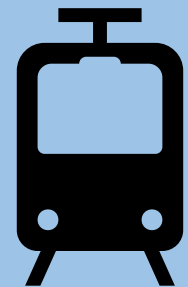
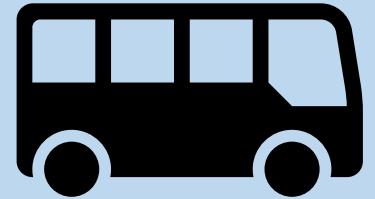

JULY 2024

MONTHLY UPDATE ON PUBLIC SAFETY

Ken Hernandez
Interim Chief Safety Officer



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PUBLIC SAFETY SURGE UPDATE

In May 2024, Metro implemented a public safety surge of law enforcement, Metro Transit Security, contracted security, and Ambassadors.

- Contracted law enforcement partners have expanded their visible presence, primarily on the rail system.
- MTS is focusing on increasing its visible presence on the bus system. The surge is initially focusing on end-of-line offloading, based on feedback from union partners.

Agency	Category	5/20-5/26	5/27-6/2	6/3-6/9	6/10-6/16	6/17-6/23	Total to Date
LAPD	Crimes	48	95	114	100	90	447
	Arrests	112	132	177	140	117	678
LASD	Crimes	0	0	7	1	0	8
	Arrests	5	3	0	1	0	9
Contract Security	Crimes	22	29	26	0	0	77
	Arrests	11	0	0	0	6	17

Note: LBPD has not surged its presence pursuant to Motion 41, and thus generally reports no surge-related crime or arrest activity; however, they did report one instance of vandalism on June 21.

- As expected, this effort had a significant impact on the crime and arrest data during this month.
- The last two weeks of the May reporting period (May 19-June 1) show as much crime reported as the first three weeks (April 28-May 18), further illustrating the impact of the Surge.

MAY 2024

PUBLIC SAFETY TRENDS & STATS

Systemwide

- **Crimes Against Persons** increased by 50 or 32.1% vs April 2024; up by 42 vs May 2023.
- **Crimes Against Property** increased by 24 or 49.0% vs April 2024; up by 8 vs May 2023.
- **Crimes Against Society** increased by 177 or 73.1% vs April 2024; up 260 vs May 2023.

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Persons	206	156	32.1%	164	25.6%
Ridership	27,170,160	26,210,300	3.7%	25,165,408	8.0%
Crimes Against Persons per 1 Million Boardings	7.58	5.95	27.4%	6.52	16.3%

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Property	73	49	49.0%	65	12.3%
Ridership	27,170,160	26,210,300	3.7%	25,165,408	8.0%
Crimes Against Persons per 1 Million Boardings	2.69	1.87	43.7%	2.58	4.3%

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Society	419	242	73.1%	159	163.5%
Ridership	27,170,160	26,210,300	3.7%	25,165,408	8.0%
Crimes Against Persons per 1 Million Boardings	15.42	9.23	67.1%	6.32	144.0%

Per 1 Million Boardings

The data in May 2024 is largely due to the impact of the surge.

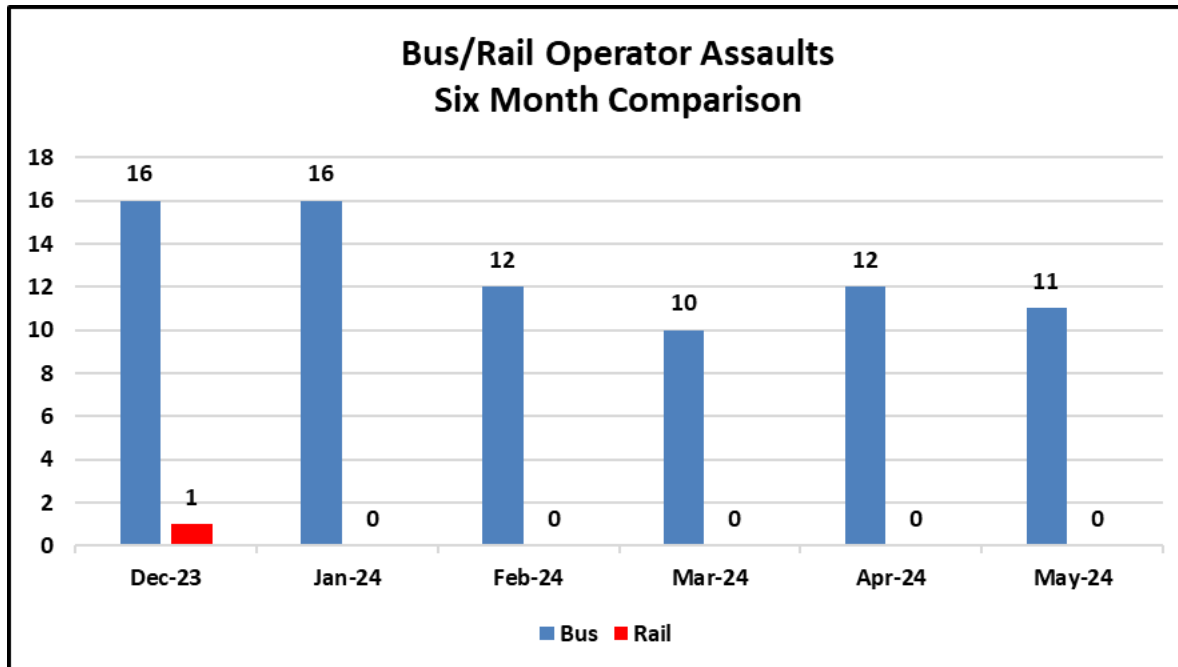
- **Crimes Against Persons is 7.58 per million boardings** - 39.8% were reported batteries.
- **Crimes Against Property is 2.69 per million boardings** - 68.5% were reported larcenies.
- **Crimes Against Society is 15.42 per million boardings** - 72.3% were reported trespassing.

MAY 2024

OPERATOR ASSAULTS

- Operator assaults decreased from 12 in April to 11 in May
- Using hands (punching, slapping), and spitting were the top methods of assault
- No reason, upset, and demanded stop were the top reasons for assaults

Top Reasons for Assault	
Reason	Count
No reason	5
Upset	3
Demanded stop	2
Told to exit	1
Grand Total	11



Bus Safety Teams

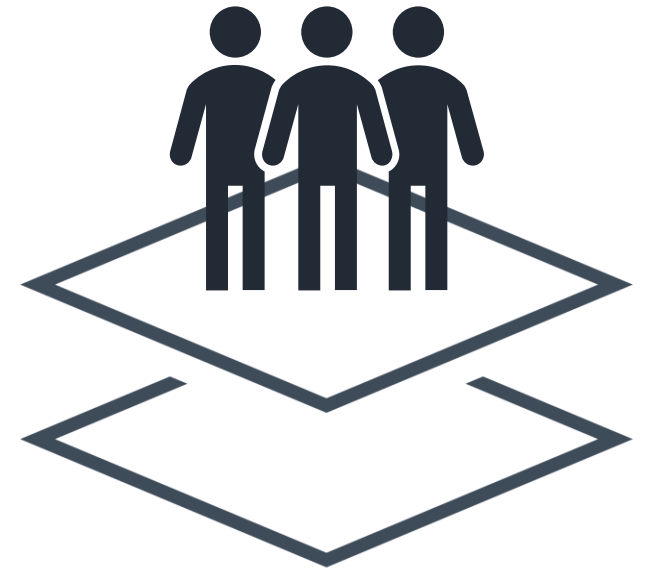
- End-of-line operation was conducted during Owl Service in Santa Monica at the terminus points for Line 4 and line 720 to address bus operator concerns about non-destination travelers refusing to alight buses.
 - Line 4: 207 removals for non-compliance (May 6-17)
 - Line 720: 203 removals for non-compliance (May 20-31)

MULTI-LAYERED DEPLOYMENT UPDATE

Since July 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.

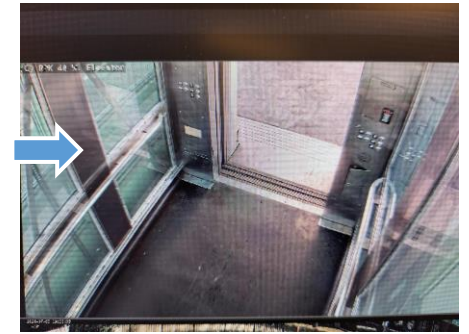
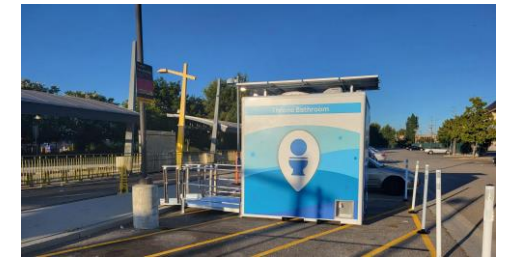
The following reflects the results of the deployment for the month of May.

- Transit Security Officers issued:
 - 187 citations (56 more than April)
 - 64 written warnings (25 more than April)
- Contract Security cleared 13,645 trains (1,373 more than April)
- Law enforcement conducted:
 - 728 arrests (209 more than April)
 - 760 citations (158 more than April)



STATION EXPERIENCE UPDATES

- Throne Public Restrooms Added to 2 More Stations (Reseda G Line in SFV & Sierra Madre Villa A Line in Pasadena)
- Elevator Open Door Program Expands to Willowbrook/Rosa Parks
- Recent Customer Commendation Supporting Classical Music Program
 - Cleaner and safer conditions at Civic Center/Grand Park, Pershing Square, Westlake/MacArthur Park and Cesar Chavez/Vignes Entrance to Union Station
 - *“I am a regular public transportation rider and have been since 2006. I love the classical music that comes over the speakers in the Civic Center station downtown. It makes me very happy to hear that when I enter the station and I hope that you can provide that throughout all the stations on all the lines. It really helps. Thank you so much.”*
- El Monte Bus Station Improvements Coming Soon



ABOVE: Before & After Elevator Conditions at Willowbrook/Rosa Parks with Open Doors



LEFT & RIGHT: Persistent vandalism in/around traditional restrooms, trash fires, and inaccessible elevators at El Monte



METRO AMBASSADORS UPDATE

Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. Special deployments included Bus Lines 106 & 605 by LA General Medical Center(ongoing), Ambassadors participated in the Emergency Management exercise, “Arson on a Train at Culver City Station”. Ambassadors provided support for the Billie Eilish concert, two Rose Bowl music festivals, Dodger Games, downtown Santa Monica service detours and other unplanned service detours as needed.

Ambassador Surge Deployment: In late May, we began deploying additional Ambassadors during peak times with the goal of increasing Ambassador visibility at key locations and providing more support for riders; 52 additional Ambassadors will be deployed daily during peak times.

Connect

For the month of May 2024, Metro Ambassadors conducted 69,962 customer engagements and reported the following:

- 1,920 Cleanliness Issues (2.2% decrease from last month)
- 1,564 Graffiti Incidents (14.2% increase from last month)
- 388 Elevator and Escalator Problems (8.1% increase last month)
- 308 Safety Issues (6.2% increase from last month)

Report

For the month of May 2024, Metro Ambassadors reported 6 Narcan incidents. One fatality took place in May.

