

Monthly Public Safety Update

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Chief Safety Officer

Deployment Campaigns: April Updates

Drug-Free Metro Campaign

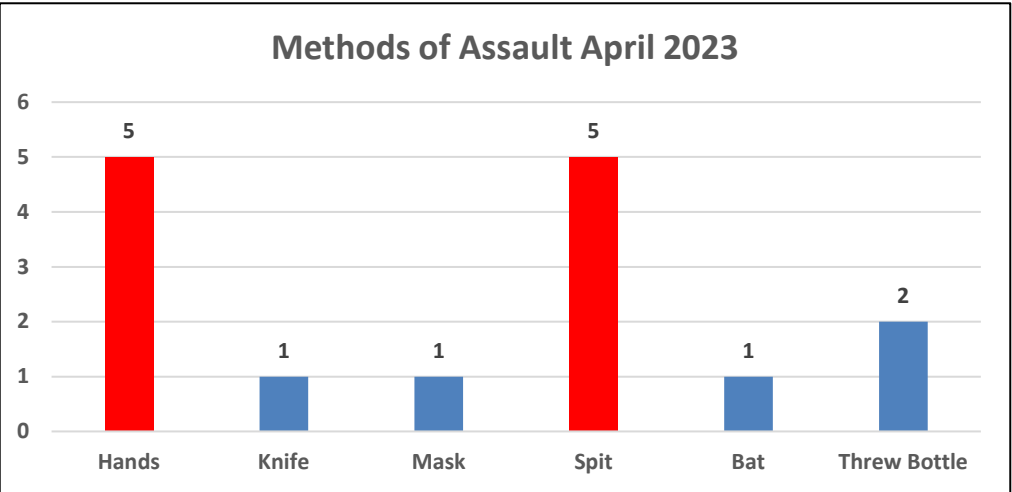
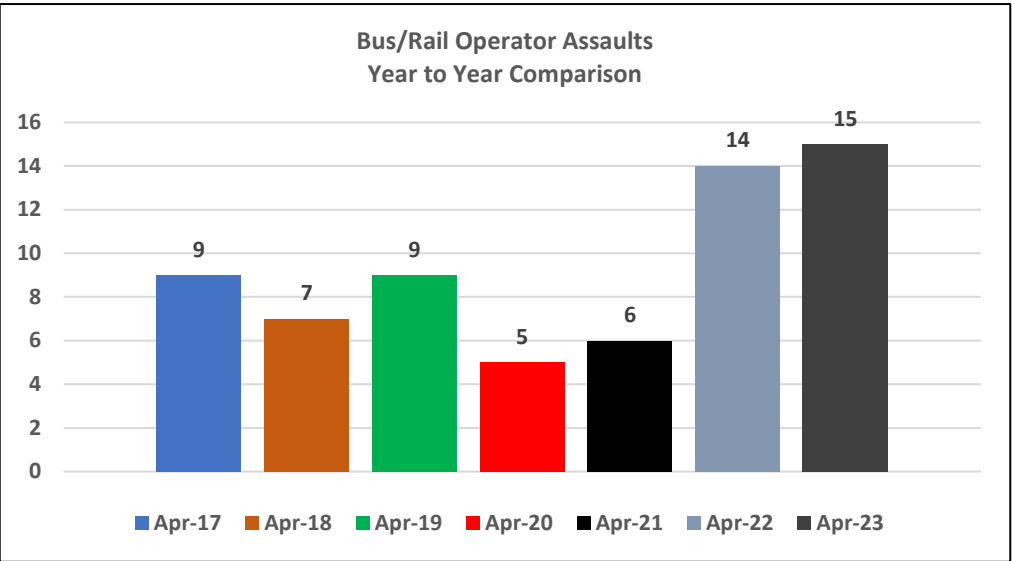
- 393 citations and 217 warnings issued by Metro Transit Security.
- 327 drug related arrests by law enforcement.
- A reduction of Customer Call Center complaints by 17%.
- Transit Watch App reporting on drug issues decreased by 30% in Week 11 when compared to Week 9.

B/D (Red/Purple) Line Supplemental Deployment

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

- Citations: 107
- Warnings: 200
- Arrests: 45
- Ejections: 1,786
- Law Enforcement Homeless Outreach Teams
 - Outreach: 399 individuals
 - Acceptance of services: 225 individuals.

April 2023 Operator Assaults



- Bus/Rail **operator assaults decreased from 23 in March to 15 in April**
- Spitting and assaults with hands continue to be top methods of assault.
- Disorderly conduct and Other(suspect agitated prior to boarding) were the top reasons for incidents

| Reason | Count |
|--------------------|-----------|
| Other | 3 |
| Disorderly | 5 |
| Asked to Exit | 2 |
| Fare | 1 |
| Missed Stop | 1 |
| Policy/Food | 1 |
| Demand Stop | 1 |
| No Reason | 1 |
| Grand Total | 15 |

April Public Safety Trends and Statistics

- During April, Metro experienced higher levels of law enforcement presence across the entire system in comparison to previous months, creating more visibility and rider compliance with Metro's Code of Conduct.
- Aggravated assault on the rail system showed a 10% reduction when compared to the prior year, however, there was a slight increase on the bus system.
- Property crimes remain low across the system, despite a slight increase compared to March 2023 (46 vs 49). The largest increase occurred on the bus system.
- Crimes Against Society increased to 61 versus 7 in April 2022.
- 389 trespassing arrests of those not using Metro for the purpose of transit, of which 371 (95%) occurred on the rail system.
- 65% of both trespassing and narcotics related arrests (253 and 40 respectively) occurred on the B/D (Red/Purple) Line.

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 K Line, L Line (Gold), B Line, (Red), D Line (Purple), A Line (Blue), C Line (Green), and J Line (Silver), as well as bus lines 210, 40, 20, and 720.

Narcan Training: Since April 17, 2023, Ambassadors have been certified and equipped to carry and administer Narcan and reported two Narcan incidents to date:

- 4/20/2023 - North Hollywood Station
- 4/21/2023 - Hollywood / Vine Station

CONNECT

Conducted **51,865** customer interactions

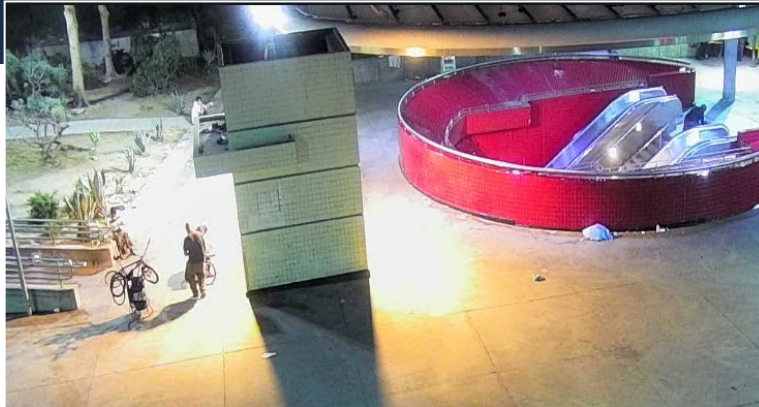
REPORT

- 1,171 cleanliness issues
- 264 elevator and escalator problems
- 242 graffiti incidents
- 172 safety issues

Training Update:

- **13 trainees** successfully graduated from training on 4/28.

MACARTHUR PARK | CARE-CENTERED IMPROVEMENTS



Before & After: Lighting & CCTV upgrades in hiding spots previously used for illicit activity, improving elevator and end-of-platform



Record on-site enrollment (1,300+ new signups) in LIFE program (Low Income Fare is Easy)



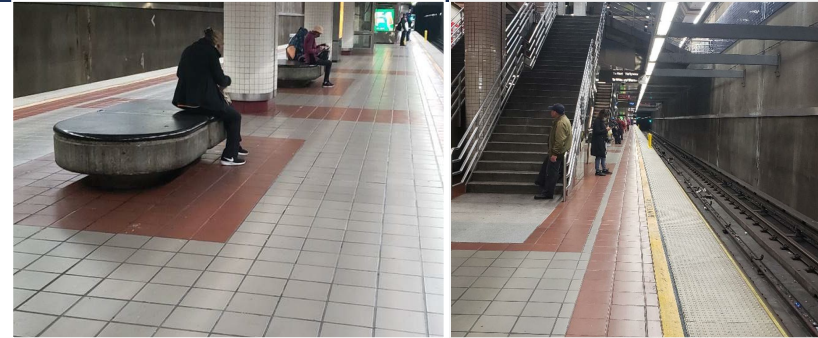
Layered staffing approach includes Transit Ambassadors, TAP Blue Shirts, Homeless Outreach, Security and Law Enforcement



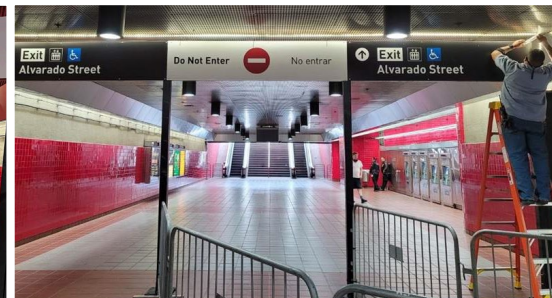
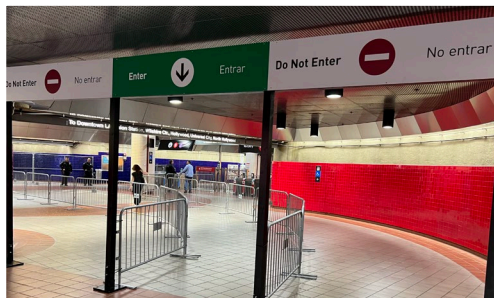
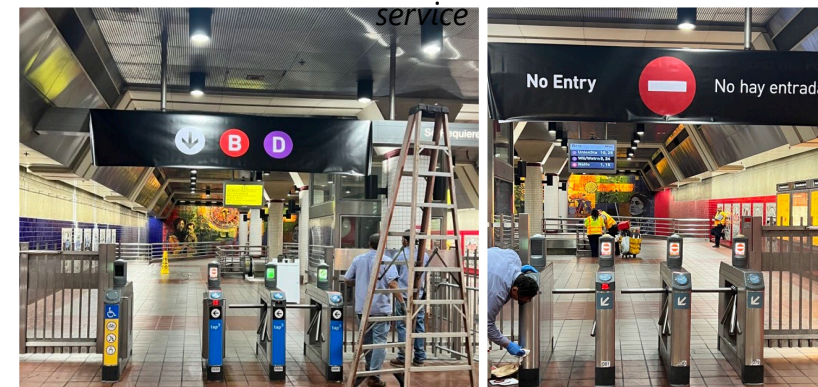
Before & After: Underutilized Park & Ride Lot repurposed into Mobile Health & Harm Reduction Clinic for people experiencing homelessness

MACARTHUR PARK | EARLY FINDINGS & NEXT STEPS

- Preliminary data shows a) measurable improvements to public safety, customer experience and operations, b) equitable outcomes and c) strong support from station users and vendors
 - Emergency swing gate misuse **-65% reduction**
 - Vandalism/graffiti **-55% reduction**
 - Valid faregate entries **+101% increase**
 - **Up to 95% station users support pilot improvements** (150+ riders surveyed, majority who live in station area)
 - Station Music and Transit Ambassadors had most riders stating this improvement “made the experience at the station much better”
 - 95% riders say the faregate compliance pilot has increased their safety waiting on the train platform
 - Surveyed vendors unanimously feel safer than before
- **July 2023:** Share detailed findings and recommendations, continue improvements to plaza level with new artwork, eliminating hiding areas and adding other aesthetic improvements to plaza level



Clean and available benches for Metro riders; stairwells now clear of illicit activity; cleaner track beds for reliable



Faregate compliance pilot with updated entrance/exit pathways, upgraded wayfinding and layered staffing has improved customer experience