

INTRADEPARTMENTAL CORRESPONDENCE

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POLICE COMMISSION

REVIEWED

May 8, 2019  
8.1

TO: Honorable Board of Police Commissioners

FROM: Chief of Police

*Richard M. TeFank*  
RICHARD M. TEFANK  
EXECUTIVE DIRECTOR  
5/9/19  
DATE

SUBJECT: THE LOS ANGELES POLICE DEPARTMENT'S REPORT ON HOMELESSNESS AND MENTAL ILLNESS ON THE METROPOLITAN TRANSPORTATION AUTHORITY SYSTEM

RECOMMENDED ACTIONS

- 1. It is recommended that the Board of Police Commissioners REVIEW and TRANSMIT the attached report titled, *The Los Angeles Police Department's Report on Homelessness and Mental Illness on the Metropolitan Transportation Authority System* to the City Council Public Safety Committee.

DISCUSSION

At its January 16, 2019, meeting, the Public Safety Committee heard a Motion (Englander-Ryu, Council File No. 18-0245) related to the Police Department's (LAPD) efforts to address sexual harassment and sexual assault on the Metropolitan Transportation Authority (Metro) system in the City of Los Angeles. During the discussion of the motion, LAPD noted that individuals experiencing homelessness or suffering from mental illness often report instances of harassment or assault. Further, some individuals suffering from untreated mental health issues on the Metro system pose a threat to their own safety and to the safety of other passengers. After a robust discussion, the issue was continued so that LAPD could gather more data and report back to the Committee at a later date.

Transit Service Bureau compiled information regarding the efforts of the Department and have addressed the questions and issues within the Department's report. Should you have any questions, please contact Transit Services Bureau at (213) 922-3614.

Respectfully,

*Michel R. Moore*

MICHEL R. MOORE  
Chief of Police

BOARD OF  
POLICE COMMISSIONERS  
Approved *May 14, 2019*  
Secretary *Maria Silva*

Attachment

## INTRADEPARTMENTAL CORRESPONDENCE

May 3, 2019  
8.1

**TO:** Chief of Police

**FROM:** Commanding Officer, Transit Services Bureau

**SUBJECT:** THE LOS ANGELES POLICE DEPARTMENT'S REPORT ON HOMELESSNESS AND MENTAL ILLNESS ON THE METROPOLITAN TRANSPORTATION AUTHORITY SYSTEM

At the request of the Director, Office of Special Operations, Transit Services Bureau (TSB) was requested to submit a written response to the City Council's request for the following:

- Report on relevant sexual assault and harassment crime statistics on the Metro System from years prior to the LAPD patrol of the Metro System.
- Additional strategies or recommendations on infrastructure, environmental and staff changes on the Metro system that would reduce the incidence of sexually related harassment and assaults.
- Recommendations on how to better coordinate resources, communications and enforcement between the LAPD, Los Angeles Homeless Services Authority (LAHSA), the City Attorney, and service providers necessary to address issues of homelessness within the Metro system.
- Updates on a Memorandum of Understanding or agreement with LAHSA to provide additional outreach services to homeless individuals on the Metro System.
- Updates on whether Metro has adopted an encampment protocol to address cleanups on their properties.
- Breakdown of incidents based on each rail line, and how the Blue Line compares to the other lines, i.e., Red, Purple and Gold Lines.
- Compare the LAPD's efforts to rail and the situation on buses.
- The LAPD's determination in deploying Metro HOPE team and other homeless response personnel and resources.
- The definition of gravely disabled and the difficulties in providing service to those in need.

Chief of Police

Page 2

8.1

Attached is the requested fact sheet response that addresses the above questions. If you have any questions, please contact Transit Services Bureau at (213) 922-3614.

APPROVED:



BLAKE H. CHOW, Deputy Chief  
Commanding Officer  
Transit Services Bureau



BEATRICE M. GIRMALA, Assistant Chief  
Director, Office of Special Operations

Attachment

**FACTSHEET**  
**REPORT IN RESPONSE TO PUBLIC SAFETY COMMITTEE REQUEST**  
**April 15, 2019**

**Background**

On April 25, 2018, at the request of the Director, Office of Operations, Transit Services Bureau was asked to respond to a Public Safety Committee request. The Public Safety Committee heard a motion related to the Los Angeles Police Department's (LAPD's) efforts to address sexual harassment and sexual assaults on the Los Angeles County Metropolitan Transportation Authority (Metro) system in the City of Los Angeles. There was also discussion regarding individuals that are suffering from untreated mental health issues that might pose a threat to their own safety and the safety of other passengers. It was requested that the LAPD gather additional information and for the Department to provide a written response on the following:

- Explain how the Department, specifically Transit Services Bureau (TSB), handles homelessness and mental illness on Metro buses, trains and stations in the City.
- Address sexual harassment and assaults on Metro buses, trains and stations in the City.
- Include how specialized units such as Mental Evaluation Unit/System-wide Mental Assessment Response Team (SMART) and Homeless Outreach and Proactive Engagement (HOPE) Team are being used.

On January 16, 2019, City Council convened and approved the above submitted report. The City Council further requested that the Department gather additional information and provide a report back to the following items:

**1. Report on relevant sexual assault and harassment crime statistics on the Metro System from years prior to the LAPD patrol of the Metro System.**

Due to variances in crime coding from the Los Angeles County Sheriff's Department (LASD) such as premise codes, crime classification, etc. prior to LAPD patrolling the Metro system, producing a summary of LASD reported crimes and location of those crimes will contain omitted information. A review of LASD reports classifies several crimes as miscellaneous misdemeanors and felonies with no further descriptions or details of the crimes, to include those incorporated by the U.S. Department of Justice, Uniform Crime Reporting Program. In contrast, the LAPD reporting guidelines specifically identify and code felony and misdemeanor crimes based on the Uniform Crime Reporting Program, such as rape, Assault with Deadly Weapon (ADW), robbery, battery and other miscellaneous crimes.

The following information is a time table with data provided by the LASD documenting crimes classified as sexual related harassment and offenses prior to the LAPD assuming responsibilities of the transit system within the City of Los Angeles.

2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
<b>LASD</b>													
Rape	1	0	0	0	3	0	0	0	0	0	0	0	4
Sexual Misc.	5	3	5	8	3	7	6	8	4	7	4	2	62
Lewd Conduct	1	3	1	1	2	1	6	3	3	5	0	0	26
Child Annoy	0	1	2	1	0	1	1	1	2	0	2	2	13



2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
<b>LASD</b>													
Rape	0	0	2	0	1	0	N/A	N/A	N/A	N/A	N/A	N/A	3
Sexual Misc.	4	3	3	6	4	1	N/A	N/A	N/A	N/A	N/A	N/A	21
Lewd Conduct	0	4	0	3	2	0	N/A	N/A	N/A	N/A	N/A	N/A	9
Child Annoy	0	4	2	1	1	0	N/A	N/A	N/A	N/A	N/A	N/A	8

**Note:** The total number of sexual harassment and offenses reported in 2016 by LASD was a combined 105 incidents. During contract modification in 2017, LASD reported 41 incidents through the first 6 month of the calendar year.

**2. Additional strategies or recommendations on infrastructure, environmental and staff changes on the Metro system that would reduce the incidence of sexual related harassment and assaults.**

Transit Services Bureau continues to look at ways to improve reporting and tracking of both crime and complaint incidents within the transit system including incidents of sexual harassment and sexual assaults. The information is used to develop data driven strategies for public awareness, education, deployment of resources, crime suppression, and enforcement. The information is also utilized to identify serious crimes trends, problem locations and repeat offenders. Resources are then deployed based on information received and addressed through strategic high visibility patrols, plain clothes operations, enforcement and collaborative investigative efforts. To provide an additional layer of security, a request for adjustments to Metro Security deployment and support staff is routinely requested. Site surveys are conducted to determine the need for environmental changes to include lighting, restricted access, cameras and clear line of sight that would reduce sexual related harassment and assaults.

To provide a more accessible method for victims of sexual harassment to report incidents, Metro has launched a multi-faceted campaign to stop sexual misconduct on Metro buses and trains. "It's Off Limits" campaign encourages victims of sexual misconduct to report the incident to law enforcement. Metro offers three ways to report sexual harassment or assaults:

- Call (888) 950-7233 (Peace Over Violence Sexual Harassment Hotline)

Peace Over Violence is a non-profit domestic violence and sexual assault crisis organization that offers civil legal assistance to survivors of domestic violence, sexual assault and stalking, in conjunction with other healing services. Transit Services Bureau has met with Metro and Peace Over Violence to discuss reporting procedures and information obtained from Peace Over Violence advocates. There has been great improvement in the detail encompassed within each incident reported from Peace Over Violence to Metro and Transit Services Bureau.

- Use of the Transit Watch mobile phone application

Metro is changing the dashboard and functionality of Transit Watch to attract more patrons toward using this reporting method. The LA Metro Transit Watch application is an extension of Metro's Transit Watch L.A. Website, [www.transitwatchla.org](http://www.transitwatchla.org).

The application is a quick, easy and anonymous way for L.A. Metro transit riders to communicate directly to Metro's System Security and Law Enforcement teams regarding suspicious activity or quality of ride issues at Metro stations or while riding a bus or rail line. LA Metro Transit Watch application users have the option of directly calling Metro System Security or Law Enforcement teams instantly by sending them a photo or providing an instant message. LA Metro Transit Watch application is monitored 24 hours a day and seven days a week by dedicated Metro Security personnel. Any incident that rises to the level of an emergency response is coordinated by Metro Security personnel to local law enforcement for an expedited response.

- Pick up a red phone in any Metro Station and blue light system

Metro has identified that the location and positioning of the red phones are not favorable and difficult to identify by individuals in need. Metro has reverted to utilizing push button intercom systems strategically placed throughout the system (platforms, entrance/exits, high traffic areas, etc.). Metro has also implemented the blue light system. Additional intercoms are placed throughout the system identified by a flashing or static blue light making them easily identifiable during day or night hours. All intercom systems are directly connected to the Rail Operation Control Center and monitored 24 hours a day and seven days a week.

Metro also provides victims with the following information on their website: "If you've experienced sexual harassment while riding Metro, we are here to listen. Call our 24/7 confidential hotline. Call 1.844.OFF.LIMITS or 1.844.633.5464."

Metro is also working on developing a process to consolidate all incoming complaints, reports and requests they receive. This will allow Metro to efficiently assess, prioritize and forward the analyzed information to law enforcement, security, rail/bus operations, facilities and maintenance departments for an immediate response or situational awareness. Transit Services Bureau will continue to assist and provided guidance in the development of the above process.

**3. Recommendations on how to better coordinate resources, communications and enforcement between the LAPD, Los Angeles Homeless Services Authority (LAHSA), the City Attorney, and service providers necessary to address issues of homelessness within the Metro system.**

The coordination of resources between LAPD, the City Attorney and service providers has steadily improved since the inception of the LAPD's HOPE Teams. The Transit Services Bureau HOPE Team continues to work on improving the exchange of information with outreach workers and service providers. Outreach and service providers have various policies regarding confidentiality matters primarily based on the Health Insurance Portability and Accountability Act (HIPAA). Most intake packages contain a confidentiality form which further holds the organizations to a higher standard of confidentiality. Even without these policies, there are many outreach and service providers that have concerns that this information would be used for enforcement purposes. The information shared is used by the Transit Services Bureau HOPE Team to identify needs beyond the involved service provider's resources, allowing officers to reach out to additional providers. The sharing of information also allows officers to adjust any potential enforcement toward successful outreach and assist in ensuring that the client and service provider stay connected. The Transit Services Bureau Hope Team continues to collaborate and build trust with the service providers to improve outreach services.

It was expected that with the passing of Assembly Bill (AB)210, information sharing would improve amongst law enforcement and the various service providers. AB210 authorizes a County to establish a homeless adult and family multi-disciplinary team. The team would include law enforcement with the goal of facilitating the expedited identification, assessment, and linkage of homeless individuals to housing and supportive services. AB210 was passed by the Governor on October 7, 2017. As of December 31, 2018, the County rolled out phase 1 of the team with no indication that Los Angeles County is considering inclusion of the LAPD in the multi-disciplinary team. Transit Services Bureau HOPE Team is gathering information on what the next phase(s) will consist of regarding law enforcement.

**4. Updates on a Memorandum of Understanding or agreement with LAHSA to provide additional outreach services to homeless individuals on the Metro System.**

LAHSA has advised Metro that any efforts to conduct outreach on their system would have to be under contract. They were slightly more receptive to assisting with homeless encampments; however, to have any guaranteed outreach at the encampments, on their requested timelines, outreach would still have to come from internal Metro contracted personnel. Due to the contracting of the C3 teams Metro is not pursuing an MOU with LAHSA at this time.

To fill the void, several other entities have responded to Transit Services Bureau HOPE Team requests on a case-by-case basis, including Veteran Affairs, The Dream Center, The Valor Program, HOPICS, Exodus, Hope of the Valley, Cornerstone, Tarzana Treatment Center, SPA leads and others throughout the various Service Planning Areas.

**5. Updates on whether Metro has adopted an encampment protocol to address clean ups on their properties.**

Metro has finalized their encampment protocol and has identified several priority locations. The protocol is based largely on the LA Sanitation model which includes posted clean ups, environmental hazards, bulky items, trash and personal property storage. The Transit Services Bureau HOPE Team will utilize this protocol and slowly transition to allow for training and refine assessment of encampments (identifying occupied encampments vs. trash/bulky items and the identification and storage of personal property).

**6. Breakdown of incidents based on each rail line, and how the Blue Line compares to the other lines, i.e. The Red, Purple and Gold Lines.**

The initial report submitted on April 25, 2018 to the Public Safety Committee included data encompassing the total number of reported sexual assault related crimes between the dates of December 1, 2017 to March 31, 2018. Transit Services Bureau analysis indicated that 58 sexual assault related crimes were reported during that period. A refined analysis of incidents taking place on the rail system compared to those taking place on the Blue Line has been conducted. The analysis indicated that between April 1, 2018 through December 31, 2018, a total of 109 sexual assault related crimes were reported throughout the Metro system. Of the 109 incidents occurring overall, 60 incidents were reported to take place on the rail system. The following chart provides a breakdown of each Rail Line and the total number of incidents that took place on each specific line.

Rail Line	Number of Incidents
Red	20
Union Station	16
Expo	12
Purple	6
Gold	3
Green	2
Blue	1
<b>Total</b>	<b>60</b>

**Note:** Metro's rail system consists of 93 stations, 98 miles of rail, four light rails, 2 subways and an estimated weekly ridership of 711,583 individuals. There were no significant identifiable patterns that would indicate there is a problem line or location.

## **7. Compare the LAPD's efforts to rail and the situation on buses.**

**The following is LAPD's concept of operations and deployment strategy as it related to train and bus operations:**

### **Deployment Strategy**

The LAPD's deployment strategy increases levels of deployment to provide a more robust presence on Metro's transit system. Increasing the visible presence of uniformed police officers deters crimes on Metro's bus and rail services, reducing the number of calls for service generated, and limit the strain placed on units having to respond to calls for service city-wide. Transit Services Bureau's deployment strategies and policing services are provided by full time police officers dedicated to patrolling Metro's system and supplemented by police officers working on an overtime basis.

### **Watch/Shifts Coverage**

Transit Services Bureau provides police resources through a three-watch deployment plan. The duration of each watch is nine hours. Three nine-hour watches produce 27 hours of coverage, resulting in one-hour of overlap between each watch. Each one-hour period of overlap allows the oncoming watch to obtain the necessary equipment and deploy to their areas of operation and allow the off-going watch time to complete the administrative processes required before their end of watch. The deployment strategy requires officers to utilize the transportation system to the extent possible for this transition, providing maximum visibility throughout the system during the changes of watch. **The three watch periods are deployed as follows: Watch 2: 0500-1400 hours; Watch 4: 1300-2200 hours; Watch 3: 2100-0600 hours.**

### **Supervision Concept of Operations**

Full-time, Metro-dedicated lieutenants and sergeants staff the command structure and supervision of Transit Services Bureau. Lieutenant watch commanders and sergeant assistant watch commanders have been full-time positions since the inception of the contract. Full-time field supervision was (and continues to be) phased in over the first three years. This increases the sense of responsibility to the mission and builds organizational knowledge within the cadre of supervisors. Supervision at Transit Services Bureau will maintain responsibilities for all Metro field operations. This strategy will ensure supervisors remain aware of issues throughout Metro's transportation system.



### **Bus Service Concept of Operations**

The LAPD's concept of operations for policing Metro's bus service within the City of Los Angeles encompasses the following: basic police service, uniformed patrol, traffic/grade enforcement, bus transit center security presence, and plain clothes enforcement. Currently, all emergency and non-emergency bus-related calls for service are dispatched to patrol officers assigned to the LAPD's 21 geographic patrol divisions and four traffic divisions. This concept utilizes the LAPD's substantial patrol resources and provides for the fastest citywide response to Metro bus-related calls for service. The patrol officers and investigating detectives assigned to the geographic patrol divisions are familiar with the crime trends of their area and have established relationships with the communities they serve. By establishing this strategy, the LAPD has leveraged the institutional knowledge and experience of its officers into value added basic police service for Metro and its ridership.

### **Bus Riding Teams**

Bus Riding Teams (BRT) are utilized to augment the patrol force by providing police services to Metro's bus service. Bus Riding Team officers board bus lines identified as having chronic violations of Metro's Code of Conduct. The primary goal is to provide a visible deterrent for those inclined to victimize Metro's bus ridership or vandalize Metro's equipment. The BRT's are deployed based on crime trends identified through the LAPD's crime analysis mechanisms. The deployment strategy for the BRT's is to assign geographic responsibility based on the LAPD's four bureaus: Valley, Central, West, and South. The teams remain flexible, capable of being reassigned to newly identified crime trends or spontaneous events affecting Metro bus service. Officers are assigned on an overtime basis to all three shifts. A total of 30 officers are deployed daily in support of bus operations citywide.

### **Bus Transit way/Traffic and Grade Enforcement**

Transit Services Bureau includes a traffic enforcement component to its concept of operations for policing Metro's bus service and bus transit ways. This duty is performed by motorcycle officers (motor officers) who are the LAPD's primary traffic enforcement unit. These officers enforce traffic regulations involving bus rights-of-way and dedicated bus lanes. They also have the additional responsibility of enforcing vehicle code violations committed in and around Metro buses that impact bus operators' ability to safely operate the bus. The motor officers assigned to provide traffic enforcement also complete Metro bus-related traffic collision reports and handle calls for service, when necessary. The LAPD motor officers assigned to perform traffic enforcement for Metro bus services are assigned on an overtime basis. Transit Services Bureau deploys eight motor officers to provide traffic enforcement for the Orange Line and the Silver Line. These officers provide continuous coverage, split between two nine-hour shifts, between the peak ridership hours of 5am-10pm.

### **Special Problems Unit**

The Special Problems Unit (SPU) consists of one supervisor and four officers. Transit Services Bureau proposed to deploy four SPU teams over the course of the initial contract. The Special Problems Unit's mission and watch times are based on crime analysis and information received from Metro operators. The Special Problems teams operate in an undercover and uniform capacity to identify chronic and habitual offenders of Metro's code of conduct on both bus and rail services. The Special Problems Unit is also utilized during special events, task forces and/or as required by identified crime trends.



### **Rail Service Concept of Operations**

Transit Services Bureau concept of operations for Metro's light and heavy rail service is designed around the deployment of high visibility uniformed proximity patrols. Each patrol unit is staffed by two uniformed officers assigned a patrol area consisting of several platforms/stations and the rail service in between. The area assigned to officers consist of approximately three to five stations/platforms depending on the rail line. The officers conduct patrols by boarding rail cars and utilizing the rail system to travel between stations and platforms. The mission of these uniformed patrols is to enforce Metro's Code of Conduct, serve as a deterrent to criminal behavior, serve as a point of contact for Metro's ridership, and serve as a point of contact for Metro's employees. By utilizing the rail lines to travel between stations, Transit Services Bureau assigned officers increase their visibility to the riding public throughout the rail line, as opposed to staffing fixed posts at transfer locations. Deploying uniformed police officers throughout the rail system improves officers' ability to respond to calls for service while providing a deterrent effect on criminal activity.

### **Homeless Outreach Proactive Engagement (HOPE) Team**

Understanding that the basis of Metro's concerns with Non-Transit Persons on the transit systems is social as opposed to criminal, the LAPD is taking a progressive approach to mitigating the concern. Rather than rely on increased enforcement, Transit Services Bureau has applied a HOPE strategy to reducing the number of Non-Transit Persons on Metro's system by connecting those individuals with social services. Transit Services Bureau deploys (1) Sergeant II, (1) Police Officer III and (9) Police Officer II's as part of their HOPE Team assigned to a 10-hour shift. Each member of the HOPE Team has successfully completed 40 hours of mental health training provided by the Department and works in collaboration with Metro to identify locations experiencing a high frequency of Non-Transit Persons.

The HOPE Team links individuals with social services, including shelter and rehabilitation centers to create lasting solutions on an individual basis. The HOPE Team coordinates with LAHSA and the LAPD's Mental Evaluation Unit as required. In addition to the HOPE Team, Transit Services Bureau also utilizes System-wide Mental Assessment Response Team (SMART) that provide seven-day coverage to assist with mental health related calls city-wide. SMART is comprised of specially trained police officers and LA-DMH clinicians. The SMART responds to acute mental health crisis situations, providing immediate intervention to assist patrol officers whenever they encounter suspected persons with mental illness. They provide intervention, referral, or placement for a person with mental illness, allowing field officers to quickly return to field duties.

### **Senior Lead Officers**

Transit Services Bureau Senior Lead Officers (SLO) serve as a point of contact for the local community. The SLO's act as a key liaison between Transit Services Bureau and our geographic areas. Citizens relay problems that they identify within their own communities to the SLO. The SLO acts as a conduit to additional police and city services needed to resolve chronic issues. Senior Lead Officers continue to be an integral part of the LAPD's police service delivery model. The SLO's act as a key component for building ridership relationships and setting forth a strong foundation with our MTA partners.

### **Critical Infrastructure Concept of Operations**

Transit Services Bureau developed a concept of operations for protecting Metro's two critical infrastructure locations located within the City of Los Angeles: Union Station and 7<sup>th</sup> St/Metro Center Station. Both are transit hubs serving as major transfer points for Metro's transportation system. Transit Services Bureau deploys officers with the requisite training and experience to properly secure these locations. Officers of the LAPD's Metropolitan Division are assigned on an overtime basis, providing 24-hour protection at both Union Station and 7<sup>th</sup> St/Metro Center Station over the course of three nine-hour shifts. Team size consists of one sergeant and four officers at each critical site location.

### **8. The LAPD's determination in deploying Metro HOPE Teams and other homeless response personnel and resources.**

The LAPD took over policing responsibility of the Metro system within the City of Los Angeles boundaries on July 1, 2017. Transit Services Bureau initially deployed one supervisor and four HOPE Team officers daily on an overtime basis to handle outreach and service referrals for homeless individuals in the Metro system. Transit Services Bureau HOPE Team efforts have since been expanded to a dedicated Transit Services Bureau supervisor and ten full time officers. This new configuration was effective for the 2018/2019 Fiscal Year.

Transit Services Bureau models the HOPE Team after the current geographic Bureau HOPE Teams. The officers engage the homeless throughout Metro's system and work to identify the following:

- Level of vulnerability;
- Mental Health needs;
- Substance abuse;
- Veteran status;
- Family or other potential support systems;
- Significant health or disability issues;
- Situations that create obstacles such as unmarried couples, pets and pending criminal cases; and
- Past attempts to seek help that were unsuccessful.

The primary resource on the Metro's system is the Metro-funded C3 teams which are comprised of Department of Health Services (DHS), People Assisting the Homeless (PATH), prior homelessness-oriented volunteers and a registered nurse. Los Angeles County has deployed E6 teams that will have responsibilities that include the Metro system. Currently, there is one E6 team deployed in Service Planning Area 4 (The People Concern) that have focused their initial efforts at the 7<sup>th</sup> Street/Metro Center hub.<sup>1</sup> Based on the results and input from Transit Services Bureau HOPE team, E6 has recently shifted their efforts to the areas surrounding the Civic Center/Grand Park and Westlake/MacArthur Park Stations.

Transit Services Bureau HOPE Team efforts also include addressing several clean up needs within Metro stations, platforms, non-revenue tracks, and several Metro-adjacent encampments that impact operations and/or public safety. As previously mentioned, Metro has finalized their

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1. The County of Los Angeles is divided into eight geographic areas. These distinct regions allow the Department of Public Health to develop and provide relevant public health and clinical services targeted to the specific health needs of the residents in these different areas.

encampment protocol and has identified several priority locations. (This protocol was discussed on page four, point five, for further reference).

Transit Service Bureau HOPE Team maintains partnerships with several agencies to address adjacent encampments including Metrolink, Union Pacific, Cal Trans, California Highway Patrol, Department of Public Works, Park Rangers, Bureau of Sanitation, Department of Transportation, LAPD Bureau HOPE Teams and several contractors that perform clean-up for many of the above mentioned. The cleanups are conducted following established protocols by each agency and are supported by Transit Services Bureau HOPE Team officers as needed.

### **Additional Resources Utilized**

The Department of Mental Health (DMH) has provided a clinician to respond with Transit Services Bureau HOPE Team officers to assist during proactive engagement with people experiencing homelessness. The benefit of this new partnership allows for the access and availability of resources that DMH clinicians possess to engage people experiencing homelessness suffering from mental illness and connect them to services. The clinicians have been an effective resource due to their ability to evaluate, verify history, discuss medications and make outpatient referrals to assist in getting individuals back on an effective mental health program. Due to a shortage of available clinicians, DMH was unable to support the effort commencing in 2019. The LAPD Command Staff has met with DMH to discuss all options available to continue this effort. Discussions will continue in attempts to arrive at a satisfactory conclusion for both parties involved.

Transit Services Bureau HOPE Team continues to work with the University of Southern California Suzanne Dworak-Peck School of Social Work-Telehealth Clinic. Telehealth provides clients with “face-to-face”, online counseling and psychotherapy services. Services are provided in English and Spanish and are offered as weekly 50-minute appointments over 12 weeks or longer period. The provider and client connect from separate locations via a computer, laptop, tablet, or smart phone. Clients can join their virtual sessions from a private location, such as a professionally supervised office called a “tele-suite.” Transit Services Bureau HOPE Team has recently connected USC to Hope of the Valley to provide this service to the many people experiencing homelessness that seek services at their location. If this partnership is successful, Transit Services Bureau HOPE Team will look for other organizations and locations to host this program.

Transit Services Bureau HOPE Team is also involved in efforts to address the need for additional resources and wrap-around services. They maintain a partnership with, “GoBeThe1,” who has provided approximately 150 welcome home boxes containing several common household items for those in need. The HOPE Team has distributed these boxes to DMH, LAHSA and the Union Rescue Mission to assist the newly housed. The boxes have also been provided to several community members who are struggling to avoid homelessness. Recently, they connected “GoBeThe1” to the LAPD’s Community Engagement Group to provide awareness to the faith based community throughout the City.

**9. The definition of gravely disabled and the difficulties in providing service to those in need.**

When deciding if an individual contacted by law enforcement meets the criteria of, “Gravely Disabled,” law enforcement is guided by the following information delineated in the Welfare and Institution Code 5150.

- **GRAVELY DISABLED:** Due to a mental disorder, the person is unable to appropriately provide basic personal needs such as food, clothing, or shelter. This inability must be due to a mental disorder and not merely a lifestyle or personal choice.

Transit Services Bureau HOPE Team continues to stay involved in dialogue with the Los Angeles County Supervisors’ Office and others to discuss first responder contacts with those suffering from mental illness to include individuals identified as gravely disabled. Also, discussed is the potential need for changes to current State laws regarding the criteria for determining if an individual is gravely disabled, the length of holds to stabilize individuals, and the need for a transitional or step-down program for the high-risk repeat patients.

There is an ongoing challenge to assist individuals that have medical needs and are not pursuing proper care due to mental illness. Individuals encountered by Department personnel that have significant long-term health issues require medical treatment to reduce suffering and improve their quality of life. Many subjects suffering from mental illness have accepted their illness and believe their condition is normal or untreatable. Often, these individuals will have medical emergencies due to their illness and be transported to the hospital for treatment only to walk away once they are stabilized medically.

**Conclusion**

It is expected that the abovementioned strategies, partnerships and ongoing assessments will continue to create a safe and positive atmosphere for riders, as well as train and bus operators, Metro employees, and vendors. The ongoing analysis of data and deployment strategies will ensure that the LAPD and Transit Services Bureau will effectively coordinate with all available resources on how to best address the issue of homelessness and sexual related incidents within Metro’s systems.