



# Metro

## Board Report

Los Angeles County  
Metropolitan Transportation  
Authority  
One Gateway Plaza  
3rd Floor Board Room  
Los Angeles, CA

**File #:** 2023-0226, **File Type:** Motion / Motion Response

**Agenda Number:** 36.1

### REGULAR BOARD MEETING MARCH 23, 2023

#### Motion by:

#### **DIRECTORS NAJARIAN, BARGER, SOLIS, BUTTS, DUTRA, AND HORVATH**

#### Motion Related to Item 36 Monthly Update on Public Safety

Since the pandemic began in March 2020, overall crime has risen on our system. While bus ridership has almost recovered to pre-pandemic levels, it has plummeted on our rail system hovering at just under 50% with some lines at an anemic 30%. When analyzing crime data by rail line and bus lines, reported crime has risen exponentially on the B/D (Red/Purple) lines. Most troubling on these lines is the meteoric rise in reported crimes against society, such as illicit drug use and sales including on our plazas, rail platforms and ancillary areas. If we are to make our system safe for all our customers and bring back riders, we must improve our ability to address these issues and ensure our riders feel safe.

Over the past several years, Metro has implemented several non-law enforcement initiatives to reimagine public safety and security on our system. From deploying Homeless Outreach Teams and Transit Ambassadors to connect people using the system with appropriate information, to implementing design-driven interventions to address persistent illicit activity on our system and infrastructure. All these initiatives demonstrate Metro's commitment to the safety of Metro riders and employees.

Most recently, Metro launched the 30-day pilot Drug-Free Metro Campaign along the B/D lines. Staff has reported that there have already been measurable improvements along the system and therefore the customer experience. In the pilot's second week, Metro observed a 21 percent decrease in Transit Watch Reports related to incidents of smoking, alcohol consumption, and drug use. By week three there was an additional 50 percent reduction in the reported activity. Moreover, the Drug-Free Metro Campaign has resulted in a 10 decrease in the total number of customer complaints across the system during the 4-week surge period. As a first step, we should extend this pilot.

However, to address this crisis comprehensively and allocate resources where they are most needed, it is critical that we identify those rail stations most acutely impacted by crime "hot spots" and deploy transit Security Officers (TSOs), our Ambassadors, who will take appropriate actions, including our Respect the Ride program, and work with the Drug-Free Metro Campaign team and explore working with homeless supportive services and substance abuse intervention organizations.

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Moreover, as an agency we should evaluate environmental design and Infrastructure interventions for our bus stops, stations, including platforms, plazas, and ancillary areas, that improve safety and the overall customer experience.

**SUBJECT: MOTION RELATED TO ITEM 36 MONTHLY UPDATE ON PUBLIC SAFETY**

**RECOMMENDATION**

APPROVE Motion by Directors Najarian, Barger, Solis, Butts, Dutra, and Horvath that the Board direct the CEO to:

- A. Extend the pilot Drug-Free Metro Campaign on the B/D lines an additional 90 days;
- B. Deploy TSOs and Ambassadors to B/D station "hot spots" most acutely impacted by the increase in reported crime and take appropriate actions including applying the code of conduct and Respect the Ride program, as well as working with the Substance Abuse/Safety Campaign;
- C. Coordinate with the Los Angeles County Departments of Public Health and Mental Health to make substance abuse prevention and treatment resources available to the riding public as part of the pilot campaign;
- D. Evaluate current staffing to determine if additional internal resources should be allocated to supplement the pilot campaign and expand our TSO and Ambassador programs;
- E. Report back monthly with observations and outcomes of the above actions beginning in April 2023; and
- F. Report back in 90 days on environmental design and infrastructure intervention options for our bus stops, stations, including platforms, plazas, and ancillary areas, that improve safety and the overall customer experience.

**DUPONT-WALKER AMENDMENT:**

WE FURTHER DIRECT THE CEO TO:

Report back in 90 days with a status update on the specific environmental interventions being implemented at Westlake/MacArthur Park station including the installation of "paddle style" fare gates. Report on how upgraded fares gate infrastructure can be scaled to include additional B and D Line stations.

**BUTTS AMENDMENT:** Include in the monthly report back: deployment information that includes the number of boardings that are accomplished by ambassadors and contract services; provide information about the time people spend on the system; juxtaposed against the number of hours that are spent on people in cars, we need to know the breakdown of where law enforcement resources are deployed.