

Monthly Update on Public Safety

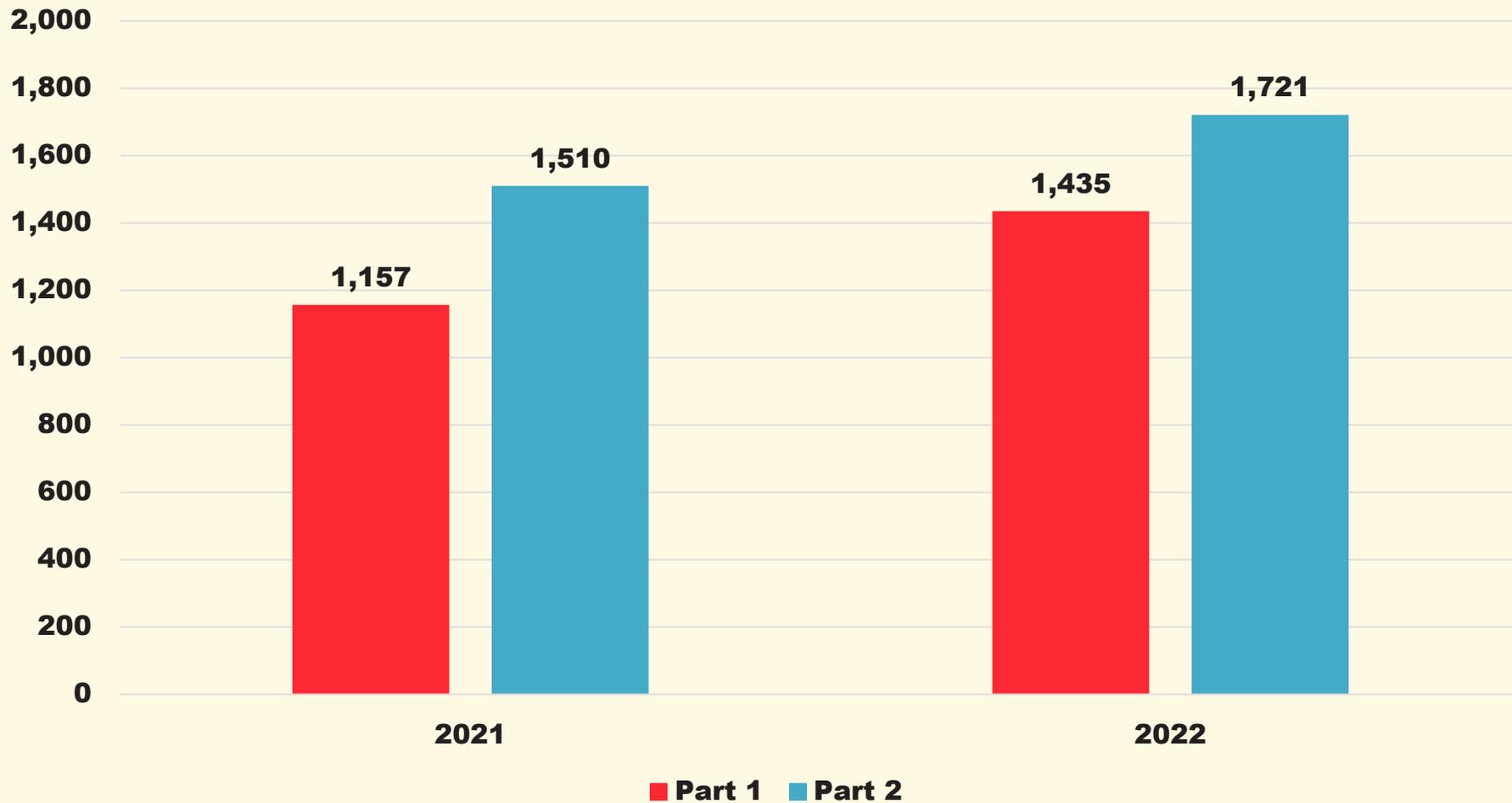
Operations, Safety, and Customer Experience Committee
February 16, 2023





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Crime Stats – 2021 vs 2022



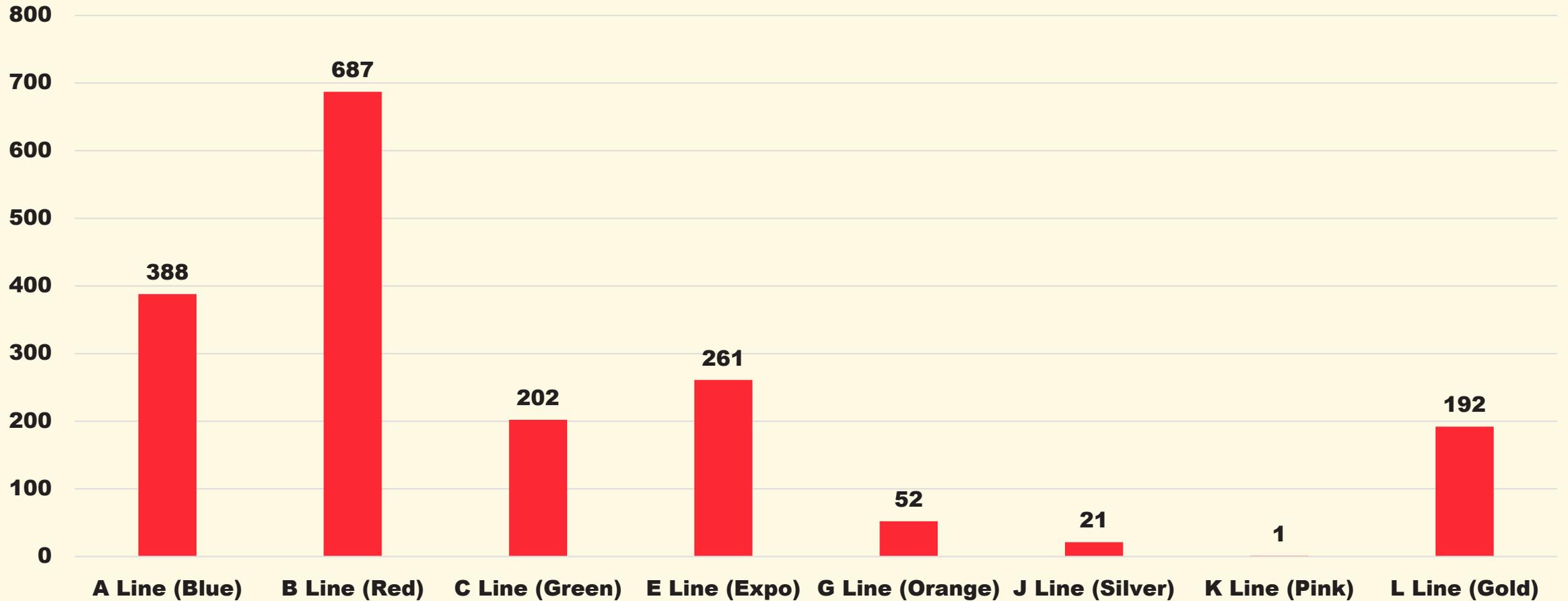
Part 1 crimes increased by 24%.

Part 2 Crimes increased by 14%.



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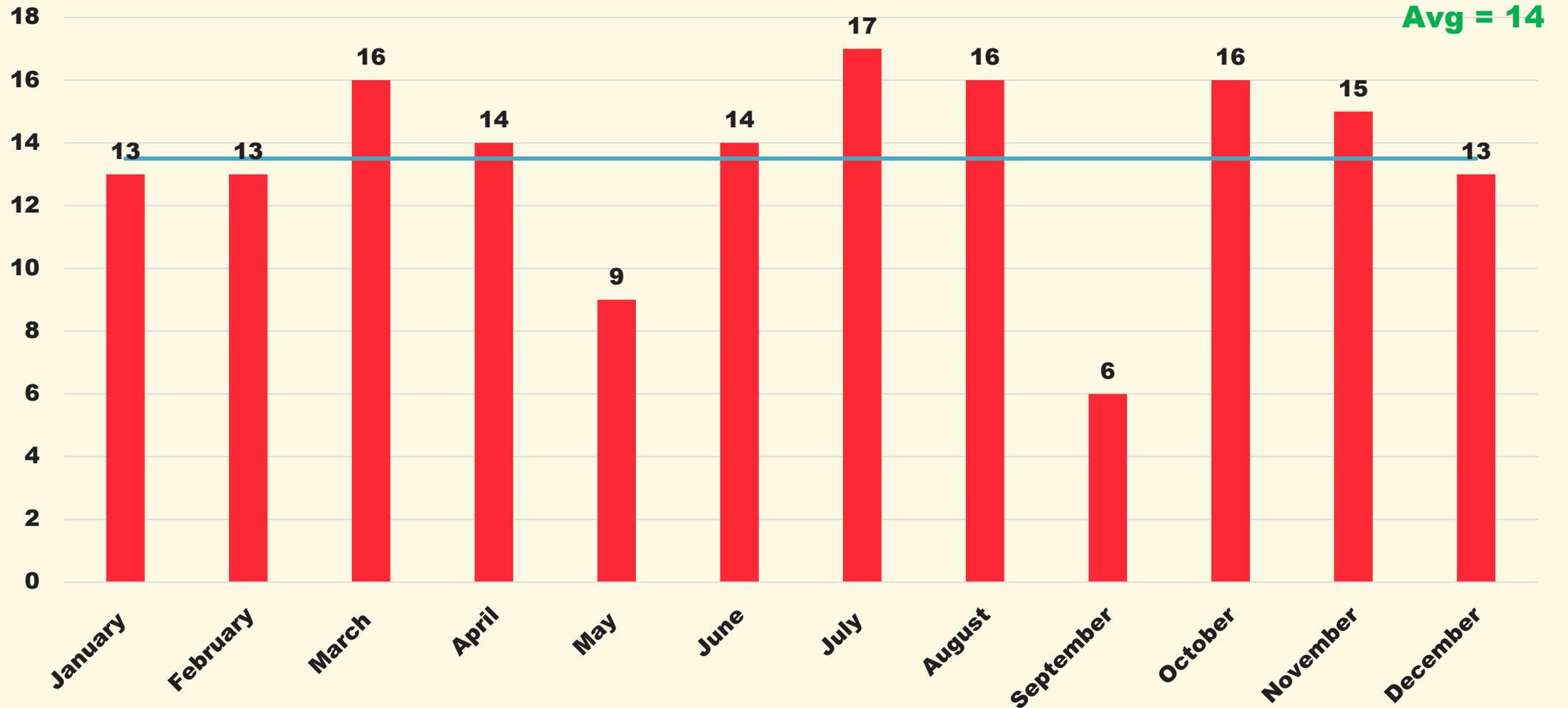
CY2022 Crime Stats by Line





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CY2022 Operator Assaults Overview





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Assault Prevention: De-Escalation Month

- **Launched a de-escalation campaign for the month of January focused on assault prevention.**
- **Campaign objectives:**
 - 1. Provide all employees with an organized way of making decisions about how employees will act in the face of conflict.**
 - 2. Reduce/eliminate workplace violence and assaults.**
 - 3. Motivate employees to be more situationally aware and promote safety.**
- **The emergency notification system was utilized to distribute safety tips to employees.**

CORPORATE SAFETY

January is De-Escalation Month.

Do your part. Stay cool.

De-escalation is a way to resolve conflict peacefully, using strong communication skills.

WHEN FACED WITH CONFLICT, REMEMBER THESE DE-ESCALATION PRINCIPLES:

- > Remain calm.
- > Listen.
- > Practice empathy.
- > Do not judge.
- > Do not take it personally.
- > Pay attention to your non-verbal communication.
- > Walk away if you can.

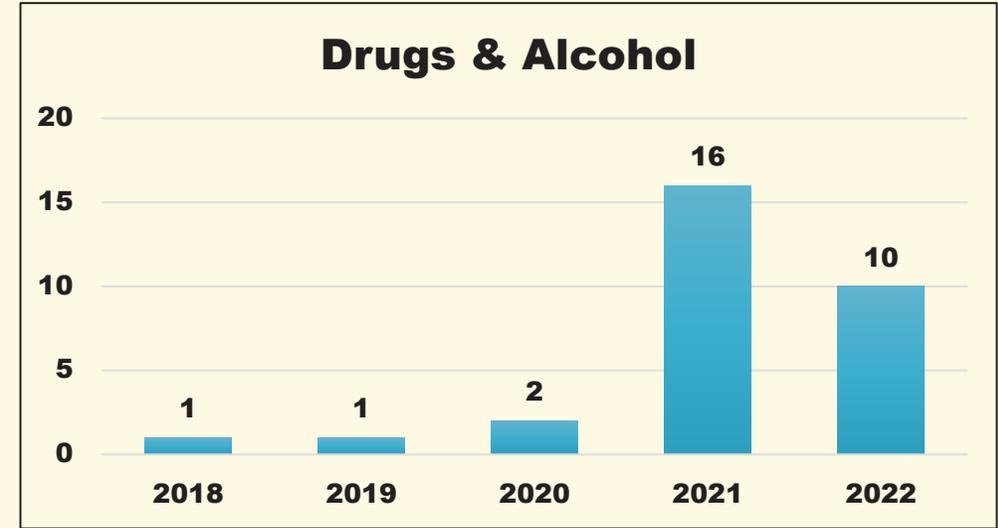
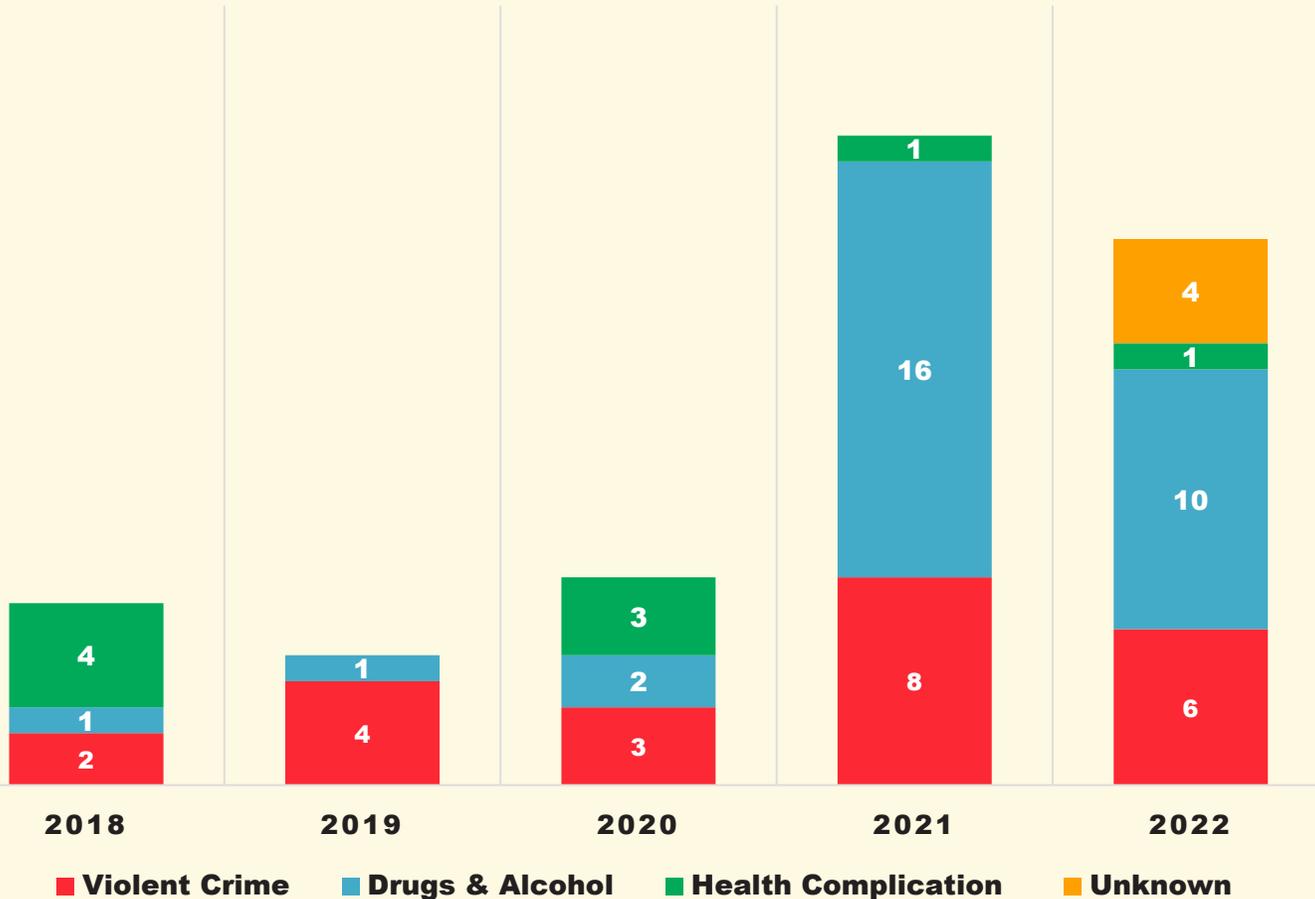
M Metro



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Coroner Data – Metro System

2018 - 2022



Over the last two years there has been a spike in drug related deaths.



Anti-Drug Use Campaign

Drug use on the Metro system has increased, impacting the customer experience for riders and safety for employees.

- **In 2022, Metro received 1,385 incident reports via the Transit Watch App regarding the presence, usage, possession, and selling of narcotics on the Metro system - a 98.7% increase in complaints from the previous year.**

The following 30-day pilot will focus on high crime stations:

- 1. Implement a multi-layered approach including Ambassadors, Transit Security Officers, law enforcement, contract security and custodians to strategically address the issue.**
- 2. Reassign TSOs as Rail Riding Teams.**
- 3. Partner with the City's Attorney's Office to offer a diversion program to eligible individuals.**
- 4. CX to initiate an anti-drug communications campaign.**



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Anti-Drug Use Campaign Stats

Week 1: February 13th – 20th

- **149 Transit Watch App reports submitted about smoking, alcohol and drugs on the system.**
- **Customer Comment Analysis & Tracking System received 3 drug related complaints. The monthly average is usually 30.**
- **TSOs issued 34 citations and 32 warnings.**
- **LASD made 38 narcotics related arrests, 11 were at the Gold Line - Lake Station and 7 at the Willowbrook Station.**
- **LAPD made 27 drug related arrests.**



Next Steps

- **Continue the pilot anti-drug use campaign over the next three weeks.**
- **Report back next month on pilot outcomes.**
- **Next month, present the board with a recommendation to increase TSOs for bus riding teams to reduce bus operator assaults.**

