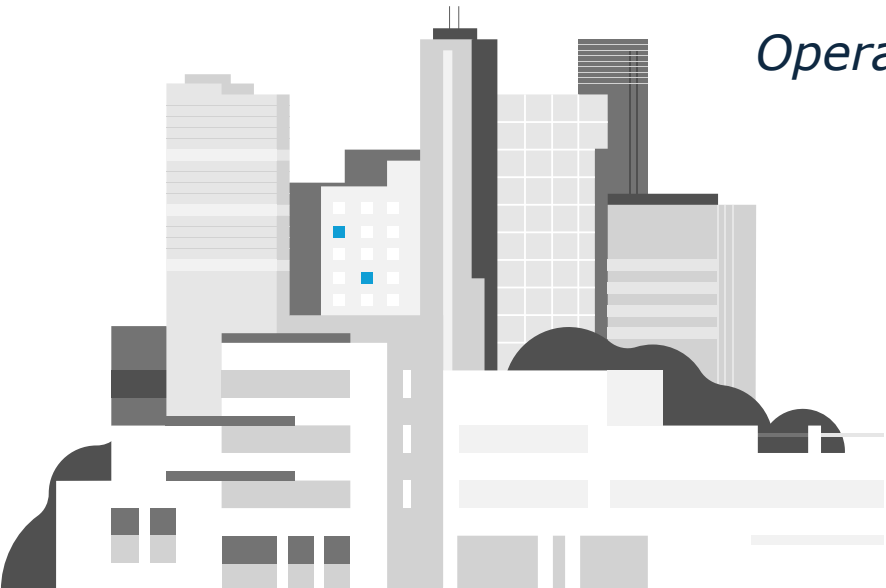


Monthly Update On Public Safety

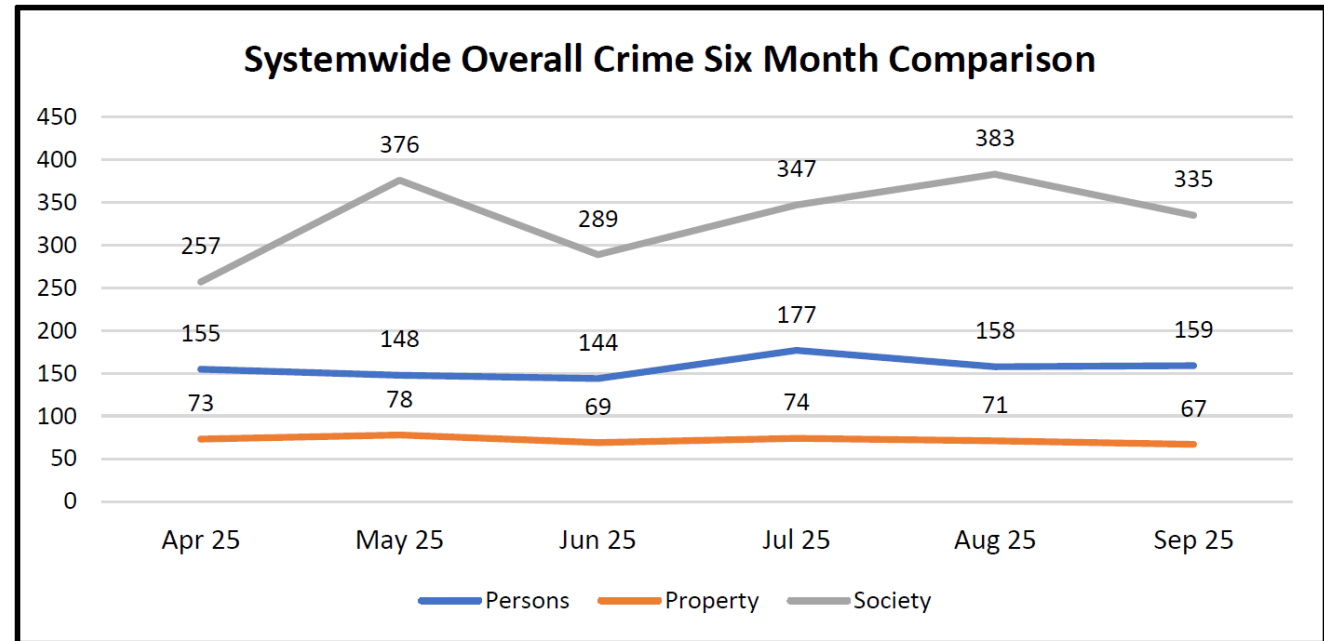
*Operations, Safety, & Customer Experience
Committee Meeting
November 20, 2025*



Systemwide Crime Stats

September 2025

- **Crimes Against Persons** remained relatively the same compared to the previous month (159 vs. 158).
- **Crimes Against Property** decreased by 5.6%, due to a decrease in vandalism.
- Arrests for **Crimes Against Society** decreased by 12.5%, due to decreases in narcotics and trespassing arrests.
 - On September 16, LASD conducted an undercover operation at Lake Station, targeting reported narcotics activity in the area, making 11 arrests.
 - On September 18, LASD conducted another operation in San Dimas to identify and disrupt criminal activity and enhance safety along the A Line.

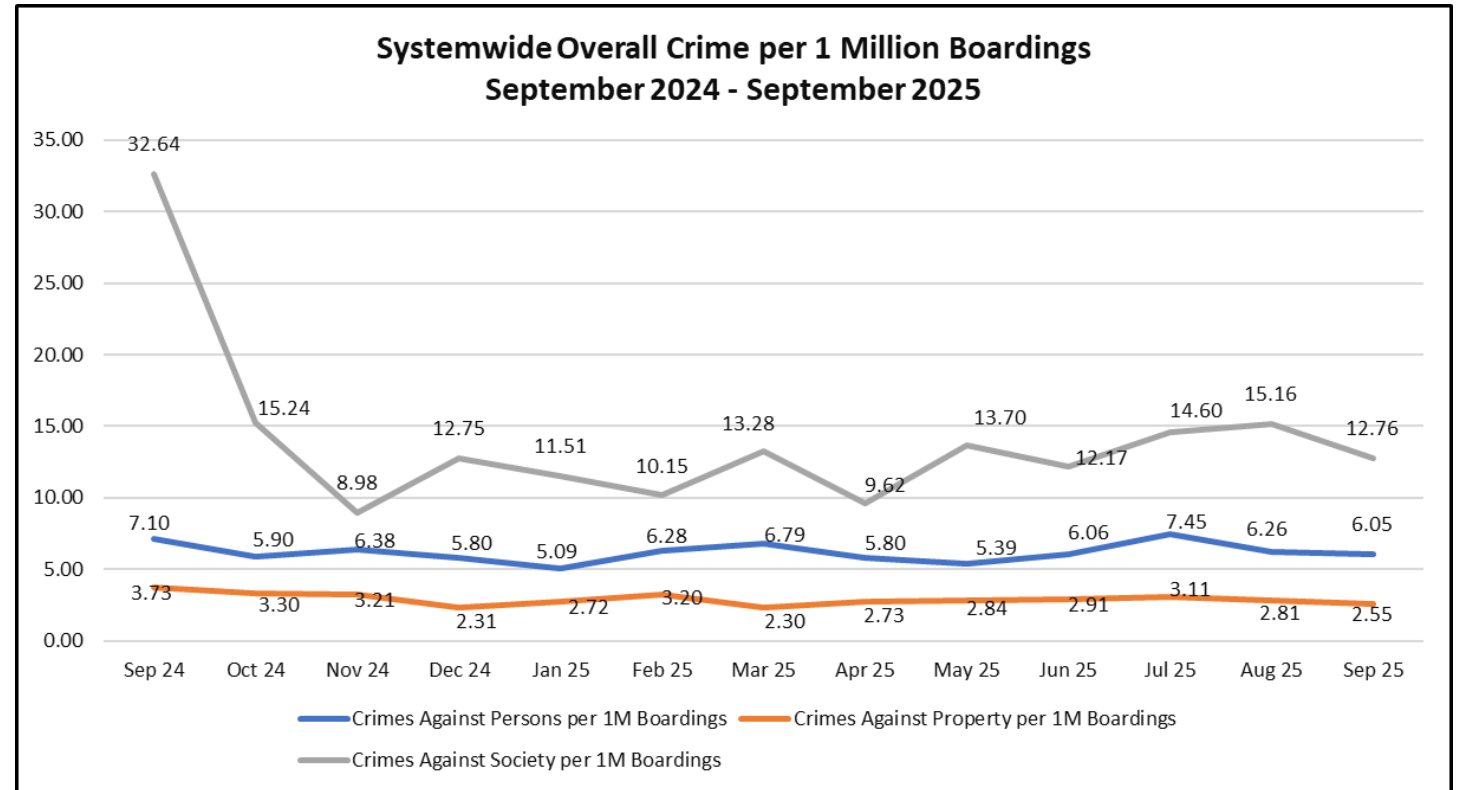


Systemwide Crime Stats

September 2025 vs. September 2024

Per One Million Boardings

- **Crimes Against Persons** decreased by 14.7% in September (6.05 vs. 7.10).
 - The **lowest rate of incidents seen for the month of September** since 2022.
- **Crimes Against Property** decreased by 31.7% (2.55 vs. 3.73).
 - The **lowest rate of incidents seen for the month of September** since 2022.
- **Crimes Against Society** decreased by 60.9% (12.76 vs. 32.64).



Engaged & Visible Deployment

**September
2025**

LAW ENFORCEMENT

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

	September
Arrests	551
Citations	659

CUSTOMER SENTIMENT

- *Reddit* – a post on Reddit titled, “First Month in LA – My Observations” generated positive engagement, when the rider stated they just moved to Los Angeles from Chicago, and the public transit system here is way better than people give it credit for. They noted that trains are clean, well-staffed, and that they have taken public transit every day and have yet to use the train without seeing an officer, security, or an Ambassador.

TRANSIT SECURITY

- TSOs issued 222 citations & 254 written warnings.
 - 23% of violations issued at TAP-to-Exit locations

MTS also educates patrons about having valid fare on their TAP cards, how TAP-to-Exit works, and oversees the weapons detection pilot at designated stations.

Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in DTLA.

METRO AMBASSADORS

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

- 6,847 cleanliness issues
- 2,913 graffiti incidents
- 925 elevator and escalator problems

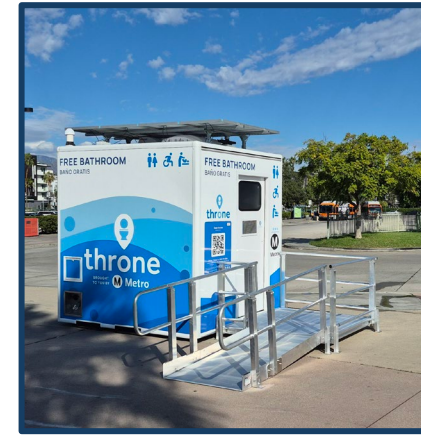
END OF LINE OPERATIONS

Contract Security officers offload trains at 11 EOL rail stations.

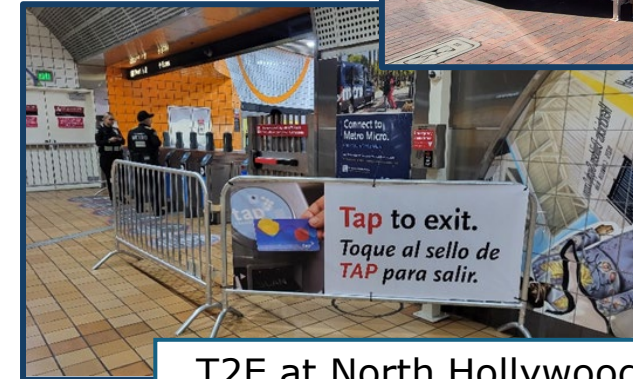
- September: 93% decrease in refusals vs. September 2024.

Access Control & Station Experience

- TAP-to-Exit expands to Pomona North; restarts at Union Station & North Hollywood
- Throne bathrooms expand to North Hollywood, Vermont/Beverly, South Pasadena, and Pomona North; public bathrooms now available at all 11 end-of-line stations
- Westlake/MacArthur Park Station gets taller faregates + enhanced configuration to improve compliance
- Manchester/I-110 Transitway Station (J Line) Mini-Makeover



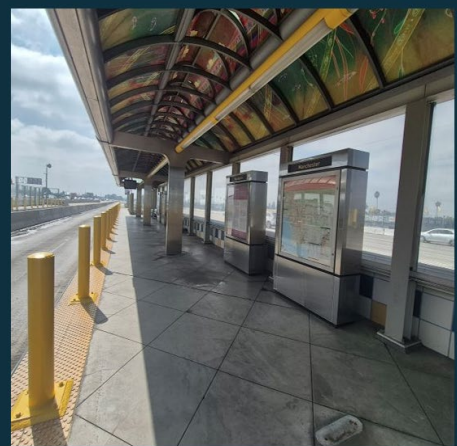
Thrones at
North Hollywood
& South Pasadena



T2E at North Hollywood



Before



After

Manchester/I-110
Transitway
Station (J Line)

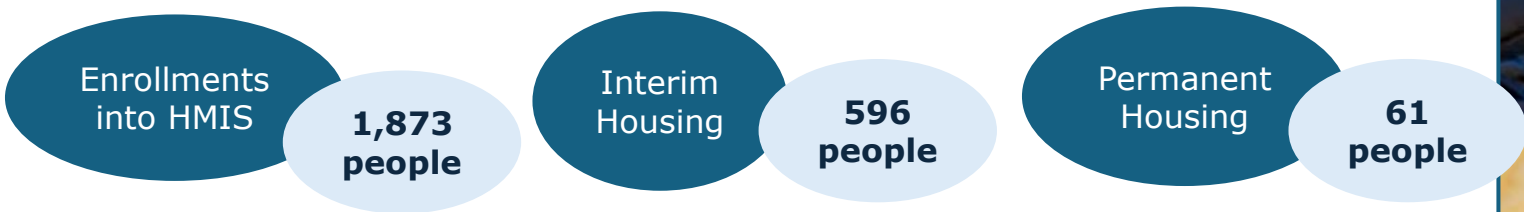


Westlake/MacArthur Park Faregate Array Proposal

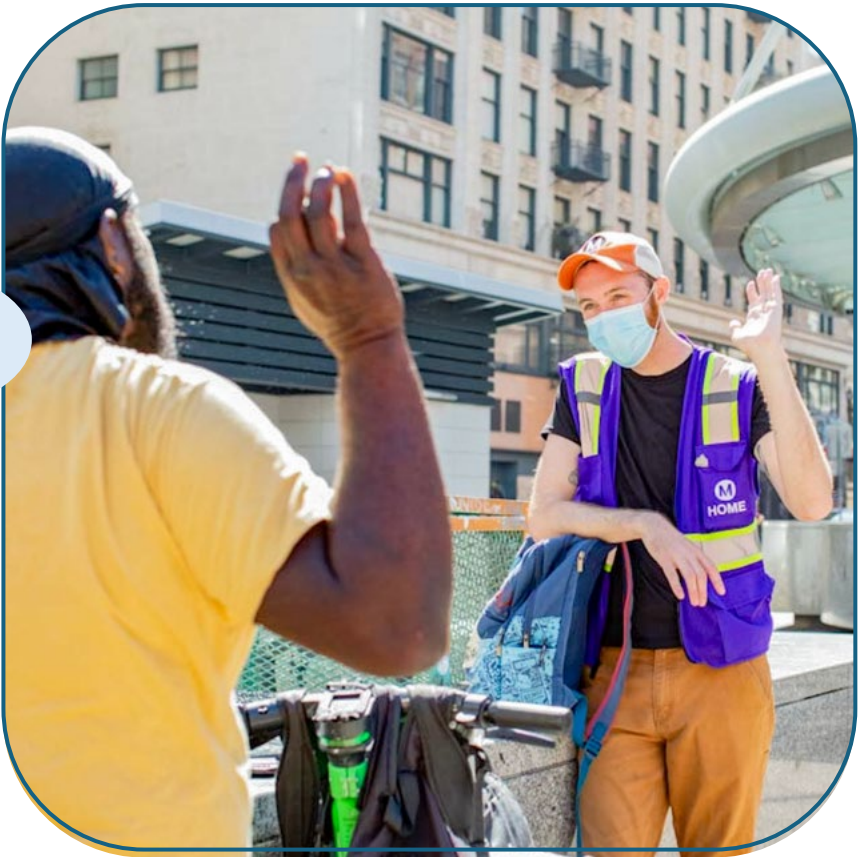
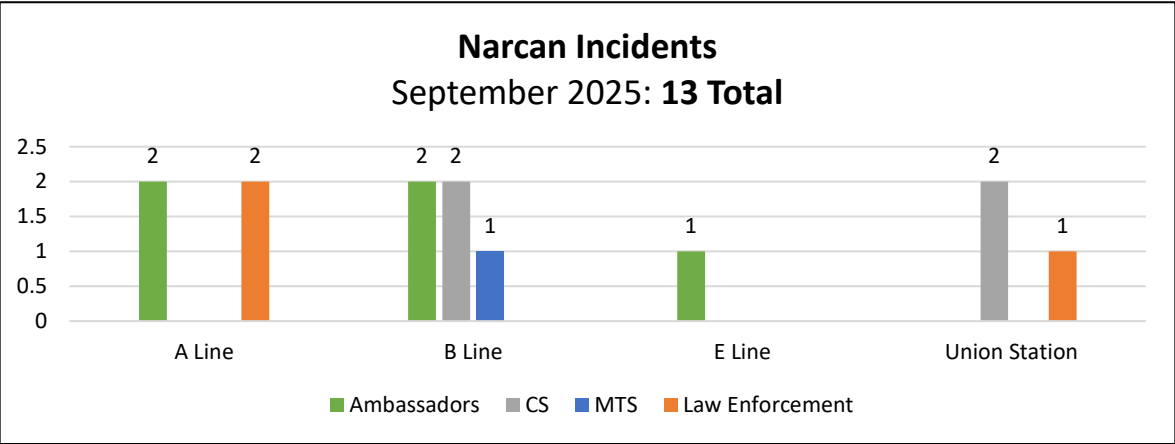
Partnerships to Mitigate Societal Issues

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 September 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 September, there were 25 assaults on Metro frontline personnel.**
- Using physical force, spitting, using a weapon/object, brandishing a weapon, and throwing a projectile were the methods of assaults on operators.
 - Six of the assaults occurred either outside the barrier or outside the bus.
 - In September 689,303 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	Sep-24	Aug-25	Sep-25
Bus Operators	13	5	11
Rail Operators	0	0	0
Transit Security Officers	7	0	0
Contract Security Officers	7	11	9
Ambassadors	1	0	4
Blue Shirts	0	0	0
Custodians	1	2	1
Total	29	18	25

**Methods of Assaults on Operators
Six Month Comparison ending September 2025**

