



## Board Report

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**File #:** 2020-0308, **File Type:** Informational Report

**Agenda Number:** 19.

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
EXECUTIVE MANAGEMENT COMMITTEE  
MAY 21, 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 March 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 (LAPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

**BACKGROUND**

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter criminal activity on Metro buses and trains.

**DISCUSSION**

**DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT**

SSLE, in partnership with the Information Technology department, is in the process of developing a layered map of our law enforcement partners deployments using ESRI's mapping software. This will allow staff to have a snapshot view of where resources are allocated and make immediate reallocations when needed.

Lastly, our Physical Security team is also currently assessing all contract security assignments to enhance efficiency and effectiveness.

**NATIONAL CRIME VICTIMIZATION SURVEY**

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The Survey Team continues to meet bi-weekly to make progress in launching a National Crime Victimization Survey for Metro. Most recently, the team met on April 22<sup>nd</sup> to discuss feedback from management. Staff has started testing the draft survey on mobile phones to assess its functionality. Through testing, staff has identified technical issues, by which the Survey Team will work with their consultant to address them. The Survey Team expects to have a complete survey available for a test run by May 2020 and hopes not to have any delays, amid challenges posed by COVID-19. The approximate cost of the survey that was provided by the Survey Team is \$905,500.

## **LAW ENFORCEMENT CONTRACT COMPLIANCE**

### Mobile Phone Validators

In the most recent meeting with Axiom and TAP, on April 15th, 2020, all enhanced map features listed under Modification No. 8, were in working order. The three features that Axiom presented to the Metro SS&LE Compliance Staff were as follows: location, officer, and all officer searches.

- **Location searching** was tethered to Google Maps and worked so long as the location was searchable (i.e. North Hollywood Station), however it could not locate more ambiguous addresses such as bus stops. TAP personnel advised that the search function could be altered to accept latitude and longitude coordinates.
- **Officer searching** was bound to officer name or device asset tag, as well as a specific date range and time bracket. Once all fields were identified, the system could generate a visual path of points where the Officer/Deputy moved in a given timeframe. SS&LE personnel inquired whether or not these points represented physical locations (particularly useful for teams that ride from station to station), however Axiom and TAP personnel both advised that the path taken was an approximate and the pings along the displayed path marked the point in time in which the database was updated using their geolocating technology. Thus, it was deemed useful for knowing a general path but not an exact station-to-station summary of events; for now, this will need to be supplemented by employee TAP card data.
- **All Officer searching** was exactly like the Officer search, only it showed all Officers/Deputies at a physical location and their path trajectories therein. This was deemed by the SS&LE Compliance Staff to be counterintuitive and would cause too much interplay because of the sheer volume of devices at major hubs such as Union Station, and the fact that Officers/Deputies are often paired which would mean that many trajectories would intersect at once to clutter the map. In the versions of all three of these search options no date range was searchable, only a single date; SS&LE Compliance Staff explained that because details go over 24 hours, a date range option is a necessity.

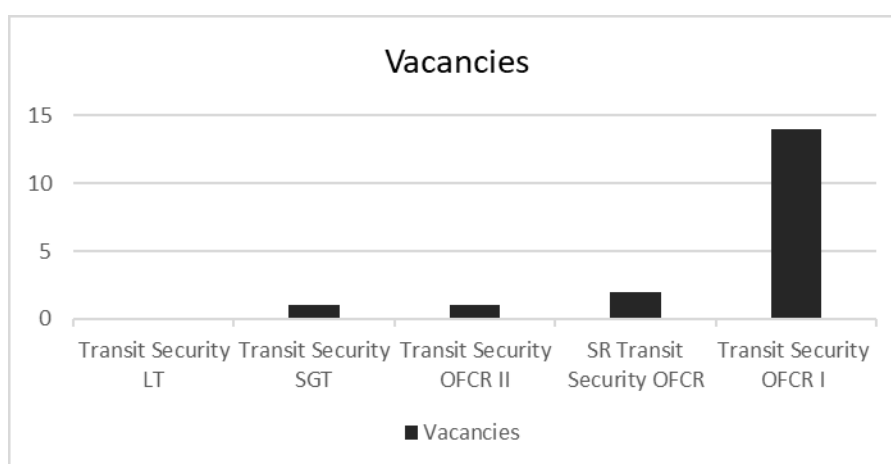
In service of the final critique of the new map features, SS&LE compliance personnel advised that **Group searching** would be more valuable to the compliance process. This new searching format would allow the administrator to search by Group name (i.e. LAPD, LASD, or LBPd), which would significantly narrow down the amount of clutter on a given map. Axiom agreed to add Group as well as date range searching to the Map features. Axiom stated that they will continue to perform software debugging, with the intent to launch the enhanced map features during the week of May 4, 2020. Important to note, Axiom's current software does not allow real-time monitoring of law enforcement personnel.

## **TRANSIT SECURITY HIRING EFFORTS**

Current Staffing Levels

As of 4/20/20:

Job Title	# Budgeted	# Filled	Vacancies	Capacity
Transit Security LT	5	5	0	100.00%
Transit Security SGT	12	11	1	91.67%
SR Transit Security OFCR	15	13	2	86.67%
Transit Security OFCR II	75	74	1	98.67%
Transit Security OFCR I	77	63	14	81.82%
<b>TOTAL</b>	<b>184</b>	<b>166</b>	<b>18</b>	<b>90.22%</b>

Hiring Plan

Our recruiting efforts resumed the second half of March with posting a job bulletin for Transit Security Officer I. In the five days it was open, 410 applications were received and after the Human Resources' auto screening, 374 applications remain. This remaining group will be grouped into three groups in order to effectively and efficiently manage the hiring process.

Currently, our recruitment has been placed on hold due to circumstances related to COVID-19. However, we have been working with Human Resources on overcoming challenges presented by the COVID-19 situation and are confident we can continue the hiring process without compromising the integrity of the selection process.

Transit Security Sergeant, Senior Officer, and Transit Security Officer II recruitments were submitted for approval. If approved, Transit Security and Human Resources are prepared to move forward.

With regards to the last recruitment cycle we have 4 candidates waiting for approval to be sent to medical examination, which is the last step of the recruitment process.

Training Program

Class 17 is the first group of recruits to attend the newly developed Metro Academy Program (M A P). This new program has increased the number of training hours from Class 15 (October 2018) of 80

hours to Class 16 (July 2019) of 213 hours to 313 hours to improve the overall quality of our recruits. Class 17 consisted of 8 TSO I recruits and 1 Lieutenant. Class 17 commenced on March 9, 2020 and all recruits have successfully completed 149 hours out of 313 total hours of training as of April 3<sup>rd</sup>, 2020. There are still 164 hours of training that have not been completed. Due to the impact of COVID-19, there are several classes that could not be facilitated at this time. Class 17 has obtained enough training to be deployed in the field. The remainder of M A P classes will be scheduled once the pandemic has been cleared. This will allow Class 17 to meet Metro's new, enhanced training philosophy.

#### Certifications /Qualifications:

All recruits have either obtained or renewed mandatory credentials or received refresher trainings. Our recruits satisfy all CA State requirements to work and are already more highly trained than industry standards. Almost all the recruits have had several years of security experience and are ready for On the Job (OJT) training with an experienced TSO in the field and the Lieutenant is a retired LASD Lieutenant.

#### On the Job Training

The first day of OJT was April 6<sup>th</sup>, 2020 but due to one of the recruits becoming ill that week, all recruits in Class 17 were quarantined from April 13<sup>th</sup> thru the 26<sup>th</sup>. They are scheduled to return to work beginning April 27<sup>th</sup>, 2020.



#### **BUS OPERATOR ASSAULTS**

In March, there was a total of 7 assaults on bus operators, with 6 assaults occurring in LAPD's jurisdiction and 1 assault occurring in LASD's jurisdiction. Of the 7 assaults, 3 suspects used their hands, 3 suspects spit, and 1 suspect used an umbrella as their method of assault.

Five of the assaults occurred on the bus system, different lines, and the remaining two occurred on the rail system, the Gold Line and Purple Line. Three of the suspects were females and four of the suspects were males. One of the suspects was in her 20's, two of the suspects were in their 30's, and four suspects were between the ages of 41 and 62. Six of the seven suspects were homeless, five were arrested, and one showed signs of mental illness.

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Data provided by LASD show that from July 2019 to March 2020, 45% of the bus operator assault incidents were solved. During this period, only bus line 864 had more than one incident, which had two. Line 864 was the A (Blue) Line bus shuttle that was operating during construction. Both incidents occurred in July 2019. There were no other trends to report aside from these two incidents.

### **EMERGENCY MANAGEMENT COVID-19 RESONSE**

The Emergency Management Department (EMD) has continued to support Metro's Incident Management Team in the Agency's response to COVID-19. EMD activated Metro's Emergency Operations Center (EOC) starting March 10, 2020, and began coordination of daily Command Staff meetings, intelligence briefings and communication with local government and transit partners on regional response, best practices and real-time lessons learned during this incident.

EMD has implemented a Duty Officer Program, with 24/7 availability to aid Metro employees with any questions regarding Metro's COVID-19 response, COVID-19 case tracking and reporting, and all incident related assistance or inquiries for information. Metro's EOC has facilitated and/or provided guidance in notifications to staff, acquiring of emergency supplies, funding regulations & expense reimbursement strategies, safety protocols, regional transit communications (Joint Information Center), and requests from LA County and City EOCs.

Since March 10, 2020 the Emergency Management Department has facilitated the following for COVID-19 response activities:

- 33 Command Staff Meetings
- Over 75 Duty Officer calls
- 38 Command Staff Public Health Intelligence Briefs
- 33 Operational Periods of EOC Activation
- Activated Emergency Supply Shed Distributions to provide extra PPE
- Implemented Temperature Camera Pilot Program
- Maintain direct communication with APTA & DHS/TSA/CISA COVID-19 Planning Groups

### **HOMELESS OUTREACH SERVICES**

#### **COVID-19 Metro Operation: Shelter the Unsheltered**

- The total number of persons experiencing homelessness placed in shelter (motels, recreation centers) from April 1<sup>st</sup> to April 27, 2020 is **273**.
- P.A.T.H. provides motel shelter to vulnerable homeless populations (elderly, women, women with children, handicapped, veterans) in motels. March's motel expenditure was \$50,496.00.
- P.A.T.H. Outreach Teams continue to work collaboratively with law enforcement partners to move persons experiencing homelessness to recreation center shelters via Metro and Department of Transportation buses.
- PATH teams, under law enforcement leadership, deploy daily throughout the system with special attention to the following hot spots:

- Union Station
  - 7th/Metro
  - North Hollywood
  - Expo/Bundy
- PATH teams have access to a nurse through LA Christian Health on Mondays from 7a.m. - 3:30 p.m.

#### COVID-19 Education

- Law enforcement are stationed at Union Station entrances to educate the general public (independent of appearance) on travel restrictions, essential vs non-essential travel, and reinforce Safer-at-Home guidelines.
- Law enforcement's role with the COVID-19 virus is to advise and inform.

#### **PUBLIC PRIVATE PARTNERSHIPS**

To increase the availability of resources to the homeless community that interfaces with Metro's system, we are pursuing collaboration with Public Private Partnerships through:

- Community-based organizations within faith communities with homeless programs in place
- Task Force meetings with business (Chambers of Commerce); diverse size non-profit agencies, universities, Research & Development Centers
- Neighborhood Councils

#### The Dream Center

The Letter of Agreement between LA Metro and The Dream Center continues to be reviewed by their legal counsel, as well as reviewed by Metro's Risk Management Department. Rapport is being established via conference calls. An update on the status of the Letter of Agreement will be included in the forthcoming monthly report.

#### L.A. DOOR Pilot Program

Due to the COVID-19 pandemic, the pilot outreach program at Union Station and MacArthur Park stations is temporarily on hold. Based on all directives related to the pandemic, leadership will advise on when the pilot program can resume.

#### 7-Day Homeless Count

The 7-day system-wide homeless count is planned to begin when COVID-19 directives to shelter-in-place sanctions are lifted. The use of a video presentation to announce the Count is in the planning stages with Metro's Marketing and IT departments.

#### **SEXUAL HARASSMENT INITIATIVES**

SSLE is in the final stages of development of the new Sexual Harassment training for our law enforcement partners and Metro Transit Security. The new Sexual Harassment program will be ready

to launch by June 1<sup>st</sup> with a social media campaign.

Staff will report back next month with an update.

PEACE OVER VIOLENCE PERFORMANCE MARCH 2020 METRICS

Performance Measure	Number Served
Total Sexual Harassment Cases Contacting POV	4
Total Cases of Metro Located Sexual Harassment Contacting POV	2
Total Number of Metro Riders Requesting Counseling Services	1
Total Number of Police Reports Filed or Intended to File	1
Total Number of Active Cases	1

**ATTACHMENTS**

Attachment A - System-Wide Law Enforcement Overview March 2020

Attachment B - MTA Supporting Data March 2020

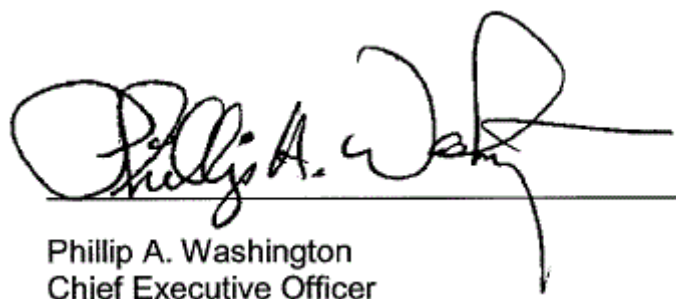
Attachment C - Key Performance Indicators March 2020

Attachment D - Transit Police Summary March 2020

Attachment E - Homeless Update March 2020

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement, (213) 922-2615

Reviewed by: Bob Green, Chief System Security and Law Enforcement Officer, (213) 922-4811



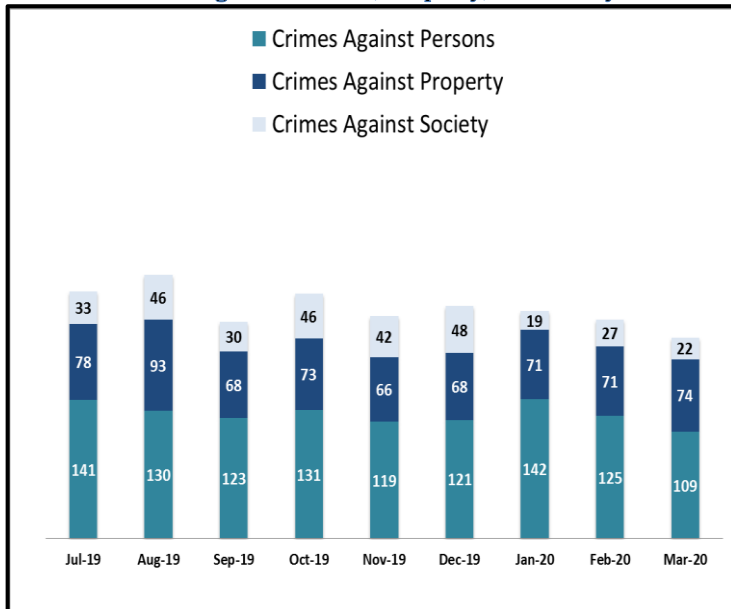
Phillip A. Washington  
Chief Executive Officer

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MARCH 2020

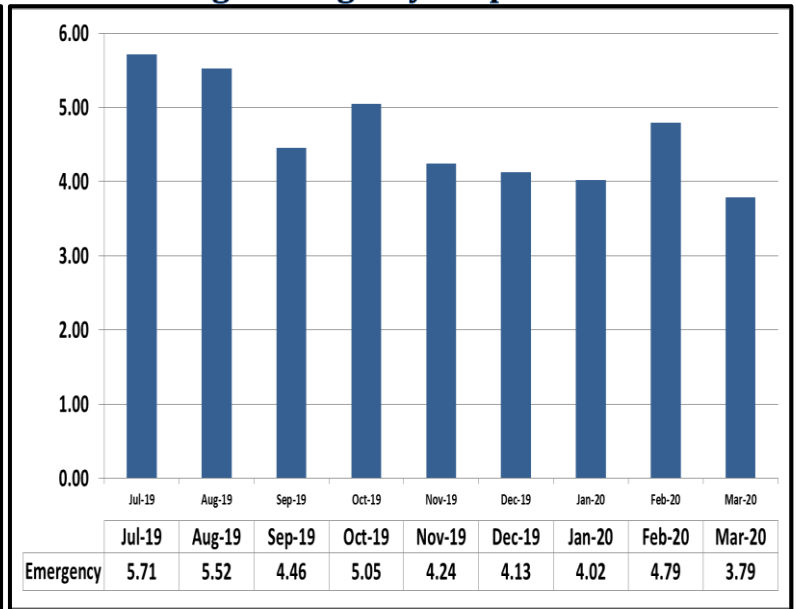
Attachment A

## Crimes Against Persons, Property, and Society



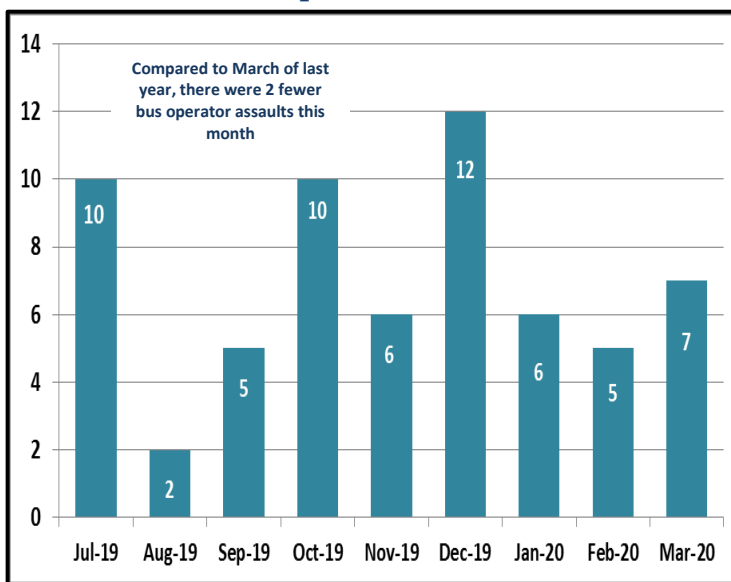
When compared to the same period last year, Crimes Against Persons decreased by 38 crimes, Crimes Against Property decreased by 14 crimes, and Crimes Against Society increased by 2 crimes.

## Average Emergency Response Times

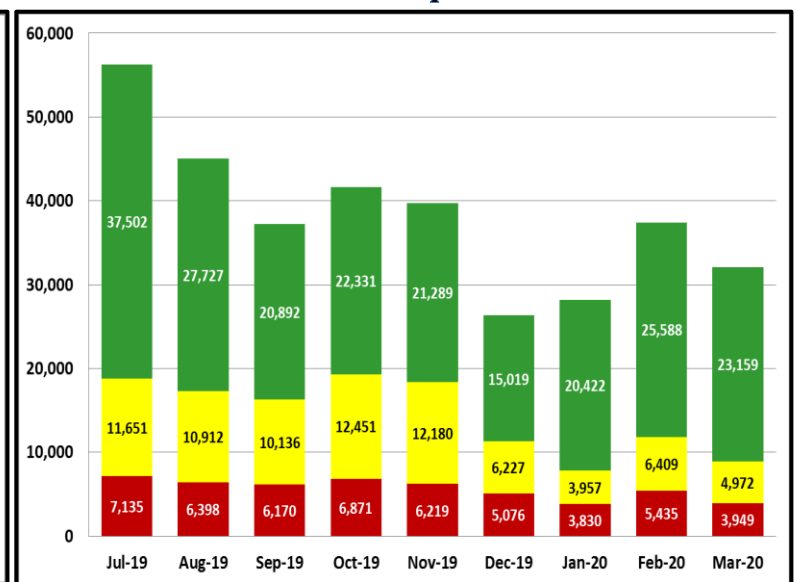


Average emergency response time was 3.79 mins.

## 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 - MARCH 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	1
Robbery	0	5	0	31
Aggravated Assault	0	1	2	21
Aggravated Assault on Operator	0	0	0	0
Battery	1	4	2	43
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	5
SUB-TOTAL	1	10	4	101
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	1	2
Larceny	2	3	0	30
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	4
Arson	0	0	0	0
Vandalism	1	2	0	23
Other	0	0	0	0
SUB-TOTAL	3	5	1	59
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	1	1	15
Narcotics	0	2	0	53
Trespassing	0	3	0	14
SUB-TOTAL	0	6	1	82
TOTAL	4	21	6	242

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	14
Pico	1	1	0	6
Grand/LATTC	0	0	0	0
San Pedro St	0	1	0	3
Washington	0	1	0	5
Vernon	0	0	0	2
Slauson	2	0	0	14
Florence	0	0	0	20
Firestone	1	1	0	12
103rd St/Watts Towers	0	0	0	7
Willowbrook/Rosa Parks	5	0	3	51
Compton	2	1	0	34
Artesia	0	1	3	28
Del Amo	0	2	0	7
Wardlow	0	0	0	2
Willow St	0	1	0	10
PCH	0	1	1	8
Anaheim St	2	0	0	7
5th St	0	0	0	1
1st St	0	0	0	2
Downtown Long Beach	2	0	0	9
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Total	15	10	7	243

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	2	5	4	177
Misdemeanor	1	29	17	743
TOTAL	3	34	21	920

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	461	41	17	10,078
Vehicle Code Citations	358	0	108	8,632
TOTAL	819	41	125	18,710

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	9	56	5	641
Priority	17	75	34	1072
Emergency	3	12	11	259
TOTAL	29	143	50	1,972

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	20%	3%	2%
Proactive	80%	97%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	84%
Blue Line-LBPd	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	0	0	0	109
Flower St	0	0	0	46
103rd St	0	0	0	3
Wardlow Rd	0	0	4	25
Pacific Ave.	0	0	0	2
Willowbrook	0	1	0	239
Slauson	12	0	0	71
Firestone	0	0	0	31
Florence	0	1	0	77
Compton	0	0	0	153
Artesia	0	0	0	30
Del Amo	0	0	0	28
Long Beach Blvd	1	0	0	10
TOTAL	13	2	4	824

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	3
Robbery	0	1	29
Aggravated Assault	0	1	16
Aggravated Assault on Operator	0	0	0
Battery	1	1	35
Battery Rail Operator	0	0	0
Sex Offenses	0	3	7
SUB-TOTAL	1	6	90
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	0	1	14
Bike Theft	0	0	1
Motor Vehicle Theft	0	1	3
Arson	0	0	1
Vandalism	0	2	9
SUB-TOTAL	0	4	31
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	12
Narcotics	0	1	21
Trespassing	0	1	5
SUB-TOTAL	0	3	38
TOTAL	1	13	159

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	7
Douglas	0	0	0	0
El Segundo	0	0	0	3
Mariposa	0	0	0	1
Aviation/LAX	0	1	0	3
Hawthorne/Lennox	0	0	0	7
Crenshaw	1	1	2	15
Vermont/Athens	1	0	0	14
Harbor Fwy	0	0	0	8
Avalon	1	0	0	12
Willowbrook/Rosa Parks	1	0	0	42
Long Beach BI	0	1	0	24
Lakewood BI	2	0	1	13
Norwalk	0	2	0	13
Total	7	5	3	162

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	63
Misdemeanor	2	11	277
TOTAL	2	16	340

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	8	22	378
Vehicle Code Citations	0	0	97
TOTAL	8	22	475

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	102	907
Priority	1	80	722
Emergency	0	6	108
TOTAL	5	188	1,737

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	24%	4%
Proactive	76%	96%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	86%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	27
Aggravated Assault	2	0	17
Aggravated Assault on Operator	0	0	0
Battery	9	1	45
Battery Rail Operator	0	0	0
Sex Offenses	0	0	15
SUB-TOTAL	13	1	104
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	6	0	57
Bike Theft	0	0	17
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	3
SUB-TOTAL	7	0	78
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	1	2
Trespassing	1	0	6
SUB-TOTAL	1	1	10
TOTAL	21	2	192

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	8
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	18
Jefferson/USC	2	0	0	10
Expo Park/USC	0	0	0	4
Expo/Vermont	3	1	0	15
Expo/Western	0	2	0	19
Expo/Crenshaw	0	0	0	12
Farmdale	0	2	1	15
Expo/La Brea	3	1	0	18
La Cienega/Jefferson	0	0	0	11
Culver City	0	0	0	10
Palms	0	0	0	7
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	0	0	9
Expo/Bundy	5	1	0	22
26th St/Bergamot	0	0	0	5
17th St/SMC	0	0	0	5
Downtown Santa Monica	1	0	1	12
Expo Line Rail Yard	0	0	0	0
Total	14	7	2	202

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	9	1	49
Misdemeanor	5	2	101
TOTAL	14	3	150

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	21	3	251
Vehicle Code Citations	15	0	172
TOTAL	36	3	423

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	16	86	711
Priority	31	28	652
Emergency	6	0	72
TOTAL	53	114	1,435

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	24%	9%
Proactive	76%	91%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	88%
Expo Line-LASD	85%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	995
Santa Monica	N/A	0	130
Culver City	N/A	0	5
TOTAL	0	0	1,130

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	2	27
Aggravated Assault	1	38
Aggravated Assault on Operator	0	0
Battery	12	156
Battery Rail Operator	1	1
Sex Offenses	2	16
SUB-TOTAL	18	239
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	14	118
Bike Theft	1	8
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	12
SUB-TOTAL	18	138
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	32
SUB-TOTAL	2	32
TOTAL	38	409

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	0	0	0	62
Civic Center/Grand Park	0	0	0	12
Pershing Square	3	3	1	33
7th St/Metro Ctr	4	3	0	44
Westlake/MacArthur Park	3	1	0	49
Wilshire/Vermont	1	1	0	27
Wilshire/Normandie	0	0	0	5
Vermont/Beverly	0	1	0	25
Wilshire/Western	1	0	0	13
Vermont/Santa Monica	0	1	0	19
Vermont/Sunset	1	2	0	15
Hollywood/Western	0	2	0	16
Hollywood/Vine	2	0	0	20
Hollywood/Highland	1	1	1	23
Universal City/Studio City	0	1	0	10
North Hollywood	2	2	0	34
Red Line Rail Yard	0	0	0	0
Total	18	18	2	407

ARRESTS		
AGENCY	LAPD	FYTD
Felony	17	243
Misdemeanor	62	862
TOTAL	79	1,105

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	156	3,844
Vehicle Code Citations	33	1,261
TOTAL	189	5,105

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	51	88
Priority	94	182
Emergency	4	9
TOTAL	149	279

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	87%

LEGEND
Los Angeles Police Department

# GOLD LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	0	0	10
Aggravated Assault	1	0	13
Aggravated Assault on Operator	0	0	0
Battery	1	0	29
Battery Rail Operator	0	1	1
Sex Offenses	0	1	3
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>	<b>58</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	2	35
Bike Theft	0	0	13
Motor Vehicle Theft	0	0	4
Arson	0	0	1
Vandalism	1	2	17
<b>SUB-TOTAL</b>	<b>1</b>	<b>4</b>	<b>70</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	5
Narcotics	0	0	6
Trespassing	0	0	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b>TOTAL</b>	<b>3</b>	<b>6</b>	<b>141</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	0	41
Misdemeanor	4	10	157
<b>TOTAL</b>	<b>7</b>	<b>10</b>	<b>198</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	9	10	363
Vehicle Code Citations	8	1	100
<b>TOTAL</b>	<b>17</b>	<b>11</b>	<b>463</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	90	1,074
Priority	13	100	1,038
Emergency	1	11	126
<b>TOTAL</b>	<b>22</b>	<b>201</b>	<b>2,238</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	5%
Proactive	82%	95%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	9
Azusa Downtown	0	0	0	4
Irwindale	0	0	0	7
Duarte/City of Hope	0	1	0	9
Monrovia	0	1	0	9
Arcadia	1	1	0	4
Sierra Madre Villa	0	0	0	9
Allen	0	0	0	4
Lake	0	0	0	4
Memorial Park	0	0	0	10
Del Mar	0	0	0	2
Fillmore	0	0	0	2
South Pasadena	0	0	0	2
Highland Park	0	0	0	5
Southwest Museum	0	0	0	4
Heritage Square	0	0	0	2
Lincoln/Cypress	0	0	0	5
Chinatown	0	0	0	4
Union Station	2	0	1	13
Little Tokyo/Arts Dist	0	0	0	4
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	0	0	3
Soto	0	0	0	6
Indiana (both LAPD & LASD)	0	0	0	4
Maravilla	0	1	0	2
East LA Civic Ctr	0	0	0	2
Atlantic	0	0	0	10
<b>Total</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>141</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	90%
Gold Line-LASD	79%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	684
Arcadia Station	0	0	76
Irwindale	0	0	33
Monrovia	0	2	35
City of Pasadena	0	24	211
Magnolia Ave	0	0	1
Duarte Station	0	12	30
City Of Azusa	0	13	106
South Pasadena	0	0	105
City Of East LA	0	3	68
Figuerroa St	0	0	342
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>54</b>	<b>1,691</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	4	11
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	1	15
Battery Bus Operator	0	1
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>5</b>	<b>35</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	6
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	4
<b>SUB-TOTAL</b>	<b>0</b>	<b>13</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>5</b>	<b>48</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	10
Misdemeanor	3	40
<b>TOTAL</b>	<b>4</b>	<b>50</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	242	2,479
Vehicle Code Citations	192	2,391
<b>TOTAL</b>	<b>434</b>	<b>4,870</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	5	36
Priority	10	123
Emergency	0	8
<b>TOTAL</b>	<b>15</b>	<b>167</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	18%
Proactive	82%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	90%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	11
Laurel Canyon	0	0	0	0
Valley College	1	0	0	1
Woodman	0	0	0	0
Van Nuys	0	0	0	8
Sepulveda	0	0	0	2
Woodley	0	0	0	2
Balboa	1	0	0	3
Reseda	1	0	0	3
Tampa	1	0	0	3
Pierce College	0	0	0	2
De Soto	0	0	0	0
Canoga	1	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	1
Nordhoff	0	0	0	3
Chatsworth	0	0	0	6
<b>Total</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>49</b>

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	2
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	1	1	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	1	1	9
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	8
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	0	2
SUB-TOTAL	3	0	10
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	2
Trespassing	0	0	0
SUB-TOTAL	0	0	2
TOTAL	4	1	21

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	1	0	2
Downtown	0	0	0	3
37th St/USC	0	0	0	0
Slauson	0	1	0	1
Manchester	0	0	0	0
Harbor Fwy	0	0	0	3
Rosecrans	1	0	0	3
Harbor Gateway Transit Ctr	0	1	0	4
Carson	1	0	0	1
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	1
Total	2	3	0	21

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	2	0	74
TOTAL	2	0	75

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	170	0	2,364
Vehicle Code Citations	143	0	2,445
TOTAL	313	0	4,809

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	36
Priority	1	4	60
Emergency	0	0	6
TOTAL	1	6	102

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	1%
Proactive	83%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	75%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	46
Aggravated Assault	3	1	59
Aggravated Assault on Operator	0	0	8
Battery	12	6	212
Battery Bus Operator	5	0	52
Sex Offenses	0	0	29
SUB-TOTAL	21	8	406
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	11	2	145
Bike Theft	0	0	9
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	2	4	37
SUB-TOTAL	13	6	193
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	13
Narcotics	0	3	75
Trespassing	0	0	6
SUB-TOTAL	0	3	94
TOTAL	34	17	693

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	11
San Fernando	2	11
San Gabriel Valley	4	35
Gateway Cities	3	87
South Bay	7	83
Total	17	227

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	13
West Valley	2	6
North Hollywood	0	14
Foothill	0	4
Devonshire	1	4
Mission	1	5
Topanga	0	6
Central Bureau		
Central	4	75
Rampart	0	28
Hollenbeck	0	7
Northeast	0	6
Newton	2	40
West Bureau		
Hollywood	4	16
Wilshire	3	24
West LA	1	10
Pacific	0	5
Olympic	2	41
Southwest Bureau		
Southwest	5	64
Harbor	1	6
77th Street	5	71
Southeast	2	21
Total	34	466

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	2	93
Misdemeanor	4	41	604
TOTAL	6	43	697

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	7	37	714
Vehicle Code Citations	0	15	346
TOTAL	7	52	1,060

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	9	110	1,068
Priority	15	158	1,477
Emergency	5	10	164
TOTAL	29	278	2,709

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	2%
Proactive	77%	98%
TOTAL	100%	100%

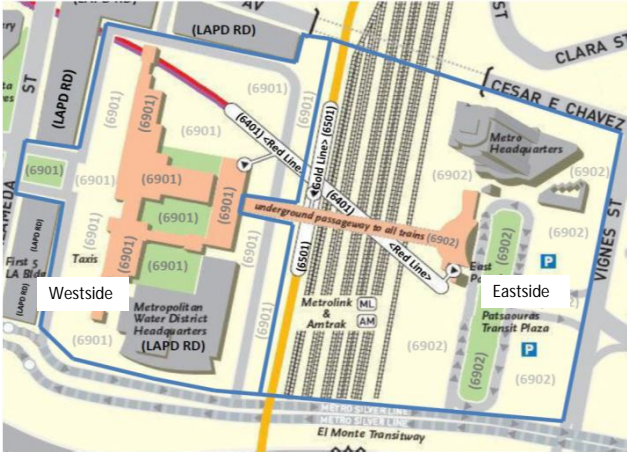
PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	77%

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



MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	9
Aggravated Assault	0	9
Aggravated Assault on Operator	0	0
Battery	11	73
Battery Rail Operator	0	0
Sex Offenses	1	6
SUB-TOTAL	15	97
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	7	60
Bike Theft	2	5
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	4
SUB-TOTAL	9	70
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	5	42
SUB-TOTAL	5	42
TOTAL	29	209



ARRESTS		
AGENCY	LAPD	FYTD
Felony	8	44
Misdemeanor	16	160
TOTAL	24	204

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	13	232
Vehicle Code Citations	8	82
TOTAL	21	314

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	35	184
Priority	25	301
Emergency	2	18
TOTAL	62	503

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

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	87%

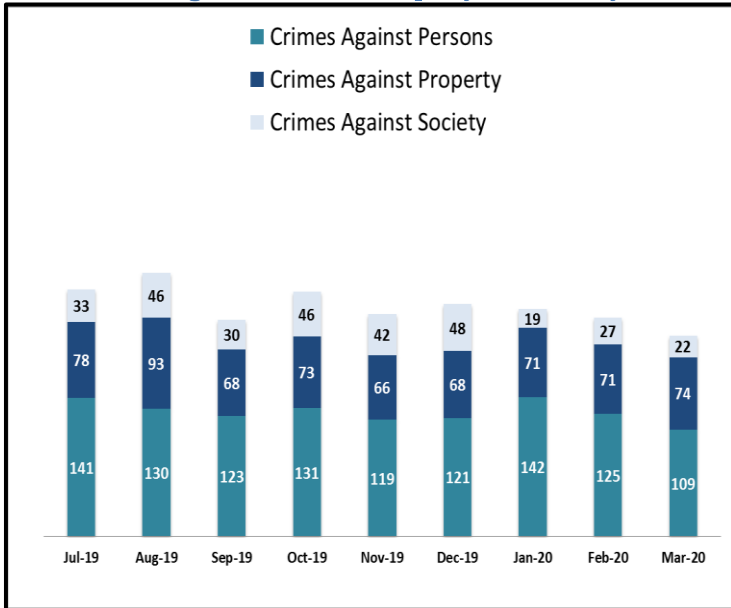
LEGEND	
Los Angeles Police Department	

# KEY PERFORMANCE INDICATORS

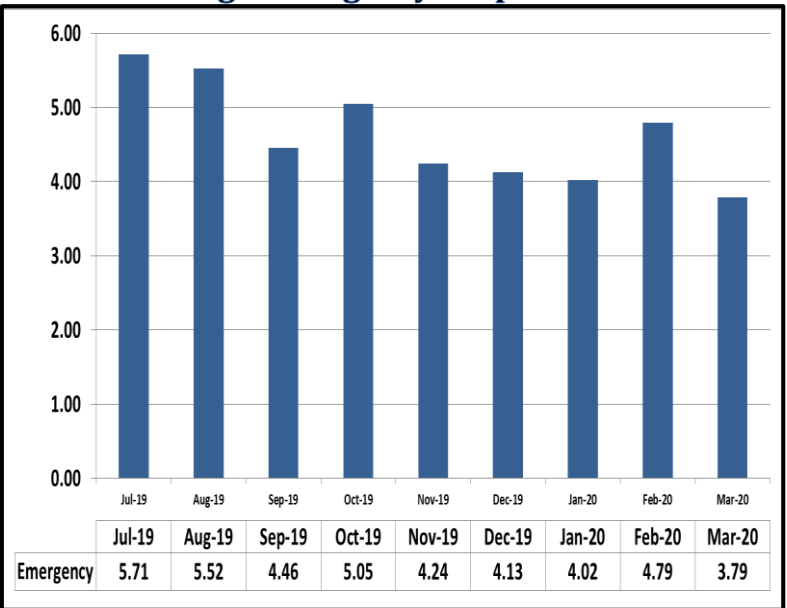
MARCH 2020

Attachment C

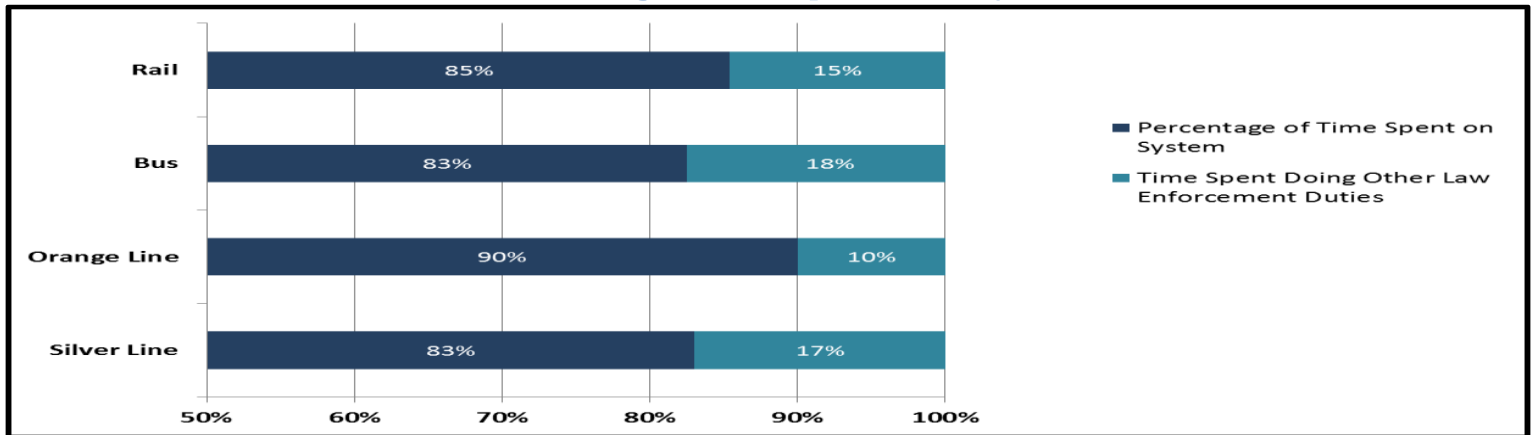
## Crimes Against Persons, Property, and Society



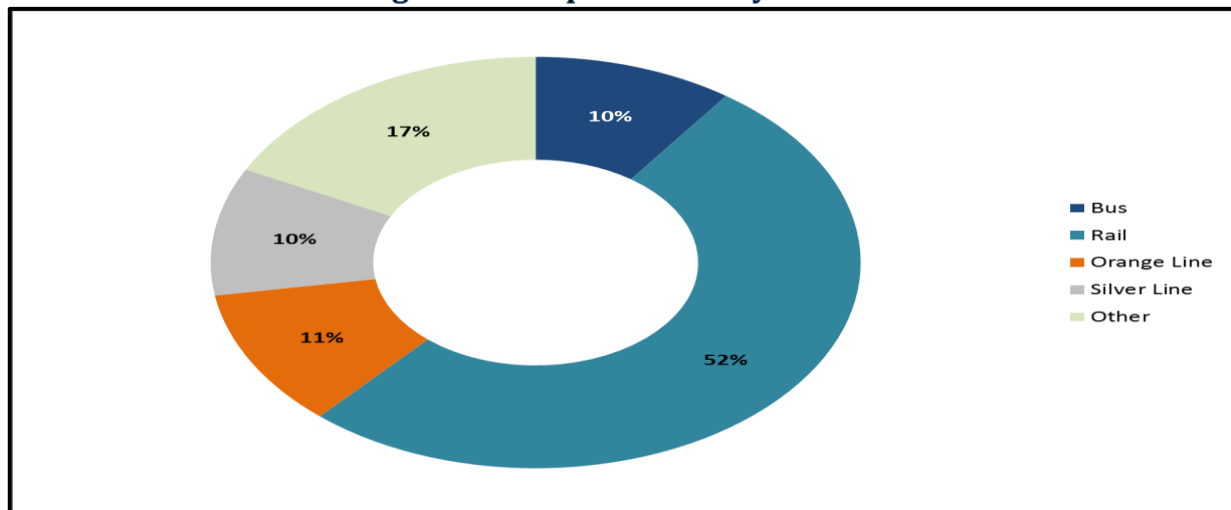
## Average Emergency Response Times



## Percentage of Time Spent on the System



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

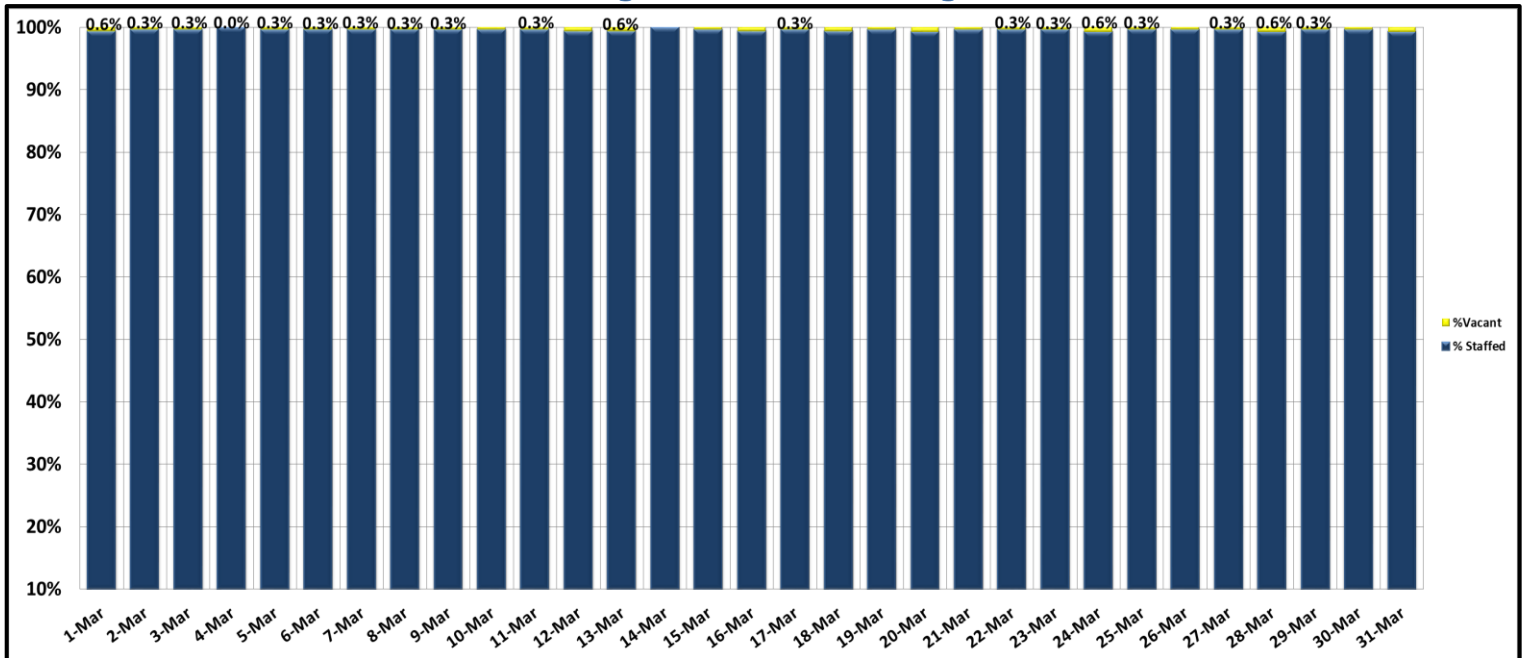


# KEY PERFORMANCE INDICATORS

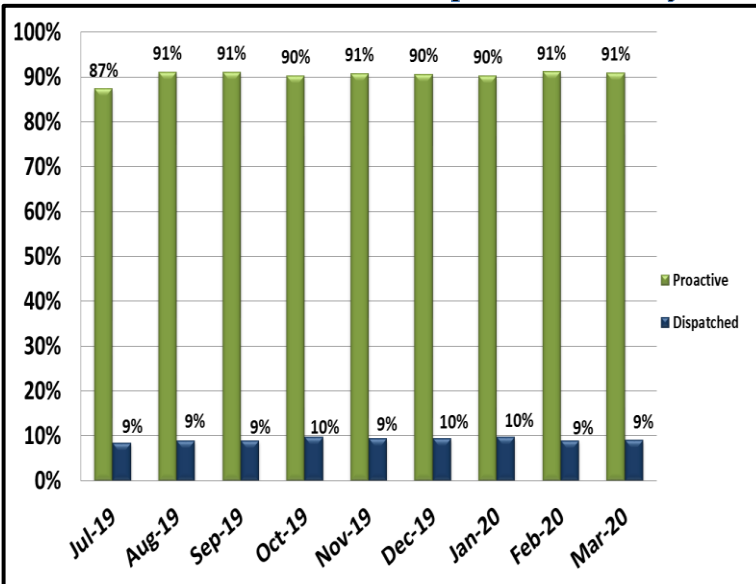
MARCH 2020

Attachment C

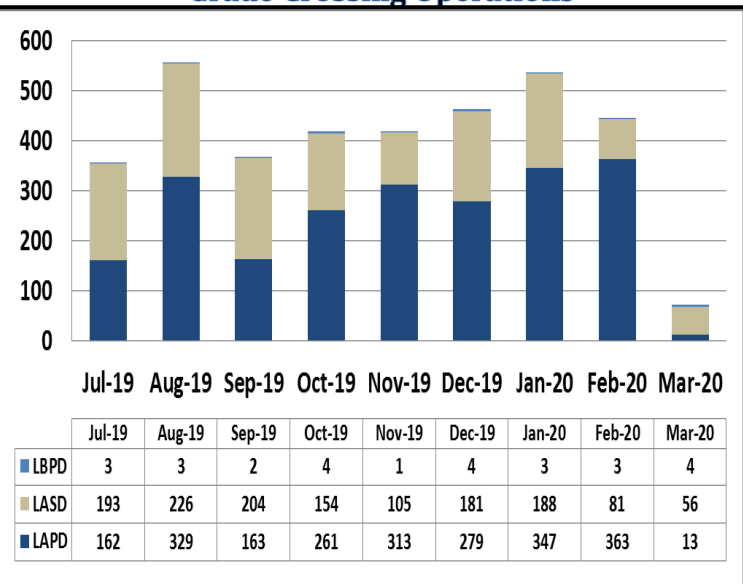
## Ratio of Staffing Levels vs Vacant Assignments



## Ratio of Proactive vs Dispatched Activity



## Grade Crossing Operations



Grade Crossing Operation Locations March:

1. Blue Line Stations (19)
2. Expo Line Stations (0)
3. Gold Line Stations (54)

# Transit Police

## Monthly Crime Report



Attachment D

	2019	2020
	March	March
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	0
Rape	1	0
Robbery	19	19
Aggravated Assault	23	12
Aggravated Assault on Operator	0	0
Battery	86	64
Battery on Operator	9	7
Sex Offenses	9	7
<b>SUB-TOTAL</b>	<b>147</b>	<b>109</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	1
Larceny	67	49
Bike Theft	4	3
Motor Vehicle Theft	5	1
Arson	0	0
Other	0	0
Vandalism	11	20
<b>SUB-TOTAL</b>	<b>88</b>	<b>74</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	2	3
Narcotics	9	7
Trespassing	9	12
<b>SUB-TOTAL</b>	<b>20</b>	<b>22</b>
<b>TOTAL</b>	<b>255</b>	<b>205</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	290	268
Citations	2,433	2,098
Fare Checks	67,363	32,080
Calls for Service	1,340	1,345

## Metro's Homeless Efforts

### C3 Homeless Outreach March 1, 2020 through March 31, 2020

Performance Measure	March Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	178	6,995
Number of Unduplicated individuals engaged (engagement phase)	68	3,593
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	2,961
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	1,336
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	397
Number of unduplicated individuals engaged who are permanently housed	13	234

\*Due to the outbreak, the team pulled all the reported information from Clarity, the computer tracking system, of the Department of Health Services. The system is limited, and the team could not pull the number of individuals who received a service for the first time.

#### Notes:

The team had to redeploy in unique ways that crossed the day/swing shift boundary in response to the COVID-19 virus outbreak. The teams were not able to track data based on the regular swing/day schedule.

The reports for March are limited to combine contract-to-date figures due to COVID-19 related schedule realignments and service adjustments (including, but not limited to social distancing requirements).

With the team's close collaboration with LAPD this month, the "referrals from LAPD" figure are also not included.

#### PATH Highlight

Due to the COVID-19 pandemic, this Success Story is different than past Success Stories. The story that follows highlights the importance of engagement.

Participant is a 57-year-old African American male. He is a US Veteran who had become stranded in Los Angeles after coming from Sacramento for medical care. When the outreach team engaged participant, he had recently been in the hospital due to an accident/injury and was demonstrating symptomology of depression. Participant had lost

his personal contact information and was not able to reach his family or Veterans Administration Supportive Housing (VA/VASH) social worker.

Participant was engaged by outreach case manager and a nurse at Union Station. Participant presented himself with a walker and bandaged leg, stating he had been released from the hospital following injury. Participant stated that he had been on the streets for several weeks and was trying to get back to Sacramento. Participant reported that he was working with a VASH Social Worker and came to Los Angeles for medical care but became stranded. Attempts were made to contact his VASH Social Worker as well as family in Sacramento in order to reunify the participant with family. However, the attempts were not immediately successful. Due to the participant's physical and emotional condition at the time, approval was received to place client in a motel while reunification attempts continued.

Participant was placed at The Stuart Motel from January 29 – February 7. Unfortunately, reunification attempts were unsuccessful on February 7, so participant was referred to First to Serve Vernon and was provided with direct transportation to the shelter for intake. The case manager remained with participant to introduce him to the intake staff and ensure his belongings were accounted for. An appointment was made for the following week to meet with participant to continue working on connecting him with his VASH social worker in Sacramento. However, the case manager was informed the following Monday that the participant did not stay for his intake. The case manager secured a bed for the following day and attempted to get in contact with the participant to let him know he could return to the shelter and complete intake. However, contact attempts were unsuccessful. On March 24, the case manager received an unexpected phone call from the participant. He was audibly in high spirits and was calling to let her know that he had finally reconnected with his VASH social worker and had found an apartment. Participant was waiting for the inspection to take place but was expecting to be able to move in soon. Participant stated he had also been able to contact his family and was staying with his son until his move in date. Participant expressed gratitude for working with him earlier in the year and stated that it had been a difficult time for him. PATH asked participant to stay in touch and to let them know when he successfully moves into his apartment. On March 26, he called to let PATH know that he had moved in. He provided his address and again thanked the case manager and PATH for helping him out earlier this year.

### **LAPD Outreach Impact Story resulting in Stable Housing**

March 22, 2020, Officer Perez contacted the LAPD Transit HOPE Team regarding a homeless family living in a vehicle near a MTA bus stop in the Granada Hills area. Concerned for their well-being, Officer Perez referred the family to the Granada Hills Recreation Center shelter for temporary housing to ensure that the family had a safe place to sleep during the inclement weather. On March 23, 2020 at approximately 0830 hours, HOPE Officers along with Department of Mental Health (DMH) Clinician Garcia responded to the Granada Hills Recreation Center to meet with the family. Upon arrival, City staff advised that the family had been temporarily relocated to a Motel 6 on Roscoe and Haskell for the safety of the children.

HOPE Officers and DMH met with the family at the Motel 6. The family consisted of the mother, father and their (3) children, one of whom suffers from Autism. The mother was concerned because the motel voucher she had received the prior night was good for only (1) night and they had nowhere else to go. Understanding this urgency, DMH Clinician Garcia worked diligently to contact the respective Service Planning Area (SPA), which was Los Angeles Family Housing, to ensure that the family was entered in the Coordinated Entry System (CES) database for homeless individuals so that they could immediately get connected/referred to transitional housing. While Clinician Garcia was coordinating housing arrangements and scheduling mental health appointments for the family, Officers took the family to a nearby gas station to fill up the gas tank of their vehicle as the vehicle was running low on fuel and the family needed a reliable means of transportation to relocate to a new shelter. Additionally, Officers purchased the family breakfast since the family had not eaten since the night before. The mother was grateful and thankful of the Officers willingness to utilize their own money to provide for her family.

Through this coordinated effort, HOPE Officers, Clinician Garcia and Los Angeles Family Housing were able to locate and develop an immediate housing plan for the family. Consequently, Los Angeles Family Housing provided the family with a long-term motel voucher for a motel in Sylmar, which would allow the family to get off the street and provide stable housing until a permanent Los Angeles Family Housing sponsored apartment unit became available.

Officers discovered that the children were in need of new clothes and toys during this incident. Officers returned to the motel the next day with food and clothing for the family. Additionally, Officers followed up with toys for the kids. Officers also assisted the family by connecting them to the Dream Center for a small supply of food and a place to go for daily meals.

The mother was very appreciative for the actions of both the Officers and Clinician Garcia for going above and beyond to ensure that the mother was able to provide a long-term and safe place for her family to live. Being on the street for several months had caused her to lose faith in the system. According to the mother, without the intervention of the HOPE team and DMH, her and her family would have remained on the street (living in her vehicle) with no hope.

#### **Sheriff Mental Evaluation Team (MET) Contacts March 1 – April 4, 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 35 clients to other homeless outreach connection services.
- 2 teams conducted MILO training for dayshift Deputy personnel at MTA El Monte, Division 19 – 03/04/2020.

- 1 team attended a Clergy Community Coalition meeting hosted by Altadena Sheriff Station – 03/04/2020.
- 2 teams conducted a MILO De-Escalation training for Deputy personnel at MTA El Monte Division 9 – 03/04/2020.
- 5 teams attended De-Escalation and Tactical Communication Training hosted by Upland PD – 03/11/2020.
- 2 teams assessed and cleared a homeless encampment on a non-revenue line located behind 11508 Wilmington Ave., Los Angeles, CA 90059.
- 2 teams assisted MTA and LAPD conduct a homeless outreach operation at Santa Monica Pax, Expo Line – 03/30/2020.
- 3 teams assisted MTA and LAPD conduct a homeless outreach operation at 7<sup>th</sup>/Metro Pax, Expo Line and the Blue Line – 04/01/2020.
- 2 teams assisted MTA conduct a homeless outreach operation at Citrus Pax, Gold Line – 04/01/2020.
- 2 teams assisted MTA conduct a homeless outreach operation at Santa Monica Pax, Expo Line – 04/01/2020.

Sunday, March 15<sup>th</sup> the MET came into contact with a client, Zeina, at 26th St PAX in Santa Monica during a call for service. Deputies responded to a call in which the client pressed the emergency button on the train and said she had a bomb. During the investigation, client explained she had a water bottle, which she described as a “water bomb”, that she was going to use to heal people. The description of the bottle as a bomb was a mistake due to a language barrier and the client’s difficulty translating from French. Because Zeina appeared to be suffering from a mental health crisis, deputies requested that Zeina be evaluated.

When deputies spoke to Zeina they discovered she was from Cote d’Ivoire, a country in West Africa. She was stranded in the US and became homeless. Zeina suffered from bipolar disorder and was in the US by herself. Zeina had been hospitalized by LAPD approximately a month prior and was eventually released from the hospital. She was extremely thin and said she had been surviving by drinking water and nickels (her water bottle with coins in it) and not eating. Due to her mental health crisis, Zeina was placed on a mental evaluation hold at Providence St John’s Health Center, Santa Monica, CA.

Deputies contacted the Ivory Coast Consulate in Los Angeles and was able to contact Zeina’s family in West Africa. Deputies coordinated with the consulate, the client’s family, and the hospital to get Zeina safely transported back to her family and mental health doctors in Cote d’Ivoire. The family purchased Zeina’s plane ticket and deputies



transported her from the hospital to LAX. Deputies coordinated her arrival to the airport with LAX police and LAX MET. In addition, deputies coordinated with the airline to ensure Zeina arrived safely to her destination.

### **Long Beach Quality of Life Officers Update, March 2020**

Thursday, March 5th, at 0645 hours, a Long Beach Police Department (LBPD), Metro Quality of Life officer encountered 3 female subjects—two children and one adult, who was the mother of the children. The mother informed the officers that she had moved to California from out of state for work, about 4 weeks ago. She was injured on the job and was no longer able to afford housing. Her daughters were enrolled in the Compton Unified School District, and upon finding out about her recent hardships, the district supplied her with Metro Tap Cards and advised her to ride the trains due to her lack of housing. The subject and her 2 daughters had been riding the train for a total of 3 weeks—the mother stays awake at night so that her daughters can sleep. The LBPD Metro Quality of Life officer offered resources to the subject and her daughters in the form of transportation to the Multi Service Center (MSC). Once at the MSC, the subjects were put in touch with a case worker, who would situate them in temporary housing for the time being and would eventually place them with Catholic Charities for more long-term housing.

### **Law Enforcement Homeless Outreach Metrics, March 2020**

<b>ACTION</b>	<b>LAPD HOPE/TSD</b>	<b>LASD MET</b>	<b>LBPD</b>
Contacts	120	637	112
Referrals	24	54	29
5150 Holds	9	25	0
Mental Illness	28	209	34
Substance Abuse	42	140	61
Veterans	3	1	2
Shelter	4	10	0
Motel Housing Plan	5	0	0
VA Housing	0	0	0
Return to Family	0	1	0
Transitional Long Term Housing	4	0	3

Detox	3	0	0
Rehab	1	0	0

**Cleared Encampments Within Metro ROW:**

<b>Incident Date:</b>	<b>Location:</b>	<b>Work Required:</b>	<b>Comments:</b>
03/11/2020	Harbor Subdivision Inactive ROW Main Street to Wall St.	Protocol Clean-up	Clean-up completed March 11 <sup>th</sup>
03/18/2020	Harbor Subdivision Inactive ROW So. Of Slauson Western Ave. to Wilton Pl.	Protocol Clean-up	Clean-up completed March 18 <sup>th</sup>

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

No activity this reporting period