



## Board Report

File #: 2025-0447, File Type: Oral Report / Presentation

Agenda Number: 34.

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

**SUBJECT: METRO RESPONSE TO EATON AND PACIFIC PALISADES WILDFIRES**

**ACTION: RECEIVE ORAL REPORT**

#### **RECOMMENDATION**

RECEIVE oral report on the status of the Metro Response to Eaton and Pacific Palisades Wildfires.

#### **ISSUE**

On the evening of Tuesday, January 7, 2025, wildfires, propelled by hurricane-force winds, low humidity and dry bush, burned through multiple communities in Los Angeles County. The Palisades fire, which had started that morning, would go on to burn through more than 23,000 acres. The Eaton fire that tore through Altadena ravaged more than 14,000 acres.

Metro's role in ensuring its customers have access to transportation options during and after this crisis were critical to individuals and families, displaced by the wildfires. Metro's wildfire response also included financial assistance and access to resources for Metro employees who have been displaced and will need significant support to rebuild their homes and lives as they recover.

On January 23, 2025, the Board passed Motion # by Directors Hahn, Barger, Horvath, Solis, Dutra and Bass (Attachment A) which required staff to report back on recommendations to address the Eaton and Pacific Palisades Wildfire Recovery. This report is the interim progress report in response to the motion.

#### **EQUITY PLATFORM**

This multi-department report includes an assessment of Customer Experience, Talent Development, and Real Estate's response to the Eaton and Pacific Palisades Wildfires. The report aligns with Metro's Equity Platform Framework, Pillar 3 "Focus and Deliver", by removing barriers and increasing access to opportunity for all.

#### **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

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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.

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

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 investment, operational and customer experience activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

## **ATTACHMENTS**

### Attachment A - Motion Response to Eaton & Pacific Palisades Wildfires

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Stephanie Wiggins  
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# Metro

## Board Report

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

**File #:** 2025-0039, **File Type:** Motion / Motion Response

**Agenda Number:** 36.

### REGULAR BOARD MEETING JANUARY 23, 2025

#### Motion by:

#### **DIRECTORS HAHN, BARGER, HORVATH, SOLIS, DUTRA AND BASS**

#### Response to Eaton & Pacific Palisades Wildfires

On the evening of Tuesday January 7, 2025 wildfires, propelled by hurricane-force winds, low humidity and dry brush, burned through multiple communities in Los Angeles County. At its peak, six blazes were simultaneously threatening America's most populous county. The Palisades fire, which had started that morning, would go on to burn through more than 23,000 acres, reducing much of a vibrant community to ash, and killing at least eight people. The Eaton fire that tore through Altadena has now ravaged more than 14,000 acres, destroyed thousands of homes and businesses, and left at least seventeen dead.

Metro's role in ensuring its customers have access to transportation options during this crisis is critical. For individuals and families displaced by the wildfires, access to free or subsidized transit may prove vital in connecting them to shelters, medical care, workplaces, schools, and other essential services. Expanding Metro's subsidized fare programs, such as the Low-Income Fare is Easy (LIFE) program to include survivors of the recent wildfire disasters for a temporary period may help address these immediate transportation needs while reinforcing Metro's mission of equity and accessibility for all.

At least 19 Metro employees have lost their homes in the wildfires and at least 46 employees have been displaced and will need significant support to rebuild their homes and lives. This includes financial assistance and access to resources as they recover. As the backbone of Metro's operations, assisting our employees during this incredibly difficult time is also an investment in maintaining a resilient workforce capable of sustaining critical transit operations during and after recovery.

Additionally, and with an understanding of the compounding effect this tragedy will have on the existing housing crisis, Metro should play an important role in long-term housing recovery efforts by leveraging the policies and assets already in place through its joint development program and advocating for streamlined policies to accelerate housing development. Metro's Joint Development Policy is intended to enable Metro to build as much quality housing near transit as possible, for those who need it most, as soon as possible. Metro has committed to building 10,000 units of housing on 20 Metro-owned sites by 2031 - 5,000 of which will be income-restricted. The recent wildfires have only exacerbated the region's need to deliver housing

and amenities for everyone.

Furthermore, the scale of these tragedies will undoubtedly have a ripple effect across the region. It is important for Metro to gain a timely understanding of how these impacts might affect budget development, operations, and program delivery so that we may be able to make important decisions, identify opportunities for collaboration with regional partners, and adjust accordingly.

**SUBJECT: RESPONSE TO EATON & PACIFIC PALISADES WILDFIRES MOTION**

**RECOMMENDATION**

APPROVE Motion by Hahn, Barger, Horvath, Solis, Dutra and Bass that the Board direct the Chief Executive Officer to:

- A. Modify the eligibility criteria of all reduced fare programs to include individuals and families displaced by the wildfires for six months, with an option to extend the program as needed. The CEO shall report back to the board in June 2025 on the outcomes and impacts of this measure;
- B. Mobilize outreach teams to the Eaton and Palisades Fire evacuation centers, resource centers, workshops, and other critical locations, providing resources to wildfire survivors, to assist in the registration efforts for reduced fare programs;
- C. Identify and provide financial or other forms of assistance that are eligible for cost recovery from State or Federal natural disaster assistance programs and/or non-governmental disaster assistance entities to Metro employees who have lost their homes in the wildfires and/or have been displaced as a result of the wildfires; and
- D. Work with the City and County of LA, and any other directly impacted jurisdictions to identify ways that Metro may aid in recovery efforts- including, but not limited to its fleet, services, expertise, and properties. The CEO shall provide the Board with regular updates on these efforts as they are being established.

# Motion 2025-0039 Response: Eaton and Pacific Palisades

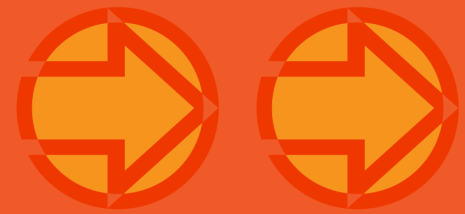


**Metro**

Operations, Safety, and Customer Experience Committee

June 18, 2025

# Board Motion



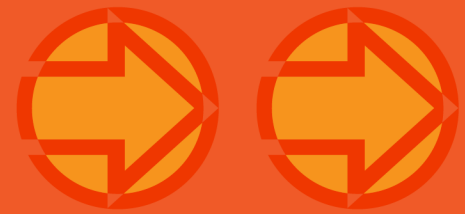
**January 23, 2025, Directors Hahn, Barger, Horvath, Solis, Dutra and Bass introduced motion 36, which was approved by the board, Response to Eaton and Pacific Palisades Wildfires that recommended the following:**

1. Modify the eligibility criteria of all reduced fare programs to include individuals and families displaced by the wildfires for six months, with an option to extend the program as needed. The CEO shall report back to the board in June 2025 on the outcomes and impacts of this measure;
2. Mobilize outreach teams to the Eaton and Palisades Fire evacuation centers, resource centers, workshops, and other critical locations, providing resources to wildfire survivors, to assist in the registration efforts for reduced fare programs.
3. Identify and provide financial or other forms of assistance that are eligible for cost recovery from State or Federal natural disaster assistance programs and/or non-governmental disaster assistance entities to Metro employees who have lost their homes in the wildfires and/or have been displaced as a result of the wildfires.
4. Work with the City and County of LA, and any other directly impacted jurisdictions to identify ways that Metro may aid in recovery efforts- including, but not limited to its fleet, services, expertise, and properties. The CEO shall provide the Board with regular updates on these efforts as they are being established.



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# Wildfire Recovery Modified LIFE Program



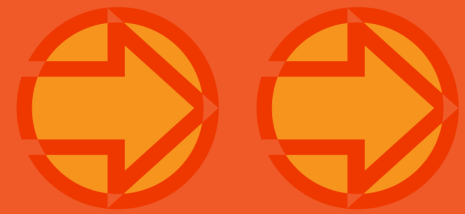
## Benefits

- 30-day pre-loaded TAP card for use on Metro bus/rail
- 90-day regional pass to be used on Metro or fifteen transit operators
- Auto- enrollment of 20 free rides monthly for 6 months to be used on Metro or fifteen transit operators.





# Wildfire Recovery LIFE Program Outreach



- Beginning January 18, the LIFE Program Administrator staffed wildfire victim resource centers to enroll people into the modified program.
- **Conducted over 85 events that included:**
  - UCLA Research Park West Resource Center
  - Pasadena City College Resource Center
  - Altadena Resource Center
  - Westwood Recreation Center
  - Eaton Wildfire Resource Fair
  - New Revelation Baptist Church (Pasadena)
  - Kaiser Permanente Pasadena HQ
  - Dream Center Recovery Pop Up (Los Angeles)
  - Eclectic Music Festival (Pasadena)
  - CA Wildfire Multi-Agency Resource Center-Pasadena
  - CA Wildfire Multi-Agency Resource Center-Palisades
  - Van Nuys/Sherman Oaks Evacuation Center
  - Pasadena Convention Center (Evacuation Center)
  - Stoner Recreation Center (Evacuation Center)
- As of May 31, 2025, **enrolled 6,310 participants** in the LIFE Program which includes: 2,931 Eaton, 824 Palisades, 20 Hurst, and 2,535 workers, unhoused, etc.

--The patron mentioned needing this transportation due to no longer having access to a vehicle.

--Patron mentioned this is going to assist them to attend centers to replace lost documents.

--Spanish Speaking client expressed immense gratitude and relief they felt to have been helped with transportation. They were particularly appreciative of having someone available to assist them in Spanish, making the process smoother and more accessible.

*--LIFE Administrator Team*



# Wildfire Recovery LIFE Program Boardings & Demographics



LIFE Participants	LIFE Riders who Boarded Transit	TAP Card Transactions on Bus/Rail
<b>New</b>	2,031 (83%)	98,916 (63%)
<b>Existing LIFE Riders</b>	425 (17%)	57,526 (37%)
<b>Total (as of May 31, 2025)</b>	2,456	156,442
<b>Total Utilization</b>		(39% of Wildfire Recovery users are riding the system)

## Gender

- 54% Female
- 41% Male
- 5% Prefer not to Answer

## Ethnicity

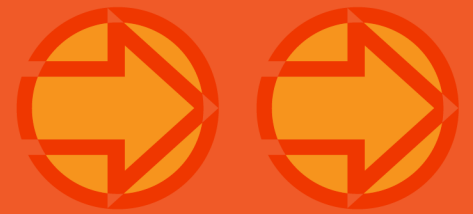
- 7% Asian/Pacific Islander
- 15% Black
- 27% Hispanic
- 17 White
- 19% Prefer not to Answer
- 11% No Answer
- 4% Other

## Age

- 25% 62+ yrs
- 19% 52-61 yrs
- 18% 42-51 yrs
- 20% 32-41 yrs
- 18% 18-31 yrs

# Wildfire Recovery LIFE Program

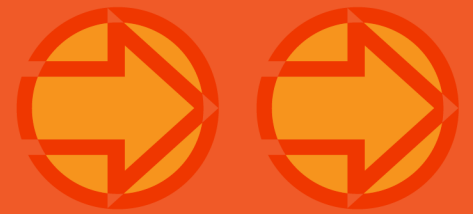
## Eaton Fire



Month	Enrollments	Active Participants (As of May 31, 2025)	Inactive Participants (as of May 31, 2025)
Jan	1,726	635 (37%)	1,091 (63%)
Feb	738	309 (42%)	429 (58%)
Mar	237	96 (42%)	141 (59%)
Apr	40	18 (45%)	22 (55%)
May	190	20 (11%)	170 (89%)
<b>Grand Total</b>	<b>2,931</b>	<b>1,078 (37%)</b>	<b>1,853 (63%)</b>

# Wildfire Recovery LIFE Program

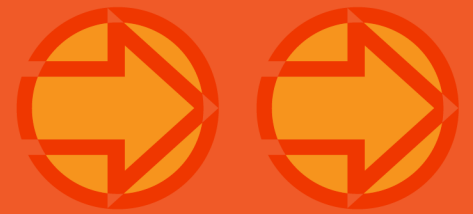
## Palisades Fire



Month	Enrollments	Active Participants (As of May 31, 2025)	Inactive Participants (As of May 31, 2025)
Jan	26	14 (54%)	12 (46%)
Feb	16	5 (31%)	11 (69%)
Mar	770	150 (19%)	620 (81%)
Apr	4	0 (0%)	4 (100%)
May	8	3 (37%)	5 (63%)
Grand Total	824	172 (21%)	652 (79%)

# Wildfire Recovery LIFE Program

## Hurst Fire



Month	Enrollments	Active Participants (As of May 31, 2025)	Inactive Participants (As of May 31, 2025)
Jan	9	2 (22%)	7 (78%)
Feb	8	6 (75%)	2 (25%)
Mar	0	0	0
Apr	2	1 (50%)	1 (50%)
May	1	1 (100%)	0 (0%)
Grand Total	20	10 (50%)	10 (50%)

# Wildfire Recovery LIFE Program

## Other (workers, unhoused, etc)



Month	Enrollments	Active Participants (As of May 31)	Inactive Participants (As of May 31)
Jan	337	182 (54%)	155 (46%)
Feb	855	634 (74%)	221 (26%)
Mar	313	147 (47%)	166 (53%)
Apr	118	73 (62%)	45 (38%)
May	912	169 (19%)	743 (81%)
<b>Grand Total</b>	<b>2535</b>	<b>1205</b>	<b>1330</b>

Region	
Gateway Cities	154 (6%)
North Los Angeles - Antelope Valley	25 (0.6%)
North Los Angeles - Santa Clarita	6 (0.2%)
San Fernando Valley	367 (13%)
San Gabriel Valley	912 (39%)
South Bay Cities	169 (6%)
Westside Central	751 (26%)
Outside LA County/Incomplete address, etc*	151 (9%)
<b>Grand Total</b>	<b>2535</b>

\*Patrons provided address outside LA County or incomplete zip code during time of enrollment



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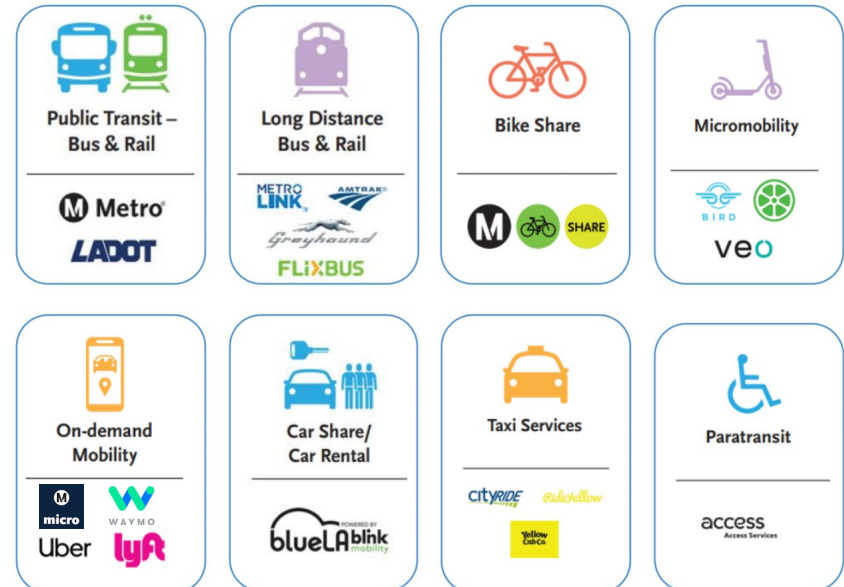
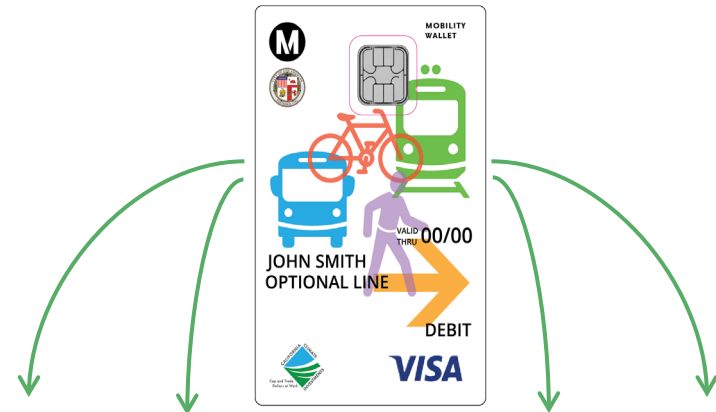
# Mobility Wallet: Eaton & Palisades Wildfire Recovery



The Mobility Wallet is pre-paid bank card that can be used on over 8 different types of shared transportation services including buses, trains, taxis, ridesharing, shared bikes and scooters, purchase at bike shops and more.

LA Metro offered existing Mobility Wallet phase II waitlist participants a **virtual Mobility Wallet with \$900** if they **live in the Eaton or Palisades burn or evacuation areas**.

- **234 on the waitlist are eligible (out of 58K on list)**
- Their cards will be sent virtually by email in June 2025.
- We have income and demographic data for the 234 eligible wildfire recovery recipients.
- This is in addition to the 2,000 card recipients already chosen for Phase II.



# CONTINUING TO PUT PEOPLE FIRST IN MOMENTS OF CRISIS

HOW METRO'S CHIEF PEOPLE OFFICE SUPPORTED EMPLOYEES DURING & AFTER THE 2025 WILDFIRES

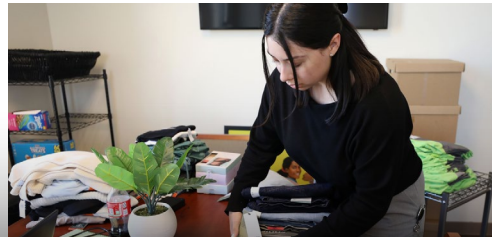


**Metro**

CHIEF PEOPLE OFFICE



# LEADERSHIP IN ACTION: ONE METRO. ONE RESPONSE. ONE PURPOSE.



**IMMEDIATE  
RESPONSE & DATA  
(GIS) ACTIVATION**

**LEADERSHIP  
SUPPORT & ANGEL  
TREE INITIATIVE**

**ONSITE FEMA &  
SMALL BUSINESS  
ASSOCIATION  
RELIEF STATIONS**

**WILDFIRE PAID  
LEAVE & FINANCIAL  
GRANTS**

**EMOTIONAL  
SUPPORT & CPO  
CONTINUITY**

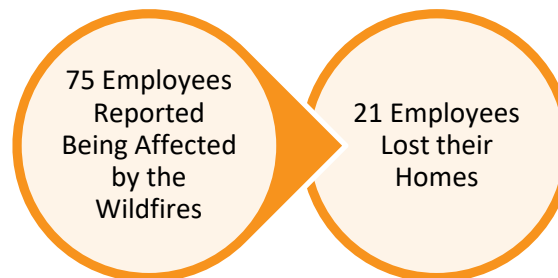


*CHIEF PEOPLE OFFICE*

# MY ACTIONS MATTER: ONE METRO. ONE RESPONSE. ONE PURPOSE.



- **Additional Mental Health Support:**
  - 359 employees participated in 7 Employee Assistance Program (EAP) Group & Individual Counseling to provide collective healing and resilience
  - 892 total attendees joined 19 Purposeful Pause meditation sessions across Metro helping staff reset and recharge
- **Immediate Federal Aid Access:**
  - 53 Federal Emergency Management Agency (FEMA) Assistance Sessions launched within days of the wildfires to guide impacted employees
- **Financial Relief:**
  - 21 employees received \$2,000 California Transportation Fund (CTF) grants
  - \$34,000+ raised and distributed through employee-led fundraising efforts
- **Time to Heal:**
  - 56 employees approved for Time Off With Pay (TOWP) for Wildfire Related Leave



CHIEF PEOPLE OFFICE



**PROUD TO BE ONE METRO  
THANK YOU!**



# Fleet Services and Properties



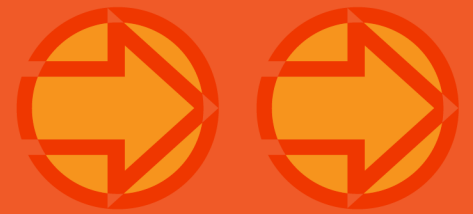
## Fleet Services

- In accordance with the California Emergency Services Act, the California Disaster and Civil Defense Master Mutual Aid Agreement, and the State Emergency Plan, Los Angeles County Metropolitan Transportation Authority (Metro ) is dedicated to the protection and safety of Metro staff, customers and the general public at all times. Metro recognizes that emergencies and other events may overwhelm the resources and capabilities of our partner agencies within the region. Mutual assistance is occasionally necessary and appropriate in support of major emergencies or declared events that affect our jurisdiction.
- As the regional transportation authority, and transportation being identified by FEMA as the primary Emergency Support Function, **Metro supported 5 emergency requests** for various types of emergency transportation for the general public, first responders, and Metro employees and **2 parking resources**.

## Properties

- Metro does not have available property within proximity of the fire impacted areas
- Real Estate continues to make property not used for transportation or homeless support services available for fire-related support
- Inventory of Metro owned properties is identified in the 2023-0120 - Metro Property Inventory for Unhoused Support Facilities - Board Report

## Next Steps



- LIFE Program will continue to conduct outreach and enroll Eaton & Palisades Wildfire Recovery residents as needed.
- Staff will conduct an analysis and return to the board with a recommendation on program extension.