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

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EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 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 August 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 AUGUST

Overall, most incidents were non-violent (related to trespassing, vandalism, and narcotics) and occurred while security enforced Metro's Code of Conduct. There were no major incidents, with 166 reported violent or property crimes, or approximately 6.25 violent or property crimes per million boardings in August, marking the lowest rate for an August since 2019. Compared to July, violent

crimes per million boardings decreased by 11.7%. Property crimes decreased 27% from 90 in July to 68 in August, or approximately 2.56 crimes per million boardings.

Crime typically spikes during summer months; however, this summer's violent crimes declined significantly from their peak in 2023. This was especially true for aggravated assaults, which fell 37% from 172 in the summer of 2023 to 109 in 2026. These decreases in violent and property crimes can be attributed to multiple coordinated efforts by DPS public safety personnel, including law enforcement's crime-suppression efforts during the previous month and ongoing targeted operations by Metro Transit Security (MTS) on the G Line and a joint train-riding operation with the Los Angeles Police Department (LAPD) and the Los Angeles Sheriff's Department (LASD) on the A Line North. Reported cleanliness issues and Code of Conduct violations at 7th Street/Metro Center Station, Westlake/MacArthur Park Station, and Lynwood Station were reviewed and factored into deployment decisions 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 8,624 bus boardings in August, as part of visible engagement and deterrence efforts.

Weekly operational meetings identified no abnormal fluctuations in crime on the system, with property crimes declining compared to the previous month. Public safety personnel - uniformed and care-based - continued their regular deployments across the system.

2. Enhancing Access Control & Station Experience

Access control and station improvements improve system integrity and the perception of safety for riders and employees. Consistent security patrols and upgraded alarm systems in ancillary areas continued to deter unauthorized access. These enhanced security measures helped maintain a cleaner, safer, and more secure environment for employees, contractors, and the public (see Attachment A).

After Metro received complaints about loitering, alleged drug activity, and unregulated vending at Wilshire/Vermont and Wilshire/Western in Koreatown, Station Experience, DPS, and LAPD conducted a site visit and identified several near-term opportunities to improve safety and security at both locations. Staff is coordinating with relevant departments and property owners to further evaluate and advance these changes. See Attachment B for more details.

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

3. Building Partnerships to Address Societal Impacts

To ensure Metro has the right response to every situation, the agency invests in and implements care-based interventions. In August, Ambassadors and Community Intervention Specialists engaged with approximately 71,600 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.

Outreach teams engaged 443 individuals experiencing homelessness in August, resulting in 222 interim and 46 permanent housing placements through coordination with regional service providers. For FY27, 1,288 people have been enrolled in the Homeless Management Information System (HMIS), and 558 have been connected to interim or permanent housing, with the goal of 2,400 housing placements for the new fiscal year. See Attachment C for a detailed breakdown by service provider.

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 14 assaults on Metro employees and contractors in August.

Operator assaults totaled nine in August, up from six in July and five in August 2025. Four of these incidents occurred while the operator was behind the retrofit safety barrier, and one occurred as the operator returned to the driver's seat but had not yet closed the barrier door. The remaining four incidents occurred outside of the safety barrier when the operator was either outside the driver's seat/area or outside the vehicle, including one incident where the operator was shoved into the barrier door while assisting a patron and suffered an injury to his right arm, resulting in medical transport. Assaults on other frontline staff totaled five in August, unchanged from five in July and down from 13 in August 2025.

Metro takes assaults on any employees or contractors very seriously, and staff works with local law enforcement to ensure that they receive justice if an assault occurs and that the individuals committing assaults on employees are held accountable. Between May 16 and August 25, 2026, LASD detectives investigated 15 assaults on MTS officers, contract security, bus operators, and Ambassadors. Five of them were solved, resulting in an arrest. Of the 10 open cases, eight are active investigations, and two have no workable leads. Staff are awaiting updated investigation outcomes from LAPD.

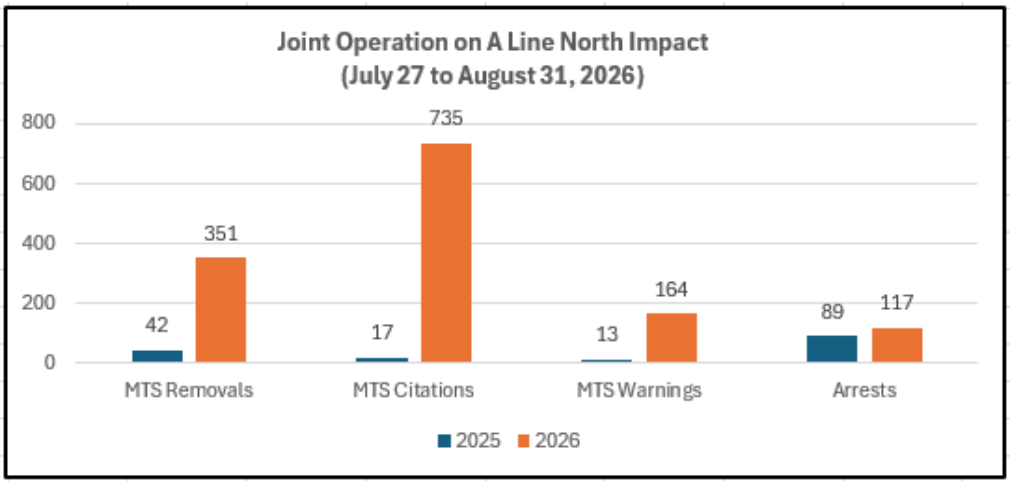
Assaults often escalate into physical altercations when enforcing the Code of Conduct or when requesting that a patron get off a bus or train. MTS Bus Safety Teams patrol the top 10 bus lines with the highest rates of operator assaults, and security personnel are stationed at end-of-line stations when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

ENFORCEMENT AND ACCOUNTABILITY

Maintaining a visible presence is crucial to enhancing both system safety and perceptions of safety. Enforcement activity during August included 646 arrests, 609 citations, and 7,922 Code of Conduct removals. 42% 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 continues its ongoing targeted fare compliance campaign on the G Line and joint train-riding operation with LAPD and LASD on the A Line North (Union Station to Pomona). As the joint operation continued, removals by MTS train-riding teams on the A Line North increased significantly, averaging seven removals per sweep compared to one removal during the same period last year (July 27-August 31). Similarly, at these targeted stations, citations have increased 4,200% so far, compared to the same period last year, most for no proof of fare, and law enforcement made 117 arrests, mostly for trespassing and narcotics. This demonstrates the impact this joint operation has had in enforcing the Code of Conduct.



MEDICAL EMERGENCIES

Staff trained in first aid have proven critical for medical emergencies on the system. DPS responded to 156 medical emergencies experienced by riders or staff in August. Narcan reversals totaled eight in August, compared to six in July. Ambassadors reported three, CIS and law enforcement reported two each, and contract security reported one. 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

Table-top discussions and regular training exercises enhance Metro's preparedness for any emergency. Throughout August, DPS continued bi-weekly training with LAPD's Bomb K-9 Unit on Metro railcars and participated in a discussion-based tabletop exercise to prepare for a total power failure during a major sporting event.

Additionally, from August 4 to 6, Emergency Management took part in the LA28 Integrated Preparedness Workshop. This workshop brought together federal, state, and local partners to review and improve the draft schedule of essential training and exercise milestones for the 2028 Games,

align calendars with key stakeholders, and discuss available training programs and resources to assist partners in planning and executing their 2028 Games preparedness activities.

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 Metro's system is safe and 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, focusing on customer support, wayfinding, and helping riders feel safe. Homeless outreach teams complement this work by engaging vulnerable individuals and connecting them 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 - Ancillary Areas Quarterly Update
Attachment B - Station Experience Updates
Attachment C - HOME FY27 Interim & Permanent Housing Placements Breakdown

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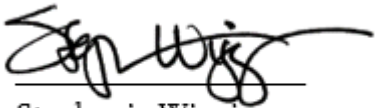


Stephanie Wiggins
Chief Executive Officer

Ancillary Areas Motion 30 Response – Quarterly Update

The following is a quarterly update, covering July to September 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 custodial team met all ancillary-area routine cleanliness demands despite the increased World Cup support efforts
- The audible alarms still have a longer activation time when trespassers enter the emergency exit doors at the B and D Line stations.
- The maintenance team is currently progressing with the installation of the upgraded Intrusion Detection System (IDS), which includes cameras, strobe lights, and announcement features across the B and D Line ancillary areas.
- Installations have been completed at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, Vermont/Beverly, and Universal City stations. Work at Union Station is approximately 85% complete.
    - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
    - These requests decreased to once every other week at one of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
    - The number of special cleanup requests has remained low for at least 15 consecutive months.
- As part of these targeted efforts, Metro also updated standard operating procedures for chemical and staff safety and equipment to protect staff from potential exposure to untreated corridors.

Security

- During this reporting period, 80 Contract Security Officers were deployed daily across 24 subway stations serving the B, D, E, and K Lines to support system safety, security, and operational continuity. Following the completion of the Intrusion Detection System (IDS) installation at several B/D Line subway stations, Contract Security personnel have enhanced their response capabilities by responding to ancillary IDS alarms with real-time information and coordination provided by the Metro Security Operation Center.

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

Station Experience Updates

Key Recommendation from Community Intervention Specialists Leads to Major Improvement in Throne Restroom Safety & Accessibility at Westlake/MacArthur Park

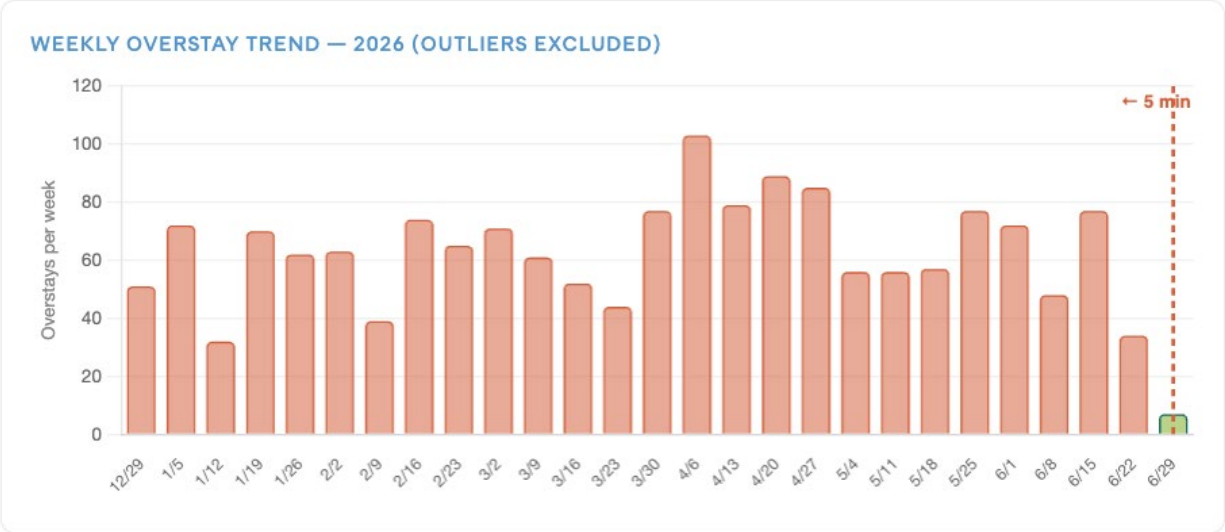
Earlier this summer, staff returned to the Westlake/MacArthur Park (B)(D) Station to evaluate overall station conditions and the new planters installed by the City of LA to replace the former chain-link fencing along the Alvarado Street frontage.

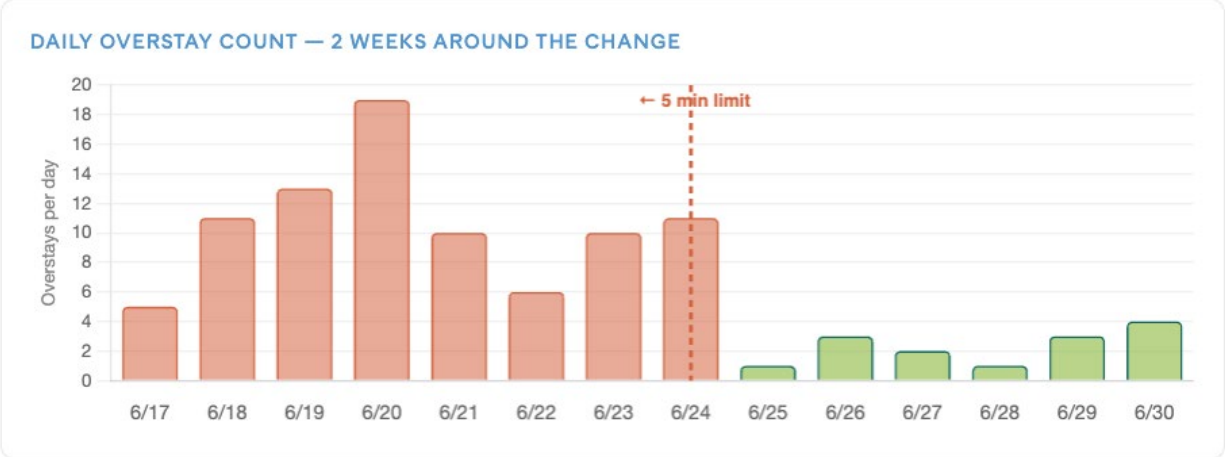
During the visit, Community Intervention Specialists (CIS) assigned to this station shared that while the Throne Restroom has been tremendously helpful to riders at the station, staff have reported instances of unwanted activity, such as drug paraphernalia, particularly during sessions where users overstayed their 10-minute allotted session. These overstays reduce access for legitimate restroom use.

CIS staff have proposed that Throne tighten the allotted session time to reduce and deter overstay activities at this station. SX staff evaluated Throne usage data and found that the average use time across millions of sessions is under three minutes per session. This means the 10-minute session has been providing more than three times the average time needed, based on 1M+ Throne sessions.

Therefore, on June 24, 2026, staff initiated a pilot program at Westlake/MacArthur Park to adjust the allotted session from 10 minutes to five minutes, which still provides nearly double the time users have needed.

Preliminary results have shown a dramatic reduction in overstays, translating to a substantial increase in Throne Restroom availability for Metro riders at this station. Specifically, daily overstays dropped by nearly 70% under the five-minute window compared with the previous 10-minute window. Staff have had no complaints since this time adjustment.





The Station Experience (SX) team will continue evaluating the data to see whether this adjustment could make sense at other stations with either similar challenges or extraordinarily high demand, like Little Tokyo/Arts District Station, which is the busiest Throne Restroom in North America.

Onsite Visits with DPS & LAPD to Address Unwanted Activity at B & D Line Joint Development Station Plazas in Koreatown

In late August, Station Experience joined the Metro Department of Public Safety (DPS) and the Los Angeles Police Department (LAPD) for site visits at the Wilshire/Vermont (B)(D) and Wilshire/Western (D) stations to assess ongoing loitering, reported drug activity, unregulated vending, and access concerns at Metro Joint Development plazas.

At Wilshire/Vermont (B)(D) Station, the 3.3-acre Wilshire Vermont Apartments Joint Development site includes residential and commercial uses, a Metro Customer Center, and a public plaza connecting the development to the station and surrounding bus services. Metro has received complaints regarding loitering, alleged drug activity, and unregulated vending that can affect safety, security, and visibility within the plaza.

During the site visit, SX, DPS, and LAPD observed individuals appearing heavily sedated, as well as vendors occupying portions of the plaza and obstructing sightlines to Metro bus service along Wilshire Boulevard and Vermont Avenue. The site agreement places maintenance and security responsibilities with the developer; however, only one security guard was observed during the visit.

At Wilshire/Western (D) Station, the 0.44-acre Solair Joint Development site has generated similar complaints about loitering, including reports of large groups gathering on the stairs in front of the commercial building and on artwork benches within the plaza, which have been used for drug activity and illegal fires.

Based on the site visits, SX, DPS, and LAPD identified several near-term opportunities to support safety, security, and access at both locations:

- *Install appropriate "No Loitering" signage* to support LAPD enforcement where applicable.
- *Coordinate with Metro Local Government Relations and the City of Los Angeles* to identify environmental design strategies that can improve visibility and discourage prolonged loitering.
- *Engage the joint development property managers* regarding observed security and site-management concerns and their contractual responsibilities.
- *Evaluate access-control opportunities* that could help better define and manage plaza spaces.
- *Identify opportunities to enhance plaza safety and visibility through additional eCam surveillance coverage and improved lighting*, particularly in areas experiencing recurring loitering and illicit activity concerns.

SX will coordinate with DPS, LAPD, Real Estate, the City, and joint development property owners to further evaluate and advance these opportunities. These efforts are intended to improve safety, visibility, and the overall station environment for transit customers, residents, and visitors along the Wilshire corridor.

Enhanced Fare Compliance Signage Expands to Exposition Park Stations in Time for USC Football & Lucas Museum Grand Opening

Earlier this year, riders reported confusion about the new TAP validators at stations without faregates, where riders are still expected to validate their fare before boarding.

As a result, SX launched an enhanced fare compliance signage pilot at the ungated Union Station A Line Station entrance. The pilot includes floor decal signage using the TAP color scheme to visually alert riders to tap their cards at the TAP validators. At the Union Station A Line entrance, staff saw a 15% increase in valid TAP entries after installing this treatment.

In September, the Facilities Maintenance team expanded this successful effort to other key E Line stations that do not have faregates, including Expo Park/USC and Expo/Vermont, where the highly anticipated Lucas Museum of Narrative Art will be

drawing thousands of new visitors to the area, many of whom may ride Metro for the very first time.

Environmental Improvements Installed At La Cienega/Jefferson Parking Structure to Restore Rider Safety & Accessibility

Over the past year, SX received concerns about safety and cleanliness inside the parking structure at La Cienega/Jefferson E Line Station. This parking structure has two underground/basement levels that are inconspicuous and attract unwanted activity. As a result, most people prefer to park on the upper levels, where natural lighting and visibility support situational awareness.

Recent station inspections have revealed evidence of loitering, with broken glass, open alcohol containers, soiled garments, and defecation prevalent throughout the basement level. Additionally, Metro's Vertical Transportation team has confirmed that persistent vandalism to the parking structure elevator equipment has led to repeated elevator outages, creating accessibility issues for commuters who park on different levels but cannot use the elevator to the ground floor.

Other Metro parking structures have faced similar challenges of misuse and persistent loitering, and Metro has since deployed environmental improvements to realign expectations for appropriate parking-structure use. This has included the parking structures at APU/Citrus College Station in Azusa and Willow St Station in Long Beach, where repeated vandalism and loitering became nearly non-existent just days after the improvement was installed. Through a team effort with Facilities Maintenance Projects and General Services, staff deep-cleaned this area with high-pressure washing and then installed an environmental improvement, which was successfully deployed this week.

The SX team will closely monitor conditions at the La Cienega/Jefferson parking structure to see whether the pattern of repeated damage to this Metro station can be broken.

A Line North Walkthrough to Identify Safety, Accessibility & Connectivity Improvements

Last week, SX joined Metro's First/Last Mile Team, Caltrans District 7, City of Los Angeles Recreation and Parks, LA City Council District 1, the 52nd Assembly District, and community and neighborhood stakeholders for a field assessment of the area surrounding Lincoln/Cypress A Line Station and the 110 Freeway pedestrian and bicycle path.

The walkthrough assessed station amenities and connections to the surrounding pedestrian and bicycle network, including lighting, wayfinding, visibility, and access along the path toward Chinatown and the Yale Street Pedestrian footbridge. They also discussed current and future improvements to pedestrian wayfinding and accessibility between Dodger Stadium Gate E and Chinatown A Line Station.

The site visit identified opportunities for SX to improve the customer experience through enhanced lighting, breadcrumb wayfinding, cleanliness, visibility, and connections between Metro stations and nearby pedestrian and bicycle facilities. The observations will help inform future SX work orders, capital improvements, and station evaluations.

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	**Aug-26**	**YTD**	**Aug-26**
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	201	85	58	29
Helpline Youth Counseling (HYC)	A South	2	33	24	11	7
HOPICS	C, K	2	33	9	1	0
LA Family Housing (LAFH)	G	2	17	10	0	0
Union Station Homeless Services	A (North)	2	0	0	0	0
PATH	A, B, D, E (West)	7	190	97	22	10
		TOTAL	**466**	**222**	**92**	**46**

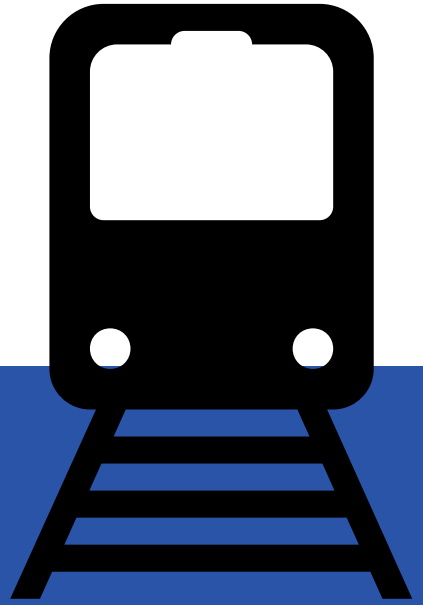
**As of Date 9/28/26*

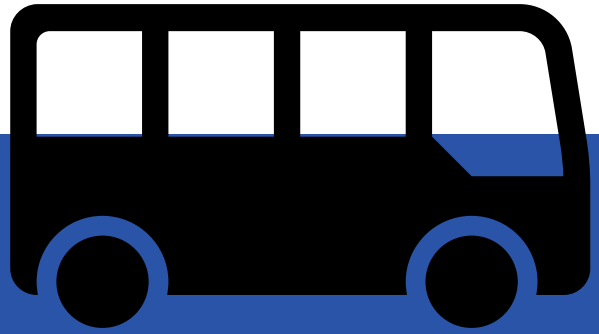
***County HMIS data may include duplicate individuals served by multiple teams.*

Monthly Update on Public Safety

Executive Management Committee Meeting
Operations, Safety, and Customer Experience Committee Meeting

October 15, 2026





Engaged & Visible Presence

August 2026

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

July 2026: Total Crimes

606

482 (+25.7%) June 2026

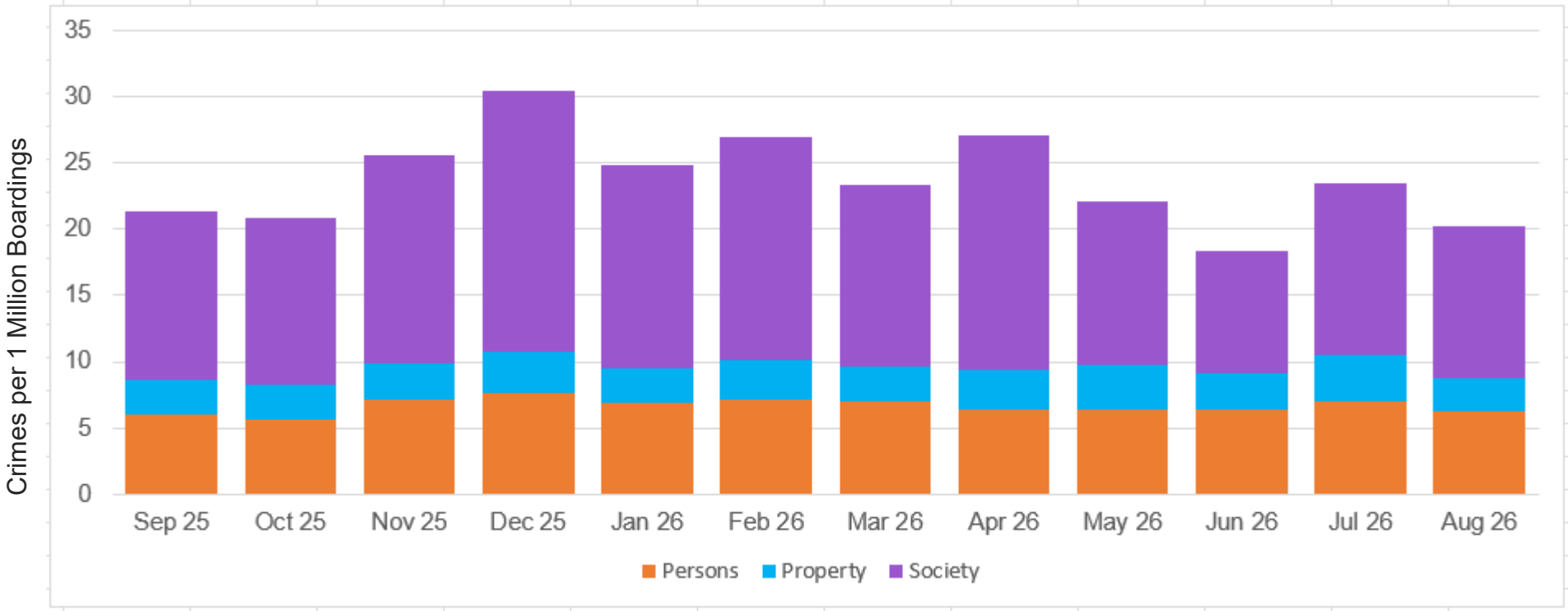
598 (-24%) July 2025

August 2026: Total Crimes

536

606 (-11.6%) July 2026

612 (-12.4%) August 2025



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

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

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

Access Control & Station Experience

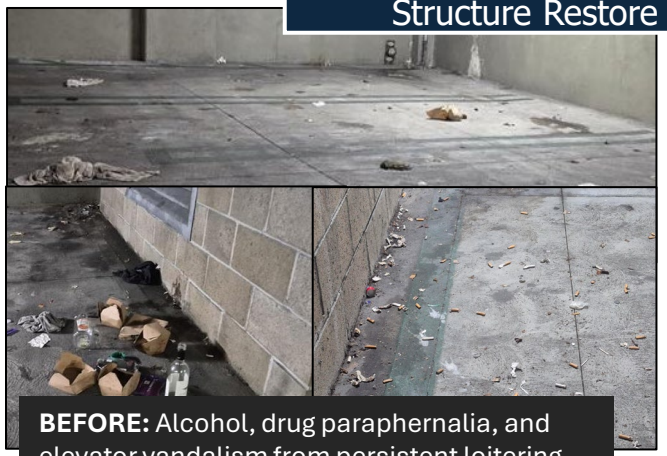
Input from Community Intervention Specialists Leads to Major Improvement in Throne Restroom Safety & Accessibility at Westlake/MacArthur Park

Overstays/day — before
9.5
Jan 1 – Jun 24

Overstays/day — after
3.1
Jun 24 PM – Jun 30

Reduction
67%
in daily overstay count

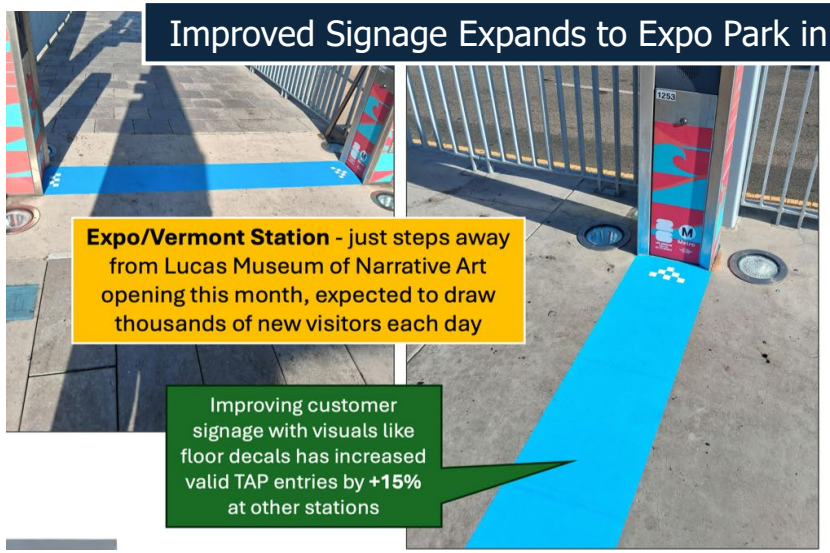
Improvements at La Cienega/Jefferson Parking Structure Restore Rider Safety & Accessibility



BEFORE: Alcohol, drug paraphernalia, and elevator vandalism from persistent loitering

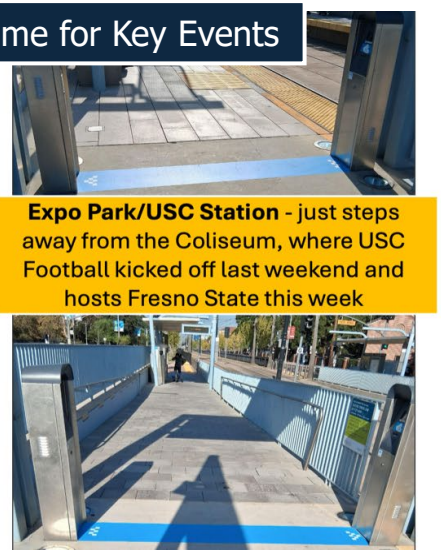
AFTER: Improved conditions after addressing persistent loitering & vandalism

Improved Signage Expands to Expo Park in Time for Key Events



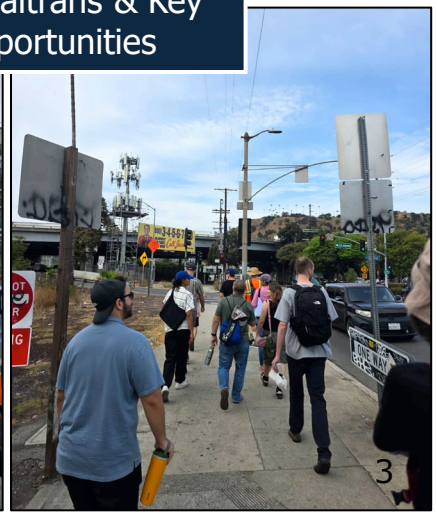
Expo/Vermont Station - just steps away from Lucas Museum of Narrative Art opening this month, expected to draw thousands of new visitors each day

Improving customer signage with visuals like floor decals has increased valid TAP entries by **+15%** at other stations



Expo Park/USC Station - just steps away from the Coliseum, where USC Football kicked off last weekend and hosts Fresno State this week

A Line Northeast LA Visit with Caltrans & Key Stakeholders Brings New Opportunities



Partnerships to Address Societal Impacts

August 2026

Ambassador & Community Intervention Specialist Engagements	HOME Engagements	Interim Housing	Permanent Housing
71,600	443	222	46

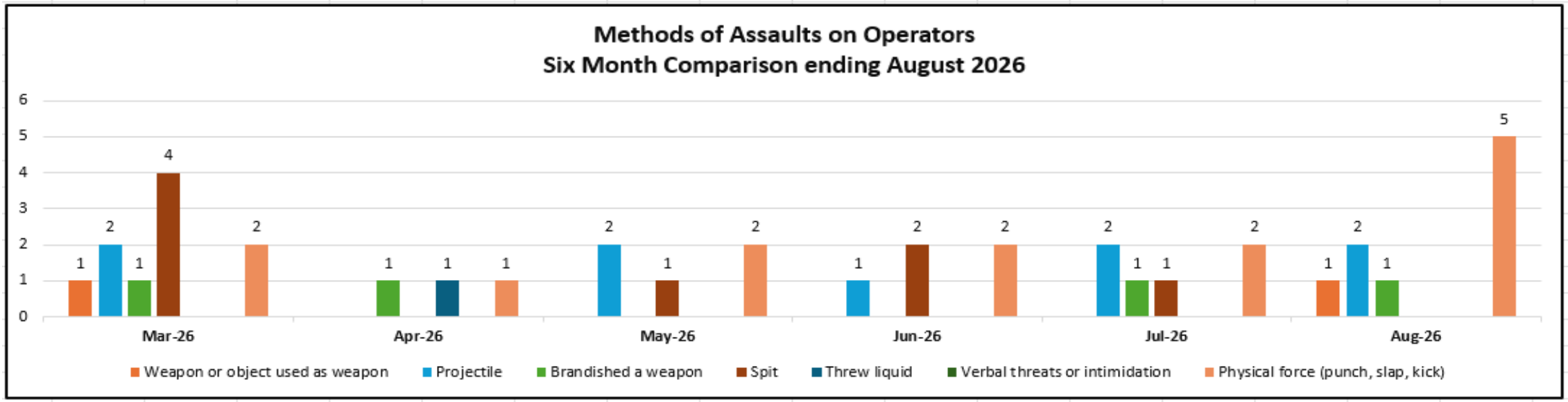
For FY27, 1,288 people have been enrolled in HMIS, and 558 have been connected to interim or permanent housing, with the goal of 2,400 housing placements.

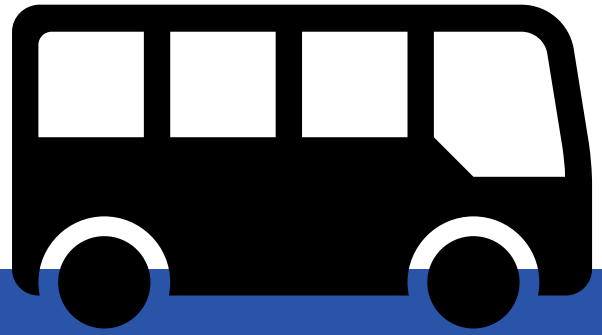
Frontline Protection

August 2026

- In August, there were 14 assaults on Metro frontline personnel, with nine assaults on operators.
- Four of the nine incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries.
  - The other five incidents occurred outside the barrier or vehicle, with the operator either being pushed or punched without provocation.
  - One incident required medical transport to a hospital due to being shoved into the barrier door while assisting a patron.
- 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	**Aug-25**	**Jul-26**	**Aug-26**
Bus Operators	5	6	8
Rail Operators	0	0	1
Transit Security Officers	0	0	0
Contract Security Officers	11	2	1
Ambassadors	0	1	3
Blue Shirts	0	0	0
Community Intervention Specialists	0	0	0
Custodians	2	2	1
Total	**18**	**11**	**14**



Thank You!

Questions?