

APTA JITTI Rail Symposium 2026

March 26, 2026

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Metro

Who we are



Operator



Constructor



Financer



Metro®



About Metro

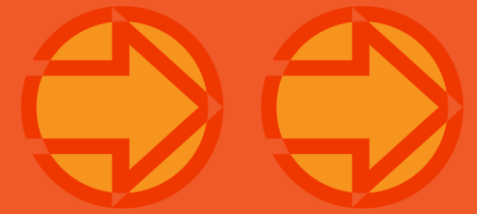
- Budget = \$9.4 billion
- 12,000+ employees
- 2nd busiest public transit system in the US
 - About 1 million average weekday boardings
 - Largest light rail system in the US
 - 2nd largest bus system in the US
- 6 rail lines
- 2,100 buses, 120 routes



Metro's Capital Program

- Largest in the US
- \$33 B in projects in active construction
 - D Line Extension
 - East San Fernando Valley Line
 - G Line Improvements
 - I-105 ExpressLanes
- \$80 billion of projects in planning
 - Southeast Gateway Line
 - Vermont Transit Corridor
 - Sepulveda Transit Corridor
 - E Line Eastside Extension
 - K Line Extension to Torrance
 - K Line Northern Extension

Operations

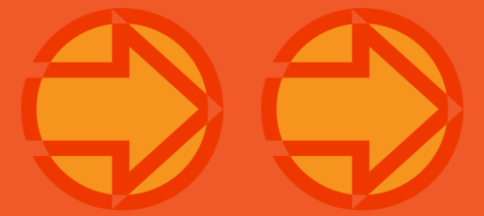


Transport Modes

- Bus (directly operated and tendered services)
- Rail (light rail and heavy rail metro)
- Metro Micro
- Bikeshare
- Vanpool
- Express Lanes



Operations Priorities



Provide Clean, Safe, Fast, and Reliable transportation service every day



Deliver on major capital projects and new mobility solutions



Prepare for and provide an outstanding experience for large-scale special event transportation



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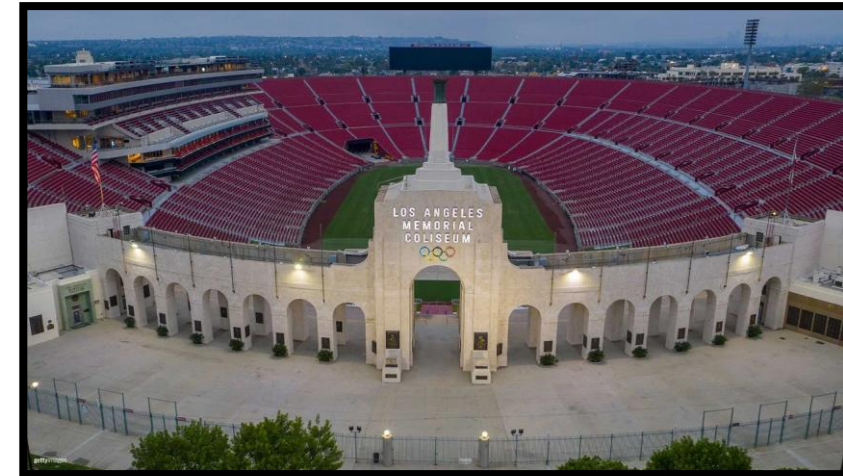
Preparing for Large Scale Special Event Service



FIFA 2026



2027 Super Bowl



2028 Olympic & Paralympic Games

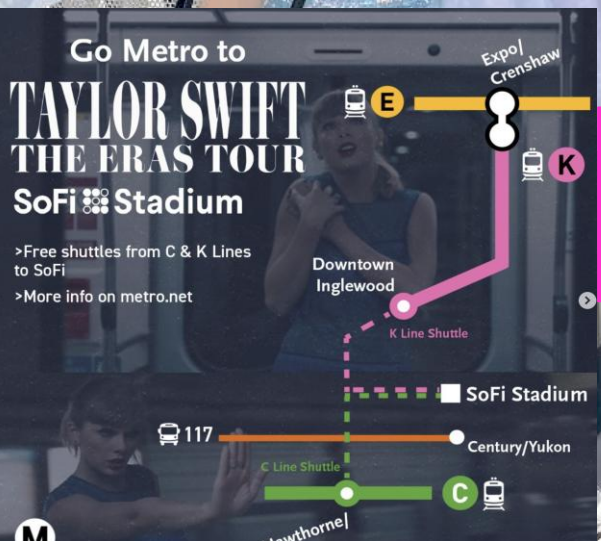


Speak Now/Taylor's Station **K**



Exit Florence Av/La Brea Av

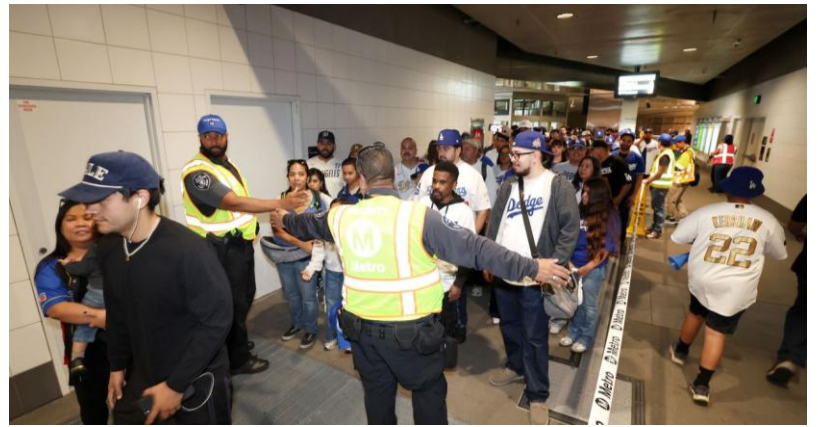
brianamatopoeia
7th St/Metro Center



For the Swifties



THANK YOU SO MUCH
@METROLOSANGELES STAFF FOR
HELPING US MAKE THE RIGHT
CONNECTIONS AND GET HOME SAFE!
#ERASTOUR
@TAYLORSWIFT



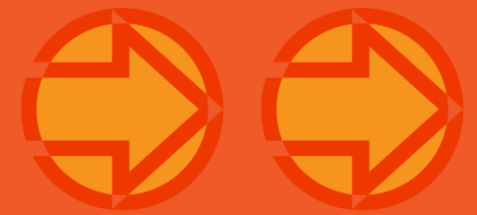
Dodgers Championship Parade



Roses for Everyone

- Ambassadors and 102 Metro VIPs were deployed along the A Line North and key hubs including Union Station and 7th St/Metro Center to assist riders with wayfinding throughout the day
- 5,000 roses were handed out to customers
- In an in-the-moment customer experience survey, 90% of riders were Happy or Very Happy with Metro Service to the Rose Bowl and Rose Parade

Ready, Set, GO!!



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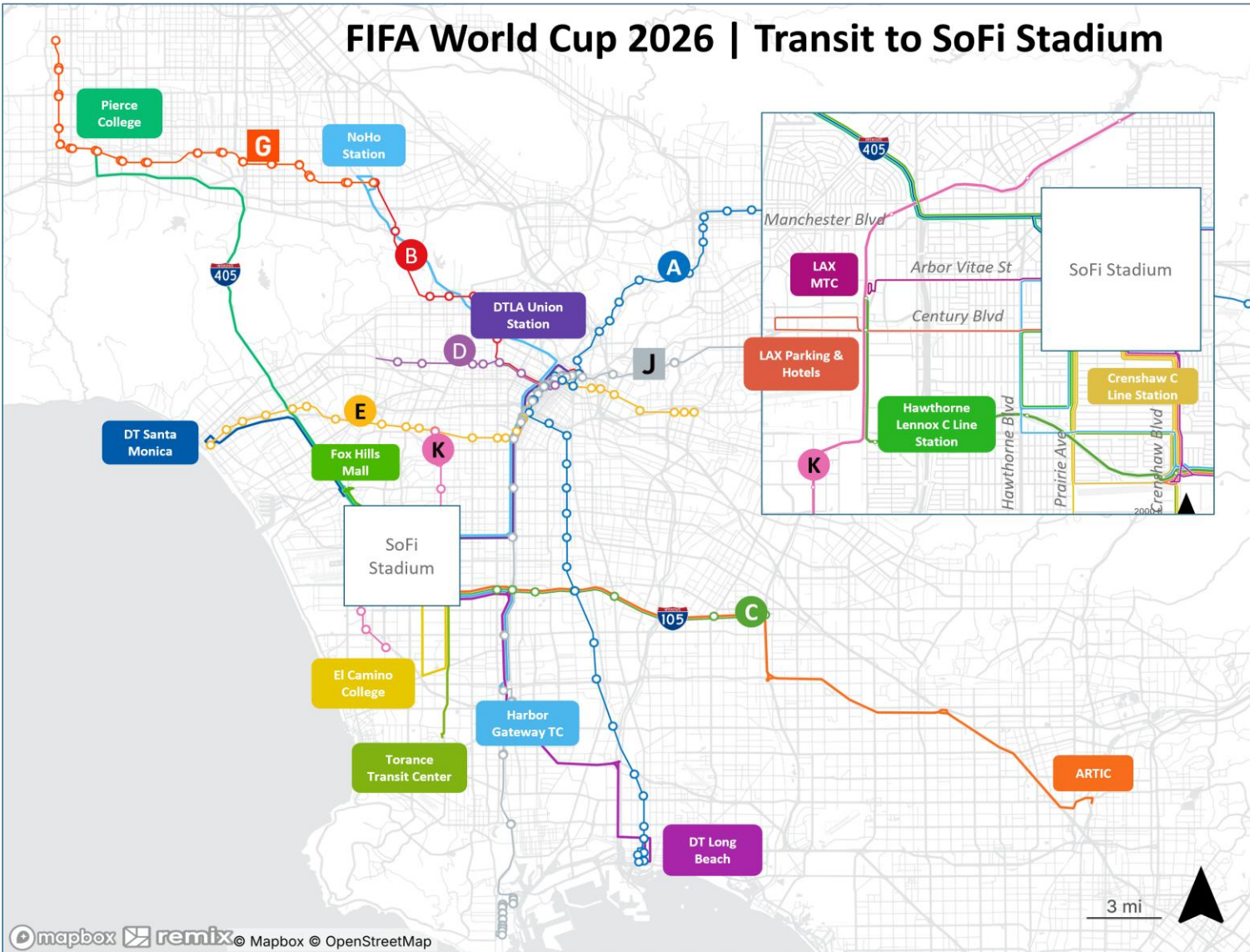
Portfolios and Workstreams

Service	WCGETS Service Planning
	WCGETS Fleet Enhancements
	WCGETS Operations
	Safety & Security
	Speed and Reliability
	Temporary Park & Ride Facilities
Access	Infrastructure
	Customer Info/Signage/Wayfinding
	Accessibility/Universal Mobility
	Marketing/Communications
	Fare Payment/Integrated Ticketing/TAP
	Finance & Budget
Experience	Metro Station Events and Activations
	Metro MVP Program
	Surprise and Delight
	Heat Mitigation

This is a TEAM event



FIFA World Cup 2026 | Transit to SoFi Stadium



- ARTIC - Anaheim
- BBB Downtown Santa Monica
- CCB 99 Fox Hills Mall
- Crenshaw C Line Parking
- DTLA/Union Station
- Downtown-Long Beach
- El Camino College
- GTrans 7X
- Hawthorne/Lennox C Line
- LAX Parking & Hotels
- LAX/Metro Transit Center
- Metro A Line
- Metro B Line
- Metro C Line
- Metro D Line
- Metro E Line
- Metro G Line
- Metro J Line
- Metro K Line
- North Hollywood Station
- Pierce College
- Torrance Transit 10X

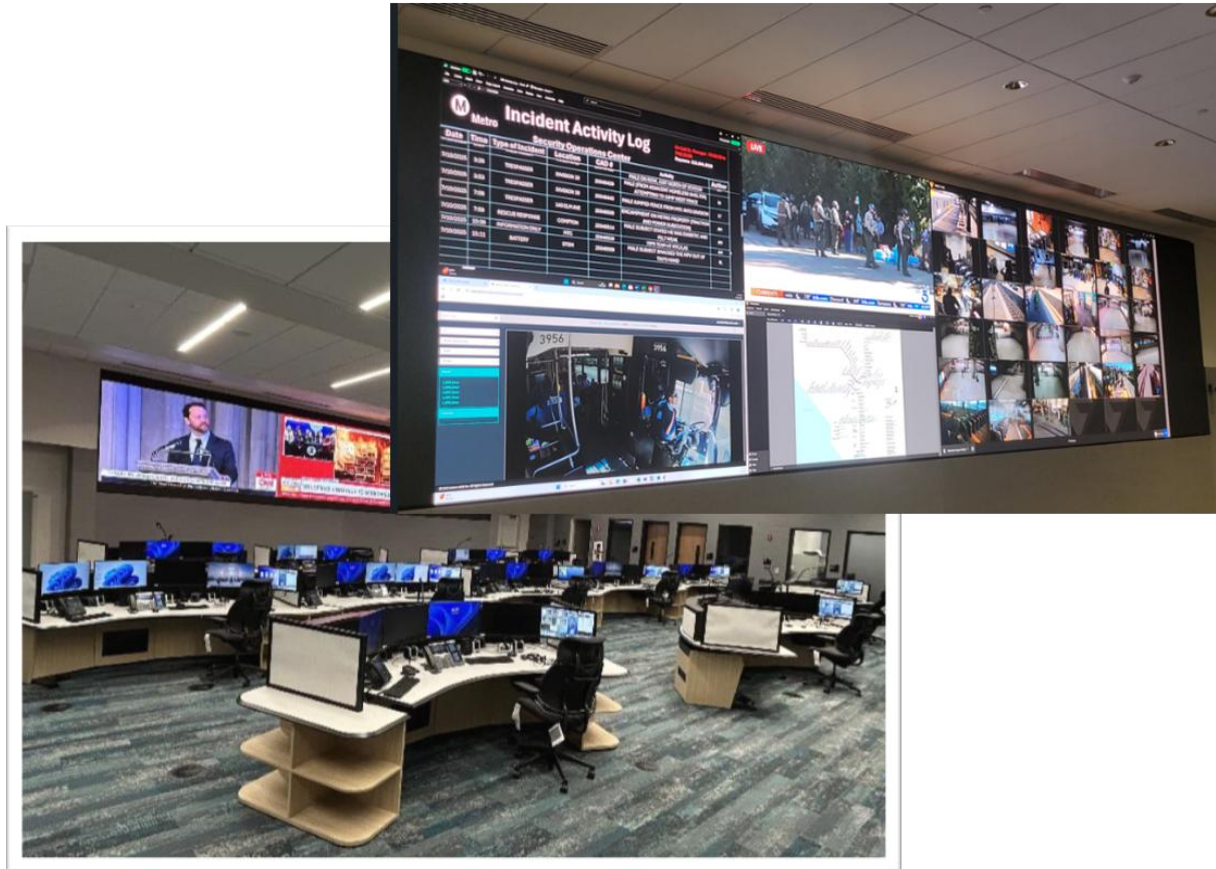


Emergency Security Operations Control (ESOC)



24/7 Unified Command (*First of its kind in the Nation*)

- Metro Security Controllers, Transit Security (Floor Supervisor), LAPD Sgt., LASD Sgt., Contract Security, Ambassador Liaison, Homeless Outreach Liaison



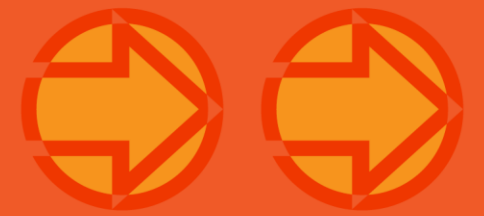
Top 4 Goals to Achieve Proactive Security

- 1 See Everything**
 - Rail Station Cameras, Bus & Rail Yards, Terminals, 100% Bus Fleet Live Stream, (Phase 2 train cars live stream)
- 2 Hear Everything**
 - Utilize Motorola Radio System; monitor 20+ Law Enforcement and Fire Departments; potential to include additional 40 with approvals/agreements
- 3 Track Multi-Layer Field Resources**
 - New Genetec Video Management System – Mobile GPS Application
- 4 Communicate with Multi-Layer Field Resources**
 - Genetec Mobile Application to alert, notify, & provide awareness

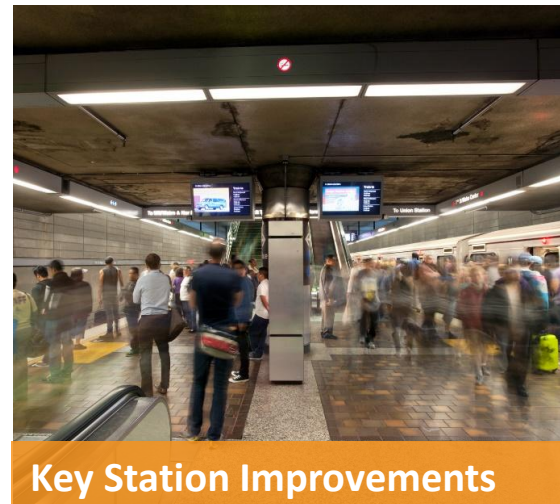
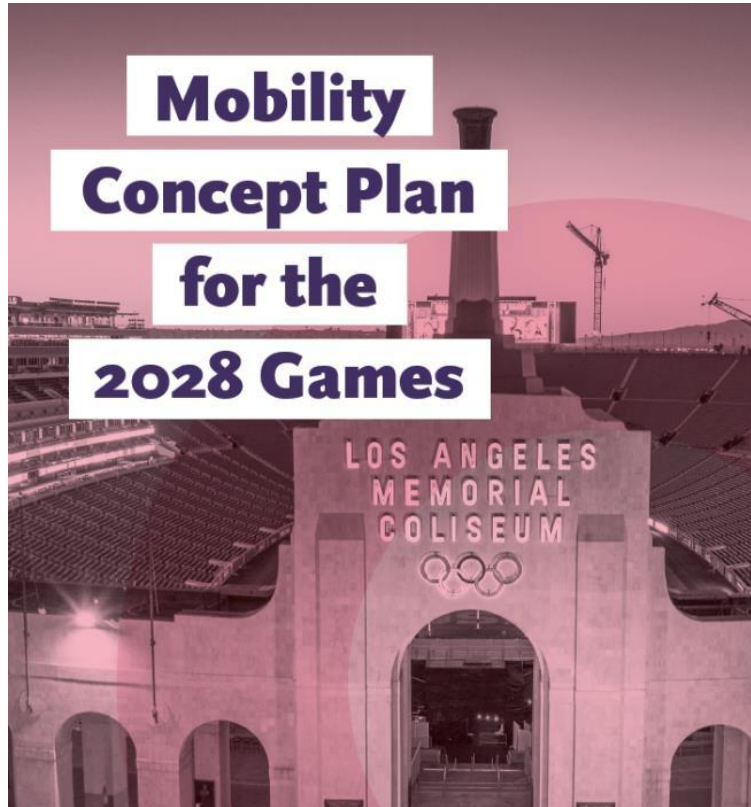


Metro[®]

Consistent look and feel



Lasting Legacy





FIFA World Cup 2026™

Every goal scored. Every cheer echoed.
Every heart touched. Metro connects you
to something extraordinary.



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