



**Board Report**

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

**Agenda Number:** 4.

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**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



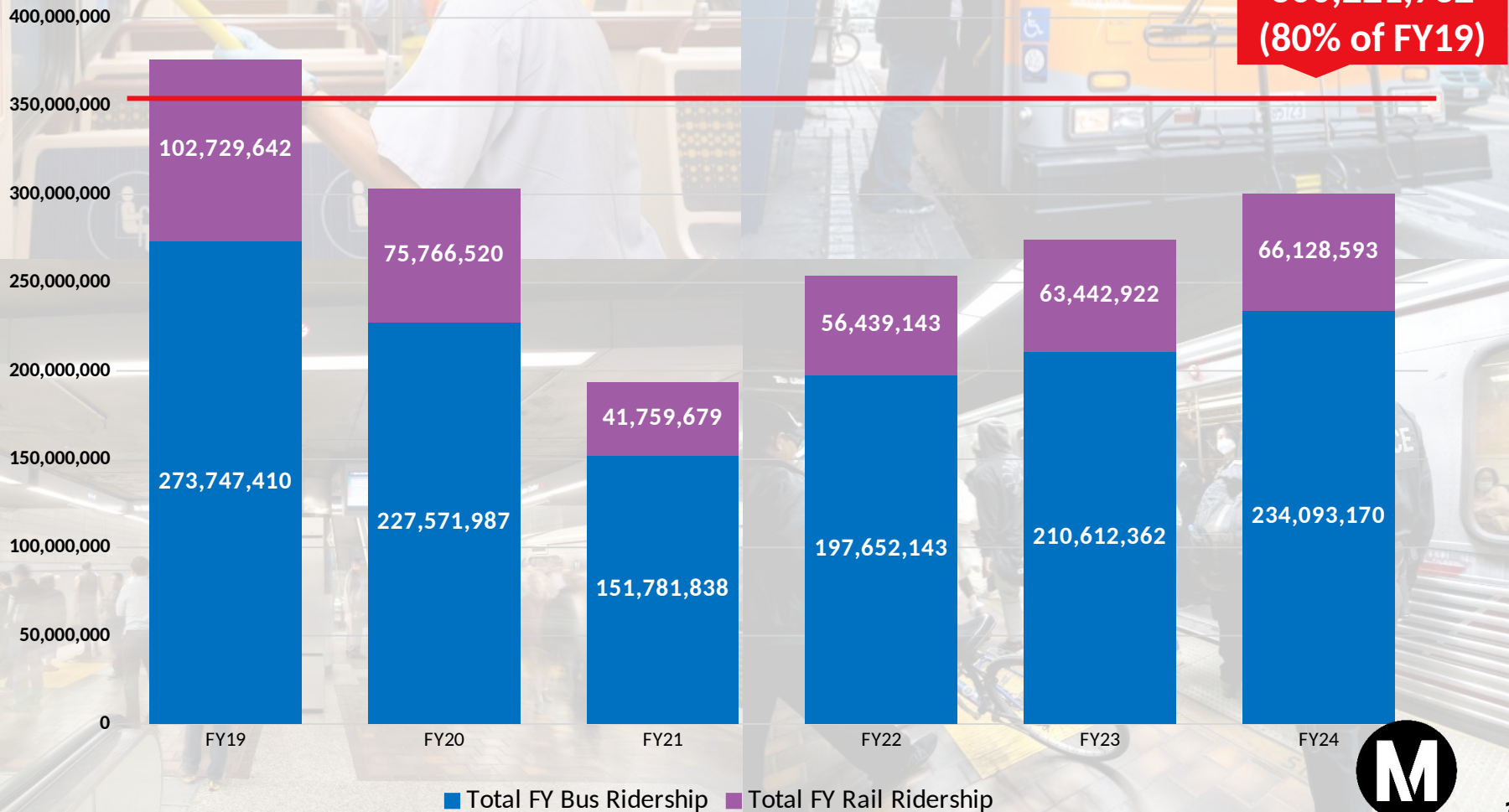
Thank you for another great State of the Agency!





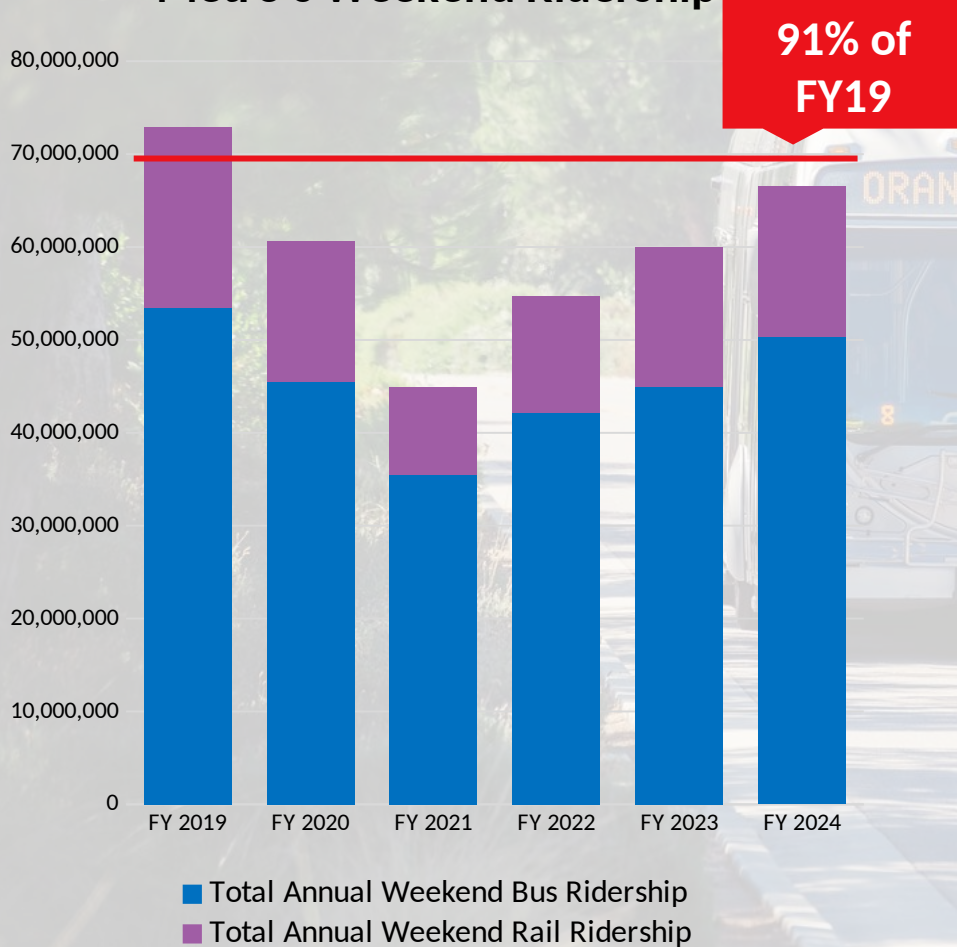
# +300 Million Boardings!

## METRO'S ANNUAL RIDERSHIP

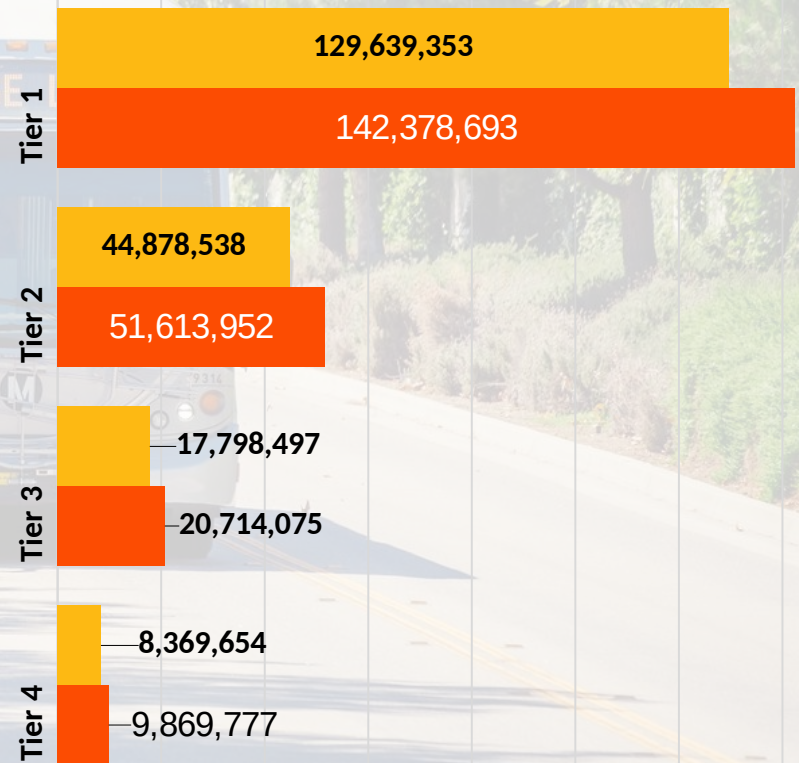


# Broad Based Ridership Growth

## Metro's Weekend Ridership



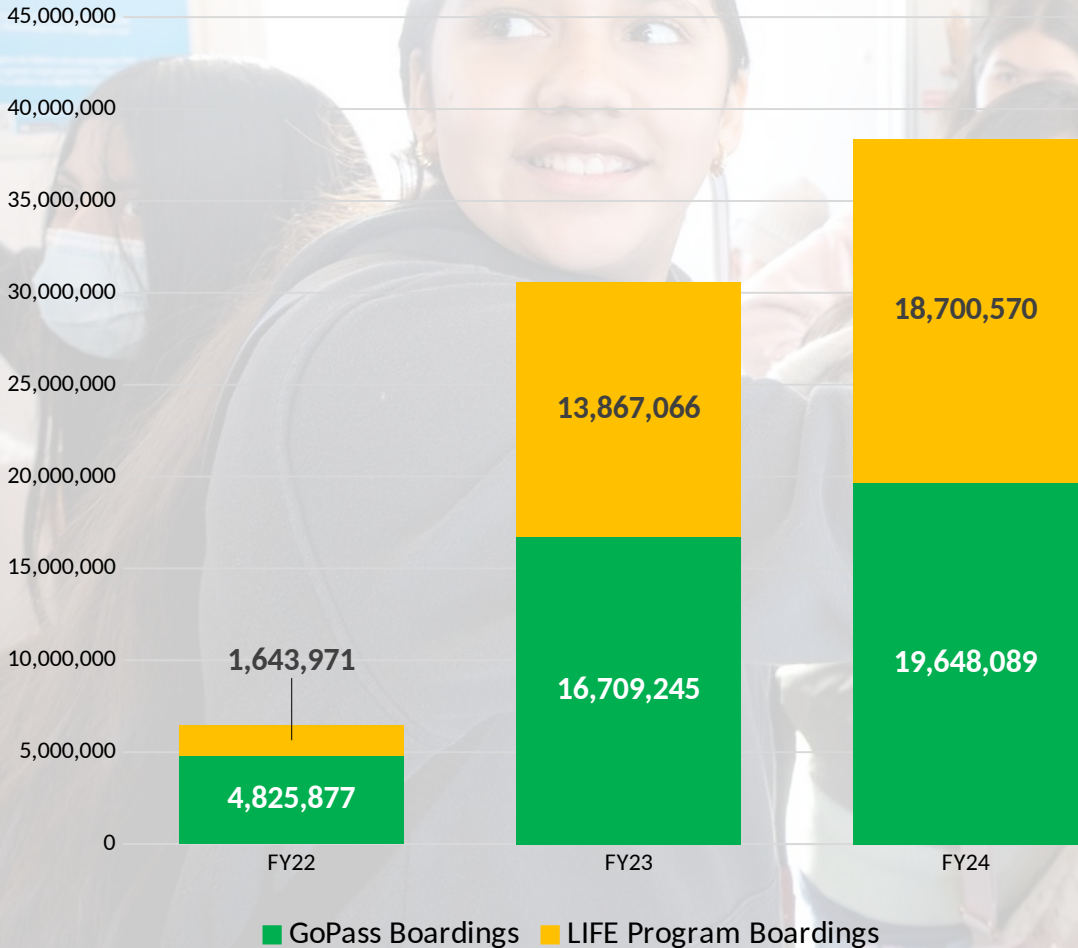
## Annual Bus Ridership by Service Level





# GoPass and LIFE Grow Ridership

### GoPass and LIFE Boardings



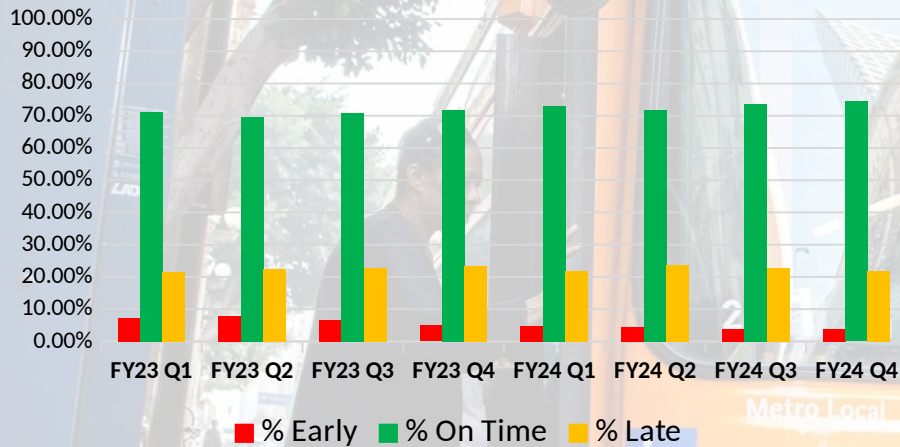
**34.8%**  
increase in  
**LIFE Program**  
**Boardings**

**17.6%**  
increase in  
**GoPass**  
**Boardings**



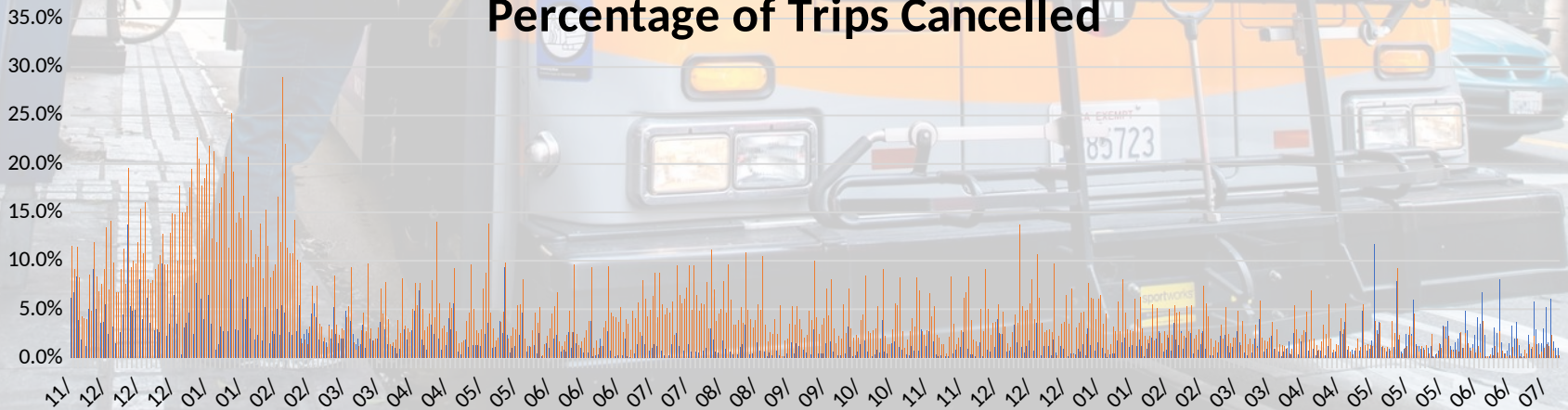
# More Consistent and Reliable Bus Service

## 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%
<b>FY24 Q4</b>	<b>3.74%</b>	<b>74.42%</b>	<b>21.85%</b>
<b>% Change FY23-FY24</b>	<b>-36%</b>	<b>3%</b>	<b>0%</b>

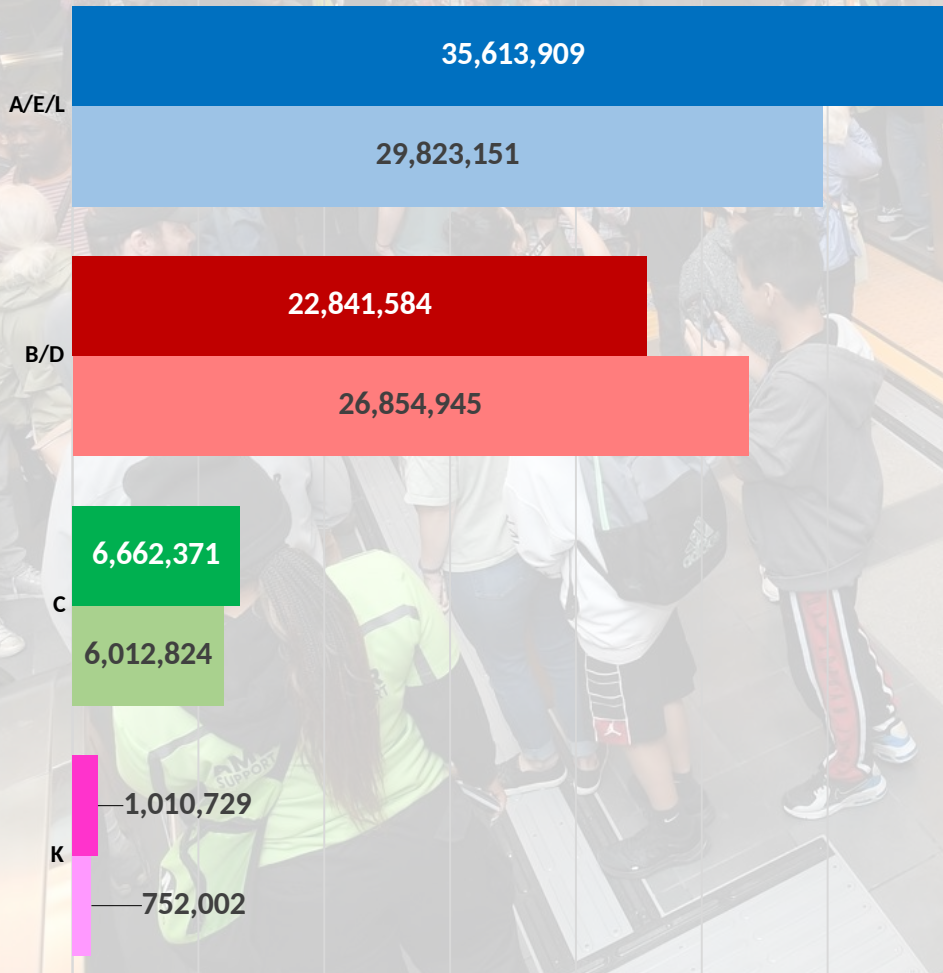
## Percentage of Trips Cancelled





# 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
- TCPD 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

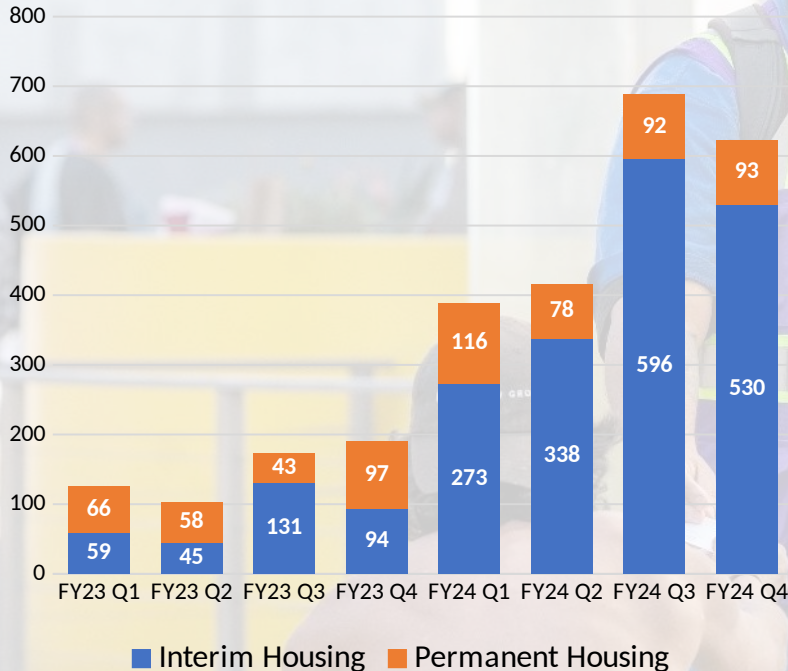


- HOME Outreach partnerships with six nonprofits covering the whole system
- Expanded partnerships with DMH, LAHSA, CEO-HI, DPSS
- 70 Shelter Beds now reserved for Metro 24/7



# 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.

