



File #: 2021-0005, File Type: Oral Report / Presentation

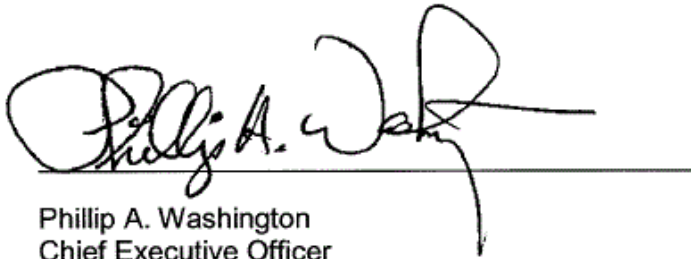
Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 15, 2021**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update.



Phillip A. Washington
Chief Executive Officer

ITEM 24

**COO Oral Report
COVID-19 – Operations Update**

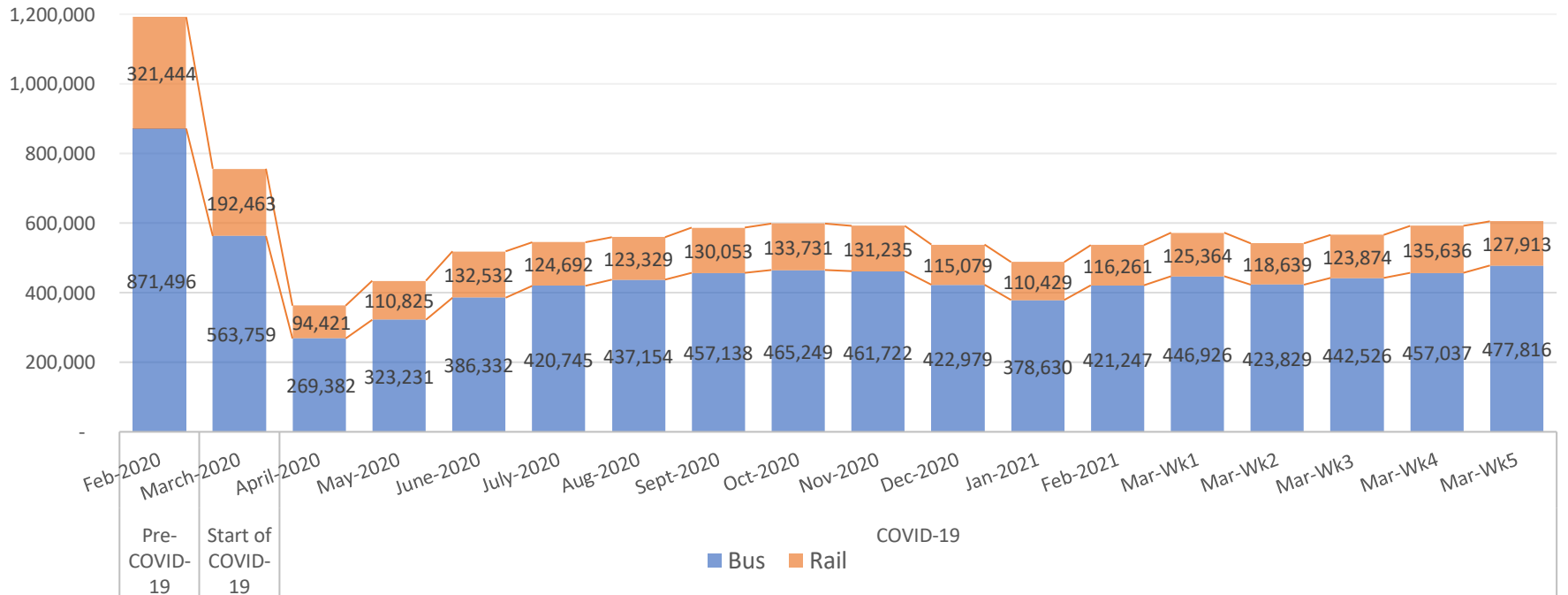


Metro

Operations, Safety & Customer Experience Committee Meeting
April 15, 2021

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Rider-Ship	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar Wk 1 2/28-3/6	Mar Wk 2 3/7-3/13	Mar Wk 3 3/14-3/20	Mar Wk 4 3/21-3/27	Mar Wk 5 3/28-4/3
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	572,290	542,468	566,400	592,673	605,729

Notes

2/26/21 - Safer L.A. Order Issued

3/19/21 - Reopening Safer at Work and in the Community Order Issued

4/12/21 - Additional trips will be added to high demand lines on weekdays, Saturdays and Sundays to accommodate heavier passenger loads

Bus Operator Hiring Initiative

- As of April 12, 2021, 966 bus operator applications received with 506 during the month of March 2021 alone
- We had two classes in March 2021 (3/22 & 3/31) and will have two classes in April 2021 (4/14 & 4/28)
- Two classes will be scheduled every month throughout the summer
- Classes are 5 weeks long (about 60 students per class) and we have hired 146 operators to date
- Additional details about our bus operator recruitment initiative and Service Recovery efforts can be found in Item 26 presented by Conan Cheung



Metro is hiring bus operators.

Metro bus operators are crucial to keeping LA on the move. Get in the driver's seat with us.

We train you how to drive, and you get plenty of experience and opportunities to build a great career in public transit. Metro uses stepped-up safety protocols and personal protective equipment to keep our employees safe.

What you need to qualify:

- > 21+ years of age
- > Good driving record (DMV K-4 printout)
- > California Class C driver's license
- > Six months minimum of customer service experience

Great hourly pay
Start at \$16.90 per hour as a bus operator, with incremental pay rate increases up to \$26.01.

Full benefits
Metro offers medical and dental insurance, plus pension and retirement plans.

Part time
Part time with potential to become full time.

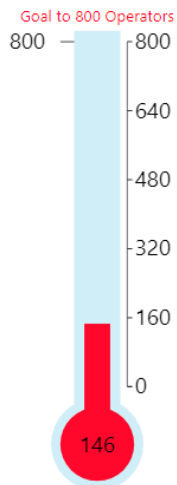
Unionized
Your safety and stability are union-represented.

Room to grow
Opportunities for trainings and to move up in your career.

APPLY NOW AT
metro.net/drivela

M Metro

PHOTO: CHRIS JAMES



Bus Operator Hiring Recruitment (Video)

