



## Board Report

---

**File #:** 2022-0497, **File Type:** Informational Report

**Agenda Number:**

---

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 20, 2022**

**SUBJECT: RE-IMAGINING PUBLIC SAFETY**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE the status report on Re-Imagining Public Safety Framework Initiatives.

**ISSUE**

Since 2020, the Metro Board has called on staff, through various directives, to give significant attention to transforming and re-imagining Metro's public safety programs and initiatives. Shaped by feedback from the Public Safety Advisory Committee (PSAC), Metro employees, and the public, Metro is better aligning resources to the needs of the public through intentional and equity-driven public safety initiatives. This report provides a status update on Motion 26.2 initiatives (Attachment A). The Program Initiative Fact Sheets (Attachment B) summarize each effort and their status. The fact sheets also highlight where the initiative fits within the Board-approved Public Safety Values, the projected launch dates, and program elements.

**BACKGROUND**

At its June 2020 meeting, the Board directed staff to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

Creating a new public safety model takes time, including identifying funding and staffing new initiatives. At its March 25, 2021, meeting, the Board authorized funding for specific efforts to include at least \$40 million for initiatives consistent with the Equity Platform and the Customer Experience Plan. At its December 2, 2021 meeting, the Board adopted the following community-based Public Safety Mission and Value Statements that the PSAC developed:

Mission: Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified, and human experience.

Value Statements:

- Implementing a Human-Centered Approach
- Emphasizing Compassion and a Culture of Care
- Recognizing Diversity
- Acknowledging Context
- Committing to Openness and Accountability

In February 2022, the Board was presented with several initiatives to support the implementation of the re-imagining public safety framework and are grounded in a customer-focused approach to public safety. These initiatives are in various stages of implementation, with some completed and others in the process.

## **DISCUSSION**

As discussed at the February 2022 Board Meeting, the initiatives support the overarching public safety framework that ties the efforts into a collaborative and consolidated approach to public safety that supports the re-imagining effort and the Board's value statements.

The initiatives fit into the six major focus areas of the public safety framework.

- Deployment Resources
- Training and Procedures
- Security Tools and Technology
- Data Outcomes and Transparency
- Security Design including Crime Prevention through Environmental Design (CPTED)
- Communications and Public Education

The initiatives are described in Program Initiative Fact Sheets (Attachment B), which have been updated to explain the current progress of the projects. In addition, the Program Fact Sheets continue to identify how the specific initiative fits with the public safety mission and values statements. Please see the Program Initiatives Progress Synopsis (Attachment C) for an overview.

The following initiatives of the original fact sheet group have been eliminated due to their completion, implementation, or removal:

- Deployment Resources
  - Homeless Riders Short-Term Shelter: Completed
  - Law Enforcement Commuter Engagement Teams: Implemented; ongoing.
  - Bus Security Dispatch: Removed due to ineffective utilization of funds. Other options are being pursued to include having an assigned LAPD dispatch number for BOC personnel.
- Training and Procedures
  - Implicit Bias Training for Transit Security: Implemented; ongoing.
  - Modernize the Code of Conduct: Underway and will be presented to the Board separately in Fall 2022.

- Communications and Public Education
  - Public Safety Awareness Campaign: Presented separately as an oral report [Marketing Update - Restoring Confidence in the System] during the September 2022 board cycle.

In addition to the progress identified in the fact sheets, the following public safety initiatives have had significant progress in the last six months:

*Fare Compliance Mystery Rider Program*

Metro established the Fare Compliance Mystery Rider Program in December of 2021. The Program verifies that Metro employees are conducting fare enforcement activity in a non-discriminatory manner and that Metro's law enforcement partners are not conducting fare enforcement. Mystery Riders are diverse in gender and racial/ethnic background. To date, Mystery Riders have made over 20,000 observations with no patterns of discriminatory enforcement being noted, and no observed LAPD or Sheriff participation in fare enforcement. A written report of demographic data and outcomes will be prepared at the end of the year.

*Respect the Ride*

The Respect the Ride initiative began on April 4<sup>th</sup> at the 7<sup>th</sup> and Metro station. The mission is to use a multi-layered and comprehensive approach to increase safety and enhance the customer experience on the Metro system. PATH homeless outreach, custodians, transportation supervisors, facilities, Street Teams, Blue Shirts, Transit Security Officers, law enforcement, and TAP fare personnel work collaboratively to accomplish this goal. Since its launch, the Respect the Ride campaign has expanded to the following stations: Pershing Square Station, Union Station, North Hollywood Station, Universal City Station, MacArthur Park Station, and Hollywood/Highland Station.

The following table illustrates the impact Respect the Ride had on crime. From February 2022 to July 2022, Metro experienced a 10.44% systemwide decrease in violent crimes and a 1.35% decrease in non-violent crimes. Overall, Metro experienced a 5.73% systemwide decrease in crime from February 2022 to July 2022. We will continue to monitor the impact of Respect the Ride on our system.

---

Crimes	February 2022 - April 2022	May 2022 - July 2022	% Change
Part 1			
Agg Assault	120	113	-5.83%
Agg Assault on Op	11	8	-27.27%
Arson	3	0	-100.00%
Bike Theft	16	12	-25.00%
Burglary	4	3	-25.00%
Homicide	0	1	100%
Larceny	161	137	-14.91%
Motor Vehicle Theft	6	2	-66.67%
Rape	5	3	-40.00%
Robbery	86	90	4.65%
<b>Total Part 1</b>	<b>412</b>	<b>369</b>	<b>-10.44%</b>
Part 2			
Battery	230	208	-9.57%
Battery on Operator	33	32	-3.03%
Narcotics	21	49	133.33%
Sex Offenses	26	32	23.08%
Trespassing	32	24	-25.00%
Vandalism	95	78	-17.89%
Weapons	6	14	133.33%
<b>Total Part 2</b>	<b>443</b>	<b>437</b>	<b>-1.35%</b>
<b>Total</b>	<b>855</b>	<b>806</b>	<b>-5.73%</b>

### Ambassadors

Metro has launched the agency's Metro Ambassador program as a three-to-five-year pilot program. Metro Ambassadors play an integral role within Metro's reimagined public safety network. Metro Ambassadors:

- **Support:** Metro's public safety eco-system by serving as a uniformed, welcoming, helpful presence for customers and employees
- **Connect:** riders to resources, assist patrons with mobility challenges, and provide resources to unhoused riders
- **Report:** issues directly to the appropriate Metro parties and responders to address issues as they arise to promote safety for all riders and employees

The current 55 Metro Ambassadors are deployed to seven stations along the newly opened K Line until October 29th, then their deployment will expand to include deployment on buses in addition to other rail lines. We have had five (5) ambassadors leave the program due to several issues including personal issues, non-compliance of program guidelines, work has been too physically demanding, ineligibility and failing to report to work.

The first cohort of Metro Ambassadors completed 80 hours of training in areas including customer experience, de-escalation, public safety, rail safety and more - and graduated on September 23. They were initially deployed along the B (Red) line and at LA Union Station starting the week of September 26. As of Friday, October 7 the Metro Ambassadors are deployed along the K Line to ensure those riding the line for the first time have a great experience and can learn how to navigate the Metro

system.

Since the beginning of their initial deployment, September 26, 2022, the Metro Ambassadors have assisted in saving three lives on our rail system, reunited an immigrant family of six and helped countless of customers: providing information, support and comfort to those riding our bus and rail system.

The second cohort of Metro Ambassadors consist of 60 trainees. The two-week training covers various topics which will equip the Ambassadors with the valuable skills required to ensure our customers and employees experience the best customer service. Training workshops include: Customer Experience, Rail Safety, ADA/ Disability Awareness, Trauma-Informed, Mental Health Awareness, De-escalation, Hate Crime Reporting (Stop HATE/LA County training program), De-escalation and field-based experience to name a few. Once the Ambassadors complete training, trained, they will be deployed for two weeks at the Union Station campus, 7th & Metro Station and Caesar Chavez Bus Plaza. There, they will be exposed to variety of transportation services, customers and law enforcement support.

The Metro Ambassadors have been well-received by customers who note how friendly and helpful they are. The Metro Ambassadors are using the Transit Watch app to report maintenance and cleaning issues. And in their first week alone they used their training and skills to save three lives on the system by spotting the issue and calling for help while at the same time beginning CPR.

As more Metro Ambassadors are deployed throughout October, November and December, the program will expand its operations to key rail stations and bus routes around the system. Staff is reviewing ridership data, customer feedback, employee feedback, security information, homeless outreach data, and analyzing equity impacts, to determine the first phase of the program rollout.

#### *Infrastructure Protection Services RFP*

On September 20, 2022, staff issued a solicitation for a new infrastructure protection services with a current bid due date of November 7, 2022. In collaboration with PSAC staff developed a new scope of service, inclusive of revised uniforms with a Metro logo, enhanced training to better support riders, exclude guards that have been previously terminated by law enforcement agencies, and a minimum 25% of unarmed personnel to be assigned to the contract upon award.

#### *Law Enforcement Services RFP*

On April 29, 2022, staff issued a solicitation for new transit law enforcement services with a revised bid due date of October 10, 2022. To help reimagine public safety on Metro's system, staff developed the new scope of service in concurrence with/in part with PSAC recommendations, to effectively and efficiently meet Metro's changing safety and security requirements and to better address ridership safety and security concerns. The scope of service also included the flexibility for Metro to request, at any time, in whole or in part, the adjustment (reduce and increase) of resources as Metro approaches and implements new public safety programs.

#### *Place-Based Implementation Strategy*

As outlined in motion 25.1, staff was to develop a place-based implementation strategy that identified station locations that are good candidates for piloting a reimagined public safety approach. On Friday, September 9, 2022, from 2:00 p.m. to 6:00 p.m., Alliance for Community Transit (ACT-LA)

---

held an activation event at Metro's Compton A (Blue) Line Station. The event was co-hosted by Metro, the City of Compton, and Director Mitchell. Also in attendance were Director Dupont-Walker and Director Dutra. The event included street vendors, ambassadors, wayfinding, an information kiosk, musicians, portable restrooms, and restroom attendants. The activation included non-law enforcement alternatives such as unarmed Transit Security Officers, Blue Shirt teams, Crisis Intervention Specialists, Homeless Outreach Staff, and custodians. The event activated an increased presence of community engagement, and we appreciate the collaboration of all internal and external partners involved in this effort.

## **EQUITY PLATFORM**

Metro's public safety ecosystem includes substantial investment in security and law enforcement programs. To complement these initiatives, a greater investment was made towards alternatives to policing, as outlined in motion 26.2. Through these efforts, Metro's goal is to create a safer system for riders and employees while acknowledging that "feeling safe" varies by individual and group of people.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goal # 2,1. Deliver outstanding trip experience for all users of the transportation system; Metro Commitment to Security.

## **NEXT STEPS**

Metro will continue to implement the reimagining public safety initiatives that embrace the mission and values of Metro, incorporates the identified and funded initiatives, and provides additional efforts to strengthen a customer-focused approach to public safety.

## **ATTACHMENTS**

Attachment A - Board Motion 26.2

Attachment B - Program Initiative Fact Sheets

Attachment C - Program Initiatives Progress Synopsis

Prepared by: Andrew Black, Deputy Chief Officer, System Security, and Law Enforcement, (213) 922-2771

Imelda Hernandez, Manager, System Security, and Law Enforcement, (213) 922-4848  
Monica Bouldin, Deputy Chief Communications Officer, (213) 922-4081

Reviewed by: Gina Osborn, Chief Safety Officer, (213) 922-3055  
Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060  
Conan Cheung, Chief Operations Officer, (213) 418-3034  
Nicole Englund, Chief of Staff, (213) 922-7950



Stephanie N. Wiggins  
Chief Executive Officer

Metro

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



## Board Report

**File #:** 2021-0190, **File Type:** Motion / Motion Response

**Agenda Number:**

### REGULAR BOARD MEETING MARCH 25, 2021

#### Motion by:

**DIRECTORS BONIN, GARCETTI, MITCHELL, HAHN, DUPONT-WALKER, AND SOLIS**

Related to Item 26: Transit Law Enforcement Services

#### Investment in Alternatives to Policing

In June 2020, the Board voted to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract. Metro has now established a Public Safety Advisory Committee (PSAC) to formalize this partnership. PSAC will create a space where community leaders work in partnership with Metro staff, including bus and rail operators, on the future of public safety on the Metro system.

Last month, a proposal to increase Metro's law enforcement contract by \$111 million sparked further attention to Metro's considerable spending on policing and the relative lack of investment in alternative public safety strategies. Last month's recommendation provided at least a year for PSAC to develop and finalize its recommendations. The current proposal would greatly accelerate the pace of work for the newly formed PSAC, with recommendations now due by the end of the year in order to begin implementation by January 2022.

Standing up a new model of public safety will take time, including identifying funding and beginning to staff up new initiatives. To jump-start this acceleration, the Board should proactively set aside resources now in support of PSAC's work. These early actions are consistent with and build on Metro's Customer Experience Plan and the *Understanding How Women Travel Study*. Acting now will allow Metro to build capacity for alternative approaches while ensuring a smoother transition in the future.

**SUBJECT: INVESTMENT IN ALTERNATIVES TO POLICING**



**RECOMMENDATION**

WE, THEREFORE, MOVE that the Board direct the Chief Executive Officer to:

A. Include in the FY22 budget at least \$40 million for the following initiatives, consistent with the Equity Platform and the Customer Experience Plan:

1. Public Safety:

- a. \$20 million for a transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the S.F. BART program.
- b. \$1 million for elevator attendants at stations.
- c. \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations.
- d. \$5 million for Call Point Security Project Blue light boxes recommended by Women and Girls Governing Council to improve security on the BRT and rail system.
- e. Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors.
- f. \$3 million for pilot safety strategies on board buses to be recommended by PSAC.

2. Homelessness:

- a. \$2 million for short term shelter for homeless riders.
- b. \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services.
- c. \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness.
- d. \$3 million for pilot homelessness strategies to be recommended by PSAC.

B. Establish a target to ensure the participation of LA County-based organizations and

enterprises in the above initiatives.

- C. Consult with PSAC on the program design and implementation of all of the above initiatives.
  
- D. Direct the OIG to audit the law enforcement services contracts and report their findings to the PSAC and the Board.

## #1

**Initiative: Security (Blue Light) Call Boxes – “Call Point”****Public Safety Value:** Acknowledging Context**Project Description:**

**Purpose:** The Call Point unit is intended to replace existing telephone and intercom units, providing riders with more reliable communication, and improving public safety on Metro. The Call Point Units will have:

- A blue light for greater visibility from all areas of the platform and mezzanine.
- Information and emergency buttons to allow calls for information to the Rail Operations Control (ROC) and calls for emergency assistance to be routed to Security Operations Center (SOC).
- Integrated CCTV camera.

The initiative will be conducted in two phases:

The Phase 1 Pilot project will include a contract to design and install a total of 6 Call Point units, and 3 Call Point units at two rail stations. 7<sup>th</sup>/Metro Station (B/D/A/E Lines) and Willowbrook-Rosa Parks Station (A/C Lines) were selected for Phase 1 based on crime statistics, ridership, and ambient noise conditions.

Phase 2 is the systemwide deployment at each station and involves the installation of approximately 1,100 Call Point Units.

**Background:** Metro’s Women and Girls Governing Council identified a need for ‘blue-light call boxes’ on all of Metro’s platforms to provide a more visible and direct line to emergency and customer services. The initiative is supported by the “Understanding How Women Travel” Study (2019).

**Anticipated Impact or Outcome:** The units will provide greater visibility, improved information, and emergency communication capabilities within public areas of the stations.

**Project Budget and Resources:** Phase 1 - Pilot: \$1.55M - includes proof of concept and customer experience survey. Expenditure to date: \$550,000.  
Capital Project No. 212128 (new). FY23 Budget is \$2,000,000 (currently in placeholder project 0001018)  
Phase 2-Systemwide Rollout: Cost estimate to be determined after Phase 1.

**Timeline:**

Phase 1- Pilot: 7/2021 – 12/2023 (design, installation, testing); 1/2024 – 6/2024 (Customer Experience Survey).  
Phase 2- Full Roll-Out: Will be determined after Phase 1.

**Evaluation Criteria:** Positive Customer Experience (Survey), Quantity of Use (based on past use).

**Area of impact:**

Riders and employees

**Project Status:**

Phase 1 Pilot: Scope of work, drawings, specifications, and cost estimate completed March 2022. Solicitation advertised, pre-proposal call, and site walk through completed. Stations selected.

**Lead Department:**

Infrastructure Maintenance & Engineering

## #2

**Initiative: Right of Way Intrusion Prevention****Public Safety Value:** Acknowledging Context**Project Description:**

**Purpose:** To initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge door (PED) systems. Items to include in the study are modifications to the train control system for precision stopping and Metro fleet for simultaneous opening of the rail car doors and the PEDs.

**Background:** Motion 26.2 requested a study to prevent intrusion onto Metro rail rights-of-way at Station platforms. The study included subway platform edge doors but is not limited to PEDs.

A review of PED systems for LA Metro was completed in 2012 and updated in February 2022 and both concluded that the ridership and operational requirements of the system would not justify the significant investment in such a system.

Metro currently has gates at the ends of all platforms to access the emergency walkways. These gates are equipped with an audible alarm and a strobe light. The emergency gate alarms feedback to the ROC, where a controller must acknowledge the alarm and therefore can pull the camera live feed and alert the inbound Operators.

**Related Capital Project:**

A Track and Tunnel Intrusion Detection System project (Capital Project No. 212123) will install a detection system using LIDAR technology to cover mainly the tunnel sections from Union Station through Wilshire/Western Station (8 stations). The notice of award was issued to the Contractor, (LK Comstock) on June 9, 2022, and the kickoff meeting was conducted on July 11th, 2022.

**Anticipated Impact or Outcome:** Feasibility of intrusion prevention system to reduce track intrusions.

**Project Budget and Resources:** The related project capital budget is \$10.8M. Expenditure to date is \$483,800. The FY23 budget is \$8,255,200.

**Timeline:** Scheduled completion date for the capital project is April 2023. The contract was awarded to L.K. Comstock National Transit LLC on 6/9/2022 and the Notice to Proceed was issued on 7/18/2022. Construction activities such as site survey work, network switches installation, mounting TTID sensing devices, installation of electrical conduits for power and communication, and system testing will occur before 2023. The work is to be completed 270 calendar days (approximately 9 months) from the Notice to Proceed date.

**Evaluation:** Reduction of track intrusions.

**Area of impact:**

Riders and employees

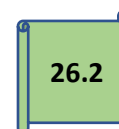
**Project Status:**

Completed a review of platform edge doors. Track and tunnel intrusion detection contractor selected.

**Lead Department:**

Infrastructure Maintenance & Engineering

## #3

**Initiative: Transit Ambassador Program****Value:** Human-Centered, Compassion & Care, Diversity**Project Description:**

**Purpose:** Develop a pilot ambassador program to provide customer service, friendly, knowledgeable presence on the system with contracted staff who are trained in public safety awareness and response.

The negotiation with Strive Well Being includes hiring up to 55 staff (ambassadors, supervisors, and management team) to provide coverage on the rail system. They will provide service on board trains (riding teams), at rail stations, and monitor elevators. The negotiations with RMI International includes hiring up to 245 staff (ambassadors, supervisors, and management team) to provide coverage on the bus and rail system. They will provide service at key bus stops, zones, rail stations, onboard buses, and trains. Staff anticipates that Metro will have fully executed contracts by August 31, 2022. The Vendor/Contract Management team negotiated provisional contracts in July 2022, so that the teams could begin staffing up for the new program, providing ample lead time to recruit and train ambassador program staff.

The first cohort of Metro Ambassadors completed 80 hours of training in areas including customer experience, de-escalation, public safety, rail safety and more – and graduated on September 23. They were initially deployed along the B (Red) line and at LA Union Station starting the week of September 26. As of Friday, October 7 the Metro Ambassadors are deployed along the K Line in order to ensure those riding the line for the first time have a great experience and can learn how to navigate the Metro system.

The Metro Ambassadors have been well-received by customers who note how friendly and helpful they are. The Metro Ambassadors are using the Transit Watch app to report maintenance and cleaning issues. And in their first week alone they used their training and skills to save three lives on the system by spotting the issue and calling for help while at the same time beginning CPR.

As more Metro Ambassadors are deployed throughout October, November and December, the program will expand its operations to key rail stations and bus routes around the system. Staff is reviewing ridership data, customer feedback, employee feedback, security information, homeless outreach data, and analyzing equity impacts, to determine the first phase of the program rollout.

**Background:** Metro has committed to improving the overall customer experience on the transit system – and one way to enhance public safety is to provide a more visible presence of helpful and aware ambassadors that customers can rely on the added layer of uniformed personnel to observe and report incidents on the system. In June 2022, the Metro Board of Directors authorized the CEO to negotiate and enter into contracts with two vendors, Strive Well Being, Inc. and RMI International, Inc for the Ambassador Program Services. Staff will

**Area of impact:**

Riders and employees

**Progress to date:**

56 Metro Ambassadors have been trained and are currently on the system. The next group of 60 Ambassadors began training on October 10th and graduates will be deployed on the system approximately on October 24th.

**Lead Department:**

Customer Experience

develop the program, provide training to the new ambassadors, and plan to launch the program along various high-need rail and bus corridors, including rail stations and bus stations and zones in October 2022.

**Anticipated Impact or Outcome:** Improved customer experience and visible presence.

**Project Budget and Resources:** \$40 million available in year 1. Staff is proposing to conduct a 3–5-year pilot program, not to exceed a total value of \$122 million. Metro Board has allocated \$20 million per year to support the program.

**Timeline:** Contract execution: 9/8/22.

First group of ambassadors deployed starting on the K Line: October 2022.

Second group of Ambassadors will be deployed starting October 24.

Goal is to have the full 300 Ambassadors and Supervisors on the system by January 1, 2023.

**Evaluation Criteria:** Customer and employee feedback via regular surveys, improved perception of safety.

## #4

**Initiative: Bus Strategies: Operator Security****Public Safety Value:** Diversity, Compassion & Care**Project Description:**

**Purpose:** Bus operator safety is a prime concern of Metro. Staff is in discussions with bus operations to identify initiatives. The following concepts are being implemented and could lead to further pilots and evaluation activities based on operator input and incident data:

- Law enforcement partners and SSLE Community Liaison are meeting weekly with bus operators to build relationships, discuss safety strategies, de-escalation techniques, and reporting processes.
- Weekly newsletter to be distributed via email and at Divisions to address safety and security tips, wellness, emergency preparedness, and other relative topics.
- Collaboration with Operations to collect and evaluate feedback from operators to better understand needs.
- Pilot began in July 2022 to place law enforcement teams on specific buses (lines: 207,45,720/20,45,51,901,233,180, 150 & a loop comprised of lines 4 & 20) with a set itinerary during the day and afternoon shifts to determine if bus operators feel safer having additional security on board.
- In September, staff piloted a Respect the Ride bus officer riding team consisting of Transit Security Officers jointly with contract law enforcement agencies deployed to ride bus lines 18 and 53 for two weeks.

**Background:** There have been 195 assaults from January 2020 through December 2021, approximately 8.5 assaults per month, with operator assaults increasing later in 2021.

All buses have installed protection barriers, and operators must use them. However, they don't protect operators when they perform duties out of the operator's seat.

**Project Budget and Resources:** \$1.5 million is available for pilot projects.

**Timeline:** Implementation. Narrow additional strategies by January 2023.

**Evaluation Criteria:** Decreased operator assaults and an increased feeling of safety as reported by bus operators.

**Area of impact:**

Employee Safety

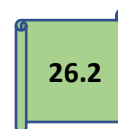
**Progress to date:**

Bus Officer Riding Teams pilot underway

**Lead Department:**

SSLE

#5

**Initiative: Metro Homeless Outreach Program Improvements****Value:** Human-Centered, Compassion & Care, Diversity**Project Description:**

**Purpose:** Improve Metro's Homeless Outreach model by engaging a consultant to support a two (2) phased approach to the program. Phase 1 provided a comprehensive gap analysis and recommendations related to the existing program and outreach framework, including a cost-benefit analysis. Phase 2 will support the development of a revised framework and strategic plan for Metro's programs and department vision, including recommendations around the expansion of homeless outreach, funding partnerships, and a potential hub or clearinghouse for outreach providers. This work has a direct connection to public safety as Metro's homeless outreach programs need to be evaluated for effectiveness, and a portion of the homeless population exhibit behaviors that require a public safety response.

**Background:** The agency's response to homelessness, now under OCEO, requires a thorough evaluation and strategic framework to redefine Metro's role in addressing homelessness as a C3 (community, city, and county) partner. Metro currently funds homeless outreach, supportive services, and interim housing, without receiving any local, state, or federal funding. Metro's role needs to be reconsidered to connect the unhoused and increase their access to the ecosystem of homeless services. Engaging a strategic consultant to advise Metro on a strategic plan to clarify Metro's role, will expand Metro's impact in the areas most needed.

**Anticipated Impact or Outcome:** Innovative funding ideas and a refined Metro strategic approach to homelessness.

**Project Budget and Resources:** Phase 1: FY22 - \$25,000 and FY23 - \$50,000 - funds for Assessment Report and Findings, Phase 2: FY23 TBD

**Timeline:** Phase 1: 4/2022 – 10/2022, Phase 2: 10/2022 – 2/2023.

**Evaluation Criteria:** Increased contacts and service delivery by outreach services and increased public awareness of Metro's response to homelessness on transit.

**Area of impact:**

Homeless transit riders, employees, public

**Progress to date:**

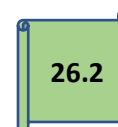
Phase 1 completed.  
Comprehensive review completed with recommendations included in the Homeless Outreach Update Receive and File report. Staff reviewing recommendations.

**Lead Department:**

OCEO



#6

**Initiative: Homeless Outreach App****Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** PATH, Metro’s homeless outreach and engagement contractor, deploys outreach workers to different encampment sites around the county. Encampments are typically located near Metro-owned Right of Way, Bus & Rail Divisions, and Metro/Caltrans Park-n-Ride lots. Staff is ready to procure Outreach Grid, an app developed by a small business in Orange County. They currently work with service providers to track engagement and outreach. Their app would be tailored specifically for Metro to use to coordinate outreach at encampment sites countywide. Metro’s internal working groups will utilize the app to easily track and identify encampments. Facilities Maintenance currently initiates requests for law enforcement support for most encampment sites. This app will allow for Metro HOME department to determine which encampment sites require additional outreach vs. law enforcement intervention. In lieu of initiating a new request for service at a reoccurring encampment site – the site can be tagged for quick follow-up, rather than it falling into a law enforcement response queue. In the future – this app will allow Metro and external parties to better coordinate outreach and track costs associated with response and cleanup efforts.

**Background:** The current process requires SSLE to respond to an encampment site and initiate the encampment clean-up protocol, which includes conducting outreach to individuals, securing the site, cleanup, and infrastructure upgrades. Some encampment response includes law enforcement engagement if individuals are committing crimes or refusing to leave the Metro property. PATH teams are deployed at encampment sites around LA County at Metro-owned properties as the first step of the encampment response protocol. The encampments are assessed to determine potential impacts on Metro’s transit operations, public safety impacts, and also to determine if the individual(s) living in the encampments need services and housing.

**Anticipated Impact or Outcome:** Better tracking and coordination of outreach efforts.

**Project Budget and Resources:** FY22 \$25,000 – Outreach Grid App Licensing for 25 users, FY23 \$25,000 – Outreach Grid App Licensing Renewal for 25 users.

**Timeline:** Introduction of an app to internal Metro departments (SSLE, Operations, OCEO) and PATH/external partners: Complete. Evaluate and report on app, usage, and coordination 12/2022.

**Metrics/KPIs/Evaluation:** Improved cost monitoring, Reduced rate of reoccurring encampments, Reduced law enforcement involvement.

**Area of impact:**

Homeless riders, employees

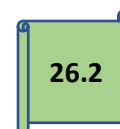
**Progress to date:**

Complete

**Lead Department:**

OCEO

#7

**Initiative: Student Outreach Partnership****Value:** Human-Centered, Compassion & Care, Diversity**Project Description:**

**Purpose:** Metro would identify schools to create a new partnership in workforce development with medical and social work students to support Metro's homeless outreach efforts. This partnership model would be contingent upon Metro updating the framework of our homeless outreach and engagement to include a workforce development component.

**Background:** Metro utilizes multidisciplinary outreach teams to conduct homelessness outreach and engagement in the transit system. These teams include skilled professional outreach workers, case managers, clinicians, medical personnel, and addiction specialists. Adding medical and social work students to these teams could be a lower-cost alternative to expand the number of outreach workers on the system while giving students the opportunity to gain valuable (and required) field experience for the completion of their specialized degree programs. Before moving forward with this model, we need to fully define Metro's role in the countywide homelessness response effort and do a cost-benefit analysis.

**Anticipated Impact or Outcome:** The increased presence of outreach workers on the Metro system and provide fieldwork opportunities for students.

**Project Budget and Resources:** FY23: \$500,000 (estimate).

**Timeline:** Identify possible partner schools complete, identify budget and develop program framework 10/2022, Potential launch Winter 2022.

**Evaluation Criteria:** Expanded outreach capability, and improved metrics for initial contacts and outreach.

**Area of impact:**

Homeless riders, medical and social work students

**Progress to date:**

Development of partnership program model

**Lead Department:**

OCEO

#8

**Initiative: CCTV - Ancillary Areas****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** This initiative aims to minimize intrusion at the emergency exits at Red (B) and Purple (D) Line Rail Stations. This project would result in a video pop-up at the Rail Operations Center (ROC) and the activation of pre-recorded messages on the speakers where the intrusion was detected. This project would also provide two-way communication between the ROC and the field. The small pilot system was tested for proof of performance and monitored for 6 months for the effectiveness of the pilot solution. Based on the intrusion logs, this pilot system had a success rate of 75% in deterring the unauthorized public from accessing the ancillary areas.

The initial implementation is planned to be at the following ten (10) B Line Cleanliness Hot Spot Stations:

7th St/Metro, Pershing Square, Westlake / MacArthur Park, North Hollywood, Union, Civic Center, Wilshire/Vermont, Hollywood/Vine, Hollywood/Highland, and Universal City.

**Background:** Metro has been facing intrusion issues at emergency exits for all B and D Line Rail Stations. Metro SSLE requested the SCADA team and MOW Engineering to provide security enhancements at these emergency exits. Metro departments agreed to perform a pilot project on two emergency exits 6 and 6AB at Vermont/Sunset station with the highest intrusion statistics.

**Anticipated Impact or Outcome:** Reduction of intrusions into non-rider areas of Metro B and D Line facilities.

**Project Budget and Resources:** Full Implementation Project Budget to be developed. The FY23 budget is \$500,000 for design, and a proposed new Capital Project was submitted for FY24 with a funding amount of \$12 million.

**Timeline:** Pilot project (design, installation, and monitoring) completed 2/2021. Timeline for full implementation to be developed. Currently, engineers are modifying the pilot project design to add improvements such as extending the time of the audible alarm and strobe light in the corridor and adding an alarm light at the entrance to the emergency exit doors. The design modifications are completed, and Metro employees will implement the modifications at the pilot station, Vermont/Sunset by the end of November 2022.

**Evaluation Criteria:** Reduction of intrusions in non-public areas via emergency exits.

**Area of impact:**

Employees and Metro facilities

**Project Status:**

A small Pilot Project was implemented at Vermont/Sunset Station using in-house resources. Preparing for the design process for additional implementation at 10 Cleanliness Hot Spot Stations

**Lead Department:**

Infrastructure Maintenance &amp; Engineering



#9

**Initiative: Live Video Feed****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** Provide the capability to obtain live video feeds of reported incidents occurring on Metro's Bus and Rail vehicles. These live video feeds would be delivered to the BOC, ROC, and SOC in real-time. The live feeds would allow BOC, ROC, and SOC personnel to provide accurate and detailed descriptions of the ongoing situation to public safety dispatchers and/or first responders to improve their responses to calls for service. A separate pilot program is being considered to enable live video feed from riders' cell phones when reporting an incident on the Metro system.

**Background:** Live views of incidents on the Metro System could enable responders to better prepare and respond to incidents. This technology would require minimal investment in infrastructure; however, it relies on cell phone coverage and the caller granting access to their phone and data. This initiative would be a potential alternative to modify existing technology on Metro vehicles and infrastructure to make the delivery of live video feeds possible from the vehicles.

**Anticipated Impact or Outcome:** Improved preparation and response from incident responders, Improved safety for incident responders.

**Project Budget and Resources:** Budget to be developed. No money has been expended to date. Live video feeds for buses are currently available on approximately 30% of the total active fleet. Live video feeds for all rail cars will be provided by the Integrated Data and Communications System (IDCS) capital project which is currently in the procurement process.

**Timeline:** Approximately 600 bus vehicles now have live video streaming (on-demand). An additional 150 vehicles will have this capability once the digital video recorders are replaced which is currently underway. The remaining bus fleet will obtain this capability (requires Internet Protocol (IP) functionality) as new bus procurement vehicles replace older vehicles that do not have this capability. The Integrated Data and Communications System (IDCS) contract is currently in procurement and will also provide this capability for the rail fleet. Video streaming capability on rail is expected to be available by December 2023.

**Evaluation Criteria:** Increase of capacity of appropriate response.

**Area of impact:**

Employees, riders, first responders

**Project Status:**

Conceptual design process is investigating existing activities and installations for the buses and rail vehicles. A solicitation for an Integrated Data and Communications System for rail vehicles has been advertised.

**Lead Department:**

Infrastructure Maintenance &amp; Engineering

**#10****Initiative: Situational Awareness Simulator****Public Safety Value: Diversity, Care & Compassion****Project Description:**

**Purpose:** The use of a force options simulator will aid in the development of appropriate decision-making skills, using customized scenario training in a multitude of applications for Metro Transit Security.

These applications include but are not limited to lethal force (pistols), marksmanship and practice qualifications, less-lethal force (Taser/ECDs, batons, OC, and other options), verbal de-escalation, implicit bias, sexual harassment, and many more.

**Background:** Metro identified training as a key pillar in maximizing public safety and ensuring officers are mentally and physically prepared to meet the demands of their job. Priorities include de-escalation techniques and making split-second complex decisions that may call for advanced tactics and coordination. To support training, several force option simulator systems were evaluated in April 2021.

**Anticipated Impact or Outcome:** Improved performance by security personnel, ability to leverage the training using technology, reduction in Metro liability, increase in rider satisfaction due to improved response, and increased training capacity by using technology.

**Project Budget and Resources:** \$250,000 estimate.

**Timeline:** RFP 7/15/22, Contract Award: 12/20/22.

**Evaluation Criteria:** Enhance competency in complex response situations.

**Area of impact:**

Employees, and riders

**Progress to date:**

RFP completed with award anticipated December 2022.

**Lead Department:**

SSLE

**#11****Initiative: Early Warning Tracking Software****Public Safety Value:** Openness & Accountability**Project Description:**

**Purpose:** Early warning software management system will provide a proactive management tool to identify, track, and manage all data associated with Metro Transit Security operations personnel. The software system will manage training records, investigation case management, equipment records, report management, and officer profile information. The software will also establish a management application to track personnel complaints and use of force investigations. Some information captured with the software will be utilized for reporting on the public-facing dashboard initiative.

**Background:** Consistent with the recommendations from the Public Safety Advisory Committee (PSAC), SSLE recognizes that transparency and accountability are key pillars in reimaging public safety efforts. Solid data is required to enhance the accountability of personnel and provide transparency.

**Anticipated Impact or Outcome:** Enhanced transit security accountability.

**Project Budget and Resources:** \$59,000 for a 3-year contract.

**Timeline:** Customization of software for Metro near complete. Working with the vendor (Benchmark) to bridge the use of force software modules with current Transit Security's record management system (RMS) in the eForce dispatch system for incident tracking. Estimated implementation for FY23-Q3.

**Evaluation Criteria:** Advanced knowledge, through accurate data, of problem behaviors or trends.

**Area of impact:**

Security Staffing

**Progress to date:**

Implementation of software anticipated FY23 Q3.

**Lead Department:**

SSLE



#12

### Initiative: Mental Health Co-Response Teams

**Public Safety Value:** Human Center, Compassion & Care, Diversity

#### Project Description:

**Purpose:** Develop a new program with the LA County Dept. of Mental Health (DMH) exploring the feasibility of expanded mental health response services to include civilian psychiatric medical response teams in the Metro system. This effort will determine the level of need for providing the most appropriate resources for those suffering cognitive crisis or impairment while on the Metro system or property and diverting non-criminal calls away from law enforcement to a mental health evaluation team.

Metro is also exploring a partnership with the San Gabriel Valley COG to join their existing crisis intervention pilot program.

**Background:** In January 2022, the Board directed Metro to partner with the county to deploy the County's Multidisciplinary Homeless Outreach Teams and conduct an assessment of the crisis response deployment on our Metro system with recommendations on how to best deploy available resources.

**Anticipated Impact or Outcome:** Shorten response time for mental health crises.

**Project Budget and Resources:** Cost estimate \$10 million a year.

**Timeline:** On-going – the Department of Mental Health has not received any proposals in response to their solicitation advertised in August 2022.

**Evaluation Criteria:** DMH to identify KPIs and metrics for Metro's review and concurrence.

#### Area of impact:

Riders and employees

#### Progress to date:

MOU complete. Department of Mental Health in procurement for teams to serve the Metro system.

#### Lead Department:

OCEO

**#13****Initiative: Infrastructure Protection Contract****Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

**Purpose:** The RMI Security Services contract requires revisions to align it with current Metro initiatives and vision. The changes to the RMI scope of work include feedback from PSAC, such as:

- Prohibition to assign any security guards to Metro that a law enforcement agency previously terminated.
- Expansion of background checks to include psychological testing.
- Utilization of an early warning software system that flags multiple complaints and/or use of force incidences.
- Enhanced security personnel training to include Implicit Bias, How to Better Serve Persons with Disabilities, including Mental and Development Disabilities, How to Assist Unsheltered Persons, and Excellence in Customer Service.
- Provide security personnel with new uniforms to promote a more approachable, less militaristic appearance and assist the visually impaired for easier identification.
- Inclusion of technology to provide for instant incident reporting and video recording; and
- Implementation of the principles of Campaign Zero “Eight Can’t Wait.

On September 20, 2022, staff issued a solicitation for new infrastructure protection service with a current bid due date of November 7, 2022. In collaboration with PSAC staff developed a new scope of service, inclusive of revised uniforms with a Metro logo, enhanced training to better support riders, exclude guards that have been previously terminated by law enforcement agencies, and a 25% of unarmed personnel to be assigned to the contract upon award.

**Background:** In December 2021, the Board approved executing Contract Modification No. 9 to Contract No.PS560810024798 with RMI International, Inc. to increase the not-to-exceed contract value by \$19,000,000, extending the performance period to March 31, 2022, and modifying the current scope of work to align with the move toward reimagining public safety.

**Anticipated Impact or Outcome:** More effective and appropriate response by security staff.

**Project Budget and Resources:** \$19M for services from September 1, 2022, to March 31, 2023.

**Timeline:** Solicitation issued on 9/20/22, proposals due 11/7/22.

**Evaluation Criteria:** Security staff response aligns with Metro’s public safety vision.

**Area of impact:**

Riders and employees

**Progress to date:**

Completed statement of work &amp; solicitation issued

**Lead Department:**

SSLE



## #14

**Initiative: Transit Law Enforcement Services Contract****Public Safety Value:** Human Center, Compassion & Care, Diversity**Project Description:**

**Purpose:** On April 29, 2022, staff issued a solicitation for new transit law enforcement services with a revised bid due date of October 10, 2022. To help reimagine public safety on Metro's system, staff developed the new scope of service in concurrence with/in part with PSCA recommendations, to meet Metro's changing safety and security requirements effectively and efficiently and to better address ridership safety and security concerns. The scope of service also included the flexibility for Metro to request, at any time, in whole or in part, the adjustment (reduce and increase) of resources as Metro approaches and implements new public safety programs.

**Background:** In December 2021, the Board approved seeking scope of work modifications to the current multi-agency law enforcement services contracts to align with the move towards reimaging public safety and extending the contracts for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement, timeline, and award of the new contract(s).

**Anticipated Impact or Outcome:** To better address ridership safety and security concerns.

**Project Budget and Resources:** The budget is to be developed as we move forward with Metro's acquisition process.

**Timeline:** Solicitation issued on 4/29/22, revised proposal due date to 10/10/22.

**Evaluation Criteria:** Security staff response aligns with Metro's public safety vision.

**Area of impact:**

Riders and employees

**Progress to date:**

Bids are due October 10, 2022.

**Lead Department:**

SSLE

#15

**Initiative: Child Safe Campaign****Public Safety Value:** Human-Centered**Project Description:**

**Purpose:** To improve the safety of K-12 students using the Metro system, Metro and law enforcement are partnering to market and advertise the following safety messages to youth riders:

1. **Know your route** – Be confident about where you’re going and how to get there. Plan your route ahead of time and leave early so you’re not rushed. Be extra careful walking in front of vacant buildings/lots, alleys, and overgrown areas.
2. **Ride with a buddy** – There is safety in numbers. Whenever possible, walk and ride with a friend or in a group and stay together while waiting for the bus or train.
3. **Be aware of your surroundings** – Stay in well-lit areas. Don’t just focus on your phone, keep one earbud out of your ear so you can hear what’s going on. If you see someone acting in a way that makes you uncomfortable, quietly move away – go to another part of the platform, sit closer to the bus/train operator, switch train cars at the next station, etc. Share your concern with Metro Staff or record it on the Transit Watch app.
4. **Keep your personal belongings safe** – take your backpack off and put it on your lap or at your feet. Keep any valuables securely hidden in your bag. Be careful with your phone and other devices, especially when standing near transit vehicle doors.
5. **See Something? Say Something** – Know how to get help. If you don’t feel safe, whether someone has touched you inappropriately, your friend is being harassed, you’re worried about the well-being of someone on the bus/train, or there’s something else causing you not to feel safe, please let us know and someone will respond right away.

Information has been shared electronically via email to registered users of GoPass. Law enforcement partners will continue to identify outreach and engagement opportunities at schools within proximity to transit stations.

**Background:** Phase 1 of the Fareless System Initiative went into effect in October 2021, welcoming a new population of young riders to the system. Communication opportunities to reach these riders are important to teach them about security awareness.

**Anticipated Impact or Outcome:** Improved safety for young riders.

**Project Budget and Resources:** In-house, approximately \$20,000.

**Timeline:** Youth webpage 2/28/22, outreach ongoing.

**Evaluation Criteria:** Customer survey indicates effective messaging.

**Area of impact:**

Young riders

**Progress to date:**

Outreach completed

**Lead Department:**

SSLE

#16

**Initiative: Bystander Intervention Training****Public Safety Vision:** Human-Centered**Project Description:**

**Purpose:** The purpose of this initiative is to develop a program to train employees and riders on what to expect during a security incident, how to be a good witness, how to best protect themselves and others, and what resources are available to assist them following an incident. Initially, this training will be offered as a voluntary class through Metro's eLearning portal. All Metro employees will be encouraged to participate. To engage riders, plans include incentives to encourage participation such as free or reduced passes or promotional giveaways. A version of this program will be incorporated into the Children Travel Safe Campaign and the Women Travel Safe Campaign.

**Background:** SSLE personnel has attended and reviewed outside training sessions such as Hollaback! Training, a free bystander intervention training, to better inform the design of a customized Metro program. In December 2021, an initial lesson plan was produced combining knowledge from Hollaback! classes and existing Metro public safety training modules. Pilot presentations were provided to the Metro Youth Council and Rail Ambassadors with positive feedback.

**Anticipated Impact or Outcome:** Improved employee and rider response during incidents.

**Project Budget and Resources:** In-house, approximately \$50,000.

**Timeline:** Training will be available end of October 2022.

**Evaluation Criteria:** Participation data will be tracked and used for trend analysis of incident outcomes, rider, and employees' feelings of safety and security in the system.

**Area of impact:**

Riders and employees

**Progress to date:**

Training materials 100% complete and in production phase with Talent Development. Estimated rollout is the end of October 2022.

**Lead Department:**

SSLE

**#17****Initiative: Narcan for Metro Transit Security****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** This program will properly train Metro Transit Security (MTS) Department personnel with the ability to safely intervene when responding to a medical emergency of an opioid overdose. Narcan, a brand name for Naloxone, is an opioid antagonist designed to reverse the respiratory depression caused by an overdose of opioids. Training shall be conducted by current certified first aid instructors on how to recognize the signs and symptoms of an overdose, how to administer the medication, appropriate steps after administration of the medication, and necessary reporting procedures. Los Angeles County Metropolitan Transportation Authority. County Counsel has reviewed and approved the policy. Security personnel's deployment and administration of naloxone are protected under the Good Samaritan law in the State of California.

In August, staff entered into a Memorandum of Agreement with the Los Angeles County Sheriff's Department (LASD) to train and equip MTS personnel Officers with Narcan, to safely intervene when responding to a medical emergency of an opioid overdose. LASD completed the Narcan train-the-trainer on September 29, 2022, for approximately 18 MTS personnel and provided 200 Narcan kits. Training and supplies were provided at no cost to Metro. MTS instructors are in the process of establishing a Standard Operating Procedure and meeting with the unions to move forward with the training of all MTS personnel and deploying Narcan in efforts to completing all training by mid-November 2022.

**Background:** The use of naloxone, or Narcan, is an effective tool to reverse the effects of a potentially fatal overdose. This program will equip Metro Transit Security personnel with lifesaving medication and the necessary training to administer the medication to individuals suffering from a potential overdose. Overdoses affect all populations; however, those suffering from addiction, homelessness, and mental illness are particularly vulnerable. Additionally, MTS personnel may be inadvertently exposed to fentanyl or other opioids and experience an accidental overdose. Having this medication readily available may prevent an accidental overdose from becoming fatal.

**Anticipated Impact or Outcome:** Life safety for impacted riders and employees.

**Project Budget and Resources:** None – county grant-funded via LASD.

**Timeline:** Training commenced in September 2022 and is ongoing.

**Evaluation Criteria:** Data will be collected after each use of naloxone. Details such as date, time, location, and general patient information (excluding HIPPA data) will be tracked.

**Area of impact:**

Riders and employees

**Progress to date:**

Training commenced September 2022.

**Lead Department:**

SSLE

#18

**Initiative: Body Worn Video for Metro Transit Security****Public Safety Value:** Human-Centered, Openness & Accountability**Project Description:**

**Purpose:** Body Worn Video (BWV) has become a best practice for many law enforcement agencies nationally. The benefits of a BWV system include BWV enhancing criminal investigations and human rights and fairness related to riders utilizing the public transit system. BWV can protect the public and employees alike. The BWV system is being considered for Metro Security Staff.

**Background:** A BWV program was initiated in February 2021 to be part of a suite of Transit Security Personnel equipment. This equipment would include a taser, BWV, and evidence management system. A Test and Evaluation (T&E) of one (1) month, possibly longer, is being considered before finalizing the adoption of a BWV system.

**Anticipated Impact or Outcome:** Increased transparency, integrity, and safety for Transit Security Personnel and the public.

**Project Budget and Resources:** Equipment - \$1.75m plus \$500K, storage/management = \$2.25M start up, Storage, maintenance, and management is \$500K annually.

**Timeline:** Procurement preparation 2/28/22, Contract award 5/9/22, Training 5/22/22, Implementation 01/2023.

**Evaluation Criteria:** Positive input for incident investigations.

**Area of impact:**

Riders and employees

**Progress to date:**

Finalizing project timeline.  
Implementation of program anticipated January 2023.

**Lead Department:**

SSLE

#19

**Initiative: Public Safety Dashboard****Public Safety Value:** Openness & Accountability**Project Description:**

**Purpose:** Accountability and transparency are key pillars in reimagining public safety. An accurate public-facing dashboard will provide the public with timely information regarding security activities, crime, demographics, use of force incidents, and complaints. The dashboard is anticipated to pull data from each law enforcement and security staff component and present clear, accurate, and concise data. There are challenges to aggregating the data as each agency collects and classifies its data using different methods. Metro ITS and analysts have been meeting with each agency's crime analysts and programmers to develop solutions to harmonize the data and potentially automate the process.

- Phase I: Completed implementation of prototype Safety Dashboard for public access: board report data displayed (e.g., demographic data related to citations and warnings); link to law enforcement agency websites (crime stats); link to Metro Transit Watch app; links to safety awareness tips, guides, and updates. Safety & Security Performance Updates are displayed on the PSAC Website which includes total crimes per line, demographic data, and other stats related to public safety.
- Phase II: Comprehensive and interactive Metro Power BI Dashboard for public access: crime data disaggregated by race and gender; equipment and software configuration to support external agency connectivity; GPS data related to incidents; interactive reporting and chat feature. The dashboard will be managed by the developing SSLE Data Analytics Unit].

**Background:** Making data available to the public provides transparency for the public but is ineffective if the data is not accurate and disaggregated by race and gender. To achieve a public-facing dashboard, the data streams from each agency must be evaluated and inconsistencies addressed. As of November 2021, some programming and data collection issues with LAPD's data have been identified, and changes have been implemented. LASD and LBPD's crime data issues will also be addressed using lessons learned from LAPD's issues. Metro Transit Security data is anticipated to be the easiest to incorporate as it will be captured in a new software system under acquisition.

**Anticipated Impact or Outcome:** Increased transparency of public safety activity.

**Project Budget and Resources:** Phase I: Complete. Phase II: Metro internal and external contract resources required at 2 FTE and 2 Contract Technology Staff. \$225K for initial consultant services (FY23); \$1.25M for equipment & configuration of the final design (FY24); 2 FTEs and approximately \$100K annual maintenance (FY24). (None spent).

**Timeline:** Phase I: Complete. Phase II: September 2022 launch. Implementation: March 2023.

**Evaluation Criteria:** Accurate, supportable data.

**Area of impact:**

Accountability and oversight

**Progress to date:**

Phase 1 completed.

Synthesizing data

**Lead Department:**

SSLE

### Program Initiatives Progress Synopsis

Initiative	Progress	Fact Sheet No
<b>Deployment Resources</b>		
Transit Ambassador Program	Transit Ambassador program launched in October 2022.	3
Bus Strategies: Operator Security	Pilot program to place armed LASD officers on OWL shift buses launched in July 2022.	4
Mental Health Co-Response Teams	Entered into an agreement with the Department of Mental Health to establish mobile crisis intervention teams to conduct outreach on the system.	12
Infrastructure Protection Contract Update	Completed statement of work.	13
Infrastructure Protection Services RFP	Solicitation issued on 9/20/22, proposals due 11/7/22	13
Law Enforcement Services RFP	Solicitation issued on 4/29/22, proposals due 10/10/22.	14
<b>Training and Resources</b>		
Situational Awareness Simulator	RFP completed with award anticipated December 2022.	10
Bystander Intervention Training	Training materials 100% complete and in production phase. Estimated rollout is Fall 2022.	16
Narcan for Metro Transit Security	Implement program and training October 2022.	17
<b>Security Tools and Technology</b>		
Security (Blue Light) Call Boxes – “Call Point”	Solicitation advertised, pre-proposal call, and site walkthrough completed. Stations selected.	1
Homeless Outreach App	Application launched and in operation.	6
CCTV - Ancillary Areas	A small pilot project was implemented at Vermont/Sunset Station using in-house resources. Preparing for the design process for additional implementation at 10 Cleanliness Hot Spot Stations.	8
Live Video Feed	Conceptual design process is investigating existing activities and installations for the buses and rail vehicles. A solicitation for an Integrated Data and Communications System for rail vehicles has been advertised.	9
Early Warning Tracking Software	Implementation of software anticipated September 2022.	11
Body Worn Video for Metro Transit Security	Finalizing project timeline. Implementation of program anticipated January 2023	18
<b>Data Outcomes and Transparency</b>		
Public Safety Dashboard	Phase 1: Implementation of prototype Safety Dashboard for public access completed.	19
<b>Security Design including Crime Prevention through Environmental Design (CPTED)</b>		
Right of Way Intrusion Prevention	Review of platform edge doors completed. Track and tunnel intrusion detection contractor selected.	2
<b>Communications and Public Education</b>		
Metro Outreach Program Improvements	Phase 1 completed. Comprehensive review completed with recommendations included in the Homeless Outreach Update Receive and File report. Staff reviewing recommendations.	5
Student Outreach Partnership	Development of partnership program model.	7
Child Safe Campaign	Outreach ongoing.	15

# Re-Imagining Public Safety

Gina Osborn, *Chief Safety Officer*



Operations, Safety, and Customer Experience  
Committee

October 20, 2022



# Motion 26.2 Initiatives - Progress



*Improve safety & security for Metro customers and employees*

The following initiatives of the original fact sheet group have been completed or implemented.

## Deployment Resources

- Homeless Riders Short-Term Shelter
- Law Enforcement Commuter Engagement Teams

## Training & Procedures

- Implicit Bias Training for Transit Security
- Modernize the Code of Conduct (*underway*)

## Communications & Public Education

- Public Safety Awareness Campaign

# Motion 26.2 Initiatives - Progress



*Improve safety & security for Metro customers and employees*

The following initiatives of the original fact sheet group are in progress/ongoing.

Deployment Resources	Training & Procedures	Security Tools & Technology	Data Outcomes & Transparency	Security Design including Crime Prevention through Environmental Design	Communications & Public Education
<ul style="list-style-type: none"><li>• Transit Ambassador Program</li><li>• Bus Strategies: Operator Security</li><li>• Mental Health Co-Response Teams</li><li>• Infrastructure Protection Contract Update</li><li>• Infrastructure Protection Services RFP</li><li>• Transit Law Enforcement Services RFP</li></ul>	<ul style="list-style-type: none"><li>• Situational Awareness Simulator</li><li>• Bystander Intervention Training</li><li>• NARCAN for Metro Transit Security</li></ul>	<ul style="list-style-type: none"><li>• Security (Blue Light) Call Boxes – “Call Point”</li><li>• Homeless Outreach App</li><li>• CCTV – Ancillary Areas</li><li>• Live Video Feed</li><li>• Early Warning Tracking Software</li><li>• Body Worn Video for Metro Transit Security</li></ul>	<ul style="list-style-type: none"><li>• Public Safety Dashboard</li></ul>	<ul style="list-style-type: none"><li>• Right of Way Intrusion Prevention</li></ul>	<ul style="list-style-type: none"><li>• Metro Outreach Program Improvements</li><li>• Student Outreach Partnership</li><li>• Child Safe Campaign</li></ul>

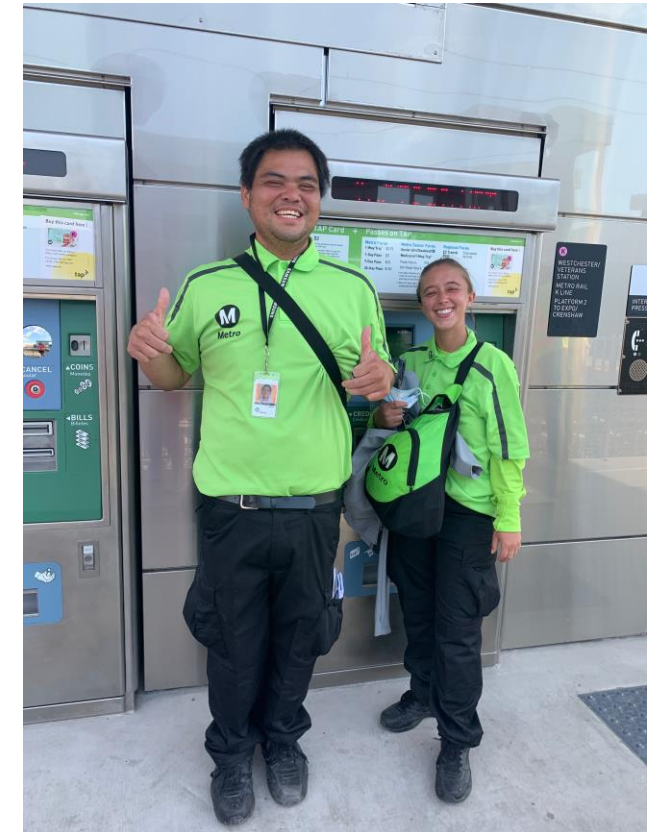
# Transit Ambassadors



*Improve safety & security for Metro customers and employees*

Metro has launched the Agency's Metro Ambassador program as a three-to-five-year pilot program.

- 55 Metro Ambassadors have been trained and are currently on the system.
- On October 7<sup>th</sup>, the Ambassadors were deployed along the K Line in order to ensure those riding the line for the first time have a great experience and can learn how to navigate the Metro system.
- The next group of 60 Ambassadors began training on October 10<sup>th</sup> and graduates will be deployed on the system approximately on October 24<sup>th</sup>.
- Staff will continue to phase in staff to support the program until up to 300 Ambassadors are serving system-wide.



# Respect the Ride

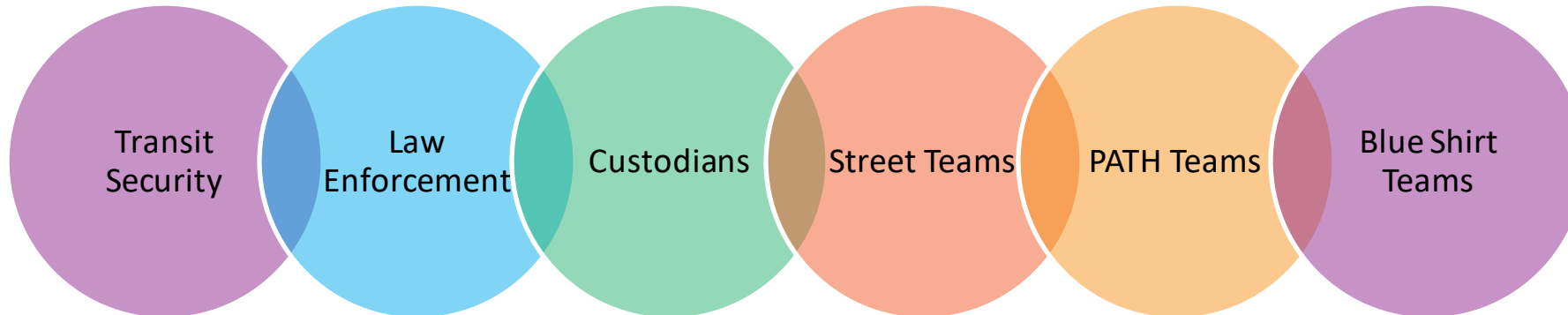


*Improve safety & security for Metro customers and employees*

In collaboration with Operations, Customer Experience, Office of Management & Budget, and Homeless Outreach and Engagement, the pilot program began on April 4th at the *7th/Metro Center Station*



Metro deployed a layered and comprehensive approach to safety.



RTR has expanded to Pershing Square Station, Union Station, North Hollywood Station, Universal City Station, Westlake/MacArthur Park Station, and Hollywood/Highland Station.

# Reduction in Crime



*Improve safety & security for Metro customers and employees*

- From February 2022 to July 2022, Metro experienced a 10.44% systemwide decrease in violent crimes and a 1.35% decrease in non-violent crimes.
- Overall, Metro experienced a 5.73% systemwide decrease in crime from February 2022 to July 2022.

Crimes	February 2022 - April 2022	May 2022 - July 2022	% Change
Part 1			
Agg Assault	120	113	-5.83%
Agg Assault on Op	11	8	-27.27%
Arson	3	0	-100.00%
Bike Theft	16	12	-25.00%
Burglary	4	3	-25.00%
Homicide	0	1	100%
Larceny	161	137	-14.91%
Motor Vehicle Theft	6	2	-66.67%
Rape	5	3	-40.00%
Robbery	86	90	4.65%
<b>Total Part 1</b>	<b>412</b>	<b>369</b>	<b>-10.44%</b>
Part 2			
Battery	230	208	-9.57%
Battery on Operator	33	32	-3.03%
Narcotics	21	49	133.33%
Sex Offenses	26	32	23.08%
Trespassing	32	24	-25.00%
Vandalism	95	78	-17.89%
Weapons	6	14	133.33%
<b>Total Part 2</b>	<b>443</b>	<b>437</b>	<b>-1.35%</b>
<b>Total</b>	<b>855</b>	<b>806</b>	<b>-5.73%</b>