



Board Report

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Agenda Number: 33.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

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 humane 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

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro’s comprehensive approach to safety and security,

focused specifically on protecting our customers and employees by preventing and addressing crime on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for October and November, the most recent months for which systemwide law enforcement data is available.

OVERVIEW

In November, Metro marked the 24th consecutive month of year-over-year ridership growth:

- October 2024: up 8.59% year-over-year (28,806,674 vs. 26,528,697)
- November 2024: up 6.71% year-over-year (25,844,065 vs. 24,218,275)

At the same time, Crimes Against Persons, Property, and Society systemwide saw consistent decreases in October and November.

In October 2024:

- Crimes Against Persons decreased by 10.5% compared to September 2024 (170 vs. 190).
- Crimes Against Property decreased by 5.0% compared to September 2024 (95 vs. 100).
- Crimes Against Society decreased by 49.8% compared to September (439 vs. 874).

In November 2024:

- Crimes Against Persons decreased by 2.9% compared to October 2024 (165 vs. 170).
- Crimes Against Property decreased by 12.6% compared to October 2024 (83 vs. 95).
- Crimes Against Society decreased by 47.2% compared to October (232 vs. 439), reaching their lowest levels in more than a year.

The decrease in Crimes Against Society is due to a steep decline in trespassing incidents. This can be attributed to Metro's fare compliance initiatives and enforcement strategies, such as TAP-to-Exit, which have been effective in ensuring the system is being used for its intended purpose of transit. In addition, the continued presence of Contract Security on the B/D Lines focusing on the ancillary areas; as well as the and ongoing collaboration between the Rail Operations Center and the Security Operations Center receiving intrusion alerts and the immediate dispatch of security has driven the steady decline of trespassers in our subway areas.

SPECIAL INITIATIVES

Weapons Detection Pilots Update

Metro concluded its cost-free pilots with multiple weapons detection product vendors in December 2024, except for solutions for rolling stock which requires additional evaluation and testing beyond the scope of this effort. The piloted technologies can be broadly categorized as video analytics-based brandished weapon detection and concealed weapon screening. For the video analytics-based brandished weapon detection systems, staff evaluated the alerting mechanism, alert viewing platform or dashboard, frequency of false positives, and integration with existing or upcoming security

infrastructure. For the concealed weapon screening, staff evaluated the system based on how accurately it detected various firearms, its portability, power source, and staffing needed. Other objects, such as metallic bars and knives, were also screened and detected. A detailed summary of the activity and preliminary findings can be found in Attachment A. Following the conclusion of these pilots, staff is preparing a report to the Board next month on their findings and recommendations.

Station Experience Updates

As part of Metro's commitment to safety and its continued efforts to ensure the system is used for its intended purpose, the agency partners with city officials and community groups, including neighborhood councils and local businesses, to find bespoke solutions to address the differing challenges at various stations. Attachment B briefly describes the most recent initiatives Metro's Station Experience team has implemented, including:

- 32 percent drop in reported incidents on the A Line following increased fare compliance efforts from Long Beach to Azusa
- Parking Lot User Safety (PLUS) Program makes significant progress in restoring safe and clean conditions at Reseda G Line Station
- Lighting and safety improvements underway at Vermont/Santa Monica B Line Station, in partnership with LA City College
- No-cost bathroom attendants improving safety and cleanliness at end-of-line J Line stations at Harbor Gateway and El Monte
- Preliminary work underway to improve safety at Slauson J Line Station

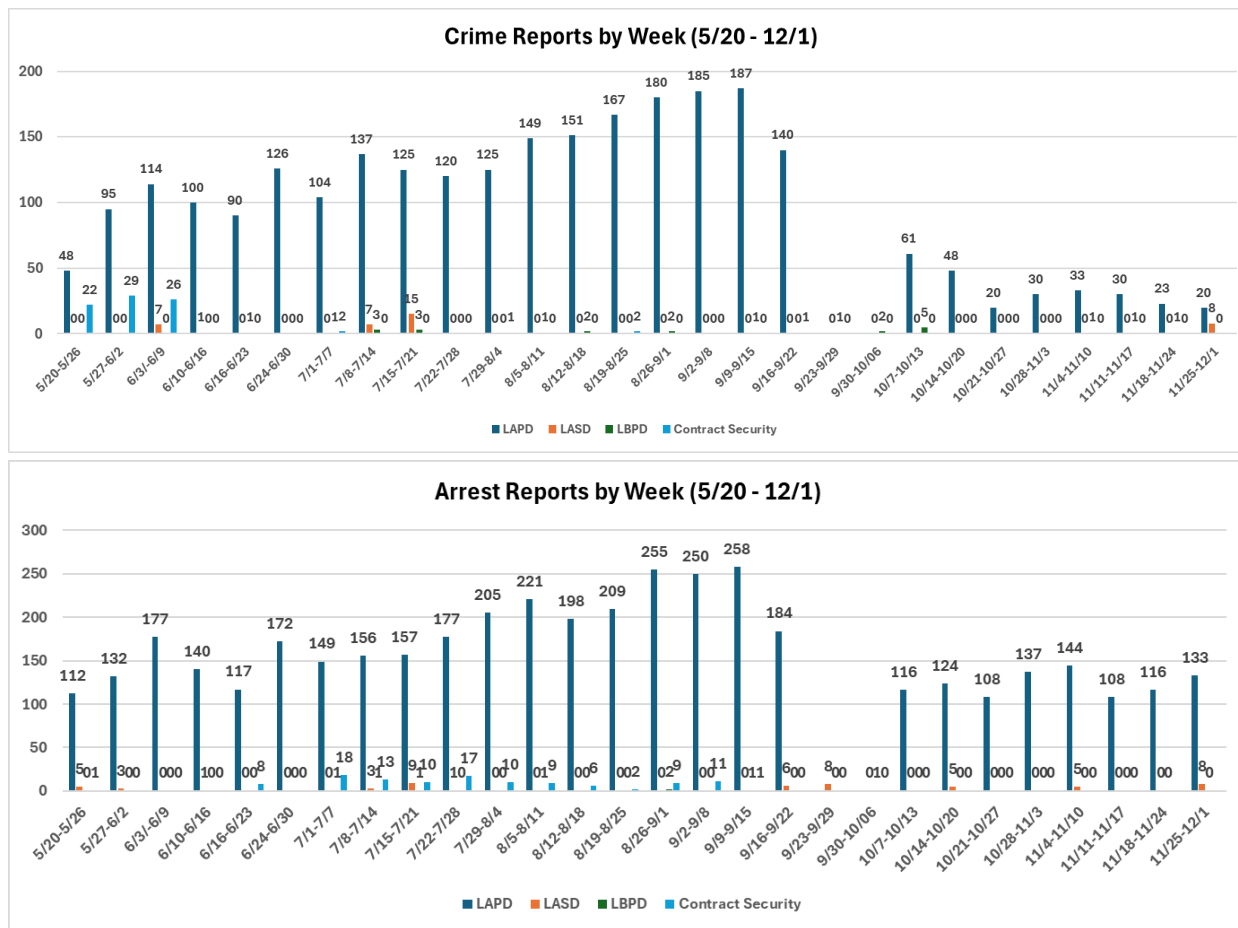
Public Safety Surge Update

In May 2024, the Board directed staff to surge the number of public safety personnel deployed and physically present on buses and trains and at stations (Motion 31; Attachment C).

Surge trends in October and November show a noticeable decrease in trespassing arrests, contributing to the overall decline in crimes and arrests compared to the summer. The reduction in trespassing can be partially attributed to more riders providing valid proof of fare on their TAP card, as well as the continued presence of security in the ancillary areas and/or streamlined coordination upon notification of intrusion alerts with the Rail Operations Center and the Security Operations Center for immediate dispatch of Contract Security. These ongoing efforts correlate with the decline in Crimes Against Society in systemwide crime data.

As surge deployments are integrated into the law enforcement deployment structure, efforts are now more targeted and focused on serious crimes, such as weapons. Law enforcement conducts strategic and proactive operations that target problematic locations and specific offenses, like narcotics. The increase in arrests for narcotics, weapons, and outstanding warrants suggests that Metro law enforcement partners are effectively identifying serious offenders.

The following is a snapshot of the Public Safety Surge from May 20 to December 1 by the numbers. It should be noted that LAPD did not report Surge-specific figures between October 1 and October 8. However, LAPD did report on other activities, as noted later in this report.



After analyzing 28 weeks of surge data, staff observed the following:

- There were 2,747 crimes reported by law enforcement personnel and 4,024 arrests between May 20, 2024, and December 1, 2024.
- There was a significant decrease (21%) in reported trespassing incidents (514 vs. 640) in September. This trend continued through October (115) and November (47), with an overall decrease of 63%.
- There was a 14% increase in arrests in November compared to October (531 vs. 461), mainly due to increases in arrests related to warrants and narcotics.

SURGE RELATED CRIMES AND ARRESTS				
INCIDENT TYPE	OCTOBER		NOVEMBER	
	CRIME	ARREST	CRIME	ARREST
Agg Assault	2	1	1	1
Arson	0	0	0	0
Assault on Operator	0	0	0	0
Battery	0	0	3	1
Battery on Operator	0	0	0	0
Bike Theft	0	0	0	0
Burglary	1	0	2	1
Larceny	0	0	0	9
Narcotics	34	36	54	59
Released from Custody	0	172	0	205
Robbery	0	0	1	1
Trespassing	114	115	50	47
Vandalism	0	0	0	0
Warrants	0	128	0	194
Weapons	8	8	11	12
Other	1	1	0	1
TOTAL	160	461	122	531

Note: LAPD did not report any Surge-related figures between October 1-8

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment D) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn.

Maintenance

- Custodial Services continue to clean all ancillary areas along the B, D, E, and K lines weekly.
- Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines. These requests decreased to once a week at three of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning and new cleaning products.
- As part of these targeted efforts, Metro also updated Standard Operating Procedures for chemical and staff safety, and equipment that protects staff from potential exposure to untreated corridors.

Security

- 87 Contract Security officers continue to be deployed 24/7 at all 24 subway stations on the B, D, E, and K lines. They inspect every ancillary area nine times daily and arrest any trespasser that they encounter.
- Contract Security continues to support the ancillary cleaning efforts by providing security escorts for the Metro custodian staff while they perform the cleaning operation.
- Contract Security efforts resulted in seven trespassing arrests in ancillary areas in the month of October and eight for the month of November.
- Contract Security reports property damage and submits repair and clean-up requests received

via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

SYSTEMWIDE CRIME STATS

Crimes Against Persons decreased by 10.5% in October 2024 compared to September 2024 (170 vs. 190).

- On the rail system, Crimes Against Persons decreased by 11.0% (97 vs. 109) compared to September 2024, mainly reflecting decreases in batteries (46 vs. 53), robberies (14 vs. 16), and sex offenses (6 vs. 12).
- On the bus system, Crimes Against Persons fell 9.9% (73 vs. 81), reflecting fewer aggravated assaults (18 vs. 21) and batteries (38 vs. 51).

For November, Crimes Against Persons decreased by 2.9% compared to October 2024 (165 vs. 170).

- On the rail system, Crimes Against Persons increased by 11.3% (108 vs. 97) compared to October 2024, mainly due to increases in robberies (22 vs. 14) and batteries (58 vs. 46). The rail system saw decreases in aggravated assaults (25 vs. 29), rapes (0 vs. 2), and sex offenses (3 vs. 6).
- On the buses, Crimes Against Persons decreased by 21.9% (57 vs. 73) compared to October 2024 due to decreases in aggravated assaults (16 vs. 18), batteries (29 vs. 38), robberies (11 vs. 12), and sex offenses (1 vs. 5).

On a monthly average, Crimes Against Persons from January to November 2024 decreased by 7.3% from the same period in 2023 (174 vs. 187). When the number of boardings is considered, Crimes Against Persons in 2024 have decreased by 14.9% compared to 2023 (6.69 vs. 7.86 Crimes Against Persons per one million boardings).

Crimes Against Property systemwide decreased by 5.0% when comparing October 2024 to September 2024 (95 vs. 100).

- On the rail system, these crimes increased by 41.7% (68 vs. 48), reflecting an increase in thefts (59 vs. 36).
- On the bus system, these incidents decreased (27 vs. 52), driven by less vandalism (8 vs. 22) and thefts (19 vs. 30).

In November, Crimes Against Property decreased further by 12.6% (83 vs. 95). This systemwide decrease in Crimes Against Property can be attributed to the increased coordination between Metro and its law enforcement partners during weekly meetings, which also allows all participants to share trend information and mitigation strategies.

- Property crimes decreased by 20.6% on the rail system, from 68 in October to 54 in November because of a 20.3% decrease in thefts (47 vs. 59).
- On the bus system, Crimes Against Property remained steady in November compared to the prior month (29 vs. 27).

Crimes Against Society systemwide decreased by 49.8% in October compared to September (439 vs. 874).

- By mode, the rail system experienced decreases in trespassing (270 vs. 726) and weapons (18 vs. 23).
- On the bus system, Crimes Against Society decreased by 17.2% (24 vs. 29), which was driven by decreases in narcotics (13 vs. 15) and trespassing (7 vs. 10).

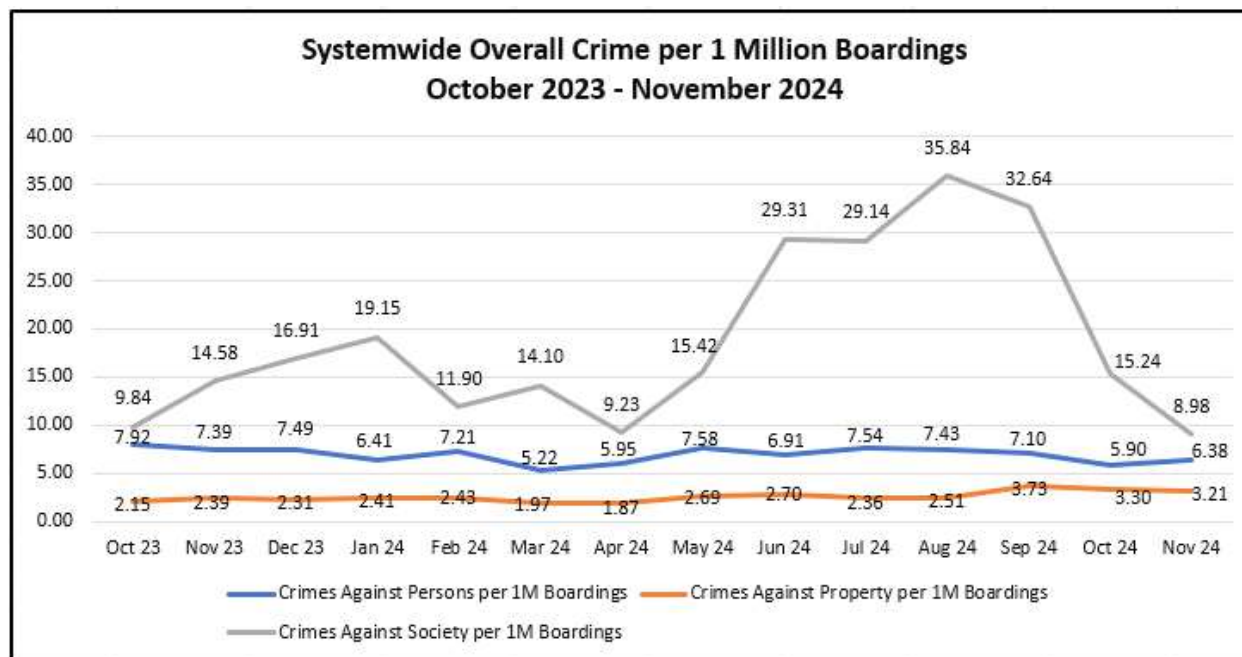
In November, Crimes Against Society further decreased by 47.2% when compared to October (232 vs. 439).

- On the rail system, Crimes Against Society decreased by 51.8% (200 vs. 415) due to decreases in narcotics (123 vs. 127) and trespassing (61 vs. 270).
- On the bus system, Crimes Against Society increased by 33.3% (32 vs. 24) due to increases in narcotics (26 vs. 13).

The marked decrease in trespassing numbers can be attributed to a combination of factors. Both LAPD and LASD are refocusing on targeted campaigns to uncover individuals with narcotics or weapons in the transit system. Lastly, improvements in fare compliance have reduced the number of people in the system who do not possess a TAP card.

More information can be found in Attachments E, F, G, and H.

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



In October 2024, Crimes Against Persons per one million boardings decreased by 16.8% compared to September 2024 (5.90 vs. 7.10) and 25.4% compared to October 2023 (5.90 vs. 7.92). Crimes Against Property per one million boardings decreased by 11.7% compared to September 2024 (3.30 vs. 3.73) and increased by 53.5% compared to September 2023 (3.30 vs. 2.15). Crimes Against Society per one million boardings decreased by 53.3% compared to September 2024 (15.24 vs.

32.64) and increased by 54.9% compared to October 2023 (15.24 vs. 9.84).

In November 2024, Crimes Against Persons per one million boardings increased by 8.2% compared to October 2024 (6.38 vs. 5.90) and decreased by 13.6% compared to November 2023 (6.38 vs. 7.39). Crimes Against Property per one million boardings decreased slightly by 2.6% compared to October 2024 (3.21 vs. 3.30) and increased by 34.1% compared to November 2023 (3.21 vs. 2.39). Crimes Against Society per one million boardings decreased significantly by 41.1% compared to October 2024 (8.98 vs. 15.24) and decreased by 38.4% compared to November 2023 (8.98 vs. 14.58).

FRONTLINE SAFETY

As the chart below shows, assaults on Metro Employees and Contractors dropped significantly in October (21) and November (23) compared to more than twice as many assaults in August 2024. A similar pattern was seen in August 2023.

Assaults on Metro Employees & Contractors				
Type	Aug-24	Sep-24	Oct-24	Nov-24
On Bus Operators	17	13	5	10
On Rail Operators	0	0	0	0
On Metro Transit Security Officers	3	7	0	2
On Contract Security Officers	23	7	11	5
On Ambassadors	14	1	4	3
On Blue Shirts	1	0	1	0
On Custodians	2	1	0	3
Total	60	29	21	23

Operator Safety

Metro’s law enforcement partners reported five operator assaults in October, a 62% decrease from September and the lowest number of operator assaults since January 2021. While the number of assaults did increase to ten in November, the use of bus barriers still appears to play a critical role in protecting operators from assaults. Using bus trip, assault, and barrier installation data through November, staff found that the odds of a physical assault on an operator are 2.45 times higher on a bus without an expanded barrier compared to a bus with the barrier.

Using hands (punching, slapping), brandishing a weapon, and spitting were the methods of assault on operators in October. Of the five assaults reported in October, four reported a non-retrofitted bus barrier in use, and one assault occurred outside of the barrier. Of the reported assaults, no victims required medical transport.

In November, using hands (punching, slapping) was the top method of assault. Of the reported assaults, one required medical transport, one was treated at the scene, and one requested to see the company doctor. Assaults in both October and November occurred on various bus lines, were scattered throughout Metro’s service area, and happened at various times of the day; therefore, no

trends were identified.

Figures A and B provide context on operator assaults in October and November compared to prior months and years. Figure C illustrates the methods of assaults for October and November. Details of the assaults can be found in Attachment I.

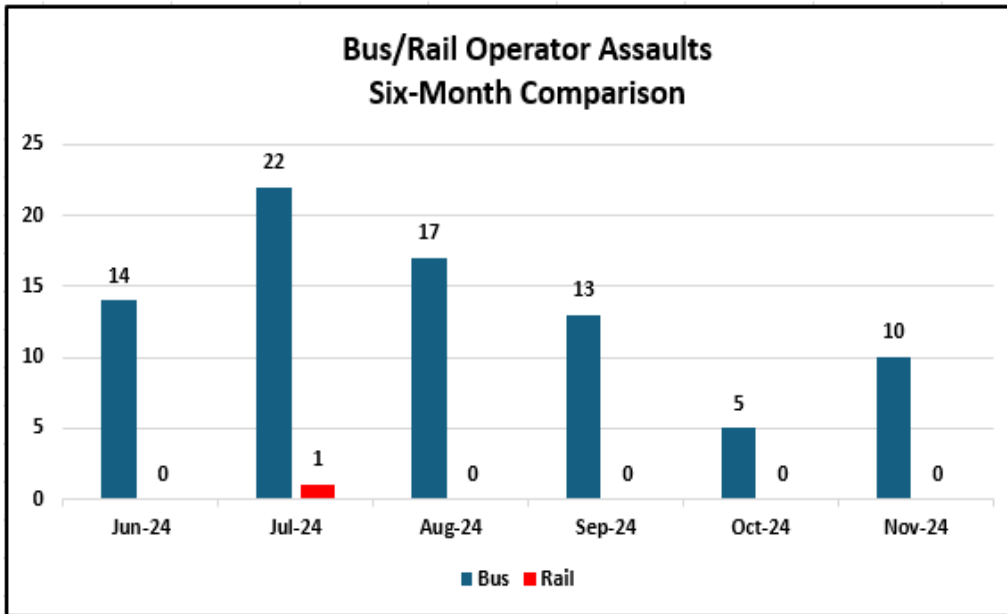
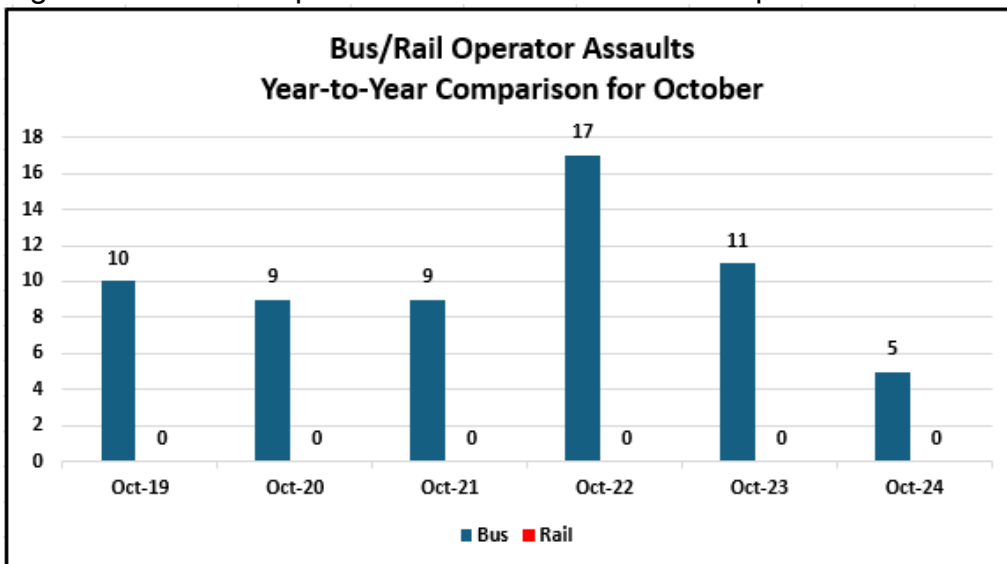


Figure A: Bus/Rail Operator Assaults Six-Month Comparison



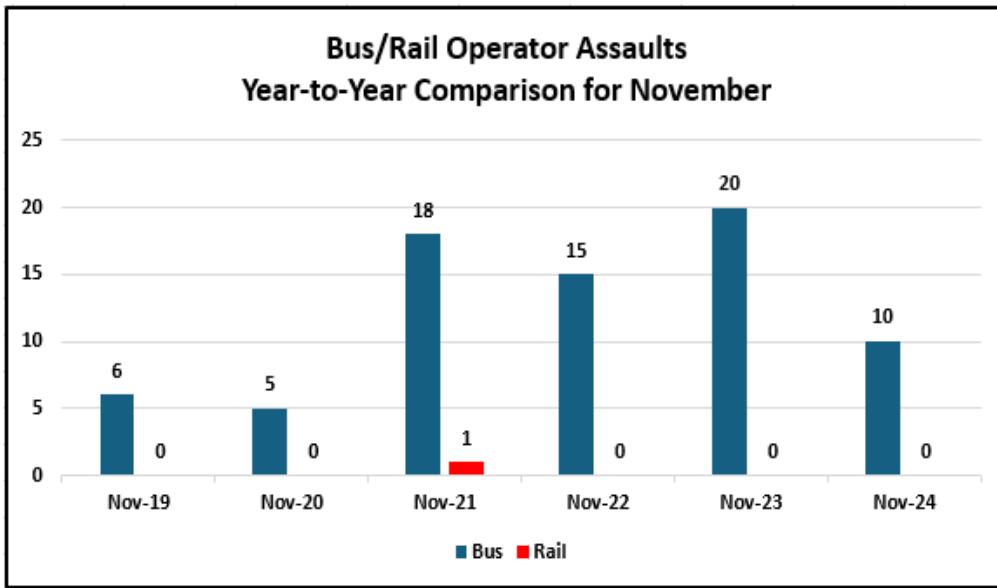
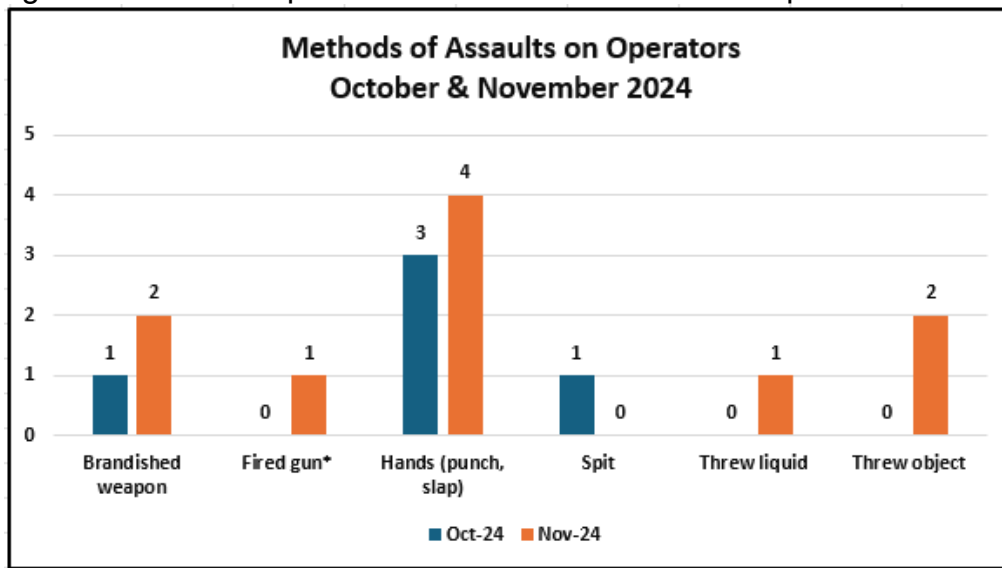


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison



**This incident was a case of domestic violence and not a random act of violence*

Figure C: Methods of Assaults on Operators

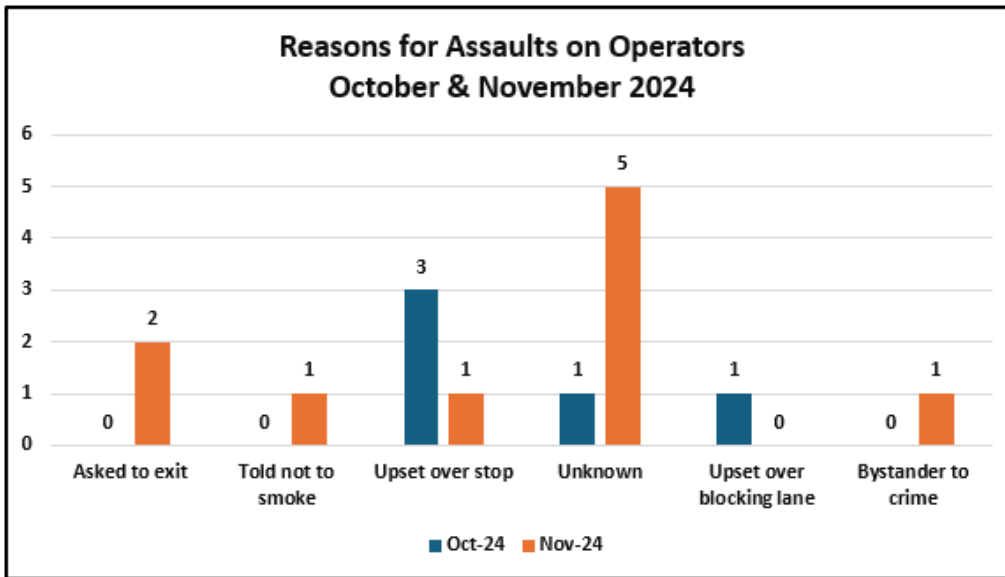


Figure D: Reasons for Assaults on Operators

Other Frontline Staff Safety

There were 16 and 13 assaults on frontline staff, excluding bus and rail operators, in October and November, respectively. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to spitting, throwing objects, and brandishing a weapon. Assaults on security officers tend to involve physical altercations because they usually approach individuals, asking them to change their behavior to adhere to the Code of Conduct, which often results in a confrontational or resistive reaction from the suspect. For other frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults tend to be unpredictable and involve random shows of aggression such as spitting, verbal threats, or throwing objects and liquid. However, they may also be physically assaulted. Methods of assaults and reasons for assaults are illustrated in Figures E and F, respectively.

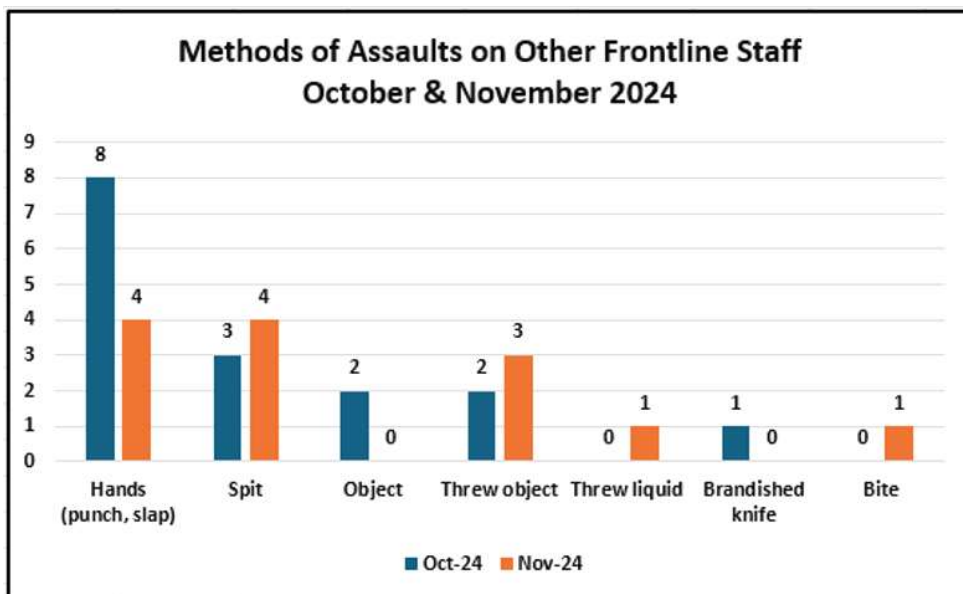


Figure E: Methods of Assaults on Other Frontline Staff

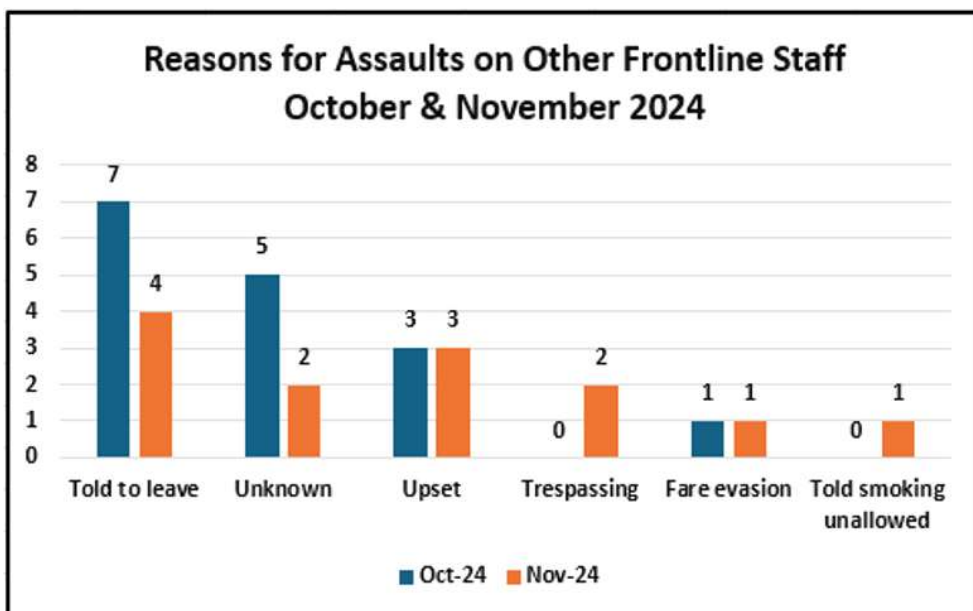


Figure F: Reasons for Assaults on Other Frontline Staff

Bus Safety Teams

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

In October, end-of-line operations were conducted during Owl Service at G Line end-of-line stations to address bus operator concerns about non-destination individuals refusing to alight buses at the end of the line. These operations resulted in 124 removals for non-compliance between September 30 and October 16 at Chatsworth Station and 117 removals for non-compliance between October 17

and November 1 at North Hollywood Station.

TRANSIT SECURITY BUS SAFETY TEAMS – OCTOBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
09/30/24 – 10/04/24	2, 4, 16, 207	95	124	111
10/07/24 – 10/11/24	2, 4, 16, 207	92	119	104
10/14/24 – 10/18/24	2, 4, 16, 207	94	122	108
10/21/24 – 10/25/24	2, 4, 16, 207	93	121	104
10/28/24 – 11/01/24	2, 4, 16, 207	94	123	112

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.

In November, end-of-line operations were conducted during Owl Service at the eastern terminus points of Line 2 (Exposition Park) and J Line (El Monte Station) to address bus operator concerns about non-destination individuals refusing to alight buses at the end of the line. These operations resulted in 237 removals for non-compliance at the eastern terminus point of Line 2 (Exposition Park) and 211 removals for non-compliance at the eastern terminus point of the J Line (El Monte Station). MTS provides the dates and times of upcoming offloading operations to Metro’s Homeless Outreach Management & Engagement (HOME) partners, and their participation is dependent on their schedule.

TRANSIT SECURITY BUS SAFETY TEAMS – NOVEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
11/04/24 – 11/08/24	2, 4, 16, 207, J Line	120	152	140
11/11/24 – 11/15/24	2, 4, 16, 207, J Line	122	158	147
11/18/24 – 11/22/24	2, 4, 16, 207, J Line	121	154	144
11/25/24 – 11/29/24	2, 4, 16, 207, J Line	110	127	111

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.

The MTS teams are augmented with law enforcement support. In October, there were 4,456 and 8,095 bus boardings by LAPD officers and LASD deputies, respectively. In November, there were 3,141 and 7,274 bus boardings by LAPD officers and LASD deputies, respectively.

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) provide riders with safety tips, such as being aware of their surroundings while using their mobile phones and informing them of the Transit Watch application to report incidents. Several TSOs are bilingual and can assist patrons in Spanish, Korean, and Thai, among other languages. TSOs also engage with bus operators to obtain information regarding safety issues or areas of concern that the Bus Safety Teams can address. Additionally, when possible, TSOs provide operators with verbal tips related to safety and de

-escalation tactics to ensure they can respond appropriately to incidents that may threaten their safety.

DEPLOYMENT ACTIVITIES

The following are Metro’s public safety personnel's deployment activities for October and November, which are intended to prevent and reduce crime in the system.

Time Spent on Bus vs. Rail Rides

As part of Metro’s comprehensive public safety model, various safety personnel, which includes law enforcement partners, contract security, and Metro Transit Security, ride bus and rail vehicles throughout the system to provide a uniformed presence. Staff is still in the process of collecting data from all partners and will add the completed analysis to next month’s report.

Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations.

The table below represents the law enforcement efforts to enforce the penal code on the system for October and November.

Law Enforcement Efforts								
Agency	Arrests				Citations*			
	Rolling 12-Month Average	September 2024	October 2024	November 2024	Rolling 12-Month Average	September 2024	October 2024	November 2024
LAPD	660	1,005	525	599	675	1,445	825	592
LASD	138	140	131	118	145	132	120	128
LBPD	2	1	1	3	6	14	0	0
Total	799	1,146	657	720	825	1,591	945	720

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

In October, the three law enforcement agencies made 657 arrests and issued 945 citations. In November, they made 720 arrests and issued 720 citations. Law enforcement citations and warnings are not related to fare but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment J.

End of Line

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation functions to deter patrons from riding the system without valid fare while allowing train cleaning to promote a clean and safe environment. Offloading operations also simultaneously provide security support for Metro employees performing their duties.

Station	October 2024		November 2024	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,643	3,274	889	1,886
Atlantic	2,092	1,493	1,450	1,165
Downtown Long Beach	1,744	7,699	1,813	7,186
Downtown Santa Monica	1,306	8,750	1,299	11,264
Expo/Crenshaw	1,455	1,639	1,429	1,625
North/Hollywood	1,330	2,073	1,214	1,997
Norwalk	1,653	6,736	1,611	5,909
Redondo Beach	2,156	4,311	2,167	3,723
Union Station	2,465	4,351	1,578	2,165
Westchester/Veterans	1,786	6,673	2,104	6,059
Wilshire/Western	1,169	2,913	981	1,880
Grand Total	18,799	49,912	16,535	44,859

CS observations and experiences have been positive, as the operation has reduced disorderly behavior and improved customer experience. Riders who remain on the trains and require CS interaction are now more willing to adhere to alighting the train and the re-tapping protocols. Customer Code of Conduct is sending a message to repeat offenders and deterring them from remaining on the trains that arrive at the EOL. Law enforcement partners provided training to security personnel. Topics discussed during the training included arresting procedures, de-escalation safety procedures, and effective communication; the training was instrumental in ensuring that both entities were aligned with Metro’s vision.



As CS officers maintain their efforts at these stations, they establish a consistent process and expectations for Metro riders when the train reaches its last stop. Consequently, staff is receiving fewer complaints from both riders and front-line staff. Metro service attendants and schedule checkers have been able to perform their duties with relative ease as the CS officers are present to ensure each train car is empty and step in if staff need security assistance.

In addition, MTS Bus Safety Teams support EOL offloading on the bus system’s busiest lines. TSOs ensure all patrons alight buses at the terminus points, allowing bus operators to take their scheduled layover break without delay or risk to their safety. The general feedback from operators and patrons has been positive. Ensuring that all patrons have paid the fare and adhere to the Code of Conduct at

the start of service provides patrons a comfortable ride and allows the bus operator to focus on driving the bus.

Fare Compliance Teams support the TAP-to-Exit program at most of the rail system’s EOL stations. TSOs ensure all patrons entering and exiting these stations have valid fares on their TAP cards. Patrons' general feedback has been that the overall station experience is improved, and they see a noticeable decrease in loitering and littering at these rail stations. At the start of TAP-to-Exit, there was a significant increase in citations for fare evasion as most patrons exiting at end-of-line stations did not have valid fare on their TAP cards. Over the 90-day period following the start of TAP-to-Exit at a station, there was a gradual decrease in the number of citations issued at these stations as more patrons adjusted to TAP-to-Exit. TSOs continue to educate patrons on fare compliance and the Code of Conduct to ensure they have a TAP card with validated fare while inside stations and trains.

Transit Security

The primary role of Metro Transit Security in the Comprehensive Planned Deployment is Code of Conduct enforcement. In October, MTS officers issued 182 citations and 102 written warnings for Code of Conduct violations. Of those, 272 (96%) were due to individuals failing to provide proof of fare. In November, MTS officers issued 160 citations and 72 written warnings for Code of Conduct violations. Of those, 221 (95%) were due to individuals failing to provide proof of fare.

The table below shows a breakdown of the remaining citations and warnings. 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.

MTS Citations and Warnings			
	October 2024	November 2024	12-Month Avg
Citations	182	160	538
Warnings	102	72	219

MTS Citations and Warnings		
Category	October Count	November Count
Proof of Fare	272	221
Smoking/Vaping	6	4
Unruly Activities	1	0
Must Allow Access	0	1
Urinating/Defecating	0	3
Wheeled Riding	1	1
Spitting	0	1
Animal in Carrier	3	0
Authorized Persons Allowed	1	1
Total	284	232

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of October and November’s monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – OCTOBER 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
09/30/24 – 10/04/24	A, B, C, E	232	155
10/07/24 – 10/11/24	A, B, C, E	230	151
10/14/24 – 10/18/24	A, B, C, E	231	148
10/21/24 – 10/25/24	A, B, C, E	233	157
10/28/24 – 11/01/24	A, B, C, E	232	159

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 FARE COMPLIANCE TEAMS – NOVEMBER 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
11/04/24 – 11/08/24	A, B, C, E	227	148
11/11/24 – 11/15/24	A, B, C, E	231	157
11/18/24 – 11/22/24	A, B, C, E	228	151
11/25/24 – 11/29/24	A, B, C, E	194	107

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 Safety Teams provide a uniformed presence and enforce fare and Code of Conduct aboard trains. The table below provides a recap of October and November’s monthly activity.

TRANSIT SECURITY TRAIN RIDING TEAMS – OCTOBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
09/30/24 – 10/04/24	A, B, C, E	82	91	47
10/07/24 – 10/11/24	A, B, C, E	80	89	44
10/14/24 – 10/18/24	A, B, C, E	78	84	42
10/21/24 – 10/25/24	A, B, C, E	81	93	52
10/28/24 – 11/01/24	A, B, C, E	79	91	51

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.

TRANSIT SECURITY TRAIN RIDING TEAMS – NOVEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
11/04/24 – 11/08/24	A, B, C, E	85	81	38
11/11/24 – 11/15/24	A, B, C, E	82	78	34
11/18/24 – 11/22/24	A, B, C, E	77	71	32
11/25/24 – 11/29/24	A, B, C, E	64	55	28

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

Metro Ambassadors 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, and provided crowd control and wayfinding support for special events.

From late May 2024 to mid-October 2024, up to 52 additional Ambassadors were deployed during peak times across two four-hour shifts to increase visibility at key locations and provide more support for riders. During the surge period, an average of 42 additional Ambassadors were deployed daily.

Additionally, from late April 2024 through mid-October 2024, the special deployment at USC General Hospital continued in response to issues reported in that area. Four Metro Ambassadors were deployed daily to remain fixed at the Marengo/State bus stop, which serves Line 106/605.

Aviation/Century Station Opening: As of November 3, 2024, Metro Ambassadors were redeployed to include fixed Ambassador coverage at the new Aviation/Century Station to ensure that customers were able to transition between the newly configured C and K lines with minimal difficulty.

For the month of October 2024, Metro Ambassadors conducted 62,446 customer engagements and reported the following:

- 1,875 Cleanliness Issues (18.4% decrease from September)
- 1,980 Graffiti Incidents (0.21% decrease from September)
- 290 Elevator and Escalator Problems (38.9% decrease from September)
- 338 Safety Issues (11.9% decrease from September)
- Six lives were saved through the timely administration of Narcan, compared to seven saved in September.

For the month of November 2024, Metro Ambassadors conducted 49,255 customer engagements and reported the following:

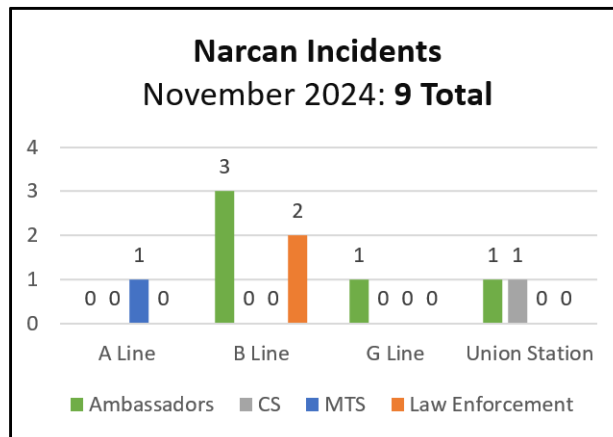
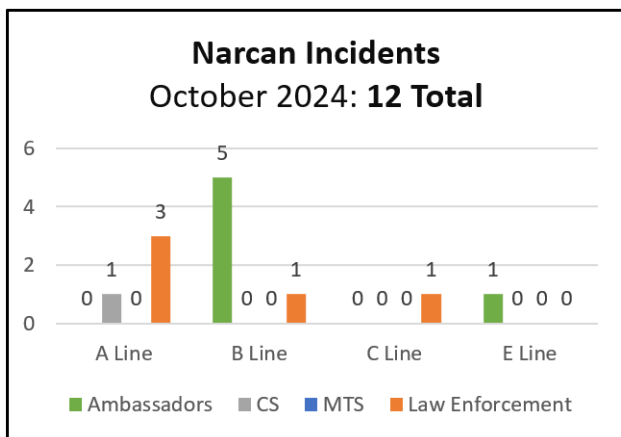
- 2,523 Cleanliness Issues (34% increase compared to October)
- 2,047 Graffiti Incidents (3.38% increase compared to October)
- 364 Elevator and Escalator Problems (25% increase compared to October)
- Five lives were saved through the timely administration of Narcan, compared to six saved in

October.

Narcan Deployment

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

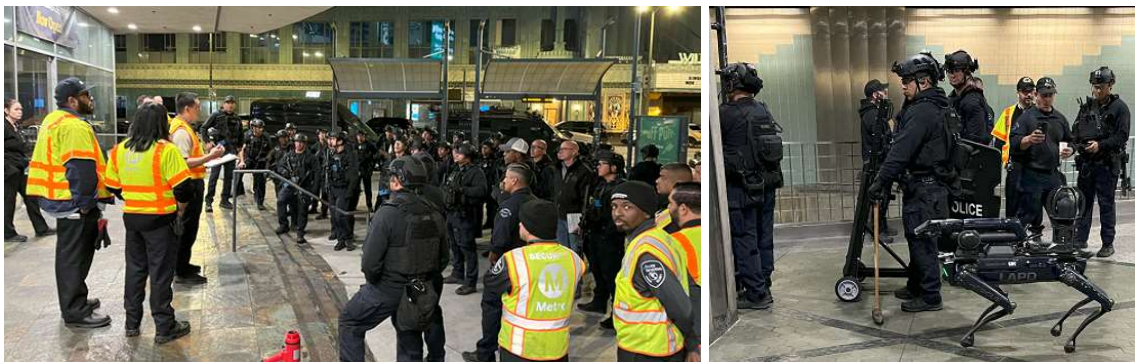
In total, 12 and nine Narcan incidents were reported in October and November, respectively. In October, Ambassadors reported six incidents, Contract Security reported one, and LAPD reported five, while MTS reported no incidents. In November, Ambassadors reported five incidents, while LAPD reported two, and Contract Security and MTS both reported one. LASD reported no Narcan incidents for both months.



On October 29 and October 30, EMD activated Metro’s Emergency Operations Center (EOC) for Games Four and Five of the Major League Baseball World Series Championship games. When the Dodgers won Game Five, there were many spontaneous celebrations across the County of Los Angeles, which caused some service impacts and disruptions. The EOC coordinated Metro departments, Union Station their tenant transit agencies, and city emergency operations centers, with

support from our law enforcement contractors, to minimize the impacts on life, safety, and property damage. Metro EOC was also activated for the Dodgers Celebration Parade on November 1. Metro coordinated with local municipal transit agencies, law enforcement, and city, county, and state emergency operations centers to safely transport parade goers into downtown Los Angeles to participate in the parade event in addition to supporting bus shuttles from Union Station to Dodgers Stadium for the ticketed fan event.

On November 5 and 6, EMD conducted a Full-Scale Exercise (FSE) with LAPD TSD and SWAT in coordination with Division 20. The exercise scenario was an “Armed Suspect with a Hostage on the Train” at the Wilshire/Western D Line Station. LAPD Olympic Division and SWAT responded to the station and searched the subway tunnel until the “suspect” was located. They were also able to access the emergency exit hatches to gain entry to the platform. This was an opportunity for the officers to become familiar with the location and identify strategic ways to approach the station and rail vehicle. Metro personnel from Rail Operations and Maintenance of Wayside participated in the exercise to support law enforcement in navigating the station safely. The complexity of the scenario encouraged SWAT to explore a variety of unconventional approaches in seeking a safe resolution. The exercise was very successful, with 52 FSE participants.



On November 21, EMD worked with LAPD TSD to coordinate a law enforcement Bus Safety and Familiarization training due to the recent Metro bus hijacking. Bus Operations: Transportation, Maintenance, and Operations Central Instruction (OCI), along with Corporate Safety, participated by providing bus-specific safety training and a hands-on overview of how to safely engage when responding to an emergency aboard a Metro bus. Four different types of Metro buses were made available for officers to overview and board. Corporate Safety provided an overview of their bus safety training. Bus Maintenance, Transportation, and OCI provided instructors and operators to answer questions and provide relevant information for law enforcement to better plan their approach and strategies based on the various bus types. LADOT also participated and provided three buses as part of this training. Overall, 83 law enforcement trainers and special teams’ officers from LAPD and LASD were trained during the event at Elysian Park for instruction and at the Dodgers Stadium parking lot for bus familiarization. LAPD and LASD both appreciated having the opportunity to conduct this larger training outside of the regularly scheduled bus and rail safety and familiarization with smaller groups of officers at the divisions. LAPD SWAT, who responded to the bus hijacking, was grateful to have the opportunity to discuss their concerns and get direct feedback from the Metro subject matter experts.



CUSTOMER COMMENTS

Using various sources, including Metro’s social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. SSLE’s Data Analytics team monitors general sentiment while specific and actionable security concerns brought up by customers continue to be reported on weekly calls with security and maintenance for awareness and strategy development. 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.

The number of security-related reports submitted to Metro increased month-over-month in both October and November from 3,721 to 3,857, as the publicity around the launch of Transit Watch 3.0 allowed for more convenient submissions. The Security Operations Center’s Security Control Specialists (SCS) continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 50 seconds in October and 62 seconds in November. By comparison, in FY24, the average response time was 99 seconds, also falling within the fiscal year’s target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

In October, the average sentiment about safety and security was more negative compared to the previous month. However, Metro’s weapons detection program contributed the most to positive sentiment about security personnel, especially on X (formerly Twitter). Metro’s facilities and infrastructure garnered the most mentions, at 4,414 mentions (1.45% fewer than in September). This is mainly due to the large number of graffiti reports submitted by the Ambassadors and Contract Security through the Transit Watch app.

When discussing safety and security at specific Metro stations, Union Station generated the most mentions this month. Aviation/Century Station generated the second-most overall engagement. Slauson Station experienced the largest increase in mentions between September and October. Most safety and security engagements at this station relate to concerns impacting perceptions of safety, including broken lights, graffiti, and cleanliness.

In November, Metro received 8,256 inbound comments about safety and security, a slight decrease

(0.42%) from October. While average sentiment in social media comments remained steady, overall sentiment, including reactions to posts, was more positive. This was driven by a social media post about the launch of Transit Watch 3.0.

Facilities/Infrastructure remained the most discussed subtopic, mainly due to Transit Watch reports from Ambassadors.

Union Station continued to be mentioned the most, with homelessness being the greatest concern among likely rider comments, followed by safety personnel and facilities/infrastructure.

Aviation/Century Station experienced the largest decrease in mentions this month. It was replaced with Wilshire/Western as the second-most mentioned station.

Most Common Customer Concerns

The most common comments received about personal conduct are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music. The top three locations reporting Smoking/Alcohol/Drugs in October were Westlake/MacArthur Park Station, Reseda Station, and 7th Street/Metro Center Station. In November, the top three locations were Reseda Station, 7th Street/Metro Center Station, and Union Station.

Reports of fights or disturbances are the second most common. In October, the top three locations reporting fight or disturbance incidents were 7th Street/Metro Center Station, Westlake/MacArthur Park Station, and Pico Station. In November, the top three locations were Manchester, 7th Street/Metro Center Station, and Farmdale Station.

SSLE Metro Transit Security and Contract Security train riding teams continue enforcing and providing education on the Metro Code of Conduct. Stations consistently reported with the most issues are noted and shared with public safety personnel so deployments can be adjusted to focus on those locations.

Property crime reports related to graffiti remained the most reported incident type, making up most of the incidents, at 67% in both October and November. In October, the top three locations for graffiti incidents were Sierra Madre Villa Station, La Cienega/Jefferson Station, and LATT/Ortho Institute Station. In November, the top three locations were Sierra Madre Villa Station, Pico Station, and 37th St/USC Station.

Rider 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. Staff 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.

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 remains a top priority as the new retrofit barriers are being installed on remaining Metro fleets, and Bus Safety Teams assist with offloading at end-of-line stations during Owl Service. SSLE also engages with local businesses and community groups to better understand their current safety concerns regarding crime in the area and shares with our public safety partners as needed. Furthermore, the ongoing weapons detection pilots aim to reduce and deter the presence of weapons on the system while adhering to the Bias-Free Policing and Public Safety Analytics Policies to avert racial profiling and bias. Feedback has been positive thus far, as riders have been supportive of these pilots, and staff provided additional information to resolve any concerns about profiling or health. Those concerned about profiling were informed that the selection for screening was purely random, based on an interval of pedestrian count using an automated counter. Two individuals had health concerns as they wore a pacemaker, but staff reassured them that the system was safe with its low energy emission and ultimately allowed them to bypass screening when they still had concerns. Through these initiatives, safety operations, and comprehensive deployment, Metro is creating 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

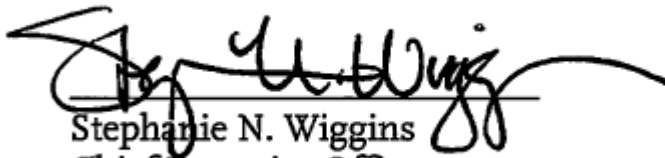
ATTACHMENTS

- Attachment A - Weapons Detection Pilots Updates
- Attachment B - Station Experience Updates
- Attachment C - Board Motion 31
- Attachment D - Board Motion 30
- Attachment E - Total Crime Summary October & November 2024
- Attachment F - Systemwide Law Enforcement Overview October & November 2024
- Attachment G - MTA Supporting Data October & November 2024
- Attachment H - Sexual Harassment Crimes October & November 2024
- Attachment I - Bus & Rail Operator Assaults October & November 2024
- Attachment J - Arrests by Race & Ethnicity October & November 2024

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