

# Transit Security Fact Sheet

Valley Metro is committed to delivering safe, reliable and high-quality transit experiences for all riders. Each day, we safely deliver **120,000** people to the important destinations in their lives, traveling more than **3,000** miles across the Valley.

In case of a life-threatening emergency, please call 9-1-1.



## BUS SECURITY PROGRAM

Riders are encouraged to notify a bus operator or Valley Metro employee when there is a security concern.



All buses have security cameras. Currently, live interior cameras are being added to buses to support additional security.



Valley Metro partners with local police departments to ensure ongoing safety of bus riders.



Bus operators and Operations Control Center staff are trained to respond to incidents, de-escalate situations and always prioritize rider safety.

**61%**



Bus operator assaults fell by **61%** in the first half of 2025 compared to the last half of 2024 thanks to training, signage and a new felony state law.



**Operation Blue Ride** is a partnership with Chandler, Tempe and Mesa police departments to offer wellness checks and ensure rider safety on board buses.

- In Chandler, community outreach professionals, known as navigators, join officers focusing on connecting people experiencing homelessness with programs and services
- In Tempe, officers are joined by the city's HOPE (Homeless Outreach Program Effort), which provides a wide range of services and support to individuals experiencing homelessness
- In Mesa, officers work with the Homeless Outreach Project, a proactive initiative where police and a nonprofit partner engage with people experiencing homelessness and connect them to available services



# RAIL SECURITY PROGRAM

Riders with security concerns are encouraged to notify a security officer, use the **Alert VM app** or push the emergency call buttons on board trains. Emergency callboxes at stations are also available to reach Valley Metro staff immediately.



All light rail stations, trains and park-and-rides are equipped with security cameras that record activity 24/7 and aid in crime deterrence and investigation.



Valley Metro's Field Security Officers from Inter-Con Security provide a continual, visible presence across the system focusing on fare and code of conduct enforcement.



Security officers are supported by Customer Experience Coordinators, who serve as an additional resource for customer engagement and presence on the system.



An additional layer of security is provided through Phoenix Transit Police, Tempe Police officers on extra-duty and Mesa Police's bike squad.

# 40%

In 2025, there is a 40% increase in security officer presence during peak hours.



Wellness checks are performed by outreach teams to help connect riders to resources such as cooling centers and social services.



Valley Metro is making safety investments through upgraded cameras, increased lighting and station cleanliness helping to enhance the rider experience.

# 54%

From FY24 to FY25, rail security incidents have decreased by **54%**, with one incident per **100,000** boardings.



Valley Metro prioritizes safety through a layered security approach that combines strong partnerships with local law enforcement, well-equipped frontline staff and engaged riders. By listening to our communities and acting on their feedback, we work to prevent issues, respond quickly and provide a secure, positive experience for every rider.