



Board Report

File #: 2025-0178, **File Type:** Informational Report

Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 2025

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

Metro is committed to providing outstanding trip experiences for all transportation system users. In furtherance of the Vision 2028 Plan, Metro implemented a multi-faceted plan to improve safety and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

BACKGROUND

Within Metro's Public Safety Mission statement, the agency recognizes that every individual is entitled to a safe, dignified, and humane experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and law enforcement services. In 2024, the agency enhanced its public safety model further by adopting a three-pronged strategy consisting of increasing the engaged, visible presence of uniformed personnel, improving access control to ensure the system is being used only for its intended purpose of transit, and strengthening partnerships to address societal issues with the County, cities, Regional Agencies, and nonprofit partners to address homelessness, untreated mental illness, and drug addiction.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors, community intervention specialists, homeless outreach staff, transit security, private security, and law enforcement officers) and the piloting of safety and security interventions to address specific concerns (e.g., trespassing, drug use and crime) on the system.

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the

Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting our customers and employees by preventing and addressing crime on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for February, the most recent month for which systemwide law enforcement data is available.

OVERVIEW

Metro ridership increased by 4.33% this month compared to February of the previous year (24,028,584 vs. 23,031,303). This marked the 27th consecutive month of year-over-year ridership growth.

Like February 2024, Crimes Against Persons (violent crimes) systemwide increased in February 2025 when compared to January. Crimes Against Persons in February 2025, however, are 9% lower than the same time a year ago (151 vs. 166).

Crimes Against Property increased 11.6% (77 vs. 56) due to a rise in vandalism incidents on buses. Crimes Against Property decreased on rail compared to the previous month.

Crimes Against Society fell 16.4% in February 2025 compared to the previous month. More details can be found in the Systemwide Crime Stats section below.

SPECIAL INITIATIVES

Station Experience Updates

As part of Metro's commitment to safety and its continued efforts to ensure the system is used for its intended purpose, the agency partners with city officials and community groups, including neighborhood councils and local businesses, to find bespoke solutions to address the differing challenges at various stations. Attachment A describes the most recent initiatives Metro's Station Experience team has implemented, including:

- Taller faregates at Firestone Station are having a strong impact on fare evasion
- Throne Bathrooms expand to more stations with nearly 200,000 uses recorded
- Elevator Attendant Pilot with Return-to-Work employees launches at Pershing Square

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment B) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. Since the initiative began in August 2023, there have been significant improvements, as seen in the decline in trespassing removals and arrests through 2024.

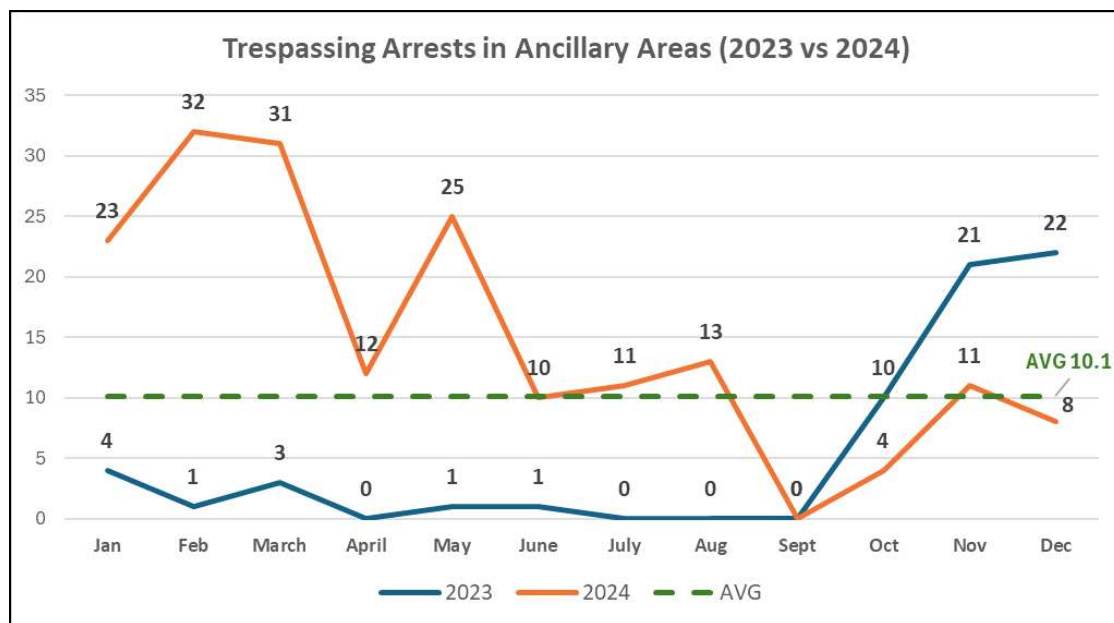
The charts below illustrate the stark difference in trespasser removal and arrests between 2023 and

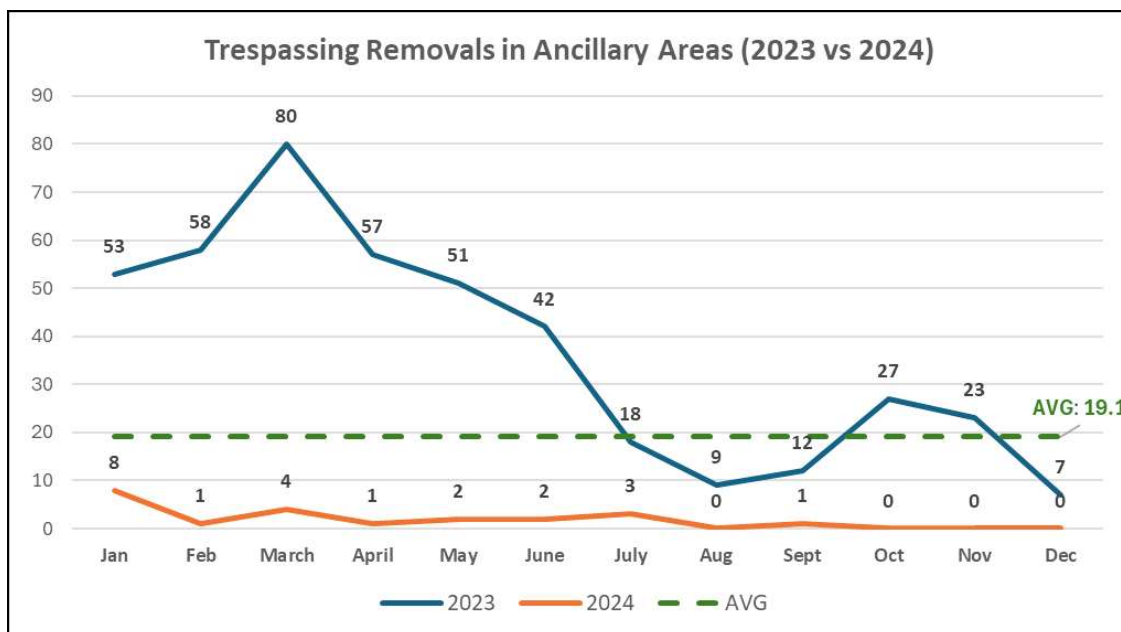
2024, reflecting the effectiveness of Metro's efforts to clean and secure ancillary areas in its underground rail stations.

- In 2024, the average number of trespasser removals per month decreased by 95%, from 36.4 in 2023 to 1.8 in 2024.
- Conversely, the average number of monthly arrests for trespassing increased 186% in 2024 compared to 2023 (15 v. 5.2).

These shifts are the result of two trends operating in concert:

- A serious overall reduction in the number of trespassers encountered in the ancillary areas as a whole, down to 202 in 2024, from a high of 500 total encountered in 2023.
- A shift in response, from just 12.6% of trespassers being reported as arrests in 2023, to 89% in 2024. This shift coincides with policy changes implemented in August 2023. These included an increased presence of Contract Security at all subway stations, coupled with more frequent mandatory inspections of ancillary areas. It was also during this period that response began to prioritize arresting trespassers over removals.





The ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure in these areas.

Maintenance

- Custodial Services continue to clean all ancillary areas along the B, D, E, and K lines weekly.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is progressing with the installation of the upgraded Intrusion Detection System (IDS) with cameras, strobe lights, and announcements at the ancillary areas. Installations are complete at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, and Vermont Beverly stations
 - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
 - These requests decreased to once a week at three of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
 - The number of special cleanup requests has remained low for at least six consecutive months.
- As part of these targeted efforts, Metro also updated Standard Operating Procedures for chemical and staff safety and equipment that protects staff from potential exposure to untreated corridors.

Security

- 87 Contract Security officers continue to be deployed 24/7 at all 24 subway stations on the B, D, E, and K lines. They inspect every ancillary area nine times daily and arrest any trespasser that they encounter.

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- Contract Security continues to support ancillary cleaning efforts by providing security escorts for the Metro custodian staff during cleaning operations.
 - Contract Security efforts resulted in six trespassing arrests in ancillary areas in February.
 - Contract Security reports property damage and submits repair and clean-up requests received via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

SYSTEMWIDE CRIME STATS

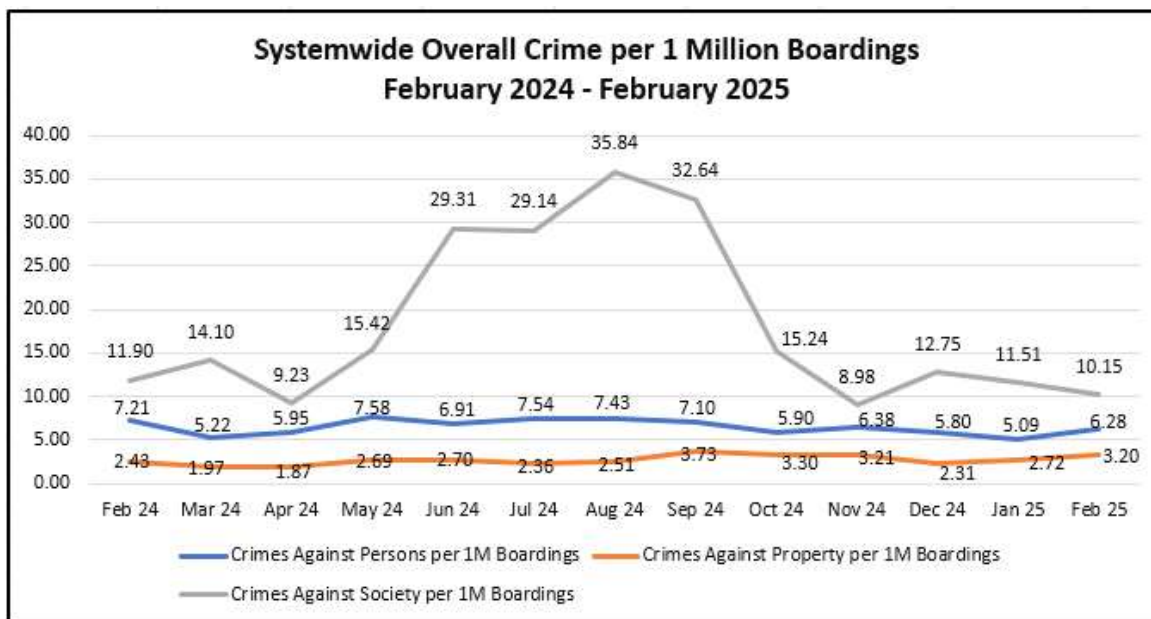
February 2025 vs. January 2025

- Crimes Against Persons increased by 17.1% in February compared to January (151 vs. 129).
 - On the rail system, Crimes Against Persons increased by 8.6% (76 vs. 70) due to increases in batteries (48 vs. 41) and robberies (13 vs. 9).
 - On the bus system, Crimes Against Persons increased by 27.1% (75 vs. 59), mainly due to increases in batteries (40 vs. 27) and robberies (14 vs. 11).
- Crimes Against Property increased by 11.6% in February compared to January (77 vs. 69).
 - The increase is attributed to 68.8% more incidents of vandalism (12 vs. 4) and thefts (15 vs. 12) on buses.
 - In contrast, Crimes Against Property decreased by 5.7% on rail as a result of fewer incidents of thefts (38 vs. 39) and vandalism (10 vs. 11) on rail.
- Crimes Against Society decreased by 16.4% in February compared to January (244 vs. 292).
 - On the rail system, Crimes Against Society fell by 13.1% (233 vs. 268) due to decreases in narcotics (59 vs. 107) and weapons (10 vs. 17).
 - On the bus system, Crimes Against Society decreased by 54.2% (11 vs. 24) due to decreases in narcotics (10 vs. 14) and weapons (0 vs. 7).

Last year, Crimes Against Persons similarly went up in February (166 crimes) compared to January (154), a 7.8% increase.

Despite the rise, February 2025 still looks favorable compared to February 2024. Crimes Against Persons decreased by 9.0% in February 2025 compared to February 2024 (151 vs. 166). Crimes Against Property were 37.5% higher overall (77 vs. 56). Most of the increase was due to a spike in Vandalism (22 crimes in February 2025, compared to 9 in February 2024). More information can be found in the data normalized by ridership below, and in Attachments C, D, E, and F.

The following chart compares Crimes Against Persons, Property, and Society crime data per one million boardings.



In February, Crimes Against Persons per one million boardings increased by 23.5% compared to January 2025 (6.28 vs. 5.09) and decreased by 12.8% compared to February 2024 (6.28 vs. 7.21). Crimes Against Property per one million boardings increased by 17.8% compared to January 2025 (3.20 vs. 2.72) and increased by 31.8% compared to February 2024 (3.20 vs. 2.43). Crimes Against Society per one million boardings decreased by 11.8% compared to January 2025 (10.15 vs. 11.51) and decreased by 14.6% compared to February 2024 (10.15 vs. 11.90).

FRONTLINE EMPLOYEE SAFETY

As the table below shows, assaults on Metro employees and contractors remained unchanged in February compared to the previous month. This follows a similar trend that we have seen over the past six months, where assaults on Metro employees and contractors (excluding bus and rail operators) have averaged 16 per month. Of the 16 employee and contractor assaults in February, five occurred on the B Line at different stations. Five assaults occurred at Union Station (not line-specific), one assault occurred at Union Station - A Line, and one assault occurred at Union Station - B Line.

In January, there were a total of 17 assaults on Metro employees and contractors (excluding bus and rail operators). Five of the assaults occurred on the B Line at different stations. Three assaults occurred at Union Station (not line-specific). Three assaults occurred on the A Line, with two assaults occurring at 7th Street/Metro Center Station and one assault occurring at Union Station - A Line.

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

Operator Safety

Metro's law enforcement partners reported seven operator assaults in February, a slight increase from January (7 vs. 6). Using physical force (e.g., punch, slap, kick), spitting, and making verbal threats were the methods of assaults on operators in February. Of the seven assaults reported, three occurred outside of the operator area, three reported a barrier in use, and one reported a barrier present but open by the bus operator.

In addition to the protection that physical barriers give, all operators have received de-escalation training. Other safety measures in place include surveillance cameras, penalty signage, and video monitors to deter assaults on operators when they are outside the operator compartment area. Assault events are reviewed by Metro to identify root issues, identify possible preventive measures, and provide lessons learned.

Figures A and B provide context on operator assaults in February compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively. Details of the assaults can be found in Attachment G.

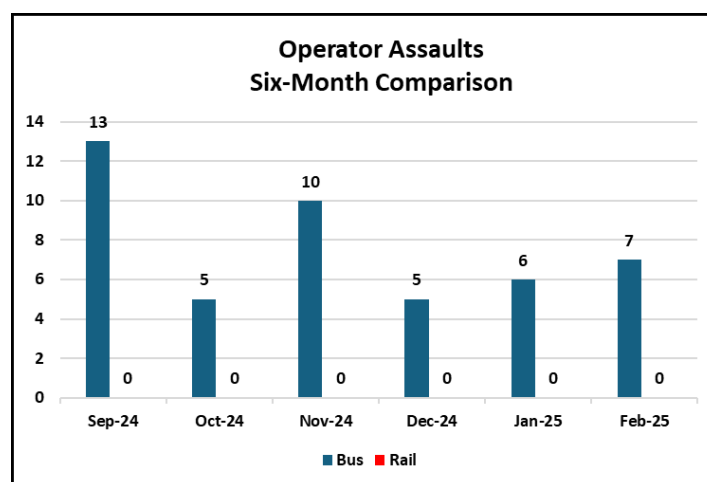


Figure A: Operator Assaults Six-Month Comparison

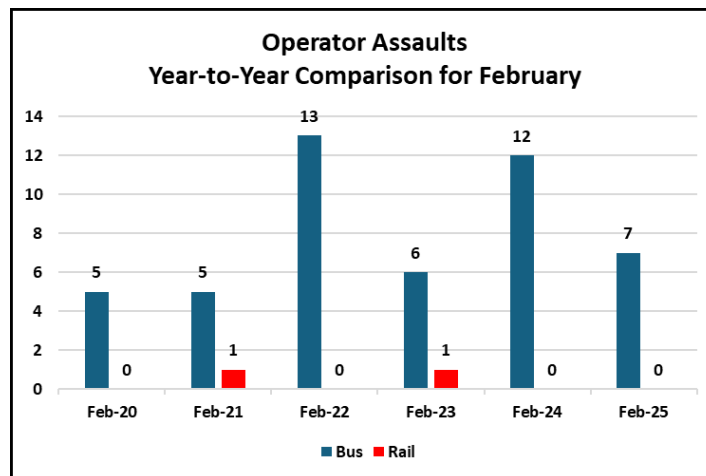


Figure B: Operator Assaults Year-to-Year Comparison

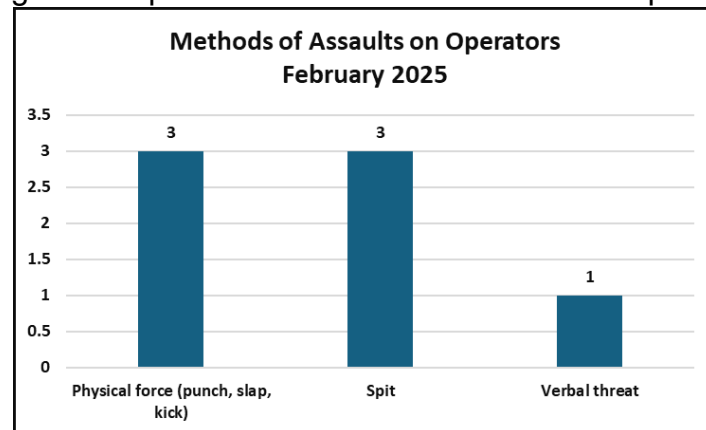


Figure C: Methods of Assaults on Operators

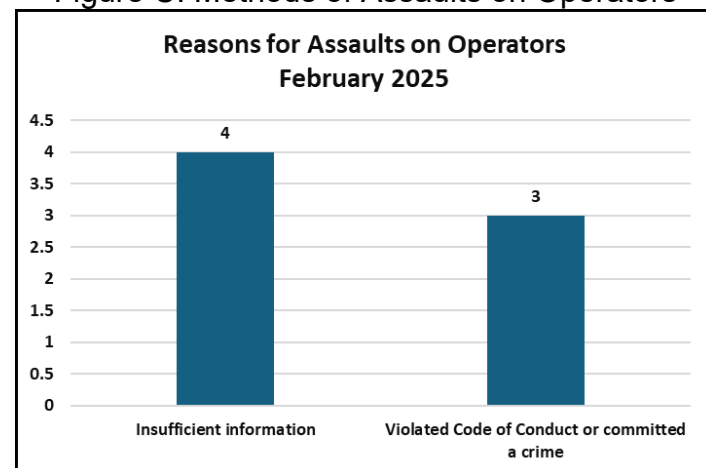


Figure D: Reasons for Assaults on Operators

Other Frontline Staff Safety

Assaults on frontline staff (personnel excluding operators) decreased from 17 in January to 16 in February. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to spitting, throwing objects, and brandishing a weapon.

Assaults on security officers tend to involve physical altercations because they usually approach individuals, asking them to adhere to the Code of Conduct, which often results in a confrontational or resistive reaction from the suspect. LASD provided enhanced training to include officer safety, de-escalation, arrest laws, and customer service. In addition, Contract Security increased its training program to align with its new responsibilities and reduce officer assaults.

For other frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults tend to be unpredictable and involve random displays of aggression such as spitting, verbal threats, or throwing objects and liquid. However, they may also be physically assaulted. All frontline staff complete de-escalation training to better handle situations with uncooperative or aggressive individuals. Methods of assaults and reasons for assaults are illustrated in Figures E and F, respectively.

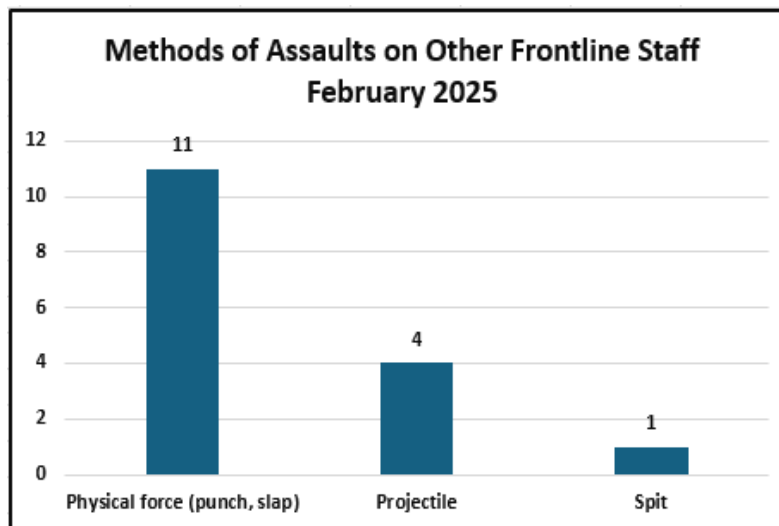


Figure E: Methods of Assaults on Other Frontline Staff

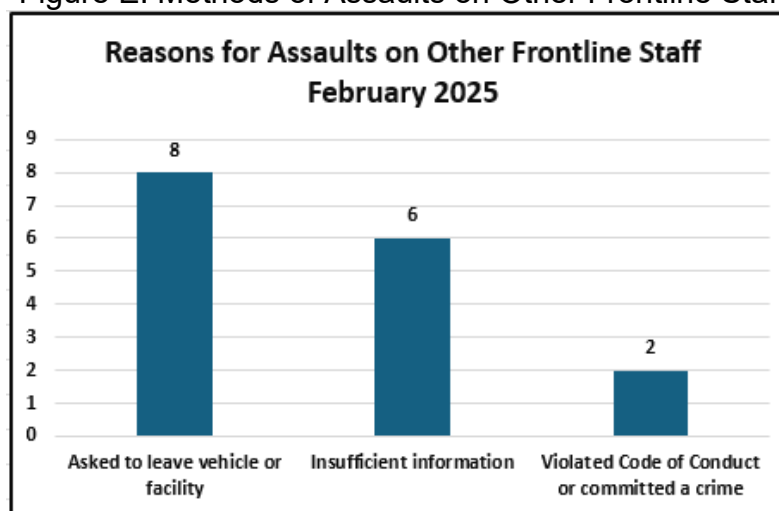


Figure F: Reasons for Assaults on Other Frontline Staff

Assaults per Vehicle Revenue Mile

The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in February 2025 was 1.19, compared to 1.28 in January 2025. This means that over the last 12 months ending February 2025, there was an average of 1.19 assaults per 100,000 revenue miles, a 7% decrease compared to the 12 months ending January 2025.

Bus Safety Teams

Transit Security Bus Safety Teams rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct.

In February, end-of-line operations were conducted during Owl Service at the J Line El Monte Station to address concerns from bus operators about individuals refusing to alight buses at the end of the line. These operations resulted in 232 removals (over half of all removals represented in the table below) for non-compliance between February 3 and February 28.

TRANSIT SECURITY BUS SAFETY TEAMS – FEBRUARY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
02/03/25 – 02/07/25	2, 4, 16, 207, J Line	122	101	85
02/10/25 – 02/14/25	2, 4, 16, 207, J Line	127	107	88
02/17/25 – 02/21/25	2, 4, 16, 207, J Line	132	111	91
02/24/25 – 02/28/25	2, 4, 16, 207, J Line	131	109	84

¹ Combined number of trips taken by BST on the referenced bus lines.

² Combined number of persons removed at the bus door for fare evasion.

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

The MTS teams are augmented with law enforcement support. In February, there were 2,406 and 9,962 bus boardings by LAPD officers and LASD deputies, respectively.

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) provide riders with safety tips, such as being aware of their surroundings while using their mobile phones and informing them of the Transit Watch application to report incidents. Several TSOs are bilingual and can assist customers in multiple languages, including Spanish, Korean, and Thai. TSOs also engage with bus operators to obtain information regarding safety issues or areas of concern that the Bus Safety Teams can address. Additionally, when possible, TSOs provide operators with verbal tips related to safety and de-escalation tactics, ensuring they can respond appropriately to incidents that may threaten their safety.

*Law enforcement Bus Teams conduct bus boardings, which is when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board.

DEPLOYMENT ACTIVITIES

The following are Metro's public safety personnel's deployment activities for February, which are intended to prevent and reduce crime in the system.

Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for February to enforce the penal code on the system.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	January 2025	February 2025	Rolling 12-Month Average	January 2025	February 2025
LAPD	662	406	267	812	755	411
LASD	138	127	93	141	113	101
LBPD	1	0	1	4	19	2
Total	801	533	361	956	887	514

*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

In February, the three law enforcement agencies made 361 arrests and issued 514 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment H. Law enforcement's homeless outreach teams engage with unhoused individuals on the system and offer available services; more details can be found in Attachment I.

End of Line

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation serves to deter patrons from riding the system without a valid fare, while allowing train cleaning to maintain a clean and safe environment. Offloading operations also provide security support for Metro employees as they perform their duties. The table below shows February's offloading efforts compared to the previous month. The lower offloading numbers between January and February could be attributed to February being a shorter month.

Station	January 2025		February 2025	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,518	2,306	1,040	1,645
Atlantic	1,612	1,178	1,453	910
Downtown Long Beach	1,175	409	1,732	460
Downtown Santa Monica	1,348	456	1,606	567
Expo/Crenshaw	1,115	257	1,559	94
North Hollywood	1,414	2,102	1,022	1,566
Norwalk	996	466	1,492	960
Redondo Beach	1,507	169	1,747	290
Union Station	1,984	2,322	1,357	1,647
Westchester/Veterans	1,574	260	2,116	297
Wilshire/Western	1,863	2,110	1,324	1,411
Grand Total	16,106	12,035	16,448	9,847

CS observations and experiences have been positive, as the operation has reduced disorderly behavior and improved customer experience. Riders who remain on the trains and require CS interaction are now more willing to adhere to alighting the train and the re-tapping protocols. Enforcing the Customer Code of Conduct sends a message to repeat offenders, deterring them from remaining on trains arriving at the EOL. Furthermore, homeless outreach workers are deployed at end-of-line stations to provide resources and services.

Transit Security

A primary role of Metro Transit Security is enforcing the Code of Conduct. In February, MTS officers issued 114 citations and 69 written warnings for Code of Conduct violations. Of those, 183 (97%) were due to individuals failing to provide proof of fare. For a demographic breakdown of those who were cited, refer to Attachment J.

The table below shows a breakdown of the remaining citations and warnings. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct.

MTS Citations and Warnings		
	February 2025	12-month Avg
Citations	114	526
Warnings	69	202

MTS Citations and Warnings - February 2025	
Category	Count
Proof of Fare	178
Disruptive Activities	1
Must Follow Rider Rules	1
Not Comply with the Code or Laws	1
Smoking/Vaping	1
Spitting	1
Total	183

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station

turnstiles, mezzanines, and platforms. The table below provides a recap of February's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – FEBRUARY 2025			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
02/03/25 – 02/07/25	A, B, C, E	258	101
02/10/25 – 02/14/25	A, B, C, E	274	104
02/17/25 – 02/21/25	A, B, C, E	242	97
02/24/25 – 02/28/25	A, B, C, E	233	95

¹ Refers to Focus Stations and End-of-Line Stations on indicated rail line.

² Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

³ Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro's Code of Conduct aboard trains. The table below provides a recap of February activities.

TRANSIT SECURITY TRAIN RIDING TEAMS – FEBRUARY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
02/03/25 – 02/07/25	A, B, C, E	107	188	95
02/10/25 – 02/14/25	A, B, C, E	110	194	98
02/17/25 – 02/21/25	A, B, C, E	108	191	93
02/24/25 – 02/28/25	A, B, C, E	109	193	95

¹ Combined number of trips taken by TRT on the referenced rail lines.

² Combined number of persons removed from the train for fare evasion (No proof of fare).

³ Combined number of persons removed from the train for Code of Conduct violations.

Metro Ambassadors

Metro Ambassadors provide support to riders, connect them to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety and the overall customer experience. Metro Ambassadors were deployed on all rail lines, as well as the G Line, J Line, and bus lines 40 and 210.

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, and as needed for service alerts like the A Line North bus bridges and J Line East elevator outages.

J Line Eastway Deployments: In early February 2025, three Metro Ambassador teams per shift have been redeployed to advise Metro and customers of elevator outages along the J Line east segment. This deployment allows quick response and notifications to Bus Operations Control and

customers. Ambassadors will remain on the J Line East until further notice.

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.

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

- 3,315 Cleanliness Issues (18% increase from January 2025)
- 2,196 Graffiti Incidents (21% increase from January 2025)
- 660 Elevator and Escalator Problems (53% increase from January 2025)
- 309 Safety Issues (2% decrease from January 2025)
- Seven lives were saved through the timely administration of Narcan, the same number of lives saved as the prior month.

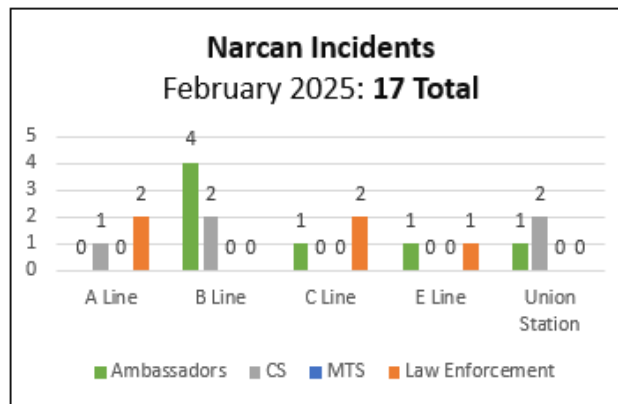
Narcan Deployment

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LBPD is not required to carry Narcan, according to its agency's policies.

In February, there were 17 Narcan incidents. Ambassadors reported seven incidents, Contract Security reported five, LAPD reported five, LASD reported no incidents, and MTS reported no incidents. Six of the Narcan incidents occurred on the B Line, with two incidents occurring at Westlake/MacArthur Park Station. Three incidents occurred at Union Station (not line-specific). Three incidents occurred on the A Line, with two incidents occurring at Pico Station. Additionally, three incidents occurred on the C Line, with all incidents occurring at the Aviation/Century Station.

Similarly, there were 17 Narcan incidents in January. Nine of the incidents occurred on the B Line, with four incidents occurring at Westlake/MacArthur Park Station and two incidents occurring at 7th Street/Metro Center Station. Four incidents occurred at Union Station (not line-specific).

Upon analyzing the two months of Narcan incidents in 2025, staff see that most Narcan incidents often occur on the B Line and at Westlake/MacArthur Park Station. Drug use has been well-documented at this station, and staff anticipate that they will continue to save lives by administering Narcan at this station as well as throughout the system.



EMERGENCY MANAGEMENT

On February 18, the Emergency Management Department (EMD) presented to the Metro Service Councils on Metro's Emergency Management preparedness, emergency incident, and large-scale special events planning and response. The Councils were interested in learning how Metro planned for known and spontaneous events, including how the agency engages with both internal and external stakeholders. EMD provided the Councils with a breakdown of the special and emergency event planning process, exercise, and training delivery, as well as how EMD maintains situational awareness in the Emergency Operations Center during activations.

On February 26, the EMD conducted the A-Line Foothill Extension full-scale exercise. The Train versus car exercise brought together 19 distinct agencies, Metro departments, and collaborative partners. This critical simulation evaluated our organizational coordination and safety standards. The exercise was successful, with 84 participants engaged in testing standards operations protocols and increasing familiarity with our rail system to new responding agencies in the cities of La Verne and San Dimas.





CUSTOMER COMMENTS

Using various sources, including comments submitted to Metro's social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. SSLE's Data Analytics team monitors general sentiment, while specific and actionable security concerns raised by customers are reported on weekly calls with security and maintenance teams for awareness and strategy development. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

The number of security-related reports submitted to Metro slightly decreased month-over-month from January to February, from 3,765 to 3,753, which can be attributed to February being a shorter month. The Security Operations Center's Security Control Specialists (SCS) continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 26 seconds in February. By comparison, in FY24, the average response time was 99 seconds, also falling within the fiscal year's target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

Metro uses a vendor to assess the overall sentiment about safety and security. To do this, the vendor looks at social media posts (e.g., Instagram, Facebook, Reddit, etc.) made by the public, as well as Transit Watch reports submitted internally by Metro Ambassadors, Contract Security, and Law Enforcement, to report on issues seen on the system. As a result of reports submitted by internal staff, the overall sentiment data may be biased. In February, the overall sentiment about safety and security was slightly more positive than the previous two months, influenced mainly by posts related to TAP-to-Exit, parking violation enforcement, and multimodal infrastructure. The Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch tickets from Metro Ambassadors and the public. Meanwhile, discussions about drugs registered the most negative sentiment, especially on Instagram.

Just as in the prior month, the most positive comments were about the system's visible security presence, highlighting visible security in stations and during the TAP-to-Exit program.

- On Reddit, a rider complimented Metro police officers for checking everyone's TAP cards, making their ride feel much more pleasant at the Downtown Long Beach Station.

- On Facebook, a user posted that on a Friday morning, when they took the B Line from North Hollywood to the 7th Street/Metro Center Station and back, no one was smoking, yelling, vaping, or playing loud music, and the car was clean. The user stated, “Let’s keep this up, Metro!”
- On Instagram, a Metro post about a new path for walking and biking generated positive engagement, with many people leaving positive comments under the post.

Similar to previous months, Metro’s Facilities/infrastructure garnered the most mentions, at 7,752 mentions, a 7.49% increase compared to January (7,212 mentions).

When discussing safety and security at specific Metro stations:

- Union Station generated the most mentions this month, seeing 15 more mentions in February than January.
- Crenshaw Station generated the second-most overall engagement, followed by Harbor Freeway Station.

Most mentions about safety and security at these stations were related to concerns impacting perceptions of safety, including:

- broken lights,
- graffiti,
- cleanliness, and
- passenger conduct.

These observations are shared with the relevant teams at Metro and at cross-departmental weekly meetings so they can be addressed.

Most Common Customer Concerns

To assess the most common customer concerns, Metro looked at incidents submitted through the Transit Watch app by the public. Property crime reports related to graffiti remained the most frequently reported incident type, accounting for the majority of incidents at 39% in February. The top three locations for graffiti incidents were Sierra Madre Villa Station, La Cienega/Jefferson Station, and Willowbrook/Rosa Parks Station.

The second most reported type of incident is Smoking/Alcohol/Drugs. The top three locations in February for these types of incidents were 7th Street/Metro Center Station, Union Station, and Vermont/Sunset Station.

Reports of fights or disturbances are the third most common. In February, the top three locations reporting fights or disturbances were Wilshire/Vermont Station, 7th Street/Metro Center Station, and Lake Station.

Metro Transit Security and Contract Security train riding teams continue to enforce and provide education on the Metro Code of Conduct. Stations consistently reported with the most issues are noted and shared with public safety personnel so deployments can be adjusted to focus on those locations.

Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, and drug use) along the A, B, C, and E lines. These observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address these concerns systemwide.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, address customer concerns, and enhance cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by Law Enforcement partners, Contract Security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently. Through these data points, public safety resources are allocated equitably and with riders and employees' needs in mind. Operator safety remains a top priority as Bus Safety Teams continue to be deployed on the bus lines with the highest number of operator assaults.

Additionally, as the Metro system expands to serve more communities in the region, the Emergency Management Department (EMD) conducts various exercises to ensure that all law enforcement, first responders, and Metro personnel are familiar with the standard operating procedures for specific emergencies. The EMD recently completed a train versus vehicle exercise simulation for the A-Line Foothill Extension in San Dimas, successfully evaluating the organizational coordination of multiple agencies with Metro. This ensures that riders will be safe in an emergency, as these first responders will know the correct protocols. Furthermore, EMD conducts trainings and exercises across the system, allowing information to be delivered equitably to keep our riders and employees safe.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on our bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

NEXT STEPS

SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Station Experience Updates

Attachment B - Board Motion 30

Attachment C - Total Crime Summary February 2025

Attachment D - Systemwide Law Enforcement Overview February 2025

Attachment E - MTA Supporting Data February 2025

Attachment F - Sexual Harassment Crimes February 2025

Attachment G - Operator Assaults February 2025

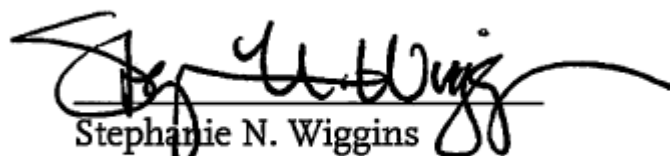
Attachment H - Arrests by Race & Ethnicity February 2025

Attachment I - Law Enforcement Homeless Outreach February 2025

Attachment J - MTS Citations & Warnings by Race & Ethnicity February 2025

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Stephanie N. Wiggins
Chief Executive Officer

Station Experience Updates (April 2025)

Taller Faregates at Firestone Station Having a Strong Impact on Fare Evasion

On Wednesday, March 26, Metro completed the installation of its first pilot of taller faregates at Firestone Station. This station typically gets about 2,300 weekday boardings, but according to TAP data, only two in 13 riders tap in to enter.

LIFE program teams have been on-site throughout the installation period to offer customers on-the-spot enrollments at both stations, engaging over 370 people and enrolling 170 new members into the LIFE Program.

Within the first 24 hours, Metro experienced a 225% increase in paid entries at Firestone, comparing the first full day after the gates went live to a sample day from earlier that month.

Separately, TAP Vending Machine (TVM) transactions also increased nearly +170%.

After Firestone, Lake Station will receive the upgrades, with eight more to follow. The Lake Station gates will be installed in coordination with a planned weekend closure to upgrade fire alarm systems later this month.

TAP-to-Exit will eventually expand to include both Firestone and Lake Stations, as the new equipment is capable of supporting this program. TAP-to-Exit will also be implemented at each of the stations receiving taller faregates in 2025, as well as all the new stations opening this year on the B Line, D Line, and the LAX Metro Transit Center.

Throne Bathrooms Expand to More Stations with Nearly 200,000 Uses Recorded

As part of the Board-approved expansion plan for safe, clean, and free-to-use Throne Bathrooms, staff will continue deploying to five more stations this month.

- On Thursday, March 20, bathrooms were added to:
 - Firestone A Line Station in South LA
- In late April, bathrooms will be deployed to:
 - Atlantic E Line Station in East LA
 - Chinatown A Line Station
 - La Cienega/Jefferson E Line Station
 - Vermont/Sunset B Line Station

Following the Board-approved expansion plan, Metro continues to roll out about five new Throne Bathrooms every three months. Up to 50 units will be in place by the World Cup in Summer 2026 and 64 units by early 2027.

Elevator Attendant Pilot with Return-to-Work Employees Launches at Pershing Square

On Wednesday, March 19, our Return-To-Work unit began assigning Metro employees to the B/D Line at Pershing Square Station.

These Transitional Duty Elevator Attendants help provide additional eyes and ears to monitor elevators and deter inappropriate activity, as well as assist riders with wayfinding and documenting safety, cleanliness, and issues with disruptive passengers to the Transit Watch App and Rail Operations Control Center.

This program, which is already underway to monitor traditional bathrooms at El Monte Bus Station and Harbor Gateway Transit Center, will also expand to other B/D Line station elevators in the coming weeks.



Metro

Board Report

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2023-0598, **File Type:** Motion / Motion Response

Agenda Number: 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Total Crime Summary - February 2025

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	35	60	82	67	52
Agg Assault on Op	3	4	2	5	3
Battery	95	166	184	161	146
Battery on Operator	8	22	14	23	10
Homicide	1	1	1	1	0
Rape	3	1	3	4	0
Robbery	28	54	64	40	47
Sex Offenses	12	12	19	19	22
Subtotal	185	320	369	320	280
Crimes Against Property					
Arson	1	1	0	1	2
Bike Theft	2	6	3	1	1
Burglary	2	4	3	0	3
Larceny	41	82	79	88	95
Motor Vehicle Theft	2	3	9	5	8
Vandalism	47	68	27	19	37
Subtotal	95	164	121	114	146
Crimes Against Society					
Narcotics	28	13	83	119	190
Trespassing	14	15	48	585	312
Weapons	8	8	17	30	34
Subtotal	50	36	148	734	536
Total	330	520	638	1,168	962

Total Crimes 5-Year Trend Year-to-End - Rail

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	24	43	63	44	24
Agg Assault on Op	2	0	0	0	0
Battery	70	111	122	97	89
Battery on Operator	1	1	1	0	0
Homicide	1	0	1	0	0
Rape	3	1	3	2	0
Robbery	22	44	52	24	22
Sex Offenses	9	10	11	8	11
Subtotal	132	210	253	175	146
Crimes Against Property					
Arson	1	1	0	1	2
Bike Theft	0	3	1	1	1
Burglary	2	4	3	0	3
Larceny	31	60	59	53	68
Motor Vehicle Theft	2	3	9	2	8
Vandalism	28	51	11	11	21
Subtotal	64	122	83	68	103
Crimes Against Society					
Narcotics	12	7	55	110	166
Trespassing	13	13	45	579	308
Weapons	3	7	11	26	27
Subtotal	28	27	111	715	501
Total	224	359	447	958	750

Total Crimes 5-Year Trend Year-to-Date - Bus

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	11	17	19	23	28
Agg Assault on Op	1	4	2	5	3
Battery	25	55	62	64	57
Battery on Operator	7	21	13	23	10
Homicide	0	1	0	1	0
Rape	0	0	0	2	0
Robbery	6	10	12	16	25
Sex Offenses	3	2	8	11	11
Subtotal	53	110	116	145	134
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	2	3	2	0	0
Burglary	0	0	0	0	0
Larceny	10	22	20	35	27
Motor Vehicle Theft	0	0	0	3	0
Vandalism	19	17	16	8	16
Subtotal	31	42	38	46	43
Crimes Against Society					
Narcotics	16	6	28	9	24
Trespassing	1	2	3	6	4
Weapons	5	1	6	4	7
Subtotal	22	9	37	19	35
Total	106	161	191	210	212

Total Crimes 5-Year Trend Current Month only - Systemwide

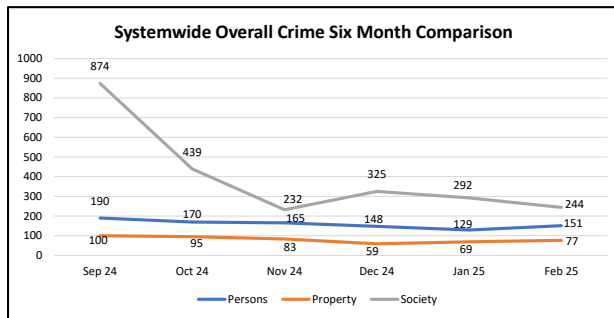
	Feb-21	Feb-22	Feb-23	Feb-24	Feb-25
Crimes Against Persons					
Agg Assault	18	27	39	42	28
Agg Assault on Op	1	4	1	1	0
Battery	56	77	83	76	81
Battery on Operator	5	9	6	11	7
Homicide	0	0	0	1	0
Rape	2	1	3	2	0
Robbery	13	30	36	21	27
Sex Offenses	9	7	16	12	8
Subtotal	104	155	184	166	151
Crimes Against Property					
Arson	1	1	0	1	0
Bike Theft	1	4	3	0	0
Burglary	2	1	1	0	2
Larceny	19	47	39	45	49
Motor Vehicle Theft	1	1	7	1	4
Vandalism	24	39	12	9	22
Subtotal	48	93	62	56	77
Crimes Against Society					
Narcotics	19	5	50	50	69
Trespassing	6	10	17	212	165
Weapons	6	5	12	12	10
Subtotal	31	20	79	274	244
Total	183	268	325	496	472

Total Crimes 5-Year Trend Current Month only - Rail

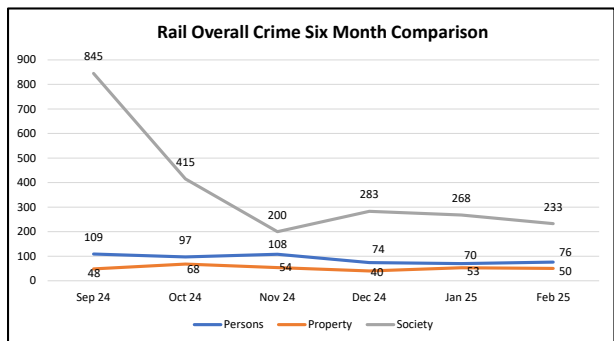
	Feb-21	Feb-22	Feb-23	Feb-24	Feb-25
Crimes Against Persons					
Agg Assault	12	19	30	28	12
Agg Assault on Op	0	0	0	0	0
Battery	39	51	54	46	48
Battery on Operator	1	0	1	0	0
Homicide	0	0	0	0	0
Rape	2	1	3	2	0
Robbery	10	23	28	12	13
Sex Offenses	6	5	10	6	3
Subtotal	70	99	126	94	76
Crimes Against Property					
Arson	1	1	0	1	0
Bike Theft	0	1	1	0	0
Burglary	2	1	1	0	2
Larceny	14	34	28	25	34
Motor Vehicle Theft	1	1	7	1	4
Vandalism	10	32	4	5	10
Subtotal	28	70	41	32	50
Crimes Against Society					
Narcotics	10	3	38	47	59
Trespassing	5	9	14	208	164
Weapons	1	4	8	11	10
Subtotal	16	16	60	266	233
Total	114	185	227	392	359

Total Crimes 5-Year Trend Current Month only - Bus

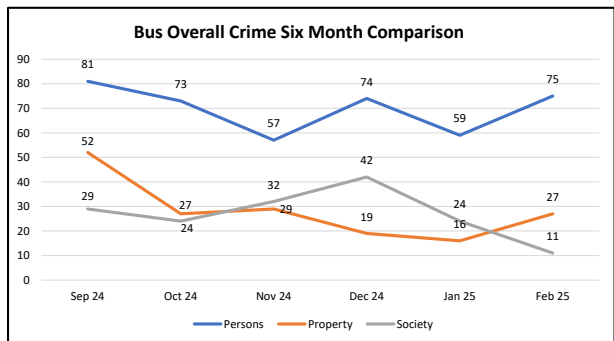
	Feb-21	Feb-22	Feb-23	Feb-24	Feb-25
Crimes Against Persons					
Agg Assault	6	8	9	14	16
Agg Assault on Op	1	4	1	1	0
Battery	17	26	29	30	33
Battery on Operator	4	9	5	11	7
Homicide	0	0	0	1	0
Rape	0	0	0	0	0
Robbery	3	7	8	9	14
Sex Offenses	3	2	6	6	5
Subtotal	34	56	58	72	75
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	3	2	0	0
Burglary	0	0	0	0	0
Larceny	5	13	11	20	15
Motor Vehicle Theft	0	0	0	0	0
Vandalism	14	7	8	4	12
Subtotal	20	23	21	24	27
Crimes Against Society					
Narcotics	9	2	12	3	10
Trespassing	1	1	3	4	1
Weapons	5	1	4	1	0
Subtotal	15	4	19	8	11
Total	69	83	98	104	113



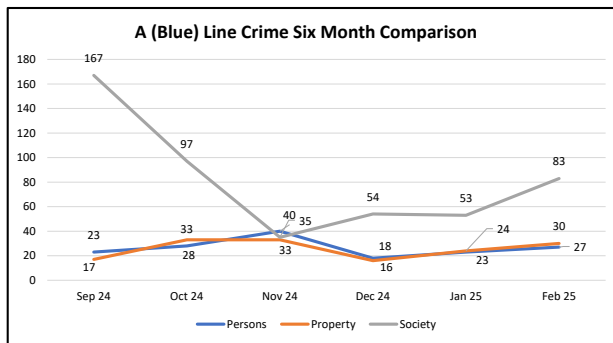
Systemwide	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	28	24	16.7%
Agg Assault on Op	0	3	-100.0%
Battery	81	65	24.6%
Battery on Operator	7	3	133.3%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	27	20	35.0%
Sex Offenses	8	14	-42.9%
Subtotal	151	129	17.1%
Crimes Against Property			
Arson	0	2	-100.0%
Bike Theft	0	1	-100.0%
Burglary	2	1	100.0%
Larceny	49	46	6.5%
Motor Vehicle Theft	4	4	0.0%
Vandalism	22	15	46.7%
Subtotal	77	69	11.6%
Crimes Against Society			
Narcotics	69	121	-43.0%
Trespassing	165	147	12.2%
Weapons	10	24	-58.3%
Subtotal	244	292	-16.4%
Total	472	490	-3.7%



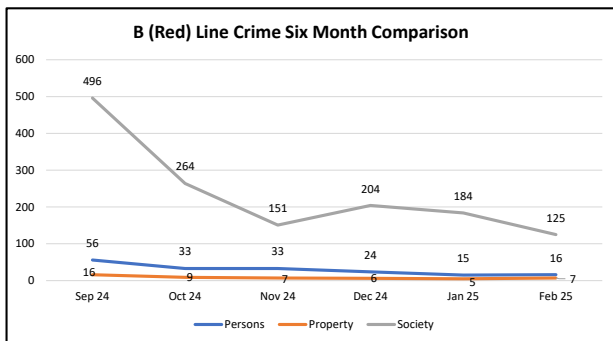
Rail	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	12	12	0.0%
Agg Assault on Op	0	0	0.0%
Battery	48	41	17.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	13	9	44.4%
Sex Offenses	3	8	-62.5%
Subtotal	76	70	8.6%
Crimes Against Property			
Arson	0	2	-100.0%
Bike Theft	0	1	-100.0%
Burglary	2	1	100.0%
Larceny	34	34	0.0%
Motor Vehicle Theft	4	4	0.0%
Vandalism	10	11	-9.1%
Subtotal	50	53	-5.7%
Crimes Against Society			
Narcotics	59	107	-44.9%
Trespassing	164	144	13.9%
Weapons	10	17	-41.2%
Subtotal	233	268	-13.1%
Total	359	391	-8.2%



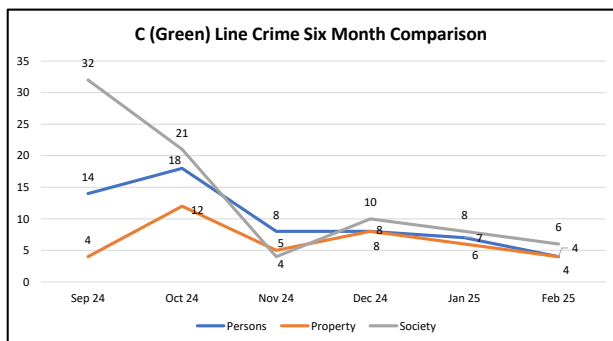
Bus	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	16	12	33.3%
Agg Assault on Op	0	3	-100.0%
Battery	33	24	37.5%
Battery on Operator	7	3	133.3%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	14	11	27.3%
Sex Offenses	5	6	-16.7%
Subtotal	75	59	27.1%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	15	12	25.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	12	4	200.0%
Subtotal	27	16	68.8%
Crimes Against Society			
Narcotics	10	14	-28.6%
Trespassing	1	3	-66.7%
Weapons	0	7	-100.0%
Subtotal	11	24	-54.2%
Total	113	99	14.1%



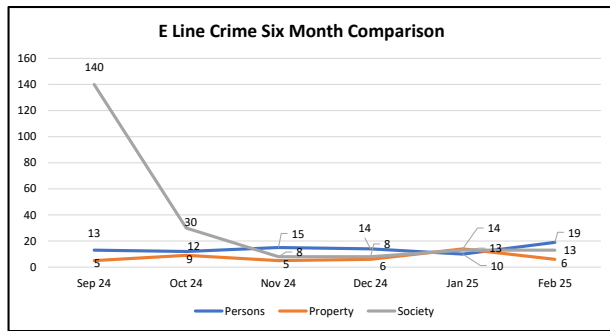
A (Blue) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	6	2	200.0%
Agg Assault on Op	0	0	0.0%
Battery	18	16	12.5%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	2	50.0%
Sex Offenses	0	3	-100.0%
Subtotal	27	23	17.4%
Crimes Against Property			
Arson	0	2	-100.0%
Bike Theft	0	1	-100.0%
Burglary	0	0	0.0%
Larceny	23	18	27.8%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	7	2	250.0%
Subtotal	30	24	25.0%
Crimes Against Society			
Narcotics	31	21	47.6%
Trespassing	48	28	71.4%
Weapons	4	4	0.0%
Subtotal	83	53	56.6%
Total	140	100	40.0%



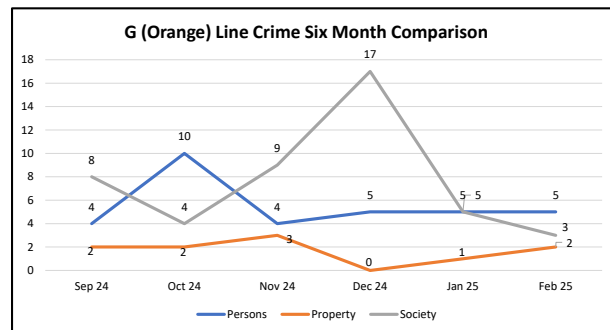
B (Red) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	3	5	-40.0%
Agg Assault on Op	0	0	0.0%
Battery	10	10	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	0	300.0%
Sex Offenses	0	0	0.0%
Subtotal	16	15	6.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	4	50.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	1	0	100.0%
Subtotal	7	5	40.0%
Crimes Against Society			
Narcotics	23	78	-70.5%
Trespassing	98	97	1.0%
Weapons	4	9	-55.6%
Subtotal	125	184	-32.1%
Total	148	204	-27.5%



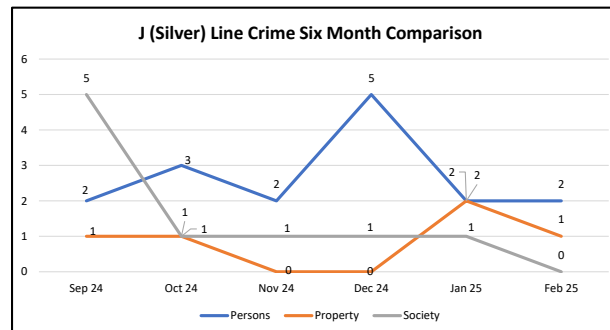
C (Green) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	3	-33.3%
Sex Offenses	1	2	-50.0%
Subtotal	4	7	-42.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	2	-100.0%
Motor Vehicle Theft	4	1	300.0%
Vandalism	0	3	-100.0%
Subtotal	4	6	-33.3%
Crimes Against Society			
Narcotics	1	5	-80.0%
Trespassing	5	2	150.0%
Weapons	0	1	-100.0%
Subtotal	6	8	-25.0%
Total	14	21	-33.3%



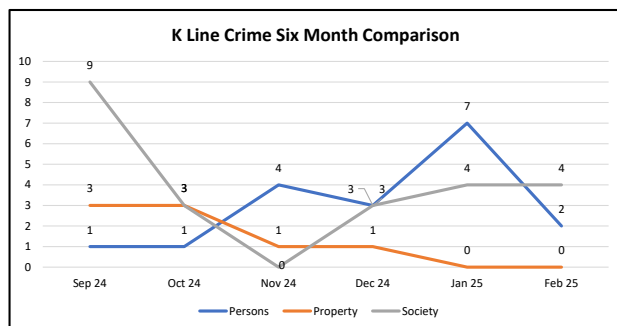
E Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	11	6	83.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	3	66.7%
Sex Offenses	1	0	100.0%
Subtotal	19	10	90.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	2	1	100.0%
Larceny	2	10	-80.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	3	-33.3%
Subtotal	6	14	-57.1%
Crimes Against Society			
Narcotics	3	2	50.0%
Trespassing	8	9	-11.1%
Weapons	2	2	0.0%
Subtotal	13	13	0.0%
Total	38	37	2.7%



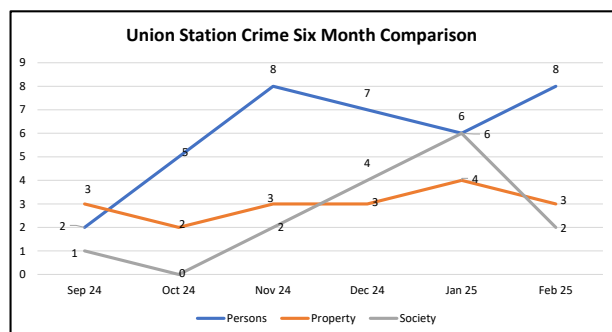
G (Orange) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	4	-75.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	0	200.0%
Sex Offenses	0	0	0.0%
Subtotal	5	5	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	1	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	2	1	100.0%
Crimes Against Society			
Narcotics	2	5	-60.0%
Trespassing	1	0	100.0%
Weapons	0	0	0.0%
Subtotal	3	5	-40.0%
Total	10	11	-9.1%



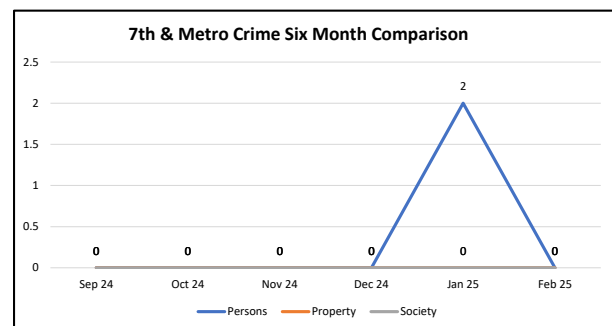
J (Silver) Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	1	-100.0%
Subtotal	2	2	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	2	-50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	1	2	200.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	1	-100.0%
Subtotal	0	1	-100.0%
Total	3	5	-40.0%



K Line	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	6	-66.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	2	7	-71.4%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	4	2	100.0%
Weapons	0	1	-100.0%
Subtotal	4	4	0.0%
Total	6	11	-45.5%



Union Station	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	6	1	500.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	1	3	-66.7%
Subtotal	8	6	33.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	0	300.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	0	3	-100.0%
Subtotal	3	4	-25.0%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	1	6	-83.3%
Weapons	0	0	0.0%
Subtotal	2	6	-66.7%
Total	13	16	-18.8%



7th & Metro	Feb 25	Jan 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	0	2	-100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	2	-100.0%



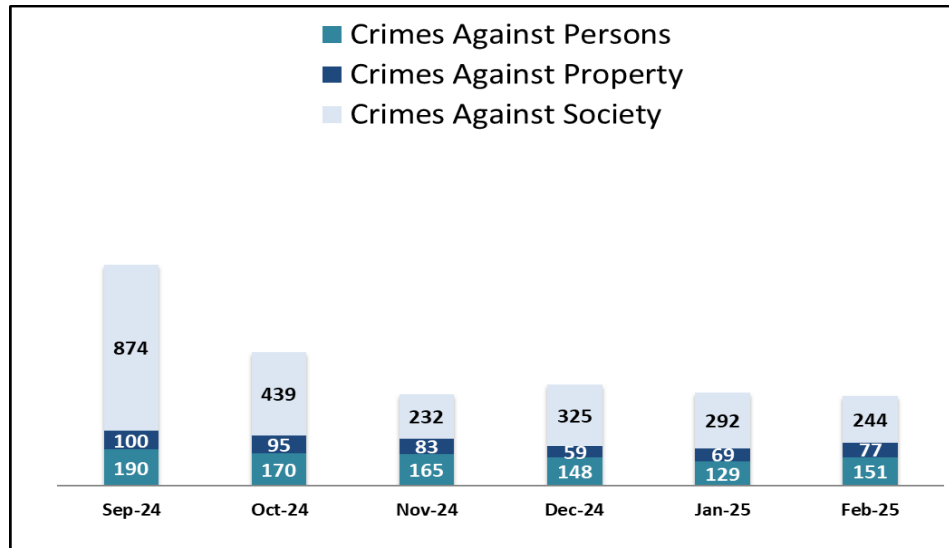
SYSTEM SECURITY & LAW ENFORCEMENT

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

FEBRUARY 2025

Attachment D

Total Crimes

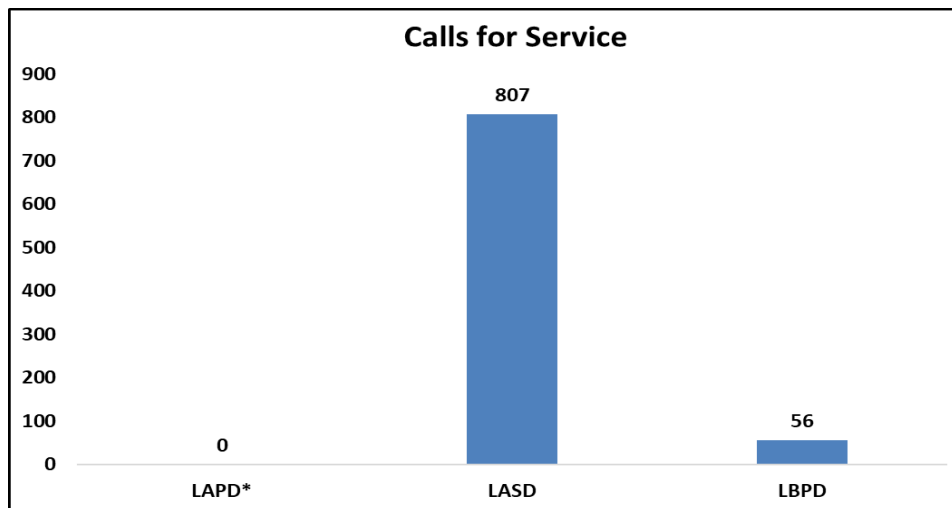


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service



* LAPD Calls for Service data is currently unavailable



SYSTEM SECURITY & LAW ENFORCEMENT

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

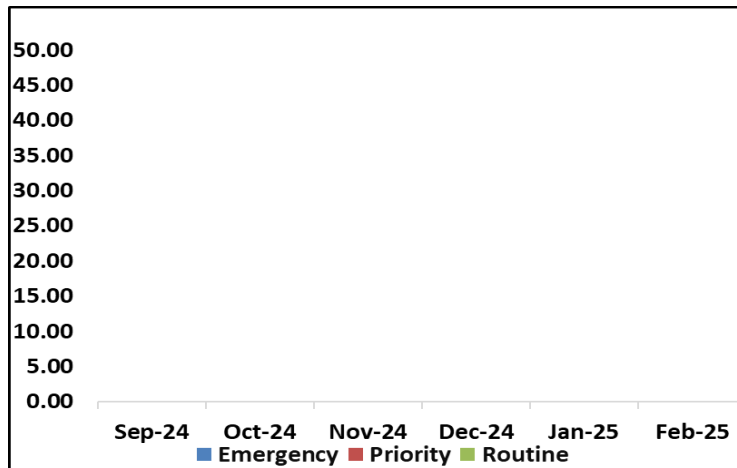
FEBRUARY 2025

Attachment D

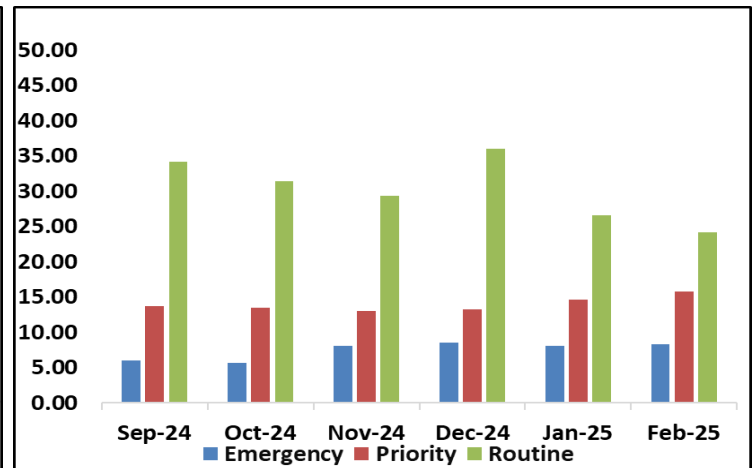
Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and LBPd to respond to Emergency, Priority, and Routine calls

LAPD

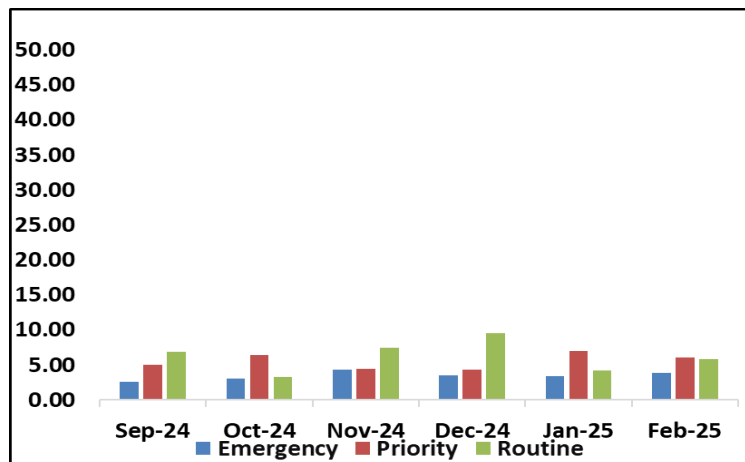


LASD



* LAPD Incident Response Times data is currently unavailable

LBPd



Transit Police

Monthly Crime Report



Attachment D

	2025	2024	%
	February	February	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	0	2	-100.0%
Robbery	27	21	28.6%
Aggravated Assault	28	42	-33.3%
Aggravated Assault on Operator	0	1	-100.0%
Battery	81	76	6.6%
Battery on Operator	7	11	-36.4%
Sex Offenses	8	12	-33.3%
SUB-TOTAL	151	166	-9.0%
CRIMES AGAINST PROPERTY			
Burglary	2	0	200.0%
Larceny	49	45	8.9%
Bike Theft	0	0	0.0%
Motor Vehicle Theft	4	1	300.0%
Arson	0	1	-100.0%
Vandalism	22	9	144.4%
SUB-TOTAL	77	56	37.5%
CRIMES AGAINST SOCIETY			
Weapons	10	12	-16.7%
Narcotics	69	50	38.0%
Trespassing	165	212	-22.2%
SUB-TOTAL	244	274	-10.9%
TOTAL	472	496	-4.8%
ENFORCEMENT EFFORTS			
Arrests	533	478	11.5%
Citations	887	454	95.4%
Calls for Service	1,008	2,669	-62.2%



SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2025

Attachment D

Crimes

Monthly

System-Wide	Feb-25	Feb-24	% Change
Crimes Against Persons	151	166	-9.04%
Crimes Against Property	77	56	37.50%
Crimes Against Society	244	274	-10.95%
Total	472	496	-4.84%

Six Months

System-Wide	Sep-24-Feb-25	Sep-23-Feb-24	% Change
Crimes Against Persons	953	1,075	-11.35%
Crimes Against Property	483	347	39.19%
Crimes Against Society	2,406	1,900	26.63%
Total	3,842	3,322	15.65%

Annual

System-Wide	Mar-24-Feb-25	Mar-23-Feb-24	% Change
Crimes Against Persons	2,017	2,186	-7.73%
Crimes Against Property	852	742	14.82%
Crimes Against Society	5,882	2,917	101.65%
Total	8,751	5,845	49.72%

Average Emergency Response Times

Monthly

Feb-25	Feb-24	% Change
4.04	4.77	-15.30%

Six Months

Sep-24-Feb-25	Sep-23-Feb-24	% Change
3.61	5.46	-33.84%

Annual

Mar-24-Feb-25	Mar-23-Feb-24	% Change
4.75	5.42	-12.34%

Bus Operator Assaults

Monthly

Feb-25	Feb-24	% Change
7	12	-41.67%

Six Months

Sep-24-Feb-25	Sep-23-Feb-24	% Change
46	89	-48.31%

Annual

Mar-24-Feb-25	Mar-23-Feb-24	% Change
133	180	-26.11%

Ridership

Monthly

Feb-25	Feb-24	% Change
24,028,584	23,031,303	4.33%

Six Months

Sep-24-Feb-25	Sep-23-Feb-24	% Change
156,309,395	145,960,296	7.09%

Annual

Mar-24-Feb-25	Mar-23-Feb-24	% Change
313,284,858	290,275,227	7.93%



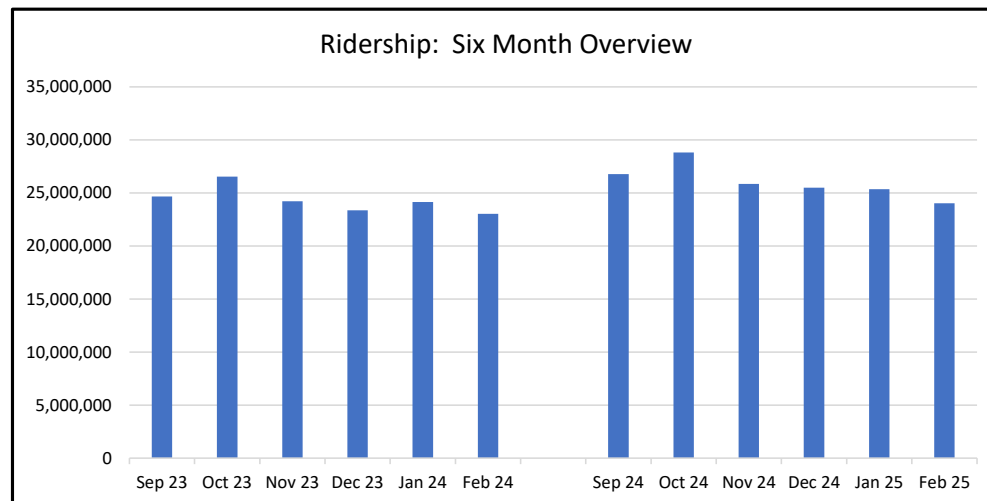
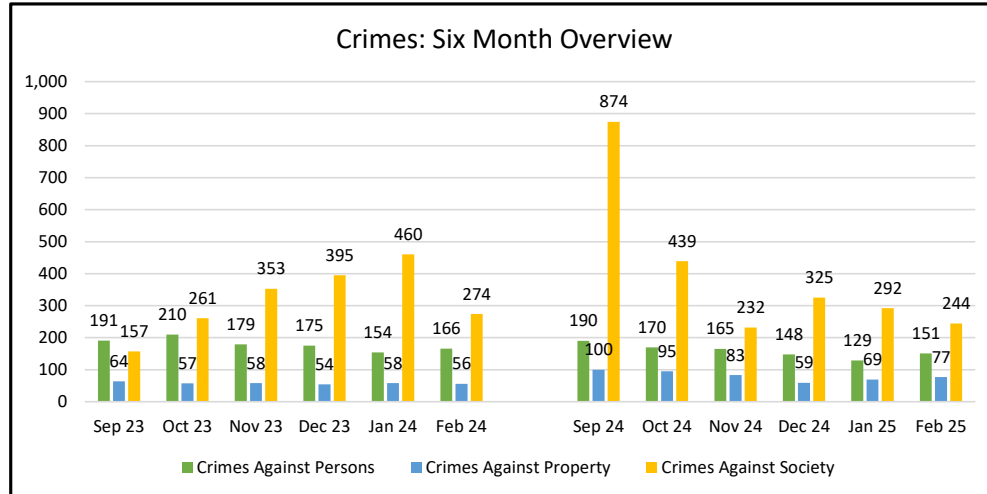
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2025

Attachment D



A LINE (BLUE)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	2	1	41
Aggravated Assault	4	1	1	57
Aggravated Assault on Operator	0	0	0	1
Battery	6	9	3	104
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	11
SUB-TOTAL	10	12	5	214
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	1
Larceny	3	19	1	135
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	7
Arson	0	0	0	2
Vandalism	2	1	4	26
SUB-TOTAL	5	20	5	172
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	3	1	0	36
Narcotics	24	7	0	170
Trespassing	43	4	1	476
SUB-TOTAL	70	12	1	682
TOTAL	85	44	11	1,068

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	3
Azusa Downtown	1	0	3	18
Irwindale	1	0	0	2
Duarte/City of Hope	0	1	0	5
Monrovia	0	0	0	6
Arcadia	0	0	0	3
Sierra Madre Villa	1	0	0	6
Allen	0	0	0	2
Lake	0	0	1	18
Memorial Park	0	0	0	4
Del Mar	1	0	0	5
Fillmore	0	0	0	7
South Pasadena	1	0	0	8
Highland Park	1	0	2	23
Southwest Museum	0	0	0	29
Heritage Square	0	1	2	19
Lincoln/Cypress	0	0	2	27
Chinatown	1	0	31	118
Union Station	1	0	1	17
Little Tokyo/Arts Dist	1	0	1	48
Historic Broadway	0	1	2	25
Grand Av Arts/Bunker Hill	1	0	12	194
7th St/Metro Ctr	1	0	0	14
Pico	0	0	8	46
Grand/LATTC	0	0	7	64
San Pedro St	0	0	1	12
Washington	0	2	1	18
Vernon	1	0	0	9
Slauson	0	1	0	24
Florence	2	4	1	27
Firestone	0	5	0	32
103rd St/Watts Towers	3	1	0	21
Willowbrook/Rosa Parks	1	4	4	89
Compton	4	0	1	26
Artesia	0	2	1	39
Del Amo	0	3	0	15
Wardlow	0	0	0	0
Willow St	2	0	0	14
PCH	1	2	0	4
Anaheim St	1	1	0	8
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	1	8
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	2	0	7
Other	0	0	0	0
Total	27	30	83	1,067

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	29	10	1	275
Misdemeanor	48	32	0	913
TOTAL	77	42	1	1,188

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Misdemeanor Citations	0	0	2	2
Other Citations	60	47	0	1,018
Vehicle Code Citations	2	2	0	101
TOTAL	62	49	2	1,121

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	Currently Unavailable	181	7	3,380
Priority	Currently Unavailable	91	39	1,077
Emergency	Currently Unavailable	8	10	164
TOTAL	0	280	56	4,621

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	24%	N/C	2%
Proactive	76%	N/C	98%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	82%
Blue Line-LASD	N/C
Blue Line-LBPd	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Azusa	0	30	0	217
Irwindale	0	28	0	203
Duarte Station	0	6	0	58
Monrovia	0	4	0	92
Magnolia Ave	0	0	0	0
Arcadia Station	0	16	0	147
Pasadena	0	35	0	353
South Pasadena	0	8	0	126
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	66	0	0	363
Slauson	0	3	0	103
Florence	0	9	0	135
Firestone	0	12	0	93
103rd St	18	0	0	99
Willowbrook	0	23	0	96
Compton	0	5	0	46
Artesia	0	12	0	48
Del Amo	0	3	0	44
Wardlow Rd	0	0	0	16
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	84	194	0	2,239

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Long Beach Police Department	

B LINE (RED)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	3	28
Aggravated Assault	3	64
Aggravated Assault on Operator	0	0
Battery	10	172
Battery Rail Operator	0	0
Sex Offenses	0	17
SUB-TOTAL	16	282
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	6	48
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	21
SUB-TOTAL	7	70
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	4	99
Narcotics	23	588
Trespassing	98	1,901
SUB-TOTAL	125	2,588
TOTAL	148	2,940

ARRESTS		
AGENCY	LAPD	FYTD
Felony	40	660
Misdemeanor	89	3,090
TOTAL	129	3,750

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	140	2,715
Vehicle Code Citations	28	334
TOTAL	168	3,049

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	28%	
Proactive	72%	
TOTAL	100%	

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	79%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	15	755
Civic Center/Grand Park	0	0	3	26
Pershing Square	0	0	3	335
7th St/Metro Ctr	2	0	8	232
Westlake/MacArthur Park	2	1	13	456
Wilshire/Vermont	1	1	1	205
Wilshire/Normandie	0	0	3	24
Vermont/Beverly	0	0	20	84
Wilshire/Western	0	0	3	66
Vermont/Santa Monica	0	0	1	49
Vermont/Sunset	1	1	5	59
Hollywood/Western	2	1	7	68
Hollywood/Vine	0	2	15	84
Hollywood/Highland	1	0	6	73
Universal City/Studio City	0	0	10	60
North Hollywood	4	1	12	364
Red Line Rail Yard	0	0	0	0
Total	16	7	125	2,940

C LINE (GREEN)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	26
Aggravated Assault	0	0	26
Aggravated Assault on Operator	0	0	0
Battery	1	0	18
Battery Rail Operator	0	0	0
Sex Offenses	0	1	7
SUB-TOTAL	2	2	77
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	34
Bike Theft	0	0	0
Motor Vehicle Theft	4	0	10
Arson	0	0	0
Vandalism	0	0	9
SUB-TOTAL	4	0	53
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	14
Narcotics	1	0	49
Trespassing	3	2	59
SUB-TOTAL	4	2	122
TOTAL	10	4	252

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center				
Aviation/Century	0	0	1	1
Aviation/Imperial	1	3	1	21
Hawthorne/Lennox	0	0	1	11
Crenshaw	1	0	0	16
Vermont/Athens	0	0	1	7
Harbor Fwy	0	1	0	68
Avalon	1	0	2	23
Willowbrook/Rosa Parks	0	0	0	30
Long Beach Bl	1	0	0	43
Lakewood Bl	0	0	0	5
Norwalk	0	0	0	22
Total	4	4	6	247

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	66
Misdemeanor	2	8	245
TOTAL	2	9	311

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	10	311
Vehicle Code Citations	1	0	9
TOTAL	5	10	320

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	63	1,917
Priority	Currently Unavailable	22	336
Emergency	Currently Unavailable	2	29
TOTAL	0	87	2,282

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	N/C
Proactive	79%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	87%
Green Line-LASD	N/C

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

E LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	5	0	28
Aggravated Assault	1	1	19
Aggravated Assault on Operator	0	0	0
Battery	7	4	59
Battery Rail Operator	0	0	0
Sex Offenses	1	0	6
SUB-TOTAL	14	5	114
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	2	0	3
Larceny	0	2	44
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	1	11
SUB-TOTAL	3	3	59
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	8
Narcotics	3	0	41
Trespassing	8	0	344
SUB-TOTAL	13	0	393
TOTAL	30	8	566

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	5
East LA Civic Ctr	2	0	0	3
Maravilla	0	0	0	1
Indiana (both LAPD & LASD)	1	2	1	28
Soto	1	1	0	20
Mariachi Plaza	1	0	1	20
Pico/Aliso	0	0	0	6
Little Tokyo/Arts Dist	0	0	0	3
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	1	1	0	8
LATTC/Ortho Institute	2	0	2	88
Jefferson/USC	1	0	0	8
Expo Park/USC	3	0	0	14
Expo/Vermont	3	0	0	41
Expo/Western	0	1	4	38
Expo/Crenshaw	1	0	5	74
Farmdale	0	0	0	17
Expo/La Brea	0	0	0	44
La Cienega/Jefferson	1	0	0	91
Culver City	0	0	0	4
Palms	0	0	0	3
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	0	0	6
Expo/Bundy	0	0	0	7
26th St/Bergamot	1	0	0	4
17th St/SMC	0	1	0	7
Downtown Santa Monica	1	0	0	22
Expo Line Rail Yard	0	0	0	0
Total	19	6	13	566

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	10	1	64
Misdemeanor	15	4	506
TOTAL	25	5	570

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	18	4	678
Vehicle Code Citations	0	1	12
TOTAL	18	5	690

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	71	1,204
Priority	Currently Unavailable	20	191
Emergency	Currently Unavailable	3	19
TOTAL	0	94	1,414

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	29%	N/C
Proactive	71%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	82%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	11	58
Figuerroa St	0	0	0
Exposition Blvd	165	0	1,203
Culver City	0	0	100
Santa Monica	0	68	685
TOTAL	165	79	2,046

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

G LINE (ORANGE)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	10
Aggravated Assault	2	11
Aggravated Assault on Operator	0	0
Battery	1	18
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	5	39
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	9
SUB-TOTAL	2	16
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	3
Narcotics	2	41
Trespassing	1	26
SUB-TOTAL	3	70
TOTAL	10	125

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	30
Misdemeanor	5	55
TOTAL	8	85

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	5	120
Vehicle Code Citations	28	111
TOTAL	33	231

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	14%	
Proactive	86%	
TOTAL	100%	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	17
Laurel Canyon	1	0	0	4
Valley College	0	0	0	2
Woodman	1	0	0	4
Van Nuys	0	1	0	7
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	1	0	2	39
Tampa	0	0	0	2
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	1	0	0	4
Warner Center	0	0	0	0
Sherman Way	0	0	0	6
Roscoe	0	0	0	2
Nordhoff	0	0	0	1
Chatsworth	0	1	1	29
Total	5	2	3	125

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	5
Aggravated Assault	0	1	7
Aggravated Assault on Operator	0	0	0
Battery	0	0	6
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
SUB-TOTAL	1	1	22
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	4
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	1	0	6
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	10
Trespassing	0	0	33
SUB-TOTAL	0	0	45
TOTAL	2	1	73

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	1	0	0	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	2
Alameda	0	0	0	0
Downtown	0	1	0	1
37th St/USC	0	0	0	7
Slauson	1	0	0	11
Manchester	0	0	0	14
Harbor Fwy	0	0	0	18
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	12
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	1
Total	2	1	0	69

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	5
Misdemeanor	0	2	36
TOTAL	0	2	41

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	84
Vehicle Code Citations	1	0	29
TOTAL	1	0	113

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	4	46
Priority	Currently Unavailable	3	15
Emergency	Currently Unavailable	0	1
TOTAL	0	7	62

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	1%
Proactive	88%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	95%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

K LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	2	0	16
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	2	0	23
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
SUB-TOTAL	0	0	12
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	0	5
Trespassing	4	0	21
SUB-TOTAL	4	0	29
TOTAL	6	0	64

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	1	1	0	19
Martin Luther King Jr Station	0	1	0	7
Leimert Park Station	0	0	0	5
Hyde Park Station	0	0	0	9
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	0	0	3
LAX/Metro Transit Center				

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	9
Misdemeanor	3	1	39
TOTAL	3	1	48

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	1	36
Vehicle Code Citations	0	0	3
TOTAL	1	1	39

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	62	954
Priority	Currently Unavailable	6	48
Emergency	Currently Unavailable	0	4
TOTAL	0	68	1,006

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	28%	N/C
Proactive	72%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	N/C

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

BUS PATROL

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	6	5	70
Aggravated Assault	10	3	104
Aggravated Assault on Operator	0	0	24
Battery	24	8	233
Battery Bus Operator	4	3	59
Sex Offenses	4	1	27
SUB-TOTAL	48	20	518
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	9	3	110
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	8	4	84
SUB-TOTAL	17	7	196
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	31
Narcotics	3	5	92
Trespassing	0	0	26
SUB-TOTAL	3	5	149
TOTAL	68	32	863

LASD's Crimes per Sector		
Sector		FYTD
Westside	5	23
San Fernando	1	7
San Gabriel Valley	6	46
Gateway Cities	8	64
South Bay	12	94
Total	32	234

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	15
West Valley	1	18
North Hollywood	6	25
Foothill	2	11
Devonshire	1	9
Mission	2	14
Topanga	0	5
Central Bureau		
Central	8	120
Rampart	3	33
Hollenbeck	3	18
Northeast	2	19
Newton	7	49
West Bureau		
Hollywood	5	31
Wilshire	5	27
West LA	1	22
Pacific	1	11
Olympic	4	52
Southwest Bureau		
Southwest	5	45
Harbor	1	11
77th Street	7	68
Southeast	3	26
Total	68	629

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	10	2	167
Misdemeanor	2	32	378
TOTAL	12	34	545

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	12	30	1,222
Vehicle Code Citations	101	6	1,210
TOTAL	113	36	2,432

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	173	1,373
Priority	Currently Unavailable	95	763
Emergency	Currently Unavailable	3	28
TOTAL	0	271	2,164

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	0	2
Aggravated Assault	1	11
Aggravated Assault on Operator	0	0
Battery	6	35
Battery Rail Operator	0	0
Sex Offenses	1	5
SUB-TOTAL	8	55
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	15
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	11
SUB-TOTAL	3	27
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	1	3
Trespassing	1	36
SUB-TOTAL	2	40
TOTAL	13	122

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	19
Misdemeanor	8	43
TOTAL	11	62

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	664
Vehicle Code Citations	0	6
TOTAL	10	670

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	28%
Proactive	72%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	86%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	1
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	1
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	0	2
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	0
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	0	2

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	29%	
Proactive	71%	
TOTAL	100%	

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	82%

LEGEND	
Los Angeles Police Department	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment F

Sexual Crimes / Harassment Calls for Service February 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between February 1 and February 28, Metro Transit Security, LAPD, LASD, and LBPD received eight (8) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	Feb 25	Jan 25	% Change	Feb 25	Feb 24	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	6	9	-33.3%	6	5	20.0%
Lewd Conduct	1	1	0.0%	1	1	0.0%
Indecent Exposure	1	4	-75.0%	1	4	-75.0%
Rape	0	0	-100.0%	0	0	0.0%
TOTAL	8	14	-42.9%	8	10	-20.0%

Counseling Information Provided	
	February 2025
Yes	8
No - If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	8



**OPERATOR ASSAULTS
FEBRUARY 2025**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
2/5/2025	1750hrs	18	5863	Whittier Bl/Keenan Av, East LA	Sus MH spit on bus op when asked to exit bus for threatening bus op	Barrier present - open	Violated Code of Conduct or committed a crime	Spit	No
2/6/2025	7:35	0	3958	550 N. Figueroa St	Suspect verbally assaulted the operator and threw trash inside of the bus	Barrier present - closed	Insufficient information	Verbal threat	No
2/10/2025	2319hrs	720	3919	5th St & Colorado Bl, Santa Monica	Sus transient MB/65yrs arrested for pushing bus op to board the bus	Outside of operator area	Violated Code of Conduct or committed a crime	Physical force (punch, slap, kick)	No
2/15/2025	1600hrs	51	5988	Tamcliff & Victoria St, Carson	Sus transient MH/45yrs arrested for punching bus op when asked to exit	Outside of operator area	Violated Code of Conduct or committed a crime	Physical force (punch, slap, kick)	No
2/21/2025	19:00	901	N/A	5391 Lankershim Blvd	While operator was securing suspect's wheelchair, suspect pushed operator	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	No
2/25/2025	14:50	720	9652	E. 6th & S. Alameda St.	Operator was spit on through the opening where the barrier door and the front panel meet	Barrier present - closed	Insufficient information	Spit	No
2/26/2025	18:00	0	5821	Franklin & N. Van Ness	Suspect spat at victim through the driver's side window	Barrier present - closed	Insufficient information	Spit	No



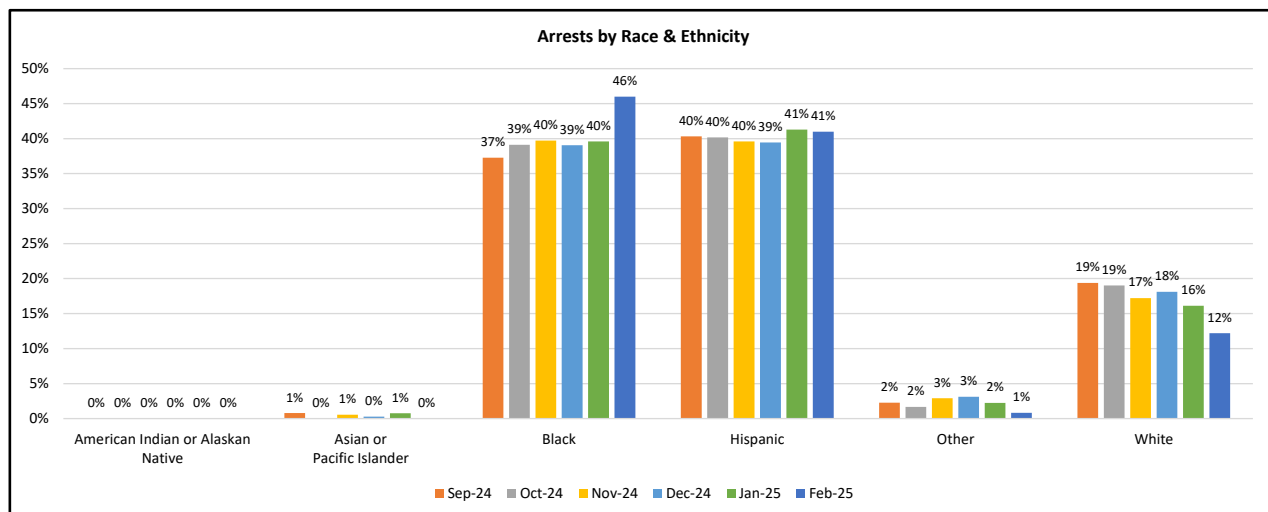
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Arrests February 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	0	26	140	13	135	0	3	8	36	361
Total	0		0		166		148		3		44		361
% Share	0.00%		0.00%		45.98%		41.00%		0.83%		12.19%		100.00%

Arrests February 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	1	21	4	23	0	2	1	4	56
Rail Systemwide	0	0	0	0	24	117	7	107	0	1	7	31	294
Union Station and 7th & Metro Station	0	0	0	0	1	2	2	5	0	0	0	1	11
Total	0		0		166		148		3		44		361
% Share	0.00%		0.00%		45.98%		41.00%		0.83%		12.19%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) February 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	8	46	2	47	0	0	0	17	120
B Line (Red)	0	0	0	0	11	52	4	44	0	1	5	12	129
C Line (Green)	0	0	0	0	0	7	0	4	0	0	0	0	11
E Line (Expo)	0	0	0	0	3	12	1	11	0	0	1	2	30
Bus - G Line (Orange)	0	0	0	0	0	4	1	1	0	0	0	2	8
Bus - J Line (Silver)	0	0	0	0	0	0	0	2	0	0	0	0	2
K Line	0	0	0	0	2	0	0	1	0	0	1	0	4
Union Station	0	0	0	0	1	2	2	5	0	0	0	1	11
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	1	17	3	20	0	2	1	2	46
Total	0		0		166		148		3		44		361
% Share	0.00%		0.00%		45.98%		41.00%		0.83%		12.19%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Law Enforcement Homeless Outreach February 2025

	LAPD	LASD	LBPd
Contacts	163	294	192
Refusal of Services	156	0	145
Referrals	21	0	46
Veteran	2	0	0
5150	6	3	0
Mental Illness	80	0	37
Evaluations	116	0	0
Narcotics	167	0	53
Detox	0	0	0
Housed	2	0	0
Parole	5	0	0
Probation	10	0	0
Cleanup requests	14	0	0
Cleanups	32	0	0
Provided Social Services	0	3	0
Hospital	0	4	0
Food/Clothing	0	1	0

**Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.*



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment J

MTS Citations & Warnings Demographics* - February 2025													
	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
	0	1	0	0	9	45	9	67	1	9	9	33	
Total	1		0		54		76		10		42		183
% Share	0.55%		0.00%		29.51%		41.53%		5.46%		22.95%		100%

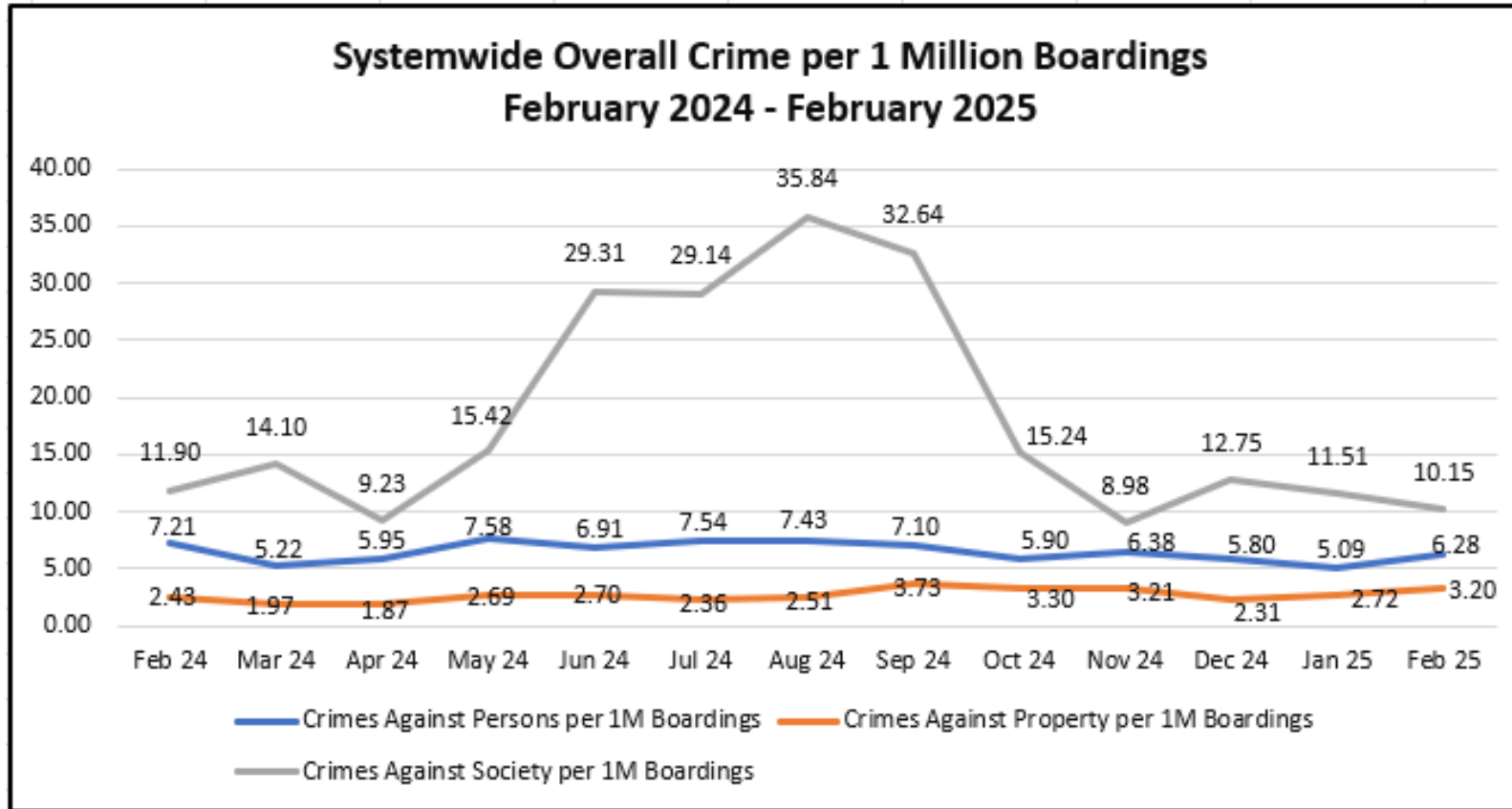
*Citation data is for adults only, as minors are not cited

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

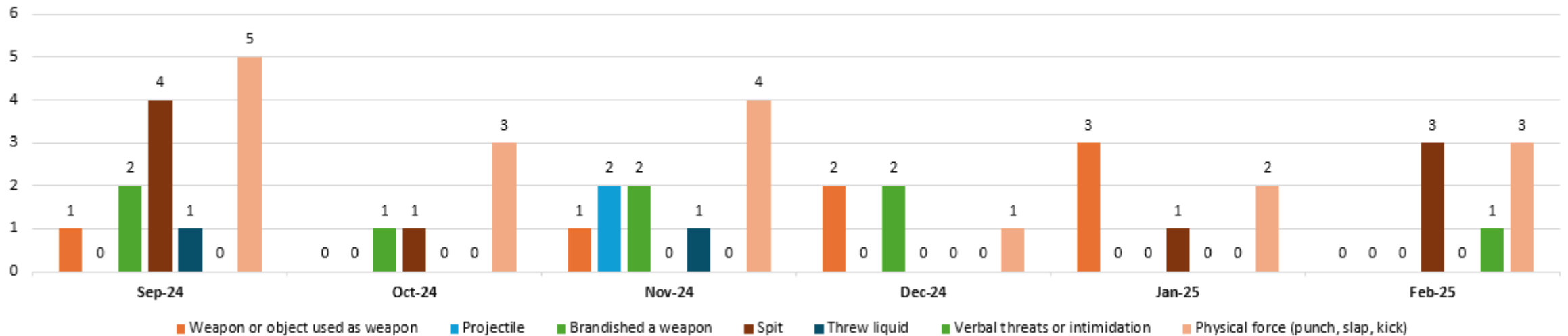
Frontline Assaults

- 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
Total	23	23

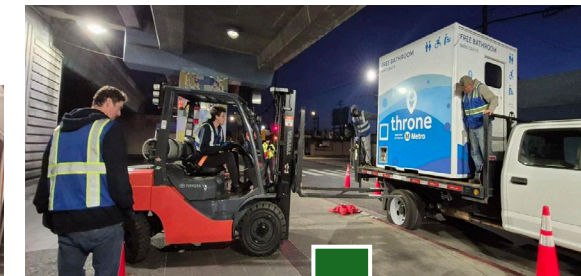
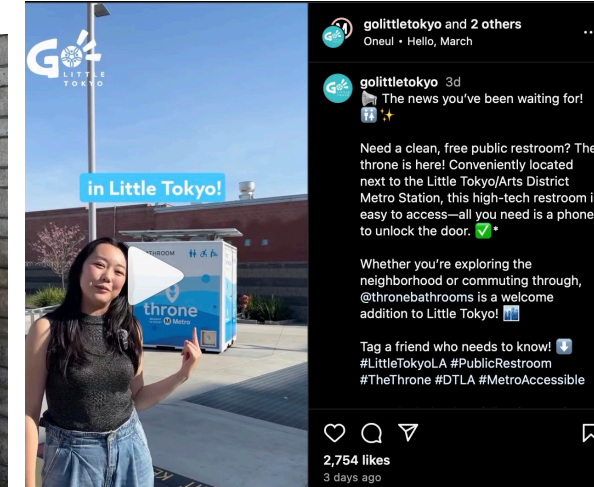
Reasons for Assaults on Non-Operator Personnel	
Reason	Feb-25
Asked to leave vehicle or facility	8
Insufficient information	6
Violated Code of Conduct or committed a crime	2
Grand Total	16

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**.

