



Metro Transit Safety & Security Updates

Background

Significant spike in physical operator assaults in Q1 of 2025, most due to fare disputes.

Developed internal and inter-agency working groups to address and mitigate issues surrounding customer and passenger safety.

Internal Assault Protocol Review Team and Interagency Safety & Security Team



Impact

Increased awareness of assault causes within operator ranks, mitigations identified and implemented.

Overall decrease in physical operator assaults (quarter over quarter)

Increased collaboration with MPD

Revised Metro definitions of Physical Assaults, Non-Physical Assaults, and Passenger Disturbances



Impact (cont.)

Physical Assault	Non-Physical Assault	Passenger Disturbance
Any intentional act of physical violence against an employee including hitting, kicking, pushing, spitting, grabbing, or striking with an object, or any other unwanted physical contact that may causes bodily harm.	Any action where an individual, without lawful authority or permission, knowingly, interferes with, disables, berates, bullies, or incapacitates a transit worker with the intent to endanger safety or with reckless disregard for human life, but without physical contact.	Any disruptive behavior by a passenger that interferes with the safe, orderly, or comfortable operation of transit service or the well-being of others, not

Non-physical assaults to be broken out between passenger disturbances and non-physical assaults—will result in a lower number of non-physical assaults reported, will level out.

Tracking of assaults and disturbances by route, deploying police and supervisor resources accordingly.

Questions?

