



## Board Report

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**Agenda Number:** 44.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 17, 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, including homelessness, untreated mental illness, drug addiction, and crime, with the County, cities, regional agencies, and nonprofit partners. 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 May, 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 1.04% in May compared to the same month of the previous year (27,453,541 boardings vs. 27,170,160 boardings). This marked the 30<sup>th</sup> 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 220 trespassing arrests in May, one of which was initiated by Contract Security (CS) during a routine inspection of an ancillary area. Last month, law enforcement made 153 trespassing arrests, with six of them initiated by CS after ancillary alarms were triggered. 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 146 people to interim housing and placed 17 people into permanent housing in May, bringing the total to 2,541 connections to housing for this fiscal year. Having reached 141% of the FY25 goal of 1,800 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.
- **Facilitate the reduction of violent crime.** Crimes Against Persons (violent crimes) systemwide decreased by 4.5% in May 2025 compared to April (148 vs. 155), marking the lowest total for May systemwide since 2021. This was mainly due to decreases in aggravated assaults and robberies, which could be attributed to LAPD's enhanced deployment operation to mitigate robberies that started mid-April and concluded in May.
- **Facilitate the reduction of thefts and vandalism.** Crimes Against Property increased by 6.8% (78 vs. 73) compared to last month, with a decrease in vandalism on the rail system (5 vs. 10) offset by an increase in thefts on buses (26 vs. 15).
- **Facilitate the reduction of narcotics, trespassing, and other crimes against society.** Arrests for Crimes Against Society increased by 46.3% in May 2025 compared to the previous month (376 vs. 257) due to increases in narcotics, trespassing, and weapons arrests. These arrests may have increased due to LAPD's enhanced deployment mentioned above and their

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three-day narcotics operation at the end of the month. 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 outcome trends are included in subsequent sections.

## **CUSTOMER COMMENTS**

Metro believes in continuously listening to and learning from customer feedback. Using various sources, including Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public comments and sentiment of the Metro system. SSLE monitors general sentiment, while actionable security concerns are reported in weekly calls with security and maintenance teams. Any customer comments about criminal activity are forwarded to law enforcement for investigation and reporting.

The number of security-related reports submitted increased month-over-month between April and May, from 4,626 to 6,334, primarily due to a higher number of graffiti reports. 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 40 seconds in May. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times.

### ***Overall Sentiment and Engagement***

Public sentiment on safety and security is assessed by analyzing social media (e.g., Instagram, 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.

In May, the overall sentiment about safety and security was slightly less negative than the previous month. The Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch reports by Ambassadors and the public.

In terms of mitigating against drug use, SSLE continuously reviews various sources of data to adjust deployments of uniformed personnel. Law Enforcement, MTS, and Contract Security enforce 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. From May 23 to May 25, LAPD Transit Services Division (TSD) conducted a three-day operation with the Drug Recognition Expert (DRE) Task Force at Westlake/MacArthur Park station to disrupt illicit drug activity around the area that originates from a nearby alley known for narcotics use and distribution often referred to as Yoshinoya Alley. During these three days, the DRE Task Force made a total of 21 arrests for narcotics, of which nine occurred at the Westlake/MacArthur Park station. In May, LAPD and LASD made 142 arrests (LAPD - 128; LASD - 14) for narcotics, while MTS cited 19 individuals for smoking/vaping. In comparison, LAPD and LASD made 91 arrests (LAPD - 82; LASD - 9) for narcotics in April, while MTS cited five 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 post about how much the B Line has changed generated positive engagement. The rider stated that his ride from South Pasadena to Hollywood was a “sea of difference” from before, due to the high presence of security personnel.
- On Reddit, a post about all the various ways that Metro is trying to improve safety by trying new safety measures, such as the weapons detection program and taller faregates, generated positive engagement.
- On X, a user referenced a recent Metro Station Experience report that found that there has been an increase in paid entries at the Firestone and Lake stations, where tall faregates have been installed, which garnered positive engagement.

Like previous months, Metro's Facilities/Infrastructure garnered the most mentions, at 20,511 mentions, a 75% increase compared to April (11,692 mentions). This significant jump in May is largely driven by comments on Metro's Instagram post about the opening of the Rail-to-Rail path, as it includes the phrase “security cameras,” a keyword associated with the Facilities/Infrastructure topic, likely contributing to the spike. Most engagements mention graffiti at stations or malfunctioning fare gates, displays, or elevators, which tend to carry a negative sentiment.

When discussing safety and security at specific Metro stations:

- Union Station generated the most mentions this month.
- Pico Station generated the second-most overall engagement, followed by the Expo/Crenshaw 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 May, 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, Universal/Studio City Station, and Hollywood/Vine Station
2. Smoking/Alcohol/Drugs - Westlake/MacArthur Park Station, 7<sup>th</sup> Street/Metro Center Station, and LATTC/Ortho Institute Station
3. Fights or Disturbances - Expo/Western Station, Grand/LATTC Station, and Union 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 customers 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. 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 May, 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 and municipal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for May.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	April 2025	May 2025	Rolling 12-Month Average	April 2025	May 2025
LAPD	631	304	490	856	492	756
LASD	126	104	99	128	95	119
<b>Total</b>	<b>757</b>	<b>408</b>	<b>589</b>	<b>984</b>	<b>587</b>	<b>875</b>

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

In May, the two law enforcement agencies made 589 arrests and issued 875 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 May, MTS officers issued 426 citations and 279 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, 665 (94%), were due to individuals failing to provide proof of fare. Approximately 74% of all 665 violations in May were issued at TAP-to-Exit locations: Downtown Santa Monica (33%), Downtown Long Beach (22%), Union Station (10%), North Hollywood (7%), and APU/Citrus (2%). Although the TAP-to-Exit program has been paused at Union Station and North Hollywood Station since April 10, MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. This is shown by the citations still being issued at those stations. 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 May, 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 May 2025, Ambassadors conducted 44,516 customer engagements and reported:

- 5,528 Cleanliness Issues (28% increase from April 2025)
- 3,995 Graffiti Incidents (39% increase from April 2025)
- 600 Elevator and Escalator Problems (3% increase from April 2025)

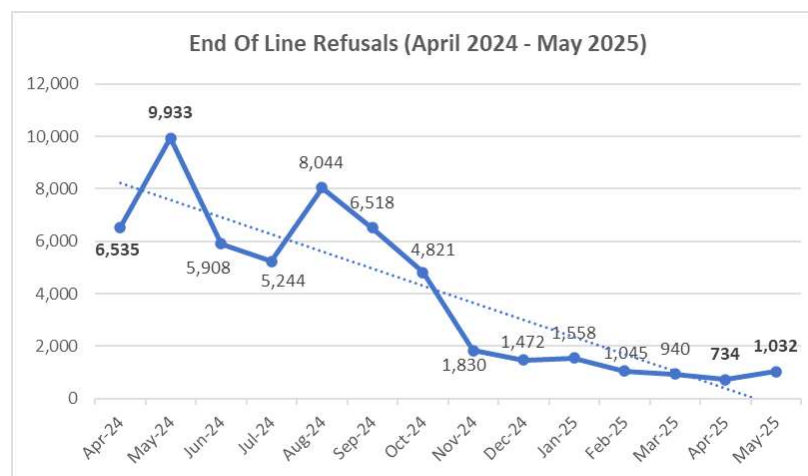
### **Bus Safety Teams**

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 May, there were 1,539 and 1,849 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. Staff are seeing a substantial year-over-year decline in refusal rates. May 2025 recorded a 98% decrease in offloading refusals compared to May 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions aimed at enhancing compliance and engagement.



In addition, MTS Bus Safety Teams conducted EOL operations during Owl Service at J Line El Monte Station to address bus operators' concerns about individuals refusing to alight buses at the end of the line. These operations resulted in 272 removals for non-compliance at El Monte Station between April 28 and May 30. Enforcing the Customer Code of Conduct deters repeat offenders from staying on trains at the EOL. Homeless outreach workers are also at end-of-line stations to offer resources and services.

## 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 a vulnerable point of access to the A Line tracks during the civil unrest in June, staff worked with their contractor to install a mesh partition to deter trespassing across active tracks and to clean graffiti on the Metro structure.
- To address vandalism on Throne bathrooms during the civil unrest, staff worked with Throne in real time to secure and reopen units after station closures and clean up any vandalism on the outside, ensuring uninterrupted bathroom access when stations were reopened for service.
- To address fare evasion, the newly opened LAX/Metro Transit Center Station already has the new taller faregates, and preliminary TAP data shows significantly higher paid entries compared to other Metro stations with older faregates.
- To address reports of broken streetlights surrounding Vermont/Athens Station, staff collaborated with the LA County Public Works, Caltrans, and the City of LA Bureau of Street Lighting (BSL) to investigate who held the jurisdictional responsibility, and BSL repaired all the streetlights, resulting in significantly safer conditions for the community to walk to the Metro station.
- To improve wayfinding and address first/last mile concerns for riders using the Dodger Stadium Express, staff partnered with LADOT, StreetsLA, and Caltrans to upgrade signage, repair sidewalk lighting, remove graffiti, and trim overgrown brush.
- To address issues with riders getting lost, staff implemented upgraded wayfinding at Sierra Madre Villa Station with new signage to intuitively guide riders between the entrance, exit, local bus connections, and Throne Bathroom.

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

- Since temporarily pausing the TAP-to-Exit pilot program for North Hollywood Station and Union Station at the request of LA City Fire Department (LAFD) on April 10, there has been an increase in reports on the Transit Watch app and a decrease in fare revenue. Staff continues to work to submit a “Request for Modification” for LAFD to review and authorize the restoration of the program to the stations within their jurisdiction.
- 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.
- Staff implemented tactical interventions at Westlake/MacArthur Park Station, but there are several additional opportunities to create a more welcoming space. The team is coordinating

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with internal departments and awaiting the *Markets at Metro* concept for a restructured plaza vending program.

### ***Ancillary Areas Motion 30 Response - Quarterly Update***

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment G) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. This Motion increased Contract Security at all subway stations and mandated more inspections of ancillary areas. During this time, response efforts shifted to prioritize arresting trespassers over removals. Since the initiative began in August 2023, significant improvements are evident in reduced trespassing removals and arrests through 2024, a trend that continues into 2025.

The charts below illustrate the stark difference in trespasser removal and arrests between 2023, 2024, and the first five months of 2025, reflecting the effectiveness of Metro's efforts to clean and secure ancillary areas in its underground rail stations.

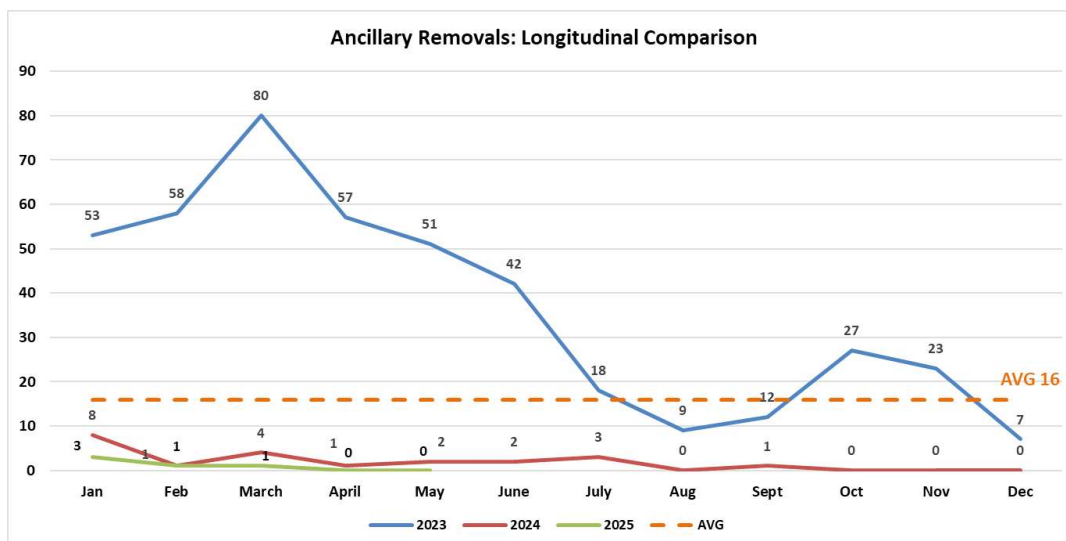
Before August 2023, the primary action towards ancillary trespassers was removing them from the area. As the policy shifted from August to September 2023, those numbers shifted as well, with a reduction in removals and an increase in arrests.

- In 2024, the average number of trespasser removals per month decreased by 95%, from 36.4 in 2023 to 1.8 in 2024. Now, for the first five months of 2025, there has been an average of one trespasser removal per month.
- Conversely, the average number of monthly arrests for trespassing increased by 186% in 2024 compared to 2023 (15 vs. 5.2). The average number remained steady at 5.2 for the first five months of 2025.
- Only 12.6% of trespassers were reported as arrests in 2023, but after the agency's policy changed, from removing trespassers from the area to arresting them, and implementation began in August 2023, this number increased to 89% in 2024 and 84% for the first five months of 2025. See graph in Attachment H.

Following the dual success of increased Contract Security presence and arrest actions, together with regular monitoring and cleanups, the number of trespassers encountered in the ancillary areas has been seriously reduced.

- The average number of trespassers encountered on a monthly basis declined from 42 in 2023 to 17 in 2024 to 6.2 during the first portion of 2025.
- Focusing on a five-month period (January to May), there were 308 trespassers in the ancillary areas in 2023. This number decreased by 55% in 2024 and decreased by another 78% in 2025 (139 in 2024 vs. 31 in 2025).





The ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure in these areas.

### Maintenance

- Custodial Services continue to maintain the cleanliness of all ancillary areas along the B, D, E, and K lines by performing a weekly cleanup in each corridor.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is progressing with the installation of the upgraded Intrusion Detection System (IDS) with cameras, strobe lights, and announcements at the B and D Line ancillary areas. Installations are complete at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, and Vermont/Beverly stations.
  - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
  - These requests decreased to once a week at three of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
  - The number of special cleanup requests has remained low for at least six consecutive months.
- As part of these targeted efforts, Metro also updated standard operating procedures for chemical and staff safety and equipment to protect staff from potential exposure to untreated corridors.

### Security

- 87 Contract Security officers continue to be deployed 24/7. As of May 17, 2025, Wilshire/Western and Wilshire/Normandie are temporarily closed due to ongoing construction, decreasing coverage from 24 to 22 subway stations on the B, D, E, and K lines.
- They inspect every ancillary area nine times daily and arrest any trespasser that they

encounter. Contract Security efforts resulted in one trespassing arrest in ancillary areas in May.

- Contract Security continues to support ancillary cleaning efforts by providing security escorts for the Metro custodian staff during cleaning operations.
- Contract Security reports property damage and submits repair and clean-up requests received via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

## **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 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 May, MDTs enrolled 518 people into the Homeless Management Information System (HMIS), referred 146 people to interim housing, and placed 17 people into permanent housing. So far in FY25, HOME has enrolled 6,156 people into HMIS and connected 2,541 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 May, LAPD's HOPE team engaged 128 individuals, referring six of them to services. LASD's MET had 515 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), as Metro staff have been trained to identify individuals appropriate for referrals and select DMH staff can access the system when mental health crises occur.

### ***Systemwide Crime Stats - May 2025 vs. April 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.

Overall, Crimes Against Persons decreased in May (148 vs. 155 in April). This could be attributed to the enhanced deployment by LAPD, MTS, and Contract Security that began on April 21 and continued through May 26.

Crimes Against Property had a slight increase, with a decrease in vandalism on the rail system (5 vs. 10) offset by an increase in thefts on buses (26 vs. 15). Law enforcement did not observe any notable patterns in these increased thefts and continues to monitor for any suspicious activity.

Crimes Against Society increased in May across all three major categories: trespassing, narcotics, and weapons. Crimes in these categories fluctuate with enforcement levels. When law enforcement engages in enhanced deployment, arrests for these categories will often increase due to the increased presence of law enforcement. Furthermore, the increase in narcotics crimes can be attributed to a three-day operation conducted by LAPD's DRE Task Force at the end of May at Westlake/MacArthur Park station to disrupt illicit narcotics activity around the area.

- Crimes Against Persons decreased by 4.5% in May compared to April (148 vs. 155). This marks the lowest total seen for May systemwide since 2021.
  - On the rail system, Crimes Against Persons decreased by 19.8% (77 vs. 96) due to decreases in aggravated assaults (15 vs. 25) and robberies (11 vs. 29). This represents the lowest number seen for May on the rail system since 2021.
  - On the bus system, Crimes Against Persons increased by 20.3% (71 vs. 59), due to increases in aggravated assaults (13 vs. 11), batteries (45 vs. 35), and robberies (9 vs. 8).
- Crimes Against Property increased by 6.8% in May compared to April (78 vs. 73).
  - On the rail system, Crimes Against Property decreased by 6.8% due to a decrease in vandalism (5 vs. 10).
  - Crimes Against Property increased by 27.6% on buses as a result of more incidents of thefts (26 vs. 15).
- Crimes Against Society increased by 46.3% in May compared to April (376 vs. 257).
  - On the rail system, Crimes Against Society increased by 44.5% (341 vs. 236) due to increases in narcotics (113 vs. 78), trespassing (214 vs. 148), and weapons (14 vs. 10).
  - On the bus system, Crimes Against Society increased by 66.7% (35 vs. 21), due to increases in narcotics (29 vs. 13) and trespassing (6 vs. 5).

### ***Per One Million Boardings***

- Crimes Against Persons decreased by 7.1% compared to April 2025 (5.39 vs. 5.80) and 28.9% compared to May 2024 (5.39 vs. 7.58). 5.39 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 May since 2019. Compared to pre-pandemic years, the current rate of 5.39 is higher (3.49 and 3.85 for May 2018 and May 2019, respectively).
- Crimes Against Property increased by 4.0% compared to April 2025 (2.84 vs. 2.73) and increased by 5.7% compared to May 2024 (2.84 vs. 2.69). Compared to pre-pandemic years, the current rate of 2.84 is higher (2.77 and 2.34 for May 2018 and May 2019, respectively).

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- Crimes Against Society increased by 42.4% compared to April 2025 (13.70 vs. 9.62) and decreased by 11.2% compared to May 2024 (13.70 vs. 15.42). Compared to pre-pandemic years, the current rate of 13.70 is higher (1.44 and 1.17 for May 2018 and May 2019, respectively).

As LAPD's special deployment targeting cell phone thefts and robberies continued nearly the entire month of May, violent crimes and thefts were lower compared to the previous month. The LAPD DRE Task Force's operation to mitigate ongoing illicit narcotics activity also had an impact on narcotics arrests and trespassing violations. Refer to Attachment I for more details on the data normalized by ridership. Based on internal metrics and discussions with staff, law enforcement partners adjust their deployments weekly and as conditions require.

### ***Mitigating Assaults Against Operators***

Metro's law enforcement partners reported five operator assaults in May, a decrease from April (5 vs. 7). Using a weapon or object, projectile, and brandishing a weapon were the methods of assaults on operators. Of the five assaults reported, three occurred outside the vehicle, and the remaining two occurred inside the vehicle and reported a barrier in use.

Both assaults with a barrier involved physical contact, although no injuries were reported. One incident involved four juveniles who threw water at the bus operator, striking the barrier. Another suspect urinated on the bus operator's pants and boots, despite the barrier.

The assaults that occurred outside the vehicle included a suspect using their vehicle to intentionally hit the bus during a road rage incident and then brandishing a weapon. Another incident also involved the brandishing of a weapon from outside the operator's window. The third incident involved a suspect who threw a large box at the bus's windshield, causing it to shatter. No injuries were reported; however, the operator was transported for medical treatment due to a medical condition. See Attachment J for more details on the assaults.

Staff continues to see a decrease in assault severity, as retrofit enclosed bus barriers help prevent serious injuries. Staff will continue to analyze assaults as more months of data are collected. When trends show gap exploitation, they will offer mitigation recommendations to help develop best safety practices that can be shared with operators by their supervisors.

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) increased from 14 in April to 18 in May. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to throwing an object to spitting on an employee. Of these 18 assaults, eight occurred on the B Line and four occurred on the E Line. Three assaults occurred at Union Station (not line-specific), one

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occurred on the A Line, one occurred at the El Monte bus terminal, and one occurred along the K Line near the Brynhurst Ave portal.

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 J.

### **EQUITY PLATFORM**

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro's system. The safety of Metro's riders and employees remains a top priority, as Contract Security and MTS Bus Safety Teams continue to conduct end-of-line offloading operations at rail and bus stations, respectively. Homeless outreach teams are available at end-of-line stations to offer services to any individuals experiencing homelessness. Additionally, SSLE and Operations continue to maintain their efforts in keeping the ancillary areas secure and clean. In 2023, there were 308 trespassers in the ancillary area, decreasing to 139 (55%) in 2024 and further to 31 (78%) in 2025. As a result, it has been safer for employees who access those areas as well as for customers who transit through the B and D Line stations, which have the majority of trespassers. Through these safety operations and comprehensive deployment, Metro is creating a safer environment for employees to perform their duties and for riders to enjoy their trip experience.

### **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

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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 May 2025  
Attachment B - Arrests by Race & Ethnicity May 2025  
Attachment C - Law Enforcement Homeless Outreach May 2025  
Attachment D - Metro Transit Security Activities May 2025  
Attachment E - Metro Ambassador Activities May 2025  
Attachment F - Station Experience Updates  
Attachment G - Board Motion 30  
Attachment H - Ancillary Areas Trespassing Arrest Graph  
Attachment I - Law Enforcement Crime Summary May 2025  
Attachment J - Frontline Safety Additional Data May 2025

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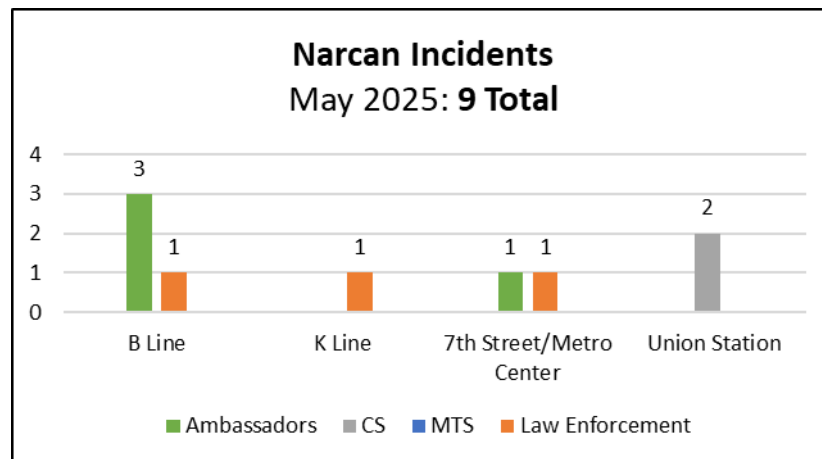


Stephanie Wiggins  
Chief Executive Officer

**Narcan Data (May 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 May, there were a total of nine Narcan incidents, which is a decrease of four incidents from the prior month (13). Ambassadors reported four incidents, LAPD reported three, and Contract Security reported two, while LASD and MTS reported no incidents. Four of the Narcan incidents occurred on the B Line, two occurred at Union Station, one occurred on the K Line, and two occurred at 7<sup>th</sup> Street / Metro Center Station.





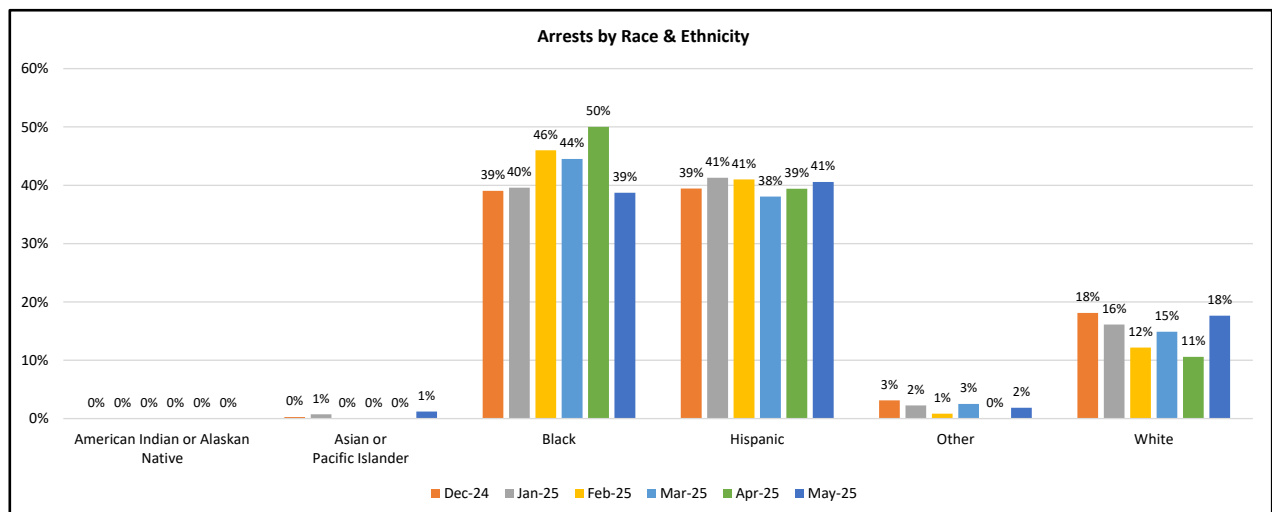
## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment B

Arrests May 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	
<b>Systemwide - Arrests</b>	0	0	0	7	28	200	27	212	1	10	13	91	589
<b>Total</b>	<b>0</b>		<b>7</b>		<b>228</b>		<b>239</b>		<b>11</b>		<b>104</b>		<b>589</b>
<b>% Share</b>	<b>0.00%</b>		<b>1.19%</b>		<b>38.71%</b>		<b>40.58%</b>		<b>1.87%</b>		<b>17.66%</b>		<b>100.00%</b>

Arrests May 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	
<b>Bus Systemwide (includes G &amp; J Lines)</b>	0	0	0	0	7	16	6	47	1	3	1	15	96
<b>Rail Systemwide</b>	0	0	0	7	18	179	20	161	0	7	11	69	472
<b>Union Station and 7th &amp; Metro Station</b>	0	0	0	0	3	5	1	4	0	0	1	7	21
<b>Total</b>	<b>0</b>		<b>7</b>		<b>228</b>		<b>239</b>		<b>11</b>		<b>104</b>		<b>589</b>
<b>% Share</b>	<b>0.00%</b>		<b>1.19%</b>		<b>38.71%</b>		<b>40.58%</b>		<b>1.87%</b>		<b>17.66%</b>		<b>100.00%</b>

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) May 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	
<b>A Line (Blue)</b>	0	0	0	3	4	54	6	52	0	0	3	23	145
<b>B Line (Red)</b>	0	0	0	4	9	93	11	72	0	7	6	38	240
<b>C Line (Green)</b>	0	0	0	0	2	12	1	14	0	0	0	2	31
<b>E Line (Expo)</b>	0	0	0	0	1	17	2	21	0	0	1	6	48
<b>Bus - G Line (Orange)</b>	0	0	0	0	3	6	0	18	0	1	1	10	39
<b>Bus - J Line (Silver)</b>	0	0	0	0	1	2	0	0	0	0	0	0	3
<b>K Line</b>	0	0	0	0	2	3	0	2	0	0	1	0	8
<b>Union Station</b>	0	0	0	0	3	5	1	4	0	0	1	5	19
<b>7th &amp; Metro Station</b>	0	0	0	0	0	0	0	0	0	0	0	2	2
<b>Bus Systemwide (excludes G &amp; J Lines)</b>	0	0	0	0	3	8	6	29	1	2	0	5	54
<b>Total</b>	<b>0</b>		<b>7</b>		<b>228</b>		<b>239</b>		<b>11</b>		<b>104</b>		<b>589</b>
<b>% Share</b>	<b>0.00%</b>		<b>1.19%</b>		<b>38.71%</b>		<b>40.58%</b>		<b>1.87%</b>		<b>17.66%</b>		<b>100.00%</b>







## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment C

#### Law Enforcement Homeless Outreach May 2025

	LAPD	LASD
Contacts	128	515
Refusal of Services	122	507
Referrals	6	7
Veteran	0	0
5150	1	4
Mental Illness	54	6
Evaluations	86	11
Narcotics	104	0
Detox	0	0
Housed	0	1
Parole	1	0
Probation	6	0
Cleanup requests	8	0
Cleanups	29	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 (May 2025)

MTS Citations and Warnings		
	May 2025	12-month Avg
Citations	426	524
Warnings	279	217

MTS Citations and Warnings - May 2025	
Category	Count
Proof of Fare	665
Smoking/Vaping	19
Loitering	6
Animal Not in Carrier	4
Blocking Access with Bicycle	2
Disruptive Activities	2
Food or Drink in Closed Containers	2
Wheeled Riding Device Over 6ft Long	2
Allow Safe Movement of Persons	1
Littering	1
Unruly or Loud Activities	1
<b>Total</b>	<b>705</b>

MTS Citations & Warnings Demographics* - May 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	2	0	10	52	242	36	193	4	32	32	102	
Total	2		10		294		229		36		134		705
% Share	0.28%		1.42%		41.70%		32.48%		5.11%		19.01%		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 – MAY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS <sup>2</sup>	VERBAL WARNINGS <sup>3</sup>
04/28/25 – 05/02/25	2, 4, 20, 40, 207, 720, J Line	144	137	78
05/05/25 – 05/09/25	2, 4, 20, 40, 207, 720, J Line	147	143	75
05/12/25 – 05/16/25	2, 4, 20, 40, 207, 720, J Line	141	132	71
05/19/25 – 05/23/25	2, 4, 20, 40, 207, 720, J Line	143	134	73
05/26/25 – 05/30/25	2, 4, 20, 40, 207, 720, J Line	142	131	77

<sup>1</sup> Combined number of trips taken by BST on the referenced bus lines.

<sup>2</sup> Combined number of persons removed at the bus door for fare evasion.

<sup>3</sup> 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 May's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – MAY 2025			
DEPLOYMENT PERIOD	LINES COVERED <sup>1</sup>	REMOVALS – FARES <sup>2</sup>	REMOVALS – CoC <sup>3</sup>
04/28/25 – 05/02/25	A, B, C, E	227	105
05/05/25 – 05/09/25	A, B, C, E	232	111
05/12/25 – 05/16/25	A, B, C, E	228	103
05/19/25 – 05/23/25	A, B, C, E	231	108
05/26/25 – 05/30/25	A, B, C, E	233	104

<sup>1</sup> Refers to Focus Stations and End-of-Line Stations on indicated rail line.

<sup>2</sup> Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

<sup>3</sup> 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 May activities.

TRANSIT SECURITY TRAIN SAFETY TEAMS – MAY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS – FARES <sup>2</sup>	REMOVALS – CoC <sup>3</sup>
04/28/25 – 05/02/25	A, B, C, E	98	102	62
05/05/25 – 05/09/25	A, B, C, E	95	101	64
05/12/25 – 05/16/25	A, B, C, E	97	103	67
05/19/25 – 05/23/25	A, B, C, E	94	107	69
05/26/25 – 05/30/25	A, B, C, E	97	104	68

<sup>1</sup> Combined number of trips taken by TRT on the referenced rail lines.

<sup>2</sup> Combined number of persons removed from the train for fare evasion (No proof of fare).

<sup>3</sup> Combined number of persons removed from the train for Code of Conduct violations.

### **Metro Ambassadors Activities (May 2025)**

In addition to regular deployments, Metro Ambassadors also provided crowd control and wayfinding support for special events such as the 9<sup>th</sup> Annual Older Adults Transportation Expo in Pasadena, Long Beach Pride Parade, CicLAvia: Pico Union, and music festivals at the Rose Bowl. Ambassadors also provided support for ongoing service alerts, which included the A Line South Bus bridge, J Line Slauson Station closure, and ongoing Dodger home games and soccer games.

**J-Line Slauson Station Closure:** From 5/3 to 5/4, a Metro Ambassador team remained fixed at the Slauson Station and at the 37th St/USC Station to help customers find their way to the bus shuttles due to the Slauson Station northbound platform closure.

**Planned D-Line Closure Support:** Starting in mid-May and for two weeks, Metro Ambassador teams remained fixed at each of the D Line stations, ready to assist customers through the planned D-Line station closure. Currently, two teams remain fixed at the Wilshire/Vermont station, and one team is dedicated to each platform.

**Long Beach Pride Festival and Parade:** Four Metro Ambassadors participated in the Long Beach Pride Parade, and throughout the weekend festivities (5/17 & 5/18), an Ambassador team remained fixed at the 1st St. station assisting customers heading to the Pride festivities.

## **Station Experience Updates (July 2025)**

### ***Tactical Interventions to Protect A Line Service During ICE Unrest***

As has been widely reported in the news, nightly civil unrest and the recent curfew surrounding the Civic Center/Union Station area repeatedly disrupted Metro rail and bus service throughout the Downtown LA region, affecting thousands of Metro trips connecting people to work, back home, and to major connections like LAX FlyAway, Metrolink and Amtrak.

Specifically, the A Line had been adversely affected by consecutive days of suspended rail service that had stranded customers on the longest light rail line in North America, in some instances without viable bus shuttle service due to street closures that exacerbated the ability to provide riders with alternate options, and resulted in substantial cascading delays in communities as far as Long Beach, Pasadena and Azusa.

The Alameda/US-101 Flyover for the A Line tracks, just above where the National Guard had been initially stationed, experienced repeated breaches resulting in trespassing onto the tracks, vandalism, and missile projectiles because of the easy access to climb over the low railings from the Alameda St sidewalk. This then requires trains to turn around at other stations that may be unfamiliar to riders, causing disruption and confusion.

To quickly address a vulnerable point of access to Metro's A Line tracks, the Facilities Contracted Maintenance team worked quickly with their contractor, Deco Fencing, to assess and install a mesh partition to deter bad actors from gaining a foothold on Metro's structure, and also with Parkwood Maintenance, to clean graffiti scrawled across the Metro structure. In the long term, staff will re-evaluate the low railing and retrofit to an improved design that better protects the A Line flyover from trespassing and vandalism.

### ***Throne Bathrooms Show Resiliency During ICE Unrest***

Much of the Little Tokyo community suffered significant vandalism, and staff were initially concerned that amenities like the Throne Bathrooms could be targeted. However, similar to how stations can be shut down with onsite personnel activating the rolldown gates, Throne Bathrooms can also be instantly and remotely secured in situations like this.

When LAPD requested Little Tokyo and Chinatown (A Line) stations be closed during the civil unrest, staff coordinated with Throne in real time to secure these units within minutes. This real-time technology allowed the Thrones to be largely protected from vandals, allowing Metro to reopen these units for riders each morning thereafter without any interruption to service. The vandalism outside the Throne Bathrooms was visibly consistent with damage across the neighborhood. Fortunately, the anti-graffiti coating allowed Throne to address the cosmetic vandalism each morning for quick clean-up once the area was reopened to the community and the cleaning crew.

Throughout the protest period, staff have also received positive comments from Throne users within the impacted areas.

***LAX/Metro Transit Center Soars to Highest Paid Ridership Station on C & K Line***

Following the celebration marked by free Metro rides throughout grand opening weekend (June 6 to June 8), TAP's preliminary data of the first day of regular fares (Monday, June 9) has already shown that the usefulness of the new station and the effectiveness of the taller faregates which are now installed across three Metro stations.

When comparing the previous Monday (June 2) to Monday (June 9), staff saw the following:

- Previously, the C & K Line station with the most paid entries was Aviation/Century at 675 taps in a single day
- Now, the C & K Line station with the most paid entries is LAX/Metro Transit Center at 2,647 taps in a single day (+292% increase)
- LAX/Metro Transit Center faregates have validated more entries at this single station than all other K Line stations combined (2,647 vs. 2,451)
- This also becomes the #1 C Line station with the most paid entries, which is now +71% higher than #2 Willowbrook/Rosa Parks (2,647 vs. 1,549)

While staff expected a significant increase due to the new station opening and additional connections, the new faregates are likely contributing to the significantly higher paid entries compared with existing Metro stations with original faregates. As approved by the Metro Board, these new and more effective faregates will be coming to more stations later this summer.

***The City of LA Extends Lighting Upgrades Surrounding Vermont/Athens Station***

Staff previously reported that Metro had completed brighter lighting and repainting improvements to Vermont/Athens (C Line) Station, but the improvements immediately ended where Metro's property line met the public right-of-way. Staff received repair requests for broken streetlights along the entire I-105 Freeway overpass from community members, including those on the Harbor Gateway North Neighborhood Council; however, the Station Experience team had determined that these were not Metro streetlights and could not be repaired by their crews. Despite encouraging constituents to contact 3-1-1 to receive support, it became unclear which jurisdiction was responsible for these streetlights.

With the support of Metro Board Director and LA County Second District Supervisor Mitchell's Office, staff across LA County Public Works, Caltrans, and the City of LA Bureau of Street Lighting were brought together to investigate this issue. This is because this segment of Vermont Avenue is uniquely divided in responsibility between LA County, LA City, and Caltrans. With Supervisor Mitchell's team, staff navigated these jurisdictional complexities. They eventually determined that these streetlights were under the purview of the City of LA Bureau of Street Lighting (BSL). In the first week of June, BSL successfully completed repairs to the streetlights, extending Metro's brighter

lighting along the freeway overpass and into the communities to restore safer walking paths and bus connections.

***Wayfinding & First/Last Mile Upgrades Installed for Dodger Stadium Game Days***

Staff have been partnering with the Customer Experience department, LADOT, StreetsLA, and Caltrans to improve the signage and overall experience for Metro riders using the Dodger Stadium Express service from Union Station, and for those walking back to the Metro A Line at Chinatown Station, where staff have seen postgame ridership triple compared to non-game days. Historically, staff see greater postgame demand compared to pregame ridership as Uber/Lyft surge pricing sends returning fans scrambling for better options, so staff are prepared to put their best foot forward to serve these opportunities.

In addition to the signage upgrades, staff have been working with the City of LA and Caltrans on repairing and upgrading sidewalk lighting, removing graffiti, and trimming overgrown brush. Caltrans recently replaced the traditional footbridge lighting that was persistently damaged from copper theft and upgraded to solar-powered lights, where Metro has had similar success in a more resilient design for riders.

***Positive Reviews of Customer-Facing Improvements at Sierra Madre Villa Station***

As staff recently upgraded station amenities at Sierra Madre Villa (A Line) Station, including a Throne Bathroom and CCTV cameras, they revisited the station to speak with riders and employees about whether these upgrades were making a difference.

A key feedback staff heard was that many people have difficulty finding their way between the rail station entrance, local bus connections, and even the Throne Bathroom. Part of this is due to the station configuration, where the rail station entrance is on the 4th floor of a five-story parking structure, with no signage inside the elevator buttons indicating which floors serve the entrance, exit, or local bus connections. This customer confusion can frustrate riders who may only have a minute to spare between making their next transfer or seeing their trip leave them behind.

Given this, staff began supplementing existing signage with helpful wayfinding to intuitively guide riders between the entrance, exit, local bus connections, and the Throne Bathroom.

***Reported Issues Rise & Fare Revenues Drop During TAP-to-Exit Pause***

Since pausing the TAP-to-Exit (T2E) program on April 10, 2025, at the request of the Los Angeles City Fire Department (LAFD) for North Hollywood and Union Station, staff have had the opportunity to evaluate the temporary loss of the program's impact on Metro B Line safety and access control. Previously, staff reported that T2E brought significant drops in reported incidents amidst an increase in access control through fare compliance, which was validated with strong customer support. However, when comparing the monthly period *before* the T2E suspension to the monthly period *after* (3/10-4/6 vs. 4/14-5/11), staff observed the following:

- Transit Watch reported incidents have increased since T2E was paused
  - +116% increase in reported incidents at Union Station (from 37 to 80 incidents)
  - +67% increase in reported incidents at NoHo (from 9 to 15 incidents)
  - The primary issues reported are an increase in people experiencing homelessness, unsanitary conditions, and destination-less riders
- LAPD has stated they are seeing a recent uptick in crime on the B Line, including increased narcotics activity
- Total exit revenue has dropped by \$19,179
- Total TVM revenue has dropped by \$15,708
- Total loss **-\$34,887** in the first month of T2E suspension for these two stations

Operations and Safety are continuing to work closely to submit a “Request for Modification” for LAFD to review and authorize the restoration of the program to stations within their jurisdiction, emphasizing that T2E is very similar to exiting other major transit systems across the US, like San Francisco, Washington, DC, or Atlanta. Staff expects to submit this latest correspondence to LAFD for review in the coming days and is also working with Marketing to prepare a “restart T2E campaign” within the City of LA.

***Partnering with the City of Santa Monica to Address Misuse of Emergency Exit***

In recent months, staff have made substantial improvements to the Downtown Santa Monica (E Line) end-of-line station, which has included:

- TAP-to-Exit
- Throne Bathroom
- Dedicated security
- HOME Outreach
- Transit Ambassadors
- End-of-line cleaning

These measures have helped to improve overall safety and cleanliness. However, one vulnerability continually flagged by frontline personnel and the City of Santa Monica that remains difficult to address is the opposite end of the station, where persistent misuse of the emergency exit leads to trespassing onto active E Line train movement and jaywalking across freeway off-ramp traffic, despite abundantly clear signage.

This is a common issue seen across other Metro light rail stations where entrances are often built on one side, but not the other, which invites emergency exit misuse for those who are evading fare or do not want to walk in the direction of the designated station entrance. These emergency exit stairs often cannot be practically converted to designated entrances because an accessible rampway could not fit into the intersection without impacting traffic operations. Other stations with this vulnerability of emergency exit stair misuse include: Expo/Western, Expo Park/USC, Jefferson/USC, Pico/Aliso, San Pedro St, and Pacific Coast Hwy stations.



Metro staff met with City of Santa Monica transportation staff to review field conditions and finalize a collaborative solution that involves tactical, visible interventions to deter this behavior and improve overall rail safety and access control. Following this latest on-site meeting, the City will send Metro an approved installation plan that crews will install soon thereafter.

### ***Outside Vandalism Returns to Reseda Station***

As an update on efforts to restore safety and cleanliness to Reseda Station late last year, staff have unfortunately seen a resurgence of outside vandalism and illicit activity return to the station. In recent discussions with Throne, data has shown a disproportionate amount of illicit activity occurs after 9 PM, presumably when outside partners close and Metro remains open to the area. This is corroborated by a recent late-night inspection of this station, noting that significant late-night loitering was observed between the Tiny Homes village, the Arco AM/PM Gas Station, and behind the station platform.

Part of the contributing factor could be Cal State Northridge and other nearby schools' students beginning their summer vacation, resulting in a drop in ridership and natural foot traffic through this station.

Earlier this week, staff investigated the conditions after 9 PM and found that many of the safety interventions had taken significant damage. This has included the following:

- PA system no longer working properly, with speaker wires cut, similar to the damage seen at another loitering hotspot at Fillmore (A Line) in Pasadena
  - Repairs are underway to restore the PA system, classical music, and improve the resiliency of the station equipment
- Station artwork benches and City bus stop benches have significant vandalism and heavy stains that have made them undesirable to wait for connecting Line 240 buses
- Breached fencing has reopened shortcut access between the Tiny Homes village and the back of the station platform and former coffee shop, with heavy graffiti, litter, and loitering during the late-night period

Throne is reviewing their data, including surveillance videos, to better understand the disproportionate pattern of vandalism, and staff are evaluating several options until the illicit activity can subside, including:

- Increasing the propensity of user warnings and bans for repeat offenders
- Shortening the bathroom hours at this station to preserve access to Metro riders the following morning, as there is low demand after 9 PM, but disproportionate loitering
- Relocating to a different station along the Metro G Line to better serve Metro riders

Staff are also working to repair and restore the station amenities that had helped to improve safety and cleanliness at this station and to minimize damage from challenging environments nearby.

***Westlake/MacArthur Park Undergoes Outdoor Plaza Facelift***

In May, several leaders from Metro departments accompanied CEO Wiggins on a follow-up, in-person tour of Westlake/MacArthur Park Station. They were pleased to see that many of the tactical interventions, including replacement life-like green construction banners on fences and repainted station gates, continue to inspire safe, clean, and appropriate station activity.

As a next step, there were several opportunities noted to make the station look and feel more welcoming, primarily at the street-level entrance. As has been reported in the media, the City of Los Angeles has erected a significant amount of chain-link fencing across their public sidewalks, including directly in front of the station property, which has resulted in some tradeoffs for Metro riders and the community.

Therefore, staff have been coordinating with the Metro Customer Experience Department and Operations teams to beautify the area in a phased approach as staff eventually await the *Markets at Metro* concept for a restructured plaza vending program from Joint Development.



# Metro

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

## Board Report

**File #:** 2023-0598, **File Type:** Motion / Motion Response

**Agenda Number:** 30.

**REVISED**  
**EXECUTIVE MANAGEMENT COMMITTEE**  
**SEPTEMBER 21, 2023**

**Motion by:**

**DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN**

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

## **SUBJECT: ANCILLARY AREAS MOTION**

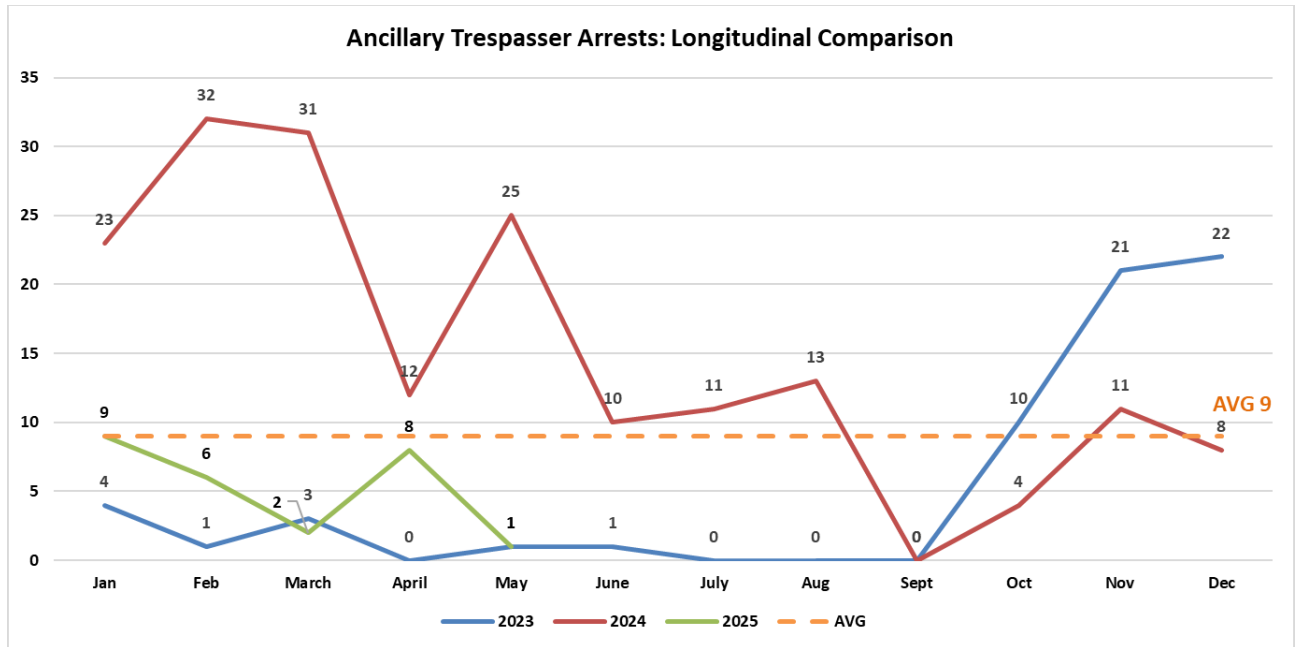
### **RECOMMENDATION**

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.





## SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

### Total Crime Summary - May 2025

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	131	186	199	180	165
Agg Assault on Op	7	14	11	16	8
Battery	279	389	429	388	381
Battery on Operator	26	52	51	45	24
Homicide	1	1	2	3	0
Rape	5	7	7	7	2
Robbery	81	140	172	133	129
Sex Offenses	39	45	56	45	54
<b>Subtotal</b>	<b>569</b>	<b>834</b>	<b>927</b>	<b>817</b>	<b>763</b>
<b>Crimes Against Property</b>					
Arson	6	3	0	1	3
Bike Theft	15	21	11	3	3
Burglary	5	7	9	5	5
Larceny	135	238	199	211	225
Motor Vehicle Theft	5	9	18	13	24
Vandalism	114	151	79	54	98
<b>Subtotal</b>	<b>280</b>	<b>429</b>	<b>316</b>	<b>287</b>	<b>358</b>
<b>Crimes Against Society</b>					
Narcotics	83	38	231	371	530
Trespassing	34	44	617	1,313	904
Weapons	23	12	51	76	87
<b>Subtotal</b>	<b>140</b>	<b>94</b>	<b>899</b>	<b>1,760</b>	<b>1,521</b>
<b>Total</b>	<b>989</b>	<b>1,357</b>	<b>2,142</b>	<b>2,864</b>	<b>2,642</b>

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	88	133	150	118	101
Agg Assault on Op	2	0	1	0	0
Battery	186	268	297	254	225
Battery on Operator	1	4	5	0	0
Homicide	1	0	2	1	0
Rape	5	6	7	5	0
Robbery	61	113	123	86	77
Sex Offenses	24	34	33	25	28
<b>Subtotal</b>	<b>368</b>	<b>558</b>	<b>618</b>	<b>489</b>	<b>431</b>
<b>Crimes Against Property</b>					
Arson	6	3	0	1	3
Bike Theft	7	12	5	2	3
Burglary	5	5	9	5	5
Larceny	102	162	144	143	154
Motor Vehicle Theft	3	4	16	6	20
Vandalism	66	108	39	28	45
<b>Subtotal</b>	<b>189</b>	<b>294</b>	<b>213</b>	<b>185</b>	<b>230</b>
<b>Crimes Against Society</b>					
Narcotics	30	16	175	337	454
Trespassing	30	39	609	1,298	888
Weapons	11	9	41	67	76
<b>Subtotal</b>	<b>71</b>	<b>64</b>	<b>825</b>	<b>1,702</b>	<b>1,418</b>
<b>Total</b>	<b>628</b>	<b>916</b>	<b>1,656</b>	<b>2,376</b>	<b>2,079</b>

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	43	53	49	62	64
Agg Assault on Op	5	14	10	16	8
Battery	93	121	132	134	156
Battery on Operator	25	48	46	45	24
Homicide	0	1	0	2	0
Rape	0	1	0	2	2
Robbery	20	27	49	47	52
Sex Offenses	15	11	23	20	26
<b>Subtotal</b>	<b>201</b>	<b>276</b>	<b>309</b>	<b>328</b>	<b>332</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	0
Bike Theft	8	9	6	1	0
Burglary	0	2	0	0	0
Larceny	33	76	55	68	71
Motor Vehicle Theft	2	5	2	7	4
Vandalism	48	43	40	26	53
<b>Subtotal</b>	<b>91</b>	<b>135</b>	<b>103</b>	<b>102</b>	<b>128</b>
<b>Crimes Against Society</b>					
Narcotics	53	22	56	34	76
Trespassing	4	5	8	15	16
Weapons	12	3	10	9	11
<b>Subtotal</b>	<b>69</b>	<b>30</b>	<b>74</b>	<b>58</b>	<b>103</b>
<b>Total</b>	<b>361</b>	<b>441</b>	<b>486</b>	<b>488</b>	<b>563</b>

Total Crimes 5-Year Trend Current Month only - Systemwide

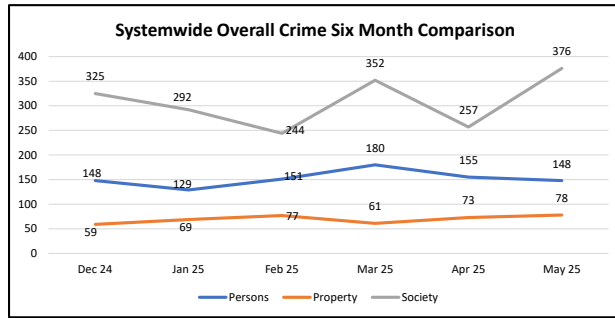
	May-21	May-22	May-23	May-24	May-25
<b>Crimes Against Persons</b>					
Agg Assault	39	33	29	55	25
Agg Assault on Op	1	3	3	3	3
Battery	50	70	81	82	87
Battery on Operator	7	6	5	8	2
Homicide	0	0	0	1	0
Rape	1	2	0	1	0
Robbery	17	30	36	46	20
Sex Offenses	5	14	10	10	11
<b>Subtotal</b>	<b>120</b>	<b>158</b>	<b>164</b>	<b>206</b>	<b>148</b>
<b>Crimes Against Property</b>					
Arson	3	0	0	0	0
Bike Theft	5	3	2	0	1
Burglary	2	0	0	1	1
Larceny	35	42	43	50	52
Motor Vehicle Theft	1	1	2	3	8
Vandalism	23	27	18	19	16
<b>Subtotal</b>	<b>69</b>	<b>73</b>	<b>65</b>	<b>73</b>	<b>78</b>
<b>Crimes Against Society</b>					
Narcotics	19	9	26	95	142
Trespassing	6	7	123	303	220
Weapons	5	3	10	21	14
<b>Subtotal</b>	<b>30</b>	<b>19</b>	<b>159</b>	<b>419</b>	<b>376</b>
<b>Total</b>	<b>219</b>	<b>250</b>	<b>388</b>	<b>698</b>	<b>602</b>

Total Crimes 5-Year Trend Current Month only - Rail

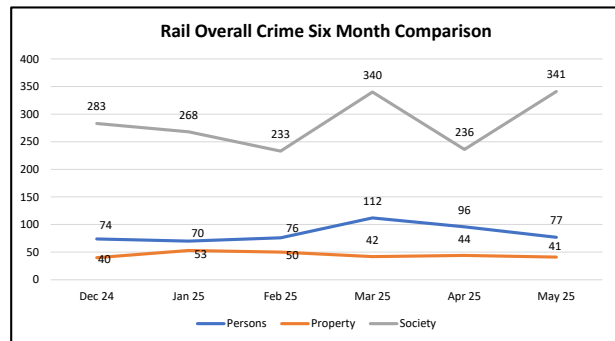
	May-21	May-22	May-23	May-24	May-25
<b>Crimes Against Persons</b>					
Agg Assault	27	17	20	35	15
Agg Assault on Op	0	0	1	0	0
Battery	29	52	53	53	44
Battery on Operator	0	1	0	0	0
Homicide	0	0	0	0	0
Rape	1	1	0	1	0
Robbery	11	20	24	30	11
Sex Offenses	3	12	7	7	7
<b>Subtotal</b>	<b>71</b>	<b>103</b>	<b>105</b>	<b>126</b>	<b>77</b>
<b>Crimes Against Property</b>					
Arson	3	0	0	0	0
Bike Theft	2	2	2	0	1
Burglary	2	0	0	1	1
Larceny	27	24	33	43	28
Motor Vehicle Theft	1	0	2	1	6
Vandalism	15	18	8	9	5
<b>Subtotal</b>	<b>50</b>	<b>44</b>	<b>45</b>	<b>54</b>	<b>41</b>
<b>Crimes Against Society</b>					
Narcotics	7	1	21	88	113
Trespassing	4	7	121	300	214
Weapons	2	1	9	19	14
<b>Subtotal</b>	<b>13</b>	<b>9</b>	<b>151</b>	<b>407</b>	<b>341</b>
<b>Total</b>	<b>134</b>	<b>156</b>	<b>301</b>	<b>587</b>	<b>459</b>

Total Crimes 5-Year Trend Current Month only - Bus

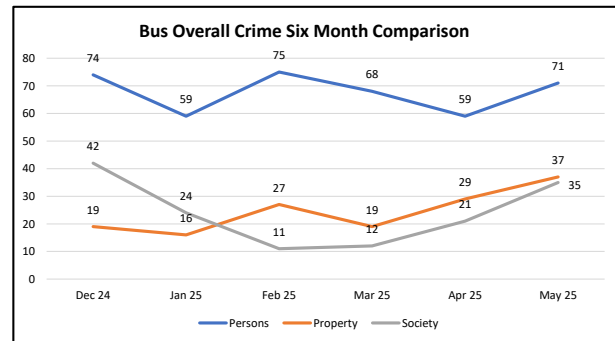
	May-21	May-22	May-23	May-24	May-25
<b>Crimes Against Persons</b>					
Agg Assault	12	16	9	20	10
Agg Assault on Op	1	3	2	3	3
Battery	21	18	28	29	43
Battery on Operator	7	5	5	8	2
Homicide	0	0	0	1	0
Rape	0	1	0	0	0
Robbery	6	10	12	16	9
Sex Offenses	2	2	3	3	4
<b>Subtotal</b>	<b>49</b>	<b>55</b>	<b>59</b>	<b>80</b>	<b>71</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	0
Bike Theft	3	1	0	0	0
Burglary	0	0	0	0	0
Larceny	8	18	10	7	24
Motor Vehicle Theft	0	1	0	2	2
Vandalism	8	9	10	10	11
<b>Subtotal</b>	<b>19</b>	<b>29</b>	<b>20</b>	<b>19</b>	<b>37</b>
<b>Crimes Against Society</b>					
Narcotics	12	8	5	7	29
Trespassing	2	0	2	3	6
Weapons	3	2	1	2	0
<b>Subtotal</b>	<b>17</b>	<b>10</b>	<b>8</b>	<b>12</b>	<b>35</b>
<b>Total</b>	<b>85</b>	<b>94</b>	<b>87</b>	<b>111</b>	<b>143</b>



Systemwide	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	25	34	-26.5%
Agg Assault on Op	3	2	50.0%
Battery	87	70	24.3%
Battery on Operator	2	5	-60.0%
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	20	37	-45.9%
Sex Offenses	11	5	120.0%
<b>Subtotal</b>	<b>148</b>	<b>155</b>	<b>-4.5%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	1	1	0.0%
Burglary	1	1	0.0%
Larceny	52	42	23.8%
Motor Vehicle Theft	8	5	60.0%
Vandalism	16	24	-33.3%
<b>Subtotal</b>	<b>78</b>	<b>73</b>	<b>6.8%</b>
<b>Crimes Against Society</b>			
Narcotics	142	91	56.0%
Trespassing	220	153	43.8%
Weapons	14	13	7.7%
<b>Subtotal</b>	<b>376</b>	<b>257</b>	<b>46.3%</b>
<b>Total</b>	<b>602</b>	<b>485</b>	<b>24.1%</b>

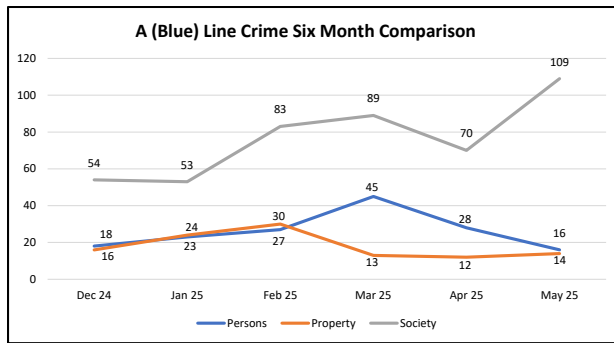


Rail	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	15	25	-40.0%
Agg Assault on Op	0	0	0.0%
Battery	44	40	10.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	11	29	-62.1%
Sex Offenses	7	2	250.0%
<b>Subtotal</b>	<b>77</b>	<b>96</b>	<b>-19.8%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	1	1	0.0%
Burglary	1	1	0.0%
Larceny	28	29	-3.4%
Motor Vehicle Theft	6	3	100.0%
Vandalism	5	10	-50.0%
<b>Subtotal</b>	<b>41</b>	<b>44</b>	<b>-6.8%</b>
<b>Crimes Against Society</b>			
Narcotics	113	78	44.9%
Trespassing	214	148	44.6%
Weapons	14	10	40.0%
<b>Subtotal</b>	<b>341</b>	<b>236</b>	<b>44.5%</b>
<b>Total</b>	<b>459</b>	<b>376</b>	<b>22.1%</b>

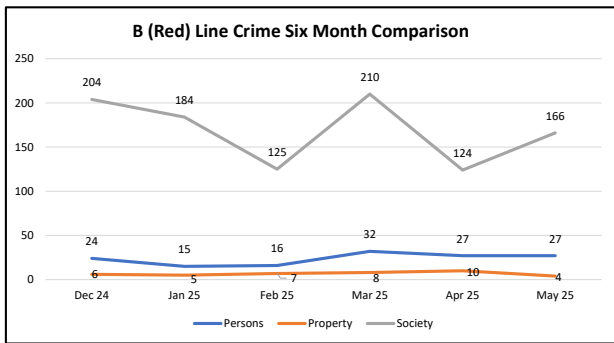


Bus	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	10	9	11.1%
Agg Assault on Op	3	2	50.0%
Battery	43	30	43.3%
Battery on Operator	2	5	-60.0%
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	9	8	12.5%
Sex Offenses	4	3	33.3%
<b>Subtotal</b>	<b>71</b>	<b>59</b>	<b>20.3%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	24	13	84.6%
Motor Vehicle Theft	2	2	0.0%
Vandalism	11	14	-21.4%
<b>Subtotal</b>	<b>37</b>	<b>29</b>	<b>27.6%</b>
<b>Crimes Against Society</b>			
Narcotics	29	13	123.1%
Trespassing	6	5	20.0%
Weapons	0	3	-100.0%
<b>Subtotal</b>	<b>35</b>	<b>21</b>	<b>66.7%</b>
<b>Total</b>	<b>143</b>	<b>109</b>	<b>31.2%</b>

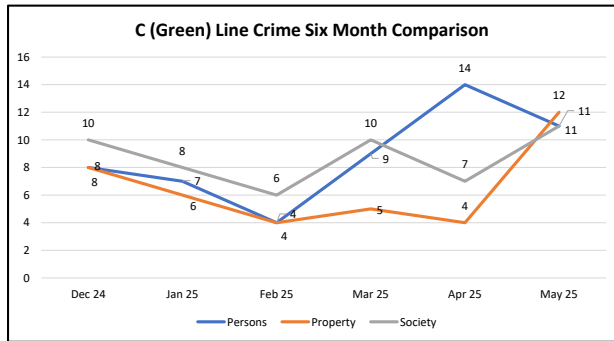




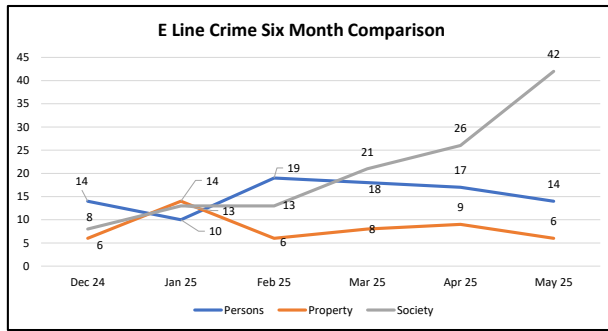
A (Blue) Line	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	2	11	-81.8%
Agg Assault on Op	0	0	0.0%
Battery	9	10	-10.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	6	-50.0%
Sex Offenses	2	1	100.0%
<b>Subtotal</b>	<b>16</b>	<b>28</b>	<b>-42.9%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	1	-100.0%
Burglary	1	1	0.0%
Larceny	10	5	100.0%
Motor Vehicle Theft	1	2	-50.0%
Vandalism	2	3	-33.3%
<b>Subtotal</b>	<b>14</b>	<b>12</b>	<b>16.7%</b>
<b>Crimes Against Society</b>			
Narcotics	30	19	57.9%
Trespassing	75	46	63.0%
Weapons	4	5	-20.0%
<b>Subtotal</b>	<b>109</b>	<b>70</b>	<b>55.7%</b>
<b>Total</b>	<b>139</b>	<b>110</b>	<b>26.4%</b>



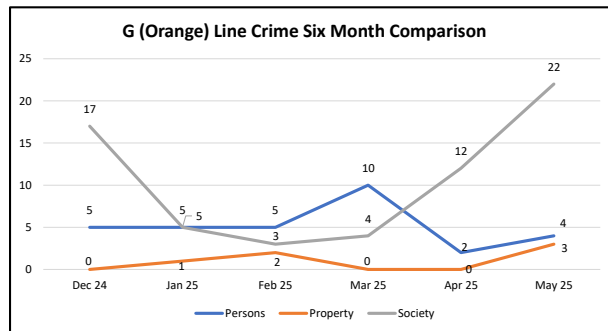
B (Red) Line	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	5	2	150.0%
Agg Assault on Op	0	0	0.0%
Battery	18	20	-10.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	5	-40.0%
Sex Offenses	1	0	100.0%
<b>Subtotal</b>	<b>27</b>	<b>27</b>	<b>0.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	8	-62.5%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
<b>Subtotal</b>	<b>4</b>	<b>10</b>	<b>-60.0%</b>
<b>Crimes Against Society</b>			
Narcotics	58	51	13.7%
Trespassing	101	69	46.4%
Weapons	7	4	75.0%
<b>Subtotal</b>	<b>166</b>	<b>124</b>	<b>33.9%</b>
<b>Total</b>	<b>197</b>	<b>161</b>	<b>22.4%</b>



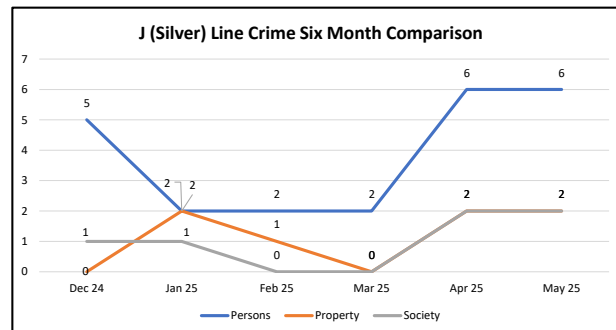
C (Green) Line	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	2	6	-66.7%
Agg Assault on Op	0	0	0.0%
Battery	6	3	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	5	-40.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>11</b>	<b>14</b>	<b>-21.4%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	5	3	66.7%
Motor Vehicle Theft	5	1	400.0%
Vandalism	1	0	100.0%
<b>Subtotal</b>	<b>12</b>	<b>4</b>	<b>200.0%</b>
<b>Crimes Against Society</b>			
Narcotics	6	1	500.0%
Trespassing	5	6	-16.7%
Weapons	0	0	0.0%
<b>Subtotal</b>	<b>11</b>	<b>7</b>	<b>57.1%</b>
<b>Total</b>	<b>34</b>	<b>25</b>	<b>36.0%</b>



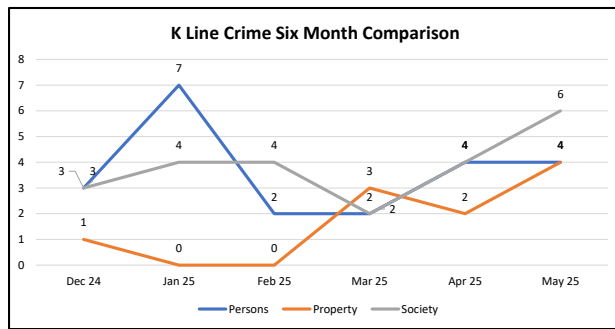
E Line	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	5	3	66.7%
Agg Assault on Op	0	0	0.0%
Battery	4	4	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	9	-88.9%
Sex Offenses	4	1	300.0%
<b>Subtotal</b>	<b>14</b>	<b>17</b>	<b>-17.6%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	7	-14.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	2	-100.0%
<b>Subtotal</b>	<b>6</b>	<b>9</b>	<b>-33.3%</b>
<b>Crimes Against Society</b>			
Narcotics	14	6	133.3%
Trespassing	26	19	36.8%
Weapons	2	1	100.0%
<b>Subtotal</b>	<b>42</b>	<b>26</b>	<b>61.5%</b>
<b>Total</b>	<b>62</b>	<b>52</b>	<b>19.2%</b>



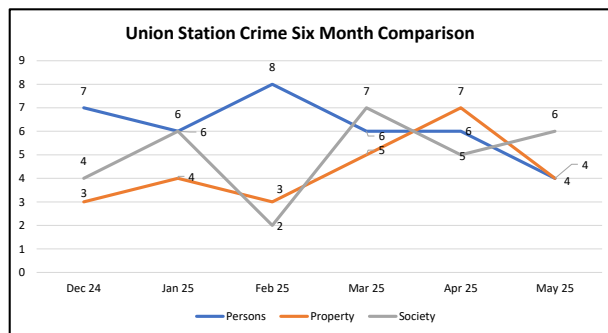
G (Orange) Line	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	3	2	50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>4</b>	<b>2</b>	<b>100.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	0	200.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	0	0.0%
<b>Subtotal</b>	<b>3</b>	<b>0</b>	<b>300.0%</b>
<b>Crimes Against Society</b>			
Narcotics	18	8	125.0%
Trespassing	4	3	33.3%
Weapons	0	1	-100.0%
<b>Subtotal</b>	<b>22</b>	<b>12</b>	<b>83.3%</b>
<b>Total</b>	<b>29</b>	<b>14</b>	<b>107.1%</b>



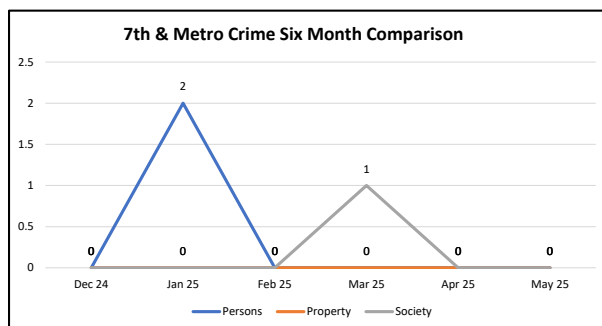
J (Silver) Line	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	4	-75.0%
Agg Assault on Op	0	0	0.0%
Battery	3	0	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	2	0.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>6</b>	<b>6</b>	<b>0.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	1	100.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	0	0	0.0%
<b>Subtotal</b>	<b>2</b>	<b>2</b>	<b>0.0%</b>
<b>Crimes Against Society</b>			
Narcotics	2	2	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
<b>Subtotal</b>	<b>2</b>	<b>2</b>	<b>0.0%</b>
<b>Total</b>	<b>10</b>	<b>10</b>	<b>0.0%</b>



K Line	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	2	100.0%
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	0	0.0%
Subtotal	4	4	0.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	2	50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	4	2	100.0%
<b>Crimes Against Society</b>			
Narcotics	0	1	-100.0%
Trespassing	5	3	66.7%
Weapons	1	0	100.0%
Subtotal	6	4	50.0%
Total	14	10	40.0%



Union Station	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	2	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	1	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	3	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	4	6	-33.3%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	4	-25.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	3	-66.7%
Subtotal	4	7	-42.9%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	5	5	0.0%
Weapons	1	0	100.0%
Subtotal	6	5	20.0%
Total	14	18	-22.2%



7th & Metro	May 25	Apr 25	% Change
<b>Crimes Against Persons</b>			
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%
<b>Crimes Against Property</b>			
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%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	0	0.0%



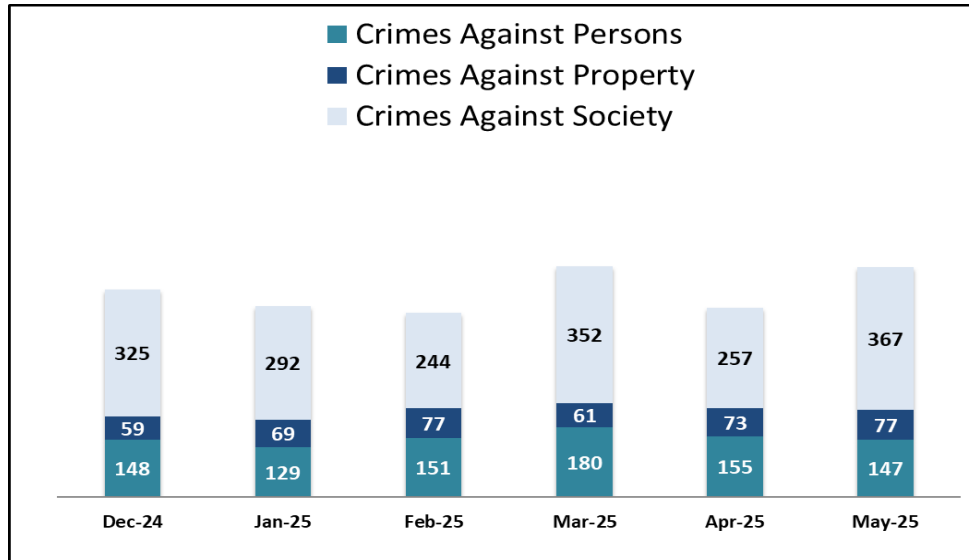
## SYSTEM SECURITY & LAW ENFORCEMENT

### SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

MAY 2025

Attachment I

#### Total Crimes

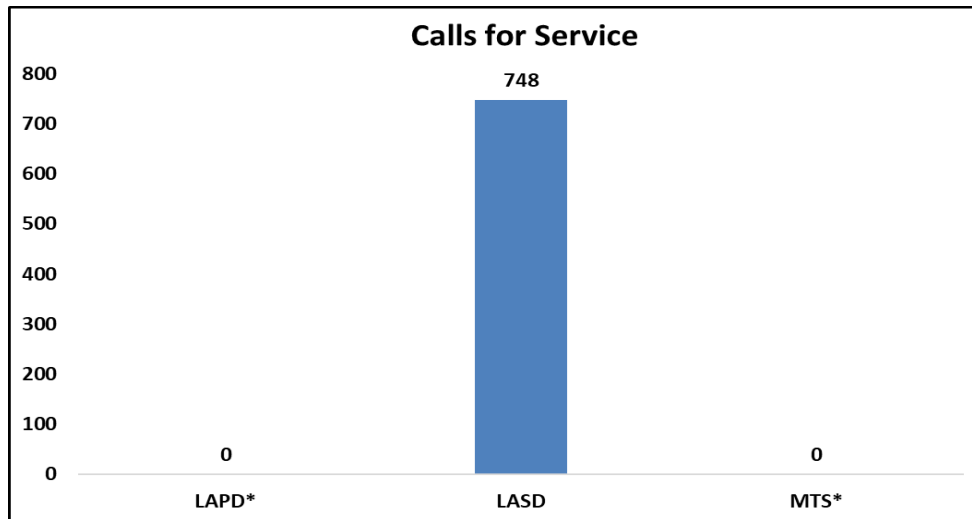


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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

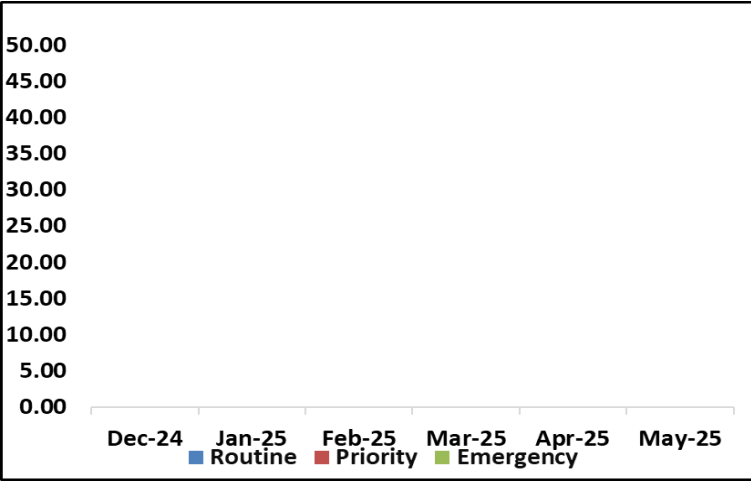
MAY 2025

Attachment I

Average Incident Response Times

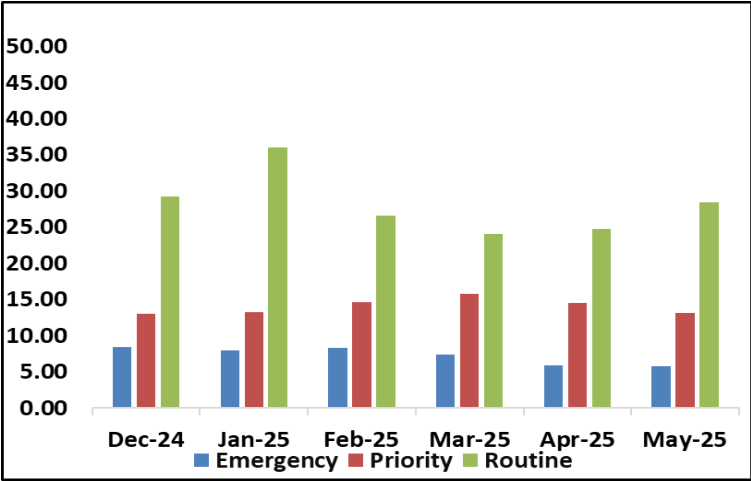
These graphs show how long it takes (in minutes) for LAPD, LASD, and MTS to respond to Emergency, Priority, and Routine calls

LAPD

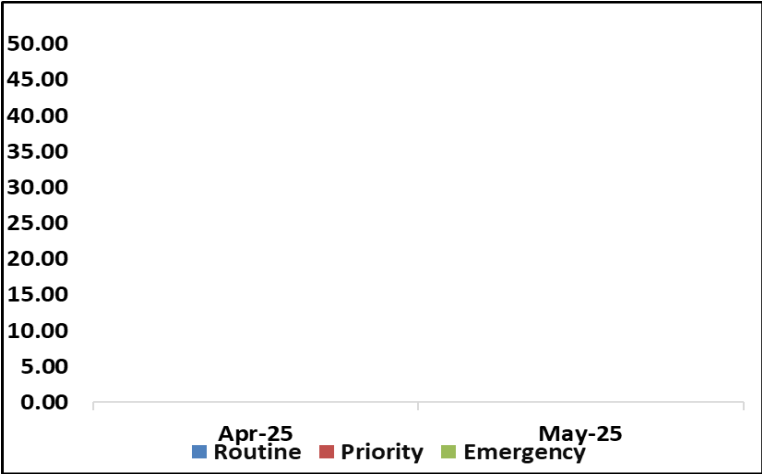


\* LAPD Incident Response Times data is currently unavailable

LASD



MTS



\* MTS Incident Response Times data is currently unavailable



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2025

Attachment I

Crimes

Monthly

System-Wide	May-25	May-24	% Change
Crimes Against Persons	147	206	-28.6%
Crimes Against Property	74	73	1.4%
Crimes Against Society	363	419	-13.4%
Total	584	698	-16.3%

Six Months

System-Wide	Dec-24-May-25	Dec-23-May-24	% Change
Crimes Against Persons	910	992	-8.3%
Crimes Against Property	413	341	21.1%
Crimes Against Society	1,833	2,155	-14.9%
Total	3,156	3,488	-9.5%

Annual

System-Wide	Jun-24-May-25	Jun-23-May-24	% Change
Crimes Against Persons	2,002	2,125	-5.8%
Crimes Against Property	887	720	23.2%
Crimes Against Society	5,828	3,192	82.6%
Total	8,717	6,037	44.4%

Average Emergency Response Times

Monthly

May-25	May-24	% Change
1.93	5.81	-66.7%

Six Months

Dec-24-May-25	Dec-23-May-24	% Change
3.18	5.44	-41.6%

Annual

Jun-24-May-25	Jun-23-May-24	% Change
3.92	5.40	-27.3%

Bus Operator Assaults

Monthly

May-25	May-24	% Change
5	11	-54.5%

Six Months

Dec-24-May-25	Dec-23-May-24	% Change
40	78	-48.7%

Annual

Jun-24-May-25	Jun-23-May-24	% Change
122	167	-26.9%

Ridership

Monthly

May-25	May-24	% Change
27,453,541	27,170,160	1.0%

Six Months

Dec-24-May-25	Dec-23-May-24	% Change
155,572,769	149,802,752	3.9%

Annual

Jun-24-May-25	Jun-23-May-24	% Change
314,712,333	297,507,561	5.8%



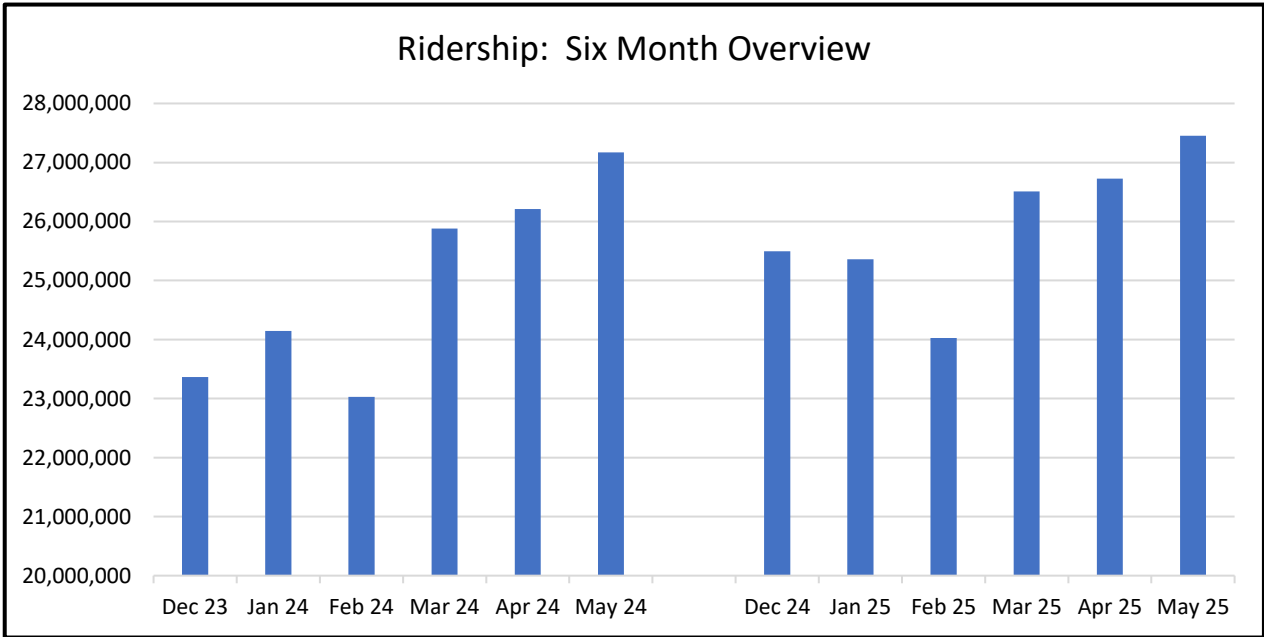
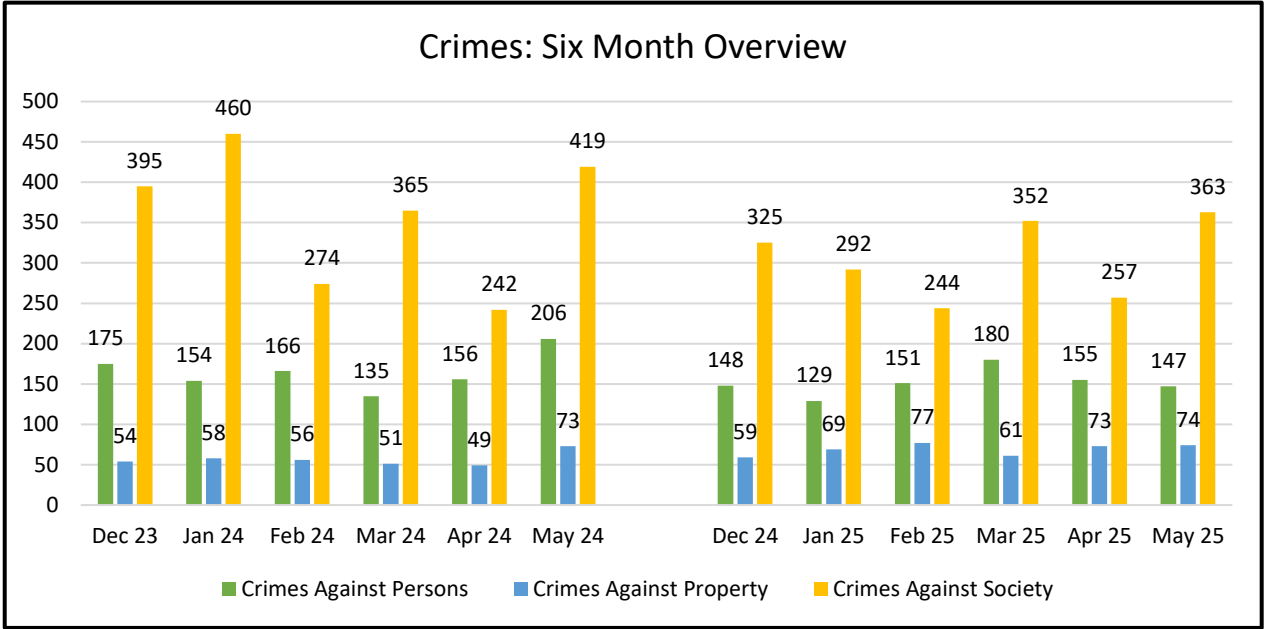
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2025

Attachment I



# A LINE (BLUE)

ATTACHMENT I

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	MTS	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	2	0	53
Aggravated Assault	1	1	0	89
Aggravated Assault on Operator	0	0	0	1
Battery	3	5	1	144
Battery Rail Operator	0	0	0	0
Sex Offenses	1	1	0	16
<b>SUB-TOTAL</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>303</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	MTS	FYTD
Burglary	0	0	1	3
Larceny	3	7	0	157
Bike Theft	0	0	0	2
Motor Vehicle Theft	0	1	0	12
Arson	0	0	0	2
Vandalism	1	1	0	35
<b>SUB-TOTAL</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>211</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	MTS	FYTD
Weapons	2	1	1	53
Narcotics	26	4	0	237
Trespassing	60	3	12	660
<b>SUB-TOTAL</b>	<b>88</b>	<b>8</b>	<b>13</b>	<b>950</b>
<b>TOTAL</b>	<b>98</b>	<b>26</b>	<b>15</b>	<b>1,464</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	8
Azusa Downtown	1	0	0	22
Irwindale	0	0	0	4
Duarte/City of Hope	0	0	0	5
Monrovia	0	0	0	7
Arcadia	0	0	0	4
Sierra Madre Villa	0	0	0	12
Allen	0	0	0	2
Lake	1	0	1	20
Memorial Park	0	0	0	7
Del Mar	0	1	0	6
Fillmore	0	0	0	9
South Pasadena	0	0	0	11
Highland Park	0	0	2	30
Southwest Museum	0	0	0	34
Heritage Square	0	1	2	24
Lincoln/Cypress	0	0	1	33
Chinatown	0	0	20	193
Union Station	1	0	0	32
Little Tokyo/Arts Dist	0	0	5	57
Historic Broadway	0	0	2	32
Grand Av Arts/Bunker Hill	1	0	22	245
7th St/Metro Ctr	1	0	3	20
Pico	2	0	14	78
Grand/LATTC	0	1	10	93
San Pedro St	0	1	3	20
Washington	0	0	1	24
Vernon	1	1	0	12
Slauson	0	0	1	29
Florence	0	3	1	34
Firestone	2	2	0	40
103rd St/Watts Towers	0	0	3	26
Willowbrook/Rosa Parks	1	0	2	111
Compton	2	0	1	36
Artesia	1	2	1	49
Del Amo	1	1	0	19
Wardlow	0	0	4	5
Willow St	0	0	4	20
PCH	0	0	1	6
Anaheim St	0	0	1	9
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	1	19
Pacific Av	0	0	0	3
Blue Line Rail Yard	0	1	2	10
Other	0	0	0	0
<b>Total</b>	<b>16</b>	<b>14</b>	<b>109</b>	<b>1,462</b>

ARRESTS				
AGENCY	LAPD	LASD	MTS	FYTD
Felony	25	12	0	388
Misdemeanor	93	15	0	1,199
<b>TOTAL</b>	<b>118</b>	<b>27</b>	<b>0</b>	<b>1,587</b>

CITATIONS				
AGENCY	LAPD	LASD	MTS	FYTD
Misdemeanor Citations	0	0	0	5
Other Citations	130	21	0	1,350
Vehicle Code Citations	18	2	0	156
<b>TOTAL</b>	<b>148</b>	<b>23</b>	<b>0</b>	<b>1,511</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	MTS	FYTD
Routine	Currently Unavailable	111	0	3,788
Priority	Currently Unavailable	108	0	1,414
Emergency	Currently Unavailable	9	0	197
<b>TOTAL</b>	<b>0</b>	<b>228</b>	<b>0</b>	<b>5,399</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	MTS
Dispatched	16%	N/C	0%
Proactive	84%	N/C	0%
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	83%
Blue Line-LASD	N/C
Blue Line-MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	MTS	FYTD
Azusa	0	29	0	292
Irwindale	0	24	0	268
Duarte Station	0	4	0	72
Monrovia	0	4	0	109
Magnolia Ave	0	0	0	0
Arcadia Station	0	16	0	193
Pasadena	0	43	0	480
South Pasadena	0	7	0	143
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	53	0	0	509
Slauson	1	2	0	113
Florence	0	3	0	158
Firestone	0	5	0	114
103rd St	6	0	0	131
Willowbrook	0	16	0	155
Compton	0	2	0	60
Artesia	0	3	0	66
Del Amo	0	2	0	51
Wardlow Rd	0	0	0	20
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
<b>TOTAL</b>	<b>60</b>	<b>160</b>	<b>0</b>	<b>2,934</b>

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



# B LINE (RED)

## ATTACHMENT I

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	3	42
Aggravated Assault	5	79
Aggravated Assault on Operator	0	0
Battery	18	224
Battery Rail Operator	0	0
Sex Offenses	1	22
<b>SUB-TOTAL</b>	<b>27</b>	<b>368</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	66
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	25
<b>SUB-TOTAL</b>	<b>4</b>	<b>92</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	7	126
Narcotics	58	756
Trespassing	101	2,206
<b>SUB-TOTAL</b>	<b>166</b>	<b>3,088</b>
<b>TOTAL</b>	<b>197</b>	<b>3,548</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	45	843
Misdemeanor	195	3,552
<b>TOTAL</b>	<b>240</b>	<b>4,395</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	226	3,394
Vehicle Code Citations	2	371
<b>TOTAL</b>	<b>228</b>	<b>3,765</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	31%	
Proactive	69%	
<b>TOTAL</b>	<b>100%</b>	

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	76%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	5	1	7	798
Civic Center/Grand Park	0	0	2	35
Pershing Square	2	0	12	405
7th St/Metro Ctr	5	0	22	298
Westlake/MacArthur Park	3	1	29	561
Wilshire/Vermont	0	0	5	230
Wilshire/Normandie	0	0	0	26
Vermont/Beverly	1	1	4	103
Wilshire/Western	1	1	4	76
Vermont/Santa Monica	0	0	2	51
Vermont/Sunset	2	0	2	79
Hollywood/Western	0	0	23	111
Hollywood/Vine	1	0	13	124
Hollywood/Highland	1	0	2	91
Universal City/Studio City	1	0	8	97
North Hollywood	5	0	31	463
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>27</b>	<b>4</b>	<b>166</b>	<b>3,548</b>

# C LINE (GREEN)

## ATTACHMENT I

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	3	38
Aggravated Assault	1	1	37
Aggravated Assault on Operator	0	0	0
Battery	1	5	28
Battery Rail Operator	0	0	0
Sex Offenses	0	0	8
<b>SUB-TOTAL</b>	<b>2</b>	<b>9</b>	<b>111</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	3	45
Bike Theft	0	1	1
Motor Vehicle Theft	5	0	17
Arson	0	0	0
Vandalism	1	0	11
<b>SUB-TOTAL</b>	<b>8</b>	<b>4</b>	<b>74</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	14
Narcotics	2	4	62
Trespassing	3	2	74
<b>SUB-TOTAL</b>	<b>5</b>	<b>6</b>	<b>150</b>
<b>TOTAL</b>	<b>15</b>	<b>19</b>	<b>335</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center	0	0	0	0
Aviation/Century	0	0	0	0
Aviation/Imperial	0	7	2	41
Hawthorne/Lennox	0	0	0	16
Crenshaw	0	1	0	22
Vermont/Athens	4	0	0	14
Harbor Fwy	1	0	3	74
Avalon	1	1	0	28
Willowbrook/Rosa Parks	1	0	3	39
Long Beach Bl	1	2	1	54
Lakewood Bl	0	0	0	9
Norwalk	3	1	2	32
<b>Total</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>329</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	84
Misdemeanor	7	22	301
<b>TOTAL</b>	<b>8</b>	<b>23</b>	<b>385</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	31	379
Vehicle Code Citations	5	2	18
<b>TOTAL</b>	<b>7</b>	<b>33</b>	<b>397</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	62	2,103
Priority	Currently Unavailable	34	420
Emergency	Currently Unavailable	0	37
<b>TOTAL</b>	<b>0</b>	<b>96</b>	<b>2,560</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	30%	N/C
Proactive	70%	N/C
<b>TOTAL</b>	<b>100%</b>	<b>0%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	79%
Green Line-LASD	N/C

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

# E LINE

ATTACHMENT I

**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025**

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	0	1	40
Aggravated Assault	5	0	32
Aggravated Assault on Operator	0	0	0
Battery	2	2	78
Battery Rail Operator	0	0	0
Sex Offenses	4	0	11
<b>SUB-TOTAL</b>	<b>11</b>	<b>3</b>	<b>163</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	6	0	64
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	14
<b>SUB-TOTAL</b>	<b>6</b>	<b>0</b>	<b>82</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	12
Narcotics	14	0	67
Trespassing	26	0	403
<b>SUB-TOTAL</b>	<b>42</b>	<b>0</b>	<b>482</b>
<b>TOTAL</b>	<b>59</b>	<b>3</b>	<b>727</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	1	0	0	6
East LA Civic Ctr	0	0	0	3
Maravilla	0	0	0	5
Indiana (both LAPD & LASD)	0	0	2	31
Soto	2	0	1	29
Mariachi Plaza	0	0	4	25
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	0	1	3	14
LATTC/Ortho Institute	0	0	2	91
Jefferson/USC	0	0	1	12
Expo Park/USC	0	0	0	16
Expo/Vermont	3	1	8	60
Expo/Western	1	2	15	85
Expo/Crenshaw	1	0	6	87
Farmdale	0	0	0	20
Expo/La Brea	1	0	0	49
La Cienega/Jefferson	1	0	0	94
Culver City	1	0	0	8
Palms	1	1	0	9
Westwood/Rancho Park	0	1	0	5
Expo/Sepulveda	1	0	0	10
Expo/Bundy	0	0	0	7
26th St/Bergamot	0	0	0	9
17th St/SMC	0	0	0	8
Downtown Santa Monica	1	0	0	31
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>14</b>	<b>6</b>	<b>42</b>	<b>727</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	0	86
Misdemeanor	38	5	602
<b>TOTAL</b>	<b>43</b>	<b>5</b>	<b>688</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	71	6	817
Vehicle Code Citations	6	1	23
<b>TOTAL</b>	<b>77</b>	<b>7</b>	<b>840</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	73	1,444
Priority	Currently Unavailable	17	240
Emergency	Currently Unavailable	0	24
<b>TOTAL</b>	<b>0</b>	<b>90</b>	<b>1,708</b>

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	82%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	8	76
Figuerroa St	0	0	0
Exposition Blvd	93	0	1,514
Culver City	0	11	115
Santa Monica	0	82	907
<b>TOTAL</b>	<b>93</b>	<b>101</b>	<b>2,612</b>

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

# G LINE (ORANGE)

## ATTACHMENT I

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	11
Aggravated Assault	1	15
Aggravated Assault on Operator	0	0
Battery	3	28
Battery Bus Operator	0	0
Sex Offenses	0	1
<b>SUB-TOTAL</b>	<b>4</b>	<b>55</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	9
Bike Theft	0	0
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	0	9
<b>SUB-TOTAL</b>	<b>3</b>	<b>19</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	5
Narcotics	18	70
Trespassing	4	33
<b>SUB-TOTAL</b>	<b>22</b>	<b>108</b>
<b>TOTAL</b>	<b>29</b>	<b>182</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	8	50
Misdemeanor	31	100
<b>TOTAL</b>	<b>39</b>	<b>150</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	35	177
Vehicle Code Citations	35	212
<b>TOTAL</b>	<b>70</b>	<b>389</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	20%	
Proactive	80%	
<b>TOTAL</b>	<b>100%</b>	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	3	0	4	30
Laurel Canyon	0	0	0	5
Valley College	0	0	0	2
Woodman	0	2	0	9
Van Nuys	0	0	2	10
Sepulveda	0	0	0	3
Woodley	0	0	0	1
Balboa	0	1	1	4
Reseda	0	0	7	54
Tampa	0	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	3	10
Roscoe	0	0	1	3
Nordhoff	0	0	0	2
Chatsworth	1	0	4	37
<b>Total</b>	<b>4</b>	<b>3</b>	<b>22</b>	<b>182</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	83%

LEGEND
Los Angeles Police Department

# J LINE (SILVER)

## ATTACHMENT I

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	9
Aggravated Assault	1	0	12
Aggravated Assault on Operator	0	0	0
Battery	3	0	11
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
<b>SUB-TOTAL</b>	<b>6</b>	<b>0</b>	<b>36</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	1	7
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
<b>SUB-TOTAL</b>	<b>1</b>	<b>1</b>	<b>10</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	2	0	14
Trespassing	0	0	33
<b>SUB-TOTAL</b>	<b>2</b>	<b>0</b>	<b>49</b>
<b>TOTAL</b>	<b>9</b>	<b>1</b>	<b>95</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	1	0	4
Cal State LA	0	1	0	1
LAC/USC Medical Ctr	0	0	0	2
Alameda	1	0	0	2
Downtown	0	0	0	1
37th St/USC	1	0	0	8
Slauson	0	0	0	13
Manchester	0	0	2	17
Harbor Fwy	0	0	0	21
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	3	0	0	18
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	1	0	0	4
<b>Total</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>91</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	10
Misdemeanor	1	0	43
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>53</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	0	87
Vehicle Code Citations	2	0	42
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>129</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	5	64
Priority	Currently Unavailable	2	22
Emergency	Currently Unavailable	0	1
<b>TOTAL</b>	<b>0</b>	<b>7</b>	<b>87</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	3%
Proactive	88%	97%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	89%
Silver Line- LASD	93%

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

# K LINE

## ATTACHMENT I

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	5
Aggravated Assault	0	0	5
Aggravated Assault on Operator	0	0	0
Battery	3	1	22
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
<b>SUB-TOTAL</b>	<b>3</b>	<b>1</b>	<b>33</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	2	15
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	0	1	5
<b>SUB-TOTAL</b>	<b>1</b>	<b>3</b>	<b>21</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	4
Narcotics	0	0	6
Trespassing	5	0	31
<b>SUB-TOTAL</b>	<b>5</b>	<b>1</b>	<b>41</b>
<b>TOTAL</b>	<b>9</b>	<b>5</b>	<b>95</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	1	1	0	22
Martin Luther King Jr Station	0	0	1	9
Leimert Park Station	1	0	1	7
Hyde Park Station	1	0	0	10
Fairview Heights Station	0	0	0	4
Downtown Inglewood Station	0	0	1	3
Westchester / Veterans Station	1	0	0	5
LAX/Metro Transit Center	0	0	0	0

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	17
Misdemeanor	5	1	60
<b>TOTAL</b>	<b>5</b>	<b>3</b>	<b>77</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	11	3	63
Vehicle Code Citations	0	1	8
<b>TOTAL</b>	<b>11</b>	<b>4</b>	<b>71</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	68	1,160
Priority	Currently Unavailable	4	64
Emergency	Currently Unavailable	12	16
<b>TOTAL</b>	<b>0</b>	<b>84</b>	<b>1,240</b>

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

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 I

**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025**

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	2
Robbery	3	4	92
Aggravated Assault	6	2	131
Aggravated Assault on Operator	3	0	29
Battery	29	8	317
Battery Bus Operator	2	0	73
Sex Offenses	3	1	41
<b>SUB-TOTAL</b>	<b>46</b>	<b>15</b>	<b>686</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	17	3	149
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	3
Arson	0	0	0
Vandalism	8	3	121
<b>SUB-TOTAL</b>	<b>25</b>	<b>7</b>	<b>274</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	33
Narcotics	3	6	111
Trespassing	1	1	31
<b>SUB-TOTAL</b>	<b>4</b>	<b>7</b>	<b>175</b>
<b>TOTAL</b>	<b>75</b>	<b>29</b>	<b>1,135</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	36
San Fernando	0	7
San Gabriel Valley	7	59
Gateway Cities	9	86
South Bay	11	121
<b>Total</b>	<b>29</b>	<b>309</b>

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	18
West Valley	2	23
North Hollywood	2	33
Foothill	4	16
Devonshire	2	12
Mission	1	22
Topanga	0	7
Central Bureau		
Central	10	144
Rampart	5	46
Hollenbeck	3	28
Northeast	2	26
Newton	7	63
West Bureau		
Hollywood	1	37
Wilshire	6	40
West LA	1	27
Pacific	2	15
Olympic	6	68
Southwest Bureau		
Southwest	10	65
Harbor	1	14
77th Street	5	88
Southeast	4	33
<b>Total</b>	<b>75</b>	<b>825</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	8	199
Misdemeanor	12	33	467
<b>TOTAL</b>	<b>13</b>	<b>41</b>	<b>666</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	42	36	1,412
Vehicle Code Citations	159	16	1,670
<b>TOTAL</b>	<b>201</b>	<b>52</b>	<b>3,082</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	161	1,934
Priority	Currently Unavailable	73	1,019
Emergency	Currently Unavailable	9	49
<b>TOTAL</b>	<b>0</b>	<b>243</b>	<b>3,002</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	3%
Proactive	0%	97%
<b>TOTAL</b>	<b>0%</b>	<b>100%</b>

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 I

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	1	6
Aggravated Assault	1	15
Aggravated Assault on Operator	0	0
Battery	3	44
Battery Rail Operator	0	0
Sex Offenses	0	5
<b>SUB-TOTAL</b>	<b>5</b>	<b>72</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	24
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	15
<b>SUB-TOTAL</b>	<b>1</b>	<b>40</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	5	15
Trespassing	2	43
<b>SUB-TOTAL</b>	<b>7</b>	<b>59</b>
<b>TOTAL</b>	<b>13</b>	<b>171</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	36
Misdemeanor	16	71
<b>TOTAL</b>	<b>19</b>	<b>107</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	11	701
Vehicle Code Citations	0	7
<b>TOTAL</b>	<b>11</b>	<b>708</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	32%
Proactive	68%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	82%

LEGEND	
Los Angeles Police Department	



# 7TH & METRO STATION

## ATTACHMENT I

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 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
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>
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
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	1
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>
<b>TOTAL</b>	<b>0</b>	<b>3</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	2
Misdemeanor	1	1
<b>TOTAL</b>	<b>2</b>	<b>3</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	26%
Proactive	74%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	84%

LEGEND	
Los Angeles Police Department	



## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment I

#### Sexual Crimes / Harassment Calls for Service May 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 May 1 and May 31, Metro Transit Security, LAPD and LASD received eleven (11) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	May 25	Apr 25	% Change	May 25	Apr 24	% Change
Sexual Harassment	1	1	0.0%	1	0	100.0%
Sexual Battery	5	1	400.0%	5	6	-16.7%
Lewd Conduct	3	2	50.0%	3	1	200.0%
Indecent Exposure	2	1	100.0%	2	5	-60.0%
Rape	0	2*	-100.0%	0	0	0.0%
TOTAL	11	7	57.1%	11	12	-8.3%

*\*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	
	May 2025
Yes	11
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	11

## Frontline Safety – Additional Data (May 2025)

### Operator Safety

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

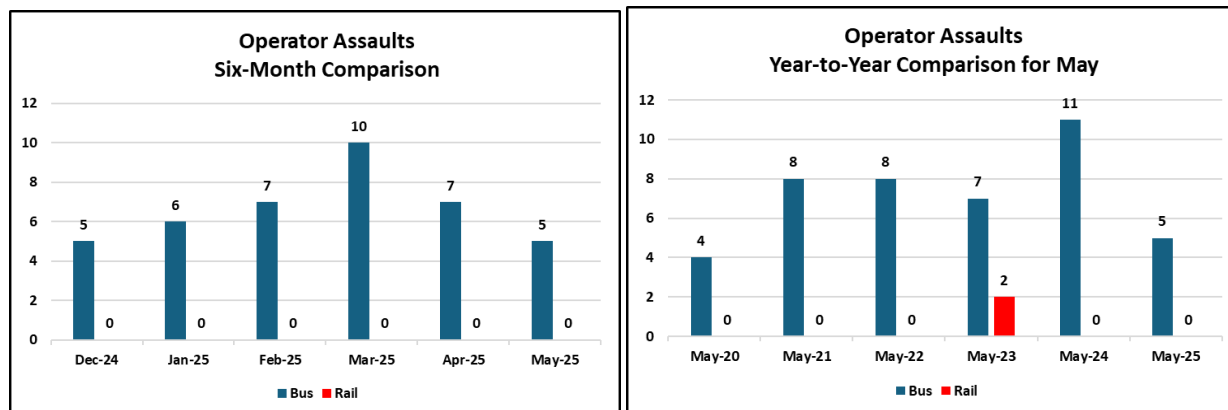


Figure A (Left) and Figure B (Right)

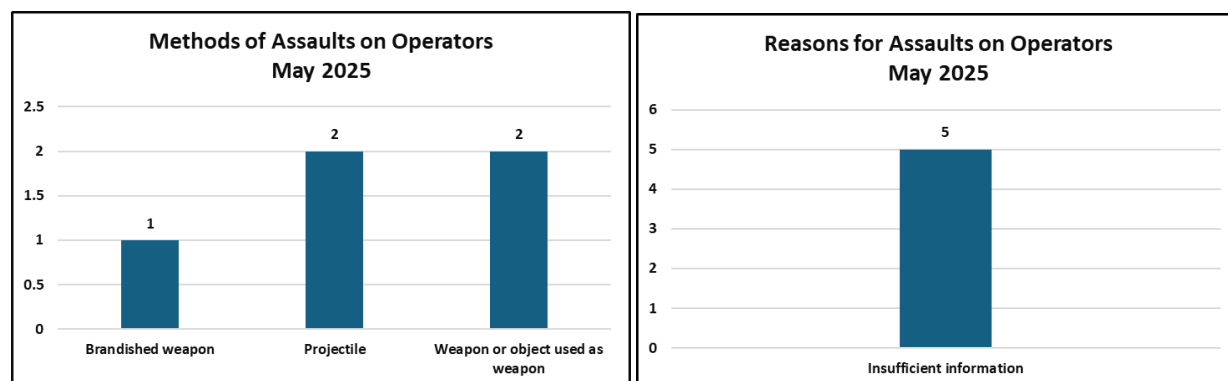


Figure C (Left) and Figure D (Right)

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

## Attachment J

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
5/5/2025	6:10	240	8450	Devonshire & Reseda	Suspect got upset, ripped wiring on rear door and urinated on victim's leg and boots through the barrier.	Barrier present - closed	Insufficient information	Projectile	No
5/10/2025	12:25	N/A	N/A	San Fernando & Paxton	Suspect used vehicle to intentionally hit bus during road rage incident. Suspect brandished firearm.	Outside of operator area	Insufficient information	Weapon or object used as weapon	No
5/14/2025	2:00	224	2000	Foothill & Roxford	Suspect was angry at operator, brandished a firearm at victim from outside of the operator's window.	Outside of operator area	Insufficient information	Brandished weapon	No
5/14/2025	11:25	108	5911	E Slauson & S Central Ave	Four juveniles threw water at victim.	Barrier present - closed	Insufficient information	Projectile	No
5/17/2025	13:09	690	6141	Foothill Blvd & Foothill Pl	Suspect threw a box of pudding at moving bus, shattering the front window.	Outside of operator area	Insufficient information	Weapon or object used as weapon	Yes

### ***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 May 2025 was 1.06, compared to 1.12 in April 2025. This means that over the last 12 months ending May 2025, there was an average of 1.06 assaults per 100,000 revenue miles, a 5.3% decrease compared to the 12 months ending April 2025.

### ***Other Frontline Staff Safety***

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

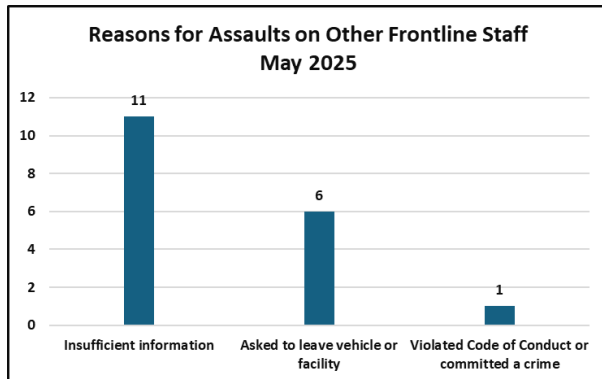
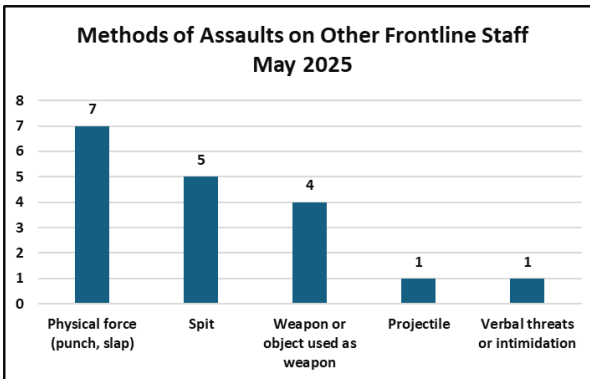


Figure E (Left) and Figure F (Right)



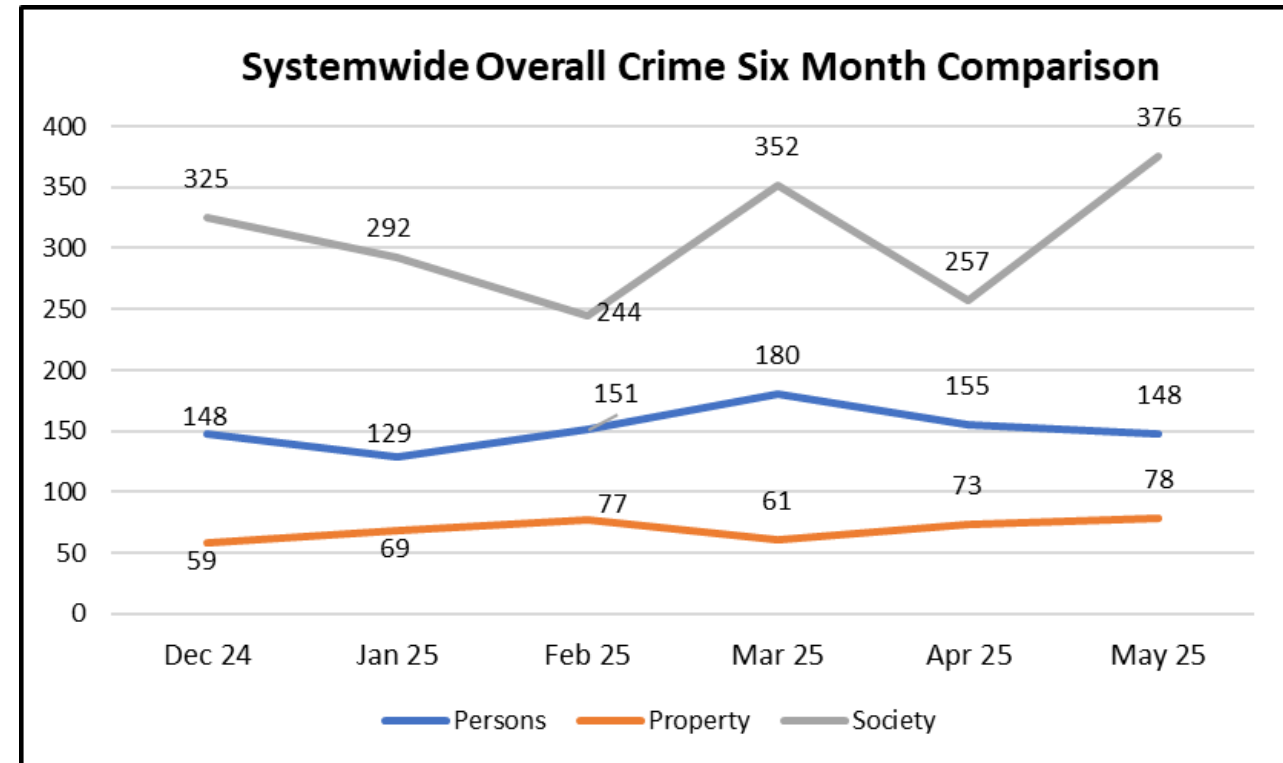
# Monthly Update On Public Safety

*Operations, Safety, & Customer Experience  
Committee Meeting  
July 17, 2025*

# SYSTEMWIDE CRIME STATS

May 2025 vs. April 2025

- **Crimes Against Persons** decreased by 4.5%, mainly due to decreases in aggravated assaults and batteries.
  - This marked the **lowest total for May systemwide** since 2021.
- **Crimes Against Property** increased by 6.8%, with a decrease in vandalism on the rail system offset by an increase in thefts on the bus system.
  - Law enforcement did not observe any patterns between the thefts, but they are continuing to monitor for any suspicious activity.
- Arrests for **Crimes Against Society** increased by 46.3%.
  - The increase is in arrests and could be due to LAPD's enhanced deployment and their three-day narcotics operation at the end of the month.

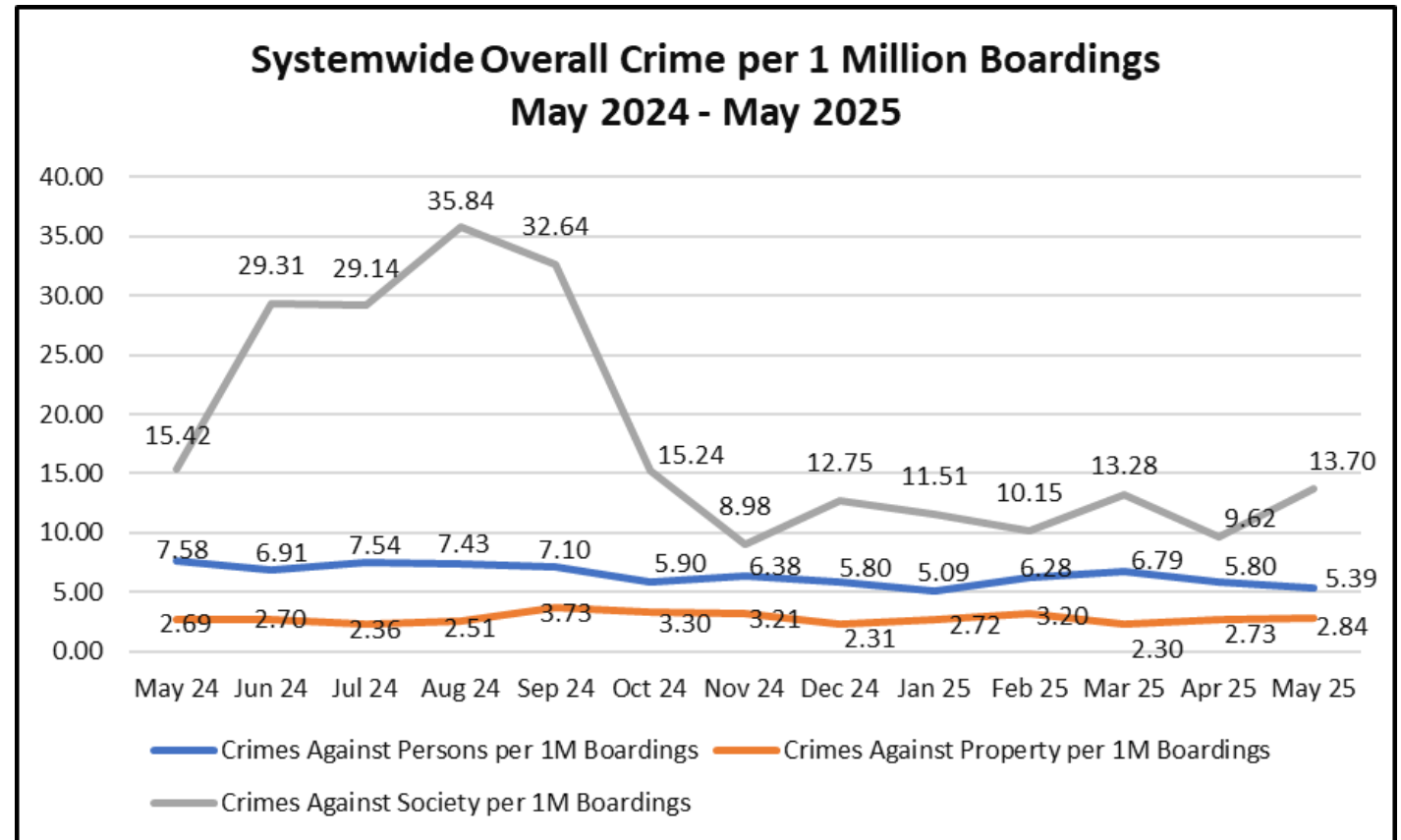


# SYSTEMWIDE CRIME STATS

May 2025 vs. May 2024

## Per One Million Boardings

- **Crimes Against Persons** decreased by 28.9% (5.39 vs. 7.58 in May 2024).
  - 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 May** since 2019.
- **Crimes Against Property** increased by 5.6% (2.84 vs. 2.69 in May 2024).
- **Crimes Against Society** decreased by 11.2% (13.70 vs. 15.42 in May 2024).





# ENGAGED & VISIBLE DEPLOYMENT

May 2025

## LAW ENFORCEMENT

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

- Officers made 589 arrests and issued 875 citations.

## CUSTOMER SENTIMENT

- *Reddit* – a post about how much the B Line has changed generated positive engagement. The rider stated that his ride from South Pasadena to Hollywood was a “sea of difference” from before, due to the high presence of security personnel.
- *Reddit* – a post about all the various ways that Metro is trying to improve safety by trying new safety measures, such as the weapons detection program and taller faregates, generated positive engagement.

## TRANSIT SECURITY

- TSOs issued 426 citations and 279 written warnings.
  - 74% of violations issued at TAP-to-Exit locations
    - TAP-to-Exit has been paused at Union Station & North Hollywood since April 10, but these stations still had some citations due to continued efforts by MTS to enforce the Code of Conduct

Bus Safety Teams conducted end-of-line operations during Owl Service at the J Line El Monte Station.

## METRO AMBASSADORS

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

- 5,528 cleanliness issues
- 3,995 graffiti incidents
- 600 elevator and escalator problems

## END OF LINE OPERATIONS

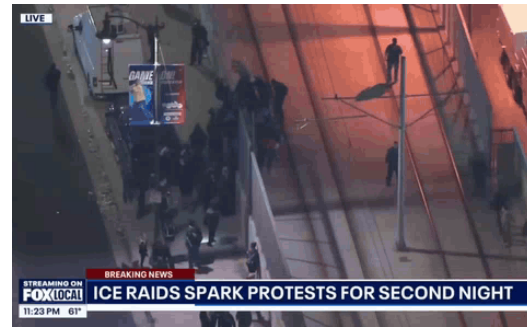
Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations.

- May 2025 recorded a 98% decrease in refusals to exit the train compared to May 2024.

# ACCESS CONTROL

## Station Experience Updates

- **Tactical interventions to protect A Line safety & service during ICE unrest**
- **Taller faregates at LAX/Metro Ctr lead to highest paid ridership ever on C & K Lines**
  - More paid fares here than all other K Line stations **combined** (2,647 vs. 2,451)
  - #1 C Line station with most paid entries (+71% higher vs. #2 Willowbrook/Rosa Parks)
- **Working with LAFD to reinstate TAP-to-Exit as reported issues rise & fare revenues drop during TAP-to-Exit pause within City of LA**
  - +116% increase in reported security incidents at **Union Station** and +67% increase at **NoHo**
  - Total loss -\$34,887 in City of LA's first month
- **City of LA extends lighting upgrades surrounding Vermont/Athens**
- **Renewed efforts to address persistent vandalism at Reseda**
- **Westlake/MacArthur Park undergoes outdoor plaza facelift**



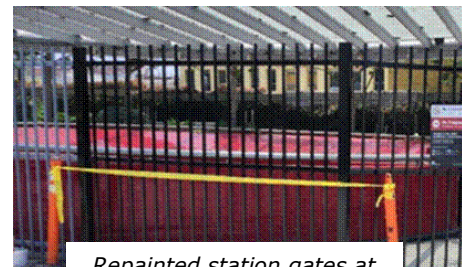
Taller faregates at LAX/Metro Ctr



Lighting upgrades surrounding Vermont/Athens



Outside vandalism returns to Reseda



Repainted station gates at Westlake/MacArthur Park



New life-like green construction banners on fences at Westlake/MacArthur Park



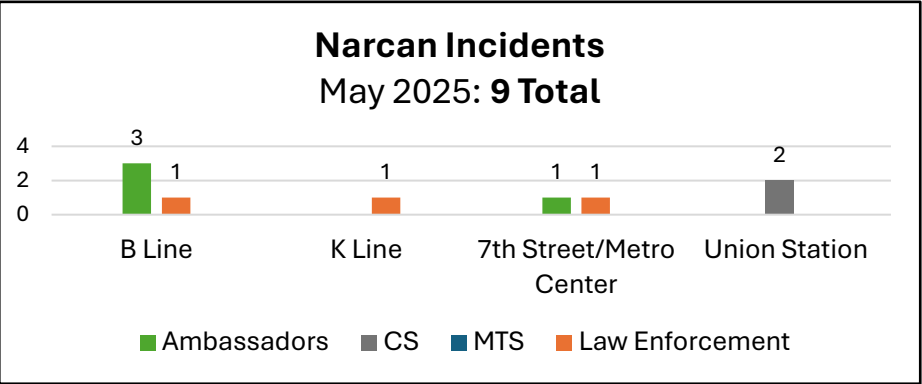
# PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

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, in FY25 (July 2024 through May 2025):



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



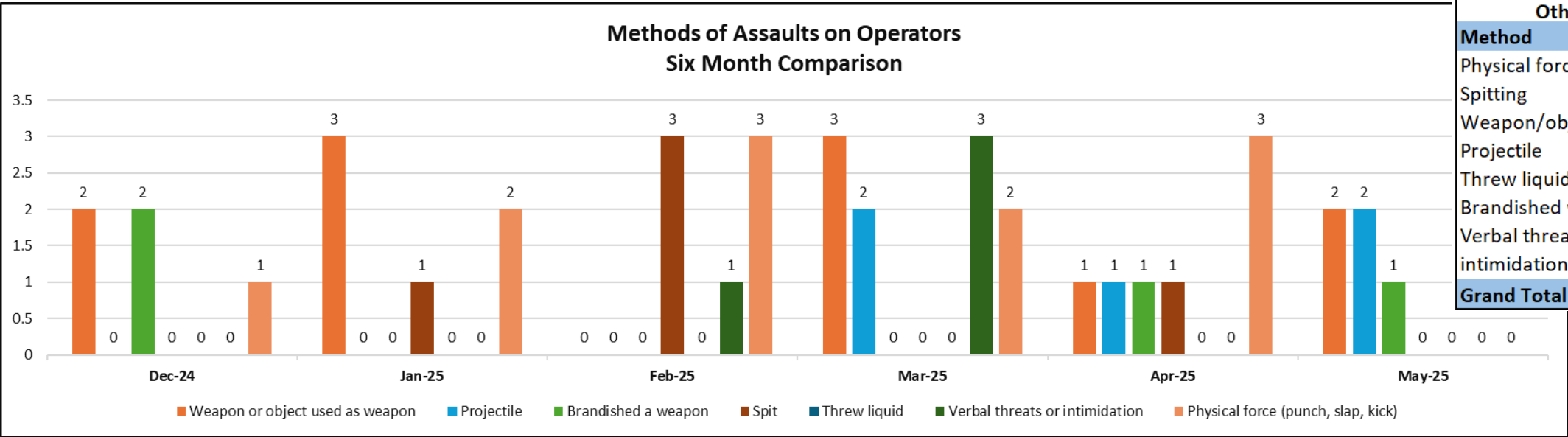
# PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

## Frontline Safety

- 23 assaults on Metro frontline personnel:
  - **5 Operator Assaults** (from 7 in April)
  - **18 Other Frontline Staff** (from 14 in April)
- Using a weapon or object, projectile, and brandishing a weapon were the methods of assaults on operators in May.
  - In May, 1,546,808 revenue miles were traveled between each operator assault.
- Using physical force was the top method of assault on other frontline staff, followed by spitting, using a weapon/object/projectile, and verbal threats.

**Staff continues to see a decrease in assault severity on bus operators, as retrofit enclosed bus barriers help prevent serious injuries.**

- Staff will continue to analyze assaults for trends in gap exploitation as more months of data are collected.



Methods of Assaults on Other Frontline Staff		
Method	Apr-25	May-25
Physical force	6	7
Spitting	1	5
Weapon/object	0	4
Projectile	3	1
Threw liquid	2	0
Brandished weapon	1	0
Verbal threats or intimidation	1	1
Grand Total	14	18