



ITEM ID: 2025-148-0

TRANSMITTAL DATE: March 21, 2025

MEETING DATE: March 28, 2025

TO: Board of Directors

FROM: Hilary Konczal, Chief Safety, Security and Compliance Officer

SUBJECT: System Safety, Security, and Compliance (SSSC) Department Activities - Q2 FY25

Issue

Staff is providing a summary of the Authority's safety, security, and compliance activities for Q2 for Fiscal Year (FY) 2025.

Recommendation

Receive and file.

Strategic Commitment

This report aligns with the Strategic Business Plan commitment of:

- **Safety is Foundational:** We will stay on the leading edge by deploying new technologies and processes to enhance the safety and security of our riders, our fellow employees, and the communities we serve. Law enforcement services provide safety and security to the Metrolink commuter rail system and its passengers.

Background

The Authority's mission is to provide safe, efficient, dependable, and on-time transportation service for the southern California region. The System Safety, Security, and Compliance (SSSC) Department works to optimize the agency's safety and promote a positive safety culture in the workplace through education, engineering, and enforcement, as well as auditing and inspecting for safety and regulatory compliance. Using a data-informed approach, the

department utilizes leading and lagging data indicators coupled with management experience, research, and professional expertise to understand current trends and make decisions about the use of Agency resources in areas of focus.

Additionally, the SSSC Department tracks and evaluates inspections conducted by the Federal Railroad Administration (FRA) and other regulatory agencies. These inspections apply the general and permanent rules published in the Code of Federal Regulations (CFR), Transportation (Title 49 CFR Part 200-299) to oversee agency compliance and assess penalties for violations against freight and commuter railroad agencies. The FRA conducts inspections and audits agencies' records to monitor and enforce railroad safety regulations specified in Title 49 CFR. The Authority places paramount importance on safety and regulation compliance.

The primary mission of the Authority's law enforcement services is to ensure public safety onboard the trains, to coordinate enforcement with the cities along the Authority's right-of-way (ROW), and to assist with the Authority's fare enforcement and physical security program.

Discussion

Strikes Incidents

In Q2 of FY25, there were a total of 19 strikes (1 pedestrians, 12 trespassers, and 6 vehicles) compared to a total of 29 strikes in Q2 FY24 (5 pedestrians, 14 trespassers, and 10 vehicles), a decrease of 34%.

In our continued effort to mitigate system-wide strikes, staff, and our Los Angeles County Sheriff's Metrolink Bureau are continuing to implement the following mitigating measures:

- Request local police agencies to increase patrols in the high strike areas,
- Deploy mobile close-circuit television to detect and respond to trespassers,
- Increase grade-crossing enforcements in high strike areas,
- Continued to conduct risk assessment following a strike to determine possible root-cause
- Continued to encourage the reporting of trespassers to Metrolink Security Operations to identify high risk areas,
- Continued to conduct community outreach, and
- Homeless encampment cleanups

Law Enforcement Presence on the Platforms, Trains, Grade-Crossings, and Right-of-Way

The safety of our patrons and employees is our priority. In January 2023, the Department began meeting bi-weekly with our law enforcement and Amtrak partners to discuss security concerns and review statistical data. The purpose of these meetings is to direct enforcements where it is most needed. We utilized crime data to support our directed enforcements to mitigate crimes and trespassing activities. In FY25 Q2 there has been an increase in train riding and grade-crossing details compared to FY24 Q2 (Table 1).

Table 1: Train Riding and Grade-Crossing Details

Law Enforcement Activities	Q2 FY2024	Q2 FY2025
Train Rides	619	755
Platform Fare Enforcements	1,414	1,873
Grade Crossing Details	753	779

Rule Violations and Reportable Injuries

In Q2 of FY25, there were eight rule violations compared to the six in Q2 of FY24, an increase of 33%. Of the eight rule violations, three occurred at Central Maintenance Facility. The Safety, Security, and Compliance Department has taken a proactive approach to rules violations and oversight of SCRRA contractors. The root cause team continued to conduct investigations and make recommendations to mitigate future incidents across various contractors.

Q2 Root Cause Analysis investigations found the following violation primary contributing factors:

- Miscommunication causing misunderstanding of expectations
- Employee loss of situational awareness
- Complacency
- Employee did not follow blue signal procedures when removing protection

During Q2 of FY25, there were two FRA reportable employee injuries, which is a 50% decrease compared to the four reportable Injuries in Q2 of FY24. Both of the reportable injuries in Q2 of FY25 were Amtrak employees. While none of the reportable injuries have been catastrophic, management remains committed to working closely with our contractors and contract managers to mitigate future occurrences.

The investigation of suspected rule violations and reportable employee injuries is a critical part of our operations in our proactive efforts to prevent future incidents. As such, a comprehensive Root Cause Analysis is conducted with the railroad departments responsible for contractor oversight and the contractor/employee involved. Throughout this process, the SSSC Department collaborates with management to identify any contributing factors that may have led to such incidents and work together to recommend measures aimed at preventing and mitigating future occurrences. Once the investigation is complete, corrective actions are promptly implemented with a requirement of written confirmation from the contractor of adherence to the Authority within 30 days. This practice not only promotes a safe work environment but also helps to ensure that our agency is in compliance with established regulatory and rulebook guidelines.

Compliance staff contribute to the effort to reduce injuries and rule violations by conducting systemwide safety inspections, investigating and conducting root cause meetings, attending contractor safety committee meetings, reviewing incident trends, follow-up on corrective actions taken by SCRRA Staff and contractors, and conducting audits for regulatory compliance on SCRRA departments and Operations contractors. The compliance team held eleven root cause analysis meetings and assisted System Safety with seven Code of Federal Regulations (CFR) 270 audits for regulatory compliance.

In an effort to mitigate rule violations, in Q2 the Compliance staff in collaboration with

Operations staff continues to review videos to include all contractors who move equipment. Contractors who move equipment include Alstom, Amtrak, and TASI.

The SSSC Department proactively addresses workplace injuries and rule violations by conducting a quarterly Workplace Safety Campaign week aimed at enhancing employees' safety awareness and reinforcing the importance of maintaining a secure work environment.

The Q2 campaign took place from November 18 – November 22, 2024, and featured the following key safety messages:

- Attention to Detail
- Task Management
- Communication and Coordination
- Human Factors
- Quarter Four Trends

Throughout the week, 2,012 contacts were made through 182 face-to-face and virtual meetings with employees and contractors.

Training

The System Safety, Security, and Compliance (SSSC) Department continued its commitment to promoting a culture of safety awareness throughout our organization and beyond by providing training for employees, contractors, and external stakeholders, including law enforcement and fire agencies. In Q2 of FY25, department staff conducted multiple training courses aimed to raise awareness of potential workplace and emergency response hazards and provide participants with the necessary tools to avoid them.

Overall, the department recorded 84 classes in Q2, during which 2,249 participants were trained. This number represents the combined attendance of employees, contractors, external stakeholders, first responder and law enforcement officers who took part in the department's training courses.

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Attachment(s)

[Presentation - SSSC Update FY25 Q2](#)