

Monthly Public Safety Update

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New Multi-Layered Deployment

- On July 10, Metro established a multi-layered deployment that will have 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 first three weeks of the deployment, which covered the period of July 10 to July 31.
 - 11,841 offloads by contract security.
 - 84 citations and 41 warnings issued by Transit Security Officers.
 - Law enforcement conducted:
 - 3,875 ejections
 - 144 arrests
 - 308 citations
 - 700 warnings

Law Enforcement Homeless Outreach	Totals as of July 31
LAPD HOPE Team Outreach Services Offered and Accepted	Offered: 99 Accepted: 11
LASD MET Team Outreach Services Contacts and Accepted	Contacts: 455 Accepted: 9
Long Beach PD Quality of Life (QOL) Team	Contacts: 66 Accepted: 14

Deployment Campaigns: June & July Updates

Drug-Free Metro Campaign

The campaign concluded on July 1st. The following is an overview of the results of the Drug-Free Campaign:

- 552 citations and 437 warnings issued by Metro Transit Security Officers.
- 336 drug-related arrests by law enforcement.
- 95 complaints received by the Customer Call Center.
- 3,258 Transit Watch submissions on drug issues.

B/D Line (Red/Purple) Supplemental Deployment

The below statistics reflect the results of the entire Supplemental Deployment, from April 24 until its July 1 conclusion.

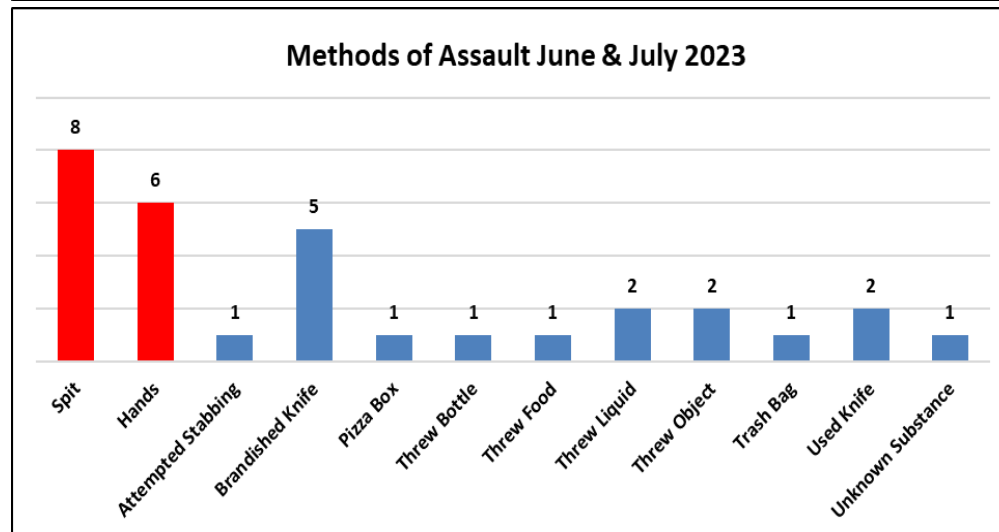
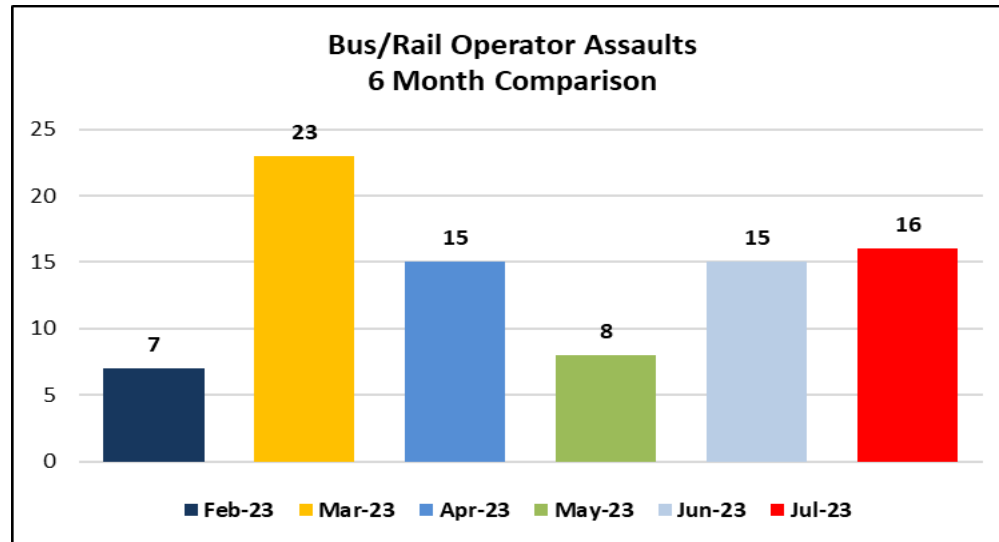
- Citations: 628*
- Warnings: 2,005*
- Arrests: 425
- Ejections: 17,731
- Law Enforcement Homeless Outreach Teams
 - Outreach: 1,650 individuals
 - Acceptance of services: 680 individuals

*Note that the citations and warnings are for trespassing and loitering violations.

June & July Public Safety Trends and Statistics

- Overall, crime on the system decreased 54% by the end of July when compared with April 2023, the month which recorded the highest number of crimes year-to-date for 2023 (331 vs 720).
- As a result of the increased security posture and multi-layered approach, overall crime decreased by 10% (348 vs 388) in June when compared to May 2023 and decreased by 5% (331 vs 348) in July when compared to June 2023.
- There were significant increases in arrest for drug violations (68%) and possession of weapons (400%) from June to July 2023. However, these increases are attributed to the continued enforcement of Metro's Code of Conduct, the Drug-Free Campaign, which began on February 13, and the recently initiated multi-layered public safety deployment which began on July 10.

June & July 2023 Operator Assaults



- Bus/Rail **operator assaults increased from 15 in June to 16 in July**
- Assault with spit was the top method of assault
- Rider upset, no reason, and demand stop were the top reasons for incidents

Reason	Count
Upset	10
No Reason	9
Demand Stop	3
Disorderly	2
Bus made stop	1
Bus not departing	1
Bus not in service	1
Intoxicated	1
Missing exit	1
Upset over fare	1
Wanted AC on	1
Grand Total	31

Metro Ambassadors Update

SUPPORT

Metro Ambassadors continue to support riders, connect riders to resources, and report incidents or maintenance needs. They were deployed on the A Line, B Line, C Line, D Line, K Line, J Line (Silver), and the former L Line. As well as bus lines 210, 40, 20, and 720.

New deployment: Since Friday, 6/16/2023, we have scheduled 46 Metro Ambassadors a day, to provide customer support at the new Regional Connector stations to include coverage at station platforms and elevator concourse areas.

WLMP Faregate Pilot: As of 5/19/2023, there are three Metro Ambassador teams per shift deployed at the Westlake MacArthur Park Station supporting customers as part of the 30-day faregate compliance pilot plan. This is in addition to the 3 riding teams assigned to the B (Red line). Metro Ambassadors will remain there until further notice

CONNECT

June 2023 - For the month of June 2023, Metro Ambassadors conducted **54,998** customer interactions.

July 2023 - For the month of July 2023, Metro Ambassadors conducted **56,389** customer interactions

Metro Ambassadors Update

REPORT - Ambassadors were certified and equipped to carry and administer Narcan in April 2023. Metro Ambassadors have reported 18 Narcan incidents for the month of June and July 2023 combined, and reported the following:

June 2023

For the month of June 2023, Metro Ambassadors reported the following:

- 739 Cleanliness Issues
- 245 Elevator and Escalator Problems
- 305 Graffiti Incidents
- 152 Safety Issues

8 Narcan incidents: (2) at Westlake MacArthur Park Station, (2) at Willowbrook/Rosa Parks Station, (1) at 7th St. Metro Ctr., (1) Union Station, (1) Atlantic Station, (1) near Bus Line 20

July 2023

For the month of July 2023, Metro Ambassadors reported the following:

- 1,002 Cleanliness Issues
- 282 Elevator and Escalator Problems
- 416 Graffiti Incidents
- 158 Safety Issues

9 Narcan incidents: (3) at Westlake MacArthur Park, (1) at Union Station, (1) 7th St. Metro Center, (1) South Pasadena Station, (1) Historic Broadway Station, (1) at Hyde Parks Station, (1) at North Hollywood Station