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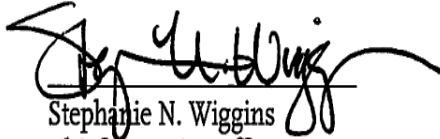
Agenda Number: 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 17, 2021**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update.



Stephanie N. Wiggins
Chief Executive Officer

ITEM 25

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

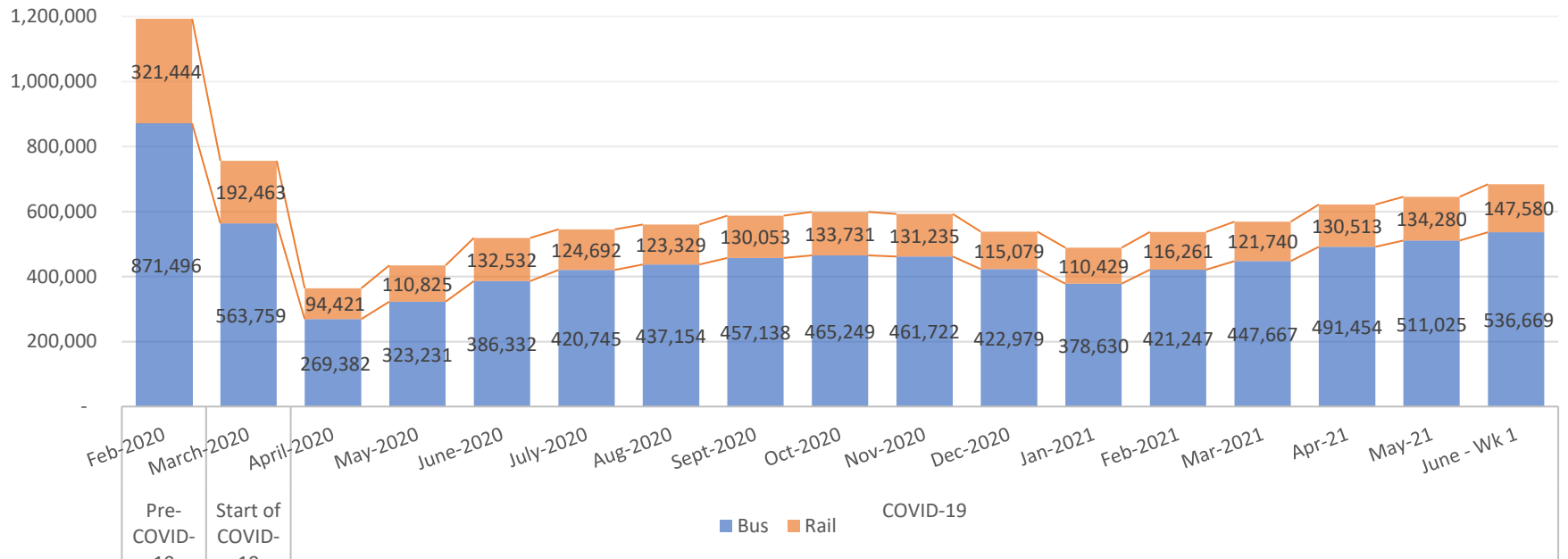


Metro

Operations, Safety & Customer Experience Committee Meeting
June 17, 2021

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	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-21	Apr-21	May-21	June Wk 1 5/9-5/15
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	569,407	621,967	645,305	684,249

Notes

4/12/21 - Extra 47 weekday, 86 Saturday, and 48 Sunday trips added to high demand lines to accommodate heavier passenger loads

6/15/21 - State Reopening

6/27/21 - Bi-Annual Service Changes/NextGen Phase 2 Implementation to 6.5M RSH

Operator Hiring Update

Bus Operator Applications

- 1,693 applications as of June 16, 2021

Bus Operator Hires & Classes

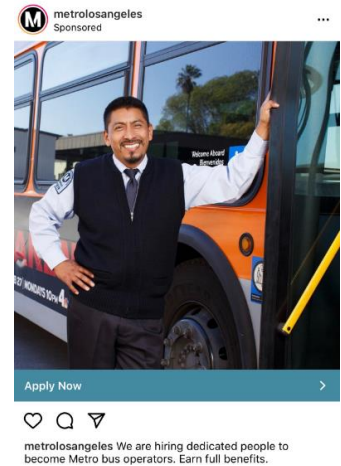
- 344 as of June 16, 2021
- Two bus operator classes in June 2021 (6/8 & 6/22)
- Two classes scheduled every month throughout the summer
- Classes are 5 weeks long (about 60 students per class)

MicroTransit (MT) Operator Hires & Classes

- 45 MT Operators hired to date
- 3 classes scheduled for June 2021 targeting 45 additional MT operators by this summer
- Classes are 4 weeks long (about 15-20 students per class)

Recruitment Tactics Include

- Bus Operator Specific Landing Web page
- Recruitment Flyer
- Social media & source posts and external/internal job posting emails
- Paid Search, social media, Indeed advertising
- Metro-owned Bus and Rail ads including bus/rail car wraps & car cards
- Paid Radio Ads (ESPN, Ellen K Radio Blog & LA Kings Newsletter and Local News Channels)
- Bus Operator Hiring Video



Goal to 800 Operators

