



Monthly Update on Public Safety

Operations, Safety, & Customer Experience
Committee Meeting

April 16, 2026

Engaged & Visible Presence

February 2026

Incident Free Trips
99.998%

Passenger Boardings
24M

Crime per 1M Boardings
27

February 2026: Total Crimes
635
605 (+5%) Jan 2026 472 (+35%) Feb 2025

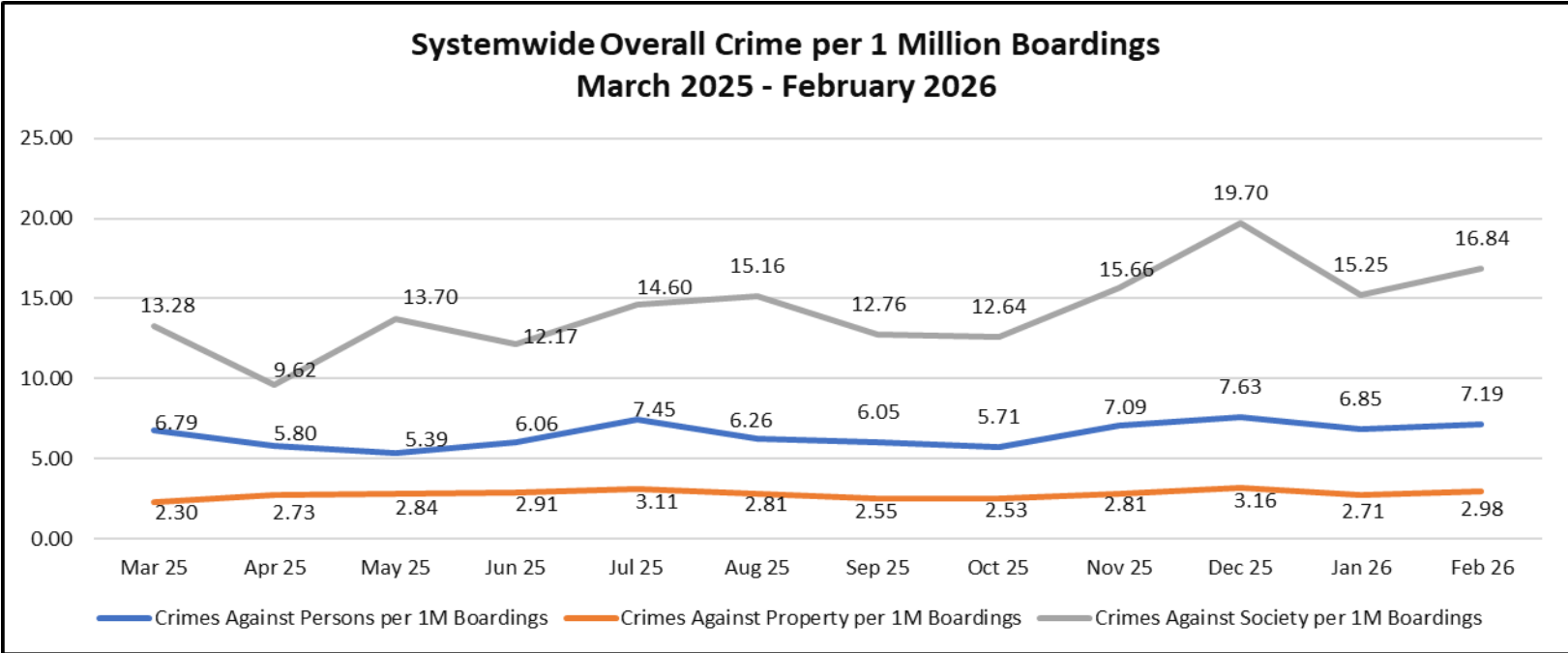
January 2026: Total Crimes
605
763 (-21%) Dec 2025 490 (+23%) Jan 2025

Vs Previous Year (Feb 2025 to Feb 2026)
↑ 12%

Vs Previous Month (Jan 2026 to Feb 2026)
↑ 5%

Crimes per 1 million boardings (Feb 2026)
27 (0.0027%)

February saw typical fluctuations in crime, with no major incidents. All public safety personnel—uniformed and care-based—continued their regular deployments across the system.



106,320
Tap Visual Inspections

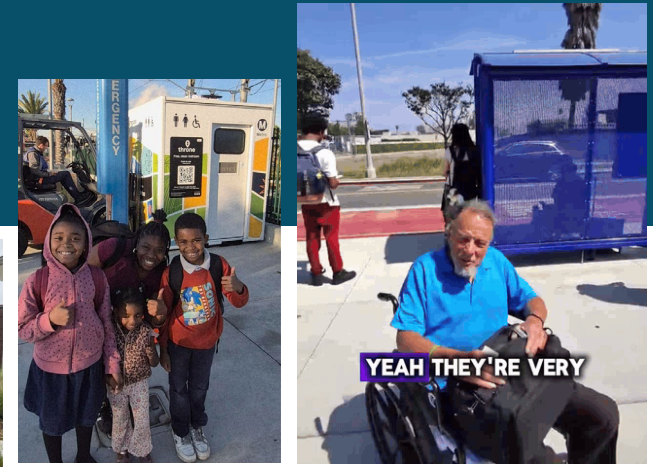
5,993
MTS Fare Checks

807
Citations

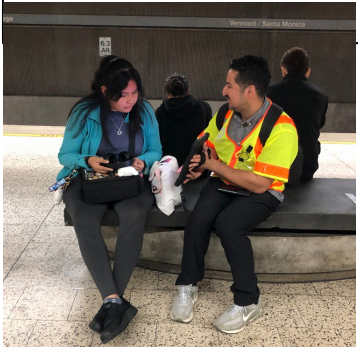
5,799
Ejections

Access Control & Station Experience

- 16 newly added Throne Restrooms, reaching 80% completion
- Metro riders w/ diverse abilities evaluate hyperlegible fonts
- Key stations see major jump in paid entries after addressing emergency swing gate misuse



<p>Familiarity</p> <p>It's easier in the way that it's the most familiar font</p> <p>Rider with normal vision</p>	<p>Not bold, and more space between letters</p> <p>Bold is fine in larger size. However, when the font is smaller, it just bleeds together and turns into blobs. I usually prefer Bold Fonts, but only when there is enough white space around them to be able to see the clearly.</p> <p>Rider with low vision</p>	<p>No slash on zero</p> <p>There is blank space between the letters and relationships to the visual elements. When they are too close together or letters are, it takes twice as long to cognitively process</p> <p>Rider with low vision</p>	<p>No slash on zero</p> <p>The cross on the 0 can make it look like an 8 if I am not wearing my glasses.</p> <p>Rider with low vision</p>
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Partnerships to Address Societal Impacts

February 2026

Since safety solutions vary by situation, Metro invests in and implements care-based interventions.

**Ambassador & Community
Intervention Specialist
Engagements**

51,648 people

**HOME
Engagements**

461 people

**Interim
Housing**

208 people

**Permanent
Housing**

16 people

To date, the HOME teams have placed 1,776 individuals in interim or permanent housing, positioning Metro to exceed its FY26 goal of 2,100 total placements.



- In February, there were 20 assaults on Metro frontline personnel, with five operator assaults.
- Four of these incidents occurred while the operator was behind the operator safety barrier. The remaining incident occurred when the operator walked to the back of the bus due to possible drug use.
 - None required medical transport to a hospital.
- MTS Bus Safety Teams ride the top ten bus lines with the highest operator assault rates, and security is at end-of-line stations when service ends.

Assaults on Metro Employees & Contractors		
Type	Jan-26	Feb-26
Bus Operators	9	5
Rail Operators	0	0
Transit Security Officers	0	0
Contract Security Officers	5	11
Ambassadors	1	2
Blue Shirts	0	0
Community Intervention Specialists	4	0
Custodians	2	2
Total	21	20

