

2025

Monthly Update On Public Safety

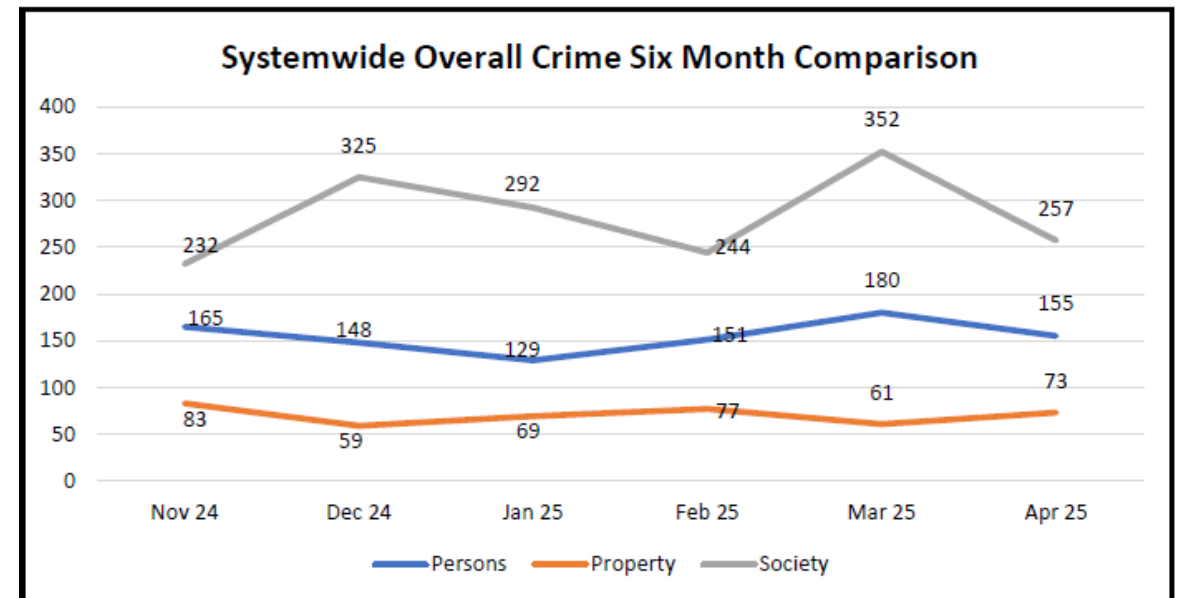
*Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025*



SYSTEMWIDE CRIME STATS

April 2025 vs. March 2025

- **Crimes Against Persons** decreased by 13.9%, mainly due to decreases in aggravated assaults and batteries.
 - This marked the **lowest total for April systemwide** since 2021.
- **Crimes Against Property** increased by 19.7%, driven by an increase in thefts and vandalism.
 - In response, LAPD deployed additional officers along the E Line, as part of the special deployment.
- **Crimes Against Society** decreased by 27.0%.
 - Access control efforts continue through the TAP-to-Exit Pilot and EOL offloading by CS.



ENGAGED & VISIBLE DEPLOYMENT

April 2025

LAW ENFORCEMENT

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

- Officers made 408 arrests and issued 587 citations.

CUSTOMER SENTIMENT

- *Transit Watch* – a USC student who just graduated stated that she is grateful for Metro to have a train system that takes her to school every day, and that she feels safe seeing Ambassadors on the system and an increase in law enforcement presence.

TRANSIT SECURITY

- TSOs issued 94 citations and 41 written warnings.
 - 96% of violations issued at TAP-to-Exit locations

Bus Safety Teams conducted end-of-line operations during Owl Service at G Line Chatsworth and North Hollywood Stations.

METRO AMBASSADORS

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

- 4,295 Cleanliness Issues
- 2,872 Graffiti Incidents
- 582 Elevator and Escalator Problems

END OF LINE OPERATIONS

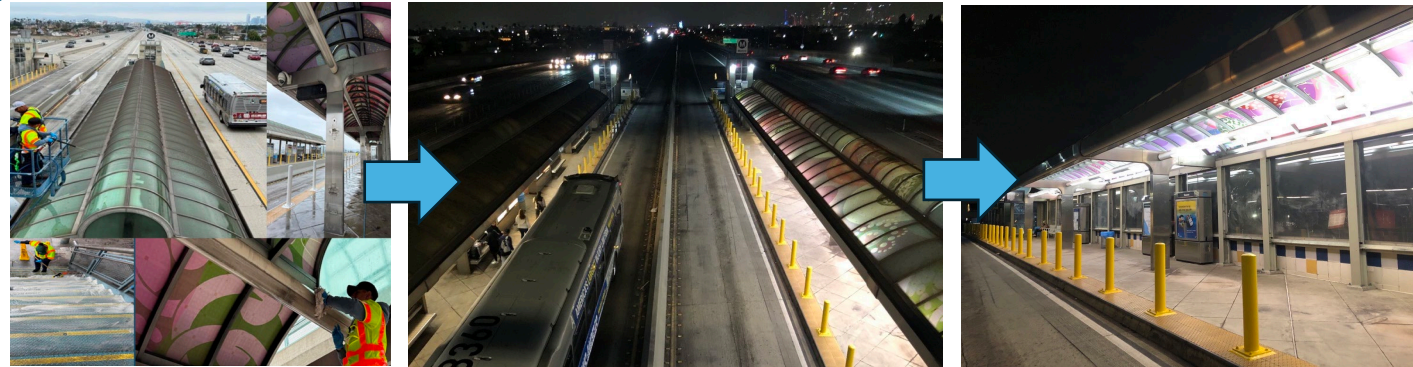
Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations.

- March 2025 recorded an 88% decrease in refusals compared to March 2024.
- April 2025 reflected an even greater improvement with an 94% reduction compared to April 2024.

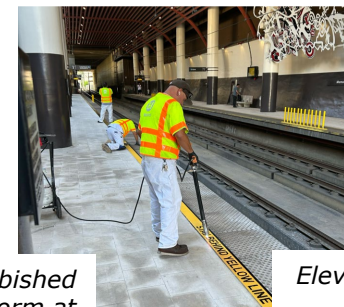
ACCESS CONTROL

Station Experience Updates

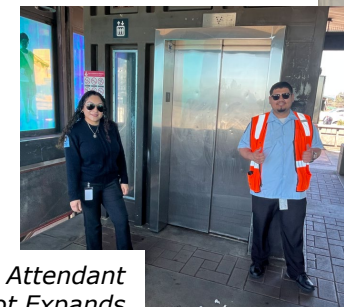
- **Slauson/I-110 Transitway Station Undergoes Major Safety Upgrades**
 - Improving natural sight lines
 - Upgrading seating benches
 - Brighter lighting and repainting
 - New trash receptacles
 - Securing underutilized passageways
- **Safe, clean, free-to-use Throne Bathrooms expanding to more stations**
 - 250,000+ uses across 20 stations
 - 96% said they would ride Metro more often if there were more Throne Bathrooms installed
- **Improved Wayfinding at Vermont/Sunset**
- **Ongoing Improvements to Pasadena (A) Stations**
 - Fillmore, Memorial Park, Lake



Loitering & vandalism at Fillmore Station Parking Structure
→



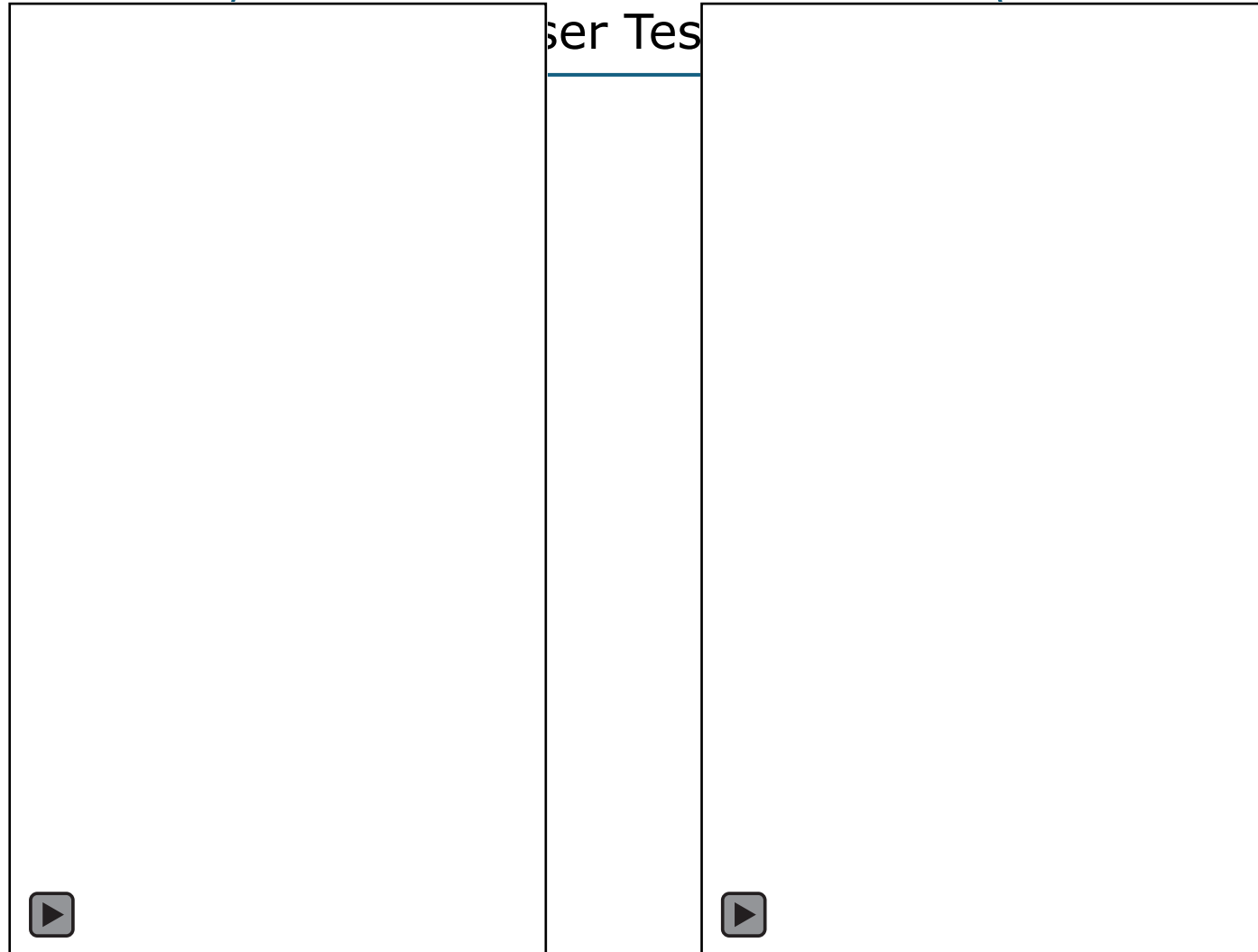
Refurbished platform at Memorial Park Station
→



Elevator Attendant Pilot Expands to Lake Station
→

ACCESS CONTROL

Station Experience Updates



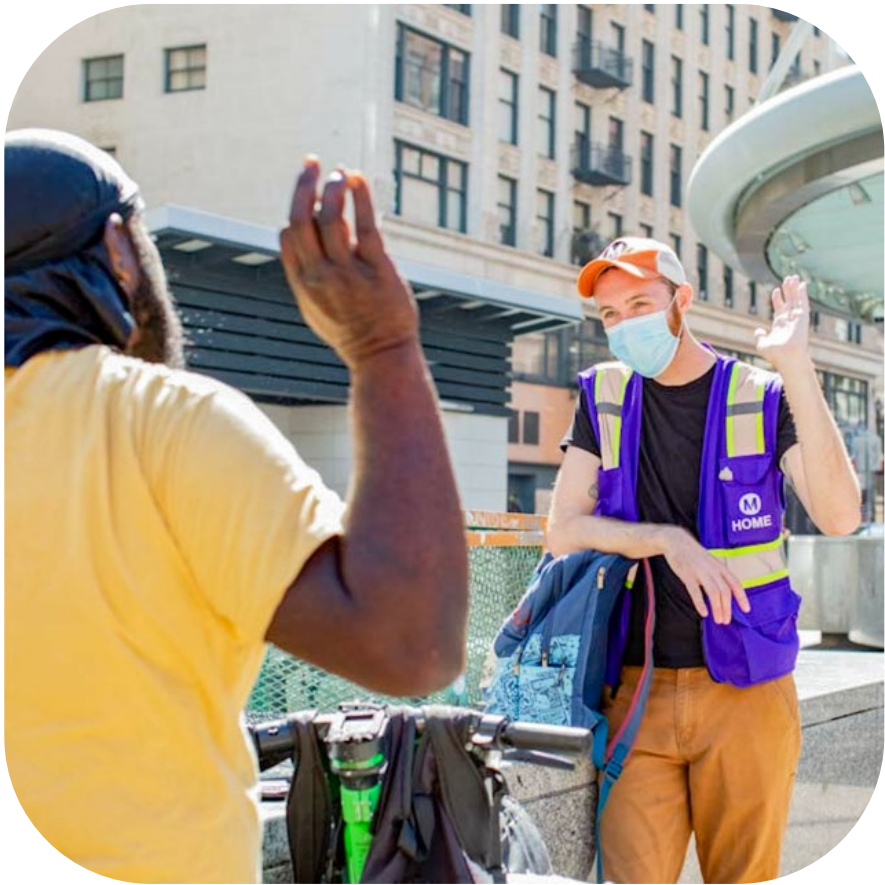
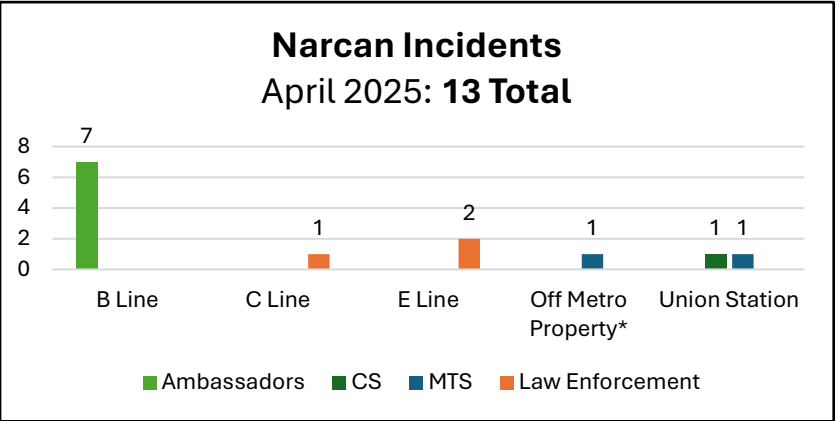
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

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, this fiscal year:



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



**One Narcan incident was off Metro property as MTS officers were flagged to assist an individual near Union Station.*

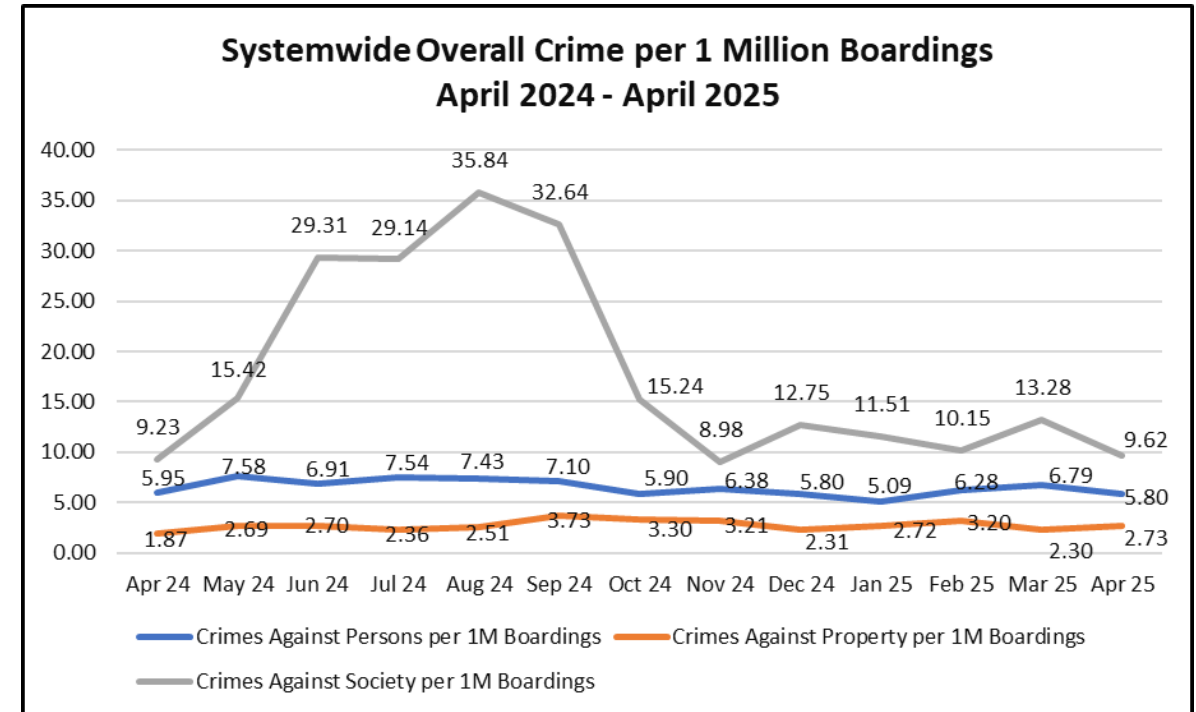
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Systemwide Crime Stats

April 2025 vs. March 2025

Per one million boardings

- **Crimes Against Persons** decreased by 14.6% (5.80 vs. 6.79 in March).
 - 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 April since 2019.
- **Crimes Against Property** increased by 18.7% (2.73 vs. 2.30 in March).
 - LAPD's special deployment to mitigate the increase in thefts and robberies lowered the number of incidents in the latter half of April.
- **Crimes Against Society** decreased by 27.6% (9.62 vs. 13.28 in March).



PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Mitigating Crime Against Frontline Personnel

- 21 assaults on Metro frontline personnel:
 - **7 Operator Assaults** (from 10 in March)
 - **14 Other Frontline Staff** (unchanged; 14 in March)
- Using physical force, using a weapon or object, projectile, spitting, and brandishing a weapon were the methods of assaults on operators in April.
- In April, 1,076,071 revenue miles were traveled between each operator assault.

Comparing the assaults from April 2024 to April 2025:

- April 2024: 7 out of 12 assaults caused injuries, with 4 operators needing medical treatment
- April 2025: Of 7 assaults, only one required medical treatment

