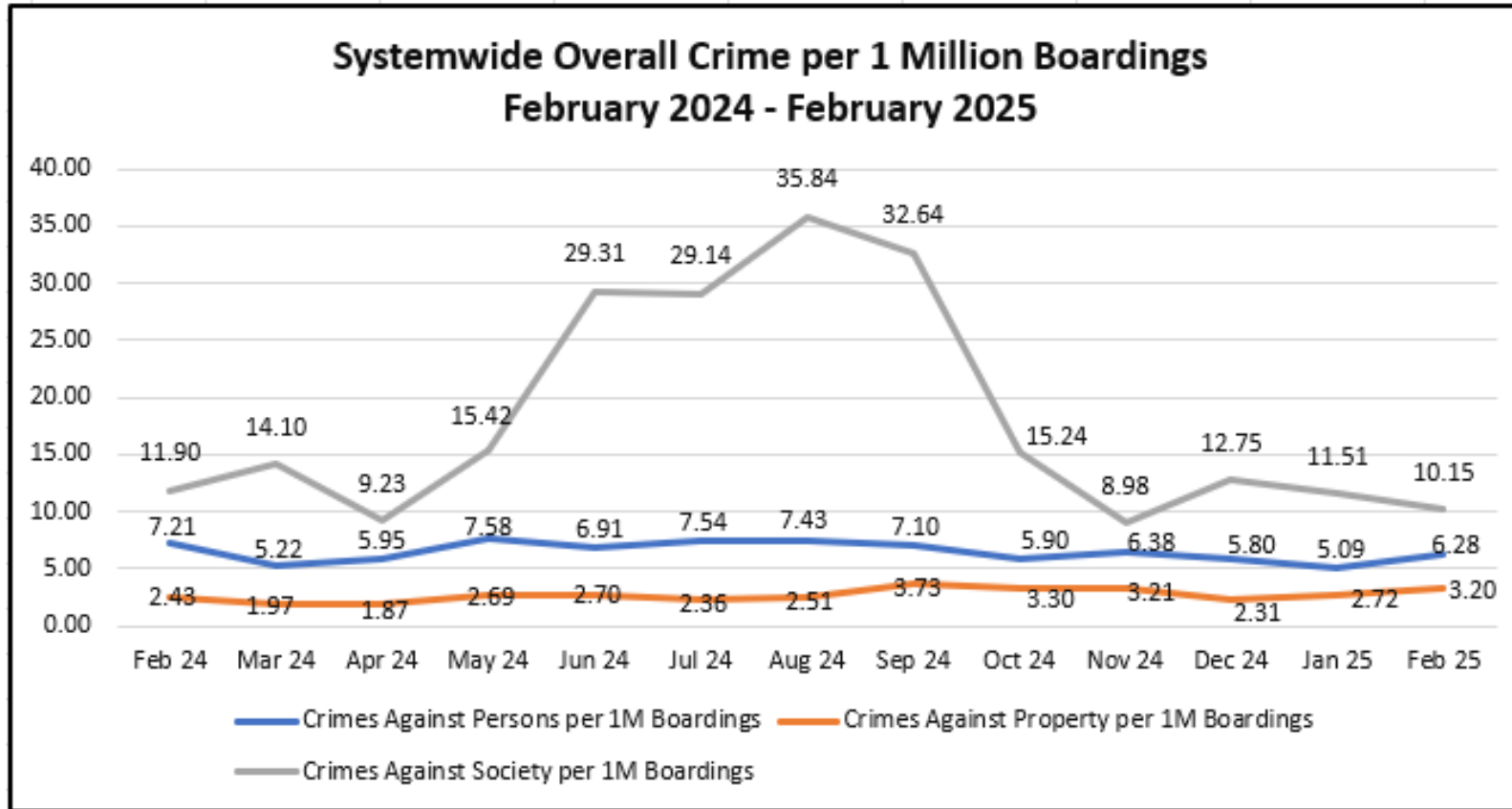


# APRIL 2025

## Monthly Update On Public Safety

*Operations, Safety, & Customer Experience Committee Meeting  
April 17, 2025*





- **Crimes Against Society** decreased by 11.8%, compared to the previous month.
- **Crimes Against Persons** increased by 23.5%, a similar uptick was also seen in February 2024.
  - However, the total is 9% lower than the same time a year ago (151 vs. 166).
- **Crimes Against Property** increased by 17.8%, caused by a rise in vandalism incidents on buses.

# FEBRUARY 2025

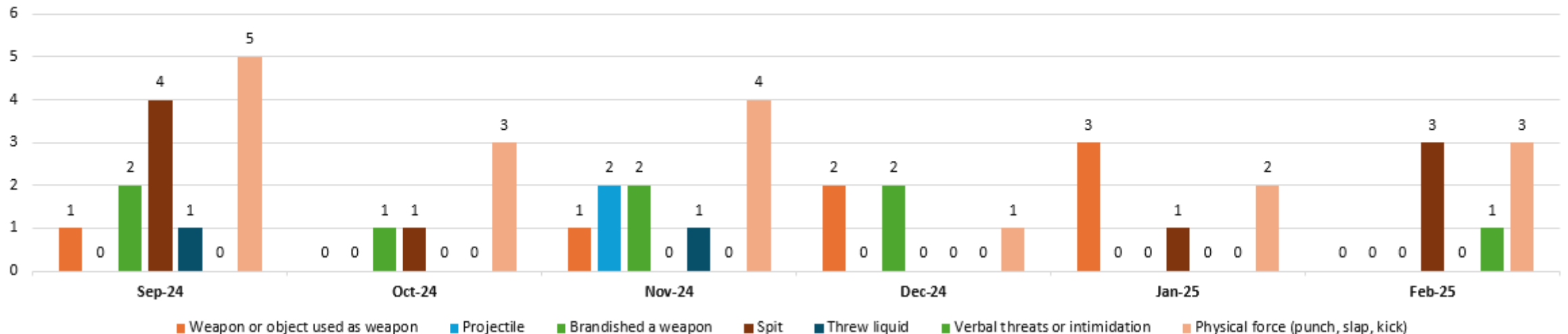
## Frontline Assaults

- There were 23 assaults on Metro frontline personnel in February.
  - Operator assaults slightly increased from 6 in January to 7 in February.**
- Using physical force (punch, slap, kick), spitting, and making verbal threats were the most common methods of assault.

Assaults on Metro Employees & Contractors		
Type	Jan-25	Feb-25
Bus Operators	6	7
Rail Operators	0	0
Transit Security Officers	0	2
Contract Security Officers	11	11
Ambassadors	3	3
Blue Shirts	0	0
Custodians	3	0
<b>Total</b>	<b>23</b>	<b>23</b>

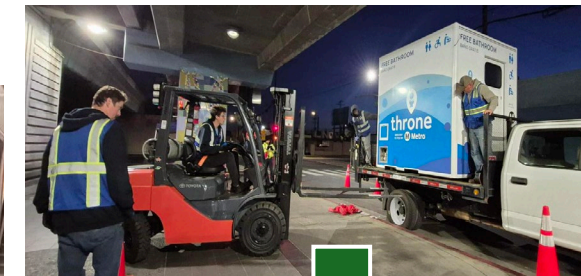
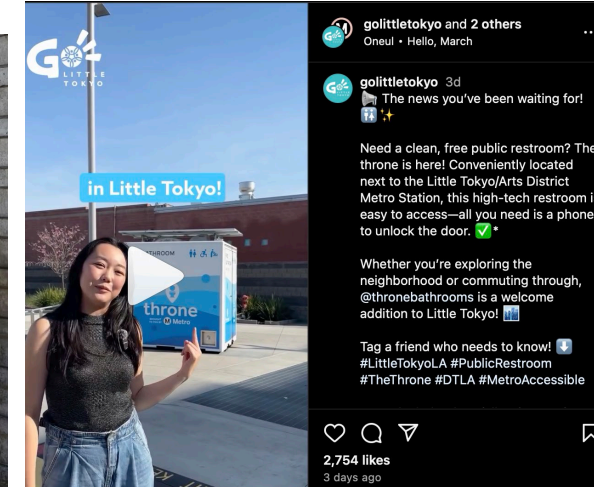
Reasons for Assaults on Non-Operator Personnel	
Reason	Feb-25
Asked to leave vehicle or facility	8
Insufficient information	6
Violated Code of Conduct or committed a crime	2
<b>Grand Total</b>	<b>16</b>

Methods of Assaults on Operators  
Six Month Comparison



# STATION EXPERIENCE UPDATES

- **New, taller faregates at Lake & Firestone A Line Stations are having a strong impact on fare evasion & reported incidents in the 1st Week**
  - Valid, paid entries are up +250% at Firestone and UP +110% at Lake A Line Stations
  - Reported incidents on Transit Watch have dropped -75% across both stations
  - No additional fare inspectors deployed
  - LIFE Program gains +100 new members and engages with nearly 300 others
- **Safe, clean, free-to-use Throne Bathrooms expanding to more stations**
  - Firestone (A), Chinatown (A), Vermont/Sunset (B), Atlantic (E) and La Cienega/Jefferson (E)
- **Elevator Attendant Pilot with Return-to-Work Employees launches at Pershing Square (B/D) and Hollywood/Vine (B) Stations**



# METRO AMBASSADOR UPDATES

## Support

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs. In addition, they were called upon to provide crowd control and wayfinding support for special events such as CicLAvia in West Adams, MLK Parade, and the LAFC Soccer Games, A Line North bus bridges, and J Line East elevator outages.

**Bus Line 134 Deployment:** With service resuming, Metro Ambassadors were redeployed to the 5th/Colorado 134 bus stop in Santa Monica to inform customers of the restart and restrictions. Riders were excited about the return of service and appreciated the in-person updates to help them plan accordingly.

## Connect

During **February 2025**, Metro Ambassadors conducted 37,404 customer engagements and reported the following:

- 3,315 Cleanliness Issues
- 2,196 Graffiti Incidents
- 660 Elevator and Escalator Problems
- Seven lives were saved through the timely administration of Narcan, the same number of lives saved as the prior month.

## Report

For the month of **February 2025**, Metro Ambassadors reported **7 Narcan Incidents**.

