



ITEM ID: 2025-303-0

TRANSMITTAL DATE: September 19, 2025

MEETING DATE: September 26, 2025

TO: Board of Directors

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

SUBJECT: System Safety, Security, and Compliance (SSSC) Department Activities - Update Q4 FY25

Issue

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

Rail Incidents

For FY25 Q4, there were nineteen (19) train strikes involving Metrolink equipment, compared to seventeen (17) train strikes in FY24 Q4. This accounts for an 11% reduction in rail incidents.

Incident Type	FY24 Q4	FY25 Q4
Train vs Pedestrian	13	12
Train vs Trespasser	2	2
Train vs Vehicle	4	4

It is important to note that in October of 2024, Metrolink revised its train schedule adding thirty-two (32) weekday trains, increasing the number of trains it operates by 22% in FY25 Q4. With the increase in trains operating under Metrolink Reimagined, we are pleased to report the 11% reduction of rail incidents. However, 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

FY25 Q4 fare evasion incidents are down by 64% when compared to FY24 Q4. In FY25 Q4 there were eighty (80) fare evasion incidents compared to two hundred twenty (220) incidents in FY24 Q4.

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.
- Increasing "streetcaring" operations utilizing Los Angeles County Sheriff's Department, Metrolink Bureau and Metrolink private security.
- Platform sweeps of outlying stations, using Los Angeles County Sheriff's Department Deputies who will arrive at the station 10 – 15 minutes prior to the train arriving and verifying passenger fare.
- We have a strong law enforcement presence at stations and on platforms engaging with passengers verifying they have a valid ticket.
- Utilizing our contract security at Union Station and stations throughout the Metrolink system.

Unruly Passengers

FY25 Q4 unruly passenger incidents are down 26% compared to FY24 Q4. In FY25 Q4 there were a total of one hundred ninety-seven (197) incidents involving unruly passengers compared to two hundred sixty-six (266) incidents in FY24 Q4.

We continue to remain committed to providing the safest and most secure travel experience for our passengers. We utilize a "problem orientated policing strategy" using data from incidents to identify trends indicating the stations, platforms, and trains where we have a higher number of unruly passenger incidents occurring. We use our contract security and Los Angeles County Sheriff's Department Deputies to conduct the enforcement activities identified above, in conjunction with the strategies used to combat fare enforcement.

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	311	61	94	18	38
Platform Fare Enforcements	1,191	323	397	55	149
Grade-Crossing Details	608	107	56	109	51
Right-of-Way Details	2,505	220	162	21	150
Streetcar Details	88	24	114	19	26
Total Activities	4,703	735	823	222	414

Table 2 LASD Activities by Line LASD

	Ventura	Antelope Valley	San Bernardino	Riverside	Orange	*91/PV	**IEOC
Train Rides	18	209	181	17	38	31	28
Platform Fare Enforcement	55	703	885	247	149	93	93
Grade-Crossing Details	109	401	273	100	42	0	7
Right-of-Way-Details	164	1,384	884	375	115	28	58
Streetcar Details	11	88	114	24	26	0	0
Total Activities	357	2,785	2,337	763	370	152	186

*91/Perris Valley Line

**Inland Empire-Orange County Line

Table 3 San Bernardino County Sheriff's Department Activities SBSD

	Arrow Line
Train Rides	119
Platform Fare Enforcement	68
Grade-Crossing Details	42
Right-of-Way Details	1,969
Streetcar Detail	68
Total Activities	2,266

Table 4 Private Security Train Rides and Streetcar Operations

	Ventura	Antelope Valley	San Bernardino	Riverside
Train Rides	300	1,153	4,983	0
Streetcar Detail	0	2,670	1,884	0
Total Activities	300	3,823	6,867	0

Rule Violations

In FY25 Q4 there were eleven (11) rule violations compared to nine (9) rule violations in FY24 Q4. This is an increase of two (2) rule violations, or a 22% increase.

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 investigations found the following to be primary contributing factors in rule violations:

- Loss of situational awareness
- Employee complacency / Human error
- No job brief / Insufficient job brief
- Lack of communication
- Disregard of rule/regulation

Reportable Injuries

For FY25 Q4 there were three (3) FRA reportable contract employee injuries compared to two (2) injuries in FY24 Q4. 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 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. All SCRRA contractors participate in the weeklong campaign. This quarters campaign took place from May 5 – May 9 featuring the following key safety messages.

- Stuff that can Kill
- Audit Mentality
- Sense of Urgency
- Refocusing
- Electronic Devices

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 FY25, department staff conducted 179 various safety classes, training 2,861 participants.

The department also conducted our annual Passenger Train Emergency Preparedness full-scale exercise required by federal regulation at the Covina Metrolink Station. The exercise scenario involved a vehicle vs train collision causing the train to derail.

The full-scale exercise included 110 participants testing the response and recovery efforts of Metrolink employees, contractors, LASD, Covina Fire and PD and EMS providers.

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Attachment(s)

[Presentation - SSSC FY25-Q4 Update](#)