

Monthly Update on Public Safety

Operations, Safety, & Customer Experience
Committee Meeting

March 19, 2026

Metro Safety Hub / Safety Dashboard



Metro Safety Tracker: Transparency in Action

The Metro Safety Hub launched in February 2026. Data dating back to July 2017 is now available in the online dashboard.

We pay close attention to safety and crime on our system, monitoring data from Metro as well as our partners.

This platform reflects our commitment to transparency, accountability, and creating a secure transit experience for everyone.

Our Reach and Scale

Systemwide

Bus

Rail

1 Million +

Daily Riders

88

Cities Served

200 +

Neighborhoods

4000 +

Square Miles

Engaged & Visible Presence

January 2026

Incident Free Trips

99.998%

Passenger Boardings

24M

Crime per 1M Boardings

25

January 2026: Total Crimes

605

763 (-21%)
Dec 2025

490 (+23%)
Jan 2025

December 2025: Total Crimes

763

609 (+25%)
Nov 2025

532 (+43%)
Dec 2024

vs Previous Year (Jan 2025 to Jan 2026)

↑ 23%

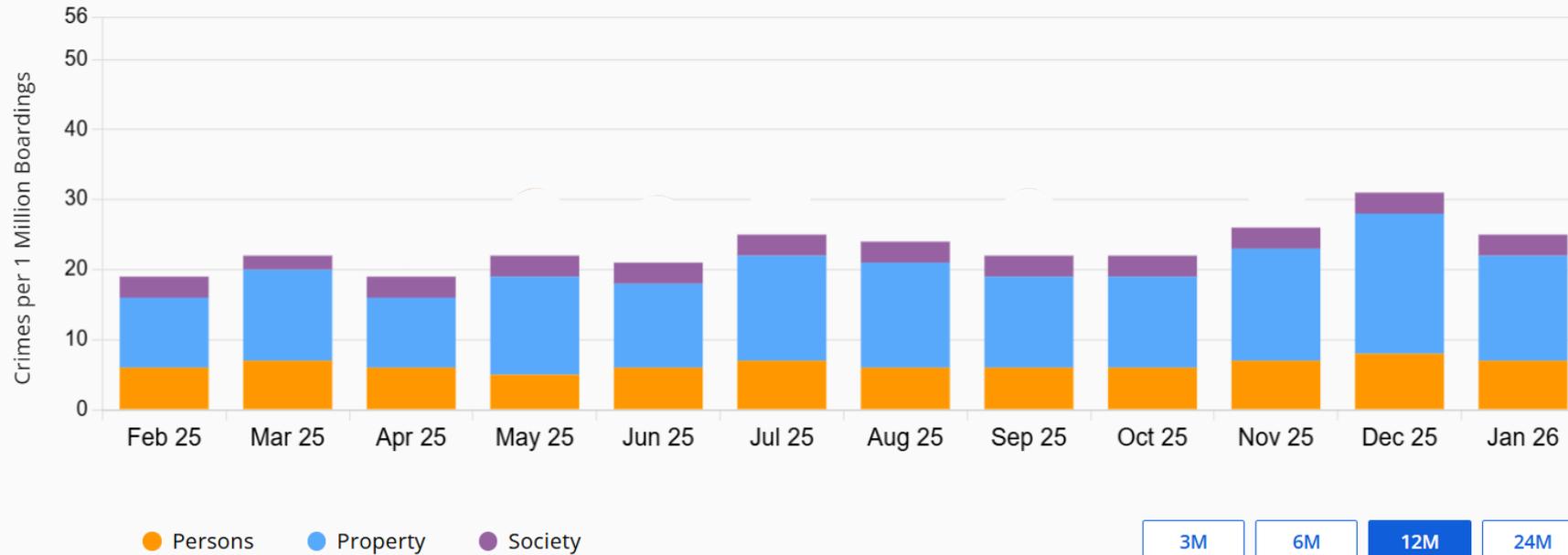
vs Previous Month (Dec 2025 to Jan 2026)

↓ -21%

Crimes per 1 million boardings (Jan 2026)

25 (0.0025%)

Overall crime decreased this month, reflecting a recovery from an unusual spike in December.



65,853

Tap Visual Inspections



9,960

MTS Fare Checks



1,183

Citations



5,512

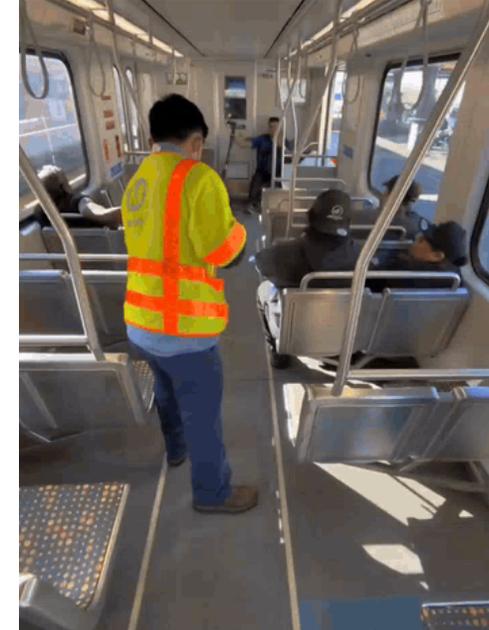
Ejections

Fare evasion is 20%

Access Control & Station Experience

January 2026

- A Line Pit-Stop Pilot at Union Station brings 63% reduction in rider-reported cleanliness issues along the core segment
- Wayfinding improvements along J Line's Patsaouras Busway Skybridge at Union Station East
- On-The-Move travel buddies affirm impact of station experience



Partnerships to Address Societal Impacts

January 2026

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

**Ambassador & Community
Intervention Specialist
Engagements**

47,295 people

**HOME
Engagements**

506 people

**Interim
Housing**

108 people

**Permanent
Housing**

39 people

To date, the HOME teams have placed 1,552 individuals in interim or permanent housing, positioning Metro to exceed its FY26 goal of 2,100 total placements.



- In January, there were 21 assaults on Metro frontline personnel, with nine operator assaults.
- Six of these incidents occurred while the operator was behind the operator safety barrier. For the remaining three, two occurred when the operator stepped outside of the operator area to speak with a patron, and the other was by the side window.
 - 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	Dec-25	Jan-26
Bus Operators	1	9
Rail Operators	0	0
Transit Security Officers	4	0
Contract Security Officers	10	5
Ambassadors	1	1
Blue Shirts	0	0
Community Intervention Specialists	0	4
Custodians	2	2
Total	18	21

