

# Monthly Public Safety Update

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# Deployment Campaigns: May Updates

## **Drug-Free Metro Campaign**

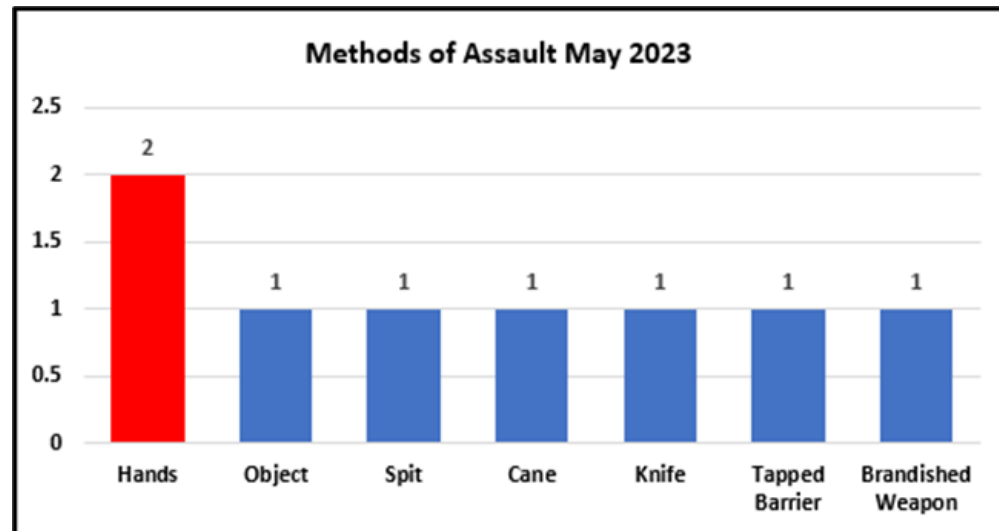
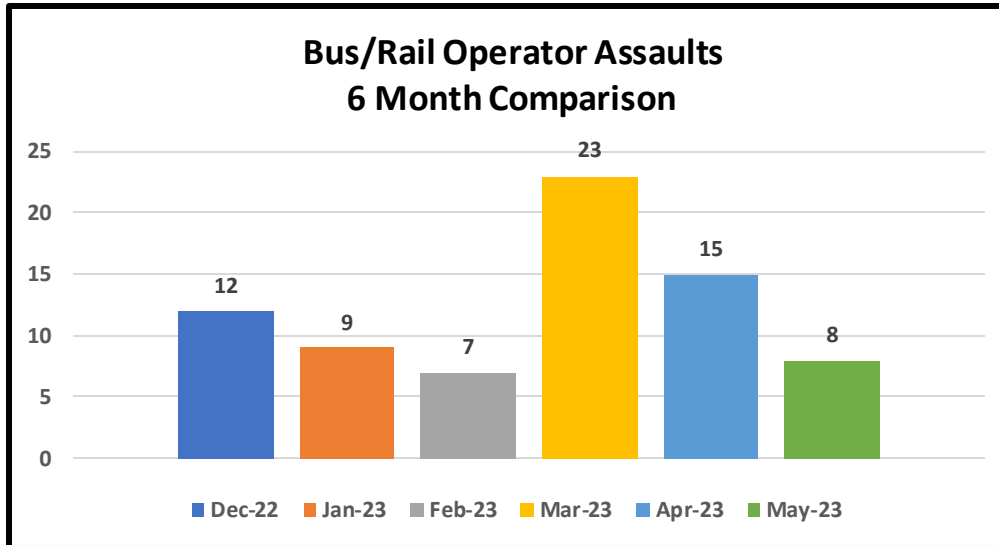
- 514 citations and 386 warnings issued by Metro Transit Security.
- 330 drug related arrests by law enforcement.
- A reduction of Customer Call Center complaints by 32%.
- Transit Watch App reporting on drug issues decreased by 12% during the month of May.

## **B/D (Red/Purple) Line Supplemental Deployment**

The first full month of the supplemental deployment resulted in the following activities, which are tracked separately from the Drug-Free Metro Campaign:

- Citations: 386
- Warnings: 661
- Arrests: 234
- Ejections: 8,427
- Law Enforcement Homeless Outreach Teams
  - Outreach: 979 individuals
  - Acceptance of services: 573 individuals

# May 2023 Operator Assaults



- Bus/Rail **operator assaults decreased from 15 in April 2023 to 8 in May 2023**
- Assault with hands was the top method of assault
- No reason, disorderly conduct, and fare issues were the top reasons for incidents

Top Reasons for Assault May2023	
Reason	Count
No Reason	3
Disorderly	2
Fare	2
Demand Stop	1
<b>Grand Total</b>	<b>8</b>

# May Public Safety Trends and Statistics

- As a result of the increased security posture and multi-layered approach, overall crime decreased on the rail system by 53% (268 vs 572) while the bus system experienced a 13% reduction (87 vs 100).
- Crimes Against Persons decreased systemwide by 32% when compared to April 2023. The most notable decrease was in aggravated assaults, which fell by 50% systemwide (23 incidents in May) when compared to April and March 2023 (46 and 48 incidents respectively).
- The long-term success of the Drug-Free Campaign and Supplemental Deployment efforts were demonstrated by a reduction of narcotics, trespassing, and weapons related arrests systemwide, particularly on the rail system.
- Systemwide narcotics arrests decreased by 57% (26 vs 61) when compared to April 2023.
- The 68% decrease in trespassing arrests (123 vs 389) affirmed that Metro's approach has been effective at creating a non-permissive environment for loitering, sheltering, and illicit activity on the system.

# 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 (Silver), and the former L Line. As well as bus lines 210, 40, 20, and 720.

**Faregate compliance pilot:** As of 5/19/2023, there are three Metro Ambassador teams per shift deployed at the Westlake MacArthur Park Station supporting customers as part of this pilot.

May 2023 training update: 51 trainees successfully graduated from training.

Additional Metro Ambassadors have been hired and trained to be deployed on the new **Regional Connector stations** to include (9) Metro Ambassador teams per shift, with coverage at station platforms and elevator concourse areas.

## CONNECT

Conducted **60,972** customer interactions

## REPORT

- 1,337 cleanliness issues
- 298 elevator and escalator problems
- 355 graffiti incidents
- 200 safety issues

Narcan Incidents: Since they were certified and equipped to carry and administer Narcan starting on 4/17/23, and up to 5/31/2023, Metro Ambassadors have reported five Narcan incidents to date:

- 4/20/2023 - North Hollywood Station
- 4/21/2023 - Hollywood / Vine Station
- 5/11/2023 – Westlake/MacArthur Park Station
- 5/19/2023 – Westlake/MacArthur Park Station
- 5/27/2023 – Westlake/MacArthur Park Station