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



Board Report

File #: 2023-0123, File Type: Oral Report / Presentation

Agenda Number: 27.

REGULAR BOARD MEETING FEBRUARY 23, 2023

SUBJECT: REPORT BY THE CHIEF SAFETY OFFICER

RECOMMENDATION

RECEIVE oral report from the Chief Safety Officer.

Monthly Update on Public Safety

Operations, Safety, and Customer Experience Committee February 16, 2023

K 2 Crime Stats – 2021 vs 2022



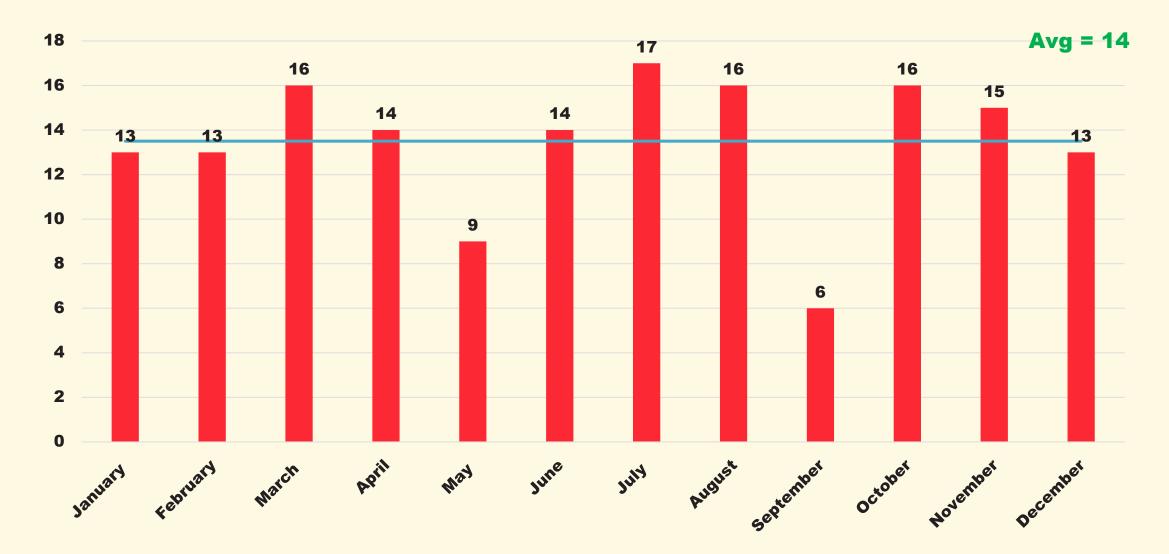
Part 1 🛛 Part 2





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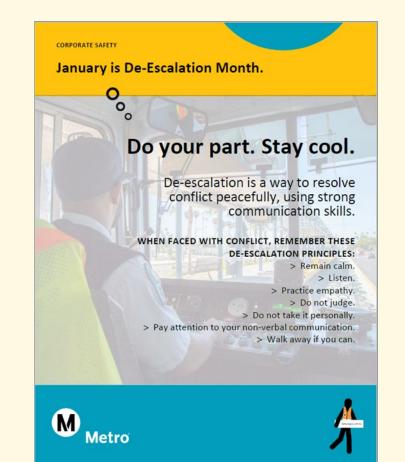
CY2022 Operator Assaults Overview



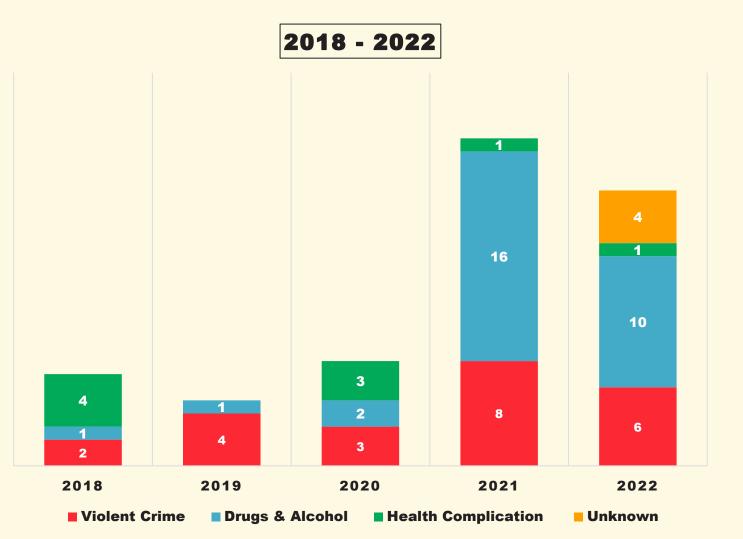


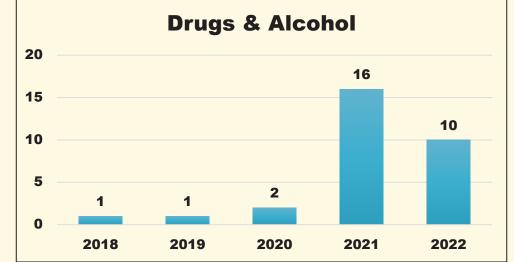
Assault Prevention: De-Escalation Month

- Launched a de-escalation campaign for the month of January focused on assault prevention.
- Campaign objectives:
 - 1. Provide all employees with an organized way of making decisions about how employees will act in the face of conflict.
 - 2. Reduce/eliminate workplace violence and assaults.
 - 3. Motivate employees to be more situationally aware and promote safety.
- The emergency notification system was utilized to distribute safety tips to employees.



6 Coroner Data – Metro System





Over the last two years there has been a spike in drug related deaths.

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Drug use on the Metro system has increased, impacting the customer experience for riders and safety for employees.

 In 2022, Metro received 1,385 incident reports via the Transit Watch App regarding the presence, usage, possession, and selling of narcotics on the Metro system - a 98.7% increase in complaints from the previous year.

The following 30-day pilot will focus on high crime stations:

- 1. Implement a multi-layered approach including Ambassadors, Transit Security Officers, law enforcement, contract security and custodians to strategically address the issue.
- **2. Reassign TSOs as Rail Riding Teams.**
- **3.** Partner with the City's Attorney's Office to offer a diversion program to eligible individuals.
- 4. CX to initiate an anti-drug communications campaign.

Observation State Campaign State

Week 1: February 13th - 20th

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- 149 Transit Watch App reports submitted about smoking, alcohol and drugs on the system.
- Customer Comment Analysis & Tracking System received 3 drug related complaints. The monthly average is usually 30.
- TSOs issued 34 citations and 32 warnings.
- LASD made 38 narcotics related arrests, 11 were at the Gold Line - Lake Station and 7 at the Willowbrook Station.
- LAPD made 27 drug related arrests.



- Continue the pilot anti-drug use campaign over the next three weeks.
- Report back next month on pilot outcomes.
- Next month, present the board with a recommendation to increase TSOs for bus riding teams to reduce bus operator assaults.

