

# Monthly Update on Public Safety

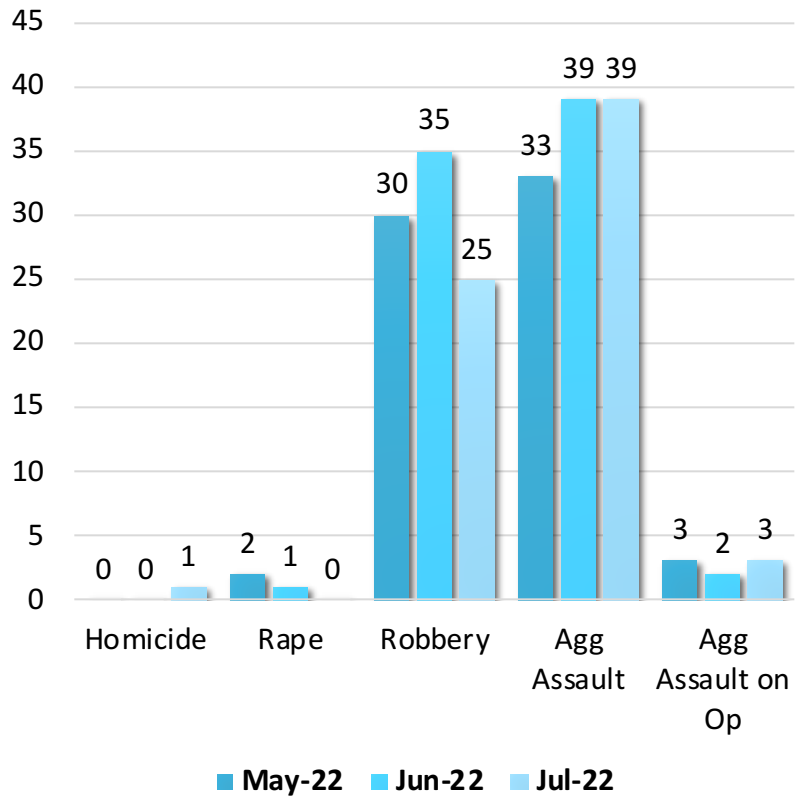
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OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

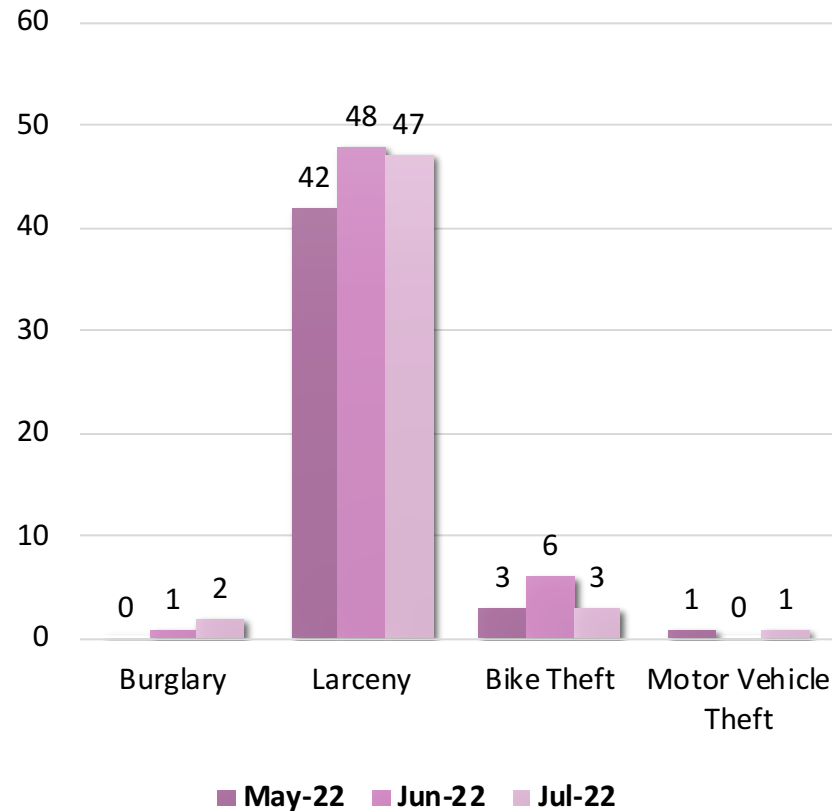
SEPTEMBER 15, 2022

# Crime Stats

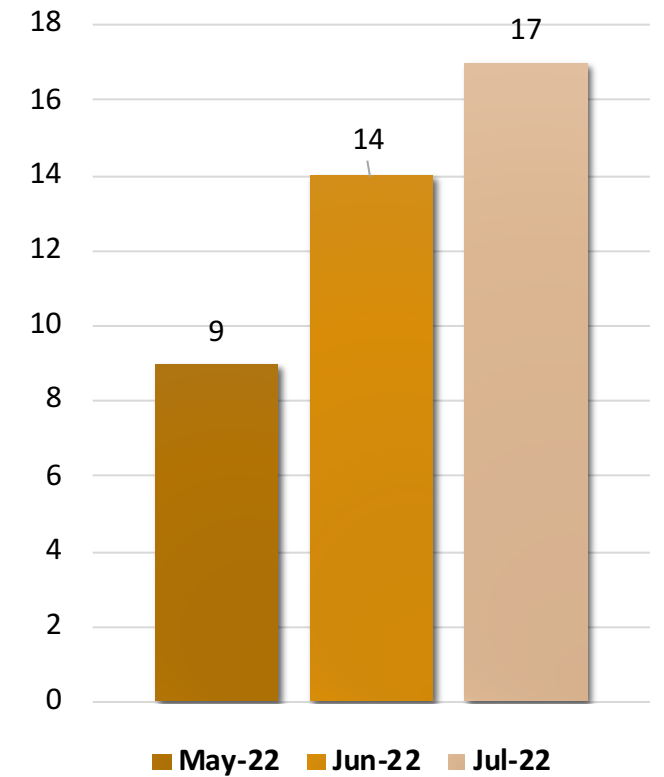
## Violent Crimes



## Property Crimes



## Operator Assaults



# LAPD's Transit Services Division's (TSD) Special Problems Unit (SPU) Deployment

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- On July 11, 2022, LAPD Transit Services Division's Special Problems Unit was deployed to address the increase in assaults committed against bus operators and to directly mitigate incidents with visible patrol/enforcement.
- The Operations department provided a list of 10 top bus lines having a high number of assaults and ridership recorded from a 16-month extraction period.
- A Tactical Operations plan was prepared by LAPD Transit Services Division and the Special Problems Unit was deployed.
- The operation concluded on July 25, 2022.
- It was discovered that the majority of Operator concerns were mainly focused on issues and disruptive behavior related to Metro's Customer Code of Conduct violations and fare evasion.
- The assessment by SPU indicate incidents are random, prompted by Bus Operators attempting to maintain order on their buses, and involving persons either experiencing mental illness or those who took a physical response to the operator's intervention.

# Deployment Assessment: Ancillary Door Operations

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- On Friday, July 29, 2022, and Monday, August 1, 2022, contract security officers were posted at all ancillary doors at the Red Line Westlake/MacArthur Park Station and Wilshire/Vermont Station, 24 hours a day, 7 days a week.
- Posting contract security officers at each ancillary door was a collaborative effort between:
  - Metro Transit Security
  - Facilities Maintenance
  - Maintenance and Engineering
  - Rail Communications
- The targeted stations during the effort experienced the following:
  - 21% reduction in ancillary door intrusions
  - 33% reduction in emergency exit door intrusions
  - 51% reduction in emergency hatch intrusions

# Security Enhancements

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## Security Operations Control

- The Security Control room at Union Station Gateway is in the process of being reconfigured and upgraded.
- This upgrade will allow access to live video from anywhere Metro has cameras including our mobile platform.
- The operational functionality will improve its usefulness and streamline its current operation.

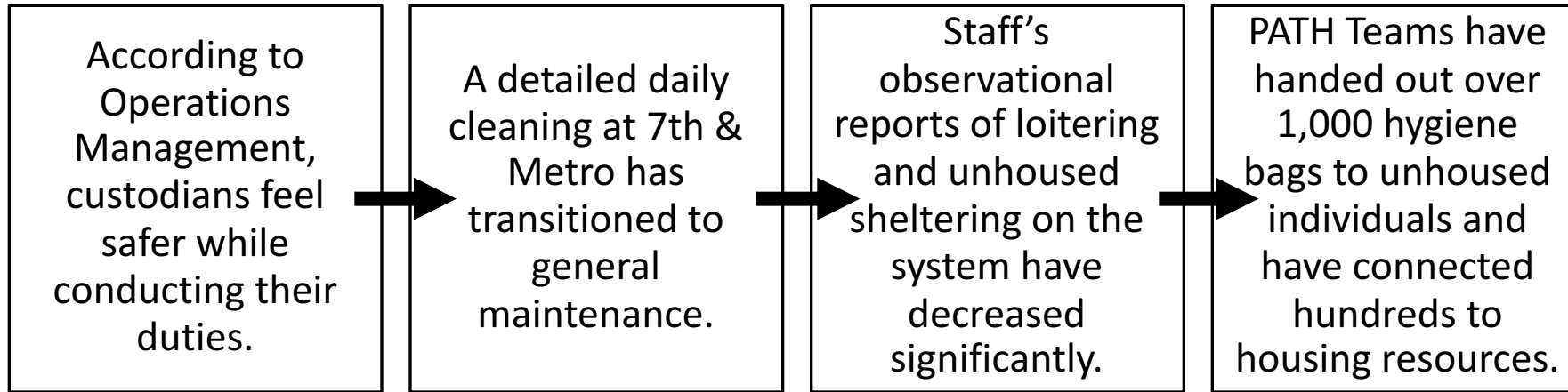
## CCTV Upgrades

- Metro is working on a Genetec prototype software solution to install 100 licenses to integrate with existing B Line station cameras.
- Genetec is a video management system (VMS) that seamlessly controls all video operations and allows rapid response to emerging situations within a single, modular platform.
- The Genetec VMS will allow users to efficiently manage and prioritize events such as critical area protection, perimeter protection and unauthorized access.

# Respect the Ride Updates

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- The multi-layered approach between all Metro departments to increase safety has resulted in a dramatic change to include:



- The program was recently expanded to MacArthur Park Station on August 15, 2022.