

Monthly Update on Public Safety

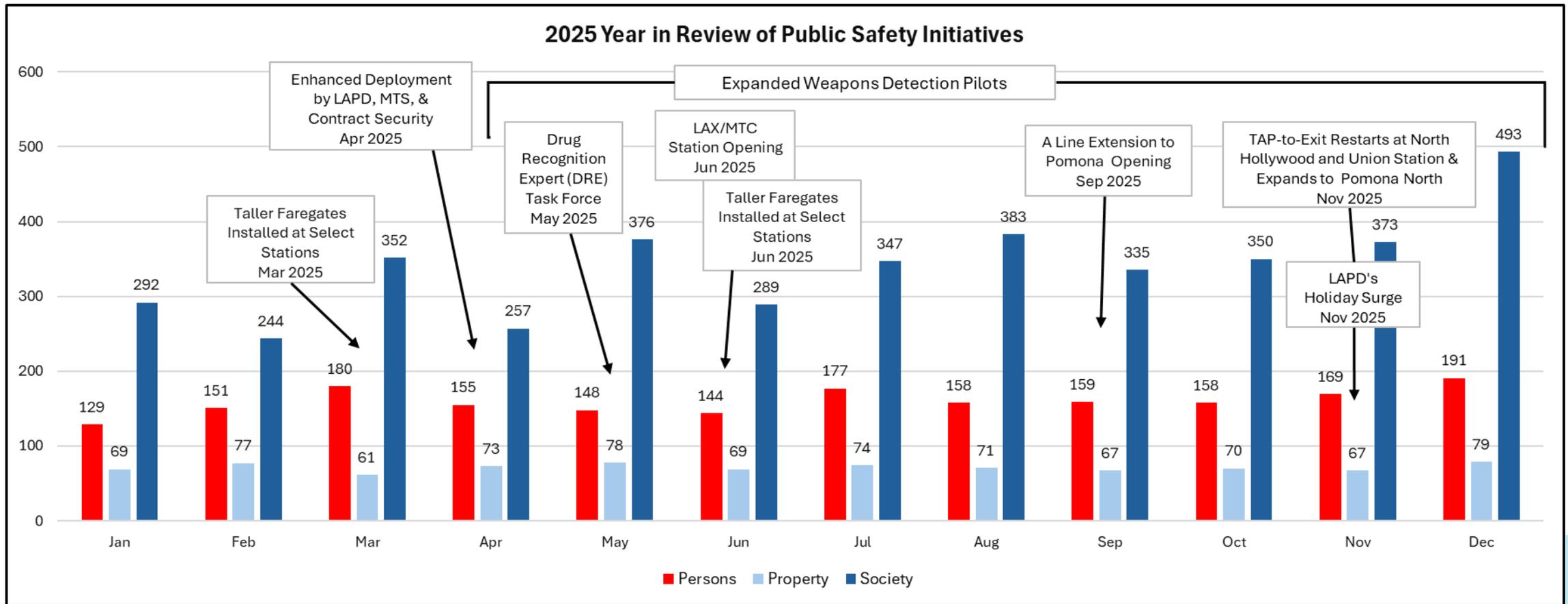
*Operations, Safety, & Customer Experience
Committee Meeting*

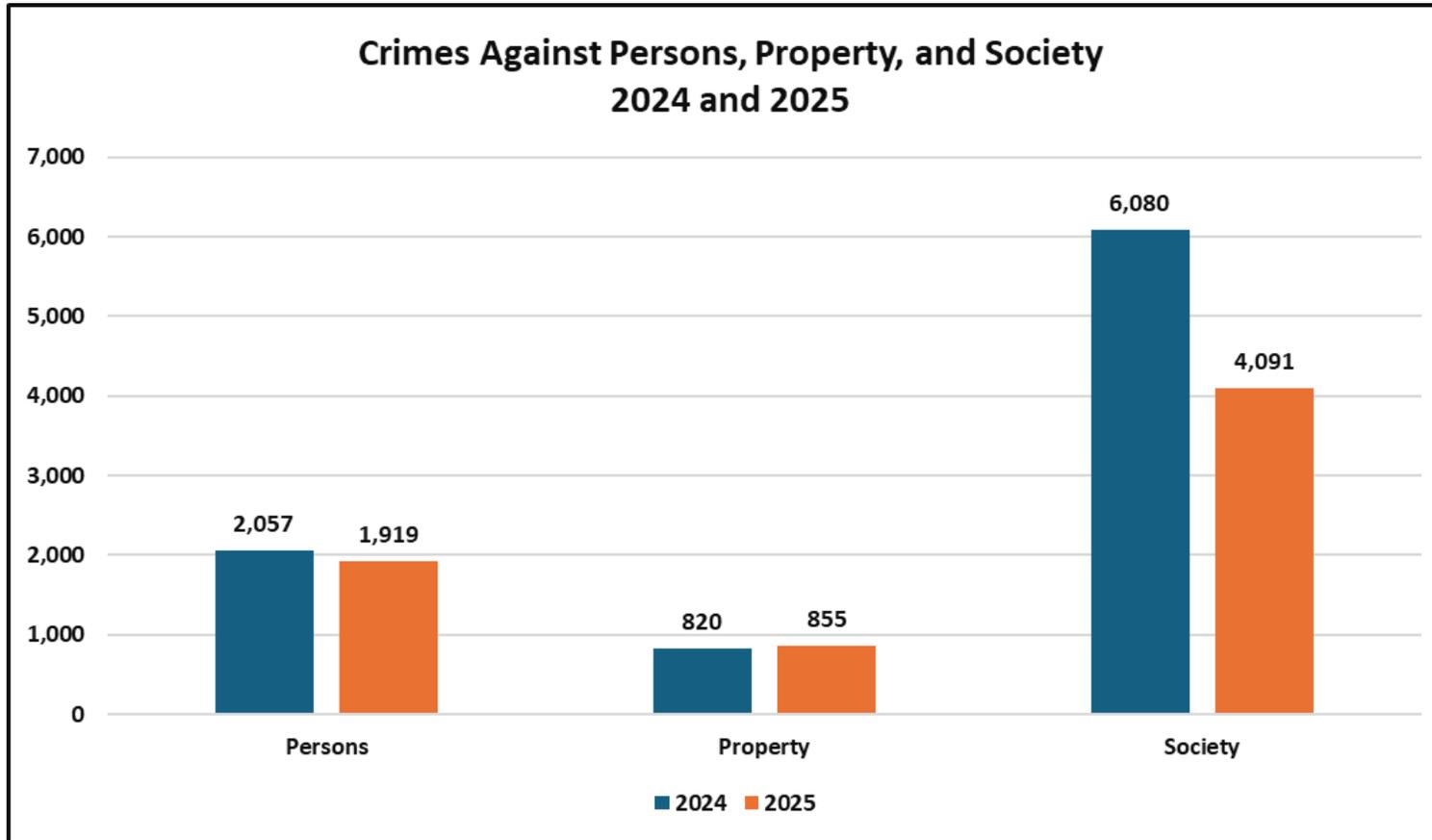
February 19, 2026

2025 Year-End Overview

Public Safety Trends and Statistics

In 2025, Metro expanded several public safety initiatives, including TAP-to-Exit and the weapons detection pilots, which contributed to creating a safer rider experience by targeting trespassing and narcotics and lowering incidents of violent crime.





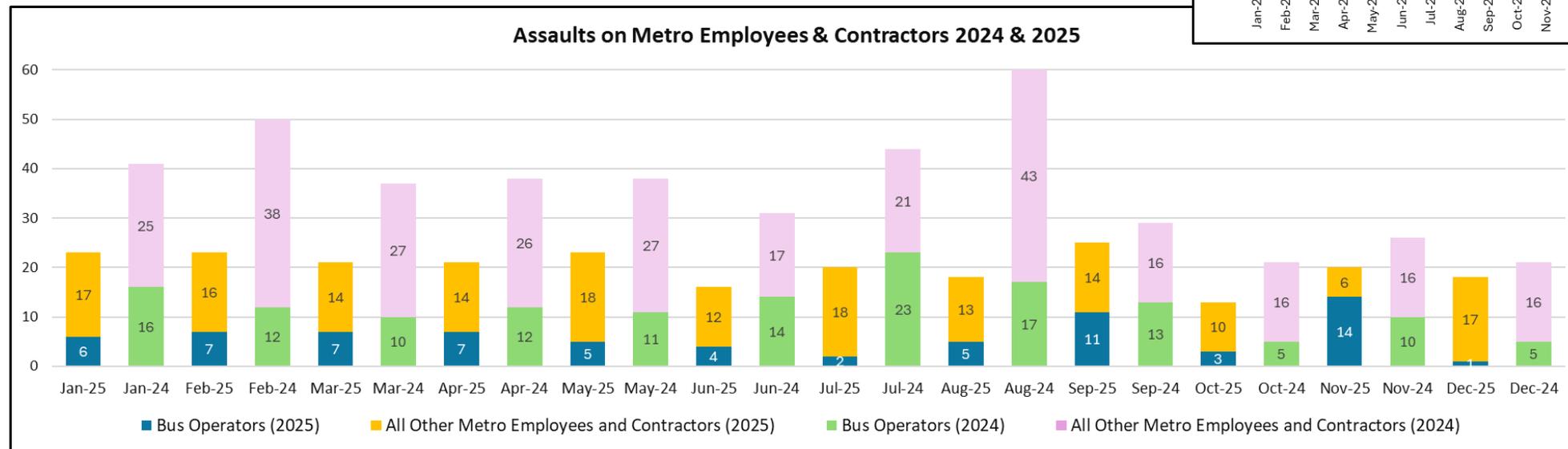
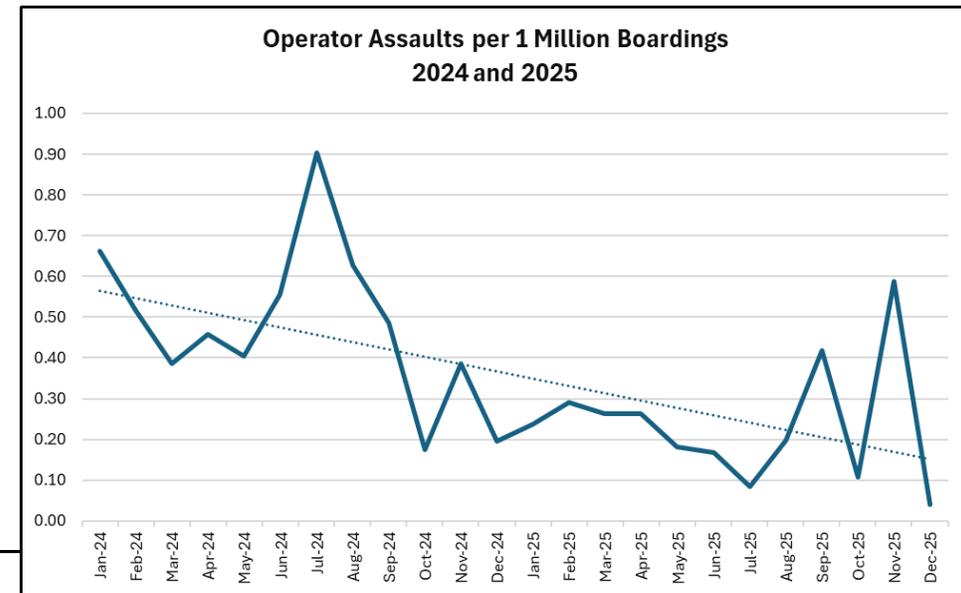
- **Crimes Against Persons** decreased in the total number of incidents and per one million boardings of 6.71% and 5.01%, respectively, reaching their lowest levels since 2021.
 - Several specialized deployments throughout the year targeted specific stations and bus lines, helping keep violent crime at a lower level.
- **Crimes Against Property** remained steady in 2025, though at a higher rate than in 2024. The total number of incidents and crimes per one million boardings increased by 4.27% and 6.16%, respectively.
- Arrests for **Crimes Against Society**, mainly related to trespassing, were higher than the five-year average; however, compared with 2024, they still saw a decrease of 32.71% in the total number of incidents and 31.49% per one million boardings.

2025 Year-End Overview

Frontline Safety

Comparing assaults on non-retrofit buses in 2024 with assaults on retrofit buses in 2025 shows not only a decline in the number of assaults but also an improvement in operators' safety.

- **The number of assaults that required medical transport decreased by 67%**, with only eight medical transports reported in all of 2025 (compared to 24 in 2024).
- Bus operator safety improves significantly in 2025 due to retrofit buses. **Assaults on operators per one million boardings decreased by 50.5% in 2025 vs. 2024.**



LAW ENFORCEMENT

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

	December 2025
Arrests	817
Citations	786

TRANSIT SECURITY

- TSOs issued 792 citations & 918 written warnings in December.

Bus Safety Teams conducted end-of-line operations during Owl Service on the Line 2 in Exposition Park and Line 4 in DTLA. These two bus lines have consistently ranked in the Top Five list of bus lines with reported crimes and bus operator assaults for most of 2025.

END OF LINE OPERATIONS

Contract Security officers offload trains at 11 end-of-line rail stations. December: 85% decrease in refusals vs. Dec 2024.

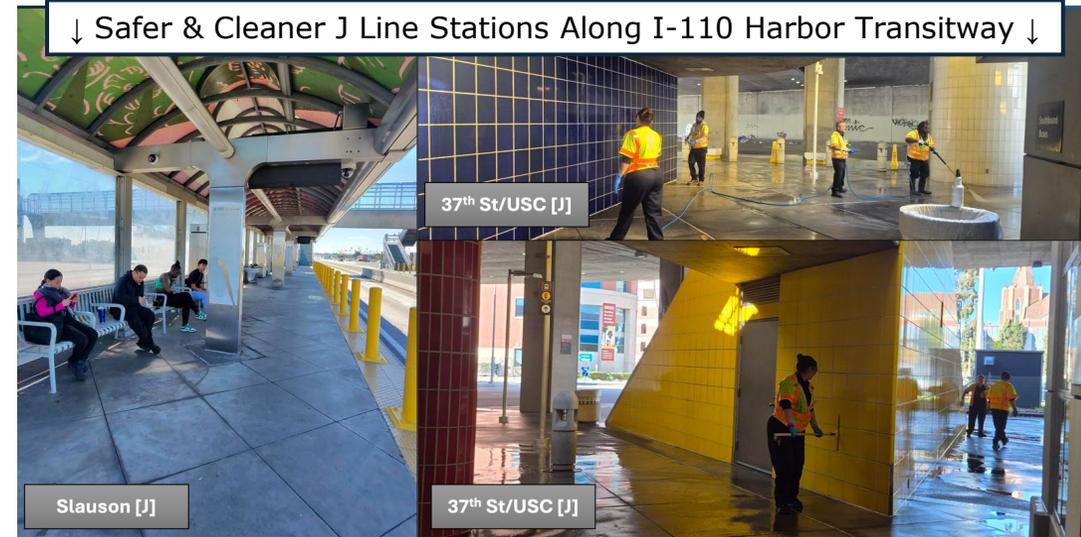
CUSTOMER SENTIMENT

- *Reddit* – a post titled “Cops checking cards at 7th/Metro,” there was positive discussion regarding TAP card checks by law enforcement, with one commenter pleased to see the uniformed presence, noting that two people were removed from the train for failing to show a card before officers went onto another train.
- *Reddit* – a post titled “Metro safety with luggage to LAX”, a rider asked if it was safe to travel to LAX using the E and K Line. A user responded that, as someone who regularly rides the K Line, the area near LAX has a heavy security presence, and Metro Ambassadors are often present for the entire ride.
- *X* – a commenter gave a shoutout, sharing how they saw three contract security officers be compassionate with a woman by giving her two bottles of water. The woman had asked for directions to Long Beach and where to buy water, but there was no vending machine nearby, so officers offered her water instead.

Access Control & Station Experience

December 2025

- 90% drop in loitering after J Line Station mini-makeovers along I-110 Harbor Transitway
- Expo/La Brea plaza safety and cleanliness improvements
- Over 7,200 voters cast November ballots across 9 Metro stations
- Partnerships with cities of Arcadia and Pasadena lead to improvements



HELPING RIDERS EXPERIENCING HOMELESSNESS

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.

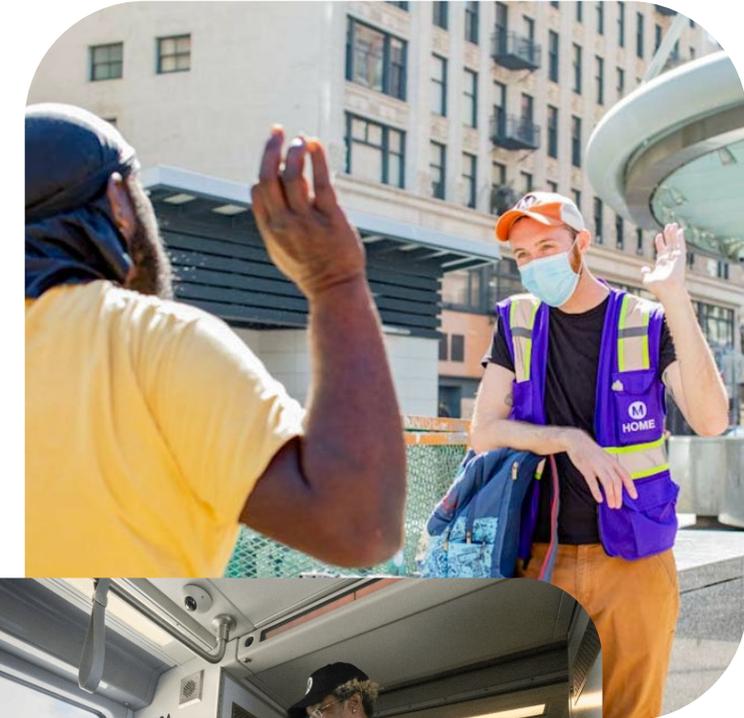
So far, in FY26 (July 2025 through December 2025):



METRO AMBASSADORS

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

- 3,618 cleanliness issues
- 3,097 graffiti incidents
- 768 elevator and escalator problems
- 4 Lives saved through timely administration of Naloxone



- In December, there were 18 assaults on Metro frontline personnel, with **only one operator assault** – a **93% decrease** in operator assaults from the previous month.
- The method of assault on the operator was using a projectile (pepper spray).
 - A police report was filed for the assault, and this investigation remains open.
- For the assaults on other frontline staff, using physical force and verbal threats/intimidation were the top methods, followed by spitting.

Assaults on Metro Employees & Contractors		
Type	Nov-25	Dec-25
Bus Operators	14	1
Rail Operators	0	0
Transit Security Officers	0	4
Contract Security Officers	6	10
Ambassadors	0	1
Blue Shirts	0	0
Custodians	0	2
Total	20	18

