



Board Report

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Agenda Number: 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 18, 2025

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 both safety outcomes 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 every individual is entitled to a safe, dignified, and humane 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 contract law enforcement services. In 2024, Metro enhanced its public safety model further by adopting a three-pronged strategy consisting of 1) increasing the engaged and visible presence of uniformed personnel, 2) improving access control to ensure the system is being used only for its intended purpose of transit, and 3) strengthening partnerships to address societal issues with the County, cities, regional agencies, and nonprofit partners to address homelessness, untreated mental illness, drug addiction, and crime. The actions described in this report align with numerous initiatives to improve safety and the perception of safety 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 customers and employees by mitigating against crime and other societal issues on the system, enforcing Metro's Code of Conduct, ensuring the safety and hard

security of Metro's facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing other areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for April, the most recent month for which systemwide law enforcement data is available.

OVERVIEW

The following bullets are an overview of some outcomes for Metro's public safety and security priorities. As Metro strives to continually improve and more accurately measure the impact of its initiatives, staff have established the following outcomes, which are strategically focused on the three-pronged approach.

- **Continue to increase monthly ridership.** Metro ridership increased by 1.96% in April compared to the same month of the previous year (26,723,700 boardings vs. 26,210,300 boardings). This marked the 29th consecutive month of year-over-year ridership growth. This metric measures the overall effectiveness of all three safety initiatives.
- **Ensure access to the system is only for transit riders.** Law enforcement made 153 trespassing arrests, of which six were initiated by Contract Security in ancillary areas. All of these arrests were a result of Contract Security responding to ancillary alarms. With regular patrols by Contract Security and cleanings by custodians, this measures the effectiveness of Metro's access control improvements.
- **Connect homeless riders to housing.** Metro Homeless Outreach Management & Engagement (HOME) referred 221 people to interim housing and placed 53 people into permanent housing in April, bringing the total to 2,378 connections to housing for this fiscal year. Having reached 132% of the FY25 goal of 1,800 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues.
- **Facilitate the reduction of violent crime.** Crimes Against Persons (violent crimes) systemwide decreased by 13.9% in April 2025 compared to March (155 vs. 180), marking the lowest total for April systemwide since 2021. This was mainly due to decreases in aggravated assaults and batteries, which could be attributed to the enhanced deployment operation that started mid-April.
- **Facilitate the reduction of thefts and vandalism.** Crimes Against Property increased by 19.7% (73 vs. 61), driven by an increase in thefts (48 vs. 39) and vandalism (24 vs. 21). In response, LAPD deployed additional officers along the E Line, as part of the special deployment, to mitigate this uptick in crime.
- **Facilitate the reduction of narcotics, trespassing, and other crimes against society.** Crimes Against Society decreased by 27.0% in April 2025 compared to the previous month (257 vs. 352) due to decreases in narcotics, trespassing, and weapons arrests. Metro

continues its access control efforts through the TAP-to-Exit Pilot and end-of-line offloading by Contract Security. More details can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

The aforementioned data was verified with law enforcement and internal departments, respectively. Safety improvement and crime mitigation strategic responses to KPI trends will be included in subsequent sections.

CUSTOMER COMMENTS

Metro believes in continuously listening to and learning from customer feedback. Using various sources, including comments submitted to Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public sentiment of the Metro system. SSLE's Data Analytics team monitors general sentiment, while specific and actionable security concerns raised by customers are reported during weekly calls with security and maintenance teams for awareness and strategy development. 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.

The number of submitted security-related reports has increased month-over-month between March and April, from 4,136 to 4,626. The Security Operations Center's Security Control Specialists continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 28 seconds in April. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

Public sentiment on safety and security is assessed by analyzing social media (e.g., Instagram, Facebook, Reddit) and Transit Watch app reports from the public, as well as Ambassadors, Contract Security, and Law Enforcement. Most reports from the Transit Watch app come from Ambassadors and Contract Security; therefore, the monthly sentiment data may be biased. Staff concentrated on the reports from riders in the findings presented further below.

In April, the overall sentiment about safety and security was slightly more negative than the previous month, influenced mainly by posts related to drug use on the system. The Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch incidents reported by Ambassadors and the public.

In terms of mitigating against drug use more generally, SSLE continuously reviews various sources of data to adjust deployments of uniformed personnel. Law Enforcement, MTS, and Contract Security address this issue by enforcing the penal code and Code of Conduct, respectively. LAPD and LASD actively disrupt narcotics distribution when it is observed or reported by an employee or rider, and officers carry out targeted undercover operations to stop the distribution of narcotics if they become aware of prolific issues around Metro stations. In April, LAPD and LASD made 82 and nine arrests for narcotics, respectively, while MTS cited five individuals for smoking/vaping. In comparison, LAPD and LASD made 97 and 10 arrests for narcotics in March, respectively, while MTS cited two individuals for smoking/vaping. Metro's public safety personnel are also equipped with Narcan and administer it

as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details). More details are included in the Deployment section of this report.

Just as in the prior month, the most positive comments were about the system's visible security presence, highlighting visible security in stations.

- On Reddit, a Metro post about a decrease in violent crime per one million boardings generated positive engagement under the safety personnel topic.
- On Instagram, a post about security personnel checking riders for fare generated positive engagement.
- In Transit Watch, a USC student who just graduated stated that she is grateful for Metro to have a train system that takes her to school every day, and that she feels safe seeing Ambassadors on the system and an increase in law enforcement presence.

Like previous months, Metro's Facilities/Infrastructure garnered the most mentions, at 10,444 mentions, a 43% increase compared to March (7,294 mentions). Most of these engagements mention graffiti at stations or malfunctioning fare gates, displays, or elevators, and these types of engagements tend to carry a negative sentiment.

When discussing safety and security at specific Metro stations:

- Westlake/MacArthur Park Station generated the most mentions this month.
- Union Station generated the second-most overall engagement, followed by Hollywood/Western Station.

Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app by the public. The three most reported types of incidents are property crime related to graffiti, smoking/alcohol/drugs, and fights or disturbances. In April, property crime reports related to graffiti accounted for the most incidents at 33%. Below are the top three locations for each incident type:

1. Graffiti - Sierra Madre Villa Station, Willowbrook/Rosa Parks Station, and Universal/Studio City Station
2. Smoking/Alcohol/Drugs - Union Station, 7th Street/Metro Center Station, and Expo/Crenshaw Station
3. Fights or Disturbances - Washington Station, 7th Street/Metro Center Station, and Southwest Museum Station

While the majority of ridership occurs on buses, most reports on the Transit Watch app focused on rail stations. Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, and drug use) along the A, B, C, and E lines. This variance in reporting could be partially attributed to there being more factors to report about rail stations as compared to buses, such as elevator/escalator issues, the mezzanine areas, and activities leading into a station. Even so, Metro promotes the Transit Watch app to all patrons online, on YouTube, and through signage within the bus system. Metro continuously works to identify ways to address customer feedback and concerns. MTS and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct.

In response to the feedback, these observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address these concerns systemwide. Metro will review the data over the coming months to see if the changes in deployment are yielding declines in each type of incident. More details on deployment are provided in the section below.

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro's public safety personnel's deployment activities for April, which are intended to promote the safe access and usage of the transit system, as well as prevent and reduce crime or other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for April to enforce the penal code on the system.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	March 2025	April 2025	Rolling 12-Month Average	March 2025	April 2025
LAPD	640	421	304	844	667	492
LASD	129	92	104	131	95	95
Total	769	513	408	975	762	587

*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

In April, the two law enforcement agencies made 408 arrests and issued 587 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment B. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

A primary role of MTS is Code of Conduct enforcement. In April, MTS officers issued 94 citations and 41 written warnings for Code of Conduct violations. Refer to Attachment D for more details on MTS activity and deployment this month and a demographic breakdown of those cited.

Most of the violations, 130 (96%), were due to individuals failing to provide proof of fare. Despite the temporary pause of TAP-to-Exit at North Hollywood Station and Union Station since April 11, approximately 78% of all 135 violations in April were issued at TAP-to-Exit locations: Downtown Santa Monica (51%), North Hollywood (16%), Union Station (7%), and Downtown Long Beach (4%). MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. Metro will continue these efforts as the results show strong safety metrics and responsiveness to stated customer concerns about what makes them feel safe.

Metro Ambassadors

Ambassadors provide support to riders, connect them to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety and the overall customer experience. In April, Ambassadors were deployed on all rail lines, the G Line, the J Line, and bus lines 40 and 210. See Attachment E for more details on Ambassador deployments this month.

In April 2025, Ambassadors conducted 40,656 customer engagements and reported:

- 4,295 Cleanliness Issues (18% increase from March 2025)
- 2,872 Graffiti Incidents (21% increase from March 2025)
- 582 Elevator and Escalator Problems (12% increase from March 2025)

Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. The BSTs are augmented with law enforcement support. In April, there were 2,389 and 9,643 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

*Law enforcement Bus Teams conduct bus boardings, 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.

End of Line Operations

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Offloading operations also provide security support for Metro employees (e.g., custodians, maintenance) as they perform their duties. We are seeing a substantial year-over-year decline in refusal rates. March 2025 recorded an 88% decrease in refusals compared to March 2024, while April 2025 reflected an even greater improvement with an 94% reduction compared to April 2024. These significant declines underscore the effectiveness of our ongoing strategies and interventions aimed at enhancing compliance and engagement.

CS observations have been positive, as operations reduced disorder and improved customer experience. Riders requiring CS interaction are more willing to follow alighting and re-tapping protocols. Enforcing the Customer Code of Conduct deters repeat offenders from staying on trains at the EOL, reflected in the decline of offloaded patrons these past months. Homeless outreach workers are also at end-of-line stations to offer resources and services.

In addition, MTS BSTs conducted EOL operations during Owl Service at G Line Chatsworth and North Hollywood Stations to address concerns from bus operators about individuals refusing to alight buses at the end of the line. These operations resulted in 144 removals for non-compliance at Chatsworth Station between March 31 and April 11, and 152 removals for non-compliance at North Hollywood Station between April 14 and May 2.

ACCESS CONTROL

Station Experience Updates

Metro is committed to safety and partners with city officials and community groups, including local

councils and businesses, to address challenges at various stations. Attachment F describes recent initiatives by the Station Experience team, including:

- To address concerns regarding dark, hidden areas at Slauson/I-110 Transitway Station, staff implemented major safety upgrades, including the relocation of map cases, high-pressure washing of the station canopy, and brighter LED lighting.
- To improve station cleanliness, Throne Bathrooms debuted at Memorial Park and Vermont/Sunset stations, successfully serving 200 people in the first three days of opening.
- To address issues with riders getting lost, staff implemented upgraded wayfinding at Vermont/Sunset Station and repaired damaged station pylons and plaza map cases.
- To enhance natural surveillance at problematic elevators, the Elevator Attendant pilot program was added to Lake Station in Pasadena.
- To address persistent safety and cleanliness concerns at the shared parking structure and outdoor plaza at Fillmore Station in Pasadena, staff have been working with internal and external stakeholders on new solutions.
- To gauge riders' perceptions of safety and cleanliness, staff surveyed 100 riders, revealing positive marks for the recent safety and cleanliness improvements at Memorial Park Station, with 96% of them saying the brighter lighting makes them feel safer.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best practice interventions. This includes the following:

- Staff is working with the City of Santa Monica to address the misuse of the emergency exit to trespass at Downtown Santa Monica Station.
- There are ongoing challenges with vandalism and illicit activity returning to Reseda Station. Staff is having Throne review their data to better understand the disproportionate pattern of vandalism and working to repair and restore station amenities that helped improve safety and cleanliness.

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Greater Los Angeles faces societal issues like any other metropolitan area, including homelessness and behavioral health concerns. Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system. Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, contract security, and law enforcement coordinate regularly to address end-of-line and hotspot stations where any societal factors are regularly present. This multi-layer deployment best positions Metro to mitigate and respond to the issues of society that occur in cities across the country, including the greater LA area.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In April, MDTs enrolled 623 people into the Homeless Management Information System (HMIS) and connected 274 people to interim or

permanent housing. So far this fiscal year, HOME has enrolled a total of 5,638 people into HMIS and connected a total of 2,378 to interim or permanent housing.

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, SSLE's law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD's Homeless Outreach and Proactive Engagement (HOPE) teams and LASD's Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. These units can help de-escalate situations involving individuals suffering from mental illness and provide resources to appropriate mental health services. In April, LAPD's HOPE team engaged with 467 individuals, referring 28 of them to services. LASD's MET had 436 engagements and referred seven of them to social services. More details can be found in Attachment C. Metro also collaborates with the LA County Department of Mental Health (DMH) to ensure their mobile clinical teams can respond to referrals made by other departments, including Metro Ambassadors and HOME outreach teams. DMH staff have provided training to Metro staff on how to identify individuals appropriate for referrals and select DMH staff have been issued Metro IDs for efficient system access when mental health crises arise.

Systemwide Crime Stats - Notable Quarterly Trends (January-March 2025)

- Crimes Against Persons were low this January and February compared to the previous year, before increasing in March. Despite this increase at the end of the quarter, there was an average of 153 crimes, as compared to 152 in the same period last year.
- There were more Crimes Against Property this quarter compared to the same period in 2024, with an average of 69 crimes (55 in Q1 2024).
- Crimes Against Society remained low this past winter compared to previous winters, with a 19% decrease in average crimes during this quarter (296 vs. 366).

Systemwide Crime Stats - April 2025 vs. March 2025

Metro coordinates with its law enforcement partners to provide a visible, engaged presence on the bus and rail system, enforcing the penal code to deter criminal activity, such as assaults, thefts, and trespassing. Comparing the statistics with the previous month and normalizing for ridership allows SSLE and its public safety partners to better observe trends and determine and update deployments as necessary.

From April 21 to May 26, the Los Angeles Police Department (LAPD), MTS, and Contract Security initiated an enhanced deployment in response to an increase in criminal activity observed in March and early April. While Crimes Against Property numbers ended the month elevated due to a spree of cell phone thefts, the enhanced deployment helped suppress violent crime (180 vs. 155 in March vs. April).

Overall, Crimes Against Persons decreased in April, but there was an increase in robberies (48% from March; 37 vs. 25). These robberies targeted cell phones and occurred mostly on the E Line. Ten robberies involving bodily force occurred within a week, which prompted law enforcement to enhance their deployment with additional officers patrolling along the E Line. Compared to the previous month, robberies with bodily force only had a slight increase from 20 in March to 24 in April.

Crimes Against Property rose due to a series of those same cell phone thefts at the beginning of the month and increased reports of vandalism. In particular, during the weeks of spring break, juveniles committed thefts on trains. Hence, as previously mentioned, LAPD deployed more resources to deter these crimes and protect riders. Unlike robberies, thefts do not involve the threat of force and are therefore categorized as property crime and not violent crime. However, they are closely related and usually trigger the same law enforcement approach.

Crimes Against Society decreased in April across all three major categories: trespassing, narcotics, and weapons. Often, crimes in these categories fluctuate with levels of enforcement. A local increase in trespassing crimes on buses appeared significant percentage-wise but came from a low base (5 in April vs. 1 in March) and can be explained by the redeployment of police officers from buses to rail lines in response to the rise in thefts and robberies.

- Crimes Against Persons decreased by 13.9% in April compared to March (155 vs. 180). This marks the lowest total seen for April systemwide since 2021.
 - On the rail system, Crimes Against Persons decreased by 14.3% (96 vs. 112) due to decreases in aggravated assaults (25 vs. 37) and batteries (40 vs. 52). This represents the lowest number seen for April on the rail system since 2021.
 - On the bus system, Crimes Against Persons decreased by 13.2% (59 vs. 68), due to decreases in aggravated assaults (11 vs. 17) and sex offenses (3 vs. 8).
- Crimes Against Property increased by 19.7% in April compared to March (73 vs. 61).
 - On the rail system, Crimes Against Property increased by 4.8% due to an increase in thefts (33 vs. 32) and vandalism (10 vs. 9).
 - Crimes Against Property increased by 52.6% on buses as a result of more incidents of thefts (15 vs. 7) and vandalism (14 vs. 12).
- Crimes Against Society decreased by 27.0% in April compared to March (257 vs. 352).
 - On the rail system, Crimes Against Society decreased by 30.6% (236 vs. 340) due to decreases in narcotics (78 vs. 97), trespassing (148 vs. 218), and weapons (10 vs. 25).
 - On the bus system, Crimes Against Society increased by 75% (21 vs. 12), due to increases in narcotics (13 vs. 10), trespassing (5 vs. 1), and weapons (3 vs. 1).

Per One Million Boardings

- Crimes Against Persons decreased by 14.6% compared to March 2025 (5.80 vs. 6.79) and 2.5% compared to April 2024 (5.80 vs. 5.95). 5.80 incidents per one million boardings is the second lowest rate in 12 months, surpassed only by January's rate of 5.09 per one million boardings. It is also the lowest rate of incidents per one million boardings seen for the month of April since 2019.
- Crimes Against Property increased by 18.7% compared to March 2025 (2.73 vs. 2.30) and 46.1% compared to April 2024 (2.73 vs. 1.87).
- Crimes Against Society decreased by 27.6% compared to March 2025 (9.62 vs. 13.28) and increased by 4.2% compared to April 2024 (9.62 vs. 9.23).

As a result of the increase in thefts and robberies of cell phones at the beginning of April, LAPD redeployed resources, lowering the number of incidents in the latter half of the month. Additionally,

the TAP-to-Exit Pilot and the taller faregates pilot, both of which deter crime by ensuring the system is accessed by those using it for the intended purpose of transit, had a positive impact on trespassing violations. Refer to Attachment G for more details on the data normalized by ridership. Based on internal metrics and discussions with staff, law enforcement partners adjust their deployments weekly.

Mitigating Assaults Against Operators

Metro's law enforcement partners reported seven operator assaults in April, a decrease from March (7 vs. 10). Using physical force (e.g., punch, slap, kick), using a weapon or object, projectile, spit, and brandishing a weapon were the methods of assaults on operators. Of the seven assaults reported, three occurred outside the operator area, and the remaining four reported a barrier in use. Of the four assaults with a barrier, three involved physical contact. One suspect attempted to get past the barrier and pushed the barrier against the bus operator. Another sprayed mace towards the operator, affecting the operator despite the barrier. A third spat at the operator through the barrier door, striking the operator on the face and arm. The other assault had no physical contact and involved the brandishing of a weapon, resulting in an arrest for making criminal threats against the operator. See Attachment H for more details on the assaults.

In April 2024, seven out of 12 assaults caused injuries, leading to four operators needing medical treatment. In contrast, April 2025 had seven assaults, with only one medical treatment required. This indicates a continued decrease in assault severity, as retrofit enclosed bus barriers help prevent serious injuries. SSLE staff will share their analysis of the operator assaults with Corporate Safety and Bus Operations to help develop best safety practices that can be shared with operators by their supervisors. Staff will continue to analyze assaults with the bus barrier closed, and if trends show gap exploitation, will offer mitigation recommendations.

In addition to the protection that physical barriers give, all operators have received de-escalation training. Other safety measures in place include surveillance cameras, penalty signage, and video monitors to deter assaults on operators when they are outside the operator compartment area. Assault events are reviewed by Metro to identify root issues, possible preventive measures, and to provide lessons learned.

Mitigating Assaults Against Other Frontline Staff

Assaults on frontline staff (excluding operators) remained unchanged from March to April, with 14 assaults. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to throwing an object to pouring liquid onto an employee. Of these 14 assaults, seven occurred on the B Line, with two assaults at 7th Street/Metro Center Station and the rest at different stations. Three assaults occurred on the A Line at different stations, and three assaults occurred at Union Station (not line-specific).

Assaults on security officers involve physical altercations as they approach individuals to enforce the Code of Conduct, often provoking confrontational reactions. LASD provides enhanced training focused on officer safety, de-escalation, arrest laws, and customer service. Similarly, Contract Security has expanded its training to reduce officer assaults. For frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults are unpredictable and can include spitting, verbal threats, or throwing objects. They also may face physical assaults. All frontline staff undergo de-escalation

training to better manage uncooperative or aggressive individuals. More details on assault methods, reasons, and mitigations can be found in Attachment H.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The agency continues to explore initiatives, such as the taller faregates, to improve access control. The new gates are designed to be user-friendly and sturdier, deterring fare evasion while remaining ADA accessible for individuals with mobility needs. To keep operators and riders safe, Bus Safety Teams continue to conduct offloading operations at end-of-line stations. Homeless outreach teams are available at end-of-line stations to offer services to any individuals experiencing homelessness. Furthermore, as staff established the outcomes focused on the agency's three-pronged approach to safety, they utilized data from existing data sources, and each data source went through a set of verification steps, adhering to Metro's Public Safety Analytics Policy.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on Metro's bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

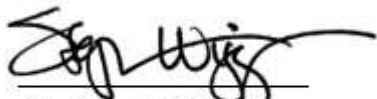
SSLE will continue to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, and the agency's crime stats. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Narcan Data April 2025
Attachment B - Arrests by Race & Ethnicity April 2025
Attachment C - Law Enforcement Homeless Outreach April 2025
Attachment D - Metro Transit Security Activities April 2025
Attachment E - Metro Ambassador Activities April 2025
Attachment F - Station Experience Updates
Attachment G - Law Enforcement Crime Summary April 2025
Attachment H - Frontline Safety Additional Data April 2025

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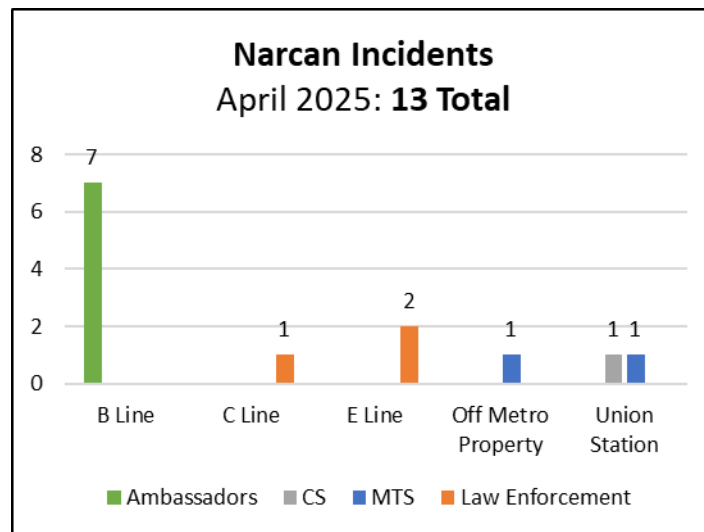


Stephanie Wiggins
Chief Executive Officer

Narcan Data (April 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In April, there were a total of 13 Narcan incidents, which is a decrease of 4 incidents from the prior month (17). Ambassadors reported seven incidents, Contract Security reported one, LAPD reported three, LASD reported no incidents, and MTS reported two incidents. Seven of the Narcan incidents occurred on the B Line, with four incidents occurring at Westlake/MacArthur Park Station.





SYSTEM SECURITY & LAW ENFORCEMENT

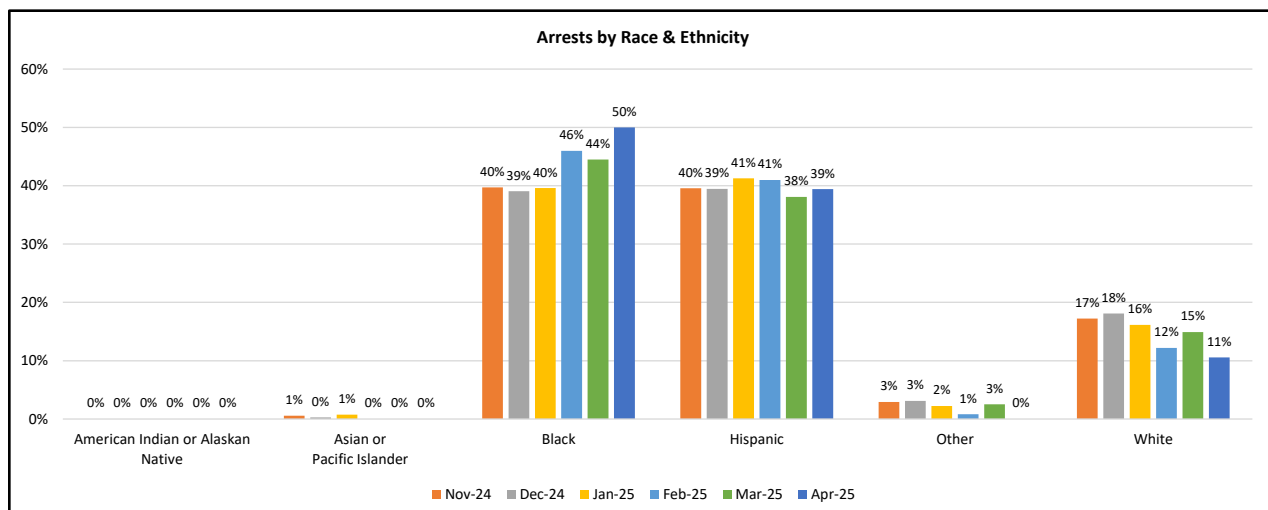
Attachment B

Arrests April 2025	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	0	13	39	8	33	0	0	2	9	104*
Total	0		0		52		41		0		11		104
% Share	0.00%		0.00%		50.00%		39.42%		0.00%		10.58%		100.00%

*Due to a system issue with LAPD's new crime reporting database, LAPD arrests demographics were unavailable at this time. This attachment includes only arrests with demographics data and therefore underreports the true number of arrests. LAPD is working on resolving this issue for future reports.

Arrests April 2025	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	4	12	2	7	0	0	2	3	30
Rail Systemwide	0	0	0	0	9	27	6	26	0	0	0	6	74
Union Station and 7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0		0		52		41		0		11		104
% Share	0.00%		0.00%		50.00%		39.42%		0.00%		10.58%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) April 2025	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	3	12	5	16	0	0	0	2	38
B Line (Red)	0	0	0	0	0	0	0	0	0	0	0	0	0
C Line (Green)	0	0	0	0	5	5	1	6	0	0	0	1	18
E Line (Expo)	0	0	0	0	1	7	0	2	0	0	0	1	11
Bus - G Line (Orange)	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus - J Line (Silver)	0	0	0	0	0	1	0	1	0	0	0	0	2
K Line	0	0	0	0	0	3	0	2	0	0	0	2	7
Union Station	0	0	0	0	0	0	0	0	0	0	0	0	0
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	11	2	6	0	0	2	3	28
Total	0		0		52		41		0		11		104
% Share	0.00%		0.00%		50.00%		39.42%		0.00%		10.58%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Law Enforcement Homeless Outreach April 2025

	LAPD	LASD
Contacts	467	436
Refusal of Services	161	0
Referrals	28	7
Veteran	2	0
5150	8	10
Mental Illness	85	0
Evaluations	115	0
Narcotics	152	0
Detox	0	0
Housed	5	3
Parole	5	0
Probation	19	0
Cleanup requests	22	0
Cleanups	52	0
Hospital	0	4
Food/Clothing	0	1

Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.

Metro Transit Security Activities (April 2025)

MTS Citations and Warnings		
	April 2025	12-month Avg
Citations	94	504
Warnings	41	199

MTS Citations and Warnings - April 2025	
Category	Count
Proof of Fare	130
Smoking/Vaping	5
Total	135

MTS Citations & Warnings Demographics* - April 2025													
	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	
	0	1	0	2	5	51	4	41	0	1	3	27	
Total	1		2		56		45		1		30		135
% Share	0.74%		1.48%		41.48%		33.33%		0.74%		22.22%		100%

*Citation data is for adults only, as minors are not cited

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) offer safety tips like staying aware of surroundings while using mobile phones and promoting the Transit Watch app for incident reporting. Many TSOs are bilingual, assisting customers in languages such as Spanish, Korean, and Thai. They engage with bus operators to discuss safety issues for the Bus Safety Teams to address. When possible, TSOs give operators verbal tips on safety and de-escalation tactics to respond appropriately to potential threats.

Metro Transit Security's Bus Safety Teams conducted end-of-line operations during Owl Service at G Line Chatsworth and North Hollywood Stations to address concerns from bus operators about individuals refusing to alight buses at the end of the line.

TRANSIT SECURITY BUS SAFETY TEAMS – APRIL 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
03/31/25 – 04/04/25	2, 4, 20, 40, 207, 720, G Line	152	148	82
04/07/25 – 04/11/25	2, 4, 20, 40, 207, 720, G Line	157	142	89
04/14/25 – 04/18/25	2, 4, 20, 40, 207, 720, G Line	154	141	87
04/21/25 – 04/25/25	2, 4, 20, 40, 207, 720, G Line	153	144	88
04/28/25 – 05/02/25	2, 4, 20, 40, 207, 720, G Line	155	147	85

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.

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of April's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – APRIL 2025			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
03/31/25 – 04/04/25	A, B, C, E	261	128
04/07/25 – 04/11/25	A, B, C, E	267	134
04/14/25 – 04/18/25	A, B, C, E	262	127
04/21/25 – 04/25/25	A, B, C, E	264	132
04/28/25 – 05/02/25	A, B, C, E	263	129

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 violations.

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro's Code of Conduct aboard trains. The table below provides a recap of April activities.

TRANSIT SECURITY TRAIN RIDING TEAMS – APRIL 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
03/31/25 – 04/04/25	A, B, C, E	104	131	92
04/07/25 – 04/11/25	A, B, C, E	102	127	88
04/14/25 – 04/18/25	A, B, C, E	107	134	99
04/21/25 – 04/25/25	A, B, C, E	102	124	91
04/28/25 – 05/02/25	A, B, C, E	103	128	93

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.

Metro Ambassadors Activities (April 2025)

In addition to regular deployments, Metro Ambassadors also provided crowd control and wayfinding support for special events such as the inaugural Crenshaw Mile, OASC Annual Black History Tour, CicLAvia: Koreatown Meets Hollywood, and the AOC/Bernie Sanders Rally. Ambassadors also provided support for ongoing service alerts to include the A Line North bus bridges, the J Line East elevator outages, and Dodger home games and soccer games.

LAX/ Metro Transit Center Start Up Emergency Management Full-Scale Exercise:

On 4/9, Metro Ambassador teams participated in the Metro AMC/MTC Station “Active Shooter” full-scale exercise coordinated by Emergency Management.

Redeployment for Pacific Palisades High School Students – Downtown Santa

Monica: In late April 2025 (4/22–4/25), the City of Santa Monica began hosting Pacific Palisades High School students at the former Sears building, located across the street from Metro’s Downtown Santa Monica E Line Station, for the remainder of the school year. In response, Ambassador teams were redeployed to remain stationed at Downtown Santa Monica and Expo/Bundy to assist students with wayfinding and navigating their exit from the station to reach the temporary school site.

Station Experience Updates (June 2025)

Slauson/I-110 Transitway Station Undergoes Major Safety Upgrades

Improvements to the northbound-to-Los Angeles platform at the J Line Slauson Station have begun. This station has longstanding safety and security challenges due to illicit activities, violence, and vandalism. Multiple teams came together to provide several major safety improvements and deep cleaning, including:

- High-pressure washing the station canopy to restore the original station art that had been caked with years of freeway dirt and soot
- Moving map cases to the back wall to eliminate areas where illicit activity can occur
- Upgrading benches with seatbacks positioned where buses berth on the station platform
- Adding brighter LED lighting, including new uplighting, to better illuminate the entire station
- Repainting safety bollards, passageways, and other station areas
- Upgraded trash receptacles
- Securely closing a secondary pedestrian overpass that had become problematic, routing all station access through the main entrance

Staff are tentatively scheduled to complete the southbound platform in mid-June, pending the availability of the multiple work crews needed to surge up for a single weekend.

Throne Bathrooms Debut at Memorial Park & Vermont/Sunset Stations

As part of the Board-approved expansion plan for safe, clean, free-to-use Throne Bathrooms, new units were deployed at Memorial Park Station and Vermont/Sunset Station, which serves as a gateway to Los Feliz, East Hollywood, the DASH Shuttle to the Griffith Observatory, Kaiser Permanente, Children's Hospital Los Angeles, and Hollywood Presbyterian.

Metro partnered with the City of Pasadena and the Old Pasadena Business Improvement District on the Memorial Park Station deployment, which was also supported by local store owners and nearby residents. These two Thrones have already successfully served 200 people within the first three days of opening.

Customer Questions Lead to Upgraded Wayfinding at Vermont/Sunset Station

As the installation of a new Throne Restroom was taking place at Vermont/Sunset Station, staff received repeated questions about key destinations outside the station. Vermont/Sunset Station is often used by people looking to connect with DASH to the Griffith Observatory and the many medical centers in the area. However, despite multiple station exits, the station lacked clear instructions as to which exit passengers should use to get to their destination.

In response, teams from Station Experience, Customer Experience, and Facilities Maintenance came together to upgrade signage, wayfinding, and the appearance of the station, including:

- Repairing vandalized and damaged station pylons and plaza map cases
- Installing Metro station graphics at previously blank entrances
- Touching up worn paint
- Upgrading trash receptacles

These wayfinding enhancements will improve our customers' experience while also enhancing safety. They will reduce the number of often-repeated questions that our frontline personnel, including Ambassadors and Transit Security Officers (TSOs), receive, allowing them to focus on safety and security. In addition, these upgrades will lessen pedestrian crossings at the busy intersection and will be especially helpful for people using Metro to reach any of the nearby medical centers.

Elevator Attendant Pilot Program Expands to Lake Station

As Metro continues efforts to reduce inappropriate activity in elevators at older stations, the Return-to-Work team recently expanded the Elevator Attendant pilot program to Lake Station in Pasadena. The elevator in this station is in the unpaid area, making it susceptible to illicit activity that disrupts access for passengers who rely on elevators, including older adults, people with mobility issues, tourists with luggage, and parents traveling with children.

This popular Transitional Duty assignment has already been successfully piloted at Pershing Square Station, 7th St/Metro Center Station, and Hollywood/Vine Station, and will soon be expanded to Westlake/MacArthur Park Station.

Safety & Cleanliness Concerns at Fillmore Station in Pasadena

Staff have been making improvements at Fillmore (A) Station, including brighter lighting, upgrades to closed-circuit television (CCTV), and classical music. They have received positive feedback, including from Metro employees who regularly use the station.

However, one outstanding area that continues to pose challenges is the shared parking structure and outdoor plaza, which are operated and maintained by different entities. Persistent issues include:

- Local gang territorial disputes
- Car break-ins of park-and-ride users, including Metro employees who use this station
- Willful blocking of parking structure stairwells
- Loitering in and around the plaza
- Hidden drug paraphernalia stored inside plaza landscaping

As a result, staff met with the property management, Pasadena PD, and Metro departments. The Station Experience team coordinated the installation of an ambient sound device, identical to the ones installed at APU/Citrus College parking structure and 37th St/USC (J) Station. While the device was immediately successful in addressing these issues, the electrical wires were subsequently tampered with and are undergoing repairs, which was a similar reaction we saw during the initial installation at 37th St/USC.

Staff are continuing the open lines of communication across the multiple entities and will provide subsequent updates on our collective efforts to address these shared areas and restore safe and clean conditions for customers, employees, and the surrounding community.

Positive Marks for Recent Safety & Cleanliness Improvements At Memorial Park Station

As staff prepare for the upcoming FIFA World Cup at the Rose Bowl and transfer point to the future Pasadena-to-North Hollywood BRT, staff have been accelerating improvements to Memorial Park (A) Station, where riders can connect to the nearby Rose Bowl Shuttle. Thus far, staff have completed:

- Debris cleanup of the track bed
- Repainting of station columns and walls
- Brighter lighting
- CCTV upgrades
- Throne Bathroom

One of the longstanding issues at this station has been the slippery tile platform surface, particularly during wet weather or overnight when moisture develops, which can cause safety concerns with large crowds of eventgoers. Given this longstanding issue, the Infrastructure Maintenance & Engineering group coordinated to sandblast the slick platform, providing substantially improved foot traction for platform boarding and alighting. They also used this opportunity to refresh the “STAY BEHIND YELLOW LINE” safety edge thermoplastic.

Given the number of improvements at Memorial Park, the Station Experience team surveyed over 100 riders this week about these recent improvements, with the following highlights:

- 99% say the brighter lighting makes the station feel *cleaner*
- 96% users say the brighter lighting makes them feel *safer*
- One in three surveyed have already used the newly installed Throne Bathroom at this station
- 93% say the Throne Bathroom makes their experience using Metro stations better *and* that the Throne Bathroom feels safer to use than a traditional public bathroom
- 93% say they want to see Throne Bathrooms installed at more Metro stations

- 96% say they would ride public transit more often if there were more accessible, free-to-use Throne Bathrooms installed



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Total Crime Summary - April 2025

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	92	153	170	125	140
Agg Assault on Op	6	11	8	13	5
Battery	229	319	348	306	294
Battery on Operator	19	46	46	37	22
Homicide	1	1	2	2	0
Rape	4	5	7	6	2
Robbery	64	110	136	87	109
Sex Offenses	34	31	46	35	43
Subtotal	449	676	763	611	615
Crimes Against Property					
Arson	3	3	0	1	3
Bike Theft	10	18	9	3	2
Burglary	3	7	9	4	4
Larceny	100	196	156	161	173
Motor Vehicle Theft	4	8	16	10	16
Vandalism	91	124	61	35	82
Subtotal	211	356	251	214	280
Crimes Against Society					
Narcotics	64	29	205	276	388
Trespassing	28	37	494	1,010	684
Weapons	18	9	41	55	73
Subtotal	110	75	740	1,341	1,145
Total	770	1,107	1,754	2,166	2,040

Total Crimes 5-Year Trend Current Month only - Systemwide

	Apr-21	Apr-22	Apr-23	Apr-24	Apr-25
Crimes Against Persons					
Agg Assault	31	42	43	32	34
Agg Assault on Op	0	3	3	6	2
Battery	59	74	75	73	70
Battery on Operator	6	11	12	6	5
Homicide	0	0	1	1	0
Rape	0	3	2	0	2
Robbery	17	23	38	28	37
Sex Offenses	10	10	14	10	5
Subtotal	123	166	188	156	155
Crimes Against Property					
Arson	1	1	0	0	0
Bike Theft	4	5	3	1	1
Burglary	1	2	2	2	1
Larceny	34	58	42	36	42
Motor Vehicle Theft	2	1	3	1	5
Vandalism	16	21	17	9	24
Subtotal	58	88	67	49	73
Crimes Against Society					
Narcotics	18	7	61	64	91
Trespassing	3	12	389	166	153
Weapons	3	1	15	12	13
Subtotal	24	20	465	242	257
Total	205	274	720	447	485

Total Crimes 5-Year Trend Year-to-End - Rail

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	61	116	130	83	86
Agg Assault on Op	2	0	0	0	0
Battery	157	216	244	201	181
Battery on Operator	1	3	5	0	0
Homicide	1	0	2	1	0
Rape	4	5	7	4	0
Robbery	50	93	99	56	66
Sex Offenses	21	22	26	18	21
Subtotal	297	455	513	363	354
Crimes Against Property					
Arson	3	3	0	1	3
Bike Theft	5	10	3	2	2
Burglary	3	5	9	4	4
Larceny	75	138	111	100	126
Motor Vehicle Theft	2	4	14	5	14
Vandalism	51	90	31	19	40
Subtotal	139	250	168	131	189
Crimes Against Society					
Narcotics	23	15	154	249	341
Trespassing	26	32	488	998	674
Weapons	9	8	32	48	62
Subtotal	58	55	674	1,295	1,077
Total	494	760	1,355	1,789	1,620

Total Crimes 5-Year Trend Current Month only - Rail

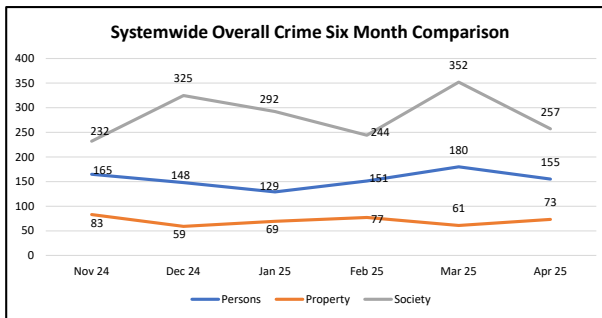
	Apr-21	Apr-22	Apr-23	Apr-24	Apr-25
Crimes Against Persons					
Agg Assault	17	35	35	22	25
Agg Assault on Op	0	0	0	0	0
Battery	36	49	54	51	40
Battery on Operator	0	0	2	0	0
Homicide	0	0	1	1	0
Rape	0	3	2	0	0
Robbery	11	20	22	21	29
Sex Offenses	7	4	10	7	2
Subtotal	71	111	126	102	96
Crimes Against Property					
Arson	1	1	0	0	0
Bike Theft	2	2	2	1	1
Burglary	1	0	2	2	1
Larceny	27	35	28	25	29
Motor Vehicle Theft	0	1	2	1	3
Vandalism	10	15	10	3	10
Subtotal	41	54	44	32	44
Crimes Against Society					
Narcotics	7	2	49	55	78
Trespassing	3	11	387	162	148
Weapons	1	1	14	12	10
Subtotal	11	14	450	229	236
Total	123	179	620	363	376

Total Crimes 5-Year Trend Year-to-Date - Bus

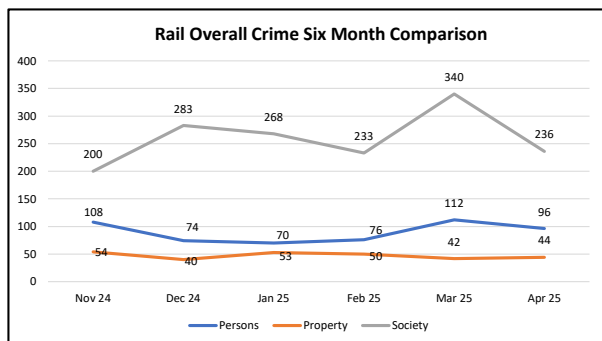
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	31	37	40	42	54
Agg Assault on Op	4	11	8	13	5
Battery	72	103	104	105	113
Battery on Operator	18	43	41	37	22
Homicide	0	1	0	1	0
Rape	0	0	0	2	2
Robbery	14	17	37	31	43
Sex Offenses	13	9	20	17	22
Subtotal	152	221	250	248	261
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	5	8	6	1	0
Burglary	0	2	0	0	0
Larceny	25	58	45	61	47
Motor Vehicle Theft	2	4	2	5	2
Vandalism	40	34	30	16	42
Subtotal	72	106	83	83	91
Crimes Against Society					
Narcotics	41	14	51	27	47
Trespassing	2	5	6	12	10
Weapons	9	1	9	7	11
Subtotal	52	20	66	46	68
Total	276	347	399	377	420

Total Crimes 5-Year Trend Current Month only - Bus

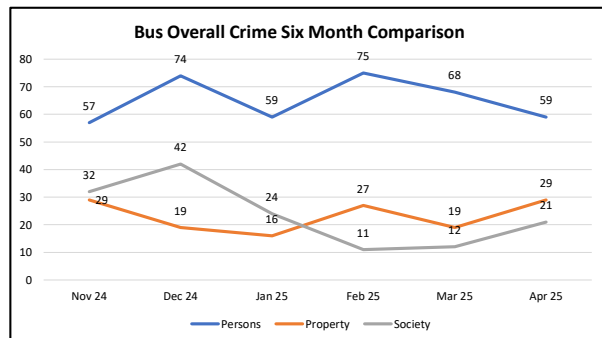
	Apr-21	Apr-22	Apr-23	Apr-24	Apr-25
Crimes Against Persons					
Agg Assault	14	7	8	10	9
Agg Assault on Op	0	3	3	6	2
Battery	23	25	21	22	30
Battery on Operator	6	11	10	6	5
Homicide	0	0	0	0	0
Rape	0	0	0	0	2
Robbery	6	3	16	7	8
Sex Offenses	3	6	4	3	3
Subtotal	52	55	62	54	59
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	2	3	1	0	0
Burglary	0	2	0	0	0
Larceny	7	23	14	11	13
Motor Vehicle Theft	2	0	1	0	2
Vandalism	6	6	7	6	14
Subtotal	17	34	23	17	29
Crimes Against Society					
Narcotics	11	5	12	9	13
Trespassing	0	1	2	4	5
Weapons	2	0	1	0	3
Subtotal	13	6	15	13	21
Total	82	95	100	84	109



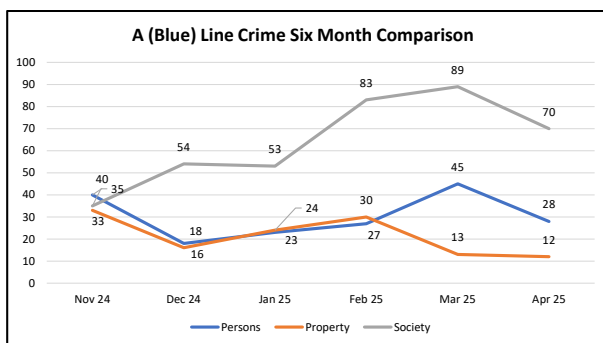
Systemwide	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	34	54	-37.0%
Agg Assault on Op	2	0	200.0%
Battery	70	78	-10.3%
Battery on Operator	5	7	-28.6%
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	37	25	48.0%
Sex Offenses	5	16	-68.8%
Subtotal	155	180	-13.9%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	42	36	16.7%
Motor Vehicle Theft	5	3	66.7%
Vandalism	24	21	14.3%
Subtotal	73	61	19.7%
Crimes Against Society			
Narcotics	91	107	-15.0%
Trespassing	153	219	-30.1%
Weapons	13	26	-50.0%
Subtotal	257	352	-27.0%
Total	485	593	-18.2%



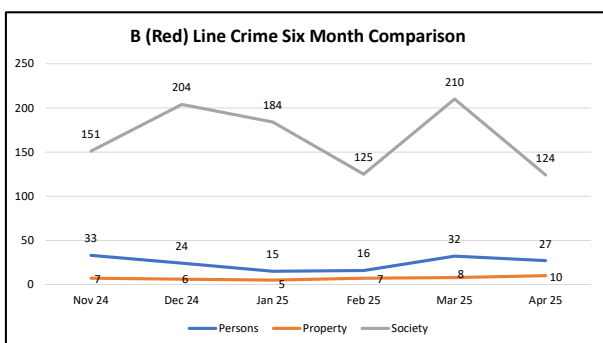
Rail	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	25	37	-32.4%
Agg Assault on Op	0	0	0.0%
Battery	40	52	-23.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	29	15	93.3%
Sex Offenses	2	8	-75.0%
Subtotal	96	112	-14.3%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	29	29	0.0%
Motor Vehicle Theft	3	3	0.0%
Vandalism	10	9	11.1%
Subtotal	44	42	4.8%
Crimes Against Society			
Narcotics	78	97	-19.6%
Trespassing	148	218	-32.1%
Weapons	10	25	-60.0%
Subtotal	236	340	-30.6%
Total	376	494	-23.9%



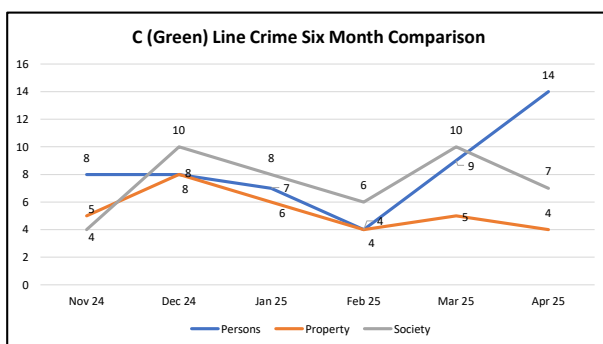
Bus	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	9	17	-47.1%
Agg Assault on Op	2	0	200.0%
Battery	30	26	15.4%
Battery on Operator	5	7	-28.6%
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	8	10	-20.0%
Sex Offenses	3	8	-62.5%
Subtotal	59	68	-13.2%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	13	7	85.7%
Motor Vehicle Theft	2	0	200.0%
Vandalism	14	12	16.7%
Subtotal	29	19	52.6%
Crimes Against Society			
Narcotics	13	10	30.0%
Trespassing	5	1	400.0%
Weapons	3	1	200.0%
Subtotal	21	12	75.0%
Total	109	99	10.1%



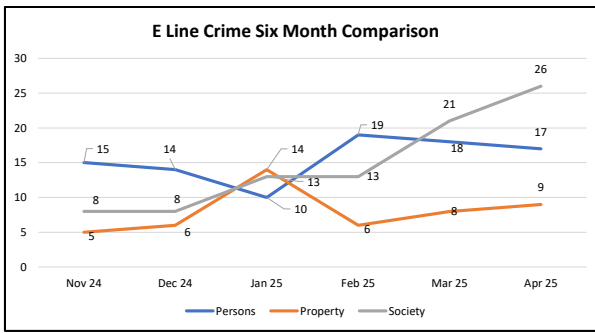
A (Blue) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	11	19	-42.1%
Agg Assault on Op	0	0	0.0%
Battery	10	21	-52.4%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	3	100.0%
Sex Offenses	1	2	-50.0%
Subtotal	28	45	-37.8%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	5	7	-28.6%
Motor Vehicle Theft	2	2	0.0%
Vandalism	3	4	-25.0%
Subtotal	12	13	-7.7%
Crimes Against Society			
Narcotics	19	18	5.6%
Trespassing	46	63	-27.0%
Weapons	5	8	-37.5%
Subtotal	70	89	-21.3%
Total	110	147	-25.2%



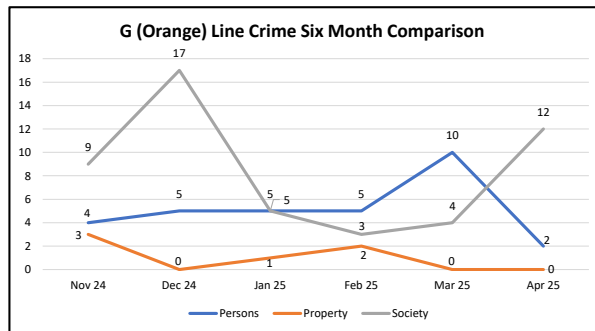
B (Red) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	2	8	-75.0%
Agg Assault on Op	0	0	0.0%
Battery	20	14	42.9%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	6	-16.7%
Sex Offenses	0	4	-100.0%
Subtotal	27	32	-15.6%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	8	7	14.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	1	100.0%
Subtotal	10	8	25.0%
Crimes Against Society			
Narcotics	51	59	-13.6%
Trespassing	69	135	-48.9%
Weapons	4	16	-75.0%
Subtotal	124	210	-41.0%
Total	161	250	-35.6%



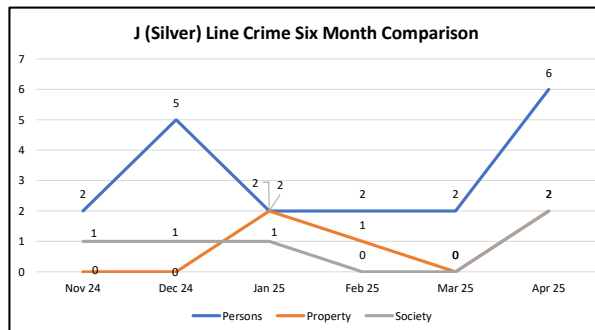
C (Green) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	6	3	100.0%
Agg Assault on Op	0	0	0.0%
Battery	3	1	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	4	25.0%
Sex Offenses	0	1	-100.0%
Subtotal	14	9	55.6%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	3	0.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	0	1	-100.0%
Subtotal	4	5	-20.0%
Crimes Against Society			
Narcotics	1	6	-83.3%
Trespassing	6	4	50.0%
Weapons	0	0	0.0%
Subtotal	7	10	-30.0%
Total	25	24	4.2%



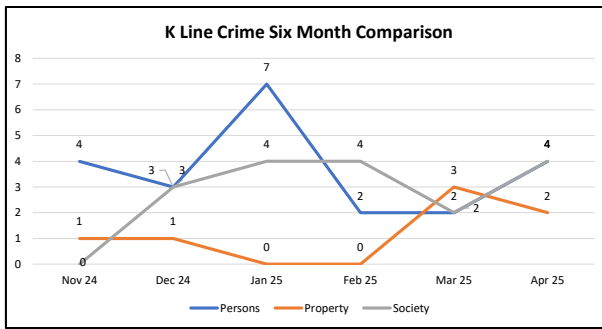
E Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	3	5	-40.0%
Agg Assault on Op	0	0	0.0%
Battery	4	11	-63.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	9	2	350.0%
Sex Offenses	1	0	100.0%
Subtotal	17	18	-5.6%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	7	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	1	100.0%
Subtotal	9	8	12.5%
Crimes Against Society			
Narcotics	6	6	0.0%
Trespassing	19	14	35.7%
Weapons	1	1	0.0%
Subtotal	26	21	23.8%
Total	52	47	10.6%



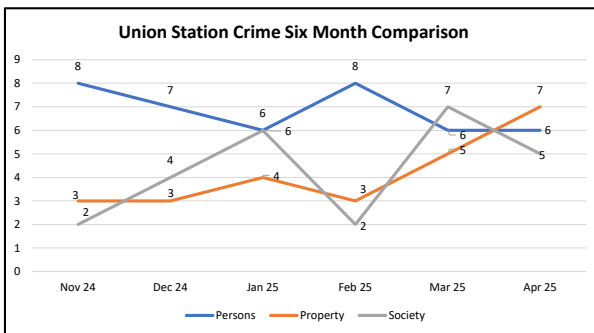
G (Orange) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	0	3	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	5	-60.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	1	-100.0%
Subtotal	2	10	-80.0%
Crimes Against Property			
Arson	0	0	0.0%
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	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	8	3	166.7%
Trespassing	3	0	300.0%
Weapons	1	1	0.0%
Subtotal	12	4	200.0%
Total	14	14	0.0%



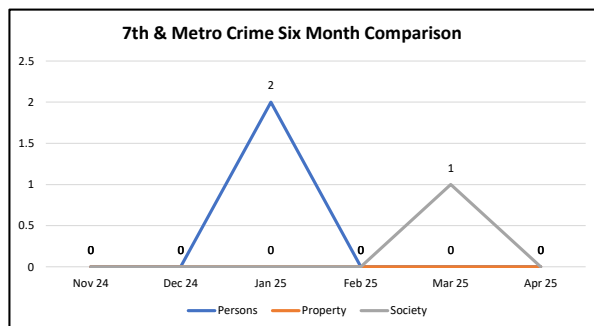
J (Silver) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	4	0	400.0%
Agg Assault on Op	0	0	0.0%
Battery	0	2	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	0	200.0%
Sex Offenses	0	0	0.0%
Subtotal	6	2	200.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	0	0.0%
Subtotal	2	0	200.0%
Crimes Against Society			
Narcotics	2	0	200.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	2	0	200.0%
Total	10	2	400.0%



K Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
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	1	-100.0%
Subtotal	4	2	100.0%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	1	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	2	3	-33.3%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	3	2	50.0%
Weapons	0	0	0.0%
Subtotal	4	2	100.0%
Total	10	7	42.9%



Union Station	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	5	-80.0%
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	6	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	4	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	3	1	200.0%
Subtotal	7	5	40.0%
Crimes Against Society			
Narcotics	0	7	-100.0%
Trespassing	5	0	500.0%
Weapons	0	0	0.0%
Subtotal	5	7	-28.6%
Total	18	18	0.0%



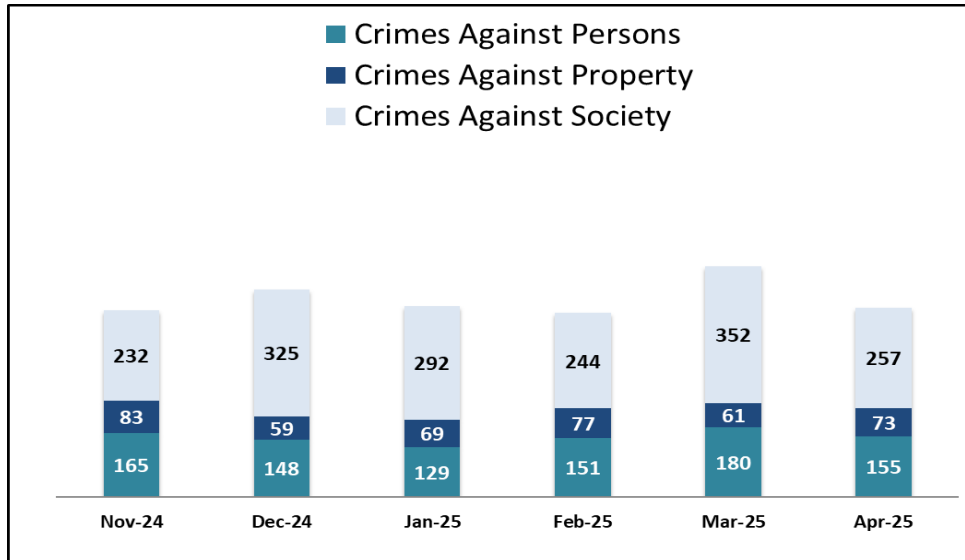
7th & Metro	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	1	-100.0%
Total	0	1	-100.0%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

APRIL 2025

Attachment G

Total Crimes

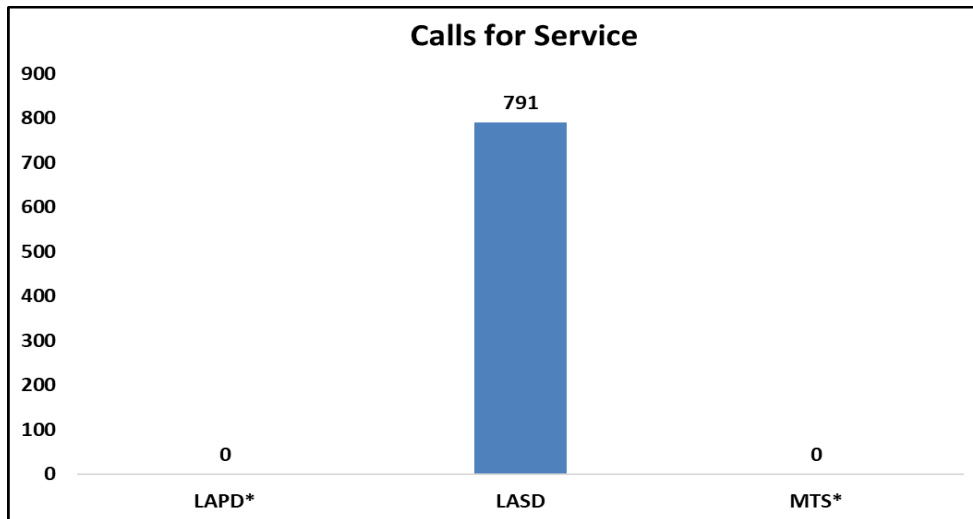


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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)

Calls for Service



* LAPD and MTS Calls for Service data is currently unavailable



SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

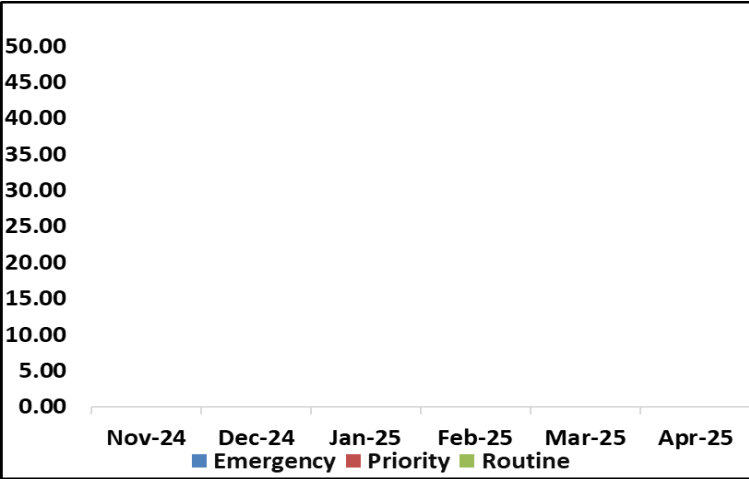
APRIL 2025

Attachment G

Average Incident Response Times

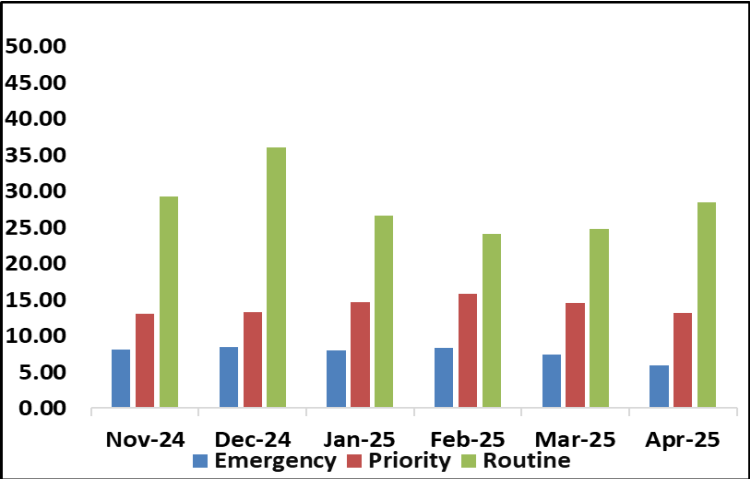
These graphs show how long it takes (in minutes) for LAPD, LASD, and MTS to respond to Emergency, Priority, and Routine calls

LAPD

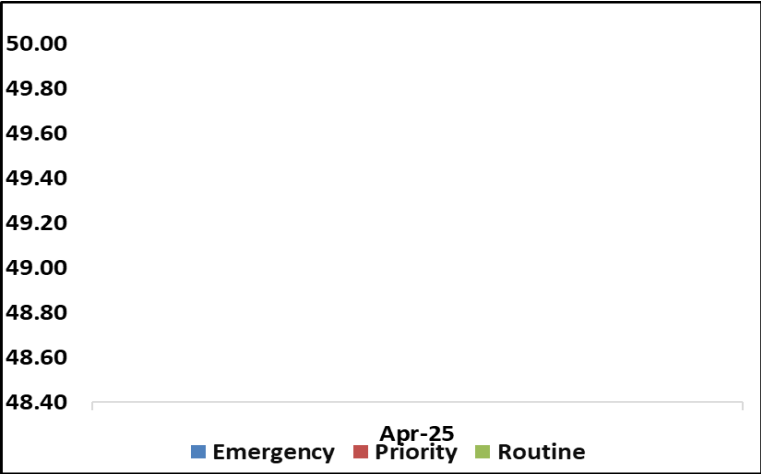


* LAPD Incident Response Times data is currently unavailable

LASD



MTS



* MTS Incident Response Times data is currently unavailable

Transit Police

Monthly Crime Report



Attachment G

	2025	2024	%
	April	April	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	2	0	200.0%
Robbery	37	28	32.1%
Aggravated Assault	34	32	6.3%
Aggravated Assault on Operator	2	6	-66.7%
Battery	70	73	-4.1%
Battery on Operator	5	6	-16.7%
Sex Offenses	5	10	-50.0%
SUB-TOTAL	155	156	-0.6%
CRIMES AGAINST PROPERTY			
Burglary	1	2	-50.0%
Larceny	42	36	16.7%
Bike Theft	1	1	0.0%
Motor Vehicle Theft	5	1	400.0%
Arson	0	0	0.0%
Vandalism	24	9	166.7%
SUB-TOTAL	73	49	49.0%
CRIMES AGAINST SOCIETY			
Weapons	13	12	8.3%
Narcotics	91	64	42.2%
Trespassing	153	166	-7.8%
SUB-TOTAL	257	242	6.2%
TOTAL	485	447	8.5%
ENFORCEMENT EFFORTS			
Arrests	408	519	-21.4%
Citations	587	622	-5.6%
Calls for Service	791	7,198	-89.0%



SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

APRIL 2025

Attachment G

Crimes

Monthly

System-Wide	Apr-25	Apr-24	% Change
Crimes Against Persons	155	156	-0.6%
Crimes Against Property	73	49	49.0%
Crimes Against Society	257	242	6.2%
Total	485	447	8.5%

Six Months

System-Wide	Nov-24-Apr-25	Oct-23-Mar-24	% Change
Crimes Against Persons	928	965	-3.8%
Crimes Against Property	422	326	29.4%
Crimes Against Society	1,702	2,089	-18.5%
Total	3,052	3,380	-9.7%

Annual

System-Wide	May-24-Apr-25	May-23-Apr-24	% Change
Crimes Against Persons	2,061	2,083	-1.1%
Crimes Against Property	886	712	24.4%
Crimes Against Society	5,884	2,932	100.7%
Total	8,831	5,727	54.2%

Average Emergency Response Times

Monthly

Apr-25	Apr-24	% Change
2.95	5.97	-50.6%

Six Months

Nov-24-Apr-25	Oct-23-Mar-24	% Change
3.71	5.46	-32.0%

Annual

May-24-Apr-25	May-23-Apr-24	% Change
4.33	5.41	-20.0%

Bus Operator Assaults

Monthly

Apr-25	Apr-24	% Change
7	12	-41.7%

Six Months

Nov-24-Apr-25	Oct-23-Mar-24	% Change
45	87	-48.3%

Annual

May-24-Apr-25	May-23-Apr-24	% Change
128	164	-22.0%

Ridership

Monthly

Apr-25	Apr-24	% Change
26,723,700	26,210,300	2.0%

Six Months

Nov-24-Apr-25	Oct-23-Mar-24	% Change
153,963,293	146,850,867	4.8%

Annual

May-24-Apr-25	May-23-Apr-24	% Change
314,428,952	295,502,809	6.4%



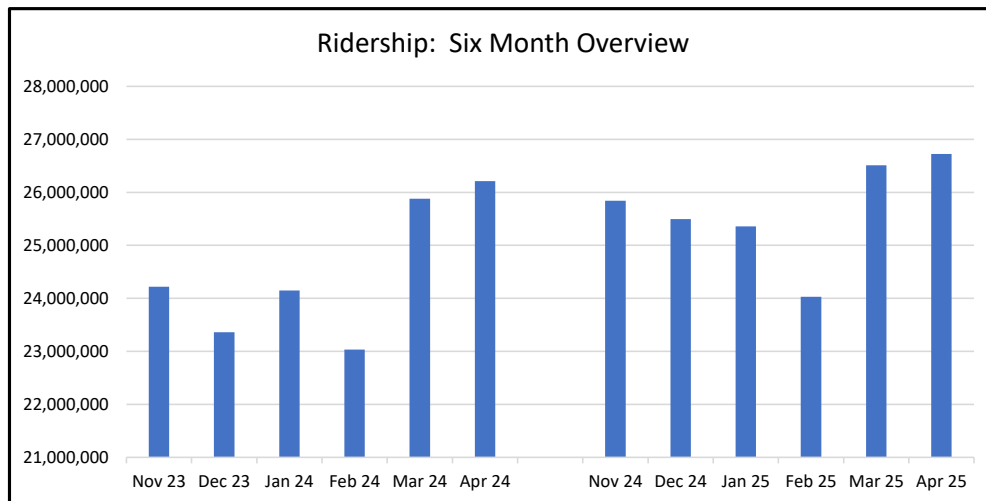
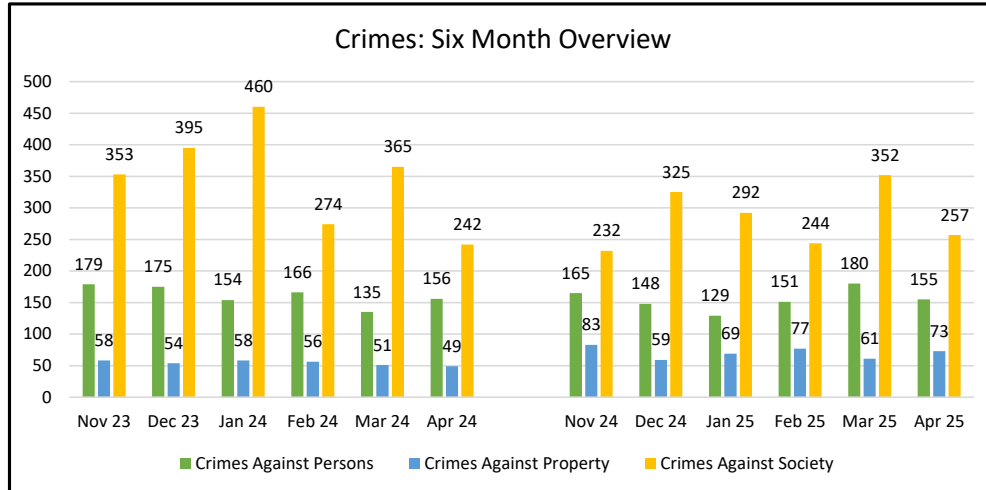
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

APRIL 2025

Attachment G



A LINE (BLUE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	MTS	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	5	1	0	50
Aggravated Assault	2	9	0	87
Aggravated Assault on Operator	0	0	0	1
Battery	6	4	0	135
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	1	14
SUB-TOTAL	13	14	1	287
CRIMES AGAINST PROPERTY	LAPD	LASD	MTS	FYTD
Burglary	0	0	1	2
Larceny	2	3	0	147
Bike Theft	0	1	0	2
Motor Vehicle Theft	1	1	0	11
Arson	0	0	0	2
Vandalism	0	3	0	33
SUB-TOTAL	3	8	1	197
CRIMES AGAINST SOCIETY	LAPD	LASD	MTS	FYTD
Weapons	4	0	1	49
Narcotics	17	2	0	207
Trespassing	38	4	4	585
SUB-TOTAL	59	6	5	841
TOTAL	75	28	7	1,325

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	7
Azusa Downtown	0	0	0	21
Irwindale	0	2	0	4
Duarte/City of Hope	0	0	0	5
Monrovia	1	0	0	7
Arcadia	1	0	0	4
Sierra Madre Villa	1	0	0	12
Allen	0	0	0	2
Lake	0	0	0	18
Memorial Park	0	0	0	7
Del Mar	0	0	0	5
Fillmore	0	0	0	9
South Pasadena	0	0	0	11
Highland Park	2	1	1	28
Southwest Museum	0	1	1	34
Heritage Square	0	0	0	21
Lincoln/Cypress	1	0	0	32
Chinatown	1	0	26	173
Union Station	2	0	4	31
Little Tokyo/Arts Dist	1	0	0	52
Historic Broadway	0	0	1	30
Grand Av Arts/Bunker Hill	0	0	11	222
7th St/Metro Ctr	1	0	1	16
Pico	2	0	5	62
Grand/LATTC	2	0	5	82
San Pedro St	1	0	0	16
Washington	0	0	4	23
Vernon	0	0	0	10
Slauson	2	2	0	28
Florence	1	1	0	30
Firestone	1	0	0	36
103rd St/Watts Towers	0	1	0	23
Willowbrook/Rosa Parks	5	2	3	108
Compton	2	0	1	33
Artesia	0	1	2	45
Del Amo	0	0	0	17
Wardlow	0	0	1	1
Willow St	0	0	0	16
PCH	0	0	0	5
Anaheim St	0	0	0	8
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	4	17
Pacific Av	0	0	0	3
Blue Line Rail Yard	0	0	0	7
Other	0	0	0	0
Total	28	11	70	1,323

ARRESTS				
AGENCY	LAPD	LASD	MTS	FYTD
Felony	11	10	0	351
Misdemeanor	71	28	0	1,091
TOTAL	82	38	0	1,442

CITATIONS				
AGENCY	LAPD	LASD	MTS	FYTD
Misdemeanor Citations	0	0	0	5
Other Citations	51	30	0	1,199
Vehicle Code Citations	11	2	0	136
TOTAL	62	32	0	1,340

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	MTS	FYTD
Routine	Currently Unavailable	129	0	3,677
Priority	Currently Unavailable	89	0	1,306
Emergency	Currently Unavailable	11	0	188
TOTAL	0	229	0	5,171

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	MTS
Dispatched	28%	N/C	0%
Proactive	72%	N/C	0%
TOTAL	100%	0%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	80%
Blue Line-LASD	N/C
Blue Line-MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	MTS	FYTD
Azusa	0	22	0	263
Irwindale	0	22	0	244
Duarte Station	0	5	0	68
Monrovia	0	6	0	105
Magnolia Ave	0	0	0	0
Arcadia Station	0	15	0	177
Pasadena	0	56	0	437
South Pasadena	0	6	0	136
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	50	0	0	456
Slauson	0	3	0	110
Florence	0	7	0	155
Firestone	0	3	0	109
103rd St	26	0	0	125
Willowbrook	0	16	0	139
Compton	0	2	0	58
Artesia	0	1	0	63
Del Amo	0	2	0	49
Wardlow Rd	0	0	0	20
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	76	166	0	2,714

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Metro Transit Security	

B LINE (RED)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	5	39
Aggravated Assault	2	74
Aggravated Assault on Operator	0	0
Battery	20	206
Battery Rail Operator	0	0
Sex Offenses	0	21
SUB-TOTAL	27	341
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	8	63
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	2	24
SUB-TOTAL	10	88
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	4	119
Narcotics	51	698
Trespassing	69	2,105
SUB-TOTAL	124	2,922
TOTAL	161	3,351

ARRESTS		
AGENCY	LAPD	FYTD
Felony	18	798
Misdemeanor	132	3,357
TOTAL	150	4,155

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	164	3,168
Vehicle Code Citations	22	369
TOTAL	186	3,537

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	29%	
Proactive	71%	
TOTAL	100%	

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

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	2	3	8	785
Civic Center/Grand Park	0	0	1	33
Pershing Square	1	0	20	391
7th St/Metro Ctr	3	2	10	271
Westlake/MacArthur Park	4	0	18	528
Wilshire/Vermont	1	0	6	225
Wilshire/Normandie	0	0	0	26
Vermont/Beverly	1	0	4	97
Wilshire/Western	0	0	1	70
Vermont/Santa Monica	0	0	0	49
Vermont/Sunset	3	1	6	75
Hollywood/Western	3	0	9	88
Hollywood/Vine	0	1	9	110
Hollywood/Highland	2	0	5	88
Universal City/Studio City	1	1	6	88
North Hollywood	6	2	21	427
Red Line Rail Yard	0	0	0	0
Total	27	10	124	3,351

C LINE (GREEN)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	5	35
Aggravated Assault	0	6	35
Aggravated Assault on Operator	0	0	0
Battery	0	3	22
Battery Rail Operator	0	0	0
Sex Offenses	0	0	8
SUB-TOTAL	0	14	100
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	2	40
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	12
Arson	0	0	0
Vandalism	0	0	10
SUB-TOTAL	2	2	62
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	14
Narcotics	0	1	56
Trespassing	5	1	69
SUB-TOTAL	5	2	139
TOTAL	7	18	301

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center				
Aviation/Century	0	0	0	0
Aviation/Imperial	0	2	3	32
Hawthorne/Lennox	0	1	1	16
Crenshaw	3	0	1	21
Vermont/Athens	1	0	0	10
Harbor Fwy	0	0	1	70
Avalon	0	0	1	26
Willowbrook/Rosa Parks	4	0	0	35
Long Beach Bl	1	0	0	50
Lakewood Bl	3	0	0	9
Norwalk	2	1	0	26
Total	14	4	7	295

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	9	82
Misdemeanor	6	9	272
TOTAL	6	18	354

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	5	14	346
Vehicle Code Citations	0	1	11
TOTAL	5	15	357

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	58	2,041
Priority	Currently Unavailable	23	386
Emergency	Currently Unavailable	6	37
TOTAL	0	87	2,464

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	26%	N/C
Proactive	74%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	N/C

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

E LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	6	3	39
Aggravated Assault	2	1	27
Aggravated Assault on Operator	0	0	0
Battery	2	2	74
Battery Rail Operator	0	0	0
Sex Offenses	1	0	7
SUB-TOTAL	11	6	149
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	4	3	58
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	2	0	14
SUB-TOTAL	6	3	76
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	10
Narcotics	3	3	53
Trespassing	18	1	377
SUB-TOTAL	21	5	440
TOTAL	38	14	665

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	5
East LA Civic Ctr	0	0	0	3
Maravilla	0	1	2	5
Indiana (both LAPD & LASD)	0	0	1	29
Soto	0	1	4	26
Mariachi Plaza	0	0	0	21
Pico/Aliso	0	0	0	8
Little Tokyo/Arts Dist	0	0	0	3
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	1	0	1	10
LATTC/Ortho Institute	0	0	1	89
Jefferson/USC	1	0	0	11
Expo Park/USC	0	1	0	16
Expo/Vermont	0	0	5	48
Expo/Western	3	1	5	67
Expo/Crenshaw	1	3	1	80
Farmdale	1	0	0	20
Expo/La Brea	0	0	2	48
La Cienega/Jefferson	0	0	0	93
Culver City	1	2	0	7
Palms	2	0	0	7
Westwood/Rancho Park	1	0	0	4
Expo/Sepulveda	1	0	1	9
Expo/Bundy	0	0	0	7
26th St/Bergamot	1	0	1	9
17th St/SMC	1	0	0	8
Downtown Santa Monica	3	0	2	30
Expo Line Rail Yard	0	0	0	0
Total	17	9	26	665

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	3	81
Misdemeanor	22	8	559
TOTAL	27	11	640

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	23	7	740
Vehicle Code Citations	2	0	16
TOTAL	25	7	756

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	78	1,371
Priority	Currently Unavailable	16	223
Emergency	Currently Unavailable	3	24
TOTAL	0	97	1,618

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	29%	N/C
Proactive	71%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	83%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	3	68
Figuerroa St	0	0	0
Exposition Blvd	127	0	1,421
Culver City	0	0	104
Santa Monica	0	46	825
TOTAL	127	49	2,418

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

G LINE (ORANGE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	11
Aggravated Assault	0	14
Aggravated Assault on Operator	0	0
Battery	2	25
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	2	51
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	9
SUB-TOTAL	0	16
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	5
Narcotics	8	52
Trespassing	3	29
SUB-TOTAL	12	86
TOTAL	14	153

ARRESTS		
AGENCY	LAPD	FYTD
Felony	6	42
Misdemeanor	10	69
TOTAL	16	111

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	8	142
Vehicle Code Citations	9	177
TOTAL	17	319

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	24%	
Proactive	76%	
TOTAL	100%	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	2	23
Laurel Canyon	0	0	0	5
Valley College	0	0	0	2
Woodman	0	0	0	7
Van Nuys	0	0	0	8
Sepulveda	0	0	1	3
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	7	47
Tampa	1	0	0	4
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	0	0	0	5
Warner Center	0	0	0	0
Sherman Way	0	0	0	7
Roscoe	0	0	0	2
Nordhoff	0	0	1	2
Chatsworth	1	0	1	32
Total	2	0	12	153

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	86%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	7
Aggravated Assault	4	0	11
Aggravated Assault on Operator	0	0	0
Battery	0	0	8
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
SUB-TOTAL	6	0	30
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	5
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	2	0	8
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	2	0	12
Trespassing	0	0	33
SUB-TOTAL	2	0	47
TOTAL	10	0	85

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	2
Alameda	1	0	0	1
Downtown	0	0	0	1
37th St/USC	0	0	0	7
Slauson	1	0	0	13
Manchester	1	0	0	15
Harbor Fwy	2	0	1	21
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	1	1	15
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	1	1	0	3
Total	6	2	2	81

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	0	8
Misdemeanor	3	2	42
TOTAL	6	2	50

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	0	86
Vehicle Code Citations	10	0	40
TOTAL	12	0	126

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	7	59
Priority	Currently Unavailable	3	20
Emergency	Currently Unavailable	0	1
TOTAL	0	10	80

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	9%
Proactive	88%	91%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	91%

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

K LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	5
Aggravated Assault	1	0	5
Aggravated Assault on Operator	0	0	0
Battery	0	2	18
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	1	3	29
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	2	12
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	0	0	4
SUB-TOTAL	0	2	17
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	1	6
Trespassing	3	0	26
SUB-TOTAL	3	1	35
TOTAL	4	6	81

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	20
Martin Luther King Jr Station	1	0	0	8
Leimert Park Station	0	0	0	5
Hyde Park Station	0	0	0	9
Fairview Heights Station	3	0	0	4
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	0	0	4
LAX/Metro Transit Center				

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	15
Misdemeanor	4	2	54
TOTAL	4	7	69

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	2	49
Vehicle Code Citations	0	3	7
TOTAL	2	5	56

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	71	1,092
Priority	Currently Unavailable	3	60
Emergency	Currently Unavailable	0	4
TOTAL	0	74	1,156

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	32%	N/C
Proactive	68%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	84%
K Line - LASD	N/C

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

BUS PATROL

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	1	1	2
Robbery	6	0	85
Aggravated Assault	0	5	123
Aggravated Assault on Operator	2	0	26
Battery	23	5	280
Battery Bus Operator	4	1	71
Sex Offenses	1	2	37
SUB-TOTAL	37	14	625
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	8	4	129
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	2
Arson	0	0	0
Vandalism	11	3	110
SUB-TOTAL	19	8	242
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	1	33
Narcotics	1	2	102
Trespassing	2	0	29
SUB-TOTAL	4	3	164
TOTAL	60	25	1,031

LASD's Crimes per Sector		
Sector		FYTD
Westside	7	34
San Fernando	0	7
San Gabriel Valley	5	52
Gateway Cities	6	77
South Bay	7	110
Total	25	280

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	17
West Valley	1	21
North Hollywood	1	31
Foothill	0	12
Devonshire	1	10
Mission	4	21
Topanga	2	7
Central Bureau		
Central	3	134
Rampart	3	41
Hollenbeck	7	25
Northeast	4	24
Newton	5	56
West Bureau		
Hollywood	2	36
Wilshire	1	34
West LA	1	26
Pacific	0	13
Olympic	8	62
Southwest Bureau		
Southwest	8	55
Harbor	0	13
77th Street	7	83
Southeast	1	29
Total	60	750

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	6	190
Misdemeanor	3	22	422
TOTAL	5	28	612

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	38	27	1,334
Vehicle Code Citations	131	9	1,495
TOTAL	169	36	2,829

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	204	1,773
Priority	Currently Unavailable	83	946
Emergency	Currently Unavailable	7	40
TOTAL	0	294	2,759

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	91%

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

UNION STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	3	5
Aggravated Assault	2	14
Aggravated Assault on Operator	0	0
Battery	1	41
Battery Rail Operator	0	0
Sex Offenses	0	5
SUB-TOTAL	6	67
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	4	23
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	3	15
SUB-TOTAL	7	39
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	10
Trespassing	5	41
SUB-TOTAL	5	52
TOTAL	18	158

ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	33
Misdemeanor	6	55
TOTAL	8	88

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	14	690
Vehicle Code Citations	0	7
TOTAL	14	697

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	25%
Proactive	75%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	84%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

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

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

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	28%
Proactive	72%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	81%

LEGEND	
Los Angeles Police Department	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Sexual Crimes / Harassment Calls for Service April 2025

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 April 1 and April 30, Metro Transit Security, LAPD and LASD received seven (7) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	Apr 25	Mar 25	% Change	Apr 25	Apr 24	% Change
Sexual Harassment	1	0	100.0%	1	0	100.0%
Sexual Battery	1	10	-90.0%	1	6	-83.3%
Lewd Conduct	2	2	0.0%	2	1	100.0%
Indecent Exposure	1	3	-66.7%	1	5	-80.0%
Rape	2*	0	200.0%	2*	0	200.0%
TOTAL	7	15	-53.3%	7	12	-41.7%

**Note that one of the rape incidents involves a party that has previously reported the same type of rape incident three times.*

Counseling Information Provided	
	April 2025
Yes	7
No - If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	7

Frontline Safety – Additional Data (April 2025)

Operator Safety

Figures A and B provide context on operator assaults in April compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.

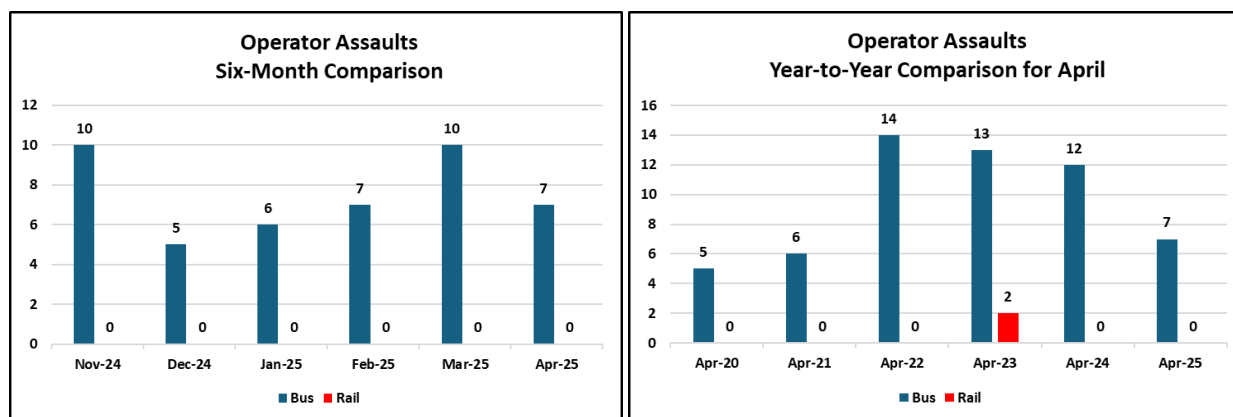


Figure A (Left) and Figure B (Right)

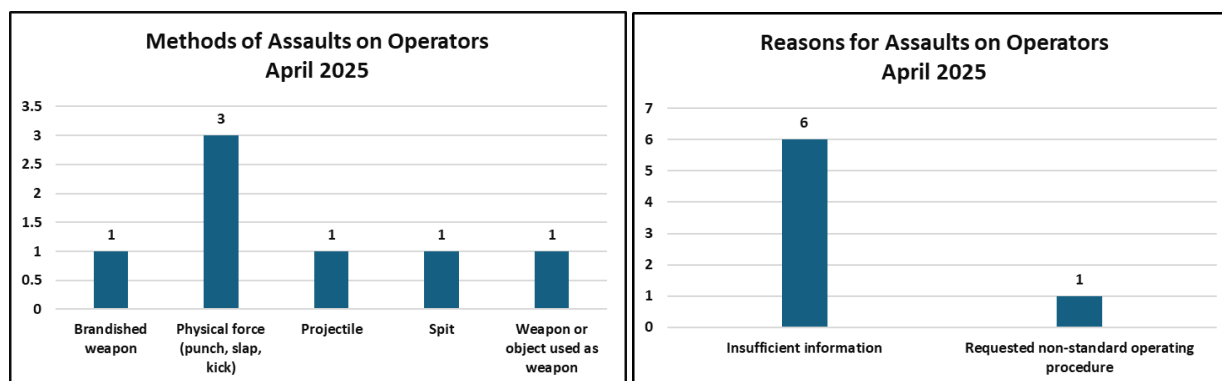


Figure C (Left) and Figure D (Right)

For more details on each report of an operator assault, see the next page.

Attachment H

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
4/4/2025	11:20	901	N/A	5373 Lankershim Blvd.	Bus operator and suspect engaged in mutual combat.	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	Yes
4/9/2025	13:17	78	1982	Fremont Av & Main St, Alhambra	Suspect backed her wheelchair into bus operator on purpose while operator was assisting suspect.	Outside of operator area	Insufficient information	Weapon or object used as weapon	No
4/14/2025	23:35	40	6038	Martin Luther King & Arlington Ave.	Suspect attempted to get to victim through barrier, suspect pushed barrier causing victim to fall back.	Barrier present - closed	Insufficient information	Physical force (punch, slap, kick)	No
4/16/2025	1:30	234	1755	Sepulveda & Ventura	Suspect became upset with operator and brandished a knife.	Barrier present - closed	Insufficient information	Brandished weapon	No
4/18/2025	5:53	601	4195	Desoto & Burbank	Suspect sprayed victim with pepper spray and fled location.	Barrier present - closed	Insufficient information	Projectile	No
4/22/2025	21:50	210	1774	Beverly Blvd & North Western Ave.	Suspect became upset and spat in victim's face and arm through the barrier door because operator refused to allow suspect to alight bus in the middle of the street.	Barrier present - closed	Requested non-standard operating procedure	Spit	No
4/27/2025	6:15	18	1672	6th & Kenmore	Suspect spat in victim's face causing victim and suspect to engage in mutual combat.	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	No

Assaults per Vehicle Revenue Mile

The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in April 2025 was 1.12, compared to 1.17 in March 2025. This means that over the last 12 months ending April 2025, there was an average of 1.12 assaults per 100,000 revenue miles, a 4.4% decrease compared to the 12 months ending March 2025.

Other Frontline Staff Safety

Figures E and F illustrate assault methods and reasons, respectively.

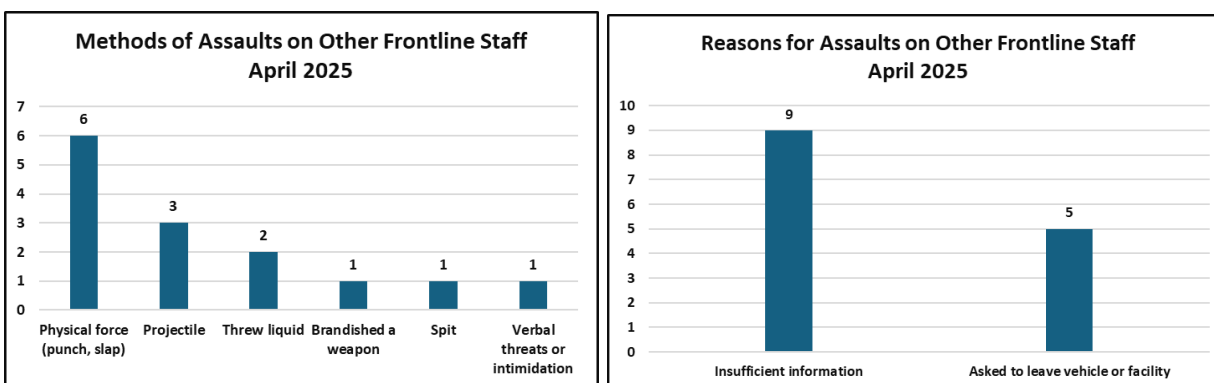


Figure E (Left) and Figure F (Right)

2025

Monthly Update On Public Safety

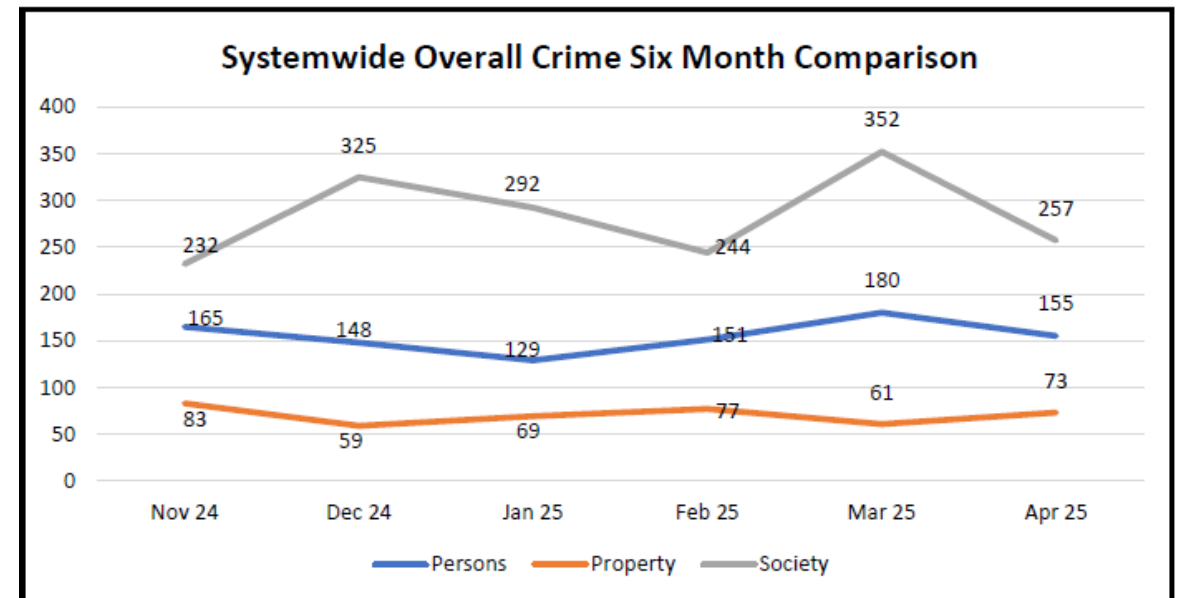
*Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025*



SYSTEMWIDE CRIME STATS

April 2025 vs. March 2025

- **Crimes Against Persons** decreased by 13.9%, mainly due to decreases in aggravated assaults and batteries.
 - This marked the **lowest total for April systemwide** since 2021.
- **Crimes Against Property** increased by 19.7%, driven by an increase in thefts and vandalism.
 - In response, LAPD deployed additional officers along the E Line, as part of the special deployment.
- **Crimes Against Society** decreased by 27.0%.
 - Access control efforts continue through the TAP-to-Exit Pilot and EOL offloading by CS.



ENGAGED & VISIBLE DEPLOYMENT

April 2025

LAW ENFORCEMENT

LAPD and LASD enforce the penal code on the system, including conducting trespass investigations.

- Officers made 408 arrests and issued 587 citations.

CUSTOMER SENTIMENT

- *Transit Watch* – a USC student who just graduated stated that she is grateful for Metro to have a train system that takes her to school every day, and that she feels safe seeing Ambassadors on the system and an increase in law enforcement presence.

TRANSIT SECURITY

- TSOs issued 94 citations and 41 written warnings.
 - 96% of violations issued at TAP-to-Exit locations

Bus Safety Teams conducted end-of-line operations during Owl Service at G Line Chatsworth and North Hollywood Stations.

METRO AMBASSADORS

Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

- 4,295 Cleanliness Issues
- 2,872 Graffiti Incidents
- 582 Elevator and Escalator Problems

END OF LINE OPERATIONS

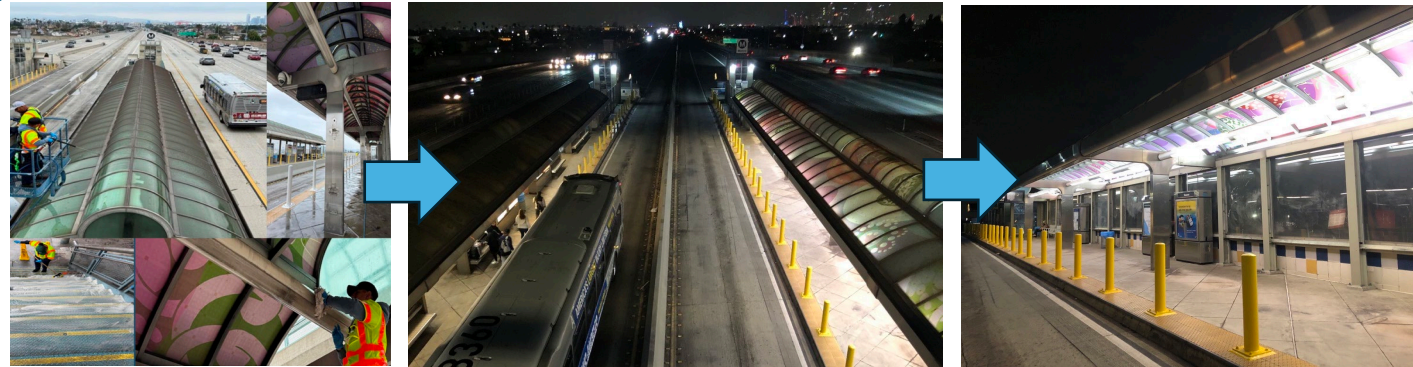
Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations.

- March 2025 recorded an 88% decrease in refusals compared to March 2024.
- April 2025 reflected an even greater improvement with an 94% reduction compared to April 2024.

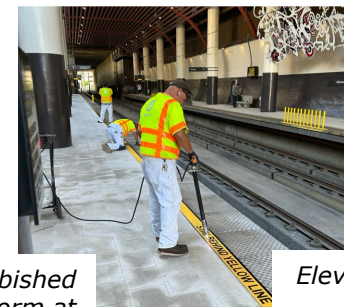
ACCESS CONTROL

Station Experience Updates

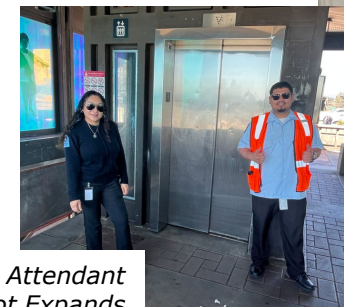
- **Slauson/I-110 Transitway Station Undergoes Major Safety Upgrades**
 - Improving natural sight lines
 - Upgrading seating benches
 - Brighter lighting and repainting
 - New trash receptacles
 - Securing underutilized passageways
- **Safe, clean, free-to-use Throne Bathrooms expanding to more stations**
 - 250,000+ uses across 20 stations
 - 96% said they would ride Metro more often if there were more Throne Bathrooms installed
- **Improved Wayfinding at Vermont/Sunset**
- **Ongoing Improvements to Pasadena (A) Stations**
 - Fillmore, Memorial Park, Lake



Loitering & vandalism at Fillmore Station Parking Structure
→



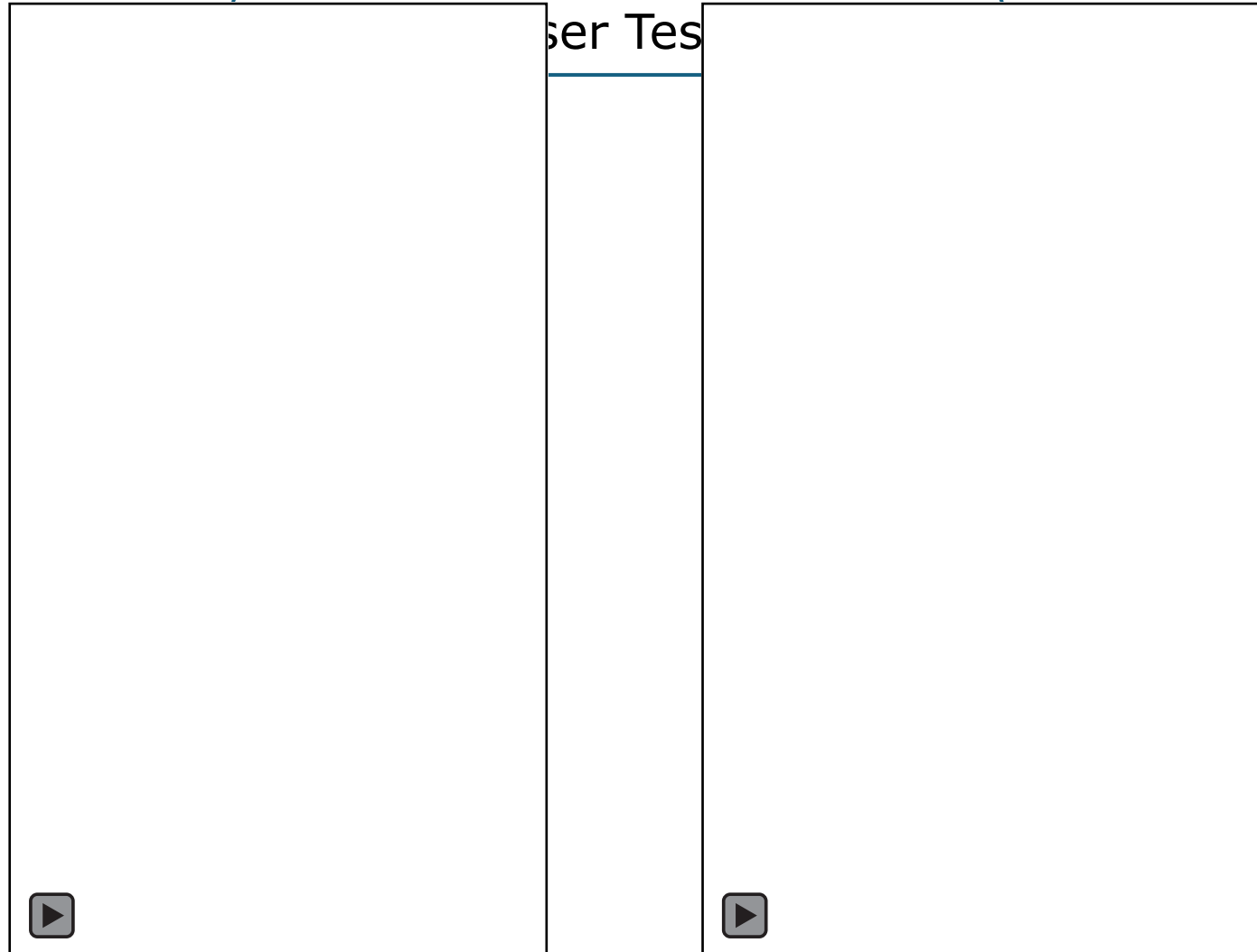
Refurbished platform at Memorial Park Station
→



Elevator Attendant Pilot Expands to Lake Station
→

ACCESS CONTROL

Station Experience Updates



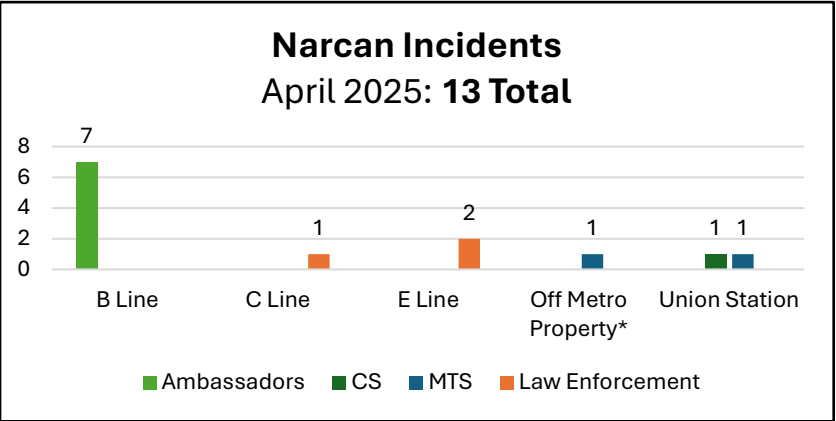
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system.

So far, this fiscal year:



Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources.



**One Narcan incident was off Metro property as MTS officers were flagged to assist an individual near Union Station.*



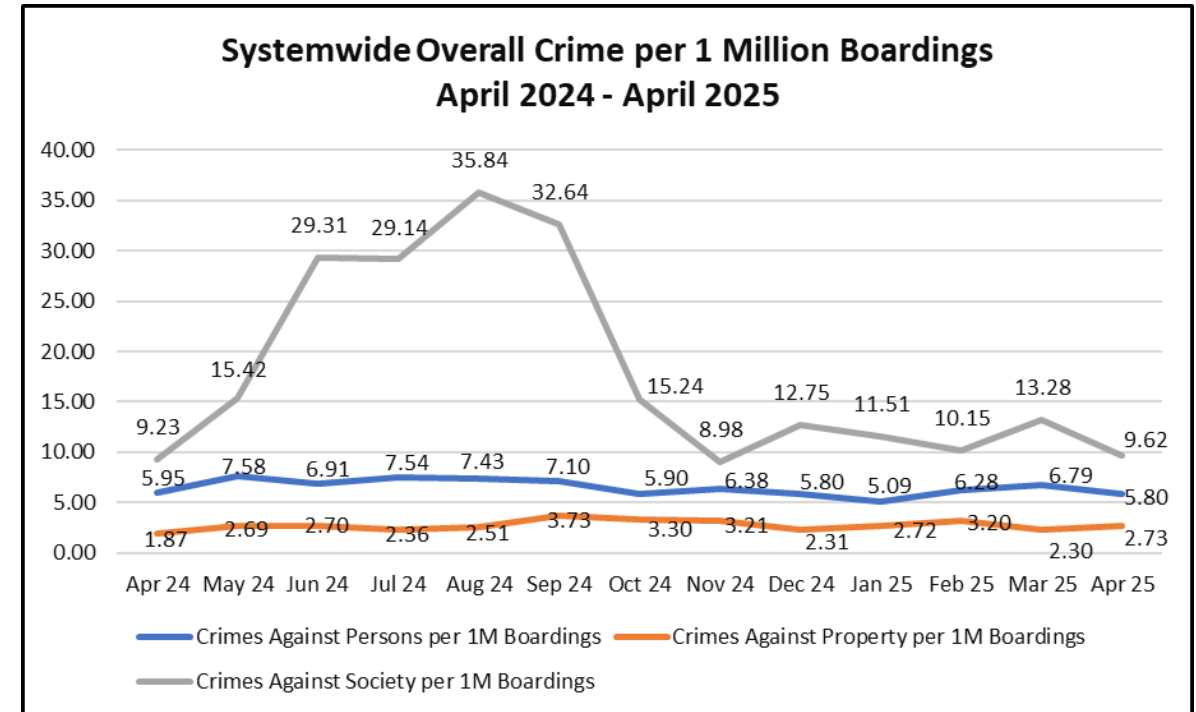
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Systemwide Crime Stats

April 2025 vs. March 2025

Per one million boardings

- **Crimes Against Persons** decreased by 14.6% (5.80 vs. 6.79 in March).
 - This is the second lowest rate in 12 months, surpassed only by January's rate of 5.09 per one million boardings.
 - It is also the lowest rate of incidents seen for the month of April since 2019.
- **Crimes Against Property** increased by 18.7% (2.73 vs. 2.30 in March).
 - LAPD's special deployment to mitigate the increase in thefts and robberies lowered the number of incidents in the latter half of April.
- **Crimes Against Society** decreased by 27.6% (9.62 vs. 13.28 in March).



PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Mitigating Crime Against Frontline Personnel

- 21 assaults on Metro frontline personnel:
 - **7 Operator Assaults** (from 10 in March)
 - **14 Other Frontline Staff** (unchanged; 14 in March)
- Using physical force, using a weapon or object, projectile, spitting, and brandishing a weapon were the methods of assaults on operators in April.
- In April, 1,076,071 revenue miles were traveled between each operator assault.

Comparing the assaults from April 2024 to April 2025:

- April 2024: 7 out of 12 assaults caused injuries, with 4 operators needing medical treatment
- April 2025: Of 7 assaults, only one required medical treatment

