LA CITY COUNCIL PUBLIC SAFETY COMMITTEE BRIEFING

28 MAY 2024

METRO'S THREE PRIORITIES FOR ADDRESSING PUBLIC SAFETY

1. Increase the visible presence of uniformed personnel

2. Enhance access control

3. Strengthen partnerships to address societal issues

METRO'S PUBLIC SAFETY ECOSYSTEM

- In 2022, Metro established a comprehensive approach to ensuring public safety on the system.

- Each resource in the public safety ecosystem adds value and enhances the overall security and safety of the Metro system to:

  - Prevent and address violent crime

  - Patrol the system

  - Control access to the system

  - Address societal issues

Transit Ambassadors/Street Teams/Intervention Teams
- Community Safety and Well-Being

Homeless Outreach/Mental Health Teams/Crisis Response
- Prevention and Support

Transit Security Officers/Contract Security
- Risk Intervention

Law Enforcement
- Response and Enforcement

Technology/Environmental Interventions
- Proactive and Preventative Measures

INCREASING OUR VISIBLE PRESENCE

- Metro has begun surging presence of Metro Transit Security and Metro Ambassadors by 20%.

  - Increased teams riding on buses and trains

  - Increased issue reporting

  - Increased fare and code of conduct enforcement

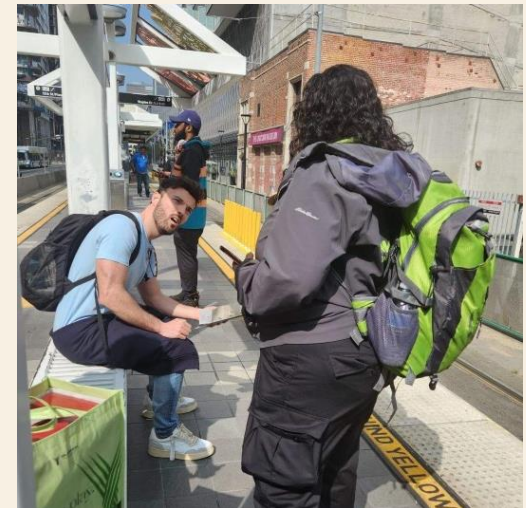- Contracted law enforcement partners have now begun to expand their visible presence.
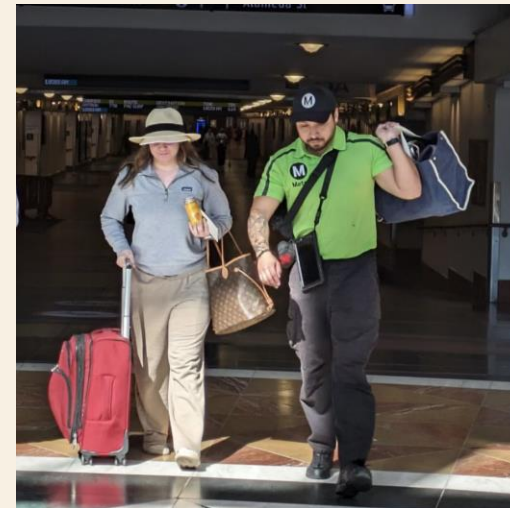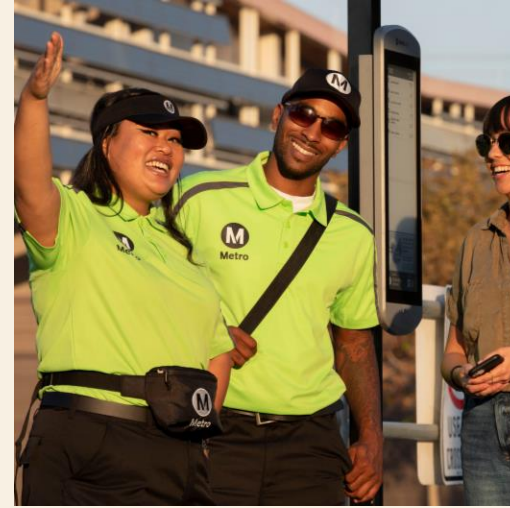
TRANSIT AMBASSADOR PROGRAM

- Ambassadors help riders navigate the system, provide extra eyes and ears on the system, and support those who need help.

- They are deployed on trains and buses as follows:

  o High visibility – High ridership lines and routes, at stations and on buses and trains.

  o Customer experience improvements:

  - Addressing locations with high incidents and ADA accessibility concerns

  - Surging during service disruptions, special events

  o Public safety:

  - Uniformed presence to make riders feel safe

  - Report safety, maintenance & cleanliness issues

  - Respond to medical incidents

More than 60% of riders surveyed said seeing an Ambassador made them feel more safe

AMBASSADORS…

Are a visible presence that enhances riders' sense of personal safety and security.

1,000,162

Ambassador Engagements with riders (beyond a greeting)

Improved **response times by reporting** cleanliness and maintenance issues

23,763	**10,563**	**5,222**
Cleanliness/ maintenance issues	Graffiti Sightings	Escalator/Elevator Problems

Alerted first responders and outreach

Saved 215 Lives

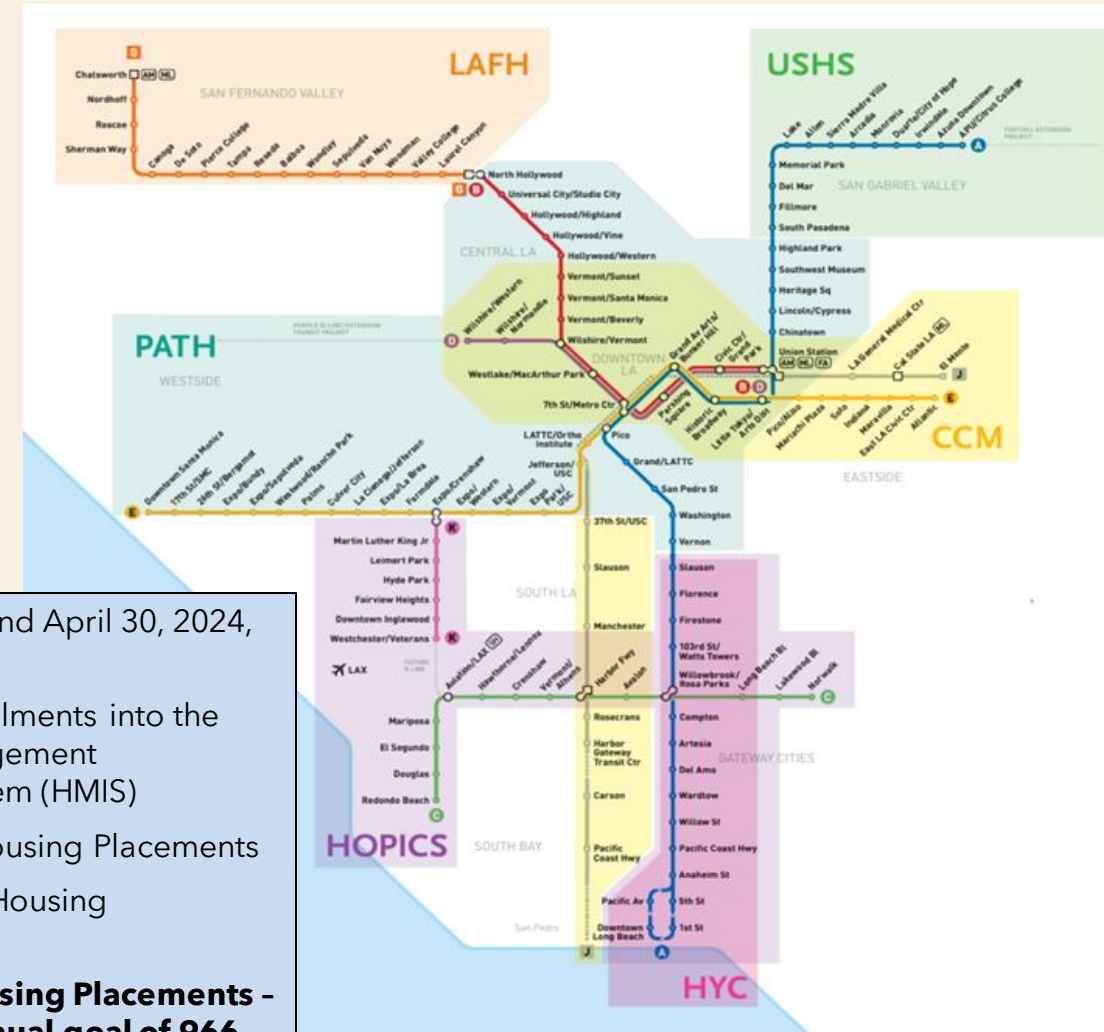| **3,704**	**1,192**
Safety-related submissions on Transit Watch App	Phone calls to 911 or Metro's Security Operations Center

166 + 49 = 215

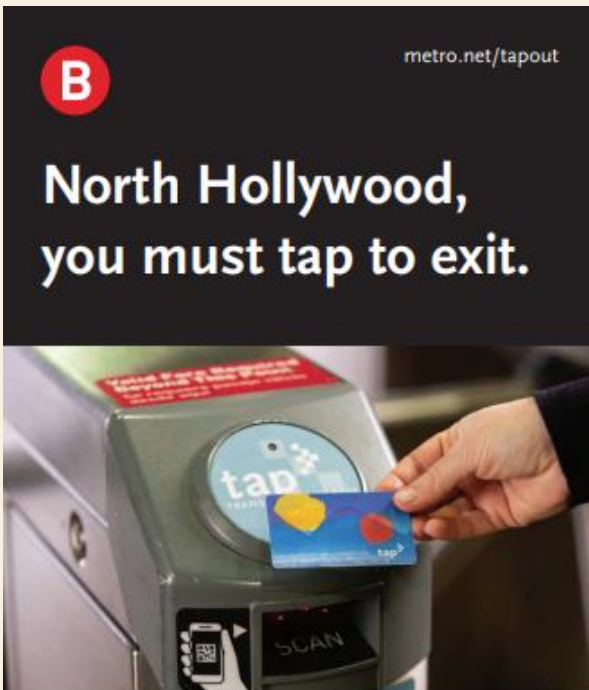| Lives **saved using Narcan** since April 2023	Lives saved using CPR, suicide intervention, etc.

HOME OUTREACH TEAMS

- All 24 multidisciplinary teams (MDT) onboarded – 19 are *ACTIVE*

- Six community-based organizations:
  - PATH
  - Christ Centered Ministries (CCM)
  - HOPICS
  - LA Family Housing
  - Union Station Homeless Services
  - Helpline Youth Counseling

- DHS Contract for Interim Beds (25 currently)

- Teams pair with SSLE & Ambassadors

- Operating M-F 7am – 6pm & Weekends 7am-3:30
  - *24hr coverage M-F on B, D & E lines*

Between July 1, 2023, and April 30, 2024, Metro MDTs have:

- **4,540** New Enrollments into the Homeless Management Information System (HMIS)

- **1,388** Interim Housing Placements

- **313** Permanent Housing Placements

- **1,701 Total Housing Placements – 176% of the annual goal of 966**

STATION ACCESS CONTROL

North Hollywood, you must tap to exit.

metro.net/tapout

Starting **May 28, 2024**, turnstiles will not open unless you tap your valid TAP card when you enter **and exit** North Hollywood Station.

Learn more at *metro.net/tapout.*

The system is safer when everyone on it is there for its intended purpose: transit.
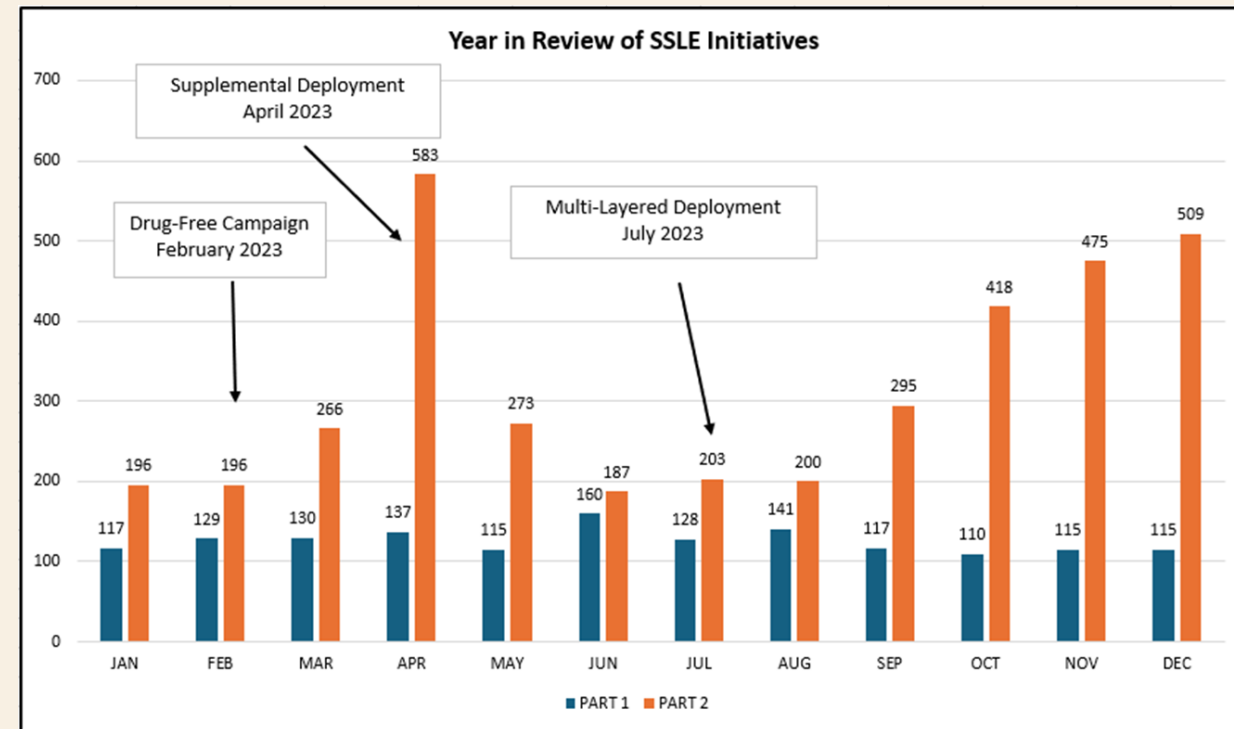
Metro is:

- Increasing fare enforcement through the surge of TSOs on the system.

- Launching a pilot program at the North Hollywood B Line station fare gates to see if requiring people to *also* tap OUT would help confirm that valid fare was paid, improving fare compliance.

- Right-sizing stations through interventions that improve lighting and control access to space.

- Evaluating possible fare gate improvements.

IMPACT OF SAFETY STRATEGIES

In 2023, Metro significantly and strategically revised its approach to safety and security and implemented a deployment to address societal issues of untreated mental health and drug addiction, and post-COVID aggression that have impacted the Metro system.

- Addressed drug use assaults/weapon incidents, and trespassing incidents on the system.

- Enforcement of trespassing and drug-related crimes led to increased arrests.

- Resulted in a significant reduction of violent crime incidents and a 5.5% reduction overall when comparing 2022 VS 2023.

Year in Review of SSLE Initiatives

LATEST CRIME STATISTICS

Systemwide	Mar-24	Feb-24	% Change Mar 24 vs Feb 24	Mar-23	% Change Mar 24 vs Mar 23
Crimes Against Persons	135	166	-18.7%	206	-34.5%
Ridership	25,880,698	23,031,303	12.4%	23,655,987	9.4%
Crimes Against Persons per 1 Million Boardings	5.22	7.21	-27.6%	8.71	-40.1%

Systemwide	Mar-24	Feb-24	% Change Mar 24 vs Feb 24	Mar-23	% Change Mar 24 vs Mar 23
Crimes Against Property	51	56	-8.9%	63	-19.0%
Ridership	25,880,698	23,031,303	12.4%	23,655,987	9.4%
Crimes Against Property per 1 Million Boardings	1.97	2.43	-19.0%	2.66	-26.0%

Systemwide	Mar-24	Feb-24	% Change Mar 24 vs Feb 24	Mar-23	% Change Mar 24 vs Mar 23
Crimes Against Society	365	274	33.2%	127	187.4%
Ridership	25,880,698	23,031,303	12.4%	23,655,987	9.4%
Crimes Against Society per 1 Million Boardings	14.10	11.90	18.5%	5.37	162.7%

Per 1 Million Boardings

Total crime decreased by 1.1% compared to February 2024 and increased by 27.2% compared to March 2023.

- **Crimes Against Persons** decreased by 27.6% compared to February 2024 and decreased by 40.1% compared to March 2023.
- **Crimes Against Property** decreased by 19% compared to February 2024 and by 26% compared to March 2023.
- **Crimes Against Society** increased by 18.5% compared to February 2024 and by 162.7% compared to March 2023.

QUESTIONS?