

# October 2023 Monthly Update on Public Safety

Gina Osborn  
Chief Safety Officer

# New Multi-Layered Deployment Update

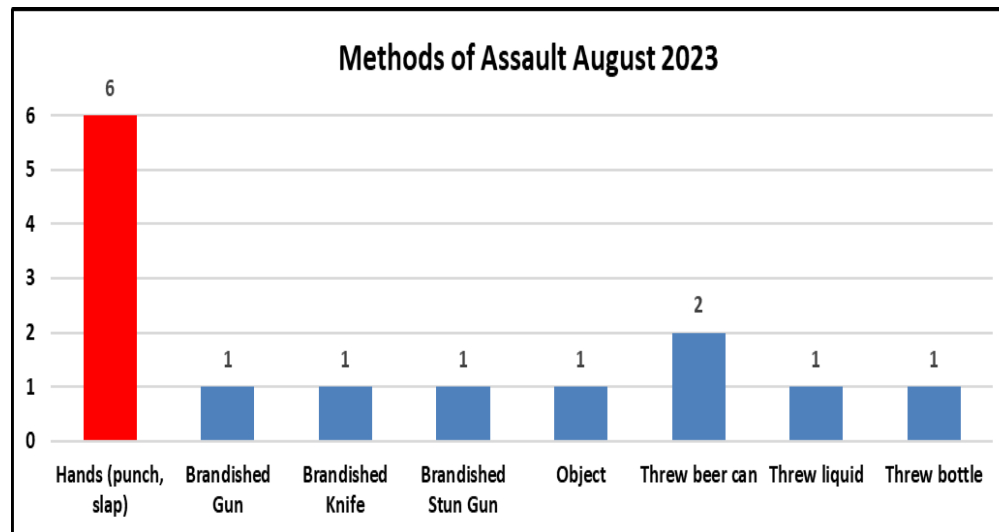
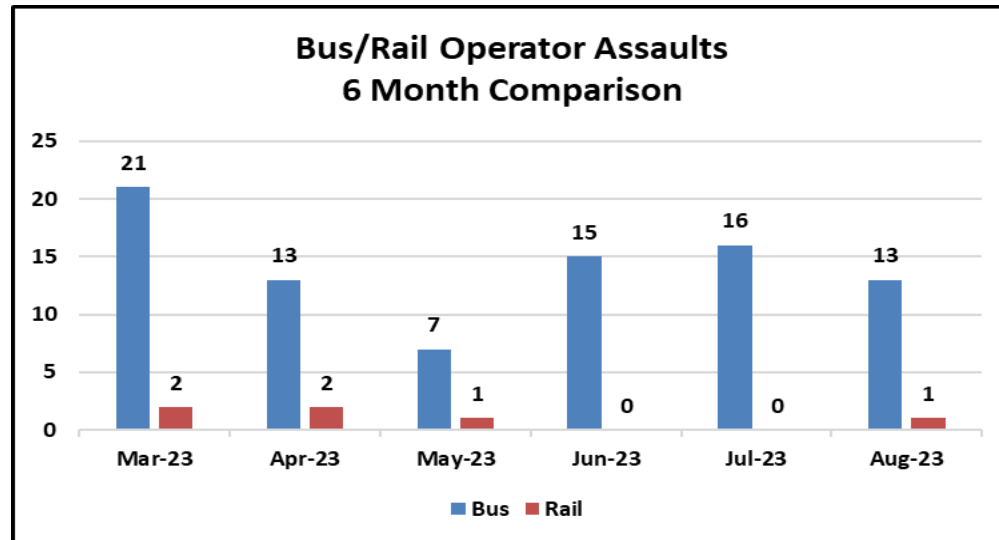
- On July 10, Metro established a multi-layered deployment that will have a significant impact across the entire rail system including end-of-line stations and mid-point (Focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes.
- The following reflects the results of the deployment from July 10 to August 31.
  - 271 citations and 173 warnings issued by Transit Security Officers.
  - Law enforcement conducted:
    - 284 arrests
    - 376 citations
    - 1876 warnings

Law Enforcement Homeless Outreach	Total Stats
LAPD HOPE Team Outreach Services Offered and Accepted*	Offered: 200 Accepted: 10
LASD MET Team Outreach Services Contacts and Accepted*	Contacts: 1018 Accepted: 13
Long Beach Quality of Life (QOL) Team	Contacts: 134 Accepted: 41

# August Public Safety Trends and Statistics

- Overall, crime on the system decreased 53% by the end of August when compared with April 2023, the month which recorded the highest number of crimes year-to-date for 2023 (341 vs 720).
- When comparing July with August 2023, total crime increased by 3% (341 vs 331). However, this crime increase is below the 4.5% average increase of July to August for the years 2017 to 2019.
- This increase is typically attributed to various summer events in August and to the increase in children riding the system due to the beginning of the school year.
- A public facing dashboard is in the final development stages. This dashboard, will feature data on crimes, arrests, citations, and calls for service. The dashboard will launch at the end of this month.

# August 2023 Operator Assaults



- Bus/Rail **operator assaults decreased from 16 in July to 14 in August**
- Assault with hands (punch, slap) was the top method of assault
- No reason, refused entry, and upset over stop were the top reasons for assaults

Top Reasons for Assault August 2023	
Reason	Count
No reason	5
Refused entry	2
Upset over stop	2
Demanded stop	1
Intoxicated	1
Told to exit	1
Upset over fare	1
Wanted to board	1
<b>Grand Total</b>	<b>14</b>

# Metro Ambassadors Update

## SUPPORT

Metro Ambassadors continue to support riders, connect riders to resources, and report incidents or maintenance needs. They were deployed on the A Line, B Line, C Line, D Line, K Line, J Line, as well as bus lines 210, 40, 20, and 720.

## CONNECT

For the month of **August 2023**, Metro Ambassadors conducted **69,024** customer interactions and reported the following:

- 863 Cleanliness Issues
- 223 Elevator and Escalator Problems
- 178 Graffiti Incidents
- 208 Safety Issues

## REPORT

Ambassadors were certified and equipped to carry and administer Narcan in April 2023. For the month of August 2023, Metro Ambassadors reported **19 Narcan** incidents:

- (9) incidents at WLMP
- (3) incidents at Union Station
- (2) incidents at 7th St. Metro Ctr.
- (1) incident at Slauson Station
- (1) incident at Wilshire/Vermont Station
- (1) incident at Downtown Santa Monica Station
- (1) incident at Willowbrook/Rosa Parks Station
- (1) incident at Fillmore Station

# Ancillary Areas Update

- **All ancillary areas along the B & D lines have been cleaned.**
- **Each ancillary area is deep cleaned every 14 days, with additional-cleaning more frequently on an as-needed basis as identified during the daily security patrols. To date, Custodial Services has completed three full cleaning cycles, the fourth cycle started on October 2, 2023.**
- **Contract security now patrols every ancillary area a minimum of six times per day, during which they remove any trespassers and identify areas that need to be cleaned for prompt response.**
- **Over the last 30 days, 26 trespassers have been removed from the ancillary areas. An additional 87 security officers will be added to the deployment temporarily to ensure there is coverage at all the stations throughout all three shifts. All 87 security officers will be hired and deployed by November 30, 2023.**

# Ancillary Areas Motion 30 Response

- **Nearly all audible alarms at the ancillary doors have been reprogrammed to sound for up to two hours if the door was entered or exited without first tapping a valid employee ID on the adjacent badge reader.**
- **One door remains to be wired for an alarm. Staff estimates this work will be completed before the end of this month.**
- **Staff continues to evaluate various options to further secure these areas while maintaining emergency access. Operations is investigating opportunities to install gating to prohibit trespassing into ancillary corridors that are not used to access emergency exits.**