

# 2025

## Monthly Update On Public Safety

*Operations, Safety, & Customer Experience Committee Meeting  
May 15, 2025*



# ENGAGED & VISIBLE DEPLOYMENT

## LAW ENFORCEMENT

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

- Officers made 514 arrests and issued 765 citations.

## CUSTOMER SENTIMENT

- *Reddit* – A rider complimented Metro police officers for checking everyone's TAP cards and being more visible on the A Line.
- *Instagram* – A Metro post on G Line improvements generated positive engagement, with many people leaving positive comments about bus safety and reliability improvements.

## TRANSIT SECURITY

- TSOs issued 183 citations and 79 written warnings.
  - 87% of violations issued at TAP-to-Exit locations

They also provided support at Firestone & Lake stations(A Line) during the rollout of the taller faregates.

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

## METRO AMBASSADORS

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

- 3,645 Cleanliness Issues
- 2,373 Graffiti Incidents
- 552 Elevator and Escalator Problems

## END OF LINE OPERATIONS

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

- CS officers cleared 15,758 trains and offloaded 7,763 patrons.

# ACCESS CONTROL

- **Firestone Faregate Survey Shows 95% Support**
  - 9 out of 10 live within station zip code (95% BIPOC)
  - 98% say cleaner station & easier entry/exit
  - 97% feel safer entering, waiting, and riding
  - 97% want to see expansion to more stations
- **Safe, clean, free-to-use Throne Bathrooms expanding to more stations**
  - Chinatown (A), Memorial Park (A), Vermont/Sunset (B), Culver City (E)
- **Upgraded BikeLink Lockers see +200% growth**



Over 100 Firestone Riders Recently Surveyed



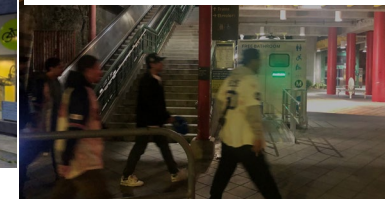
Observatory-bound tourist snaps photo at Vermont/Sunset



Chinatown Throne Sees Uptick After Dodger Games + Adjacent Building Security Approves of New Amenity



Culver City Throne near Ivy Station



Before & After



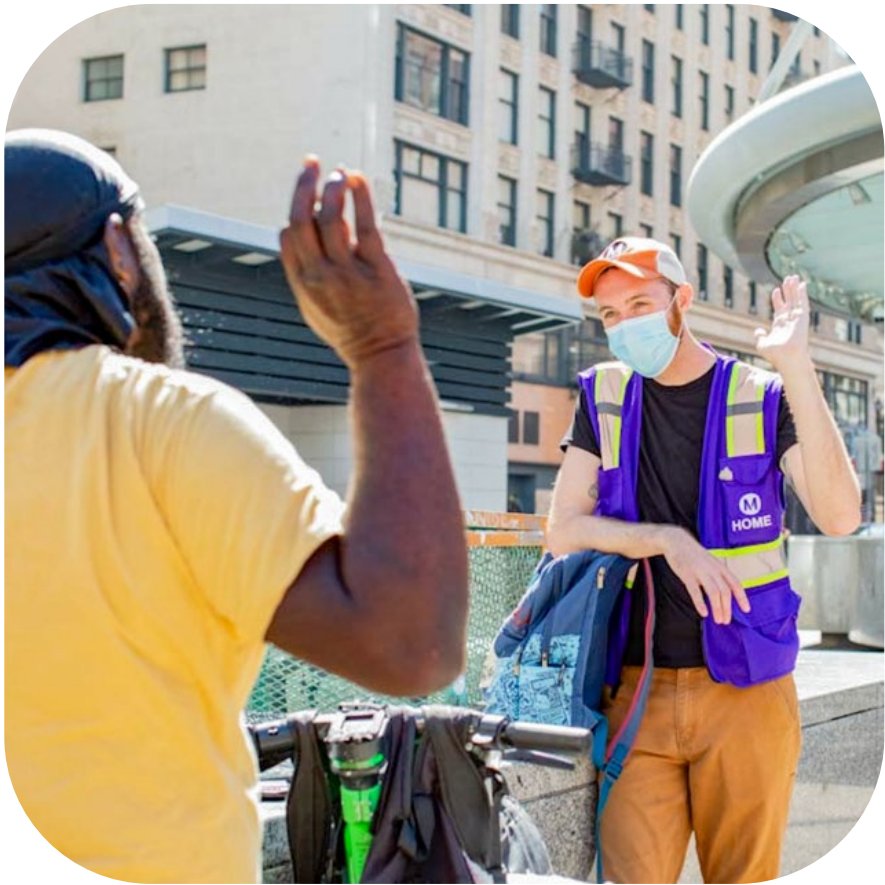
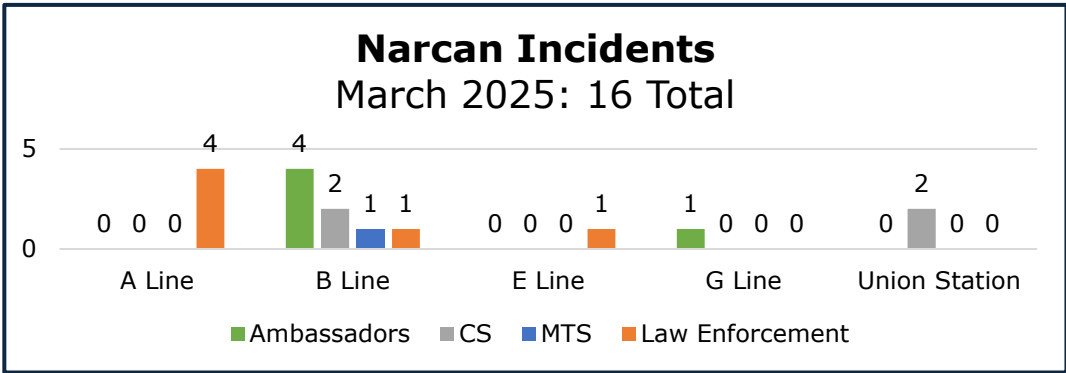
# PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

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.

In the first three quarters of FY25:



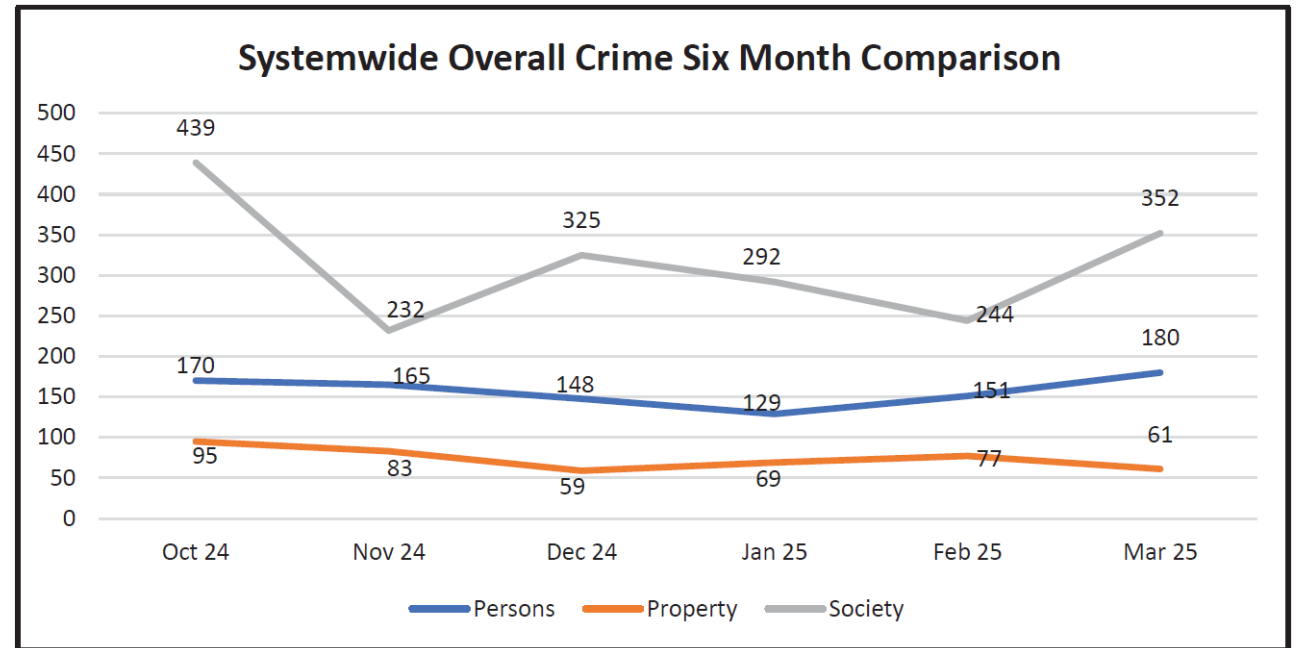
Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources.



# PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

## March 2025 vs. February 2025

- **Crimes Against Property** decreased by 20.8%, driven by fewer thefts.
- **Crimes Against Persons** increased by 19.2% due to a rise in aggravated assaults that occurred mid-month.
  - However, they declined again, seen as a temporary fluctuation without systemic drivers.
- **Crimes Against Society** increased by 44.3%.
  - LAPD provided extra patrols to Union Station for TAP-to-Exit, which generated additional crime reports and arrest activity.



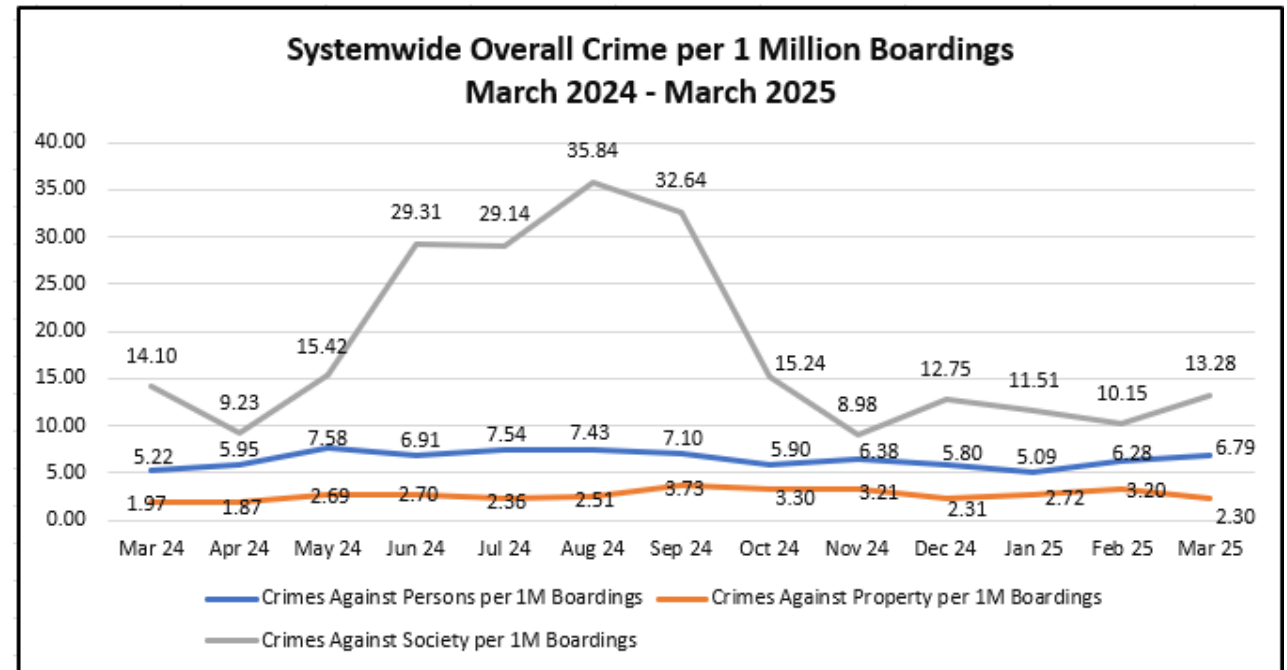


# PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

## March 2025 vs. February 2025

*Per one million boardings*

- **Crimes Against Property** decreased by 28.2%, driven by fewer thefts.
- **Crimes Against Persons** increased by 8% due to a rise in aggravated assaults that occurred mid-month.
  - However, they declined again, seen as a temporary fluctuation without systemic drivers.
- **Crimes Against Society** increased by 30.8%.
  - LAPD provided extra patrols to Union Station for TAP-to-Exit, which generated additional crime reports and arrest activity.



# PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

- 24 assaults on Metro frontline personnel:
  - **10 Operator Assaults** (from 7 in February)
  - **14 Other Frontline Staff** (from 16 in February)
- Using physical force, using a weapon or object, projectile, and making verbal threats/intimidation were the methods of assaults on operators.
- In March, 782,820 revenue miles were traveled between each operator assault.

An analysis of the top ten bus lines for January to March 2024 vs. 2025 reveals a **22% decrease in assaults** (23 vs. 18).

- March 2024: 9 out of 10 assaults caused injuries, with 4 operators needing medical treatment
- March 2025: Of 10 assaults, none required medical treatment

