



Board Report

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Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

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. The agency implemented a multi-faceted plan to improve both safety outcomes 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 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 contract law enforcement services. In 2024, Metro enhanced its public safety model further with a three-pronged strategy: 1) increase the engaged and visible presence of uniformed personnel, 2) improve access control to ensure the system is being used only for its intended purpose of transit, and 3) strengthen partnerships with government and nonprofit partners to address societal issues impacting our transit system, including homelessness, untreated mental illness, drug addiction, and crime. In 2025, the agency expanded several successful access control initiatives, transitioned the Ambassadors in-house, and completed Phase 1 of implementing the in-house public safety department. The actions described in this report aim to improve safety and perceptions of safety on the system.

DISCUSSION

The Metro Department of Public Safety (DPS) is responsible for overseeing safety initiatives on the Metro system, working in collaboration with other departments, including Operations and Customer Experience. DPS forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating crime and other societal

issues impacting the transit system, enforcing Metro's Code of Conduct, ensuring the safety and hard security of Metro's facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing other areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for December 2025, the most recent month for which systemwide law enforcement data is available.

OVERVIEW

Metro strives to continually improve and more accurately measure the impact of its public safety initiatives. As 2025 came to a close, staff reviewed the year's activities to assess their impact on safety.

2025 Trends

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.

Furthermore, below are the outcomes for December 2025, strategically focused on the CEO's three-pronged approach.

- **Continue to increase monthly ridership.** In December, Metro ridership increased 5.4% from the previous month (25,022,160) but was down by 1.54% compared to December 2024 (25,414,697). Many factors influence ridership patterns, including holiday and construction-related business closures and changes in people's daily routines. Staff track monthly ridership numbers to analyze and better understand the crime trends in relation to ridership.
- **Ensure access to the system is used solely for transit.** Law enforcement and security made 379 trespassing arrests in December, an increase of 34% compared to November (which was a result of the holiday surge conducted by law enforcement). Four took place in the ancillary areas, where one was initiated by Contract Security (CS) after being alerted by an ancillary alarm, and the remaining three occurred during a routine CS inspection. Notable improvements in cleanliness, as well as the reduction and removal of encampment areas, coupled with increased enforcement and accountability for those who trespass in the ancillary areas, are positive measures of the effectiveness of Metro's access control safety improvement strategies and tactics.
- **Connect homeless riders to housing.** In December, Metro Homeless Outreach Management & Engagement (HOME) referred 223 people to interim housing and placed 50 people into permanent housing, thereby reducing any need for them to shelter on the Metro system and bringing the total for FY26 to 1,333 connections to housing. Meeting 63% of the FY26 goal of 2,100 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.
- **Facilitate the reduction of violent crime.** Crimes Against Persons (violent crimes)

systemwide increased by 13.0% compared to November (191 vs. 169), due to increases in batteries. Compared to December 2024, Crimes Against Persons increased by 29.1% (191 vs. 148) due to increases in batteries and robberies. Law enforcement reported at least three robbery crews committing crimes in December, with multiple suspects from each of the crews arrested. Although these crews were mostly involved in committing property crime (e.g., cell phone thefts), some of these incidents were classified as robberies depending on how property was taken from the victims.

- **Facilitate the reduction of property crime.** Crimes Against Property increased by 17.9% compared to November (79 vs. 67), due to an increase in thefts. Compared to December 2024, the increase was 33.9% due to an increase in thefts. As previously mentioned, law enforcement reported at least three robbery crews committing crimes in December. These crews were involved in cell phone thefts, chain/necklace snatching, and copper wire thefts throughout the system.
- **Facilitate the reduction of narcotics, trespassing, and other crimes against society.** During December, Metro saw a notable impact from LAPD's surge deployments over the holidays, resulting in an increase in arrests for Crimes Against Society. These crimes increased by 32.2% compared to the previous month (493 vs. 373), due to increases in narcotics, trespassing, and weapons arrests. Compared to December 2024, Crimes Against Society increased by 51.7% (493 vs. 325). More details, including crimes per one million boardings, can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

CUSTOMER COMMENTS

Metro believes in continuously listening to, learning from, and responding to customer feedback. Using various sources, including Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public comments and sentiment of the Metro system. DPS monitors general sentiment and reports actionable security concerns in weekly calls with Metro's security and maintenance teams. Any customer comments about criminal activity are immediately forwarded to law enforcement for investigation and reporting.

Overall Public Sentiment

In December, customers primarily engaged on topics related to safety and security. As in previous months, the most positive comment was about the system's visible security presence.

- December 1 - In a Reddit 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.
- December 14 - In a Reddit 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.

- December 16 - On 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.
- December 17 - In a Reddit post titled "Is LA Metro actually safe for tourists? First time in Los Angeles," there were many responses assuring that Metro is safe, with one person sharing they saw LAPD and armed security guards at every station when they took the B and E Line.

Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app. The number of reports submitted through the Transit Watch app increased in December, from 4,117 in November to 4,722.

In December, the three most reported types of incidents are property crime related to graffiti (33% of reported incidents), smoking/alcohol/drugs (28% of reported incidents), and fights or disturbances (15% of reported incidents). Below are the top three locations for each incident type:

1. **Graffiti** (446 vs. 487 in November) - Willowbrook/Rosa Parks Station, Pico Station, and Irwindale Station, where several reports were received for graffiti inside trains and on the platforms.
2. **Smoking/Alcohol/Drugs** (384 vs. 376 in November) - 7th Street/Metro Center Station, Lynwood Station, and Union Station, where riders reported seeing people doing drugs at the stations and smoking inside the trains and on platforms.
3. **Fights or Disturbances** (207 vs. 221 in November) - 7th Street/Metro Center Station, Vermont/Santa Monica Station, and Expo/Crenshaw Station, where reports were submitted for fights inside trains and on platforms, people arguing loudly, and playing loud music on the platforms and on the trains.

Some stations, including the ones mentioned above, have seen increases in graffiti due to ongoing territorial disputes between rival gangs. Countermeasures by Metro now include AI resources to better map, identify, and link related graffiti incidents, building stronger criminal and civil cases against offenders. In addition, LAPD began a surge in its deployment across the system on November 10, 2025, to address drug use and antisocial behavior. Prioritizing resources at the stations flagged the most by customers not only improves our safety statistics - it can be one of the fastest ways to help riders feel safe when riding the system.

DPS actively works on decreasing drug use on the system. LAPD and LASD employ a variety of strategies, such as plainclothes surveillance operations, public drug use/ drug recognition surge operations to disrupt demand, and daily proactive patrols to actively disrupt narcotics distribution when it is observed or reported by an employee or rider. In December, LAPD and LASD made 100 arrests (LAPD - 94; LASD - 6) for narcotics. In comparison, LAPD and LASD made 81 arrests (LAPD - 69; LASD - 12) for narcotics in November. Metro's public safety personnel are also equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details).

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro’s public safety personnel’s deployment activities for December, intended to promote the safe access and use of the transit system, as well as prevent and reduce crime and other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations. The table below represents law enforcement’s efforts for December.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	November 2025	December 2025	Rolling 12-Month Average	November 2025	December 2025
LAPD	454	469	675	625	692	629
LASD	102	137	142	106	176	157
Total	556	606	817	731	868	786

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

In December, the two law enforcement agencies made 817 arrests and issued 786 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 are in Attachment B. Law enforcement’s separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

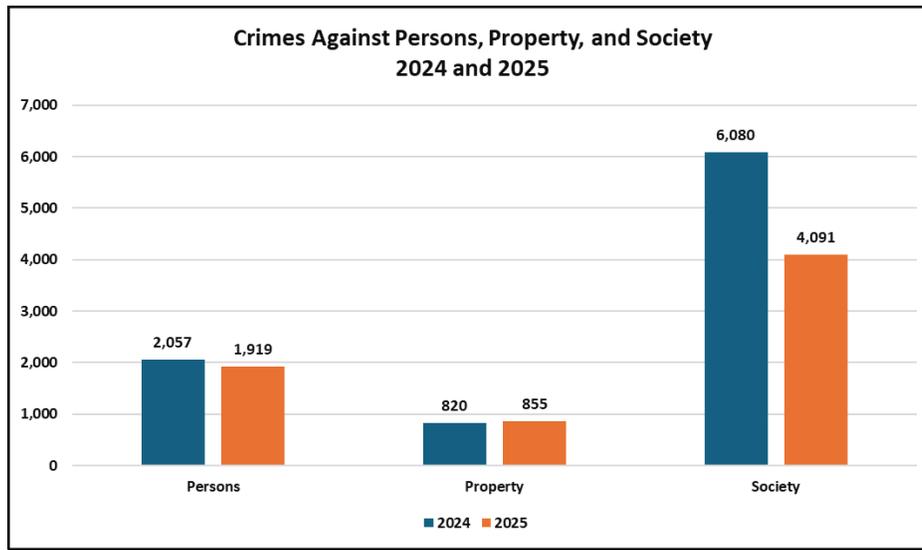
Metro Transit Security Officers support DPS priorities, including physical security, Code of Conduct education and enforcement, and fare compliance enforcement. MTS enforces fare compliance utilizing rider education, technology improvements, as well as removals, warnings, and citations. Other Metro actions, such as introducing taller faregates, implementing TAP-to-Exit, and hiring more transit security officers, as well as other tactics, support fare compliance. In December, Transit Security Officers issued 792 citations and 918 written warnings. 783 citations (99%) and 913 warnings (99%) were for fare evasion. Transit Security Fare Compliance teams removed 952 individuals from the system for fare evasion. Refer to Attachment D for more details on MTS activity and deployment this month, and a demographic breakdown of those cited.

Bus Safety Teams

MTS Bus Safety Teams (BSTs) 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. These deployments are both preventative to keep our riders safe from crime and reassuring to make riders feel safe. The BSTs are augmented with law enforcement support. In December, there were 1,902 and 5,978 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

*Law enforcement Bus Teams conduct bus boardings, 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.

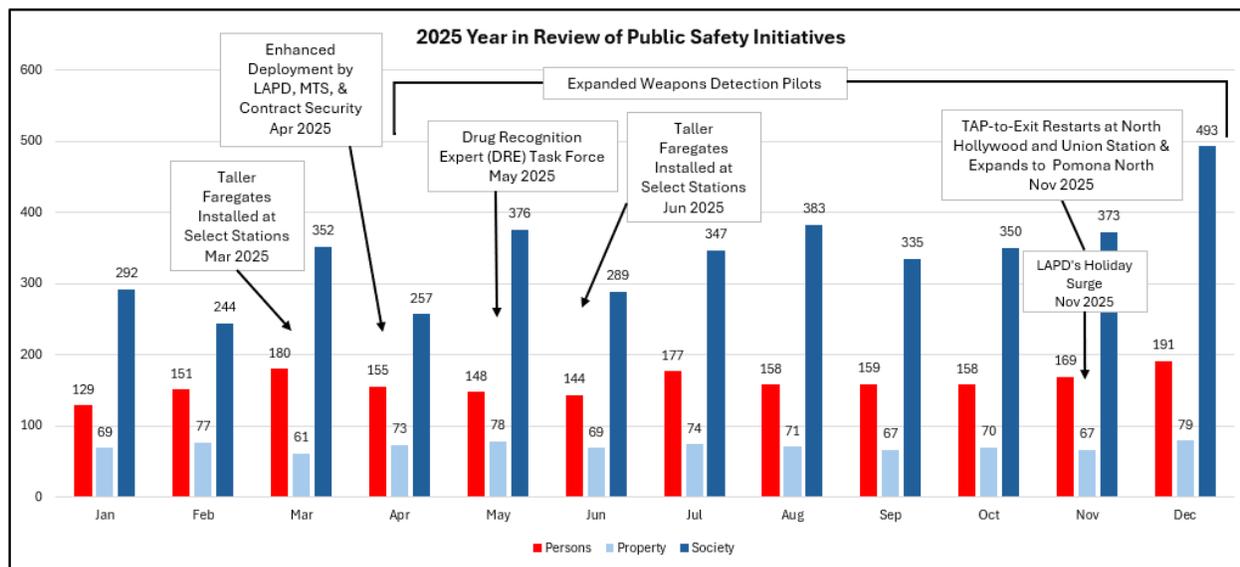
Systemwide Crime Stats - 2025 Year-In-Review



Crimes Against Persons (violent crimes, which include aggravated assaults, batteries, and robberies) experienced a decrease 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 than in the previous year.

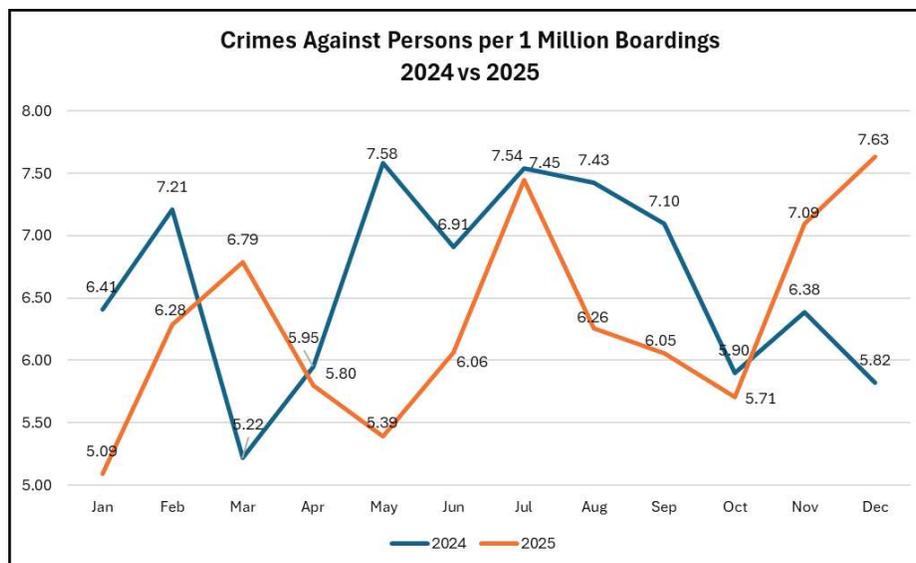
Crimes Against Property, on the other hand, remained steady in 2025 at a higher rate than in 2024, driven by robbery crews targeting cell phones, chains/necklaces, and copper wire throughout the system. The total number of incidents and crimes per one million boardings increased by 4.27% and 6.16%, respectively.

As seen in the chart below, these initiatives, especially the targeted surges throughout the year, kept arrests for Crimes Against Society, mainly related to trespassing, at a higher than average rate when compared to the previous five years. Compared with 2024, Crimes Against Society saw decreases of 32.71% in the total number of incidents and 31.49% per one million boardings.

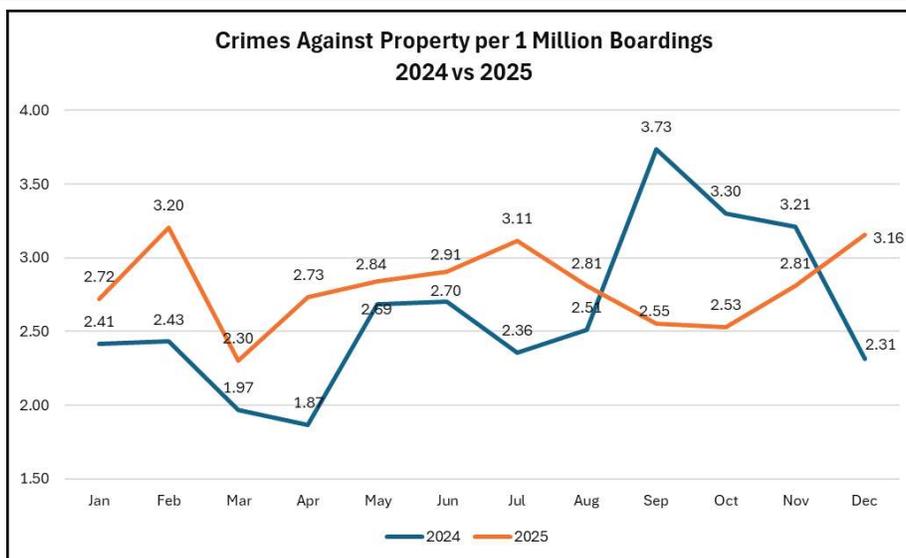


Systemwide Crime Stats Per One Million Boardings - 2024 vs. 2025

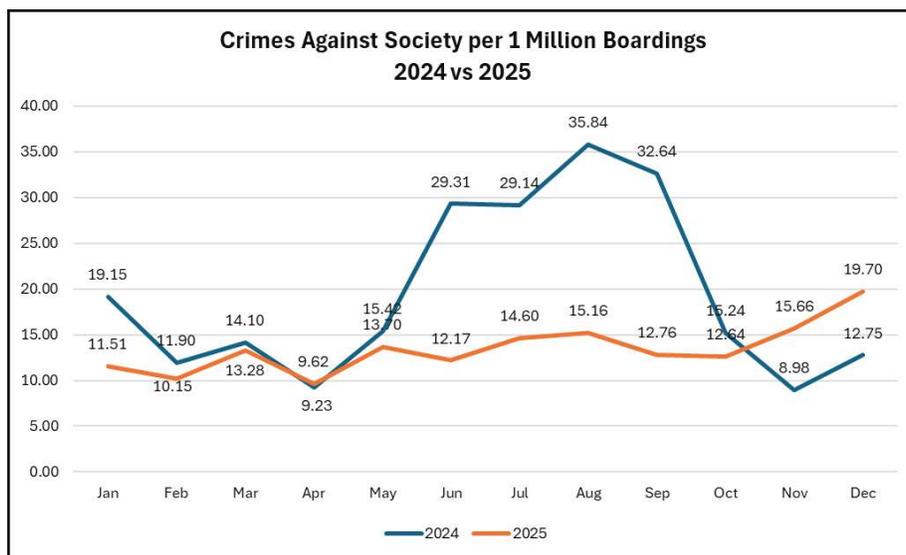
Metro coordinates with its law enforcement partners to provide a visible, engaged presence on the bus and rail systems and to enforce the Penal Code to deter criminal activity, including assaults, theft, and trespassing. The following charts compare Crimes Against Persons, Property, and Society per one million boardings in 2024 and 2025.



Crimes Against Persons (violent crimes, which include aggravated assaults, batteries, and robberies) decreased in 2025 compared to 2024, both in total number of incidents and per one million boardings. During the year, Crimes Against Persons per one million boardings decreased by 5.01% compared to 2024 (6.28 vs. 6.61).



Crimes Against Property remained steady throughout the year with a few spikes, especially towards the end of the year during the holiday season. Many thefts during the year were the result of robbery crews targeting cell phones, chains/necklaces, and copper wire throughout the system.

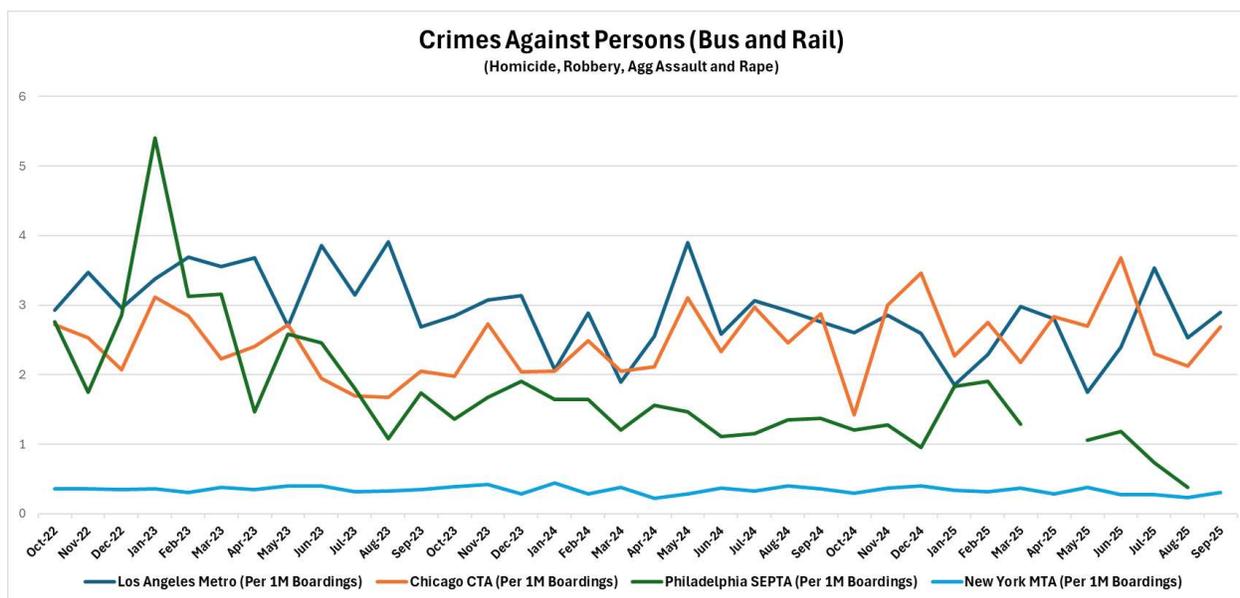


Crimes Against Society per one million boardings were lower in 2025 compared to 2024. Despite this decrease, Crimes Against Society were higher in 2025 than in previous years, which is a direct result of several specialized deployments that targeted areas of high narcotic use and trespassings throughout the year. Enforcement initiatives, such as TAP-to-Exit and the installation of taller fare gates at some locations, also contributed to this decrease.

Refer to Attachment E for more details on crime data normalized by ridership.

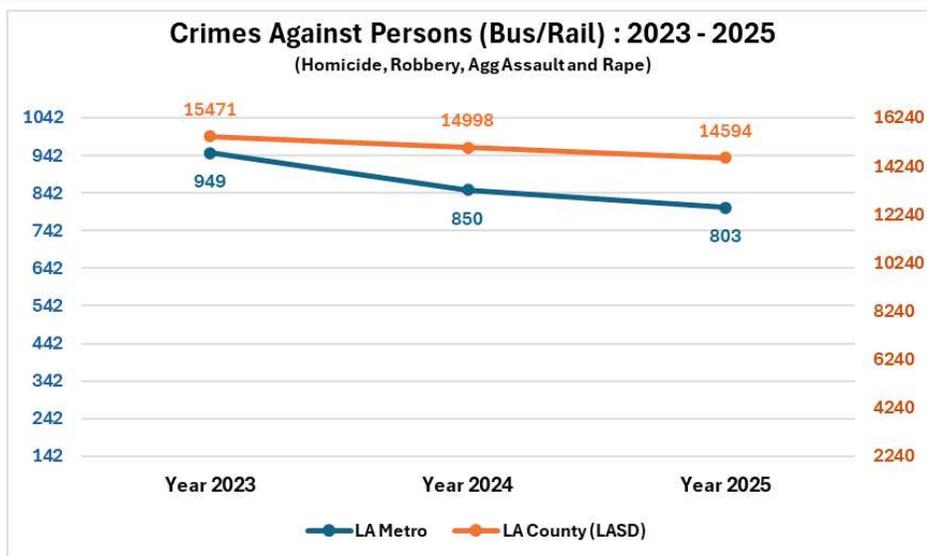
How Metro Compares with Countywide Crime & Other Major Transit Agencies

To benchmark with other transit agencies in similarly sized cities, figures for Crimes Against Persons were collected for the Los Angeles Metro, the Chicago CTA (Chicago Transit Authority), the Philadelphia SEPTA (Southeastern Pennsylvania Transportation Authority), and the New York Metro Transit Authority (NY MTA) (excluding commuter railroads, bridges, and tunnels). To ensure the accuracy of this comparison, only the following Crimes Against Persons categories were included, as they were found to be the most common across agency reports: Homicide, Robbery, Aggravated Assault, and Rape. For all agencies, crime incidents were normalized by ridership, allowing for a systematic and uniform comparison. Longitudinal analysis indicates that Metro came out of the pandemic with some of the highest crime rates among peer agencies. While these Part 1 Crimes were initially reported more frequently across LA Metro, since the beginning of 2024, there has been a notable shift, with this discrepancy narrowing over time. For the portion of the 2025 calendar year for which data is available (Jan - Sept), LA Metro is now reporting these crimes at lower rates than Chicago CTA. The Philadelphia-region SEPTA agency has made the largest percentage-wise improvements over the same period.



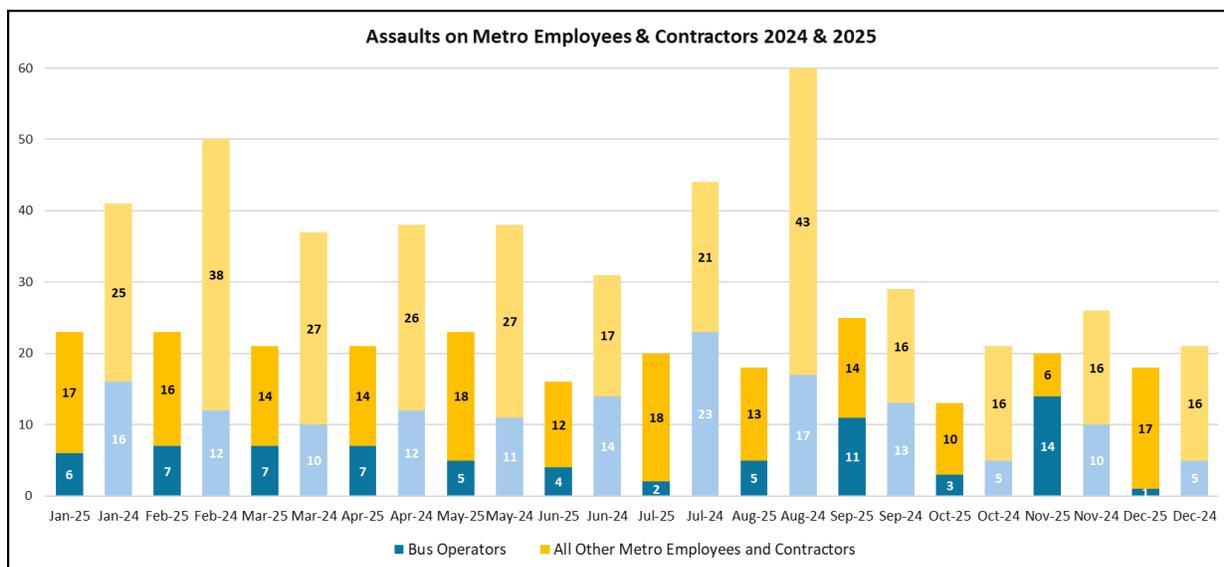
*Philadelphia SEPTA did not report crime data for April 2025.

The following is a year-over-year comparison of a group of Part 1 Crimes (Homicide, Robbery, Aggravated Assault, and Rape) between LA Metro and Los Angeles County as a whole (as reported by the Los Angeles Sheriff's Department). These group years include data from January through December 2025. While both LASD and LA Metro reported declines in these incidents over a three-year period, reductions were far more significant for LA Metro. Comparing the number of these incidents between 2023 and 2025, Metro experienced a 15% reduction compared to a 5.7% reduction for Los Angeles County as a whole. This is illustrated in the graph below.



Mitigating Assaults Against Frontline Employees

As the chart below shows, assaults on Metro employees and contractors decreased in December. Lower levels of assaults on bus operators are likely the result of the retrofit safety barriers on all buses. The graph below compares assaults on Metro employees and contractors on a monthly basis in 2025 to 2024, showing the decrease in 2025. Staff will continue to track these assaults to identify additional measures to protect employees and contractors.



Bus Operators

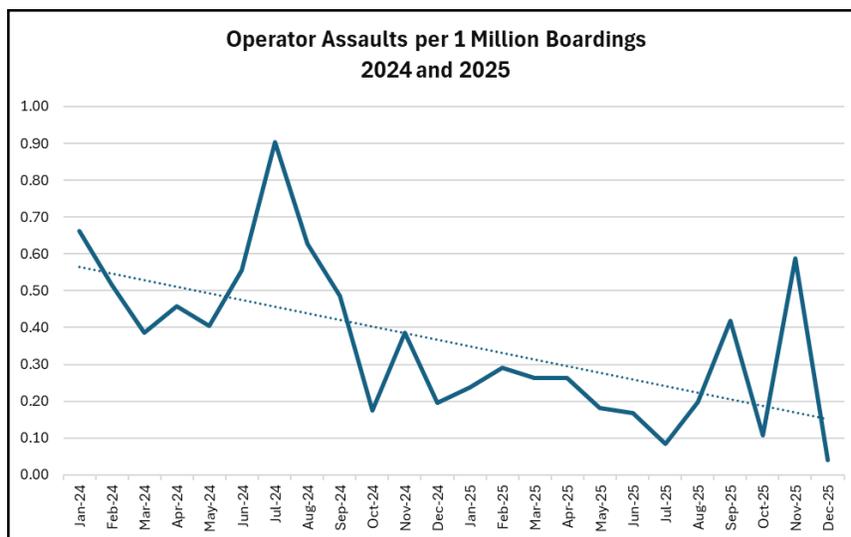
Metro’s law enforcement partners reported one operator assault in December, a notable decrease from November (1 vs. 14) and a decrease from December 2024 (1 vs. 5). Using a projectile (pepper spray) was the method of assault on the operator, which occurred inside the vehicle while a barrier was in use.

The assault resulted when a suspect boarded the bus and purposely activated a can of pepper spray as he walked down the aisle. The operator and other passengers immediately felt the effects of the pepper spray. The suspect exited the bus when he was confronted by a passenger. The suspect fled on a bus traveling in the opposite direction. The victim was not injured and declined medical treatment. This investigation remains open.

Bus Operator Assaults - 2024 vs 2025

When analyzing total operator assaults in 2025 and 2024 relative to ridership, the results show that assaults on operators per one million boardings decreased by 50.5% in 2025 compared to 2024. This decrease can be attributed to the installation of new retrofitted bus barriers and to the Bus Riding Teams’ data-centric deployment model.

Systemwide	2025	2024	% Change
Operator Assaults	72	148	-51.4%
Ridership	305,698,987	311,253,565	-1.8%
Operator Assaults per 1 Million Boardings	0.24	0.48	-50.5%



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’ health. When assaults occurred, health outcomes for bus operators markedly improved as a result of the new safety measures.

In 2025, serious assaults (those involving physical altercations and excluding the brandishing of weapons or verbal threats) made up 86% of all assaults, little changed from the 84% of serious assaults on non-retrofit buses in 2024. However, assaults requiring medical transport dropped more in the year-over-year analysis compared to assaults where no medical transport occurred. While the number of assaults that did not require medical transport decreased by 48% in 2025 compared to 2024 (124 vs 64), 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).

Other Frontline Staff

Assaults on frontline staff (excluding operators) increased from six in November to 17 in December. The methods of assault on these frontline staff vary from suspects using their hands to shoving or punching staff, throwing an object, spitting on an employee, throwing liquid, and using verbal threats.

All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals. More details on assault methods and reasons can be found in Attachment F.

ACCESS CONTROL & STATION EXPERIENCE

Metro continues to focus on improving the transit experience for riders while removing individuals who commit crimes or are found to be trespassing. Metro's proactive strategy, which includes fixed security posts of uniformed personnel, roving patrols, frequent station cleanings, physical security, and environmental improvements, has led to significant improvements in access control and safety, as well as noticeable positive changes in cleanliness across the Metro system's ancillary areas.

Station Experience Updates

Metro is committed to safety and partners with city officials and community groups, including local councils and businesses, to address challenges at various stations. Attachment G describes recent initiatives by the Station Experience team, including:

- To address safety concerns at Expo/La Brea Station, staff relocated plaza seating from the hidden areas that had attracted inappropriate activity and added refreshed seating directly where riders wait for connecting buses.
- To improve natural surveillance and expand voter access, Metro successfully collaborated with the LA County Registrar-Recorder/County Clerk's Office in placing nine Vote-by-Mail Drop Boxes across the system. Over 7,000 ballots were collected in November 2025, a 26% increase from 2024.
- To improve safety and cleanliness concerns around Arcadia Station, staff worked with the City of Arcadia to coordinate interventions to help inspire appropriate behavior, including open elevators and lighting beacons.
- To gauge if safety and cleanliness improved at the three J Line Stations along the I-110 Harbor Transitway, staff surveyed 100 bus riders and the custodial team, revealing a 90% reduction in loitering.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best-practice interventions. This includes the following:

- There were reports of security concerns in and around Patsaouras Bus Plaza at Union Station East, so staff conducted multiple walkthroughs with DPS, Building Services, and ITS to discuss potential improvements to the area's safety and cleanliness. A security deployment was added to conduct a regular foot patrol of the affected area.
- Fillmore and Lake stations have historically received community concerns as two hotspots stemming from societal challenges. Metro staff from Station Experience, DPS, and Civil Rights conducted site visits at both stations to discuss and coordinate potential interventions.

Impact of Taller Faregates

In 2025, Metro installed taller faregates at several rail stations to deter fare evasion and trespassing. An analysis of crime data before and after the installation of taller faregates showed decreases in violent and property crime at some stations. The A Line stations with taller faregates saw a 32% decrease in violent crime and 7% in property crime. In comparison, the A Line saw an increase of 10% in violent crime during this same period. The B Line stations with taller faregates saw a 4.5% decrease in violent crime, while property crime increased 9.5%, which may be attributed to robbery crews targeting riders on the B Line during the year. In comparison, the B Line saw a 4% decrease in violent crime during this same period, performing slightly worse than the stations with taller faregates. As staff receive more crime data at these stations with taller faregates, they will continue to analyze the data to assess the effectiveness of taller faregates on deterring crime.

CARE-BASED SERVICES

In January, the DPS launched the Care-Based Services Division, bringing together all of Metro's care-based public safety programs, including the Metro Ambassadors, Homeless Outreach and Engagement (HOME), and Community Intervention Specialists. This new division works closely with the department's other divisions and reflects the agency's commitment to a modern public safety approach - one that is holistic, integrated, and visible to ensure employees and riders feel safe on the system.

Metro Ambassadors

Metro Ambassadors support riders by providing assistance, connecting them to resources, and reporting safety incidents or maintenance needs. Their presence helps enhance the perception and feeling of customer safety and the overall customer experience. When appropriate, Ambassadors also assist in Code of Conduct education. In December 2025, Ambassadors continued their presence across all rail lines as well as the G Line and the J Line. See Attachment H for additional details on Ambassador deployments this month.

In December 2025, Ambassadors conducted 50,163 customer engagements and reported:

- 3,618 cleanliness issues (13% decrease from November 2025)
- 3,097 graffiti incidents (27% increase from November 2025)
- 768 elevator and escalator problems (5% decrease from November 2025)

During this reporting period, Ambassadors noted an uptick in incidents at A Line stations. Graffiti reports are shared with the Community Intervention Specialist (CIS) teams so they can address vandalism and de-escalate situations on the Metro system. Additionally, all reports are immediately forwarded to Metro stakeholders via the Transit Watch App to ensure graffiti is removed as quickly as possible.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In December, MDTs enrolled 533 people into the Homeless Management Information System (HMIS), referred 223 people to interim housing, and placed 50 people into permanent housing. For FY26, 3,621 people have been enrolled into HMIS, and 1,333 have been connected to interim or permanent housing thus far; see the table below for a breakdown of the placements for this fiscal year.

FY26 Interim and Permanent Housing Placements						
Metro Multi-Disciplinary Team (MDT)	Lines Covered	Number of Teams Funded by Metro	Placed Into Interim Housing		Placed Into Permanent Housing	
			YTD	Dec-25	YTD	Dec-25
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	526	103	77	24
Helpline Youth Counseling (HYC)	A South	2	45	16	5	1
HOPICS	C, K	2	45	13	0	0
LA Family Housing (LAFH)	G	2	20	8	1	0
Union Station Homeless Services	A (North)	2	27	4	3	1
PATH	A, B, D, E (West)	7	530	79	54	24
TOTAL			1193	223	140	50

HOME team outcomes vary from month to month based on a series of factors that impact how outreach teams perform across the system. Observational data shows the greatest activity occurring along the A and B lines, reflecting higher rates of housing placements along those segments. Changes in transitional housing connections are often a reflection of seasonal weather, which necessitates additional transitional housing resources being made available, thus providing agencies with increased options during the winter. Additionally, connecting people to permanent housing options (excluding family reunifications) historically requires several months to complete. As such, the permanent placement outcomes fluctuate according to the number of people successfully navigating that process.

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, DPS’s law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD’s Homeless Outreach and Proactive Engagement (HOPE) teams and LASD’s Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. In December, LAPD’s HOPE team engaged 97 individuals, referring 10 of them to services. LASD’s MET had 293 engagements and referred three to social services. Metro also collaborates with the LA County Department of Mental Health (DMH), as Metro staff have been trained to identify individuals appropriate for referrals, and select DMH staff can access the system when mental health crises occur. See the following table for details from LAPD and LASD:

**Law Enforcement Homeless Outreach
December 2025**

	LAPD	LASD
Contacts	97	293
Refusal of Services	85	147
Referrals	10	3
Veteran	2	0
5150	0	6
Mental Illness	36	1
Evaluations	79	0
Narcotics	85	0
Detox	0	0
Housed	0	44
Parole	2	0
Probation	4	0
Cleanup requests	21	0
Cleanups	22	0
Hospital	0	1

EQUITY PLATFORM

The Metro transit system spans many diverse communities across Los Angeles County. The diversity of Metro’s service area includes economically and ethnically diverse areas, as well as diversity in regard to public safety needs. Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro’s system is equitable across Los Angeles County. The newly established Care-Based Services Division demonstrates the agency’s holistic approach to improving public safety by bringing together all of Metro’s care-centered programs. Understanding that people define safety and view uniformed personnel differently, this division can connect individuals experiencing crises to the services they need the most, diverting them from the criminal justice system. Furthermore, they can work more closely with the other divisions in the DPS, ensuring law enforcement resources aren’t dispatched to scenarios where they aren’t truly needed. Community intervention specialists have personal ties within the community, which allows them to build trust with individuals. Homeless outreach teams can protect vulnerable riders from criminalization by intervening at critical moments in their lives, finding them a place to stay, and helping them access the support and services they need.

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.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro’s systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on Metro’s 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.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

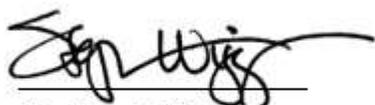
DPS will continue to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, as well as the agency's crime statistics. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

- Attachment A - Narcan Data December 2025
- Attachment B - Arrests by Race & Ethnicity December 2025
- Attachment C - Law Enforcement Homeless Outreach December 2025
- Attachment D - Metro Transit Security & Contract Security Activities December 2025
- Attachment E - Law Enforcement Crime Summary December 2025
- Attachment F - Frontline Safety Additional Data December 2025
- Attachment G - Station Experience Updates
- Attachment H - Metro Ambassador Activities December 2025

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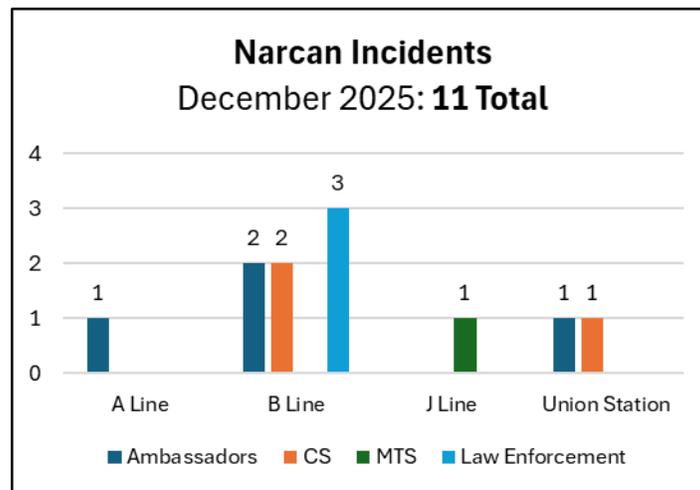


Stephanie Wiggins
Chief Executive Officer

Narcan Data (December 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In December, Narcan incidents decreased by nine from the previous month to 11. Ambassadors reported four incidents, Contracted Security and LAPD reported three incidents, MTS reported one incident, and LASD reported no incidents. Seven of the Narcan incidents occurred on the B Line, two occurred at Union Station (not line-specific), and one occurred on the A and J Lines.





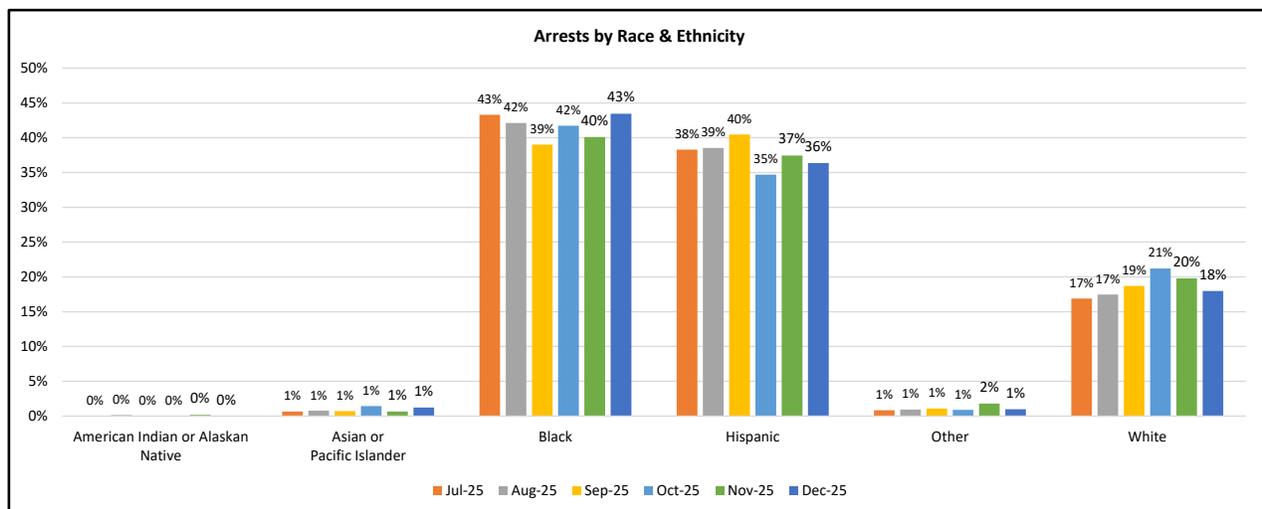
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Arrests December 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	2	8	41	314	32	265	1	7	24	123	817
Total	0		10		355		297		8		147		817
% Share	0.00%		1.22%		43.45%		36.35%		0.98%		17.99%		100.00%

Arrests December 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	5	13	9	39	0	0	3	7	76
Rail Systemwide	0	0	2	8	35	298	23	224	1	7	19	115	732
Union Station and 7th & Metro Station	0	0	0	0	1	3	0	2	0	0	2	1	9
Total	0		10		355		297		8		147		817
% Share	0.00%		1.22%		43.45%		36.35%		0.98%		17.99%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) December 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	1	3	8	71	8	68	1	0	7	34	201
B Line (Red)	0	0	1	2	17	160	10	105	0	4	10	59	368
C Line (Green)	0	0	0	0	1	7	0	11	0	0	0	0	19
E Line (Expo)	0	0	0	3	9	59	5	39	0	3	2	20	140
Bus - G Line (Orange)	0	0	0	0	1	2	0	5	0	0	0	2	10
Bus - J Line (Silver)	0	0	0	0	0	1	1	5	0	0	0	2	9
K Line	0	0	0	0	0	1	0	1	0	0	0	2	4
LAX/MTC	0	0	0	0	1	1	0	0	0	0	2	0	4
Union Station	0	0	0	0	0	2	0	2	0	0	0	1	5
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	4	10	8	29	0	0	3	3	57
Total	0		10		355		297		8		147		817
% Share	0.00%		1.22%		43.45%		36.35%		0.98%		17.99%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Law Enforcement Homeless Outreach

December 2025

	LAPD	LASD
Contacts	97	293
Refusal of Services	85	147
Referrals	10	3
Veteran	2	0
5150	0	6
Mental Illness	36	1
Evaluations	79	0
Narcotics	85	*
Detox	0	*
Housed	0	44
Parole	2	0
Probation	4	0
Cleanup requests	21	0
Cleanups	22	*
Hospital	0	1

**No data reported*

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.

Metro Transit Security & Contract Security Activities (December 2025)

Metro Transit Security

MTS Citations and Warnings		
	December 2025	12-month Avg
Citations	792	236
Warnings	918	198

MTS Citations and Warnings - December 2025	
Category	Count
Proof of Fare	1,696
Loitering	3
Smoking/Vaping	5
Wheeled Riding Device Over 6ft Long	2
Disruptive Activities	1
Littering or Dumping	1
Sound Devices	1
Weapons Prohibited	1
Total	1,710

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) offer safety tips, such as staying aware of surroundings while using mobile phones, and promote the Transit Watch app for incident reporting. Many TSOs are bilingual, assisting customers in languages such as Spanish, Korean, and Thai. They engage with bus operators to discuss safety issues for the Bus Safety Teams to address. When possible, TSOs give operators verbal tips on safety and de-escalation tactics to respond appropriately to potential threats.

MTS Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In December, these operations resulted in 159 removals on Line 2 and 187 removals on Line 4 for non-compliance.

TRANSIT SECURITY BUS SAFETY TEAMS - DECEMBER 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
12/01/25 - 12/07/25	G Line, J Line, 4, 115, 207, 720	200	99	131
12/08/25 - 12/14/25	G Line, J Line, 4, 207, 720	166	107	92
12/15/25 - 12/21/25	G Line, J Line, 4, 207, 720	196	141	96
12/22/25 - 12/28/25	G Line, J Line, 4, 207, 720	159	95	68
12/29/25 - 01/04/2026	G Line, J Line, 4, 207, 720	142	91	76

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.

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of December's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS - DECEMBER 2025			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS-FARES ²	REMOVALS-CoC ³
12/01/25 - 12/07/25	A, B, C, E,	228	297
12/08/25 - 12/14/25	A, B, E,	206	366
12/15/25 - 12/21/25	A, B, C, E, K	384	505
12/22/25 - 12/28/25	A, B, C, E	76	170
12/29/25 - 01/04/26	A, B, C, E	140	239

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 December activities.

TRANSIT SECURITY TRAIN SAFETY TEAMS - DECEMBER 2025				
DEPLOYMENT PERIOD	LINES COVERED ¹	TRIPS ¹	REMOVALS-FARES ²	REMOVALS - CoC ³
12/01/25 - 12/07/25	A, B, K	76	76	18
12/08/25 - 12/14/25	A, B	60	55	18
12/15/25 - 12/21/25	A, B, D	130	155	83
12/22/25 - 12/28/25	A	12	5	5
12/29/25 - 01/04/26	A	8	29	3

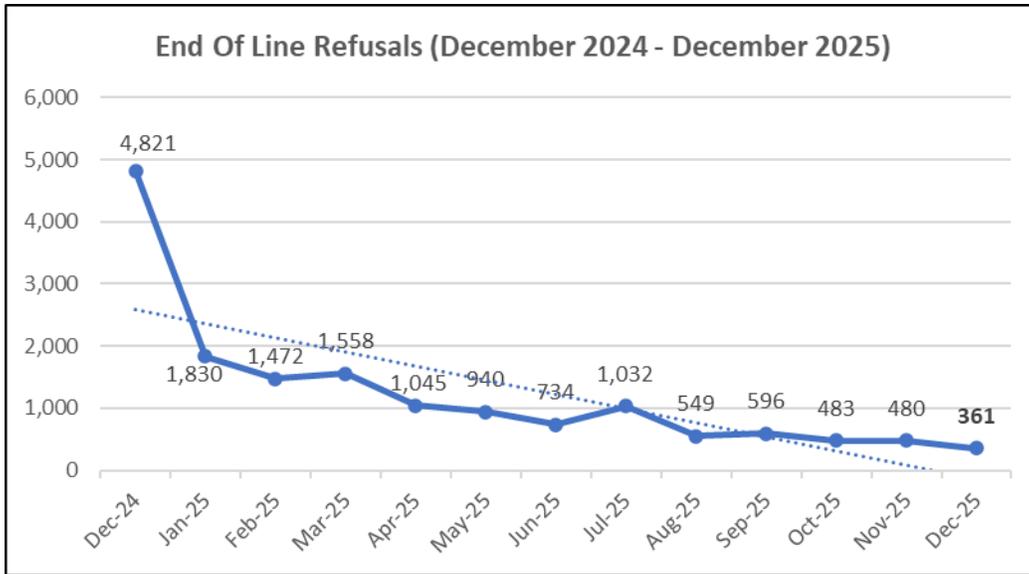
¹ Combined number of trips taken by TRT on the referenced train lines.

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

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

Contract Security

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. Staff are seeing a substantial year-over-year decline in refusal rates. December 2025 recorded an 85% decrease in offloading refusals compared to December 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions to enhance customer engagement and compliance with the Metro Customer Code of Conduct. Compliance includes offloading the train at the EOL stations and re-tapping to adhere to fare payment rules.





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment E

Total Crime Summary - December 2025

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	383	442	495	460	431
Agg Assault on Op	29	36	41	43	21
Battery	745	868	1044	995	942
Battery on Operator	94	128	127	105	51
Homicide	5	6	6	5	3
Rape	14	12	13	14	14
Robbery	257	349	394	328	334
Sex Offenses	100	102	115	107	123
Subtotal	1,627	1,943	2,235	2,057	1,919
Crimes Against Property					
Arson	9	6	0	2	8
Bike Theft	44	44	25	5	13
Burglary	16	13	16	7	6
Larceny	388	510	481	566	528
Motor Vehicle Theft	13	17	43	27	42
Vandalism	286	286	184	213	258
Subtotal	756	876	749	820	855
Crimes Against Society					
Narcotics	148	155	568	1,289	1,224
Trespassing	92	126	1,635	4,532	2,708
Weapons	45	56	128	259	159
Subtotal	285	337	2,331	6,080	4,091
Total	2,668	3,156	5,315	8,957	6,865

Total Crimes 5-Year Trend Current Month only - Systemwide

	Dec-21	Dec-22	Dec-23	Dec-24	Dec-25
Crimes Against Persons					
Agg Assault	29	29	36	39	38
Agg Assault on Op	4	3	4	3	0
Battery	73	64	81	72	98
Battery on Operator	13	10	13	2	1
Homicide	0	0	2	0	2
Rape	0	1	0	1	4
Robbery	41	31	32	23	38
Sex Offenses	9	9	7	8	10
Subtotal	169	147	175	148	191
Crimes Against Property					
Arson	1	0	0	0	0
Bike Theft	6	1	0	0	2
Burglary	0	1	3	0	0
Larceny	31	36	36	34	53
Motor Vehicle Theft	2	1	2	5	1
Vandalism	13	15	13	20	23
Subtotal	53	54	54	59	79
Crimes Against Society					
Narcotics	7	22	60	172	99
Trespassing	6	18	318	118	379
Weapons	2	8	17	35	15
Subtotal	15	48	395	325	493
Total	237	249	624	532	763

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	261	308	355	291	257
Agg Assault on Op	3	2	1	1	0
Battery	474	563	730	624	563
Battery on Operator	5	5	7	0	0
Homicide	5	5	6	2	0
Rape	13	11	13	12	6
Robbery	190	267	269	210	202
Sex Offenses	73	71	68	64	67
Subtotal	1,024	1,232	1,449	1,204	1,095
Crimes Against Property					
Arson	9	5	0	2	6
Bike Theft	26	29	13	4	11
Burglary	15	10	14	6	6
Larceny	292	360	357	380	368
Motor Vehicle Theft	9	10	40	19	36
Vandalism	181	198	96	97	124
Subtotal	532	612	520	508	551
Crimes Against Society					
Narcotics	53	71	444	1,129	1,043
Trespassing	84	111	1,615	4,433	2,637
Weapons	24	33	94	220	128
Subtotal	161	215	2,153	5,782	3,808
Total	1,717	2,059	4,122	7,494	5,454

Total Crimes 5-Year Trend Current Month only - Rail

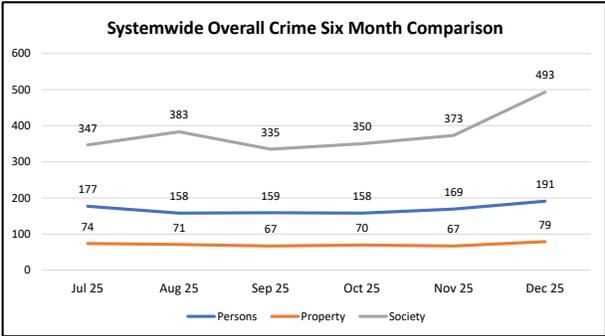
	Dec-21	Dec-22	Dec-23	Dec-24	Dec-25
Crimes Against Persons					
Agg Assault	20	18	29	21	22
Agg Assault on Op	0	0	0	0	0
Battery	46	47	57	37	61
Battery on Operator	2	1	1	0	0
Homicide	0	0	2	0	0
Rape	0	1	0	1	2
Robbery	36	25	19	12	31
Sex Offenses	8	7	3	3	6
Subtotal	112	99	111	74	122
Crimes Against Property					
Arson	1	0	0	0	0
Bike Theft	5	1	0	0	2
Burglary	0	1	2	0	0
Larceny	24	28	29	28	36
Motor Vehicle Theft	2	1	2	5	1
Vandalism	10	10	6	7	13
Subtotal	42	41	39	40	52
Crimes Against Society					
Narcotics	4	10	51	139	94
Trespassing	6	14	318	114	378
Weapons	1	5	10	30	12
Subtotal	11	29	379	283	484
Total	165	169	529	397	658

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

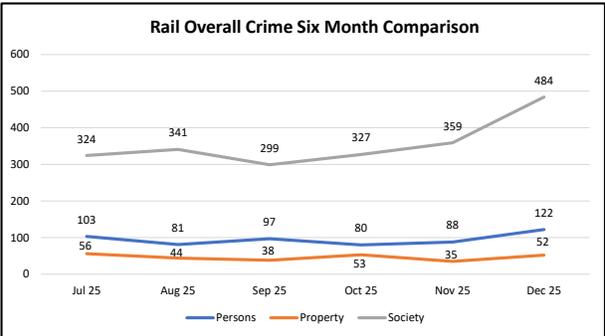
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	122	134	140	169	174
Agg Assault on Op	26	34	40	42	21
Battery	271	305	314	371	379
Battery on Operator	89	123	120	105	51
Homicide	0	1	0	3	3
Rape	1	1	0	2	8
Robbery	67	82	125	118	132
Sex Offenses	27	31	47	43	56
Subtotal	603	711	786	853	824
Crimes Against Property					
Arson	0	1	0	0	2
Bike Theft	18	15	12	1	2
Burglary	1	3	2	1	0
Larceny	96	150	124	186	160
Motor Vehicle Theft	4	7	3	8	6
Vandalism	105	88	88	116	134
Subtotal	224	264	229	312	304
Crimes Against Society					
Narcotics	95	84	124	160	181
Trespassing	8	15	20	99	71
Weapons	21	23	34	39	31
Subtotal	124	122	178	298	283
Total	951	1,097	1,193	1,463	1,411

Total Crimes 5-Year Trend Current Month only - Bus

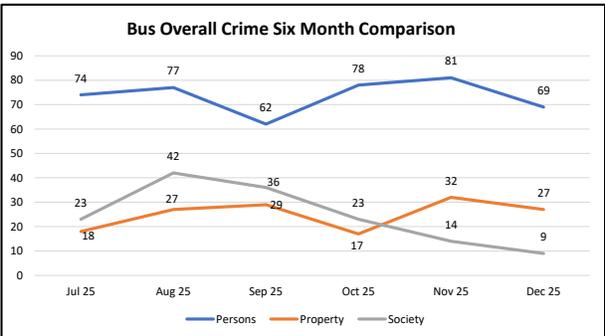
	Dec-21	Dec-22	Dec-23	Dec-24	Dec-25
Crimes Against Persons					
Agg Assault	9	11	7	18	16
Agg Assault on Op	4	3	4	3	0
Battery	27	17	24	35	37
Battery on Operator	11	9	12	2	1
Homicide	0	0	0	0	2
Rape	0	0	0	0	2
Robbery	5	6	13	11	7
Sex Offenses	1	2	4	5	4
Subtotal	57	48	64	74	69
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	0	0	0	0
Burglary	0	0	1	0	0
Larceny	7	8	7	6	17
Motor Vehicle Theft	0	0	0	0	0
Vandalism	3	5	7	13	10
Subtotal	11	13	15	19	27
Crimes Against Society					
Narcotics	3	12	9	33	5
Trespassing	0	4	0	4	1
Weapons	1	3	7	5	3
Subtotal	4	19	16	42	9
Total	72	80	95	135	105



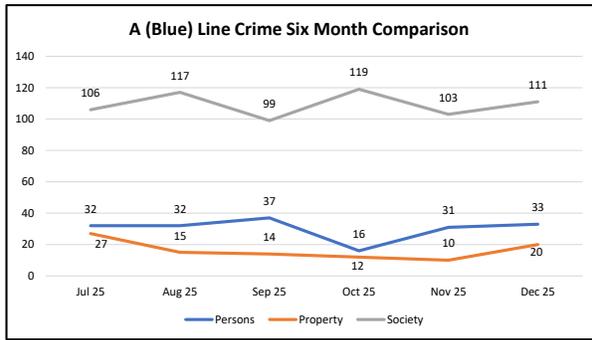
Systemwide	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	38	34	11.8%
Agg Assault on Op	0	5	-100.0%
Battery	98	76	28.9%
Battery on Operator	1	9	-88.9%
Homicide	2	0	200.0%
Rape	4	2	100.0%
Robbery	38	37	2.7%
Sex Offenses	10	6	66.7%
Subtotal	191	169	13.0%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	2	0	200.0%
Burglary	0	0	0.0%
Larceny	53	37	43.2%
Motor Vehicle Theft	1	1	0.0%
Vandalism	23	28	-17.9%
Subtotal	79	67	17.9%
Crimes Against Society			
Narcotics	99	81	22.2%
Trespassing	379	283	33.9%
Weapons	15	9	66.7%
Subtotal	493	373	32.2%
Total	763	609	25.3%



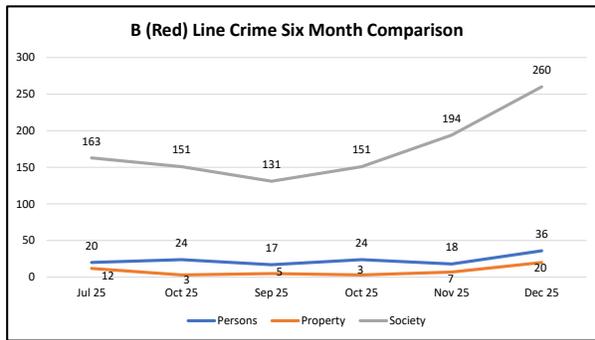
Rail	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	22	15	46.7%
Agg Assault on Op	0	0	0.0%
Battery	61	44	38.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	2	1	100.0%
Robbery	31	23	34.8%
Sex Offenses	6	5	20.0%
Subtotal	122	88	38.6%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	2	0	200.0%
Burglary	0	0	0.0%
Larceny	36	24	50.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	13	10	30.0%
Subtotal	52	35	48.6%
Crimes Against Society			
Narcotics	94	73	28.8%
Trespassing	378	278	36.0%
Weapons	12	8	50.0%
Subtotal	484	359	34.8%
Total	658	482	36.5%



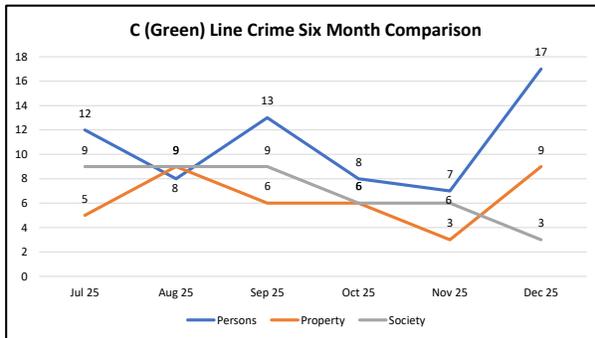
Bus	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	16	19	-15.8%
Agg Assault on Op	0	5	-100.0%
Battery	37	32	15.6%
Battery on Operator	1	9	-88.9%
Homicide	2	0	200.0%
Rape	2	1	100.0%
Robbery	7	14	-50.0%
Sex Offenses	4	1	300.0%
Subtotal	69	81	-14.8%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	17	13	30.8%
Motor Vehicle Theft	0	0	0.0%
Vandalism	10	18	-44.4%
Subtotal	27	32	-15.6%
Crimes Against Society			
Narcotics	5	8	-37.5%
Trespassing	1	5	-80.0%
Weapons	3	1	200.0%
Subtotal	9	14	-35.7%
Total	105	127	-17.3%



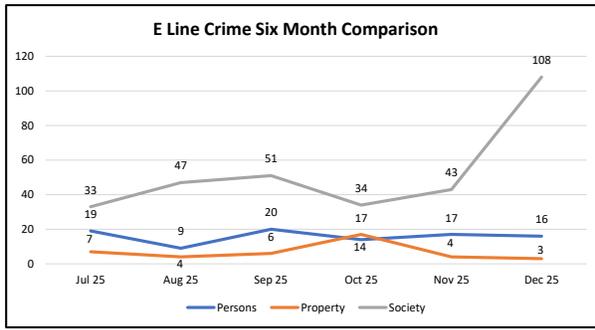
A (Blue) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	11	7	57.1%
Agg Assault on Op	0	0	0.0%
Battery	8	11	-27.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	12	10	20.0%
Sex Offenses	1	3	-66.7%
Subtotal	33	31	6.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	2	0	200.0%
Burglary	0	0	0.0%
Larceny	13	7	85.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	5	3	66.7%
Subtotal	20	10	100.0%
Crimes Against Society			
Narcotics	26	21	23.8%
Trespassing	82	78	5.1%
Weapons	3	4	-25.0%
Subtotal	111	103	7.8%
Total	164	144	13.9%



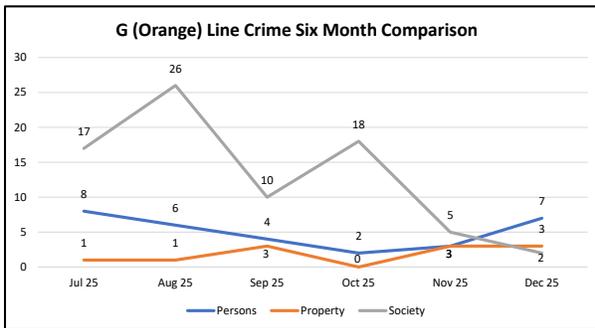
B (Red) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	5	3	66.7%
Agg Assault on Op	0	0	0.0%
Battery	23	12	91.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	2	200.0%
Sex Offenses	2	1	100.0%
Subtotal	36	18	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	15	4	275.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	4	3	33.3%
Subtotal	20	7	185.7%
Crimes Against Society			
Narcotics	51	42	21.4%
Trespassing	203	151	34.4%
Weapons	6	1	500.0%
Subtotal	260	194	34.0%
Total	316	219	44.3%



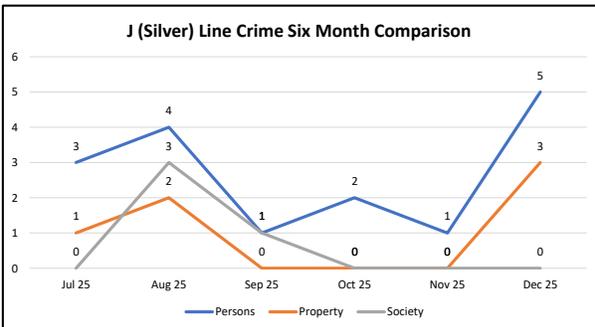
C (Green) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	6	1	500.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	8	4	100.0%
Sex Offenses	1	0	100.0%
Subtotal	17	7	142.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	2	200.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	3	0	300.0%
Subtotal	9	3	200.0%
Crimes Against Society			
Narcotics	0	3	-100.0%
Trespassing	2	3	-33.3%
Weapons	1	0	100.0%
Subtotal	3	6	-50.0%
Total	29	16	81.3%



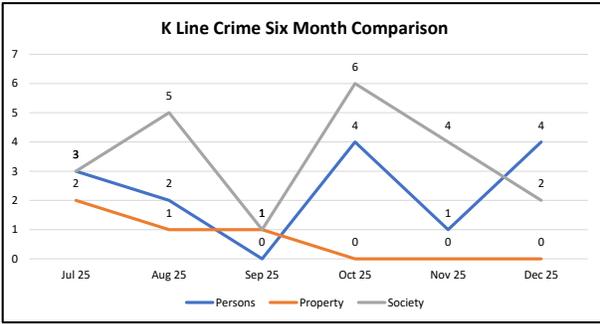
E Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	9	9	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	6	-33.3%
Sex Offenses	2	0	200.0%
Subtotal	16	17	-5.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	3	-33.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	3	4	-25.0%
Crimes Against Society			
Narcotics	17	5	240.0%
Trespassing	89	37	140.5%
Weapons	2	1	100.0%
Subtotal	108	43	151.2%
Total	127	64	98.4%



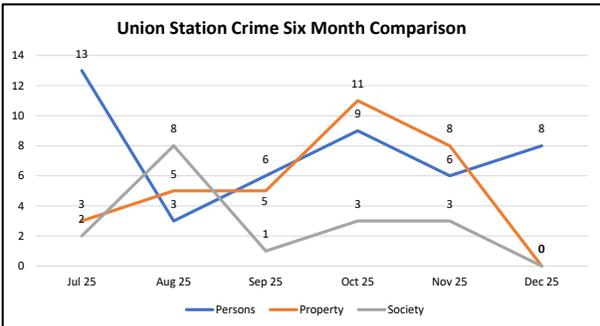
G (Orange) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	1	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	1	0.0%
Sex Offenses	0	0	0.0%
Subtotal	7	3	133.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	2	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	3	3	0.0%
Crimes Against Society			
Narcotics	1	1	0.0%
Trespassing	0	4	-100.0%
Weapons	1	0	100.0%
Subtotal	2	5	-60.0%
Total	12	11	9.1%



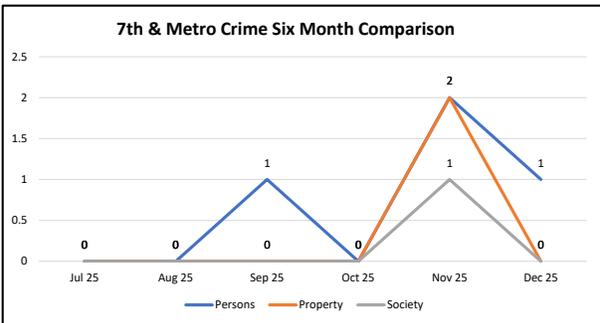
J (Silver) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
Subtotal	5	1	400.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	0	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	3	0	300.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	8	1	700.0%



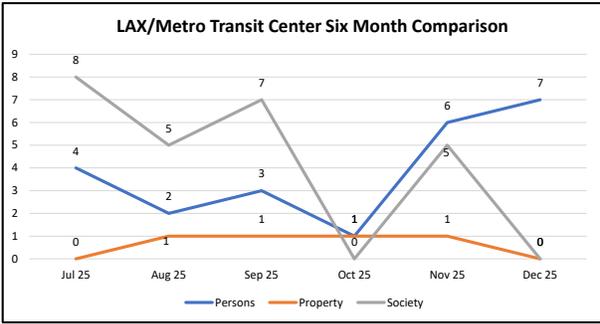
K Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	3	0	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	1	-100.0%
Subtotal	4	1	300.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	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	2	4	-50.0%
Weapons	0	0	0.0%
Subtotal	2	4	-50.0%
Total	6	5	20.0%



Union Station	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	5	4	25.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
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	0	7	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	8	-100.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	2	-100.0%
Weapons	0	0	0.0%
Subtotal	0	3	-100.0%
Total	8	17	-52.9%



7th & Metro	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	1	2	-50.0%
Battery	0	0	0.0%
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	2	-50.0%
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	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	2	-100.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	1	-100.0%
Total	1	5	-80.0%

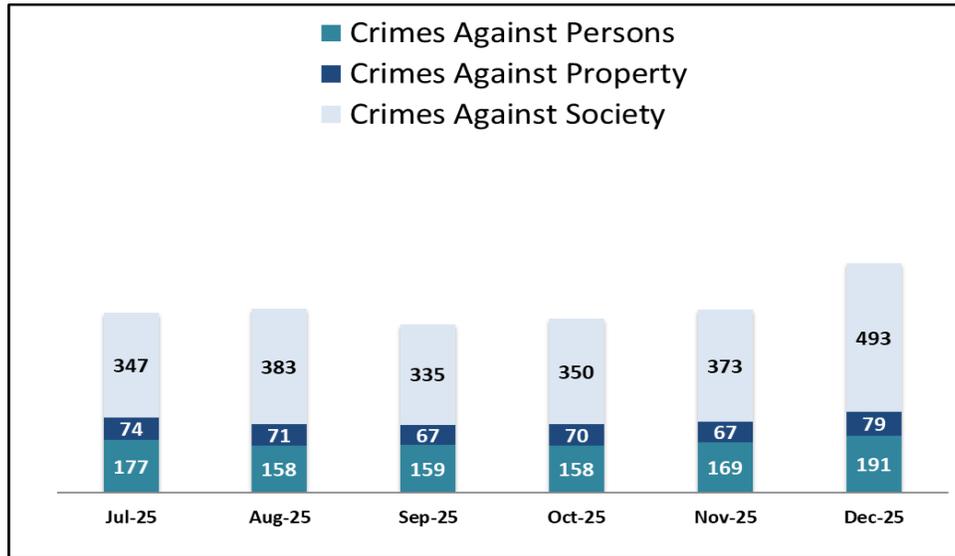


LAX/MTC	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	6	5	20.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	7	6	16.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	1	-100.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	3	-100.0%
Weapons	0	2	-100.0%
Subtotal	0	5	-100.0%
Total	7	12	-41.7%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2025

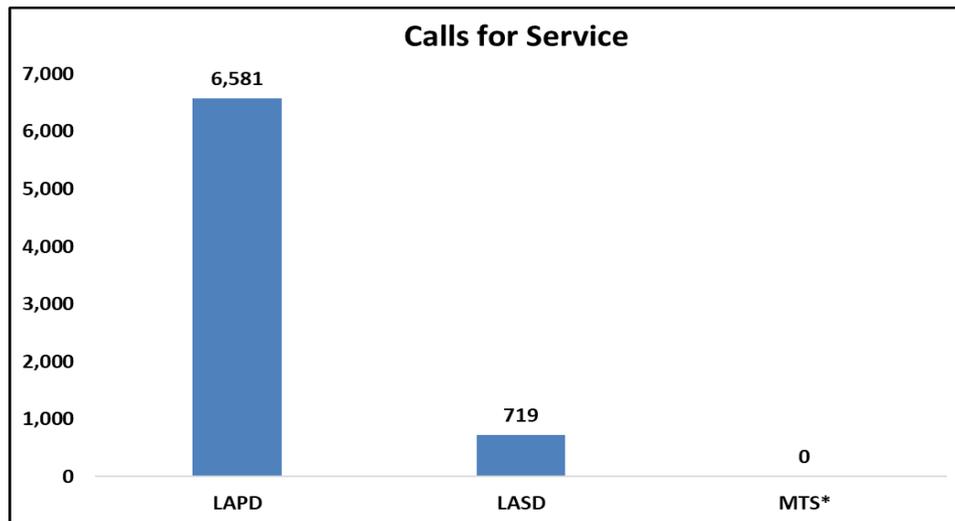
Attachment E

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


* MTS Calls for Service data is currently unavailable

Transit Police

Monthly Crime Report


Attachment E

	2025	2024	%
	December	December	Change
CRIMES AGAINST PERSONS			
Homicide	2	0	200.0%
Rape	4	1	300.0%
Robbery	38	23	65.2%
Aggravated Assault	38	39	-2.6%
Aggravated Assault on Operator	0	3	-100.0%
Battery	98	72	36.1%
Battery on Operator	1	2	-50.0%
Sex Offenses	10	8	25.0%
SUB-TOTAL	191	148	29.1%
CRIMES AGAINST PROPERTY			
Burglary	0	0	0.0%
Larceny	53	34	55.9%
Bike Theft	2	0	200.0%
Motor Vehicle Theft	1	5	-80.0%
Arson	0	0	0.0%
Vandalism	23	20	15.0%
SUB-TOTAL	79	59	33.9%
CRIMES AGAINST SOCIETY			
Weapons	15	35	-57.1%
Narcotics	99	172	-42.4%
Trespassing	379	118	221.2%
SUB-TOTAL	493	325	51.7%
TOTAL	763	532	43.4%
ENFORCEMENT EFFORTS			
Arrests	817	740	10.4%
Citations	786	1,229	-36.0%
Calls for Service	7,300	1,727	322.7%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2025

Attachment E

Crimes

Monthly

System-Wide	Dec-25	Dec-24	% Change
Crimes Against Persons	191	148	29.1%
Crimes Against Property	79	59	33.9%
Crimes Against Society	493	325	51.7%
Total	763	532	43.4%

Six Months

System-Wide	Jul-25-Dec-25	Jul-24-Dec-24	% Change
Crimes Against Persons	1,012	1,066	-5.1%
Crimes Against Property	428	465	-8.0%
Crimes Against Society	2,281	3,582	-36.3%
Total	3,721	5,113	-27.2%

Annual

System-Wide	Jan-25-Dec-25	Jan-24-Dec-24	% Change
Crimes Against Persons	1,918	2,057	-6.8%
Crimes Against Property	851	820	3.8%
Crimes Against Society	4,078	6,080	-32.9%
Total	6,847	8,957	-23.6%

Average Emergency Response Times

Monthly

Dec-25	Dec-24	% Change
2.67	3.99	-33.1%

Six Months

Jul-25-Dec-25	Jul-24-Dec-24	% Change
2.63	4.32	-39.1%

Annual

Jan-25-Dec-25	Jan-24-Dec-24	% Change
2.74	4.96	-44.7%

Bus Operator Assaults

Monthly

Dec-25	Dec-24	% Change
1	5	-80.0%

Six Months

Jul-25-Dec-25	Jul-24-Dec-24	% Change
36	73	-50.7%

Annual

Jan-25-Dec-25	Jan-24-Dec-24	% Change
75	148	-49.3%

Ridership

Monthly

Dec-25	Dec-24	% Change
25,022,160	25,414,697	-1.5%

Six Months

Jul-25-Dec-25	Jul-24-Dec-24	% Change
151,824,975	159,372,786	-4.7%

Annual

Jan-25-Dec-25	Jan-24-Dec-24	% Change
305,652,162	310,994,264	-1.7%



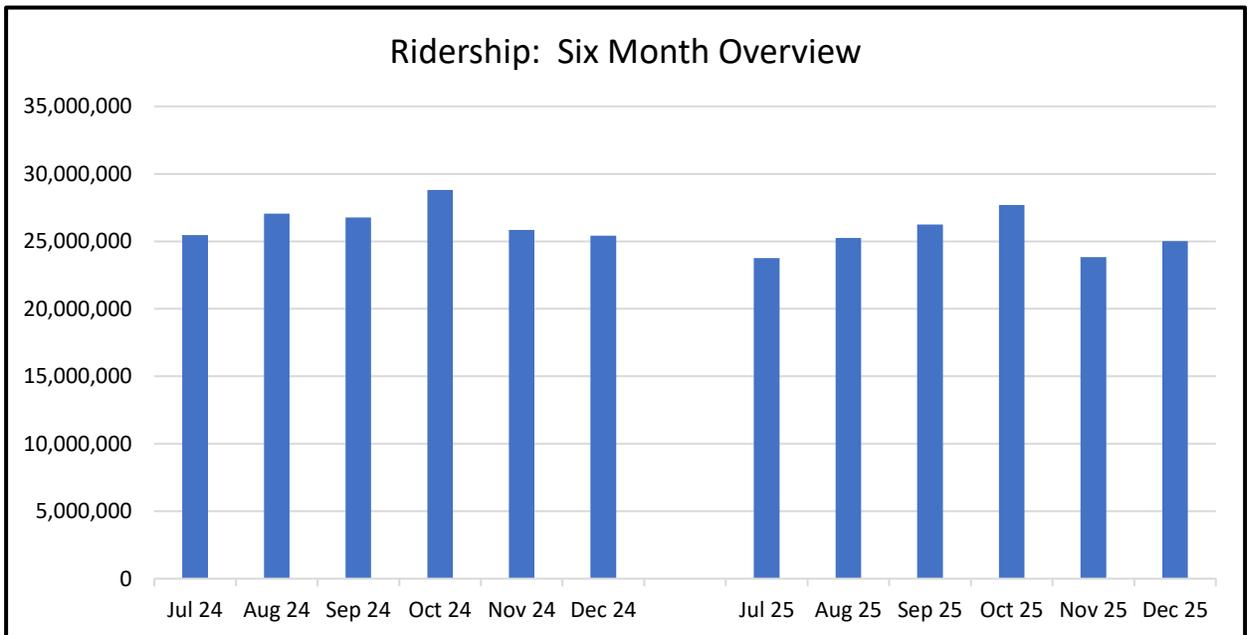
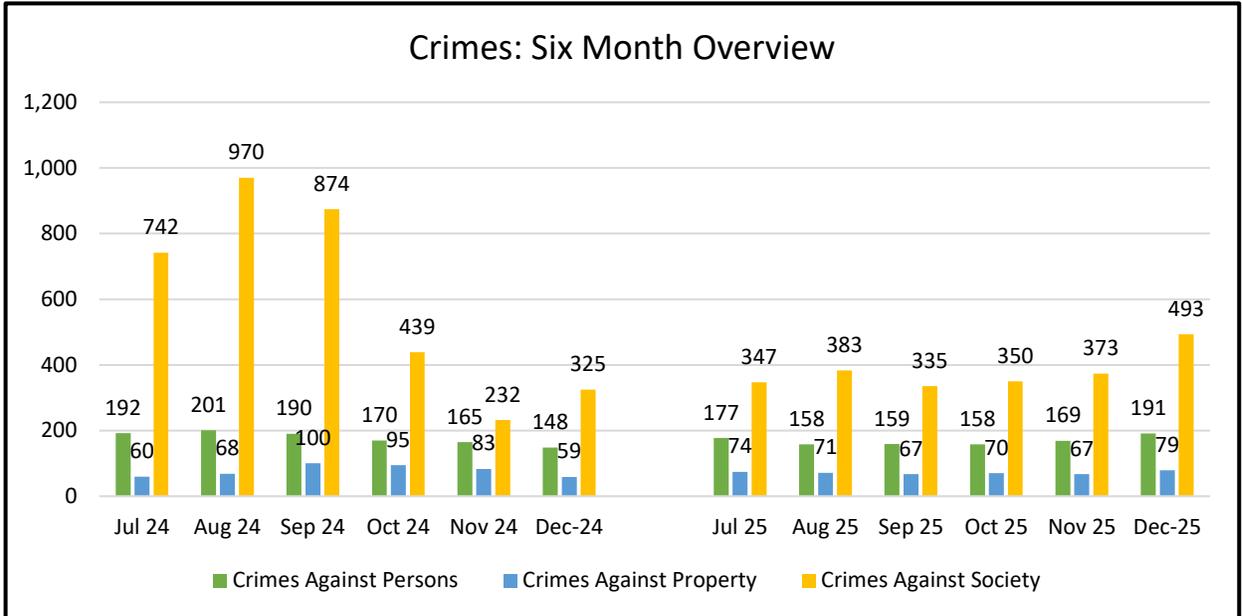
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2025

Attachment E



A LINE (BLUE)

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	MTS	FYTD
Homicide	0	0	0	0
Rape	1	0	0	1
Robbery	3	9	0	46
Aggravated Assault	2	9	0	62
Aggravated Assault on Operator	0	0	0	0
Battery	3	3	2	62
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	11
SUB-TOTAL	9	22	2	182
CRIMES AGAINST PROPERTY	LAPD	LASD	MTS	FYTD
Burglary	0	0	0	1
Larceny	4	9	0	62
Bike Theft	0	2	0	6
Motor Vehicle Theft	0	0	0	4
Arson	0	0	0	2
Vandalism	5	0	0	24
SUB-TOTAL	9	11	0	99
CRIMES AGAINST SOCIETY	LAPD	LASD	MTS	FYTD
Weapons	1	2	0	14
Narcotics	20	6	0	137
Trespassing	76	5	1	508
SUB-TOTAL	97	13	1	659
TOTAL	115	46	3	940

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Pomona North	1	0	1	2
La Verne/Fairplex	0	0	0	0
San Dimas	0	0	0	2
Glendora	0	0	0	5
APU/Citrus College	0	0	0	7
Azusa Downtown	0	0	0	3
Irwindale	0	0	0	5
Duarte/City of Hope	1	0	0	8
Monrovia	0	2	0	5
Arcadia	0	0	1	6
Sierra Madre Villa	0	0	0	5
Allen	0	0	0	3
Lake	0	0	0	5
Memorial Park	3	0	0	8
Del Mar	0	0	1	4
Fillmore	0	0	0	9
South Pasadena	0	0	0	6
Highland Park	0	0	0	5
Southwest Museum	0	0	2	11
Heritage Square	0	0	0	4
Lincoln/Cypress	0	0	0	8
Chinatown	0	0	46	231
Union Station	0	1	0	7
Little Tokyo/Arts Dist	1	1	1	24
Historic Broadway	0	0	3	15
Grand Av Arts/Bunker Hill	0	3	28	177
7th St/Metro Ctr	0	0	0	11
Pico	2	3	8	64
Grand/LATTC	3	0	9	92
San Pedro St	1	0	0	5
Washington	0	0	0	8
Vernon	0	1	0	8
Slauson	2	1	3	20
Florence	4	2	2	27
Firestone	2	1	1	15
103rd St/Watts Towers	2	0	0	10
Willowbrook/Rosa Parks	3	0	2	22
Compton	2	2	2	19
Artesia	2	1	0	14
Del Amo	2	2	0	15
Wardlow	0	0	0	6
Willow St	0	0	0	11
PCH	1	0	0	2
Anaheim St	0	0	0	4
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	1	0	1	16
Pacific Av	0	0	0	0
A Line Rail Yard	0	0	0	6
Total	33	20	111	940

ARRESTS				
AGENCY	LAPD	LASD	MTS	FYTD
Felony	23	13	0	221
Misdemeanor	113	52	0	935
TOTAL	136	65	0	1,156

CITATIONS				
AGENCY	LAPD	LASD	MTS	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	83	77	0	890
Vehicle Code Citations	9	3	0	66
TOTAL	92	80	0	956

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	MTS	FYTD
Routine	968	120	0	1705
Priority	27	79	0	645
Emergency	7	9	0	63
TOTAL	1002	208	0	2,413

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	MTS
Dispatched	26%	4%	N/C
Proactive	74%	96%	N/C
TOTAL	100%	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
A Line - LAPD	85%
A Line - LASD	86%
A Line - MTS	N/C

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	MTS	FYTD
Pomona North	0	31	0	93
La Verne/Fairplex	0	12	0	27
San Dimas	0	16	0	41
Glendora	0	19	0	62
Azusa	0	24	0	139
Irwindale	0	26	0	134
Duarte Station	0	13	0	74
Monrovia	0	11	0	57
Magnolia Ave	0	0	0	0
Arcadia Station	0	8	0	65
Pasadena	0	30	0	147
South Pasadena	0	8	0	23
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	14	0	0	104
Slauson	0	22	0	27
Florence	0	11	0	27
Firestone	0	16	0	42
103rd St	35	0	0	42
Willowbrook	0	104	0	208
Compton	0	12	0	26
Artesia	0	12	0	39
Del Amo	0	14	0	39
Wardlow Rd	0	0	0	0
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	49	389	0	1,193

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Metro Transit Security	

B LINE (RED)

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	6	14
Aggravated Assault	5	25
Aggravated Assault on Operator	0	0
Battery	23	91
Battery Rail Operator	0	0
Sex Offenses	2	10
SUB-TOTAL	36	140
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	15	39
Bike Theft	0	0
Motor Vehicle Theft	1	4
Arson	0	0
Vandalism	4	13
SUB-TOTAL	20	56
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	6	23
Narcotics	51	295
Trespassing	203	731
SUB-TOTAL	260	1,049
TOTAL	316	1,245

ARRESTS		
AGENCY	LAPD	FYTD
Felony	64	247
Misdemeanor	304	1276
TOTAL	368	1,523

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	257	1,255
Vehicle Code Citations	15	88
TOTAL	272	1,343

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1661	1661
Priority	81	81
Emergency	3	3
TOTAL	1745	1,745

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	44%
Proactive	56%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	5	13	72
Civic Center/Grand Park	1	0	0	14
Pershing Square	5	1	31	92
7th St/Metro Ctr	9	4	110	287
Westlake/MacArthur Park	6	0	35	225
Wilshire/Vermont	1	0	1	31
Wilshire/Normandie	0	1	0	2
Vermont/Beverly	0	0	0	35
Wilshire/Western	1	2	1	8
Vermont/Santa Monica	1	0	0	21
Vermont/Sunset	2	0	0	24
Hollywood/Western	1	2	33	148
Hollywood/Vine	2	1	4	67
Hollywood/Highland	0	0	11	35
Universal City/Studio City	3	1	0	24
North Hollywood	3	3	21	160
B Line Rail Yard	0	0	0	0
Total	36	20	260	1,245

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
B Line - LAPD	82%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	1	7	27
Aggravated Assault	1	1	10
Aggravated Assault on Operator	0	0	0
Battery	0	6	25
Battery Rail Operator	0	0	0
Sex Offenses	0	1	2
SUB-TOTAL	2	15	65
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	2	25
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	5
Arson	0	0	0
Vandalism	2	1	8
SUB-TOTAL	6	3	38
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	0	13
Trespassing	0	2	27
SUB-TOTAL	0	3	42
TOTAL	8	21	145

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	20
Misdemeanor	0	15	110
TOTAL	1	16	130

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	14	98
Vehicle Code Citations	0	1	3
TOTAL	0	15	101

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	207	56	580
Priority	8	37	222
Emergency	1	3	20
TOTAL	216	96	822

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	41%	7%
Proactive	59%	93%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center	0	0	0	33
Aviation/Century	0	0	0	2
Aviation/Imperial	0	2	0	7
Hawthorne/Lennox	0	0	0	1
Crenshaw	3	0	1	11
Vermont/Athens	0	0	1	8
Harbor Fwy	1	4	0	11
Avalon	1	0	0	11
Willowbrook/Rosa Parks	5	0	1	28
Lynwood	6	0	0	14
Lakewood Bl	0	1	0	4
Norwalk	1	2	0	15
Total	17	9	3	145

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
C Line - LAPD	83%
C Line - LASD	93%

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

E LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	3	1	20
Aggravated Assault	1	0	22
Aggravated Assault on Operator	0	0	0
Battery	9	0	47
Battery Rail Operator	0	0	0
Sex Offenses	1	1	4
SUB-TOTAL	14	2	95
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	31
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	9
SUB-TOTAL	3	0	41
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	6
Narcotics	17	0	56
Trespassing	89	0	254
SUB-TOTAL	108	0	316
TOTAL	125	2	452

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	20	1	68
Misdemeanor	118	2	373
TOTAL	138	3	441

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	131	2	462
Vehicle Code Citations	1	0	27
TOTAL	132	2	489

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1095	78	1563
Priority	31	16	158
Emergency	10	0	18
TOTAL	1136	94	1,739

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	37%	16%	
Proactive	63%	84%	
TOTAL	100%	100%	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	2	0	0	8
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	0	2	13
Soto	0	0	3	19
Mariachi Plaza	0	0	6	21
Pico/Aliso	0	0	0	3
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	3
Pico	0	0	0	2
LATTC/Ortho Institute	0	0	0	26
Jefferson/USC	0	0	2	11
Expo Park/USC	1	0	3	13
Expo/Vermont	1	0	6	22
Expo/Western	4	0	23	122
Expo/Crenshaw	5	1	54	92
Farmdale	0	0	1	4
Expo/La Brea	0	1	3	22
La Cienega/Jefferson	2	1	1	13
Culver City	0	0	0	4
Palms	1	0	1	5
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	1	8
Expo/Bundy	0	0	2	4
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	5
Downtown Santa Monica	0	0	0	27
E Line Rail Yard	0	0	0	0
Total	16	3	108	452

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
E Line - LAPD	84%
E Line - LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	31	31
Figueroa St	0	0	0
Exposition Blvd	176	0	176
Culver City	0	0	0
Santa Monica	0	26	26
TOTAL	176	57	233

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

G LINE (ORANGE)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	4
Aggravated Assault	2	11
Aggravated Assault on Operator	0	0
Battery	4	14
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	7	30
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	8
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	3
SUB-TOTAL	3	11
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	5
Narcotics	1	49
Trespassing	0	24
SUB-TOTAL	2	78
TOTAL	12	119

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	28
Misdemeanor	5	84
TOTAL	10	112

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	3	87
Vehicle Code Citations	23	219
TOTAL	26	306

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	490	490
Priority	15	15
Emergency	1	1
TOTAL	506	506

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
G Line - LAPD	79%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	16
Laurel Canyon	0	0	1	1
Valley College	0	0	0	3
Woodman	0	0	0	3
Van Nuys	0	1	0	2
Sepulveda	3	1	0	13
Woodley	1	0	0	2
Balboa	3	0	1	6
Reseda	0	0	0	33
Tampa	0	0	0	0
Pierce College	0	0	0	1
De Soto	0	1	0	2
Canoga	0	0	0	13
Sherman Way	0	0	0	3
Roscoe	0	0	0	9
Nordhoff	0	0	0	4
Chatsworth	0	0	0	8
Total	7	3	2	119

J LINE (SILVER)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	2	0	2
Robbery	1	0	2
Aggravated Assault	1	0	5
Aggravated Assault on Operator	0	0	0
Battery	1	0	6
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	5	0	16
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	2
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	0	3
SUB-TOTAL	3	0	6
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	3
SUB-TOTAL	0	0	4
TOTAL	8	0	26

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	10
Misdemeanor	1	6	20
TOTAL	2	7	30

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	7
Vehicle Code Citations	2	0	7
TOTAL	2	0	14

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	90	7	141
Priority	5	2	18
Emergency	2	0	3
TOTAL	97	9	162

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	37%	15%
Proactive	63%	85%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
J Line - LAPD	87%
J Line - LASD	85%

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	3
Cal State LA	1	0	0	1
LAC/USC Medical Ctr	0	0	0	1
Alameda	0	1	0	1
Downtown	0	0	0	1
37th St/USC	1	0	0	1
Slauson	0	0	0	2
Manchester	0	0	0	3
Harbor Fwy	0	0	0	2
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	2	1	0	8
Carson	0	0	0	0
PCH	1	0	0	2
San Pedro/Beacon	0	1	0	1
Total	5	3	0	26

K LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	2
Aggravated Assault	0	0	4
Aggravated Assault on Operator	0	0	0
Battery	3	0	7
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	4	0	14
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
SUB-TOTAL	0	0	4
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	2	0	21
SUB-TOTAL	2	0	21
TOTAL	6	0	39

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	4
Misdemeanor	4	0	39
TOTAL	5	0	43

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	0	29
Vehicle Code Citations	0	0	1
TOTAL	4	0	30

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	254	72	657
Priority	5	8	55
Emergency	3	0	3
TOTAL	262	80	715

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	37%	28%
Proactive	63%	72%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	2	0	1	13
Martin Luther King Jr	0	0	1	11
Leimert Park	1	0	0	5
Hyde Park	0	0	0	1
Fairview Heights	0	0	0	0
Downtown Inglewood	0	0	0	1
Westchester / Veterans	0	0	0	0
LAX/Metro Transit Center	0	0	0	3
Aviation/Century	1	0	0	3
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	0	0	1
Redondo Beach	0	0	0	1
Total	4	0	2	39

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	85%
K Line - LASD	95%

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

BUS PATROL

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	1	3
Rape	0	0	4
Robbery	3	2	65
Aggravated Assault	5	8	84
Aggravated Assault on Operator	0	0	12
Battery	17	15	175
Battery Bus Operator	1	0	24
Sex Offenses	2	2	28
SUB-TOTAL	29	28	395
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	12	1	70
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	2
Vandalism	7	1	59
SUB-TOTAL	19	2	133
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	11
Narcotics	1	3	42
Trespassing	1	0	12
SUB-TOTAL	2	5	65
TOTAL	50	35	593

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	16
San Fernando	0	5
San Gabriel Valley	5	39
Gateway Cities	14	52
South Bay	14	63
Total	35	175

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	12
West Valley	1	8
North Hollywood	2	26
Foothill	1	5
Devonshire	0	9
Mission	1	11
Topanga	2	9
Central Bureau		
Central	6	39
Rampart	4	30
Hollenbeck	1	18
Northeast	0	17
Newton	3	24
West Bureau		
Hollywood	2	19
Wilshire	3	14
West LA	0	8
Pacific	0	10
Olympic	5	5
Southwest Bureau		
Southwest	5	40
Harbor	0	2
77th Street	4	58
Southeast	5	22
Total	48	386

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	6	100
Misdemeanor	1	45	183
TOTAL	6	51	283

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	22	44	345
Vehicle Code Citations	60	16	762
TOTAL	82	60	1,107

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	991	146	1,795
Priority	417	78	929
Emergency	59	8	92
TOTAL	1467	232	2,816

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	0%	4%	
Proactive	0%	96%	
TOTAL	0%	100%	

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	2
Robbery	0	1
Aggravated Assault	2	6
Aggravated Assault on Operator	0	0
Battery	5	34
Battery Rail Operator	0	0
Sex Offenses	0	2
SUB-TOTAL	8	45
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	24
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	7
SUB-TOTAL	0	32
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	2
Trespassing	0	14
SUB-TOTAL	0	17
TOTAL	8	94

ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	9
Misdemeanor	3	34
TOTAL	5	43

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	18	53
Vehicle Code Citations	1	1
TOTAL	19	54

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	89	89
Priority	38	38
Emergency	0	0
TOTAL	127	127

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	41%
Proactive	59%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	85%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	1	4
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	1	4
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
SUB-TOTAL	0	2
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	1
Trespassing	0	0
SUB-TOTAL	0	1
TOTAL	1	7

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	4
TOTAL	0	4

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	37
Vehicle Code Citations	0	0
TOTAL	0	37

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	19	19
Priority	3	3
Emergency	0	0
TOTAL	22	22

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	37%
Proactive	63%
TOTAL	100%

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

LEGEND	
Los Angeles Police Department	

LAX/METRO TRANSIT CENTER

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	MTS	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	1	4
Aggravated Assault on Operator	0	0	0
Battery	4	2	14
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	4	3	22
CRIMES AGAINST PROPERTY	LAPD	MTS	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	4
SUB-TOTAL	0	0	6
CRIMES AGAINST SOCIETY	LAPD	MTS	FYTD
Weapons	0	0	2
Narcotics	0	0	0
Trespassing	0	0	19
SUB-TOTAL	0	0	21
TOTAL	4	3	49

ARRESTS

AGENCY	LAPD	MTS	FYTD
Felony	0	0	0
Misdemeanor	4	0	4
TOTAL	4	0	4

CITATIONS

AGENCY	LAPD	MTS	FYTD
Other Citations	0	0	2
Vehicle Code Citations	0	0	0
TOTAL	0	0	2

CALLS FOR SERVICE

AGENCY	LAPD	MTS	FYTD
Routine	1	0	1
Priority	0	0	0
Emergency	0	0	0
TOTAL	1	0	1

DISPATCHED VS. PROACTIVE

AGENCY	LAPD	MTS
Dispatched	0	N/C
Proactive	0	N/C
TOTAL	0%	0%

PERCENTAGE OF TIME SPENT ON THE SYSTEM

LAX/MTC - LAPD	N/C
LAX/MTC - MTS	N/C

LEGEND

Los Angeles Police Department
Metro Transit Security



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment E

Sexual Crimes / Harassment Calls for Service December 2025

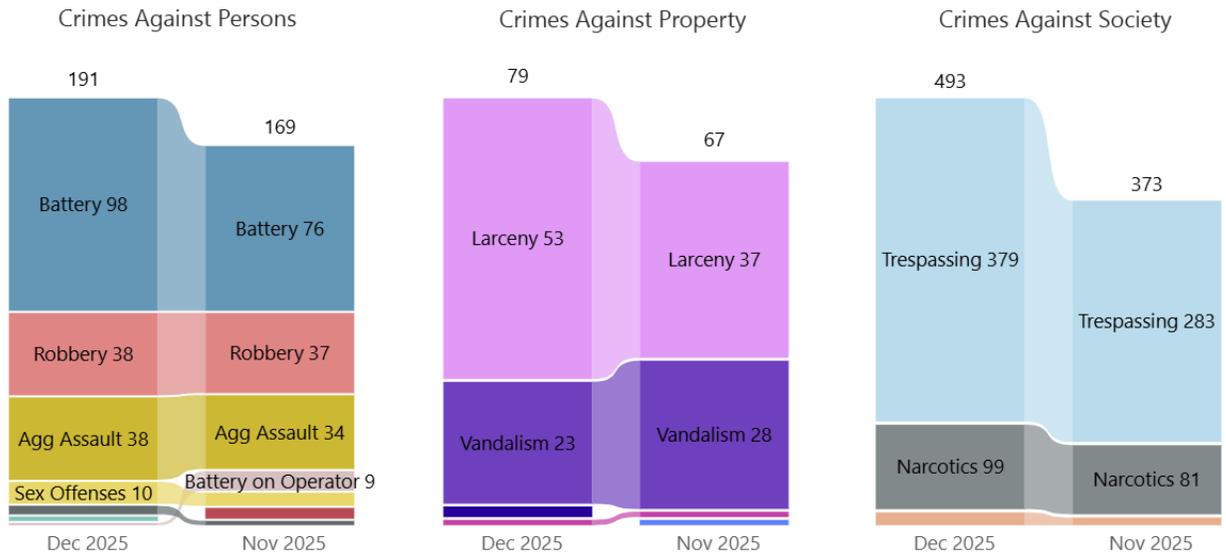
Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between December 1 and December 31, Metro Transit Security, LAPD and LASD received fourteen (14) incidents and referred all victims of sexual crimes/harassment to the above free hotlines, except for two individuals who refused counseling information.

Incident Type & Totals						
	Dec 25	Nov 25	% Change	Dec 25	Dec 24	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	10	2	400.0%	10	3	233.3%
Lewd Conduct	0	0	0.0%	0	3	-100.0%
Indecent Exposure	0	3	-100.0%	0	1	-100.0%
Rape	4	2	200.0%	4	1	300.0%
TOTAL	14	7	100.0%	14	8	75.0%

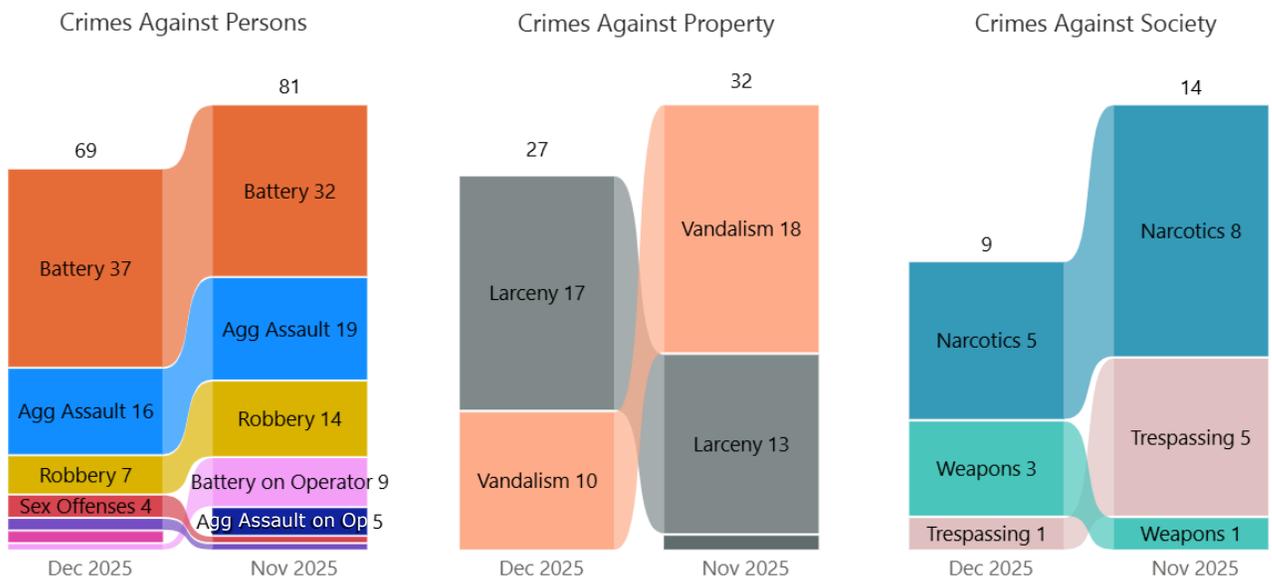
Counseling Information Provided	
	Dec 25
Yes	12
No - If no, why?	2
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	2
Officer Witnessed Incident	0
TOTAL	14

December 2025

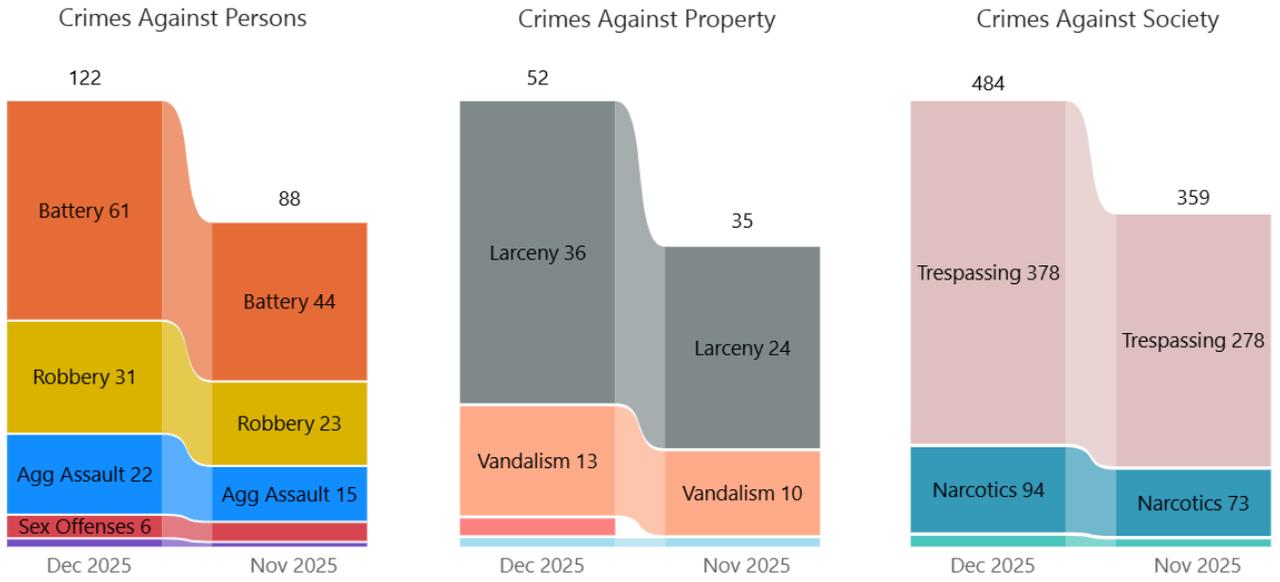
Systemwide



Bus



Rail



Crimes Against Persons ● Agg Assault ● Agg Assault on Op ● Battery ● Battery on Operator ● Homicide ● Rape ● Robbery ● Sex Offenses

Crimes Against Property ● Arson ● Bike Theft ● Burglary ● Larceny ● Motor Vehicle Theft ● Vandalism

Crimes Against Society ● Narcotics ● Trespassing ● Weapons

Frontline Safety – Additional Data (December 2025)

Operator Safety

Figures A and B provide context on operator assaults in December compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.

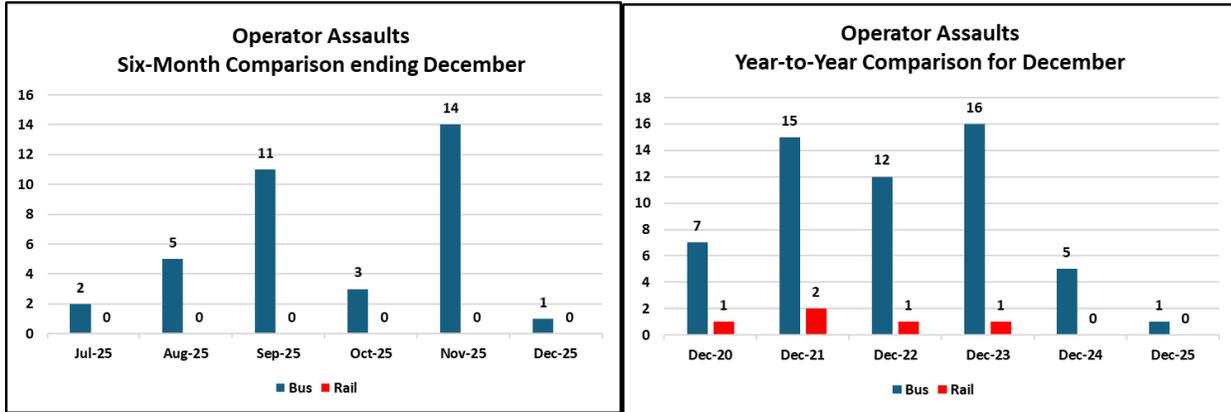


Figure A (Left) and Figure B (Right)



Figure C (Left) and Figure D (Right)

For more details on each report of an operator assault, see the next page.

**Operator Assaults
December 2025**

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
12/13/2025	12:10	901	19512	Balboa Station G Line	The suspect boarded the bus and purposely activated a can of pepper spray as he walked down the aisle. The victim and some passengers immediately felt the effects of the pepper spray. The suspect exited the bus when he was confronted by a passenger. The suspect fled on a bus travelling in the opposite direction. The victim wasn't injured and declined medical treatment.	Barrier present - closed	Insufficient information	Projectile	No

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.

For December, the rolling yearly average rate of assaults per 100,000 vehicle revenue miles was 0.94 compared to 0.97 in November 2025. This means that over the last 12 months ending December 2025, there was an average of 0.94 assaults per 100,000 revenue miles, a 2.6% decrease compared to the 12 months ending November 2025.

Other Frontline Staff Safety

Figures E and F illustrate assault methods and reasons, respectively.

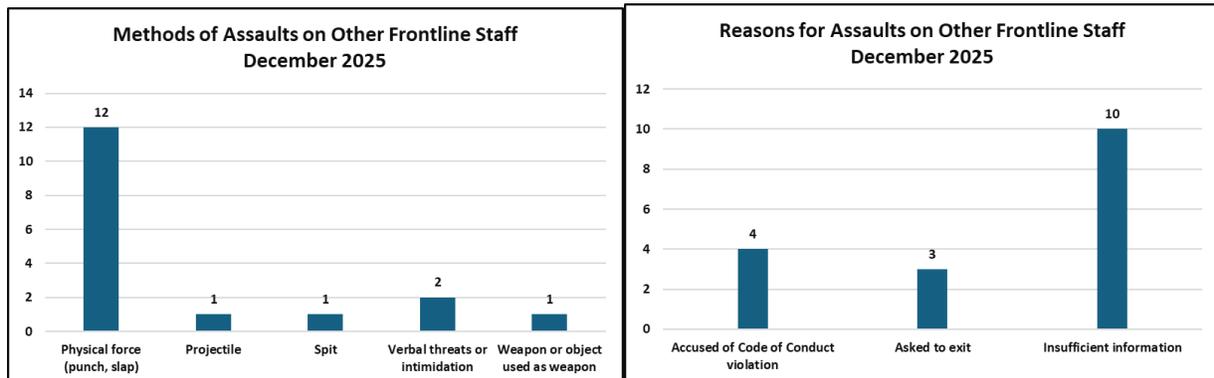


Figure E (Left) and Figure F (Right)

Station Experience Updates (December 2025)

Expo/La Brea Plaza Safety & Cleanliness Improvements Taking Shape

As a joint effort to address concerns raised by riders, DPS, and recent station evaluations, Facilities Maintenance successfully removed the problematic original benches that had attracted non-destination riders and replaced them with refreshed seating directly where riders wait for connecting buses.

A recent site visit to the station revealed that inappropriate activity had been successfully addressed by removing plaza seating from hidden areas and replacing it with more visible, closer seating to connect bus riders on the plaza.

Over 7,200 Voters Cast November Ballots Across Nine Metro Stations

Continuing the success of the past election held in November 2024, where over 5,300 ballots were collected across nine different Metro stations, Station Experience continued its partnership with the Los Angeles County Registrar-Recorder/County Clerk's Office (RR/CC) to expand voting access for persons who use or live near Metro stations for the recent November 2025 Special election. In this recent election, a total of **7,236 ballots were collected at Metro stations, representing a 26% increase** in ballots collected throughout the nine Vote-By-Mail Drop Boxes across the Metro system.

Providing Metro riders and nearby constituents the opportunity to cast their vote at Metro stations activates Metro stations with synergy, bringing more value to the communities Metro serves by expanding voter access and improving natural surveillance around Metro stations. As with past elections, these Drop Boxes were strategically placed in unpaired areas, in clear view of CCTV cameras, and designed to deter tampering.

Metro Vote-By-Mail Drop Box Results

1. El Monte Bus Transit Center: 690 ballots, +52% increase
2. Harbor Gateway Transit Center: 503 ballots, +15% increase
3. Harbor Freeway C & J Lines: 396 ballots, +59% increase
4. Hollywood/Western B Line: 1,741 ballots, +13% increase
5. North Hollywood B Line: 784 ballots, No change
6. Norwalk C Line: 1,164 ballots, +57% increase
7. Union Station: 541 ballots, +32% increase
8. Westlake/MacArthur Park B & D Lines: 186 ballots, +68% increase
9. Wilshire/Vermont B & D Lines: 1,231 ballots, +4% increase

Partnership with City of Arcadia Leads to Safety & Cleanliness Improvements

Local Government Relations staff have helped coordinate productive conversations with several cities along the A Line North Foothill Extension, including with City of Arcadia officials, to bring incremental improvements to the Arcadia A Line Station and its city-owned outdoor plaza. Post-pandemic challenges had led to an increase in inappropriate activity at this station, much of which stemmed from loitering in and around the area.

As a result, staff worked with the City of Arcadia to coordinate interventions to help inspire appropriate behavior, including:

- Open elevator doors in the station parking structure, which has improved safety and cleanliness
- City of Arcadia deployment of their eCam CCTV and lighting beacon on their plaza to improve monitoring and deter inappropriate activity
- Environmental improvements were added to this station to provide a calming environment designed for short-term waiting for the next train departure

90% Drop in Loitering After Mini-Makeovers on I-110 Harbor Transitway

Staff previously shared the recently completed mini-makeovers at three J Line stations along the I-110 Harbor Transitway, including Manchester, Slauson, and 37th St/USC.

This had included a survey of over 100 bus riders that found:

- 98% said they feel safer or much safer
- 99% said the station feels cleaner or much cleaner
- 78% have noticed reduced loitering at the station
- 98% said they want these improvements at more Metro stations

In addition to feedback from Metro riders, the Station Experience team also checked with Metro's Custodial Services team, which oversees daily cleaning and upkeep of these stations. Their recent feedback reinforced the safety improvements staff heard from riders, including their observations of a 90% reduction in loitering at these three mini-makeover stations, attributing the success to the tactical intervention efforts that included:

- Removal of decorative partitions that created hiding areas for illicit activity
- Upgrading of seating benches and addition of leaning rails that improve short-term waiting
- Brighter lighting and environmental improvements
- Throne Restroom installed at Slauson [J] Station
- Closure of problematic, non-functional skybridge on south end at Slauson [J] Station

The custodial team is very appreciative of these efforts of opening up the sight lines and adding other interventions throughout the station, better facilitating their job duties to create a cleaner and safer environment.

Site Visits with Pasadena Officials & Key Stakeholders to Maintain Safety & Cleanliness at Fillmore & Lake Stations

In late January, Local Government Relations staff coordinated a multiagency site visit that included staff from Station Experience, DPS, and Civil Rights to both the Fillmore and Lake A Line stations in Pasadena. Historically, both A Line stations have been two hotspots for addressing community concerns stemming from societal challenges.

At Fillmore Station, the train platform was safe, clean, and free of loitering, as the recently installed ambient classical music has helped to reinforce appropriate activity on

the platform. However, some of the issues persist nearby, including the City of Pasadena and the station/joint-use parking structure, which is privately managed. Metro staff shared best practices on potential interventions that have been effective as part of an overall multi-pronged approach that could extend the safety benefits to the surrounding community. This included recalibrating environmental improvements and the potential addition of a Throne restroom here to address cleanliness concerns observed just outside the station, which are used by Metro commuters.

At Lake Station, attendees included Metro staff from Station Experience, Local Government Relations, DPS, Facilities Maintenance, Caltrans, LASD, City of Pasadena officials, Pasadena Outreach Response Team (PORT), and Supervisor Barger's staff. During the site visit, the train platform again was safe, clean, and free of loitering, thanks to the many interventions completed to secure the paid boundary of the station, including:

- Taller faregates
- Environmental improvements
- Brighter lights
- Securing underutilized areas

However, evidence of societal challenges persists in the unpaid area, and territories under the Caltrans and the City of Pasadena jurisdictions. With the local Pasadena Playhouse BID leadership also in attendance, critical insights were shared for discussion amongst all responsible stakeholders, with further discussions underway to extend potential improvements to the topside entrance to extend the safety and cleanliness benefits beyond just Metro's train platform.

Metro Ambassadors Activities (December 2025)

In December 2025, Metro Ambassadors supported both regular systemwide deployments, including continued coverage on the A Line north, and assisted at several special events, including Metrolink's Holiday Express Train, the Highland Park Parade, and ongoing NFL games.

Ambassadors also played a critical role during service disruptions by managing customer flow and providing wayfinding support, most notably during the planned early-December closure of five A Line North stations between Del Mar and Sierra Madre Villa.

Metro Ambassador – New Employee Onboarding

In December 2025, Metro successfully onboarded 23 new Metro Transit Ambassadors. All training participants completed a 4-week training program from Monday, December 8, 2025, through Saturday, January 3, 2026. The program was developed collaboratively with multiple departments, including Bus and Rail Operations, the Office of Civil Rights and Inclusion, Customer Experience, and DPS.

Ambassadors received comprehensive classroom and field instruction to prepare them to serve customers with respect, empathy, and professionalism. Training topics included:

- Conflict De-Escalation & Non-Violent Crisis Intervention
- Disability Awareness
- Cultural and Situational Awareness
- Metro Operations & Customer Care
- Incident reporting with Real-Time Coaching
- Hands-on Experience & Station Familiarity

A Line North, Bus Bridge Support

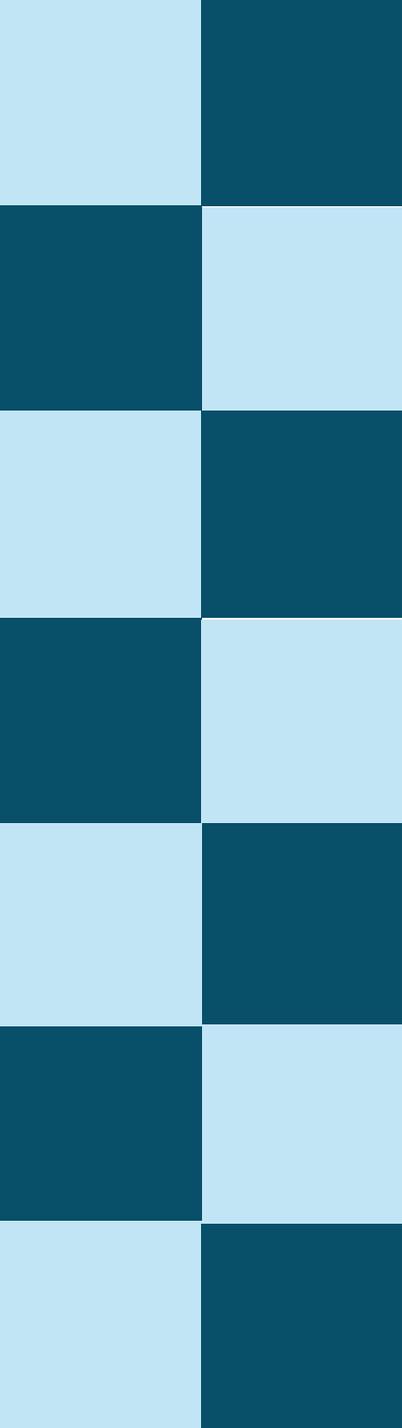
On December 21, 2025, several Metro Ambassador teams were redeployed to Del Mar and Sierra Madre Villa stations to assist customers during the planned bus bridge between Del Mar and Sierra Madre Villa.

Metrolink's Holiday Express Train:

On December 26, 2025, Metro Ambassadors deployed at Union Station welcomed customers attending the event, provided directions, and offered wayfinding assistance.

Pomona North Station Activation

On December 20, 2025, a Metro Ambassador team was redeployed to the Pomona North Station to support a station activation which included an outdoor movie screening, festive decorations, a Christmas market, and seasonal snacks. Ambassadors assisted customers on the platform throughout the event.



Monthly Update on Public Safety

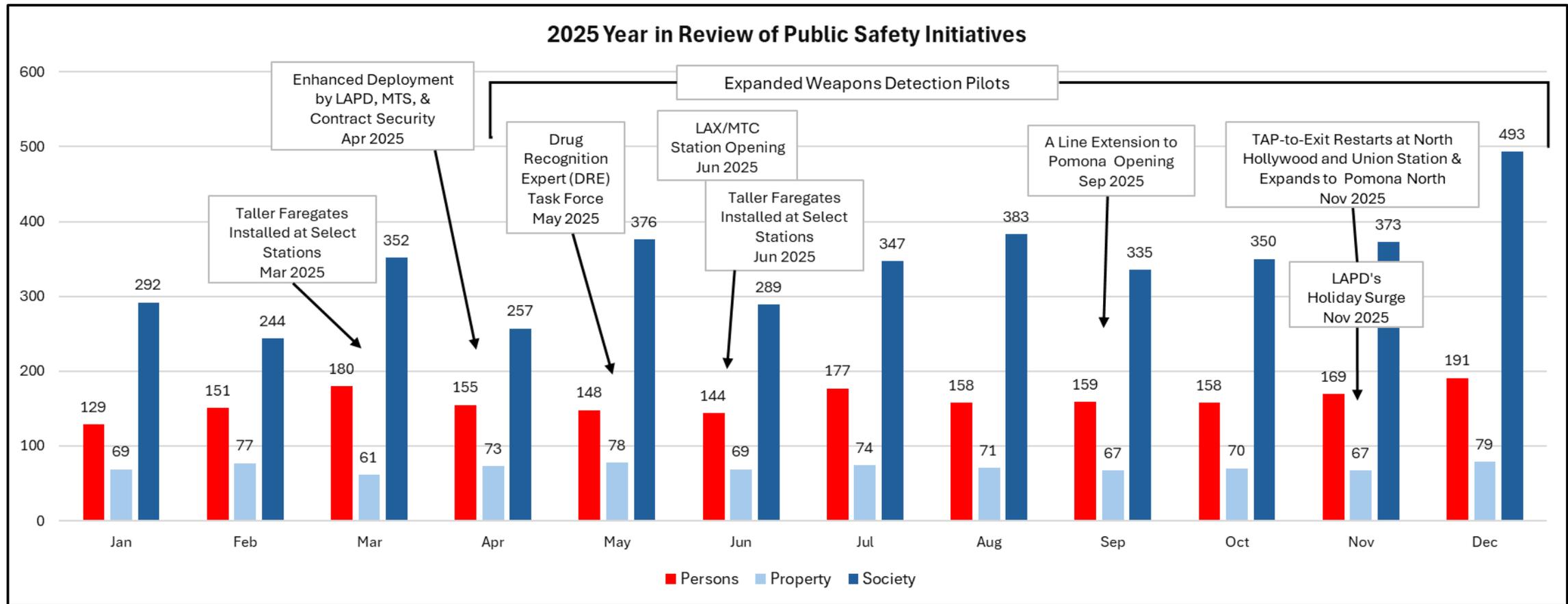
*Operations, Safety, & Customer Experience
Committee Meeting*

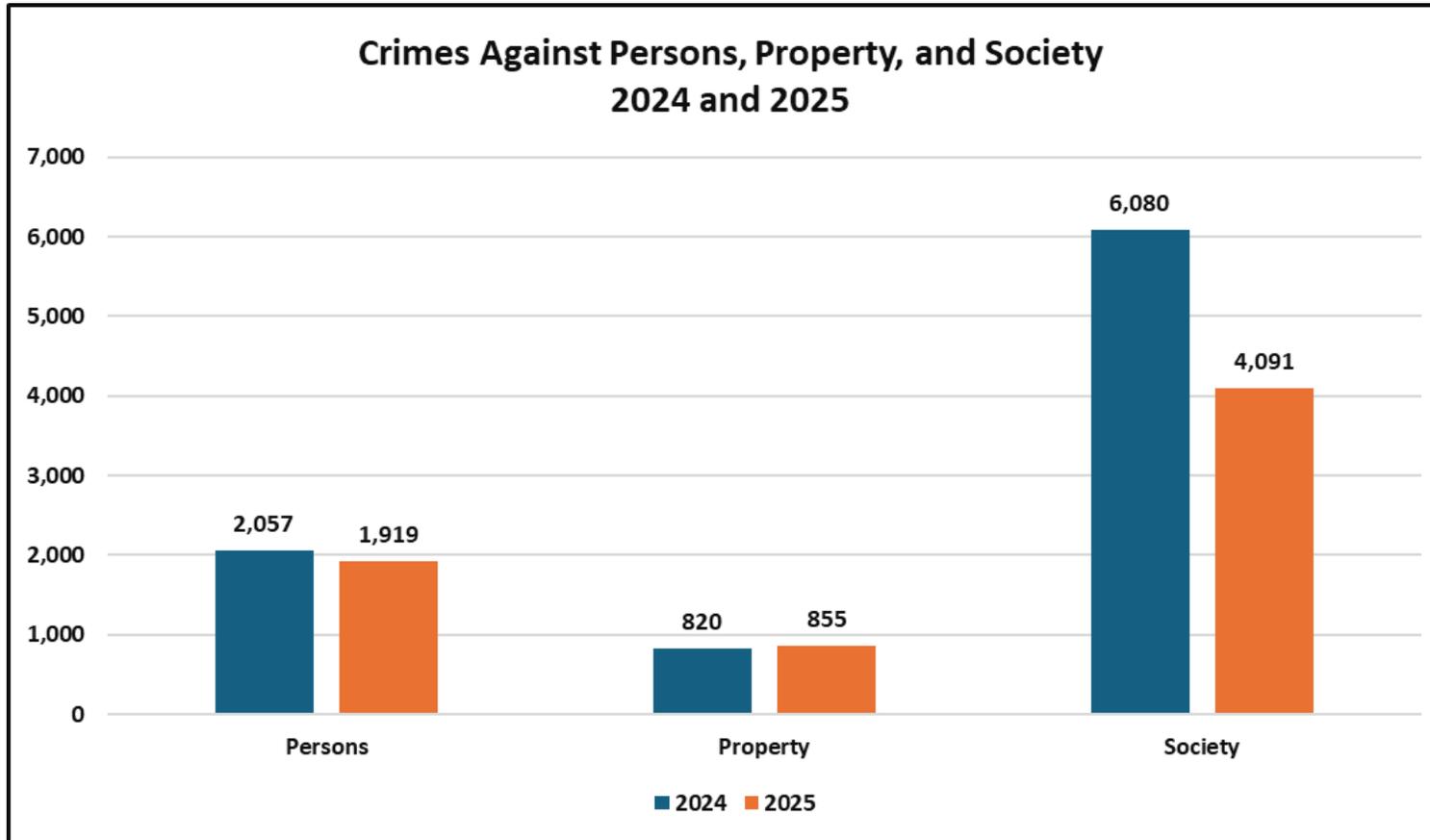
February 19, 2026

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.



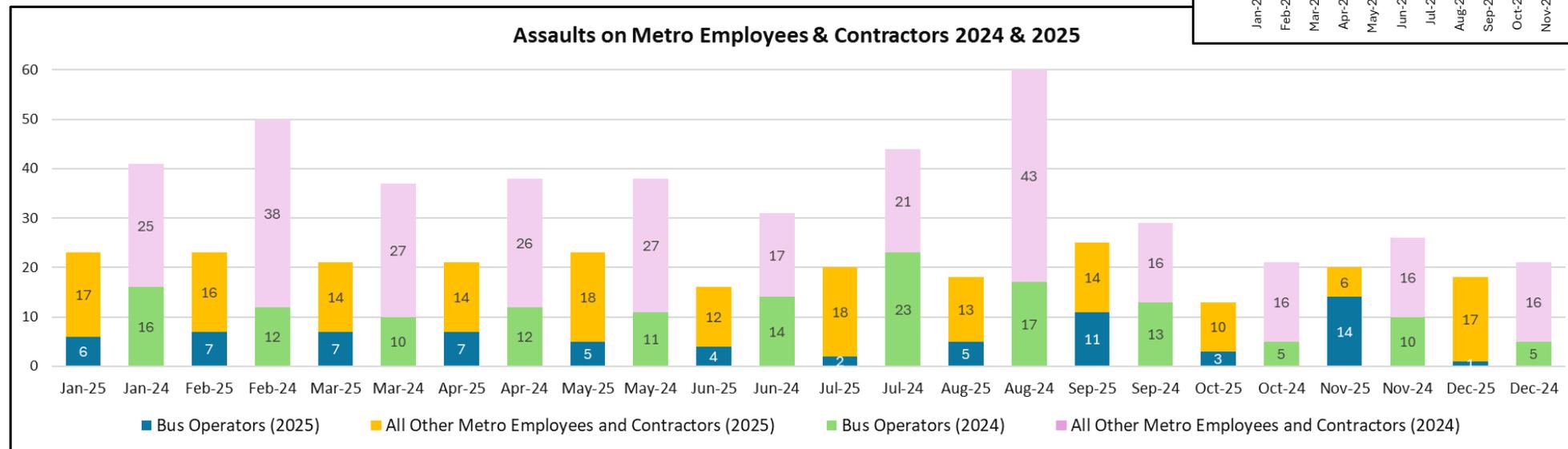
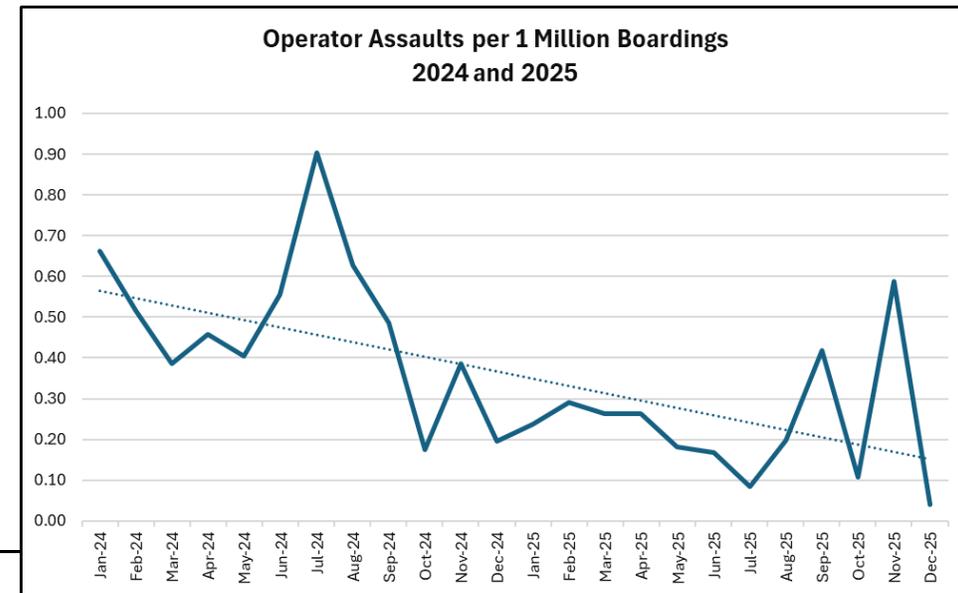


- **Crimes Against Persons** decreased in the total number of incidents and per one million boardings of 6.71% and 5.01%, respectively, reaching their lowest levels since 2021.
 - Several specialized deployments throughout the year targeted specific stations and bus lines, helping keep violent crime 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

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.

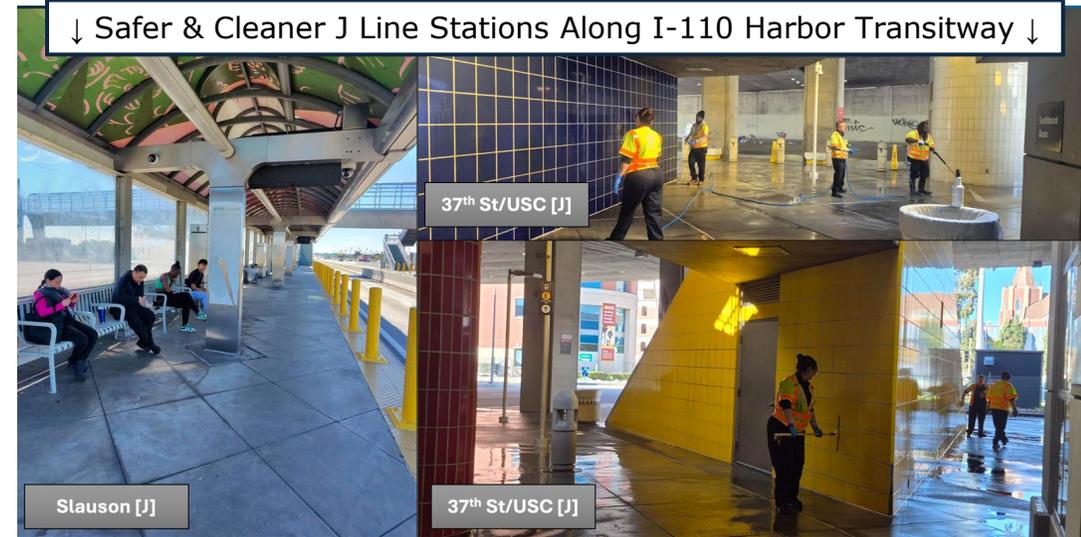
CUSTOMER SENTIMENT

- *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.

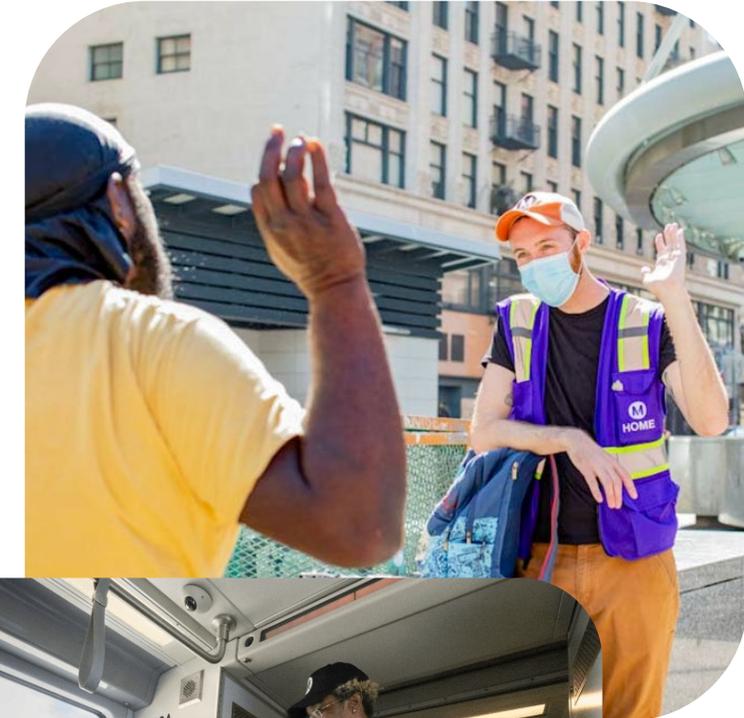
So far, in FY26 (July 2025 through December 2025):



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

