



# Response to Motion 34.1 Improving Safety for Metro Riders and Employees

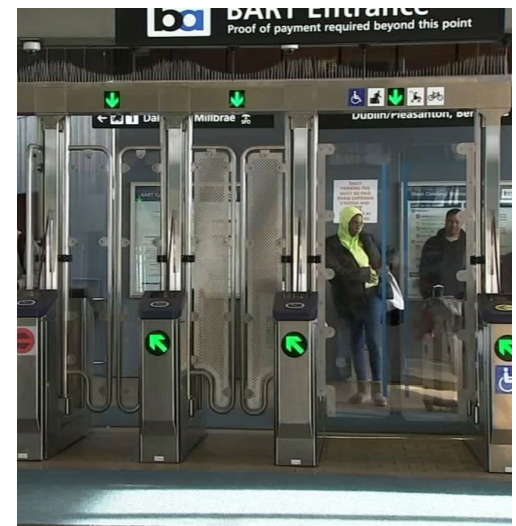
Ken Hernandez  
Interim Chief Safety Officer



**Metro**

# Faregate Improvements to Improve Fare Compliance, Control System Access

- Up to 94% of those arrested on the system do not possess valid fare. However, there is no reliable data to determine what percentage of all non-fare compliant users commit crimes.
- Nearly half of Metro's stations employ faregates, and the other half rely on standalone validators (SAVs), in which customers are requested to validate their fare but not physically stopped by a faregate.
- At stations with faregates, the current style of the turnstile and leaf-style faregates are substantially susceptible to fare evasion, in particular, the wide, ADA leaf-style gate that provides additional space and time for customers with disabilities to enter but is open to all riders.
- Peer agencies are replacing their leaf-style faregates with stronger, paneled faregates featuring greater precision in open-door timing to improve fare compliance and reduce fare evasion.



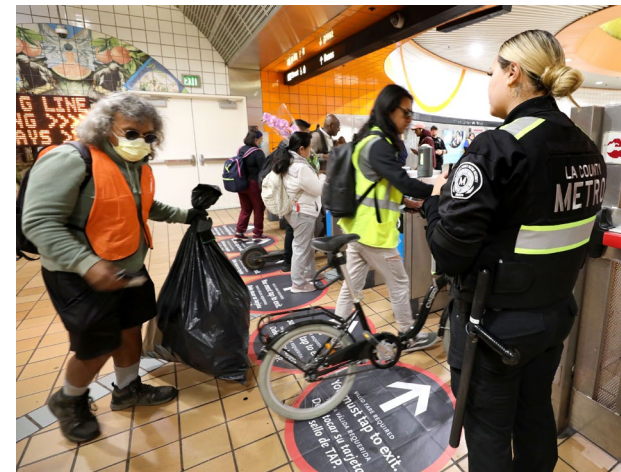
*BART's new faregates*

# Faregate Improvements to Improve Fare Compliance, Control System Access

- The **North Hollywood B Line Station pilot program** on faregates began on May 28, with customer outreach beginning the week before implementation.
  - Metro is providing LIFE Program signups onsite during the beginning of the pilot, and TAP Blue Shirts are present to assist customers in purchasing appropriate fares.
  - Metro Fare Compliance teams took an education-first approach during the first week of the pilot program, with an emphasis on informing customers of the need to tap and issuing warnings before transitioning to administrative Code of Conduct citations.
  - Staff will be evaluating this pilot over a 90-day period to determine next steps. The evaluation will include impacts on fare compliance, customer experience, safety, cleanliness, and impacts on other stations.



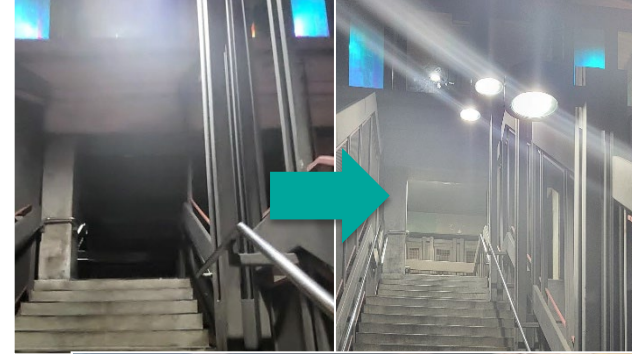
**Metro**



# Update on Station Experience Improvements

## Lake Av Station

- Completed lighting upgrades.
- Partnering with the City of Pasadena to extend lighting improvements to the city pathways leading up to our station entrance.
- Staff is in the design phase to tactically seal off misused areas that do not provide meaningful functionality for customers (i.e., areas behind elevator shafts, vulnerable window ledges).



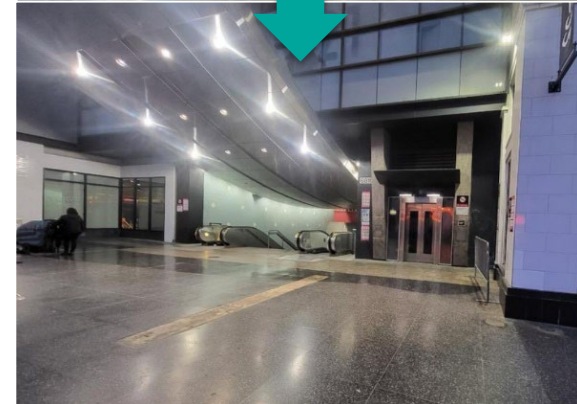
## Hollywood/Highland Station

- Installed brighter lighting, new signage, and property markers that clearly delineate the areas that must be maintained for transit purposes only, allowing Metro's security teams to keep the entrance clear and free of illicit activity, willful blocking of station access, and loitering.
- The property management company has also installed new measures that deter misuse of their window ledges and corners for drug activity.



## Downtown Santa Monica Station

- Working with the City of Santa Monica on a multipronged approach to improving safety and cleanliness at this station.



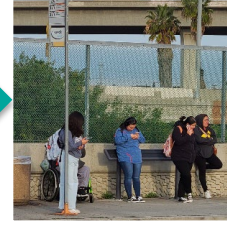
**Before/After:** Lighting improvements at Lake Av & Hollywood/Highland stations



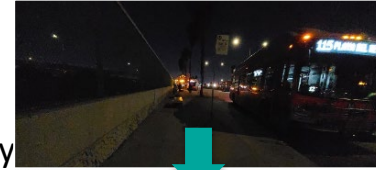
# Update on Station Experience Improvements

## Norwalk Station

- Added leaning benches and substantial lighting upgrades bus bays at Norwalk Station.
- Conducted roadway safety improvements, including tree and brush trimming where overgrowth from neighboring property has impeded visibility along the station roadway



*Before/After: Bus Stop Waiting Improvements at Norwalk C Line Station*



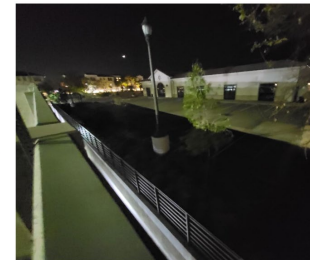
## APU/Citrus College Station

- Metro HOME Outreach teams have been providing daily coverage, engaging with individuals and offering supportive services.
- A Throne public restroom was added to this station in May.
- Parking Lot User Safety (PLUS) Program launched, incorporating various elements needed to address the specific issues encountered in Metro parking structures.
- Staff has been working with the City of Azusa on adjacent properties where lighting could be repaired and upgraded, which has substantially improved visibility throughout the station and the entrance approaches.



Before

*Before/After: Lighting improvements and elevator door open pilot are improving safety*



After



# Violent Crimes & Repeat Offenders

## Violent Crimes & Fare Evasion

Upon arrest of a crime, officers do not conduct a fare check. Instead, officers conduct visual TAP card inspections where they ask arrestees to show their TAP cards. Between April 2023 and March 2024, 904 violent crimes were committed on the Metro system. Based on the data available, **approximately 871, or 96%, of violent crime offenders did not have a TAP card. However, there is no reliable data to determine what percentage of all non-fare compliant users commit crimes.**

- LAPD reported 609 violent crimes
  - 13,499 individuals were arrested for misdemeanors and felonies, 81% did not have a TAP card in possession, 4% had a TAP card in possession, and 15% refused to answer.
- LASD reported 267 violent crimes
  - Of the 267 violent crimes committed, nine arrestees presented a TAP card. This represents 3.4% of violent crime offenders who were able to produce a TAP card upon request.
- LBPD reported 28 violent crimes. LBPD officers do not conduct a TAP visual card inspection.

## Crimes by Repeat Offenders

**Between April 2023 and March 2024, 611 arrests were made for Crimes Against Persons.**

- Of those arrested, 21 were identified as repeat offenders on the system. This represents 3.4% of individuals arrested for Crimes Against Persons.

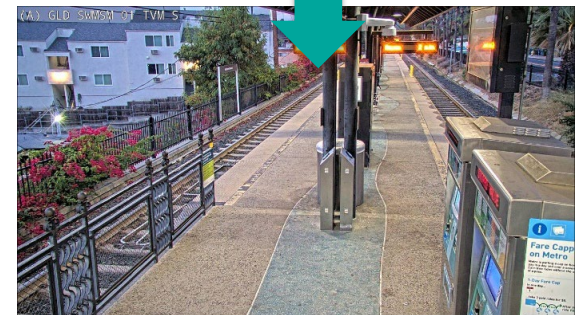
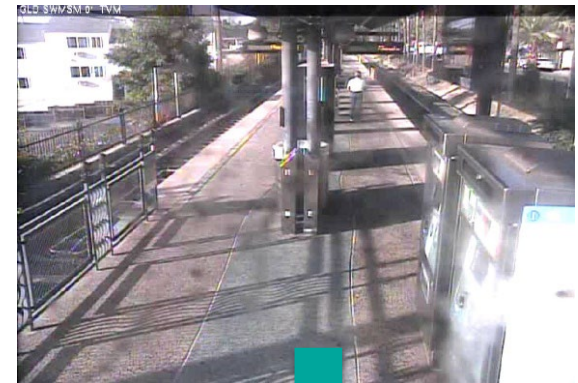
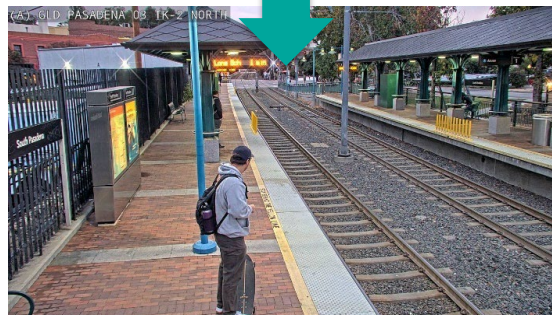


Agency	Number of Arrests	Number of Repeat Offenders
LAPD	439	20
LASD	152	1
LBPD	20	0

# A Line CCTV Upgrade Project

CCTV systems at stations along the A Line from Union Station to Sierra Madre Villa Station were upgraded in May 2024, where existing cameras, recording equipment, and infrastructure were insufficient with the advanced video analytics technology being used in the near future across the Metro system such as intelligent processing of raw video footage, transforming it into a valuable resource for decision-making.

- Continued use of CCTV deters potential criminal activity, including trespassing, assaults, theft, and vandalism, which will be complemented by leveraging advanced video analytics tools.



*Before/After: South Pasadena Station (left) and Southwest Museum Station (right)*

# Potential Uses of Technology to Improve Safety

As SSLE, in conjunction with Operations, upgrades to a new video management system throughout fixed Metro locations to introduce CCTV analytics, the below capabilities could be implemented within Metro's Operating Centers (security, bus, and rail).



**Enhanced Security  
Screening**



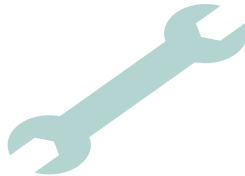
**Real-time  
Behavioral Threat  
Detection**



**Crowd Monitoring  
and Management**



**Facial Recognition:  
BOLO Alerting & Staff  
Access Control**



**Predictive  
Maintenance**



**Data-driven  
Decision Making**



# Potential Uses of Weapons Detection Systems



## Metal Detectors

- Largest advantage to this effort is enhanced security throughout the system and the detection of potentially dangerous weapons



## Electromagnetic Weapons Detection

- Emits an ultra-low frequency, which systems sensors process the pulses relayed to detect a potential weapon
- Also equipped with cameras to capture still images of the individual moving through the system to provide to security resources

# Role of Improved Partnerships

Fostering robust communication channels among key stakeholders is paramount for ensuring public safety within Metro. To enhance collaboration and efficacy concerning “Be on the Lookout” (BOLO) notices and Stay Away Orders, the following were recommended by our law enforcement partners:

Regular  
Interagency  
Meetings

Unified  
Database

Standardized  
Protocols

Training  
Programs

Community  
Engagement

Feedback  
Mechanisms

Technology  
Integration

# Penalties for Crimes Against Transit Employees

In California, there are presently five penal codes for differing degrees of assault on a transportation worker.

CA Penal Code	Provision	Crime Classification	Penalty
190.25	Murder of a transportation worker.	Felony	Life without parole.
212.5	Robbery of a transportation worker.	Felony	First degree robbery.
241.3	Assault of transportation worker or passenger.	Misdemeanor*	\$2,000 fine, 1 year in jail, or both.
243.3	Battery of transportation worker or passenger.	Misdemeanor*	\$10,000 fine or 1 year in jail, or both. If injury occurs, up to 3 years prison.
245.2	Assault with deadly weapon on transportation worker.	Felony	Up to 5 years prison.
369i	Interference with the safe and efficient transit operation	Misdemeanor*	Up to 1 year in county jail.

*\*Requires a Private Person Arrest (PPA) if not committed in the presence of a peace officer*

**AB 2824** is an amendment to Section 243.3 of the Penal Code that is currently in Committee as of April 24, 2024.

This would expand the additional penalties to include employees/contractors of public transportation providers.

# Next Steps

- Staff will provide a complete report, to include costs and implementation timelines for various strategies next month.