



Board Report

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Agenda Number: 22.

EXECUTIVE MANAGEMENT COMMITTEE

MARCH 16, 2023

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

MARCH 16, 2023

SUBJECT: RIDERSHIP AND SECURITY TRENDS

ACTION: ORAL REPORT

RECOMMENDATION

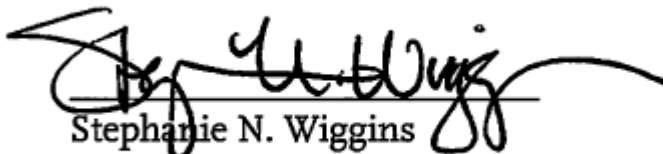
RECEIVE oral report on ridership and security trends.

Equity Platform

Operations collaborates with the Office of Equity and Race and System Security and Law Enforcement department to identify and mitigate any concerns to ensure equitable outcomes relative to service.

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Stephanie N. Wiggins
Chief Executive Officer

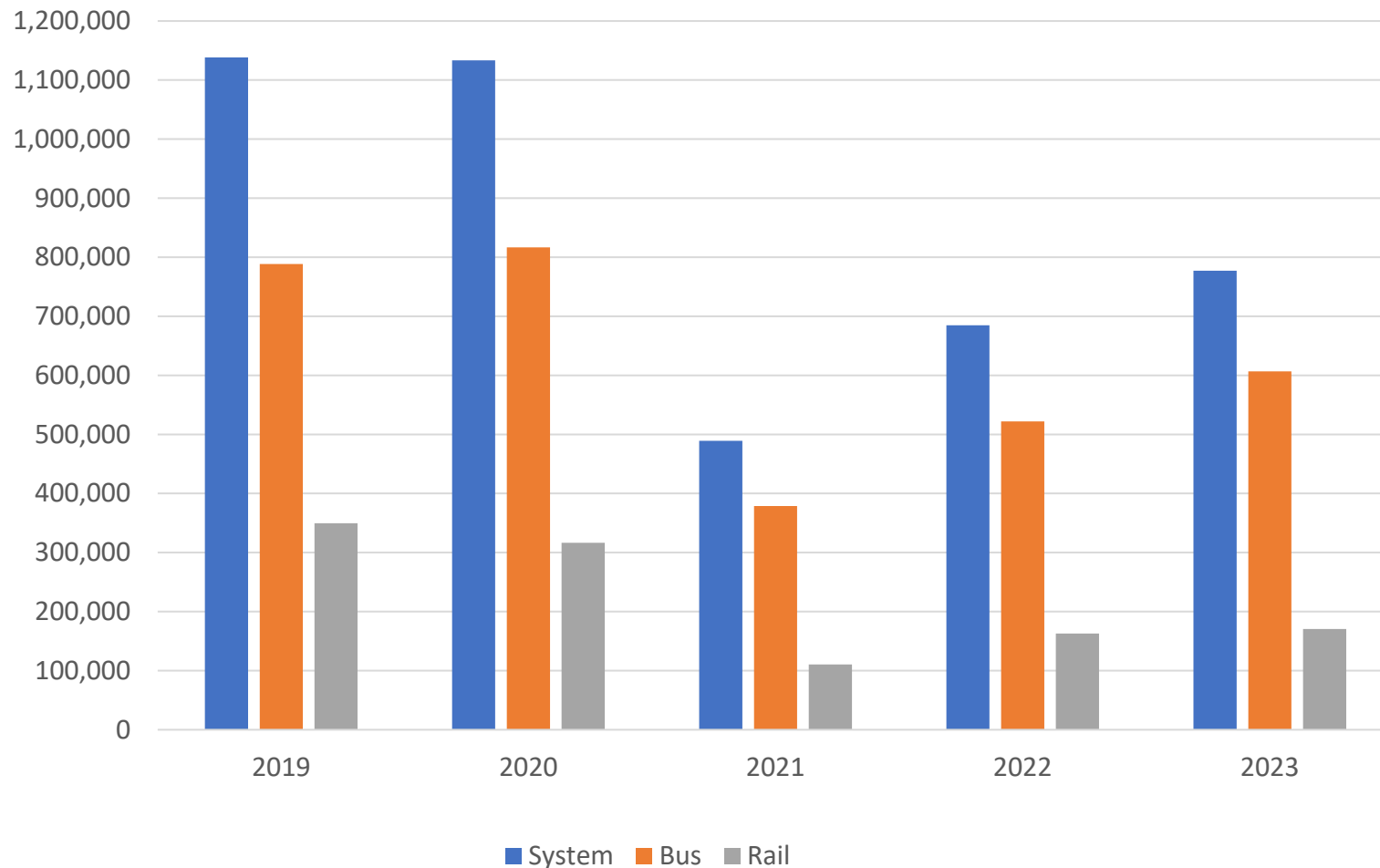


Ridership, Service and Crime Data – January 2023

Operations, Safety & Customer Experience Committee Meeting
March 16, 2023

Ridership Systemwide Bus & Rail Weekday

January Average Weekday Ridership 2019 through 2023



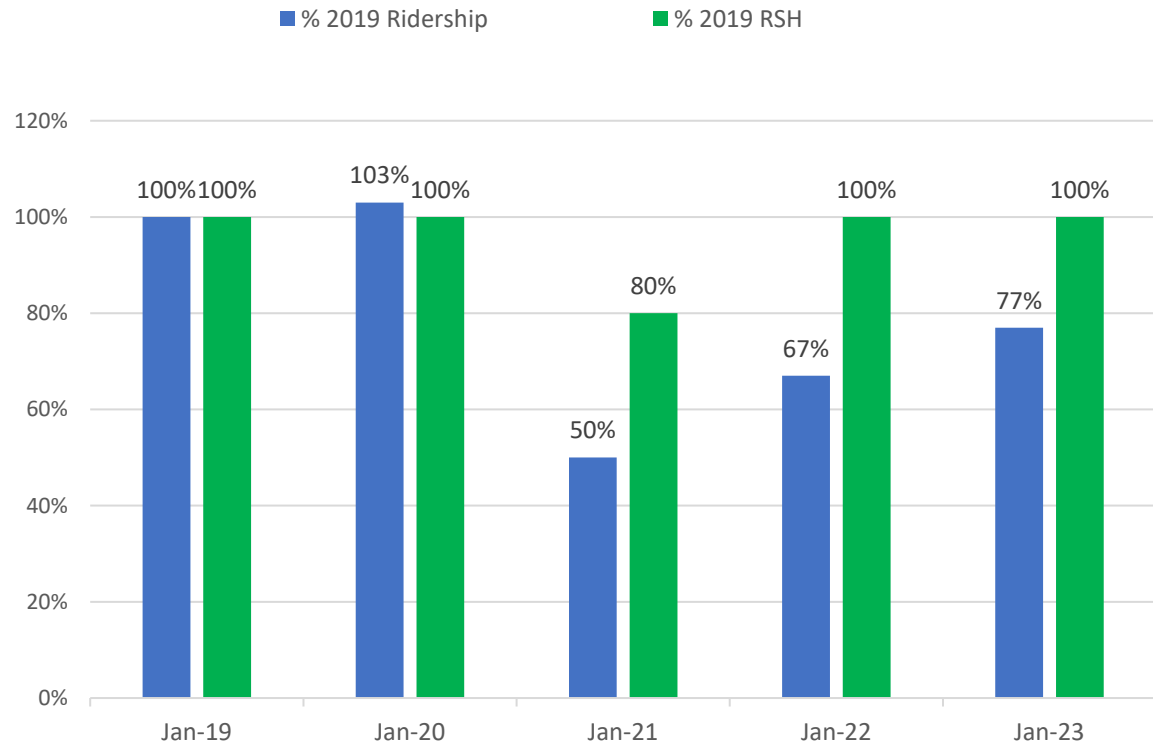
Average Weekday Ridership	2019 January	2020 January	2021 January	2022 January	2023 January
System	1,138,190	1,133,235	489,059	684,740	777,212
Bus	788,618	816,652	378,630	521,971	606,659
Rail	349,572	316,583	110,429	162,769	170,553

Recovered Average Weekday Ridership (Jan. 2019 vs Jan. 2023)

- **System 68%**
- **Bus 77%**
- **Rail 49%**

Bus Overall Ridership and Service Hours Data

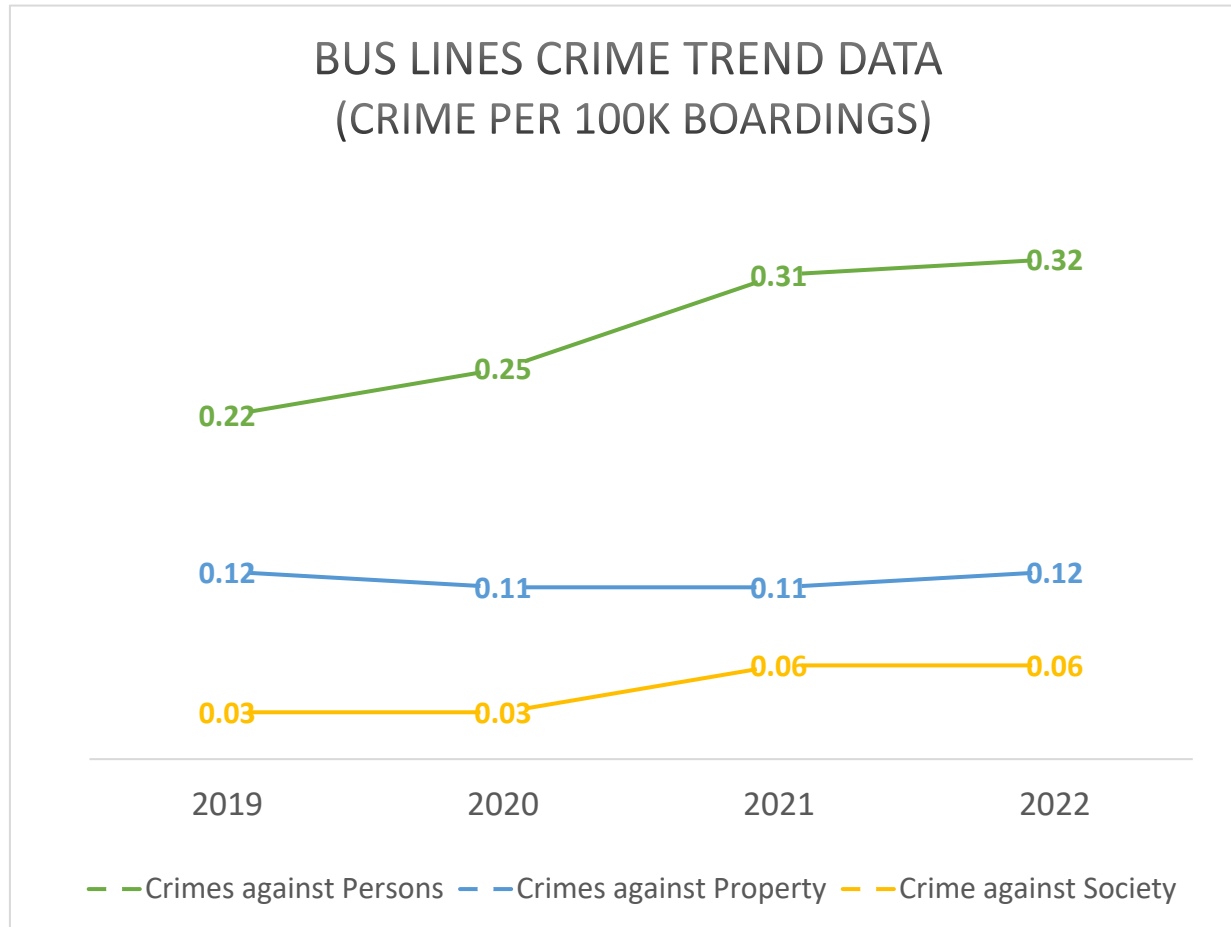
Bus Overall Ridership and Service Hours Data



Bus Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Ridership (Total Month)	21,263,765	21,987,685	10,541,528	14,290,983	16,469,953
Service (Hours/weekday)	21,751	21,601	16,732	21,070	21,324

Bus had full service available in January 2023 with ridership recovery at 77%.

Annual Crime Rate Trends - Bus System



- The Bus System has maintained low levels of crime. The growth in overall crime rate per 100,000 boardings is due to the lower ridership in 2022 vs 2019.
- Crimes Against Persons and Crimes Against Property have been consistent over the last four years. Assaults and larceny make up the majority of crimes reported on the system.
- Crimes Against Society remained low over the four year period with 2021 and 2022.

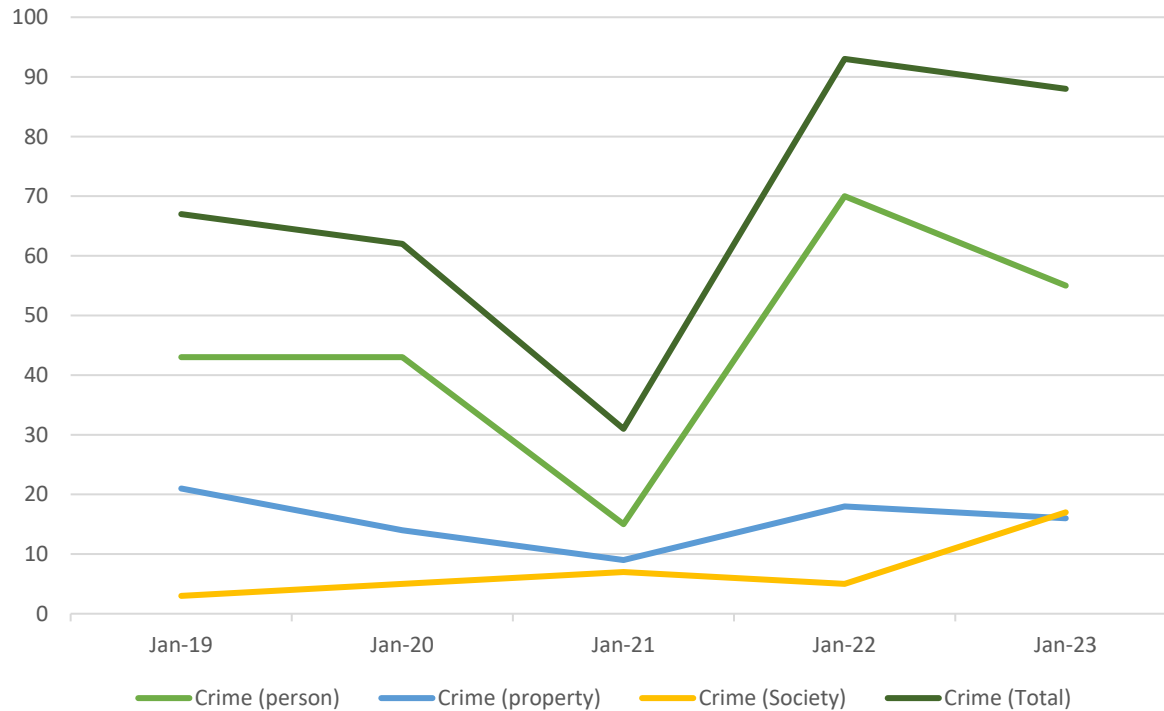
Crimes Against Person- Violent crimes (i.e. homicide, aggravated assaults) are those in which the victims are always individuals.

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).

Bus System Crime Data Trends for January

BUS OVERALL CRIME JANUARY YEAR OVER YEAR COMPARISON



Bus Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Crime (Total Month)	67	62	31	93	88
Crime (person)	43	43	15	70	55
Crime (Property)	21	14	9	18	16
Crime (Society)	3	5	7	5	17

Jan 2023 vs Jan 2022

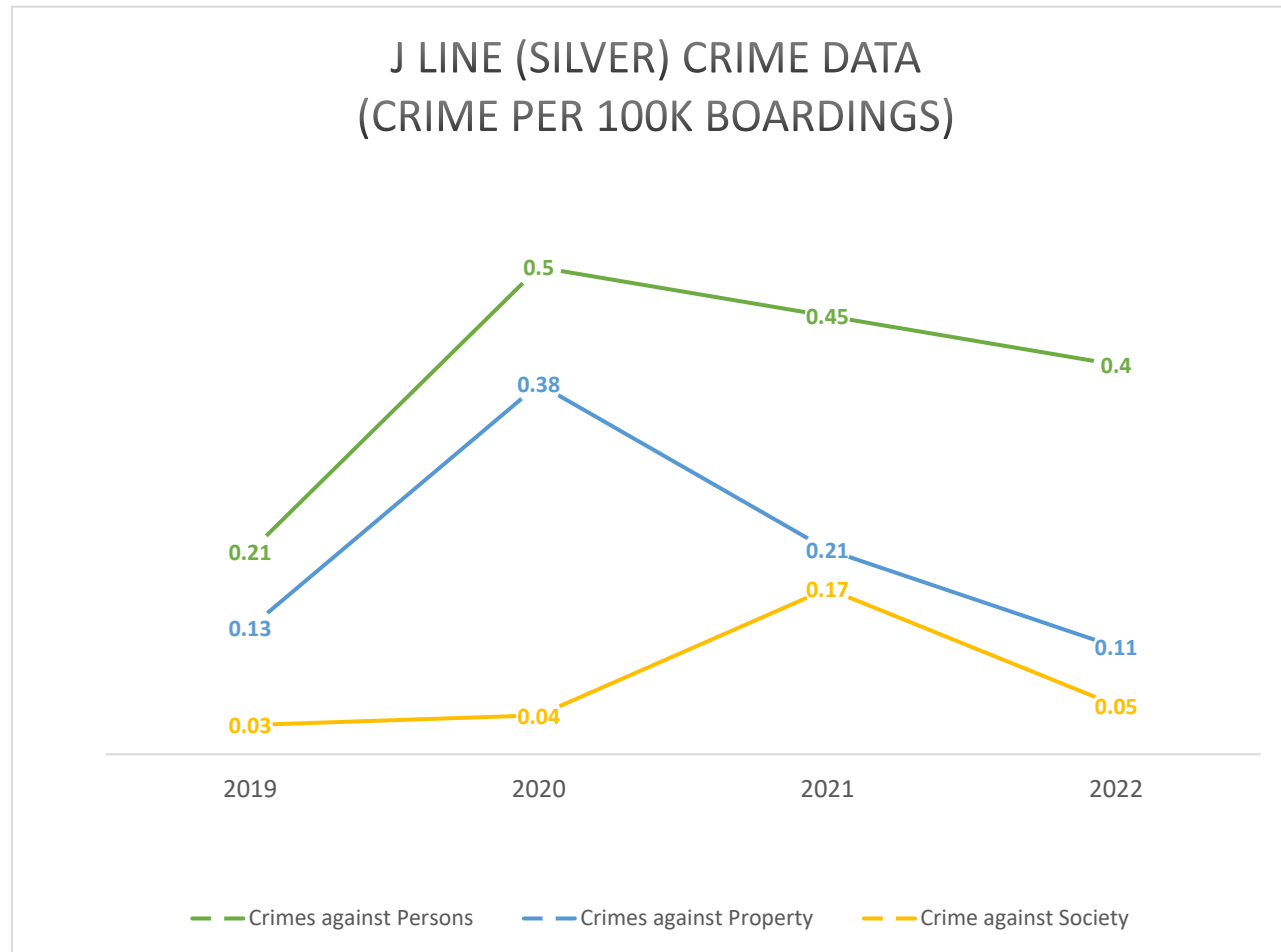
- 5% decrease (88 vs 93) in Total Crime on Bus due to decrease in “Person” Crimes (55 vs 70)
- 240% increase (17 vs 5) in “Society” Crimes on Bus due largely to drug violations.

Crimes Against Person- 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).

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Annual Crime Rate Trend – J Line (Silver)



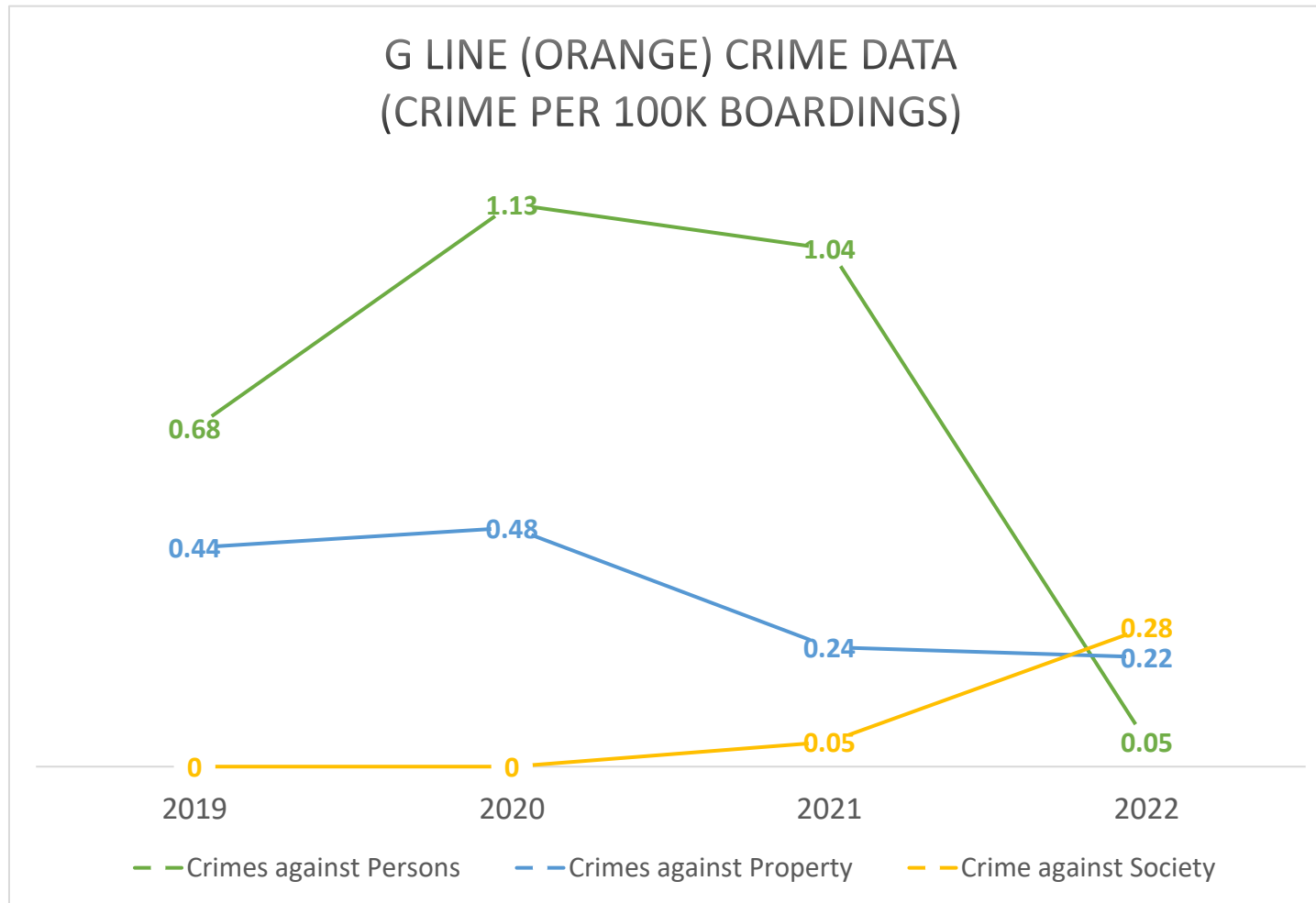
- The Silver line has maintained low levels of crime since 2019. The growth in overall crime rate per 100,000 boardings is due to the lower ridership in 2022 vs 2019.
- 2020 saw an increase in Crimes Against Persons (primarily aggravated assaults) and Crime Against Property (larceny incidents) but by 2022 crime incidents across all three categories had returned to pre-pandemic levels.
- Crimes Against Society have remained low over the four year period

Crimes Against Person- 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).

Annual Crime Rate Data - G Line (Orange)



- Crimes Against Persons and Crimes Against Property increased between 2019 and 2020 as a result of higher reports of larceny and battery incidents.
- Crime on the line decreased gradually in 2021 but by 2022 was lower than pre-pandemic levels aside from Crimes Against Society due to trespassing incidents.

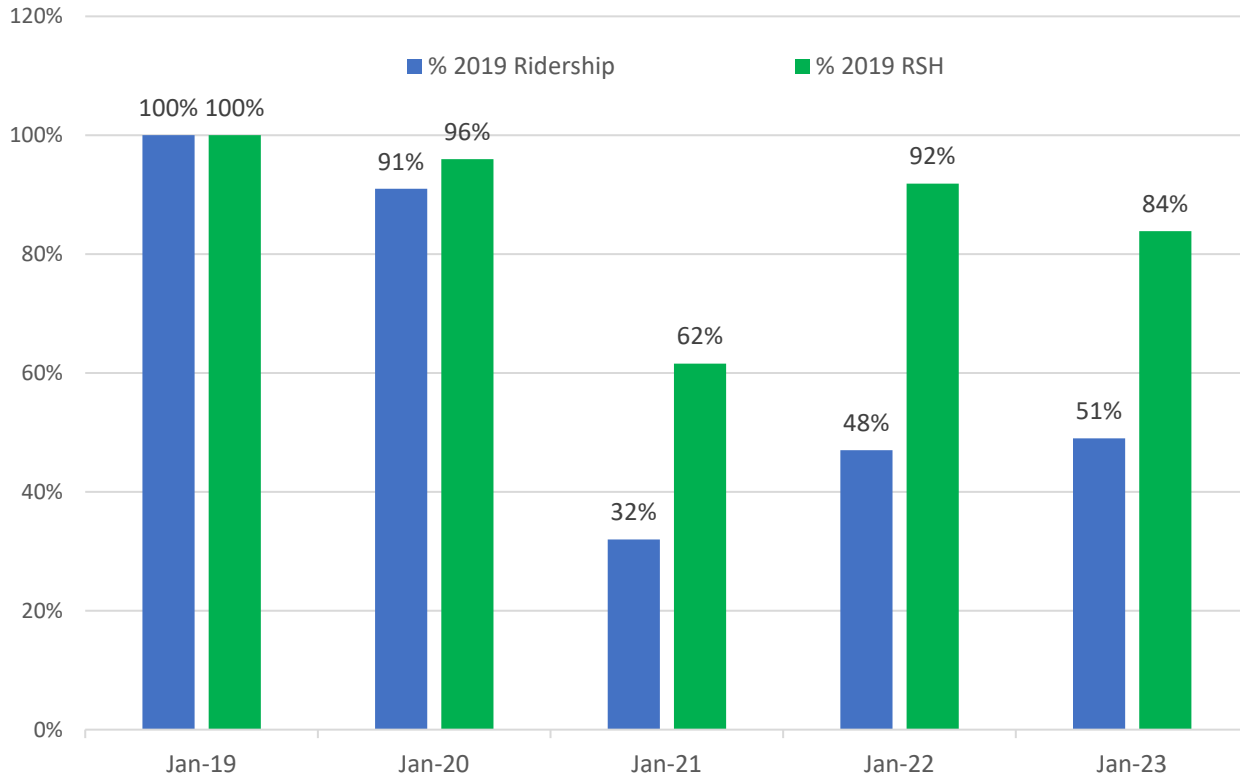
Crimes Against Person- Violent crimes (i.e. homicide, aggravated assaults) are those in which the victims are always individuals.

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

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Rail Overall Ridership and Service Hours Data

Rail Overall Ridership and Service Hours Data

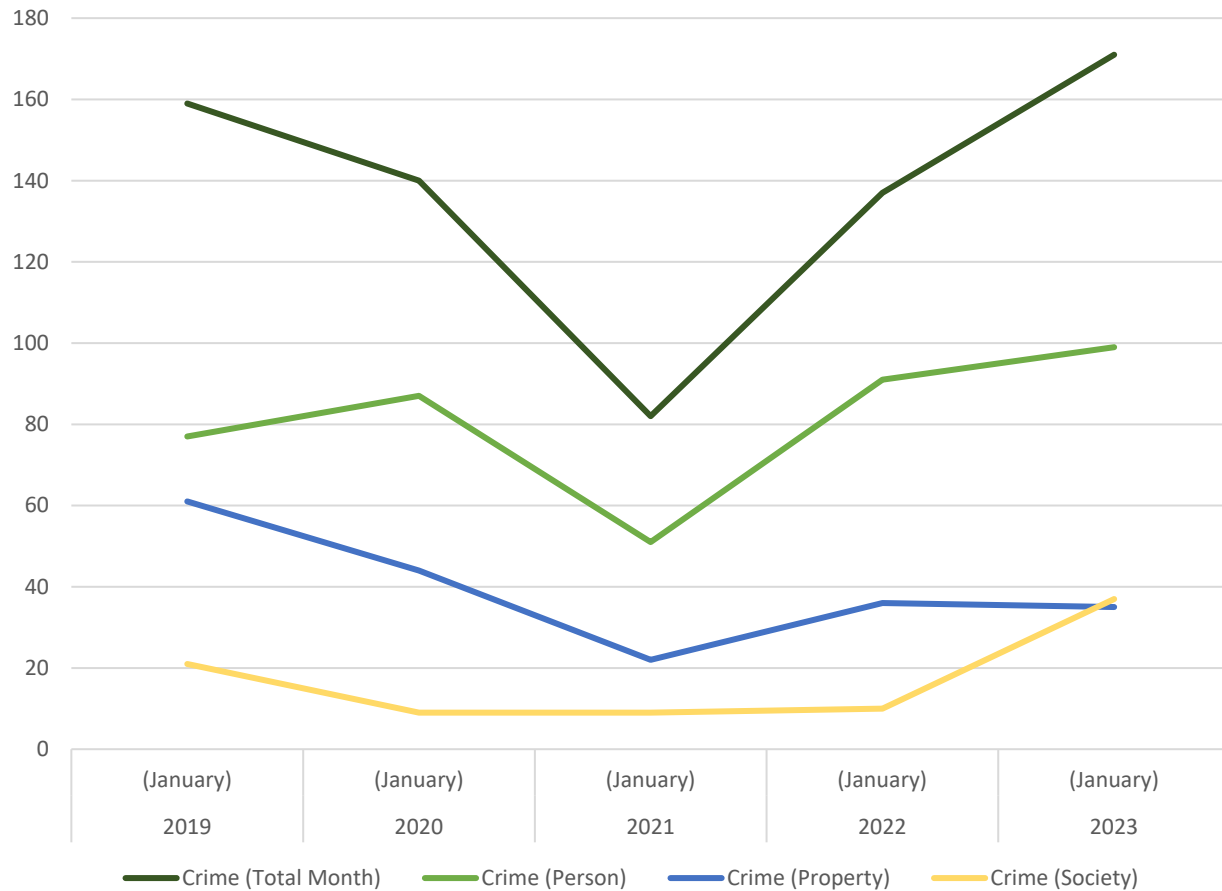


Rail Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Ridership (Total Month)	9,310,633	8,509,996	3,018,826	4,475,777	4,764,373
Service (Hours/weekday)	21,751	21,601	16,732	21,070	21,324

- Rail service levels remain reduced due labor shortage, change in commute habits, and low ridership recovery (51% overall).

Rail System Crime Data Trends for January

Rail Overall Crime Rate



Rail Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Crime (Total Month)	159	140	82	137	171
Crime (Person)	77	87	51	91	99
Crime (Property)	61	44	22	36	35
Crime (Society)	21	9	9	10	37

Jan 2023 vs Jan 2022

- 25% increase (171 vs 137) in Total Crime on the Rail System
- 270% increase (37 vs 10) in “Society” Crimes on the Rail System due largely to drug violations

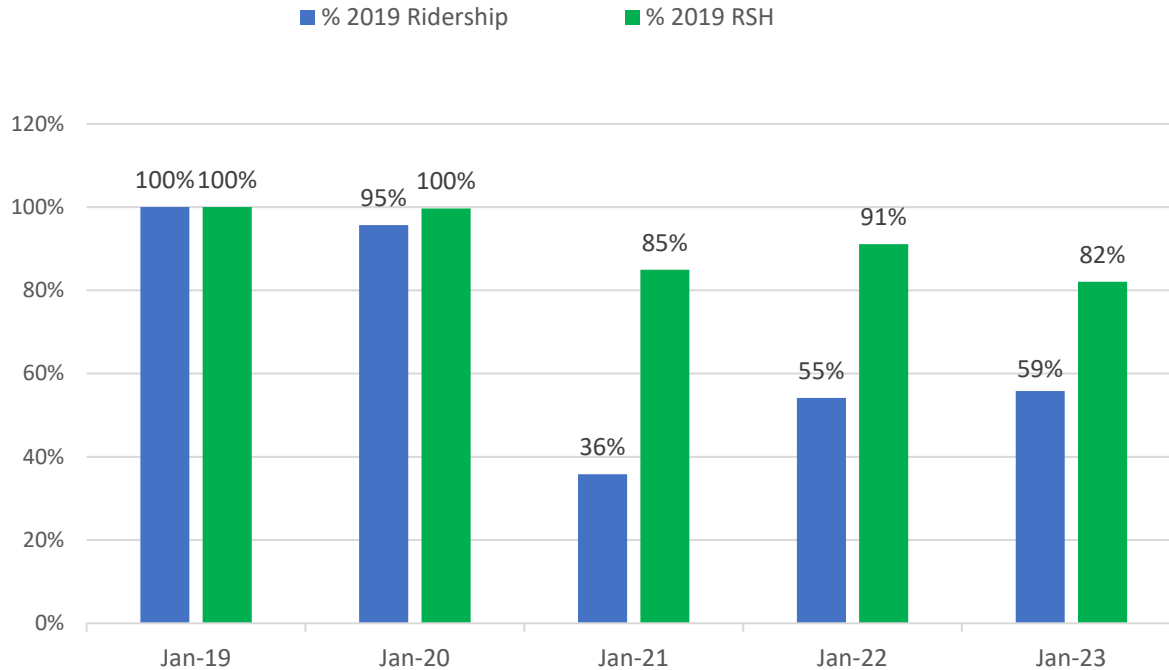
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Crimes Against Property - Crimes to obtain money, property, or some other benefit (i.e. theft, vandalism, robbery).

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B/D (Red/Purple) Lines Ridership and Service Hours Data

B/D (Red/Purple) Line Ridership and Service Hours Data

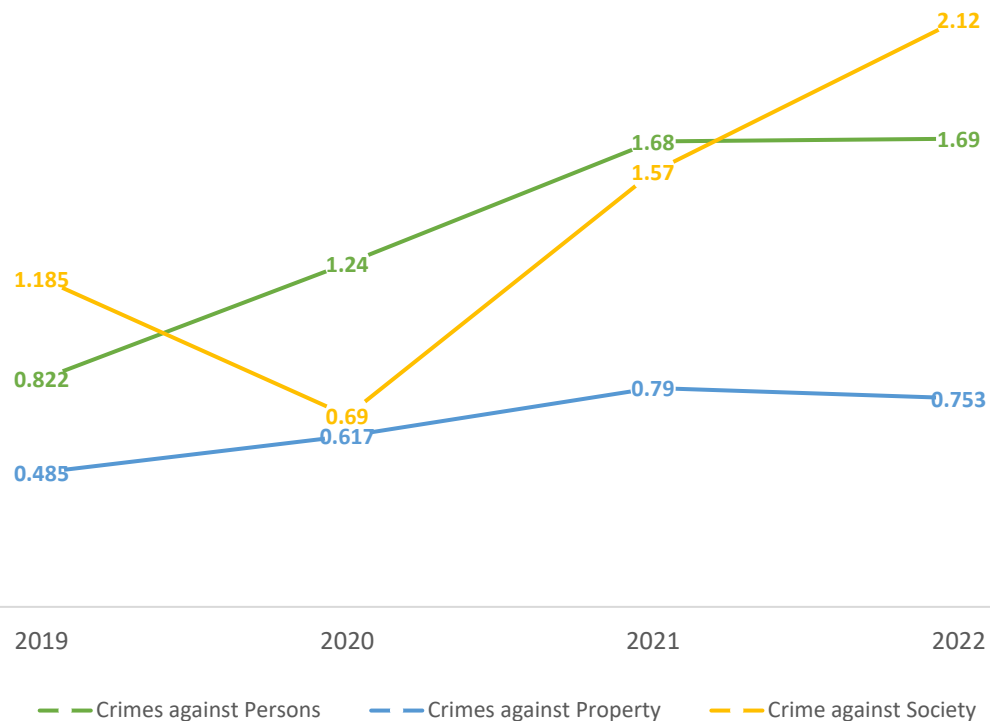


B /D Line (Blue/Red) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Ridership (Total Month)	3,746,866	3,541,528	1,350,373	2,052,814	2,221,754
Service (Hours/weekday)	180	179.4	152.9	164	147.7

- Service frequency was reduced in January 2023 to 15 minute all day.
- Ridership has recovered to 59 percent of pre-pandemic level.

Annual Crime Rate Data— B Line (Red)

B LINE (RED) CRIME DATA
(CRIMES PER 100K BOARDINGS)



- The Red Line had a slight increase in Crimes Against Persons incidents in 2022. Incidents such as robbery, battery and aggravated assault have remained consistent since 2020.
- Crimes Against Property had a slight decrease in 2022, with a majority of the incidents being larceny.
- Crimes Against Society, which consisted of mostly narcotics and trespassing charges, had the largest increase in 2022.

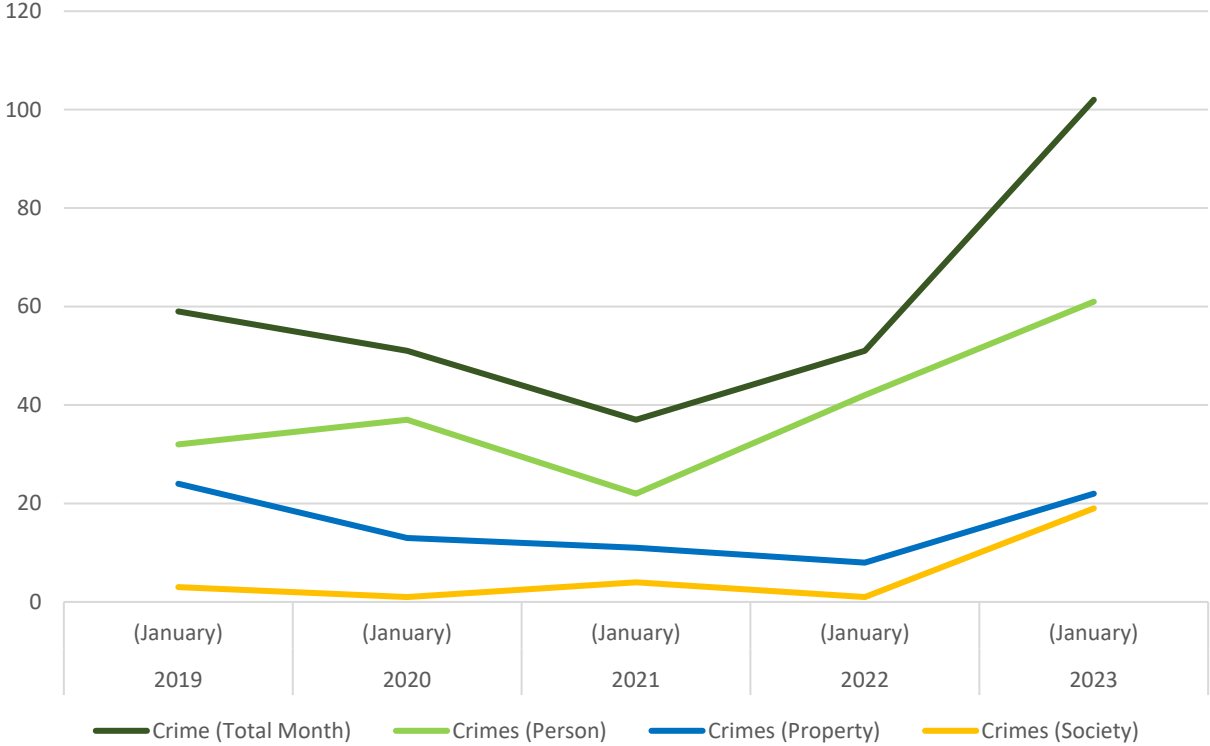
Crimes Against Person- Violent crimes (i.e. homicide, aggravated assaults) are those in which the victims are always individuals.

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).

B/D (Red/Purple) Crime Data Trends for January

B/D (Red/Purple) Crime Data



B /D Line (Blue/Red) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Crime (Total Month)	59	51	37	51	102
Crimes (Person)	32	37	22	42	61
Crimes (Property)	24	13	11	8	22
Crimes (Society)	3	1	4	1	19

- B/D Line shows a significant spike in crime in January 2023 compared to previous Januarys, with the largest increase in “Society” crimes.

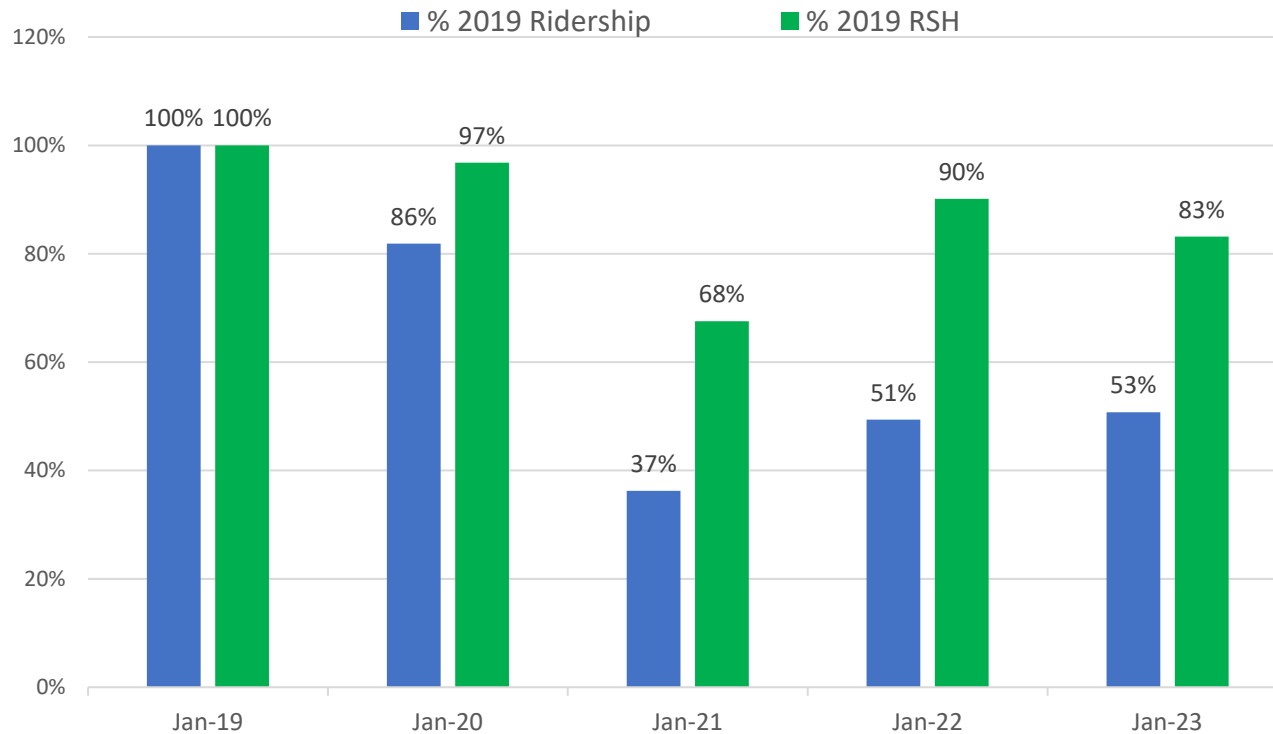
Crimes Against Person- Violent crimes (i.e. homicide, aggravated assaults) are those in which the victims are always individuals.

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).

Blue (A) Line Ridership and Service Hours Data

A Line (Blue) Ridership and Service Hours Data

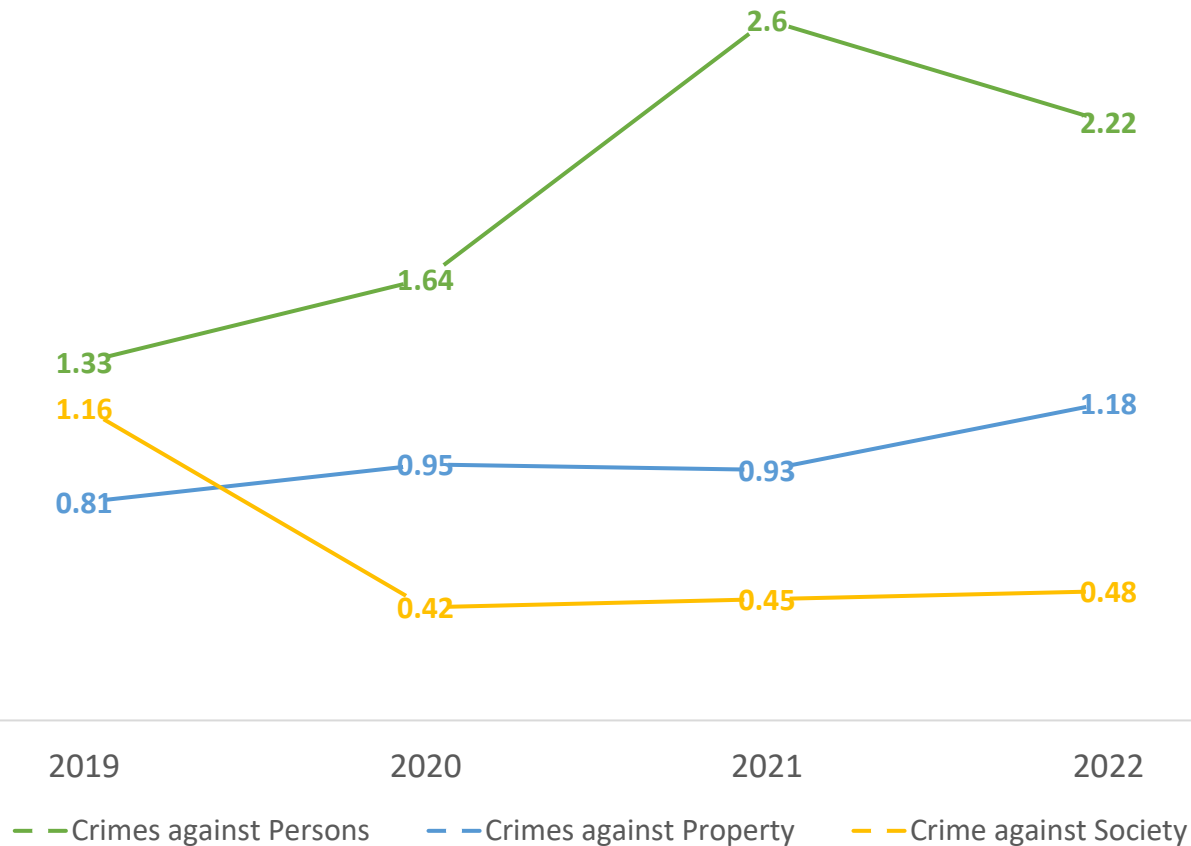


A Line (Blue) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Ridership (Total Month)	1,630,762	1,397,688	610,159	834,929	862,337
Service (Hours/weekday)	261.9	253.6	176.9	236.1	217.8

- Ridership has recovered to 53 percent of pre-pandemic levels.

Annual Crime Rate Data – A Line (Blue)

A LINE (BLUE) CRIME DATA
(CRIMES PER 100K BOARDINGS)



- Crimes Against Person's incidents are in the decline after a significant spike in 2021. An increase in aggravated assaults, robbery, and battery cause the increase in reported incidents when compared to 2020.
- Crimes Against Property have ebbed and flowed over the years with larceny incidents and vandalism being the most reported issues.
- Crimes Against Society remain below pre-pandemic levels with narcotics use/possession

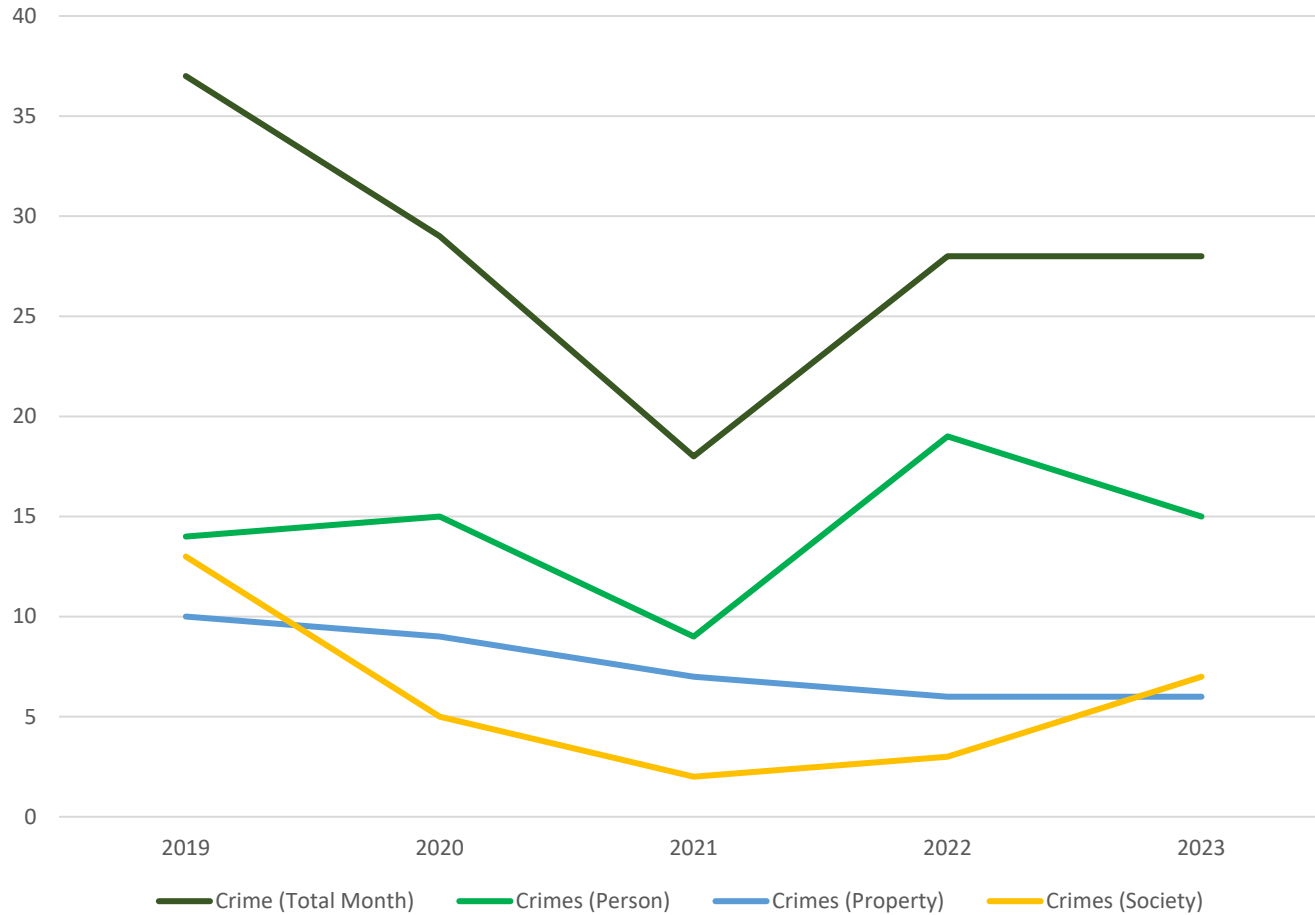
Crimes Against Person- Violent crimes (i.e. homicide, aggravated assaults) are those in which the victims are always individuals.

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).

A Line (Blue) – Crime Data Trends for January

A Line (Blue) Crime Data



A Line (Blue) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Crime (Total Month)	37	29	18	28	28
Crimes (Person)	14	15	9	19	15
Crimes (Property)	10	9	7	6	6
Crimes (Society)	13	5	2	3	7

- Light Rail A Line (Blue) shows increased crime in 2022 and 2023 but below 2019 levels.

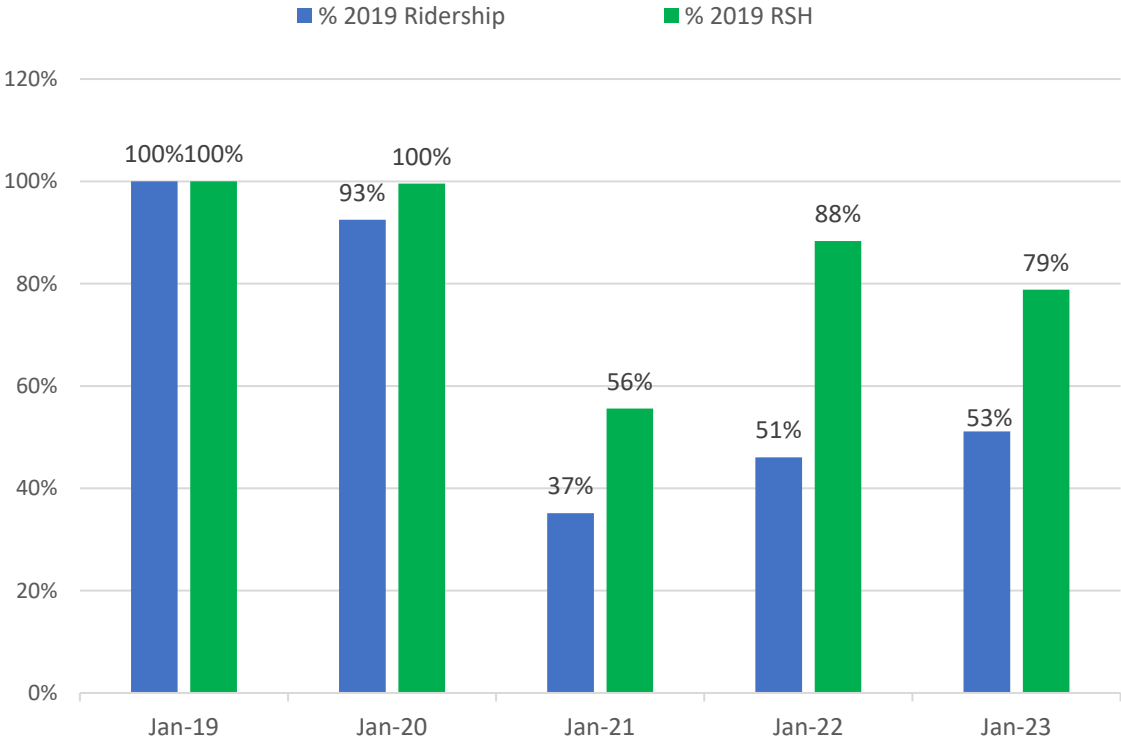
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Crimes Against Property - Crimes to obtain money, property, or some other benefit (i.e. theft, vandalism, robbery).

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C Line (Green) Ridership and Service Hours Data

C Line (Green) Ridership and Service Hours Data

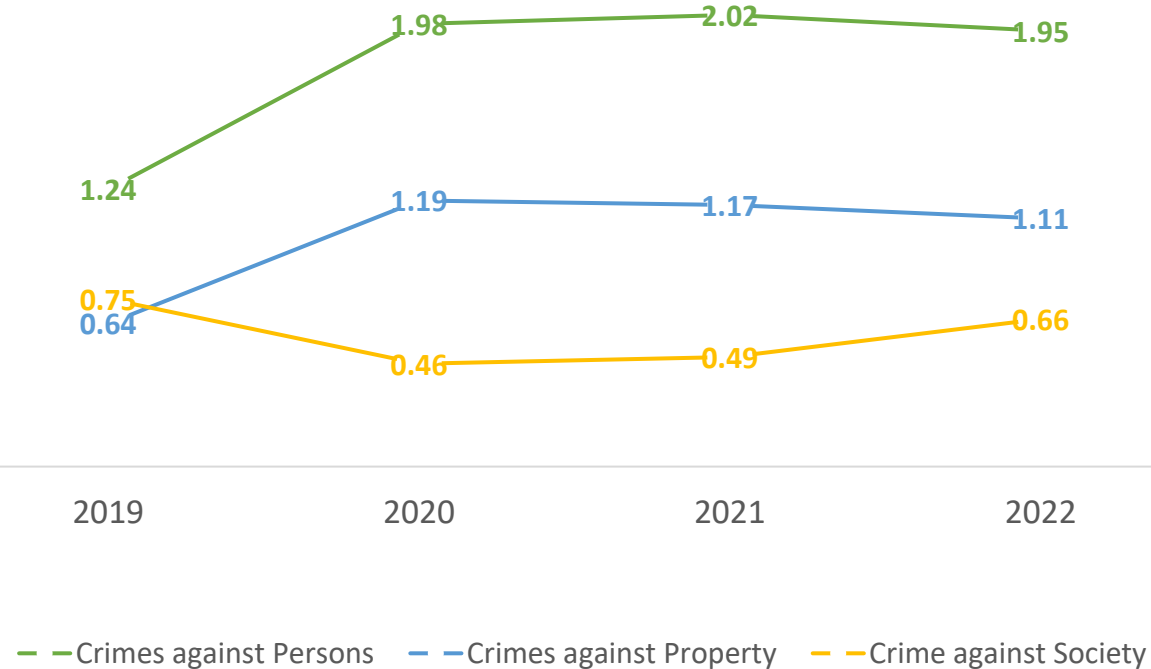


C Line (Green) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Ridership (Total Month)	842,674	782,217	298,932	399,325	436,974
Service (Hours/weekday)	185.3	184.5	103	163.7	146.1

- Ridership has recovered to 53 percent of pre-pandemic levels.

Annual Crime Rate Data— C Line (Green)

C LINE (GREEN) CRIME DATA
(CRIMES PER 100K BOARDINGS)



- The Green Line had a slight decrease in Crimes Against Persons incidents in 2022. Incidents such as robbery, battery and aggravated assault have remained consistent since 2020.
- Crimes Against Property, in particular vandalism and larceny, is gradually decreasing year after year after an increase in 2020.
- Crimes Against Society, which for the Green (C) Line has been Weapons and Narcotics charges, fell below pre-pandemic levels in 2022.

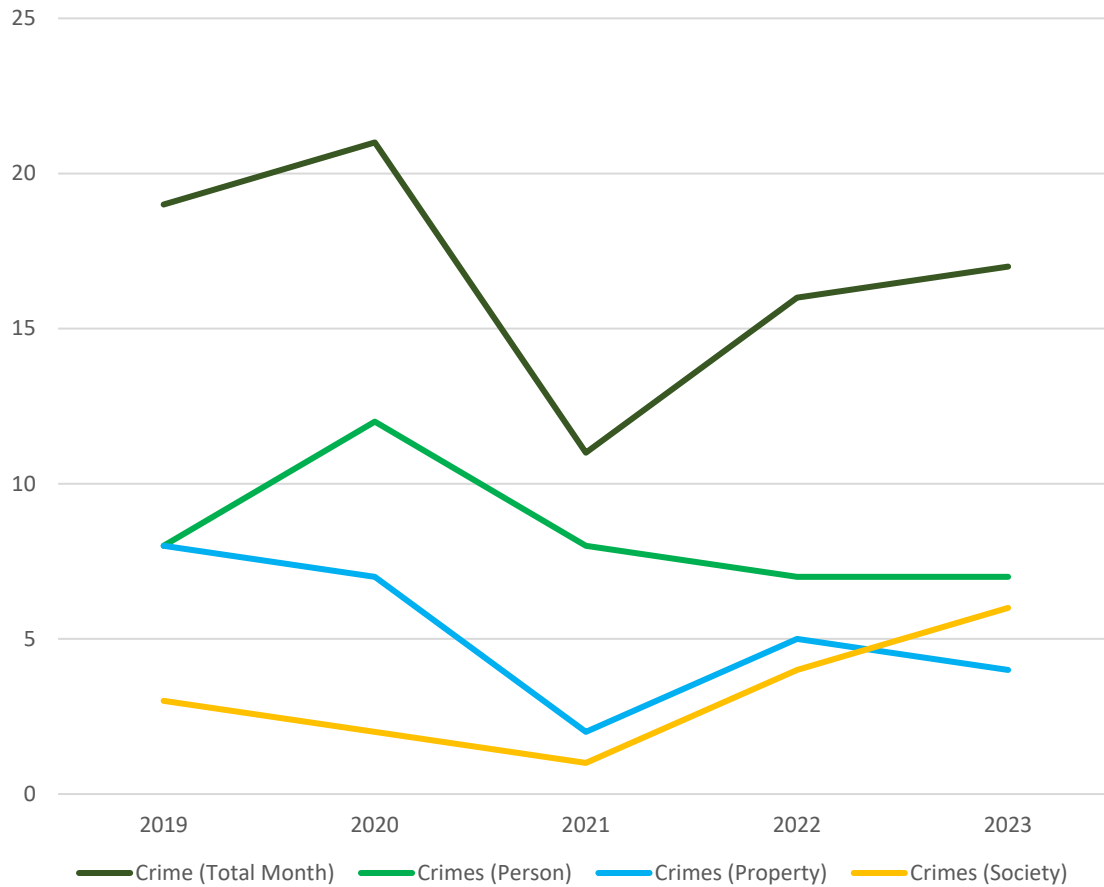
Crimes Against Person- Violent crimes (i.e. homicide, aggravated assaults) are those in which the victims are always individuals.

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).

C Line (Green) Crime Data Trends for January

C Line (Green) Crime Data



C Line (Green) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Crime (Total Month)	19	21	11	16	17
Crimes (Person)	8	12	8	7	7
Crimes (Property)	8	7	2	5	4
Crimes (Society)	3	2	1	4	6

- Light Rail C Line (Green) shows increased crime in 2022 and 2023 but below 2019 levels.

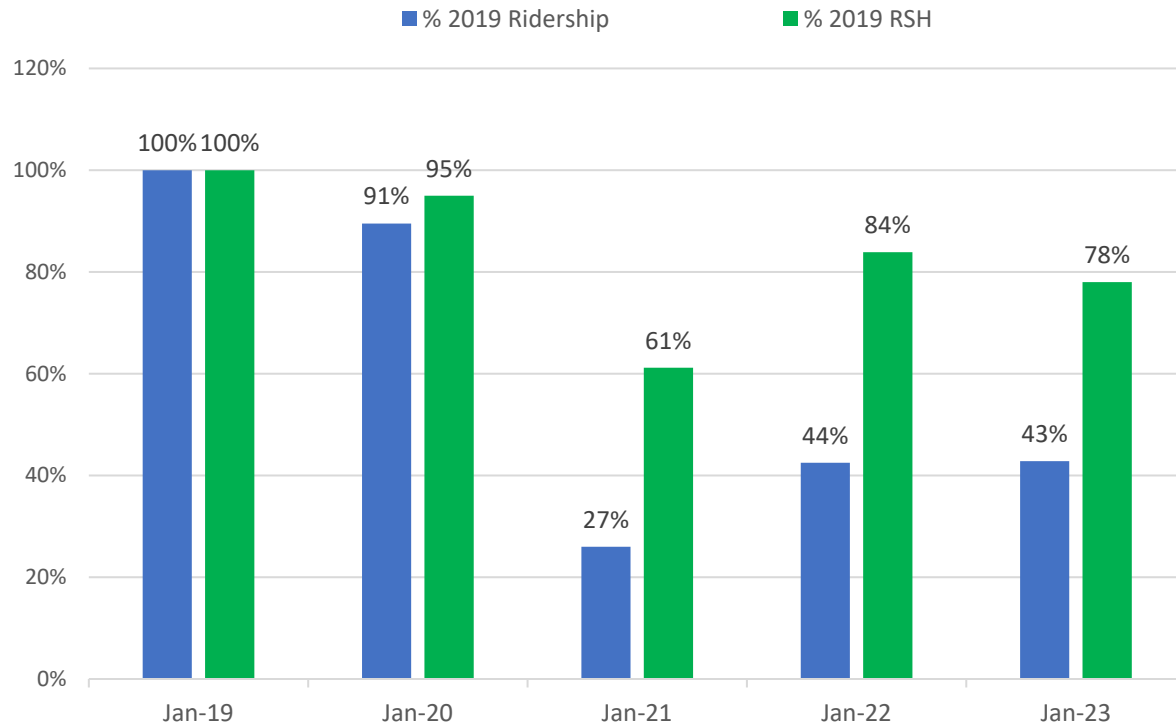
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E Line (Expo) Ridership and Service Hours Data

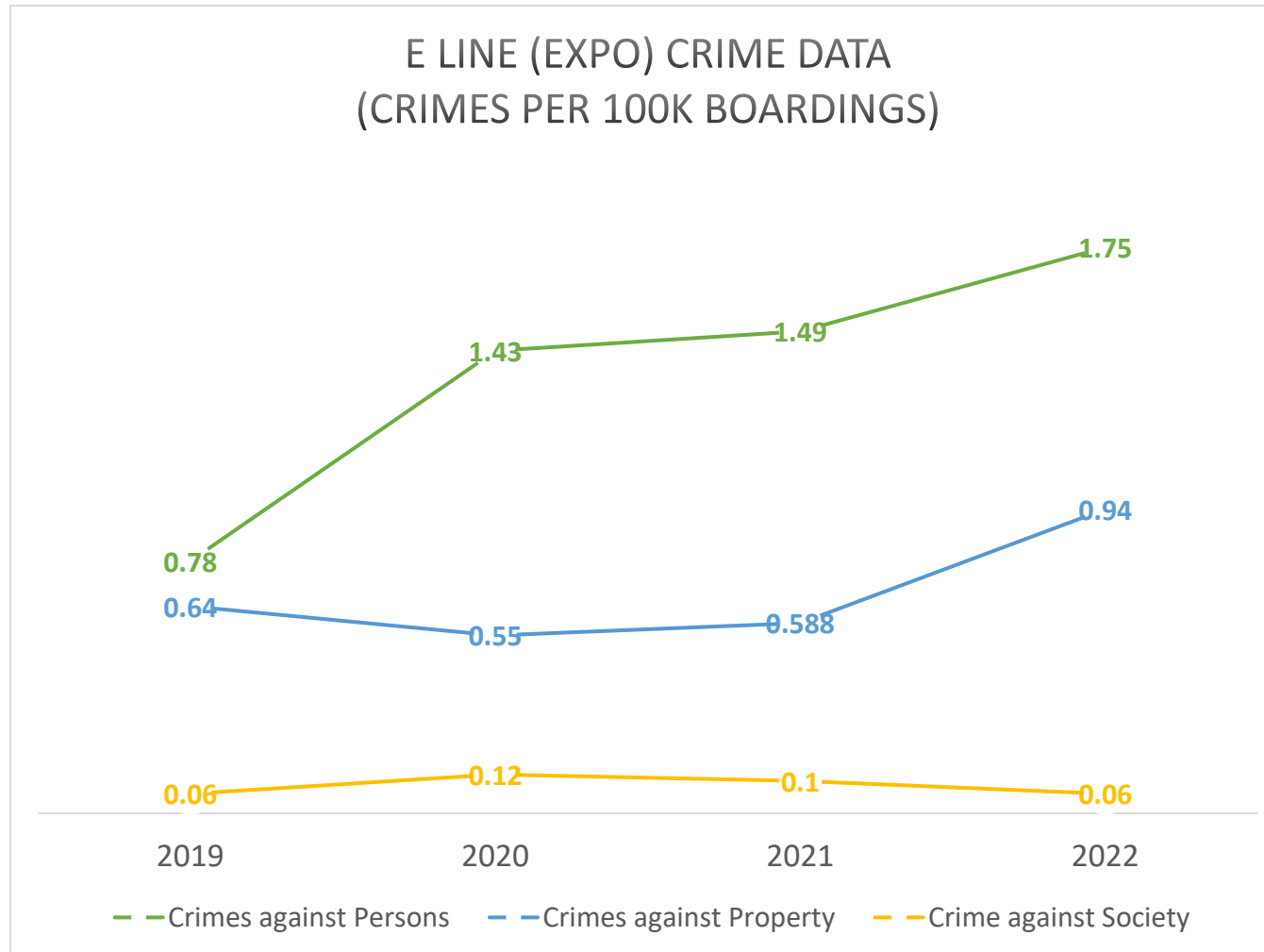
E Line (Expo) Ridership and Service Hours Data



E Line (Expo) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Ridership (Total Month)	1,643,581	1,496,115	451,585	724,393	709,339
Service (Hours/weekday)	255.6	242.8	156.4	214.4	199.4

Ridership continues to be a challenge and has only recovered to 43 percent.

E Line (Expo) Annual Crime Rate Data



- Crimes Against Persons, specifically robbery, battery, and aggravated assaults, have increased gradually since 2020.
- Crimes Against Property, in particular vandalism and larceny, have gradually increased on the Expo Line with a slight increase over pre-pandemic levels.
- Crimes Against Society remained low during the five year period.

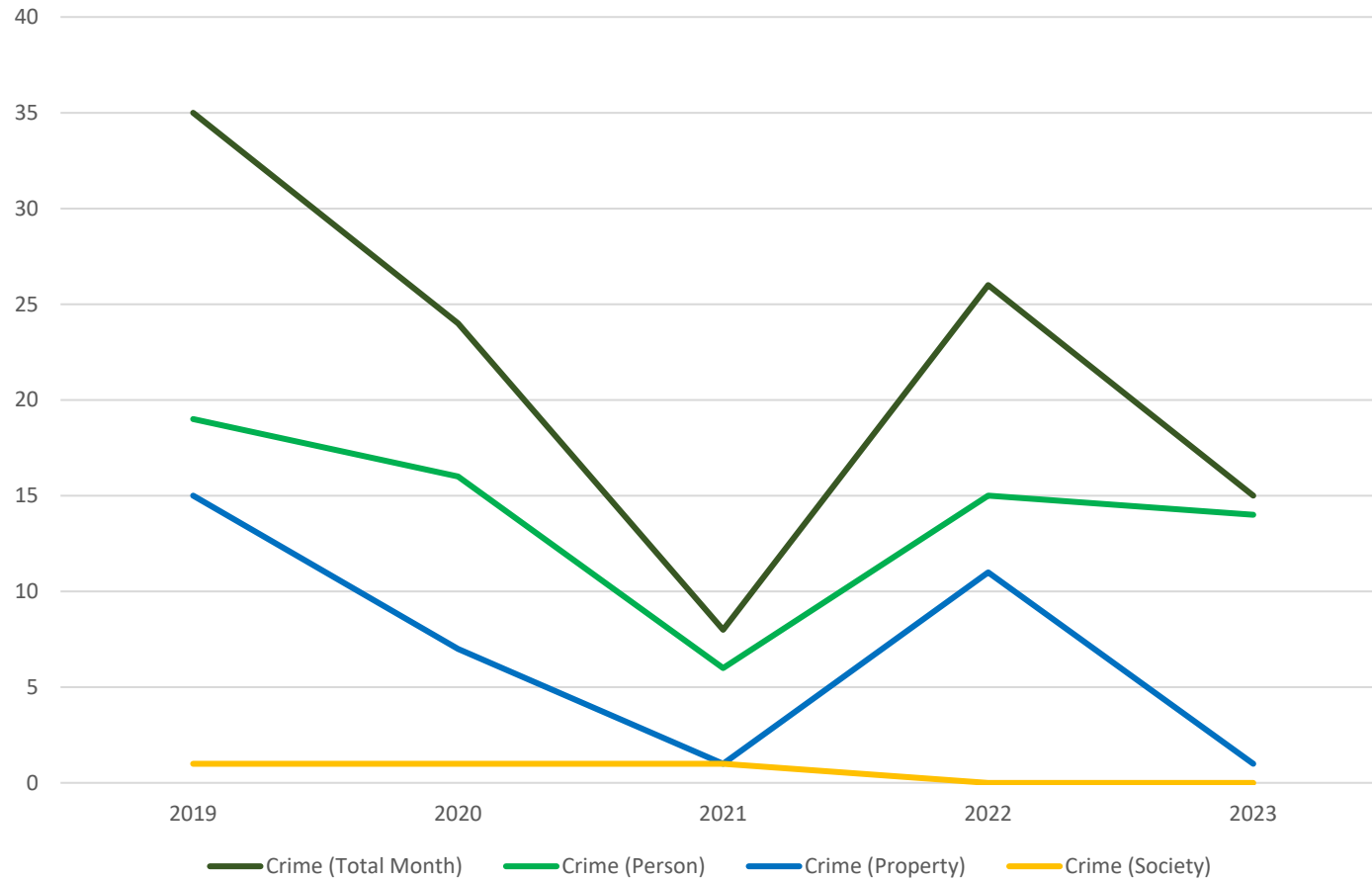
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Crimes Against Property - Crimes to obtain money, property, or some other benefit (i.e. theft, vandalism, robbery).

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

E Line (Expo) Crime Data Trends for January

E Line (Expo)- Crime Data



E Line (Expo) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Crime (Total Month)	35	24	8	26	15
Crime (Person)	19	16	6	15	14
Crime (Property)	15	7	1	11	1
Crime (Society)	1	1	1	0	0

Jan 2023 vs Jan 2022

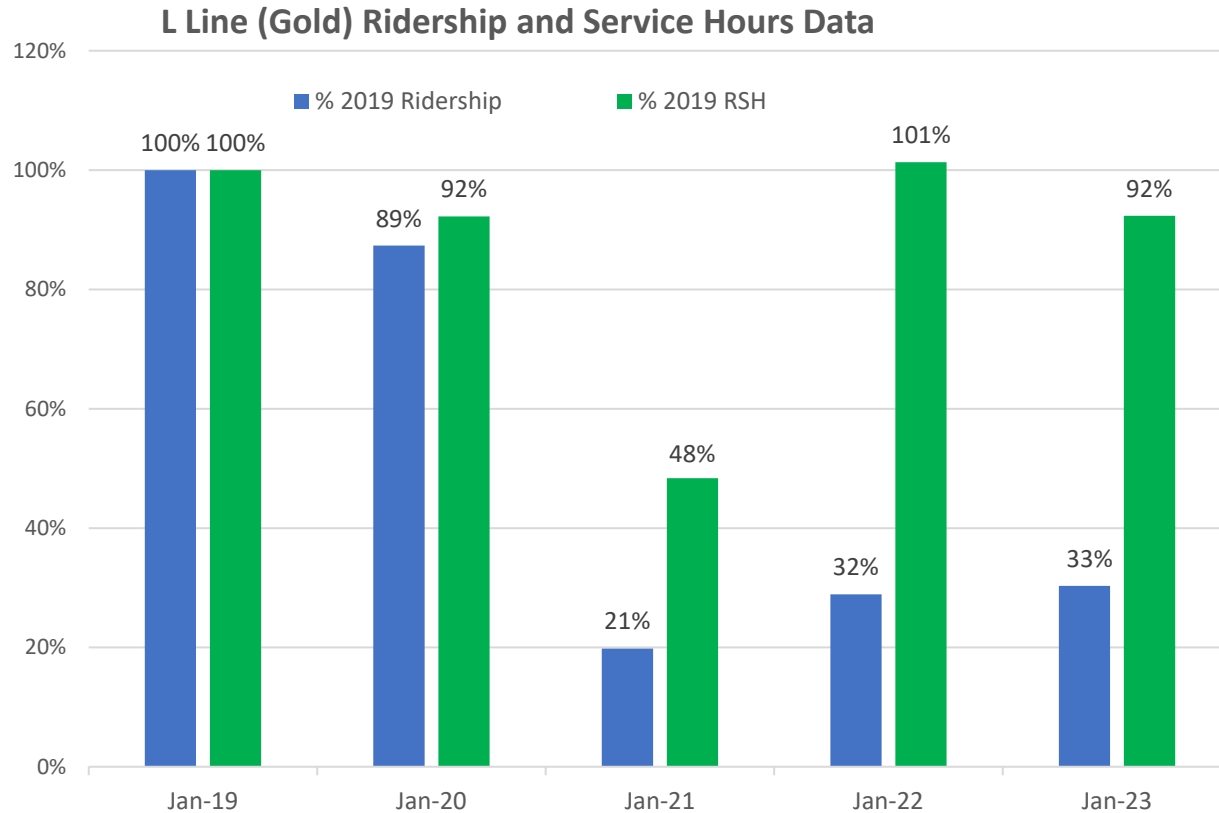
- 42% decrease in Total Crime on Expo Line largely due to decrease in “Property” Crimes.

Crimes Against Person- 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).

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L Line (Gold) Ridership and Service Hours Data

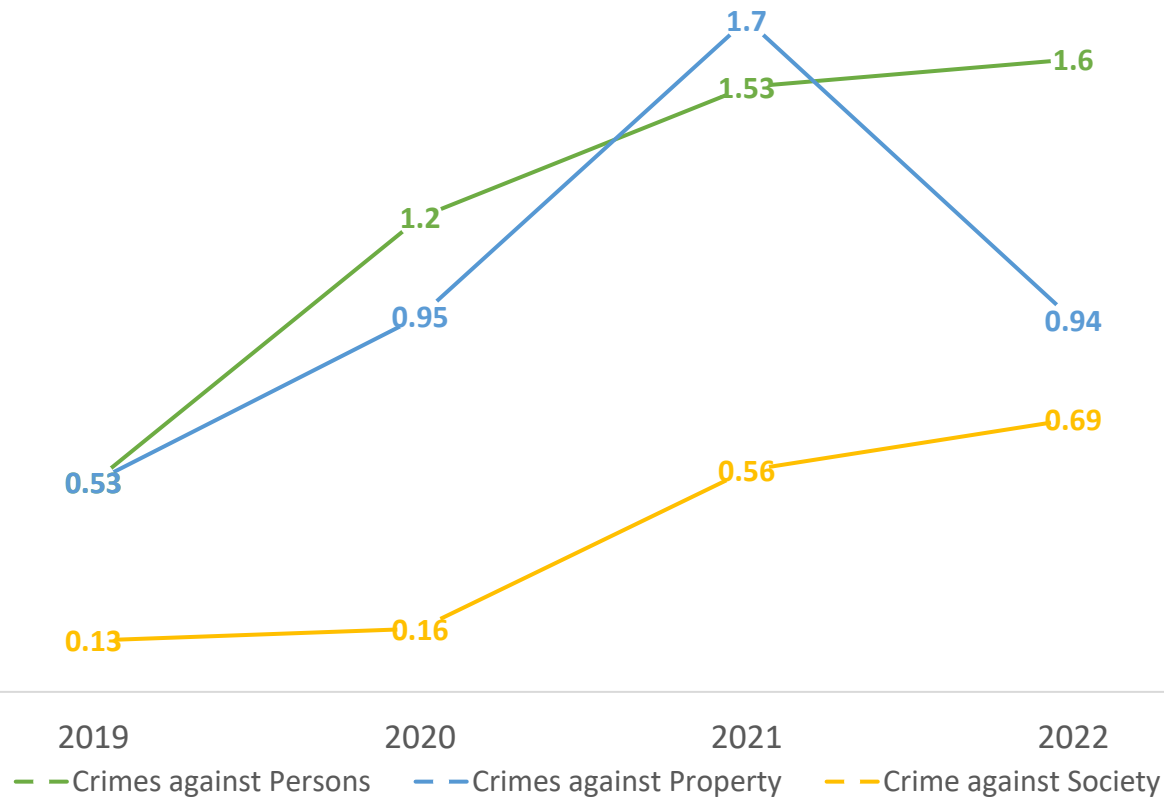


L Line (Gold) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Ridership (Total Month)	1,446,750	1,292,448	307,777	464,316	475,248
Service (Hours/weekday)	345.3	318.5	167	349.9	318.9

- Ridership has the most impact, continues to be a challenge and has only recovered to 33 percent.
- One unique impact to this Line also remains truncated for Regional Connector construction.

Annual Crime Rate Data- L Line (Gold)

L LINE (GOLD) CRIME DATA
(CRIMES PER 100K)



- Crime against Persons on the Gold Line increased in 2021 as a result of an increase in aggravated assaults, robbery and battery incidents. Larceny incidents were the reason for the increase in Crimes Against Property in 2021.
- 2022 saw a decrease in Crimes Against Property incidents and a slight increase in Crimes Against Persons. Aggravated Assaults and battery incidents were the reason for the increase. Narcotics use/possession is the reason for the increase in Crimes Against Society in 2022 .

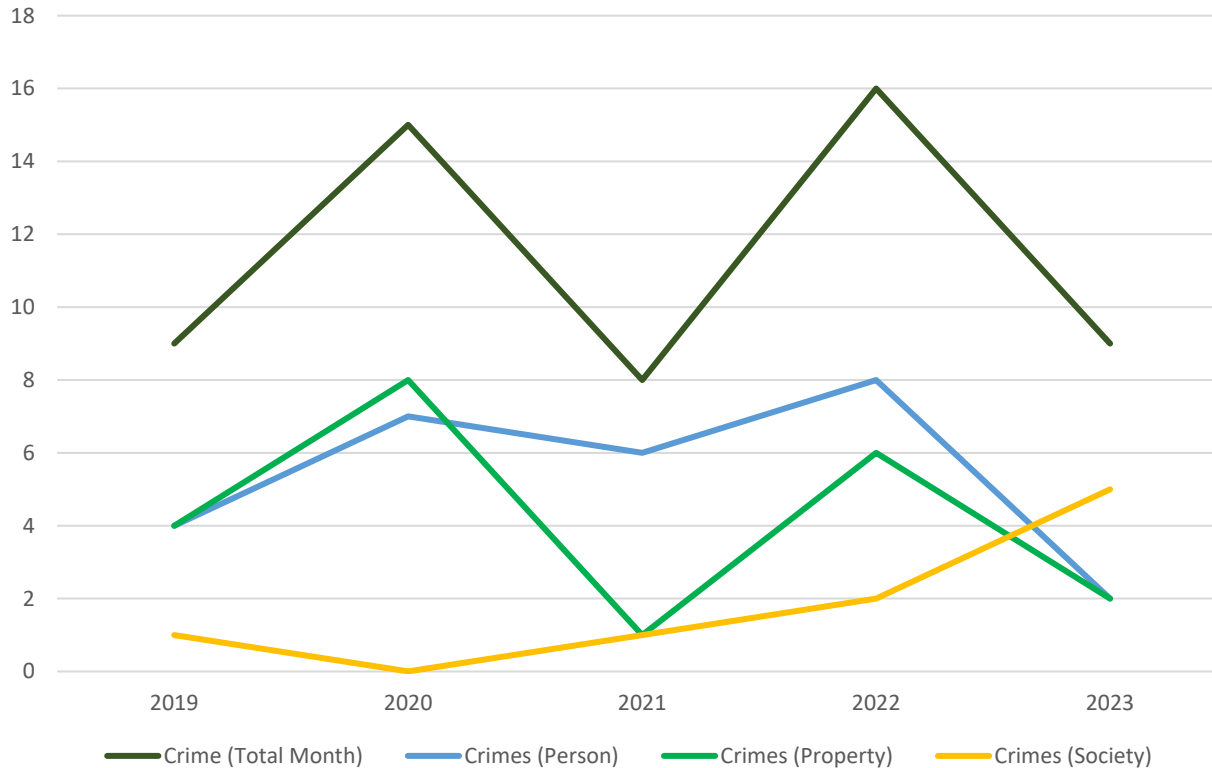
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Crimes Against Society - Represent society's prohibition against engaging in certain types of activity (i.e. drug violations).

L Line (Gold) Crime Data Trends for January

L Line (Gold) Crime Data



L Line (Gold) Statistics (January)	2019 (January)	2020 (January)	2021 (January)	2022 (January)	2023 (January)
Crime (Total Month)	9	15	8	16	9
Crimes (Person)	4	7	6	8	2
Crimes (Property)	4	8	1	6	2
Crimes (Society)	1	0	1	2	5

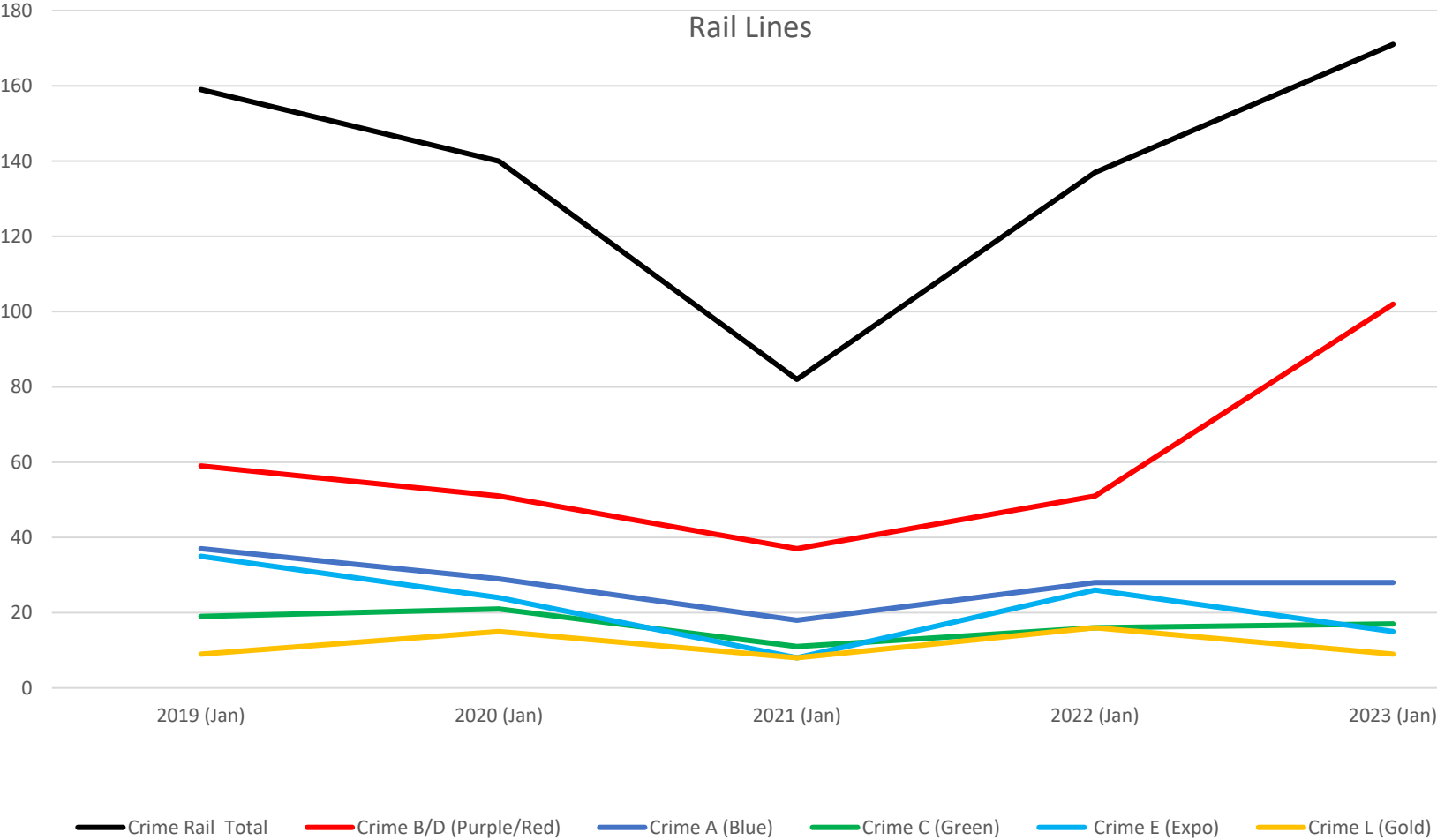
- Light Rail L Line (Gold) shows increased crime in January 2022 but lower crime in January 2023

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Crime Data Trends Rail Lines -January



	2019 (Jan)	2020 (Jan)	2021 (Jan)	2022 (Jan)	2023 (Jan)
Crime Rail Total	159	140	82	137	171
Crime B/D (Purple/Red)	59	51	37	51	102
Crime A (Blue)	37	29	18	28	28
Crime C (Green)	19	21	11	16	17
Crime E (Expo)	35	24	8	26	15
Crime L (Gold)	9	15	8	16	9

Summary

- Bus service has been fully restored, with reduced daily service cancellations. Ridership continues to recover strongly, and is typically more transit dependent.
- Overall rate of crime is very low on the bus system. The reported incidents of crime on the bus system has decreased (January over January), however there is a significant increase in incidents of drug violations.

- Rail service levels and ridership overall remain below pre-COVID levels
- B/D (Red/Purple) subway rail shows a significant spike in crime comparing January 2023 with past years, even with ridership at less than 60 percent recovered.
- While crime on other rail lines in January 2023 was below January 2019 levels, ridership is also well below 2019 levels.
- Other factors such as system cleanliness, code of conduct, headways, and changed commuting patterns with telecommuting are also factors likely to be influencing ridership recovery, especially on rail which has in the past had a higher commuter ridership than bus.