



Monthly Update on Public Safety

Operations, Safety, & Customer Experience
Committee Meeting

May 21, 2026

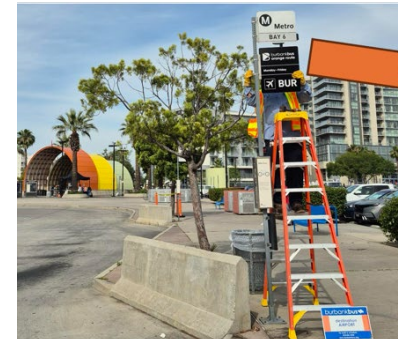
Access Control & Station Experience

- Improved transfer experience from North Hollywood to Burbank Airport
- Mini-makeovers continue to Rosecrans/I-110 Station



EXISTING: Outdated Seat Design & Hiding Areas Behind Map Case and Benches

COMING SOON: Refreshed Seating, Trash Cans, and Relocated Map Cases with Clear Sight Lines



Upgraded Bus Stop Blades



Newly Repainted & Refreshed Waiting Area with Easy-to-Find Info



Metro
BAY 6
burbankbus orange route
Monday-Friday
BUR

Partnerships to Address Societal Impacts

March 2026

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

**Ambassador & Community
Intervention Specialist
Engagements**

72,387 people

**HOME
Engagements**

644 people

**Interim
Housing**

207 people

**Permanent
Housing**

32 people

To date, the HOME teams have placed 2,015 individuals in interim or permanent housing, positioning Metro to exceed its FY26 goal of 2,100 total placements.



- In March, there were 28 assaults on Metro frontline personnel, with 10 operator assaults.
- Eight of ten incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries. Two assaults did not make any contact with the operator due to the barrier in place, five were minimal contact through the barrier opening, and one was through the driver's side window.
 - The other two incidents occurred outside the barrier: when the operator exited the driver's area to ask the suspect to exit the bus, and when the operator was punched unprovoked outside the restroom.
 - None of the ten 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	Feb-26	Mar-26
Bus Operators	5	10
Rail Operators	0	0
Transit Security Officers	0	1
Contract Security Officers	11	12
Ambassadors	2	3
Blue Shirts	0	0
Community Intervention Specialists	0	2
Custodians	2	0
Total	20	28

