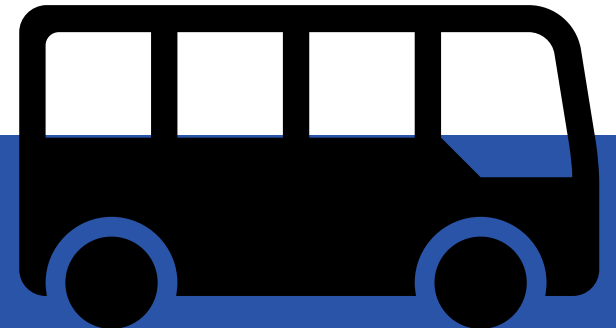
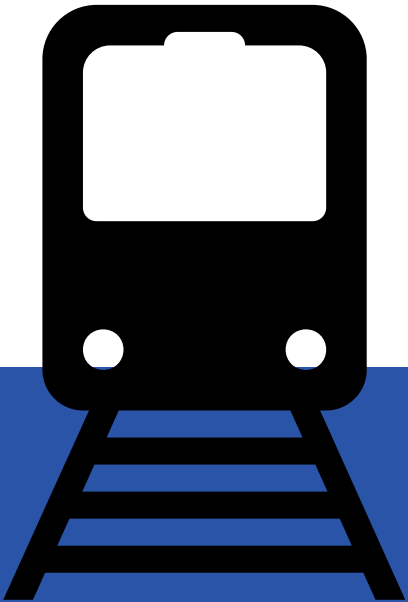


Monthly Update on Public Safety

Operations, Safety, & Customer Experience
Committee Meeting

July 16, 2026



Engaged & Visible Presence

April & May 2026

Incident Free Trips

99.997%

Passenger Boardings

26M

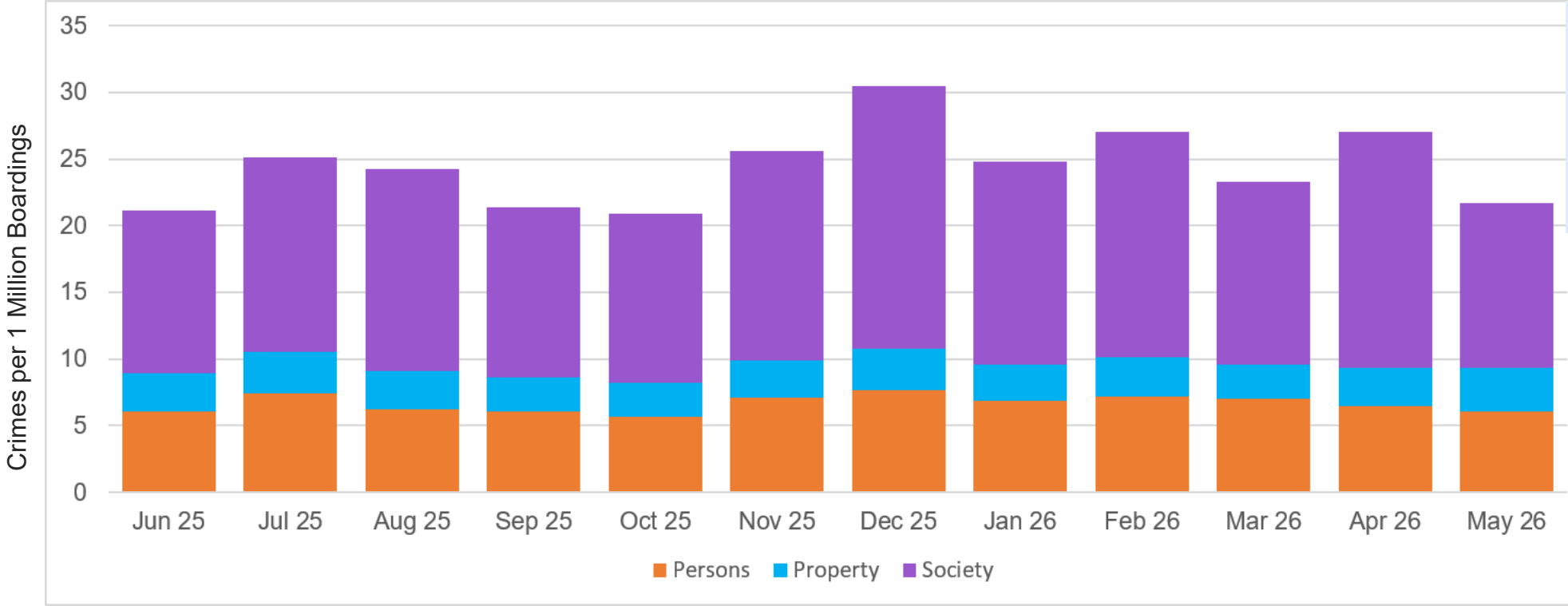
Crime per 1M Boardings

22

May 2026: Total Crimes

597

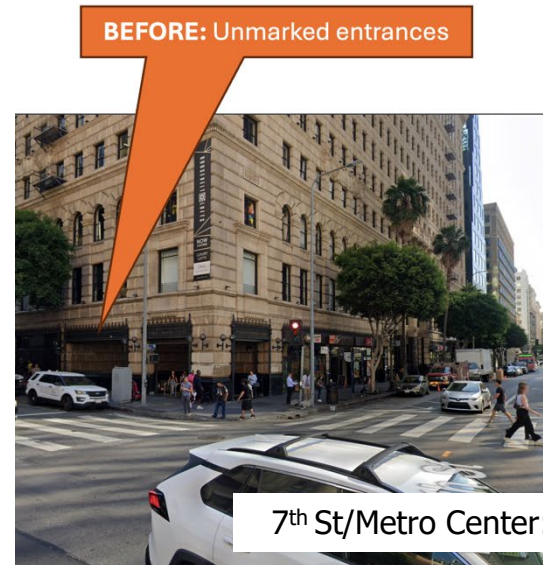
709 (-16%) April 2026 602 (-1%) May 2025



April and May marked the **second and third months of consecutive drops in violent crime** per one million boardings on the system.

Access Control & Station Experience

- Throne Restroom expansion is 100% complete across 64 locations
- TAP-to-Exit at Wilshire/La Cienega corrects 6 in 10 station exits
- Recently latched faregates in LA City Metro stations result in a **+200% Increase in Valid Entries, +240% Increase in Fare Revenue**
- 7th St/Metro Ctr wayfinding upgrades expand to all entrances



7th St/Metro Center: Improved Wayfinding at Flower St Entrance

Partnerships to Address Societal Impacts

April & May 2026

HOME Engagements

495
(April)

428
(May)

Interim Housing

294
(April)

154
(May)

Permanent Housing

78
(April)

27
(May)

Through May 2026, the HOME teams placed 2,568 individuals in interim or permanent housing, **exceeding their goal** of 2,100 total placements by 23%.



Frontline Protection

April & May 2026

- In April and May, there were 15 and 18 assaults on Metro frontline personnel, respectively.
 - Three and five operator assaults in April and May, respectively.
- Four of eight incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries. The four assaults were minimal contact through the barrier opening.
 - The other four incidents occurred outside the barrier: one when the operator exited the driver’s area to ask the suspect to exit the bus, and three occurred when the operator was punched unprovoked outside the bus during a layover.
 - None of the eight incidents required medical transport to a hospital.
- MTS Bus Safety Teams ride the top ten bus lines with the highest operator assault rates, and contract security is at end-of-line rail stations when service ends.

Assaults on Metro Employees & Contractors		
Type	Apr-26	May-26
Bus Operators	3	5
Rail Operators	0	0
Transit Security Officers	0	0
Contract Security Officers	7	8
Ambassadors	2	5
Blue Shirts	0	0
Community Intervention Specialists	0	0
Custodians	3	0
Total	15	18

