



Metro

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

## Board Report

**File #:** 2025-0339, **File Type:** Oral Report / Presentation

**Agenda Number:** 36.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 18, 2025

**SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

**ACTION: ORAL REPORT**

#### **RECOMMENDATION**

RECEIVE oral report on Metro Operations.

#### **ISSUE**

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

#### **EQUITY PLATFORM**

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

#### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins  
Chief Executive Officer

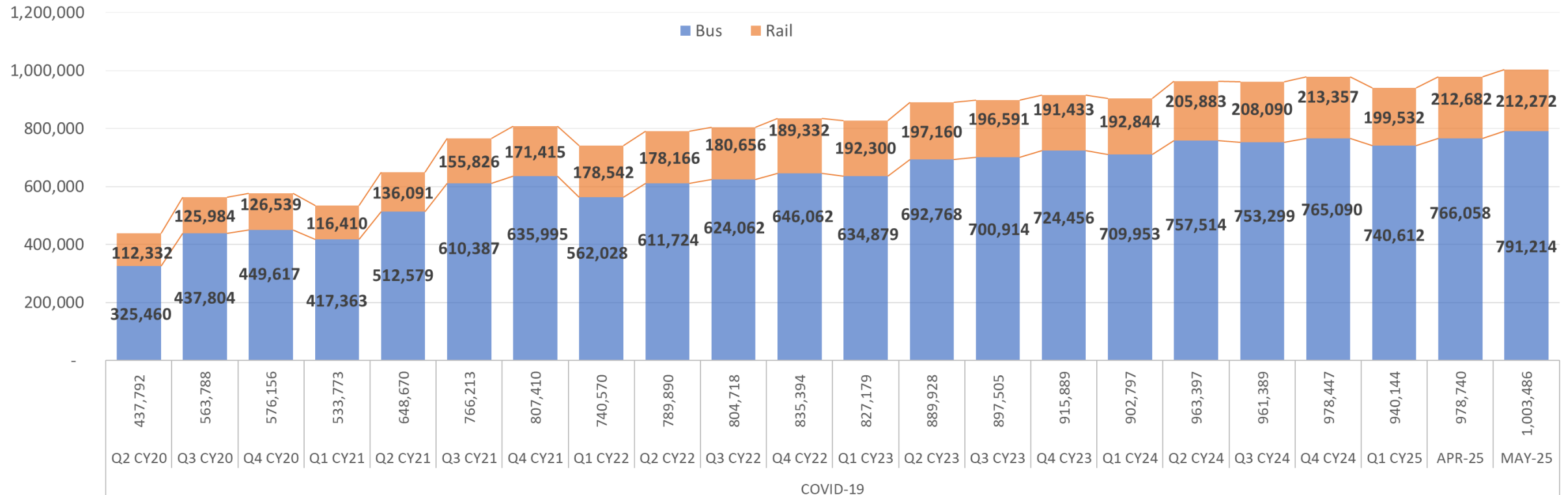


# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
June 18, 2025

# Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



## May Total Ridership Percentage Change 2025 over 2024:

- Bus: 1.2% Rail: 0.4%
- Monitoring ridership for impacts from workers returning to full time office attendance.

## May Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 1,003,486	1,209,399	83%
• SA: 688,186	746,592	92%
• SU: 587,881	568,549	103%

## Average Weekday Rail Ridership By Line - May 2025

Line	May-25	% Recovery	May-24	% Recovery	May-19
A/E/L	123,177	71.4%	118,129	68.5%	172,427
B/D	63,114	47.0%	64,729	48.2%	134,329
C/K	25,981	95.6%	25,038	92.1%	27,190

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using May 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022.

## Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.6% in May 2025 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 69% in FY24 (rail station data available Fiscal Year level)

# Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved since January 2025.
- Cancellation rates overall have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

## May 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	May-25	May-24	% of Line Miles in EFC
5, 18	207	Western Av	1.9%	4.2%	89%
5, 18	204	Vermont Av Local	1.7%	4.2%	98%
2	55	Compton Av	1.6%	1.3%	83%
7, 13	4	Santa Monica Bl	1.5%	2.5%	39%
2	60	Long Beach Bl	1.5%	1.7%	61%
18	210	Crenshaw Bl	1.5%	2.8%	58%
7	14-37	Beverly Bl/W. Adams Bl	1.4%	1.0%	63%
18	117	Century Bl	1.4%	3.4%	56%
1, 7	20	Wilshire Bl Local	1.4%	3.3%	29%
18	111	Florence Av	1.4%	2.2%	68%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 6/15/24	2.4%	3.5%	4.8%
Week Ending 6/14/25	1.0%	1.0%	1.4%
Week Ending 6/7/25	0.6%	0.5%	1.8%
Week Ending 5/31/25	0.5%	1.3%	0.4%
May 2025	0.6%	0.9%	1.2%
April 2025	0.6%	0.8%	1.5%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%

# Vertical Transportation (Elevators & Escalators)

## **Vertical Transportation (VT) units are essential to Metro's transit system, to:**

- Ensure compliance with ADA requirements.
- Provide accessibility to Metro stations, especially for customers with disabilities, senior citizens, and patrons with young children and/or luggage.

## **Transit Elevators and Escalators**

- There are 193 transit elevators and 183 transit escalators for a total of 376 operational transit units systemwide.
  - ✓ 42 transit elevators and 57 transit escalators for a total of 99 additional transit units will become operational within the next two (2) years as part of Metro's system expansion projects for:
    - Metro Purple Line Extensions.
    - Metro G Line Grade Separation.

## **Enhancement Projects**

### **Elevator Open Door Pilot**

- In the first half of 2024, there were 150 customer complaints about elevators, with 4 out of 5 complaints related to safety and cleanliness concerns.
- To address this, a pilot program was established in FY25 to have elevators hold doors open when not in use.
  - ✓ Of the 193 transit elevators, 68 units have been reprogrammed to land with doors open
    - Ambassadors report improved accessibility for customers
    - Custodians report improved odor control
    - Security reports a major reduction in loitering / willful blocking of elevators
    - Vertical Transportation is seeing more reliable uptimes
  - ✓ The remaining 125 elevators will be programmed following the Modernization Capital Project by June 2026

# Vertical Transportation State of Good Repair (SGR)

## Enhancement Projects

### Elevator Floor Replacement

- 53 transit elevators were identified for floor replacement due to cuts, holes or tripping hazards.
- ✓ To date, 19 elevator floors have been replaced, with an anticipated total project completion date of October 2025.

**Elevator Flooring Replacement  
A Line  
Chinatown Station**

**Before**



**After**



## Enhancement Projects

### Elevator Polycarbonate Installation

- Of the 193 transit elevators, 166 transit elevators with glass panels were identified for polycarbonate protective shield installations.
- ✓ To date, polycarbonate protective shield installations have been completed on 111 of the 166 identified transit elevators.

**Elevator Polycarbonate Installation  
J Line  
Slauson Station**

**Before**



**After**



# Vertical Transportation State of Good Repair (SGR)

## Enhancement Projects

### Elevator Attendant Pilot

- To maintain units' cleanliness & operations along with providing support & assistance to Metro patrons, in March 2025, an elevator attendant pilot program was initiated at the following stations:
  - ✓ Metro B Line (Red) Pershing Square, Westlake/MacArthur & Hollywood/Vine stations.
  - ✓ Metro A Line (Blue) Lake Station (East/West).
- Transitional Duty Program (TDP) employees perform a comprehensive elevator inspection using a daily survey and submit reports on the Transit Watch application or contact the Facilities Maintenance Control Center.
  - ✓ The following categories are reported:
    - ☐ Unsanitary Conditions (graffiti, trash, human waste)
    - ☐ Elevator equipment issues (interior/exterior- ceiling lights, missing panels or tiles)
    - ☐ Disruptive patrons
  - ✓ Feedback
    - ☐ Patrons feel more secure using the elevators in the presence of Metro staff
    - ☐ Having Metro staff on site reduces incidents (elevator overstays, misuse, inappropriate activities)
    - ☐ TDP employees and patrons still report that the lack of law enforcement/security presence is concerning to them
    - ☐ Periodically, there appears to be a lack of proper sanitation surrounding the elevators
    - ☐ All of the areas have a significant number of unhoused individuals and drug activity has been observed frequently



# Vertical Transportation (Elevators & Escalators)

## Reporting & Notifications of Elevators Out of Service

- Inquiries for Elevators & escalators out of service are reported to Metro through **LA Metro's Transit Watch app** and/or via email to **Metro's Customer Comment Analysis Tracking System (CCATS)**.
- **Metro Transit Ambassadors** support the efforts of reporting inoperable units systemwide.
- **Audio announcements** are made at stations and aboard trains advising patrons of elevator outages as well as alternate routes and transportation.
- **A daily online list** is posted on Metro's website for inoperable units with their number and location to keep patrons informed of:
  - ✓ Existing and upcoming scheduled maintenance of both elevators and escalators.
  - ✓ Units out of service for extended periods of time.
  - ✓ Reason for the outage.
  - ✓ Anticipated return to service date.
  - ✓ Alternate routes and transportation information.
- **Onsite Signs** are also posted on elevators out of service, both in English and Spanish, indicating:
  - ✓ The anticipated return to service date.
  - ✓ Alternate elevator location.
- **Access services and/or bus shuttle** arrangements are provided to accommodate patrons at stations that lack elevator redundancy.

# Vertical Transportation Modernization

## Milestones - VT Deliveries Pre 2028 Games

- **Elevators Modernized- Delivered by October 2027**
  - The cabs, controllers, and mechanical elements will be replaced.
    - Union Station, 7<sup>th</sup>/Metro, North Hollywood, Universal, Civic Center, & Hollywood/Highland Stations - 18 units.
- **Escalators Modernized - Delivered by January 2028**
  - The moving mechanical components will be replaced with new mechanisms.
    - Union Station - 4 units.
    - East Portal - 1 unit.
    - 7<sup>th</sup> /Metro - 1 unit.
- **Elevator Home Landings Installed – 125 Units throughout the system (A, B, C, & D Lines)**
  - Elevators drop to home station (e.g., lowest level) with the doors open.
    - Union Station - 6 units delivered by June 2026.
    - Remaining units delivered by November 2027.
- **Elevator/Escalator Monitoring Installed**
  - Allows Facilities Contracted Maintenance to remotely view the elevator/escalator operational status.
    - A (South), B (segment 1, 2, 3), C & D lines delivered by January 2028.
- **Status:** Modernization, Home Landing, & monitoring projects are in final design.
- **Risks:** Construction will be driven by procurement delivery method, available trade resources, & cost changes resulting from Tariffs.



# LAX/MTC Opening Day



# LAX/MTC Opening

## METRO RAIL

**C Line** LAX/MTC to Norwalk

**K Line** Expo/Crenshaw to Redondo Beach

## BUSES (16-Bay Bus Plaza)

Metro 102, 111, 117, 120, 232, 40 Owl

Beach Cities Transit 109

Big Blue Bus 3

Culver City Bus 6

GTrans 5

Torrance Transit 8

LAWA Metro Connector M

## METRO MICRO

On-demand rideshare service, offering trips within several zones in LA County. No airport service.



## RIDERSHIP

Ridership is busiest on the LAWA buses and the C and K rail lines. Operations have been smooth with no notable issues.

## AMENITIES

Customer Service Center

Bike Hub