



Metro

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

Board Report

File #: 2024-0486, **File Type:** Oral Report / Presentation

Agenda Number: 4.

**REGULAR BOARD MEETING
JULY 25, 2024**

SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

RECOMMENDATION

RECEIVE report by the Chief Executive Officer.

Report by the CEO

Item #4



Metro

CHIEF EXECUTIVE OFFICER

July 2024

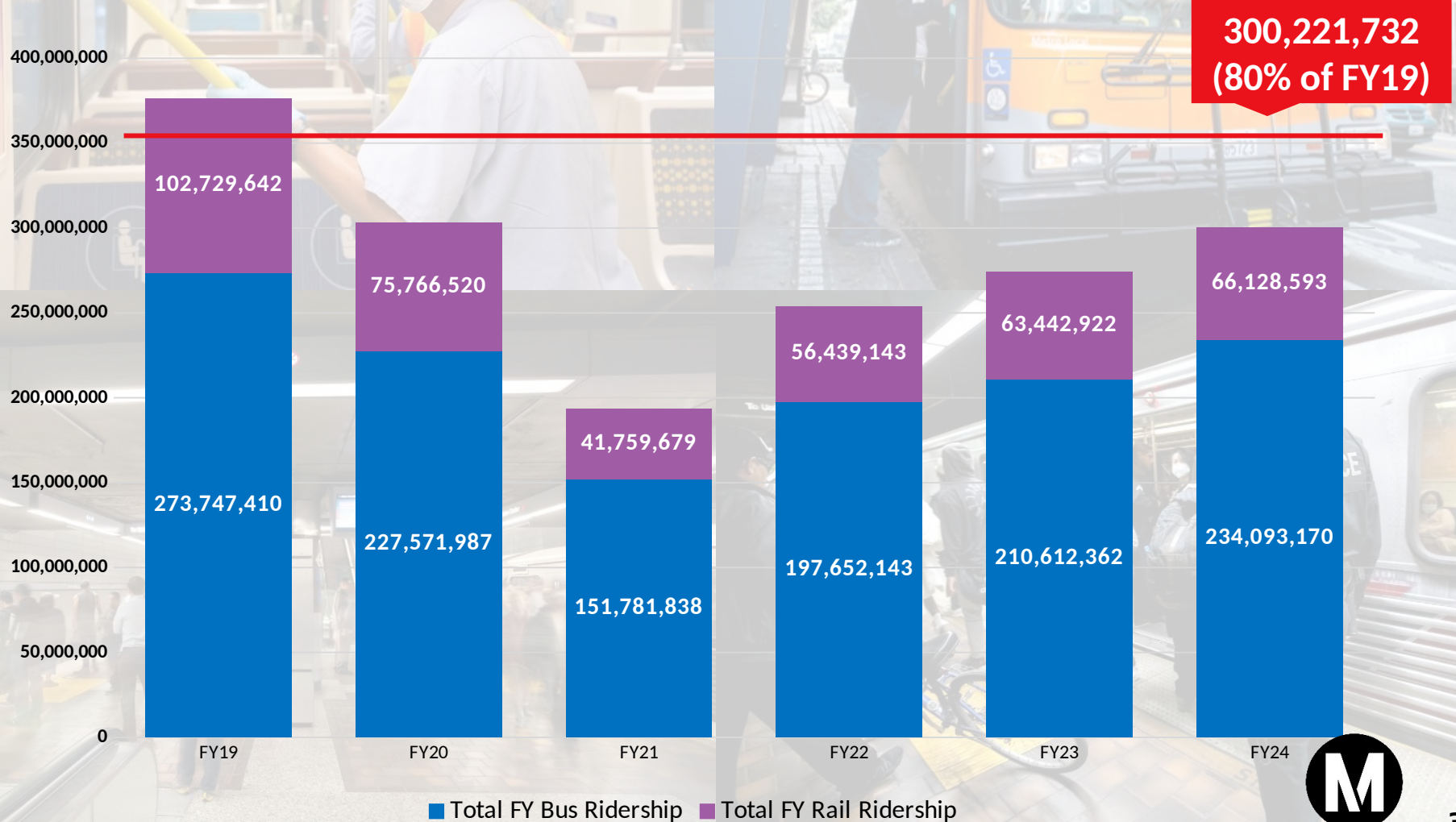


Thank you for another great State of the Agency!



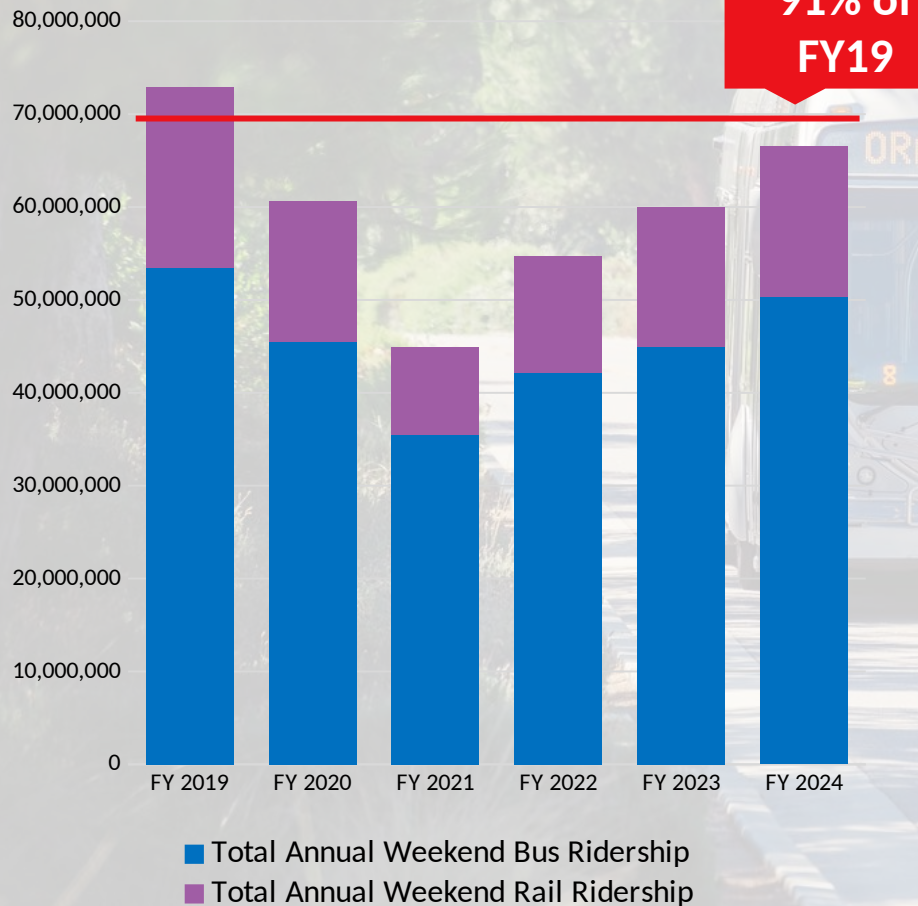
+300 Million Boardings!

METRO'S ANNUAL RIDERSHIP

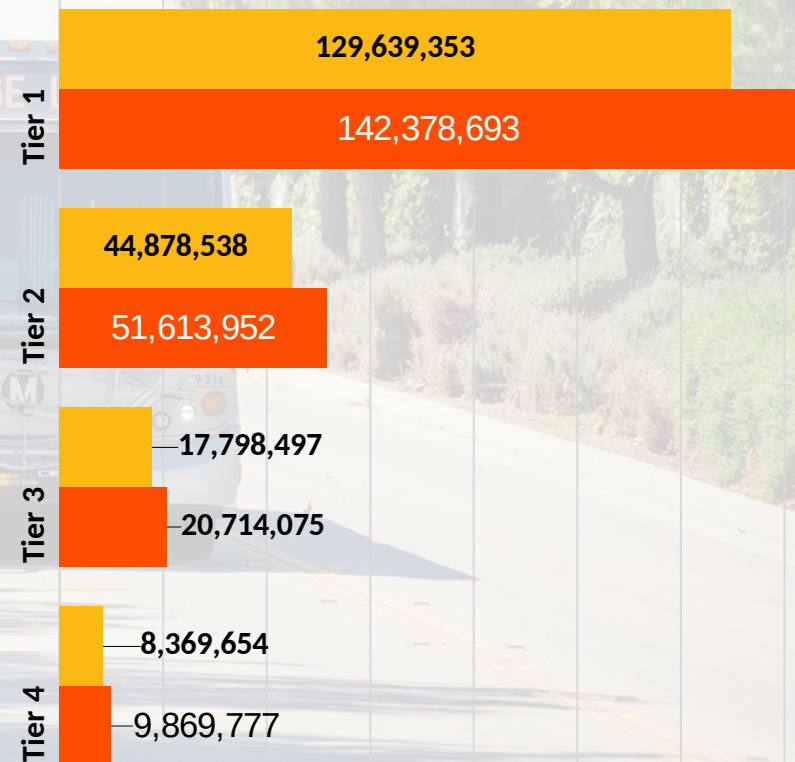


Broad Based Ridership Growth

Metro's Weekend Ridership



Annual Bus Ridership by Service Level

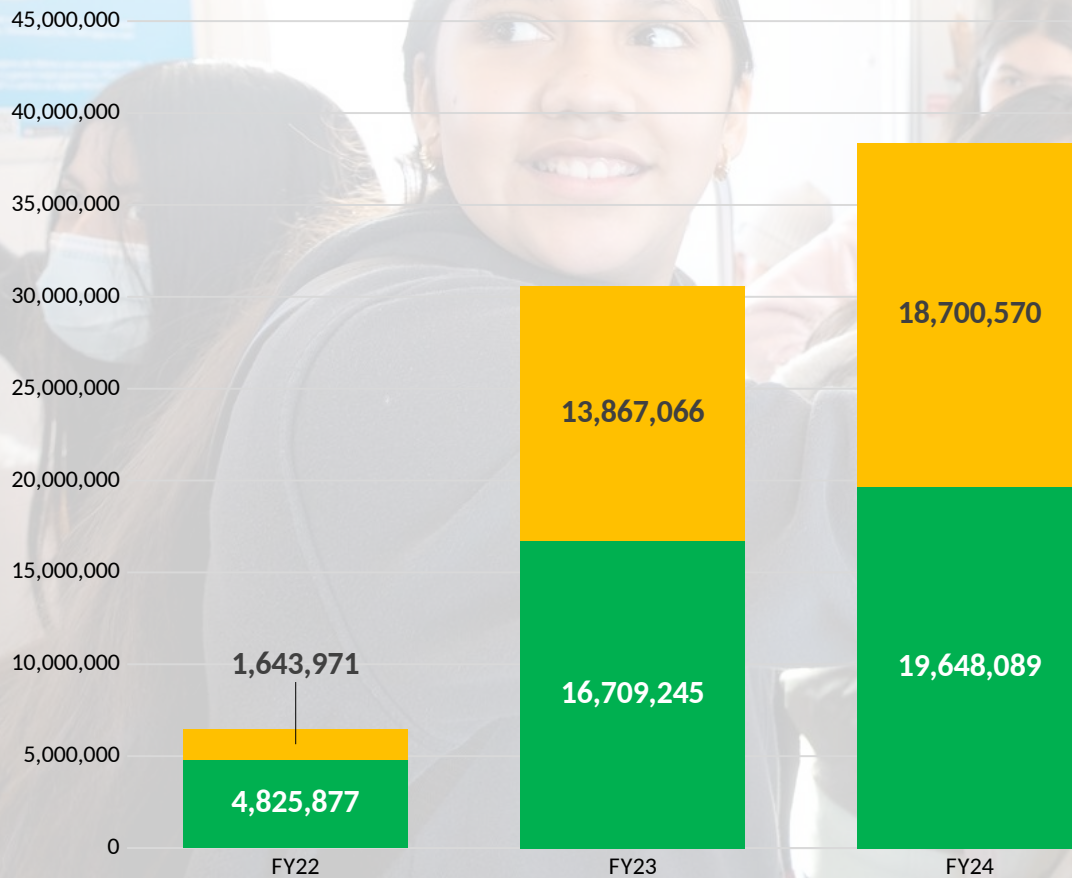


■ FY23 ■ % of Total



GoPass and LIFE Grow Ridership

GoPass and LIFE Boardings



34.8%
increase in
LIFE Program
Boardings

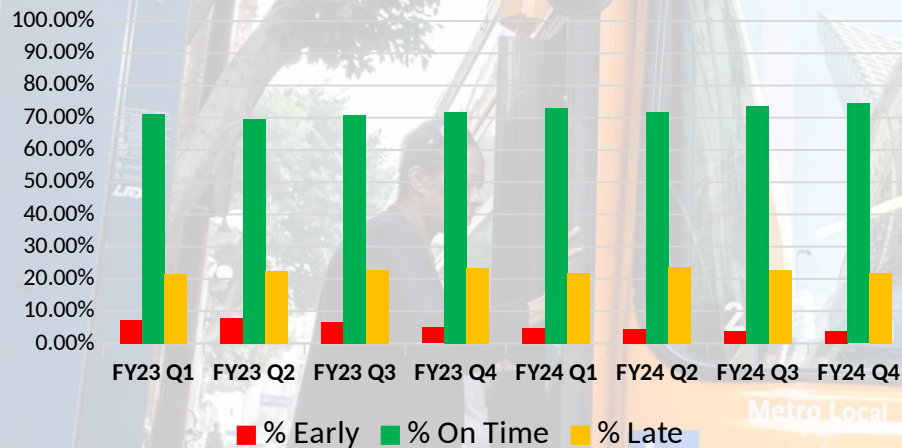
17.6%
increase in
GoPass
Boardings

■ GoPass Boardings ■ LIFE Program Boardings



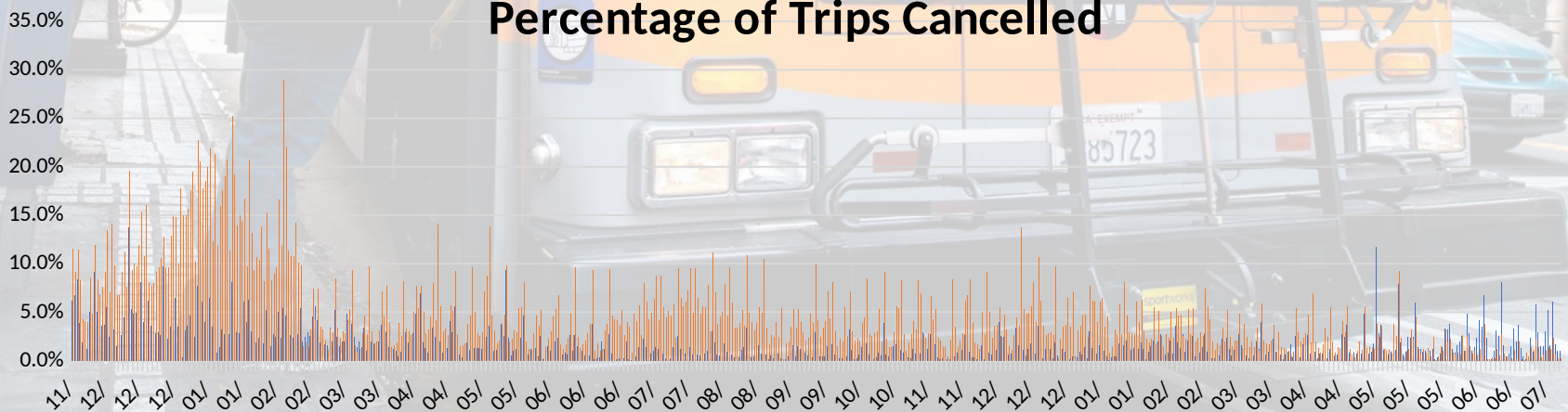
More Consistent and Reliable Bus Service

On Time Performance (Bus)



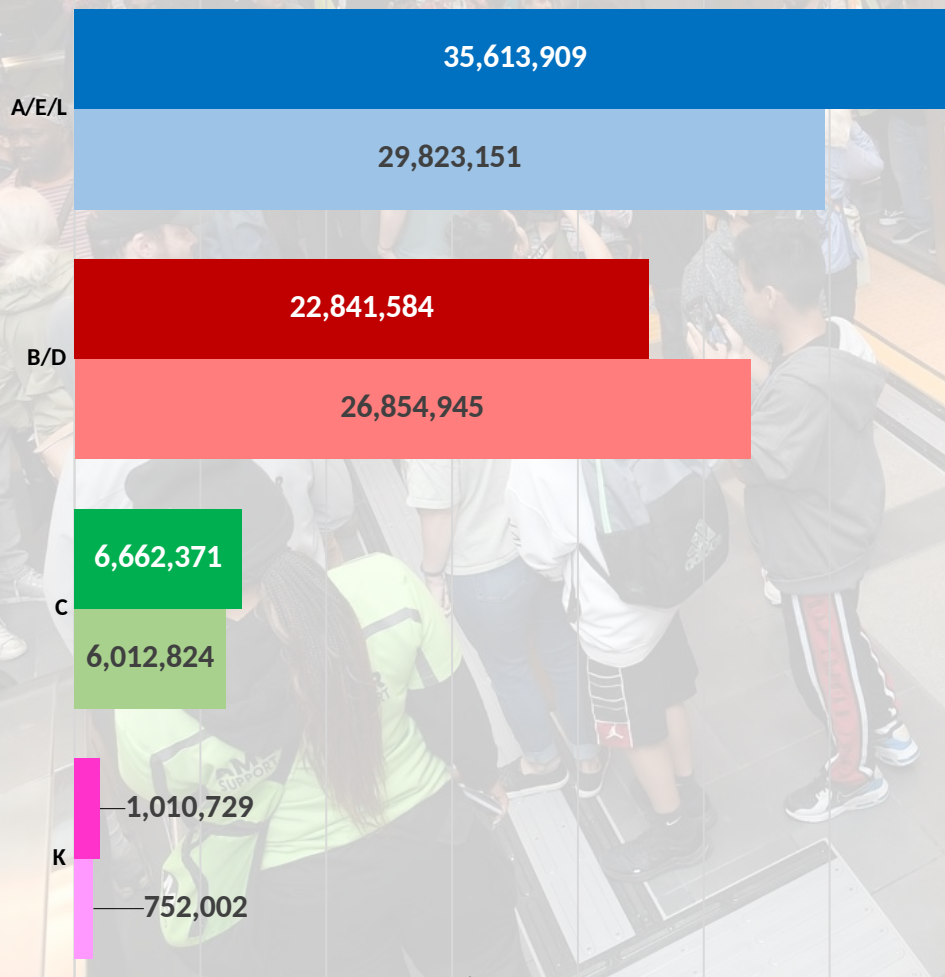
| On-Time Performance | Early | On Time | Late |
|---------------------------|--------------|---------------|---------------|
| FY15-19 average | 4.04% | 73.71% | 22.24% |
| FY23 average | 6.68% | 70.79% | 22.53% |
| FY24 average | 4.25% | 73.24% | 22.51% |
| FY24 Q4 | 3.74% | 74.42% | 21.85% |
| | | | |
| % Change FY23-FY24 | -36% | 3% | 0% |

Percentage of Trips Cancelled



Rail Ridership Gains

Ridership Recovery by Line



| Line | % Gain |
|-------|---------|
| A/E/L | + 19.4% |
| B/D | - 14.9% |
| C | + 10.8% |
| K | + 0.8%* |

*K Line growth percentage adjusted because it opened in October 2022



FY24 Safety Actions

Engaged Visible Presence



- Motion 41 Surge of Law Enforcement, TSOs, Ambassadors & Contract Security
- Deployment of Bus Safety Teams
- 1 Million Ambassador Engagements
- Owl Service End-of-Line Deployments
- TCPSD Implementation Plan

Enhancing Access Control



- Securing the Ancillary Areas of the B/D Lines
- Accelerated Deployment of Retrofit Bus Barriers
- Implemented Station Security & Experience Improvements at 17 Stations
- A Line North CCTV Camera Upgrades
- New Pilot Programs

Addressing Societal Issues

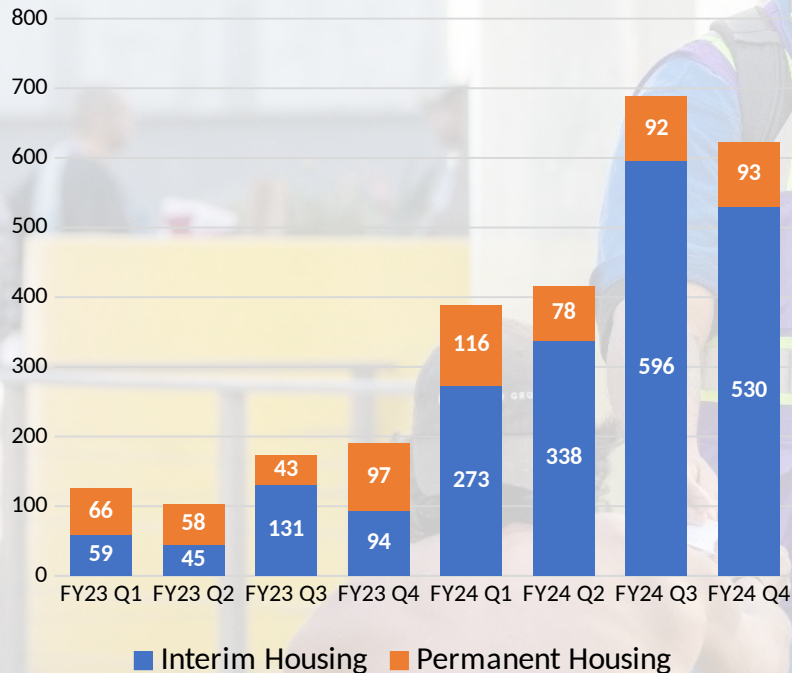


- HOME Outreach partnerships with six nonprofits covering the whole system
- Expanded partnerships with DMH, LAHSA, CEO-HI, DPSS
- 70 Shelter Beds now reserved for Metro 24/7



Doing Our Part to Address Homelessness

Metro Housing Placements By Quarter



5,442

**New Enrollments into the
Homeless Management
Information System in FY24**

Joint Development Program

COMPLETED

Projects

16

Income-Restricted

866

Total Homes

2,298

Community/Open
Space SF

12,000

CONSTRUCTION

Projects

3

Income-Restricted

297

Total Homes

300

Community/Open
Space SF

29,281



A Year of Progress





LA 2028 Olympic and Paralympic Games

LOS ANGELES
MEMORIAL
COLISEUM



We're on Track

As we approach the 2028 Games, Metro is focused on key transportation projects that promise to be transformational for the region.

We aim to enhance mobility options during the Games and create a lasting legacy of improved transportation for LA's future.

