

Motion 2025-0039 Response: Eaton and Pacific Palisades

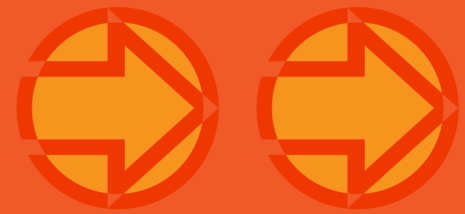


Metro

Operations, Safety, and Customer Experience Committee

June 18, 2025

Board Motion

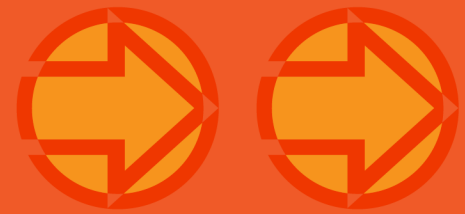


January 23, 2025, Directors Hahn, Barger, Horvath, Solis, Dutra and Bass passed motion 36, Response to Eaton and Pacific Palisades Wildfires which recommended the following:

- 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.

LIFE Program

Wildfire Recovery Mobilization



- The LIFE Program Administrator staffed wildfire victim resource centers beginning January 18 to enroll people into the modified program.
- Benefits included: a 30-day pre-loaded TAP card for Metro bus/rail, 90-day regional pass and auto- enrollment of 20 free rides monthly.
- **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, **6,310 participants were enrolled in the LIFE Program, which includes** 2,931 Eaton, 824 Palisades, 20 Hurst, and 2,535 workers, unhoused, etc.



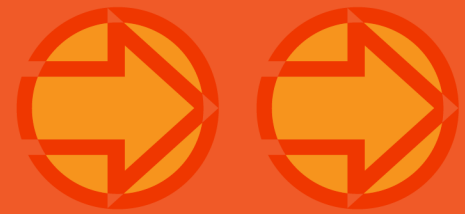
--The patron mentioned needing this transportation due to no longer having access to a vehicle.

--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



Boardings	Riders Boarded	Total Boarding count
New	2,031 (83%)	98,916 (63%)
Existing LIFE Riders	425 (17%)	57,526 (37%)
Total (as of May 31, 2025)	2,456	156,442
Total Utilization		(39% of Wildfire Recovery users are riding the system)

Gender

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

Ethnicity

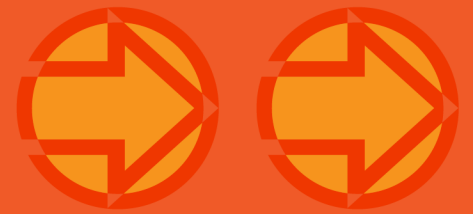
- 7% Asian/Pacific Islander
- 15% Black
- 27% Hispanic
- 17 White
- 19% Prefer not to Answer
- 11% No Answer
- 4% Other

Age

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

Wildfire Recovery LIFE Program

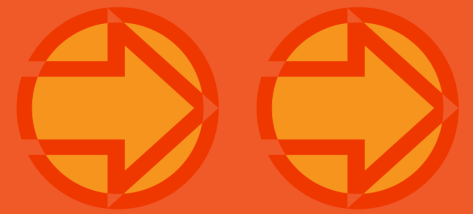
Eaton Fire



Month	Enrollments	Active	Inactive
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%)
Grand Total	2,931	1,078 (37%)	1,853 (63%)

Wildfire Recovery LIFE Program

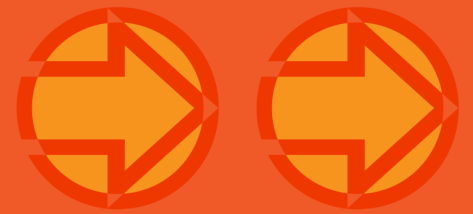
Palisades Fire



Month	Enrollments	Active	Inactive
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

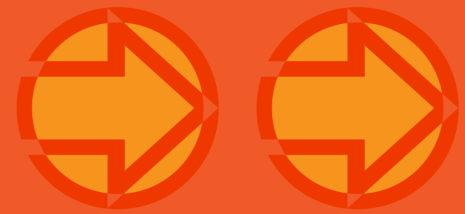
Hurst Fire



Month	Enrollments	Active	Inactive
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	Inactive
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%)
Grand Total	2535	1205	1330

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%)
Grand Total	2535

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



Metro

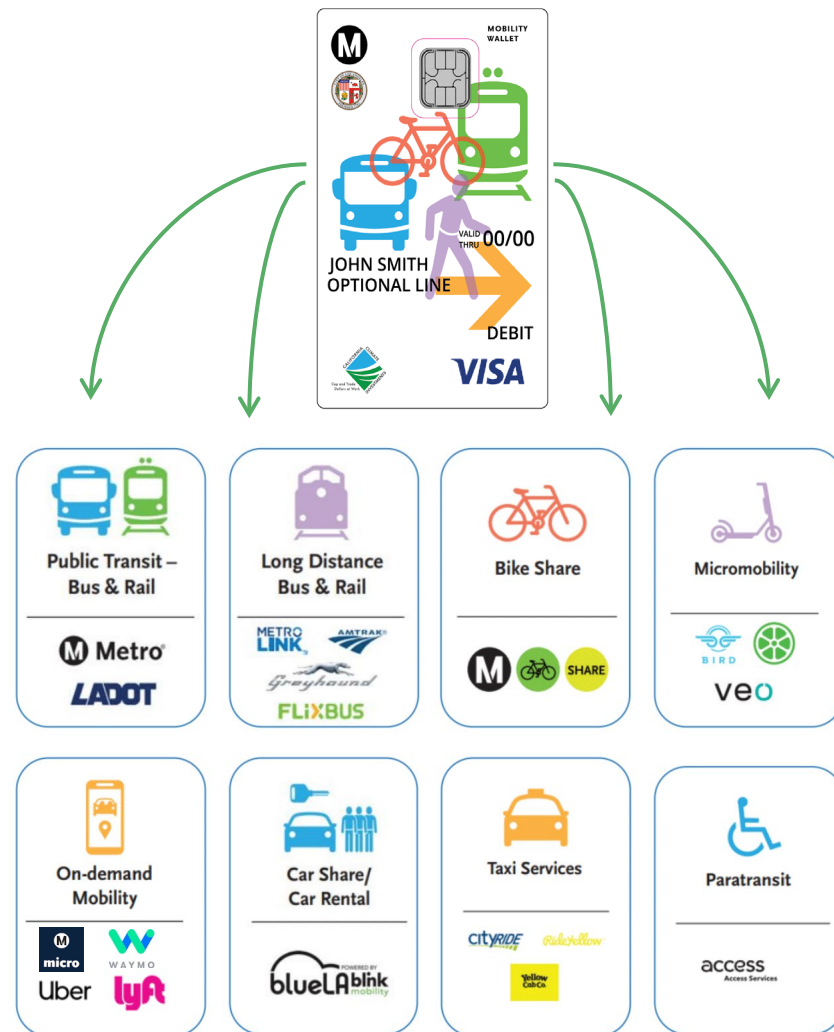
Mobility Wallet: Easton & Palisades Wildfire Recovery



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.
- All participants are low-income and qualify for LIFE. The majority are from the Eaton fire area.
 - Comprehensive socio-demographic data will be reported with usage after the 6 months pilot.
- 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: OVERVIEW



**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**



ANGEL TREE INITIATIVE: PERSONALIZED SUPPORT IN ACTION



Strategic Coordination:

- Metro provided personalized outreach and donations to impacted employees, ensuring direct connection and support during the wildfire crisis

Targeted Assistance:

- Customized gift delivery facilitated through Metro Micro-transit to reach employees quickly and safely

Employee Assistance and Mental Health Support:

- Continued outreach, accessibility of information and follow-up through Metro's Employee Assistance Program
- Deployed meditation sessions entitled *Purposeful Pause* across Metro



Wildfire Relief Assistance Fund | Mindful Meditation | Postponed Community Events | Daily Brief 1.14.2025

Good afternoon –

The Metro Family continues working around the clock to keep our region moving and everyone safe.

Please be sure to check our [Emergency Employee Resources Webpage](#) frequently for updates if you or your family members have been affected by this emergency.



Wildfire Relief Assistance Fund

As the CEO announced last night, the [LA Metro Wildfire Relief Assistance Fund](#) has been established through the California Transportation Foundation to provide financial support to Metro employees who lost their primary residence in the wildfires.

All donations will be passed on to impacted Metro families to help them rebuild. As a group assistance fund, 100 percent of all donations to this account will be evenly split among the recipients. Donations are tax deductible.

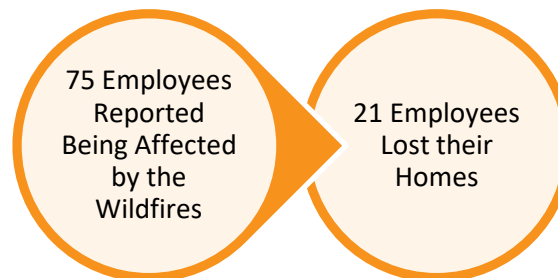
Watch your email for more ways you can help colleagues in need in the coming days.

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

CONTINUITY OF CHIEF PEOPLE OFFICE SERVICES



Virtual Hiring Initiatives

- Recruitment efforts sustained momentum through flexible, remote-friendly adaptations

Support for Fire-Affected Candidates & Fast-Track Employment Opportunities

- Interview and appointment schedules adjusted to accommodate those directly impacted
- 70 candidates expedited through pre-employment processing—ensuring no delay in starting their Metro journey

No-Cost Badge Replacements

- Waived fees for lost or damaged employee badges—removing barriers and restoring access with ease

Professional Development and Trainings

- Extended deadlines for professional development and mandatory agencywide trainings

Leveraging Technology

- Launched Metro Employee and Worksite Dashboard
- Utilized Geographic Information System (GIS) mapping to identify employees near evacuated neighborhoods
- Expedited replacement of equipment lost in wildfires and 24/7 Information Technology Services and support

Continuous Communication

- Daily workforce updates providing timely information and guidance shared via the Emergency Employee Resources page
- Message from CEO to employees

Fleet Services and Properties



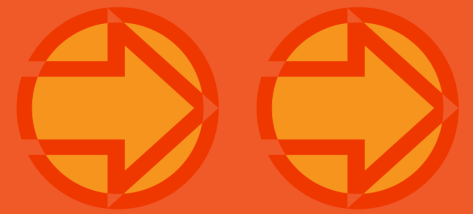
Fleet Services

- 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 complete the analysis for the six-month pilot period and report the results to the Board in July.