



Board Report

File #: 2026-0420, File Type: Informational Report

Agenda Number: 54.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

Metro is committed to providing outstanding trip experiences for all transportation system users. The agency implemented a multifaceted plan to improve safety outcomes and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends. This report summarizes April and May 2026 activities unless otherwise noted.

BACKGROUND

The Department of Public Safety (DPS) focuses on a human-centered approach, compassion, and a culture of care, recognizing diversity and respecting the wide range of people and communities it serves. DPS seeks a reparative public safety model to address the root causes of crime and disorder that can occur within the system, minimize harm, and promote inclusion. By sharing public safety-related statistics, DPS builds trust in the public safety model, fosters transparency, improves public perception of safety in the system, and encourages community engagement. The [Metro Safety Hub](https://www.metro.net/safety-support/by-the-numbers/) <<https://www.metro.net/safety-support/by-the-numbers/>> and data dashboard, which provide additional data, are accessible online. This hub demonstrates the department's commitment to openness, accountability, and the safety and well-being of employees and the transit community.

DISCUSSION

THE SAFETY ENVIRONMENT IN APRIL & MAY

April and May marked the second and third months of consecutive drops in violent crime per one million boardings on the system. In April, total reported violent crimes were 169, and property crimes totaled 76, equating to approximately 6.44 and 2.90 crimes per million boardings, respectively. Compared to March, violent crimes per million boardings decreased by 8.6%, while property crimes per million boardings increased by 14.2%.

Violent crime in May decreased 1.6% per million boardings, with 171 reported violent crimes, equating to approximately 6.34 per million boardings. Property crimes increased from 76 to 92, equating to approximately 3.41 crimes per million boardings, an increase of 17.7% compared to the previous month.

Law enforcement is aware of the recent increase in property crimes, specifically thefts, over the past two months and has conducted a few robbery suppression operations in late April and mid-May after noting several instances of male juveniles snatching necklaces and cell phones mainly from females while riding trains and buses. A few arrests were made, although law enforcement will continue to monitor these types of thefts. Most incidents were non-violent and arose when security was enforcing Metro's Code of Conduct.

METRO'S THREE-PART SAFETY STRATEGY

1. Engaged and Visible Presence

Visible presence contributes directly to order, predictability, and rider confidence across the system. Law enforcement conducted 9,824 and 10,249 bus boardings in April and May, respectively, as part of visible engagement and deterrence efforts.

Deployments of public safety personnel were adjusted at the end of April to rebalance resources in anticipation of the D Line Extension that opened in early May. Aggravated assaults have seen an increase in recent months compared to the previous year, but they remain within the trend seen the months leading up to the summer months, indicating a likely seasonal pattern.

2. Enhancing Access Control & Station Experience

Access control and station improvements reduce the risk of escalation, improve system integrity, and predictability for riders and employees. In April, DPS concluded its year-long expanded pilot of the weapons-detection screening, with preliminary findings showing the continued effectiveness in supporting visible deterrence and screening operations without significant operational disruptions. Additionally, consistent security patrols and the implementation of upgraded alarm systems in the ancillary areas continued to deter unauthorized access activity. These enhanced security measures contributed to maintaining a cleaner, safer, and more secure environment for employees, contractors, and the public. Ongoing monitoring indicates improved compliance, reduced security concerns, and strengthened protection of Metro assets and infrastructure (see Attachment A).

After the opening of three new stations along the D Line in early May, TAP-to-Exit was implemented at the taller faregates at the new end-of-line station, Wilshire/La Cienega. Preliminary results from recent faregate data show a promising start during the first full week (May 14-May 20). These gates automatically inspected over 4,000 exits from the station, and 57% of them were flagged for not tapping upon entry, so the appropriate deduction in fare was made. Furthermore, at the end of May, the taller faregates were reactivated at five key LA City stations following LAFD approval, resulting in 30,000 additional valid entries and more than a 240% increase in collected revenue. See Attachment B for more details.

These access control and station experience efforts will continue to ensure riders are there solely for

transit purposes.

3. Building Partnerships to Address Societal Impacts

To ensure Metro has the right response to every situation, the agency invests in and implements care-based interventions. During April and May, Ambassadors and Community Intervention Specialists made 95 calls to 911 and the Security Operations Center, primarily requesting Emergency Medical Services support, followed by reports of fights and disturbances. In addition, during this period, these teams helped riders navigate the system more effectively, connect them to essential Metro resources such as reduced-fare programs, bike lockers, Metro Micro, and TAP assistance, and stay informed about service alerts.

Outreach teams engaged 495 individuals experiencing homelessness in April, resulting in 294 interim and 78 permanent housing placements through coordination with regional service providers. In May, there were 428 engagements, resulting in 154 interim and 27 permanent housing placements. See Attachment C for a detailed breakdown by service provider. To date, the HOME teams have placed 2,568 individuals in interim or permanent housing, exceeding their FY26 goal of 2,100 housing placements.

Observations and experience have shown that individuals who attempt to shelter on the system will ride trains and/or buses until the end of the line. In an effort to have the most impact, outreach teams are deployed in fixed locations at end-of-line stations to provide support and offer services as needed.

IMPLEMENTING METRO'S THREE-PART STRATEGY

Frontline Protection

Any assault on a Metro employee is unacceptable and is addressed with investigative priority. There were 15 and 18 assaults on Metro employees and contractors in April and May, respectively.

Operator assaults totaled three in April, down from 10 in March and seven in April 2025.

- Two of the three incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries.
 - One assault involved a suspect throwing a beer at the safety barrier, causing liquid to land on the operator's uniform but causing no injuries.
 - Another assault involved the brandishing of a weapon after the suspect exited the bus.
- The third assault occurred when the operator left the driver's area to ask the suspect, who was lying on the floor, to get up, and then the suspect punched the operator. The operator received medical attention at the scene.

None of the three incidents required medical transport. Assaults on other frontline staff, including contract security, MTS, and Ambassadors, totaled 12 in April, down from 15 in March and up from 11 in April 2025.

In May, there were five operator assaults, up from three in April and the same as in May 2025.

- Two of the five incidents occurred while the operator was behind the operator safety barrier and involved a fluid landing on the operator through the opening,

- The remaining three assaults occurred outside the bus.
- None of these assaults resulted in medical transport.

Assaults on other frontline staff totaled 13 in May, up from 12 in April and down from 17 in May 2025.

Metro takes assaults on any employees or contractors very seriously, and staff works with local law enforcement to ensure that they receive justice if an assault occurs and that the individuals committing assaults on employees are held accountable. Between February 13 and May 16, 2026, LASD detectives investigated 14 assaults on MTS officers, contract security, and bus operators. Five of them have been solved, resulting in a citation, and of which three are pending a District Attorney's filing. Of the nine open cases, seven are active investigations, and two have no workable leads. Staff has requested updated investigation outcomes from the LAPD.

Assaults often escalated into physical altercations when enforcing the Code of Conduct or when requesting that a patron get off a bus or train. MTS Bus Safety Teams patrol the top 10 bus lines with the highest rates of operator assaults, and security personnel are stationed at end-of-line stations when service concludes.

Enforcement and Accountability

Maintaining a visible presence is crucial to enhancing both system safety and perceptions of safety. Enforcement activity during April included 746 arrests, 1,278 citations, and 5,940 Code of Conduct removals. 38% of removals were for attempted fare evasion, and the remaining removals were for loitering by the turnstiles, platform, and mezzanine areas of the station. In May, enforcement activity included 591 arrests, 1,015 citations, and 5,586 Code of Conduct removals. 46% of removals were for attempted fare evasion, and the remaining removals were for loitering by the turnstiles, platform, and mezzanine areas of the station.

Law enforcement, MTS, and contract security officers continued routine patrols on the system. While law enforcement focuses on deterring and stopping crime, MTS and contract security officers enforce the Code of Conduct and cite and remove individuals who violate Metro's policies. MTS ensures individuals are fare compliant during their checks.

Medical Emergencies

Staff trained in first aid have proven critical for medical emergencies on the system. DPS responded to 138 and 149 medical emergencies experienced by riders or staff in April and May, respectively. Narcan reversals totaled 21 in April and 15 in May, compared to 18 in March. Overdose incidents fluctuate monthly and reflect broader regional public health conditions. Each reversal reflects trained intervention and rapid-response capability.

Emergency Preparedness and System Readiness

Scenario-based discussions and training exercises enhance Metro's preparedness for any emergency. Throughout April and May, DPS primarily focused on preparing for the 2026 FIFA World Cup, conducting several full-scale exercises to prepare coordination and communication processes and training Metro stakeholders on their roles in activating the Emergency Operations Center (EOC).

On April 29, Metro representatives at the Joint Tournament Operations Center in Inglewood and at

the County EOC worked with the Metro EOC, Rail Operations Center, and Bus Operations Center to resolve hypothetical issues across the region, including a car bombing in West Hollywood, a wildfire in Malibu, and a drone attack at Sofi Stadium. On May 2 and 16, EMD conducted a full-scale exercise on an “active shooter” and “mass casualty chemical attack” at Downtown Inglewood and Hawthorne/Lennox stations, respectively, as part of a series of exercises in preparation for the FIFA World Cup tournaments. Both exercises successfully tested and validated the communication and coordination processes between stakeholders.

2026 FIFA WORLD CUP SAFETY PREPARATIONS

Leading up to the World Cup, Metro EMD, in coordination with regional partners, completed 21 training and exercise sessions. This included table-top exercises, full-scale exercises, K-9 training, and functional simulations. Additionally, as human trafficking is a known risk at large international events like the World Cup, Metro has provided ongoing training to raise awareness of human trafficking indicators for all employees as part of an annual training requirement. DPS worked with law enforcement partners to ensure appropriate reporting and coordination of human trafficking incidents and to provide enhanced training for frontline public safety resources such as Transit Ambassadors and Transit Security Officers. DPS also worked collaboratively with the Chief People Office (CPO) to provide all Metro Values in Practice (MVPs) with approximately one hour of human trafficking training on how to recognize and report human trafficking indicators, such as individuals being controlled by others, fear or inability to speak freely, inconsistent identification, or signs of abuse.

For the World Cup games and events, DPS increased law enforcement, Metro Security, contract security at Metro and non-Metro Park & Ride sites, and multimodal stations. Security presence was further increased through patrols on the platform, in vehicles, and on bus shuttle routes. Bomb detection and K-9 units patrolled specific stations, providing a high-visibility presence. Care-based resources, including Ambassadors and HOME, also increased deployments at game sites and other critical areas. DPS ensured coordination with regional law enforcement partners within the EOC and with the Transportation Security Administration’s Ground-Based Unit at stations. Technology, including drones, portable cameras, and social media, was leveraged to monitor critical game sites, the Coliseum Fan Festival, and the Union Station Fan Zone in real time. The EOC maintained a Level 1 activation in close coordination with internal Metro departments, law enforcement agencies, and regional partners to support enhanced transit operations, maintain situational awareness, and ensure the safe movement of patrons throughout the system.

EQUITY PLATFORM

The Metro system spans many diverse communities across Los Angeles County. Because Metro serves communities that vary significantly in both economic and ethnic composition, their public safety needs are equally varied and require tailored approaches. Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro’s system is equitable across Los Angeles County. The Care-Based Services Division demonstrates the agency’s holistic approach to improving public safety by bringing together all of Metro’s care-centered programs. Metro Ambassadors provide a highly visible, uniformed presence across the system with a focus on customer support, wayfinding, and helping

riders feel safe. Homeless outreach teams complement this work by engaging vulnerable individuals with a focus on connection to appropriate services. Care based programs work closely with sworn officers when needed to ensure situations are handled safely and effectively. Additionally, for the World Cup, DPS increased the deployments of care-based programs to account for the increased foot traffic around Metro stations in the community.

VEHICLE MILES TRAVELED OUTCOME

VTM and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on Metro's bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

DPS will continue to monitor the performance of its law enforcement partners, private security, and in-house public safety team, as well as the agency's crime statistics. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Ancillary Areas Quarterly Update

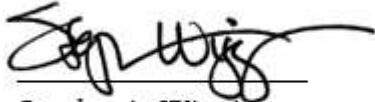
Attachment B - Station Experience Updates

Attachment C - HOME FY26 Interim & Permanent Housing Placements Breakdown

Prepared by: Robert Gummer, Deputy Chief, Emergency Management and Security
Division, (213) 922-4513

Craig Joyce, Senior Executive Officer, Special Programs (213) 418-3008
Stephen Tu, Deputy Executive Officer, Operations, (213) 418-3005

Reviewed by: William Scott, Chief of Police and Emergency Management, (213) 922-5448
Conan Cheung, Chief Operations Officer, (213) 418-3034

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

Ancillary Areas Motion 30 Response – Quarterly Update

The following is a quarterly update, covering April to June 2026, outlining progress on securing and cleaning ancillary areas as required by Motion 30 by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. This Motion increased Contract Security at all subway stations and mandated more inspections of ancillary areas. Response efforts shifted to prioritize arresting trespassers over removals. The ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure.

Maintenance

- Custodial Services continued to maintain the cleanliness of all ancillary areas along the **B, D, E, and K lines** by performing a **weekly cleanup and odor neutralization in each corridor**.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is currently progressing with the installation of the upgraded Intrusion Detection System (IDS), which includes cameras, strobe lights, and announcement features across the B and D Line ancillary areas.
- Installations have been completed at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, Vermont/Beverly, and Universal City stations. Work at Union Station is approximately 60% complete.
 - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
 - These requests decreased to once every other week at one of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
 - The number of special cleanup requests has remained low for at least twelve consecutive months.
- As part of these targeted efforts, Metro also updated standard operating procedures for chemical and staff safety and equipment to protect staff from potential exposure to untreated corridors.

Security

- During this reporting period, 68 Contract Security Officers were deployed daily across 24 subway stations serving the B, D, E, and K Lines to support system safety, security, and operational continuity. Following the completion of the Intrusion Detection System (IDS) installation at several B/D Line subway stations, Contract Security personnel have enhanced their response capabilities by responding to ancillary IDS alarms with real-time information and coordination provided by the Metro Security Operation Center.

- Contract Security personnel continue to conduct proactive security inspections of all ancillary areas a minimum of three times daily to identify unauthorized access, safety concerns, and maintenance issues. Officers are directed to take enforcement action, including arrests, when trespassers are encountered within restricted areas.
- In support of system cleanliness and employee safety, Contract Security continues to provide security escorts for Metro custodial staff during ancillary area cleaning operations.
- In addition, Contract Security personnel actively report property damage, vandalism, and scheduled maintenance concerns through the Metro Transit Watch application, ensuring timely repair and clean-up requests are submitted outside regularly scheduled maintenance cycles.

Station Experience Updates

Throne Restroom Expansion is 100% Complete

Staff is happy to announce that the Board-approved plan to accelerate Throne Restroom deployment across the growing Metro system was completed in time for the FIFA World Cup and the global stage.

Through May and early June, staff completed the remaining Throne Restroom installations across the Metro system:

- Arcadia (A) Station in the San Gabriel Valley
- Expo/La Brea (E) Station in Mid-City
- Grand/LATTC (A) Station in South LA
- Pico (A)(E) Station in Downtown LA
- Lynwood (C)
- LA General Medical Center [J]
- Sepulveda [G]
- Wilshire/Fairfax (D)
- Wilshire/La Brea (D)
- Vermont/Santa Monica (B)
- Expo Park/USC (E)

Thank you to the leadership of CEO Wiggins, Chief Operations Officer Cheung, and the original Unsolicited Proposal pilot under Chief Innovations Officer Reynolds, Throne Restrooms made possible by Metro have now **safely served an unprecedented 940,000 people across 64 locations** served by Metro, with a resilient 3.8 out of 5-star user cleanliness rating, leaving a positive, lasting legacy through early 2029 for the one million riders who use the Metro system each day.

Early Snapshot Shows TAP-To-Exit at Wilshire/La Cienega Corrects Over Half of Station Exits

As part of the Board-approved plan to expand TAP-to-Exit (T2E) across all end-of-line stations with faregates, T2E was placed into operation on the first normal revenue day, May 11, 2026. Preliminary results from recent faregate data show a promising start: T2E is helping to improve fare compliance and access control.

Specifically, in the first full week of available data (5/14 through 5/20/26), the taller faregates at Wilshire/La Cienega Station automatically:

- Inspected 4,256 station exits
- Identified and correctly deducted 2,420 of those exits
- This represents 57% of station exits (or nearly 6 in 10 rides) that were automatically flagged for not tapping upon entry and making the appropriate deduction upon exit

Based on this early data, T2E continues to prove as a helpful tool as part of the entire fare compliance ecosystem, even across stations with the new, taller faregates.

Taller Faregate Activations at Rail Stations in LA City Show Impressive Fare Compliance Gains

Metro previously reported that the LAFD had required the agency to undergo additional third-party testing before approving the use of taller faregates in the City of Los Angeles. Fire departments in other cities immediately approved this enhanced access control measure for stations in Pasadena, El Segundo, and Norwalk. However, the LAFD requested additional/redundant confirmation that they improve egress without compromising safety in the event of an emergency.

TAP has now completed the additional testing LAFD required, and five of Metro's key LA City stations with taller faregates are already showing impressive fare compliance numbers. When comparing the first week of taller faregate activation against the same time the previous month (4/29-5/4 vs 5/27-6/1):

<u>Metro Station</u>	<u>Valid Entries</u>	<u>Add'l Revenue Collected</u>
Westlake/MacArthur Park (B/D)	+280%	+480%
Aviation/Imperial (C)	+220%	+270%
Wilshire/Normandie (D)	+200%	+220%
Wilshire/Western (D)	+150%	+220%
Civic Center/Grand Park (B/D)	+80%	+100%

Taken together, these five LA City Metro stations saw around 30,000 more valid entries, a nearly 200% increase, and a more than 240% increase in collected revenue in the first full week with activated taller faregates.

Trip Hazard at South LA Metro Hub Swiftly Resolved Through Teamwork

Several weeks ago, Transit Ambassadors flagged a safety concern at the busy southern entrance to the A Line platform at Willowbrook/Rosa Parks (A)(C) Station in South LA, which is in the top three busiest stations by ridership, a key transfer hub to LAX Airport and SoFi Stadium and a critical community destination with local buses, Metro Customer Center, Metro Bike Hub, Throne Restroom, nearby medical facilities and retail stores.

In partnership with Corporate Safety, DPS' Care-Based Services Division, and the Division 11 A Line Facilities Maintenance team, three delineators were installed to improve visibility for people crossing the Union Pacific freight and Metro A Line tracks as they enter the station platform.

Late Night Station Inspections Illuminate Metro's Postgame Readiness

While it is important to ensure pre-game arrivals run smoothly, staff also know that people's last impression is their return journey home, which often occurs late at night.

Therefore, teams from Station Experience & Parking Management fanned out across numerous Metro stations, transit centers, and key parking lots to conduct final nighttime inspections, as many FIFA World Cup games will conclude after dark. The objectives of

these inspections were to identify any remaining loose ends, as what staff plans for during the day does not always translate into what is experienced at night.

While there were isolated instances of unwanted behavior, the inspections revealed that the major FIFA World Cup Workstreams and the major campaigns led by the Infrastructure, Maintenance & Engineering team and the Facilities Contracted Maintenance team have achieved systemwide improvements to lighting, safety, and cleanliness across Metro stations and parking lots.

7th St/Metro Center Wayfinding Upgrades Expand to All Station Entrances

As a follow-up to the recent signage upgrades to the Hope St entrance at 7th St/Metro Center, staff received significant encouragement to expand these wayfinding improvements to the remaining entrances on Figueroa St and Flower St. In coordination with LADOT and the LA Conservancy, Facilities Maintenance installed key overhead and eye-level signage to provide key wayfinding to the busiest Metro Rail station in the system, just in time for the FIFA World Cup and the thousands of visitors staying in Downtown hotels. Targeted signage was installed, balancing stakeholder feedback, jurisdictional boundaries, and practical solutions to a longstanding problem.

Rosecrans/I-110 Transitway Station Improvements Completed

Despite the feverish focus and pace of preparing for the FIFA World Cup events, teams also came together as One Metro to expand station safety improvements along the I-110 Harbor Transitway to Rosecrans J Line Station. These safety improvements have been unanimously popular with our Metro J Line riders and South Bay Cities Regional Service Council, where other stations were also recently completed at:

- 37th St/USC [J] Transitway Station
- Slauson [J] Transitway Station
- Manchester [J] Transitway Station

Station improvements included:

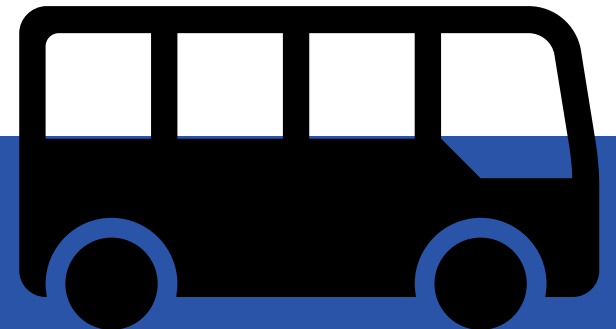
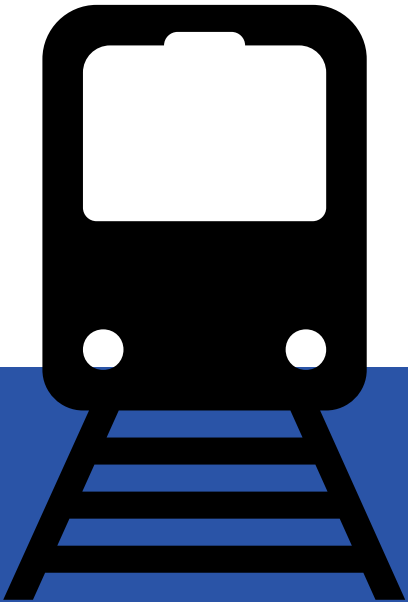
- Replacing outdated benches with modernized seating and leaning rails
- Removing large partitions that created hiding areas for unwanted activity
- Relocating map cases to more approachable areas
- Repainting of station surfaces including bollards, walls, and elevator structures
- Adding key wayfinding signage to support the Metro J Line BRT service

FY26 Interim and Permanent Housing Placements								
Metro Multi-Disciplinary Team (MDT)	Lines Covered	Number of Teams Funded by Metro	Placed Into Interim Housing			Placed Into Permanent Housing		
			YTD	Apr-26	May-26	YTD	Apr-26	May-26
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	1074	189	81	210	69	17
Helpline Youth Counseling (HYC)	A South	2	146	14	23	13	2	2
HOPICS	C, K	2	75	13	9	1	0	0
LA Family Housing (LAFH)	G	2	45	5	13	2	0	0
Union Station Homeless Services	A (North)	2	52	7	3	3	0	0
PATH	A, B, D, E (West)	7	844	66	25	103	7	8
TOTAL			2236	294	154	332	78	27

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

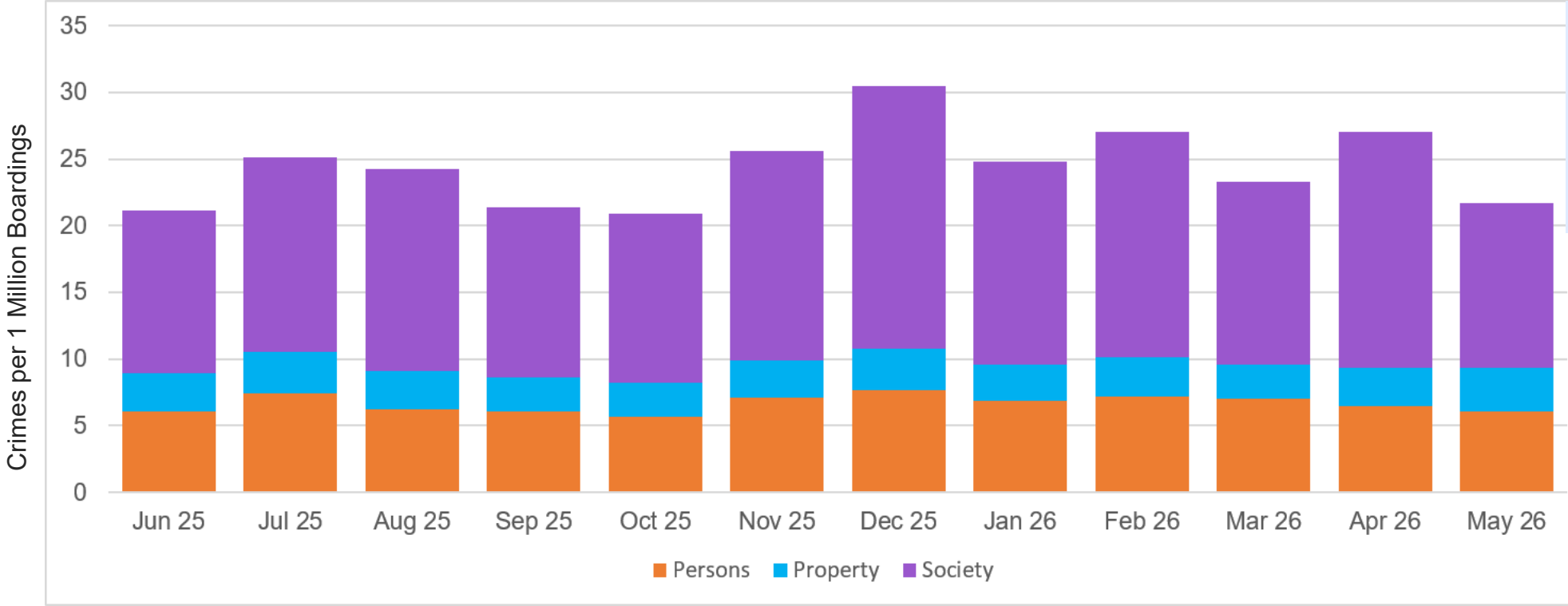
22

May 2026: Total Crimes

597

709 (-16%)
April 2026

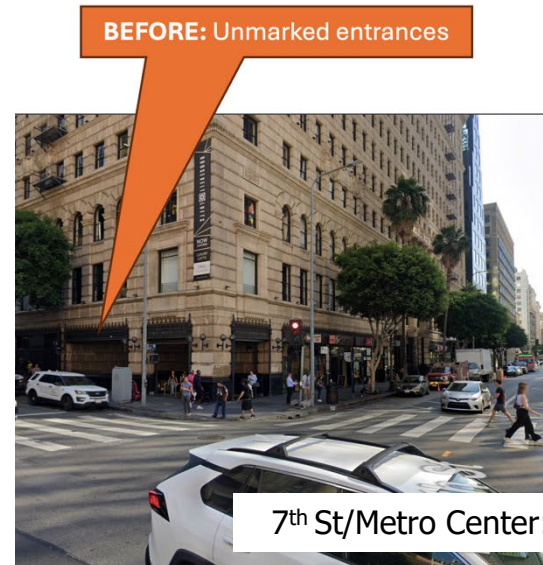
602 (-1%)
May 2025



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

