

Frontline Safety – Additional Data (March 2025)

Operator Safety

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

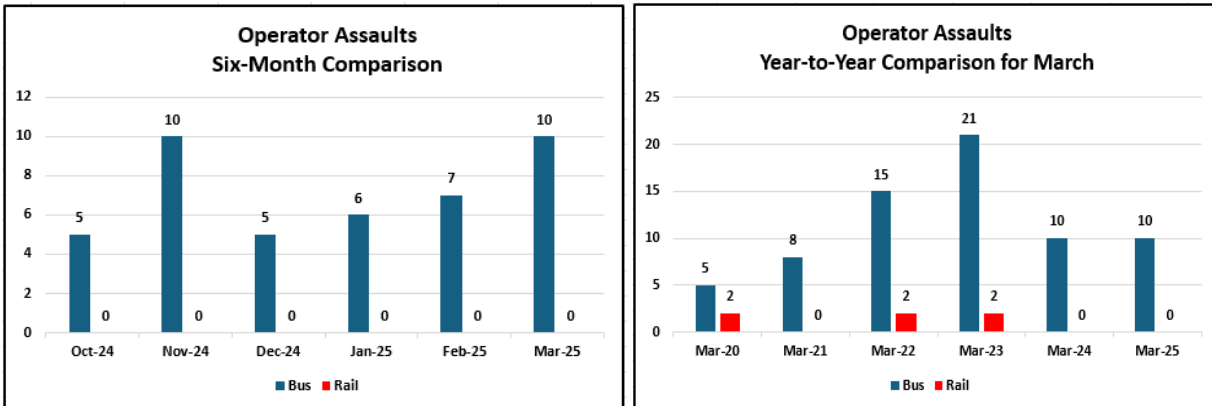


Figure A (Left) and Figure B (Right)

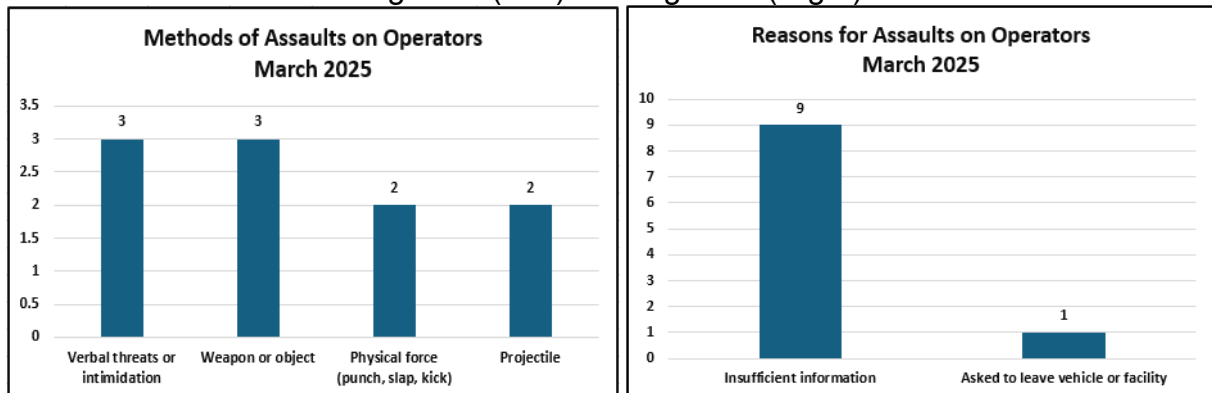


Figure C (Left) and Figure D (Right)

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

Attachment H

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
3/1/2025	0:00	60	3982	Main & 5th Street	Suspect spat at victim then swung a skateboard at the barrier glass.	Barrier present - closed	Insufficient information	Weapon or object used as a weapon	No
3/2/2025	17:23	901	3997	8234 Can Nuys Blvd	Suspect attempted to fight victim. Suspect attempted to gain access to driver seat and flee. No physical contact between the operator and suspect.*	Barrier present - closed	Insufficient information	Verbal threats or intimidation	No
3/4/2025	0:09	Div 1	N/A	1130 E. 6th Street	Victim asked suspect to leave lobby. Suspect grabbed victim's face breaking victim's glasses and causing injury to victim's face.*	Outside of operator area	Asked to leave vehicle or facility	Physical force (punch, slap, kick)	No
3/4/2025	16:15	53	1856	6th Street & Towne Ave	Suspect sprayed unknown aerosol at victim through the gap of the bus barrier.	Barrier present - closed	Insufficient information	Projectile	No
3/10/2025	7:39	204	8714	Vermont/120th, Los Angeles	Suspect poked bus operator with an unknown object outside of bus.	Outside of operator area	Insufficient information	Weapon or object used as a weapon	No
3/13/2025	13:56	901	19532	North Hollywood Station	Suspect struck operator's shoulder while operator attempted to wake up suspect.	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	No
3/15/2025	8:30	212	3858	Hollywood & Sycamore	Suspect pointed a BB gun at victim.	Barrier present - closed	Insufficient information	Verbal threats or intimidation	No
3/23/2025	0:02	720	8735	Burton & Sherbourne	Suspect brandished pepper spray towards victim.*	Barrier present - closed	Insufficient information	Verbal threats or intimidation	No
3/24/2025	6:00	4	9586	Santa Monica/5th, Santa Monica	Suspect arrested for pushing bus barrier into bus operator.	Barrier present - open	Insufficient information	Weapon or object used as a weapon	No
3/29/2025	14:55	720	8787	Wilshire & Normandie	Suspect threw beer at operator through driver side window which was open.	Barrier present - closed	Insufficient information	Projectile	No

*The total number of assaults in this report is higher than the total number of crimes categorized as operator assaults in the general crime report, because these three assaults were categorized as a different crime or as a more severe crime.

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 March 2025 was 1.18, compared to 1.19 in February 2025. This means that over the last 12 months ending March 2025, there was an average of 1.18 assaults per 100,000 revenue miles, a 0.8% decrease compared to the 12 months ending February 2025.

Other Frontline Staff Safety

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.

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

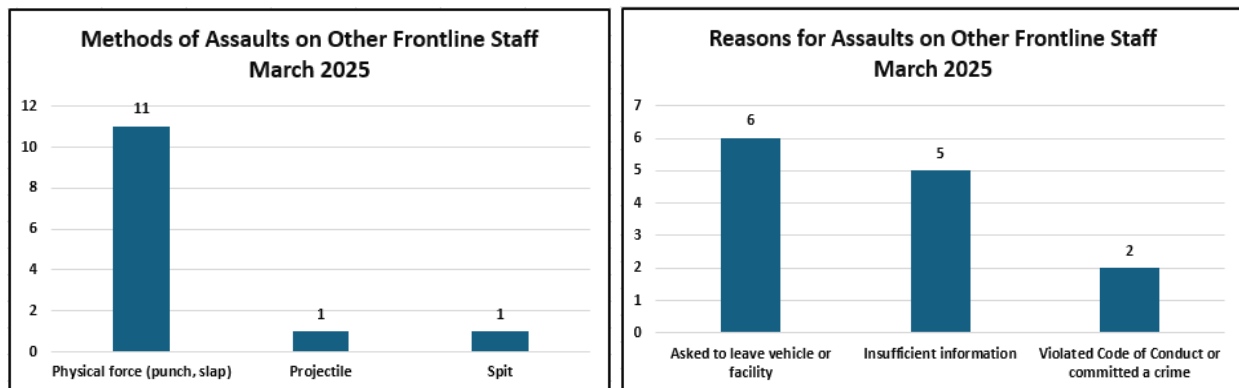


Figure E (Left) and Figure F (Right)