



Board Report

File #: 2026-0310, **File Type:** Oral Report / Presentation

Agenda Number: 4.

**REGULAR BOARD MEETING
APRIL 23, 2026**

SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

RECOMMENDATION

RECEIVE report by the Chief Executive Officer.

Report by the CEO

Item #4



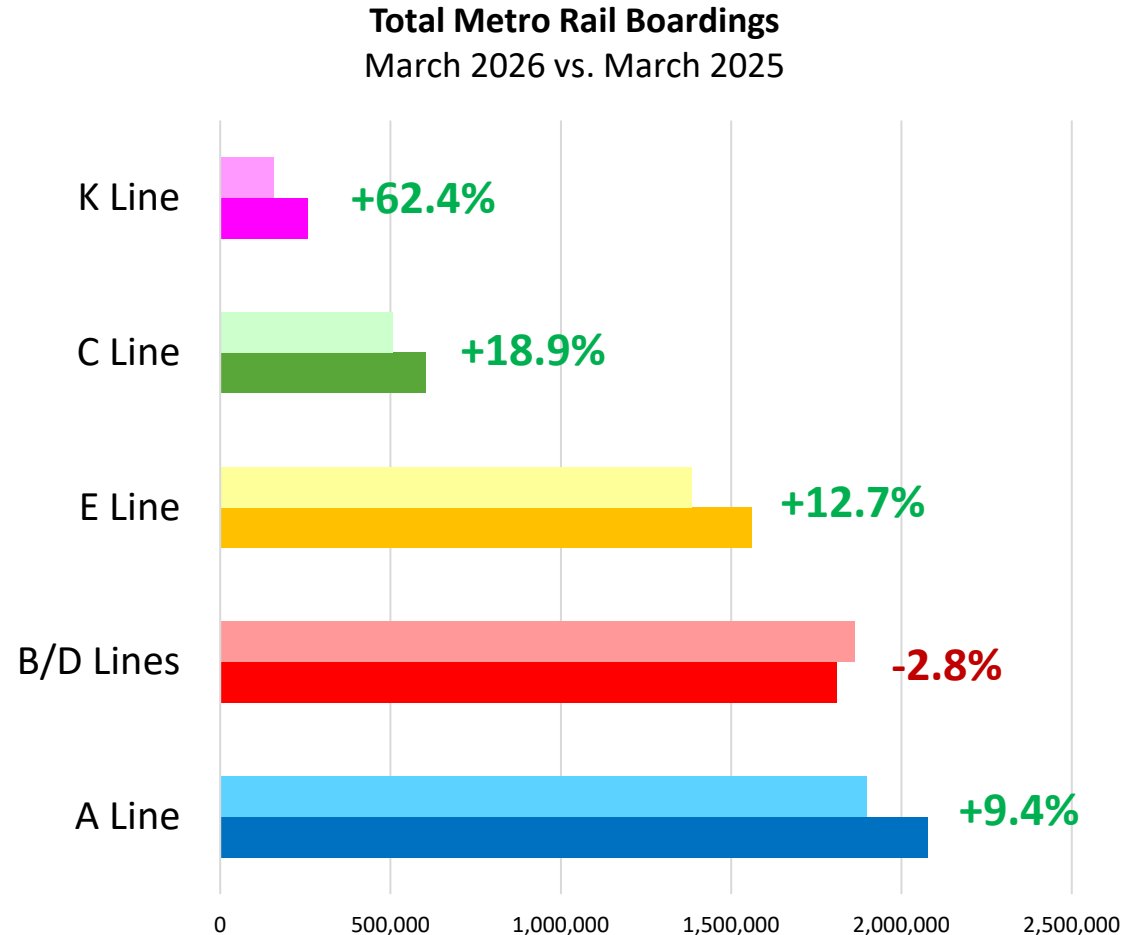
Metro

CHIEF EXECUTIVE OFFICER

April 2026

Rail Continues Powering Metro's Ridership Gains

- Overall, systemwide ridership increased 1.1% year over year
- Rail ridership increased 8.6%
 - Weekday rail ridership increased 8.4%
- Both C and K Lines saw about 100,000 more boardings year-over-year



CHIEF EXECUTIVE OFFICER

Proud to Be One Metro

April 2026

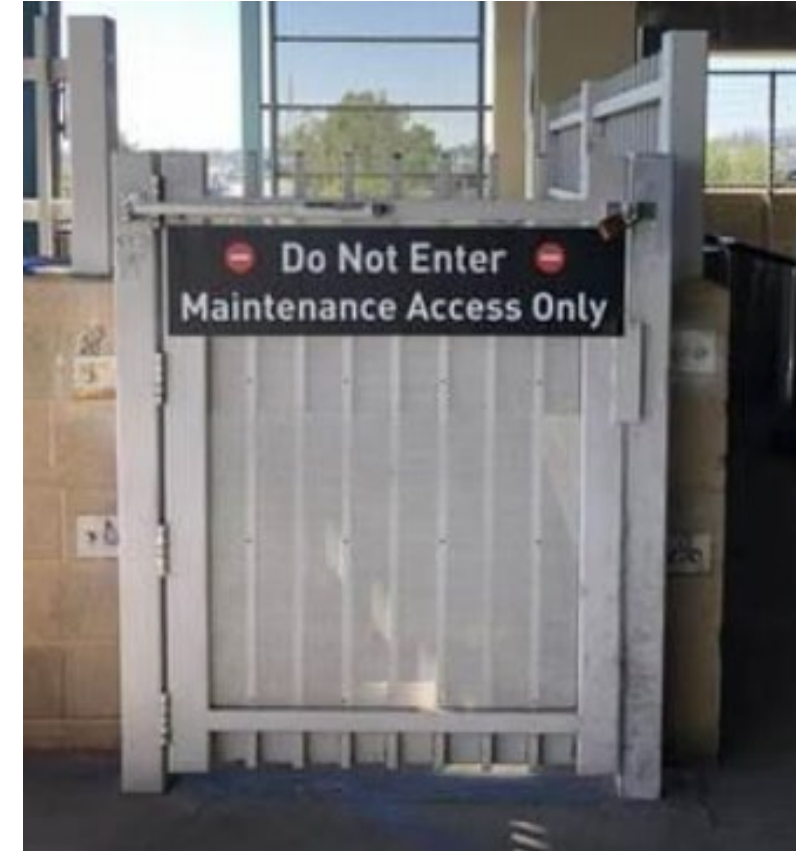
Enhanced Emergency Swing Gates Help Boost Paid Entries

Retrofitted ESGs with taller fare gates lead to:

- 50% increase in valid TAP entries at Sierra Madre Station (A Line)
- 384% increase in valid TAP entries at Douglas Station (K Line)



Before: Legacy ESG with easy access to the push bar for determined fare evaders



After: The same ESG with the push bar removed and additional enhanced access control strategies



CHIEF EXECUTIVE OFFICER

We All Deserve a Safe Metro

April 2026

Autism Awareness Month

Addressing the Needs of Neurodivergent Riders

- Enforcing Metro's Code of Conduct, especially about loud music, smoking, taking up seats, and fare compliance
- Improving customer service training to recognize and address the needs of neurodivergent riders
- Starting a travel-training program with neurodiverse riders
- Building 'calm spaces' so riders can take a break from the noise and frenzy at our stations.
- Workforce development pipeline

Neurodiversity in Transit Survey



Project Overview

Metro has committed to improving the ridership experience for neurodiverse riders and their families. Metro believes that if we improve the transit system with neurodiverse riders in mind, we improve it for everyone. Your input on this survey will help Metro make those improvements.

Your Opinion Matters

This is your opportunity to share and be heard! This survey provides Metro and The Wiley Center with an opportunity to hear and learn from your experiences on public transit, or the reasons why you might not choose to take the bus or train. Your feedback will help inform recommendations made to Metro to improve the rider experience for neurodiverse Angelenos.



Take Your Time

It is ok to take time to think about your answers. We want you to feel you are heard.

No Judgment Zone

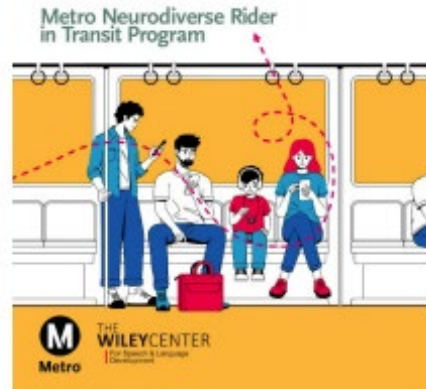
Your opinion matters. Everyone's opinion is unique and important.

Remember...

- ★ No "right" or "wrong" answers.
- ★ Your identity is not shared.
- ★ We want to hear from you.
- ★ Metro wants to improve.



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Motion 32.1 by Directors Mitchell, Yaroslavsky, Dupont-Walker, Butts, Sandoval, & Padilla



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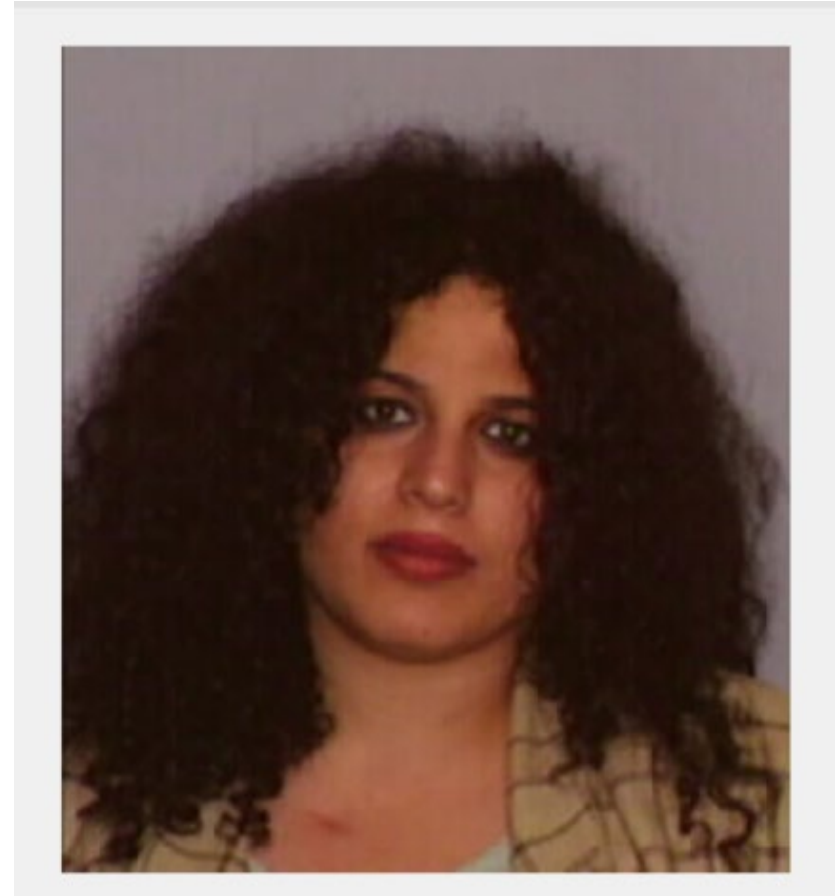
CHIEF EXECUTIVE OFFICER

My Actions Matter

April 2026

Happy Retirement, Shahrzad Amiri

***Thank you for more
than 36.5 years
of service to Metro
and the people of
LA County!***



CHIEF EXECUTIVE OFFICER

Putting People First

April 2026