13	12	6	11	14	6	4	118
Arson	1	0	1	0	1	1	0	1	0	1	0	1	7
Total	155	126	139	118	126	162	152	135	145	169	123	164	1714

BLUE LINE

REPORTED CRIME		
PART 1 CRIMES	Dec	YTD
Homicide	0	1
Rape	0	0
Robbery	8	103
Agg Assault	11	61
Agg Assault on Op	0	0
Burglary	0	1
Grand Theft	7	63
Petty Theft	3	62
Motor Vehicle Theft	0	24
Burg/Theft From Vehicle	2	28
Arson	0	0
SUB-TOTAL	31	343
Selected Part 2 Crimes		
Battery	6	76
Battery Rail Operator	0	0
Sex Offenses	2	18
Weapons	3	36
Narcotics	4	101
Trespassing	1	58
Vandalism	1	52
SUB-TOTAL	17	341
TOTAL	48	684



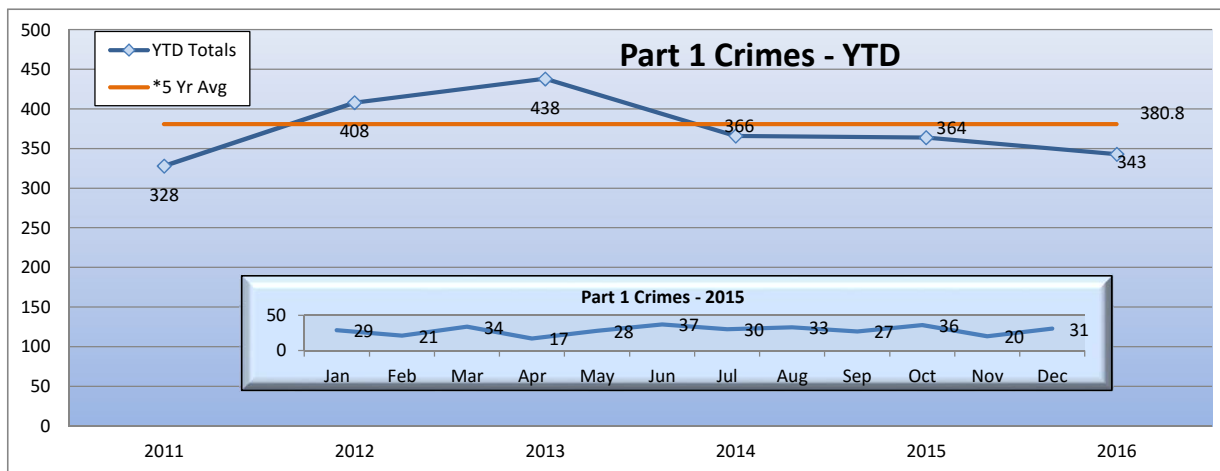
Part 1 Crimes per Station		
Station	Dec	YTD
7th/Metro	5	19
Pico	1	7
Grand	0	6
San Pedro	1	7
Washington	0	4
Vernon	0	9
Slauson	3	19
Florence	1	23
Firestone	4	25
103rd St	0	11
Willowbrook	4	41
Compton	1	20
Artesia	2	25
Del Amo	2	35
Wardlow	1	15
Willow	2	21
PCH	3	26
Anaheim	0	11
5th St	0	5
1st St	0	1
Transit Mall	0	10
Pacific	1	3
Rail Yard	0	0
Total	31	343

ARRESTS		
Type	Dec	YTD
Felony	16	331
Misdemeanor	66	1,026
TOTAL	82	1,357

CITATIONS		
Type	Dec	YTD
Fare Evasion Citations	627	6,639
Other Citations	66	1,219
Vehicle Code Citations	260	1,989
TOTAL	953	9,847

CALLS FOR SERVICE				
TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	42	5.0	563	5.9
Priority	225	10.2	3,447	12.2
Routine	247	18.1	2,687	21.3
Total	514	13.6	6,697	15.3

FARE ENFORCEMENT		
	Dec	YTD
Ridership	2,008,416	24,988,825
Contacts	65,828	1,464,296
% of Patrons Inspected	3.28	5.86
Boardings	0	0
Ride	396	2,566
Fare Warning	0	0



Blue Line Highlights

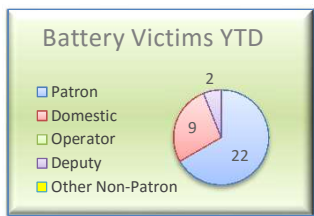
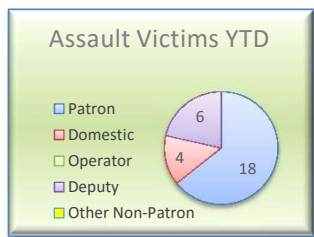
The Blue Line had 21 less part 1 crimes, which is a 6% decrease from the same period last year.

Part 1 crimes per 1,000,000 riders were down from the same period last year.

*5 yr average is based on the average of part 1 crimes from 2011 - 2015.

GREEN LINE

REPORTED CRIME		
PART 1 CRIMES	Dec	YTD
Homicide	0	2
Rape	0	2
Robbery	3	90
Agg Assault	3	28
Agg Assault on Op	0	0
Burglary	0	0
Grand Theft	4	47
Petty Theft	4	47
Motor Vehicle Theft	4	49
Burg/Theft From Vehicle	1	35
Arson	0	1
SUB-TOTAL	19	301
Selected Part 2 Crimes		
Battery	6	33
Battery Rail Operator	0	0
Sex Offenses	0	3
Weapons	0	6
Narcotics	2	32
Trespassing	0	3
Vandalism	2	35
SUB-TOTAL	10	112
TOTAL	29	413



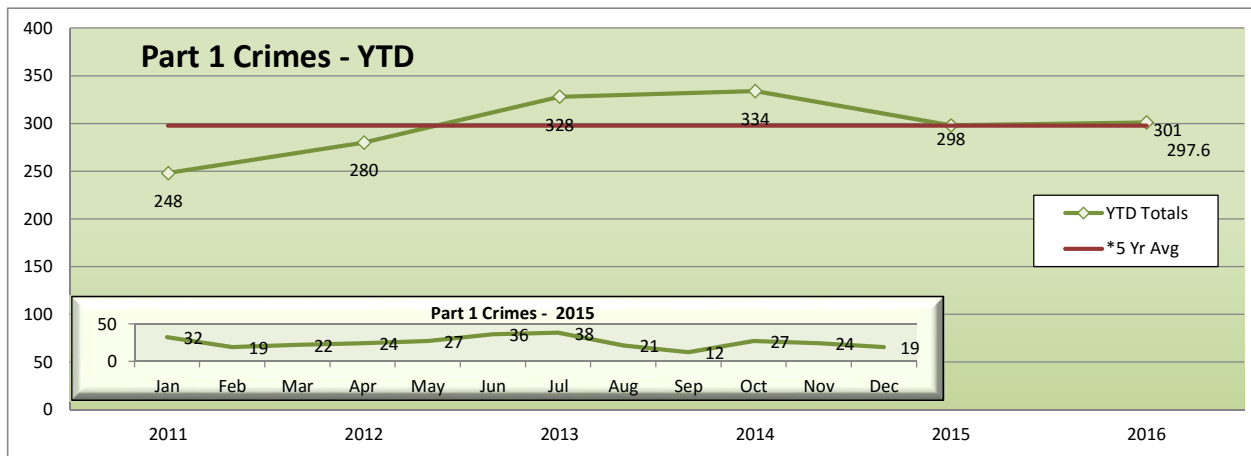
Part 1 Crimes per Station		
Station	Dec	YTD
Redondo Beach	0	5
Douglas	1	4
El Segundo	0	10
Mariposa	0	4
Aviation	1	17
Hawthorne	1	19
Crenshaw	1	19
Vermont	0	27
Harbor	1	47
Avalon	3	29
Willowbrook	4	33
Long Beach	3	54
Lakewood	2	16
Norwalk	2	17
Total	19	301

ARRESTS		
Type	Dec	YTD
Felony	3	91
Misdemeanor	24	238
TOTAL	27	329

CITATIONS		
Type	Dec	YTD
Fare Evasion Citations	141	1,694
Other Citations	36	347
Vehicle Code Citations	161	1,593
TOTAL	338	3,634

CALLS FOR SERVICE				
TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	15	4.5	188	5.8
Priority	77	9.8	1050	11.7
Routine	119	19.8	1405	20.1
Total	211	15.1	2643	15.7

FARE ENFORCEMENT		
	Dec	YTD
Ridership	864,927	10,980,323
Contacts	28,502	1,420,263
% of Patrons Inspected	3.30	12.93
Boardings	0	0
Ride	198	2,169
Fare Warning	0	0



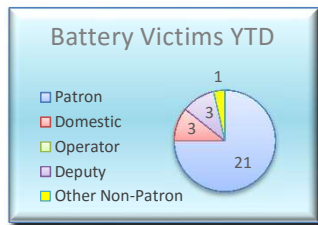
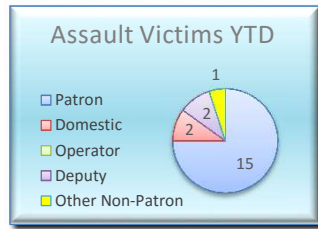
*5 yr average is based on the average of part 1 crimes from 2011 - 2015.

Green Line Highlights
The Green Line had 3 more part 1 crimes, which is a 1% increase from the same period last year.
Part 1 crimes per 1,000,000 riders were up from the same period last year.

EXPO LINE

REPORTED CRIME

PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	0
Robbery	13	54
Agg Assault	2	20
Agg Assault on Op	0	0
Burglary	0	0
Grand Theft	4	40
Petty Theft	6	67
Motor Vehicle Theft	0	2
Burg/Theft From Vehicle	1	4
Arson	0	0
SUB-TOTAL	26	187
Selected Part 2 Crimes		
Battery	2	28
Battery Rail Operator	0	0
Sex Offenses	1	7
Weapons	0	1
Narcotics	0	12
Trespassing	0	4
Vandalism	0	12
SUB-TOTAL	3	64
TOTAL	29	251



Part 1 Crimes per Station

Station	Dec	YTD
7th/Metro	1	4
Pico	0	4
23rd St	0	9
Jefferson/USC	0	6
Expo/USC	1	2
Expo/Vermont	2	7
Expo/Western	1	8
Expo/Crenshaw	4	13
Farmdale	5	22
La Brea	2	16
La Cienega	3	12
Culver City	2	36
Palms	1	5
Expo/Westwood	0	4
Expo/Sepulveda	1	7
Expo/Bundy	1	10
26th St /Bergamot	0	4
17th St/SMC	1	5
D/T Santa Monica	1	12
Expo Rail Yard	0	1
Total	26	187

ARRESTS

Type	Dec	YTD
Felony	11	44
Misdemeanor	6	113
TOTAL	17	157

CITATIONS

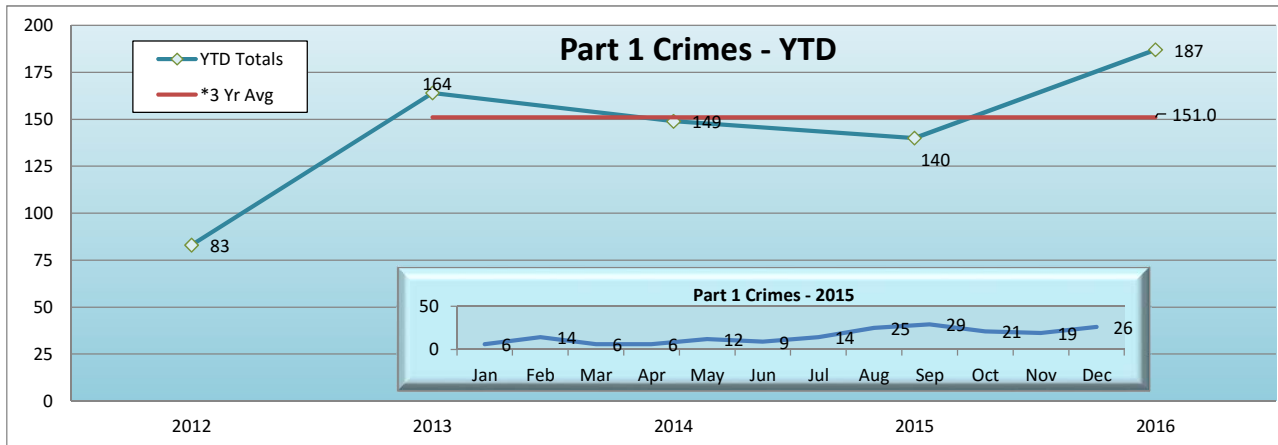
Type	Dec	YTD
Fare Evasion Citations	140	600
Other Citations	23	99
Vehicle Code Citations	94	692
TOTAL	257	1,391

CALLS FOR SERVICE

TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	17	5.1	155	4.8
Priority	89	8.4	1208	14.8
Routine	121	26.2	1089	23.9
Total	227	17.6	2452	17.3

FARE ENFORCEMENT

	Dec	YTD
Ridership	1,528,338	13,376,428
Contacts	22,983	611,814
% of Patrons Inspected	1.50	4.57
Boardings	0	0
Ride	218	1,302
Fare Warning	0	0



Expo Line Highlights

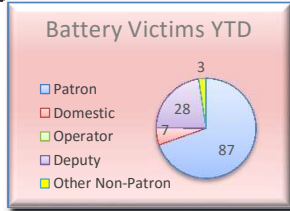
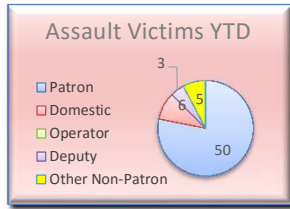
The Expo Line had 47 more part 1 crime, which is a 34% increase from the same period last year.

Part 1 crimes per 1,000,000 riders were down from the same period last year.

*Expo line opened in April 2012, so a 3 yr average from 2013 - 2015 is calculated.

RED LINE

REPORTED CRIME		
PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	1
Robbery	8	57
Agg Assault	10	64
Agg Assault on Op	0	0
Burglary	1	2
Grand Theft	2	38
Petty Theft	8	68
Motor Vehicle Theft	2	8
Burg/Theft From Vehicle	0	2
Arson	1	1
SUB-TOTAL	32	241
Selected Part 2 Crimes		
Battery	4	125
Battery Rail Operator	0	0
Sex Offenses	3	30
Weapons	3	13
Narcotics	1	74
Trespassing	0	40
Vandalism	1	31
SUB-TOTAL	12	313
TOTAL	44	554



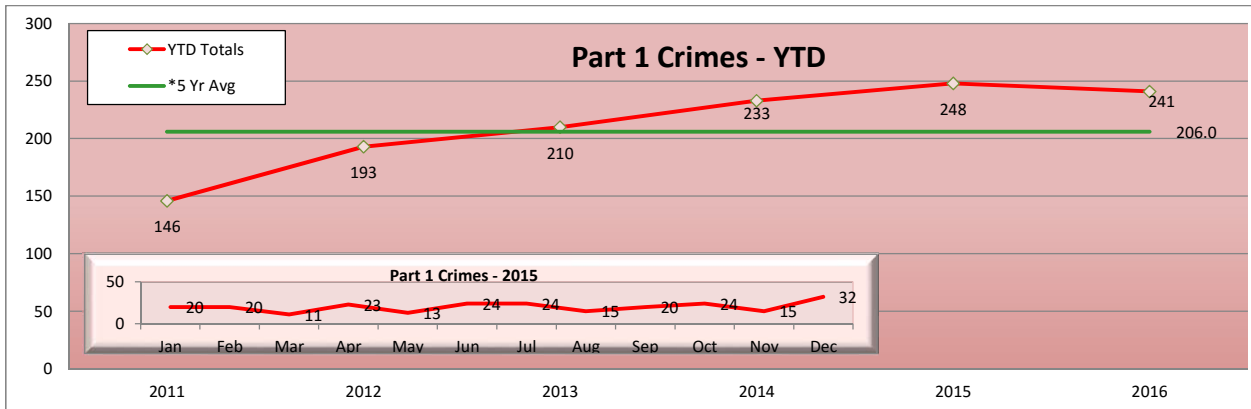
Part 1 Crimes per Station		
Station	Dec	YTD
Union Station	0	17
Civic Center	0	6
Pershing Square	3	22
7th/Metro	3	12
Westlake	4	31
Wilshire/Vermont	3	19
Wilshire/Normandie	0	2
Vermont/Beverly	1	10
Wilshire/Western	0	11
Vermont/Santa Monica	3	15
Vermont/Sunset	0	5
Hollywood/Western	1	7
Hollywood/Vine	4	15
Hollywood/Highland	1	14
Universal	1	11
North Hollywood	8	43
Red Line Rail Yard	0	1
Total	32	241

ARRESTS		
Type	Dec	YTD
Felony	20	250
Misdemeanor	69	951
TOTAL	89	1201

CITATIONS		
Type	Dec	YTD
Fare Evasion Citations	1,047	16,089
Other Citations	75	1,366
Vehicle Code Citations	155	2,300
TOTAL	1,277	19,755

CALLS FOR SERVICE				
TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	46	5.2	350	5.9
Priority	226	11.6	3087	14.9
Routine	234	21.2	2597	23.9
Total	506	15.5	6034	18.3

FARE ENFORCEMENT		
	Dec	YTD
Ridership	3,903,904	45,864,139
Contacts	116,953	2,741,677
% of Patrons Inspected	3.00	5.98
Boardings	0	0
Ride	704	7,130
Fare Warning	0	0



RED Line Highlights

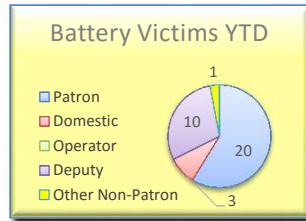
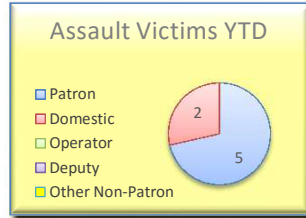
The Red Line had 7 less part 1 crimes which is a 3% decrease from the same period last year.

Part 1 crimes per 1,000,000 riders were equal compared to the same period last year.

*5 yr average is based on the average of part 1 crimes from 2011 - 2015.

GOLD LINE

REPORTED CRIME		
PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	0
Robbery	1	6
Agg Assault	0	7
Agg Assault on Op	0	0
Burglary	0	1
Grand Theft	0	6
Petty Theft	2	32
Motor Vehicle Theft	0	11
Burg/Theft From Vehicle	0	28
Arson	0	1
SUB-TOTAL	3	92
Selected Part 2 Crimes		
Battery	4	34
Battery Rail Operator	0	0
Sex Offenses	1	12
Weapons	0	2
Narcotics	0	20
Trespassing	0	40
Vandalism	3	52
SUB-TOTAL	8	160
TOTAL	11	252



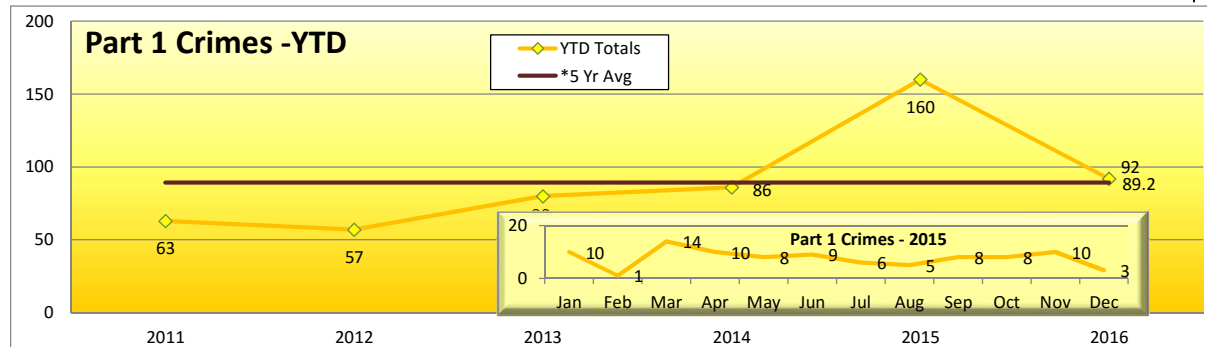
Part 1 Crimes per Station		
Station	Dec	YTD
APU/Citrus College	0	6
Azusa Downtown	0	1
Irwindale	0	6
Duarte	0	2
Monrovia	0	4
Arcadia	0	5
Sierra Madre	0	6
Allen	0	4
Lake	0	1
Memorial Park	0	2
Del Mar	0	1
Fillmore	1	1
South Pasadena	0	2
Highland Park	0	2
SW Museum	0	0
Heritage Square	0	2
Lincoln Heights	0	17
Chinatown	0	3
Union Station	0	0
Little Tokyo	0	0
Pico/Aliso	0	1
Mariachi	0	0
Soto	0	4
Indiana	0	6
Maravilla	0	0
East La	1	1
Atlantic	1	15
Total	3	92

ARRESTS		
Type	Dec	YTD
Felony	4	45
Misdemeanor	20	282
TOTAL	24	327

CITATIONS		
Type	Dec	YTD
Fare Evasion Citations	59	1,710
Other Citations	5	191
Vehicle Code Citations	98	1,291
TOTAL	162	3,192

CALLS FOR SERVICE				
TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	23	6.0	179	6.3
Priority	119	11.9	1598	14.3
Routine	110	20.2	1339	22.7
Total	252	15.0	3116	17.5

FARE ENFORCEMENT		
	Dec	YTD
Ridership	1,373,676	16,483,545
Contacts	48,323	1,489,024
% of Patrons Inspected	3.52	9.03
Boardings	0	0
Ride	0	432
Fare Warning	0	0



*5 yr average is based on the average of part 1 crimes from 2011 - 2015.

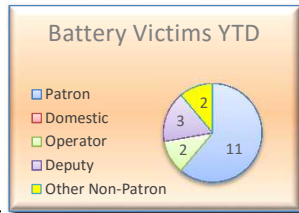
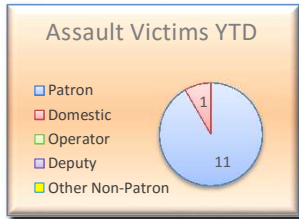
Gold Line Highlights

The Gold Line had 68 less part 1 crimes, which is a 43% decrease from the same period last year.

Part 1 crimes per 1,000,000 riders were down from the same period last year.

ORANGE LINE

REPORTED CRIME		
PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	0
Robbery	3	7
Agg Assault	0	12
Agg Assault on Op	0	0
Burglary	0	1
Grand Theft	2	7
Petty Theft	3	19
Motor Vehicle Theft	0	7
Burg/Theft From Vehicle	0	7
Arson	0	0
SUB-TOTAL	8	60
Selected Part 2 Crimes		
Battery	3	18
Battery Bus Operator	0	2
Sex Offenses	0	6
Weapons	0	1
Narcotics	0	26
Trespassing	1	1
Vandalism	0	8
SUB-TOTAL	4	62
TOTAL	12	122



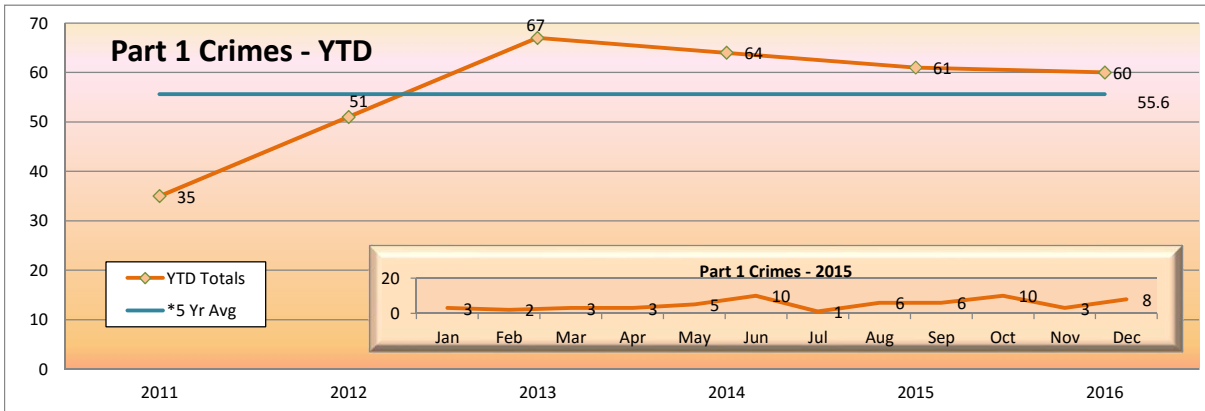
Part 1 Crimes per Station		
Station	Dec	YTD
North Hollywood	0	8
Laurel Canyon	0	2
Valley College	0	0
Woodman	0	3
Van Nuys	2	5
Sepulveda	2	5
Woodley	0	1
Balboa	0	7
Reseda	1	7
Tampa	0	1
Pierce College	1	5
De Soto	0	0
Canoga	1	4
Warner Center	0	1
Sherman Way	0	5
Roscoe	1	2
Nordhoff	0	0
Chatsworth	0	4
Total	8	60

ARRESTS		
Type	Dec	YTD
Felony	3	41
Misdemeanor	15	257
TOTAL	18	298

CITATIONS		
Type	Dec	YTD
Fare Evasion Citations	9	1,639
Other Citations	2	102
Vehicle Code Citations	37	808
TOTAL	48	2,549

CALLS FOR SERVICE				
TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	4	9.0	61	9.9
Priority	44	13.0	615	14.5
Routine	25	23.0	361	29.3
Total	73	16.2	1,037	19.4

FARE ENFORCEMENT		
	Dec	YTD
Ridership	574,472	7,754,858
Contacts	16,666	737,537
% of Patrons Inspected	2.90	9.51
Boardings	50	107
Ride	0	19
Fare Warning	0	5



Orange Line Highlights

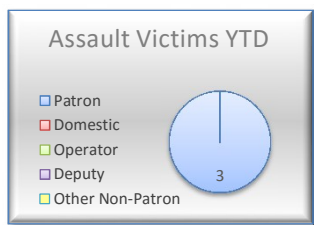
The Orange Line had 1 less part 1 crimes, which is a 2% decrease from the same period last year.

Part 1 crimes per 1,000,000 riders were up from the same period last year.

SILVER LINE

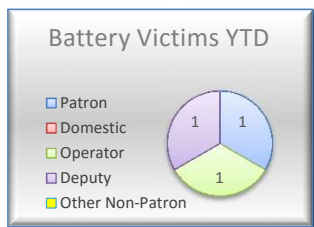
REPORTED CRIME

PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	0
Robbery	1	5
Agg Assault	0	3
Agg Assault on Op	0	0
Burglary	0	0
Grand Theft	0	1
Petty Theft	1	2
Motor Vehicle Theft	0	0
Burg/Theft From Vehicle	0	0
Arson	0	0
SUB-TOTAL	2	11
Selected Part 2 Crimes		
Battery	1	3
Battery Bus Operator	0	0
Sex Offenses	0	3
Weapons	0	1
Narcotics	0	0
Trespassing	0	0
Vandalism	1	1
SUB-TOTAL	2	8
TOTAL	4	19



Part 1 Crimes per Station

Station	Dec	YTD
El Monte	0	0
Cal State LA	0	0
LAC/USC	0	1
Alameda	0	0
Downtown	1	2
37th St/USC	0	0
Slauson	0	2
Manchester	0	1
Harbor Fwy	1	5
Rosecrans	0	0
Harbor/Gateway	0	0
Total	2	11



ARRESTS

Type	Dec	YTD
Felony	3	6
Misdemeanor	2	19
TOTAL	5	25

CITATIONS

Type	Dec	YTD
Fare Evasion Citations	0	43
Other Citations	3	259
Vehicle Code Citations	37	474
TOTAL	40	776

CALLS FOR SERVICE

TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	3	2.7	17	4.5
Priority	12	16.8	138	13.4
Routine	9	37.6	118	24.4
Total	24	22.8	273	17.6

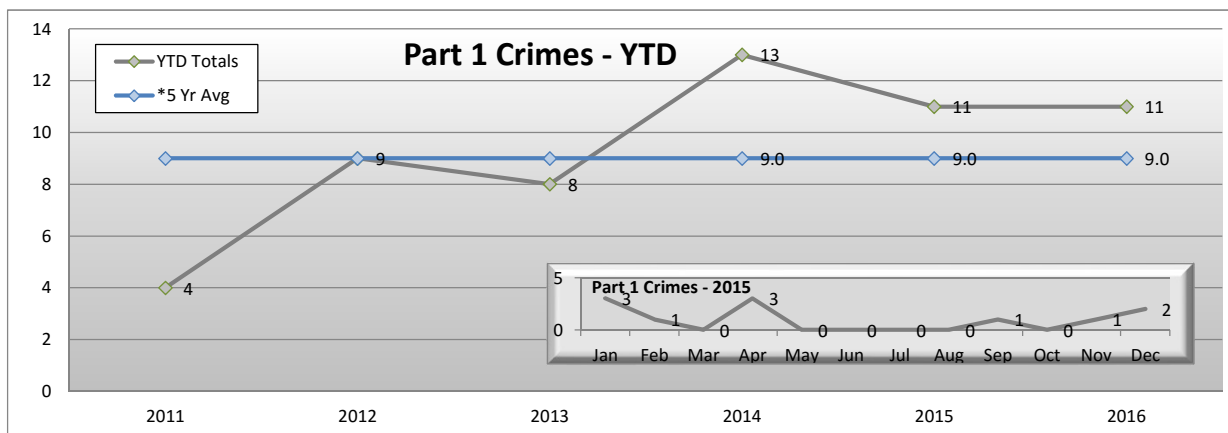
FARE ENFORCEMENT

	Dec	YTD
Ridership	309,362	4,509,983
Contacts	2,550	81,625
% of Patrons Inspected	0.82	1.81
Boardings	0	600
Ride	0	19
Fare Warning	0	35

Silver Line Highlights

The Silver Line had the same amount of part 1 crime as last year.

Part 1 crimes per 1,000,000 riders were down from the same period last year.



*5 yr average is based on the average of part 1 crimes from 2011 - 2015.

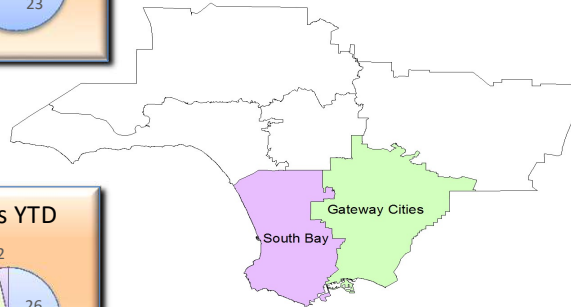
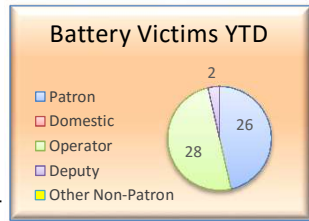
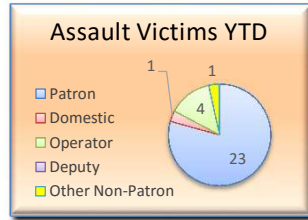
South Bus Patrol

REPORTED CRIME

PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	0
Robbery	3	35
Agg Assault	0	25
Agg Assault on Op	1	4
Burglary	0	0
Grand Theft	1	20
Petty Theft	2	26
Motor Vehicle Theft	0	3
Burg/Theft From Vehicle	0	9
Arson	0	1
SUB-TOTAL	7	123
Selected Part 2 Crimes		
Battery	2	28
Battery Bus Operator	3	28
Sex Offenses	0	12
Weapons	0	9
Narcotics	0	12
Trespassing	0	1
Vandalism	2	41
SUB-TOTAL	7	131
TOTAL	14	254

Part 1 Crimes per Sector

Sector	Dec	YTD
Gateway Cities	0	22
South Bay	7	101
Total	7	123



ARRESTS

Type	Dec	YTD
Felony	0	81
Misdemeanor	30	338
TOTAL	30	419

CITATIONS

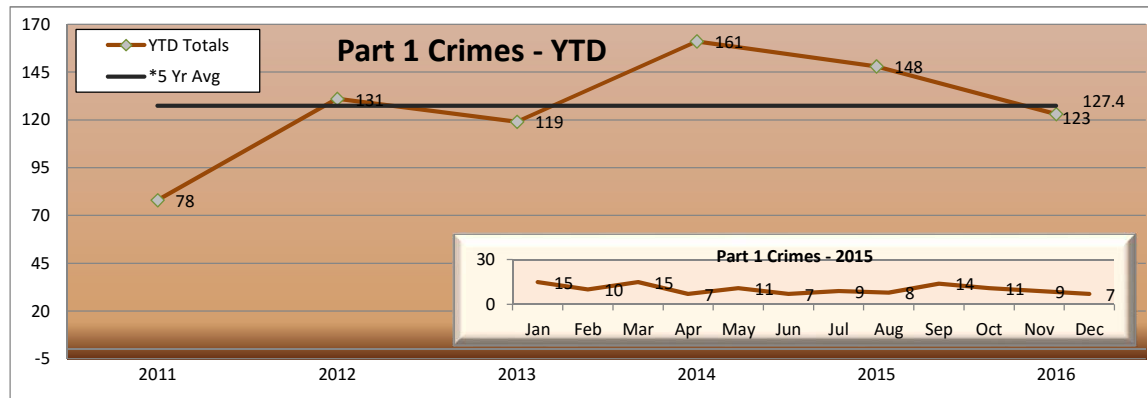
Type	Dec	YTD
Fare Evasion Citations	0	129
Other Citations	0	32
Vehicle Code Citations	5	110
TOTAL	5	271

CALLS FOR SERVICE

TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	10	6.2	179	8.1
Priority	137	15.4	1,841	16.2
Routine	92	25.9	1,087	31.5
Total	239	19.1	3,107	21.1

FARE ENFORCEMENT*

*South Bus Fare Enforcement data is combined with North Bus.



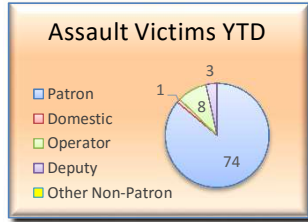
*5 yr average is based on the average of part 1 crimes from 2011 - 2015.

South Bus Highlights

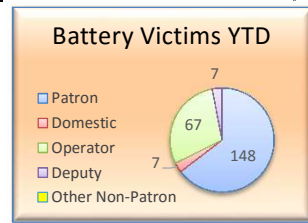
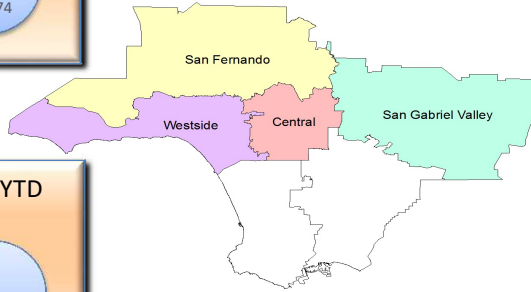
The South bus Lines had 25 less part 1 crime, which is a 17% decrease from the same period last year.

North Bus Patrol

REPORTED CRIME		
PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	2
Robbery	5	51
Agg Assault	4	78
Agg Assault on Op	1	8
Burglary	0	3
Grand Theft	5	86
Petty Theft	14	77
Motor Vehicle Theft	1	4
Burg/Theft From Vehicle	0	5
Arson	0	2
SUB-TOTAL	30	316
Selected Part 2 Crimes		
Battery	12	162
Battery Bus Operator	4	67
Sex Offenses	0	43
Weapons	2	14
Narcotics	2	41
Trespassing	0	4
Vandalism	8	113
SUB-TOTAL	28	444
TOTAL	58	760



Part 1 Crimes per Sector		
Sector	Dec	YTD
San Gabriel	4	20
Westside	2	27
San Fernando	3	33
Central	21	236
Total	30	316

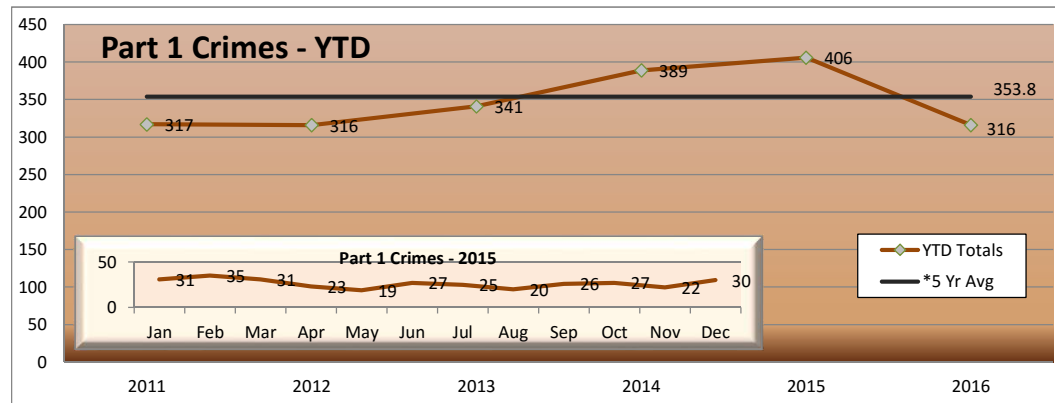


ARRESTS		
Type	Dec	YTD
Felony	8	134
Misdemeanor	50	629
TOTAL	58	763

CITATIONS		
Type	Dec	YTD
Fare Evasion Citations	4	306
Other Citations	17	193
Vehicle Code Citations	667	11,575
TOTAL	688	12,074

CALLS FOR SERVICE				
TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	36	8.8	482	8.4
Priority	376	14.7	5,125	16.1
Routine	330	24.3	3,493	27.7
Total	742	18.7	9,100	20.1

FARE ENFORCEMENT		
	Dec	YTD
Ridership*	21,941,485	292,723,801
Contacts	803	15,593
% of Patrons Inspected	0.00	0.01
Boardings	428	33,032
Rides	277	12,412
Fare Warning	81	4,094

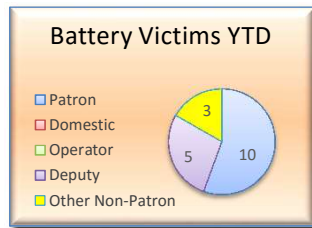
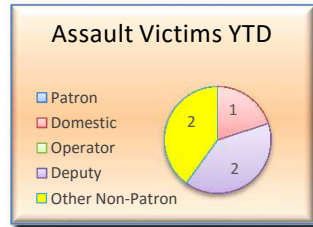


North Bus Highlights
The North Bus Lines had 90 less part 1 crimes, which is a 22% decrease from the same period last year.

*5 yr average is based on the average of part 1 crimes from 2011 - 2015.

Union Station

REPORTED CRIME		
PART 1 CRIMES	Dec	YTD
Homicide	0	0
Rape	0	1
Robbery	0	2
Agg Assault	0	5
Agg Assault on Op	0	0
Burglary	0	4
Grand Theft	2	6
Petty Theft	3	19
Motor Vehicle Theft	1	2
Burg/Theft From Vehicle	0	0
Arson	0	1
SUB-TOTAL	6	40
Selected Part 2 Crimes		
Battery	2	18
Battery Bus Operator	0	0
Sex Offenses	0	2
Weapons	1	1
Narcotics	0	1
Trespassing	0	0
Vandalism	2	6
SUB-TOTAL	5	28
TOTAL	11	68



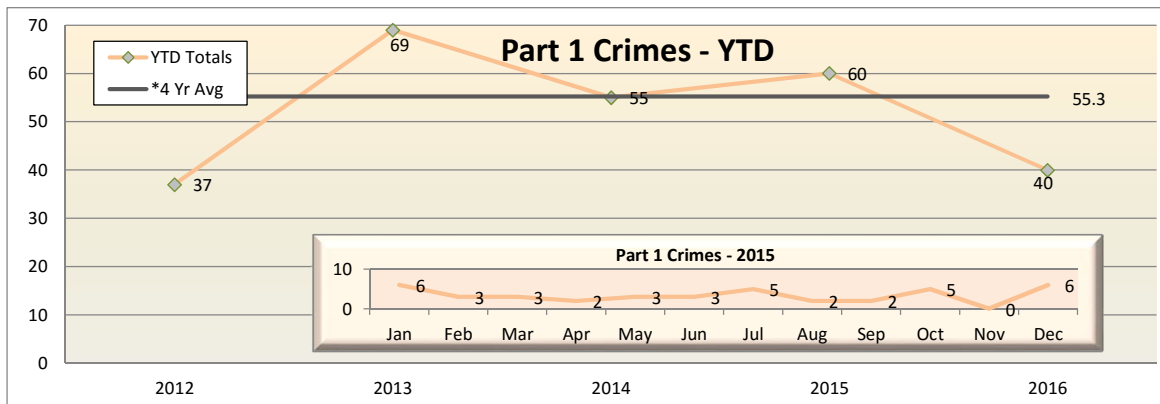
Part 1 Crimes at Union Station		
Side	Dec	YTD
Westside	2	33
Eastside	4	7
Total	6	40



ARRESTS		
Type	Dec	YTD
Felony	3	27
Misdemeanor	4	97
TOTAL	7	124

CITATIONS		
Type	Dec	YTD
Fare Evasion Citations	2	67
Other Citations	5	243
Vehicle Code Citations	60	127
TOTAL	67	437

CALLS FOR SERVICE				
TYPE	Dec		YTD	
	Total	Avg	Total	Avg
Emergency	2	11.0	16	3.8
Priority	35	5.8	321	12.4
Routine	40	45.7	282	18.3
Total	77	26.6	619	14.8



Union Station Highlights

Union Station had 20 less part 1 crimes, which is a 33% decrease from the same period last year.

*4 yr average is based on the average of part 1 crimes from 2012 - 2015.



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
 TRANSIT POLICING DIVISION
 RONENE M. THOMAS, CHIEF

**ALLOCATION OF LAW ENFORCEMENT SERVICES
 RESERVE COMPANY SERVICES
 December 2016**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TSB San Fernando Valley	12	40	61	21	24	22	16	53	0	61	N/C	33	343
Westside/Central Motors	161	120	155	181	189	155	109	171	0	231	N/C	367	1839
SGV Volunteer Company	16	21	24	16	16	24	16	16	0	20	N/C	183	352
Blue/Green Line Sector	16	16	16	12	32	32	16	8	0	18	N/C	13	179
TOTAL	205	197	256	230	261	233	157	248	0	330	N/C	596	2713

*Each month, Reserve totals will display totals from the previous month because totals are not submitted until the end of each month.

The LASD reserve units are attached to regular LASD units of assignments. The reserves are there to perform the same function as any deputy. In that way, the reserves augment the force at no increase in cost. Contract agencies benefit significantly by the presence of reserves since they are directly paying for the LASD contract and do not have to pay for the additional reserve force.

*N/C = Not Complete

www.lasdreserve.org

Bus Operator Assault Matrix

Reason	Line	Div	Type	Date	Day	Time	Narrative	Flyer	Barrier	Arrest	Charges Requested	Charges Filed	Sentence (Probation/Time/Jail or Prison)
Passenger Pass Up	L244	15	Battery	1/6/2016	Wed	21:00	Sus MB/50/510/180/Blk/Bro spit in the bus op face for passing him up, no barrier	Y					
Fare	L2	10	Battery	1/8/2016	Fri	19:37	Battery sus arrested for bumping bus op outside of bus after she asked for fare, barrier, only half shut			Yes	243.3 PC	243.3 PC	
Fare	L111	18	Battery	1/11/2016	Mon	15:15	Sus MH/35/601/250 spit on the bus op after he was asked for fare	Y					
Demand Stop	L207	18	Battery	1/16/2016	Sat	12:52	Battery sus arrested for spitting on bus op after he wouldn't stop the bus where the sus wanted			Yes	243.3 PC	243.3 PC	
Missed stop	L164	8	Battery	1/17/2016	Sun	17:19	Battery sus arrested for punching bus op in the face for missing her stop, no barrier			Yes	243.3 PC	243.3 PC	
Fare	L240	8	Battery	1/21/2016	Thu	17:50	Sus MB/18-20 threw cold liquid on bus op after sus stated his TAP card wasn't working, vic said Whatever, no barrier	Y					
Disorderly	L245	8	Battery	2/2/2016	Tue	16:30	Sus FW/25-30 spit on bus op when he asked her to leave for yelling, no barrier						
Other/Bus Pass	L45	1	Battery	2/3/2016	Wed	9:25	Sus MB/25-30/511/thin spit on bus op after he asked to see his day pass	Y					
Policy/door	L243	8	Battery	2/5/2016	Fri	11:30	Battery sus arrested for throwing coin slot cover at bus op for not holding bus for her brother and requesting fare			Yes	243.3 PC	243.3 PC	Case given to Probation for review
No Reason	L-Unk	3	Battery	2/10/2016	Wed	23:20	Sus MH/25/507/508/175 punched bus op in the face unprovoked, no barrier	Y					
Missed stop	L51	2	Battery	2/13/2016	Sat	12:15	Battery sus arrested for hitting bus op in the head with a purse for missing a stop, barrier installed, only bottom portion being used			Yes	242/243.3 PC	242/243.3 PC	Convicted - 12 Months Summary Probation
Other/Calling Police	L115	18	Battery	2/13/2016	Sat	16:10	Battery sus arrested for assaulting vic1 and then spitting on bus op for calling the police			Yes	243.3 PC	243.3 PC	Misdemeanor filed; Case # 6DN05865
Passenger Pass Up	L780	3	Assault	2/17/2016	Wed	14:00	Sus MB/50s/602-603/240 threw beer can at bus op, hit him in the chest, and vic injured elbow in fall outside of bus for passing sus up at stop (no barrier, incident outside of bus)						
Fare	L62	1	Battery	2/19/2016	Fri	9:59	Sus MB/20-25/511/170 reached over barrier and poured water on bus op after he asked for fare, barrier in use						
No Reason	L165	9	Battery	2/20/2016	Sat	11:45	Sus MW/509/170/Bro/Blu grabbed bus op shoulders with both hands and held on, vic pushed him away	Y					
Mentally Ill	L234	15	Battery	2/21/2016	Sun	19:46	Battery sus arrested for attacking bus op and 2 other patrons, mentally ill, happened outside bus (no barrier)			Yes	243.3 PC	243.3 PC	Case Closed/Unable to file Reason: 5150
	L264	9	Sex Crime	2/21/2016	Sun	20:10	L264 City of Hope Hospital 2/21 2010hrs - Sus MB/20-25/511/250/Blk/Bro rubbed his crotch against vic's thigh and grabbed her breast, no barrier						
Missed stop	L705	7	Battery	2/26/2016	Fri	16:32	Sus MB/20/507/140 spit on bus op for passing sus stop b/c it was a rapid bus, no barrier	Y					
No Reason	L110	5	Battery	2/27/2016	Sat	13:34	Sus MB/50/600/165/Blk/Bro attempted to assault bus op for no reason, but was unable to get to vic because barrier was up, vic hurt his knee & back avoiding sus						
Policy/Blocking	L2	7	Battery	2/29/2016	Mon	22:20	Sus MW/35/207/150 spit on bus op for telling sus to move bags out of the aisle	Y					
Policy/end of line	L210	18	Battery	3/6/2016	Sun	23:08	Sus MB/20s/508/160/Blk/Bro punched the bus op in the face for vic asking him to leave at the end of the line, no barrier (bus op standing in front of bus)	Y					

*Highlighted in yellow: have court dates pending or have been referred to the LA County Attorney's Office with no disposition yet.

Policy/out of service	L704	10	Battery	3/7/2016	Mon	10:00	Battery sus arrested for pushing & punching bus op for asking sus to exit bus at the end of service, no barrier (bus op standing in front of bus)		Yes	242 PC	242 PC	Misdemeanor referred to diff court; Case # 6AR21962
Policy/drugs	L40	18	Battery	3/9/2016	Wed	15:55	L40 MLK Blvd/Normandie 3/9 1555hrs - Battery sus arrested for throwing cold liquid on the bus op after telling sus he could not board w/ marijuana,					
Policy/Boarding	L487	9	Battery	3/10/2016	Thu	14:20	Battery sus arrested for punching and kicking bus op outside bus when vic told her to board at passenger pickup, no barrier (outside bus)	Yes		243.3 PC	243.3 PC	Misdemeanor filed; Case # 6EM01973, Bk # 4603176
Other/Closed door on sus	L204	5	Battery	3/11/2016	Fri	23:01	Sus FB/25-35 kicked and slapped the bus op for closing the rear door on her					
Policy/Boarding	L745	10	Battery	3/12/2016	Sat	5:40	Battery sus arrested for spitting on bus op after he told sus he would have to board at the bus stop, (spit through window)	Yes		243.3 PC	243.3 PC	Convicted - 60 days jail & 3 years Summary Probation
Missed stop	L728	3	Battery	3/17/2016	Thu	10:50	Sus MB/60s/600/160-170/Bald spit on the bus op for rapid bus missing his designated stop, no barrier - but monitor					
Other/Indecent Behavior	L90	15	Assault	3/19/2016	Sat	12:10	Assault sus arrested for swinging plank at bus op outside bus when vic asked sus to exit dur to indecent behavior, no barrier (outside)	Yes		245(a)(4) PC	245(a)(4) PC	Convicted - 3 Years Formal Probation
Demand Stop	L45	1	Battery	3/19/2016	Sat	15:58	Battery sus arrested for punching bus op in the face and demanded to be let out of the bus	Yes		243.3 PC	243.3 PC	Case Rejected/Reason: Interest of Justice
Other/Closing door on sus	L270	95	Battery	3/24/2016	Thu	18:00	Sus MW/35-40/600/180 punched the bus op in the face for not stopping to pick him up and closing the doors on his wife					
Fare	L207	5	Battery	3/25/2016	Fri	18:40	Sus MB/510/180/40yrs spit on bus op over not having fare	Y				
Missed stop	L207	5	Battery	3/26/2016	Sat	17:55	Sus FB/18-25/504/slim/Brn/Brn threw dirt on bus op after missing stop					
Missed stop	L45	1	Battery	3/27/2016	Sun	10:41	Sus FB/506/160/30-40 punched bus op 3 times for missing stop	Y				
Demand Stop	L234	15	Battery	3/29/2016	Tue	16:16	MB sus arrested for punching bus op after he demanded a stop	Yes		243.3 PC	243.3 PC	Felony filed; Case # LA083122; Arraignment Hearing 9/20/16
Fare	Dash		Battery	4/14/2016	Thu	15:00	Sus FW/27/508/200 struck bus op in face after she asked for fare; sus not arrested due to developmental disability	Yes		243.3PC	243.3PC	Sus not arrested due to developmental disability
Fare	L200	2	Battery	4/18/2016	Mon	20:20	Sus FH/500/50s punched bus op in shoulder over fare - no barrier					
Other	L51	2	Battery	4/22/2016	Fri	17:00	Sus MH/509/145/40-50yrs punched bus op b/c of his driving					
Policy/Hazardous Materials	L762	9	Battery	4/25/2016	Mon	16:12	Sus MH/507-508/215-220 threw liquid onto bus op b/c he wouldn't let him board with hazardous materials, no barrier	Y				
Fare	L745	10	Battery	4/29/2016	Fri	13:13	Sus MB/21-22/506/130/Blk/Bro spit on the bus op when she wouldn't let him ride for free, no barrier	Y				
Missed stop	L120	18	Battery	4/29/2016	Fri	17:55	Sus FB/18-20/500/120/Blk/Bro spit on bus op b/c she wanted to exit the bus, barrier not used properly	Y				
Missed stop	L53	1	Battery	4/30/2016	Sat	15:45	Sus MH/35-40/507/200 poked the bus op in the arm asking to be let out					
Policy/end of line	L-Orange	8	Battery	5/5/2016	Thu	14:45	Sus MH/26/602/173 took a swing at bus op after he told sus to exit the bus when it was having mechanical problems, vic non-desirous; no barrier, incident outside bus					
No Reason	L110	5	Assault	5/5/2016	Thu	5:38	Sus MH/508/215/Blk/Bro attempted to stab bus op w/ screwdriver, no barrier	Y				
Policy/out of service	L2	1	Battery	5/10/2016	Tue	8:05	Sus MW/510/200/Bln spit on bus op when he asked sus to leave b/c bus was out of service, barrier not used properly, half closed	Y				
Missed stop	L45	3	Battery	5/10/2016	Tue	17:15	Sus MB/38/511/185/Blk/Bro struck the bus op in the neck when he didn't stop the bus where the vic wanted to exit	Y				

*Highlighted in yellow: have court dates pending or have been referred to the LA County Attorney's Office with no disposition yet.

Disorderly	L210	18	Battery	5/12/2016	Thu	9:30	Battery sus arrested for throwing cup at bus op for telling sus to exit when he was harrasing patrons		Yes	243.3 PC	243.3 PC	Misdemeanor filed - City Attorney
Disorderly	L612	2	Assault	5/12/2016	Thu	17:47	Assault sus arrested for punching bus op in the face after she was asked to exit for being too loud		Yes	245(a)(1) PC & 243.3 PC	245(a)(1) PC & 243.3 PC	Felony filed; Case # BA446659
Policy/standing	L28	3	Battery	5/13/2016	Fri	17:01	Sus MH/506/200/Blk/Bro spit on bus op when she asked him to take a seat	Y				
No Reason	L704	10	Battery	5/15/2016	Sun	17:25	Sus FB/45/506/165/Bro/Bro wiped her fingers on bus op for no reason, then exited, no barrier	Y				
Missed stop	L40	18	Battery	5/23/2016	Mon	18:30	Sus FB/18-25/508-511/100-120 spit on bus op for missing sus stop, no barrier	Y				
Passing up sus	L740	5	Battery	5/23/2016	Mon	18:51	Sus FB/45-50/510/162/Red/Bro spit and punched bus op for almost passing her up, no barrier	Y				
Mentally Ill	L28	3	Battery	5/29/2016	Sun	15:55	Battery sus arrested for choking and punching bus op because he wanted to go back to jail, no barrier		Yes	243.3 PC	243.3 PC	Misdemeanor filed; Case # 6MZ00636; Further proceedings 9/16/16
Mentally Ill	L204	5	Battery	6/5/2016	Sun	13:35	MB sus spit on bus op, possibly mental illness, Sus ID'd, vic non-desirous, no barrier					
Fare	L260	9	Battery	6/6/2016	Mon	14:15	MA sus arrested for hitting bus op over fare		Yes	243.3 PC	243.3 PC	Misdemeanor filed; Case # 6ES02852; pre-trial hearing 9/27/16
Disorderly	L40	5	Battery	6/6/2016	Mon	15:00	Sus FB/504/115/20 threatened bus op and spit on her					
Disorderly	L762	9	Battery	6/7/2016	Tue	21:00	Sus MH/510/180/braids punched bus op in face when she told sus to sit down, no barrier					
Fare	L733	10	Battery	6/14/2016	Tue	16:35	MB sus arrested for kicking bus op over fare		Yes	243.3 PC	243.3 PC	Case declined; Referred to CA for Misdemeanor consideration
Other	L210	18	Assault	6/14/2016	Tue	15:20	Sus MB/511/250/45 attempted to hit bus op with baton, road rage					
No Reason	L4	10	Battery	6/17/2016	Fri	5:00	Sus MH/510/240/35yrs punched bus op for no reason, no barrier					
Fare	L758	8	Battery	6/18/2016	Sat	12:05	Sus FW/Blonde/45 spat on bus op over fare	Y				
No Reason	L51	2	Battery	6/18/2016	Sat	17:17	Sus MB/510/180/30-35yrs slapped bus op in the back of head for no reason	Y				
Driving slow	L20	7	Battery	6/19/2016	Sun	7:18	Battery sus arrested for punching bus op in the arm for taking too long to let wheelchair patron off bus, no barrier		Yes	243.3 PC	243.3 PC	Case Rejected/City Attorney Reason: Interest of Justice
	L460	1	Sex Crime	6/20/2016	Mon	5:43	Sus MB/40/500-501/180 exposed himself to bus driver as she pulled into bus layover					
Passing up sus	L20	10	Battery	6/21/2016	Tue	15:45	Sus MH/25-30/506/180/Blk/Bro spit on the bus op for passing him at previous stop, barrier not used properly, only bottom half used	Y				
Missed stop	L2	7	Battery	7/3/2016	Sun	15:55	Battery sus arrested for spitting on bus op when she missed his stop due to construction		Yes	242 PC & 243.35(a) PC	242 PC & 243.35(a) PC	Misdemeanor filed w/ City Attorney
Disorderly	L-Orange	8	Assault	7/7/2016	Thu	23:00	Assault sus arrested for spray painting bus op in the face & punching him for telling him to turn down music		Yes	244 PC	244 PC	Case Pending; Case # 36363164
Disorderly	L260	9	Battery	7/12/2016	Tue	16:20	Battery sus arrested for running wheelchair into bus op's leg and punching him multiple times; no barrier (incident in aisle of bus)		Yes	243.3 PC	243.3 PC	Case Submitted for filing on 8/9/16; Arraignment Hearing 9/12/16 Case # 6ES03486
Blocking bus	L16	1	Battery	7/14/2016	Thu	15:28	Sus MB/24-26/509/160/Blk/Blk spit on bus op & punched him in the face after driver told him to watch out, no barrier (outside of bus)					
Blocking bus	L14	7	Battery	7/15/2016	Fri	15:00	Sus MH/20-25/507/120 spit on bus op outside of his window for passing sus who was on bike, no barrier (outside of bus)					

*Highlighted in yellow: have court dates pending or have been referred to the LA County Attorney's Office with no disposition yet.

No Reason	L210	18	Battery	7/21/2016	Thu	11:24	MB sus arrested for hitting bus op for no reason		Yes	243.3 PC	243.3 PC	Waiting for report to be processed
Policy/out of service	L167	98	Battery	7/22/2016	Fri	13:58	Battery sus arrested for punching bus op when he told sus bus was out of service, no barrier (outside of bus)		Yes	243.3 PC	243.3 PC	Referred to CA for misdemeanor consideration; Case # 36132870
Passing up sus	L108	5	Battery	7/25/2016	Mon	13:07	Sus FB/502/125/20-24yrs spit and punched bus op multiple times, barrier not used					
Passing up sus	L-Orange	8	Battery	8/2/2016	Tue	1:05	Sus MB/508/150 punched bus op for passing him up when not at bus stop					
Fare	L4	7	Battery	8/4/2016	Thu	15:15	Sus MB/25/510/160 spit on bus op when she asked for fare, barrier not used properly (top portion not shut)					
Policy/Drinking	L757	5	Battery	8/5/2016	Fri	14:35	Sus FB/35-40/506/160 sprayed bus op w/ pepper spray when he told them not to drink Alcohol,					
No Reason	L720	13	Battery	8/6/2016	Sat	10:05	Battery sus arrested for punching bus op in the mouth for no reason,					
Disorderly	L40	13	Assault	8/18/2016	Thu	22:46	Sus MB/20/510/175 punched the bus op in the face after arguing w/ other passengers	Y				
Fare	L2	13	Assault	8/23/2016	Tue	18:20	Sus MB/30/600/160 choked bus op for quoting the fare					
	L28	NF	Sex Crime	8/25/2016	Thu	2:00	Indecent Exp sus arrested for masturbating in front of bus op		Yes			
Fare	L720	13	Battery	8/27/2016	Sat	10:20	Sus MH/40/502-504/140-160 spit on bus op after advising sus his tap card was empty, no barrier					
Disorderly	L720	13	Assault	9/4/2016	Sun	11:00	Sus FH/40 threw beer can at bus op					
Fare	L205	97	Assault	9/16/2016	Fri	14:10	Sus1 MB/25/510/150 began yelling at bus op b/c he quoted fare, put bus op in headlock and Sus2 then pushed vic to let go of Sus1, Sus2 arrested					
Attempt-Vehicle	L3	2	Robbery	9/19/2016	Mon	6:25	Carjacking sus arrested trying to stab bus op and steal his bus					
Fare	L55	2	Battery	9/23/2016	Fri	9:00	Sus FB/30-40/506 punched the bus op in the face after advising her of stroller policy & fare					
Fare	L210	18	Battery	9/24/2016	Sat	14:00	Sus FB/509/135/Blk/Bro slapped bus op for quoting the fare, no barrier					
Wanted exit	L81	3	Battery	9/26/2016	Mon	16:15	Battery sus arrested for spitting on bus op when sus wanted to exit bus		Yes			
Wanted exit	L204	98	Assault	9/26/2016	Mon	12:15	Sus FH/25-40/508/160 hit bus op in the face w/ a stick when she wanted to exit the bus,					
No Reason	L4	7	Battery	9/30/2016	Fri	5:41	Sus MB/25/511/145 spit on the bus op when vic opened doors to service stop, no barrier					

*Highlighted in yellow: have court dates pending or have been referred to the LA County Attorney's Office with no disposition yet.

ATTACHMENT B

916-05069-6871-144	Wanted entry	L40	18	9403	Battery	10/9/2016	Sat	19:00	Sus MB/40-45/600/175/Bald/Bro spit on bus op through his window when he wouldn't let him board at a red light, no barrier (outside of bus)					
916-05096-6884-144	Fare	L164	8	8128	Battery	10/11/2016	Sun	14:20	SV1, bus op, & SV2 non-desirous over mutual combat regarding fare					Suspect Non-Desirous
916-05114-6893-144	Fare	L81	3	8529	Battery	10/12/2016	Mon	13:56	Sus MB punched the bus op in the face after quoting the fare					
916-05134-6831-144	Missed stop	L60	3	8550	Battery	10/13/2016	Tue	12:30	Sus MH/60/503/110 spit on bus op for passing up a stop due to construction,					
916-05194-6893-144	Fare	L40	18	9477	Battery	10/17/2016	Wed	7:00	Sus FB/19/506/200/Blk/Bro squirted toothpaste on bus op after he asked her for fare					
916-05336-6874-144	Wanted exit	L20	1	5627	Battery	10/25/2016	Thu	11:30	Sus MB/40/600/180 threw pamphlets at the bus op b/c he wanted to exit bus, bus barrier equipped & not used					
916-05398-6893-144	Policy/Blocking	L51	3	5963	Battery	10/28/2016	Fri	9:20	Sus MB/40s/507/200 punched bus op in the face after she wouldn't let him board w/ his trash bags, barrier not used properly, half shut					
916-05487-6837-144	Wanted exit	L260	9	5348	Battery	11/3/2016	Sat	5:15	Sus MH/20-25/502-505 spit on bus op for not letting him off the bus before scheduled stop, Battery sus arrested for hitting bus op in the face when vic wouldn't exit bus at last stop, bus barrier not used	Yes				
916-05579-6872-144	Policy/End of line	L108	5	6023	Battery	11/7/2016	Sun	14:30	Battery sus arrested for hitting bus op in the face when vic wouldn't exit bus at last stop, bus barrier not used	Yes				
016-05598-6884-052	Route	L233	15	9345	Assault	11/8/2016	Mon	16:30	Assault sus arrested for pulling knife on bus op and demanding to be taken to VA Hospital,	Yes				
016-05596-6878-053	No Reason	L2	13	9567	Assault	11/8/2016	Tue	14:30	Sus MB threw glass bottle at bus op for unknown reason, barrier not used					
916-05701-6852-144	Wanted entry	L108	5	5734	Battery	11/14/2016	Wed	16:50	Sus MB/16-18/508/160 hit bus op in the face for not waiting for him to board, barrier equipped and not used					
916-05813-6893-144	Wanted exit	L70	9	4137	Battery	11/20/2016	Thu	7:50	Sus MH/25/506/150 spit on bus op after he wanted out, Battery sus arrested for hitting bus op in the face with grocery bag for calling police, bus barrier in use	Yes				
916-05816-6894-144	Calling Police	L4	7	5614	Battery	11/20/2016	Fri	14:00	Sus FB/30/508/130 struck bus op in shoulder and head for no reason, bus barrier installed but not used					
916-05835-6837-144	No Reason	L762	9	5865	Battery	11/21/2016	Sat	19:45	Battery sus arrested for hitting bus op in the head for driving too slow, bus equipped with monitor	Yes				
916-05886-6812-144	Driving slow	L78	9	7888	Battery	11/25/2016	Sun	9:30	Sus FB/501/125 struck bus op with umbrella for confronting her about the fare, assault happened outside of bus					
916-05908-6874-144	Fare	L28	3	8530	Battery	11/26/2016	Mon	17:45	Sus MW/40s/507/150 punched bus op in the face after he told him to sit down,					
916-05955-6876-144	Policy/Standing	L164	8	4117	Battery	11/30/2016	Tue	11:30						

*Highlighted in yellow: have court dates pending or have been referred to the LA County Attorney's Office with no disposition yet.

ATTACHMENT B

016-06016-6871-054	Directions	L45	3	8514	Assault	12/4/2016	Wed	12:40	Sus1 MB/20-25/507-600/130-140 & Sus2 FB/20-25/507/150 punched bus op multiple times for not knowing directions, no bus barrier				
916-06093-6852-144	Driving slow	L45	3	5848	Battery	12/8/2016	Thu	17:28	Sus MB/25/507/160 spit on bus op for not driving faster,				
916-06077-6891-144	No Reason	L81	3	8514	Battery	12/8/2016	Fri	8:14	Sus MH/20s/511/thin punched the bus op in the face for no reason, no barrier in the bus	Y			
916-06161-6896-144	Demand stop	L-Silver	18	8359	Battery	12/12/2016	Sat	18:30	Sus MB/20s/502/180 hit bus op on the shoulder for not stopping bus on the freeway, no barrier	Y			
916-06195-6852-144	Fare	L754	18	9225	Battery	12/14/2016	Sun	11:04	Battery sus arrested for spitting on bus op over fare dispute,	Yes			
916-06242-6891-144	Driving badly	L710	18	7595	Battery	12/16/2016	Mon	16:55	Sus MB/600 threw chili on bus op because of her driving,	Y			
916-06328-6723-144	Loading Bike	L-Orange	8	9397	Battery	12/22/2016	Tue	20:30	Sus MH punched the bus op in the face for telling him how to load bike	Y			
916-06334-6852-144	Other	L127	18	6038	Battery	12/23/2016	Wed	13:50	Sus FB/509/201/40-50yrs threw liquid on bus op face when she told sus it was her break				
916-06332-6811-144	Alcohol	L267	9	3960	Battery	12/23/2016	Thu	11:08	Sus MB/30/600/250 hit bus op in shoulder and spit on her when he spilled his alcohol on bus floor, barrier on bus, but not closed properly	Y			
916-06358-6894-144	Other	L181	3	7661	Battery	12/26/2016	Fri	16:05	Sus MB/507/200/25 punched bus op in face				
016-06399-6891-054	No Reason	L57	7	5674	Assault	12/29/2016	Sat	13:45	MW suspect arrested for punching bus op in the face	Yes			

*Highlighted in yellow: have court dates pending or have been referred to the LA County Attorney's Office with no disposition yet.

Metro Cares

TRANSIT HOMELESS ACTION PLAN

February 2017



*Facilitated and prepared
by Communities in Motion*



Metro Transit Homeless Action Plan

Executive Summary

Los Angeles County's Homeless crisis has impacted our region's public transit system, with homeless individuals and families often seeking shelter on rail, bus lines, station stops and transit centers. In 2016, the Greater Los Angeles Homeless Count results showed an 11% increase in homelessness since 2015 with about 47,000 homeless persons in Los Angeles County. Furthermore, over two-thirds of homeless persons in Los Angeles County are unsheltered, which is evident in street homelessness, vehicular homelessness and encampments throughout the County of Los Angeles. The lack of sufficient housing and shelter services to meet the needs of the homeless population has increased the use of Los Angeles County's transit system as an alternative form of shelter.

Passengers often report homeless individuals sleeping on trains and buses, limiting access to seats, restrooms and elevators. This has directly impacted the ridership experience, with concerns that ridership will decrease if Metro does not proactively address transit homelessness. Transit homelessness is best described as the use of rail and buses as a form of shelter. Many of the places within Metro's transit system that homeless have sought as shelter have resulted in public safety concerns for both passengers and the homeless population. Metro's priorities are to enhance the ridership experience and maintain a high level of public safety. Metro also recognizes that its response to transit homelessness must include solutions that connect the County of Los Angeles, the City of Los Angeles, and homeless service agencies.

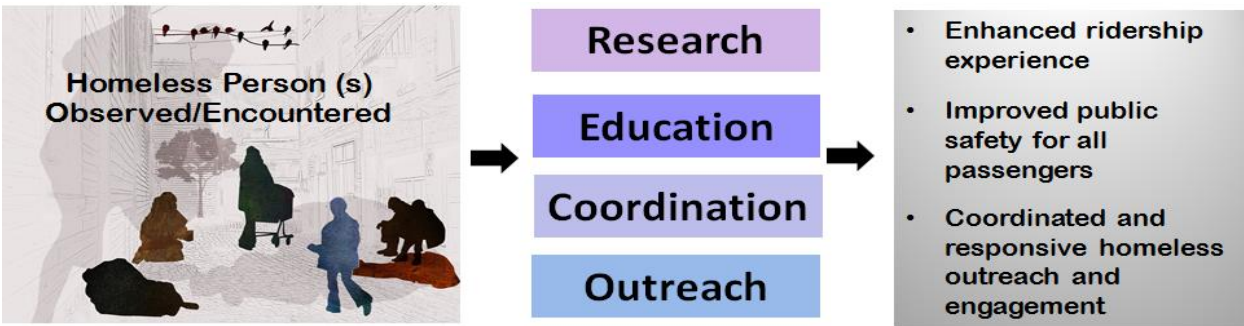
In July 2016, Metro launched a homeless strategic planning process which involved an extensive community and stakeholder process. Communities in Motion was the consulting firm hired by Metro to lead the planning process, which included community engagement sessions, interviews with individual stakeholders and convening focus group involving people with lived homeless experience. This process was preceded with a comprehensive survey of Metro employees (over 1,100 respondents) who provided feedback on their experiences and observations of homelessness in Metro's transit system. These efforts resulted in the development of homelessness in Metro's transit system. These efforts resulted in the development of the Metro Transit Homeless Action Plan.

This Action Plan is focused on enhancing ridership by improving the daily experience of passengers through implementing a coordinated and comprehensive outreach and engagement plan that will be dedicated to the homeless individuals throughout Metro's Transit system. This plan includes an investment in transit homeless outreach teams

specifically assigned to Metro. Additionally, partnership and coordination with the County of Los Angeles and the City of Los Angeles – as they continue to implement their February 2016 adopted homeless strategic plans – will ensure homeless individuals and families are connected to the resources and services they need. This partnership and coordination will also make certain our regional transit system is accessible and safe to all passengers. Metro believes this action plan will support its priorities to maintain a high level of public safety in the region’s public transit system.

The Metro Transit Homeless Action Plan is scheduled for implementation in Spring 2017 and will focus on the following four areas:

- I. **Research:** Conduct surveys, convene internal and external stakeholders, analyze data and review information to better understand homeless in Metro’s transit system.
- II. **Education:** Educate Metro staff and passengers about transit homelessness, what to do and how to best respond when encountering them in the public transit system.
- III. **Coordination:** Engage and partner with providers and other stakeholders involved in the homeless delivery system. Participate and collaborate with the County of Los Angeles and the City of Los Angeles to align and inform Metro’s Transit Homeless Action Plan with their adopted homeless strategies.
- IV. **Outreach:** Implement a comprehensive transit homeless outreach approach that is coordinated and effective in connecting homeless individuals and families to services, resources and housing provided by agencies serving the homeless population in Los Angeles County.



Key highlights from the Planning Process

The Metro Transit Homeless Action Plan was developed as a result of the extensive review of feedback gathered through the engagement process and an analysis of the scope of breadth of homeless with Metro's transit system. The plan was guided and informed by knowledge and insights of the issues that are critical to its successful implementation:

The Concept of Transit Homelessness

The patterns of the homeless population are often associated with individuals sleeping on the streets, forming encampments and using vehicles as shelter. Metro's experience with homelessness requires a different approach to engaging homeless individuals and families. Transit homelessness is best described as the use of rail and buses as a form of shelter. A twenty-four (24) hour approach to homeless outreach and engagement will be critical to addressing transit homelessness within Metro's system. Furthermore, homeless persons who use Metro rail and buses do not stay stationary, and move from location to location. Current Metro outreach teams encountering and engaging the homeless report they are a mobile population, requiring alternative approaches to outreach and engagement.

Understanding the Homeless Population

The homeless population has a diverse set of experiences and needs, which will require gaining a deeper understanding of their needs to better target resources, services and improve transit outreach and engagement approaches. Broad and diverse feedback during the planning process consistently centered on Metro conducting an analysis, and survey of homeless individuals and families in the transit system, as a way to better respond to the transit homelessness and coordinate resources and services.

Coordination and Partnership is Essential

In 2016, the County and the City of Los Angeles adopted homeless strategies to address Los Angeles County's homeless crisis. Metro's commitment to enhancing the ridership experience and ensuring public safety of its passengers are top priorities. However, Metro recognizes that homeless individuals and families utilize Metro for transportation, and in many instances use the public transit system as an alternative to shelter. Access and knowledge on how to connect homeless persons in public transit will require an increase in partnership and coordination with the County of Los Angeles, the City of Los Angeles, the Los Angeles Homeless Services Authority (LAHSA), agencies serving the homeless and other stakeholders involved in the homeless delivery system. This will further create opportunities to align and inform homeless strategies, resulting in better leveraging and coordination of services.

Metro Transit Homeless Action Plan

The Metro Transit Homeless Action Plan is concentrated around four major areas that align with Metro’s focus on enhancing ridership experience and maintaining a high level of public safety, while providing opportunities for the homeless in Metro’s public transit system to connect with resources and services. Research, Education, Coordination and Outreach are the four areas that have specific objectives to be met. Implementation of the action plan will commence in spring 2017. Specific objectives will be monitored and evaluated quarterly.

I. RESEARCH	II. EDUCATION	III. COORDINATION	IV. OUTREACH
<p>A. Conduct demographic surveys</p> <p>B. Collect and analyze data from outreach teams</p> <p>C. Conduct a cost-benefit analysis of homeless encampment removal or other options</p> <p>D. Review and analyze data from Homeless Count and Metro Customer Surveys</p>	<p>A. Develop materials and information on reporting transit homelessness and how they should respond or assist</p> <p>B. Develop formalized training for Metro staff and law enforcement</p> <p>C. Formalize the “Transit Homelessness” concept</p>	<p>A. Work with the County and City of Los Angeles to align homeless strategies</p> <p>B. Participate in committees and workgroups related to the homeless system</p> <p>C. Partner and collaborate on encampment protocols</p> <p>D. Partner with the County and City of Los Angeles on critical initiatives</p>	<p>A. Implement C3 Outreach Teams</p> <p>B. Develop uniform outreach standards</p> <p>C. Implement specialized outreach teams</p> <p>D. Lead and coordinate Metro homeless outreach</p> <p>E. Partner with agencies on homeless connect days</p> <p>F. Work with Veteran outreach teams</p> <p>G. Align Metro workforce development efforts</p>

I. Research

Critical to Metro’s success in responding to transit homeless is acquiring a better understanding of the homeless in and around its transit system. To accomplish the research component of the Metro Transit Homeless Action Plan, there are specific data collection, analyses and research activities that will begin in Spring 2017 over a six-month period. These objectives will include the development of data collection methods, implementing surveys, convening internal and external stakeholders, and conducting an analysis of existing data related to transit homelessness. The main objectives under the research component of the plan are to:

- A. Conduct demographic surveys of homeless individuals and families in and around Metro’s transit system.
- B. Collect and analyze data from Metro outreach teams (C3 and Specialized Teams). Teams convey this information to Los Angeles Homeless Services Authority.
- C. Conduct a cost-benefit analysis of Metro’s current investment in clearing homeless encampments on metro properties versus other methodologies.
- D. Review and analyze data specific to Metro from the Greater Los Angeles Homeless Count which is conducted on an annual basis.

II. Education

The education component of the Metro Transit Homeless Action Plan is an approach to help educate Metro staff and patrons. A Metro awareness campaign will improve communication, educate patrons and Metro staff about the homeless population encountered and observed. This component also recognizes the importance of developing a formalized training for Metro staff and law enforcement contracted with Metro on how to better respond and engage the homeless who use Metro. The education objectives will begin in Spring 2017 and will be completed over a 9 to 12- month period. The objectives include:

- A. Develop materials and information educating Metro staff and passengers on reporting transit homelessness and how they should respond or assist.
- B. Develop a transit homeless outreach curriculum and implement formalized training to Metro staff and law enforcement to better respond, communicate and understand how to best address homeless individuals and families they engage.
- C. Formalize the “Transit Homelessness” concept and integrate into implementation plans.

III. Coordination

In February 2016, the County of Los Angeles and the City of Los Angeles adopted comprehensive homeless strategies to address the homeless crisis in the region. Collaboration between Metro, Los Angeles County and Los Angeles City will allow for streamlining of existing and future homeless strategies to ensure Metro's Action Plan is successful. These partnerships include coordinating with the County of Los Angeles, the City of Los Angeles and the Los Angeles Homeless Services Authority (LAHSA). This component will be part of Metro's ongoing effort to regularly coordinate with the leadership of the homeless delivery system in Los Angeles County. The main objectives of the coordination component are to:

- A. Work with the County of Los Angeles and the City of Los Angeles to align and integrate with adopted homeless strategies. Focus on strategies that impact Metro and provide opportunities for the homeless who use Metro to better connect and access services and resources they need.
- B. Participate in committees and workgroups related to the homeless delivery system that are relevant to transit homelessness convened by stakeholders, the County of Los Angeles, the City of Los Angeles and LAHSA
- C. Partner and collaborate with the County of Los Angeles, the City of Los Angeles, other transit partners and homeless outreach leaders to review and discuss encampment protocols, involving clean-ups and clearing of encampments in both public and private property.
- D. Partner with the County of Los Angeles and City of Los Angeles on critical initiatives related to homelessness that will increase and leverage resources and services to better improve the overall homeless delivery system in Los Angeles County.

IV. Outreach

There is an immediate need for Metro to address transit homelessness and to expand and develop its approach to homeless outreach and engagement. Current efforts include law enforcement and a specialized team (Transit Mental Evaluation Team or TMET) from the Los Angeles County Department of Mental Health (DMH) and the Los Angeles County Sheriff's Department. In November 2016, the Metro Board of Directors approved funding for Metro to hire two C3 (City, County, Community) Teams, which use a multi interdisciplinary approach to homelessness. Each team is comprised of health and mental health practitioners and homeless outreach staff who work to connect homeless individuals to services and permanent housing options. The planning process revealed the need for Metro to have a 24-hour presence on its transit system in order to effectively address transit homelessness. This component will also integrate and coordinate with all of Metro's transit outreach plans being implemented in spring 2017 pending executed partnership agreement. Evaluations and monitoring will be conducted on a quarterly basis. The Outreach component includes the following objectives:

- A. Implement and integrate the C3 Outreach Teams to conduct outreach and engagement on assigned rail lines and in stations.
- B. Implement specialized outreach teams to develop a 24-hour outreach and engagement presence. This includes assigning teams to target particular areas and homeless subpopulations in need of specific support or staff with specialized experience and skills.
- C. Lead and coordinate on a regular basis Metro outreach teams which include C3 teams, specialized teams, and Law Enforcement. Law Enforcement will include all agencies contracted with Metro including initiating alignment with Los Angeles County Sheriff Department, MET teams and Los Angeles Police Department, HOPE teams.
- D. Develop and adopt uniform outreach and engagement standards when addressing transit homelessness for Metro teams and contractors to follow.
- E. Partner with local homeless service providers and others to participate in homeless connect days, which provide access to homeless resources and services.
- F. Collaborate with outreach teams that work directly with Veterans to maximize available resources, services and housing targeting homeless Veterans.
- G. Align Metro workforce development efforts with the Transit Homeless Action Plan to support efforts to expand employment opportunities for the homeless. Metro may partner with organizations to advance this objective as well as review their own efforts to build upon their already existing strategies and programs focused on workforce development.

Measuring Success and Performance Standards

Metro's Transit Homeless Action Plan's successful implementation will be reviewed and reported on a quarterly basis to ensure accountability within the four components. Areas in need of improvement or correction will be identified as objectives are implemented and monitored. The outreach component will include evaluations of transit outreach efforts on a regular basis to ensure successful outcomes and measuring whether the homeless population on the system is increasing or decreasing. Attached, (pages 9-13) is a Quality Assurance Guide for the Action Plan, which includes a system to measure progress and act as a guide for the evaluation of the Action Plan.

Conclusion

The Metro Transit Homeless Action Plan reflects a commitment to addressing transit homelessness to ensure ridership experience is enhanced and public safety continues to be a top priority for all passengers. The homeless crisis in Los Angeles County has resulted in the public transit system absorbing the crisis with homeless individuals and families seeking shelter and refuge in Metro rail, buses, stops and other properties. While ridership and safety are critical to Metro delivering a world class public transportation system, Metro recognizes that the homeless in need of resources, services and support utilize Metro for transportation purposes and shelter. Metro's approach to transit homelessness will be to coordinate and partner with those who have direct experience with the homeless and the homeless delivery system. The *Research, Education, Coordination and Outreach* components of the action plan demonstrate Metro's willingness to invest in addressing transit homelessness. It also illustrates Metro's commitment to partner with the County of Los Angeles, the City of Los Angeles, LAHSA and stakeholders involved in the homeless delivery system to better coordinate, avoid duplication of efforts, and effectively leverage and maximize resources. The focus to strengthen and improve transit homeless outreach and engagement to the homeless in and around Metro's system reflects Metro's dedication to responding to the region's homeless crisis. Beginning in Spring 2017, many components of the action plan will be implemented. Metro looks forward to working with its partners for a successful implementation.

Metro Transit Homeless Action Plan

Measuring Success and Performance Standards

I. RESEARCH
Overall Outcome: Produce data and demographic profiles of homeless individuals and families in Metro rail, buses, stops, transit centers and other properties.

Objective	Action Steps	Timeline	Quarterly Outcomes
A. Conduct demographic surveys of homeless individuals and families	<ul style="list-style-type: none"> • Develop methodology • Convene internal and external stakeholders to review methodology and survey tools • Develop survey tool • Select surveyors • Conduct training for surveyors • Conduct survey • Analyze data and produce report 	March to August 2017	<ul style="list-style-type: none"> • January to March 2017: Methodology and survey tool drafted • April to June 2017: Survey tool completed, surveyors selected and trained, demographic survey launched • July to September 2017: Surveys completed, data analyzed and report completed (August)
B. Collect and analyze data from outreach teams	<ul style="list-style-type: none"> • Develop a plan of action in collaboration with transit outreach teams and track outreach and engagement activities • Generate monthly reporting tool for transit outreach teams • Produce monthly reports 	May 2017 to ongoing	<ul style="list-style-type: none"> • April to June 2017: Complete plan of action to track transit outreach and engagement activities, complete monthly reporting tool • July to August 2017: Complete first monthly and quarterly report
C. Conduct a cost-benefit analysis of Metro's current investment and methods in clearing homeless encampments on Metro properties	<ul style="list-style-type: none"> • Work with designated Metro staff to develop methodology for analysis • Complete methodology and data collection tools • Conduct analysis • Produce findings and report 	March to August 2017	<ul style="list-style-type: none"> • January to March 2017: Draft methodology and data collection tools • April to June 2017: Complete data collection tools and conduct analysis • July to September 2017: Review findings and complete report (August)
D. Review and analyze data specific to Metro from the Greater Los Angeles Homeless Count and Metro Customer Surveys	<ul style="list-style-type: none"> • Review and analyze 2016 and 2017 results from Homeless Count conducted by LAHSA • Review and analyze customer service surveys • Produce report 	May to August 2017	<ul style="list-style-type: none"> • April to June 2017: Review data and draft summaries and report • July to September 2017: Produce report

II. EDUCATION

Overall Outcome: Educate Metro staff and passengers on transit homelessness, what to do and how to best respond when encountering them in the public transit system.

Objective	Action Steps	Timeline	Quarterly Outcomes
A. Develop materials and information educating Metro staff and passengers on reporting transit homelessness and how they should respond or assist	<ul style="list-style-type: none"> • Draft preliminary concepts and messages • Convene internal and external stakeholders to discuss messaging and communication methods • Develop public awareness materials and communication tools • Launch public awareness campaign 	March to December 2017	<ul style="list-style-type: none"> • January to March 2017: Convene internal Metro team and review action steps • April to June 2017: Complete preliminary concepts and messages • July to September 2017: Complete final draft of messaging concepts and implementation plan • October to December 2017: Launch public awareness campaign
B. Develop a transit homeless outreach curriculum and implement formalized training for Metro staff and law enforcement. Initiate alignment with Sheriff MET and LAPD HOPE teams.	<ul style="list-style-type: none"> • Develop implementation plan for training • Convene a work group to develop transit homelessness curriculum • Draft and review curriculum • Pilot training • Launch training program 	March 2017 to ongoing	<ul style="list-style-type: none"> • April to June 2017: complete implementation plan for training, convene work group • July to September 2017: Draft and review curriculum • September to December 2017: Pilot curriculum and training • January to March 2018: Formally launch training program
C. Formalize the "Transit Homelessness" concept and integrate into implementation plans	<ul style="list-style-type: none"> • Complete and agree on definition of "transit homelessness" • Integrate concept into Metro 's Transit Homelessness Action Plan 	March to April 2017	<ul style="list-style-type: none"> • January to March 2017: Finalize "transit homelessness" concept and incorporate it into Metro's Transit Homeless Action Plan

III. COORDINATION

Overall Outcome: Engage and partner with providers and others involved in the homeless delivery system. Participate and collaborate with the County and City of Los Angeles to align and inform Metro’s Transit Homeless Action Plan with their adopted homeless strategies.

Objective	Action Steps	Timeline	Quarterly Outcomes
A. Work with the County and City of Los Angeles to align and integrate with adopted homeless strategies	<ul style="list-style-type: none"> Review and document how specific components of Metro’s action plan aligns with the County and City of Los Angeles homeless strategies Participate in County and City of Los Angeles Homeless Strategy meetings related to transit homelessness 	March 2017 to ongoing	<ul style="list-style-type: none"> January to March 2017: Complete review of Metro action plan and County and City of L.A. Homeless Strategies April to June 2017: Produce first quarterly report
B. Participate in committees and workgroups related to the homeless delivery system that are relevant to transit homelessness	<ul style="list-style-type: none"> Develop a strategy to participate in homeless committees and task forces as it relates to transit homelessness, prioritizing outreach and engagement Develop meeting reporting tool to monitor activities and outcomes 	March 2017 to ongoing	<ul style="list-style-type: none"> January to March 2017: Complete review of County and City of L.A. homeless committees and task forces, begin participating in critical meetings, complete reporting tool and produce first quarterly report April to June 2017: Produce first quarterly report
C. Partner and collaborate with partners on encampment protocols	<ul style="list-style-type: none"> Review and document Metro’s current encampment protocol Meet with the County of Los Angeles Chief Executive Office and City of Los Angeles Convene other transit partners about encampment protocols Share results from cost-benefit analysis Work with partners to discuss and develop standard encampment protocols Develop and adopt encampment protocols 	April to 2017 to April 2018	<ul style="list-style-type: none"> April to June 2017: Document Metro’s current protocol, meet with County, City and transit partners July to September 2017: Share results from cost-benefit analysis with partners October to December 2017: Work with partners to standardize encampment protocols across the County January to March 2018: Draft and update Metro protocols April to June 2018: Adopt Metro encampment protocols
D. Partner with the County and City of Los Angeles on critical initiatives related to homelessness	<ul style="list-style-type: none"> Identify critical initiatives Develop action plans related to 2017 initiatives Review and revisit efforts bi-annually 	March 2017 to ongoing	<ul style="list-style-type: none"> April to June 2017: Complete draft summary of initiatives, develop action plans July to September 2017: Produce first quarterly report

IV. OUTREACH

Overall Outcome: Implement a comprehensive transit homeless outreach approach that is coordinated and effective in connecting homeless individuals and families to services, resources and housing provided by agencies serving the homeless population in Los Angeles County.

Objective	Action Steps	Timeline	Quarterly Outcomes
A. Implement and integrate the C3 Outreach Teams	<ul style="list-style-type: none"> • Convene Metro staff and law enforcement representatives to discuss the integration of C3 • C3 Teams to complete Metro rail and bus certification • Work with C3 teams to coordinate transit outreach plans and check-ins with Metro • Develop reporting tools and processes • Evaluate C3 Model 	March 2017 to March 2018	<ul style="list-style-type: none"> • January to March 2017: Convene Metro staff, law enforcement and C3 Teams • April to June 2017: C3 Teams to complete Metro and rail certification, C3 Teams begin outreach and engagement • July to September 2017: First monthly and quarterly report completed • October to December 2017: Formal evaluation of the C3 Model • January to March 2018: Produce report and evaluation results of the C3 Model
B. Develop uniform outreach standards	<ul style="list-style-type: none"> • Integrate implementation plan with curriculum development under the Education Component of Transit Homeless Action Plan • Draft uniform outreach and engagement standards • Convene Metro outreach teams, law enforcement teams and other partners • Adopt standards • Implement and integrate standards • Evaluate effectiveness of standards 	March 2017 to January 2018	<ul style="list-style-type: none"> • January to March 2017: Integrate implementation plan with curriculum development, • April to June 2017: Draft outreach standards, convene outreach and law enforcement teams to review and provide feedback into draft standards • July to September 2017: Finalize draft standards, adopt and implement standards • October to December 2017: Evaluate effectiveness • January to March 2018: Report evaluation

V. OUTREACH (continued)

Overall Outcome: Implement a comprehensive transit homeless outreach approach that is coordinated and effective in connecting homeless individuals and families to services, resources and housing provided by agencies serving the homeless population in Los Angeles County.

<p>C. Implement specialized outreach teams to develop a 24-hour outreach and engagement presence</p>	<ul style="list-style-type: none"> Identify Metro outreach gaps based on research completed through data collection. Send feedback from Metro staff and law enforcement Develop plan to assign and contract with service providers to implement specialized outreach teams Implement specialized teams 	<p>July to December 2017</p>	<ul style="list-style-type: none"> July to September 2017: Review and analyze outreach gaps, produce report on outreach gaps and needs October to December 2017: Complete plan for specialized teams, identify specialized teams and implement specialized teams
<p>D. Lead and coordinate with transit homeless outreach and law enforcement teams</p>	<ul style="list-style-type: none"> Develop coordination plan for transit homeless outreach. Law enforcement and Metro staff to convene and address outreach needs regularly Implement coordination plan 	<p>April 2017 to ongoing</p>	<ul style="list-style-type: none"> April to June 2017: Complete and implement coordination plan July to September 2017: Complete first monthly and quarterly report
<p>E. Partner and participate with local homeless service providers and others on homeless connect days</p>	<ul style="list-style-type: none"> Work with the Coordinated Entry System (CES) to identify and develop a plan for Metro to participate and support connect days Develop a plan and approach for Metro to participate and support connect days 	<p>May to June 2017</p>	<ul style="list-style-type: none"> April to June 2017: Complete Metro plan to support and participate in connect days, produce quarterly report
<p>F. Work with outreach teams specific to Veterans</p>	<ul style="list-style-type: none"> Convene Veteran partners and outreach teams to share Metro's Homeless Action Plan and its Outreach Component Develop coordination plan with Veteran outreach teams Implement coordination plan 	<p>March to September 2017</p>	<ul style="list-style-type: none"> April to June 2017: Convene Veteran partners and outreach teams July to September 2017: Develop and implement coordination plan, produce first quarterly report
<p>G. Align Metro workforce development efforts with its Transit Homeless Action Plan</p>	<ul style="list-style-type: none"> Develop an approach to align workforce efforts with its Transit Homeless Action Plan Partner with other agencies and organizations to enhance workforce development opportunities 	<p>July 2017 to ongoing</p>	<ul style="list-style-type: none"> July to September 2017: Draft an approach to align workforce programs with the Transit Homeless Action Plan, meet with partners to discuss approaches October to December 2017: Complete plan and approach January to March 2018: Launch workforce development plan, produce first quarterly report