




# Monthly Update on Public Safety

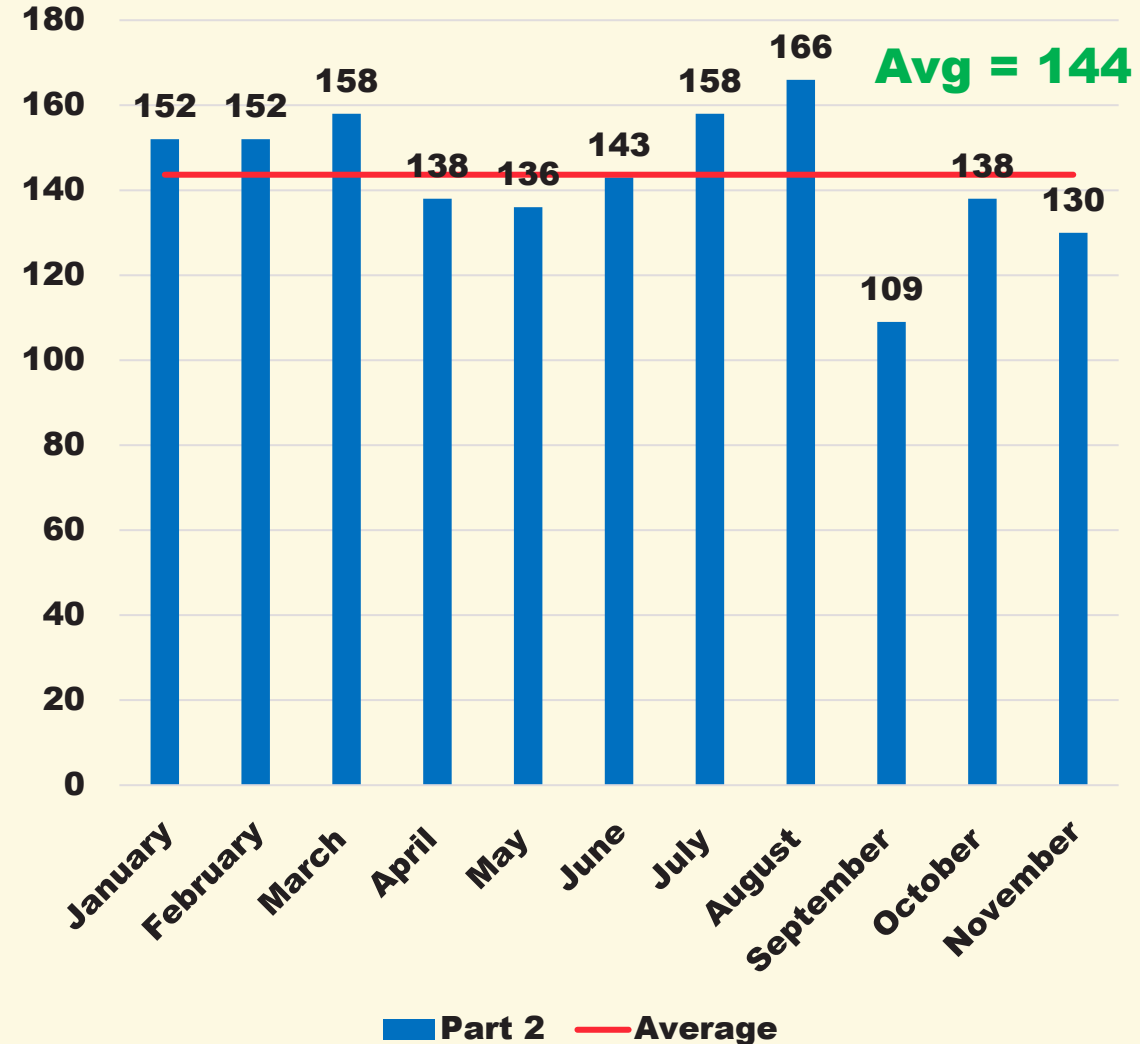
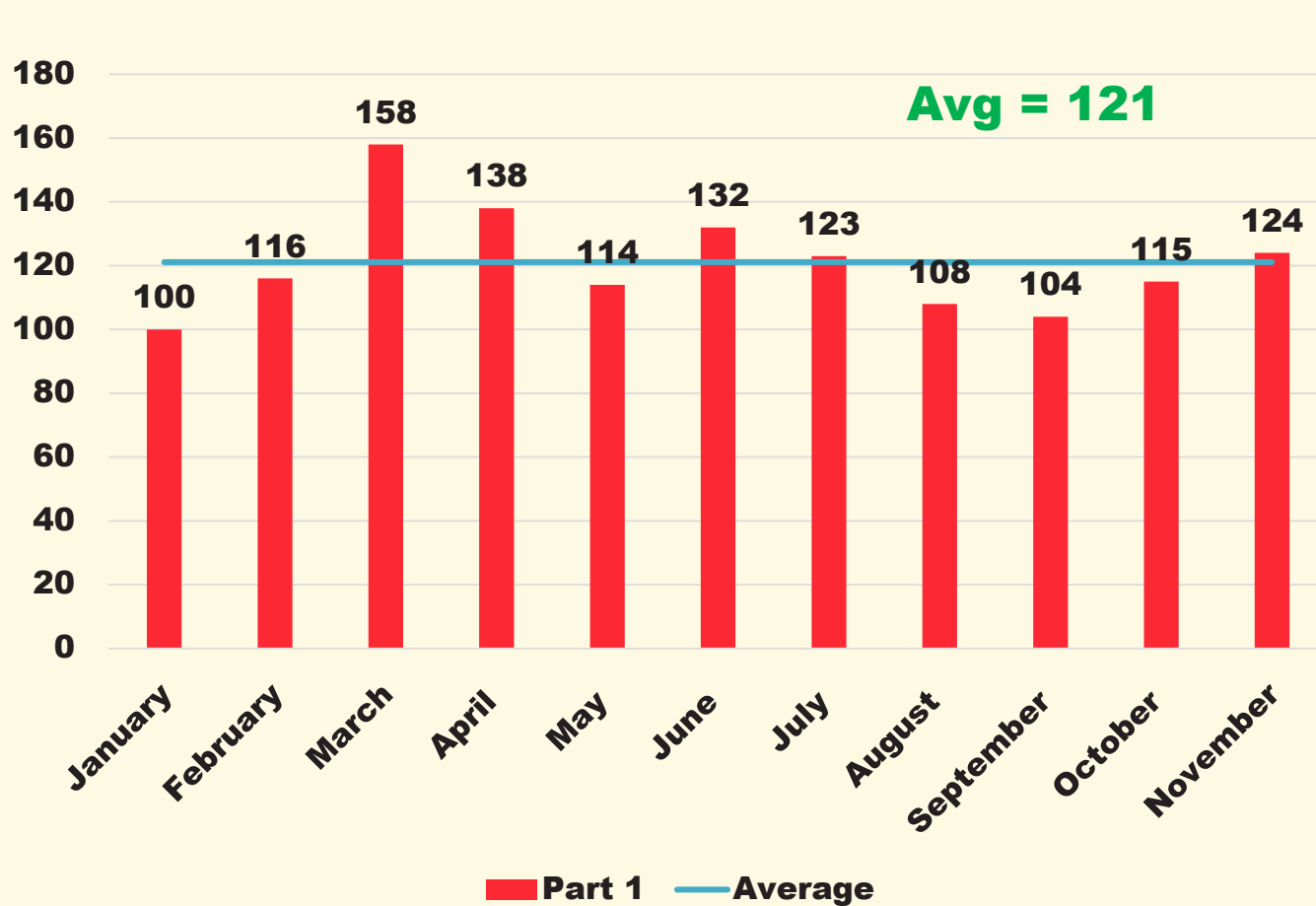
**Operations, Safety, and Customer Experience Committee**  
**January 19, 2023**





2

# Safety Stats Overview





**3**

## **North Hollywood Special Operation**

- **From November 7<sup>th</sup> to December 16th, we implemented a fare enforcement and cleaning initiative in response to complaints of graffiti and cleanliness issues**
- **The initiative consisted of a layered approach utilizing Metro Transit Security, and contract security and law enforcement officers**
- **Cleaning staff have expressed feeling safer when cleaning the trains and station**



**4**

## **Safety Trainings**

### **Bystander Training**

- **Training has published to the Metro Adobe eLearning Portal as of December 23, 2022.**
- **All Metro employees are required to take the course.**

### **Safety, Awareness, And Verbal De-Escalation**

- **515 personnel were trained in 2022 including 70 Street Teams and all Transit Ambassadors.**
- **Additional classes have been scheduled for January and February 2023.**



5

# Emergency Management

- **In November and December, Emergency Management coordinated full scale exercises on various safety scenarios in preparation for the Regional Connector Line opening.**
- **In December, the Discovery Channel featured an earthquake documentary on Discovery Science called “On the Brink of Disaster”.**
  - **A portion of the documentary displayed Metro’s earthquake early warning system.**
- **In January, Emergency Management activated the EOC in support of the College Football Playoff Championship game at the SoFi stadium.**



# Metro Ambassadors

- **Metro Ambassadors support customers as they navigate the system, connect them to resources and report maintenance issues and incidents. Their visible presence help our riders feel safer.**
- **Metro Ambassadors are trained in customer service, conflict de-escalation, trauma-informed response, transit operations and disability and mental health awareness.**
- **175 Metro Ambassadors are deployed on the following bus and rail lines:**
  - **B (Red) and D (Purple) Lines**
  - **L Line (Gold)**
  - **K Line**
  - **Bus Lines: 40, 210**
- **The goal is to have 300 staff trained by the end of January.**

## By the Numbers

(though first week of December):

- **Conducted 42,000 customer interactions**
- **Reported**
  - **357 cleanliness issues**
  - **130 elevator and escalator problems**
  - **51 graffiti incidents**
  - **79 safety issues**