



## Reducing Unhoused Incidents by 54%: AGS Protect's Success at Galaxy Hollywood

### Overview

Scope: Adding temporary non-lethal armed officers to outdoor mall location to reduce all incidents by 24%, trespassing by 54%, and significantly reduced service work orders that were needed saving time and money for the client.

Client: Galaxy Hollywood a Federal Property.

Location: Galaxy Hollywood

### Introduction

Galaxy Hollywood, an outdoor mall in the heart of Hollywood, California, faced increasing challenges with shoplifting, loitering, and a rising unhoused population. Seeking a solution, they turned to AGS Protect. After implementing temporary non-lethal armed officers, Galaxy Hollywood experienced a significant reduction in incidents and trespassing, showcasing AGS Protect's effectiveness in managing fixed accounts.

Comparison of Incident Reports by Type (February vs March) at Galaxy Hollywood







# CASE STUDY

## The Story of Galaxy Hollywood

Galaxy Hollywood is a prominent outdoor mall attracting numerous visitors daily. Despite its popularity, the mall struggled with security issues, including a spike in shoplifting, loitering, and the presence of unhoused individuals. These challenges prompted Galaxy Hollywood to seek a solution to fix this problem. AGS Protect was tapped for its expertise in handling similar security concerns in commercial properties.

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## **Significant Reduction in Incidents**

Before AGS Protect's added armed non-lethal coverage, Galaxy Hollywood experienced frequent shoplifting and loitering incidents. AGS Protect deployed temporary non-lethal armed officers, resulting in an 23% reduction in overall incidents.

"The presence of AGS Protect's officers has noticeably reduced criminal activities, creating a safer environment for our shoppers and tenants," said Kelly Olin, Regional Property Manager.

## **Decline in Shoplifting**

Shoplifting was a major concern for Galaxy Hollywood retailers. AGS Protect's strategic placement of officers and regular patrols led to a significant decline in shoplifting incidents.

"Our retailers have reported a noticeable decrease in theft, boosting their confidence in the mall's security measures," added Kelly Olin, Regional Property Manager.

## **Reduced Unhoused Trespassing**

The increasing unhoused population posed challenges for Galaxy Hollywood. AGS Protect's officers effectively managed and reduced trespassing incidents by 54%, ensuring a more welcoming environment for visitors.

"AGS Protect's approach to handling the unhoused population has been both compassionate and effective, greatly improving the mall's atmosphere," commented Lee Andrews CEO, AGS Protect.



## Overall Results

AGS Protect's intervention at Galaxy Hollywood led to a remarkable reduction in security incidents, enhancing the overall safety and experience for visitors and tenants. The strategic deployment of non-lethal armed officers proved highly effective, showcasing AGS Protect's expertise in fixed account security management.

- **Overall Incident Reduction:** There was a notable decrease in the total number of incidents reported. This highlights the effectiveness of the security measures implemented.
- **Homeless Incidents:** Reports of homeless incidents decreased dramatically from 203 in February to 92 in March, reflecting a more than 54% reduction. This improvement indicates that the presence of armed security effectively managed the situation.
- **Call for Service:** Calls for service dropped from 48 in February to 29 in March, showing a reduction in the need for additional security responses.
- **Maintenance Work Requests:** Maintenance work requests also saw a decrease from 40 in February to 32 in March, suggesting a more orderly environment.

If you are experiencing similar challenges with your commercial property, contact AGS Protect to see how we can help. Email us at [sales@agsprotect.com](mailto:sales@agsprotect.com) or call us at 424-800-2401 to discuss customized security solutions for your property.