



File #: 2021-0598, File Type: Oral Report / Presentation

Agenda Number: 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 21, 2021**

SUBJECT: ORAL REPORT ON OPERATIONS RIDERSHIP AND HIRING

ACTION: ORAL REPORT

RECOMMENDATION

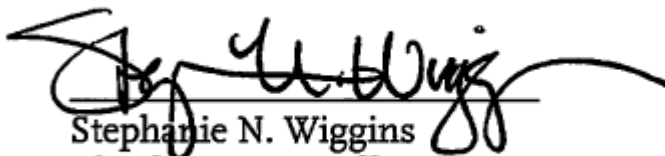
RECEIVE oral report on Operations ridership and hiring.

Equity Platform

Operations will collaborate with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service.

Prepared by: James T. Gallagher, Chief Operations Officer (213) 418-3108

Reviewed by: James T. Gallagher, Chief Operations Officer (213) 418-3108



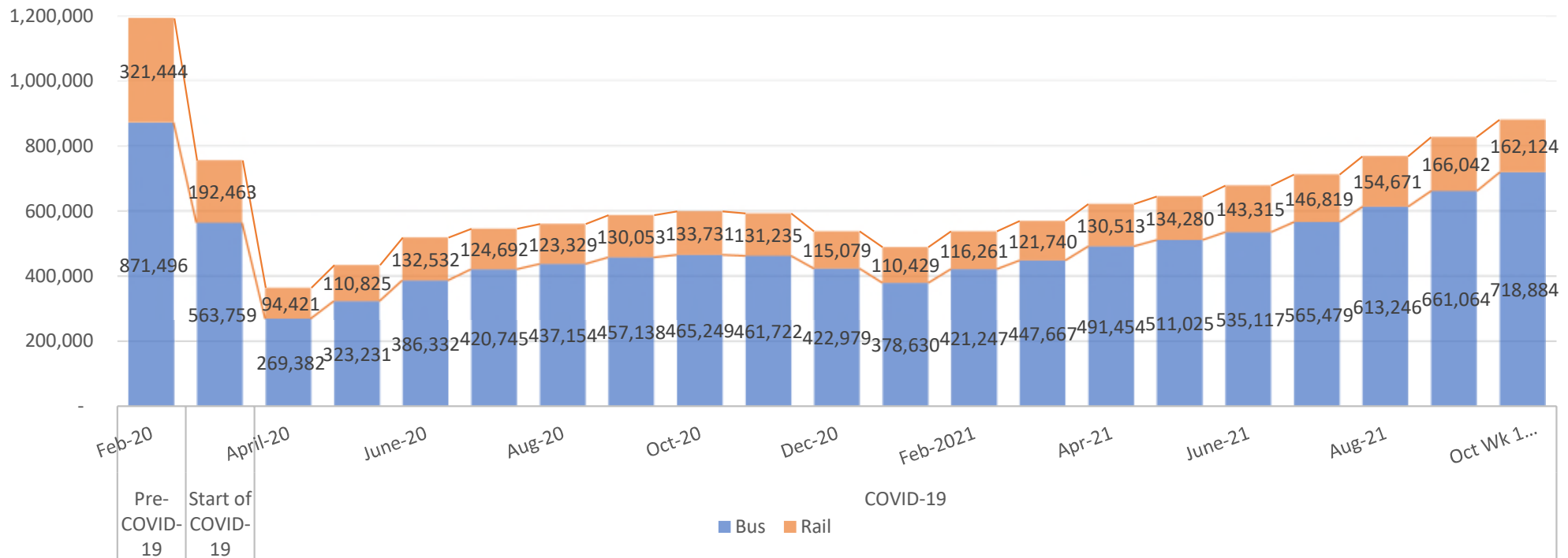
Stephanie N. Wiggins
Chief Executive Officer

ITEM 23

**COO Oral Report
Operations Service Update**

Weekly Ridership Update

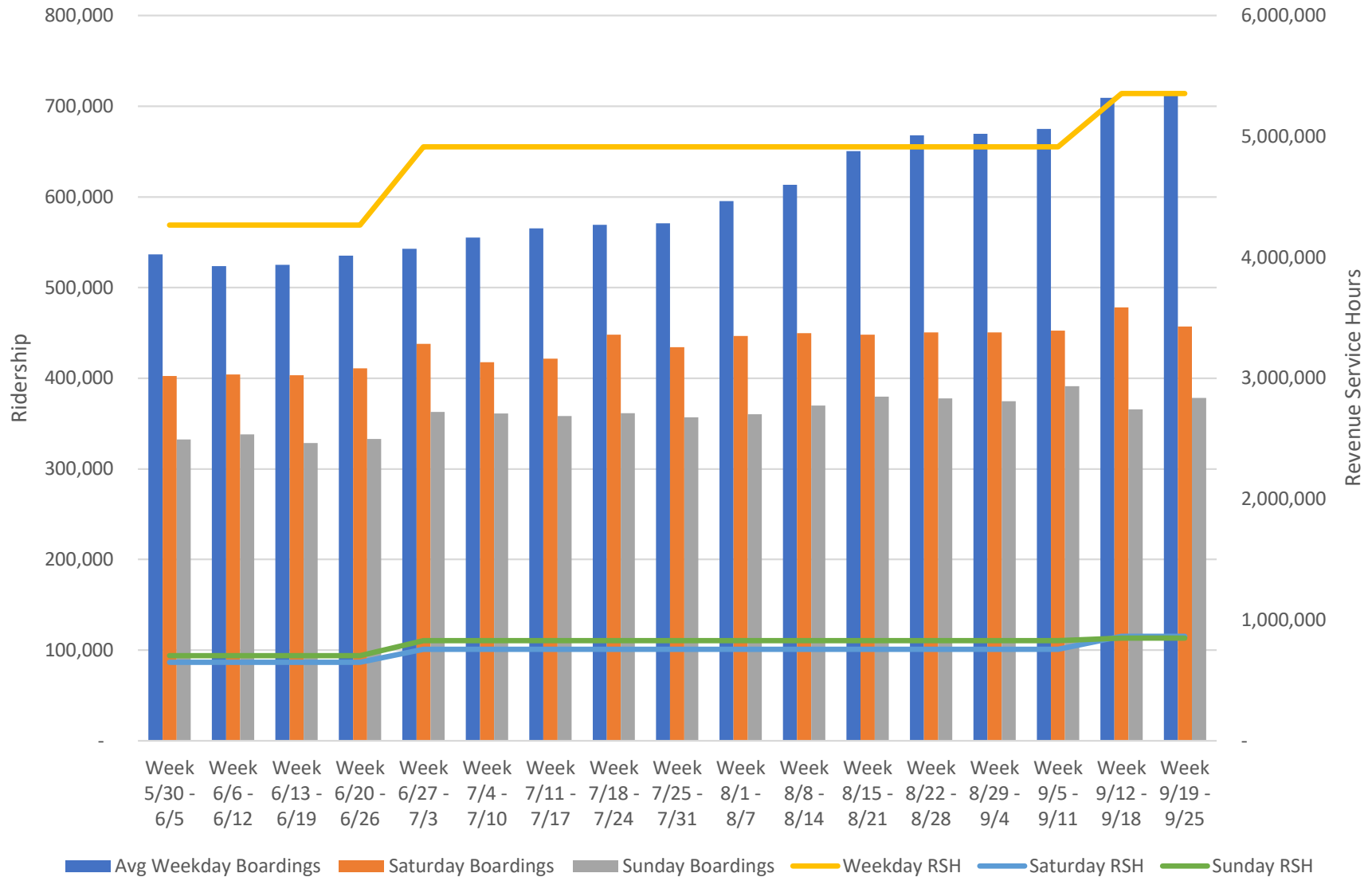
SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



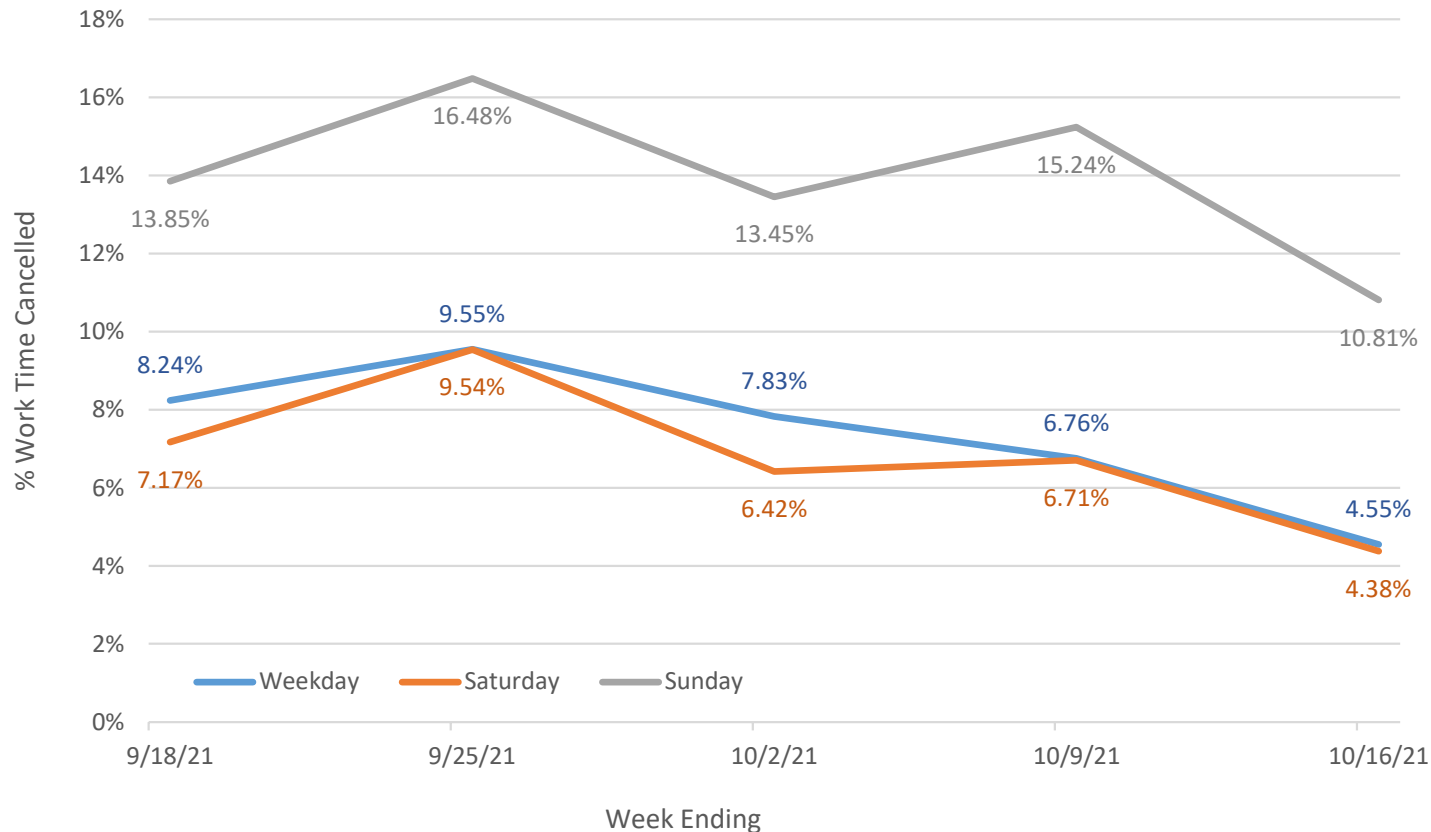
Ridership	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-2021	Oct Wk 1
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	881,008

- September 2021 - Additional 500K to restore 7.0M annual Revenue Service Hours
- Phase III of NextGen Implementation
- Customer service and support, including on street ambassadors, printed timetables and service change notices

Ridership and Service Hours (June - September 2021)



Bus Service Cancellation Update



- Pre-pandemic bus service cancellations averaged at about 1-2%
- Sunday 10/14/21 cancellation trended down to 9.23%
- Mitigations for Sunday cancellations:
 - Reduce COVID related quarantine time to OSHA standards
 - Right size construction related weekend bus bridges for Crenshaw/LAX and Regional Connector
 - Develop operator recognition, appreciation and employee engagement programs
 - Developed real time cancellation alerts to public

Operator Hiring Update

Bus Operators

- 2,937 applications received to date
- 531 hires to date
- Two classes in October 2021 (10/12 & 10/26)
- Classes are 9 weeks long

MicroTransit Operators

- 1,128 applications received to date
- 146 hires to date (target: 147 operators)
- Recruitment closed on 9/17/21
- One class scheduled in October 2021 (10/25)
- Classes are 3 weeks long



Industry Wide Workforce Challenges

Update

- **The Transportation Industry is experiencing nation wide challenges on retention of bus operators**
- **A recent survey of over 50 agencies revealed that 22 are experiencing a 10%-30% shortage**



Incentive Efforts & Next Steps

Tactics

- Operator referral program (\$500)
- Operator sign-on bonus program (\$1,000)
- 653 applications received since the incentive program launched
- Continuation of media buy
- Bus/rail king ads and wraps, banners at Divisions and locations, and decal installation on non-revenue vehicles

Next Steps

- Metro will continue to proactively focus efforts and resources to continue to attract, recruit, hire and train applicants to deliver planned service to our customers




WANT TO EARN \$500?


Refer friends, family and community members to work for Metro! If you know someone who would be fit for a job here, send them our way and earn \$500 per referral.




Scan the QR code or visit metro.net/referral for the guidelines and FAQs on this program.




Great hourly pay
Start at \$17.75 per hour as a bus operator, with incremental pay rate increases up to \$27.31.




Full benefits
Metro offers medical and dental insurance, plus retirement plan options.



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.