



Metro

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

Board Report

File #: 2026-0775, **File Type:** Oral Report / Presentation

Agenda Number: 4.

**REGULAR BOARD MEETING
OCTOBER 22, 2026**

SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE report by the Chief Executive Officer.

Report by the CEO

Item #4



Metro

CHIEF EXECUTIVE OFFICER

October 2026

Recognizing Customer Service Personnel who Go the Extra Mile

Congratulations!

TO OUR 2026 HEART OF METRO AWARD HONOREES

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

Thank you for going the extra mile for our customers.

Happy Customer Service Week!



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



CHIEF EXECUTIVE OFFICER

Putting People First

October 2026

Metro Maintenance Partners with Braille Institute



Metro

CHIEF EXECUTIVE OFFICER

My Actions Matter

October 2025

Engaged & Visible Presence

August 2026

Incident Free Trips

99.997%

Passenger Boardings

26M

Crime per 1M Boardings

20

July 2026: Total Crimes

606



482 (+25.7%)
June 2026



598 (-24%)
July 2025

August 2026: Total Crimes

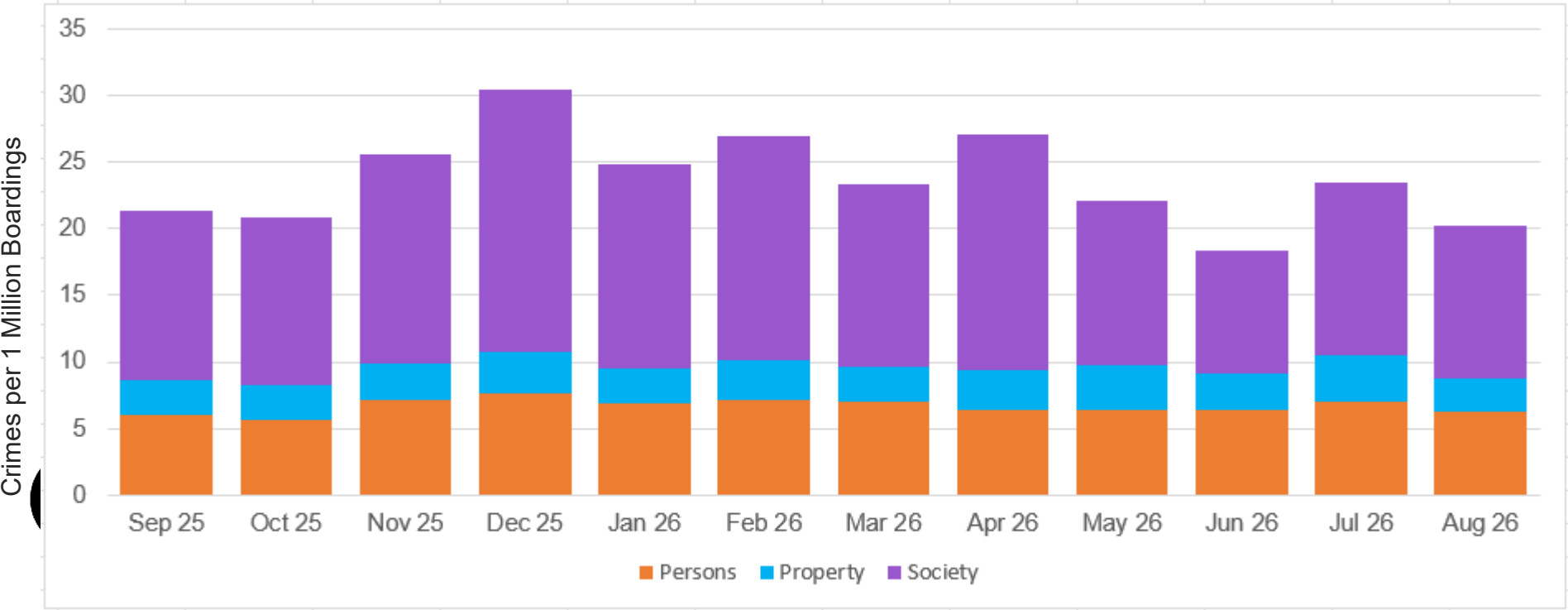
536



606 (-11.6%)
July 2026



612 (-12.4%)
August 2025



Compared to July, violent crimes per million boardings **decreased by 11.7%**.
August 2026 had the **lowest rate of violent crimes in August since 2019**.

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

Weekday Ridership Exceeds 1 Million Boardings

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



September 2026			
Weekday Ridership	Average	1,022,776	↑ 4.4%
Bus Ridership	Monthly Total	20,582,666	↑ 1.8%
Rail Ridership	Monthly Total	6,698,337	↑ 12.4%
A Line	Monthly Total	2,106,924	↑ 14.3%
E Line	Monthly Total	1,508,087	↑ 10.0%
B Line	Monthly Total	1,351,635	↑ 4.5%
D Line	Monthly Total	774,850	↑ 92.7%
C Line	Monthly Total	531,532	↓ 0.9%
K Line	Monthly Total	242,298	↑ 2.2%

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