



## Board Report

File #: 2026-0269, File Type: Informational Report

Agenda Number: 39.

---

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 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 March 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 MARCH**

The agency responded to a number of unique challenges this month. DPS operations were not impacted when Metro proactively limited employee access to many internal administrative computer systems after the agency's cybersecurity team discovered unauthorized activity. Metro staff ensured that vital transit safety and security systems remained uninterrupted during the event, maintaining presence through regular deployments across the system with no noted spikes in crime.

---

In fact, in March, there was a 13.6% decrease in overall crimes per million boardings, with no major incidents. Most incidents were non-violent and related to fare enforcement and the Code of Conduct. Total reported violent crimes were 189, and property crimes totaled 68, equating to approximately 7.05 and 2.54 per million boardings, respectively. Compared to last month, violent crimes and property crimes per million boardings decreased by 1.9% and 14.8%, respectively. Many property crimes were suspected to have been committed by robbery crews. Based on crime trend analysis compared to the times of the arrests of members of these robbery crews, coupled with other intelligence information, staff believe that the observed decrease can be attributed to the arrests of several robbery crew members in February.

Furthermore, staff continued to prepare for the 2026 FIFA World Cup with additional tabletop discussions and training exercises.

The highest volume of cleanliness issues and Code of Conduct violations were reported from the San Pedro Station, 7th Street/Metro Transit Center, and Westlake/MacArthur Park Station, which were reviewed and factored into deployment discussions to address them.

## **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 9,111 bus boardings as part of visible engagement and deterrence efforts. With a 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.

Weekly operational meetings identified no abnormal fluctuations in crime on the system, with a decline in property crimes compared to the previous month. Public safety personnel - uniformed and care-based - continued their regular deployments across the system. Patrons are observed to be more willing to exit trains at the last stop, resulting in a smoother experience for everyone 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. Staff expect these deployments to result in higher fare compliance and enhanced perceptions and feelings of safety.

New signage and relocated Throne Restrooms are both station experience measures that help create a welcoming environment by improving cleanliness and wayfinding, which in turn make riders feel safer when using the system. See Attachment A 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. Ambassadors and Community Intervention Specialists engaged 72,387 individuals, helping riders navigate the system more effectively, connect to essential Metro resources such as reduced fare programs, bike lockers, Metro Micro, TAP assistance, and be informed of service alerts. Engagements rose by 40% after introducing a new group of Ambassadors to the system and Ambassadors covering more special events in March.

Outreach teams engaged 644 individuals experiencing homelessness in March, resulting in 207 interim and 32 permanent housing placements through coordination with regional service providers. See Attachment B for a detailed breakdown by service provider. To date, the HOME teams have placed 2,015 individuals in interim or permanent housing, making Metro well-positioned to exceed its FY26 goal of 2,100 housing placements.

Based on Metro's Point-in-Time count results, the total number of people experiencing homelessness on the rail and busway system declined steadily, from a FY24 range of 1,041 to 1,092 to 631 to 684 in FY25. Staff counted again in January 2026 and are awaiting LAHSA results to determine whether the downward trend continues. 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 28 assaults on Metro employees and contractors this month. Operator assaults totaled 10 in March, up from five in February and seven in March 2025. Eight of these incidents occurred while the operator was behind the retrofit safety barrier, of which one occurred through the driver's side window. The remaining two incidents were outside of the safety barrier: one when the operator exited the driver's area to ask the suspect to exit the bus after the suspect refused, and the other when the operator was punched in the face unprovoked while coming out of the restroom at a station. None of the 10 incidents required medical transport. Assaults on other frontline staff, including contract security, MTS, and Ambassadors, totaled 18 in March, up from 15 in February and up from 14 in March 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 and that the individuals committing assaults on employees are held accountable. Between January and February 13, 2026, LASD detectives investigated six assaults on MTS officers, contract security, and bus operators. Four of the six have been solved, resulting in a citation. Of these four solved cases, one is pending a District Attorney's filing, two remain under active investigation, and one will not be presented for filing due to the circumstances of the case. Of the two open cases, one is an active investigation, and one has no workable leads.

As of March 14, 2026, LAPD detectives have investigated 35 incidents involving MTS or security

officers and 13 incidents involving bus operators. Of the 35 cases of assaults or batteries on security officers, 22 are under the City Attorney's review, six were filed by prosecutors, four are open cases, one is being reviewed by the District Attorney, one is pending filing, and one was declined for prosecution. Of the 13 cases involving bus operators, 12 are open cases, and one is under the City Attorney's review.

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 March included 589 arrests, 1,093 citations, and 7,151 Code of Conduct removals. 41% 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 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.

### *Compliance with the Bias-Free Policing and Public Safety Analytics Policies*

In March 2023, Metro adopted the Bias-Free Policing and Public Safety Analytics policies to affirm Metro's commitment to averting racial profiling and bias in the use of data and deployment of security resources. Attachment C provides a progress update on the commitments set forth in the policies.

### **Emergency Preparedness and System Readiness**

Scenario-based discussions and training exercises enhance Metro's preparedness for any emergency. Throughout March, DPS participated in multiple discussion-based tabletop exercises and conducted a few full-scale exercises to prepare coordination and communication processes for major events.

On March 4, Metro's EMD joined a multi-agency exercise at Union Station's Historic Concourse, hosted by TSA, to prepare for the FIFA World Cup 2026. Union Station will be an official FIFA Fan Zone for four days and serve as a transit hub during the entire duration of the tournament. About 40 participants discussed operations, security, information sharing, protective measures, and coordination with industry and security partners in a scenario of a Complex Coordinated Attack. This highlighted gaps, improved readiness, resiliency, and strengthened interagency coordination for the event, designated a National Security Special Event.

### *Human Trafficking*

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. In preparation for the World Cup Games, DPS is working 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, including:

- Human Trafficking Awareness Agencywide Mandatory Training, which equips employees with the knowledge to recognize, understand, and respond to signs of human trafficking.
- MVP Qualifier E-learning Training, which provides a refresher on human trafficking mandatory training, including how to recognize human trafficking victims through indicators, and how to report during global special events. This training also includes knowledge checks.
- MVP World Cup Event In-person Training, which takes what MVPs learned in the mandatory training and the MVP Qualifier training and puts it into classroom practice through in-person engagement and knowledge checks on the types of human trafficking, indicators, and how to report.
- Station Manager/CPO Lead Training, which provides leadership at World Cup locations with the human trafficking indicators, and how MVPs will be reporting.

In addition, all MVPs will be provided with a Pocket Guide that includes information about human trafficking indicators and how to report.

DPS is also working 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.

### **Medical Emergencies**

Staff trained in first aid have proven critical for medical emergencies on the system. Throughout March, DPS responded to 195 medical emergencies experienced by riders or staff. Narcan reversals in March totaled 18, compared to 28 in February. Overdose incidents fluctuate monthly and reflect broader regional public health conditions. Each reversal reflects trained intervention and rapid-response capability.

### **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.

### **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, 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 - Station Experience Updates

Attachment B - HOME FY26 Interim & Permanent Housing Placements Breakdown

Attachment C - Bias-Free Policing and Public Safety Analytics Policies Compliance

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

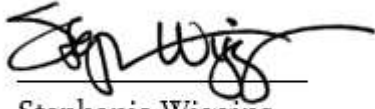
Craig Joyce, Senior Executive Officer, Special Programs (213) 418-3008

Stephen Tu, Deputy Executive Officer, Operations, (213) 418-3005

Karen Parks, Senior Director, Special Projects, (213) 922-4612

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

## Station Experience Updates

### ***Improved Transfer Experience from North Hollywood to Burbank Airport***

As an update to the incremental improvements to North Hollywood Station, which is a critical hub serving a subway and bus rapid transit (BRT) terminal, numerous local and municipal bus connections across the East San Fernando Valley, and commuter parking, staff have extended improvements to support Metro's key transit partners at Burbank Bus who provide a frequent, around-the-clock weekday circulator [Orange Route](#) connecting North Hollywood Station with Hollywood Burbank Airport (BUR).

While this key route frequently runs every 15 to 20 minutes throughout the day (which is even more frequent than the Union Station-LAX FlyAway), this route sits in an expansive bus terminal with numerous local and regional buses, and it can be overwhelming to find the correct boarding location, especially when trying to catch a flight on a tight schedule.

As a result, staff worked with key partners within Customer Experience (CX), Facilities Maintenance, and Stops & Zones, and with the City of Burbank and BUR Airport officials, to improve visibility and wayfinding for Metro riders bound for this key airport in the San Fernando Valley. Metro riders arriving in North Hollywood from the B Line subway, G Line BRT, daily parking, or the future Pasadena-NoHo BRT route will now have internationally recognizable wayfinding to the appropriate boarding location at this mobility hub.

In late April, Facilities Maintenance and Stops & Zones completed the refurbishment of the entire bus stop waiting area, featuring:

- Repainted and refinished shade shelters and seating
- Revamped map case material in conjunction with CX's SEGD and City of Burbank
- Upgraded bus blade sign that is easier to find from a distance

Other improvements that have been completed here or are underway include:

- TAP-to-Exit on the B Line subway, which has reduced rider-reported incidents by -60%
- Throne Restroom on the main plaza, which has risen to become the 2nd busiest Throne across the Metro system, has improved station cleanliness by +50% and has improved outreach efforts between Community Intervention Specialists and those in need
- Open-elevator doors at the west plaza elevators, which have improved safety and continually circulate fresh airflow
- Secured and relocated waste management system in the parking lot, which has reduced illegal dumping and other unwanted activity

Looking ahead, staff will be completing the remaining wayfinding improvements inside the B Line station by refreshing the original signs, and the City of Burbank will be assisting with completion on the other end at Hollywood Burbank Airport.

***Metro J Line Mini-Makeovers Continue Along I-110 Harbor Transitway to Rosecrans Station***

As an update to the ongoing safety and cleanliness improvements to Metro J Line stations from El Monte to Downtown LA to Harbor Gateway, Facilities Maintenance teams are underway to extend these tactical improvements to Rosecrans/I-110 Transitway Station in Gardena, applying best practices from recent improvements at Manchester, Slauson and 37th St/USC Transitway Stations to improve sight lines, seating and waiting amenities, and customer information.

Rosecrans Transitway Station serves nearly 1,000 people who board or alight a Metro J Line (Silver) bus on any given weekday.

At Rosecrans Station, outdated bench designs and partitions that create hiding areas in the Rosecrans underpass will be removed and relocated to improve safety, with the remaining benches reoriented closer to bus stop berthing locations.

Following these physical modifications in the coming weeks, a deep cleaning will be completed at this station, providing a renewed station with ample commuter and event parking for J Line riders.

***Access Control Safety Improvements Completed in the Known Area of Regional Connector Intrusions Near the Federal Building***

In light of the ongoing protest activity in front of the Federal Building that sits just outside the Regional Connector portal, LAPD had noted a new tactic from known agitators where a single individual scales the fence and then opens the emergency swing gate for dozens of others to then descend into the Regional Connector tunnel.

Before the next wave of protest activity on May Day, teams across Facilities Contracted Maintenance and Facilities Maintenance worked quickly with DPS and LAPD to assess the challenge and implement a solution to better protect the Regional Connector from unauthorized entry.

<b>FY26 Interim and Permanent Housing Placements</b>						
<b>Metro Multi-Disciplinary Team (MDT)</b>	<b>Lines Covered</b>	<b>Number of Teams Funded by Metro</b>	<b>Placed Into Interim Housing</b>		<b>Placed Into Permanent Housing</b>	
			<b>YTD</b>	<b>Mar-26</b>	<b>YTD</b>	<b>Mar-26</b>
<b>Christ Centered Ministries (CCM)</b>	A, E (East), J, B, D, Swing Shift	9	804	101	126	19
<b>Helpline Youth Counseling (HYC)</b>	A South	2	109	22	9	1
<b>HOPICS</b>	C, K	2	53	4	1	0
<b>LA Family Housing (LAFH)</b>	G	2	27	3	2	0
<b>Union Station Homeless Services</b>	A (North)	2	42	6	3	0
<b>PATH</b>	A, B, D, E (West)	7	753	71	88	12
		<b>TOTAL</b>	<b>1788</b>	<b>207</b>	<b>229</b>	<b>32</b>

## Bias-Free Policing and Public Safety Analytics Policies Compliance

Bias-Free Policing Policy			
The Bias-Free Policing Policy ensures that all interactions with agency personnel are fair, impartial, objective, and free from discrimination.			
Commitments	Compliance Status	Target Completion Date	Notes
Agency-wide annual compliance of all mandatory anti-bias related training.	In progress	November 2026	Agency staff and contract personnel complete the annual mandatory trainings below:  1. Bystander Intervention (De-Escalation Training) 2. Implicit (Unconscious) Bias for Transit Security 3. Safety/Security Training (Includes a primer on Unconscious Bias training).  The next step is to connect this information to a dashboard.
Number of citations levied against marginalized communities (expectation of year over year reduction) on a public-facing dashboard.	In progress	September 2026	Overall citations are provided on the Safety Hub ( <a href="https://www.metro.net/safety-support/by-the-numbers/">https://www.metro.net/safety-support/by-the-numbers/</a> ) today. A more detailed breakdown of these numbers will be made available on the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> ).
LACMTA will generate and maintain a public facing bias complaint dashboard to ensure transparency with the community regarding any allegations of the use of age, disability, ethnicity, gender, nationality, race religion or sexual orientation as a basis for action by LACMTA security services.	In progress	October 2026	DPS is working to identify the data holdings necessary for the Bias Free Policing complaint dashboard.
On a quarterly basis, the Chief of Police and Emergency Management or designee will review the Transit Watch App, Customer Comment Analysis Tracking System (CCATS), and Customer Experience (CX) surveys to develop a report assessing feedback related to LACMTA anti-bias/anti-discrimination policies.	In progress	October 2026	DPS currently reviews Transit Watch, CCATS, CX Surveys, and other data sources to identify potential issues on the system and to ensure its personnel are operating in accordance with Metro standards and policies. DPS will develop a report to assess feedback related to LACMTA anti-bias/anti-discrimination policies.
Tracking the increased deployment of law enforcement/security alternatives (expectation of year over year increase) on a public-facing dashboard.	In progress	October 2026	This tracking will be implemented as DPS brings on more care-based resources such as the crisis response teams and is able to deploy the co-response model.
The Deputy Chief of Civil Rights will conduct an annual review of police and security reports.	Not yet started	March 2027	Once the Police Services Division is stood up, DPS will work with the Deputy Chief of Civil Rights to establish the annual review of police/security reports.
Through the annual or bi-annual safety and security survey of LACMTA patrons/riders, DPS will assess and report on the following:  - Percent Favorable Impression of Transit Policing Services - Service Rating - Service Quality - Service Rating – Fairness - Service Rating – Helpfulness - Increased rider satisfaction regarding racial profiling/bias	Not yet started	October 2026	DPS will initiate this review once the Police Services Division is stood up and sworn officers are on the system. DPS will work with CX to establish a survey that captures patron/employee impression, service ratings, and writer satisfaction.
Reports of complaints against law enforcement and security resources (expectation of year over year reduction) on a public-facing dashboard.	Not yet started	October 2026	This data will be streamlined into a unified system, so that it can be uploaded and displayed on the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> ) by October 2026.
Use of force incidents (expectation of year over year reduction) on a public-facing dashboard.	Not yet started	October 2026	This data will be streamlined into a unified system, so that it can be uploaded and displayed on the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> ) by October 2026.

Public Safety Analytics Policy			
The Public Safety Data Analytics Policy states that the agency uses internal data sources to prevent racial profiling and discrimination.			
Commitments	Compliance Status	Target Completion Date	Notes
Emerging trends reports	Completed		Available on the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> )/Metro Safety Hub ( <a href="https://www.metro.net/safety-support/by-the-numbers/">https://www.metro.net/safety-support/by-the-numbers/</a> ).
Analysis of security incidents impacting rail and bus lines	Completed		Available on the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> )/Metro Safety Hub ( <a href="https://www.metro.net/safety-support/by-the-numbers/">https://www.metro.net/safety-support/by-the-numbers/</a> ).
Analysis of issues impacting employee and rider safety	Completed		Available on the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> )/Metro Safety Hub ( <a href="https://www.metro.net/safety-support/by-the-numbers/">https://www.metro.net/safety-support/by-the-numbers/</a> ).
Vandalism trend reports	Completed		Available on the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> ).
LACMTA will leverage the data below to generate the following reports to provide awareness of safety and security issues across the system and will ensure all products are accessible to the public.  - Calls for Service reports - Vehicle maintenance requests - Transit Watch App Incident reports - Law Enforcement Service Requests (LESR) - Incident reports - Customer Comment Analysis Tracking System (CCATS) - Customer Experience surveys - Intrusion alarms at LACMTA facilities - Trend reports from homeless outreach teams - Justice Equity Need Index (JENI) - Justice Equity Services Index (JESI) - Everbridge alerts - Feedback from frontline employees (e.g., bus operators and custodians)	Completed and Ongoing		DPS staff continues to use the following reports to make strategic deployment decisions and understand safety and security issues across the system.
DPS will conduct quarterly reviews of security and analytic reports to confirm compliance with this policy. This includes reports which feature demographics, personal identifying information, or law enforcement or LACMTA-derived BOLOs	Completed and Ongoing		DPS reviews all security and analytic reports to confirm compliance with policy.
DPS will ensure all agency personnel involved in public safety analytics maintain 100% annual compliance in attending and completing all related bias and discrimination training.	Completed and Ongoing		All DPS personnel are required to be in compliance with the Public Safety Analytics Policy and take all required unconscious bias and discrimination training.
DPS will continually evaluate Key Performance Indicators (KPI) to effectively measure success and assess impacts of the analytics program.	Completed and Ongoing		DPS has a process in place that currently reviews key performance indicators on a quarterly basis.
DPS will address all complaints and will conduct a quarterly review of customer comments and complaints to ensure compliance with this policy.	Completed and Ongoing		DPS uses CX's customer comments and complaints system (CCATS) to review customer feedback.
KPI results will be published in a public facing dashboard	In progress	September 2026	KPI results will be incorporated into the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> )/Metro Safety Hub ( <a href="https://www.metro.net/safety-support/by-the-numbers/">https://www.metro.net/safety-support/by-the-numbers/</a> ) as part of a future implementation phase.
BOLO reports on persons posing safety risks to operators and riders	Not yet started	October 2026	BOLO Reports are currently disseminated to internal departments and partner agencies. Data will be added into the Public Safety Dashboard ( <a href="https://publicsafety.metro.net">https://publicsafety.metro.net</a> ).



# Monthly Update on Public Safety

Operations, Safety, & Customer Experience  
Committee Meeting

May 21, 2026

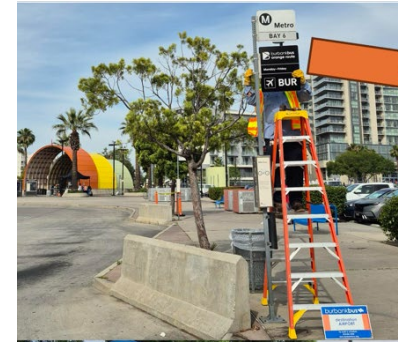
# Access Control & Station Experience

- 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



# 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
<b>Total</b>	<b>20</b>	<b>28</b>

