

**Board Report**

File #: 2018-0507, **File Type:** Informational Report**Agenda Number:** 22.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 20, 2018****SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING
PERFORMANCE****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

ISSUE

This report reflects July 2018 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LAPD). The information in this report summarizes system-wide Part 1 and Part 2 crime data, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are System Wide Part 1 and Part 2 Crimes, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

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

For the month of July 2018, Part 1 crime activity decreased by 21.7% system-wide compared to the same period last year. In a monthly contrast, there were 20 less Part 1 crimes in July than in June, resulting in a 12.2% decrease. The total Part 1 crimes equated to 4 crimes per 1 million boardings.

Part 2 crime activity decreased by 23.4% system-wide compared to the same period last year. In a monthly contrast, there were 12 less part 2 crimes in July than in June, resulting in a 10.3% decrease. Please note a 2018/2017 comparison of June Part 1 and 2 data was incomplete due to the mobilization phase of the new multi-agency model.

July Summary by Mode:

Part 1 crime on the rail system decreased by 14.15% compared to the same period last year. Part 1 crime on the bus system decreased by 32.05% (there were 25 less Part 1 crimes committed than the same period last year).

July Bus Operator Assaults:

There were five (5) bus operator assaults reported in July, there were 5 less operator assaults compared to the same period last year, which resulted in a 50% decrease.

Average Emergency Response Times:

Emergency response times averaged 4.80 minutes for the month of July.

Physical Security Improvements:

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. Our Metro Facility physical security assessment was completed, and the report was presented to key Metro leaders in Bus and Rail Operations, Information Technology and Facilities. We are planning on a physical security assessment of Union Station which will begin in the August 2018.

Significant Activities:

Los Angeles Police Department

7/1/18- Subject was arrested for performing lewd acts at Purple Line Wilshire/Western Station.

7/15/18- Law enforcement officers responded to a suspicious package at Red Line Pershing Square Station; upon search, no package was found.

7/29/18- Subject was arrested for trespassing at Red Line Pershing Square Station.

Los Angeles County Sheriff's Department

7/5/18- Subject was arrested for robbery at Green Line Lakewood Station.

7/8/18- Subject was arrested for vandalism at Blue Line Slauson Station.

7/15/18- Subject was arrested for vandalism at Expo Line Downtown Santa Monica Station.

Long Beach Police Department

7/7/18- Law enforcement officers safely evacuated patrons from train that loss power at Blue Line 5th St Station.

7/7/18- Patron was battered at Blue Line 5th St Station; police report was filed.

7/20/18- Law enforcement officers continue investigation of an attempted kidnap at Blue Line Willow Station.

Community and Problem Oriented Policing Activities:

Transit Law Enforcement Officers attended a Metro Homeless Task Force meeting on July 23. Additionally, law enforcement officers attended "RAP Sessions" at multiple Metro Divisions.

Metro’s Homeless Efforts:

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan’s goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro’s coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro’s Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro’s C3 Homeless Outreach Teams:

Metro’s C3 Homeless Outreach teams’ twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro’s C3 Homeless Outreach teams they have provided substantial homeless outreach-with 2,879 total unduplicated homeless contacts, 654 of whom have been placed into permanent housing solutions. Metro will expand C3 outreach in the FY19 budget to provide homeless outreach on rail, night owl bus service and Union Station during the evening hours.

C3 Homeless Outreach May 22, 2017 through July 3, 2018:

Performance Measure	June-July Number Served	Project Year to date Number Served
Contacts with unduplicated individuals	122	2,879
Unduplicated individuals engaged	86	1,827
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	71	1,042
Unduplicated individuals engaged who are successfully linked to an interim housing resource	35	344
Unduplicated individuals engaged who are linked to a permanent housing resource	11	272
Unduplicated individuals engaged who are permanently housed	8	38

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide

gap service to the Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of pilot program. Being that LAPD's patrol includes the Red Line, connections were made between C3 teams and LAPD during the C3 pilot program. Of the above homeless contacts that were permanently housed for the month of July 2018, three individuals were referred by LAPD and contacted by the County E6 team. Two of these people engaged with staff, completed homeless service Coordinated Entry Service (CES) packets, and were placed in a motel. One of these two individuals is a father with four young children. A little after a week, the family was quickly matched to permanent housing. The second individual was referred to interim housing. The third individual was referred and connected to a permanent housing program. As Metro's C3 teams expand, they will coordinate with the respective police departments of that jurisdiction to provide comprehensive outreach and engagement.

Los Angeles Police Department HOPE Team Contacts

ACTION	July
Contacts	170
Referrals	42
5150 Hold	6
Mental Illness	9
Substance Abuse	6
Veterans	2
Shelter	6
Motel With Housing Plan	0
VA Housing	0
Return To Family	2
Transitional Long-Term Housing	2
Detox	1
Rehab	0

Sheriff Mental Evaluation Team (MET) Contacts

In addition to the below data, LASD transported 16 clients to other homeless outreach connection services, one team attended LA County's Mental Health Evaluation Teams (LACMET) training meeting host by CHP; Five teams assisted Gold Line Team leader to conduct homeless outreach

operations between Fillmore Pax and Memorial Pax during both AM and PM shifts.

ACTION	July
Contacts	835
Referrals	222
5150 Hold	19
Mental Illness	241
Substance Abuse	206
Veterans	8
Shelter	15
Motel With Housing Plan	0
VA Housing	0
Return To Family	3
Transitional Long-Term Housing	6
Detox	2
Rehab	1

Long Beach Police Department Contacts

ACTION	July
Contacts	14
Referrals	3
5150 Hold	0
Mental Illness	7
Substance Abuse	3
Veterans	1
Shelter	0
Motel With Housing Plan	0
VA Housing	0
Return To Family	0
Transitional Long-Term Housing	8
Detox	0
Rehab	0

FY19 Officer Expansion:

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

Metro's Encampment Protocol:

LAPD HOPE and Sheriff's MET teams continue to provide enforcement and outreach on city properties abutting Metro. Metro is contracting the sorting and storage services as prescribed by the law to support the protocol.

Measure H Generalist:

Metro's Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as "generalists" to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists will not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists will work with the C3 teams to provide outreach services.

Mental Health Outreach Workers:

Metro is in the process of launching a pilot program in partnership with the LA county Department of Mental Health to have proactive mental health outreach on the system.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview July 2018

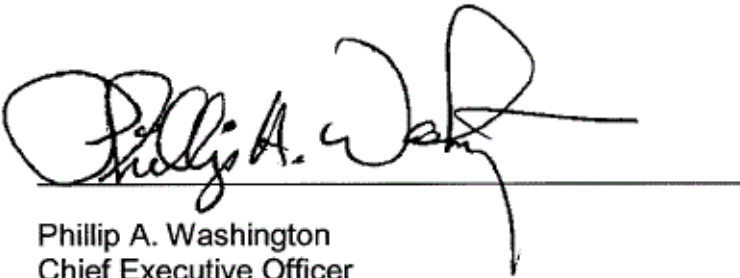
Attachment B - Detail by Rail Line July 2018

Attachment C - Key Performance Indicators July 2018

Attachment D - Transit Police Summary July

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



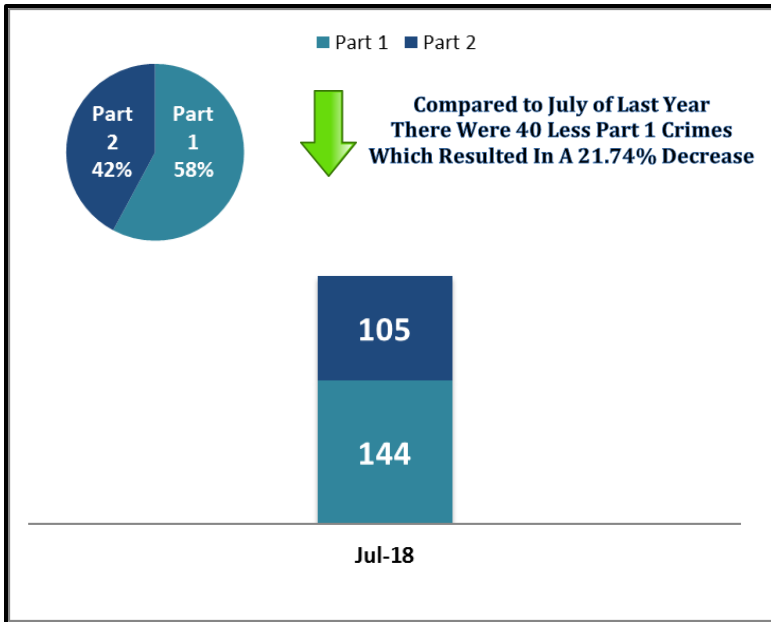
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2018

Attachment A

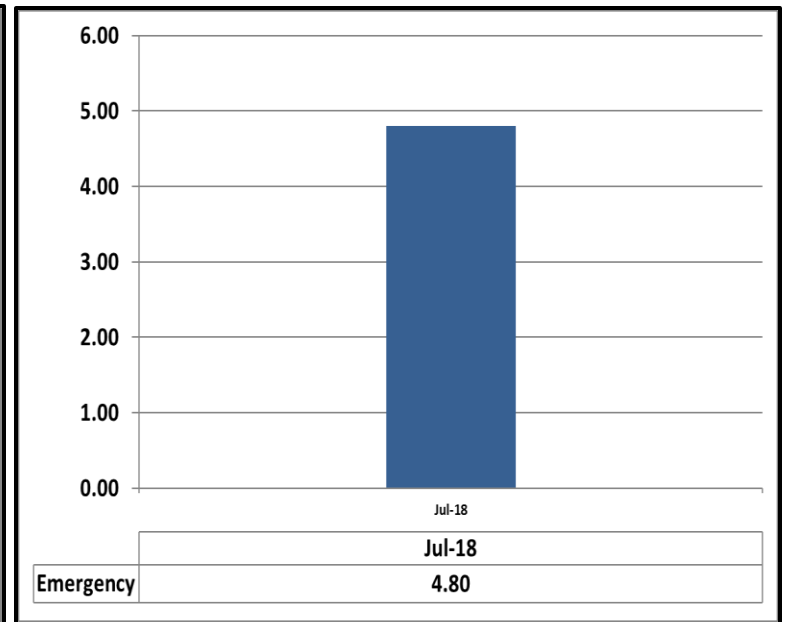
Part 1 & Part 2 Crimes



For the month of July 2018, Part 1 crime activity decreased by 21.7% system-wide compared to the same period last year. In a monthly contrast, there were 20 less Part 1 crimes in July than in June, resulting in a 12.2% decrease.

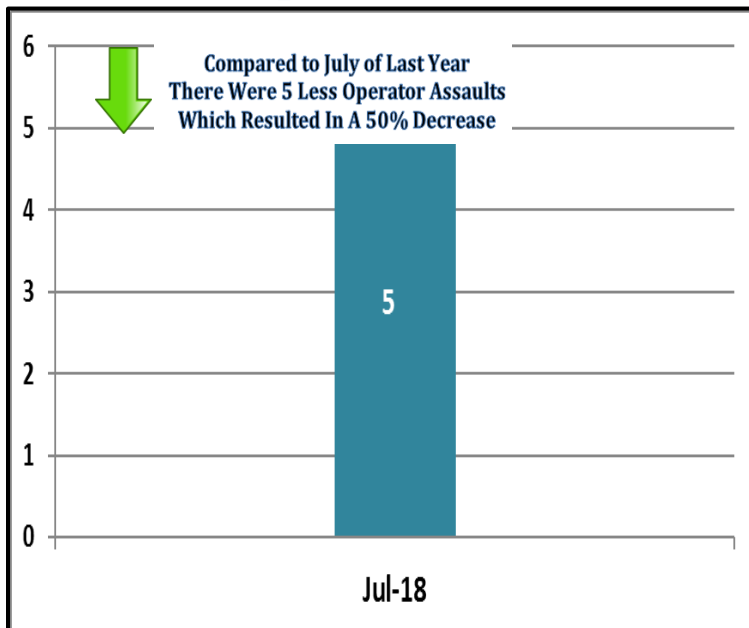
Part 2 crime activity decreased by 23.4% system-wide compared to the same period last year. In a monthly contrast, there were 12 less Part 2 crime in July than June, resulting in a 10.3% decrease.

Average Emergency Response Times



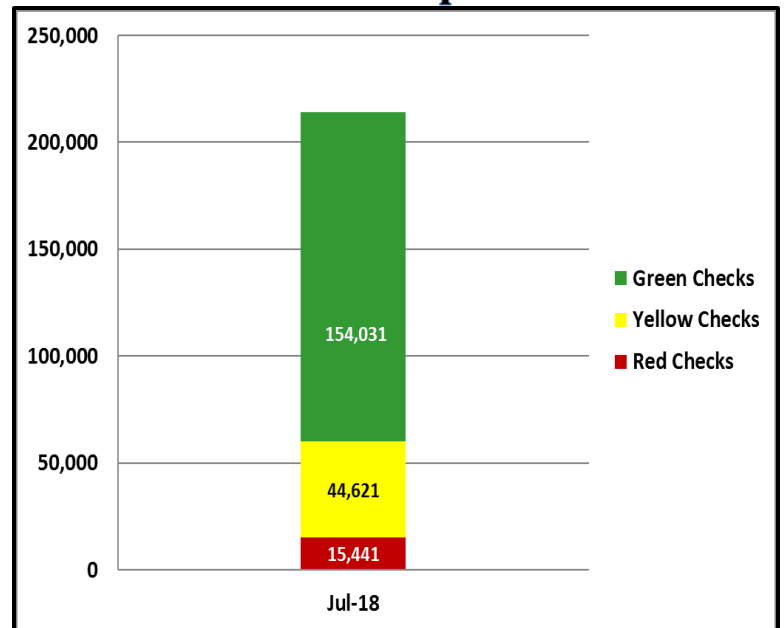
Average emergency response times were 4.80 mins.

Bus Operator Assaults



There were a total of 5 Bus Operator Assaults. Comparing the Bus Operator Assaults from the same period last year, there were 5 Operator Assaults last year, which resulted in a 50% decrease.

Fare Compliance



Green Checks- Occurs when a patron has valid fare

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

Red Checks- Occurs when a patron has invalid fare

Attachment B

Detail by Rail Line July 2018

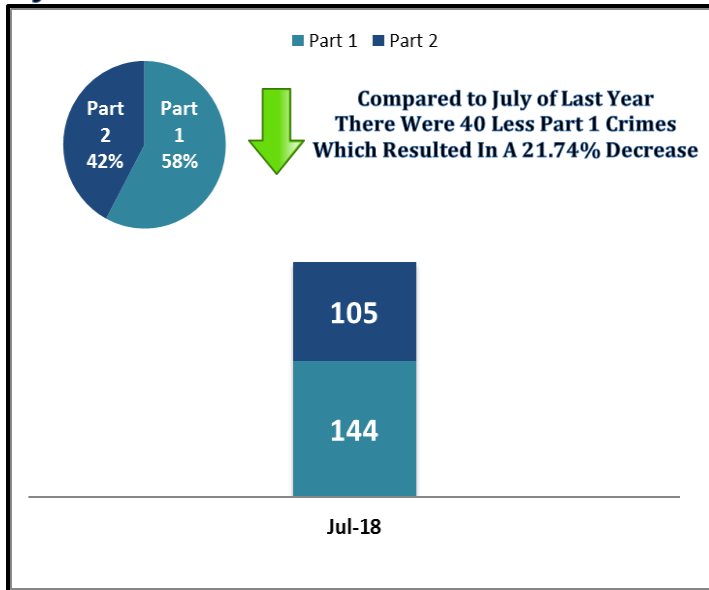
http://libraryarchives.metro.net/DB_Attachments/180822_Attachment%20B%20-%20Detail%20by%20Rail%20Line%20July%202018.pdf

Key Performance Indicators

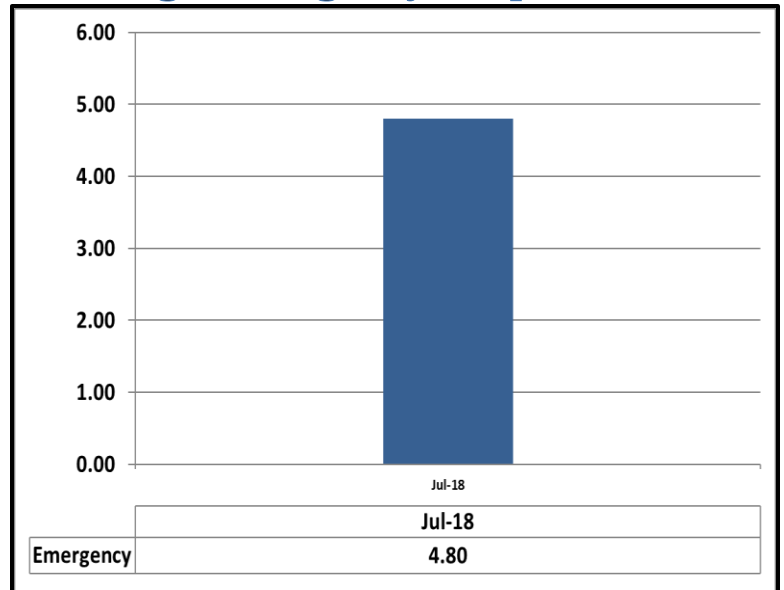
July 2018

Attachment C

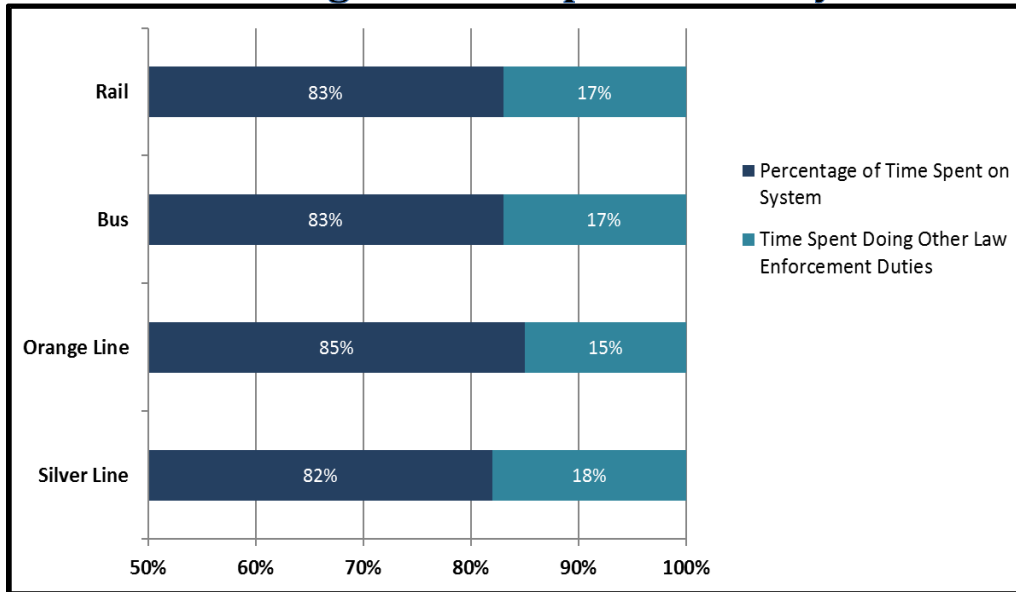
System Wide Part 1 & Part 2 Crimes



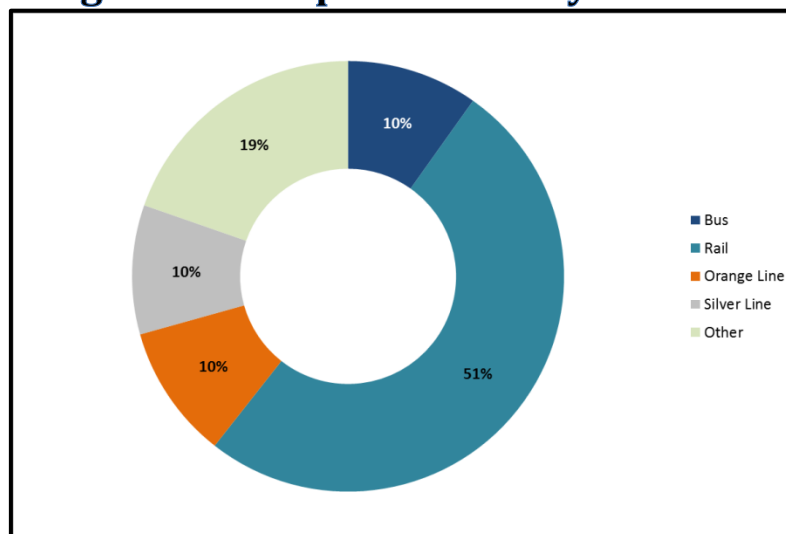
Average Emergency Response Times



Percentage of Time Spent on the System



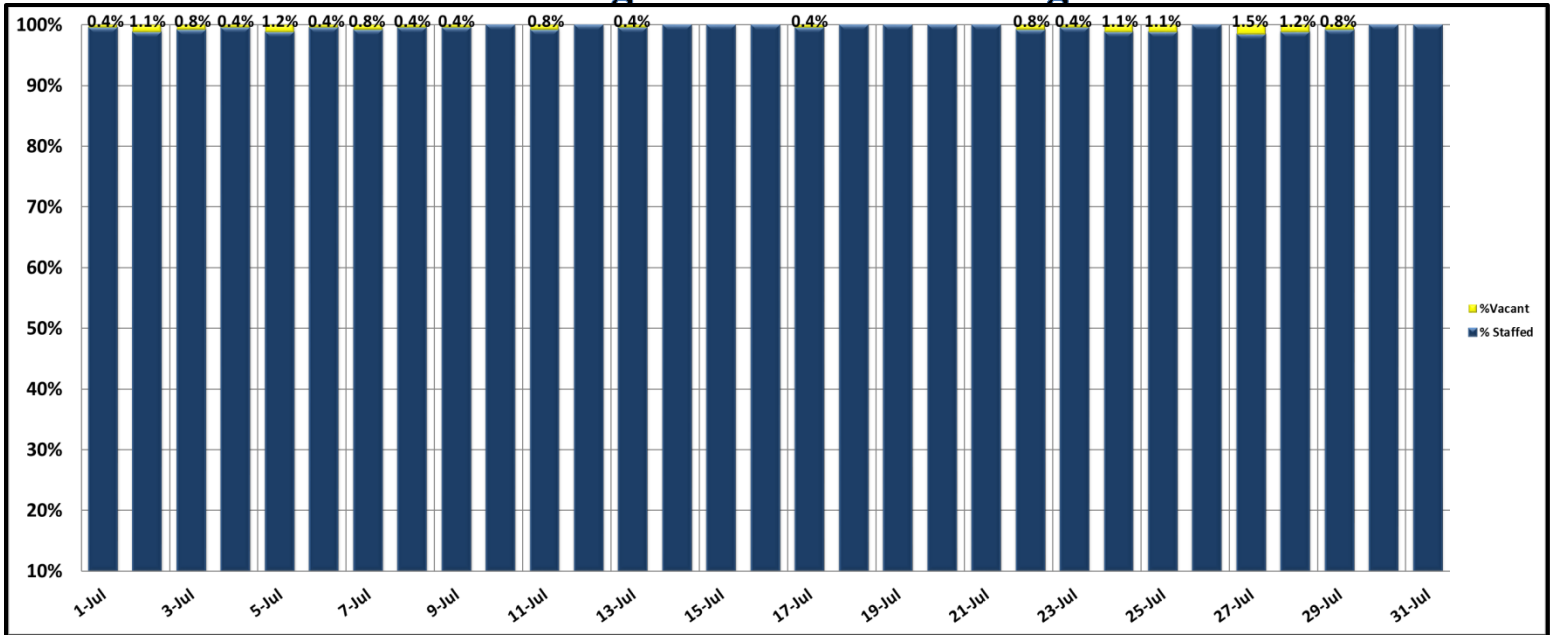
Percentage of Time Spent on the System as a Whole



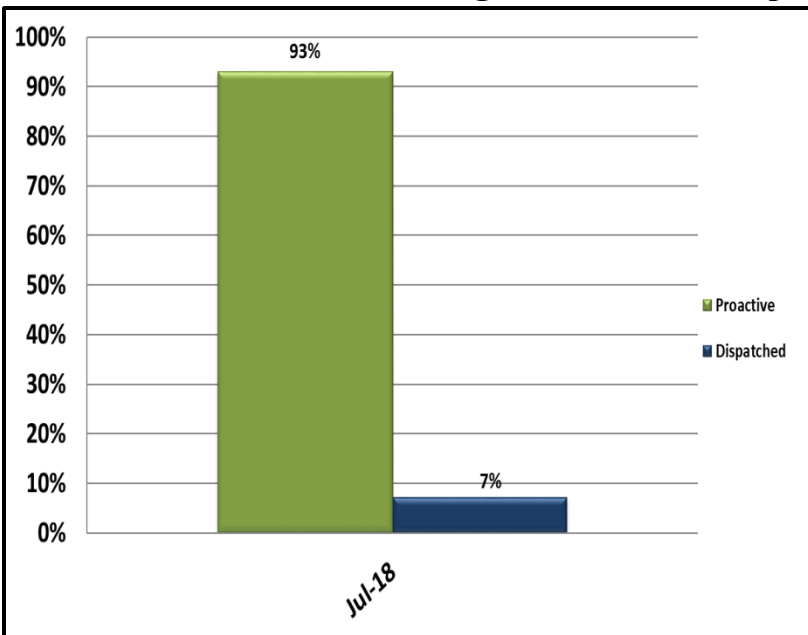
Key Performance Indicators

July 2018

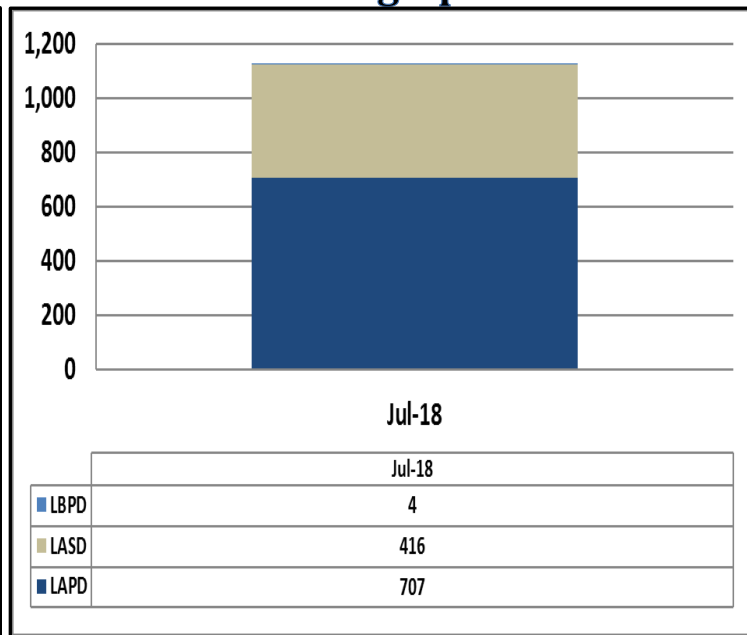
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations July:

1. Blue Line Stations (479)
2. Expo Line Stations (264)
3. Gold Line Stations (384)

Transit Police

Monthly Crime Report



Attachment D

Part 1 Crimes	2017	2018
	JULY	JULY
Homicide	0	0
Rape	3	0
Robbery	47	36
Aggravated Assault	26	29
Aggravated Assault on Operator	1	2
Burglary	6	1
Larceny	100	68
Bike Theft	0	11
Motor Vehicle Theft	9	4
Arson	0	0
Total	192	151
Part 1 Crime by Location		
Bus	107	91
Rail	77	53
Metro Division	0	0
Union Station	8	7
Total	192	151
Part 2 Crime by Location		
Bus	49	67
Rail	88	38
Metro Division	0	0
Union Station	0	10
Total	137	115
Enforcement Efforts		
Arrests	291	243
Citations	721	1,880
Fare Checks	490,399	214,093
Calls for Service	1,366	1,085