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

File #: 2026-0572, **File Type:** Informational Report **Agenda Number:** 45.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 17, 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 June and July 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/> 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 JUNE & JULY

Metro successfully provided public transportation during the 2026 FIFA World Cup, with no major incidents reported during this global event. In June, total reported violent crimes were 167, and property crimes totaled 73, equating to approximately 6.36 and 2.78 crimes per million boardings, respectively. Compared to May, violent crimes per million boardings were virtually identical despite

the substantial increases in ridership from the summer and World Cup activities, increasing by only 0.3%, while property crimes per million boardings decreased by 18.5%.

In July, there were 183 reported violent crimes, or approximately 7.08 per million boardings. Though higher than the previous month, this was the lowest total of violent crimes in July since 2023. Property crimes increased from 73 to 90, or approximately 3.48 crimes per million boardings, a 25.3% increase compared to the previous month. Although property crimes decreased in June, law enforcement is aware of the July increase and continues to target these crimes. Law enforcement focused efforts at stations with high rates of robberies, phone thefts, and grand thefts, resulting in the arrest of suspects (one juvenile) wanted for multiple robberies.

Overall, in both months, most incidents were non-violent (related to trespassing, vandalism, and narcotics) and arose when security was enforcing Metro's Code of Conduct. In June, the highest volume of cleanliness issues and Code of Conduct violations were reported from Westlake/MacArthur Park Station, Wilshire/Vermont Station, and LATTC/Ortho Institute Station. In July, they were reported from the 7th Street/Metro Center Station, Westlake/MacArthur Park Station, and Pico 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 8,793 and 8,909 bus boardings in June and July, respectively, as part of visible engagement and deterrence efforts.

LAPD and LASD maintained a visible presence throughout both months. In July, LASD conducted several crime-suppression operations on the Metro system, primarily on the A and C lines, with special attention to Willowbrook/Rosa Parks Station, in response to increases in criminal activity. Deputies maintained a high-visibility presence during peak travel hours, patrolled platforms and other station areas, and monitored CCTV cameras, making multiple arrests and issuing citations.

2. Enhancing Access Control & Station Experience

Access control and station improvements, such as fare enforcement and improved signage for wayfinding, improve system integrity and predictability for riders and employees.

Beginning June 8, Metro Transit Security (MTS) has launched a Code of Conduct and fare enforcement operation on the G Line, mainly at North Hollywood Station, where officers check fare compliance on arrival and ensure passengers tap before boarding. Unpaid fare violators receive warnings or citations. An MTS Bus Safety Team also patrols the line to enforce conduct and remind passengers of fare requirements. This ongoing operation runs Monday through Friday with a 90-day review in September to assess improvements. Metro's LIFE Program has been onsite once a week to provide on-the-spot enrollments to qualified riders. With these efforts, TAP data showed major increases in valid entries, including a 40% increase in valid taps at North Hollywood compared to the year prior. 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. In June and July, Ambassadors and Community Intervention Specialists engaged with approximately 67,500 and 81,500 individuals, respectively, 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.

Outreach teams engaged 411 individuals experiencing homelessness in June, resulting in 115 interim and 22 permanent housing placements through coordination with regional service providers. In FY26, the HOME teams placed 2,705 individuals in interim or permanent housing, exceeding their goal of 2,100 housing placements through June.

In July, there were 295 engagements, resulting in 191 interim and 31 permanent housing placements. For FY27, 415 people have been enrolled in HMIS, and 222 have been connected to interim or permanent housing, with the goal of 2,400 housing placements for the new fiscal year. See Attachment B for a detailed breakdown by service provider.

The 2026 point-in-time count, conducted in January, found 31% fewer people experiencing homelessness in the transit system than the previous year and 57% fewer people experiencing homelessness since 2024. This year's count estimates 395 to 517 unhoused individuals on Metro compared to 631 to 684 in 2025 and 1,041 to 1,092 in 2024. As the point-in-time count is not an exact census, it is reported as a range to account for any statistical margins of error.

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.

Frontline Protection
Any assault on a Metro employee or contractor is unacceptable and is addressed with investigative priority. There were 13 and 11 assaults on Metro employees and contractors in June and July, respectively.

Operator assaults totaled five in June, unchanged from May and up from four in June 2025.

- Three of the five incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries.
    - One assault involved a suspect spitting at the barrier as the suspect was exiting the bus, but the fluids did not make contact with the operator.
    - Another assault also involved a suspect spitting at the barrier as he exited the bus. After exiting the bus, the suspect approached the driver's side window and broke the operator's side window.
    - The third assault occurred when a motorist pulled up along the driver's side, jumped out of their vehicle, and threw alcohol in the operator's eyes in an unprovoked assault.
- The remaining two incidents occurred outside the bus barrier, and the operator was pushed

without provocation.

None of the five incidents in June required medical transport. Assaults on other frontline staff, including contract security, MTS, and Ambassadors, totaled eight in June, down from 13 in May and down from 12 in June 2025.

In July, there were six operator assaults, up from five in June and up from two in July 2025.

- Three of the six incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries.
    - One assault involved the brandishing of a gun, with the suspect fleeing from the bus; the suspect is still outstanding.
    - Another assault involved pepper spray getting through the operator barrier and on the operator, but the operator received medical treatment on scene and did not require medical transport.
    - The last assault occurred when the suspect threw an object at the windshield, causing it to shatter. The operator sustained cuts from broken glass fragments and was transported for medical treatment.
- The remaining three incidents occurred outside the bus barrier, where the operators were assaulted without provocation.

One of the six incidents in July required medical transport. Assaults on other frontline staff totaled five in July, down from eight in June and down from 18 in July 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. Assaults often escalate 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 June included 480 arrests, 619 citations, and 3,423 Code of Conduct removals. 54% 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 July, enforcement activity included 662 arrests, 587 citations, and 4,480 Code of Conduct removals. 45% 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 focuses on deterring and stopping crime, while MTS and contract security officers enforce the Code of Conduct and cite and remove individuals who violate Metro's policies. MTS ensures fare compliance during its checks, with the ongoing targeted fare compliance campaign on the G Line since June and a joint train-riding operation with LAPD and LASD on the A Line North that started on July 27. The joint operation will enable a more proactive response to unlawful activity and a more visible uniformed presence throughout the line.

Medical Emergencies
Staff trained in first aid have proven critical for medical emergencies on the system. DPS responded to 149 and 166 medical emergencies experienced by riders or staff in June and July, respectively.

In June, Narcan reversals reported by all DPS staff totaled 18, of which 12 were from contract security, three from CIS, two from law enforcement, and one was reported by Ambassadors. In July, eight Narcan reversals were reported: Ambassadors reported three, CIS reported three, and law enforcement reported two. 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
From June 11 through July 10, 2026, DPS increased deployments of uniformed and care-based personnel and activated the Emergency Operations Center (EOC) to support the FIFA World Cup 2026 Fan Festival, Fan Zones, and games at Los Angeles Stadium, including various Transit First Events and Station Activations. The operational success of this activation is best measured by its outcome: no major security incidents were reported at any time during this historic 39-day global event. This achievement reflects the exceptional planning, coordination, and execution by all participating agencies and personnel and represents Metro's most extensive coordination effort for any sporting event, demonstrating the agency's proven crisis response readiness and ability to support millions of visitors while protecting critical infrastructure and ensuring safe transit operations.

EQUITY PLATFORM

The Metro system spans many diverse communities across Los Angeles County. Because Metro serves economically and socially diverse communities and riders, public safety needs across the system 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 program workers coordinate closely with sworn officers when needed to ensure situations are handled safely and effectively.

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 & FY27 Interim & Permanent Housing Placements Breakdown

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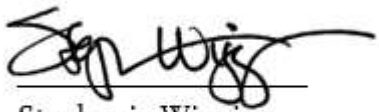


Stephanie Wiggins
Chief Executive Officer

Station Experience Updates

G Line Fare Compliance Campaign Brings 40% Increase in TAPs at NoHo

Last month, Station Experience upgraded signage at the temporary Van Nuys [G] and Sepulveda [G] stations, which have not had TAP equipment at the boarding platforms due to the G Line Improvements construction project.

This month, the Department of Public Safety (DPS) began a targeted fare compliance campaign to check riders exiting G Line buses at North Hollywood Station, which is the busiest G Line station as it provides a key transfer to the B Line subway to Los Angeles.

As with all fare compliance efforts, Metro's LIFE Program was onsite to provide on-the-spot enrollments to qualified riders.

With these combined efforts, staff is seeing TAP data show major increases in valid entries, including a year-over-year weeklong comparison between 6/15-6/21/26 vs. 6/16-6/22/25:

- Over +40% increase in valid TAPs at North Hollywood
- Nearly +20% increase in valid TAPs across the entire G Line from North Hollywood to Chatsworth
- In total, these efforts have brought over +1,300 additional TAPs across the G Line in just a one-week sample.
- World Cup match days were filtered out to ensure increased TAPs were not attributed to special event factors.

Innovative Partnership Improves Safety at 7th St/Metro Center Figueroa Entrance

Staff previously reported recent improvements to missing signage at the entrances to the busiest station in the system, 7th St/Metro Center. Over the past several months, staff has worked in tandem with Customer Experience, Local Government Relations, and Rail Facilities Maintenance to bring practical solutions to a complex issue: Metro does not have jurisdictional authority over any of these street-level entrances.

With all these station entrances now well marked with visible Metro signage, staff is now taking the next step to improve the resiliency of the signs and appropriate use of the areas immediately surrounding the station entrances.

A longstanding issue that has lingered for several years, raised by key property owners and advocacy groups in this area, has been the persistent loitering and unwanted activity on the City of LA's bus boarding island that serves the Metro J Line to El Monte Station. Because the boarding island features an inset railing to keep bus riders contained to the waiting area, it has created an inviting setback on the opposite side of the protected bike lane that has now become unusable for people riding bikes because of people obstructing the area.

Despite this area residing outside of Metro's jurisdiction, the persistent loitering has

generated complaints to Metro that people feel unsafe entering, exiting, and passing by this station entrance. Discarded debris like empty beer cans and drug paraphernalia are often littered right in front of the entrance, with evidence of Metro signage being seared by fire.

Thanks to Metro's NextGen Speed & Reliability partnership with the City of LA, staff was able to implement an innovative solution with LADOT to install raised bike lane separators to improve visibility and encourage appropriate use of the protected bike lane. LADOT crews installed these bike lane separators over the past week, and the Station Experience team visited the area and confirmed that LADOT's improvement has resulted in the bike lane and bus boarding island now being appropriately used.

Environmental Improvements for Patsaouras Bus Plaza at Union Station

Metro successfully completed a refresh to the arroyo rampway under Patsaouras Bus Plaza, which serves 24/7 Metro bus service, LAX FlyAway, Greyhound, USC shuttles, LADOT DASH & Commuter Express, and others. Previously, this arroyo rampway had long been known for loitering and safety concerns.

As a result, many bus riders connecting between Metro Rail, Metrolink, and Amtrak trains preferred to use the stairwells adjacent to the VenHub, and then cross the bus plaza in front of Metro buses, LAX FlyAway, and shuttles. Unfortunately, this creates unnecessary delays for bus service and increased friction between bus movement and people crossing the plaza, even though an underground crossing has always existed.

By repairing the speakers, staff has been able to expand a successful environmental improvement program to this area, improving perceptions of safety and cleanliness and inviting bus riders back to the way Patsaouras Bus Plaza was originally intended to be used. This is a key pathway for LAX FlyAway and other travelers who no longer need to lug their luggage up the stairs and can instead use the expansive rampway directly to Bus Bay 1.

A week after completing this upgrade inside the lower arroyo of Patsaouras Bus Plaza at Union Station East, staff returned to assess conditions. Staff observed that all audible areas of the lower arroyo remained exceptionally clean and appropriately used. Instead of a desolate area that invited misuse, staff observed appropriate activity by transit riders and travelers that mirrored the main concourse at Union Station West, which has much greater visibility and security.

In an area that was previously misused, travelers with luggage are now observed safely and comfortably waiting in shaded areas, surrounded by mosaic tiles and luggage, within the lower arroyo of Patsaouras Bus Plaza for their next Union Station departures on LAX FlyAway, Greyhound, and connecting trains.

Staff will also conduct an evening audit to assess whether these improvements also help during the overnight period, as bus service operates 24/7 at Patsaouras Bus Plaza.

Looking ahead, Metro ITS is also working to improve CCTV camera coverage in this area to meet the latest standards.

Loitering Drops by 80% in First Week of Nighttime Safety Improvements at Lyon St Cul-De-Sac Outside Union Station East

Over the past two years, Metro has implemented interventions to address specific safety concerns that employees have raised when walking in and around the Union Station East area, including the perimeter of the Gateway Headquarters and the arroyo passageway that leads to Division 13 and the Cesar Chavez Bus Pavilion. Brighter lighting, environmental improvements, and improved CCTV cameras have helped dramatically improve conditions for employees and customers making transit connections at this regional hub.

As Metro continues making improvements to restore safety and cleanliness in and around the Union Station complex, staff have heard from Metro employees and contractors about safety concerns on the Lyon St public right-of-way behind the Union Station East parking helical entrance. In recent listening sessions with frontline personnel, Transit Ambassadors and other employees have voiced safety and cleanliness concerns when parking their vehicles here and walking to and from their personal vehicles when reporting to work at Union Station. Specifically, there have been numerous reports of vandalized light fixtures and stolen copper wire, resulting in inoperable city streetlights. While the team attempts to report these issues for the City to resolve, staff also know that this hidden cul-de-sac is difficult to patrol and outside of Metro's jurisdiction.

However, because Metro has property that abuts this street, staff worked collaboratively with DPS and General Services to install brighter lighting to illuminate and reinforce appropriate activity in this area. With the new lighting installed, staff went out on multiple nights this week and observed a substantial improvement in conditions, as people returning to their cars during the evening, overnight, and early morning now have brightly illuminated conditions that keep the sidewalk and street safe and visible. Specifically, staff observed five instances of persistent loitering before installation and only one instance since the newly installed Metro lights were completed, representing an **80% reduction**.

Next, crews will complete the installation of additional environmental improvements, like the successful deployment at several Metro parking structures across the system, which has been shown to inspire appropriate activity so the street is accessible to all.

Staff Participate in Onsite Tour of Lynwood/I-105 C Line Station with Local City Officials

At the request of LA County Supervisor and Metro Board Director Janice Hahn, the Office of the Chief of Staff organized a site visit to Lynwood/I-105 C Line Station for City of Lynwood elected officials and their city leadership. The station was recently renamed from Long Beach Blvd Station. Key departments joining this tour included Local

Government Relations, DPS, law enforcement partners, parking management, and Station Experience.

Specifically, Councilmember Muñoz Guevara acknowledged and highlighted some of the known challenges of this 31-year-old station, which resides directly in the median and underneath the I-105 Century Freeway: "I think the general problem with the station is that it struggles because it is under a freeway and it feels so isolated/empty. It is surrounded by these giant Park & Ride lots that don't really have much activity. The station's colors and art are dull. There are no passenger activations."

In mid-August, Metro staff across multiple departments teamed up to lead a tour and onsite discussion of the entire station footprint, which covered the following topics:

- Augmenting legacy Caltrans lighting to better illuminate the freeway-covered station plaza entrance along Long Beach Blvd
- Refreshing the bleak, cement freeway structures with better station identity, similar to recent branding improvements at Sierra Madre Villa bus terminal and the Hope St entrance to 7th Street/Metro Center Station
- Strong support for Throne Restroom at this station
- City request to introduce environmental improvements to the plaza entrance
- Reprogramming the older, legacy elevators to the safer and cleaner open-door standard, which is eventually coming through last year's Board approval
- Hosting station activations in the northwest parking lot, such as a Farmers Market, further away from the freeway traffic and noise
- Promoting active transportation options to this auto-oriented station, including modernized BikeLink lockers and improved customer messaging

Looking ahead, staff will incorporate input from this site visit to expand quick-build improvements based on best practices from similar stations.

Attachment B

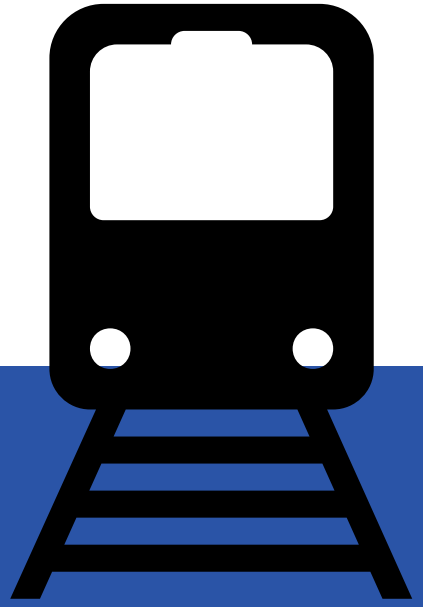
FY26 Interim and Permanent Housing Placements						
Metro Multi-Disciplinary Team (MDT)	Lines Covered	Number of Teams Funded by Metro	Placed Into Interim Housing		Placed Into Permanent Housing	
			YTD	Jun-26	YTD	Jun-26
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	1138	64	231	21
Helpline Youth Counseling (HYC)	A South	2	158	12	13	0
HOPICS	C, K	2	80	5	1	0
LA Family Housing (LAFH)	G	2	51	6	2	0
Union Station Homeless Services	A (North)	2	52	0	3	0
PATH	A, B, D, E (West)	7	872	28	104	1
		TOTAL	**2351**	**115**	**354**	**22**

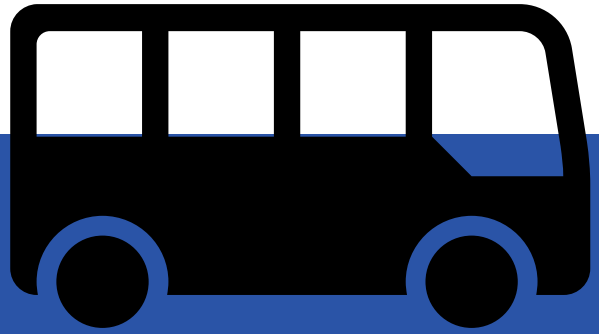
FY27 Interim and Permanent Housing Placements						
Metro Multi-Disciplinary Team (MDT)	Lines Covered	Number of Teams Funded by Metro	Placed Into Interim Housing		Placed Into Permanent Housing	
			YTD	Jul-26	YTD	Jul-26
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	97	97	23	23
Helpline Youth Counseling (HYC)	A South	2	5	5	1	1
HOPICS	C, K	2	20	20	1	1
LA Family Housing (LAFH)	G	2	5	5	0	0
Union Station Homeless Services	A (North)	2	0	0	0	0
PATH	A, B, D, E (West)	7	64	64	6	6
		TOTAL	**191**	**191**	**31**	**31**

Monthly Update on Public Safety

Operations, Safety, & Customer Experience Committee Meeting

September 17, 2026





Engaged & Visible Presence

June & July 2026

Incident Free Trips	Passenger Boardings	Crime per 1M Boardings
99.997%	26M	23

June 2026: Total Crimes

482

597 (-19%) **May 2026**

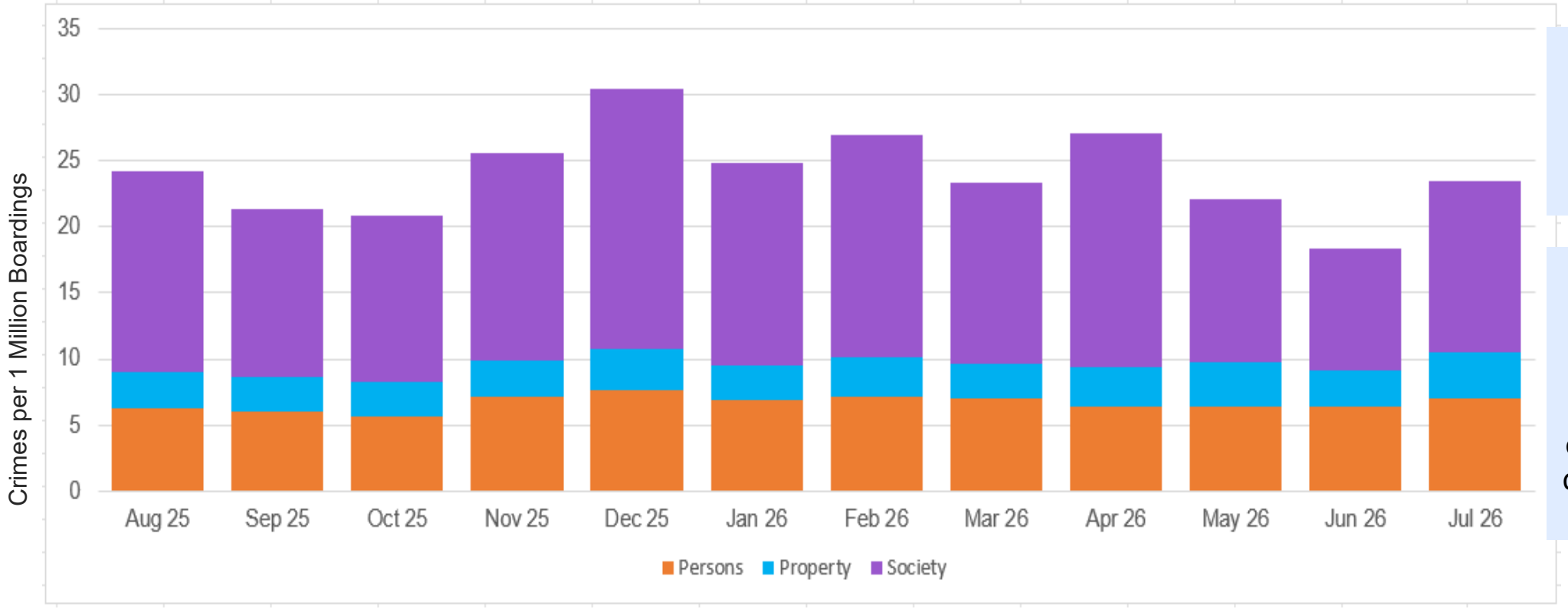
502 (-3.9%) **Jun 2025**

July 2026: Total Crimes

606

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

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



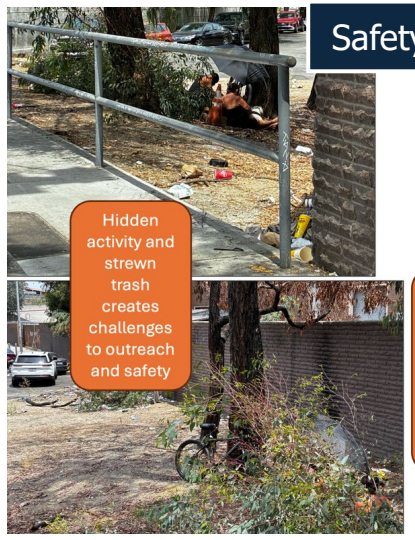
Though higher than the previous month, July 2026 was the **lowest total of violent crimes in July since 2023.**

Property crimes per million boardings fell 18.5% (3.41 to 2.78) in June but rose 25.3% (3.48) in July. Law enforcement continues to develop tactics to address these crimes.

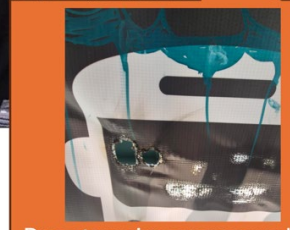
Access Control & Station Experience

Environmental Improvements for Patsaouras Bus Plaza

Safety Improvements at Lyon St Cul-de-Sac



Safety Innovation Improves Safety at 7th St/Metro Center Figueroa Entrance

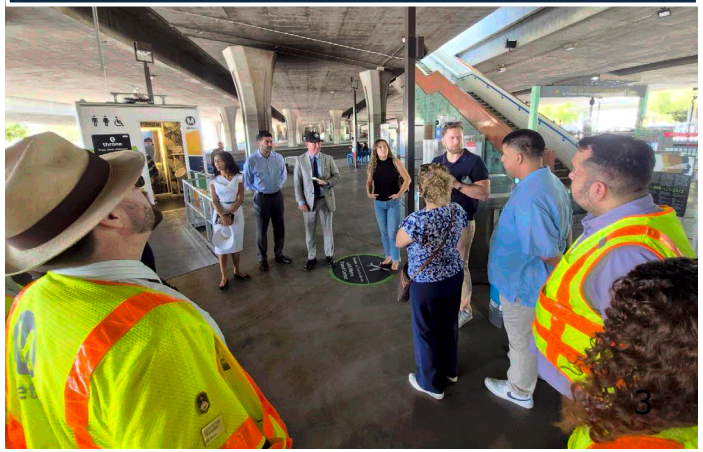


Bus stop signage marred by graffiti and burn scars

Metro
Station Experience

NoHo G Line Fare Inspections Bring +40% Increase in TAPs & New LIFE Enrollments

Lynwood/I-105 C Line Station Visit with Local City Officials Brings New Ideas & Partnership



Partnerships to Address Societal Impacts

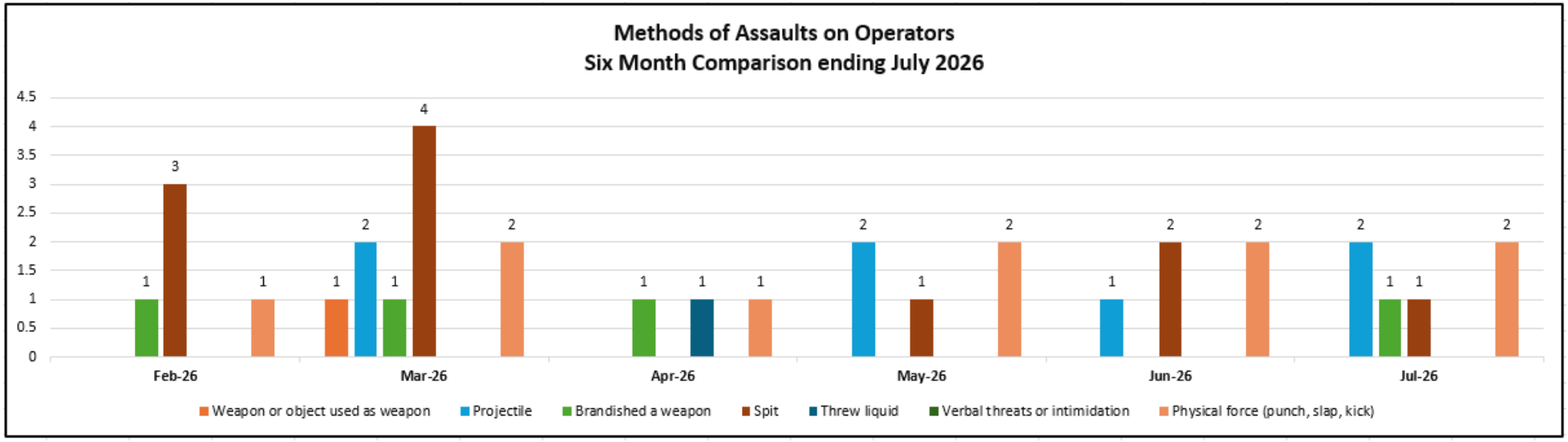
June & July 2026

Ambassador & Community Intervention Specialist Engagements		HOME Engagements		Interim Housing		Permanent Housing	
67,500 (June)	81,500 (July)	411 (June)	295 (July)	115 (June)	191 (July)	22 (June)	31 (July)

In FY26, the HOME teams placed 2,705 individuals in interim or permanent housing, exceeding their goal of 2,100 housing placements through June. For FY27, 415 people have been enrolled in HMIS, and 222 have been connected to interim or permanent housing, with the goal of 2,400 housing placements for the new fiscal year.

Frontline Protection

June & July 2026

- In June and July, there were 13 and 11 assaults on Metro frontline personnel, respectively.
  - Five and six operator assaults in June and July, respectively.
- Six of the 11 incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries. The six assaults were mostly minimal contact through the barrier opening, with one incident from the driver's side window and another involving a brandished weapon.
  - The other five incidents occurred outside the barrier, with the operator either being pushed or spat on without provocation.
  - One incident required medical transport to a hospital due to sustained cuts from broken glass after the windshield shattered.
- 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	**Jun-26**	**Jul-26**
Bus Operators	4	6
Rail Operators	1	0
Transit Security Officers	0	0
Contract Security Officers	6	2
Ambassadors	2	1
Blue Shirts	0	0
Community Intervention Specialists	0	0
Custodians	0	2
Total	**13**	**11**