



Board Report

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Agenda Number: 42.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 18, 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 security 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 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 and performance and outcome-related data for May, the most recent month for which systemwide law enforcement data is available.

MONTHLY TRENDS

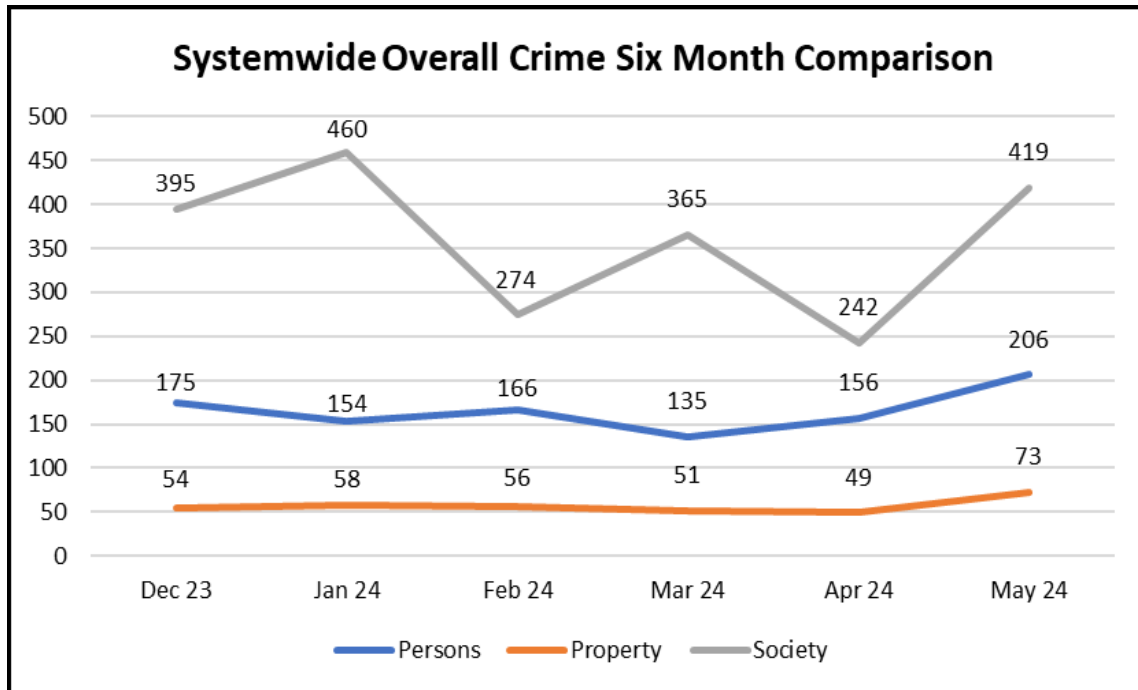
On May 16, 2024, following a spike in crime on Metro's buses and rail, Metro Board Chair Karen Bass held a press conference along with other members of the Board to announce a surge of law enforcement on the system. On May 20, 2024, the Board approved a motion by Directors Bass, Barger, Hahn, Solis, Najarian, and Yaroslavsky (Attachment A) to increase the daily planned deployment of Metro public safety personnel. The motion also established a unified command system to coordinate efforts aimed at improving safety.

Metro implemented the surge of law enforcement, Metro Transit Security, contracted security, and Ambassadors. As expected, this effort had a significant impact on the crime and arrest data during this month. These trends can be clearly seen in May's crime statistics compared to April's. During this time period:

- Systemwide reported crime numbers increased by 251, from 447 in April to 698 in May. Ridership increased by 959,860 boardings, from 26,210,300 in April to 27,170,160 in May.
- Looking at our weekly crime data, the last two weeks of the May reporting period (May 19 - June 1) show as much crime reported as the first three weeks (April 28 - May 18). This further illustrates the impact of the Daily Surge initiated on May 20. The majority of surge-related arrests were for trespassing.
- Crimes Against Property (any criminal act that destroys another's property, such as vandalism and larceny) increased in both rail and bus (from 49 in April to 73 in May), after four consecutive months of declines systemwide. 50 of these incidents are reported as larceny.
- Crimes Against Society (offenses that represent society's prohibition against engaging in certain types of activity, such as drug violations or trespassing) are up from last month in rail but down in bus (from 242 in April to 419 in May). 303 of these incidents are reported as trespassing.
- Crimes Against Persons (crimes that cause or threaten to harm another person, such as assault) also increased by 50 from 156 in April to 206 in May. 82 of these incidents are reported as battery.
- The multi-layered safety partners will continue to utilize data from various internal and external sources (i.e., Call Center, Transit Watch app, crime reports, etc.) to ensure strategies are maintained, adjusted, or newly incorporated to mitigate crime spikes or arising trends on the

system.

The chart below demonstrates the crime trend over the past six months.



The following three tables compare crime data for Crimes Against Persons, Property, and Society per one million boardings for May 2024, April 2024, and May 2023.

Crimes Against Persons (which include violent crimes) per one million boardings is 7.58, an increase of 27.39% when compared to April 2024 of 5.95 and by 16.26% when compared to May 2023 of 6.52:

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Persons	206	156	32.10%	164	25.60%
Ridership	27,170,160	26,210,300	3.66%	25,165,408	7.97%
Crimes Against Persons per 1 Million Boardings	7.58	5.95	27.39%	6.52	16.26%

Crimes Against Property per one million boardings is 2.69, an increase of 43.85% compared to April 2024 of 1.87 and an increase of 4.26% compared to May 2023 of 2.58:

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Property	73	49	48.98%	65	12.31%
Ridership	27,170,160	26,210,300	3.66%	25,165,408	7.97%
Crimes Against Property per 1 Million Boardings	2.69	1.87	43.85%	2.58	4.26%

Crimes Against Society per one million boardings is 15.42, an increase of 67.06% compared to April 2024 of 9.23 and by 144% compared to May 2023 of 6.32:

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Society	419	242	73.14%	159	163.50%
Ridership	27,170,160	26,210,300	3.66%	25,165,408	7.97%
Crimes Against Society per 1 Million Boardings	15.42	9.23	67.06%	6.32	143.99%

Deployment Results

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

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 May and April which reflects the increased enforcement (209 additional arrests and 138 additional citations) that resulted from greater law enforcement visibility on the system in May as part of the surge.

Law Enforcement Efforts				
Agency	Arrests		Citations*	
	Apr 2024	May 2024	Apr 2024	May 2024
LAPD	368	594	466	609
LASD	151	133	154	151
LBPD	0	1	2	0
Total	519	728	622	760

*Law enforcement citations 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. Currently, each law enforcement partner defines their outreach efforts differently, making it challenging to demonstrate the impact of their work across the system. Staff worked with Metro’s Homeless Outreach Management and Engagement

team to define particular data sets based on LA County Department of Health Services' measurement and reporting standards and has given law enforcement partners a standardized template to provide their data. The homeless outreach data centers on the following five metrics for People Experiencing Homelessness (PEH):

1. PEH Observed: Number of people experiencing homelessness on site, as observed by outreach team members.
2. PEH Engaged: Number of people experiencing homelessness that the outreach team members interacted with.
3. PEH - Enrolled: Number of people experiencing homelessness enrolled into the Homeless Information Management System (or equivalent system used by the given law enforcement agency) by outreach team members.
4. Interim Housing: Number of people experiencing homelessness referred to and placed in interim housing.
5. Permanent Housing: Number of people experiencing homelessness referred to and placed in permanent housing (this includes family reunifications).

Consistently using these metrics will allow for a streamlined approach to understanding the outreach efforts systemwide and reporting information and trends. Staff expects to receive the first set of data, based on the new template, from its law enforcement partners in time to be published in the September board report.

End of Line

Contract Security (CS) officers offload trains at the end-of-line (EOL) 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.

For the month of May, CS cleared 13,645 trains and offloaded 45,586 patrons. As CS officers maintain their efforts at these stations, they are establishing a consistent process and expectations for Metro riders when the train reaches its last stop. Consequently, staff is observing 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 needs security assistance.

Station	April 2024		May 2024	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,524	7,248	1,881	6,849
Atlantic	1,234	2,837	1,261	3,022
Downtown Long Beach	814	4,440	1,089	7,200
Downtown Santa Monica	1,056	3,023	1,160	3,599
Expo/Crenshaw	670	51	773	1,135
North/Hollywood	958	6,387	1,005	3,876
Norwalk	830	3,265	877	3,225
Redondo Beach	1,145	1,672	1,124	3,287
Union Station	2,231	6,894	2,369	6,051
Westchester/Veterans	1,143	3,870	1,098	4,113
Wilshire/Western	667	3,147	1,008	3,229
Grand Total	12,272	42,834	13,645	45,586

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 May, 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)	May Totals
Engagements	891
Enrollments into Homeless Management Information System (HMIS)	28
Interim Placements	6
Permanent Housing Placements	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 1,678 (65%) of 2,569 total engagements during the month of May. The table below reflects the outreach efforts at EOL stations.

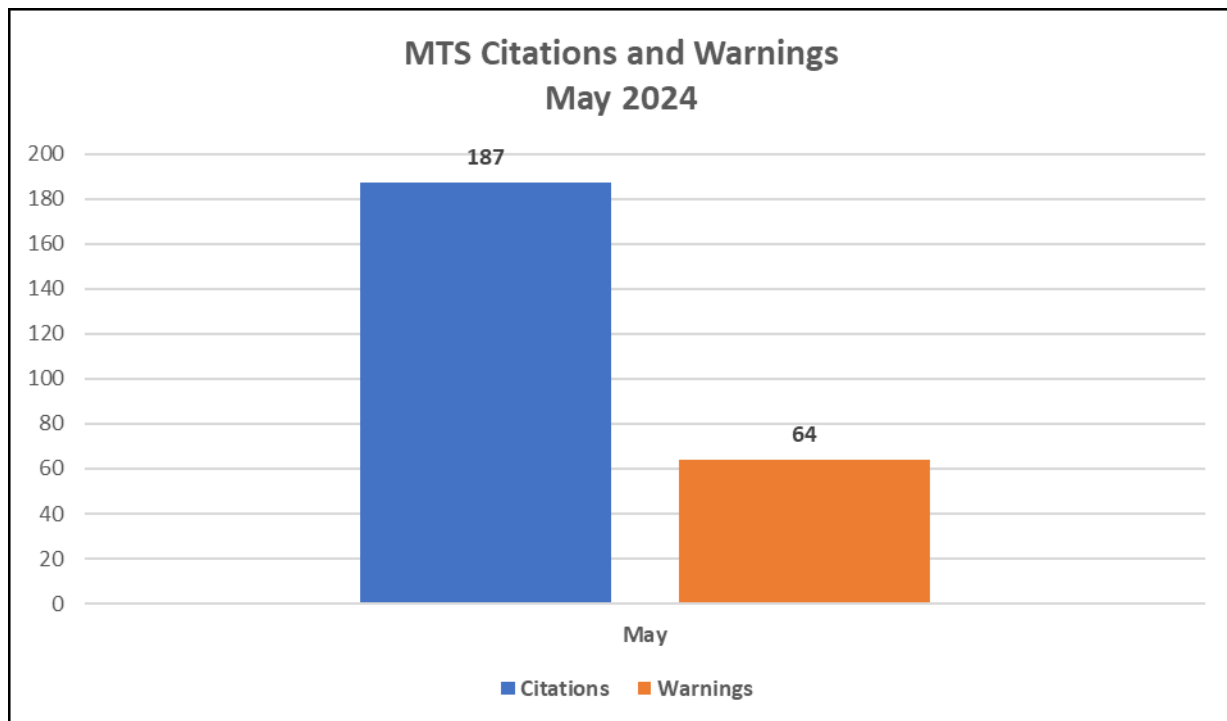
Metro Homeless Outreach Efforts (End of Line)	May Totals
Engagements	1678
Enrollments into Homeless Management Information System (HMIS)	117
Interim Placements	29
Permanent Housing Placements	3

Transit Security

The primary role of Metro Transit Security (MTS) in the Comprehensive Planned Deployment is Code of Conduct enforcement. In May, MTS officers issued 187 citations and 64 written warnings for Code of Conduct violations. Of those, 189 (75%) were due to individuals failing to provide proof of fare. A

breakdown of the remaining citations and warnings is shown in the table 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 – May 2024	
Category	Count
Proof of Fare	189
Smoking/Vaping	23
Unruly Activities	15
Weapons Prohibited	14
Urinating/Defecating	5
Wheeled Riding	3
Sound Devices	1
Loitering	1
Total	251



TRANSIT SECURITY FARE COMPLIANCE TEAMS – MAY 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
05/06/24 – 05/10/24	A, B, C, E	255	181
05/13/24 – 05/17/24	A, B, C, E	241	157
05/20/24 – 05/24/24	A, B, C, E	267	170
05/27/24 – 05/31/24	A, B, C, E	305	201

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

TRANSIT SECURITY TRAIN RIDING TEAMS – MAY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
05/06/24 – 05/10/24	A, B, C, E	77	82	44
05/13/24 – 05/17/24	A, B, C, E	74	87	51
05/20/24 – 05/24/24	A, B, C, E	70	84	47
05/27/24 – 05/31/24	A, B, C, E	78	85	49

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.

Operator Safety

In May, operator assaults decreased by one assault when compared to April 2024 (11 vs. 12). Using hands (punching, slapping), and spitting were the top methods of assault. Of the 11 assaults, all reported a bus barrier in use. Of the reported assaults, one victim required medical transport. All 11 assaults occurred on various bus lines, and the occurrences of operator assaults are scattered throughout Metro’s service area. Four of the assaults occurred between 12 noon and 5:59 p.m., four assaults occurred between 12:00 a.m. and 5:59 a.m., and three assaults occurred between 6:00 p.m. and 11:59 p.m. The Maintenance Department is actively working to retrofit the entire fleet with extended barriers. As of May 31, 27 retrofit barriers have been installed; 90 additional are planned for installation in June.

Figures A and B provide context for how operator assaults this month compared to prior months and years, respectively. Methods of assaults for the month are illustrated in Figure C.

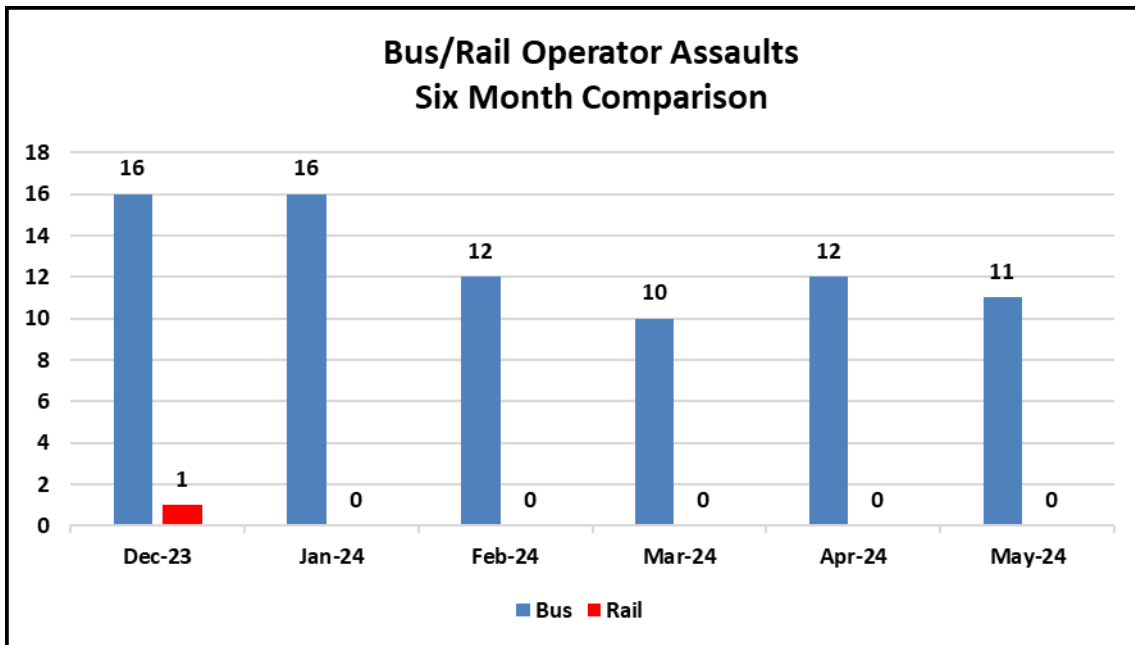


Figure A: Bus/Rail Operator Assaults

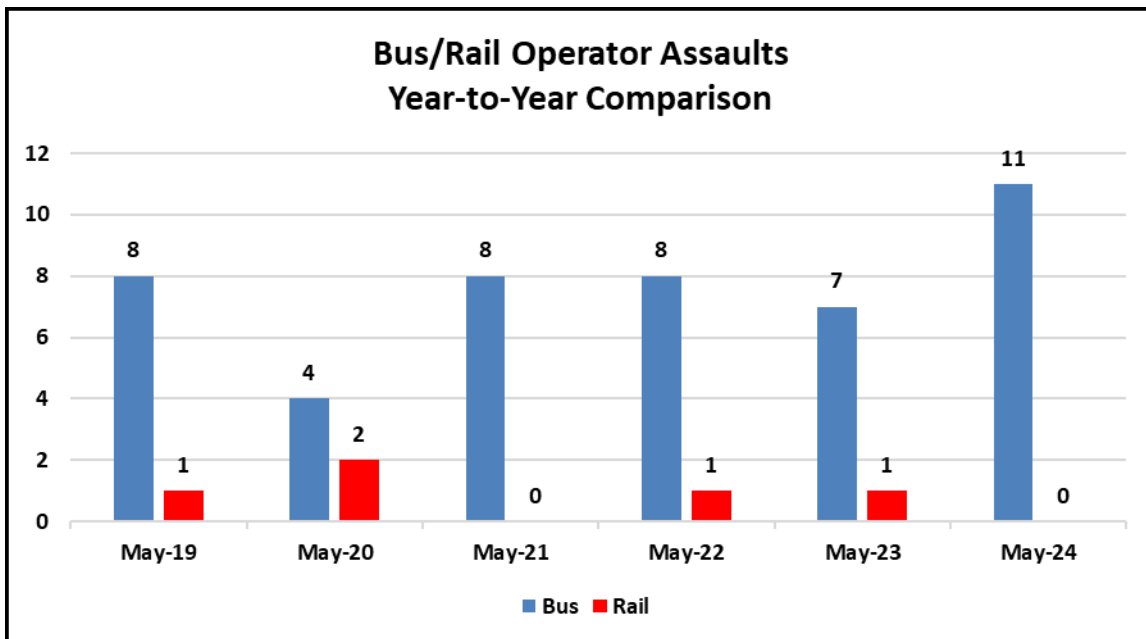


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison

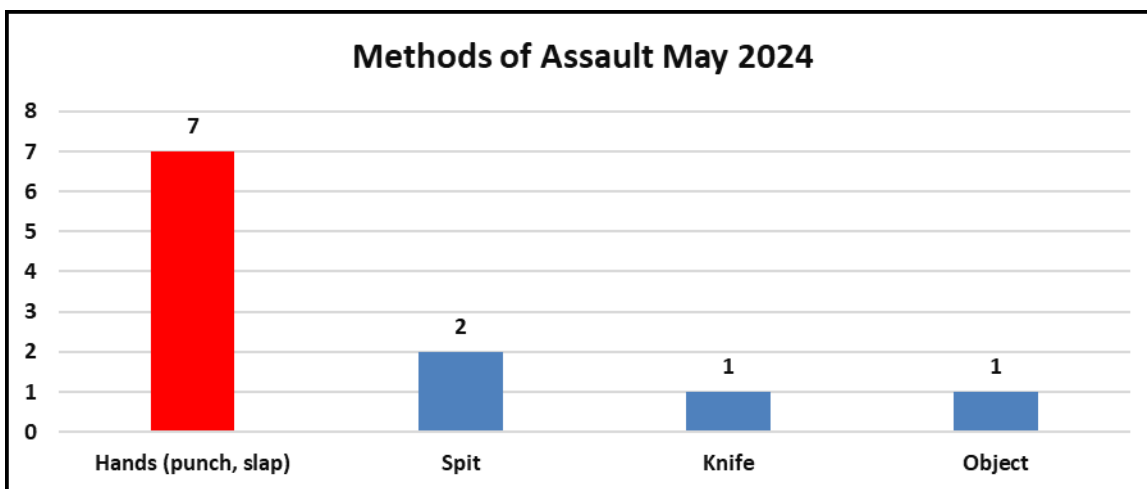


Figure C: Methods of Assault

Bus Safety Teams

Transit Security Bus Safety Teams rotate across the top 10 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 May, an end-of-line operation was conducted during Owl Service in Santa Monica at the terminus points for Line 4 and Line 720 to address bus operator concerns about non-destination travelers refusing to alight buses at the end of the line. This Bus Safety Team operation resulted in 207 removals for non-compliance on Line 4 between May 6 and May 17 and 203 removals for non-compliance on Line 720 between May 20 and May 31. Staff received positive feedback from bus operators and Division 7 management on this operation.

TRANSIT SECURITY BUS SAFETY TEAMS – MAY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
05/06/24 – 05/10/24	2, 4, 207, 720	99	170	149
05/13/24 – 05/17/24	2, 4, 207, 720	97	154	152
05/20/24 – 05/24/24	2, 4, 207, 720	92	168	167
05/27/24 – 05/31/24	2, 4, 207, 720	93	152	142

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 are tentatively scheduled to be deployed by late Summer 2024. The MTS teams are augmented with law enforcement support. Law enforcement Bus Teams conduct bus boardings, which is when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board. In May, there were 4,269 and 9,158 bus boardings by LAPD officers and LASD deputies, respectively.

In addition to Code of Conduct enforcement, 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.

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.

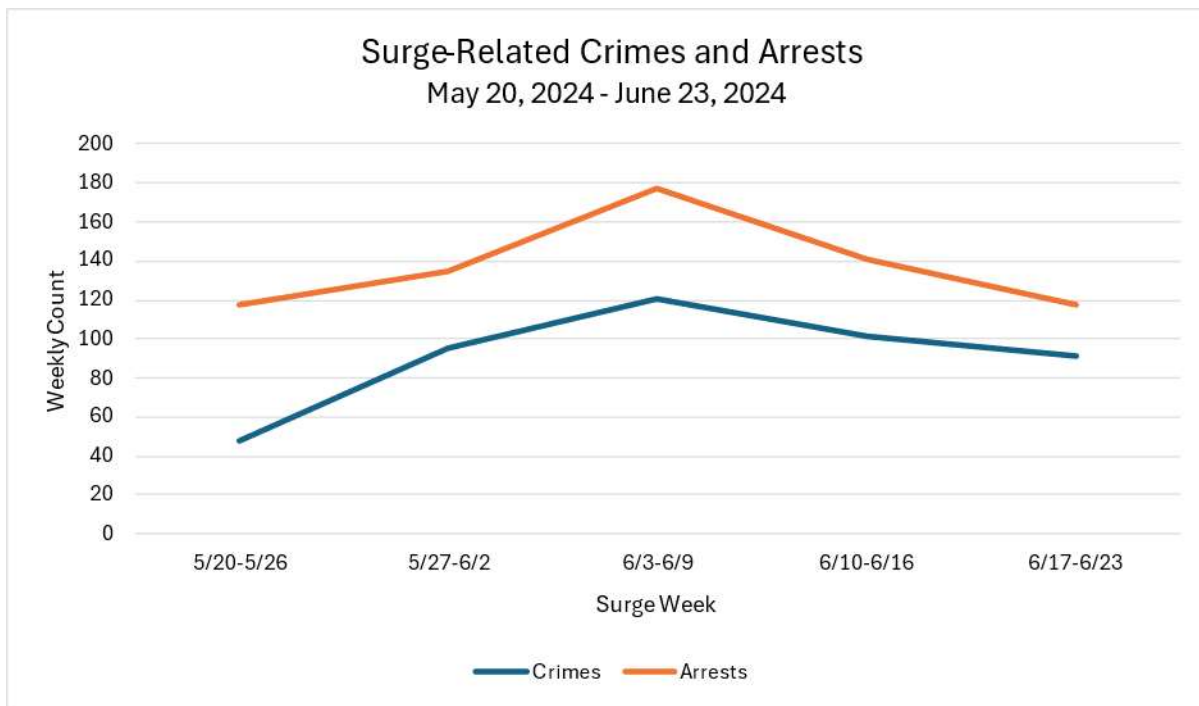
ACTIVITIES

Public Safety Surge Update

Metro continued its public safety surge operation of increasing public safety personnel on buses and trains for the month of June. The following is a snapshot of activities for the first four weeks (May 20-June 23):

Agency	Category	5/20-5/26	5/27-6/2	6/3-6/9	6/10-6/16	6/17-6/23	Total to Date
LAPD	Crimes	48	95	114	100	90	447
	Arrests	112	132	177	140	117	678
LASD	Crimes	0	0	7	1	0	8
	Arrests	5	3	0	1	0	9
Contract Security	Crimes	22	29	26	0	0	77
	Arrests	11	0	0	0	6	17

Note: LBPD has not surged its presence pursuant to Motion 41, and thus generally reports no surge-related crime or arrest activity; however, they did report one instance of vandalism on June 21.



Note: Contract Security work in cooperation with Metro law enforcement partners such that any crime or arrest recorded by Contract Security also results in a police report after the handover of the suspect(s) and/or incident information to the police. To avoid double-counting, crimes or arrests reported by Contract Security are excluded when only totals are shown. However, when breaking out crimes and arrests by agency, Contract Security numbers are still listed to show their contribution to Metro’s public safety initiatives.

After analyzing five weeks of surge data, we observed the following:

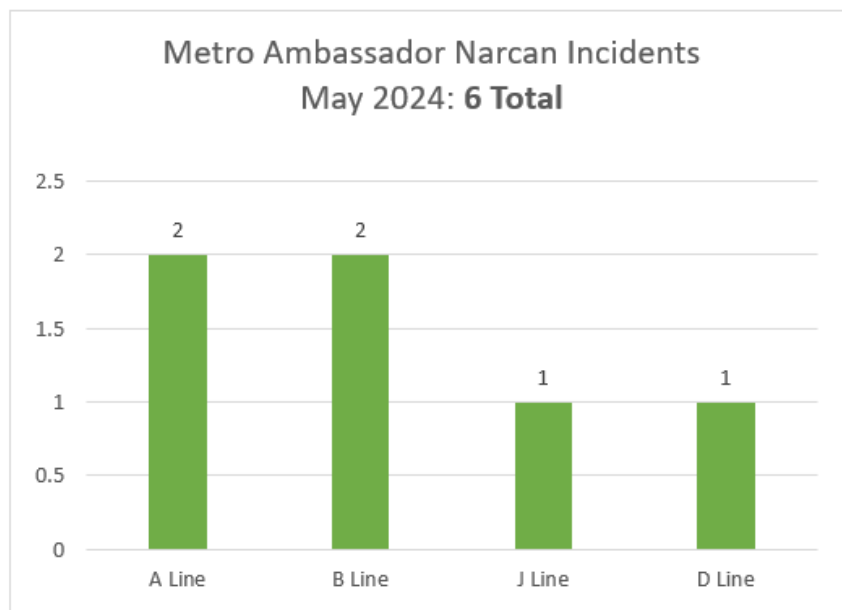
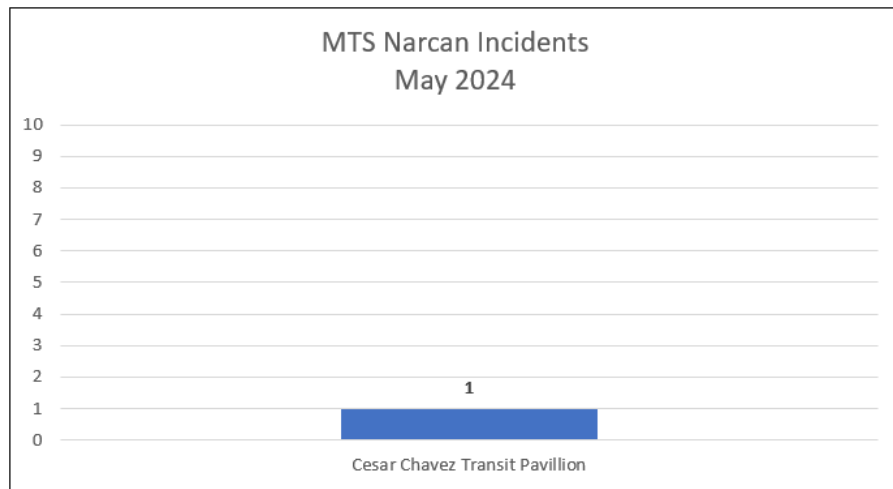
- LAPD reported 447 crimes - 385 were for Trespassing (86% of all crimes)
- LASD reported 8 crimes - all 8 were for Narcotics
- LBPD reported 1 crime (Vandalism, on June 21)
- Contract Security reported 77 crimes - 41 were for Vandalism and 27 were for Trespassing

Law enforcement weekly data showed that crime reporting increased even in the two weeks before the surge. This may be attributed to actual increases in crime or to changes in deployments following the highly publicized crimes committed in the transit system and related media coverage that led to the surge. The first week that included the surge, May 19 to May 25, was the highest, which is expected, as crime reporting improves when there is an increase in law enforcement on the system. Staff will continue to analyze data reported through a bias-free policing lens to ensure and address any inequities presented and provide updates on the surge and its activities in future months.

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 May, MTS saved one life, while Metro Ambassadors saved five lives through the timely administration of Narcan. LASD reported two Narcan incidents in May, an

increase of one over April.



In total, 9 Narcan incidents were reported in May, a 55% decrease from the 20 reported incidents in April. The continued observed decline on the B Line can be attributed to the 24/7 coverage of contract security and their efforts to keep the ancillary (non-public) areas clear in addition to actively addressing issues, such as trespassing on the tracks and right of way and assisting the offloading of non-destination travelers at end-of-line stations. Additionally, the use of upgraded intrusion detection at certain station ancillary areas provides for proactive alerting, which allows streamlined communication between the Rail Operations Center and the Security Operations Center and a direct dispatch of contract security officers to trespassing in ancillary areas that are known for being briefly occupied for drug use.

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). Both are currently at 90% completion. An initial version of the dashboard showing crime and arrest statistics is expected to be available for acceptance testing by the middle of July and released in August.

Emergency Management Update

In May, the Emergency Operations Center (EOC) Finance and Administrative Team, comprised of representatives from Emergency Management, Planning and Development, and Finance, received notification from FEMA of an award in the amount of \$947,943.92, as reimbursement for force account labor expensed during the COVID-19 Pandemic. Staff will continue to work on COVID-19-eligible activities to secure additional reimbursement.

On May 18, the Emergency Management Department (EMD) conducted the fifth of 11 planned exercises for this calendar year. The full-scale exercise was conducted at the E Line Culver City Station using an Arson Fire scenario. During this exercise, EMD worked with Metro's Accessibility Department to recruit patrons with disabilities to participate among the volunteers evacuated by first responders. The objectives were to increase engagement with local first responders, improve response time and awareness of response procedures, assess first responders' evacuation process from an overhead station with non-ambulatory and visually impaired patrons, and enhance coordination and communication with our first responder and jurisdictional partners. Participants included the Los Angeles Sheriff's Department, the Culver City Police Department, the Los Angeles Police Department, the Los Angeles Fire Department, Culver City Fire Department, Culver City Traffic Division, Ivy Station Property Management, the Metro Accessibility Department, Metro Transit Ambassadors, Metro Revenue Blue Shirts, Metro Maintenance of Way, Rail Operations, Rail Operations Control Center, Bus Operations Control Center, E Line Management, and the Emergency Management Department.



Ancillary Areas Motion 30 Response - Quarterly Update

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

Maintenance

- All ancillary areas along the B, D, E, and K lines are cleaned weekly by Custodial Services.
- The feedback received from Metro employees is that the ancillary areas have maintained desirable results.
- This is a direct result of the increased frequency of corridor inspections by Contract Security officers, increased frequency of station corridor cleaning, new cleaning products, updated Standard Operating Procedures for chemical and staff safety, and equipment that protects staff from potential exposure to untreated corridors.

Security

- As of May 1, 2024, 87 Contract Security officers continue to be deployed on the system to support the ancillary efforts.
- Contract Security is 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 trespassers they encounter.
- Contract Security efforts resulted in 22 trespassing arrests in ancillary areas in the month of May.
- Contract Security continues to respond to ancillary door alarms set off by intruders, with an average response time of 6 minutes. Contract Security is instrumental in keeping the ancillary

areas clean by providing security escorts to custodial services while the ancillaries are cleaned.

- Contract Security reports damage, repair requests, and clean-up requests via the Metro Transit Watch app between the regularly scheduled clean-ups.

Alarms

- All audible alarms at the B/D Line ancillary doors have been programmed to activate for up to two hours if the door was entered or exited without first tapping a valid employee ID card on the adjacent badge reader.
- The alarms are reset by Contract Security officers at the station only via the badge readers, and any observed activities are reported to the Security Operations Center.

Staff will continue to provide quarterly updates to the Board on the above activities and their progress.

CUSTOMER COMMENTS

Social Media Comments

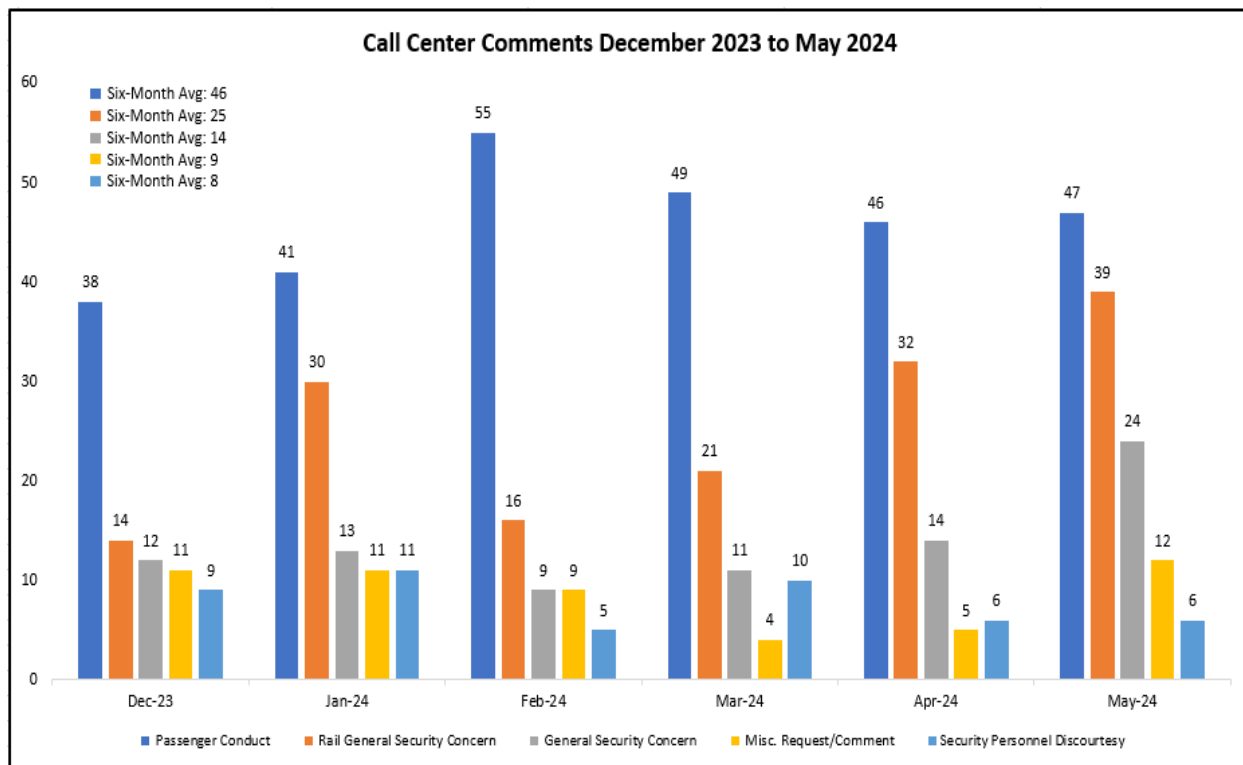
Consistent with the other social media channels, Reddit's volume of posts and comments increased by 50% from April, and sentiment continued to be more negative overall. When discussing safety and security at specific Metro stations, the highest percentage of comments continue to mention Union Station. Users also expressed security concerns at Harbor Freeway Station, primarily concerning graffiti. At the Wilshire/Western Station, riders expressed concern over open drug use in the station and individuals experiencing homelessness who are blocking ADA access to the station. Positive comments in May focused on the visible security presence on the system, specifically Ambassadors and TSOs, increasing the safety among riders. SSLE will continue to ensure a visible security presence through comprehensive security resources.

There was also high engagement with our TAP-to-Exit pilot at the North Hollywood Station on the B Line. Many commenters stated that the extra layer of security and fare enforcement "would be a big step toward safety."

Call Center Comments

From April to May, customer comments related to *Passenger Conduct* increased by 2.2% from 46 to 47. 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.

Customer comments related to *Rail General Security Concern* and *General Security Concern* increased by 21.9% (32 to 39) and 71.4% (14 to 24), 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.

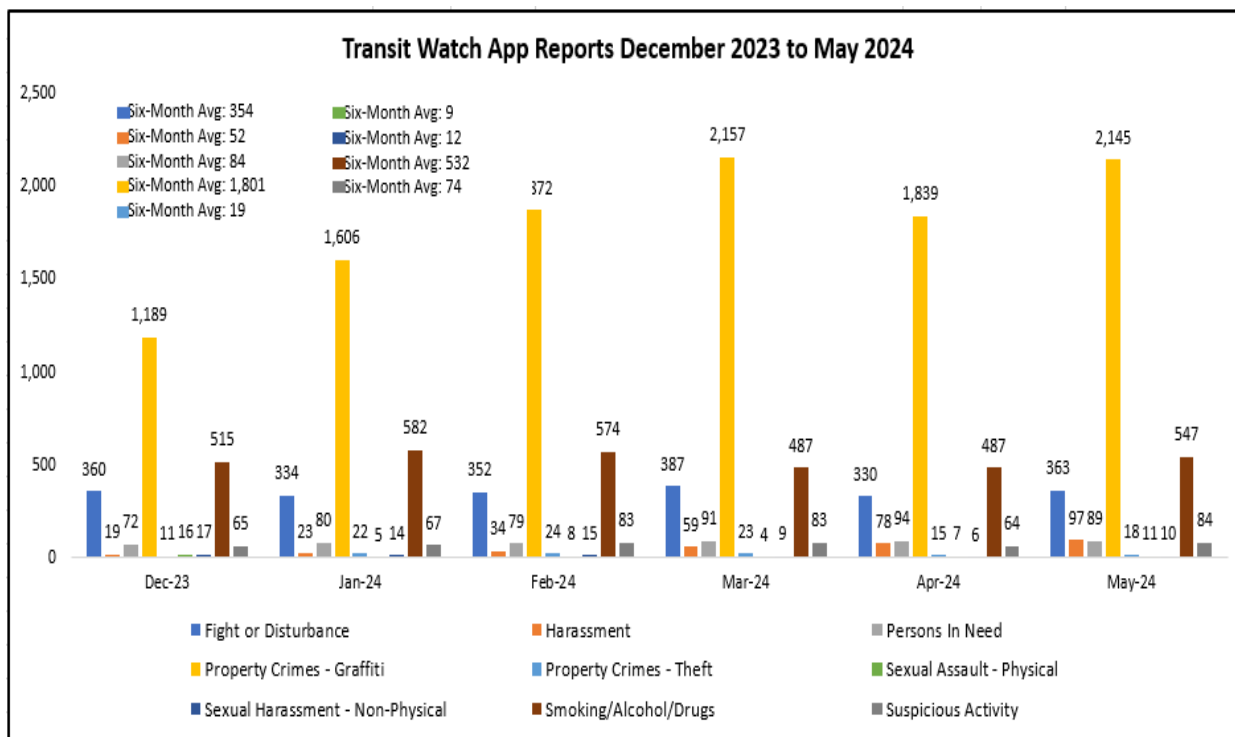
Transit Watch (TW) App Reports

Transit Watch App reports related to safety and criminal activity for May totaled 3,364, an increase of 15.2% compared to April. The Security Operations Center’s Security Control Specialists’ (SCS) response time for receiving the report to initial contact with the reporting party increased by 6.5% from April to May (0.49 minutes). By comparison, in FY23, the average response time was 4.9 minutes, exceeding the fiscal year’s target of 4 minutes. For FY24, SSLE established a target response time of 2 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 number for May exceeds the target goal and demonstrates 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, fights or disturbances, harassment, and property crimes-graffiti reports increased from April to May. Property crimes-graffiti made up most of the incidents, at 64%.

Graffiti incidents reported in May were 2,145 vs. 1,839 in April (a 16.6% increase). Of the 2,145 graffiti incidents captured, Ambassadors reported 73.1% (1,569) of these occurrences, a 14.3% increase compared to 1,373 reported in April. The number of harassment reports submitted in May was 97 vs. 78 in April (a 24.4% increase), while the fight or disturbance reports submitted in May were 363 vs. 330 in April (a 10.0% increase).



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/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 May were Willowbrook/Rosa Parks Station (85), Hawthorne/Lennox Station (69), and Avalon Station (69). The top locations reporting harassment incidents were 7th Street/Metro Center Station (11), followed by Expo/La Brea, Aviation/LAX,

Hollywood/Highland, Vermont/Sunset, Union Station, and Wilshire/Vermont, which reported three incidents each. The top three locations reporting fight or disturbance incidents were 7th Street/Metro Center Station (13), Union Station (10), and North Hollywood (8).

METRO AMBASSADOR PROGRAM UPDATE

A Metro Ambassador's role is to provide support to riders, connect riders to resources, and report 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.

Bus Lines 106 & 605 Deployment: As of late April 2024, we have deployed three Ambassador teams per shift around the **USC General Hospital area**, deploying from Cesar Transit Plaza to the Marengo/State bus stop, to increase uniform presence in that area and improve the customer experience for our riders. We continue building positive relations each day with the Hospital Administration, Healthcare Workers and the ridership in the area.

Ambassador Surge Deployment: In late May, we began deploying additional Ambassadors during peak times across two 4-hour shifts with the goal of increasing Ambassador visibility at key locations and providing more support for riders. By the end of June 2024, 52 additional Ambassadors will be deployed daily during peak times.

Emergency Management Exercise. On May 18, Metro Ambassadors participated in the Annual E-Line "Arson on a Train at Culver City Station" exercise coordinated by Emergency Management.

Public Safety Advisory Committee (PSAC) Ambassador Ride Along: On May 8, Metro Ambassador Program Senior Director Karen Parks participated in another PSAC Metro Ambassador Ride Along. PSAC members had the opportunity to observe firsthand the work performed by Metro Ambassadors on the system and ask questions.

May 14 & 16, On the Move Riders Program Tours: The Metro Ambassador project team participated in the tour for the On the Move Riders Program, which is catered towards older adults. The project team provided participants with a program overview, and participants had the opportunity to meet Metro Ambassadors at Union Station.

May 2024 Special Deployments

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

- Ambassador Surge Deployments
- Bus Lines 106 & 605 Deployments (USC General Hospital area)
- Dodger Games
- Cruel World Festival
- Billie Eilish Live Nation Album Listening Party

- Just Like Heaven Music Festival
- Long Beach Pride Festival
- Downtown Santa Monica service detours and other unplanned service detours as needed

By the numbers

For the month of May 2024, Metro Ambassadors conducted 69,962 customer engagements and reported the following:

- 1,920 Cleanliness Issues (2.2% decrease from last month)
- 1,564 Graffiti Incidents (14.2% increase from last month)
- 388 Elevator and Escalator Problems (8.1% increase from last month)
- 308 Safety Issues (6.2% increase from last month)

Ambassadors in Action

- **May 1, 2024, On Train (A Line), 8:09 AM.** Metro Ambassadors found a bag full of an unknown substance that appeared to be drugs on the train floor. Ambassadors notified SOC and ROC and reported it via the Transit Watch App so that it could be retrieved. Sheriff's deputies collected it at Arcadia Station.
- **May 21, 2024, Sherman Way Station, 7:04 PM.** Metro Ambassadors observed smoke at the edge of the station's parking lot. Ambassadors approached the area and noticed some bushes and a palm tree were in flames. Metro Ambassadors called 911 and BOC. The fire department arrived at the scene shortly after and extinguished the flames.
- **May 26, 2024, Florence Station, 8:17 PM.** A rider approached Metro Ambassadors requesting assistance for their unconscious friend. The Ambassadors administered two doses of Narcan, performed CPR, and called 911. The victim regained consciousness and refused further medical assistance.
- **May 31, 2024, Slauson & Washington Stations, 3:12 PM.** Metro Ambassadors were redeployed to remain fixed at the Slauson and Washington A line Stations to assist riders through the unplanned bus bridge set up due to an incident preventing the train from passing through Vernon Station. Ambassadors remained until 6:30 PM, when the service disruption was cleared.

Metro Ambassadors will continue notifying the public about ongoing service disruptions as needed.

Positive Customer Feedback - Metro Ambassadors

During May 2024, 6 Metro Ambassadors were recognized through the Special Thanks and Recognition (S.T.A.R.) form.

In one instance, a customer wrote: "I'm writing to commend Rafael Guadamuz for his exceptional helpfulness. Recently, Rafael assisted my grandmother by carrying her backpack. This seemingly

simple act of kindness made a big difference for her, and I truly appreciate his willingness to go the extra mile. Rafael's thoughtfulness is a shining example of excellent customer service, and I hope his actions are recognized”.

In another, a customer wrote: “A Huge Thank You to Metro Heroes Rafael Guadamuz and Mariah Love...I witnessed a horrific situation unfold on a train where an unhoused person attempted to harm a patron. In the midst of this chaos, Rafael and Mariah stepped up and took control. Their calm and collected demeanor helped to de-escalate the situation and ensure the safety of everyone on board. Their actions undoubtedly prevented further violence and created a sense of order amidst the panic. I was particularly impressed by their professionalism throughout the ordeal. They remained composed and acted swiftly, ensuring the safety of all passengers. It's clear that they are highly trained and capable individuals who are dedicated to their jobs and the well-being of the people they serve. Thanks to Rafael and Mariah's quick thinking and courage, a potentially tragic situation was averted. Their actions are a true testament to the professionalism and dedication of Metro employees. I left the train feeling safe and very satisfied with the way they handled the situation. Once again, thank you Rafael Guadamuz and Mariah Love for your heroism!”.

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 strategically together 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 Bus Safety Teams continue to assist with offloading during Owl Service. In May, Bus Safety Teams were at the terminus points of Lines 4 and 720 in Santa Monica. Since bus operators continue to express the need for more security presence during Owl Service, this recent operation shows that their voices are being heard and action is being taken to address their concerns. 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 - Board Motion 30

Attachment C - Arrests by Race & Ethnicity May 2024
Attachment D - Total Crime Summary May 2024
Attachment E - Systemwide Law Enforcement Overview May 2024
Attachment F - MTA Supporting Data May 2024
Attachment G - Bus & Rail Operator Assaults May 2024
Attachment H - Sexual Harassment Crimes May 2024
Attachment I - Daily Surge Demographics Data

Prepared by: Robert Gummer, Interim Deputy Chief, System Security & Law
Enforcement Officer, (213) 922-4513

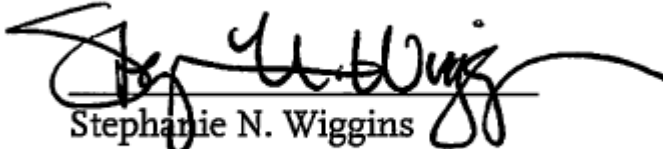
Vanessa Smith, Executive Officer, Customer Experience, (213) 922-7009

Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

Reviewed by: Kenneth Hernandez, Interim Chief Safety Officer, Chief Safety Office, (213) 922-2990

Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213)
940-4060

Conan Cheung, Chief Operations Officer, Operations, (213) 418-3034


Stephanie N. Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2024-0365, **File Type:** Motion / Motion Response

Agenda Number: 31.

REGULAR BOARD MEETING MAY 23, 2024

Motion by:

DIRECTORS BASS, BARGER, HAHN, SOLIS, NAJARIAN, AND YAROSLAVSKY

Metro Public Safety Surge Motion

Recently, our system has endured an uptick in violence and crime. Law enforcement agencies are reporting a rise in crime, resulting in increased arrests and citations for trespassing, narcotics, and weapons possession. As Metro ridership continues to increase to pre-pandemic levels, reaching more than 950,000 weekday riders in March 2024, the increase in crime threatens to derail our goal of exceeding 1.2 million weekday riders if we cannot ensure the safety of those who want and need to use the bus and rail system. As a Board, we propose urgent, decisive action to keep our riders, employees, and community members safe.

The Metro Board of Directors took swift action last month to approve the manufacture and installation of reinforced physical barriers to better protect bus operators from this senseless violence. Metro's entire bus fleet is anticipated to be fitted with new barriers by the end of the year. However, this is not enough. There has been a surge in violent crimes across the Metro bus and rail system over the past 3 months, resulting in death, injuries, and increased safety concerns for Metro's riders and frontline employees.

Additionally, Wi-Fi and cell phone service are not reliably available throughout Metro's rail system, hampering our riders' ability to communicate with public safety personnel. Metro's Transit Watch Mobile App, for instance, allows riders to directly contact emergency and law enforcement personnel by text or phone, but requires Wi-Fi or cellular service. We must ensure Wi-Fi and cell phone service are available systemwide so that riders can quickly and easily contact public safety personnel when needed.

While Metro and its security partners have taken many steps to improve safety, we must do more to ensure the safety of our riders and employees across the system.

SUBJECT: METRO PUBLIC SAFETY SURGE MOTION

RECOMMENDATION

APPROVE Motion by Bass, Barger, Hahn, Solis, Najarian, and Yaroslavsky that the Board direct the

Chief Executive Officer to:

- A. Increase the daily planned deployment of public safety personnel, adjusting deployment to focus on the rail cars, buses, and stations with the highest incidents of crime and public safety issues so that riders and frontline employees feel safe.
- B. Direct public safety personnel, including Los Angeles Police Department, Los Angeles Sheriff's Department, Long Beach Police Department, and Metro Transit Security officers to be physically present on buses and trains.
- C. Direct public safety personnel to proactively walk through rail cars and ride buses. Public safety personnel must also schedule overlapping or staggered shift times to ensure continuity and avoid gaps in coverage.
- D. Establish a unified command led by Metro's Systems Security & Law Enforcement Department, with representation from all public safety resources.
- E. Ensure that cellular service is enabled and working at all underground metro rail stations, on the platforms, and during transit throughout the rail system, and bolster education and awareness of Metro's Transit Watch Mobile App so riders can directly access an emergency response.



Metro

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

Board Report

File #: 2023-0598, File Type: Motion / Motion Response

Agenda Number: 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- A. Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- B. Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- C. Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- D. Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.



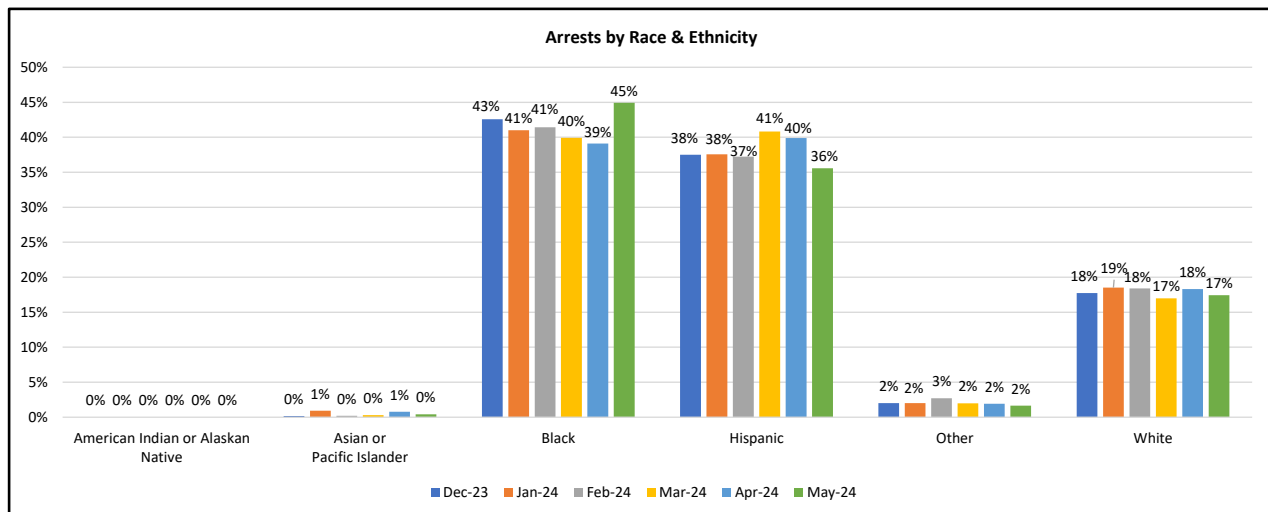
SYSTEM SECURITY & LAW ENFORCEMENT

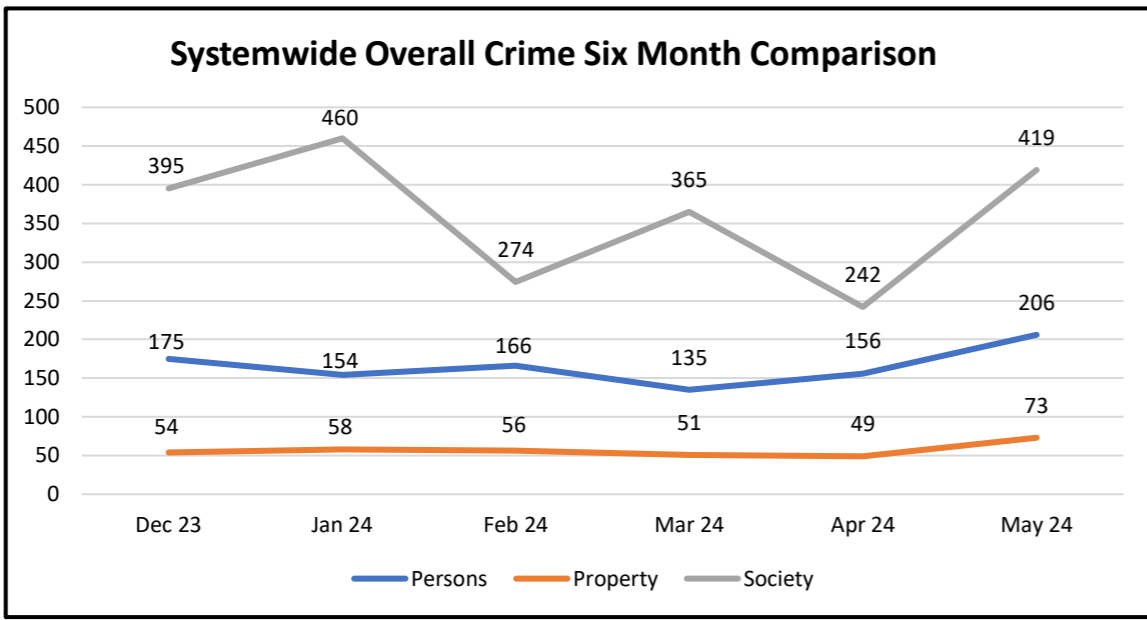
Attachment C

Arrests May 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	3	35	292	24	235	0	12	15	112	728
Total	0		3		327		259		12		127		728
% Share	0.00%		0.41%		44.92%		35.58%		1.65%		17.45%		100.00%

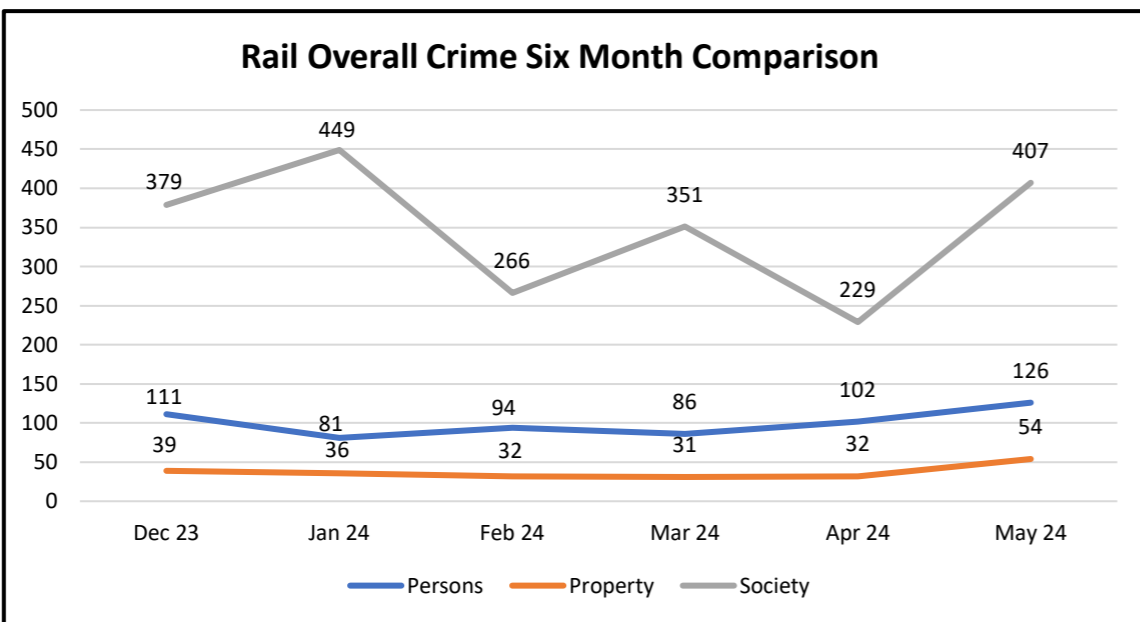
Arrests May 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	3	26	4	32	0	1	1	6	73
Rail Systemwide	0	0	0	3	29	244	19	187	0	11	12	99	604
Union Station and 7th & Metro Station	0	0	0	0	3	22	1	16	0	0	2	7	51
Total	0		3		327		259		12		127		728
% Share	0.00%		0.41%		44.92%		35.58%		1.65%		17.45%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) May 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	6	43	3	36	0	3	1	8	100
B Line (Red)	0	0	0	3	14	151	14	113	0	7	7	76	385
C Line (Green)	0	0	0	0	2	16	1	23	0	1	1	1	45
D Line (Purple)	0	0	0	0	1	3	0	2	0	0	2	4	12
E Line (Expo)	0	0	0	0	4	29	1	11	0	0	1	8	54
Bus - G Line (Orange)	0	0	0	0	1	5	1	5	0	0	0	1	13
Bus - J Line (Silver)	0	0	0	0	0	0	0	1	0	0	0	0	1
K Line	0	0	0	0	2	2	0	2	0	0	0	2	8
Union Station	0	0	0	0	3	19	1	14	0	0	2	7	46
7th & Metro Station	0	0	0	0	0	3	0	2	0	0	0	0	5
Bus Systemwide (excludes G & J Lines)	0	0	0	0	2	21	3	26	0	1	1	5	59
Total	0		3		327		259		12		127		728
% Share	0.00%		0.41%		44.92%		35.58%		1.65%		17.45%		100.00%

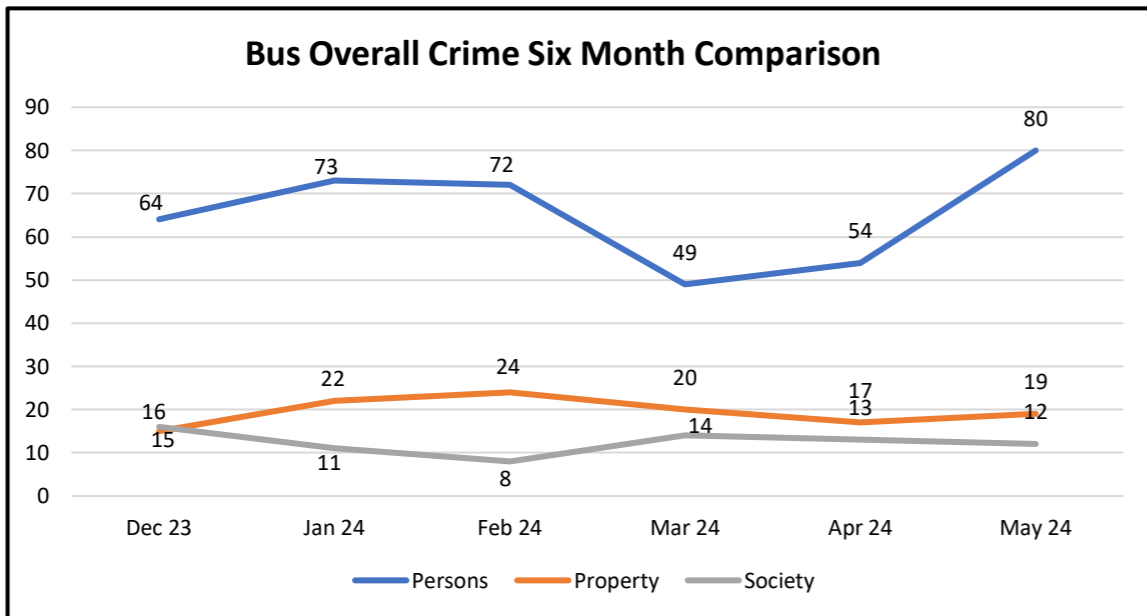




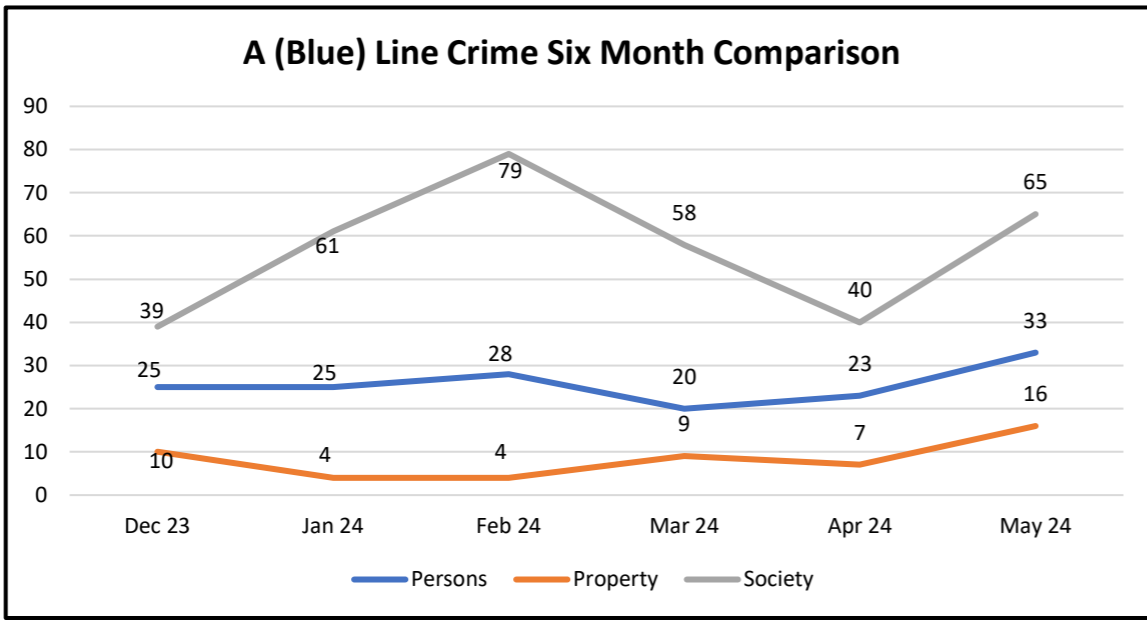
Systemwide	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	55	32	71.9%
Agg Assault on Op	3	6	-50.0%
Battery	82	73	12.3%
Battery on Operator	8	6	33.3%
Homicide	1	1	100.0%
Rape	1	0	100.0%
Robbery	46	28	64.3%
Sex Offenses	10	10	0.0%
Subtotal	206	156	32.1%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	1	-100.0%
Burglary	1	2	-50.0%
Larceny	50	36	38.9%
Motor Vehicle Theft	3	1	200.0%
Vandalism	19	9	111.1%
Subtotal	73	49	49.0%
Crimes Against Society			
Narcotics	95	64	48.4%
Trespassing	303	166	82.5%
Weapons	21	12	75.0%
Subtotal	419	242	73.1%
Total	698	447	56.2%



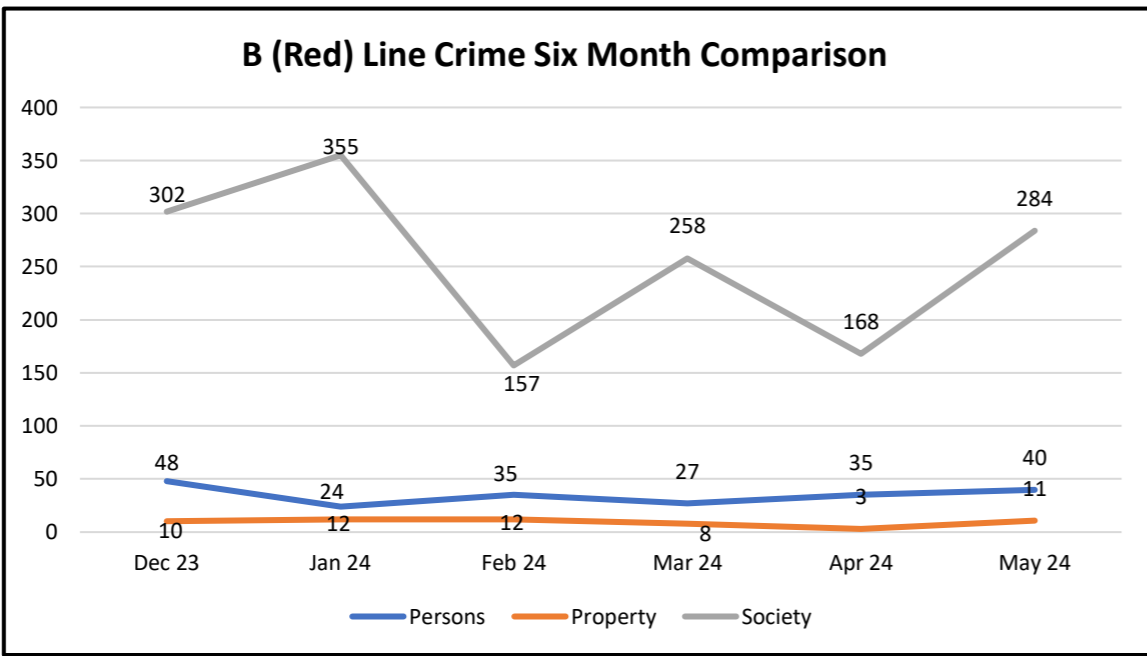
Rail	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	35	22	59.1%
Agg Assault on Op	0	0	0.0%
Battery	53	51	3.9%
Battery on Operator	0	0	0.0%
Homicide	0	1	-100.0%
Rape	1	0	100.0%
Robbery	30	21	42.9%
Sex Offenses	7	7	0.0%
Subtotal	126	102	23.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	1	-100.0%
Burglary	1	2	-50.0%
Larceny	43	25	72.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	9	3	200.0%
Subtotal	54	32	68.8%
Crimes Against Society			
Narcotics	88	55	60.0%
Trespassing	300	162	85.2%
Weapons	19	12	58.3%
Subtotal	407	229	77.7%
Total	587	363	61.7%



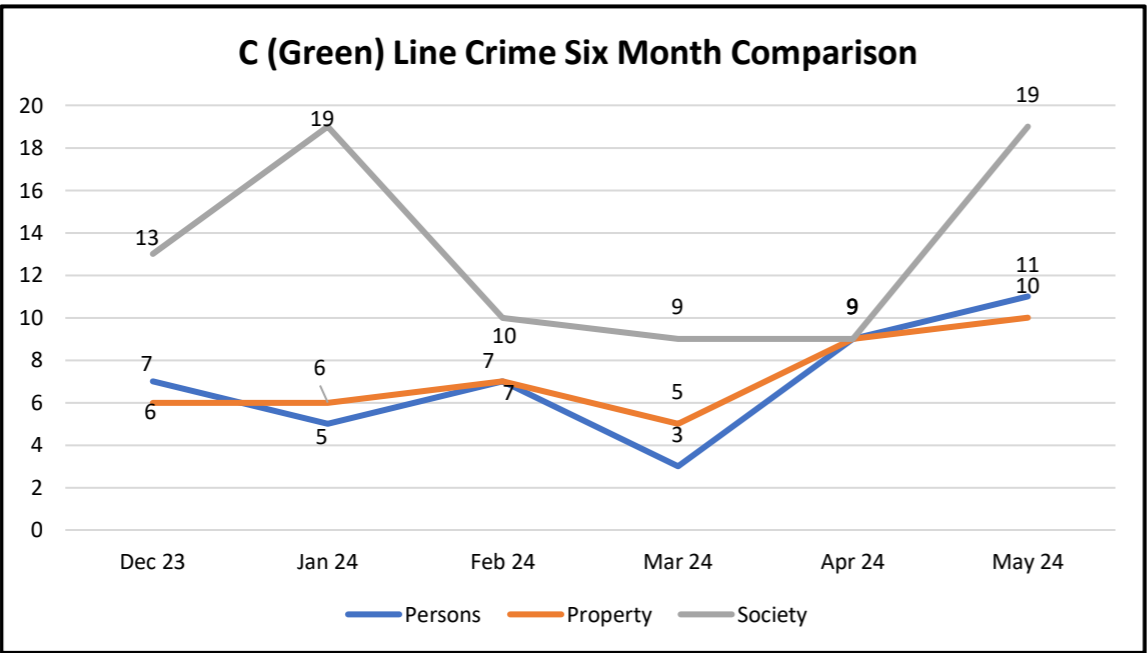
Bus	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	20	10	100.0%
Agg Assault on Op	3	6	-50.0%
Battery	29	22	31.8%
Battery on Operator	8	6	33.3%
Homicide	1	0	100.0%
Rape	0	0	0.0%
Robbery	16	7	128.6%
Sex Offenses	3	3	0.0%
Subtotal	80	54	48.1%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	11	-36.4%
Motor Vehicle Theft	2	0	200.0%
Vandalism	10	6	66.7%
Subtotal	19	17	11.8%
Crimes Against Society			
Narcotics	7	9	-22.2%
Trespassing	3	4	-25.0%
Weapons	2	0	200.0%
Subtotal	12	13	-7.7%
Total	111	84	32.1%



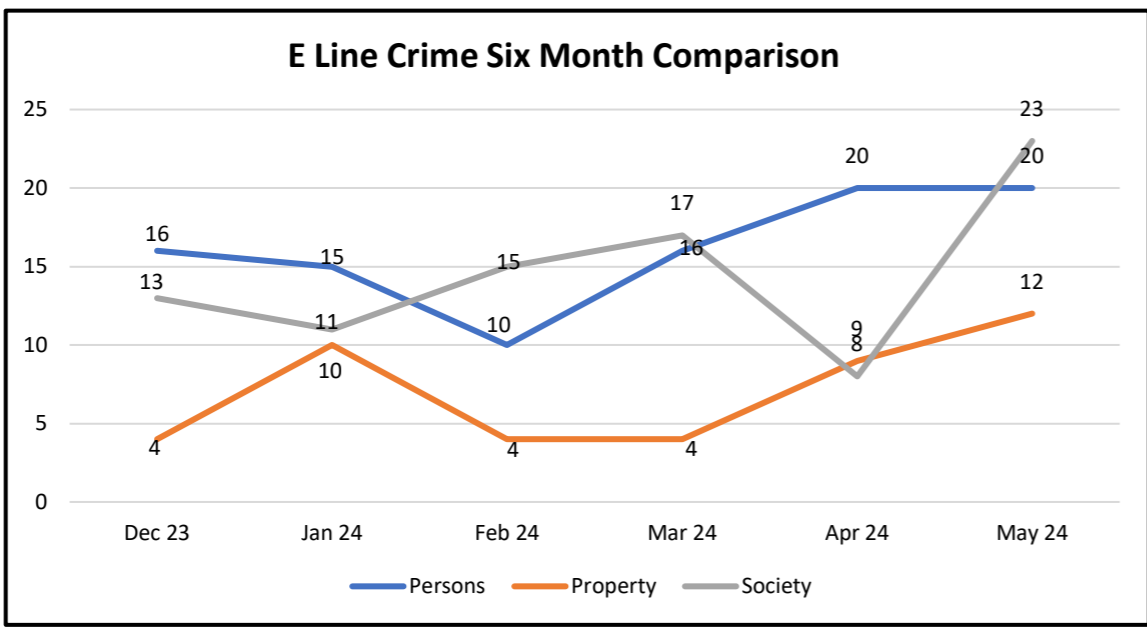
A (Blue) Line	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	7	9	-22.2%
Agg Assault on Op	0	0	0.0%
Battery	15	10	50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	7	4	75.0%
Sex Offenses	3	0	300.0%
Subtotal	33	23	43.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	1	-100.0%
Burglary	0	1	-100.0%
Larceny	10	4	150.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	5	1	400.0%
Subtotal	16	7	128.6%
Crimes Against Society			
Narcotics	13	10	30.0%
Trespassing	49	27	81.5%
Weapons	3	3	0.0%
Subtotal	65	40	62.5%
Total	114	70	62.9%



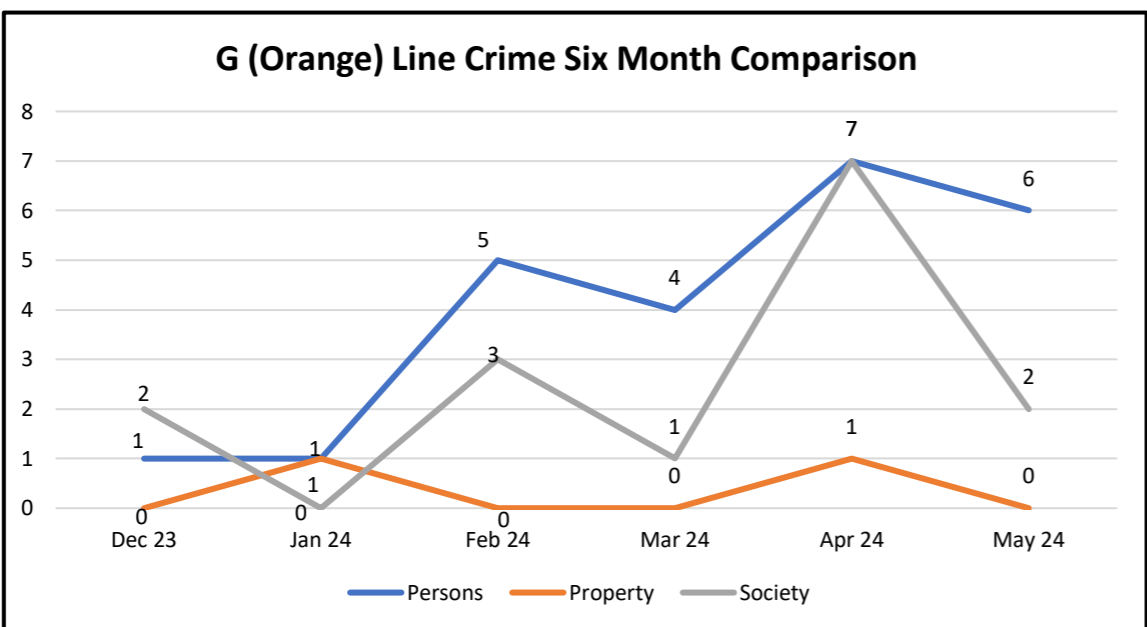
B (Red) Line	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	12	4	200.0%
Agg Assault on Op	0	0	0.0%
Battery	17	21	-19.0%
Battery on Operator	0	0	0.0%
Homicide	0	1	-100.0%
Rape	0	0	0.0%
Robbery	8	4	100.0%
Sex Offenses	3	5	-40.0%
Subtotal	40	35	14.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	10	3	233.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	11	3	266.7%
Crimes Against Society			
Narcotics	55	37	48.6%
Trespassing	218	123	77.2%
Weapons	11	8	37.5%
Subtotal	284	168	69.0%
Total	335	206	62.6%



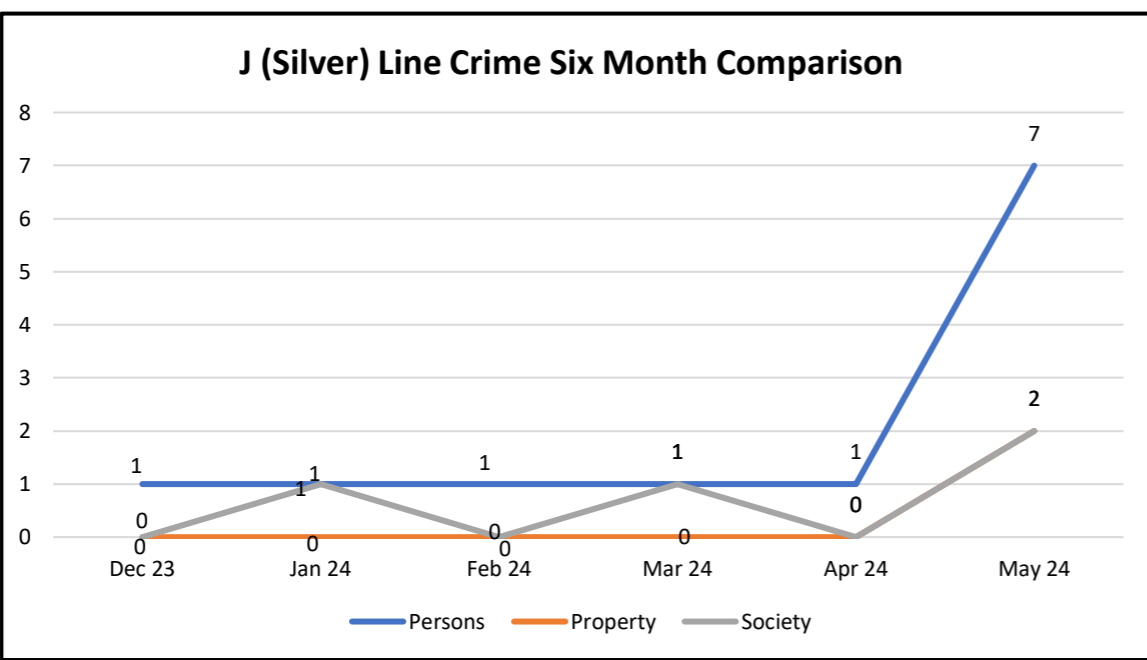
C (Green) Line	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	3	4	-25.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	7	5	40.0%
Sex Offenses	0	0	0.0%
Subtotal	11	9	22.2%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	9	8	12.5%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	1	0	100.0%
Subtotal	10	9	11.1%
Crimes Against Society			
Narcotics	11	6	83.3%
Trespassing	6	2	200.0%
Weapons	2	1	100.0%
Subtotal	19	9	111.1%
Total	40	27	48.1%



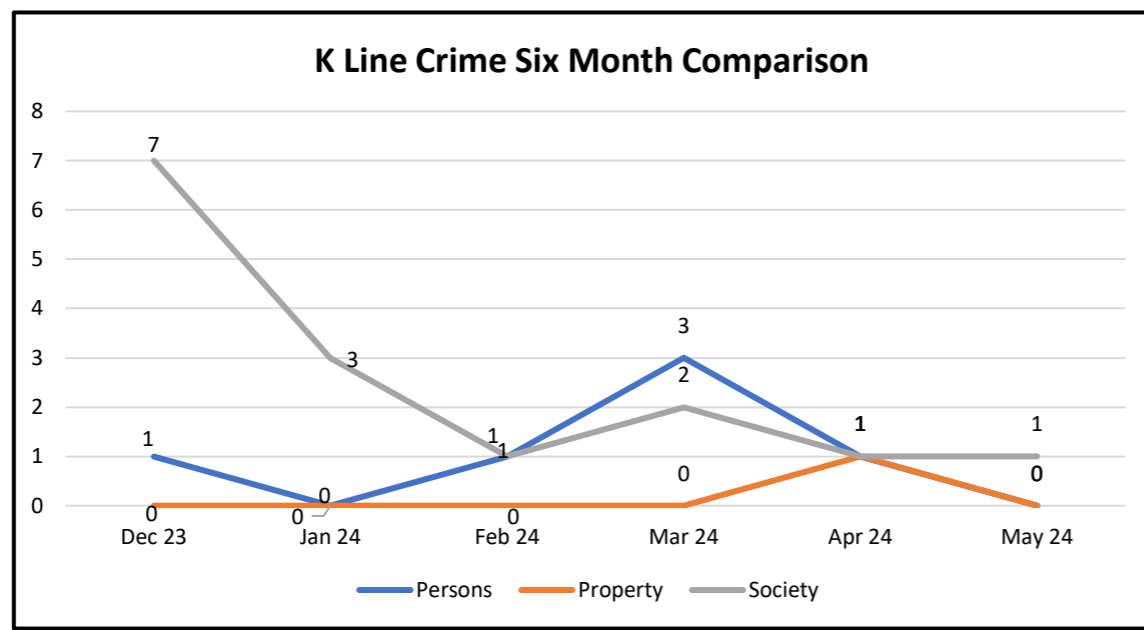
E Line	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	9	3	200.0%
Agg Assault on Op	0	0	0.0%
Battery	6	9	-33.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	6	-33.3%
Sex Offenses	1	2	-50.0%
Subtotal	20	20	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	1	0	100.0%
Larceny	11	9	22.2%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	12	9	33.3%
Crimes Against Society			
Narcotics	2	2	0.0%
Trespassing	21	6	250.0%
Weapons	0	0	0.0%
Subtotal	23	8	187.5%
Total	55	37	48.6%



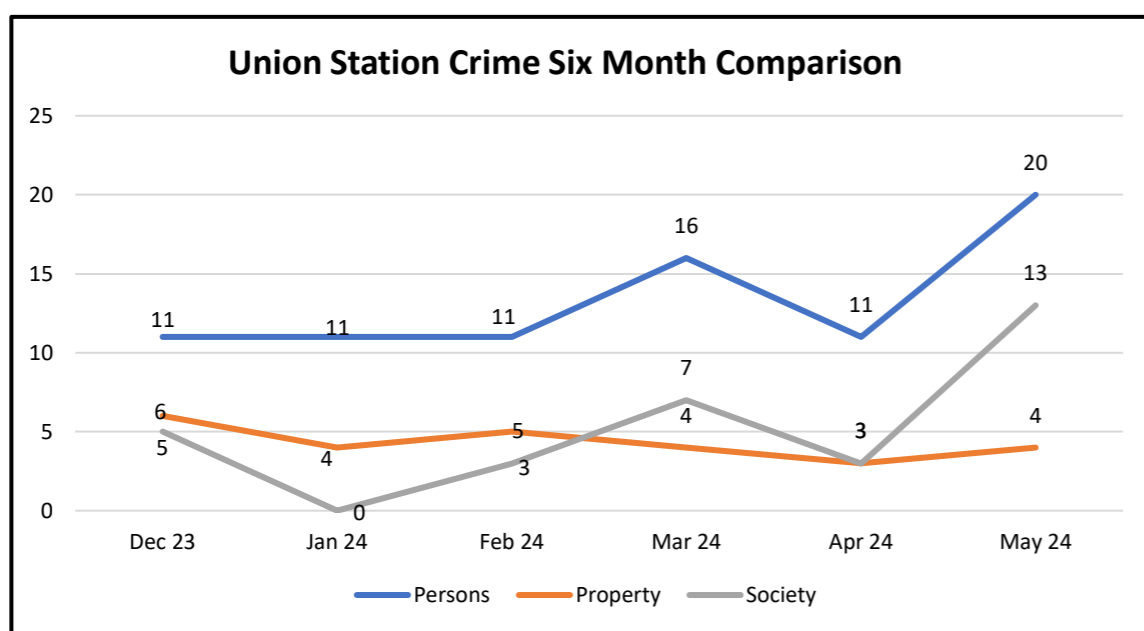
G (Orange) Line	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	1	3	-66.7%
Agg Assault on Op	0	0	0.0%
Battery	2	4	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	0	300.0%
Sex Offenses	0	0	0.0%
Subtotal	6	7	-14.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	1	-100.0%
Crimes Against Society			
Narcotics	0	4	-100.0%
Trespassing	0	3	-100.0%
Weapons	2	0	200.0%
Subtotal	2	7	-71.4%
Total	8	15	-46.7%



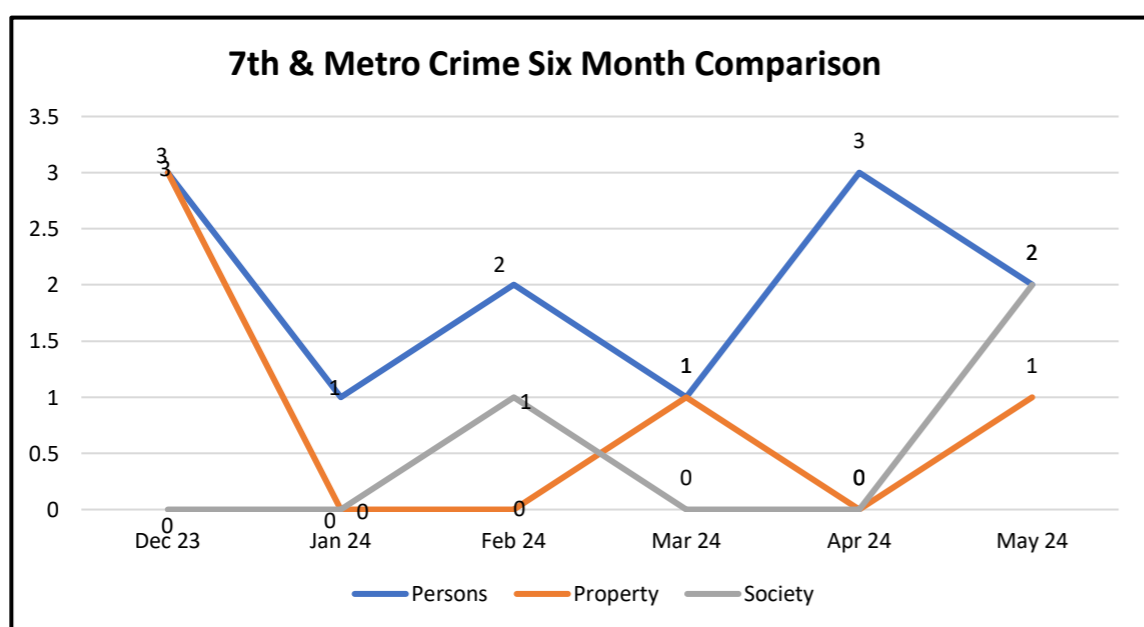
J (Silver) Line	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	4	1	300.0%
Agg Assault on Op	0	0	0.0%
Battery	2	0	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
Subtotal	7	1	600.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	0	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	2	0	200.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	2	0	200.0%
Weapons	0	0	0.0%
Subtotal	2	0	200.0%
Total	11	1	1000.0%



K Line	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	0	1	-100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	1	-100.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	1	1	0.0%
Weapons	0	0	0.0%
Subtotal	1	1	0.0%
Total	1	3	-66.7%



Union Station	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	3	1	200.0%
Agg Assault on Op	0	0	0.0%
Battery	13	10	30.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	0	400.0%
Sex Offenses	0	0	0.0%
Subtotal	20	11	81.8%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	1	-100.0%
Larceny	3	1	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	4	3	33.3%
Crimes Against Society			
Narcotics	7	0	700.0%
Trespassing	3	3	0.0%
Weapons	3	0	300.0%
Subtotal	13	3	333.3%
Total	37	17	117.6%

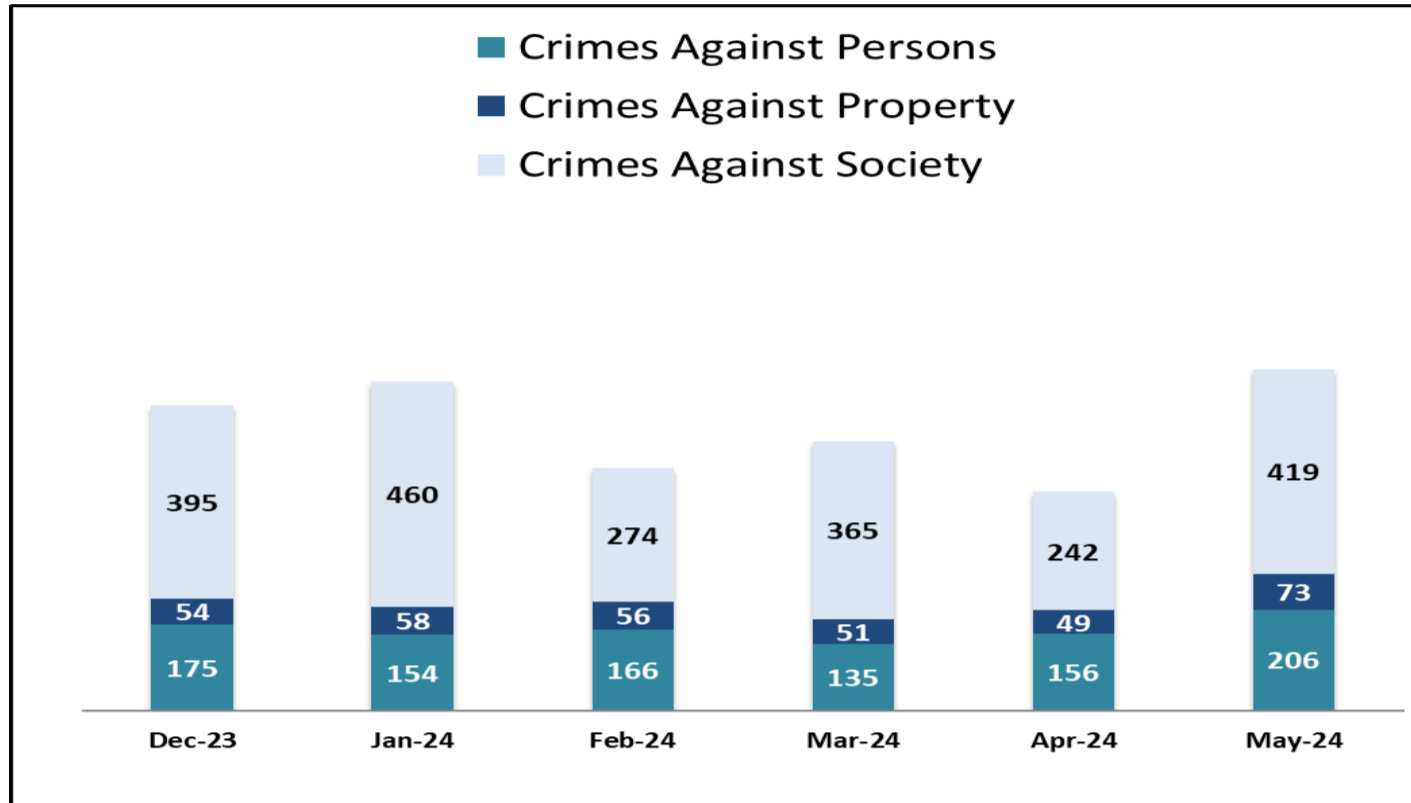


7th & Metro	May 24	Apr 24	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	2	3	-33.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	1	0	100.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	2	0	200.0%
Weapons	0	0	0.0%
Subtotal	2	0	200.0%
Total	5	3	66.7%

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MAY 2024

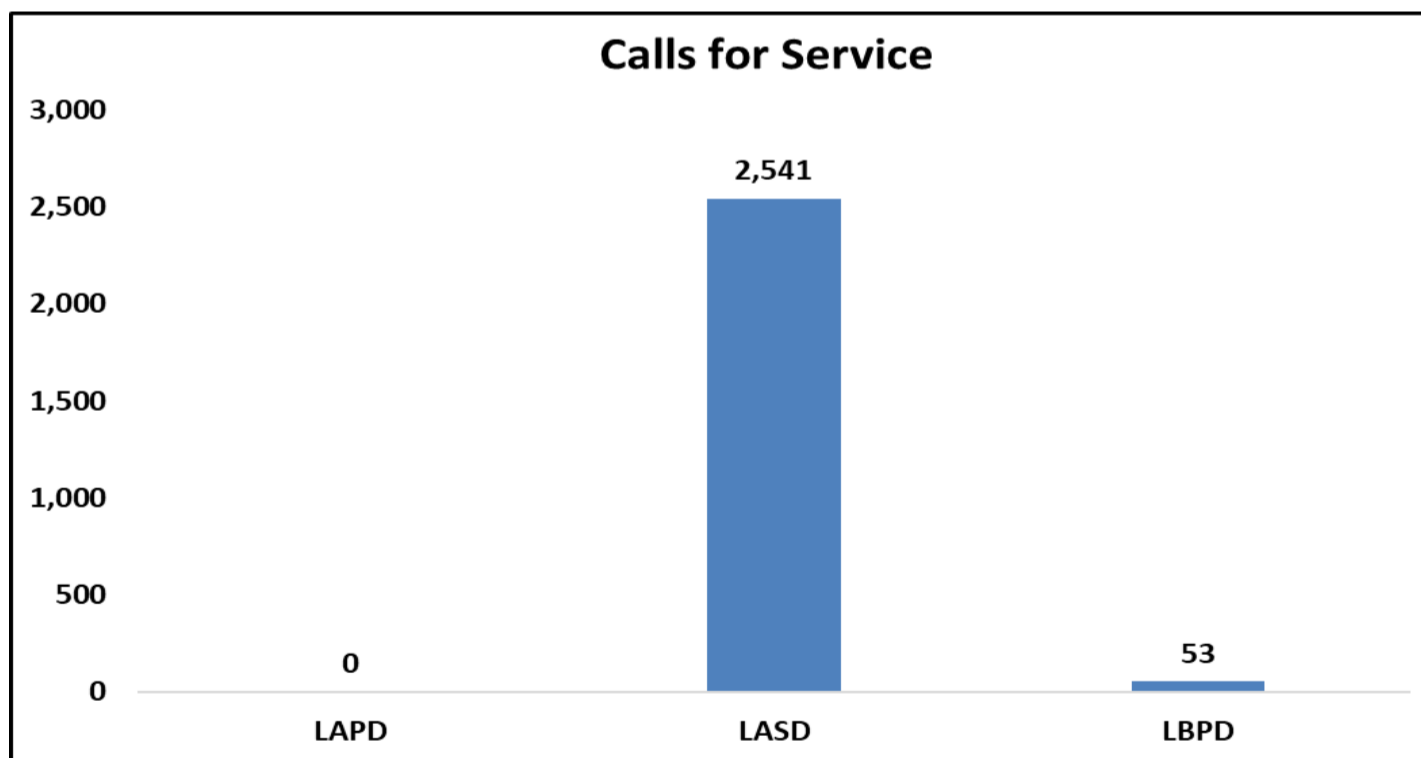
Attachment E

Total Crimes


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)



* LAPD did not provide Calls for Service data

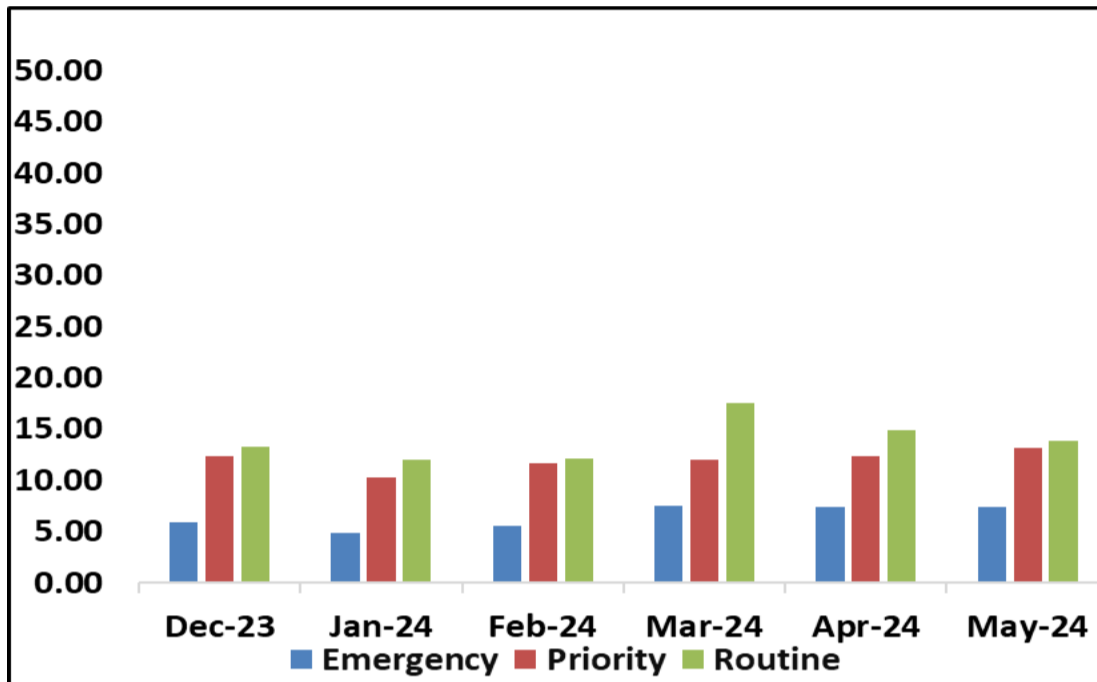
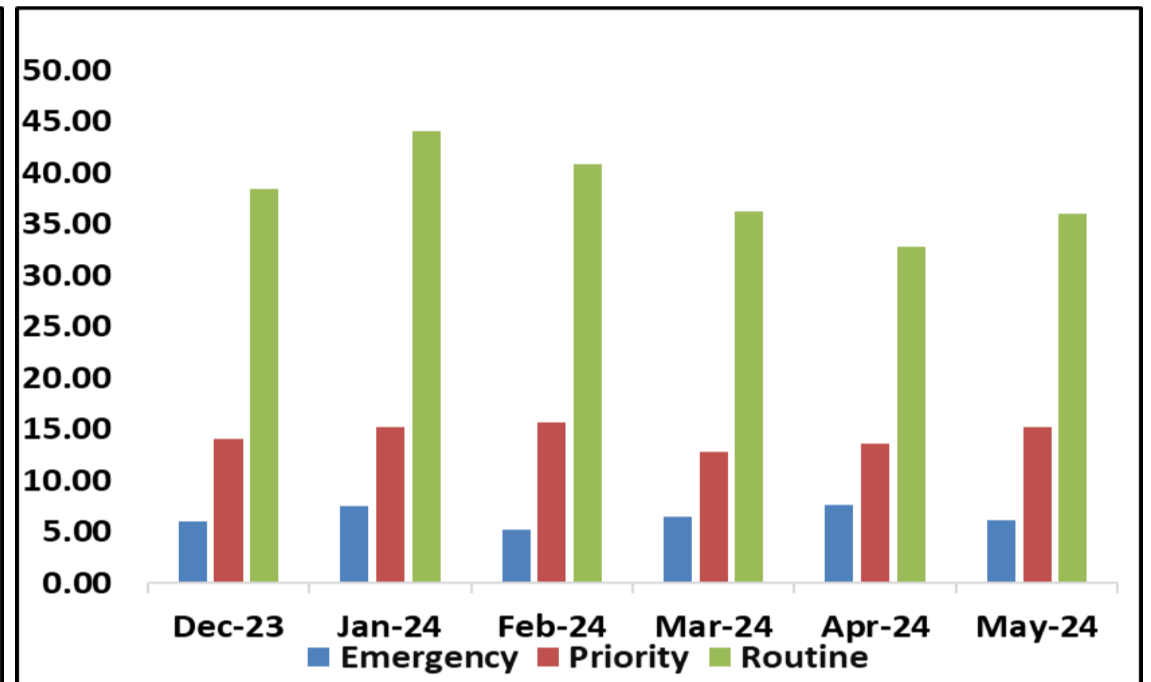
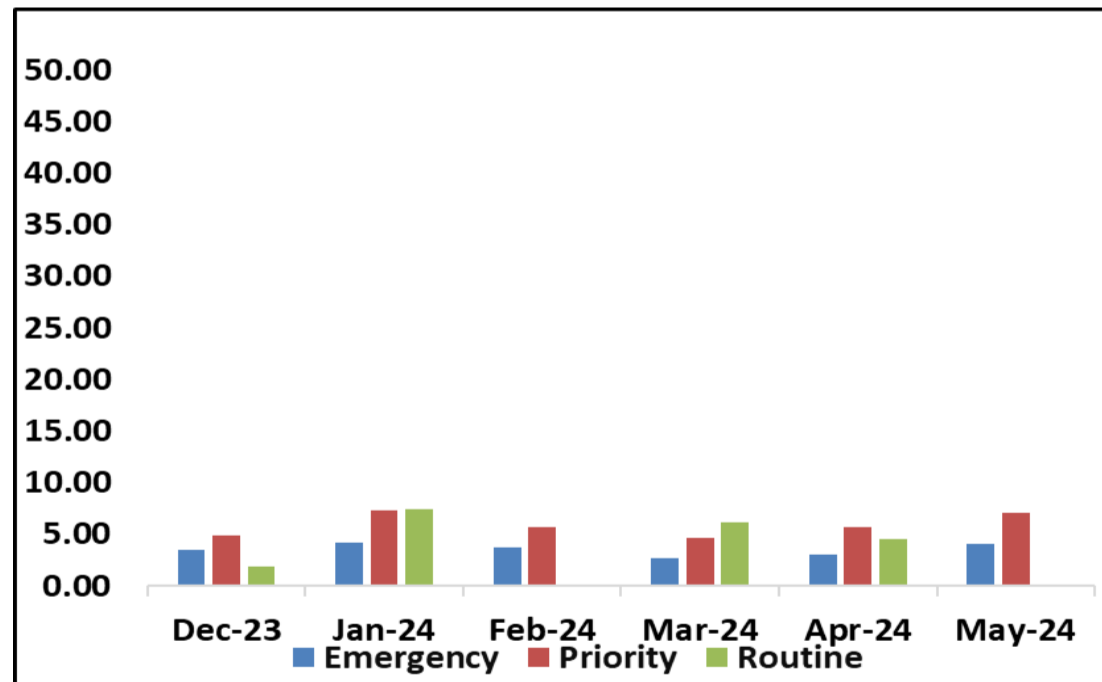
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MAY 2024

Attachment E

Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and LBPD to respond to Emergency, Priority, and Routine calls

LAPD

LASD

LBPD


Transit Police

Monthly Crime Report



Attachment E

	2024	2023	%
	May	May	Change
CRIMES AGAINST PERSONS			
Homicide	1	0	100.0%
Rape	1	0	100.0%
Robbery	46	36	27.8%
Aggravated Assault	55	29	89.7%
Aggravated Assault on Operator	3	3	0.0%
Battery	82	81	1.2%
Battery on Operator	8	5	60.0%
Sex Offenses	10	10	0.0%
SUB-TOTAL	206	164	25.6%
CRIMES AGAINST PROPERTY			
Burglary	1	0	100.0%
Larceny	50	43	16.3%
Bike Theft	0	2	-100.0%
Motor Vehicle Theft	3	2	50.0%
Arson	0	0	0.0%
Vandalism	19	18	5.6%
SUB-TOTAL	73	65	12.3%
CRIMES AGAINST SOCIETY			
Weapons	21	10	110.0%
Narcotics	95	26	265.4%
Trespassing	303	123	146.3%
SUB-TOTAL	419	159	163.5%
TOTAL	698	388	79.9%
ENFORCEMENT EFFORTS			
Arrests	728	267	172.7%
Citations	760	348	118.4%
Calls for Service	2,594	1,407	84.4%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2024

Attachment E

Crimes

Monthly

System-Wide	May-24	May-23	% Change
Crimes Against Persons	206	164	25.61%
Crimes Against Property	73	65	12.31%
Crimes Against Society	419	159	163.52%
Total	698	388	79.90%

Six Months

System-Wide	Dec-23-May-24	Dec-22-May-23	% Change
Crimes Against Persons	992	1,074	-7.64%
Crimes Against Property	341	370	-7.84%
Crimes Against Society	2,155	947	127.56%
Total	3,488	2,391	45.88%

Annual

System-Wide	Jun-23-May-24	Jun-22-May-23	% Change
Crimes Against Persons	2,125	2,036	4.37%
Crimes Against Property	720	763	-5.64%
Crimes Against Society	3,192	1,142	179.51%
Total	6,037	3,941	53.18%

Average Emergency Response Times

Monthly

May-24	May-23	% Change
5.81	5.92	-1.86%

Six Months

Dec-23-May-24	Dec-22-May-23	% Change
5.44	5.70	-4.60%

Annual

Jun-23-May-24	Jun-22-May-23	% Change
5.40	5.67	-4.81%

Bus Operator Assaults

Monthly

May-24	May-23	% Change
11	8	37.50%

Six Months

Dec-23-May-24	Dec-22-May-23	% Change
78	75	4.00%

Annual

Jun-23-May-24	Jun-22-May-23	% Change
167	160	4.38%

Ridership

Monthly

May-24	May-23	% Change
27,170,160	24,941,553	8.94%

Six Months

Dec-23-May-24	Dec-22-May-23	% Change
149,679,857	135,298,468	10.63%

Annual

Jun-23-May-24	Jun-22-May-23	% Change
297,384,666	266,939,542	11.41%



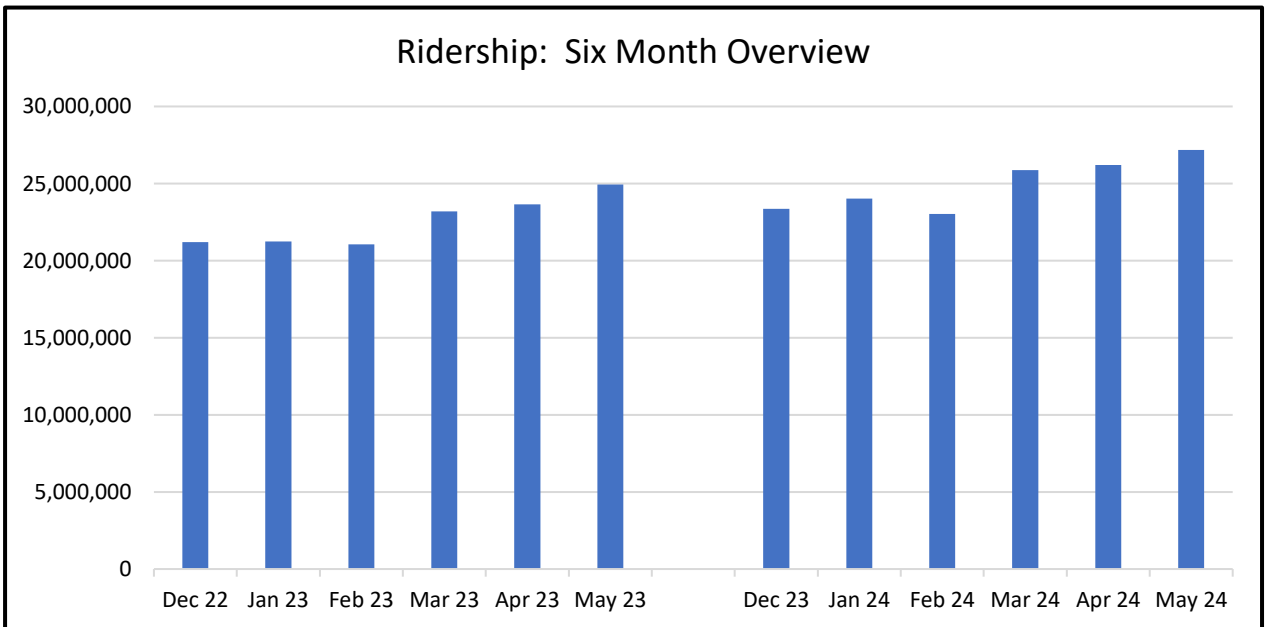
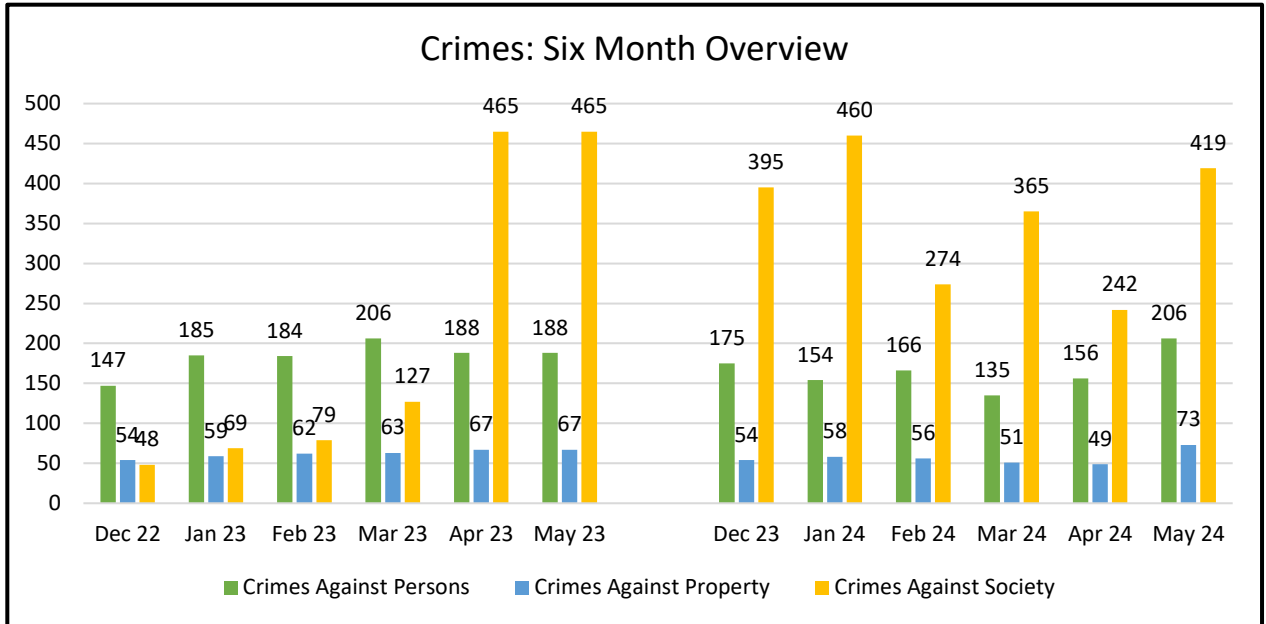
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2024

Attachment E



A LINE (BLUE)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	1	3
Robbery	3	4	0	58
Aggravated Assault	3	3	1	79
Aggravated Assault on Operator	0	0	0	0
Battery	5	6	4	151
Battery Rail Operator	0	0	0	1
Sex Offenses	1	2	0	14
SUB-TOTAL	12	15	6	306
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	2
Larceny	3	6	1	67
Bike Theft	0	0	0	5
Motor Vehicle Theft	0	0	1	12
Arson	0	0	0	1
Vandalism	1	4	0	22
SUB-TOTAL	4	10	2	109
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	1	2	0	34
Narcotics	8	5	0	106
Trespassing	48	0	1	342
SUB-TOTAL	57	7	1	482
TOTAL	73	32	9	897

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	17
Azusa Downtown	0	0	0	11
Irwindale	0	0	0	2
Duarte/City of Hope	0	0	0	7
Monrovia	1	0	1	8
Arcadia	0	1	0	7
Sierra Madre Villa	1	0	0	12
Allen	2	0	0	4
Lake	0	0	0	8
Memorial Park	1	0	0	3
Del Mar	0	0	0	6
Fillmore	1	0	0	9
South Pasadena	1	0	0	5
Highland Park	1	0	1	11
Southwest Museum	0	0	3	8
Heritage Square	0	0	1	7
Lincoln/Cypress	1	0	1	15
Chinatown	1	0	3	22
Union Station	1	0	0	3
Little Tokyo/Arts Dist	0	0	11	46
Historic Broadway	1	0	9	38
Grand Av Arts/Bunker Hill	3	0	18	193
7th St/Metro Ctr	1	1	0	16
Pico	1	2	3	28
Grand/LATTC	1	0	3	19
San Pedro St	0	0	2	18
Washington	1	1	2	26
Vernon	0	0	0	8
Slauson	0	2	0	22
Florence	2	1	2	23
Firestone	1	4	1	25
103rd St/Watts Towers	0	0	0	10
Willowbrook/Rosa Parks	3	2	2	98
Compton	2	0	0	32
Artesia	0	0	0	16
Del Amo	0	0	1	20
Wardlow	0	0	0	6
Willow St	1	1	0	18
PCH	2	0	0	12
Anaheim St	2	0	0	16
5th St	0	1	0	5
1st St	0	0	0	5
Downtown Long Beach	1	0	1	24
Pacific Av	0	0	0	4
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	1
Total	33	16	65	894

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	10	12	0	184
Misdemeanor	52	25	1	913
TOTAL	62	37	1	1097

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	0	3
Other Citations	40	53	0	990
Vehicle Code Citations	0	1	0	117
TOTAL	40	54	0	1,110

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	0	917	0	8,813
Priority	0	122	41	2,095
Emergency	0	13	12	385
TOTAL	0	1,052	53	11,293

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	22%	N/C	2%
Proactive	78%	N/C	98%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	81%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Azusa	0	18	0	196
Irwindale	0	27	0	275
Duarte Station	0	3	0	59
Monrovia	0	11	0	89
Magnolia Ave	0	0	0	0
Arcadia Station	0	17	0	133
Pasadena	0	41	0	414
South Pasadena	0	16	0	197
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	25	0	0	569
Slauson	0	12	0	114
Florence	0	16	0	169
Firestone	0	21	0	131
103rd St	28	0	0	114
Willowbrook	0	31	0	284
Compton	0	5	0	141
Artesia	0	8	0	96
Del Amo	0	11	0	225
Wardlow Rd	0	0	0	33
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	53	237	0	3,239

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Long Beach Police Department

B LINE (RED)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	2
Rape	0	4
Robbery	8	62
Aggravated Assault	12	101
Aggravated Assault on Operator	0	0
Battery	17	235
Battery Rail Operator	0	0
Sex Offenses	3	27
SUB-TOTAL	40	431
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	10	79
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	26
SUB-TOTAL	11	107
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	11	63
Narcotics	55	370
Trespassing	218	1,694
SUB-TOTAL	284	2,127
TOTAL	335	2,665

ARRESTS		
AGENCY	LAPD	FYTD
Felony	49	461
Misdemeanor	348	2,541
TOTAL	397	3,002

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	169	1,147
Vehicle Code Citations	16	80
TOTAL	185	1,227

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	1557
Priority	0	1,704
Emergency	0	149
TOTAL	0	3,410

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	1	44	233
Civic Center/Grand Park	0	0	10	39
Pershing Square	7	1	21	258
7th St/Metro Ctr	5	0	29	264
Westlake/MacArthur Park	2	4	62	587
Wilshire/Vermont	1	0	15	103
Wilshire/Normandie	2	0	5	34
Vermont/Beverly	0	1	2	35
Wilshire/Western	0	1	6	51
Vermont/Santa Monica	3	0	6	39
Vermont/Sunset	2	0	7	78
Hollywood/Western	2	0	8	71
Hollywood/Vine	2	0	5	86
Hollywood/Highland	3	0	9	97
Universal City/Studio City	0	1	8	83
North Hollywood	8	2	47	572
Red Line Rail Yard	0	0	0	37
Total	40	11	284	2,667

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	82%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	2
Robbery	0	7	35
Aggravated Assault	0	3	25
Aggravated Assault on Operator	0	0	0
Battery	1	0	29
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	1	10	93
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	4
Larceny	1	8	66
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	5
Arson	0	0	0
Vandalism	1	0	13
SUB-TOTAL	2	8	90
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	10
Narcotics	1	10	74
Trespassing	3	3	37
SUB-TOTAL	4	15	121
TOTAL	7	33	304

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	6	58
Misdemeanor	3	35	271
TOTAL	4	41	329

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	42	457
Vehicle Code Citations	2	0	12
TOTAL	3	42	469

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	548	5,031
Priority	0	50	614
Emergency	0	10	79
TOTAL	0	608	5,724

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	35%
Proactive	82%	65%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	5
Douglas	0	0	0	3
El Segundo	1	0	0	8
Mariposa	0	0	0	5
Aviation/LAX	0	0	0	14
Hawthorne/Lennox	0	0	1	30
Crenshaw	2	1	0	24
Vermont/Athens	3	4	0	22
Harbor Fwy	0	2	2	34
Avalon	1	0	2	26
Willowbrook/Rosa Parks	0	2	1	49
Long Beach Bl	3	0	9	49
Lakewood Bl	1	1	0	12
Norwalk	0	0	4	23
Total	11	10	19	304

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	87%
Green Line-LASD	92%

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department

E LINE

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	4	0	38
Aggravated Assault	9	0	48
Aggravated Assault on Operator	0	0	0
Battery	4	2	73
Battery Rail Operator	0	0	1
Sex Offenses	0	1	7
SUB-TOTAL	17	3	169
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	1	0	2
Larceny	11	0	53
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	5
SUB-TOTAL	12	0	62
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	2	0	16
Trespassing	20	1	89
SUB-TOTAL	22	1	109
TOTAL	51	4	340

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	0	39
Misdemeanor	38	10	178
TOTAL	44	10	217

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	31	14	180
Vehicle Code Citations	2	0	33
TOTAL	33	14	213

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	287	3,321
Priority	0	27	789
Emergency	0	1	118
TOTAL	0	315	4,228

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	15%		N/C
Proactive	85%		N/C
TOTAL	100%		0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	1	0	0	10
East LA Civic Ctr	0	0	0	2
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	0	0	7
Soto	0	1	1	15
Mariachi Plaza	1	0	0	12
Pico/Aliso	1	0	0	7
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	4
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	0	0	12
LATTC/Ortho Institute	0	0	12	41
Jefferson/USC	2	3	1	18
Expo Park/USC	1	1	0	10
Expo/Vermont	1	1	1	16
Expo/Western	2	0	2	17
Expo/Crenshaw	1	2	1	32
Farmdale	0	0	1	12
Expo/La Brea	2	1	2	22
La Cienega/Jefferson	2	1	0	14
Culver City	1	0	0	4
Palms	0	1	1	11
Westwood/Rancho Park	1	1	0	5
Expo/Sepulveda	2	0	0	8
Expo/Bundy	1	0	0	7
26th St/Bergamot	0	0	0	4
17th St/SMC	0	0	0	4
Downtown Santa Monica	1	0	1	41
Expo Line Rail Yard	0	0	0	0
Total	20	12	23	339

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	85%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	25	339
Figueroa St	0	0	0
Exposition Blvd	74	0	1,115
Culver City	0	27	61
Santa Monica	0	117	366
TOTAL	74	169	1,881

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

G LINE (ORANGE)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	7
Aggravated Assault	1	13
Aggravated Assault on Operator	0	0
Battery	2	14
Battery Bus Operator	0	1
Sex Offenses	0	1
SUB-TOTAL	6	36
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	5
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	0	7
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	2	4
Narcotics	0	13
Trespassing	0	13
SUB-TOTAL	2	30
TOTAL	8	73

ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	19
Misdemeanor	11	70
TOTAL	13	89

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	3	22
Vehicle Code Citations	34	322
TOTAL	37	344

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	565
Priority	0	137
Emergency	0	16
TOTAL	0	718

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	17%
Proactive	83%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	84%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	2	27
Laurel Canyon	0	0	0	1
Valley College	0	0	0	3
Woodman	0	0	0	4
Van Nuys	3	0	0	6
Sepulveda	1	0	0	4
Woodley	0	0	0	0
Balboa	0	0	0	1
Reseda	1	0	0	6
Tampa	0	0	0	1
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	0	0	0	8
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	1	0	0	2
Chatsworth	0	0	0	5
Total	6	0	2	70

J LINE (SILVER)

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	4
Aggravated Assault	0	4	10
Aggravated Assault on Operator	0	0	0
Battery	2	0	4
Battery Bus Operator	0	0	1
Sex Offenses	0	0	0
SUB-TOTAL	3	4	19
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	2	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	2	0	5
SUB-TOTAL	2	0	5
TOTAL	7	4	27

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	6
Misdemeanor	0	0	13
TOTAL	0	1	19

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	265
Vehicle Code Citations	5	0	233
TOTAL	5	0	498

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	12	351
Priority	0	3	78
Emergency	0	0	9
TOTAL	0	15	438

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	13%	17%
Proactive	87%	83%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	1	0	0	1
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	1
Slauson	0	0	1	5
Manchester	0	0	1	3
Harbor Fwy	0	0	0	3
Rosecrans	0	1	0	1
Harbor Gateway Transit Ctr	2	1	0	5
Carson	4	0	0	5
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	7	2	2	27

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	86%
Silver Line- LASD	88%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

K LINE

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	0	0	2
Aggravated Assault	0	0	5
Aggravated Assault on Operator	0	0	0
Battery	0	0	4
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	0	0	13
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
SUB-TOTAL	0	0	2
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	5
Narcotics	0	0	7
Trespassing	1	0	12
SUB-TOTAL	1	0	24
TOTAL	1	0	39

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	9
Misdemeanor	8	0	58
TOTAL	8	0	67

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	0	24
Vehicle Code Citations	4	0	4
TOTAL	5	0	28

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	186	1,872
Priority	0	1	76
Emergency	0	0	10
TOTAL	0	187	1,958

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	56%
Proactive	82%	44%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	1
Martin Luther King Jr Station	0	0	0	6
Leimert Park Station	0	0	0	6
Hyde Park Station	0	0	1	6
Fairview Heights Station	0	0	0	9
Downtown Inglewood Station	0	0	0	6
Westchester / Veterans Station	0	0	0	5
Total	0	0	1	39

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	88%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

BUS PATROL

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	1	2
Rape	0	0	2
Robbery	8	4	101
Aggravated Assault	6	9	117
Aggravated Assault on Operator	2	1	40
Battery	19	6	276
Battery Bus Operator	3	5	108
Sex Offenses	1	2	37
SUB-TOTAL	39	28	683
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	3	2	115
Bike Theft	0	0	6
Motor Vehicle Theft	0	2	8
Arson	0	0	0
Vandalism	7	3	68
SUB-TOTAL	10	7	199
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	27
Narcotics	3	4	81
Trespassing	1	0	8
SUB-TOTAL	4	4	116
TOTAL	53	39	998

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	30
San Fernando	3	17
San Gabriel Valley	9	70
Gateway Cities	8	82
South Bay	15	166
Total	39	365

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	18
West Valley	3	14
North Hollywood	2	24
Foothill	1	8
Devonshire	1	9
Mission	1	12
Topanga	0	8
Central Bureau		
Central	5	79
Rampart	6	41
Hollenbeck	2	11
Northeast	0	23
Newton	7	53
West Bureau		
Hollywood	3	32
Wilshire	1	30
West LA	1	21
Pacific	3	10
Olympic	2	45
Southwest Bureau		
Southwest	3	57
Harbor	1	6
77th Street	6	107
Southeast	2	25
Total	53	633

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	7	12	238
Misdemeanor	8	32	455
TOTAL	15	44	693

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	25	36	596
Vehicle Code Citations	247	5	710
TOTAL	272	41	1,306

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	215	3,818
Priority	0	133	2,134
Emergency	0	16	470
TOTAL	0	364	6,422

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	93%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

UNION STATION

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	4	13
Aggravated Assault	3	16
Aggravated Assault on Operator	0	0
Battery	13	115
Battery Rail Operator	0	0
Sex Offenses	0	6
SUB-TOTAL	20	151
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	3	42
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	7
SUB-TOTAL	4	52
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	3	5
Narcotics	7	16
Trespassing	3	69
SUB-TOTAL	13	90
TOTAL	37	293

ARRESTS		
AGENCY	LAPD	FYTD
Felony	17	55
Misdemeanor	29	125
TOTAL	46	180

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	23	84
Vehicle Code Citations	1	3
TOTAL	24	87

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	722
Priority	0	585
Emergency	0	54
TOTAL	0	1361

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	82%
TOTAL	102%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	82%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	3
Aggravated Assault	1	7
Aggravated Assault on Operator	0	0
Battery	1	22
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	2	32
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	2
SUB-TOTAL	1	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	0
Trespassing	2	14
SUB-TOTAL	2	15
TOTAL	5	56

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	4
Misdemeanor	2	6
TOTAL	5	10

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	34
Vehicle Code Citations	3	12
TOTAL	5	46

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	110
Priority	0	79
Emergency	0	9
TOTAL	0	198

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	82%

LEGEND
Los Angeles Police Department



**BUS/RAIL OPERATOR ASSAULTS
MAY 2024**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
5/3/2024	7:30	45	1612	Broadway & Washington	Suspect entered bus and engaged another passenger in an argument. Victim told suspect to stop disturbing the peace on the bus or he would contact the police. Suspect became irate and directed his attention towards victim. Suspect held a metal chain approximately 3-4 inches with a pad lock on the end. Suspect violently swung the chain at victim, striking the plastic barrier. Victim stated the chain was directly towards his head, however, victim was able to move and avoid being hit. Victim stopped bus, suspect exited and fled location.	Yes	No reason	Object	No
5/3/2024	18:25	4	8808	Venice & Broadway	Suspect boarded bus, wrapped in a blanket and without wearing shoes. Victim stated, you cannot enter bus without shoes. Suspect became upset, spat on victim while carrying a black comb with a metal pick. Suspect then lunged at another bus patron. LAPD arrived, observed suspect seated inside the bus. Suspect gathered her belongings, exited bus and sat at a nearby bus stop. Suspect was taken into custody without further incident.	Yes	Upset	Spit	No
5/13/2024	7:30	901	18517	Topham & Reseda	Unprovoked, suspect exited rear bus door, approached the front door and re-entered bus. Suspect yelled, "Hey dog, you're a f..... b.....!" Suspect then repeated the same words to victim and spat towards victim. Suspect's spit struck the plastic barrier and also with the top of victim's head. Suspect then exited bus and fled location.	Yes	No reason	Spit	No
5/15/2024	9:00	53	5975	E. 55th St & S. Hooper Av	Suspect approached vic m and complained about the bus not stopping at 55th St. & Compton. Victim advised suspect of the next bus stop. Suspect became angry and began punching victim's face with a closed fist several times. Victim was stopped at a tri-light and stopped to block suspect's strikes. Suspect exited bus and fled location.	Yes	Demanded stop	Hands (punch, slap)	No
5/15/2024	18:10	70	4008	El Monte Terminal	MH/30yrs assaulted bus op when sus demanded to stop	Yes	Demanded stop	Hands (punch, slap)	No
5/16/2024	0:05	4	8730	Santa Monica / 14th St	Sus MB/59yrs arrested for punching bus op when sus refused to exit for smoking crack	Yes	Told to exit	Hands (punch, slap)	No
5/18/2024	17:40	251	8563	Soto & Whittier	Victim arrived at the end of the line, pulled along the curb and allowed passengers to exit. Suspect walked up to victim, reached over the barrier and punched victim's face 3-4 times. Victim attempted to defend himself and raised his right arm to block suspect's punches. Suspect continued to punch victim multiple times. LAPD arrived, and took suspect into custody via Private Persons Arrest (PPA).	Yes	No reason	Hands (punch, slap)	Yes
5/19/2024	22:20	720	8720	Santa Monica / Stanley	Sus MH/45yrs assaulted bus operator when sus tried to vandalize bus	Yes	No reason	Hands (punch, slap)	No
5/23/2024	15:30	266	5636	Rosemead	Sus transient MH/40s slapped bus op over not allowing bike in bus	Yes	Upset	Hands (punch, slap)	No
5/23/2024	16:30	344	1638	Hawthorne / Lomita	Sus transient MW/50yrs arrested for attempting to stab bus op	Yes	No reason	Knife	No
5/25/2024	13:40	60	5937	Los Angeles	Sus MH/24yrs arrested for hitting bus operator when operator took a different route b/c of construction	Yes	Upset	Hands (punch, slap)	No



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Sexual Crimes / Harassment Calls for Service May 2024

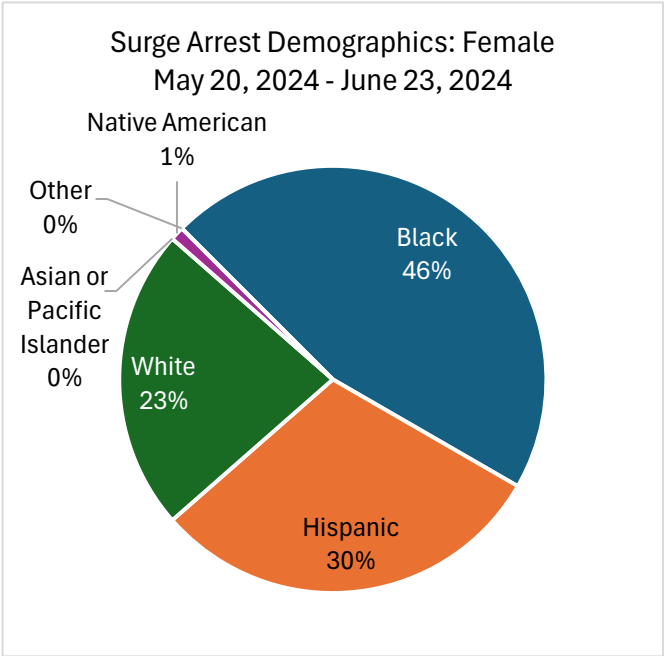
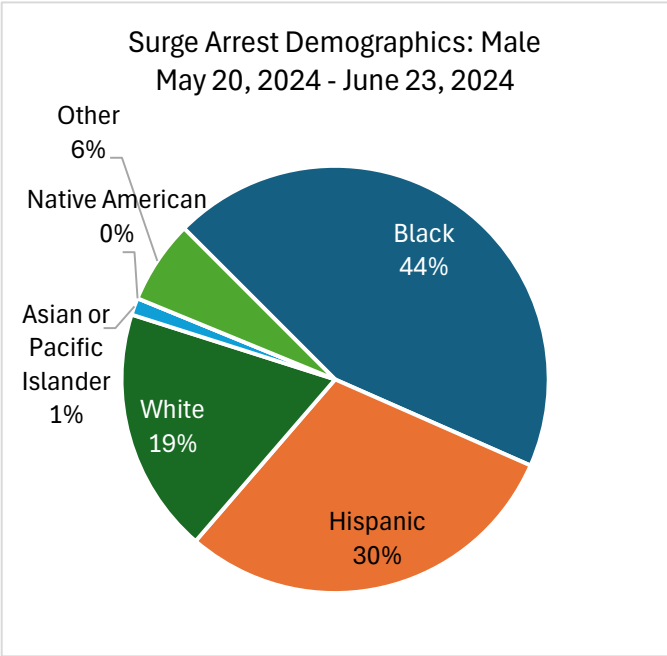
Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between May 1 and May 31, Metro Transit Security, LAPD, LASD, and LBPD received nine (9) incidents and referred all victims of sexual crimes / harassment to the above free hotlines except for one who was gone on arrival.

Incident Type & Totals						
	May 24	Apr 24	% Change	May 24	May 23	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	8	6	33.3%	8	8	0.0%
Lewd Conduct	0	1	-100.0%	0	1	-100.0%
Indecent Exposure	1	5	-80.0%	1	0	100.0%
TOTAL	9	12	-25.0%	9	9	0.0%

Counseling Information Provided	
	May 2024
Yes	8
No - If no, why?	1
Gone On Arrival	1
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	9

Public Safety Surge Arrest Demographics

Attachment I



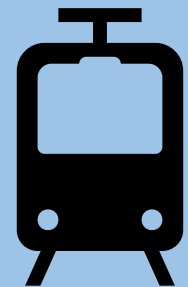
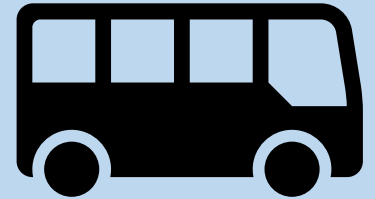
JULY 2024

MONTHLY UPDATE ON PUBLIC SAFETY

Ken Hernandez
Interim Chief Safety Officer



M



PUBLIC SAFETY SURGE UPDATE

In May 2024, Metro implemented a public safety surge of law enforcement, Metro Transit Security, contracted security, and Ambassadors.

- Contracted law enforcement partners have expanded their visible presence, primarily on the rail system.
- MTS is focusing on increasing its visible presence on the bus system. The surge is initially focusing on end-of-line offloading, based on feedback from union partners.

Agency	Category	5/20-5/26	5/27-6/2	6/3-6/9	6/10-6/16	6/17-6/23	Total to Date
LAPD	Crimes	48	95	114	100	90	447
	Arrests	112	132	177	140	117	678
LASD	Crimes	0	0	7	1	0	8
	Arrests	5	3	0	1	0	9
Contract Security	Crimes	22	29	26	0	0	77
	Arrests	11	0	0	0	6	17

Note: LBPD has not surged its presence pursuant to Motion 41, and thus generally reports no surge-related crime or arrest activity; however, they did report one instance of vandalism on June 21.

- As expected, this effort had a significant impact on the crime and arrest data during this month.
- The last two weeks of the May reporting period (May 19-June 1) show as much crime reported as the first three weeks (April 28-May 18), further illustrating the impact of the Surge.

MAY 2024

PUBLIC SAFETY TRENDS & STATS

Systemwide

- **Crimes Against Persons** increased by 50 or 32.1% vs April 2024; up by 42 vs May 2023.
- **Crimes Against Property** increased by 24 or 49.0% vs April 2024; up by 8 vs May 2023.
- **Crimes Against Society** increased by 177 or 73.1% vs April 2024; up 260 vs May 2023.

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Persons	206	156	32.1%	164	25.6%
Ridership	27,170,160	26,210,300	3.7%	25,165,408	8.0%
Crimes Against Persons per 1 Million Boardings	7.58	5.95	27.4%	6.52	16.3%

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Property	73	49	49.0%	65	12.3%
Ridership	27,170,160	26,210,300	3.7%	25,165,408	8.0%
Crimes Against Persons per 1 Million Boardings	2.69	1.87	43.7%	2.58	4.3%

Systemwide	May-24	Apr-24	% Change May 24 vs April 24	May-23	% Change May 24 vs May 23
Crimes Against Society	419	242	73.1%	159	163.5%
Ridership	27,170,160	26,210,300	3.7%	25,165,408	8.0%
Crimes Against Persons per 1 Million Boardings	15.42	9.23	67.1%	6.32	144.0%

Per 1 Million Boardings

The data in May 2024 is largely due to the impact of the surge.

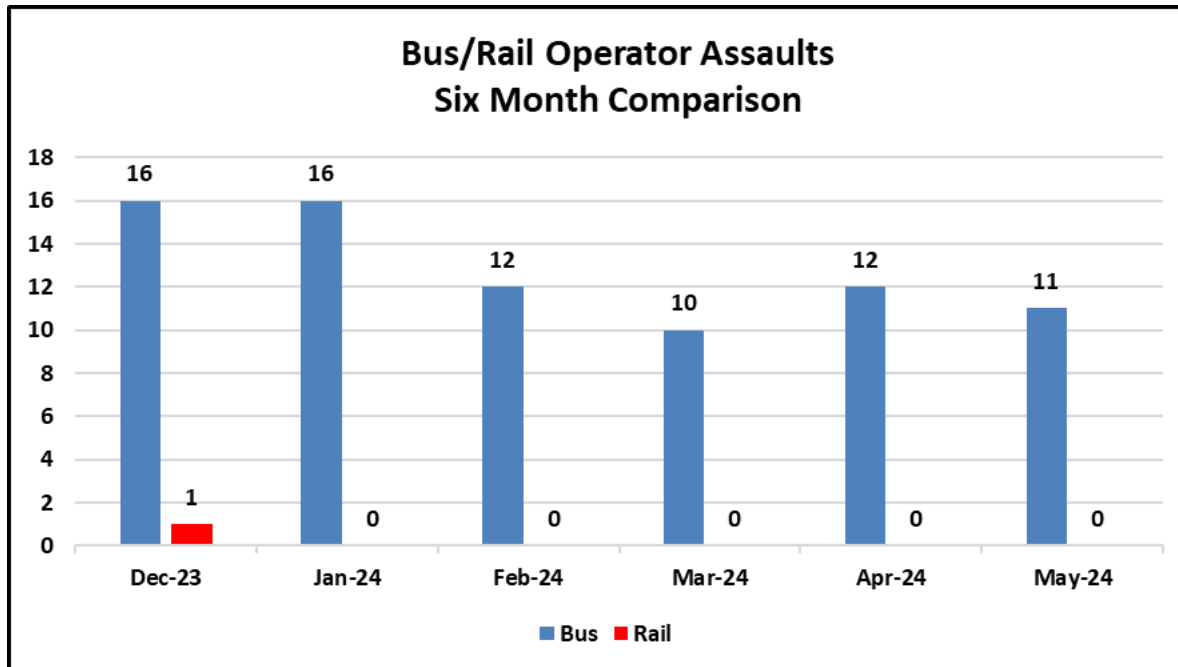
- **Crimes Against Persons is 7.58 per million boardings** - 39.8% were reported batteries.
- **Crimes Against Property is 2.69 per million boardings** - 68.5% were reported larcenies.
- **Crimes Against Society is 15.42 per million boardings** - 72.3% were reported trespassing.

MAY 2024

OPERATOR ASSAULTS

- Operator assaults decreased from 12 in April to 11 in May
- Using hands (punching, slapping), and spitting were the top methods of assault
- No reason, upset, and demanded stop were the top reasons for assaults

Top Reasons for Assault	
Reason	Count
No reason	5
Upset	3
Demanded stop	2
Told to exit	1
Grand Total	11



Bus Safety Teams

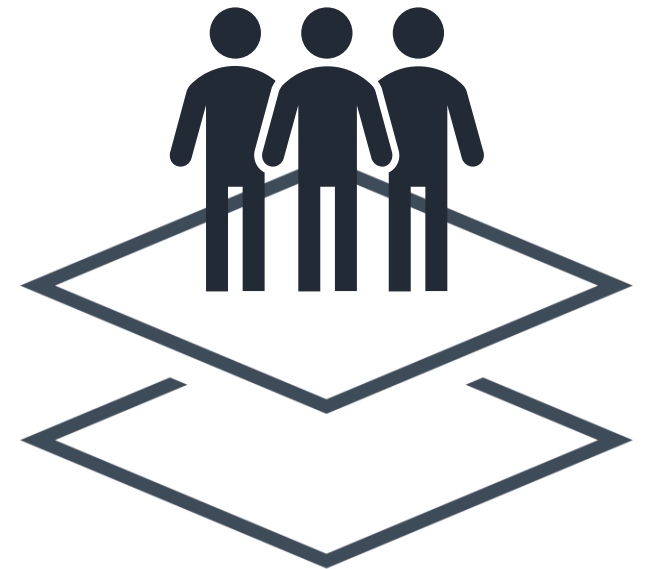
- End-of-line operation was conducted during Owl Service in Santa Monica at the terminus points for Line 4 and line 720 to address bus operator concerns about non-destination travelers refusing to alight buses.
 - Line 4: 207 removals for non-compliance (May 6-17)
 - Line 720: 203 removals for non-compliance (May 20-31)

MULTI-LAYERED DEPLOYMENT UPDATE

Since July 2023, Metro has been utilizing a multi-layered deployment, which has a significant impact across the entire rail system, including end-of-line stations and mid-point (focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes.

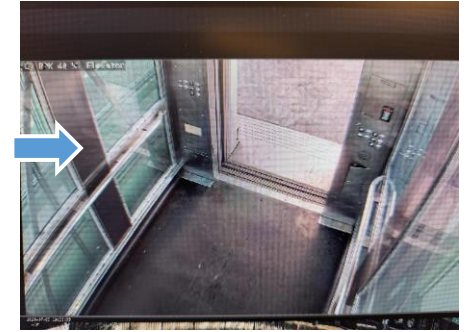
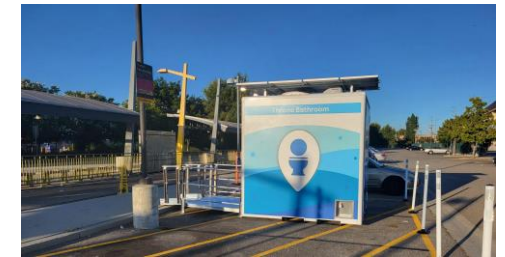
The following reflects the results of the deployment for the month of May.

- Transit Security Officers issued:
 - 187 citations (56 more than April)
 - 64 written warnings (25 more than April)
- Contract Security cleared 13,645 trains (1,373 more than April)
- Law enforcement conducted:
 - 728 arrests (209 more than April)
 - 760 citations (158 more than April)



STATION EXPERIENCE UPDATES

- Throne Public Restrooms Added to 2 More Stations (Reseda G Line in SFV & Sierra Madre Villa A Line in Pasadena)
- Elevator Open Door Program Expands to Willowbrook/Rosa Parks
- Recent Customer Commendation Supporting Classical Music Program
 - Cleaner and safer conditions at Civic Center/Grand Park, Pershing Square, Westlake/MacArthur Park and Cesar Chavez/Vignes Entrance to Union Station
 - *“I am a regular public transportation rider and have been since 2006. I love the classical music that comes over the speakers in the Civic Center station downtown. It makes me very happy to hear that when I enter the station and I hope that you can provide that throughout all the stations on all the lines. It really helps. Thank you so much.”*
- El Monte Bus Station Improvements Coming Soon



ABOVE: Before & After Elevator Conditions at Willowbrook/Rosa Parks with Open Doors



LEFT & RIGHT: Persistent vandalism in/around traditional restrooms, trash fires, and inaccessible elevators at El Monte



METRO AMBASSADORS UPDATE

Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. Special deployments included Bus Lines 106 & 605 by LA General Medical Center(ongoing), Ambassadors participated in the Emergency Management exercise, “Arson on a Train at Culver City Station”. Ambassadors provided support for the Billie Eilish concert, two Rose Bowl music festivals, Dodger Games, downtown Santa Monica service detours and other unplanned service detours as needed.

Ambassador Surge Deployment: In late May, we began deploying additional Ambassadors during peak times with the goal of increasing Ambassador visibility at key locations and providing more support for riders; 52 additional Ambassadors will be deployed daily during peak times.

Connect

For the month of May 2024, Metro Ambassadors conducted 69,962 customer engagements and reported the following:

- 1,920 Cleanliness Issues (2.2% decrease from last month)
- 1,564 Graffiti Incidents (14.2% increase from last month)
- 388 Elevator and Escalator Problems (8.1% increase last month)
- 308 Safety Issues (6.2% increase from last month)

Report

For the month of May 2024, Metro Ambassadors reported 6 Narcan incidents. One fatality took place in May.

