



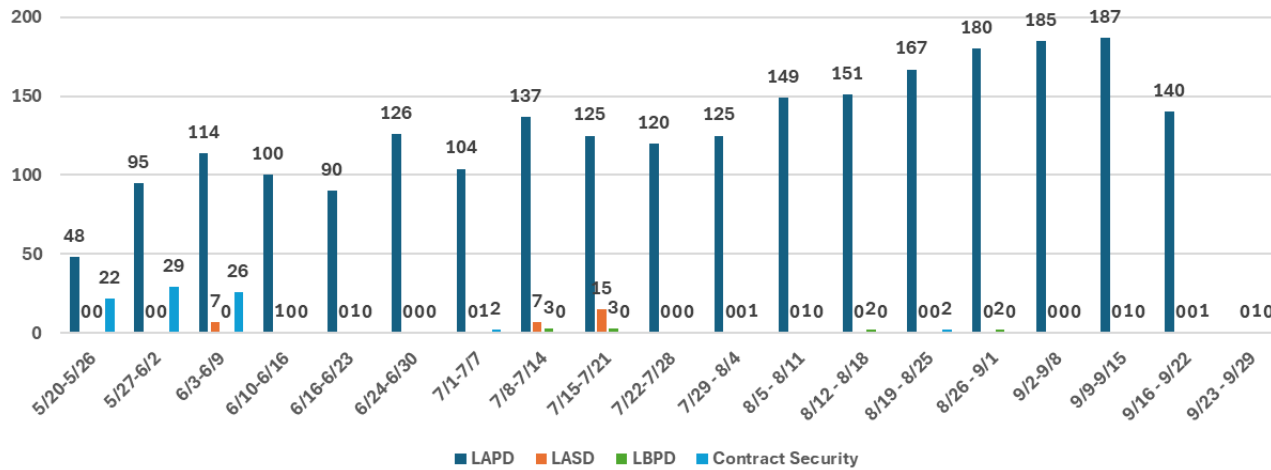
NOVEMBER 2024

MONTHLY UPDATE ON PUBLIC SAFETY

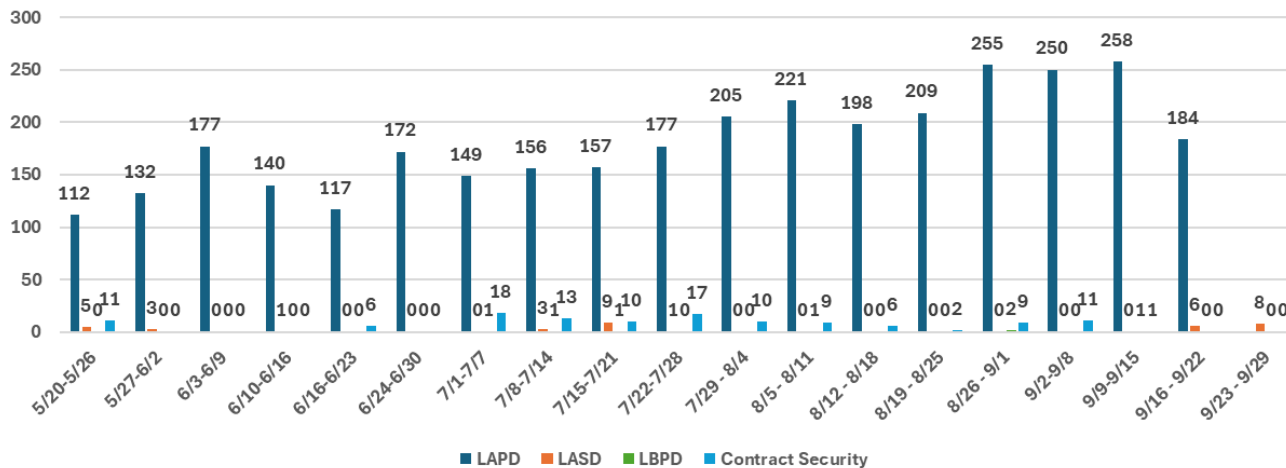
Ken Hernandez
Interim Chief Transit Safety Officer

PUBLIC SAFETY SURGE UPDATE

Crime Reports by Week (5/20 - 9/29)



Arrest Reports by Week (5/20 - 9/29)



Note: LAPD did not report any Surge-related figures between 9/20-9/30.

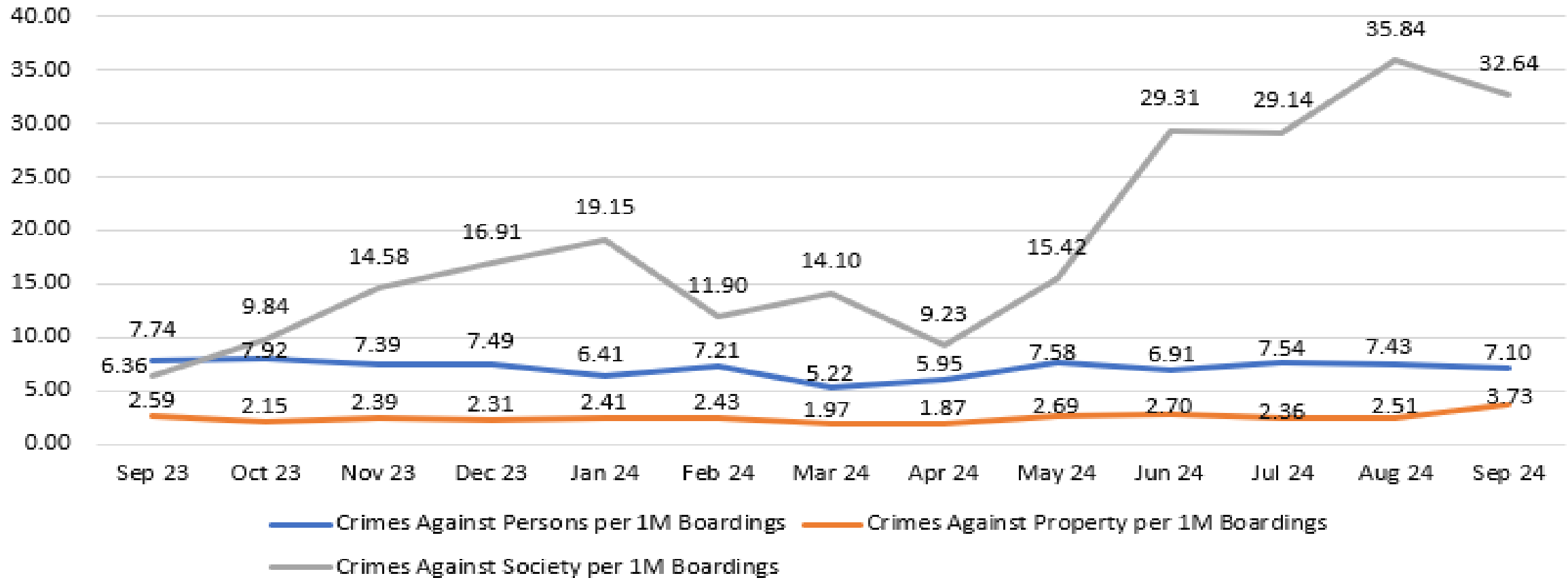
In May 2024, Metro increased daily planned deployment of public safety personnel to be physically present on buses and trains and at stations.

- Removing trespassers and focusing on narcotics, weapons, and outstanding warrants drove the effort that resulted in a year-over-year reduction in September for Crimes Against Persons (ridership-adjusted).
- Crimes Against Society (largely Trespassing), per 1 million boardings, decreased by 8.9% in September.
- Surge law enforcement personnel reported a total of 545 crimes and 729 arrests between September 1 and September 30, 2024.
- Changes during the Surge are now being incorporated as standard operating procedures.

SEPTEMBER 2024

PUBLIC SAFETY TRENDS & STATS

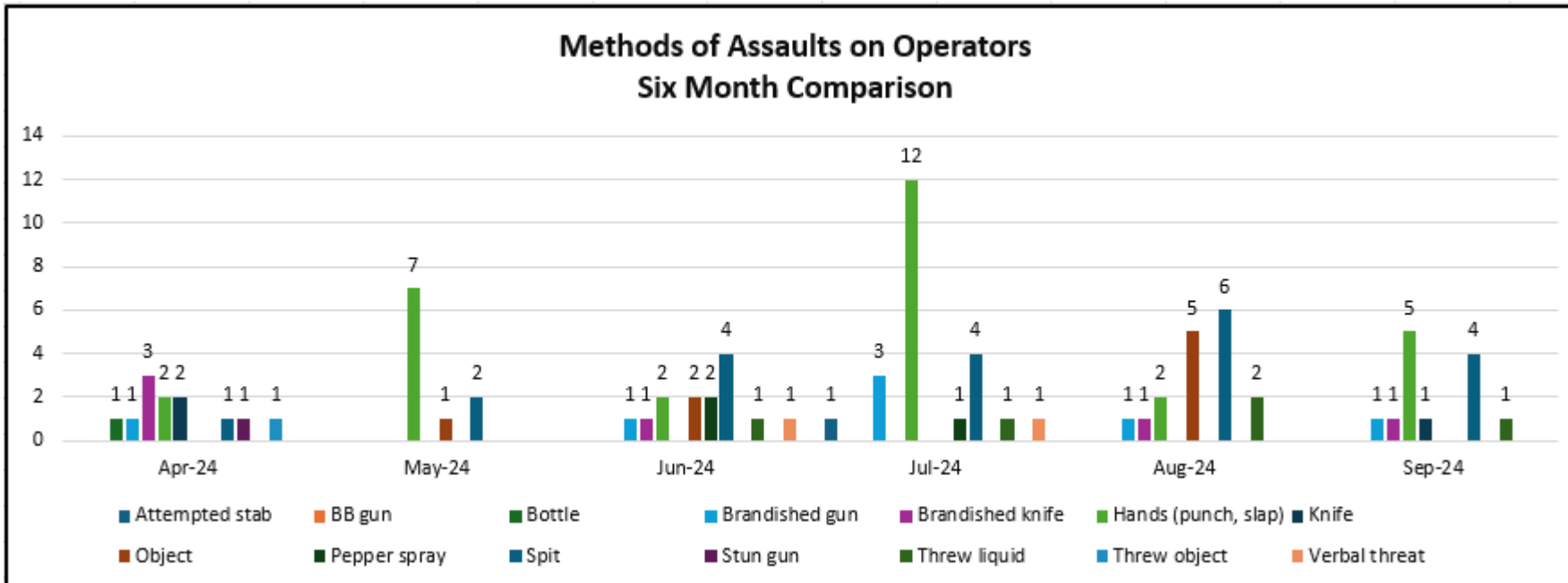
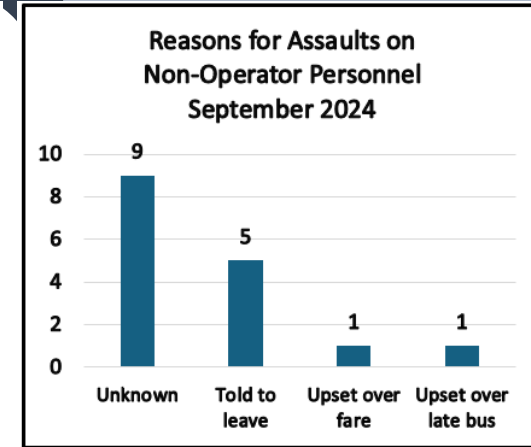
**Systemwide Overall Crime per 1 Million Boardings
September 2023 - September 2024**



SEPTEMBER 2024 FRONTLINE SAFETY

- There were 29 assaults on Metro personnel.
 - **Operator assaults decreased from 17 in August to 13 in September.**
- Using hands (punching, slapping) was the most common method of assault.

| Assaults on Metro Employees & Contractors | | |
|---|-----------|-----------|
| Type | Aug-24 | Sep-24 |
| On Bus Operators | 17 | 13 |
| On Rail Operators | 0 | 0 |
| On Metro Transit Security Officers | 3 | 7 |
| On Contract Security Officers | 23 | 7 |
| On Ambassadors | 14 | 1 |
| On Blue Shirts | 1 | 0 |
| On Custodians | 2 | 1 |
| Total | 60 | 29 |



Impact of Retrofit Barriers

- It is expected that operator barriers will lead to a significant decrease in operator assaults as many reported attacks involved spitting (25% between May and Sept.) and throwing.

WEAPONS DETECTION PILOTS UPDATE

Metro began cost-free pilots with multiple vendors in late August that will go on through early 2025. The piloted technologies can be broadly categorized as video analytics-based brandished weapon detection and concealed weapon screening.

Video Analytics-Based Weapons Detection

Findings:

- Systems are incompatible with current CCTV systems on buses and train cars
- Ample network bandwidth is necessary to handle burden of processing additional video streams
- Certain types of weapons (rifles) have slightly higher rate of detection than smaller-sized weapons (revolvers, compact pistols)
- Without third-party verification, dedicated personnel resources are necessary to screen out false positives
- All systems disseminate alerts through multiple channels and are generated almost instantaneously

Concealed Weapon Screening

These noninvasive systems are designed to identify concealed weapons without physical contact.

| Weapons Screening | System Setup | Scheduled Piloting/Testing | Scheduled Piloting/Testing <i>(subject to change)</i> | Progress |
|-------------------|-----------------|----------------------------|--|-----------------------------------|
| Pilot AA | Lane | Metal Detection | October/November 2024 | Start date week of 10/21 |
| Pilot BB | Pillar | Metal Detection | November 2024 | Target start date week of 11/26 |
| Pilot CC | Millimeter Wave | Millimeter Wave | November 2024 | Coordinating Pilot Implementation |



- For Pilot AA, passengers are selected for screening using a predetermined interval and then subject to secondary screenings if alerts are generated, and an appropriate course of action to be followed if a weapon is found
- Staff continue to work with the vendor to secure an agreement for the piloting for Pilot CC.

STATION EXPERIENCE UPDATES

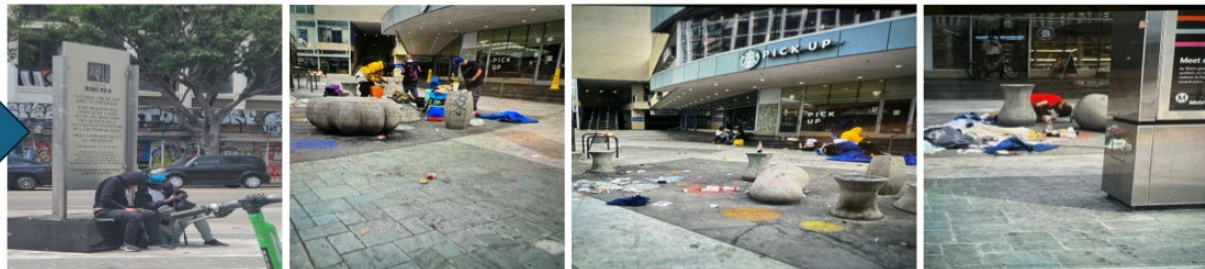
- **Throne Restrooms Hit Milestone of 100,000 Uses in 1st Year**
4.14 out of 5-star user cleanliness rating // 3 in 4 text msg
- **Eagle Eye Bird Abatement Pilot Improves Cleanliness**
- **Classical Music Expands to Slauson, Lake & Reseda**
- **Increased Fare Compliance Begins at Downtown Long Beach & Azusa End-of-Line Stations**
- **Joint Development Partnership to Address Concerns at Wilshire/Western Outdoor Plaza**



West Canopy – No device installed



East Canopy – Device INSTALLED



Wilshire/Western (Before & After)

METRO AMBASSADORS UPDATE

Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. Special deployments included support for Dodger Games, East LA Mexican Independence Day Parade, Hollywood Bowl Concerts, Grand Park Music Festival, NFL Games, deployment at the Marengo/State bus stop, and service detours systemwide.

September Surge Deployments –Continued with deployment of additional Ambassadors during peak times with the goal of increasing Ambassador visibility at key locations and providing more support for riders.

Connect

For the month of September 2024, Metro Ambassadors conducted 65,071 customer engagements and reported the following:

- 2,299 Cleanliness Issues
- 1,985 Graffiti Incidents
- 475 Elevator and Escalator Problems
- 7 lives were saved through the timely administration of Narcan

Report

For the month of September 2024, Metro Ambassadors reported **7 Narcan Incidents** and no fatalities.

