



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 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 February 2026 activity 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 openly 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 FEBRUARY

February saw typical fluctuations in crime, with no major incidents, underscoring the importance of sustained visible deployments on the Metro system. Most incidents were non-violent and related to fare enforcement and the Code of Conduct. Total reported violent crimes were 169, and property crimes totaled 70, equating to approximately 7.09 and 2.94 per million boardings, respectively. Since there was no spike, deployments remained largely unchanged.

There were a few demonstrations and an impactful rainstorm, and DPS was well prepared and collaborated with other internal and external groups to monitor for potential service disruptions and implement any necessary safety measures. Preparations for the FIFA World Cup continued with DPS personnel facilitating a tabletop exercise with Metro departments, federal, state, and local stakeholders. Public safety personnel coordinated deployments to maintain visibility across the system with fixed and roving teams. There were reported cleanliness issues and Code of Conduct violations at Expo/Western, Pico Station, and 7th Street/Metro Transit Center, which were considered and resulted in deployment adjustments to address the issues.

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 7,826 bus boardings as part of visible engagement and deterrence efforts. With consistent visible and engaged presence, along with other measures already implemented, such as bus safety riding teams and operator barriers, staff expect to see a decrease in crime per million boardings and a continued decrease in operator assaults.

Monthly operational review identified no abnormal fluctuations in crime on the system, with crime remaining steady compared to the prior month. All public safety personnel - uniformed and care-based - continued their regular deployments across the system. Patrons were more willing to exit trains at the last stop, resulting in a smoother experience for riders as they leave for their destinations.

2. Enhancing Access Control & Station Experience

Access control and station improvements reduce the risk of escalation, improve access control integrity, and predictability for riders and employees. Transit Security officers continued weapons-detection screening and monitored faregates at select stations during peak hours, deterring weapons and fare evasion. Updated protocols and frequent security patrols in the ancillary areas continued to deter unauthorized access, resulting in a cleaner and safer environment (see Attachment A).

Station experience measures create a cleaner, more welcoming environment and encourage appropriate behavior that complies with Metro's Code of Conduct. The recent removal of former emergency swing gates at Sierra Madre Villa and Douglas stations, which had been a vulnerability to fare evasion, has led to increases in valid TAPs of 50% and 384%, respectively, in the first week after securing those areas. 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

Since safety solutions vary by situation, Metro invests in and implements care-based interventions. Ambassadors and Community Intervention Specialists engaged 51,648 individuals, helping riders navigate the system more effectively, connect to essential Metro resources such as reduced fare programs, Bike Lockers, and Metro Micro, and TAP assistance, and be informed of service alerts. Outreach teams engaged 461 individuals experiencing homelessness in February, resulting in 208

interim and 16 permanent housing placements through coordination with regional service providers.

To date, the HOME teams have placed 1,776 individuals in interim or permanent housing, making Metro well-positioned to exceed its FY26 goal of 2,100 housing placements. 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 20 assaults on Metro employees and contractors this month. Operator assaults totaled five in February, down from nine in January and seven in February 2025. Four of these incidents occurred while the operator was behind the retrofit safety barrier, with two of those occurring through the driver's side window. The remaining incident occurred when the operator walked to the back of the bus to investigate possible drug use and was spat on. None of the five incidents required medical transport. Assaults on other frontline staff, including contract security, MTS, and Ambassadors, totaled 15 in February, up from 12 in January but down from 16 in February 2025.

Metro takes assaults on any employees or contractors very seriously, and staff work with local law enforcement to ensure that they receive justice if an assault occurs. Between July 7, 2025, and February 13, 2026, LASD detectives investigated 22 assaults on Metro or contract security officers and 12 assaults on Metro bus operators. Of the 22 assaults on security officers, 21 resulted in either a citation or arrest of the perpetrator. 15 (68%) of the 22 assaults were solved. Nine were filed by prosecutors, four have charges pending, one was declined for prosecution, one is pending lab results before the case can be presented to prosecutors, and six are under investigation. Of the 12 assaults on bus operators, four resulted in either a citation or arrest of the perpetrator. Four assault incidents were solved. Of these four, three were filed by prosecutors, and one perpetrator was placed on psychological hold.

Regarding next steps, staff requested investigation outcomes from the LAPD and are awaiting their data. Assaults often escalated into physical fights 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 February included 660 arrests, 725 citations, and 5,799 Code of Conduct removals. 43% of removals were for attempted fare evasion.

Law enforcement, MTS, and contract security officers continued patrols on the system with no notable special operations or changes in deployments this month. MTS officers are enforcing the Code of Conduct, which includes fare compliance, and removing individuals who violate Metro's policies. Weekly activities were shared with DPS but did not warrant any new targeted deployments.

Major Arrests

On February 18, the LAPD arrested three suspects responsible for several E and K line robberies. The officers leveraged technology to quickly identify the suspects from video surveillance footage. The suspects admitted to the crimes and were arrested and booked for the robberies. They are believed to be serial robbery suspects, and these high-impact arrests are expected to have a positive impact on the reduction of serious crimes on the system.

Emergency Preparedness and System Readiness

Scenario-based discussions strengthen Metro's readiness for any emergency event. Throughout February, DPS organized and conducted multi-agency discussion-based exercises in preparation for real crises and major events. Personnel participated in table-top exercises to test continuity plans, identify gaps, and improve communication.

On February 25, Metro's Emergency Management Department, in partnership with TSA, conducted a multi-agency tabletop exercise to prepare for the 2026 FIFA World Cup. 116 participants from various agencies collaborated on operational coordination, communication, and scenario discussions to identify gaps and improve readiness for these high-profile Special Event Assessment Rating (SEAR) 2 series of games. They discussed information sharing, crowd control, emergency response, and transportation logistics to enhance interagency coordination.

Medical Emergencies

Trained staff in first aid has proven critical for medical emergencies on the system. Throughout February, DPS responded to 259 medical emergencies experienced by riders or staff. Narcan reversals in February totaled 28, compared to 19 in January. Overdose incidents fluctuate monthly and reflect broader regional public health conditions. Each reversal reflects trained intervention and rapid-response capability.

EQUITY PLATFORM

The Metro transit 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.

VEHICLE MILES TRAVELED OUTCOME

VMT 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

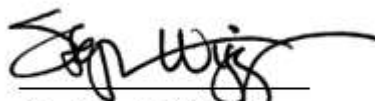
DPS will continue to monitor the performance of its law enforcement partners, private security, Transit Security Officers, and Care-Based Services members, as well as the agency's crime statistics. It also considers information from system operations, surveys, customer complaints, and physical security 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

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Ancillary Areas Motion 30 Response – Quarterly Update

The following is a quarterly update, covering January to March 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 progressing with the **installation of the upgraded Intrusion Detection System (IDS)** with cameras, strobe lights, and announcements at the B and D Line ancillary areas. Installations are complete at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, and Vermont/Beverly stations. Universal City Station is 85% complete, and Union Station is 25% complete. The next scheduled station is Hollywood/Western.
 - 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

- **35 Contract Security officers** were **deployed 24/7** at 16 subway stations on the B, D, E, and K Lines. Following the completion of the Intrusion Detection System (IDS) at several B and D Line subway stations.
- Contract Security responds to ancillary IDS alarms with real-time information provided by the Metro Security Operation Center personnel.
- Contract Security inspects every ancillary area **nine times daily** and arrests any trespasser that they encounter.
- Contract Security continues to support ancillary cleaning efforts by providing

- security escorts for the Metro custodian staff during cleaning operations.
- Contract Security reports property damage and submits repair and clean-up requests via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

Station Experience Updates

New Throne Restrooms Arrive This Week with More Positive Reviews

In February, the Station Experience team worked with Throne to add eight more restrooms to the Metro system, bringing the total to eight public restrooms this month. The Station Experience team remain on an accelerated track to complete up to 64 units in time for this summer's World Cup matches.

Staff have been completing this project under the "One Metro" approach, collaborating with a number of Metro departments, both within Gateway and with our frontline employees, to ensure our stations align with community and core business needs.

In February 2026, new Throne Restrooms were installed at the following locations:

1. Florence (A)
2. Mariachi Plaza (E)
3. Cesar Chavez Bus Pavilion / Union Station East (A)(B)(D)[J]
4. Balboa [G]
5. Hollywood/Western (B)
6. Westwood/Rancho Park (E)
7. Downtown Inglewood (K)
8. Avalon (C)

In March 2026, eight additional Throne Restrooms were installed:

1. Aviation/Century (C)(K) – a key World Cup hotel station
2. Hawthorne/Lennox (C) – a key World Cup shuttle station
3. Historic Broadway (A)(E) – providing added restroom capacity one stop from Little Tokyo/Arts District (which is the busiest Throne in North America)
4. Jefferson/USC (E) – a key LA28 station next to the Galen Center
5. 17th St/Santa Monica College (E)
6. Heritage Square/Arroyo (A), next to Metro's Lost & Found Office
7. Glendora (A)
8. Pershing Square (B)(D) at 4th St North Entrance near Grand Central Market & Angels Flight

Reaching the 50th Throne milestone means we have completed **nearly 80%** of our goal of 64 Throne units before this summer's World Cup games. Metro remains on schedule to meet this unprecedented task, where clean and safe public restrooms were nearly non-existent just several years ago.

Throne Restrooms made possible by Metro have now served over 700,000 people across the transit network, with a resilient 3.8 out of 5-star user cleanliness rating. The latest Metro Stations with Restroom Access map can always be accessed at metro.net/restrooms.

Key Stations Receive Refreshed Paint in Preparation for This Summer's Events

Facilities Maintenance Painters have been fanning out across the Metro system to repaint key stations as part of a renewal campaign to prepare for Metro's major events on the global stage, including this summer's FIFA World Cup and the return of Dodgers baseball.

Sierra Madre Villa Sees 50% Jump in Paid Entries After Eliminating Emergency Swing Gate Abuse

During the previous phase of taller faregate expansion led by TAP, Sierra Madre Villa (A) was one of the selected stations, with fare evasion among the selection criteria. While this station served as the terminal for the Gold Line from 2003 through 2016, it has now evolved into an intermediate station as the Foothill Extension has extended the line towards Azusa and Pomona. This station used to consistently see full parking utilization in its multilevel parking structure, but now sees reduced demand because many riders from farther away can board the A Line at a closer station along the new extension.

As a result, the station feels less busy than before, and there is visible evidence of trespassing between the ground floor of the parking structure and the 210 Freeway embankment, which is under Caltrans jurisdiction.

Staff had previously reported that installing taller faregates had helped increase valid entries, but that persistent fare evaders have adapted to these faregates by misusing the emergency swing gates installed with the older turnstiles.

As a result, staff have been working with TAP, Fire/Life Safety, and Lead Architecture on different strategies to combat this misuse, which have included:

- Installing taller, wraparound partitions that make it more difficult to reach around/over the emergency gate (Firestone, Lake)
- Adding crowd control stanchions that funnel passenger flow through appropriate areas and deter misuse of emergency gates (North Hollywood and Downtown Santa Monica)
- Replacing emergency swing gates with taller faregates that have enhanced egress capacity (Norwalk, Allen, El Segundo)

In addition to the three tactics above, they are adding a fourth strategy: repurposing emergency swing gates at stations with upgraded faregates and securing them for maintenance and special events. This strategy makes sense where the previous emergency gates are not directly next to the faregates, leaving an awkward area that would remain vulnerable if left unaddressed.

On January 26, 2026, this station received taller faregate upgrades but kept the old emergency gate in its place. This resulted in a modest 22% increase in valid TAPs when comparing the first week to the same week last year (1/26/26-2/1/26 vs. 1/27/25-2/2/25). However, numerous CCTV observations revealed that many fare evaders simply

changed their behavior by bypassing the taller faregates and walking around the corner to reach over and pop open the emergency gate to enter the paid area.

Therefore, on March 9, 2026, staff implemented the latest strategy to secure these former emergency gates, which are no longer needed given the enhanced egress capacity of the taller faregates. When comparing the first week of securing this gate to the same week last year (3/9-15/26 vs. 3/10-16/25), we saw a **50% increase in valid TAPs** (from 3,369 to 5,060). Since these access control improvements were made, Sierra Madre Villa Station has collected **\$5,340 more in fare revenue** in the first month and a half when comparing YoY, without any additional security or other customer-facing staffing.

Douglas Station Collects Nearly 400% Increase in Valid Entries After Addressing Emergency Gate Misuse

Following the success at Sierra Madre Villa, staff are coordinating with TAP to return to other stations affected by this lingering access control vulnerability, including Douglas (K) Station in El Segundo. Staff is pleased to report that the first week of **emergency swing gate removal at Douglas (K) Station has already resulted in a 384% increase in valid TAPs** at this station, when comparing YoY.

Staff is continuing to work with TAP, DPS, and Fire/Life Safety to ensure that future stations receiving taller faregates also include coordination to remove the outdated emergency gates from the design and operations.



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

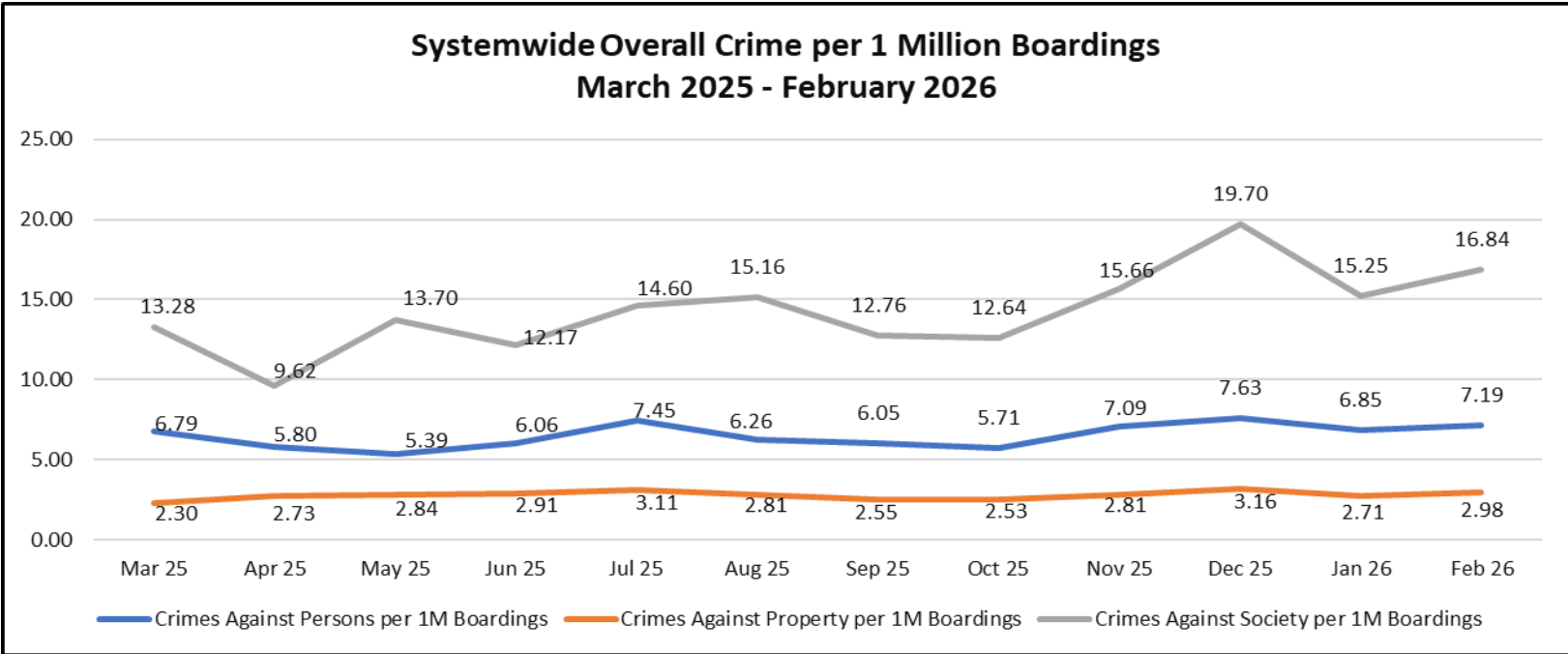
January 2026: Total Crimes
605
763 (-21%) Dec 2025 490 (+23%) Jan 2025

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

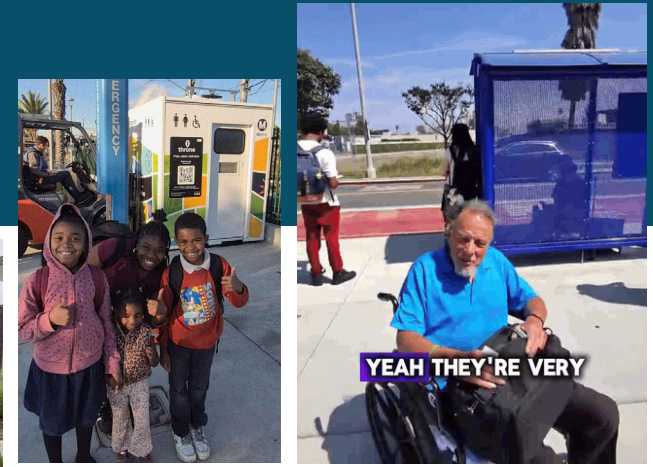
5,993
MTS Fare Checks

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



Familiarity

It's easier in the way that it's the most familiar font

Rider with normal vision

Not bold, and more space between letters

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.

Rider with low vision

No slash on zero

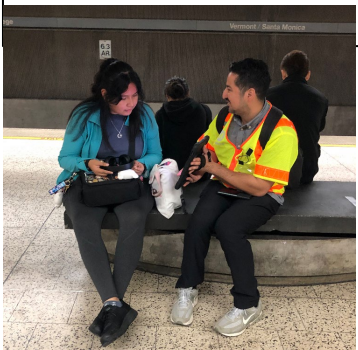
There is blank space between the letters and relationships to the visual elements. When they are too close together or letters are, it takes twice as long to cognitively process

Rider with low vision

No slash on zero

The cross on the 0 can make it look like an 8 if I am not wearing my glasses.

Rider with low vision




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

