



ITEM ID: 2026-256-0

TRANSMITTAL DATE: July 17, 2026

MEETING DATE: July 24, 2026

TO: Board of Directors

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

SUBJECT: System Safety, Security, and Compliance (SSSC) Department Activities - Update Q3 FY26

Issue

Staff is providing a summary of the Authority's safety, security, and compliance activities for Q3 for Fiscal Year (FY) 2026.

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 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

Rail Incidents

In FY26 Q3, there were fifteen (15) train strikes involving Metrolink trains, compared to fifteen (15) strikes in FY26 Q2. This accounted for no change in strikes involving Metrolink trains. In FY26 Q3, there were a total of twenty-four (24) systemwide strikes compared to a total of twenty-two (22) systemwide strikes in FY26 Q2. Overall, this is a 9% increase on systemwide strikes.

Systemwide strikes includes: Metrolink and foreign trains

Incident Type	FY26 Q2	FY26 Q3
Train vs Pedestrian	1	1
Train vs Trespasser	9	11
Train vs Vehicle	5	3

The SSSC Department Security staff, the Los Angeles County Sheriff's Department Metrolink Bureau, and the San Bernardino County Sheriff's Department also continue to focus on the following policing strategies:

- Using current data trends, we continue to focus our Right-of-Way Enforcement activities at the beginning and end of the month, as well as conducting targeted enforcements at reported trouble areas throughout the month.
- Partnering with local police departments to increase grade-crossing enforcements and patrols in their area of jurisdiction, at locations where we have higher numbers of train strikes.
- Encouraging employees and the public to report trespassers and homeless encampments along the right-of-way to Metrolink's Security Operations Center (SOC). These reports help us identify locations with a higher risk of trespassing to dispatch the appropriate resources and/or increase police patrols, relocate homeless encampments and conduct community outreach, educating the public of the dangers of trespassing on railroad property.

Fare Evaders

FY26 Q3 fare evasion incidents increased by 42% when compared to FY26 Q2. In FY26 Q3, there were one-hundred forty-five (145) fare evasion incidents compared to one-hundred two (102) incidents in FY26 Q2.

We are continuing to deploy law enforcement and contract security resources to combat fare evasion. The security department maintains a database of incidents reported to the SOC regarding fare evaders and unruly passengers, which include the station location and trains where these incidents occur. Using this data, we are able to develop trends and identify where a higher number of fare evasion incidents are occurring across the system, allowing us to be proactive and deploy security and law enforcement resources to the appropriate station, or train. Below are a few of the successful strategies being used:

- Perform fare enforcement on board trains ensuring passengers have a valid ticket.
- Continuing "streetcar-ing" operations utilizing Los Angeles County Sheriff's Department Metrolink Bureau, San Bernardino Sheriff's Department, and Metrolink private security.
- Platform sweeps of outlying stations, using Los Angeles County Sheriff's Department Metrolink Bureau and San Bernardino Sheriff's Department Deputies who will arrive at the station 10 – 15 minutes prior to the train arriving and verifying passenger fare.
- Contract security taskforce platform sweeps of outlying stations, who arrive at the station 10 – 15 minutes prior to the train arriving and verifying passenger fare.
- Utilizing our contract security at Union Station and stations throughout the Metrolink system.

Unruly Passengers

FY26 Q3 unruly passenger incidents increased by 40% compared to FY26 Q2. In FY26 Q3 there were a total of two hundred fifty-four (254) incidents involving unruly passengers compared to one hundred eighty-one (181) incidents in FY26 Q2.

Law Enforcement & Security Presence on Station Platforms, Trains, at Grade-Crossings, and Right-of-Way by County and Line

A Problem Orientated Policing Strategy collects and analyzes crime data for trends and threats, as well as other possible security related risks so we can deploy the appropriate resources to mitigate and prevent trespassing and other crimes on the Metrolink system. We also track the initiatives our law enforcement and contract security are performing to ensure a safe and secure system.

Table 1 Law Enforcement Activities by County LASD

	Los Angeles	Riverside	San Bernardino	Ventura	Orange
Train Rides	142	3	23	37	115
Platform Fare Enforcement	2,087	117	95	40	230
Grade-crossing Details	698	25	40	1	26

Right-of-way Details	2,555	80	154	30	161
Streetcar Details	65	8	42	10	37
Total Activities	5,547	233	354	118	569

Table 2 LASD Activities by Line LASD

	Ventura	Antelope Valley	San Bernardino	Riverside	Orange	*91 / PV	**IEOC
Train Rides	55	87	60	3	54	24	37
Platform Fare Enforcement	121	937	829	224	326	98	34
Grade-crossing Details	26	440	212	79	27	0	6
Right-of-way Details	95	1,399	904	332	125	80	45
Streetcar Details	10	58	54	5	32	3	0
Total Activities	307	2,921	2,059	643	564	205	122

*91/Perris Valley Line

**Inland Empire-Orange County Line

Table 3 San Bernardino County Sheriff's Department Activities SBSD

	San Bernardino and Arrow Lines
Train Rides	285
Platform Fare Enforcement	230
Grade-Crossing Details	57
Right-of-way Details	2,225
Streetcar Details	230
Total Activities	3,027

*Montclair through Redlands University

Table 4 Private Security Train Rides and Streetcar Operations

	Ventura	Antelope Valley	San Bernardino	Riverside
Train Rides	1,160	4,511	14,111	540
Streetcar Details	395	22,846	28,756	0
Total Activities	1,555	27,357	42,867	540

Rule Violations

In FY26 Q3, there were four (4) rule violations compared to one (1) rule violation in FY26 Q2. This is an increase of three (3) rule violations.

The Compliance team is proactively engaged in performing operational testing and observations with SCRRA contractors and employees, including train crews, to ensure employees are performing their work safely and in compliance with all applicable safety and operating procedures and regulations. Rule violations are investigated, and the compliance department works with the contractor to implement the appropriate corrective actions.

Q3 Root Cause Analysis investigation found the following to be primary contributing factors for the rule violation:

- Lack of situational awareness
- Rushing
- Lack of / poor communication
- PTC troubleshooting issues
- Inadequate job briefing
- Lack of procedural norms

Reportable Injuries

In FY26 Q3, there were six (6) FRA reportable contract employee injuries compared to the eight (8) injuries in FY26 Q2. This is a decrease of two (2) reportable injuries. None of the reportable injuries was severe and the compliance team is working with each contractor through the root cause analysis process.

Quarterly Workplace Safety Campaign

The SSSC Department develops a Workplace Safety Week Campaign quarterly aimed at enhancing employees' safety awareness and reinforcing the importance of maintaining a safe and secure work environment. The campaign took place from March 02 – March 06, 2026, and during the week, 752 contacts were made through 58 in person and virtual meetings with employees and contractors.

Training

System Safety staff continues our commitment to promoting a culture of safety awareness throughout our agency and beyond by providing training for employees, contractors, and external stakeholders, including local law enforcement and fire departments.

In Q3 of FY26 the System Safety, Security and Compliance Department staff conducted 108 various safety classes and trained 895 participants.

Key training classes included: Passenger Train Emergency Preparedness, Incident Response Plan, Human Trafficking, System Safety Program Plan, Suicide Awareness Prevention and Crisis Intervention, and Fatigue Risk Management Program.

Given the global interest in the 2026 FIFA World Cup competition, which primarily took place in Q4, outside the scope of this report, it is important to note that Metrolink's safety record during the Los Angeles games and fan fest events was a resounding success. In all, 8 matches and 14 Fan Fests had 0 incidents. The priority of our safety, security and law enforcement teams was to ensure our customers had the safest and most secure travel

experience. During the July Board meeting, staff will offer additional information about the key partnerships that resulted in Metrolink's success.

Prepared by: Tinh Quach, Manager II, Security

Approved by: Hilary Konczal, Chief Safety, Security, and Compliance Officer

Attachment(s)

[Presentation - SSSC FY26-Q3](#)