



Board Report

File #: 2021-0639, **File Type:** Oral Report / Presentation

Agenda Number: 21.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 18, 2021**

SUBJECT: ORAL REPORT ON OPERATIONS RIDERSHIP AND HIRING

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: Diane Corral-Lopez, Executive Officer, Operations Administration, (213) 922-7676

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424

Stephanie N. Wiggins
Chief Executive Officer

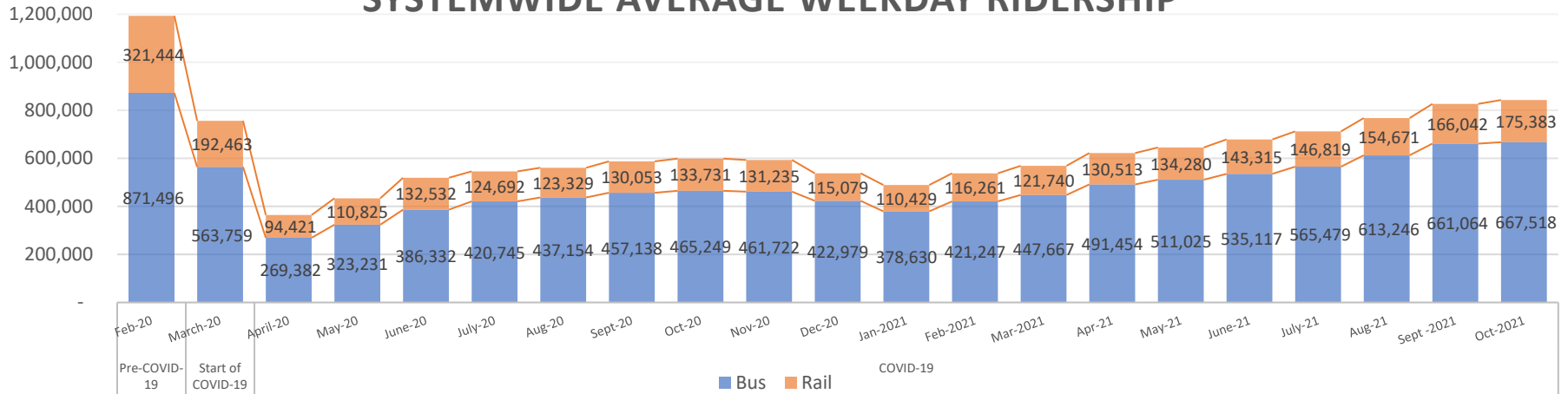
The signature is a stylized, handwritten cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a standard sans-serif font.

ITEM 21

**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	Sep-21	Oct-21
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	842,901

Ridership Analysis Relative to Equity Focused Communities

- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76% in Sept 2021 (bus stop data available month to month)
- **Rail:** Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

Service Update

Dec 2021 Service Changes



Reallocate Duplicate Service

- Reduce duplication between Lines 51 (7th St), 230 (Sylmar) and new DASH lines
- Eliminate duplication of Lines 78 (Las Tunas), 79 (new Line 179 Huntington) into DT LA
- Line 256 (Eastern) south of CSULA becomes Commerce 200
- Savings reinvested in extra service where loads dictate



Restructuring

- Lines 2 (Sunset)/200 (Alvarado) merged as one line, with modified 217 OWL
- Line 260 (Atlantic Bl) restructure to improve frequency and reliability, with new 660 shuttle Pasadena - Altadena
- Line 53 (Central Av) rerouted via Willowbrook Rosa/Parks Stn



Speed/Access and Rail

- Stop consolidation on Lines 33, 81, 180, 206, and 217 to better balance speed and access
- Light Rail frequency improved 10 to 8 min.

Operator Hiring Update

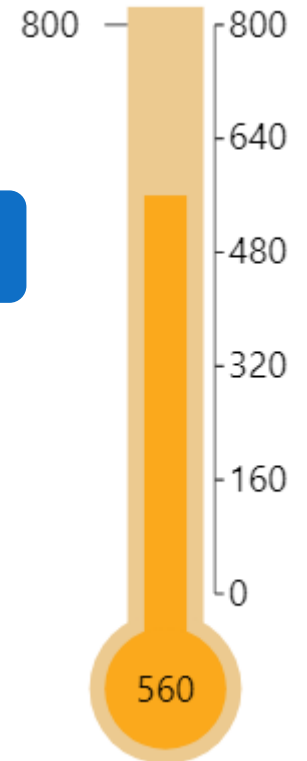
Bus Operators

- 3,172 applications received to date
- 560 hires to date
- Two classes in November 2021 (11/9 & 11/30)
- Classes are nine weeks long (goal of 65 students per class)

MicroTransit Operators

- 1,129 applications received to date
- 157 hires to date (target: 157 operators)
- Recruitment closed on November 2021 (11/15)
- Classes are three weeks long

Goal to 800 Operators



Hiring Efforts, Customer Communication & Next Steps

Hiring

- Continue bus operator referral/sign-on bonus programs
- Continue paid media buy to boost applications
- Continuation of media buy and internal advertising
- Human Capital Development will hold a Bus Operator recruitment event at Operation Central Instruction (OCI) in Downtown Los Angeles on Saturday, December 11, 2021, from 8:00 am -1:00 pm

Customer Communication

- Continue to develop and improve our real-time cancellation alerts to the public
 - ✓ Including use of Metro Service Alerts, Twitter alerts, in-person and station announcements
 - ✓ Updates every 30-minutes regarding cancellations by bus line
 - ✓ Working with our real time arrival contractor, Swiftly, on incorporating real time cancellations into real time predictions by early January 2022

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.