

# January 2024 Monthly Update on Public Safety

Gina Osborn  
Chief Safety Officer

# October & November 2023 Public Safety Trends and Statistics

Part 1 crimes (violent or major crime classification) reported in October and November reflected the success of safety and security strategies as incidents were down when compared to the prior year despite the significant increases in ridership. Part 1 crimes systemwide:

- Reduced by 6%, September to October 2023 and 4% from October 2022.
- Slight increase compared to October (4.5%), however, down 7.3% compared to November 2022.

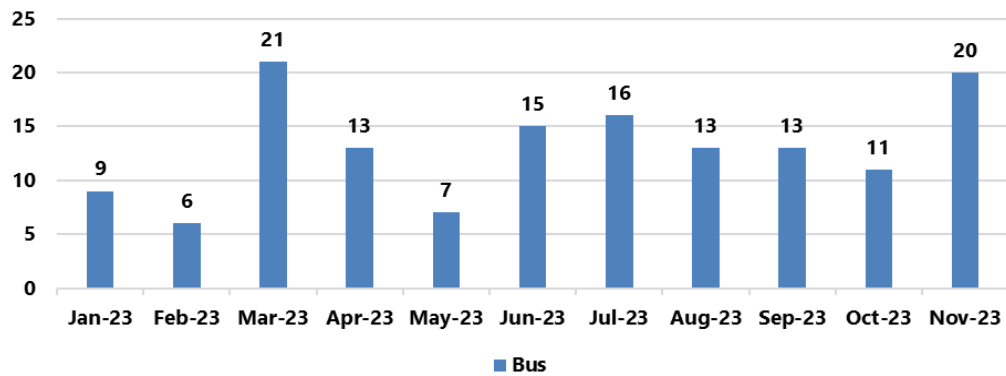
	<b>Oct-22</b>	<b>Nov-22</b>		<b>Oct-23</b>	<b>Nov-23</b>
<b>Part 1 Crimes</b>	115	124		110	115
<b>Ridership</b>	23,759,202	21,759,811		26,528,697	24,218,275
<b>Part 1 Crimes per 1 Million Boardings</b>	<b>4.84</b>	<b>5.70</b>		<b>4.15</b>	<b>4.75</b>

Metro's multi-layered safety approach generated month-to-month steady increase successes in Part 2 crime arrests:

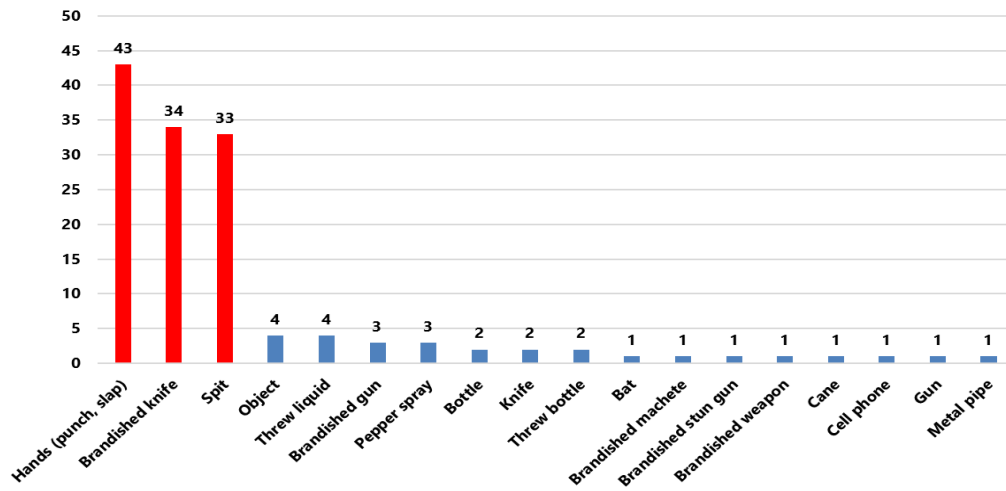
- October: trespassing 102% (198 vs 98) and narcotics 6% (53 vs 50)
- November: trespassing 37% (271 vs 198) and narcotics 20% (66 vs 52)

# Bus Operator Assaults

**Bus Operator Assaults  
January to November 2023**



**Methods of Assault January to November 2023**



- Despite an increase in ridership in 2023 over 2022, bus operator assaults per 1 million boardings in 2023 decreased from 0.80 to 0.70
- Bus operator assaults decreased from 13 in September to 11 in October but increased to 20 in November
- Assault with hands (punch, slap) was the top method of assault followed by brandishing a weapon and spitting on the bus operator

January-November	2022	2023
Bus Operator Assaults	145	144
Bus Ridership	181,337,501	204,477,187
Assaults per 1 Million Bus Boardings	0.80	0.70

# Bus Operator Safety Strategies

## Metro Transit Security Bus Riding Teams



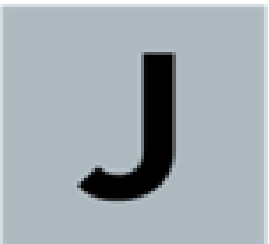
- In March 2023, the Board approved 44 Transit Security Officer positions for the creation of dedicated bus riding teams.
- A Bus Riding Team consists of two (2) Transit Security Officer I and one (1) Transit Security Officer II.
- Since then, 7 teams have been deployed across the five service areas of Metro's bus system to deter riders from entering without the appropriate fare and request voluntary compliance of the Metro Customer Code of Conduct.
- The teams rotate across the top 10 bus lines, identified by the highest reported incidents of operator assaults. The list of lines is evaluated monthly to redeploy teams based on data or upon request.
- In October, MTS Bus Riding Teams recorded 953 bus rides (on 13 lines). In November, MTS Bus Riding Teams recorded 469 bus rides (on 8 lines).
- 3 additional teams are scheduled to be deployed by Spring 2024.

## Law Enforcement Bus Boardings



- Bus boardings differ from bus riding teams, in that law enforcement officers onboard the bus and check-in with the operators and move on to the next bus. MTS Bus Riding Teams board from the rear or front doors and position themselves at either end of the bus. They are provided with route details associated with the specific bus line, get off a bus every (3) three to (4) four stops to board another bus to continuously ride buses between the segment provided.
- In October and November, there was a total of 40,856 law enforcement bus boardings.

# Bus Operator Safety Strategies



Metro Transit Ambassadors have deployed 28 bus riding teams per day.

- Line 20 – DTLA – Wilshire/La Brea.
- Line 40 – DTLA-South Bay Galleria via ML King Bl.-Hawthorne Bl.
- Line 210 – Hollywood/Vine Station – South Bay Galleria via Vine St.-Wilshire/Western Station-Crenshaw Bl.
- Line 720 – DTLA - Wilshire/La Brea

## G-Line

- Since December 22, 2023, we have deployed 6 Ambassadors teams per day that are riding The MTS teams are roving the entire G Line, assisting customers from North Hollywood to Chatsworth.

## J-Line

- San Pedro, DTLA and El Monte.

## Operator Feedback

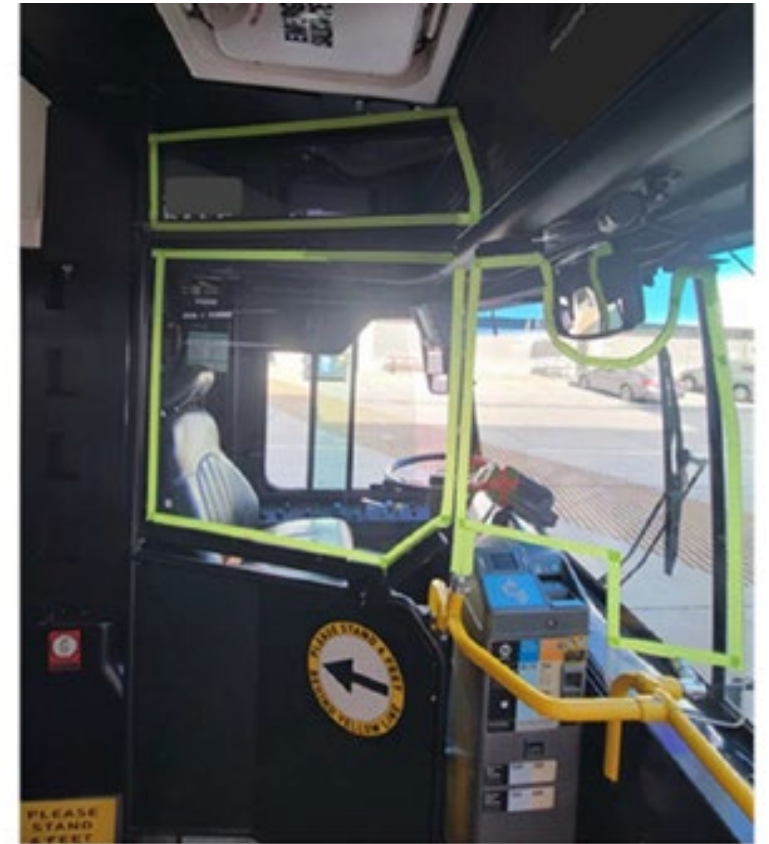
- Operators have expressed appreciation for Ambassador riding teams service and visibility.



# Bus Operator Safety Strategies

## Bus Barrier Retrofit

- Metro's entire fleet of 2,035 buses have operator barriers.
- Two prototype barriers with more protection were tested to obtain operator feedback.
- Operators preferred Prototype 2, with glass extending to the windshield and ceiling.
- Some operators voiced concern about reflections or glare when driving.
- Glass material may reduce reflections, so a new prototype with glass is in development.
- New glass prototypes will be tested to obtain feedback from stakeholders.



**Prototype 2**

Extended to windshield

# Bus Operator Safety Strategies

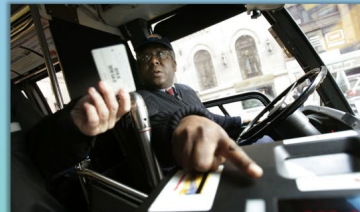
## De-escalation Training

- In January 2023, Metro initiated a De-Escalation Month campaign to provide all employees information on how to act in the face of conflict to reduce/eliminate workplace violence and assaults.
- Throughout 2023, de-escalation materials and information were posted throughout Metro, displayed on Safety TVs, and made available on Corporate Safety's website.
- In December 2023, a new mandatory de-escalation training was launched for all Metro employees.
- The training presents different methods of de-escalation, teaching Metro employees' ways to avoid potential conflict and/or violence using thoughtful words, actions, and body language.
- The training also prepares Metro employees for different types of negative interactions and gives them the fundamental skills to deal with these situations in the moment.
- The training is standardized but may be used as a building block for additional job-specific training provided by an employee's department.

What is De-Escalation?

Conflict may occur following a triggering event, such as:

- A disagreement over fare
- Delays in service
- Bringing prohibited items on the bus/train
- Rudeness
- Etc.



**M** Metro

Back T-10704 Replay

# Bus Operator Safety Strategies

## Joint Labor Management Safety Committee (JLMSC)

- The JLMSC was established in compliance with the Bipartisan Infrastructure Law and incorporated into Metro's Public Transportation Agency Safety Plan.
- The Committee is comprised of five labor representatives (one from each Union) and five Metro Management staff and was convened in 2022.
- The Committee has been meeting monthly to discuss safety and security concerns, establish fiscal year KPIs and Targets, identify interventions to improve data-driven risks, as well as share and discuss pilot programs that have the potential to minimize our safety and security incidents.

## Operations Safety Steering Committee (OSSC)

- The OSSC includes executives from Operations, Safety, and Security to discuss safety topics and develop safety strategies and initiatives, inclusive of responding to the Federal Transit Administration's proposed directive of conducting a safety risk assessment, identifying safety risk mitigations or strategies, and providing information to the FTA on how transit agencies are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers.
- The committee discusses and reviews safety related trends, agency data, and industry standards.
- OSSC meetings improve coordination, decision making, and allocation of resources to address safety issues.
- The committee will meet quarterly.