



**ITEM ID:** 2025-229-0

**TRANSMITTAL DATE:** June 20, 2025

**MEETING DATE:** June 27, 2025

**TO:** Board of Directors

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

**SUBJECT:** System Safety, Security, and Compliance (SSSC) Department Activities - Update Q3 FY25

### **Issue**

Staff is providing a summary of the Authority's safety, security, and compliance activities for Q3 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 Q3 of FY25, there were a total of 21 train strikes (3 pedestrians, 11 trespassers, and 7 vehicle strikes) compared to a total of 21 train strikes in Q3 FY24 (5 pedestrians, 12 trespassers, and 4 vehicle strikes), with no change.

Metrolink revised its train schedule in October 2024 (and modified it in January 2025), increasing the number of trains it operates by 22%. With the increase in trains being operated system-wide, there has been no increase in train strikes when compared to Q3 of FY24. We are making significant strides to mitigate train strikes systemwide. SCRRRA Security staff and the Los Angeles County Sheriff's Department, Metrolink Bureau continue to focus on the following policing strategies:

- Focusing our Right-of-Way Enforcement at the beginning and end of the month. The data trends suggest a higher frequency of strikes occurring during this time,
- Working with local police departments to increase grade-crossing enforcements and patrols in locations where we have higher numbers of train strikes.
- Encouraging the reporting of trespassers and homeless encampments to Metrolink's Security Operations Center (SOC) in order to identify locations with a higher risk of trespassing. This data and information allow Law Enforcement to increase patrols and safety to assign staff to conduct community outreach on the dangers of trespassing, and
- Allows us to identify homeless encampments along the right-of-way and have them relocated to a safer location.

### **Reported Unruly Passengers**

In Q3 of FY25, there were a total of 203 reported unruly passengers compared to a total of 259 unruly passengers in Q3 FY24, with a decrease of 22%. In our effort to mitigate unruly passengers, Security staff and our Los Angeles County Sheriff's Metrolink Bureau are continuing the following mitigating measures:

- Increasing law enforcement presence at station platforms.
- Redeploying law enforcement resources for train riding.
- Increasing frequency of train riding by Metrolink's private security team.

## Reported Fare Evaders

In Q3 of FY25, there were a total of 86 fare evaders, compared to 142 fare evaders in Q3 FY24, indicating a 40% decrease. In our effort to mitigate fare evaders, Security staff and the Los Angeles County Sheriff's Department, Metrolink Bureau are continuing the following mitigation strategies:

- Increasing law enforcement presence at station platforms and on trains.
- Increasing "streetcaring" operations by Los Angeles County Sheriff's Department, Metrolink Bureau and Metrolink private security.

## Law Enforcement Presence on the Platforms, Trains, Grade-Crossings, and Right-of-Way by County and Line

Law enforcement's presence on station platforms, conducting fare enforcement details, riding trains, performing grade-crossing enforcement, and right-of-way details are improving the safety and security of our system. We utilized crime data and conduct trend analysis to support and identify policing strategies to reduce and prevent crimes and trespassing on the system.

Table 1 Law Enforcement Activities by County

	Los Angeles	Riverside	San Bernardino	Ventura	Orange
Train Rides	297	47	108	24	72
Platform Fare Enforcements	1,075	305	407	11	119
Grade crossing Details	258	73	83	75	10
Right-of-way Details	2,795	121	89	2	93
Streetcar Details	129	4	10	5	11
Total Activities	4,554	550	697	118	305

Table 2 Law Enforcement Activities by Line

	Ventura	Antelope Valley	San Bernardino	Riverside	Orange	*91/PV	**IEOC
Train Rides	24	189	216	6	72	25	16
Platform Enforcement	11	646	816	199	119	49	57
Grade-crossing Details	75	163	178	72	10	1	0
Right-of-Way Details	168	1,388	975	301	119	13	28
Streetcar Details	10	55	37	16	7	1	2
Total Activities	288	2,441	2,222	594	327	89	103

\* 91/PERRIS Valley Line

**\*\*Inland Empire-Orange County Line**

**Table 3 Private Security Train Rides and Streetcar Operations**

	Ventura	Antelope Valley	San Bernardino	Riverside
Train Rides	128	779	1,338	128
Streetcar Details	0	672	564	0
Total Activities	128	1,451	1,902	128

**Rule Violations and Reportable Injuries**

In Q3 of FY25, there were twelve rule violations compared to two in Q3 of FY24, an increase of ten rule violations. The Compliance Department continues to take a proactive approach to rules violations and oversight of SCRRA contractors. The root cause team continues to conduct investigations and make recommendations to mitigate future incidents across various contractors.

Q3 Root Cause Analysis investigations found the following to be primary contributing factors in rule violations:

- Loss of situational awareness
- Failed to verify the limits of track authority
- No job brief/Insufficient job brief
- Employee complacency
- Misunderstanding of policy
- Lack of oversight

During Q3 of FY25, there were three FRA reportable employee injuries, which is a 25% reduction compared to the four reportable Injuries in Q3 of FY24. 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 alleged 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 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 and implement measures aimed at preventing and mitigating future occurrences. Once the investigation is complete, corrective actions are assigned 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 federal and state regulations, as well as SCRRA safety rules.

Compliance staff contribute to reducing injuries and rule violations by conducting systemwide inspections, investigating and conducting root cause meetings, attending contractor safety committee meetings, reviewing incident trends, following up on corrective actions taken by SCRRA Staff and contractors, and conducting audits for regulatory compliance on SCRRA departments and operations contractors. During Q3 the Compliance team held (15) fifteen root cause analysis meetings.

The SSSC Department proactively promotes safety 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 Q3 campaign took place from February 24 – February 28, 2025, and featured the following key safety messages:

- Value Every Step
- Change in Routine
- The End- Last but not least
- Effective Communication
- Start your work with S.M.A.R.T. goals

Throughout the week, 2,086 contacts were made through 172 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 organization and beyond by providing training for employees, contractors, and external stakeholders, including law enforcement and fire departments. In Q3 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 277 classes in Q3, during which 4,176 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 Q3](#)