



Board Report

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Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report

ISSUE

This report reflects July 2020 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

BACKGROUND

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter criminal activity on Metro buses and trains.

DISCUSSION

DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT

Transit Security has conducted the following review of its overtime usage.

Transit Security Overtime - July 2020

July 2020 Transit Security Overtime report shows a decrease of \$101,773.11 (33.8%) in overtime usage from June 2020.

LAW ENFORCEMENT CONTRACT COMPLIANCE

Subsequent testing of the Mobile Phone Validator (MPV) dashboard has shown uneven to subpar results. When specific dates, times, deployment periods and watch/shift are researched the results

are sporadic and undependable. After additional discussion with Axiom personnel, it was determined that this is likely a result of poor or no connectivity in the subterranean portions of the system. Once Officers enter the underground portion of the system, their location is not detected by the satellite which isolates their position until they surface again. Many Officers do not surface at all during a shift because they are assigned to stations or platforms that are underground. However, some officers, show up routinely and frequently on our map because many of their assignments are fixed posts at mezzanines, terraces, or other non-tunnel locations. On Monday June 29th, Axiom’s Project Manager, sent us an information sheet about how their satellite works, and addressed some questions about the poor connectivity and the impact on our mapping functionality. He admitted that the lack of connectivity will continue, and they currently do not have a solution.

An alternative to the map features could be a report conducted by the Mobile Device Manager (MDM) system, which would tell us which TAP cards (in this case, badges) were read and at what times. With this tool we could see which employees logged into the MPV application, at what time, and at which point they logged off. However, we have tried running reports on three different occasions and no reports were ever generated, Axiom personnel stated on July 14th that the reports function should be operational. We will continue to run reports and report any issues to Axiom. SSLE has begun to look at other vendors, or options that may provide a better solution. We will work with Metro IT to develop a Request for Proposal to determine if there are effective options.

TRANSIT SECURITY HIRING EFFORTS

Current Staffing Levels

As of 8/5/20:

Job Title	# Budgeted	# Filled	Vacancies	Capacity
Transit Security LT	5	5	0	100.00%
Transit Security SGT	12	10	2	83.33 %
SR Transit Security OFCR	15	13	2	86.67%
Transit Security OFCR II	75	72	3	96.00%
Transit Security OFCR I	77	67	10	87.01%
TOTAL	184	167	17	90.76%

Hiring Plan

First group of 161 applicants have completed qualification steps. 40 candidates were presented with a contingent job offer. Of those, 16 passed the intake meeting and are prepared to go to background investigations. Applicant group #2 consisting of 132 applicants will be completing the written assessment and interviews during the month of August.

Training

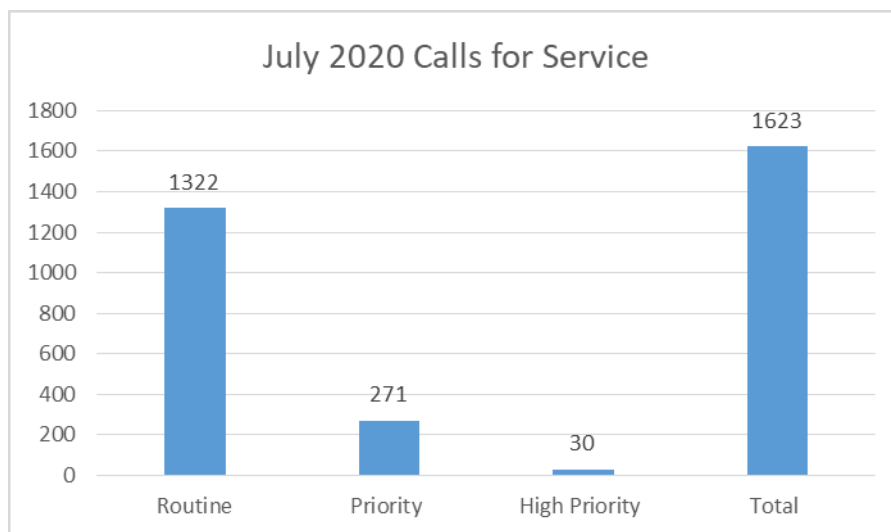
- **Glock Transition Program** - The first 16 officers are set to begin transition training on August 17, 2020. Additional officers will continue to be scheduled as soon as they can be confirmed on their rollouts.
- **Implicit Bias Training** - The draft of the revised in-house Implicit Bias training was sent to Office of Civil Rights on August 7, 2020, for review and feedback.

- **Operations Supervisor Safety** - A 30-minute draft of Operations Supervisor Safety and Verbal De-escalation presentation was sent to Rail Operations for review on August 6, 2020. Once approved, we will provide this Verbal De-Escalation training to Operations supervisors so they in turn can go back to train their folks in Verbal De-Escalation.

Calls for Service KPI

Metro Security department was tasked to measure key performance indicators to understand specific performance for calls for service. Three types of calls for service were developed and categorized into three types:

- Routine: Assignments that are dispatched to Metro Security Officers that require their presence to resolve, correct or assist a situation.
- Priority: Calls endangering property are dispatched as soon as possible if units are available, with the exception of bomb threats calls, which are dispatched immediately to law enforcement. Vandalism and burglary calls may be delayed until officers are available.
- High priority: Calls that are in-progress events where persons or high-value property are in immediate danger. This call requires as many personnel as possible to respond safely but quickly.



We will provide response times in future board reports.

BUS OPERATOR ASSAULTS

In June, there were a total of (13) assaults on bus operators, with (6) assaults occurring in LAPD's jurisdiction and (7) assaults occurring in LASD's jurisdiction. All (13) assaults occurred on the bus system on different lines. Ten of the suspects were males and (3) of the suspects were females. Five suspects were arrested, and one suspect was homeless.

In July, there were a total of (4) assaults on bus operators, with (3) assaults occurring in LAPD's jurisdiction and (1) assault occurring in LASD's jurisdiction. All (4) assaults occurred on the bus system on different lines. All (4) suspects were males. Two suspects were arrested, (1) suspect was

homeless, and (1) suspect suffered from mental illness.

Most of the bus operator assaults occurred in the Mid-City and Mid-Wilshire areas, with some assaults occurring in the Harbor-Gateway and El Monte Terminal areas.

EMERGENCY MANAGEMENT COVID-19 RESPONSE

The Emergency Management Department (EMD) has continued to support Metro's Incident Management Team in the Agency's response to COVID-19. EMD activated Metro's Emergency Operations Center (EOC) starting March 10, 2020, and began coordination of daily Command Staff meetings, intelligence briefings and communication with local government and transit partners on regional response, best practices and real-time lessons learned during this incident.

EMD has implemented a Duty Officer Program, with 24/7 availability to aid Metro employees with any questions regarding Metro's COVID-19 response, COVID-19 case tracking and reporting, and all incident related assistance or inquiries for information. Metro's EOC has facilitated and/or provided guidance in notifications to staff, acquiring of emergency supplies, funding regulations & expense reimbursement strategies, safety protocols, regional transit communications (Joint Information Center), and requests from LA County and City EOCs.

Since March 10, 2020 the Emergency Management Department has facilitated the following for COVID-19 response activities:

- 70 Command Staff Meetings
- Over 200 Duty Officer calls
- 92 Command Staff Public Health Intelligence Briefs
- 119 Operational Periods of EOC Activation
- Provided over 40,000 masks to Law Enforcement and Transit Security for personnel use and to utilize as de-escalation tools for Metro system riders to maintain a safe environment for all
- Assisted in collecting data and facilitating the FEMA reimbursement application process for Metro's COVID-19 response and mitigation expenses, totaling over \$144 million

HOMELESS OUTREACH SERVICES

Operation "Shelter the Unsheltered"

PATH Outreach Data: July 1 - July 31, 2020

- 11 individuals were permanently housed
- 286 individuals have been permanently housed since May 2017
- 29 motel rooms were secured to house 53 homeless persons
 - 26 of the clients were single mothers with children
 - 14 clients were singularly housed
 - 1 deaf couple

- 1 couple with 4 children
- 1 couple with 3 children
- 1 couple without children

Total Motel Expense: \$59,733.23

Note: Temporary city shelters are NOT taking new cases and are in the process of closing. As a shelter closes, the remaining occupants are being transferred to the shelters still open and others are being housed through Operation Room Key. The goal is to close all temporary shelters by September 30th and have all remaining occupants housed by then.

PATH teams deploy daily throughout the system with special attention to the following hot spots:

- Day Team (7 a.m. - 3:30 p.m.)
 - Red Line: Union Station, MacArthur Park, Vermont/Beverly
 - Blue Line: Slauson
 - Orange Line: North Hollywood, Van Nuys
 - Silver Line: Slauson
 - Gold Line: Heritage Square, Lake, Allen Station, Sierra Madre, Monrovia, APU
 - Expo: Expo/Crenshaw
 - Green Line: Willowbrook/Rosa Parks

- Swing Team (3 a.m. - 11:30 a.m.)
 - Red Line: MacArthur park/Westlake/7th St/Metro, Union Station, North Hollywood
 - Orange Line: North Hollywood
 - Expo Line: Santa Monica Station
 - Gold Line: APU Citrus, Lake Station
 - Blue Line: Downtown Long Beach, Compton, 103rd Station
 - Green Line: Harbor Freeway, Vermont/Athens
 - El Monte Station

The Dream Center Outreach Program & Team

Faith-based community-based organization. Provides social services 24 hours a day, seven days a week

- Execution date: Friday, July 10, 2020. Teams deploy:
 - Fridays, Union Station, close of station
 - 428 contacts were made between July 10 and August 18, 2020



L.A. DOOR Outreach Program & Team

Comprehensive, health-focused, preventative approach that proactively engages individuals at elevated risk of returning to the LA City Attorney's Office on a new misdemeanor offense related to substance use, untreated mental illness, and/or homelessness.

- Execution date: Wednesday, July 8, 2020. Teams deploy:
 - Wednesdays, Union Station
 - Thursdays, Civic Center/Grand Park
 - Fridays, Westlake/MacArthur Park.
 - Number of contacts with homeless persons made to date: 237



PUBLIC PRIVATE PARTNERSHIPS

Housing Collaborations:

Public/Private Housing Discussions

- April 6th meeting with members from The Mayor's Office of City Homelessness Initiatives - Housing Team
- July 31st Rapid Shelter meeting with CEO of The Housing Innovation Collaborative. Meeting held with Metro's Executive Officer, Office of Extraordinary Innovation and Project Manager, Homeless Outreach and Strategic Planning.
- August meetings held with two regional Councils of Government to discuss homelessness, best practices and collaboration.

Homeless Outreach Collaborations:

- Los Angeles City District Attorney's Office - Neighborhood Prosecutor

4-DAY HOMELESS RAIL & BUS COUNT

- The 4-day homeless count on rail and bus is in the planning phase and is expected to launch early October.

SEXUAL HARASSMENT INITIATIVES

SSLE has developed a new Sexual Harassment Sensitivity Training to better meet the needs of victims of sexual harassment while aboard Metro. Training was complete as of July 1, 2020 and internal and external Metro marketing materials have been updated.

PEACE OVER VIOLENCE PERFORMANCE METRICS

Performance Measure	Number Served (June)	Number Served (July)
Total Sexual Harassment Cases Contacting POV	2	4
Total Cases of Metro Located Sexual Harassment Contacting POV	2	2
Total Number of Metro Riders Requesting Counseling Services	2	2
Total Number of Police Reports Filed or Intended to File	2	1
Total Number of Active Cases	1	1

JUNE 2020 REGULAR BOARD MEETING

At June’s Full Board Meeting, Board Director Fasana requested a report back on how the changes in Metro’s fare enforcement have impacted our fare revenue. The FY20 budget assumption before COVID for fare revenue was approximately \$23.7 million per month, of which \$16.6M was estimated for Bus and \$6.8M for Rail. The fare revenue collected after COVID-19 is around \$1.2 to \$1.6 million a month. This is a 95% drop in fare revenue since the Safe-at-Home orders were implemented.

The decrease in fare revenue is mostly attributed to a decrease in ridership as a result of the Safe-at-Home orders and Metro implementing rear-door boarding on buses to minimize contact between our bus operators and riders. Also, our fare enforcement officers realigned their efforts from fare enforcement to educating our riders on essential travel.

NEXT STEPS

Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - System-Wide Law Enforcement Overview July 2020
- Attachment B - MTA Supporting Data July 2020

Attachment C - Key Performance Indicators July 2020


Attachment D - Transit Police Summary July 2020

Attachment E - Homeless Update July 2020

Attachment F - Monthly, Bi-Annual, Annual Comparison July 2020

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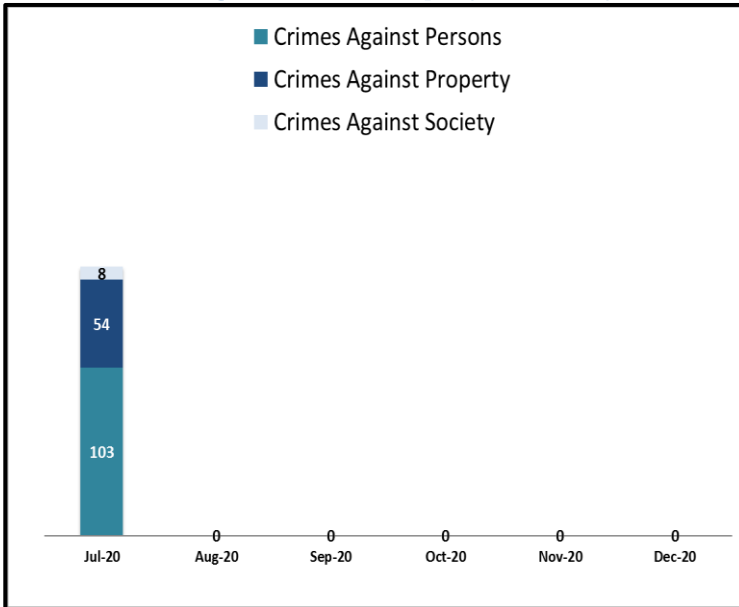
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2020

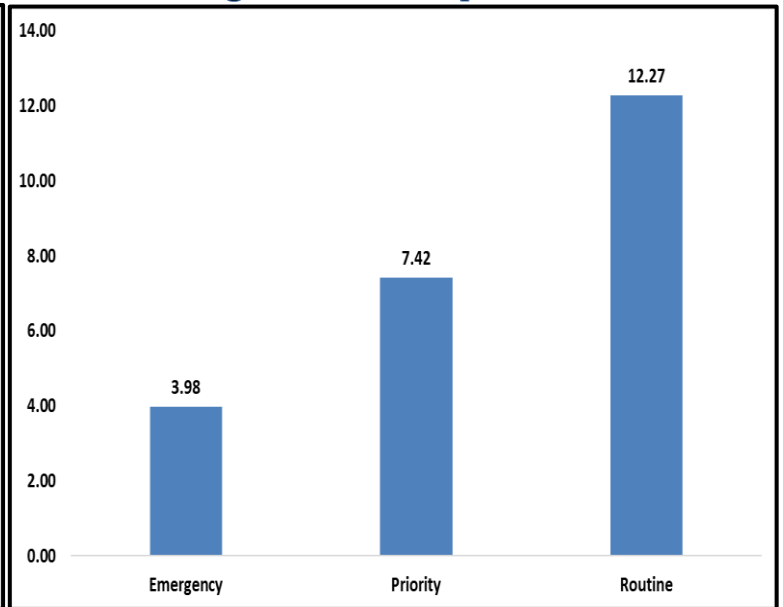
Attachment A

Crimes Against Persons, Property, and Society

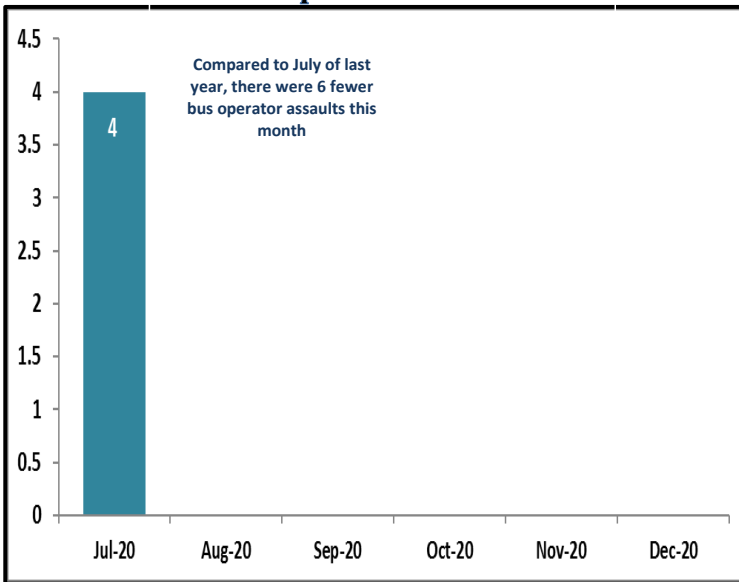


When compared to the same period last year, Crimes Against Persons decreased by 38 crimes, Crimes Against Property decreased by 24 crimes, and Crimes Against Society decreased by 25 crimes.

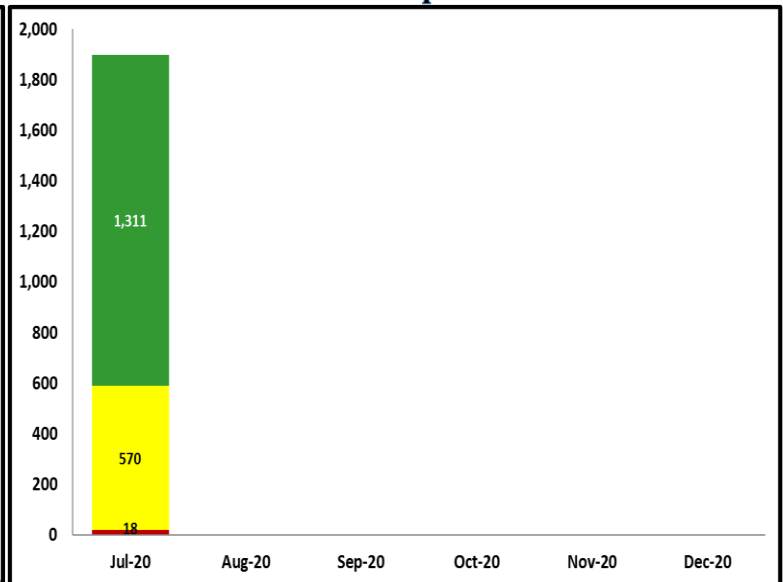
Average Incident Response Times



Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station

Red Checks- Occurs when a patron has invalid fare

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBDP	FYTD
Homicide	1	0	0	1
Rape	0	0	0	0
Robbery	0	3	1	4
Aggravated Assault	0	2	1	3
Aggravated Assault on Operator	0	0	0	0
Battery	3	1	0	4
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	0
SUB-TOTAL	4	6	2	12
CRIMES AGAINST PROPERTY	LAPD	LASD	LBDP	FYTD
Burglary	0	0	0	0
Larceny	0	0	0	0
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	0
Arson	0	0	0	0
Vandalism	1	4	0	5
SUB-TOTAL	1	4	0	5
CRIMES AGAINST SOCIETY	LAPD	LASD	LBDP	FYTD
Weapons	0	0	0	0
Narcotics	0	1	0	1
Trespassing	0	0	0	0
SUB-TOTAL	0	1	0	1
TOTAL	5	11	2	18

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	0
Pico	1	0	0	1
Grand/LATTC	1	0	0	1
San Pedro St	1	0	0	1
Washington	0	0	0	0
Vernon	0	0	0	0
Slauson	0	1	0	1
Florence	1	1	0	2
Firestone	1	0	0	1
103rd St/Watts Towers	1	1	0	2
Willowbrook/Rosa Parks	1	2	0	3
Compton	2	0	0	2
Artesia	1	0	1	2
Del Amo	0	0	0	0
Wardlow	1	0	0	1
Willow St	0	0	0	0
PCH	0	0	0	0
Anaheim St	0	0	0	0
5th St	0	0	0	0
1st St	1	0	0	1
Downtown Long Beach	0	0	0	0
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Total	12	5	1	18

ARRESTS				
AGENCY	LAPD	LASD	LBDP	FYTD
Felony	0	9	0	9
Misdemeanor	1	6	5	12
TOTAL	1	15	5	21

CITATIONS				
AGENCY	LAPD	LASD	LBDP	FYTD
Other Citations	1	12	1	14
Vehicle Code Citations	0	0	26	26
TOTAL	1	12	27	40

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBDP	FYTD
Routine	5	72	3	80
Priority	17	84	37	138
Emergency	2	11	8	21
TOTAL	24	167	48	239

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBDP
Dispatched	23%	2%	2%
Proactive	77%	98%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	
Blue Line-LBDP	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBDP	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	4	4
Pacific Ave.	0	0	0	0
Willowbrook	0	0	0	0
Slauson	0	0	0	0
Firestone	0	0	0	0
Florence	0	0	0	0
Compton	0	0	0	0
Artesia	0	0	0	0
Del Amo	0	0	0	0
Long Beach Blvd	0	0	0	0
TOTAL	0	0	4	4

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	2
Misdemeanor	1	1	2
TOTAL	1	3	4

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	1	1
Vehicle Code Citations	0	2	2
TOTAL	0	3	3

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	96	98
Priority	10	60	70
Emergency	0	6	6
TOTAL	12	162	174

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	5%
Proactive	83%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	0
Douglas	0	0	0	0
El Segundo	0	0	0	0
Mariposa	0	0	0	0
Aviation/LAX	0	0	0	0
Hawthorne/Lennox	1	1	0	2
Crenshaw	0	0	0	0
Vermont/Athens	0	0	0	0
Harbor Fwy	0	0	0	0
Avalon	0	0	0	0
Willowbrook/Rosa Parks	1	2	0	3
Long Beach BI	0	0	0	0
Lakewood BI	0	0	0	0
Norwalk	0	0	0	0
Total	2	3	0	5

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	91%
Green Line-LASD	

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

EXPO LINE

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	1	3
Aggravated Assault	2	1	3
Aggravated Assault on Operator	0	0	0
Battery	4	1	5
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
SUB-TOTAL	8	4	12
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	2
Bike Theft	2	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	1	1
SUB-TOTAL	4	1	5
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	1	1
SUB-TOTAL	0	1	1
TOTAL	12	6	18

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	2
Misdemeanor	1	3	4
TOTAL	2	4	6

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	16	2	18
Vehicle Code Citations	0	0	0
TOTAL	16	2	18

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	56	64
Priority	39	27	66
Emergency	2	2	4
TOTAL	49	85	134

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	6%
Proactive	82%	94%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	N/A	12	12
Culver City	N/A	0	0
TOTAL	0	12	12

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	1	0	3
Pico	1	0	0	1
LATTC/Ortho Institute	0	0	0	0
Jefferson/USC	0	0	0	0
Expo Park/USC	1	0	0	1
Expo/Vermont	0	0	0	0
Expo/Western	1	0	0	1
Expo/Crenshaw	2	2	0	4
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	0
La Cienega/Jefferson	0	0	0	0
Culver City	0	0	0	0
Palms	1	1	0	2
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	0
Expo/Bundy	0	0	0	0
26th St/Bergamot	0	0	0	0
17th St/SMC	1	0	0	1
Downtown Santa Monica	3	1	1	5
Expo Line Rail Yard	0	0	0	0
Total	12	5	1	18

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	2
Aggravated Assault	7	7
Aggravated Assault on Operator	0	0
Battery	11	11
Battery Rail Operator	0	0
Sex Offenses	1	1
SUB-TOTAL	21	21
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	7	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	3
SUB-TOTAL	10	10
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	1
SUB-TOTAL	1	1
TOTAL	32	32

ARRESTS

AGENCY	LAPD	FYTD
Felony	6	6
Misdemeanor	2	2
TOTAL	8	8

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	32	32
Priority	98	98
Emergency	10	10
TOTAL	140	140

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	0	3
Civic Center/Grand Park	1	0	0	1
Pershing Square	1	2	0	3
7th St/Metro Ctr	1	0	0	1
Westlake/MacArthur Park	4	2	0	6
Wilshire/Vermont	1	1	0	2
Wilshire/Normandie	1	0	0	1
Vermont/Beverly	2	0	0	2
Wilshire/Western	0	1	0	1
Vermont/Santa Monica	0	1	0	1
Vermont/Sunset	1	0	0	1
Hollywood/Western	1	0	0	1
Hollywood/Vine	0	1	0	1
Hollywood/Highland	1	0	1	2
Universal City/Studio City	2	0	0	2
North Hollywood	2	2	0	4
Red Line Rail Yard	0	0	0	0
Total	21	10	1	32

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	89%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	2	2
Aggravated Assault	0	1	1
Aggravated Assault on Operator	0	0	0
Battery	0	1	1
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
SUB-TOTAL	0	5	5
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	2	3
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	1	1
Vandalism	1	1	2
SUB-TOTAL	2	5	7
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	1	0	1
SUB-TOTAL	1	0	1
TOTAL	3	10	13

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	2
Misdemeanor	1	0	1
TOTAL	2	1	3

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	2	2
Vehicle Code Citations	0	1	1
TOTAL	0	3	3

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	12	128	140
Priority	31	93	124
Emergency	2	6	8
TOTAL	45	227	272

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	5%
Proactive	81%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	0
Azusa Downtown	1	1	0	2
Irwindale	0	2	0	2
Duarte/City of Hope	0	0	0	0
Monrovia	0	0	0	0
Arcadia	0	0	0	0
Sierra Madre Villa	2	0	0	2
Allen	0	0	0	0
Lake	0	1	0	1
Memorial Park	0	0	0	0
Del Mar	0	0	0	0
Fillmore	0	0	0	0
South Pasadena	1	0	0	1
Highland Park	1	0	0	1
Southwest Museum	0	0	0	0
Heritage Square	0	0	0	0
Lincoln/Cypress	0	0	1	1
Chinatown	0	0	0	0
Union Station	0	0	0	0
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	0
Mariachi Plaza	0	0	0	0
Soto	0	0	0	0
Indiana (both LAPD & LASD)	1	1	0	2
Maravilla	1	0	0	1
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	0
Total	7	5	1	13

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	90%
Gold Line-LASD	

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	14	14
Irwindale	0	10	10
Monrovia	0	15	15
City of Pasadena	0	4	4
Magnolia Ave	0	0	0
Duarte Station	0	4	4
City Of Azusa	0	30	30
South Pasadena	0	4	4
City Of East LA	0	34	34
Figueroa St	0	0	0
TOTAL GOAL= 10	0	115	115

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	2	2
Emergency	1	1
TOTAL	3	3

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	10%
Proactive	90%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	88%

LEGEND	
Los Angeles Police Department	

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	0	1	1
TOTAL	0	1	1

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	0
Vehicle Code Citations	0	0	0
TOTAL	0	0	0

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	3	5
Priority	6	1	7
Emergency	0	0	0
TOTAL	8	4	12

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

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	0%
Silver Line- LASD	

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	2	6
Aggravated Assault	7	4	11
Aggravated Assault on Operator	2	0	2
Battery	10	9	19
Battery Bus Operator	1	1	2
Sex Offenses	2	3	5
SUB-TOTAL	26	19	45
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	7	2	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	8	10
SUB-TOTAL	9	10	19
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	1	1
Trespassing	1	0	1
SUB-TOTAL	1	2	3
TOTAL	36	31	67

LASD's Crimes per Sector		
Sector		FYTD
Westside	3	3
San Fernando	1	1
San Gabriel Valley	8	8
Gateway Cities	13	13
South Bay	6	6
Total	31	31

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	0
West Valley	0	0
North Hollywood	2	2
Foothill	1	1
Devonshire	1	1
Mission	0	0
Topanga	0	0
Central Bureau		
Central	8	8
Rampart	2	2
Hollenbeck	1	1
Northeast	0	0
Newton	1	1
West Bureau		
Hollywood	1	1
Wilshire	0	0
West LA	0	0
Pacific	1	1
Olympic	6	6
Southwest Bureau		
Southwest	6	6
Harbor	2	2
77th Street	2	2
Southeast	2	2
Total	36	36

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	4	6	10
Misdemeanor	1	15	16
TOTAL	5	21	26

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	17	19
Vehicle Code Citations	0	12	12
TOTAL	2	29	31

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	134	137
Priority	21	167	188
Emergency	0	12	12
TOTAL	24	313	337

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	2%
Proactive	80%	98%
TOTAL	100%	100%

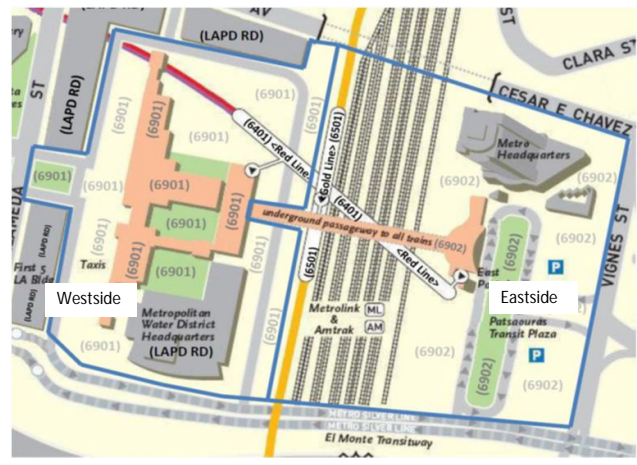
PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	

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

UNION STATION

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	2	2
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	2	2
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	1
Larceny	0	0
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
SUB-TOTAL	3	3
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	1
SUB-TOTAL	1	1
TOTAL	6	6



ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	2
Misdemeanor	3	3
TOTAL	5	5

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	16	16
Emergency	3	3
TOTAL	19	19

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	89%

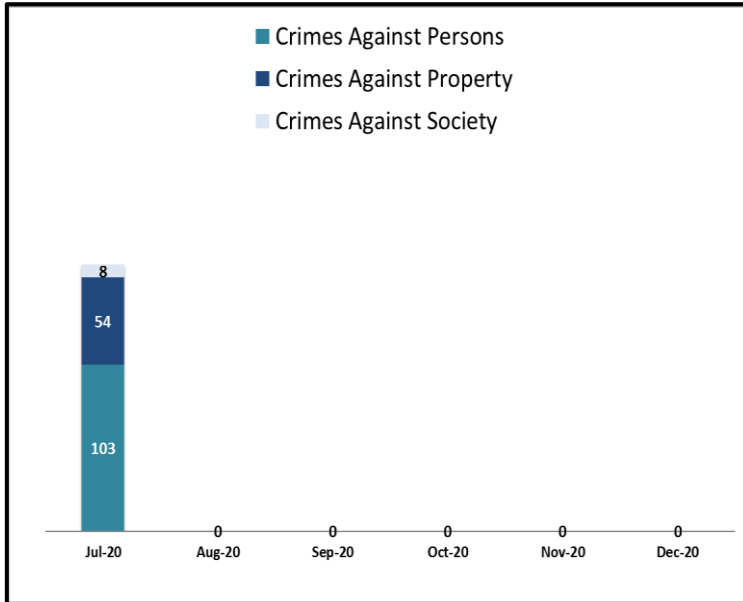
LEGEND	
Los Angeles Police Department	

KEY PERFORMANCE INDICATORS

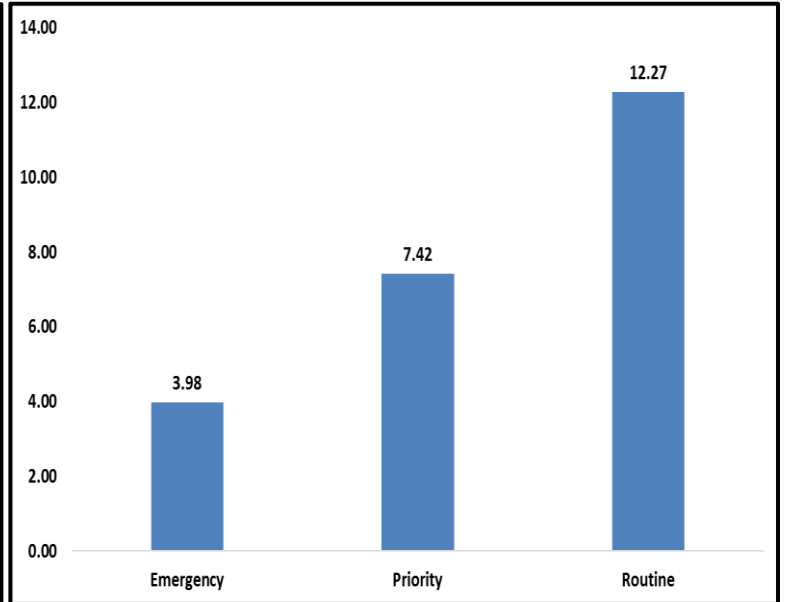
JULY 2020

Attachment C

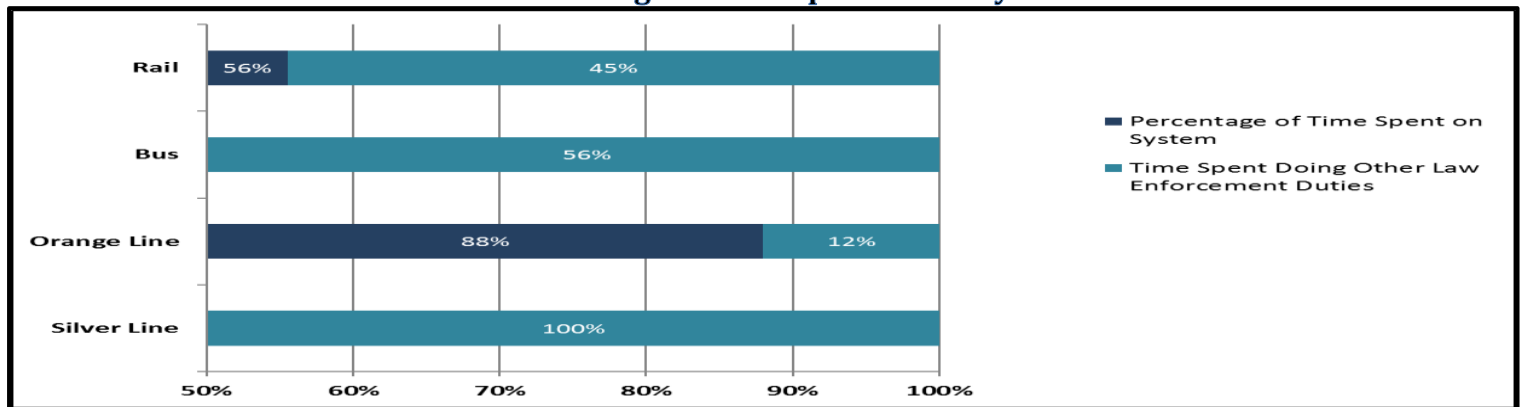
Crimes Against Persons, Property, and Society



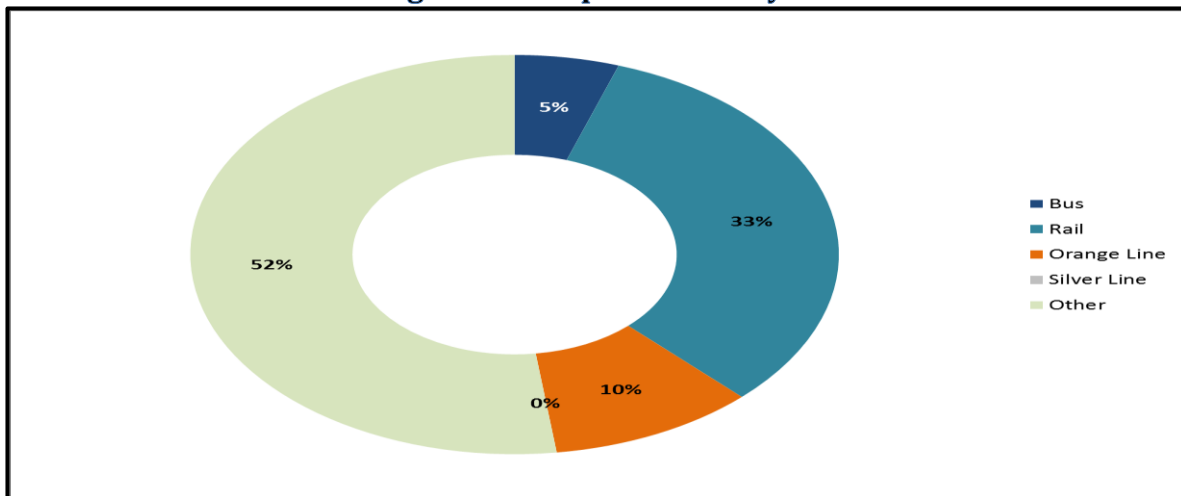
Average Incident Response Times



Percentage of Time Spent on the System



Percentage of Time Spent on the System as a Whole

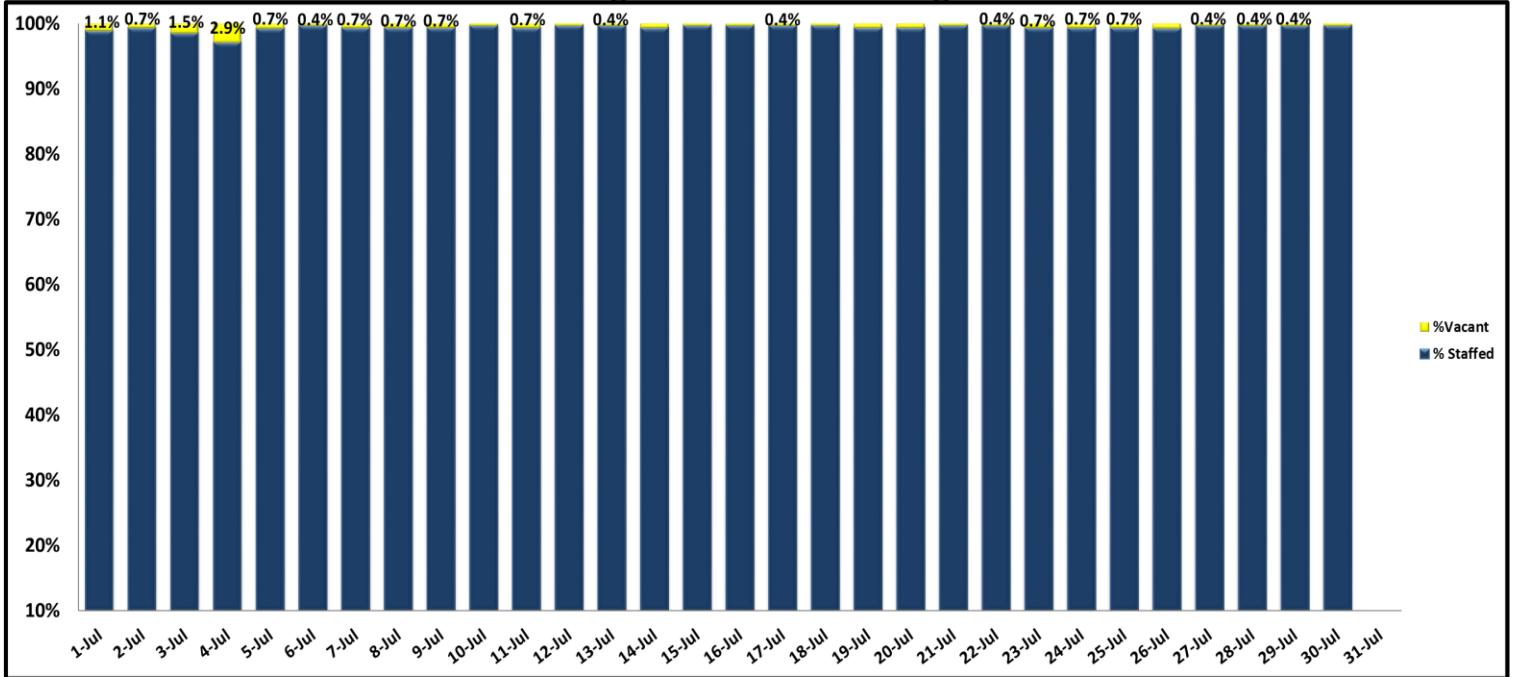


KEY PERFORMANCE INDICATORS

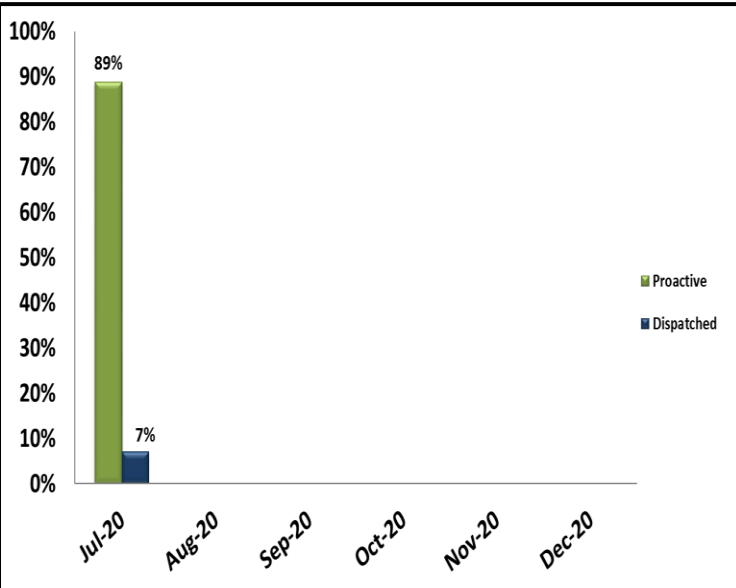
JULY 2020

Attachment C

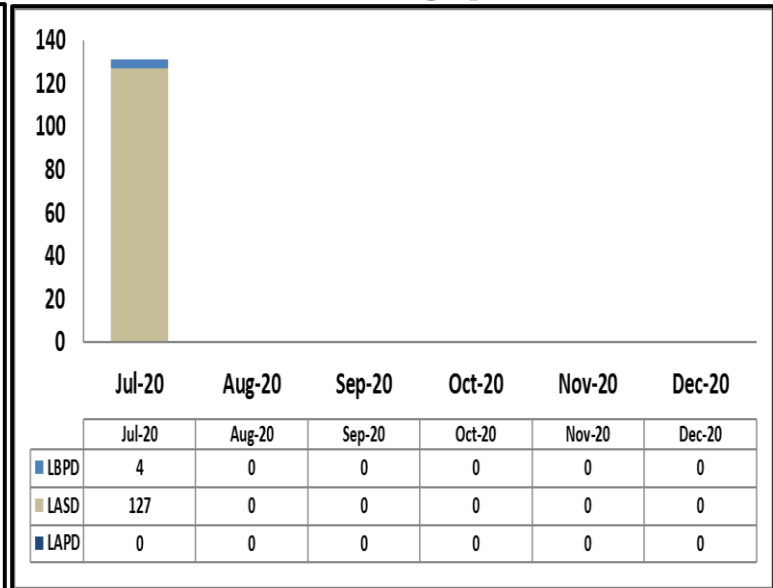
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations July:

1. Blue Line Stations (4)
2. Expo Line Stations (12)
3. Gold Line Stations (115)

Transit Police

Monthly Crime Report



Attachment D

	2019	2020
	July	July
CRIMES AGAINST PERSONS		
Homicide	1	1
Rape	0	0
Robbery	22	17
Aggravated Assault	22	27
Aggravated Assault on Operator	1	2
Battery	69	46
Battery on Operator	9	2
Sex Offenses	17	8
SUB-TOTAL	141	103
CRIMES AGAINST PROPERTY		
Burglary	1	1
Larceny	51	24
Bike Theft	11	5
Motor Vehicle Theft	2	0
Arson	0	1
Vandalism	13	23
SUB-TOTAL	78	54
CRIMES AGAINST SOCIETY		
Weapons	7	1
Narcotics	18	2
Trespassing	8	5
SUB-TOTAL	33	8
TOTAL	252	165
ENFORCEMENT EFFORTS		
Arrests	461	74
Citations	4,723	95
Fare Checks	56,288	1,899
Calls for Service	1,197	1,330

Metro's Homeless Efforts

C3 Homeless Outreach July 1, 2020 through July 31, 2020

Performance Measure	July Number Served	Project Year 2017 To date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	170	7,881
Number of Unduplicated individuals engaged (engagement phase)	95	3,841
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	Unavailable
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	39	1,768
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	406
Number of unduplicated individuals engaged who are permanently housed	11	286

These data include cumulative totals from inception and combines the work of the Swing and Day shifts.

July Motel Report

Secured 29 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- A total of 53 homeless persons were housed in 29 motel rooms.
- 26 of the clients were single mothers with children
- 1 deaf couple
- 1 couple with 3 children
- 1 couple with four children
- 1 couple without children
- 14 clients were singularly housed.

Total Motel Expense: \$59,733.23

COVID-19 Motel Expense: \$21,062.52

PATH Success Story

Client is a 62-year-old African American male with multiple medical conditions and mobility concerns. Client was first engaged at Union Station on January 28, 2019 Client had been released from custody on January 16, after approximately 13 years. Client was bussed to a shelter in Los Angeles and upon stepping off the bus, he suffered a heart attack and was hospitalized. First encountered client at Union Station, he had just been released from the hospital and was trying to get a ride to Bell Shelter. Client uses a walker/wheelchair for mobility and has multiple progressive medical conditions.

Metro's Homeless Efforts

Client has been in most shelters in the city. Due to background issues as well as medical needs, client had to move frequently. Over the past year and a half, the client's health began to decline significantly. Client has spent one or two nights in the hospital most every month. In recent months, he was connected to home health and hospice.

In June 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing. Due to the client's condition, he was temporarily housed in a motel paid for by PATH Metro (The People Concern assumed payment for the motel in June 2020) due to his inability to access another shelter as well as his now severe medical needs. He was referred to Project RoomKey. The client was granted an automatic extension on his voucher due to COVID closures. It was at that time that Metro outreach team received a call from Casa Lucerne. They had an opening and accepted Section 8 vouchers. The Casa Lucerne worker immediately conducted a phone interview with the client and shortly thereafter met with the client. The client was approved for a housing unit. The client signed the apartment lease and moved in July 21 and 22, 2020. In June of 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing.

LAPD Success Story

While addressing encampments along the perimeter of the MTA property officers became aware of a camper shell parked on the street. Officers observed a female inside of the camper shell, they approached the female and asked her to exit the camper shell to conduct homeless outreach. The subject met with officers and advised she was living in the camper shell with her three (3) sons, ages 10, 7 and 4. Officers asked if they had eaten that morning and the subject said no. Officers picked up food for the family and brought it back to them. Officers contacted the Los Angeles County Department of Mental Health Social Worker, who is assigned to the LAPD Transit Hope Team to assist. Officers advised the subject that she was not in trouble and that the officers were there to provide outreach. The female was initially reluctant to talk to officers and later expressed concern that they were there regarding her sons. The three boys were very well kept, with short haircuts, clean cloths and new tennis shoes. Upon the Department of Mental Health Clinician's arrival, an assessment was done on the boys, and, it was determined there was no evidence of neglect or abuse.

The overall condition of the camper shell was poor, but the mother indicated she had been living in the camper shell for approximately three months and it was only temporary housing for her family that allowed her to keep the boys off the street. Officers observed bicycles, toys and sports equipment the boys used when playing at a baseball field which was located across the street from the camper shell. The boys were well-mannered and did not appear malnourished. The mother advised she was working with LA Family Housing to secure a permanent residence. She added that LA Family Housing referred her to PATH. Officers were concerned about the family remaining in the camper shell for even another night, due to the high-crime area they were in and with the upcoming extreme heat forecasted for Los Angeles. The officers advised the subject that their goal was to secure a motel room for temporary housing for her and her children. The

Metro's Homeless Efforts

Department of Mental Health (DMH) contacted PATH and negotiated with them to send a team to the camper site location to view the living situation. Through PATH's assessment of the family's living conditions, a motel room was secured. Officers followed PATH team members to the motel and stayed to ensure the family was processed into their room. The following day, July 9th, HOPE Officers and DMH conducted a follow-up to the motel to check on the mother and her children. Officers contacted Home Store Center & Bishops' Storehouse in Boyle Heights, where they picked up groceries and toiletries and delivered them to the family. DMH followed up with PATH to check on the progress of permanent housing for the family. Karla, the mother and her family moved into transitional housing.

LASD Success Story

On July 29, 2020 while the Mental Evaluation Team unit at Santa Monica Pax was conducting a Homeless Outreach Operation, the MET observed a white female walking around the Pax platform who appeared to be homeless. The subject was wrapped in a dirty blanket. A MET officer offered her homeless outreach services. The subject stated she has been homeless for approximately six months since she arrived from Yuma, Arizona where her family lives. The subject further stated she had been trying to return home; however, she had run into some financial difficulties due to her drug problem. The subject stated she was willing to go into a drug program to get back on her feet. While talking to the subject, the MET officer noticed she had a black eye. When asked about her eye, she said she had been in an abusive relationship for the past three months and had not been able to get out of the relationship. The subject said it wasn't uncommon for her to suffer physical injuries while involved with her abusive boyfriend. The MET officer called a DMH clinician to assist the subject with her difficult situation. The DMH clinician was able to provide domestic violence victim services. After several phone calls, the MET officer was able to transport the subject to a battered women's shelter in Los Angeles. The MET officer revisited the shelter to follow-up on the subject and was advised that the subject had started the process for a new identification card and had enrolled in a drug program. The subject was also going to be receiving group therapy as well as counseling. The subject was able to start the process to return home in Arizona.

LBPD Success Story

On July 8, 2020, Quality of Life officers (QOL) observed a 21-year-old female on the system that had recently become homeless. The QOL officers were able to ensure the subject was cleaned up and transported her to the long Beach Multi Service Center to facilitate the possibility of having her being placed into housing.

Metro's Homeless Efforts

Law Enforcement Homeless Outreach Metrics, July 2020

ACTION	LAPD HOPE/TSD	LASD MET	LBPD
Contacts	109	482	99
Referrals	35	65	52
5150 Holds	10	18	0
Mental Illness	10	58	33
Substance Abuse	9	45	51
Veterans	4	02	1
Shelter	2	2	1
Motel Housing Plan	4	0	0
VA Housing	0	0	0
Return to Family	0	1	0
Transitional Long-Term Housing	2	0	0
Detox	0	0	0
Rehab	0	0	0

Cleared Encampments Within Metro Right-of-Way

No activity this reporting period.

Cleared Encampments Outside, Adjacent to Metro Right-of-Way

Incident Date:	Location:	Work Required:	Comments:
03/12/2020	Caltrans Park-n-ride lot Harbor Freeway-Slauson	Abandoned	Identified March 12 th , 2020 Clean-up completed July 20 th ; camps returned July 21 st

Crimes

Monthly	System-Wide	Jul-19	Jul-20	% Change
	Crimes Against Persons	141	103	-26.95%
	Crimes Against Property	78	54	-30.77%
	Crimes Against Society	33	8	-75.76%
	Total	252	165	-34.52%

Six Months	System-Wide	Feb-Jul 19	Feb-Jul 20	% Change
	Crimes Against Persons	847	619	-26.92%
	Crimes Against Property	532	356	-33.08%
	Crimes Against Society	154	85	-44.81%
	Total	1,533	1,060	-30.85%

Annual	System-Wide	Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	Crimes Against Persons	1,619	1,385	-14.45%
	Crimes Against Property	1,123	795	-29.21%
	Crimes Against Society	310	316	1.94%
	Total	3,052	2,496	-18.22%

Average Emergency Response Times

Monthly	Jul-19	Jul-20	% Change
	5.71	4.14	-27.50%

Six Months	Feb-Jul 19 Average	Feb-Jul 20 Average	% Change
	5.25	4.46	-15.00%

Annual	Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	4.97	4.52	-9.09%

Bus Operator Assaults

Monthly	Jul-19	Jul-20	% Change
	10	4	-60.00%

Six Months	Feb-Jul 19 Total	Feb-Jul 20 Total	% Change
	51	37	-27.45%

Annual	Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	102	78	-23.53%

Fare Compliance

Monthly		Jul-19	Jul-20	% Change
	Green Checks	37,502	1,311	-96.50%
	Yellow Checks	11,651	570	-95.11%
	Red Checks	7,135	18	-99.75%
	Total	56,288	1,899	-96.63%

Six Months		Feb-Jul 19 Total	Feb-Jul 20 Total	% Change
	Green Checks	322,908	54,265	-83.19%
	Yellow Checks	83,777	14,160	-83.10%
	Red Checks	45,630	9,462	-79.26%
	Total	452,315	77,887	-82.78%

Annual		Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	Green Checks	1,398,312	181,945	-86.99%
	Yellow Checks	366,653	70,023	-80.90%
	Red Checks	149,452	44,026	-70.54%
	Total	1,914,417	295,994	-84.54%

Ridership

Monthly		Jul-19	Jul-20	% Change
		31,116,482	16,197,160	-47.95%

Six Months		Feb-Jul 19 Total	Feb-Jul 20 Total	% Change
		185,003,451	103,018,610	-44.32%

Annual		Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
		376,556,985	281,532,453	-25.24%

