



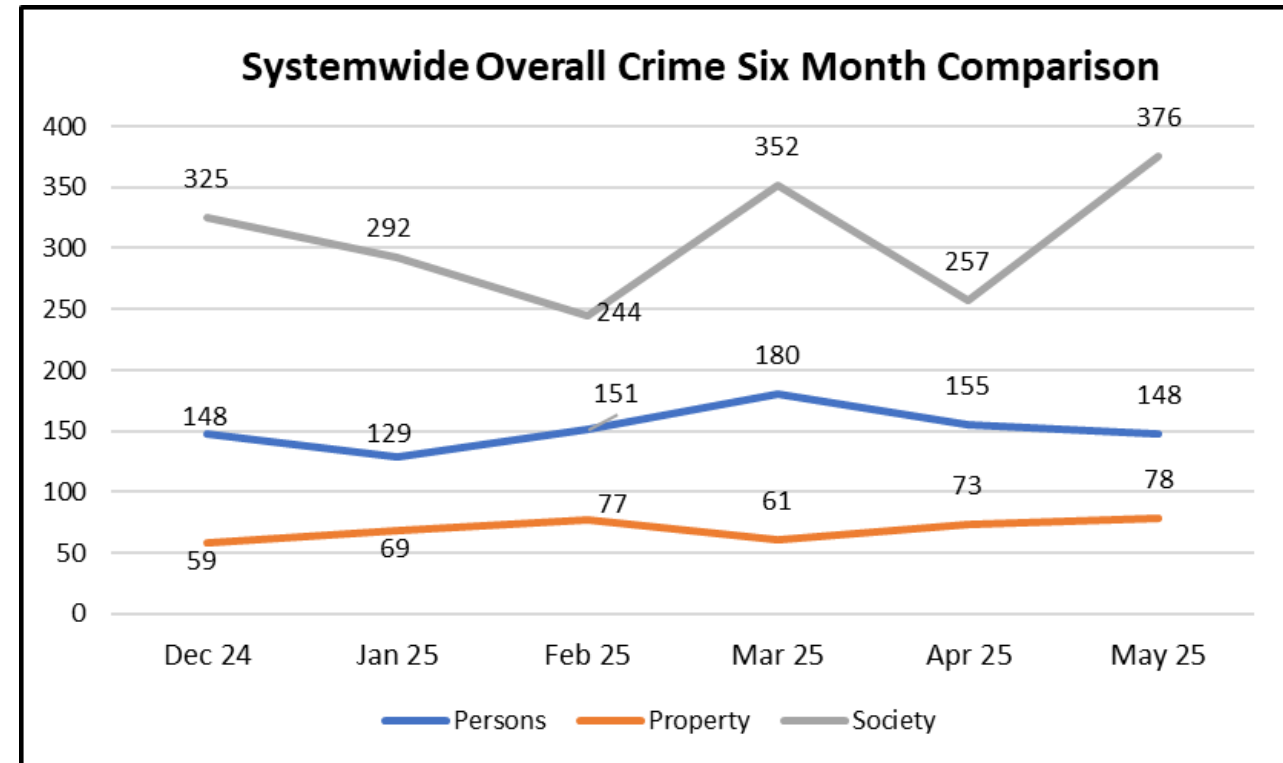
Monthly Update On Public Safety

*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.

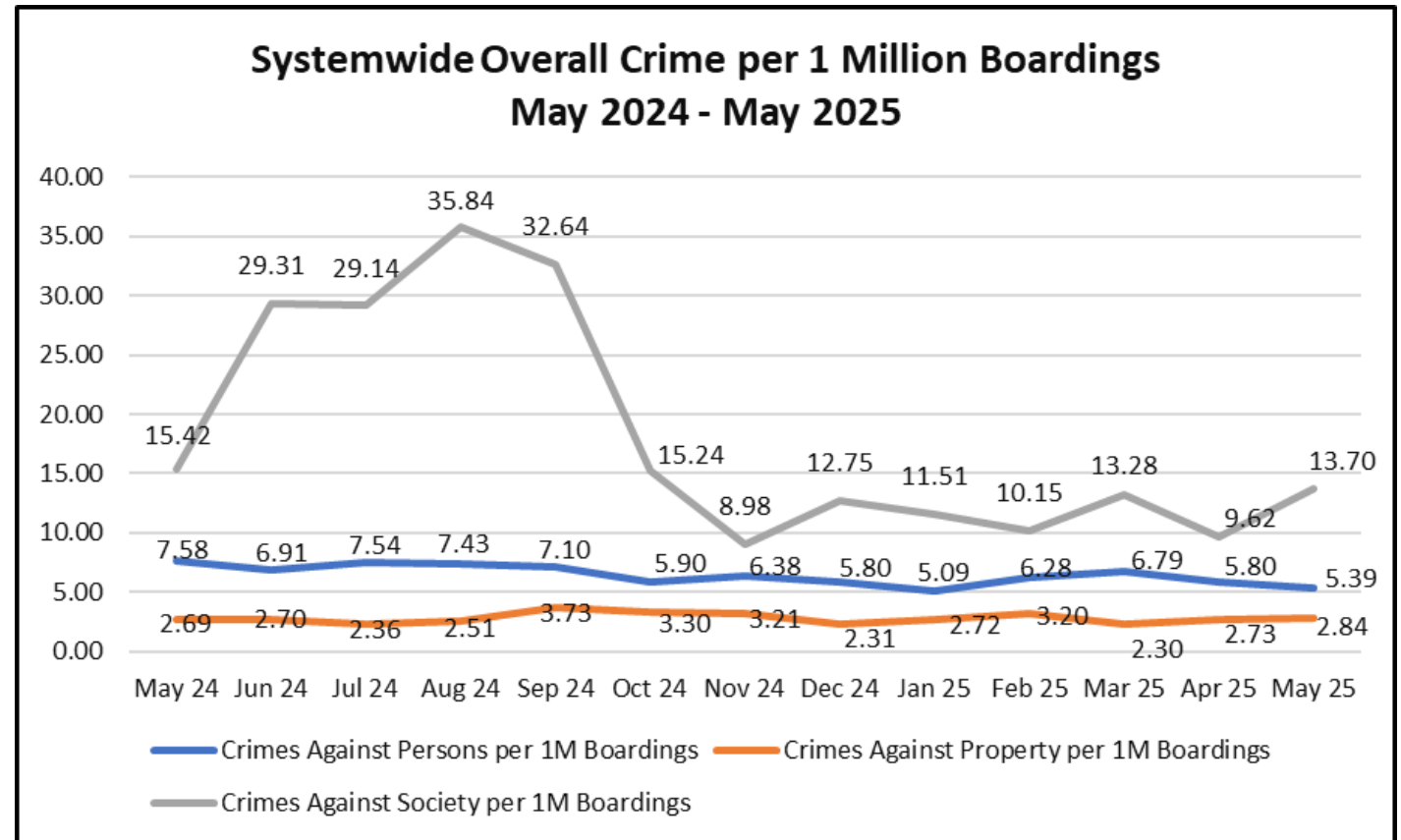


SYSTEMWIDE CRIME STATS

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

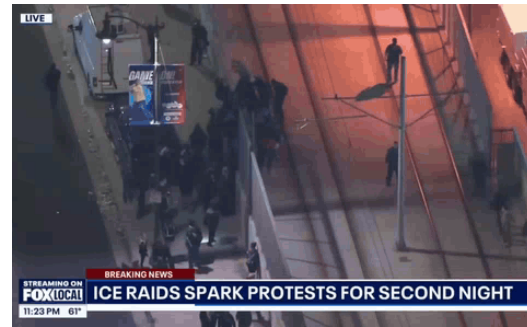
Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations.

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

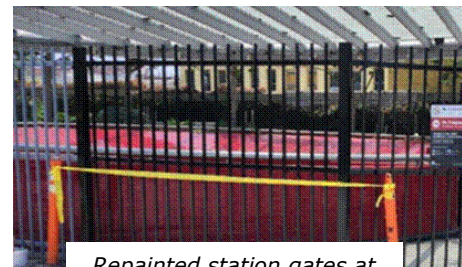
ACCESS CONTROL

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



Repainted station gates at Westlake/MacArthur Park



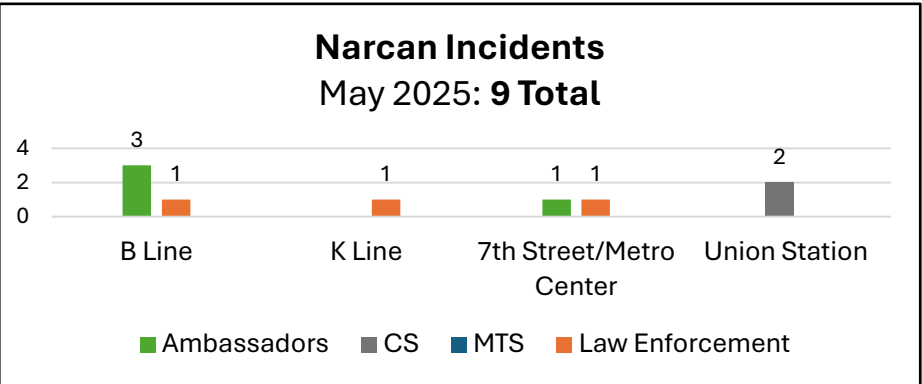
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

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.



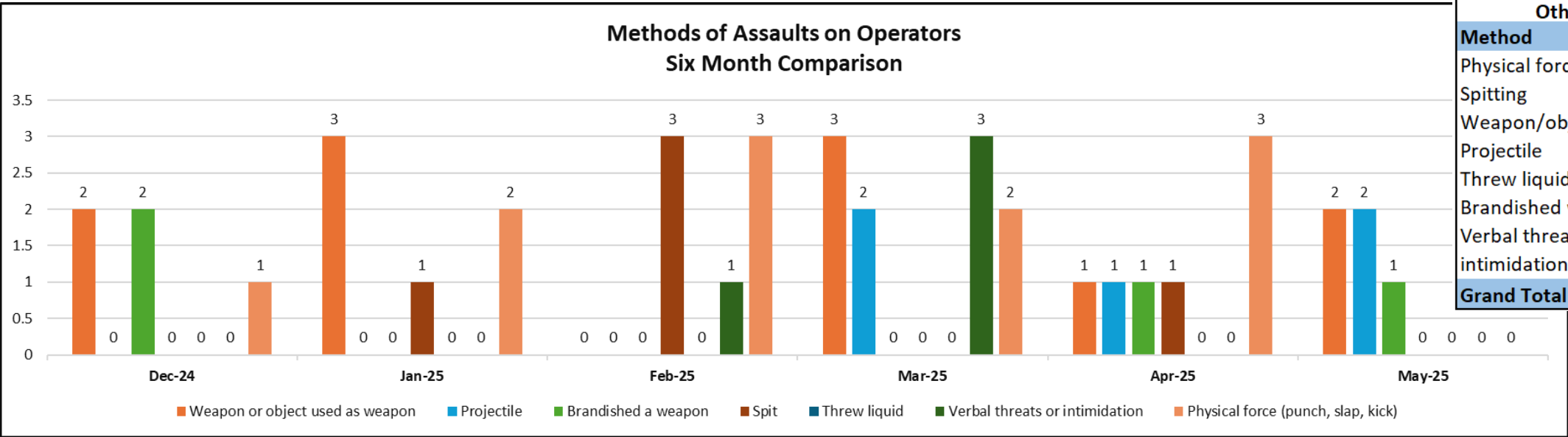
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

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