

# Report by the CEO

## Item #4



**Metro**

CHIEF EXECUTIVE OFFICER

December 2024

# Union Station Holiday Tree Lighting



# 23 Consecutive Months of Ridership Growth

- Average weekday ridership exceeded 1 million boardings for 2<sup>nd</sup> consecutive month in October 2024
  - 23M boardings on bus (86.3% of October 2019 level)
  - 6.3M boardings on rail (85% of October 2019 level)
- Weekend boardings now 97.5% of pre-pandemic level, supported by special events like
  - Broadway Night Lights (Oct. 12) 35% increase at Historic Broadway
  - Cirque du Soleil: Kooza (Oct. 19) 45% increase at DT Santa Monica
  - Taste of Soul (Oct. 19) 151% increase on K Line
- Dodgers Stadium Express carried 86% more spectators to World Series Games
- LIFE Program boardings up 28.3% year over year



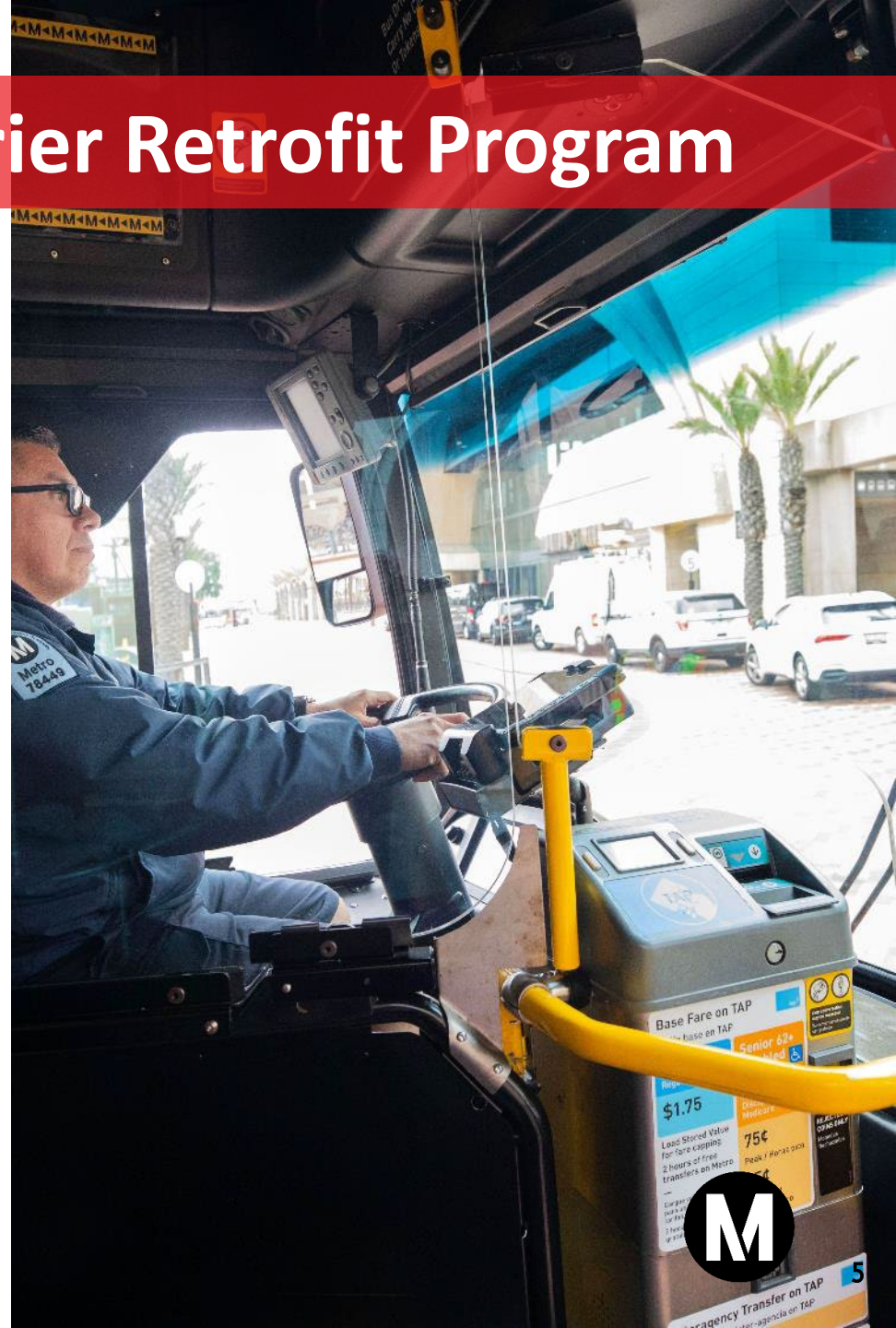
# Effects of TAP-to-Exit on A Line



- 30% drop in reported incidents on the A Line at DT Long Beach, APU/Citrus and Willowbrook/Rosa Parks compared to the previous month
- Fewer reports of loitering and cleanliness incidents at APU/Citrus
- A-Line is using Increased Fare Enforcement at ungated end-of-line terminals, as they do not have faregates
- The drop reflects the same downward trend for Tap-to-Exit protocols at NoHo and Downtown Santa Monica

# Effects of Bus Barrier Retrofit Program

- As of 12/2/24, nearly 87% of the directly operated fleet has been retrofitted with Operator bus barriers
- Metro is on track to have barriers installed on 100% of the bus fleet by the end-of-year
- Assaults on drivers are down from 4/2024 - 9/2024 over the same six months last year
  - An Operator driving a bus with a barrier was 58% less likely to be the victim of a physical assault
- Bus barriers prevented more than 83% of spitting incidents



# Testing New Taller Fare Gates



- ❑ Precise motion sensor detection to reduce 'piggybacking' or 'tailgating' fare evaders
- ❑ Electromechanical locks to prevent 'forced entry' from determined fare evaders
- ❑ An Application Programming Interface (API) that integrates with other security measures such as weapons detection

# SEED LA School Grand Opening



# Grateful for 135 Years!!!!



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