



Safety and Operations Committee

Board Information Item III-D

Community Policing and Public Safety Update

Washington Metropolitan Area Transit Authority

Board Action/Information Summary

☐ Action ☒ Information

MEAD Number:
203423

Resolution:
☐ Yes ☒ No

TITLE:

Public Safety Initiatives Update

PRESENTATION SUMMARY:

Metro continues to focus on customer and employee safety through new and innovative initiatives. This presentation provides an update on several Public Safety Initiatives Update with three themes: Compassion, Cameras, and Cops.

PURPOSE:

Provide the Board an update on public safety initiatives.

DESCRIPTION:

There are no Parties of Interest in this matter.

Key Highlights:

- **Compassion:** Metro Transit Police Department (MTPD) continues to enhance its community relations, including standing up a Crisis Intervention Team
- **Cameras:** A new Security Systems Program will create a video-centric operating culture.
- **Cops:** MTPD has increased visibility in stations and on trains and buses. The department continues to assess and create new strategies based on problem-oriented policing.

Background and History:

Metro has continued to focus on safety for customers and employees. In October 2022, staff provided the Board with a briefing on MTPD initiatives related to education, outreach, and enforcement. These initiatives included Operation “Helping Hands,” a new Crisis Intervention team, and fare evasion campaign. Since October, MTPD has worked on these initiatives and is providing an update.

Discussion:

Since August 2022, with the support of the General Manager, the Metro Transit Police Department has implemented specific crime-reduction strategies to address crime and disorder within the Metro system. These strategies include increased police visibility, enforcement activities, enhanced community relations programs and the continued Problem-Oriented Policing approach to address crime and disorder.

Compassion:

MTPD continues to enhance its community relations and increase compassion through the following initiatives:

- Four crisis intervention specialists hired and on-boarded to assist as of December 2022; crisis intervention specialists deployed daily throughout the system based on the need to address mental health crisis and support the unsheltered population.
- Creating a community police academy, which will allow citizens to hold a dialogue with MTPD members regarding current policing issues, attain a greater awareness of the daily challenges faced by police officers, and provide an opportunity for citizens to learn firsthand about police operations. Over 75 pop-up community outreach events at local rail and bus stations/stops since July. MTPD provided safety information and promoted positive relations between the public and our officers.
- MTPD conducted 3-4 community outreach events per month on average at diverse organizations across the DMV, including: Annual National Night Out Event at Lincoln Park, Open Door Baptist Church health information fair, Faith & Blue events in DC and MD, Silver Line Opening in VA, and Holiday Shop-with-a-Cop.
- Over 30 youth attended our Youth Advisory Council meeting to promote positive rapport between officers and high school-aged youth (with learning components provided by different speakers each month focused on safety skills and bus route feedback, for example).
- High visibility details implemented to support school arrival and dismissal; close partnerships fostered with The Mayor's Office Safe Passage program and local school partners to help students transition safely to and from school.
- Youth Services Division deploys daily to support schools by conducting safety presentations, supporting youth Safe Passage programming, as well as facilitating weekly school follow up visits and mentoring programs.
- The Youth Services Division has launched a Restorative Justice Program in collaboration with the Office of the Attorney General (OAG) to mentor and support youth with additional needs.

- 500+ people attended eight holiday-decorated bus events to bring cheer and positive outreach to stations (both at Halloween and during end-of-year holidays), including a holiday event at a local shelter and one at an elementary school (where 200+ children experienced the holiday bus).
- Over \$5,000 raised by Metro employees for holiday gifts and life necessities provided to children and families at stations as well as at a local shelter which included children's gifts for 30 families.
- 200 people fed with a fresh, hot meal at Anacostia Station (Thanksgiving event) and 100 people fed and given cold weather protection at Union Station (End-of-year holiday season event).
- Expanding Community Service Bureau/Youth Services Division to include:
 - Team member expansion, consisting of 3 civilian Community Outreach and Engagement Officers, emphasizing Bridging-the-Gap initiatives to raise safety awareness and promote quality ridership.
 - Programmatic expansion:
 - College and career readiness: a program for high school students that focuses on college preparation and job skills
 - Arts: arts immersion, poetry, study abroad, creative writing, and field study
 - Early childhood education: tutoring, mentoring, field trips, and summer camps
 - Sports and athletics: basketball, football, intramural sports, and excursions

Cameras

Metro is kicking off the Security Systems program, which will expand the use of cameras proactively. The goal is to establish a “video-centric” operating culture through the Transformation Office with support from a consultant program manager.

A key part of the program is to integrate across software, interfaces, and modes for enterprise collaboration. Tactically, staff in the Security Operations Control Center (SOCC) will use various video modes to proactively monitor in real-time.

Key steps to implement this program include:

- Make changes to 7000-series fleet to support video access
- Install video on 6000-series fleet

- Bus video contract now out for proposal
- Create Director, Security Management position that will report internally to Operations

Cops

Partnership with Jurisdictions

MTPD developing agreements with certain local law enforcement partners to staff stations during rush hour. MTPD would pay at least two officers per station. While MTPD hopes these shifts are always covered, all departments are experiencing staffing shortages and stated they may not be able to fill every shift Monday through Friday.

Increased Police Visibility

- On September 12, 2022, the MTPD implemented high visibility details on trains and buses in Operation “Helping Hands.” This detail focuses on certain stations and officers were detailed to ride trains 3-4 stops in each direction.
- Static high-visibility details during revenue hours at L’Enfant Plaza, Gallery Place, Anacostia, and Colombia Heights.
- Static high-visibility details during peak times at Georgia Ave, Mt. Vernon Square, Minnesota Ave, Stadium Armory, Metro Center, and Shaw.
- Formed a Tactical Operations Unit
- For all three districts MTPD averaged 50 officers and officials for day work tour which includes Patrol, SRT, K-9, and youth service officers. The evening tour averaged 60 officers and officials. The Midnight shift averaged 10 officers and officials.

Enforcement Activities Include:

- MTPD issued 453 citations for public conduct ordinances in 2022
- MTPD issued 422 parking tickets at bus stops/zones
- MTPD recovered 36 firearms
- Adult arrest 1549, Juvenile arrest 202

Problem-Oriented Policing

Since August 2022, MTPD expanded upon its Problem Oriented Policing model making it a driving strategy for addressing crime and disorder within the system. Through the development of Departmental and Authority wide networks the MTPD has addressed causation of such acts by identifying root

causes and implementing strategies to address them through conventional and non-conventional approaches. Examples include initiating Digital Video Evidence Unit virtual patrols which supplements the proactive efforts of the police officers. Additionally, MTPD strengthened its relationship with Bus and Rail leadership by attending townhall meetings and in turn inviting leadership to MTPD's monthly MetroStat meetings. Also, MTPD took a leadership position in WMATA's Suicide Awareness campaign which includes digital and fixed signage and the onboarding of the Crisis Intervention Team and Homeless Outreach Unit, the MTPD has expanded its options when intervening with those in need. MTPD also secured and distributed NARCAN to our officers who have undergone training, at no cost to WMATA through community partnerships. Finally, MTPD developed a Be on the Lookout (BOLO) squad tasked with stopping and identifying wanted subjects. The goal is to quickly identify and arrest perpetrators of crime to limit their ability to commit multiple offenses.

Body Worn Cameras

- MTPD has procured body worn cameras and expected delivery is February.
- MTPD will train and implement in March.

FUNDING IMPACT:

- Operating impact related to hiring jurisdictional police is up to \$1M
- Capital impact related to Security Systems program is \$100M - \$200M

TIMELINE:

Previous Actions	September 2022 – Launched Operation “Helping Hands” November 2022 – Launched Fare Enforcement Campaign December 2022 – Introduced Crisis Intervention Specialists
Anticipated actions after presentation	January 2023 – Kickoff Security Systems program February – July 2023 – Hire jurisdictional police at key stations

Public Safety Initiatives Update

Safety & Operations Committee
January 26, 2023



Working Differently: Public Safety Initiatives

- **Compassion:** Community engagement and mental health outreach
- **Cameras:** Expansion of video technology on buses, stations, trains
- **Cops:** Patrol initiatives and possible partnerships with local law enforcement

Compassion through community outreach

Community Police Academy

- In planning stages; will allow community members to meet with MTPD members regarding current policing topics

Crisis Intervention

- Hired four crisis intervention specialists as of December 2022
- Deployed on buses, trains, and stations to address mental health crisis and to support the unsheltered population

Engagement and Outreach

- 75+ pop-up outreach events since July 2022
- 3-4 community outreach events per month

Youth Programming

- Youth Advisory Council
- High visibility details implemented to support school arrival and dismissal
- Youth Services Division deploys daily to support schools
- Restorative Justice Program
- Programmatic expansion in college and career readiness, arts, early childhood education, and sports/athletics



Cameras: Kicking Off Security Systems Program

Establishing a “video-centric” operating culture through the Transformation Office with support from consultant program manager

- Integration across software, interfaces, and modes for enterprise collaboration
 - Enhancing video communications on 7000-series fleet
 - Install video on 6000-series fleet
 - Bus video contract now out for proposal
 - Use above video sources for real-time monitoring at certain stations
- Will create Director, Security Management that will report internally to Operations

Cops: our progress since September

Visibility

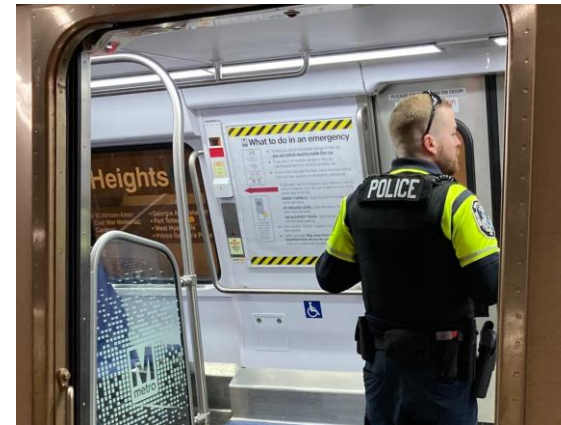
- **30% increase** in number of officers patrolling on trains, buses, and stations
- All officers now wear **high visibility uniforms**

Fare enforcement

- Out of 4,800 interactions, **only 3%** resulted in a citation
- Over **650 juveniles helped** in fare enforcement campaign

Solving crimes

Clearance rate (cases solved) **among the highest** in the region



Cops: Patrols and Partners to increase visibility

Patrols

- Continuing Operation “Helping Hands”
- Problem-Oriented Policing strategies
- Bus Division Outreach and actions
- Body Worn Cameras

Partners

- MTPD exploring partnerships with other local law enforcement to supplement station patrols

