



Board Report

File #: 2025-0223, **File Type:** Oral Report / Presentation

Agenda Number: 4.

**REGULAR BOARD MEETING
MARCH 27, 2025**

SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

RECOMMENDATION

RECEIVE report by the Chief Executive Officer.

Report by the CEO

Item #4



CHIEF EXECUTIVE OFFICER

March 2025

Update on Elevators & Escalators

FY25 (YTD)

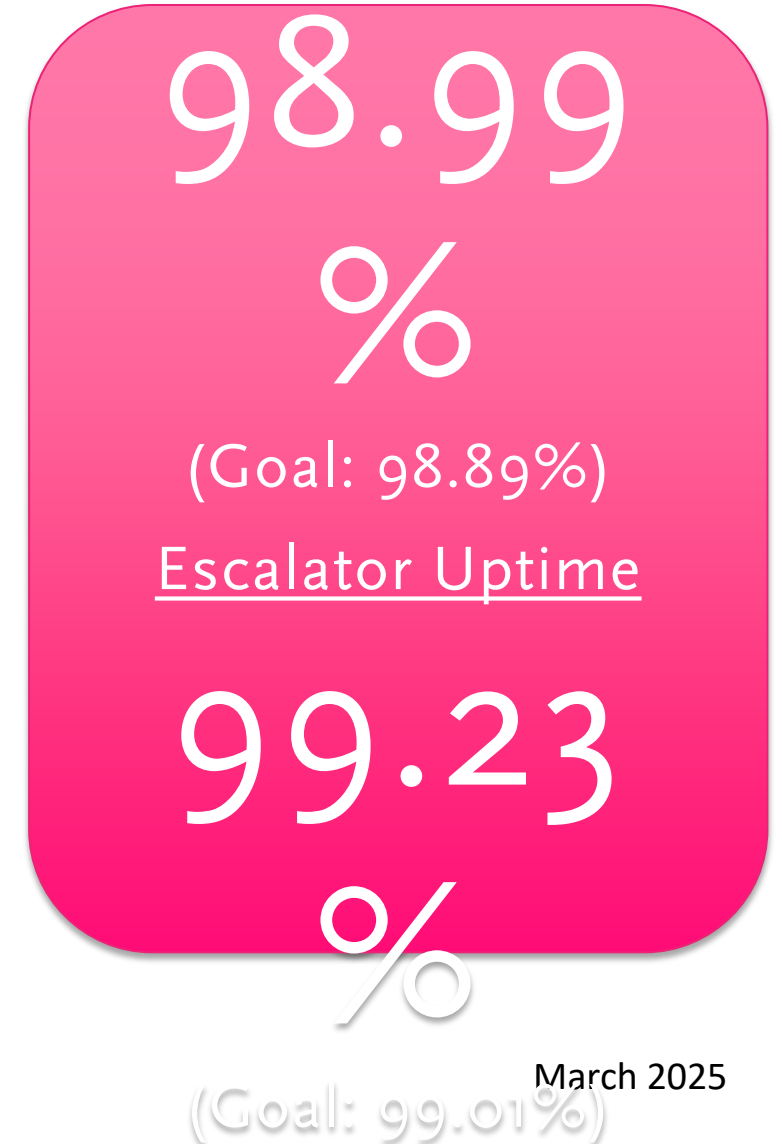
Elevator Uptime

Routine Maintenance Services and Response Time

- 182 elevators and 171 escalators systemwide (will grow 25% by 2027).
- Common causes of downtime include vandalism, aging units (some with obsolete parts), and building design deficiencies leading to water intrusion.
- Metro's vertical transportation maintenance contractor is on the system 365 days a year from 6:00 a.m. to 9:00 p.m. responding within:
 - ✓ 30 minutes between the hours of 6:00 a.m. to 9:00pm.
 - ✓ One (1) hour for emergencies between 9:01 p.m. and 5:59am.

How we Communicate Outages

- Metro Ambassadors (reporting outages & informing customers)
- Train and station audio announcements
- Online notifications (social media, Metro website, & Swiftly API)
- Onsite signs
- Access Services shuttles can be provided to patrons at stations that lack other transit options.



CHIEF EXECUTIVE OFFICER

March 2025

Celebrating Metro Excellence



Gold Tran
Rail MOW Signal Inspector
Employee of the Year



Division 9 (El Monte) Bus Division of the Year



Division 16 (K Line) Rail Division of the Year



Metro

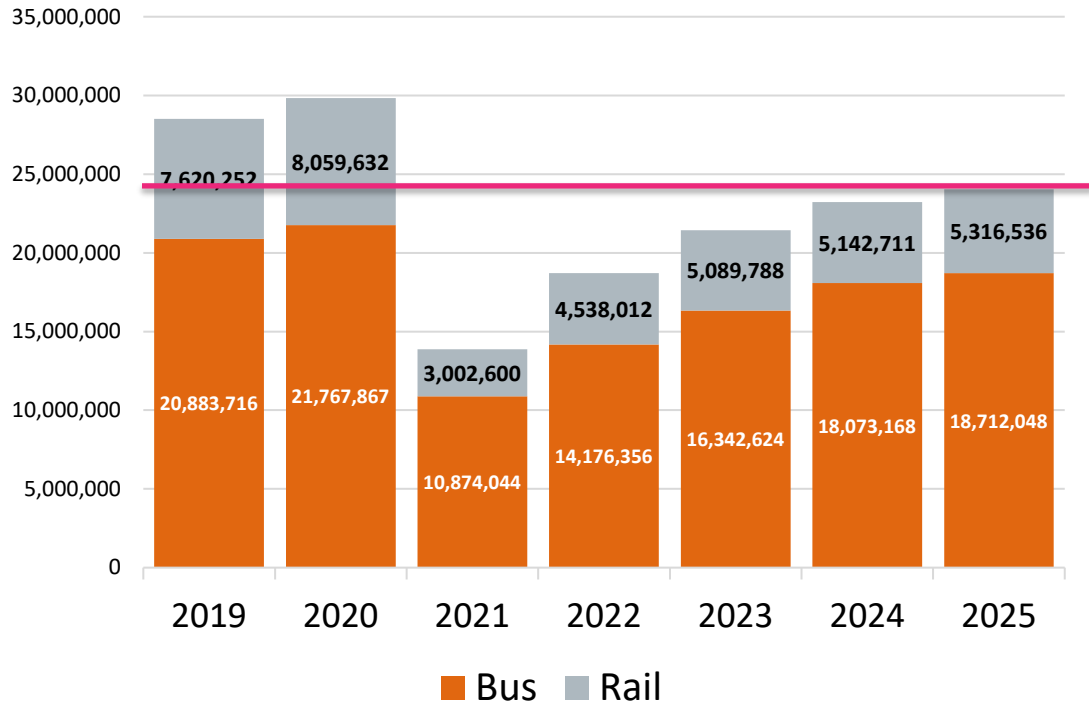
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National Transit Employee Appreciation Day!

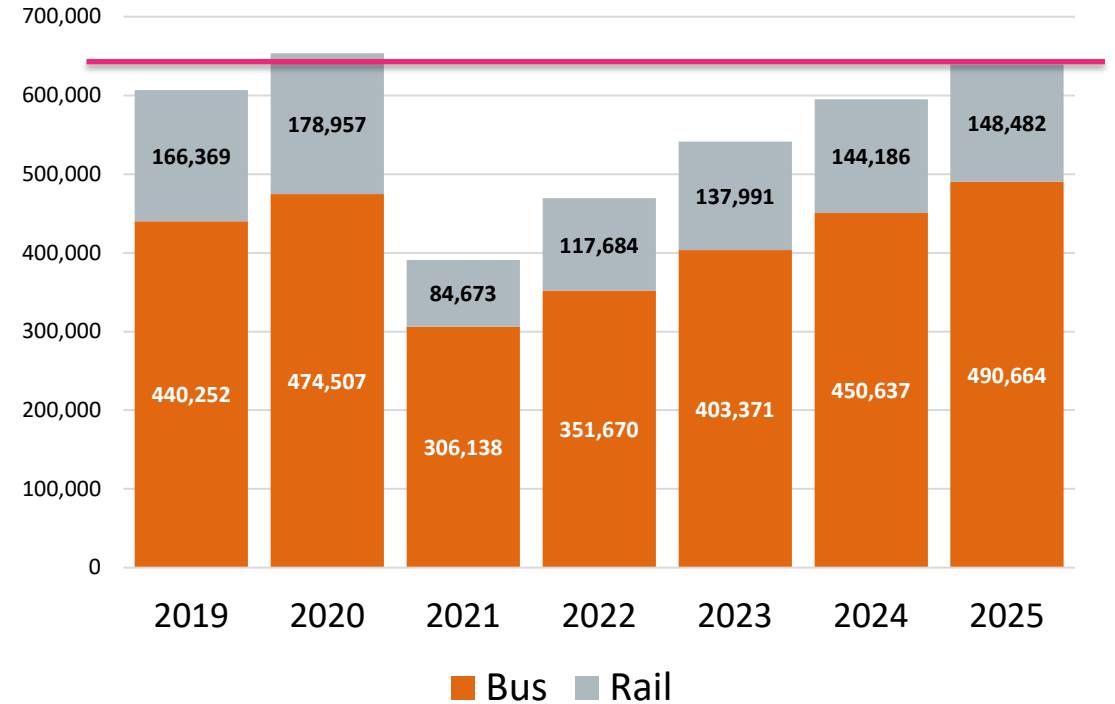


27 Straight Months of Year-over-Year Ridership Growth!

February Monthly Total Ridership



February Average Weekend Ridership



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March 2025

LA County Transit Leadership Summit

2023 Recap: Key Takeaways

Regional Strategies for ZEB and Charging

- Emphasized the importance of regional collaboration to coordinate with utility companies, address charging infrastructure gaps, and support regional transit providers with ZEB-related infrastructure and operations

Advancing Integrated Regional Fare Solutions

- Focused on exploring a regional fare capping concept to improve customer experience, ensure sustainability, and align agency tariff rules. Emphasized simplifying eligibility requirements, coordinating on the Future of TAP, and developing a regional fare mitigation and recovery plan to eliminate barriers for passengers.



Metro

CHIEF EXECUTIVE OFFICER

Thank you, Dr. Geoffrey Martin and Charles Safer!



Dr. Geoffrey Martin
Metro Tunnel Advisory Panel



Charles Safer
Assistant County Counsel
Transportation Division



CHIEF EXECUTIVE OFFICER

March 2025