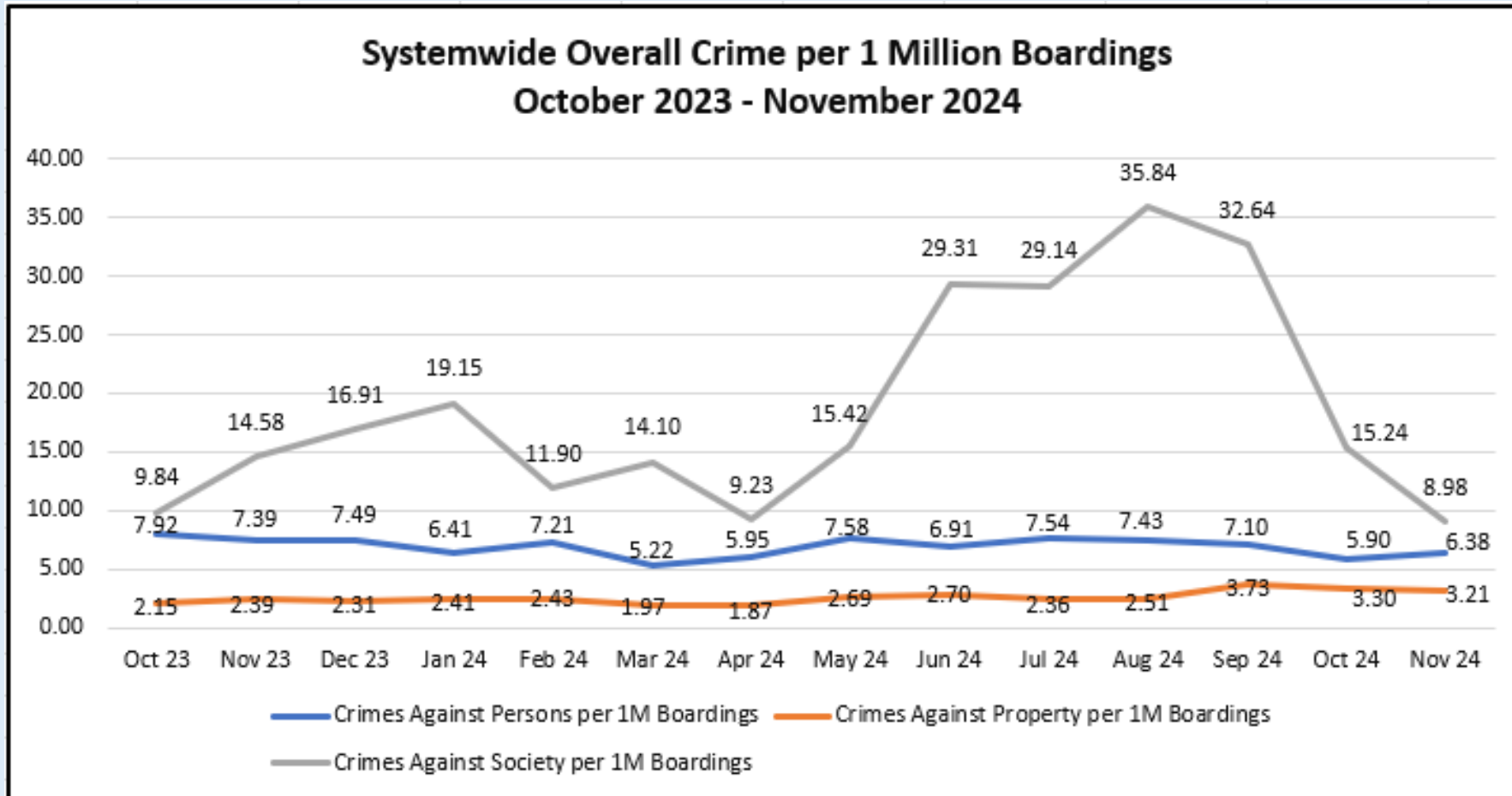




January 2025 Monthly Update on Public Safety

Ken Hernandez
Interim Chief Transit Safety Officer

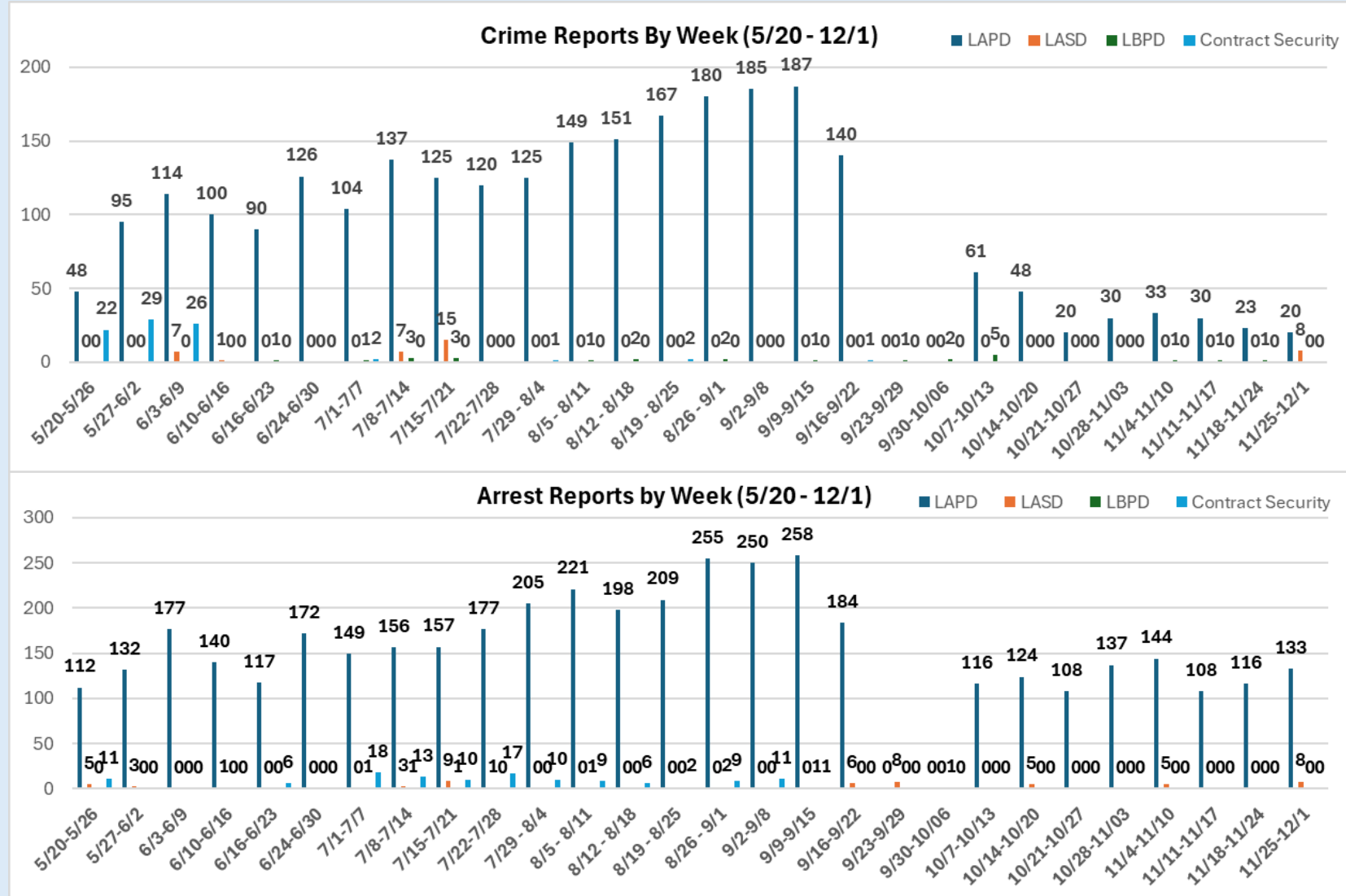
October & November 2024 Public Safety Trends & Stats



- Crimes Against Property and Society systemwide saw **consistent decreases in October and November.**
- On a monthly average, when the number of boardings is considered, Crimes Against Persons from January to November 2024 have **decreased by 14.9%** compared to 2023 (6.69 vs. 7.86).

Public Safety Surge Update

- Surge law enforcement personnel reported 160 crimes and 461 arrests in October and 122 crimes and 531 arrests in November.
- Reported trespassing arrests decreased by 59% from October through November.
 - This is partially due to improved fare compliance, continued presence of security in ancillary areas, and streamlined coordination between the Rail and Security Operations Centers.
 - Decrease in trespassing arrests contributed to overall decline in crimes and arrests compared to the summer.

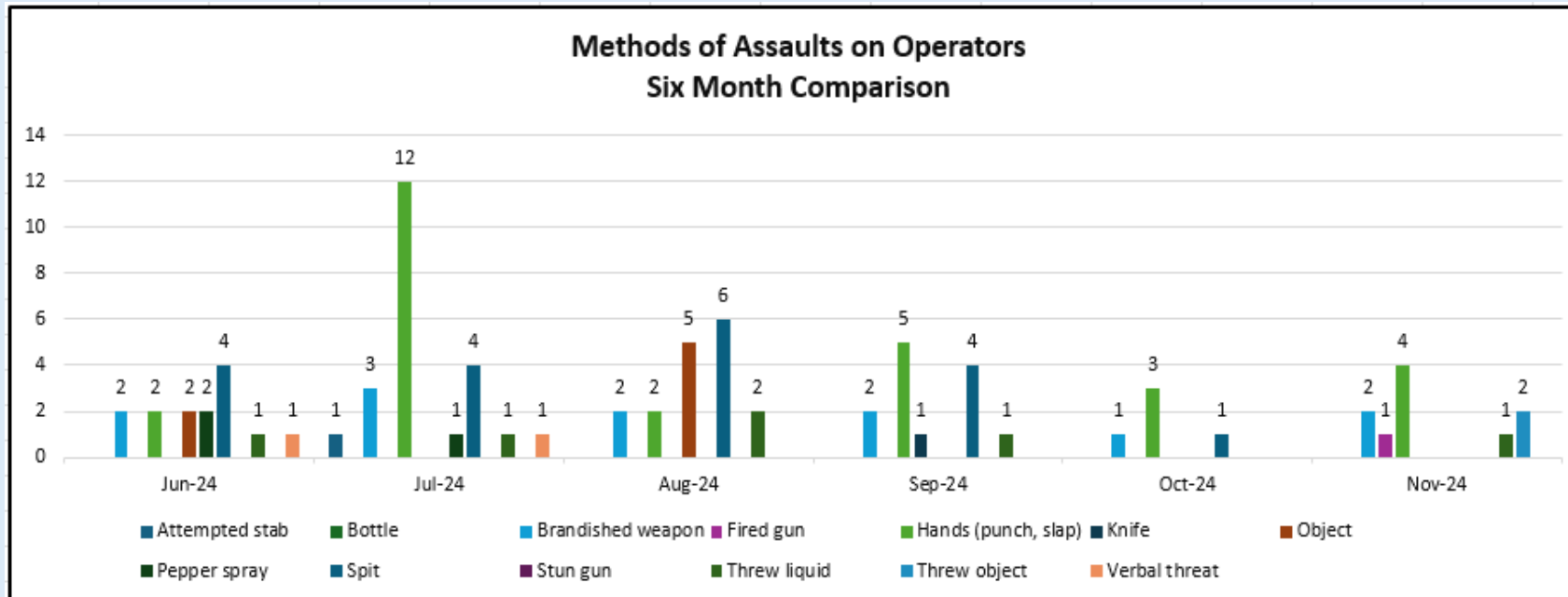


October & November 2024 Frontline Safety

- There were 21 and 23 assaults on Metro frontline personnel in October and November, respectively.
 - **Operator assaults decreased from 13 in September to 5 in October, then increased to 10 in November.**
- Using hands (punching, slapping) was the most common method of assault.

Assaults on Metro Employees & Contractors		
Type	Oct-24	Nov-24
On Bus Operators	5	10
On Rail Operators	0	0
On Metro Transit Security Officers	0	2
On Contract Security Officers	11	5
On Ambassadors	4	3
On Blue Shirts	1	0
On Custodians	0	3
Total	21	23

Reasons for Assaults on Non-Operator Personnel		
Reason	Oct-24	Nov-24
Told to leave	7	4
Unknown	5	2
Upset	3	3
Trespassing	0	2
Fare evasion	1	1
Told smoking unallowed	0	1
Grand Total	16	13

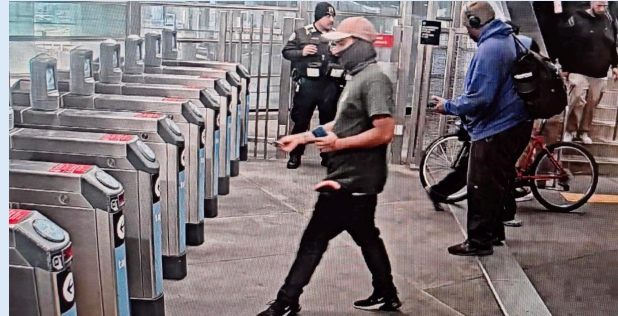


Impact of Retrofit Barriers

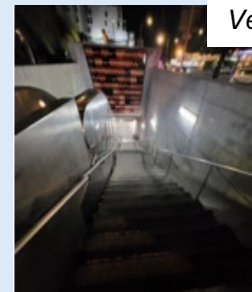
- A physical assault on an operator is **2.45 times higher on a bus without an expanded barrier** compared to a bus with such a barrier.

Station Experience Updates

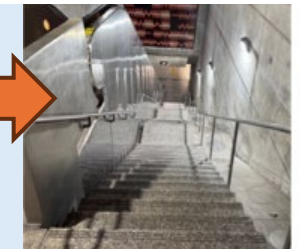
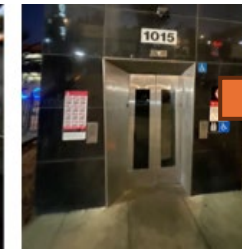
- **Reported incidents on the A Line drop to lowest 2024 levels after fare compliance efforts**
 - 32% drop in Transit Watch incidents from LB to Azusa
 - 66% drop in emergency gate misuse and +101% increase in valid transfers at Willowbrook/Rosa Parks
- **Safety & cleanliness improves at Reseda G Line**
- **Brighter lighting at Vermont/Santa Monica B Line**
- **Return-to-work staff assisting at Harbor Gtwy & El Monte J Line**
- **Preliminary work underway to improve safety at Slauson J Line**



Return-to-work staff assisting



Vermont/Santa Monica Station: Before & After



Metro Ambassadors Update

Support

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs. Special deployments included support for the Long Beach Marathon, NFL Games, UCLA Games, CicLAvia, Taste of Soul, and service detours systemwide.

Conclusion of Surge Deployments – From late May 2024 to mid-October 2024, an average of 42 additional Ambassadors were deployed daily, during peak times to increase visibility at key locations and provide more support for riders.

Connect & Report

For the month of **October 2024**, Metro Ambassadors conducted 62,446 customer engagements and reported the following:

- 1,875 Cleanliness Issues
- 1,980 Graffiti Incidents
- 290 Elevator and Escalator Problems
- Six lives were saved through the timely administration of Narcan, compared to seven saved in September.

For the month of **November 2024**, Metro Ambassadors conducted 49,255 customer engagements and reported the following:

- 2,523 Cleanliness Issues
- 2,047 Graffiti Incidents
- 364 Elevator and Escalator Problems
- Five lives were saved through the timely administration of Narcan, compared to six saved in October.

