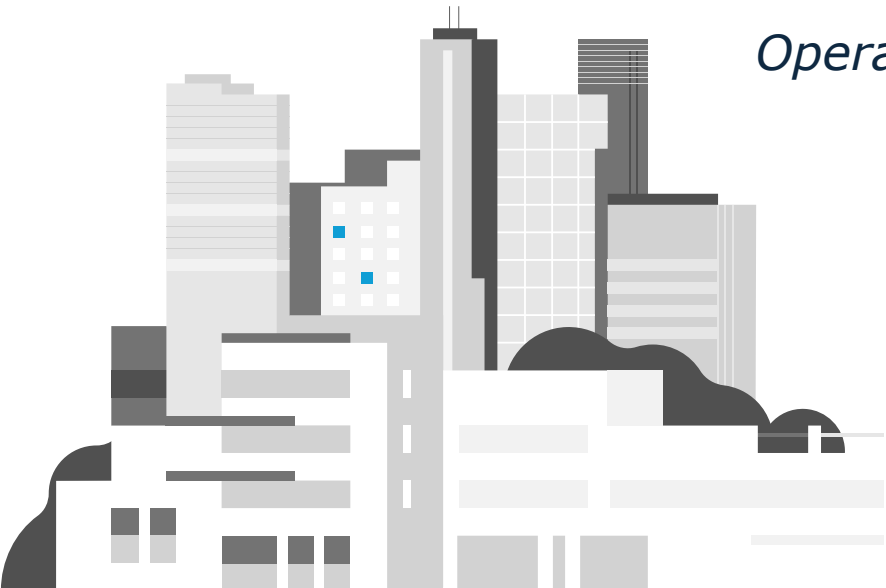


Monthly Update On Public Safety

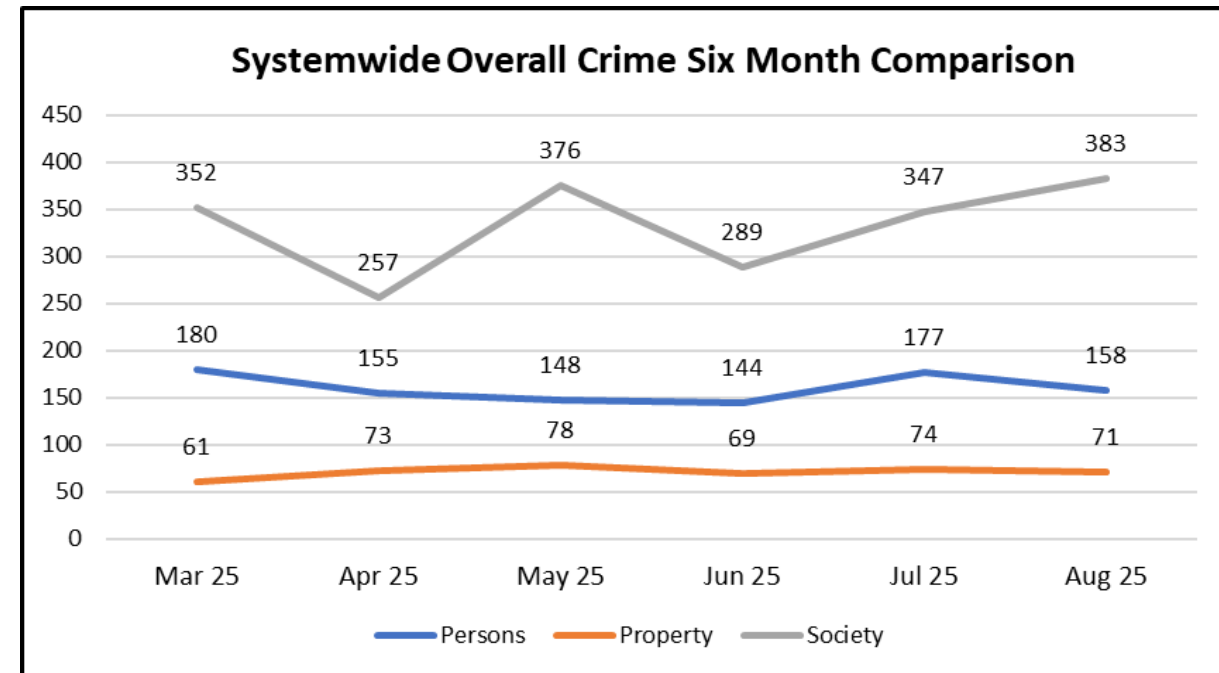
*Operations, Safety, & Customer Experience
Committee Meeting
October 16, 2025*



Systemwide Crime Stats

August 2025

- **Crimes Against Persons** decreased by 10.7% in August, mainly due to decreases in aggravated assaults and robberies.
 - This marks the **lowest total for August systemwide** since 2021.
- **Crimes Against Property** decreased by 4.1%, due to a decrease in thefts.
- Arrests for **Crimes Against Society** increased by 10.4%, due to increases in narcotics and trespassing arrests.
 - On August 4 and 25, LASD conducted an undercover operation at Filmore Station, resulting in a total of five arrests.
 - On August 11, LAPD conducted a crime suppression operation around North Hollywood Station, making a significant arrest for narcotics and loaded firearms.

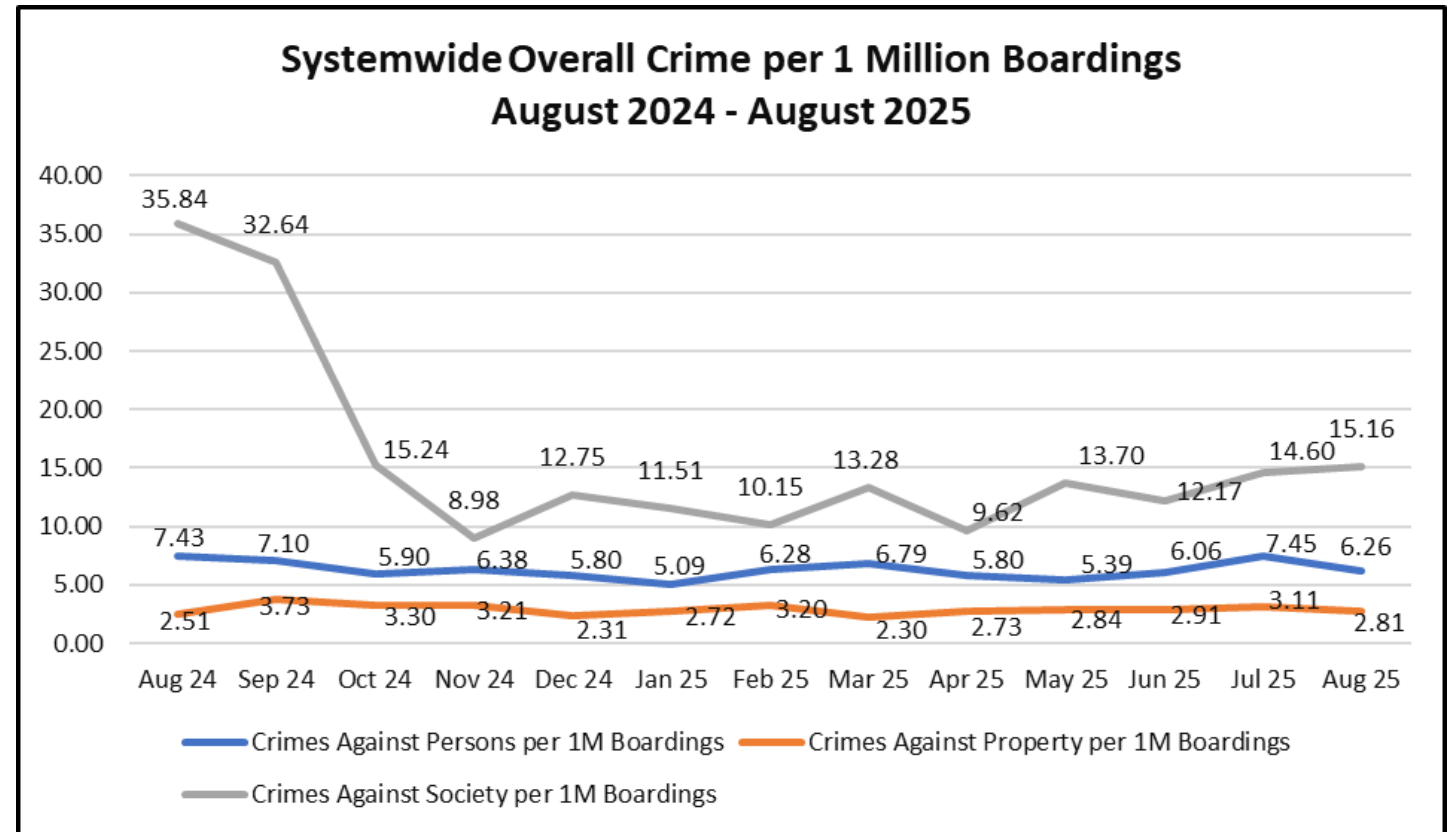


Systemwide Crime Stats

August 2025 vs. August 2024

Per One Million Boardings

- **Crimes Against Persons** decreased by 15.8% in August (6.26 vs. 7.43).
 - It is also the **lowest rate of incidents seen for the month of August** since 2019.
- **Crimes Against Property** increased by 11.9% (2.81 vs. 2.51).
- **Crimes Against Society** decreased by 57.7% (15.16 vs. 35.84).



Engaged & Visible Deployment

August 2025

LAW ENFORCEMENT

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

	August
Arrests	641
Citations	868

CUSTOMER SENTIMENT

- *Reddit* – a post on Reddit titled “I had a fun Metro Day trip today!” generated positive engagement, where the rider noted the new taller faregates at several stations along the B Line.

TRANSIT SECURITY

- TSOs issued 33 citations & 47 written warnings.
 - 83% of violations issued at TAP-to-Exit locations
 - Union Station & North Hollywood still had some citations due to continued efforts by MTS to enforce the Code of Conduct.

MTS also engages in educating patrons about having valid fare media on their TAP cards, explaining how TAP-to-Exit works, and overseeing the weapons detection pilot at designated stations.

Bus Safety Teams conducted EOL operations during Owl Service at Chatsworth and North Hollywood G Line Stations.

METRO AMBASSADORS

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

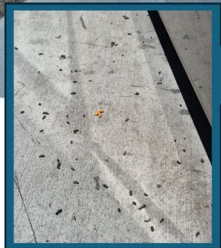
- 4,845 cleanliness issues
- 2,127 graffiti incidents
- 744 elevator and escalator problems

END OF LINE OPERATIONS

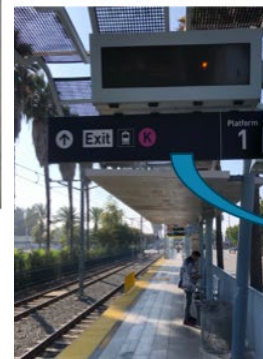
- Contract Security officers offload trains at 11 EOL rail stations.
- August: 94% decrease in refusals vs. August 2024.

Access Control & Station Experience

- Improved Wayfinding from Rail-To-Rail to Fairview Heights K Line Station
- Improved Wayfinding at Expo/Crenshaw Station for LAX Airport Travelers
- Landscaping & Environmental Improvements at El Monte Bus Station



Facilities Contracted Maintenance recently repaired drip irrigation lines damaged by rodent activity and replanted new landscaping in all planters at El Monte Station's Lower Level Courtyard



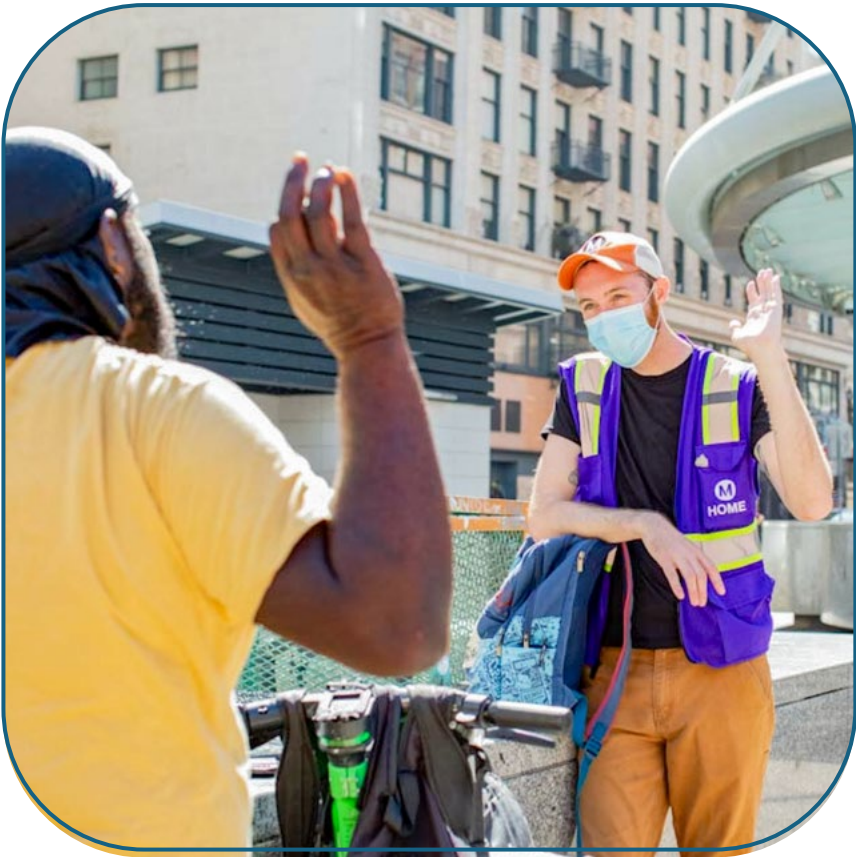
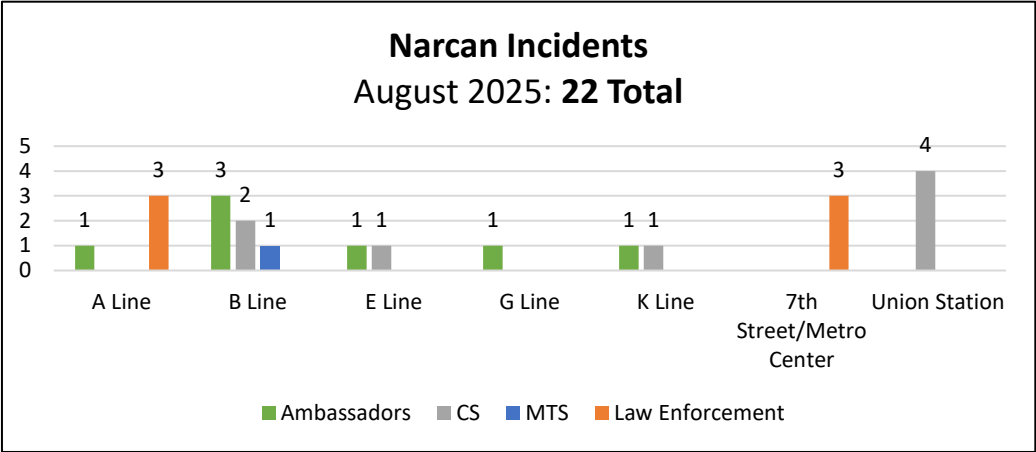
Partnerships to Mitigate Societal Issues

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 FY26 (July 2025 through August 2025):



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



Frontline Safety

- **In August, there were 18 assaults on Metro frontline personnel.**
- Using physical force, spitting, and using a weapon/object were the methods of assaults on operators.
 - In August, 1,537,464 revenue miles were traveled between each operator assault.
- Using physical force was the top method of assault on other frontline staff, followed by using a weapon/object/projectile and spitting.

Assaults on Metro Employees & Contractors		
Type	Jul-25	Aug-25
Bus Operators	2	5
Rail Operators	0	0
Transit Security Officers	0	0
Contract Security Officers	14	11
Ambassadors	3	0
Blue Shirts	0	0
Custodians	1	2
Total	20	18

Methods of Assaults on Operators
Six Month Comparison ending August 2025

