



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 19, 2024

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

Metro is committed to providing outstanding trip experiences for all transportation system users. In furtherance of the Vision 2028 Plan, Metro implemented a multi-faceted plan to improve safety and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

BACKGROUND

Within Metro's Public Safety Mission statement, the agency recognizes that each individual is entitled to a safe, dignified, and human experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and law enforcement services. Furthermore, since July 2023, Metro has been using a comprehensive deployment model to utilize all resources from the public safety ecosystem.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors and community intervention specialists, as well as homeless outreach staff, transit security, private security, and law enforcement officers) and the piloting of safety and security interventions to address specific concerns (e.g., drug use and crime) on the system.

DISCUSSION

The agency's comprehensive approach to safety, which includes both law enforcement partners and care-based resources, continues to focus on its three-pronged strategy of increasing the visible presence of uniformed personnel, enhancing access control, and strengthening partnerships to address societal issues. Our activities are reflected within the positive and the areas of improvement,

as daily challenges allow for continuous safety/security corrective measures systemwide.

OVERVIEW

This section highlights key public safety trends and initiatives for the months of June and July.

In June and July, ridership was 25,181,475 and 25,466,384, respectively, marking 20 consecutive months of year-over-year ridership growth. Ridership was up 5.7% from June 2023 and up 9.1% from July 2023.

June was the first full month of the surge of uniformed personnel on Metro's system, as requested by the Board, in response to a series of serious incidents. Since May 20, 2024, the Los Angeles Police Department (LAPD) and Los Angeles Sheriff's Department (LASD) have increased their patrols on the rail system.

At the same time, Metro implemented a surge of public safety personnel that it controls, including 20 percent more Metro Transit Security (MTS) Officers who focus on bus safety, patrol the system, and enforce the Metro Code of Conduct and fare payment - both of which contribute to a safer system. Ambassadors, who assist with safety by providing an additional uniformed presence throughout our system, accompany passengers (when requested) on short trips to ensure they know where they are going, and help deescalate situations by using specific techniques from their training have also increased their daily ranks from 248 to more than 300.

Crimes Against Persons (crimes that cause or threaten to harm another person, such as assault) fell 15.5% systemwide in June compared to May (174 vs. 206). In July, there were 18 more Crimes Against Persons or a 10.3% increase compared to June.

Law enforcement, specifically, has been using surge patrols to address trespassing, drugs, and weapons, resulting in a much higher reported level of Crimes Against Society.

To create an appropriate baseline for comparing the monthly crime statistics, SSLE provided June and July comparisons to the previous 12-month crime average. This allows for a reference point to determine the change in crime over a period of time.

For the month of June 2024, systemwide crime totaled 980 or 94.8% greater than the previous 12-month average of 503 crimes. The month of July 2024 had 994 crimes systemwide, compared to the previous 12-month baseline average of 556, which is a 78.8% increase. These increases are reflective of the law enforcement surge driving significantly more trespassing arrests, which accounted for 62% of total overall crime for both months.

Below are additional data points showing crime rates for June and July and how they compare to the long-term average crime rate:

June:

- Crimes Against Persons for the month are 3.3% below the 12-month trend (6.9 crimes per 1M boardings vs 7.1 crimes per 1M boardings).
- Crimes Against Property systemwide are up 11.5% above the 12-month trend (2.7 crimes per

1M boardings vs 2.4 crimes per 1M boardings).

- Arrests for Crimes Against Society systemwide are 173% above the 12-month trend (29.3 vs. 10.7); rail accounted for 98.5% or 727 of these 738 crimes.

July:

- Crimes Against Persons went up by 6.9% above the 12-month average of 7.05 crimes per 1M boardings to 7.54 crimes per 1M boardings.
- Crimes Against Property systemwide decreased by 0.6% (2.36 crimes per 1M boardings vs 2.37 crimes per 1M boardings).
- Arrests for Crimes Against Society systemwide increased by 125.8% compared to the 12-month trend (29.1 crimes per 1M boardings vs 12.9 crimes per 1M boardings).

Additional information about crime statistics and data analysis for June and July 2024 can be found in the Systemwide Crime Statistics section below.

ACTIVITIES AND INITIATIVES

Since July 2023, Metro has been using a comprehensive deployment model to utilize all resources from the public safety ecosystem. This includes numerous safety improvement initiatives and pilot programs to address specific public safety concerns on the system.

Station Experience Updates

TAP-to-Exit Expands to Downtown Santa Monica E Line Station

Building on the success of the Tap-to-Exit North Hollywood pilot, the Board approved Metro's recommendation in July to expand the program to all ten end-of-line stations.

On September 3, 2024, in partnership with the City of Santa Monica, staff implemented the TAP-to-Exit program at the Downtown Santa Monica end-of-line station. Extensive customer outreach for Downtown Santa Monica began on August 19, 2024, which included:

- Distribution of 25,000 multilingual brochures to Downtown Santa Monica riders
- Ample station signage notification and announcements
- Low-Income Fare is Easy (LIFE) program popup enrollments

In less than two months, the North Hollywood station pilot transformed overall behavior along all 14 B Line stations with Transit Watch app reports of crime and other issues -fights, drug use, and graffiti-dropping by more than 40%. Metro is hoping to replicate these results on the E Line.

Free Mobile Health Clinic Expands Coverage to Norwalk C Line Station

On August 15, 2024, Metro expanded its partnership with the LA County Department of Health Services to launch the mobile health clinic at the Norwalk C Line end-of-line station. Six patients were treated within the first hour of operation, illustrating the importance of this partnership to reach more people where they are and reduce barriers to no-cost, dignified health care, behavioral health care, psychiatry, and outpatient services for people experiencing homelessness. Staff will be working to identify opportunities to return to this location regularly, similar to our bi-weekly partnership at

Westlake/MacArthur Park B/D Line Station.

Classical Music at El Monte Bus Station and Willowbrook/Rosa Parks Station

In July 2024, Station Experience evaluators reported significant misuse of station amenities at these two stations by non-destination individuals engaged in inappropriate activity. Staff has expanded the customer-supported classical music program to help improve the customer experience at these stations and encourage appropriate activity. The program has resulted in cleaner and calmer stations at Civic Center/Grand Park, Pershing Square, and Westlake/MacArthur Park, along with positive customer feedback and strong rider support.

Eliminating Hiding Areas at Lake A Line Station

As ongoing work continues at Lake Station, recent modifications were completed to address a known hiding area on the platform level behind the elevator shaft that has attracted public urination and vandalism. An improved railing was installed to secure this area and improve natural surveillance through the main path of travel between the station entrance and boarding platform. In the first week, custodians assigned to this station saw a 50% reduction in public urination cleanups, allowing the team to focus their cleaning efforts on the rest of the station.

Tactical Safety Interventions along I-110 Harbor Transitway J Line Stations

Metro Ambassador teams and maintenance personnel have reported significant challenges related to non-destination individuals engaged in illicit activity and intimidation of riders and frontline personnel. Design is underway to eliminate access to a secondary, problematic pedestrian overpass and stairwell at the Slauson station and ensure all station entries and exits occur through the visible main entrance onto Slauson Ave. Metro is also engaging with Caltrans to identify ways to address issues at the adjacent Park & Ride lot under Caltrans jurisdiction. HOME Outreach teams conduct daily outreach at J Line stations, including at 37th St./USC Station, where HOME teams have observed the following from the past 12 months:

- Over 1,100 people experiencing homelessness
- Over 650 people engaged with HOME teams
- Over 170 were observed in active drug use
- Over 170 observed with mental health concerns
- 15 engaged in criminal activity

At 37th St./USC Station, Metro has also received over a dozen requests for encampment cleanups in just the past several months, with substantial trash and debris pickup occurring regularly. To facilitate these efforts, work is underway to install an ambient sound device, similar to the successfully installed application at APU/Citrus College end-of-line station that resulted in a substantial reduction in vandalism and illegal fires, to deter illicit activity in authorized station areas where critical infrastructure and maintenance facilities are housed.

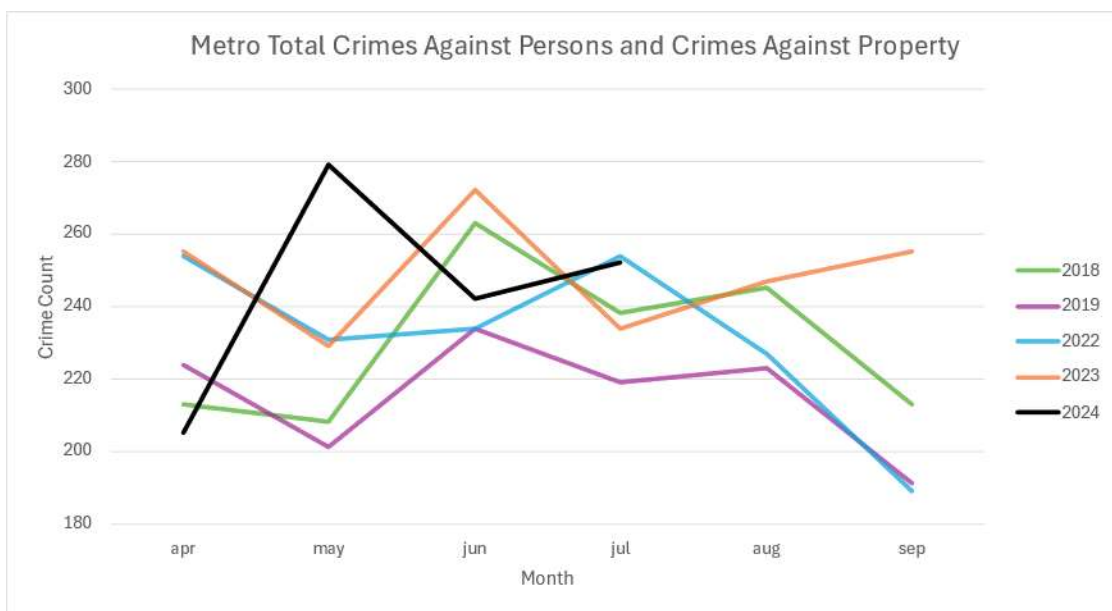
Public Safety Surge Update

In May 2024, the Board directed staff to the daily planned deployment of public safety personnel to be physically present on buses and trains and at stations (Attachment A).

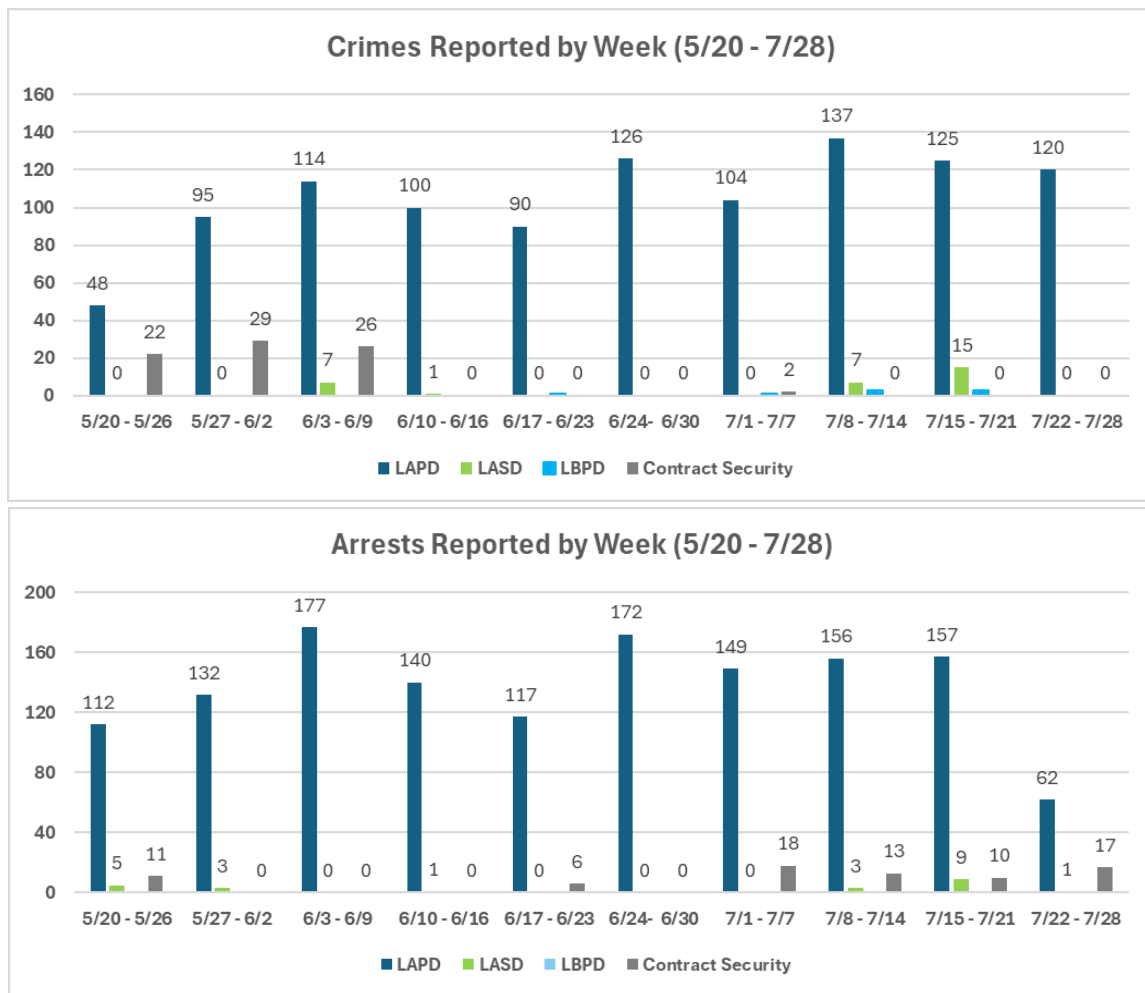
Serious crime on the Metro system historically increases in the summer months and drops again in the fall. On average, over the four reference years (2018, 2019, 2022, and 2023 - pandemic years excluded) Crimes Against Persons and Crimes Against Property are 15% higher in June compared to May.

For 2024, the Public Safety Surge appears to have effectively counteracted this tendency in the first full month of operation. While Crimes Against Society increased, as visible staff presence resulted in more trespassing arrests, Crimes Against Persons decreased 15% or 242, counter to normal seasonality data of potential 322 crimes.

July results are more mixed, but it is possible that Surge's efforts thwarted what would have been an even higher peak. If the expected September drop is greater than usual, that may be additional evidence for the effectiveness of the Surge.



The following is a snapshot of more detailed results of the Public Safety Surge from May 20 to July 28.



After analyzing ten weeks of surge data, staff observed the following:

- There was a total of 1,059 crimes reported by surge law enforcement personnel and 1,489 surge-related arrests between May 20, 2024, and July 28, 2024.
- While there were no surge-related reports of battery for June, there were nine surge reports related to battery for July, including two involving operators.
- The majority of surge-related arrests (58%) were for trespassing. This was followed by Released from Custody (an arrest in which a person is released and given a court date) (18.6%) and Narcotics (6%).
- There was a 12.4% increase in arrests in July compared to June. This was mainly due to increases in arrests related to trespassing (381 vs. 430), warrants (88 vs. 105), and vandalism (2 vs. 11).
- Arrests related to weapons were far lower in July compared to June (10 vs. 1), a reduction of 90%.

More detailed data about deployment efforts for June and July are available in the Deployment Results section below.

SYSTEMWIDE CRIME STATISTICS

The following represents a more detailed analysis of crime statistics for June and July 2024.

Crimes Against Persons decreased 15.5% in June 2024 compared to May 2024 (174 vs. 206). By mode, Crimes Against Persons on the rail system decreased by 25.4% (94 vs. 126), specifically due to decreases in aggravated assaults (17 vs. 35), robberies (16 vs. 30), and sex offenses (4 vs. 7). In comparison, Crimes Against Persons on the bus system remained stable between June and May (80 vs. 80). However, there was a significant decrease in aggravated assaults (18 vs. 23), and robberies (11 vs. 16). In contrast, there was an increase in batteries (46 vs. 37).

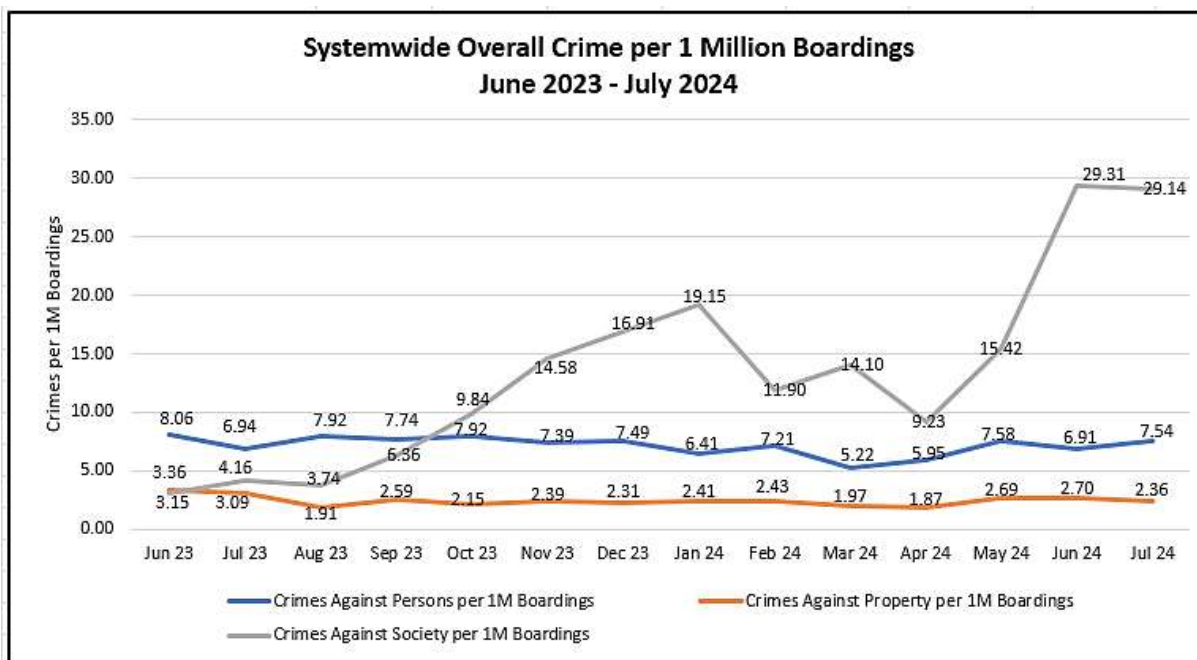
For July, Crimes Against Persons increased by 10.3% compared to June 2024 (192 vs. 174). By mode, Crimes Against Persons on the rail system increased by 13.8% (107 vs. 94), mainly due to increases in aggravated assaults (23 vs. 17) and robberies (25 vs. 16). Crimes Against Persons on buses increased by 6.3% (85 vs. 80). This increase was due to increases in aggravated assaults (22 vs. 18) and batteries (50 vs. 46).

The decrease in Crimes Against Persons from May to June is further reflected in annual comparisons. Crimes Against Persons this year are trending lower than in 2023. In 2023, Crimes Against Persons averaged 186 per month, while in 2024 (seven months of data), they are averaging 169 per month. This represents a 9.1% decrease in average monthly Crimes Against Persons (violent crimes).

Crimes Against Property systemwide slightly decreased by 6.8% when comparing June 2024 to May 2024 (68 vs. 73). On the rail system, these crimes decreased significantly by 38.9% (33 vs. 54). Crimes Against Property on the bus system saw an 84.2% (35 vs. 19) increase from May 2024 to June 2024. In July, Crimes Against Property decreased further by 11.8% (60 vs. 68). Property crimes saw a small increase on the rail system, from 33 in June to 35 in July. On the bus system, Crimes Against Property saw a significant decrease of 28.6% over June (25 vs. 35).

Crimes Against Society throughout the system saw a significant increase of 76.1% in June when compared to May (738 vs. 419). By mode, the rail system experienced increases in trespassing (606 vs. 300) and narcotics (102 vs. 88). On the bus system, numbers for Crimes Against Society were relatively unchanged (12 vs. 11). In July, Crimes Against Society remained relatively unchanged when compared to June (742 vs. 738). On the rail system, Crimes Against Society decreased by 4% due to decreases in trespassing (590 vs. 606) and narcotics (86 vs. 102). On the bus system, Crimes Against Society saw an increase of 300% (44 vs. 11) due to increases in trespassing (24 vs. 3), narcotics (12 vs. 7), and weapons (8 vs. 1).

The following chart compares crime data for Crimes Against Persons, Property, and Society per one million boardings.



In June 2024, Crimes Against Persons (which include violent crimes) per one million boardings decreased by 8.9% when compared to May 2024 and decreased by 14.3% when compared to June 2023. In July 2024, Crimes Against Persons per one million boardings increased by 9.1% when compared to June 2024 and increased by 8.6% when compared to July 2023.

In June 2024, Crimes Against Property per one million boardings saw an increase of 0.5% compared to May 2024 and decreased by 19.6% compared to June 2023. In July 2024, Crimes Against Property per one million boardings saw a decrease of 12.8% compared to June 2024 and decreased by 23.6% compared to July 2023.

In June 2024, Crimes Against Society per one million boardings increased by 90% compared to May 2024 and increased by 831% compared to June 2023. In July 2024, Crimes Against Society per one million boardings decreased by 0.6% compared to June 2024 and increased by 601% compared to July 2023.

OPERATOR SAFETY

Spitting, using hands (punch, slap) were the top methods of assault on operators in June. Of the 14 assaults, ten reported a non-retrofitted bus barrier in use, two reported no barrier in use, one occurred outside of the barrier, and one did not provide details of bus barrier use. Of the reported assaults, two victims required medical transport. All 14 assaults occurred on various bus lines, and the occurrences of operator assaults are scattered throughout Metro’s service area. Five assaults occurred between 6:00 p.m. and 11:59 p.m., four assaults occurred between 12:00 p.m. and 5:59 p.m., four assaults occurred between 6:00 a.m. and 11:59 a.m., and one assault occurred between 12:00 a.m. and 5:59 a.m.

In July, operator assaults increased by nine assaults when compared to June 2024 (23 vs 14). Using hands (punching, slapping), spitting, and brandishing a gun were the top methods of assault. Of the

reported assaults, three required medical transport, three were treated by medical staff at the scene, and one was transported to a clinic by MTA personnel. Three bus routes (Lines 4, 30, and 111) had two assaults each, while the remaining seventeen assaults all occurred on various bus routes. Ten of the assaults occurred between 12:00 p.m. and 5:59 p.m., eight assaults occurred between 6:00 p.m. and 11:59 p.m., three assaults occurred between 6:00 a.m. and 11:59 a.m., and two assaults occurred between 12:00 a.m. and 5:59 p.m.

Figures A and B provide context on how operator assaults in June and July compared to prior months and to prior years, respectively. Figure C shows the methods of assault that were used in June and July.

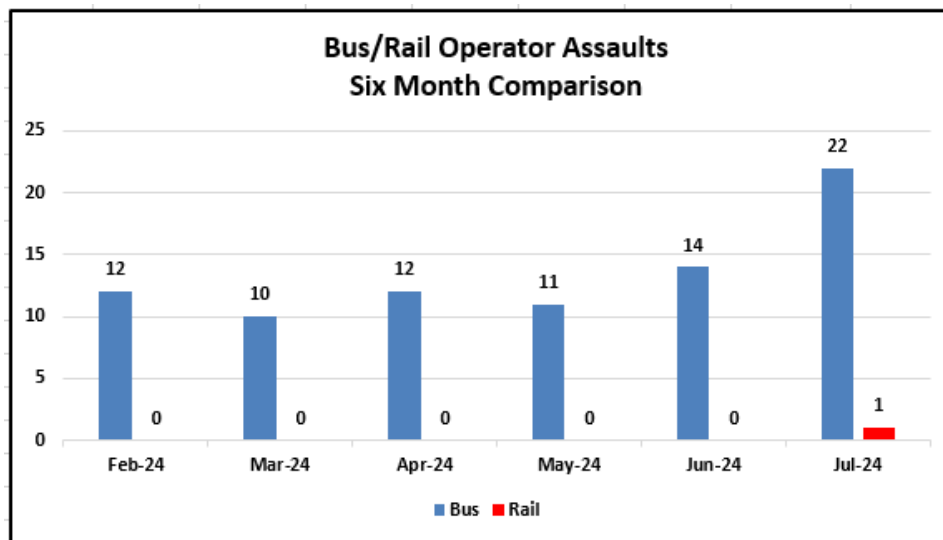
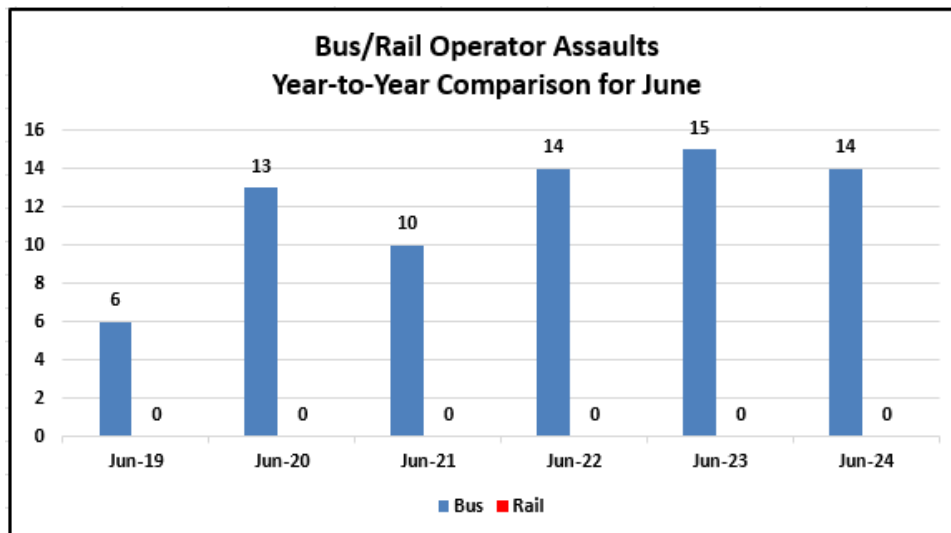


Figure A: Bus/Rail Operator Assaults



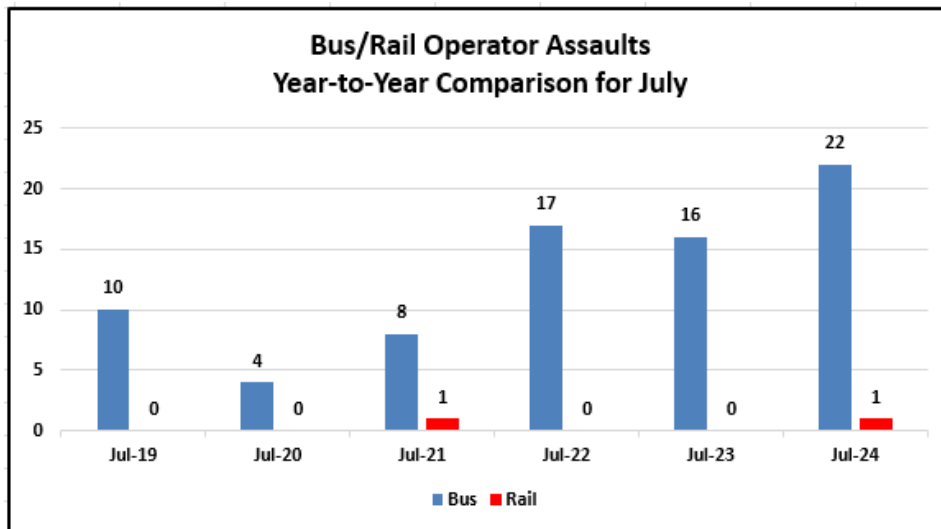


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison

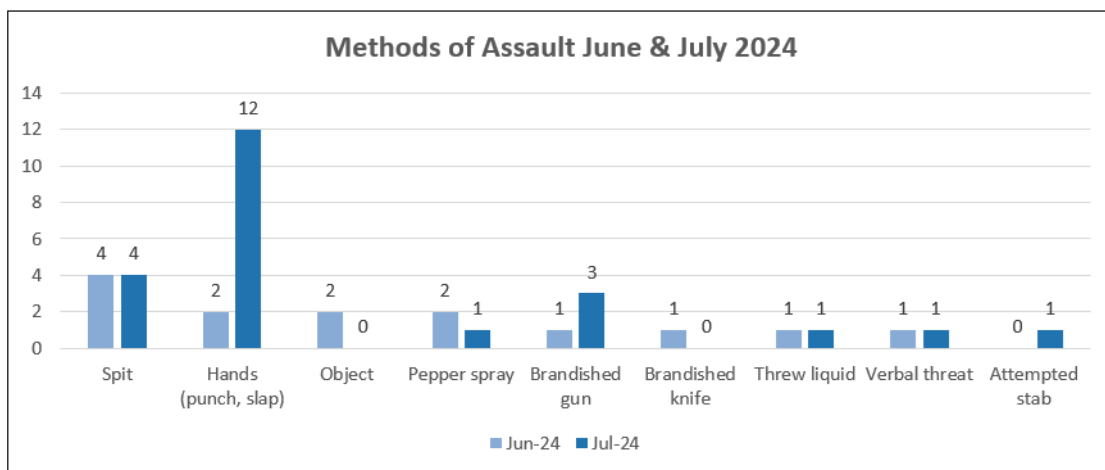


Figure C: Methods of Assault

Impact of Retrofit Barriers

In April 2024, the Board approved the manufacture and installation of reinforced barriers to better protect bus operators while on duty. Metro’s entire bus fleet is anticipated to be fitted with new barriers by the end of the year.

Metro has been tracking the installation of enclosed glass operator barriers since May 8 to see what effect they might have on the rate of operator assaults, with special attention given to lines where these events occur more frequently. The intention is to track the rates at which assaults occur on these buses and compare them to the rates of buses without the new barriers. As of July 31, approximately 17%, or 329, of Metro’s fleet of approximately 1,900 buses have been retrofitted with operator barriers. At this early stage, staff performed a preliminary analysis aiming to show whether barriers are having an effect on the bus lines chosen for priority deployment.

Prioritizing Installations

Lines with a greater concentration of assaults have been targeted as priorities for barrier installation. The following lines fall into the Top 10 Priority Lines for Bus Barrier Deployment: 207, 2, 4, 720, 754, J (Silver) Line, 81, 111, 115, and 117 (selected using a count of operator assaults covering the baseline period of March 2023 - March 2024).

Effect of Barrier Installations on Assaults

As the goal of barrier installation is the reduction of operator assaults, a preliminary analysis has been conducted with the data available in order to determine the effect of the installation efforts on assaults to date. The initial list of Priority Lines for Deployment was determined by summing March 2023 to March 2024 data. Correspondingly, for this analysis, operator assaults were pulled showing 13-month rolling averages for April to July to compare to the March baseline. Although there does seem to be some improvement on Line 207, this line was also affected by the presence of Bus Safety Teams (see next section). More data is needed before conclusions regarding retrofit-barrier efficacy can be made.

Bus Safety Teams

Transit Security Bus Safety Teams rotate across the top ten bus lines with reported incidents of operator assaults and lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro’s Code of Conduct.

In June and July, an end-of-line operation was conducted during Owl Service at the G Line and J Line end-of-line stations to address bus operator concerns about non-destination travelers refusing to alight buses at the end of the line.

- June’s operation resulted in 102 removals for non-compliance at Chatsworth Station between June 3 and June 14 and 111 removals for non-compliance at North Hollywood Station between June 17 and June 28.
- July’s operation resulted in 114 removals for non-compliance at El Monte Station between July 1 and July 12 and 108 removals for non-compliance at Harbor Gateway Transit Center between July 18 and July 26.

TRANSIT SECURITY BUS SAFETY TEAMS – JUNE 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
06/03/24 – 06/07/24	18, 20, 53, 207, 720, G Line	101	188	151
06/10/24 – 06/14/24	18, 20, 53, 207, 720, G Line	103	170	167
06/17/24 – 06/21/24	18, 20, 53, 207, 720, G Line	100	175	172
06/24/24 – 06/28/24	18, 20, 53, 207, 720, G Line	101	177	144

TRANSIT SECURITY BUS SAFETY TEAMS – JULY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
07/01/24 – 07/05/24	51, 53, 55, J Line	104	145	125
07/08/24 – 07/12/24	51, 53, 55, J Line	101	187	127
07/15/24 – 07/19/24	51, 53, 55, J Line	105	147	188
07/22/24 – 07/26/24	51, 53, 55, J Line	103	175	157
07/29/24 – 08/02/24	51, 53, 55, J Line	100	177	144

¹ Combined number of trips taken by BST on the referenced bus lines.

² Combined number of persons removed at the bus door for fare evasion.

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Two remaining Transit Security Bus Safety Teams were deployed in August 2024. The MTS teams are augmented with law enforcement support. In June, there were 3,582 and 6,335 bus boardings by LAPD officers and LASD deputies, respectively. In July, there were 3,677 and 7,763 bus boardings by LAPD officers and LASD deputies, respectively.

Staff will continue to review crime statistics and physical assault data to identify potential trends and patterns that will inform deployment strategies to reduce crime on the bus system and help decrease and prevent bus operator assaults. In addition, staff engage with bus operators from all ten bus divisions at monthly RAP sessions to obtain feedback on lines and geographical areas where bus operators have safety concerns.

DEPLOYMENT RESULTS

The following reflects the results of the deployment for June and July and the effects of preventing and reducing crime on the system.

Law Enforcement

LAPD, LASD, and LBPB enforce the penal code on the system, including conducting trespass investigations. The table below represents the results of their efforts to enforce the penal code on the system for June and July.

Law Enforcement Efforts								
Agency	Arrests				Citations*			
	Rolling 12-Month Average	May 2024	June 2024	July 2024	Rolling 12-Month Average	May 2024	June 2024	July 2024
LAPD	366	594	817	909	312	466	791	1066
LASD	133	133	170	119	152	154	173	122
LBPB	2	0	1	2	9	2	0	6
Total	501	727	988	1030	473	622	964	1194

*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

In June, there were a total of 988 arrests and 964 citations by the three law enforcement agencies, and in July, there were 1,030 arrests and 1,194 citations. Law enforcement citations and warnings are not related to fare but for trespassing, loitering, and moving violations.

Law enforcement homeless outreach data has been omitted from this report as staff works to align how homeless outreach data is defined and reported. After defining the standard data sets for Metro homeless outreach reporting that are consistent with LA County Department of Health Services (DHS) and Metro’s own Homeless Outreach, further staff research showed the challenges of aligning on a common reporting standard with our law enforcement partners. Staff requested homeless outreach data from each agency’s partner clinician and is continuing to work with our law enforcement partners to determine (1) any gaps in training or reporting standards and (2) how to avoid double-counting cases that flow to contracted services that already report to Metro. From there, SSLE will determine the scope of reporting that isn’t already captured by Metro, and the feasibility of fully consistent homeless outreach reporting.

End of Line

Contract security (CS) officers offload trains at the end-of-line (EOL) stations. This operation functions to deter patrons from riding our system without valid fare while allowing cleaning to promote a clean and safe environment. Offloading operations also simultaneously provide security support for Metro employees performing their duties. For the months of June and July, CS cleared 12,290 and 15,120 trains, respectively, and offloaded 30,944 and 48,991 patrons, respectively.

Station	June 2024		July 2024	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,280	4,946	1,205	3,923
Atlantic	1,047	1,578	1,767	1,587
Downtown Long Beach	1,585	3,254	2,950	5,553
Downtown Santa Monica	960	3,162	1,185	10,673
Expo/Crenshaw	993	71	1,246	154
North/Hollywood	777	1,295	816	4,171
Norwalk	865	4,962	699	11,759
Redondo Beach	1,004	2,454	1,610	2,697
Union Station	1,668	3,173	1,339	1,700
Westchester/Veterans	1,013	3,015	1,409	3,971
Wilshire/Western	1,098	3,084	894	2,803
Grand Total	12,290	30,994	15,120	48,991

CS shares their observations during weekly comprehensive planned deployment meetings with Metro Homeless Outreach and law enforcement partners. CS observations are compared with feedback from Metro Blue Shirts and Transit Ambassadors to understand where unhoused riders require the most resources. In June and July, Metro Homeless Outreach efforts continue to target the following stations: Westlake/MacArthur Park, Willowbrook/Rosa Parks, Vermont/Santa Monica, and Lake. The table below reflects these efforts.

Metro Homeless Outreach Efforts (Excluding End of Line)	June Totals	July Totals
Engagements	645	824
Enrollments into Homeless Management Information System (HMIS)	26	39
Interim Placements	8	9
Permanent Housing Placements	0	0

Metro Homeless Outreach has fixed posts at key EOL stations within the comprehensive planned deployment. Staff currently support six EOL stations (Union Station, Downtown Santa Monica, Downtown Long Beach, Atlantic, North Hollywood, and APU/Citrus). The efforts at EOL account for 1,373 (68%) of 2,018 total engagements during the month of June and 1,855 (69%) of 2,679 total engagements for July. The table below reflects the outreach efforts at EOL stations.

Metro Homeless Outreach Efforts (End of Line)	June Totals	July Totals
Engagements	1373	1855
Enrollments into Homeless Management Information System (HMIS)	94	103
Interim Placements	32	26
Permanent Housing Placements	4	2

Transit Security

The primary role of Metro Transit Security (MTS) in the Comprehensive Planned Deployment is Code of Conduct enforcement. In June and July, MTS officers issued 3,972 citations and 1,248 written warnings for Code of Conduct violations. Of those, 4,951 (96.1%) were due to individuals failing to provide proof of fare. Much of the significant increase in citations and warnings is due to the Tap-to-Exit pilot which launched North Hollywood on May 28, 2024.

A breakdown of the remaining citations is shown in the tables below. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct.

Citations and Warnings		
Category	June Count	July Count
Proof of Fare	3125	1826
Smoking/Vaping	86	28
Unruly Activities	34	6
Weapons Prohibited	1	0
Urinating/Defecating	8	0
Wheeled Riding	1	2
Sound Devices	0	0
Loitering	11	20
Total	3266	1882

MTS Citations and Warnings			
	June 2024	July 2024	12-month Avg
Citations	2616	1356	457.00
Warnings	693	555	193.92

TRANSIT SECURITY FARE COMPLIANCE TEAMS – JUNE 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
06/03/24 – 06/07/24	A, B, C, E	305	201
06/10/24 – 06/14/24	A, B, C, E	290	199
06/17/24 – 06/21/24	A, B, C, E	337	210
06/24/24 – 06/28/24	A, B, C, E	325	204

TRANSIT SECURITY FARE COMPLIANCE TEAMS – JULY 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
07/01/24 – 07/05/24	A, B, C, E	355	222
07/08/24 – 07/12/24	A, B, C, E	307	208
07/15/24 – 07/19/24	A, B, C, E	341	210
07/22/24 – 07/26/24	A, B, C, E	330	207
07/29/24 – 08/02/24	A, B, C, E	324	203

¹ Refers to Focus Stations and End-of-Line Stations on indicated rail line.

² Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

³ Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

TRANSIT SECURITY TRAIN RIDING TEAMS – JUNE 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
06/03/24 – 06/07/24	A, B, C, E	91	94	54
06/10/24 – 06/14/24	A, B, C, E	88	89	55
06/17/24 – 06/21/24	A, B, C, E	92	91	52
06/24/24 – 06/28/24	A, B, C, E	90	85	51

TRANSIT SECURITY TRAIN RIDING TEAMS – JULY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
07/01/24 – 07/05/24	A, B, C, E	101	100	77
07/08/24 – 07/12/24	A, B, C, E	99	102	62
07/15/24 – 07/19/24	A, B, C, E	102	101	60
07/22/24 – 07/26/24	A, B, C, E	103	104	74
07/29/24 – 08/02/24	A, B, C, E	97	101	68

¹ Combined number of trips taken by TRT on the referenced rail lines.

² Combined number of persons removed from the train for fare evasion (No proof of fare).

³ Combined number of persons removed from the train for Code of Conduct violations.

Metro Ambassadors

A Metro Ambassador's role is to provide support to riders, connecting riders to resources, and reporting safety incidents or maintenance needs, thereby helping to improve the perception of safety. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, and 720.

Ambassador Surge Deployments: In late May 2024 (5/25), Metro began deploying additional Ambassadors during peak times across two 4-hour shifts with the goal of increasing visibility at key locations and providing more support for riders. As part of the surge, Metro continues to aim to deploy 52 additional Ambassadors daily.

Marengo/State Bus Stop Deployment (USC General Hospital): As of late April 2024, Metro has deployed 12 Ambassadors daily around the USC General Hospital area, deploying from Cesar Chavez Transit Plaza to the Marengo/State bus stop, to increase visibility in that area and improve the customer experience for Metro riders. Staff continue building positive relations each day with the Hospital Administration, Healthcare Workers and the ridership in the area.

For the month of June 2024, Metro Ambassadors conducted 84,098 customer engagements and reported the following:

- 2,244 Cleanliness Issues, a 16.9% increase from last month.
- 1,717 Graffiti Incidents, a 9.8% increase from last month.
- 421 Elevator and Escalator Problems, an 8.6% increase from last month.
- 404 Safety Issues, a 31.2% increase from last month.
- 11 lives were saved through the timely administration of Narcan, compared to 5 saved in May.

For the month of July 2024, Metro Ambassadors conducted 88,585 customer engagements and reported the following:

- 1,915 Cleanliness Issues, a 14.7%% decrease from last month.
- 1,440 Graffiti Incidents, a 16.13% decrease from last month.
- 451 Elevator and Escalator Problems, a 7.1% increase from last month.
- 383 Safety Issues, a 5.2% decrease from last month.
- Five lives were saved through the timely administration of Narcan, compared to 11 lives saved in June.

June and July 2024 Special Deployments

Ambassadors are sent on special deployments to help with crowd control and wayfinding, assist customers who need special assistance, and keep a watchful eye to report or de-escalate any safety-related incidents.

- Ambassador Surge Deployments

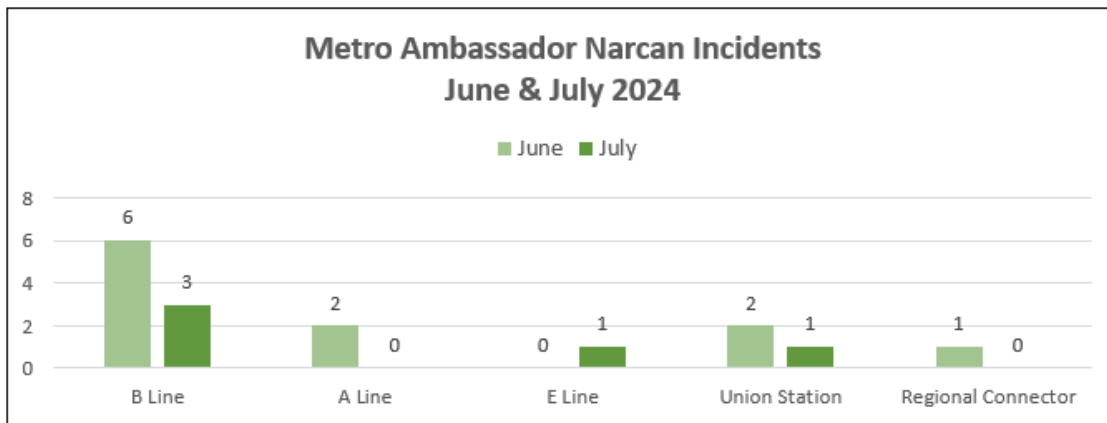
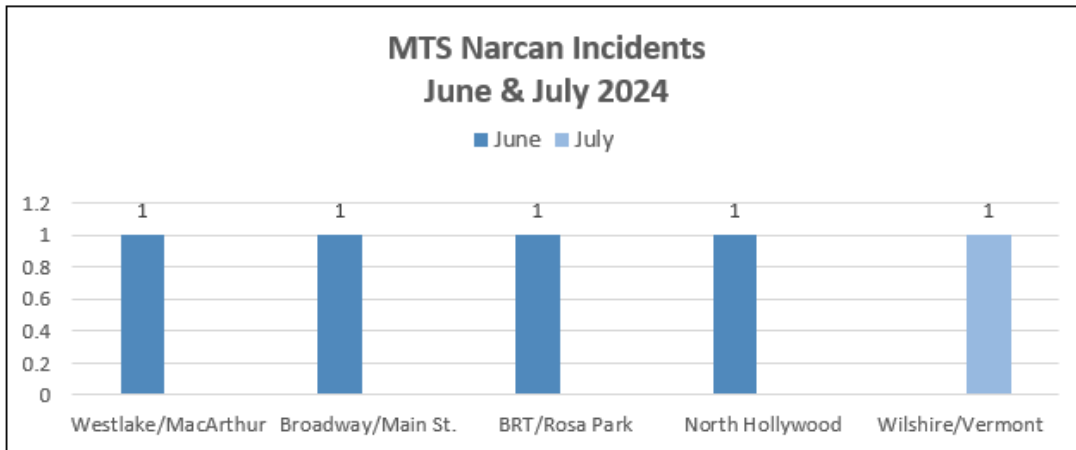
- Marengo/State Bus Deployment (USC General Hospital)
- Dodger Games
- LA/Santa Monica Pride Events
- June Service Change Deployments (Bus Lines: 217, 180, & 127)
- Hollywood Bowl Deployments
- CicLAvia South LA
- Gloria Molina Grand Park's
- 4th of July Block Party
- Anime Expo at the LA Convention Center
- KCRW Summer Nights at Union Station
- Willowbrook Rosa Parks Station, and El Monte Station Service Alerts
- A Line and E Line Bus Bridges

Metro Ambassadors will continue to act as Metro's eyes and ears systemwide and report incidents for proper resolution.

Narcan Deployment

MTS, LASD, and Metro Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LAPD and LBPD are not required to carry Narcan, per their agency's policies.

In June, MTS saved four lives, a 300% increase compared to June 2023. In July, MTS saved one life, a 67% decrease compared to July 2023. Metro Ambassadors saved 11 lives in June through the timely administration of Narcan, an 83% increase from May and a 72% increase from the same period last year. In July, Ambassadors saved five lives, a 55% decrease from the previous month and a decrease of 45% from the same period last year. LASD reported three and two Narcan incidents for June and July, respectively.



In total, 18 and eight Narcan incidents were reported in June and July, respectively.

CUSTOMER COMMENTS

Overall Customer Engagements & Sentiments

Using various sources, including Metro social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. In June, engagements related to

safety and security decreased by 32.6% compared to May. This was the largest month-to-month decrease in the last six months and was largely due to a spike in engagement following the tragic fatal incident at the Universal City/Studio City Station on April 23, which attracted media coverage and increased online discussions about safety on the Metro system.

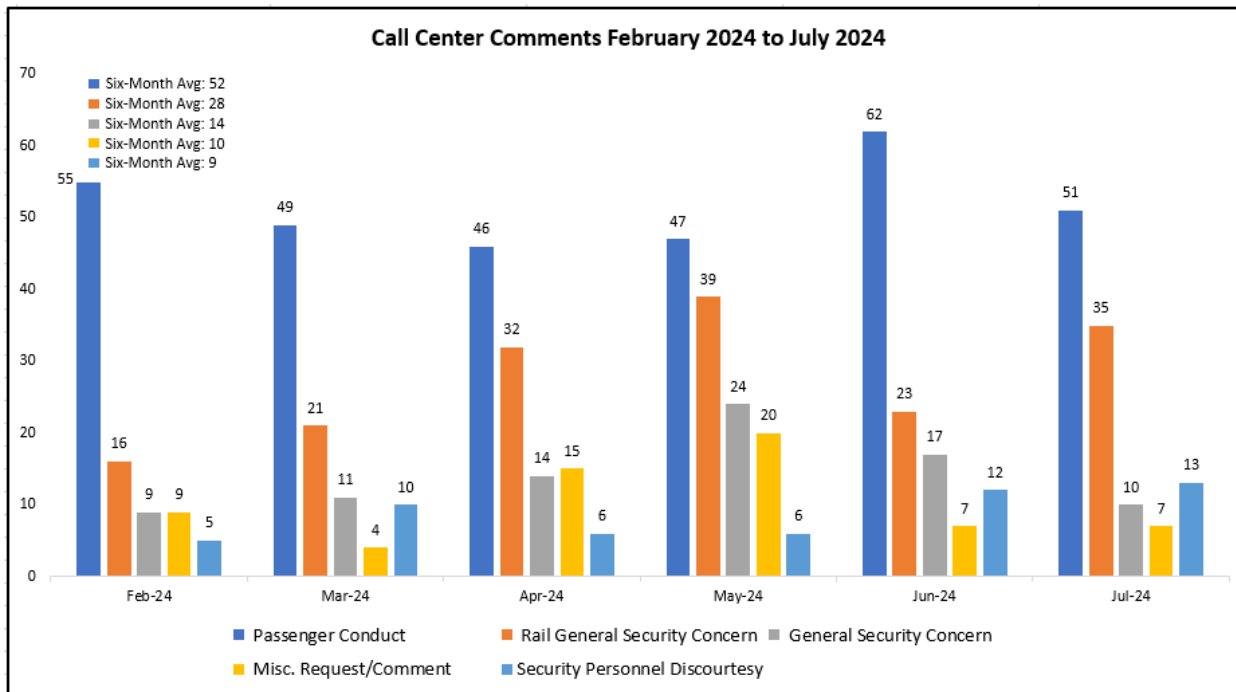
Comments and concerns regarding Metro facilities and infrastructure generated the highest volume of engagement overall, shifting away from safety personnel. This is mainly due to the large number of Transit Watch tickets from Metro Ambassadors about graffiti at various stations, including Washington and Harbor Freeway. Reddit's volume of posts and comments decreased by 1,748 mentions, and while sentiment was more negative overall, there was a slight increase in the percentage of positive comments. When discussing safety and security at specific Metro stations, Union Station is mentioned far more frequently than other stations. However, this station had 51 fewer mentions than the previous month. Users also expressed security concerns at Harbor Freeway and Washington Stations, primarily concerning graffiti and cleanliness. Reports within Transit Watch are reviewed and received by Facilities Maintenance, and a work order is generated for resolution.

In July, there was a 17.8% decrease in engagements related to safety and security compared to June, continuing the trend from the previous month. July also had the fewest negative mentions of safety and security than any other month in 2024. These declines were seen across all social media platforms such as Reddit (28.3%), Facebook (44%), and X (31.8%). Comments related to Metro facilities and infrastructure generated the highest volume of engagement. Most of these engagements mention graffiti at stations, excessive trash or malfunctioning faregates and displays. SSLE Data Analytics reported information on the weekly calls with security and maintenance task forces for stakeholder awareness and strategy development; and will continue tracking the monthly data for changes and customer comments.

Call Center Comments

Upon taking a closer look at comments submitted to the Call Center, customer comments related to *Passenger Conduct* increased by 31.9% from 47 to 62 from May to June. From June to July, these types of comments decreased by 17.7% from 62 to 51. Examples of some of the most common comments received are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music. SSLE Metro Transit Security and Contract Security train riding teams were informed to continue to enforce and/or provide education on the Metro Code of Conduct.

Customer comments related to *Rail General Security Concern* and *General Security Concern* decreased by 41.0% (39 to 23) and 29.2% (24 to 17), respectively. In July, customer comments related to *Rail General Security Concern* and *General Security Concern* increased by 52.2% (23 to 35) and decreased by 41.2% (17 to 10), respectively. Examples of these types of incidents range from harassment to assault. SSLE will continue highlighting top themes from comments submitted to the Call Center and collaborate with its public safety partners to address them as part of the Comprehensive Planned Deployment.



Staff reviews all safety and security-related customer comments for trends and patterns to inform possible shifts of uniformed personnel deployments to where ongoing Code of Conduct and crime issues are identified. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

Transit Watch (TW) App Reports

Transit Watch App reports related to safety and criminal activity for June totaled 3,301, a decrease of 1.9% compared to May. For July, reports related to safety and criminal activity totaled 2,876, a decrease of 12.9% compared to June. The Security Operations Center’s Security Control Specialists (SCS) continue to exceed the FY24 SSLE target response time of 120 seconds with response times of 32 and 31 seconds for June and July, respectively. By comparison, in FY23, the average response time was 4.9 minutes, exceeding the fiscal year’s target of four minutes. For FY24, SSLE established a target response time of two minutes to ensure a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system. The reported numbers for June and July exceed the target goal and demonstrate Metro’s commitment to providing excellent customer service and timely security resources to keep patrons and employees safe.

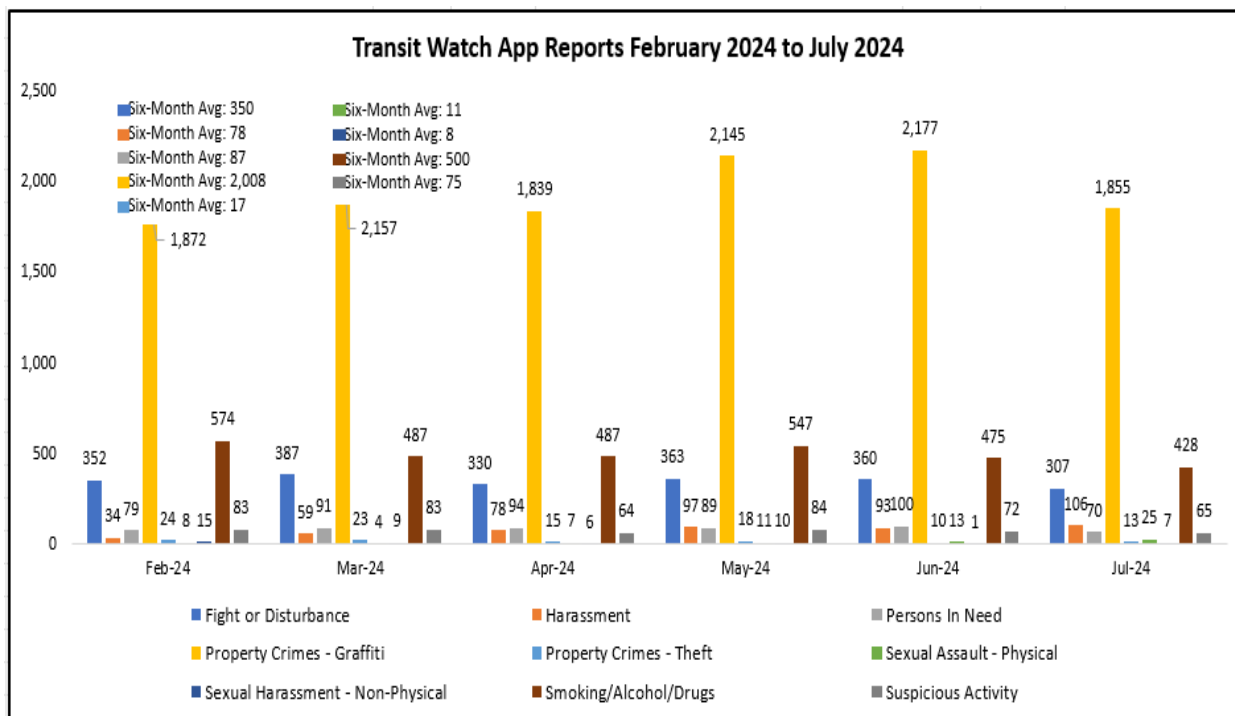
Types of Reported Incidents

Of the incident types reported through the Transit Watch application, property crimes - graffiti reports increased from May to June by 1.5%. Smoking/alcohol/drugs decreased by 13.2% and reports of fights or disturbances decreased by 0.8%.

Graffiti incidents reported in June were 2,177 vs. 2,145 in May (a 1.5% increase). Of the 2,177 graffiti incidents captured, Ambassadors reported 61.7% (1,344) of these occurrences, a 14.3% decrease compared to 1,569 reported in May. The number of fight or disturbance reports submitted in June

was 360 vs. 363 in May (a 0.8% decrease), while the number of smoking/alcohol/drugs reports submitted in June was 475, a 13.2% decrease versus May (547).

In July, 1,855 graffiti incidents were reported compared to 2,177 in June, a 14.8% decrease. Ambassadors reported 63.1% (1,170) of these occurrences, a 12.9% decrease compared to June. The number of harassment reports submitted in July was 106 vs. 93 in June (a 14.0% increase). The number of sexual harassment - non-physical reports submitted in July was 7 vs. 1 report submitted in June.



Transit Watch reports highlighted increased property crime and cleanliness issues along the A, B, C, and E lines. These observations resulted in increased patrols at stations with the highest observations.

SSLE also utilized the weekly meetings between members of the Comprehensive Planned Deployment to discuss observed increases in security incidents, which included theft. SSLE will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address graffiti, theft, and harassment systemwide. Additionally, SSLE will look to identify locations (stations, trains, and buses) and the time of day of harassment reports to determine if any patterns exist and work with multi-layer resources to develop a strategy for visibility to prevent and minimize these types of incidents.

Stations with the Most Reported Incidents

For graffiti incidents, the top three locations in June were Willowbrook/Rosa Parks Station (113), Harbor Freeway Station (95), and Long Beach Blvd Station (84). The top three locations reporting smoking/alcohol/drugs incidents were 7th Street/Metro Center Station (29), Long Beach Blvd Station

(17), and Willowbrook/Rosa Parks Station (14). The top three locations reporting fight or disturbance incidents were Willowbrook/Rosa Parks Station (13), 7th Street/Metro Center Station (10), and Westlake/MacArthur Park Station (9).

In July, the top three locations for graffiti incidents were Willowbrook/Rosa Parks Station (91), Hawthorne/Lennox Station (84), and Harbor Freeway Station (61). The top three locations reporting harassment incidents were Union Station (7), 7th Street/Metro Center Station (6), and LATTTC/Ortho Institute Station (4). The top three locations reporting sexual harassment - non-physical incidents were Willowbrook/Rosa Parks Station (2), and the following five stations each reported one incident: Grand/LATTTC Station, Pacific Coast Hwy Station, Rosa Parks Station, and Historic Broadway Station.

Positive Customer Feedback - Metro Ambassadors

During the months of June and July, a total of nine Metro Ambassadors were commended for their exceptional service and recognized through the Special Thanks and Recognition (S.T.A.R.) form. One Ambassador was recognized in June 2024 and eight Ambassadors were recognized in July 2024. Customer comments included the following:

In one instance, a customer wrote, "I am an elderly disabled homeless man in a wheelchair...that morning I was discharged from the hospital just in my chair on the sidewalk not knowing what to do next when I was approached by a man wearing Metro clothing and Metro hat who introduced himself as a Metro Ambassador and that he wanted to know if I was ok and if I needed any assistance...this man listened and never looked away he kept eye contact the entire time I really felt good to have someone listen to me and have patience to hear all my problems I haven't had that in a long time and at the end he offered me a flyer for homeless services...and gave me his water bottle. I thanked him for spending that time with me and helping me. I want to thank you Metro for having people like him out in the streets helping people like me..." Received via STAR Comment form #297, for an incident at the Marengo/State (USC General Hospital) bus stop.

In another, a customer wrote, "As my friend and I were entering the train, Celina smiled, waved, and greeted us as we got on board. She was extremely welcoming and friendly and continued to engage and talk with us about where we were heading and which stop we would be getting off at, making sure we knew exactly where we needed to go. It was a really great experience. I've never been greeted by anyone while riding a train before and I've been taking the metro for 9 years." Received via STAR Comment form #352, for an incident at the Sunset/Vermont Station.

In a third instance, a customer wrote: "Good Customer Service on Wednesday, July 24 around 4 pm on the C line at the Wilmington/Rosa Parks station, I was assisted by Ambassador David Moreland. He informed me there was work being done on the rail line and explained how the trains were running and how to catch the next train to my destination. He was very polite, and helpful. I commend his professionalism. Also, there were several other Ambassadors there who were very helpful. It was a larger than usual crowd waiting for the next train but the Ambassadors were patient and getting the message out about what was happening. Good job done by all. A pleased transit rider." Received via STAR comment from #371, for an incident at the Willowbrook/Rosa Parks station.

PROJECT UPDATES

Public Facing Dashboard Update

SSLE continues to focus on the data portion and completing buildout and delivering Phase 1 of the dashboard, while Marketing focuses on the content and design of the Safety landing page on Metro.net (metro.net/safety). The initial version of the dashboard showing systemwide crime, calls for service, and arrest statistics is under final reviews by CX for recommendations and modifications prior to finalizing, including review by PSAC. Upon alterations and final approval, the dashboard will be provided to CX for incorporating on Metro website. SSLE and ITS will continue the planned phase approach to updating the 'live' dashboard to incorporate data sources outlined in the Bias-Free Policing Policy and Public Safety Analytics Policy.

EMERGENCY MANAGEMENT

Emergency Training and Exercises

On June 24, the Emergency Management Department (EMD) participated in the Transportation Mutual Aid Compact (TransMAC) tabletop exercise. The discussion-based exercise focused on an earthquake scenario with an emphasis on mutual assistance between the 15 participating transit agencies representing areas within Los Angeles, Orange, and Ventura Counties.

On June 28, EMD conducted the sixth of 11 planned exercises for this calendar year. The full-scale exercise was conducted at Bus Division 8 using a Disgruntled Employee Active Shooter scenario. The objectives were to increase the local first responders' engagement and awareness, enhance coordination and communication internally and externally, and enhance site staff awareness on lockdown procedures. Participants included Los Angeles Police Department Transit Services, Devonshire, and Topanga Divisions; Division 8 Management and staff, Bus Operations Center; Metro contract Security, Facilities Maintenance, and the Emergency Management Department.



On July 11, EMD conducted the seventh of 11 planned exercises for this calendar year. The tabletop discussion-based exercise was conducted at Central Maintenance Facility (CMF) in collaboration with Division 13, using an escaped prisoner from the Los Angeles County Twin Towers Jail scenario.

The objectives were to increase coordination and communication within a unified command and evaluate both sites' ability to lockdown and shelter in place. Participants included the Los Angeles Police Department Transit Services Division, Los Angeles Sheriff's Department, Division 13, CMF Management, Bus Operations Control Center, Vehicle Operations, Operations Central Instruction, and the Emergency Management Department.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently.

Operator safety is a top priority as Bus Safety Teams continue to assist with offloading during Owl Service. Bus operators have consistently expressed they need more security presence during Owl Service, so the recent operations at end-of-line stations on the G and J Lines show that their voices are being heard and action is being taken to address their concerns. Additionally, the redesigned retrofit barriers being installed on Metro buses offer better protection for operators against assaults, as staff went through several rounds of feedback with operators in choosing the material and design. Through these safety operations and the comprehensive deployment, Metro aims to create a safer environment for employees to perform their duties and riders to enjoy their trip experience.

NEXT STEPS

SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

- Attachment A - Board Motion 31
- Attachment B - Arrests by Race & Ethnicity June & July 2024
- Attachment C - Total Crime Summary June & July 2024
- Attachment D - Systemwide Law Enforcement Overview June & July 2024
- Attachment E - MTA Supporting Data June & July 2024
- Attachment F - Bus & Rail Operator Assaults June & July 2024
- Attachment G - Sexual Harassment Crimes June & July 2024

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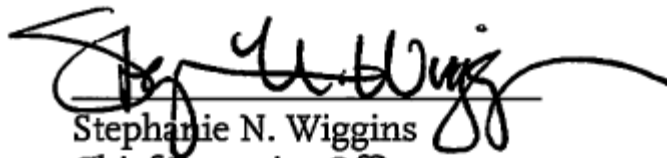
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