Metro System Security & Law Enforcement 2018 Report

Enhancing Safety, Building Trust
At Metro, we take safety seriously.

With 1.2 million passengers traveling every day on 2,000 clean-air buses and six rail lines, Metro is an ever-expanding network that ties Los Angeles together.

Yet the vastness of LA County in terms of both geography and population means that a passenger, or a suspect at large, can pass through city boundaries quickly and seamlessly.

That’s why our new multi-policing model with the Los Angeles Police Department, Los Angeles County Sheriff’s Department and Long Beach Police Department is so important. Through coordinated efforts and the sharing of resources, we are deterring crime, responding to emergency calls faster and increasing our law enforcement presence across the entire Metro transit system.
From the “It’s Off Limits” campaign to our homeless initiative, we are proactively implementing a diversity of measures to increase the safety of customers and employees. At Metro, we are committed to ensuring that all passengers have a safe commute whenever they board – and wherever their journey takes them.
FROM THE CEO

As Metro continues its expansion of bus and rail lines, we serve an increasing number of passengers who count on our system for safe and reliable transportation. This growth in infrastructure and ridership brings with it a responsibility to ensure that everyone feels safe and secure as they travel and work.

Safety of our employees, passengers and the general public is a core value at Metro – and always our first consideration. We are committed to holding ourselves accountable to this value through transparent means, such as this first-ever security system and law enforcement report.

We are confident that Metro transit users will benefit from the innovative programs, as well as the community and law enforcement partnerships detailed in this report. We are encouraged that, though new, these efforts are already resulting in increased safety and security on Metro.

Moving forward, our staff remains dedicated to the implementation and improvement of best safety practices. Advancing the security of Metro’s transit system has been—and continues to be—of utmost importance.

Phillip A. Washington
Chief Executive Officer
Metro
FROM THE SECURITY CHIEF

Metro is unique among the nation’s transportation agencies in our role as designer, builder and operator of a transit system that serves a county of nearly 10.1 million people. A critical element of daily operations is system-wide safety. While the risk of becoming a victim of a crime or harassment is low – and decreasing – it is the perception of safety that can play a deciding role in whether someone will use Metro’s bus or rail lines. This is particularly the case for those who already feel vulnerable.

Through various initiatives, we are working diligently to enhance safety on Metro’s transit system and build public trust. Beginning in 2017, we nearly doubled the law enforcement presence on the Metro system with a new, multi-policing model. Every day, Transit Security Officers work in tandem with officers in the Los Angeles Police Department, Los Angeles County Sheriff’s Department and Long Beach Police Department to keep the system safe.

This year, we continued to work with the Transportation Security Administration (TSA) on testing technology that can detect hidden explosives and large weapons on people. Based on the test results, we became the first transit agency in the United States to purchase Thruvision devices that quickly and unobtrusively screen people in a crowd.

Our new Transit Watch App will be available free of charge from Google Play or the Apple App Store in English and Spanish. The app will be integrated into our Go Metro App, and the user will be able to report issues quickly to Metro security. If you are on a Metro Bus or light rail train, the App will have your exact location, but you will still be able to report issues anonymously. We are also adding the ability to report incidents on Metrolink to their security personnel. You will have the ability to report via text, video or photo, and a record of your reports will be kept on your phone if you desire.

Along with these internal efforts, we rely on customers to be our “eyes and ears” as they ride the transit system. Passengers communicate directly with law enforcement about suspicious activity and other security issues through the Transit Watch app. Our partnership with Peace Over Violence for the “It’s Off Limits” campaign has helped reduce the number of sexual harassment incidences. Noting the value of our customer base to identify and stop suspicious activity, Metro’s sexual harassment hotline will expand from two to nine languages. Metro will also launch a “bystander” program where all Metro employees will be required to report suspicious activity they have directly witnessed or that has been provided to them by riders.

Our security and law enforcement team works tirelessly to provide a safe environment across the entire Metro system. On behalf of them, I invite you to review our activities for 2018. We are proud of what we have accomplished and are committed to ensuring that customers and employees can ride and work safely, without fear, 100% of the time.

Alex Z. Wiggins
Chief System Security & Law Enforcement Division
Metro
Chief’s Three Priorities

01
Prevent and reduce crime

02
Coordinate homeless outreach, mental health and public safety assets

03
Prevent sexual harassment and improve the physical security environment
System Security Enhancements

Under a new multi-agency policing program, law enforcement personnel on the Metro system has nearly doubled in five years.

On March 1, 2017, we entered into a five-year contract with three police agencies to further support security on bus and rail lines across Metro’s transit system. Law enforcement officers from the Los Angeles Police Department (LAPD), Los Angeles County Sheriff’s Department (LASD) and Long Beach Police Department (LBPD) ride on Metro buses and trains and patrol transit corridors. These officers work closely with our Transit Security Officers (TSOs) to enforce Metro’s Code of Conduct, reduce fare evasion and deter criminal behavior, such as vandalism and graffiti.

In 2017, Metro launched the use of a multi-agency approach to patrol of LA County’s 88 cities. The new policing structure includes the Los Angeles County Sheriff’s Department, Los Angeles City Police Department and Long Beach Police Department. Metro’s security officers will now oversee fare enforcement, which will allow the law enforcement teams to focus on hard crime. The benefit of this multi-policing structure will be enhanced response time and the overall presence will increase as well. Under this structure, there will be an increase in the number of hours officers spend policing transit. There will also be exclusive bus riding teams that did not previously exist.

Operating under this policing structure evokes the participation of multi-policing agencies that provide their own agency specific resources that are now available to Metro beyond their patrol. These resources allow us to double down on our resources that were previously available only by one policing entity. For example, each provider has their own set of homeless outreach teams that Metro utilizes to further address the homeless presence on the system and properties.

Heightened visibility of law enforcement officers has a two-pronged benefit: faster response times and reduced vulnerability to terrorism and crime.
Metro is a national first-adopter in anti-terrorism practices.

Metro’s bus and rail stations serve as a hub for hundreds of thousands of passengers daily. The sheer mass of people flowing through these stations requires that we take terrorism seriously and implement proactive measures that can detect and deter activities that pose a threat to the safety of our transit system.

Last year, we continued cooperating with TSA on testing technology that can improve the safety of riders. We tested the SPO-NX detection at range technology in December 2017 at the 7th Street/Metro Center Station. In March 2018, we conducted another test, this time with Thruvision detection at range technology. The portable high-tech security device scans passengers for explosives and large weapons as they enter a station or come down an escalator.

With the purchase of several Thruvision devices, Metro became the first transit agency in the nation to deploy this advanced technology to reduce the threat of terrorism or a mass casualty incident.

Thruvision Screening Technology

- 2,000 passengers per hour
- Detects suspicious objects up to 30 feet
- Does not reveal passenger anatomy
- Does not emit radiation

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Homeless Action Plan

An innovative pilot project connects homeless individuals with resources – and gets them into permanent housing.

The Los Angeles Homeless Services Authority (LAHSA) counts as many as 58,000 individuals in LA County as homeless – two-thirds of whom are unsheltered. The county’s homelessness crisis has significantly impacted Metro as people turn to transit stations and corridors for alternative shelter.

In 2016, at the direction of our CEO, Metro created a Homeless Task Force to address homelessness in and around the transit system, and align action with County and City of Los Angeles priorities. In February 2017, the Homeless Action Plan was finalized. This plan focuses on maintaining a safe and clean environment for customers, while connecting homeless persons in the transit system to services and resources under Measures H and HHH.

Partners in this coordinated and comprehensive approach include the Los Angeles County Department of Mental Health (DMH), LASD and LAHSA.

Under the action plan, Metro hired two homeless multi-disciplinary outreach teams to engage with homeless persons and connect them to services. The pilot project has shown success, with approximately 12% of those contacted receiving permanent housing solutions.

As of June 2018, we have expanded this pilot program to eight multi-disciplinary outreach teams, day and evening, throughout the entire Metro system.

“I have noticed more LAPD, Sheriff and LA Metro enforcement on the Red and Gold Line trains during peak travel times and it really makes a difference [addressing homelessness on the system].”
– Felicia, 2017

“I really appreciate the increased visibility of security on platforms and in trains. In the past week, I’ve seen more security personnel than I have before and it’s brought a sense of relief.”
– Michael, 2018
The project was launched in March 2017 and the purpose was to:

> Minimize the blight and disorder at the Westlake/MacArthur Park Station
> Reduce unpermitted street vending
> Reduce crime
> Ensure safe boarding for passengers on bus and rail

As a result of the project, the Metro Plaza has been transformed into an inviting community, whereby:

> The market operates from 7am to 7pm, seven days a week.
> Thirty-four (34) vendor booths operate under an LA City umbrella permit and vendors can sell goods to shoppers at the plaza.
> Metro’s MacArthur Park project is serving as best practices example for LA County’s vending policies.

Fast Facts

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> Minimize the blight and disorder at the Westlake/MacArthur Park Station
> Reduce unpermitted street vending
> Reduce crime
> Ensure safe boarding for passengers on bus and rail

Upon successful completion of the pilot project in Spring 2018, Metro decided to continue the program. To reach the project’s goals and maintain law and order, private security officers will be provided by the LA City Councilmember Gil Cedillo as well as an on-site manager to direct daily operations. LAPD officers will also be hired to patrol the community market.
It’s Off Limits

To combat sexual harassment on Metro’s system, we empowered passengers to leverage a tool they already have – their smartphone.

Sexual harassment is an issue plaguing many transportation providers as transit systems place people in close proximity to each other.

To reduce the number of these offenses, we launched the “It’s Off Limits” sexual harassment prevention campaign. “It’s Off Limits” posters, cards and social media posts encourage passengers to speak up when they witness or experience sexual harassment.

A 24/7 confidential hotline, 1.844.OFF.LIMITS (1.844.633.5464), supports passengers who have been victims of sexual harassment. Through a partnership with Peace Over Violence, the hotline is staffed by trained counselors offering free services in English and Spanish. Passengers can also report sexual harassment using Metro’s Transit Watch app.

At Metro, we are committed to providing passengers with a traveling environment that is free from sexual harassment. This includes unwanted touching, comments and gestures.
Transit Watch App

With the tap of a finger, customers help make Metro a safer system.

Metro’s Transit Watch security app offers passengers a quick and anonymous way to communicate directly with law enforcement about suspicious activity or quality-of-ride issues at Metro stations or on board a bus or train.

The app is free and can be downloaded from the Apple App Store and Google Play. When submitting a report, customers can choose to report an issue briefly, provide extra detail and send one or more photos.

Metro Security receives an average of 250 reports a month on the Transit Watch app, with dispatch center officers responding to complaints as soon as possible. We are currently looking at combining this app with the Go Metro app, which averages over 50,000 visits per month. Merging the two apps would provide all users of the Go Metro app with access to Transit Watch functionalities.
Statistical Information

Advancing the safety and security of our passengers and employees is our fundamental mission. Crime and disorder risks within the Metro system include the incidents of crime, general disturbances of the peace and public safety. Crime and disorder risks are measured primarily by the number and severity of crime that occurs within an area. The Federal Bureau of Investigation (FBI) Uniform Crime Reporting (UCR) system defines serious crime (Part 1) as homicides, rape, robbery, aggravated assault, burglary, larceny-theft, motor vehicle theft and arson. Metro reports data in a more detailed fashion by capturing crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property and Crimes Against Society under UCR guidelines.

We attribute proactive measures implemented by our TSOs in partnership with LAPD, LASD and LBPD officers, as well as more rapid response times to calls for service. The sharing of law enforcement intelligence across agencies also enables officers to better identify and apprehend offenders and criminals of concern.

**10-Year Crime Trend**

![Graph showing 10-year crime trend](image)

### Crimes Against Persons 2018 vs. 2017

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>2018</th>
<th>2017</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggravated Assault</td>
<td>257</td>
<td>249</td>
<td>3%</td>
</tr>
<tr>
<td>Aggravated Assault on Operator</td>
<td>14</td>
<td>15</td>
<td>-7%</td>
</tr>
<tr>
<td>Homicide</td>
<td>1</td>
<td>2</td>
<td>-50%</td>
</tr>
<tr>
<td>Rape</td>
<td>313</td>
<td>405</td>
<td>-23%</td>
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**Grand Total**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>+/-</th>
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</thead>
<tbody>
<tr>
<td>Total</td>
<td>600</td>
<td>681</td>
<td>-12%</td>
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### Crimes Against Property 2018 vs. 2017

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>2018</th>
<th>2017</th>
<th>+/-</th>
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<tbody>
<tr>
<td>Arson</td>
<td>1</td>
<td>0</td>
<td>100%</td>
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<tr>
<td>Burglary</td>
<td>13</td>
<td>14</td>
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<tr>
<td>Larceny</td>
<td>829</td>
<td>783</td>
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<tr>
<td>Motor Vehicle Theft</td>
<td>30</td>
<td>99</td>
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**Grand Total**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>+/-</th>
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<tbody>
<tr>
<td>Total</td>
<td>873</td>
<td>896</td>
<td>-3%</td>
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Serious crime against persons decreased by 12% in 2018 compared to 2017.
Serious crime against property decreased by 3% in 2018 compared to 2017.
Serious crime against persons and property decreased by 7% in 2018 compared to 2017.
Metro System Security & Law Enforcement 2018 Report
Financial Summary

Our five-year law enforcement contract with three agencies supports bus and rail operations across Metro’s transit system.

These contractors provide staffing and deployment models consistent with Metro’s existing division-based configuration. The three agencies – LAPD, LASD and LBPD – report directly to our System Security & Law Enforcement department.

The five-year contract began March 1, 2017, and ends June 30, 2022, unless it is terminated earlier or extended by Metro.

<table>
<thead>
<tr>
<th>Total Contract Value (Five Years)</th>
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<tbody>
<tr>
<td>Total</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th></th>
<th>Year 1 Budget</th>
<th>Expenditures to Date</th>
<th>Cost Savings</th>
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<tbody>
<tr>
<td>Total</td>
<td>$117,700,006</td>
<td>$111,335,698</td>
<td>$6,364,308</td>
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Helpful Resources

For emergencies, call 911.
For any threat to public safety on the Metro system, call the law enforcement hotline at 888.950.SAFE (7233).

Download the Transit Watch App from the Apple App Store or Google Play.
For more information, visit metro.net/security.
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