



metrolinktrains.com/meeting

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TRANSMITTAL DATE: September 18, 2026

MEETING DATE: September 25, 2026

TO: Board of Directors

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

SUBJECT: System Safety, Security, and Compliance (SSSC) Department Activities - Update Q4 FY26

Issue

Staff is providing a summary of the Authority's safety, security, and compliance activities for Q4 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

During FY26 Q4, there were ten (10) train strikes involving Metrolink trains, compared to fifteen (15) during FY26 Q3, representing a 33% reduction from the previous quarter. Systemwide, a total of twenty (20) train strikes were recorded in FY26 Q4, compared to twenty-four (24) in FY26 Q3, reflecting an overall 17% decrease in systemwide train strikes.

*Systemwide strikes include: Metrolink and foreign trains

Incident Type	FY26 Q3	FY26 Q4
Train vs Pedestrian	1	2
Train vs Trespasser	11	4
Train vs Vehicle	3	4

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

During FY26 Q4, fare evasion incidents increased by 17% compared to FY26 Q3. A total of one hundred seventy (170) fare evasion incidents were recorded during FY26 Q4, compared to one hundred forty-five (145) incidents in FY26 Q3.

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 will 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

During FY26 Q4, unruly passenger incidents decreased by 26% compared to FY26 Q3. A total of one hundred ninety-one (191) unruly passenger incidents were recorded during FY26 Q4, compared to two hundred fifty-nine (259) incidents in FY26 Q3.

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 initiative-taking activities 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	185	16	6	23	90
Platform Fare Enforcement	1,859	55	60	15	222
Grade-Crossing Details	480	9	10	2	25
Right-of-Way Details	2,549	87	110	14	88

Streetcar Details	65	10	33	4	11
Total Activities	5,138	177	219	58	436

Table 2 LASD Activities by Line LASD

	Ventura	Antelope Valley	San Bernardino	Riverside	Orange	*91/PV	**IEOC
Train Rides	39	84	85	5	61	25	21
Platform Fare Enforcement	62	832	767	185	305	44	16
Grade-Crossing Details	35	282	127	61	22	0	6
Right-Of-Way Details	90	1,508	839	274	50	44	44
Streetcar Details	8	37	56	7	11	2	2
Total Activities	234	2,743	1,874	532	449	115	89

*91/Perris Valley

**Inland Empire-Orange County Line

Table 3 San Bernardino County Sheriff's Department Activities SBSD

	SB Arrow Lines
Train Rides	210
Platform Fare Enforcement	511
Grade-Crossing Details	329
Right-Of-Way Details	1,937
Streetcar Details	59
Total Activities	3,046

*Montclair through Redlands University

Table 4 Private Security Train Rides and Streetcar Operations

	Ventura	Antelope Valley	San Bernardino	Riverside
Train Riders	6	14,384	10,251	473
Streetcar Details	0	14,473	16,224	0
Platform Fare Checks	0	95,696	95,124	0
Total Activities	6	124,553	121,599	473

Rule Violations

During FY26 Q4, a total of four (4) rule violations were recorded, compared to four (4) rule violations during FY26 Q3. There was no change in the amount of rule violations compared to the previous quarter.

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.

Q4 Root Cause Analysis investigation found the following to be primary contributing factors for the rule violation:

- Lack / loss of situational awareness.
- Lack of communication
- Lack of detailed inspection
- Insufficient training
- Different understanding between department's expectations

Reportable Injuries

In FY26 Q4, there were two (2) FRA reportable contract employee injuries compared to the six (6) injuries in FY26 Q3. This is a decrease of four (4) reportable injuries. None of the reportable injuries were severe and the compliance team is working with each contractor through the root cause analysis process.

Quarterly Workplace Safety Campaign

The SSSC Department develop 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 May 04 – May 08, 2026. Throughout the week, 795 employee contacts were made through 57 face-to-face 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 Q4 of FY26 the System Safety, Security and Compliance Department staff conducted 67 various safety classes and trained 584 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.

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Attachment(s)

[Presentation - SSSC FY26-Q4 Report](#)