

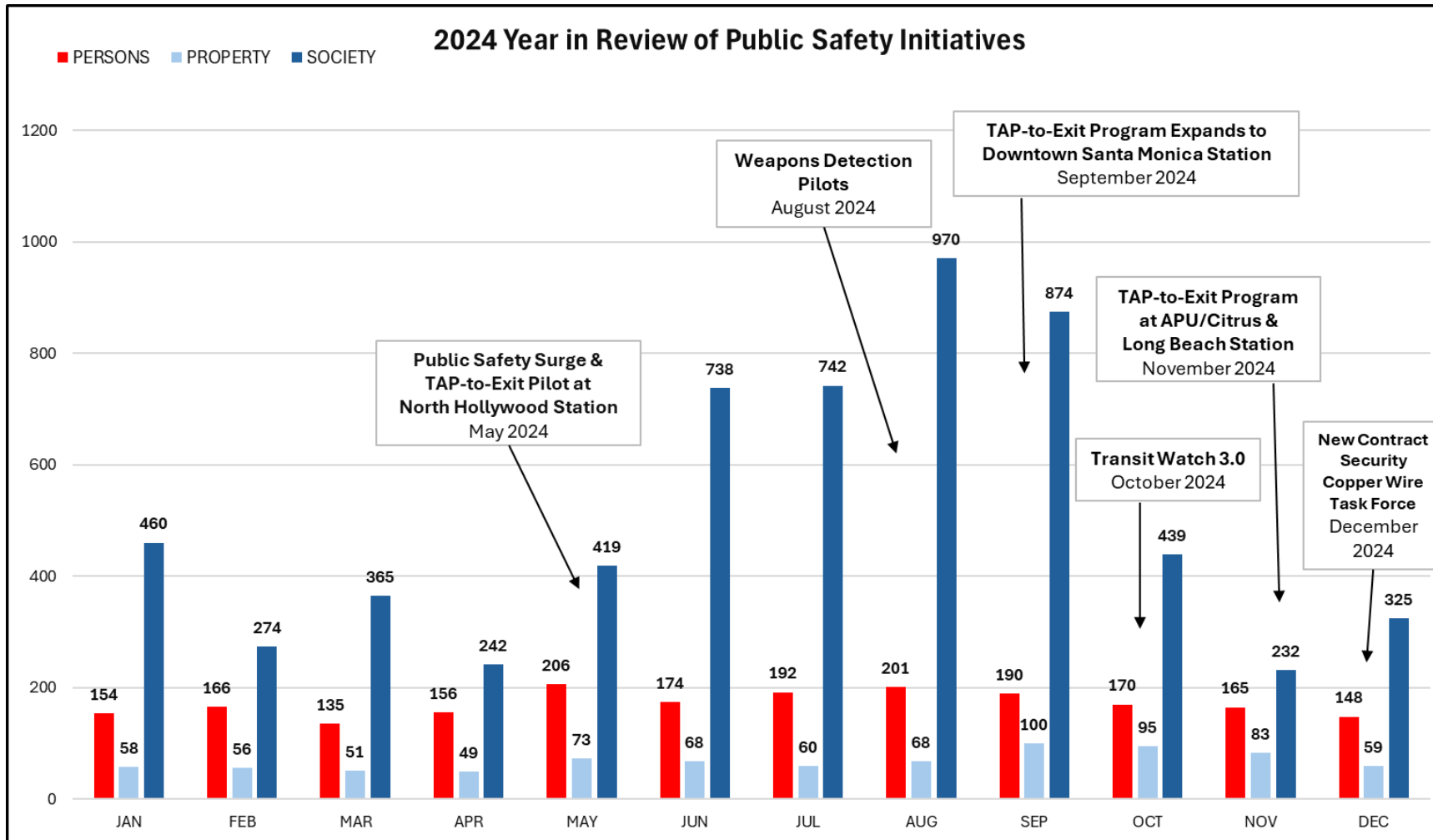
February 2025 Monthly Update on Public Safety

*Operations, Safety, & Customer Experience Committee Meeting
February 20, 2025*



2024 Year-End Overview

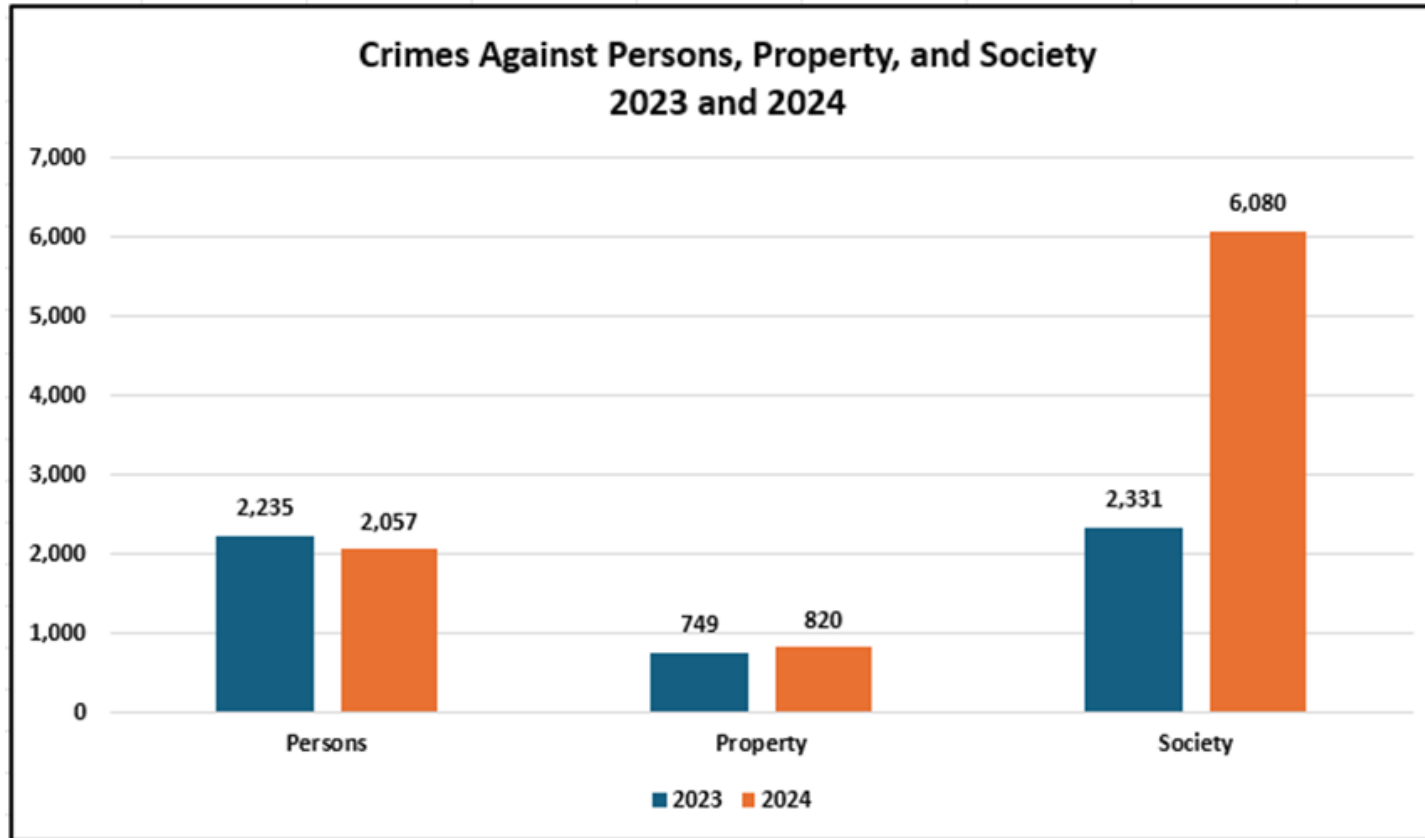
Public Safety Trends and Statistics



In 2024, several public safety initiatives were introduced, which contributed to creating a safer rider experience by targeting trespassing and narcotics and lowering incidents of violent crime.

2024 Year-End Overview

Public Safety Trends and Statistics (cont.)

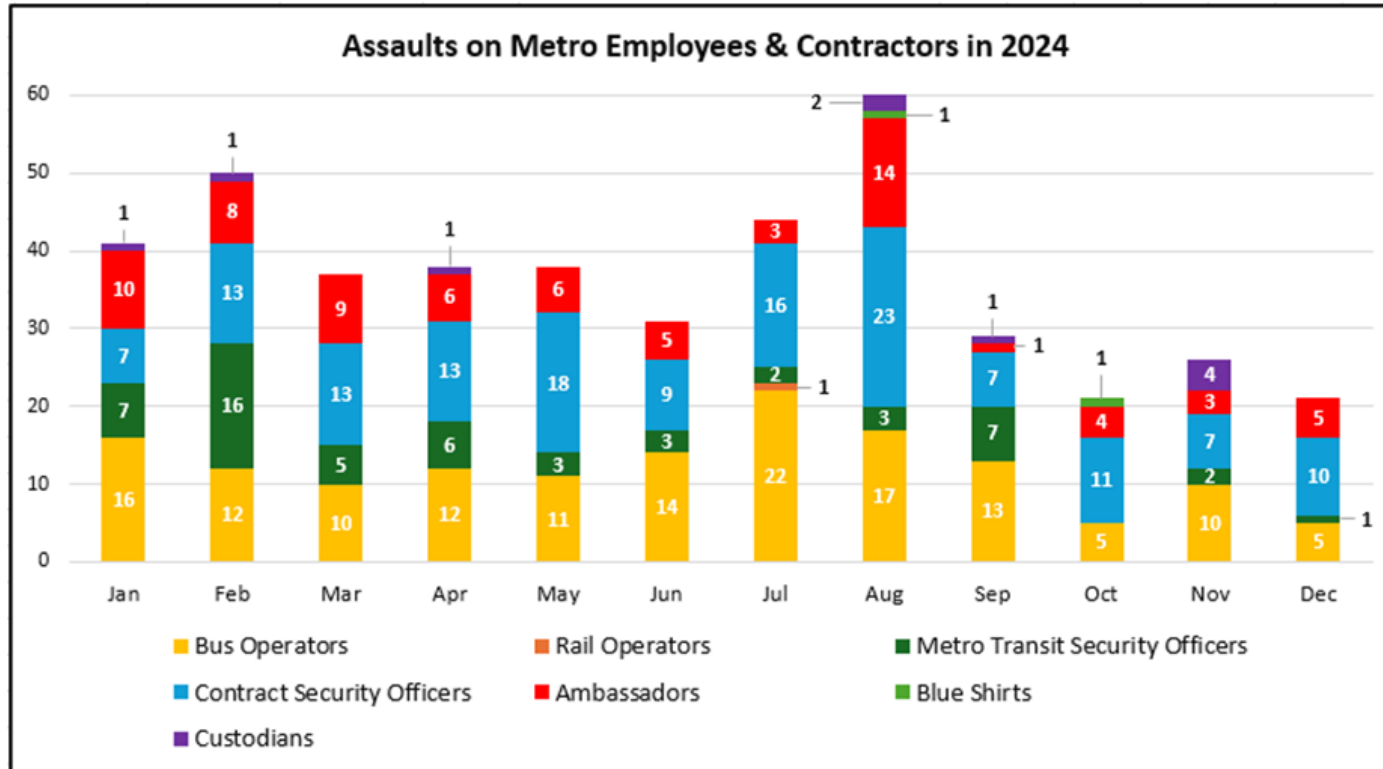


- **Reducing Crimes Against Persons** experienced a decrease in the total number of incidents and per one million boardings of 7.96% and 15.5%, respectively.
- **Crimes Against Property**, on the other hand, started lower in 2024 than in 2023 but increased due to thefts in the fall months before decreasing again in December, resulting in a slight increase for all of 2024.
- New initiatives, especially the Surge, significantly increased arrests for **Crimes Against Society**, mainly related to trespassing.

2024 Year-End Overview

Improving Frontline Safety

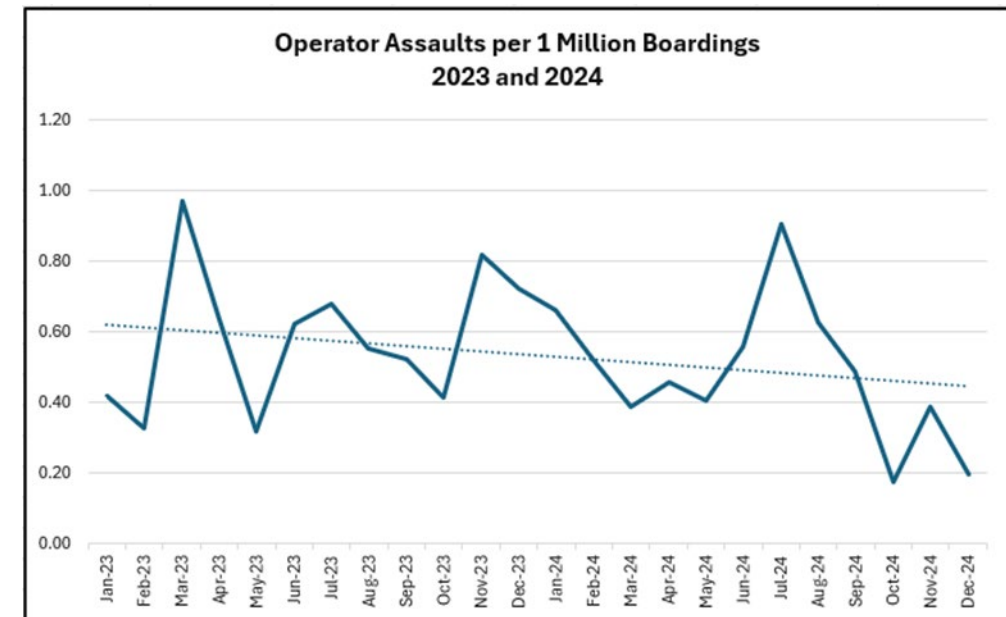
Average monthly assaults on Metro employees and contractors **fell 43%** in last four months of year compared to average assaults per month during first eight months.



Systemwide	2024	2023	% Change
Operator Assaults	148	168	-11.9%
Ridership	311,261,332	288,088,023	8.0%
Operator Assaults per 1 Million Boardings	0.48	0.58	-18.5%

Assaults on operators per one million boardings **decreased by 18.5% in 2024** vs. 2023.

- A result of the new bus barriers and the Bus Riding Teams data-centric deployment model.



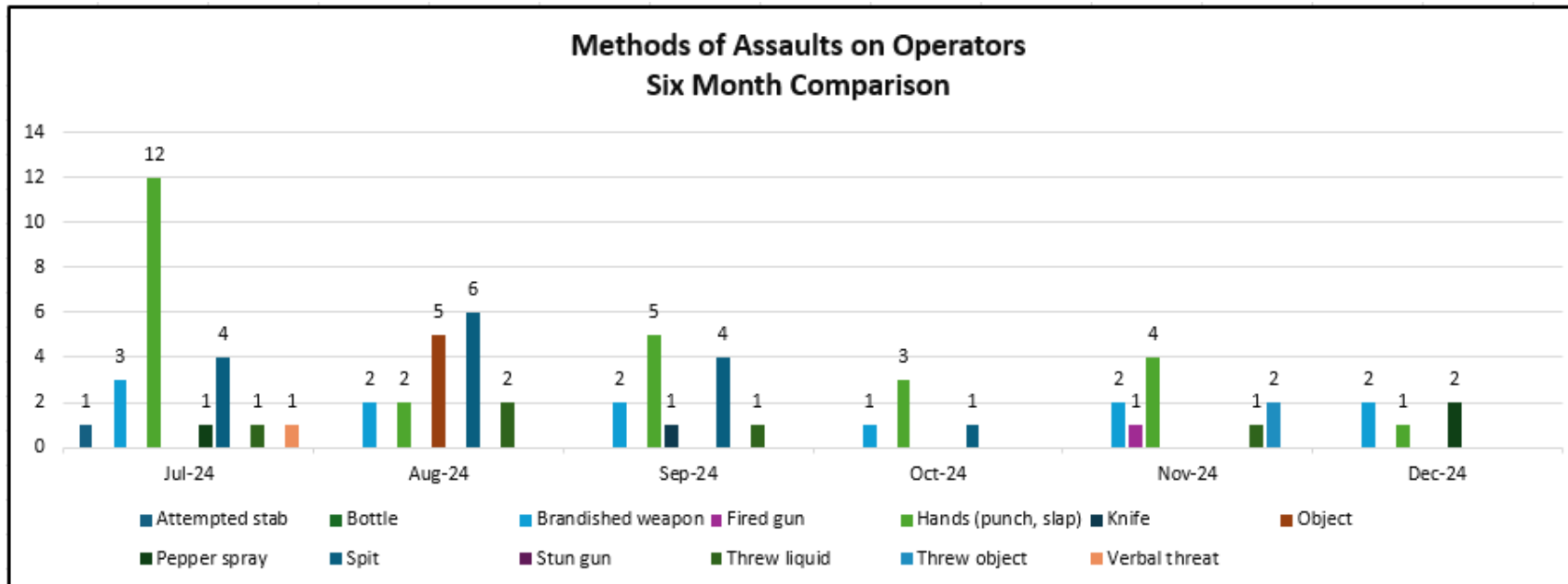
December 2024

Frontline Assaults

- There were 21 assaults on Metro frontline personnel in December.
 - Operator assaults decreased from 10 in November to 5 in December.**
- Using pepper spray and brandishing a knife were the most common methods of assault.

Assaults on Metro Employees & Contractors		
Type	Nov-24	Dec-24
On Bus Operators	10	5
On Rail Operators	0	0
On Metro Transit Security Officers	2	1
On Contract Security Officers	5	10
On Ambassadors	3	5
On Blue Shirts	0	0
On Custodians	3	0
Total	23	21

Reasons for Assaults on Non-Operator Personnel		
Reason	Nov-24	Dec-24
Told to leave	4	4
Unknown	2	7
Upset	3	1
Trespassing	2	0
Fare evasion	1	2
Resisting arrest	0	2
Told smoking unallowed	1	0
Grand Total	13	16



Impact of Retrofit Barriers

- A physical assault on an operator is **4.24 times higher on a bus without an expanded barrier** compared to a bus with the barrier.

Public Safety Surge Update

Overall Impact

- A comparison of the Surge months in 2024 to the same period in 2023 indicates a **reduction of nearly 11% in overall crime for rail**.
- For rail, the most significant contributors to these reductions were fewer aggravated assaults (144 vs. 185) and robberies (109 vs. 138), both of which experienced increases on the bus system.
- Crimes Against Persons fell 15% on rail, while remaining relatively steady on the bus system.

December 2024

- Surge law enforcement personnel reported 107 crimes and 670 arrests in December.
- Reported trespassing crimes continued to decline, decreasing an additional 12%.
- There was a 26% increase in arrests compared to November.

SURGE RELATED CRIMES AND ARRESTS				
INCIDENT TYPE	NOVEMBER		DECEMBER	
	CRIME	ARREST	CRIME	ARREST
Agg Assault	1	1	0	1
Arson	0	0	0	0
Assault on Operator	0	0	0	0
Battery	3	1	1	1
Battery on Operator	0	0	0	0
Bike Theft	0	0	0	0
Burglary	2	1	0	0
Larceny	0	9	0	0
Narcotics	54	59	41	55
Released from Custody*	0	205	0	283
Robbery	1	1	0	0
Trespassing	50	47	44	115
Vandalism	0	0	1	1
Warrants	0	194	0	194
Weapons	11	12	6	7
Other	0	1	14	13
TOTAL	122	531	107	670

**Released from Custody (RFC) is when a suspect is detained and then released on the spot; they are not booked but the incident is still counted as an arrest. The proportion of RFCs has steadily increased over time due to policy changes by law enforcement.*

Station Experience Updates


- **Union Station Receives TAP-to-Exit and Passenger Circulation Improvements**

- Station exits thru underutilized south turnstiles have jumped +130%, improving ADA access for customers with disabilities, bicycles and strollers
- Security and law enforcement can better identify and address fare evasion and trespassers with improved visibility
- TAP-to-Exit expands February 18, 2025

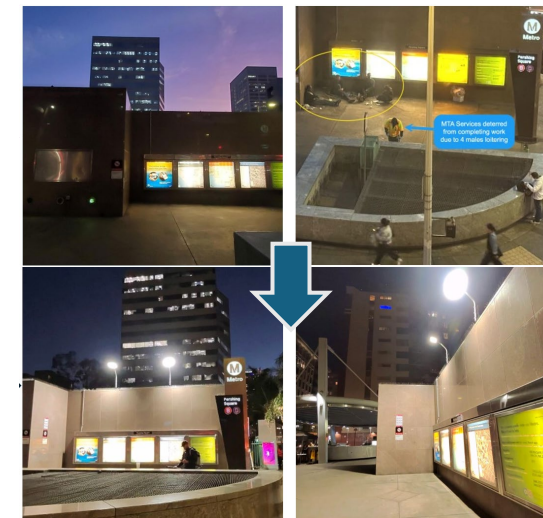
- **Safety Improvements Begin at Pershing Square Outdoor Plaza**

- Property markers and signage
- Brighter lighting upgrades
- Removal of graffiti and abandoned equipment

B D
Tap in. Tap out.
The way to go.
You must tap to exit.



Starting **February 18, 2025**, turnstiles will not open unless you tap your valid TAP card when you enter **and exit** B and D Line at Union Station.



Lighting improvements at Pershing Square (Before & After)

Metro Ambassadors Update

Support

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

Special deployments: Support for the December service change in the LAX area, the Hollywood Christmas Parade, A Line service disruptions in Monrovia, New Years Eve celebration, ongoing NFL games, and service detours systemwide.

Emergency Telephone Checks – Since late December 2024, Ambassadors have been conducting daily emergency telephone checks, reporting any functionality issues through the Transit Watch App. This process helps Metro identify and repair malfunctioning emergency phones more efficiently.

Connect

For the month of **December 2024**, Metro Ambassadors conducted 46,578 customer engagements and reported the following:

- 3,146 Cleanliness Issues
- 2,148 Graffiti Incidents
- 401 Elevator and Escalator Problems
- Five lives were saved through the timely administration of Narcan, which was the same number in November 2024.

Report

For the month of **December 2024**, Metro Ambassadors reported **5 Narcan Incidents** and (0) fatalities.

