

SECURITY SERVICES RECAP



Caring for Our Coast

Security Services

Usage/Deployment:

- Services needed to safeguard:
 - Patrons
 - Equipment
 - Fixtures
 - County-owned property
 - Department-sponsored events
- Under contract with Allied Universal since October 2020
- Armed and unarmed services
- Average of 32 guards staffed annually
- 29,427 contracted patrol hours annually



Security Needs

Patrolled Areas:

- Playa del Rey
 - Dockweiler Beach
 - Dockweiler RV Park
 - Dockweiler Youth Center
- Marina del Rey
 - Burton Chace Park
- San Pedro
 - White Point/Royal Palms Beach Parking Lot

Fixed Assignments:

- Department-sponsored events (summer concerts, fireworks, etc.)



Measuring Efficiency

Timely review of:

- Invoices, records, and insurance certificates
- Daily and nightly patrol reports
- Electronic logs with time-stamp and location data
- Incident reports
- Monthly reports of special event security services
- On-site workplace practices and procedures

D.A.R. DAILY ACTIVITY REPORT

All entries must be **PRINTED CLEARLY**, in **BLACK** ink and using **BLOCK LETTERS**, and must include the officer's first and last name, the mileage driven during the shift, the officer's post assignment and vehicle number, and the date and time of the report. Indicate if an Incident Report or Standard Notification is required for all "Comments" entries.

DATE: 1/1/15 DAY: THURSDAY

SIGNATURE OF OFFICER: Joe Doe

Time	Comments
2200	I ARRIVED AT THE CLIENT SITE AND RELIEVED OFFICER PASSED DOWN.
2210	BEGAN MOBILE PATROL AROUND CLIENT SITE AT THIS TIME.
2238	WHILE ON MY PATROL I FOUND A GATE UNLOCKED AND

Vulnerabilities

- Lack of internet services at White Point/Royal Palms Beach
- Lack of communication between local law enforcement and private security.



Library Security Program

Pat McGee | Assistant Director | Capital Projects and Facilities Services



LA County Library Infrastructure

- 85 Libraries
- Serves all unincorporated areas and 49 incorporated cities of LA County (over 3,000 square miles)
- Grouped into 5 Regions: North, South, East, West & Central
- Provides library services to over 3.4 million residents



LA County Library

Security Team

Library Department

- Assistant Director
- Administrative Services Manager
- Disaster Services Analyst
- Emergency Management Coordinator

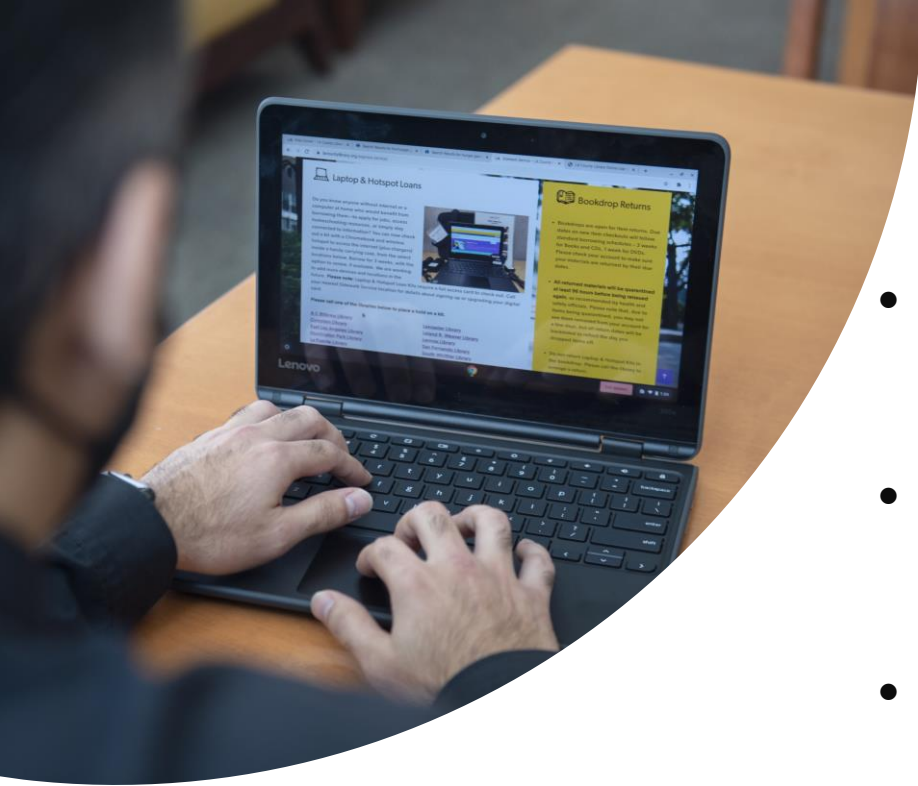
LASD County Services Bureau (CSB)

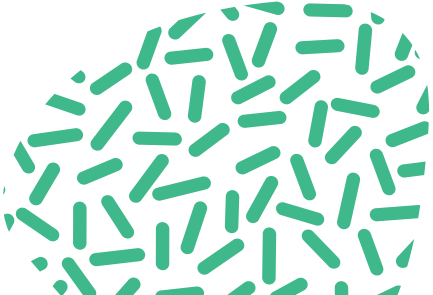
- 1 Roving Patrol Sergeant
- 4 Roving Patrol Deputies
- 5 Sheriff Security Officers
- 2 Private Security Officers





Security Protocol



- CSB Sheriff Deputies are equipped with Library-issued cell phones to communicate directly with the Library security team
 - Library phones are equipped with a “one-touch button” set up to call CSB dispatch directly for assistance with non-emergent situations
 - Staff call 911 for emergent situations and CSB Sheriff Deputies for non-emergent situations
 - Sheriff Security Operations Unit (SOU) follow up on each security incident report (SIR) to ensure compliance
- 

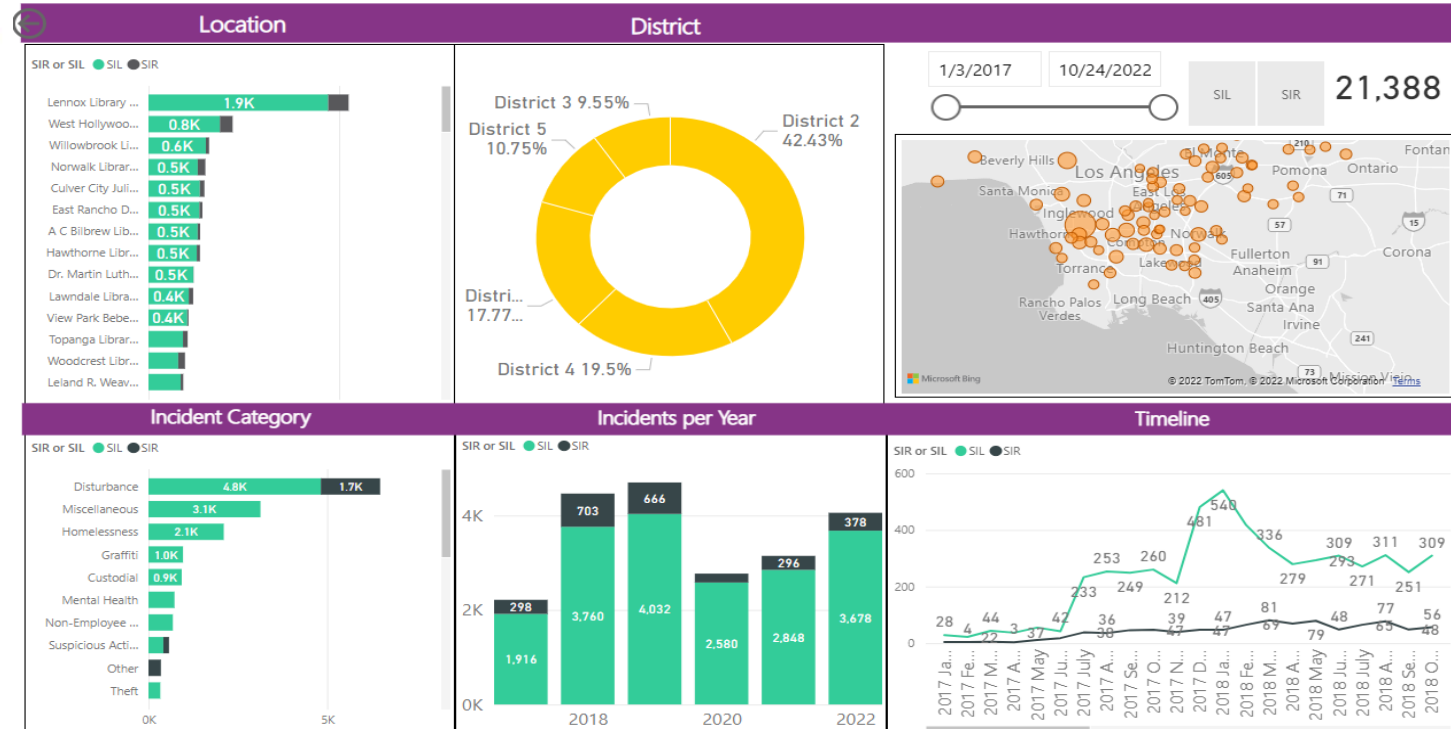


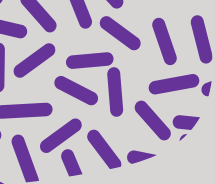
Security Incident Tracking



- The Library developed a web-based notification system (Savannah) to track and analyze security incidents at 85 Libraries
- Real-time reporting:
 - Workplace violence notifications to LA County Security Team, SOU and other leadership for proper response
 - Notifications to diverse groups to respond to incidents that require prompt abatement or remediation due to damage or losses to equipment or facilities
 - Analyze timeline trends by capturing data by location and incident categories, such as disturbance, assault, and threat, to facilitate resource allocation

Security Incident Tracking





Staff Training and Communications

- LA County Library's Security Team provides quarterly trainings for approximately 1,350 Library staff on topics such as:
 - Situational Awareness
 - Dealing with difficult patrons
 - Suspicious packages and unattended baggage
 - Active shooters
 - 911 notification protocol
- Other items:
 - Monthly Security & Safety Email Newsletter
 - Videos (Security trainings from the Department of Homeland Security)
 - Collaboration with Sheriff CSB Team on de-escalation and personal safety
 - Continuous CSB Deputy outreach regarding mitigation of security incident handling
 - Ongoing community engagement and education by CSB Deputies



Questions?



Los Angeles County Department of Parks and Recreation

PUBLIC SAFETY



1. SAFETY STRATEGIES

2. CHALLENGES

3. NEXT STEPS



Partnership for Community Safety:

Sheriff Park Bureau

- Relationship building with community members
- Specialized Training per MOA
 - Wrap around services, de-escalation, HOST
- Partner with Community Based Organizations to strengthen the public safety model
 - Explore best practices, engage locally, and integrate into next stage
- Outcomes: increased trust, decreased crime, improved perception of safety



Activating Parks: Social Cohesion and Programming

- CORE Community
 - Senior Programing, Every Body Plays, Rec for All, Open Gym
- Parks After Dark
- Seasonal Events - Harvest Festival, Trick or Treat, etc.
- Our Spot – Teen Program
- Local Parks open till 9pm



Partnerships:

Office of Violence Prevention

- Safe Passage Program - Gang Intervention Organizations
- Trauma Care Pilot Department Partnership



Public Safety Concerns

- Community and Park/Staff Safety
- Increase in the following incidents:
 - Gang/territory conflicts
 - Drive-by shootings
 - Assaults
 - Increased vandalism and theft



Challenges / Next Steps

- Vacancy Rates in the Sheriff Parks Bureau
- Targeted Safe Passages to Parks (limited)
- Strengthen and Develop Ordinance and Policy Tools
 - Exclusion Ordinance



THANK YOU



December 2022

Transit Ambassador Pilot Program Overview

Desarae Jones
Senior Director, Special Projects
LA Metro



Support, Connect, and Report

The Transit Ambassador Pilot Program provides a more visible presence that customers can rely on.

Our ambassadors **support** riders and safety, **connect** riders to resources and **report** incidents to transit security and law enforcement.

They are additional eyes and ears on Metro's transit system.



Metro Ambassadors are one of many teams that support our riders on the system





Recruiting Metro Ambassadors

- Two vendors are doing the recruiting, hiring and supervision: STRIVE Well Being and RMI International
- Candidates have diverse backgrounds with a wide range of lived experiences from all walks of life, and from many different communities across Los Angeles County.
- We have staff who are multi-lingual, older adults, people with lived experience in homelessness and people with disabilities.
- We placed a special emphasis on recruiting and retaining talent from the communities we serve.

TRAINING

Metro Ambassador Training Academy

Two weeks (80 hours) consisting of 40 hours of classroom training and 40 hours of field training including:

- General Public Safety Awareness
- Conflict De-Escalation
- Identifying and Reporting Hate Crimes (LA vs. Hate)
- Customer Service
- Disability Awareness
- Trauma-Informed Response
- Mental Health Awareness
- Transit Operations

After the 2 weeks of training, there is a graduation ceremony and the teams report to the field for extended service training in the testing environment.

GRADUATION!





Hours of Operation:

Our Transit Ambassadors provide service to riders 7 days a week.

- **Monday – Friday**
- 6:00 am – 10:00 pm
- **Saturday – Sunday**
- 8:00 am – 10:00 pm
- *and holidays/special events
- **Locations:** On rail cars/buses, stops, stations, and elevators





In Event of Emergency
En caso de emergencia

EMERGENCY DOOR RELEASE
Para abrir la puerta en caso de emergencia

DO NOT BLOCK OR
LEAN AGAINST DOOR
Se prohíbe bloquear y/o apoyarse en la puerta

DO NOT BLOCK OR
LEAN AGAINST DOOR
Se prohíbe bloquear y/o apoyarse en la puerta

Meet Metro
Your first two rides are free on our app. Find out if we're in your neighborhood.
M Metro
demand rideshare
metro.net/metro

REPEATED
STABIL
ores y disc

Pilot Program Evaluation



Regular rider and employee surveys



Bus vs. rail rider engagement analysis



Comprehensive data analysis



Pilot program ensures maximum flexibility to strategically deploy an effective program to address critical rider and employee concerns



Questions?

Contact us at
transitambassadors@metro.net