



FEBRUARY 2024

MONTHLY UPDATE ON PUBLIC SAFETY

Gina Osborn
Chief Safety Officer

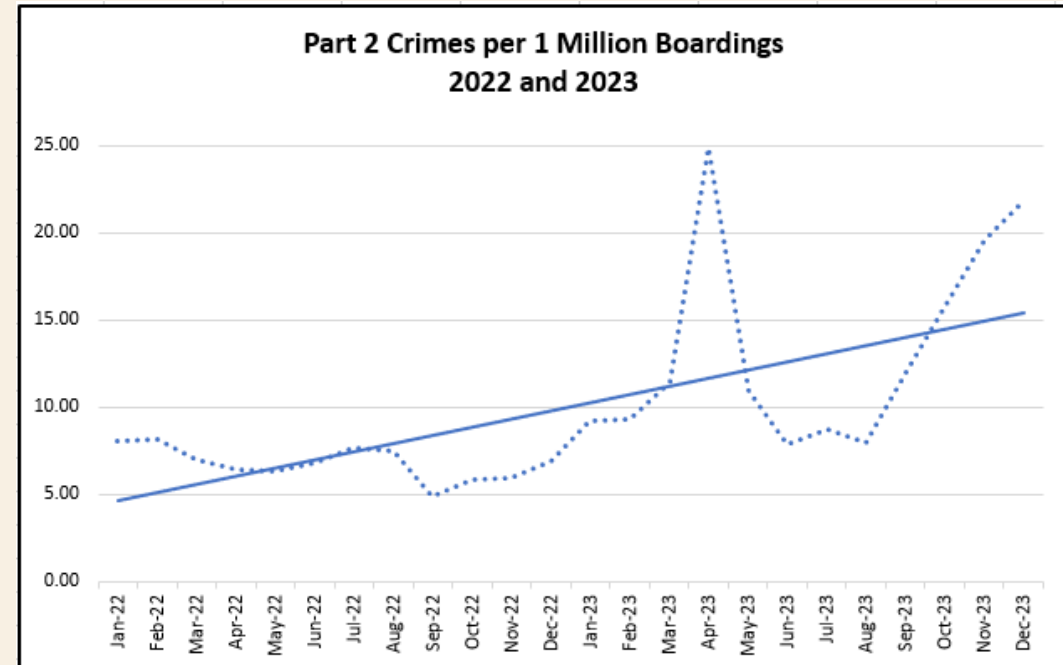
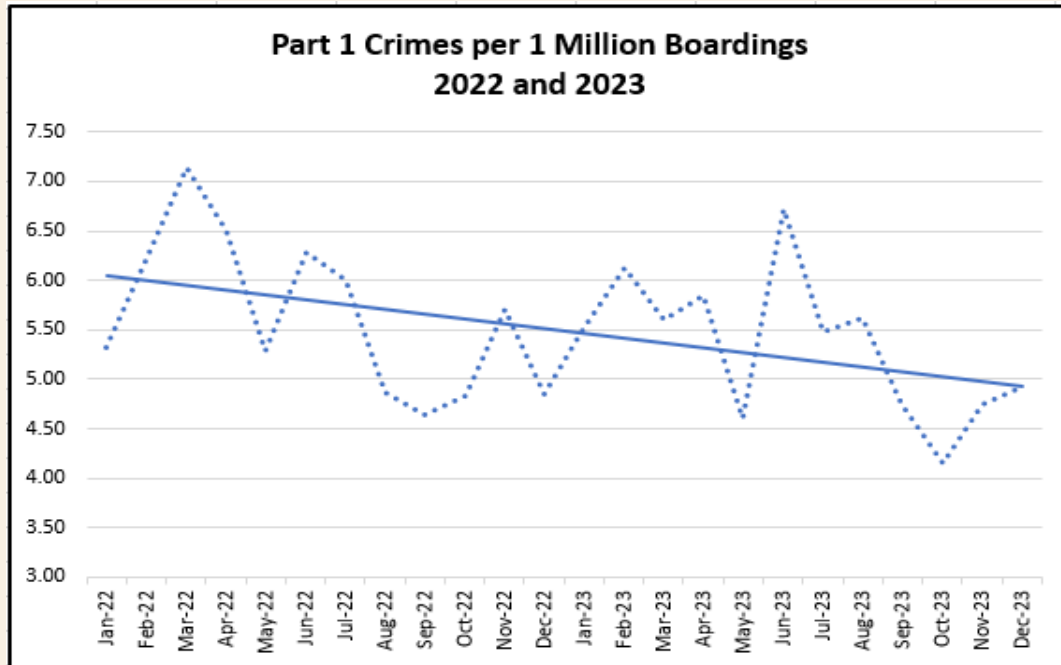
2023 YEAR-END OVERVIEW

PUBLIC SAFETY TRENDS AND STATISTICS

Systemwide	2023	2022	% Change
Part 1 Crimes	1,514	1,435	5.5%
Ridership	284,905,030	255,253,370	11.6%
Part 1 Crimes per 1 Million Boardings	5.31	5.62	-5.5%

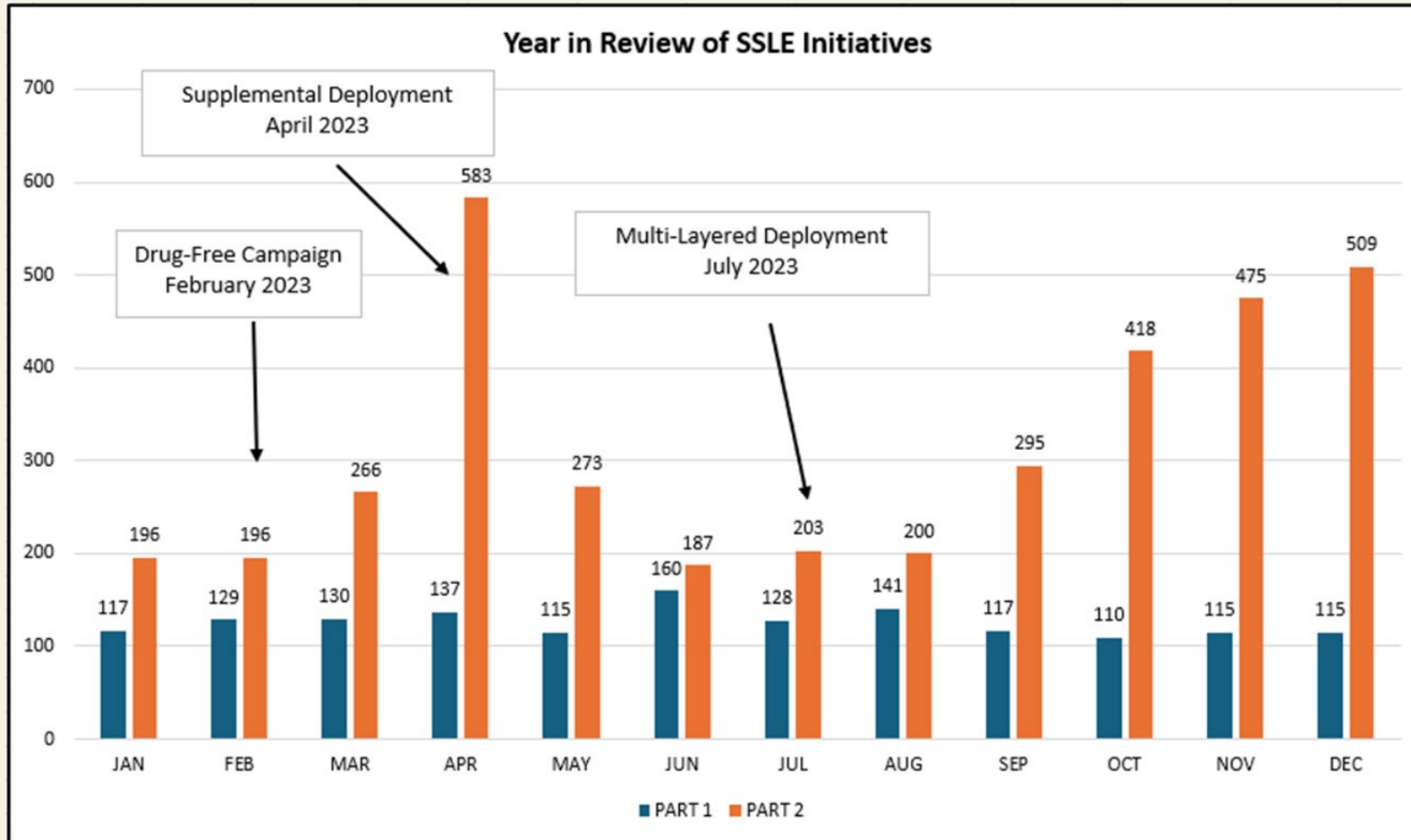
Systemwide	2023	2022	% Change
Part 2 Crimes	3,801	1,721	120.9%
Ridership	284,905,030	255,253,370	11.6%
Part 2 Crimes per 1 Million Boardings	13.34	6.74	97.9%

- Part 1 crimes (violent or major crime classification) per 1 million boardings **decreased by 5.5%** compared to 2022.
- The increase in Part 2 crimes is primarily due to Metro's increased efforts to remove individuals from the system for trespassing in the ancillary areas and for narcotics use.



2023 YEAR-END OVERVIEW

PUBLIC SAFETY TRENDS AND STATISTICS



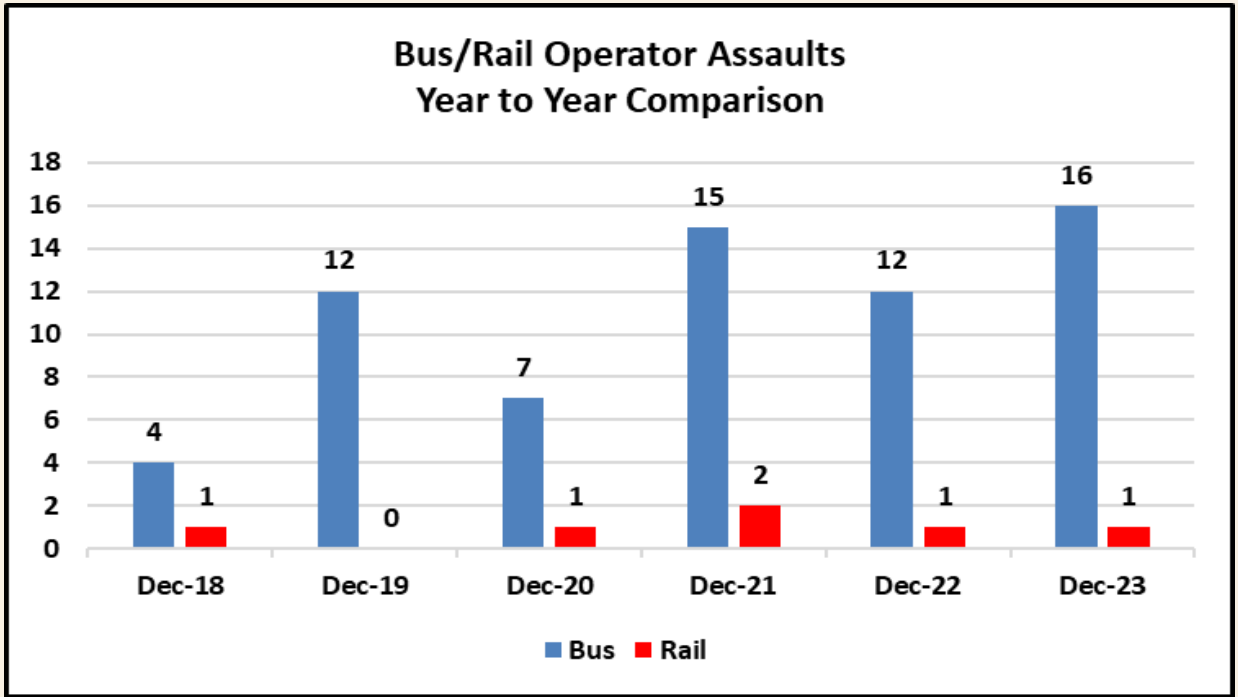
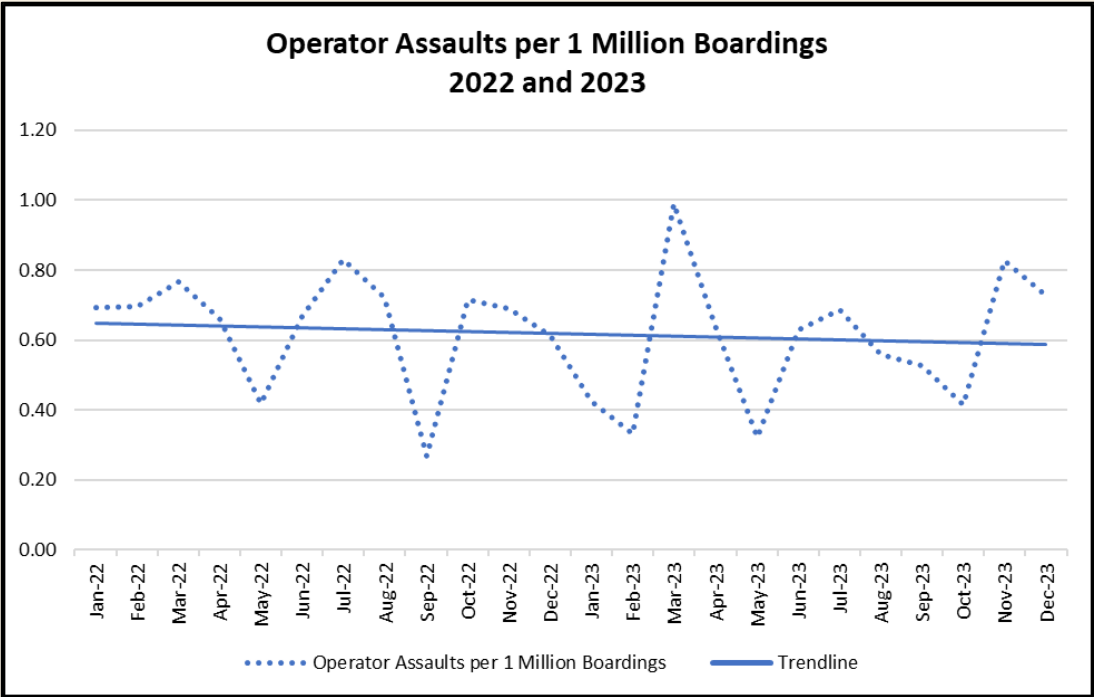
In 2023, Metro significantly and strategically revised its approach to safety and security and implemented the multi-layered deployment to address societal issues of opioids and other drug use, people experiencing homelessness, and post-COVID aggression that have impacted the Metro system.

2023 YEAR-END OVERVIEW

OPERATOR ASSAULTS

When analyzing the total operator assaults in 2023 and 2022 in relation to ridership, the results show that assaults on operators per 1 million boardings **decreased by 8.2%** in 2023 vs. 2022

Systemwide	2023	2022	% Change
Operator Assaults	168	164	2.4%
Ridership	284,905,030	255,253,370	11.6%
Operator Assaults per 1 Million Boardings	0.59	0.64	-8.2%

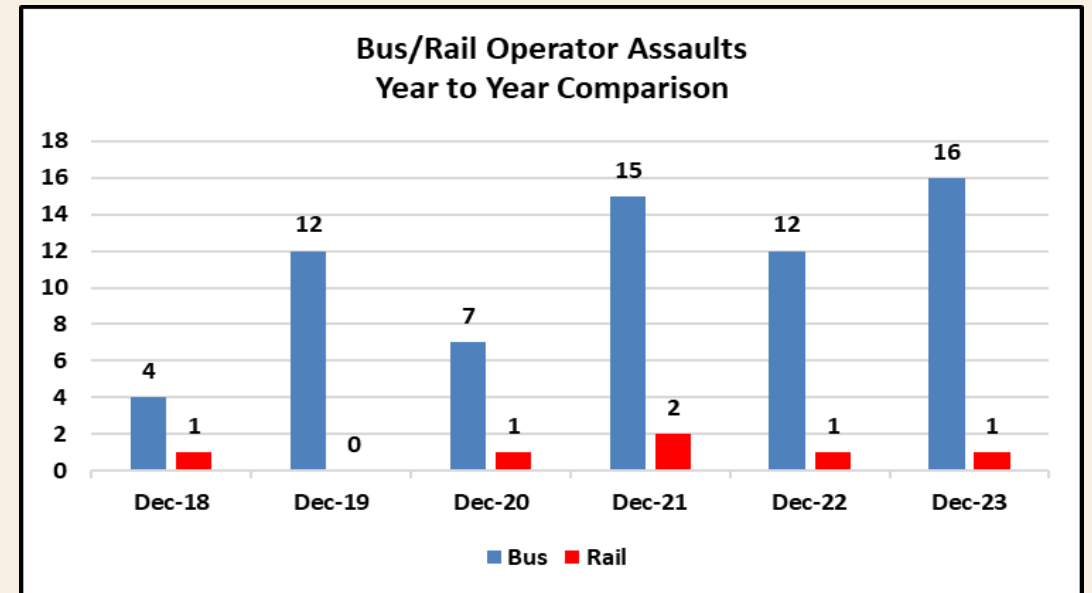
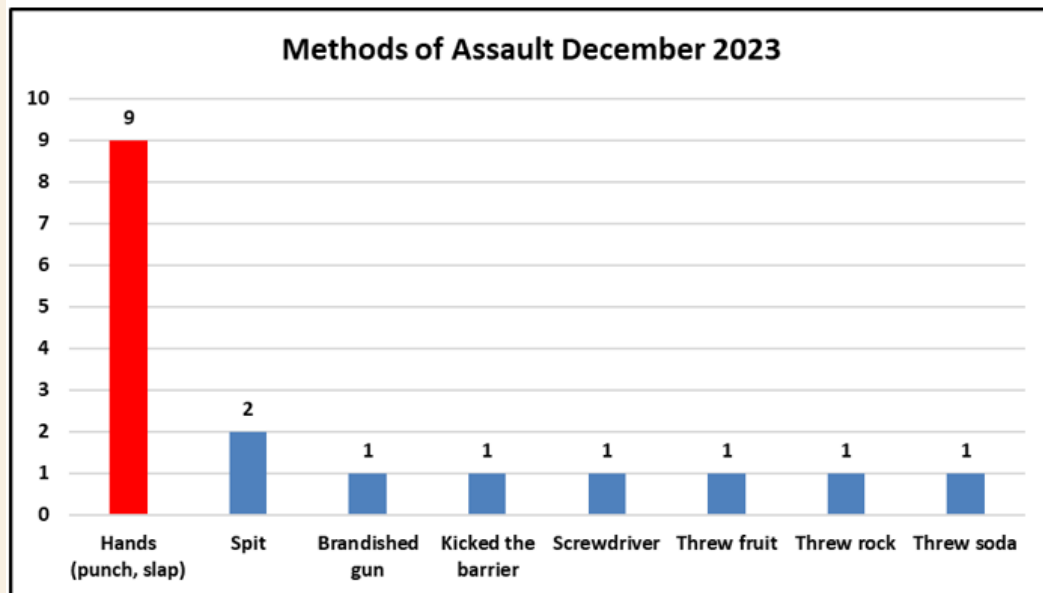


DECEMBER 2023 OPERATOR ASSAULTS

- **Operator assaults decreased from 20 in November to 17 in December**
- Using hands (punch, slap) and spitting were the top two methods of assault
- Upset followed by no reason and told to exit were the top reasons for assaults

Top Reasons for Assault	
Reason	Count
Upset	7
No reason	4
Told to exit	4
Upset over fare	1
Missed stop	1
Grand Total	17

- Line 207 (Western Av.) was identified as the top bus line for reported incidents of crime and had six documented operator assaults by August 2023.
- A fixed Bus Riding Team deployment went from September to December, reducing fare evasion at the door by 58% with only one operator assault (-75%).



MULTI-LAYERED DEPLOYMENT UPDATE



Since July 10, 2023, Metro has been utilizing a multi-layered deployment, which has 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 for the month of December.

- 221 citations and written warnings issued by Transit Security Officers.
- Contract Security cleared 9,794 trains and offloaded 9,373 patrons
- Law enforcement conducted:
 - 592 arrests
 - 357 citations
 - 1630 warnings

Law Enforcement Homeless Outreach	December Totals
LAPD HOPE Team Outreach Services Offered and Accepted*	Offered: 115 Accepted: 24
LASD MET Team Outreach Services Contacts and Accepted*	Contacts: 1327 Accepted: 14
LBPD Quality of Life Team (QOL)*	Contacts: 72 Accepted: 18

METRO AMBASSADORS UPDATE

SUPPORT

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. They were deployed on all Metro Rail Lines, including G and J line, and bus lines 210, 40, 20, and 720.

New G Line Deployments: Since 12/22/2023, we have scheduled 12 Metro Ambassadors a day to support customers on the G Line from North Hollywood to Chatsworth.

CONNECT

For the month of **December 2023**, Metro Ambassadors conducted **63,605** customer engagements and reported the following:

- 1,871 Cleanliness Issues
- 706 Graffiti Incidents
- 343 Elevator and Escalator Problems
- 259 Safety Issues



REPORT

For the month of December 2023, Metro Ambassadors reported **18 Narcan** incidents, with 1 fatality:

- (6) incidents at Westlake/MacArthur Park Station
- (3) incidents at 7th St. Metro Ctr. – 1 was fatal
- (3) incident on B Line Train
- (2) incidents on E Line Train
- (2) incident at Willowbrook/Rosa Parks Station
- (1) incident at North Hollywood Station
- (1) incident at Wilshire/Vermont Station