

Report by the CEO

Item #4



Metro

CHIEF EXECUTIVE OFFICER

March 2025

Update on Elevators & Escalators

FY25 (YTD)

Elevator Uptime

Routine Maintenance Services and Response Time

- 182 elevators and 171 escalators systemwide (will grow 25% by 2027).
- Common causes of downtime include vandalism, aging units (some with obsolete parts), and building design deficiencies leading to water intrusion.
- Metro's vertical transportation maintenance contractor is on the system 365 days a year from 6:00 a.m. to 9:00 p.m. responding within:
 - ✓ 30 minutes between the hours of 6:00 a.m. to 9:00pm.
 - ✓ One (1) hour for emergencies between 9:01 p.m. and 5:59am.

How we Communicate Outages

- Metro Ambassadors (reporting outages & informing customers)
- Train and station audio announcements
- Online notifications (social media, Metro website, & Swiftly API)
- Onsite signs
- Access Services shuttles can be provided to patrons at stations that lack other transit options.

98.99

%

(Goal: 98.89%)

Escalator Uptime

99.23

%

(Goal: 99.01%)

March 2025



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Celebrating Metro Excellence



Gold Tran
Rail MOW Signal Inspector
Employee of the Year



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Division 9 (El Monte) Bus Division of the Year



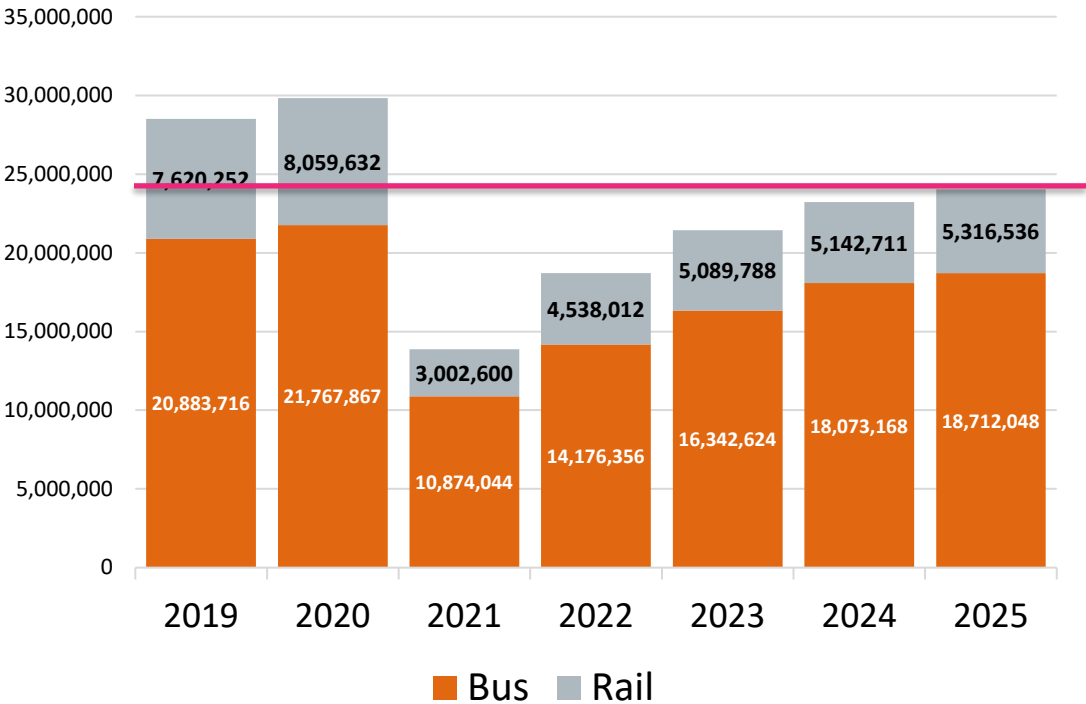
Division 16 (K Line) Rail Division of the Year

National Transit Employee Appreciation Day!

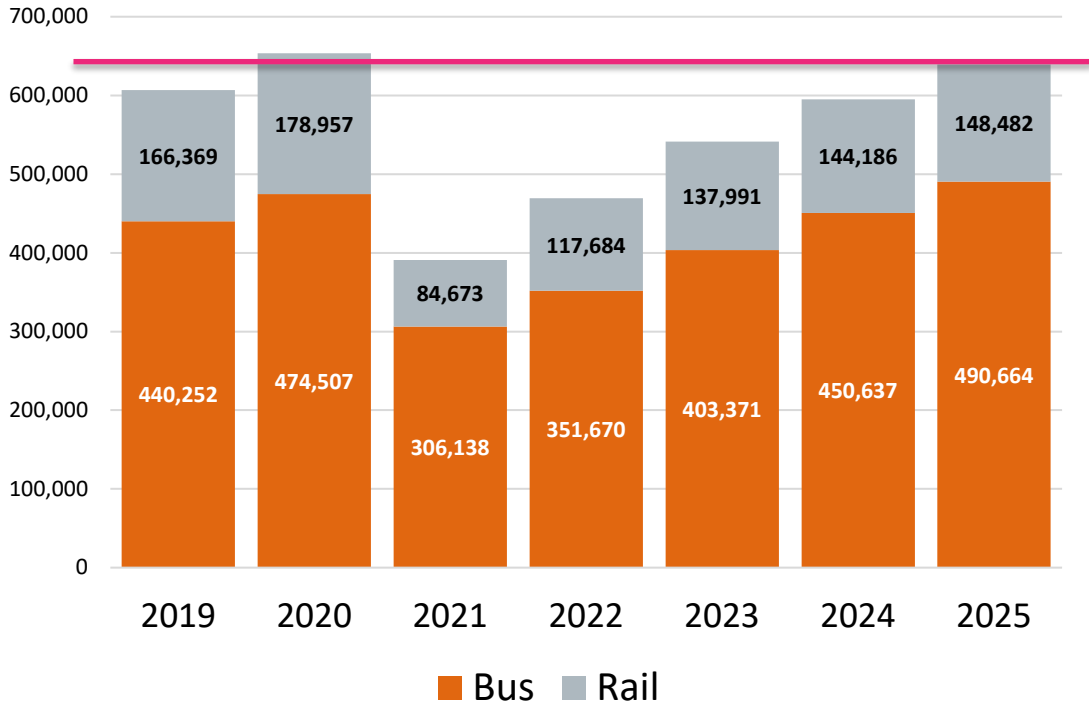


27 Straight Months of Year-over-Year Ridership Growth!

**February
Monthly Total Ridership**



**February
Average Weekend Ridership**



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March 2025

LA County Transit Leadership Summit

2023 Recap: Key Takeaways

Regional Strategies for ZEB and Charging

- Emphasized the importance of regional collaboration to coordinate with utility companies, address charging infrastructure gaps, and support regional transit providers with ZEB-related infrastructure and operations

Advancing Integrated Regional Fare Solutions

- Focused on exploring a regional fare capping concept to improve customer experience, ensure sustainability, and align agency tariff rules. Emphasized simplifying eligibility requirements, coordinating on the Future of TAP, and developing a regional fare mitigation and recovery plan to eliminate barriers for passengers.



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Thank you, Dr. Geoffrey Martin and Charles Safer!



Dr. Geoffrey Martin
Metro Tunnel Advisory Panel



Charles Safer
Assistant County Counsel
Transportation Division