Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

File #: 2026-0775, **File Type:** Oral Report / Presentation **Agenda Number:** 4.

REGULAR BOARD MEETING
OCTOBER 22, 2026

SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE report by the Chief Executive Officer.

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Report by the CEO
Item #4

Metro

CHIEF EXECUTIVE OFFICER

October 2026

Recognizing Customer Service Personnel who Go the Extra Mile

Congratulations!

TO OUR 2026 HEART OF METRO AWARD HONOREES

- Taylor Cano
- Samantha Esparza
- Jmesha Love
- Gintea “Tea” Marshall
- Topacio “Kittie” Guzman Houghton
- Jessica Acevedo
- Ivonne Godinez
- Shalamar Jones
- Lunye Fowler
- Brooke Jenkins
- Tiffany Hooper
- Charlette Anderson
- Jimmy Guzman
- Daniel “Danny” Munoz
- Lissette Esparza

Thank you for going the extra mile for our customers.

Happy Customer Service Week!

Metro’s Customer Service Week Employee Appreciation Lunch on October 7

Metro Maintenance Partners with Braille Institute

Engaged & Visible Presence

August 2026

Incident Free Trips	Passenger Boardings	Crime per 1M Boardings
99.997%	26M	20

July 2026: Total Crimes

606

482 (+25.7%) **June 2026**

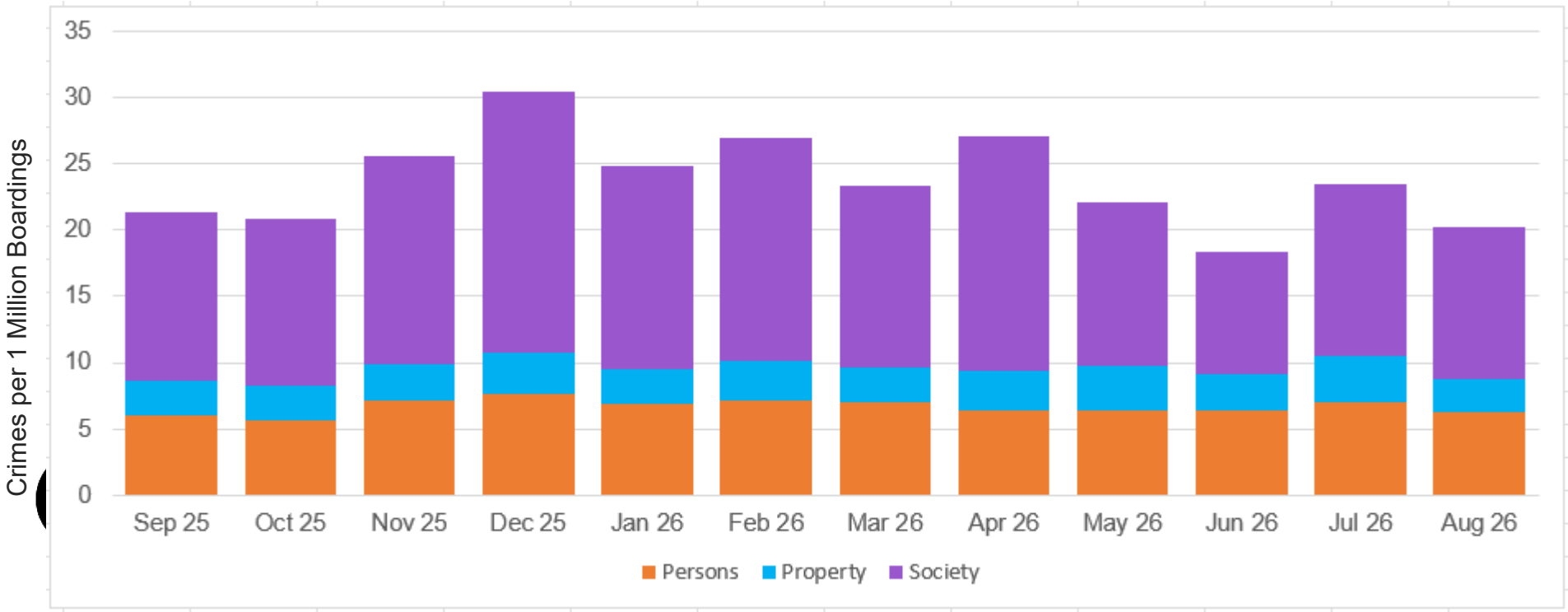
598 (-24%) **July 2025**

August 2026: Total Crimes

536

606 (-11.6%) **July 2026**

612 (-12.4%) **August 2025**



Compared to July, violent crimes per million boardings **decreased by 11.7%.**

August 2026 had the **lowest rate of violent crimes in August since 2019.**

Crime typically spikes during summer months; however, this summer's violent crimes declined significantly from their peak in 2023. This was especially true for aggravated assaults, which fell 37% from the summer of 2023.

Weekday Ridership Exceeds 1 Million Boardings

Dodger Stadium Express	Season Total	430,722	↑ 9.1%
SoFi Stadium Express	10/18 Ridership vs. previous Sunday	4,154	↑ 35.6%

September 2026

Weekday Ridership	Average	1,022,776	↑ 4.4%
Bus Ridership	Monthly Total	20,582,666	↑ 1.8%
Rail Ridership	Monthly Total	6,698,337	↑ 12.4%
A Line	Monthly Total	2,106,924	↑ 14.3%
E Line	Monthly Total	1,508,087	↑ 10.0%
B Line	Monthly Total	1,351,635	↑ 4.5%
D Line	Monthly Total	774,850	↑ 92.7%
C Line	Monthly Total	531,532	↓ 0.9%
K Line	Monthly Total	242,298	↑ 2.2%

Note: C Line ridership affected by ongoing Overhead Catenary System (OCS) replacement