



Board Report

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
MARCH 19, 2020**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects January 2020 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff’s Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro’s fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

DISCUSSION

DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT

The System Security and Law Enforcement (SSLE) is currently reviewing its deployment practices and developing strategies to achieve a higher felt presence on the system with existing resources. This assessment includes conducting an in-depth deployment analysis of where all levels of security and law enforcement are deployed. We are working with our law enforcement partners to understand their deployment strategies, assess their effectiveness, and enhance accountability where needed. A

portion of this analysis will seek to develop a security personnel formula to support the continued expansion of Metro's transportation system. This formula will factor in mileage and number of bus/rail stops. We will report back to the Board with updates on these efforts. Our top priority is to provide a safe experience for our customers, and we will be able to achieve that by making the best use of our law enforcement resources.

NATIONAL CRIME VICTIMIZATION SURVEY

As requested by Board Chair Butts, staff has convened a working group with Metro's Survey Team to explore the idea of implementing a National Crime Victimization Survey (NCVS). Staff has drafted a survey based on the NCVS methodology and it's being reviewed internally by management. Once the draft has been approved internally, staff will report back to the Board with a proposed plan, cost, and schedule.

COMPLIANCE - MPV UPDATE

In October 2019, Los Angeles Metro executed Modification No. 8 with Axiom Xcell, Inc. (Contractor) under Contract No. PS30203139 (TAP Mobile Phone Validator Application), to extend the period of performance and proceed with implementing new enhanced features to improve functionalities and capabilities for the Mobile Phone Validator (MPV) used by fare compliance officers.

One of the new enhancement features is designed to increase safety by displaying the location of law enforcement and fare compliance officers, and support SSLE's Compliance team with monitoring contract compliance. Currently, the upgrade has not met expectations. The MPV Mobile Device Management system should locate the MPV devices in real-time. If the new MPV Mobile Device Management system functions as designed, it could improve device management and resource tracking. It will report and display an animation of the officer's route/path and activity on to a map region between specified times.

In January 2020, Metro staff moved forward with implementing a 3.0 version test pilot program over 4 days and on 10 officers. The pilot program was to mitigate unforeseen software and server ITS bugs, before fully integrating and reprogramming 211 MPV devices from the 2.0 version to the new 3.0 version. Metro staff completed the pilot program, reprogrammed a total of 211 MPV devices, and issued a total of 50 MPV devices with version 3.0 to Metro Transit Security officers without interrupting their fare compliance operations.

In February 2020, Metro staff moved forward with the second phase of reprogramming an additional 266 MPV devices in preparation for issuing them to Metro's contracted law enforcement officers. Currently, Metro staff has issued an additional 13 devices to Metro Transit Security, 162 devices to LAPD, prepared 19 devices for LBPD, and continues to reprogram 233 MPV devices in preparation for LASD. Concurrently, Metro staff continues to meet weekly with Axiom to discuss issues and review progress of the new features.

The goal is to be able to search and display on a map, real-time or historically, variables on personnel names, deployment watch, and location, and allow data retrieval of dates going back six

months to a year. When utilizing these features, they should reflect the queried variables and generate reports. Map information should be translated into a format compatible with Google Chrome for future review to support monitoring contract compliance.

As the devices are being reprogrammed and field tests continue, SSLE will determine if the upgrade is effective. The design of the current dashboard is slow and labor intensive to draw information on accountability. SSLE will work with the vendor to ensure contract compliance and determine if the upgrade will meet the compliance, and accountability requirements needed.

Based on the modification's list of milestones, the enhancement features related to the Map are anticipated to be completed by July 24th and July 31st, 2020. We will update the Board on progress or setbacks.

HOMELESS OUTREACH SERVICES

Dream Center

The Dream Center is a Los Angeles faith-based organization. The mission of the Dream Center is “to connect broken people to a community of support by providing free resources and services that address immediate and long-term needs in the areas of homelessness, hunger, poverty, addiction, abuse, education, and human trafficking.” The Dream Center provides “opportunities for people to rebuild and transform their lives through the Center’s tools, education programs, and support through various community programs. All services are free of charge.”

The Dream Center’s leadership is committed to partnering with Los Angeles Metro to assist in reducing the number of homeless persons on Metro’s system while providing responsive, coordinated services to the unsheltered on Metro’s system. The Dream Center has the expertise and resources to provide immediate aid to homeless individuals in need 24-hour.

The Dream Center offers additional late-night resources to engage individuals suffering from addiction, cognitive struggles, or experiencing homelessness. These resources will enhance our ability to serve individuals forced off the system at the end of the line.

The expected launch of the pilot program will take place at Union Station during hours that trains shut down. They will work in tandem with our partner, PATH, LA DOOR, and law enforcement, to complement outreach at Union Station. If the concept proves successful, we will seek additional resources to provide services at subsequent end of the line stations. The Dream Center and Los Angeles Metro MOU is expected to be fully executed by mid-March.

PATH

PATH’s current level of staffing is 26 outreach workers and is down 14 workers. Two teams are deployed throughout the System. The Day team covers the system from 7 a.m. - 3:30 p.m. The Swing team covers the system from 3:00 a.m. - 11:30 a.m. Due to lack of staffing, there is no

coverage on Metro's system between the hours of 3:30 p.m. and 3:00 a.m. PATH is actively interviewing staff for both swing and day shifts. They are receiving applications through their website, epath.org.

L.A. DOOR Pilot Program

LA DOOR is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR is a comprehensive, health-focused, preventative approach that proactively engages individuals at elevated risk of returning to the Los Angeles City Attorney's Office. LA DOOR presents a new approach to addiction. Rather than waiting to charge new arrests, LA DOOR delivers peer-led multidisciplinary social services to "hotspot" locations. Union Station and MacArthur are two of the "hotspots."

A funding requirement of LA DOOR's grant is to provide consistent outreach to five locations; hence, Union Station and MacArthur Park are two of the locations that will receive LA DOOR outreach during a three-year period.

LA DOOR, in conjunction with PATH Outreach Teams and law enforcement, will convene to discuss outreach strategies beginning with deployment at Union Station. This concerted outreach is pending the MOU between Metro and the Dream Center being executed. Discussion with LA DOOR is in progress.

7-Day Homeless Count

The ground-breaking 7-day homeless count on Metro's system and properties is in the planning stage. The overarching objective is to count homeless persons on Metro's system and properties. The use of technology will be used to assist in the count, the analysis of data and tracking the presence of homeless persons on Metro's system in real-to-near-time.

This capability will enable the deployment of appropriate resources in a timely manner. Bus operators will have access to counting the homeless on the bus using an additional feature on buttons already in place on the buses. New fareboxes will also be used to collect tallies.

At present, the fareboxes are being upgraded.

Referral Definitions

As requested by Metro Director, Krekorian, staff has standardized the definition of referrals for LAPD, LASD, and LBPD. Our law enforcement partners will use the following definition for *referrals*: a contact that resulted in a positive connection to outreach workers or service providers. We will refer to *individuals contacted*, when information is provided on resources and services, but not accepted by the individual.

These revised definitions will be reflected in February's data set on the April board report.

SEXUAL HARASSMENT RESOURCES

Metro's partnership with Peace Over Violence (POV) commenced in December 2016 to provide a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on our system. Staff is currently evaluating current practices to seek areas for improvement on how Metro can better support victims. As expressed by the Board Directors and after staff review, it's been recommended that Metro should update its sexual harassment messaging from callers contacting POV to instead contacting 911.

Currently, most of the calls POV receives are not sexual harassment-related. With this revised approach, law enforcement can respond to all calls, reducing response times, and determining if a crime has occurred. Those incidents of harassment that have not yet become a crime, SSLE will develop an incident intake using the Transit Watch mobile application for law enforcement to document incidents and share suspect information. SSLE will work with POV to develop sexual harassment training for officers to be provided at all roll calls. To improve our response to these incidents, it is imperative to provide first responders with training opportunities and tools to treat sexual harassment cases with sensitivity and a sense of urgency, such as effective techniques for victim interviews. Staff will report back to the Board with an update.

GRADE CROSSING & BUS LANE ENFORCEMENT MEDIA CAMPAIGN

Law enforcement officers enforce traffic regulations involving rail and bus rights-of-way and dedicated bus lanes with the additional responsibility of enforcing vehicle code violations committed in and around Metro buses that impact a bus operator's ability to safely operate the bus. Staff is working on developing and launching a media campaign to highlight the importance of safe grade crossing and proper use of bus lanes. Through this campaign, it will help improve public safety and support Metro's bus operators by clearing the bus lanes for their routes. Staff will provide updates as soon as a media plan is in place.

BUS OPERATOR ASSAULTS

In January, there was a total of 6 batteries on bus operators, with 5 batteries occurring in LAPD's jurisdiction and 1 battery occurring in LASD's jurisdiction. Of the 6 batteries, 2 suspects spat on the bus operators, 2 suspects threw objects, and 2 suspects used hands as their method of battery. In addition, the downtown Los Angeles area has experienced an influx in calls for service due to criminal activity occurring on bus and/or bus stops. Effective immediately, LAPD has re-deployed its Bus Riding Teams (BRT) to focus their bus boarding efforts specifically to the Skid Row area. The areas of focus is from Alameda to Main Street and 5th Street to 7th Street.

Metro is committed to improving security and creating a safe experience for our employees and

customers. Staff will continue to monitor crime trends, reassess deployment strategies, and reallocate resources where needed the most.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview January 2020

Attachment B - MTA Supporting Data January 2020


Attachment C - Key Performance Indicators January 2020

Attachment D - Transit Police Summary January 2020

Attachment E - Homeless Update January 2020

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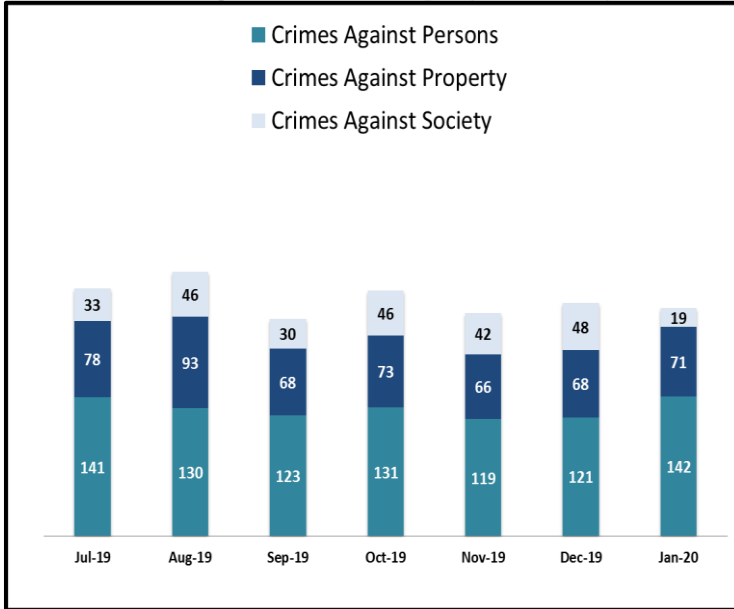
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2020

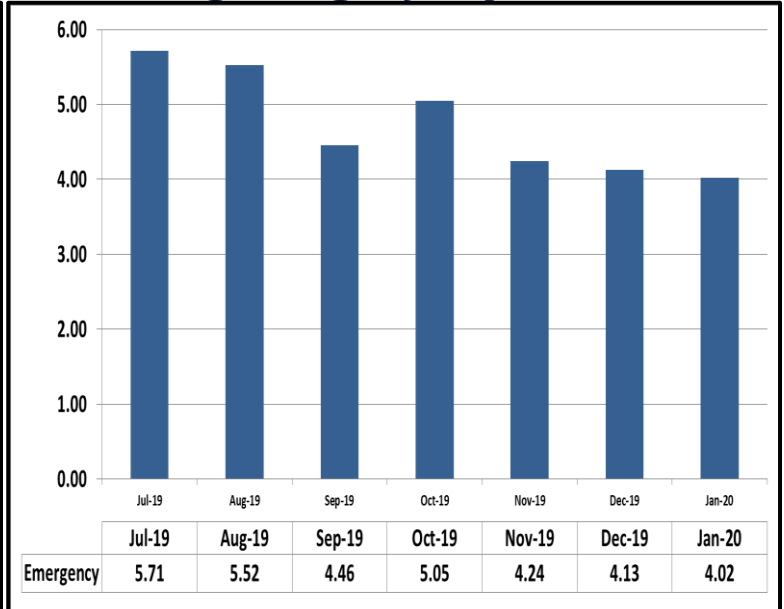
Attachment A

Crimes Against Persons, Property, and Society



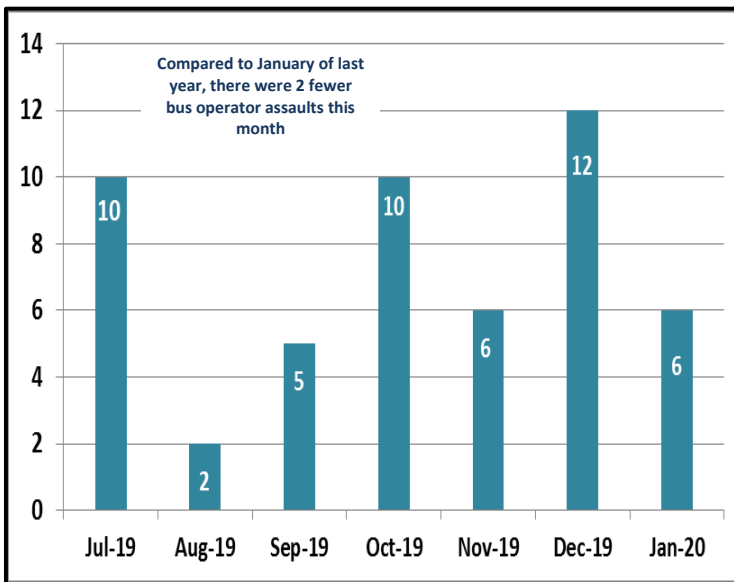
When compared to the same period last year, Crimes Against Persons increased by 15 crimes, Crimes Against Property decreased by 24 crimes, and Crimes Against Society decreased by 6 crimes.

Average Emergency Response Times

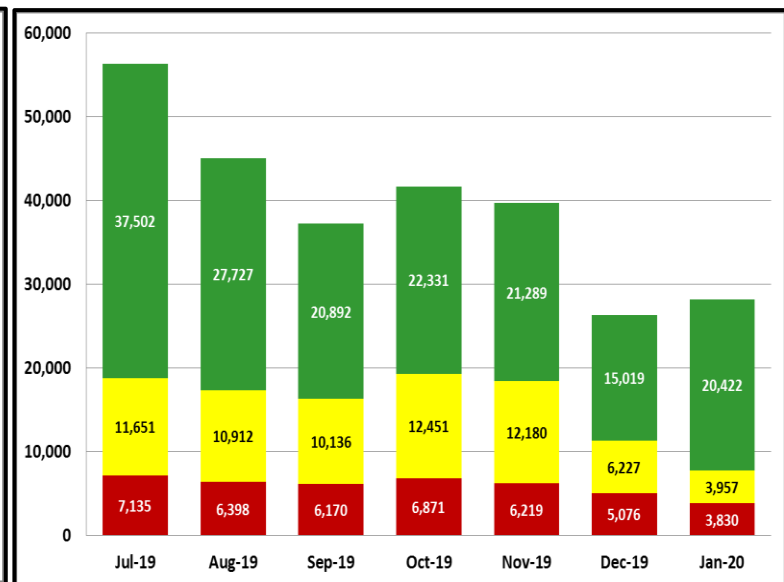


Average emergency response time was 4.02 mins.

Bus Operator Assaults



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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	1
Robbery	1	3	1	24
Aggravated Assault	0	4	0	14
Aggravated Assault on Operator	0	0	0	0
Battery	3	2	0	32
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	5
SUB-TOTAL	5	9	1	76
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	1
Larceny	0	3	1	22
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	1	0	4
Arson	0	0	0	0
Vandalism	0	4	0	16
Other	0	0	0	0
SUB-TOTAL	0	8	1	43
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	0	0	11
Narcotics	0	4	0	48
Trespassing	0	1	0	10
SUB-TOTAL	0	5	0	69
TOTAL	5	22	2	188

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	0	12
Pico	0	0	0	3
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	1
Washington	1	0	0	4
Vernon	0	0	0	2
Slauson	1	1	0	10
Florence	5	0	1	18
Firestone	2	0	0	9
103rd St/Watts Towers	2	0	0	7
Willowbrook/Rosa Parks	0	3	1	36
Compton	1	0	1	29
Artesia	0	4	1	22
Del Amo	0	0	1	5
Wardlow	0	0	0	1
Willow St	0	0	0	8
PCH	0	1	0	6
Anaheim St	0	0	0	4
5th St	0	0	0	1
1st St	0	0	0	2
Downtown Long Beach	1	0	0	7
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Total	15	9	5	188

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	5	8	5	156
Misdemeanor	6	30	46	625
TOTAL	11	38	51	781

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	679	36	56	8,651
Vehicle Code Citations	572	7	222	7,180
TOTAL	1,251	43	278	15,831

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	14	63	5	508
Priority	24	73	49	820
Emergency	0	20	21	208
TOTAL	38	156	75	1,536

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	40%	2%	4%
Proactive	60%	98%	96%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	93%
Blue Line-LASD	87%
Blue Line-LBPDP	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	15	0	0	85
Flower St	5	0	0	42
103rd St	0	0	0	2
Wardlow Rd	0	0	3	18
Pacific Ave.	0	0	0	2
Willowbrook	0	33	0	230
Slauson	6	1	0	41
Firestone	0	5	0	30
Florence	0	9	0	69
Compton	0	14	0	152
Artesia	0	6	0	30
Del Amo	0	2	0	28
Long Beach Blvd	0	0	0	8
TOTAL	26	70	3	737

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Long Beach Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	2	3
Robbery	1	4	26
Aggravated Assault	0	2	11
Aggravated Assault on Operator	0	0	0
Battery	1	1	29
Battery Rail Operator	0	0	0
Sex Offenses	0	1	3
SUB-TOTAL	2	10	72
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	3
Larceny	2	1	13
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	2
Arson	0	1	1
Vandalism	0	2	6
SUB-TOTAL	2	5	26
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	11
Narcotics	0	1	20
Trespassing	0	0	1
SUB-TOTAL	0	2	32
TOTAL	4	17	130

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	12	53
Misdemeanor	0	18	237
TOTAL	0	30	290

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	7	22	319
Vehicle Code Citations	17	4	84
TOTAL	24	26	403

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	103	690
Priority	9	69	579
Emergency	0	17	93
TOTAL	11	189	1,362

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	3%
Proactive	82%	97%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	1	5
Douglas	0	0	0	0
El Segundo	0	0	0	3
Mariposa	0	0	0	1
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	1	0	0	7
Crenshaw	0	1	0	9
Vermont/Athens	3	0	1	11
Harbor Fwy	2	1	0	8
Avalon	0	1	0	7
Willowbrook/Rosa Parks	3	1	0	36
Long Beach Bl	1	1	0	22
Lakewood Bl	1	0	0	10
Norwalk	0	2	0	11
Total	12	7	2	132

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	92%
Green Line-LASD	84%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	0	21
Aggravated Assault	5	0	13
Aggravated Assault on Operator	0	0	0
Battery	6	0	32
Battery Rail Operator	0	0	0
Sex Offenses	2	0	11
SUB-TOTAL	16	0	77
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	5	0	48
Bike Theft	1	1	16
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	6	1	67
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	1
Trespassing	1	0	5
SUB-TOTAL	1	0	8
TOTAL	23	1	152

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	0	35
Misdemeanor	10	1	85
TOTAL	15	1	120

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	37	7	201
Vehicle Code Citations	22	0	151
TOTAL	59	7	352

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	21	75	510
Priority	34	48	535
Emergency	0	7	56
TOTAL	55	130	1,101

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	11%
Proactive	77%	89%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	7
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	18
Jefferson/USC	1	0	0	8
Expo Park/USC	0	0	0	4
Expo/Vermont	3	0	0	11
Expo/Western	3	2	0	17
Expo/Crenshaw	2	1	0	10
Farmdale	0	0	1	11
Expo/La Brea	1	1	0	13
La Cienega/Jefferson	0	1	0	10
Culver City	0	1	0	8
Palms	2	0	0	6
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	3	0	0	9
Expo/Bundy	0	1	0	15
26th St/Bergamot	0	0	0	3
17th St/SMC	0	0	0	3
Downtown Santa Monica	0	0	0	8
Expo Line Rail Yard	0	0	0	0
Total	16	7	1	162

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	87%
Expo Line-LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	184	0	844
Santa Monica	N/A	6	124
Culver City	N/A	0	4
TOTAL	184	6	972

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	1
Robbery	5	23
Aggravated Assault	6	33
Aggravated Assault on Operator	0	0
Battery	23	119
Battery Rail Operator	0	0
Sex Offenses	2	12
SUB-TOTAL	37	188
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	10	82
Bike Theft	1	7
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	8
SUB-TOTAL	13	97
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	28
SUB-TOTAL	1	28
TOTAL	51	313

ARRESTS		
AGENCY	LAPD	FYTD
Felony	19	202
Misdemeanor	98	715
TOTAL	117	917

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	195	3,432
Vehicle Code Citations	83	1,158
TOTAL	278	4,590

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	49	96
Priority	96	183
Emergency	11	15
TOTAL	156	294

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	26%
Proactive	74%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	4	2	0	50
Civic Center/Grand Park	3	2	0	11
Pershing Square	4	1	0	24
7th St/Metro Ctr	7	4	0	32
Westlake/MacArthur Park	2	1	1	42
Wilshire/Vermont	2	2	0	21
Wilshire/Normandie	0	0	0	5
Vermont/Beverly	3	0	0	18
Wilshire/Western	0	0	0	11
Vermont/Santa Monica	3	0	0	16
Vermont/Sunset	1	0	0	8
Hollywood/Western	0	0	0	9
Hollywood/Vine	3	0	0	15
Hollywood/Highland	1	0	0	17
Universal City/Studio City	0	0	0	7
North Hollywood	4	1	0	25
Red Line Rail Yard	0	0	0	0
Total	37	13	1	311

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	84%

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	1	0	2
Robbery	0	0	7
Aggravated Assault	1	2	12
Aggravated Assault on Operator	0	0	0
Battery	3	0	27
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	5	2	50
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	2	27
Bike Theft	0	1	7
Motor Vehicle Theft	0	2	4
Arson	0	1	1
Vandalism	0	0	14
SUB-TOTAL	2	6	53
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	6
Trespassing	0	0	1
SUB-TOTAL	0	0	9
TOTAL	7	8	112

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	33
Misdemeanor	1	13	126
TOTAL	1	15	159

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	14	13	313
Vehicle Code Citations	13	1	91
TOTAL	27	14	404

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	70	895
Priority	16	76	828
Emergency	1	10	105
TOTAL	24	156	1,828

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	3%
Proactive	80%	97%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	0	7
Azusa Downtown	0	0	0	2
Irwindale	0	0	0	6
Duarte/City of Hope	0	0	0	5
Monrovia	0	0	0	7
Arcadia	0	0	0	2
Sierra Madre Villa	0	2	0	8
Allen	0	0	0	4
Lake	0	0	0	4
Memorial Park	0	1	0	8
Del Mar	0	0	0	1
Fillmore	0	0	0	1
South Pasadena	0	0	0	2
Highland Park	0	0	0	5
Southwest Museum	0	0	0	3
Heritage Square	0	1	0	2
Lincoln/Cypress	1	0	0	4
Chinatown	0	0	0	3
Union Station	3	1	0	10
Little Tokyo/Arts Dist	0	0	0	4
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	0	0	3
Soto	0	0	0	5
Indiana (both LAPD & LASD)	1	0	0	4
Maravilla	0	0	0	1
East LA Civic Ctr	0	0	0	2
Atlantic	2	2	0	7
Total	7	8	0	112

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	78%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	93	0	583
Arcadia Station	0	12	68
Irwindale	0	11	30
Monrovia	0	2	33
City of Pasadena	0	33	168
Magnolia Ave	0	0	0
Duarte Station	0	10	17
City Of Azusa	0	11	86
South Pasadena	0	20	97
City Of East LA	0	13	62
Figueroa St	44	0	272
TOTAL GOAL= 10	137	112	1,416

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	1	6
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	1	12
Battery Bus Operator	0	1
Sex Offenses	0	0
SUB-TOTAL	2	27
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	6
Bike Theft	1	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	4
SUB-TOTAL	2	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	4	40

ARRESTS

AGENCY	LAPD	FYTD
Felony	0	9
Misdemeanor	3	25
TOTAL	3	34

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	437	1,856
Vehicle Code Citations	196	1,425
TOTAL	633	3,281

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	4	28
Priority	10	111
Emergency	1	8
TOTAL	15	147

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	17%
Proactive	83%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	10
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	2	1	0	8
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	0	2
Tampa	0	1	0	2
Pierce College	0	0	0	2
De Soto	0	0	0	0
Canoga	0	0	0	2
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	1
Nordhoff	0	0	0	2
Chatsworth	0	0	0	5
Total	2	2	0	40

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

Orange Line- LAPD	89%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	1
Battery Bus Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	0	0	6
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	5
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	2	0	5
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	2
Trespassing	0	0	0
SUB-TOTAL	0	0	2
TOTAL	2	0	13

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	4	0	60
TOTAL	4	0	61

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	278	0	1,829
Vehicle Code Citations	305	0	2,047
TOTAL	583	0	3,876

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	3	31
Priority	4	0	52
Emergency	0	0	6
TOTAL	7	3	89

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	0%
Proactive	83%	100%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	1
Downtown	0	0	0	3
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	2	0	0	3
Rosecrans	0	0	0	1
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	1
Total	2	0	0	13

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	73%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	0	41
Aggravated Assault	3	0	50
Aggravated Assault on Operator	0	0	6
Battery	21	8	171
Battery Bus Operator	5	1	44
Sex Offenses	0	2	26
SUB-TOTAL	32	11	338
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	8	1	120
Bike Theft	2	0	9
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	3	0	29
SUB-TOTAL	13	1	159
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	13
Narcotics	0	3	69
Trespassing	0	0	5
SUB-TOTAL	0	5	87
TOTAL	45	17	584

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	10
San Fernando	3	9
San Gabriel Valley	5	29
Gateway Cities	1	75
South Bay	6	70
Total	17	193

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	11
West Valley	1	2
North Hollywood	3	13
Foothill	0	3
Devonshire	0	3
Mission	1	4
Topanga	1	5
Central Bureau		
Central	3	65
Rampart	2	25
Hollenbeck	2	5
Northeast	2	6
Newton	3	33
West Bureau		
Hollywood	2	8
Wilshire	1	21
West LA	1	8
Pacific	0	5
Olympic	4	38
Southwest Bureau		
Southwest	2	55
Harbor	0	5
77th Street	14	58
Southeast	1	18
Total	45	391

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	4	78
Misdemeanor	7	54	508
TOTAL	10	58	586

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	12	54	617
Vehicle Code Citations	8	22	285
TOTAL	20	76	902

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	128	825
Priority	18	140	1,153
Emergency	2	20	131
TOTAL	28	288	2,109

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	2%
Proactive	82%	98%
TOTAL	100%	100%

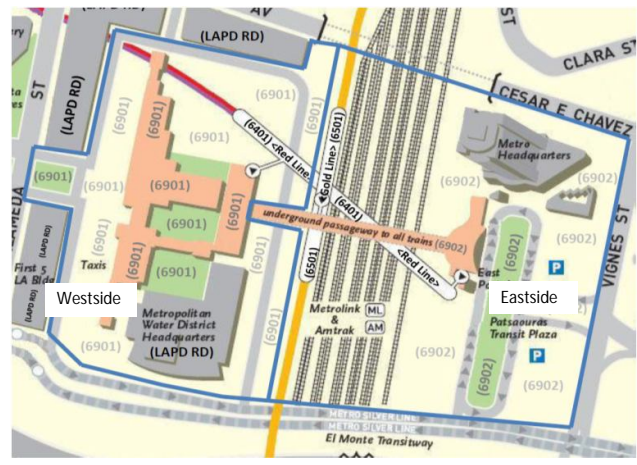
PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	75%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

UNION STATION

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JANUARY 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	5
Aggravated Assault	0	8
Aggravated Assault on Operator	0	0
Battery	9	54
Battery Rail Operator	0	0
Sex Offenses	0	4
SUB-TOTAL	10	71
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	8	46
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	4
SUB-TOTAL	9	54
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	5	29
SUB-TOTAL	5	29
TOTAL	24	154



ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	31
Misdemeanor	22	115
TOTAL	26	146

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	36	164
Vehicle Code Citations	4	64
TOTAL	40	228

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	17	126
Priority	23	255
Emergency	3	16
TOTAL	43	397

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	85%

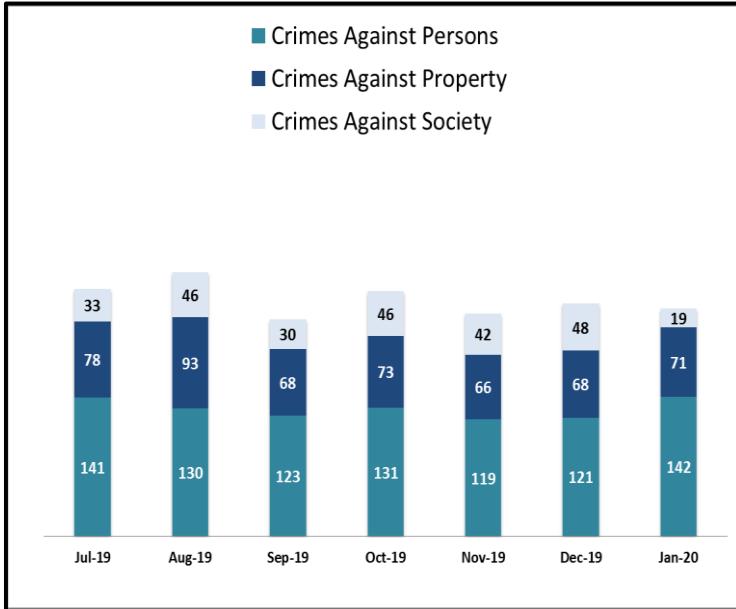
LEGEND	
Los Angeles Police Department	

KEY PERFORMANCE INDICATORS

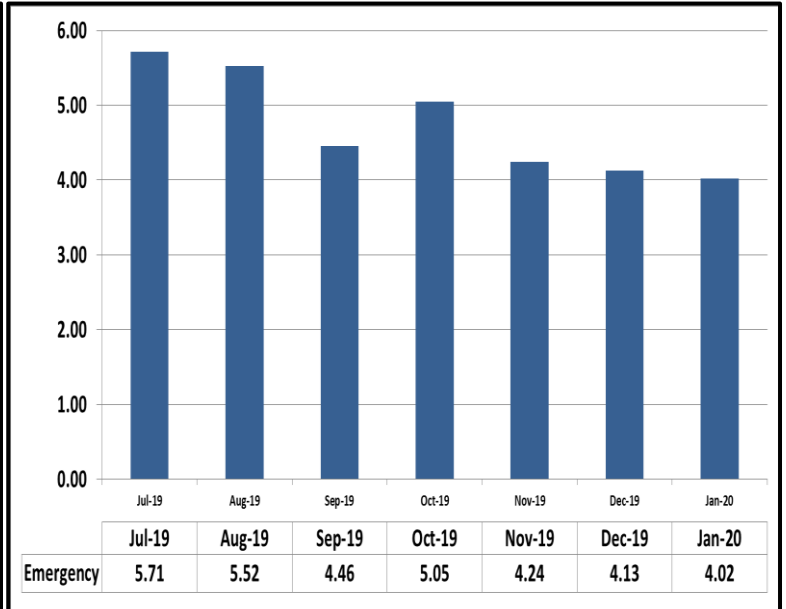
JANUARY 2020

Attachment C

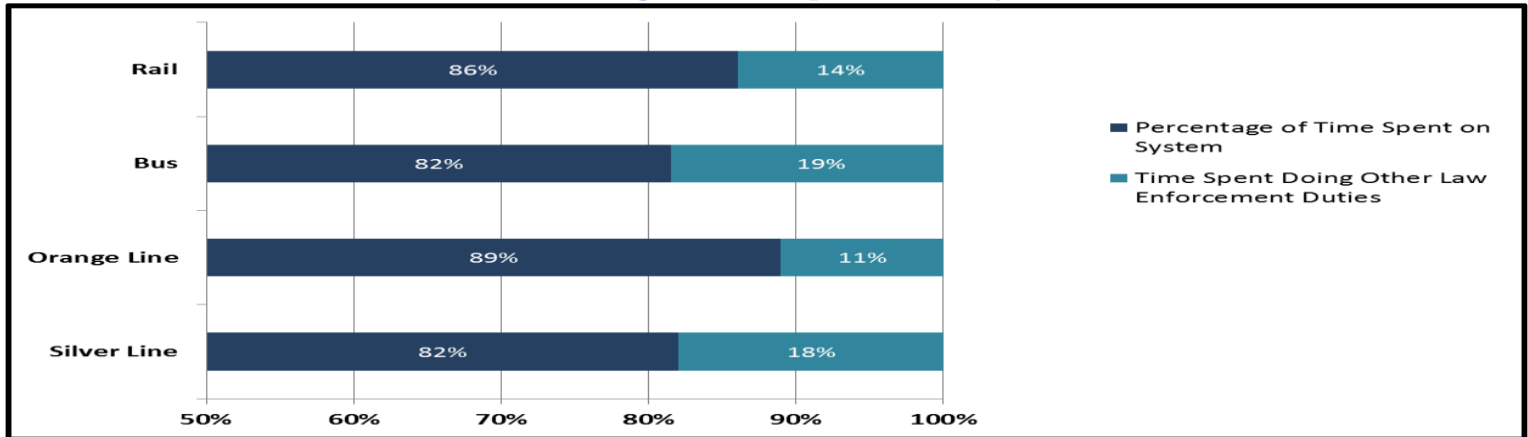
Crimes Against Persons, Property, and Society



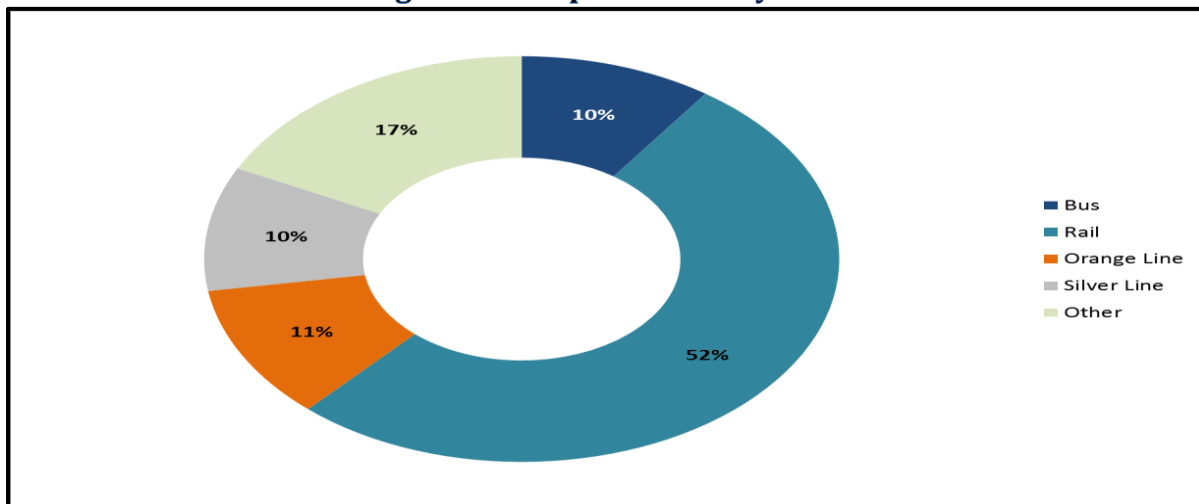
Average Emergency Response Times



Percentage of Time Spent on the System



Percentage of Time Spent on the System as a Whole

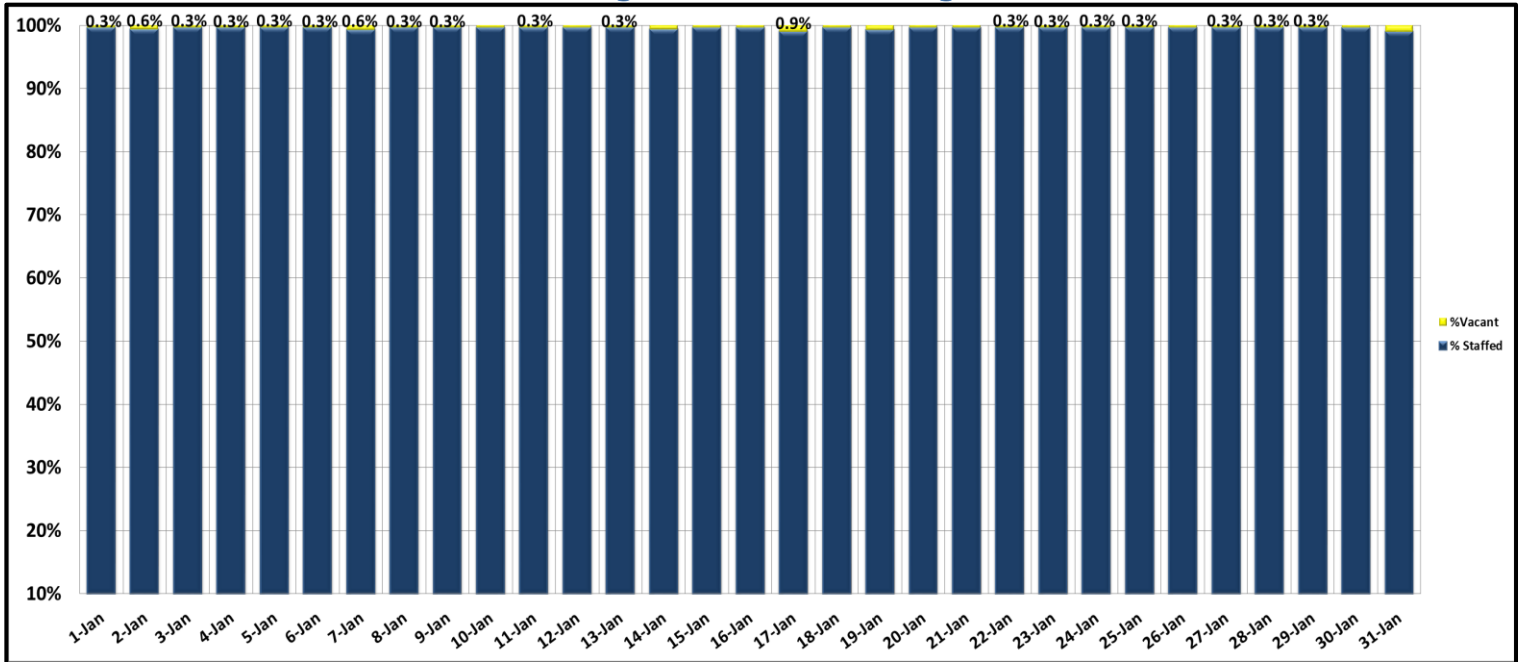


KEY PERFORMANCE INDICATORS

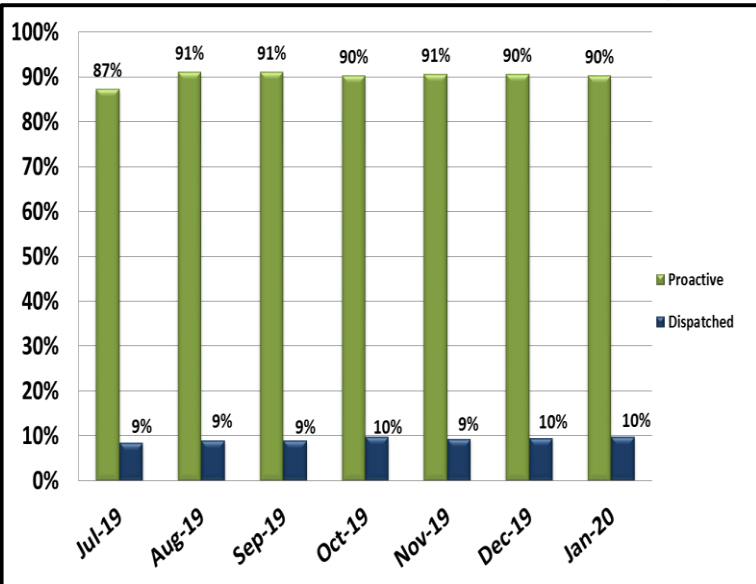
JANUARY 2020

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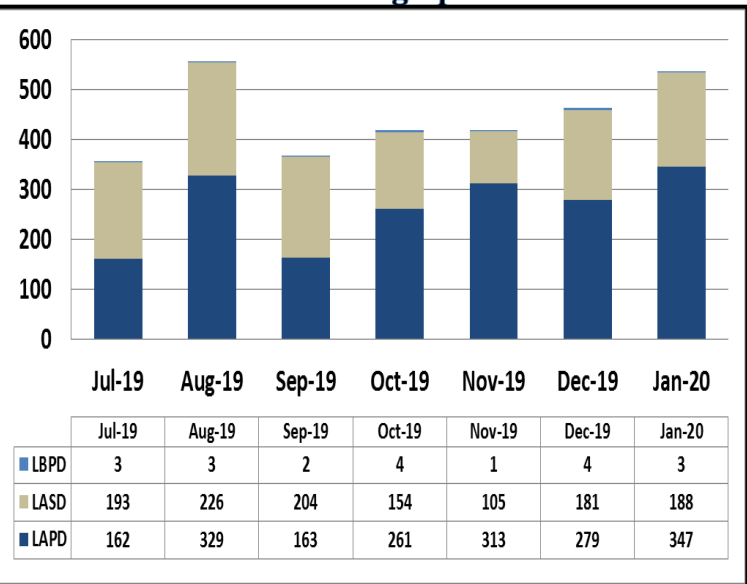
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations January:

1. Blue Line Stations (99)
2. Expo Line Stations (190)
3. Gold Line Stations (249)

Transit Police

Monthly Crime Report



Attachment D

	2019	2020
	January	January
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	1	4
Robbery	29	23
Aggravated Assault	25	23
Aggravated Assault on Operator	0	0
Battery	55	78
Battery Rail Operator	8	6
Sex Offenses	9	8
SUB-TOTAL	127	142
CRIMES AGAINST PROPERTY		
Burglary	1	1
Larceny	77	45
Bike Theft	5	7
Motor Vehicle Theft	3	3
Arson	0	2
Other	0	0
Vandalism	9	13
SUB-TOTAL	95	71
CRIMES AGAINST SOCIETY		
Weapons	4	3
Narcotics	12	8
Trespassing	9	8
SUB-TOTAL	25	19
TOTAL	247	232
ENFORCEMENT EFFORTS		
Arrests	258	380
Citations	1,007	3,359
Fare Checks	116,551	28,209
Calls for Service	922	1,374

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 6,665 total unduplicated homeless contacts,1,832 of whom have been linked to permanent housing solutions with a total of 206 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

C3 Homeless Outreach January 1, 2020 through January 31, 2020

Performance Measure	January Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	169	6,665
Number of Unduplicated individuals engaged (engagement phase)	97	3,465
Number of unduplicated individuals who are provided services or who successfully attained referrals*	86	2,878
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	46	1,235
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	5	391
Number of unduplicated individuals engaged who are permanently housed	16	206

During the month of January, the team had individuals refuse beds in Skid Row 166 times. On 13 occasions, the team had people willing to accept shelter, even in Skid Row, but there were no beds available.

LAPD made nine referrals to the team this month. Four individuals worked with the team, but then ceased contact and haven't been located. One person is continuing to work with the team. One family was placed in a motel where they are awaiting another placement. Two individuals were reunified with their families out-of-state. One family was placed in a motel room, and subsequently permanently housed.

January Motel Report

Secured 18 motel rooms for a total of \$32,220. The demographics and justification for each of these placements are attached.

Brief Demographic Overview:

- A total of 36 homeless persons were housed in 18 motel rooms.
- 26 of the clients were a combination of couples, couples with children and family members.
- 10 clients were singularly housed.

PATH Impact Story resulting in Stable Housing

Outreach services were provided in Spa 4, Metro Service Planning Area.

Client is a 22 year old female. She has a diagnosis of Schizoaffective disorder. Client was in a violent relationship with her boyfriend; her young child was taken from her. The team engaged the Client at the 7th and Metro station. She was referred to interim housing at Good Shepherd and attained a bed. The team maintained regular contact with Client once she was placed and began addressing her substance abuse and mental health needs. The team worked on improving life skills, seeking safety and money management. Outreach team connected client to employment services and referred her to permanent housing. Client is currently in her own apartment. Client has stated her next goal is to get enrolled in a community college. Client is taking psychiatric medication and working toward regaining custody of her child. The client has reported hope for her future and is now smiling and laughing when the team meets with her.

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's Quality of Life Officers, and Metro's Transit Security Officers to engage the homeless and provide placement into services. These law enforcement entities provide gap service on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

LAPD Outreach Impact Story resulting in Stable Housing

January 22, 2020, TRSG HOPE Officers made contact with Kendall (a 23-year-old woman) living unsheltered on the MTA bike path near the MTA Expo Line Westwood/Rancho Park Platform. Officers were concerned for Kendall's safety because she appeared too young to be homeless and was utilizing the MTA greenway as a place to sleep. Additionally, Kendall appeared to be in emotional as well as mental distress because she had limited access to both food and shelter.

At first, Kendall was service resistant and was unwilling to be placed into a winter shelter. Officers were able to convince Kendall to meet with PATH who had access to additional homeless services.

The following day, Officers responded with PATH to link Kendall to homeless services. Additionally, the HOPE Team DMH clinician responded to assess Kendall for indicators of mental illness to connect her with the appropriate mental health services. Officers then contacted Kendall's mother (who resides in Phoenix, Arizona) to ascertain additional information relating to her daughter's status as well as condition. Kendall's mother informed Officers that her daughter suffers from both anxiety and depression. Kendall's mother was aware that her daughter was homeless but had no idea that she was living on the street. She advised Officers that she did not have the financial means to pay for her daughters return to Arizona., but would be grateful if Officers could reunite her with her daughter

TRSG HOPE Officers were able to convince Kendall to return home to her mother where she could receive the proper mental health services that she so desperately needed. Kendall had been living in Los Angeles in this condition for approximately four (4) months with no plan on how to lift herself out of homelessness. To ensure that Kendall could be reconnected with her mother, Officers purchased Kendall a bus ticket to Phoenix, Arizona and transported her to the bus terminal. Officers stood by at the bus terminal to ensure that she safely got onto the bus.

Once Kendall arrived home, she texted Officers expressing her gratitude for all their efforts. She strongly believed that without their intervention, she would still be homeless on the street. Additionally, Kendall's grandmother contacted Officers to thank them for finally reuniting her family. She believed that her granddaughter would have ended up as a statistic on the streets of Los Angeles had it not been for the TSRG HOPE Team.

Sheriff Mental Evaluation Team (MET) Contacts January 5, 2020 through February 1, 2020

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the data reported below, Transit MET Units:

- Transported 12 clients to other homeless outreach connection services.
- All teams attended TMET Staff meeting with Sgt. Finley and Lt. Jaime – 01/08/2020.
- 3 teams and Sgt. Finley assessed a homeless encampment at a non-revenue line on Garfield Ave/Petterson Ln, Paramount, CA – 01/09/2020.

- 3 teams assisted MTA regarding 602 P.C. posting at a homeless encampment on a non-revenue line at Rosecrans Ave/Aviation Blvd., El Segundo, CA – 01/22/2020.
- 3 teams attended a Pasadena Police Department Homeless Committee meeting – 01/28/2020.
- 3 teams assisted MTA regarding a homeless encampment clean-up on a non-revenue line at 61st/Blue Line – 01/29/2020.
- 9 teams attended a TMET staff meeting with Sgt. Finley at Downey Division 4 – 01/29/2020.

Long Beach Quality of Life Officers Update January 2020

In addition to the metrics reported below, Quality of Life Officers engaged on these dates:

- Wednesday, January 8th, Metro Quality of Life Officers assisted Cal Trans with encampment clean-up for persons experiencing homelessness. Location of the clean-up, north of the Wardlow Station, adjacent to, but not part of Metro property.
- Wednesday, January 13th, Quality of Life Officers encountered a subject who was a victim of a robbery which took place on the Metro Rail system. Upon investigation, it was discovered that the subject was also experiencing homelessness. A Long Beach Quality of Life Officer contacted and interviewed the subject and found out that the subject was originally from Oklahoma. The subject was taken to the Multi Service Center for shelter and services. Employees at the Multi Service Center and a Quality of Life Officer were able to convince the subject to return home for additional support. The brother of the subject was contacted and offered to purchase a bus ticket for the subject. The Quality of Life Officer drove the subject to the Greyhound Bus Station and placed him on a bus to Oklahoma. The subject's brother was notified of the arrival time to pick up the subject.
- Wednesday, January 15th, Quality of Life Officers assisted the Long Beach Environmental Services Bureau (Public Work Department) at 20th Street and Long Beach Blvd with persons experiencing homelessness encampment clean-up. The clean-up is not part of Metro property.
- Wednesday, January 22nd, Quality of Life Officers contacted a subject experiencing homelessness sleeping across three seats on the train at the Downtown Long Beach Metro Station (128 W. 1st Street). The subject had been experiencing homelessness on and off for 20 years. The subject willingly let Quality of Life Officers transport him to the Multi Service Center for an evaluation. During the evaluation, it was revealed that the subject should have been

receiving Social Security Income funds, but the funds were being sent to an incorrect person. The subject was given a meal, allowed to shower and placed in temporary shelter.

Law Enforcement Homeless Outreach Metrics, January 2019

ACTION	LAPD HOPE	LASD MET	LBPB
Contacts	1,089	536	65
Referrals	55	338	17
5150 Holds	9	11	1
Mental Illness	42	172	31
Substance Abuse	99	145	48
Veterans	8	2	1
Shelter	7	5	1
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	2	1	1
Transitional Long Term Housing	4	0	0
Detox	4	0	0
Rehab	3	0	0

Cleared Encampments Within Metro ROW:

Incident Date:	Location:	Work Required:	Comments:
01/07/2020	Taylor Yard, North San Fernando Rd	Abandoned	Clean-up completed Jan 7th
01/13/2020	Santa Ana IROW - Garfield Ave	Abandoned	Clean-up completed Jan 13th
01/24/2020	L Line (Gold) MPM 2.0 Track #1	LAPD removed camper	Clean-up completed Jan 24 th

Cleared Encampments Outside, Adjacent to Metro Right-of-Way:

No activity this reporting period

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

Connect Days

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro's C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was not utilized in January by Metro's C3 teams to provide comprehensive resources to the homeless.

Mental Health Outreach Workers

The LA County Department of Mental Health has provided a mental health clinician and an intern to one of Metro's contracted HOPE teams. Mental Health professionals are paired with all MET Teams.

Faith Based Partnership

Since January 2019, Metro has hosted nine regional faith leader roundtable discussions to identify ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. Metro invites faith based groups and local nonprofits interested in providing resources to transit located homeless to contact Metro's System Security and Law Enforcement Department.

Peace over Violence

In 2014, a Los Angeles County Metropolitan Transportation Authority survey of nearly 20,000 passengers asked whether they felt unsafe during the last month while riding Metro due to "unwanted touching, exposure, comments, or any other form of unwanted sexual behavior." About 21% of rail passengers and 18% of bus passengers said yes. About 17% of bus riders and 13% of train riders said they felt unsafe while waiting at bus stops or train stations.

In December 2016, Metro approached Peace Over Violence (POV) to help address the response of safety and sexual harassment. Together both entities decided to create the Sexual Harassment Off Limits Hotline, which is 1-844-OFF-LIMITS or 1-844-633-5464. The Off Limits Hotline is a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on the bus, bus stop, train or platform. The Off Limits Hotline is publicized by Metro on their buses, Metro lines, etc. for riders to make them aware of the support that is available to them. This hotline is customized to address the needs of Metro customers and Metro transportation. Peace Over Violence also distributes the Off Limits Hotline number throughout the community, whether that is through trainings, presentations, networking events, etc. POV maintains advertising of the hotline.

From August 2017 to January 31, 2020, POV has received a total of 1,225 calls through the Off Limits Hotline. In addition to the 24-hour response via the hotline, Peace Over Violence also provides:

- 72 hour follow up
- Advocacy on behalf of the caller to report an incident or address any specific needs (with law enforcement, Metro representatives, other service providers)
- Counseling

Our comprehensive case management services for survivors of sexual violence plus our emergency response services to survivors at local police stations, Sexual Assault Centers and ER hospitals is also offered to callers. Customized services that our POV representatives also provide are:

- Assisting callers in reporting abuse/harassment
- Processing complaints against bus drivers/operators

The Off Limits Hotline has been able to provide Metro riders with additional resources to report and receive support after sexual violence or trauma. Advocates have been able to provide immediate crisis intervention, safety planning and continuation of services for Metro customers.

Peace Over Violence Performance Metrics, January 2020

Performance Measure	January 2020
	Number Served
Total Number of individuals that contacted POV Line	18
Number of individuals that contacted POV Line regarding sexual harassment	3

Number of individuals that requested counseling services	3
Number of police reports filed or intended to file regarding sexual harassment	3
Number of active cases	3