

Telling the Public Transit Story: Building Trust with the Community
Los Angeles Metropolitan Transportation Authority

California Transit Association Conference
October 29, 2026

Building trust before the first shovel hits the ground

PLANNING, COMMUNITY OUTREACH AND ENVIRONMENTAL REVIEW

Metro is leading a transportation revolution.

Search by project name, location or phase

Filter by | Project Type | Location | Current phase | Reset

Total: 66 Projects



Active Transportation Strategic Plan

Expands safer walking, biking, and rolling connections to help people reach transit.

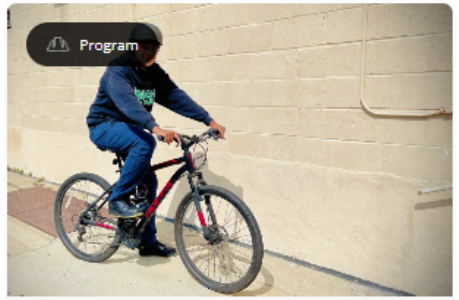
Project Completion: TBA



Ad Hoc Board Composition Committee

Stay up to date on the discussions.

Project Completion: 2027



Adopt-A-Bike Grant Program

Empowering community organizations to redistribute unclaimed bicycles to Angelenos in need.

Project Completion: Ongoing

METRO CONSTRUCTION UPDATE

Community Meeting Recap: D Line Subway Extension Progress

Thank you to everyone who joined the D Line Subway Extension Project construction update meeting on Wednesday, October 14.

KEY HIGHLIGHTS

- **Section 1 (Wilshire/La Cienega):** Opened in May 2026, final construction activities are underway.
- **Section 2 (Beverly Dr and Century City):** Ongoing street restoration and appendage work are currently underway.



Maintaining community confidence during construction

GROUNDBREAKINGS, CONSTRUCTION COMMUNICATIONS AND BUSINESS SUPPORT






Ride the D
Metro









Building cultural relevance through strategic partnerships (Metro Gamechanger Video)

SPORTS, ENTERTAINMENT, CULTURAL INSTITUTIONS AND CORPORATE BRANDS











Creating unexpected, positive customer experiences (Metro World Cup Recap Video)

SURPRISE AND DELIGHT, STATION ACTIVATIONS AND EXPERIENTIAL MARKETING







Delivering tangible improvements that build trust with the community and encourage ridership growth

SAFETY, CLEANLINESS, CUSTOMER CARE AND ACCESSIBILITY

87% of Riders Overall Satisfaction among Bus/Rail Riders

99.99% Incident-Free Trips

(26M passenger boardings)



