



Board Report

File #: 2022-0301, **File Type:** Oral Report / Presentation

Agenda Number: 28.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 16, 2022**

SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE

RECOMMENDATION

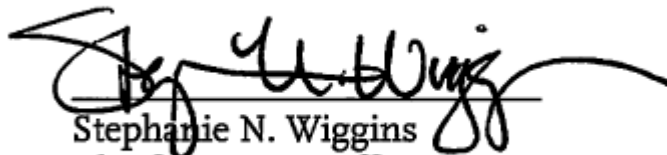
RECEIVE oral report on Operations ridership, hiring, and service restoration update.

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

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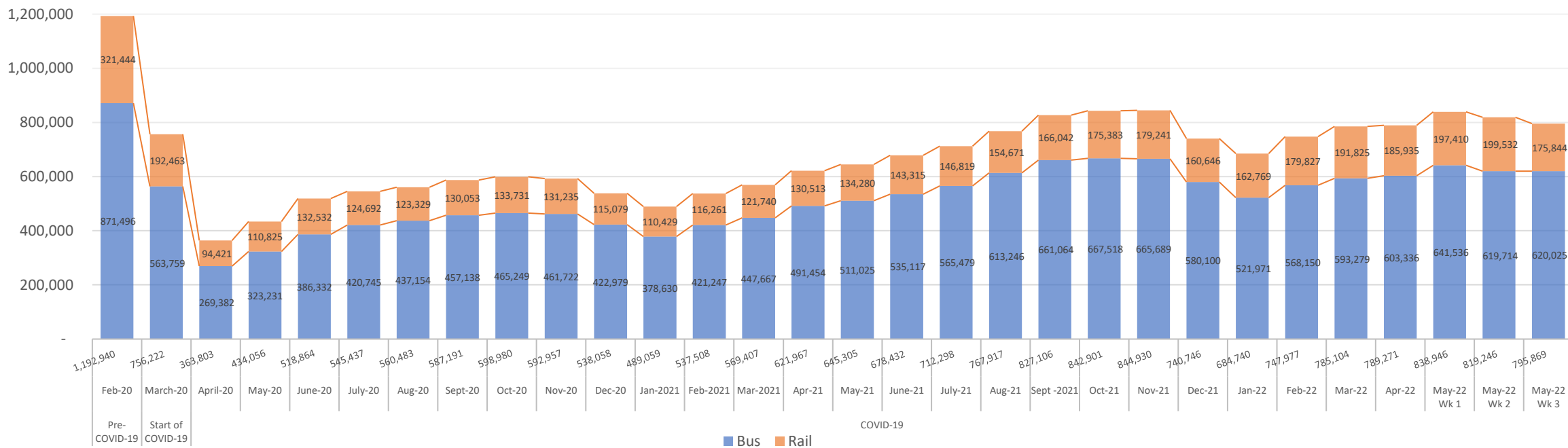
Stephanie N. Wiggins
Chief Executive Officer

COO Oral Report Operations Ridership and Service Restoration Update



Metro Bus Service Levels

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19	Start of COVID-19	COVID-19																											
	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	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 Wk 1	May-22 Wk 2	May-22 Wk 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	569,407	621,967	645,305	678,432	712,298	767,917	827,106	842,901	844,930	740,746	684,740	747,977	785,104	789,271	838,946	819,246	795,869

Ridership Analysis Relative to Equity Focused Communities

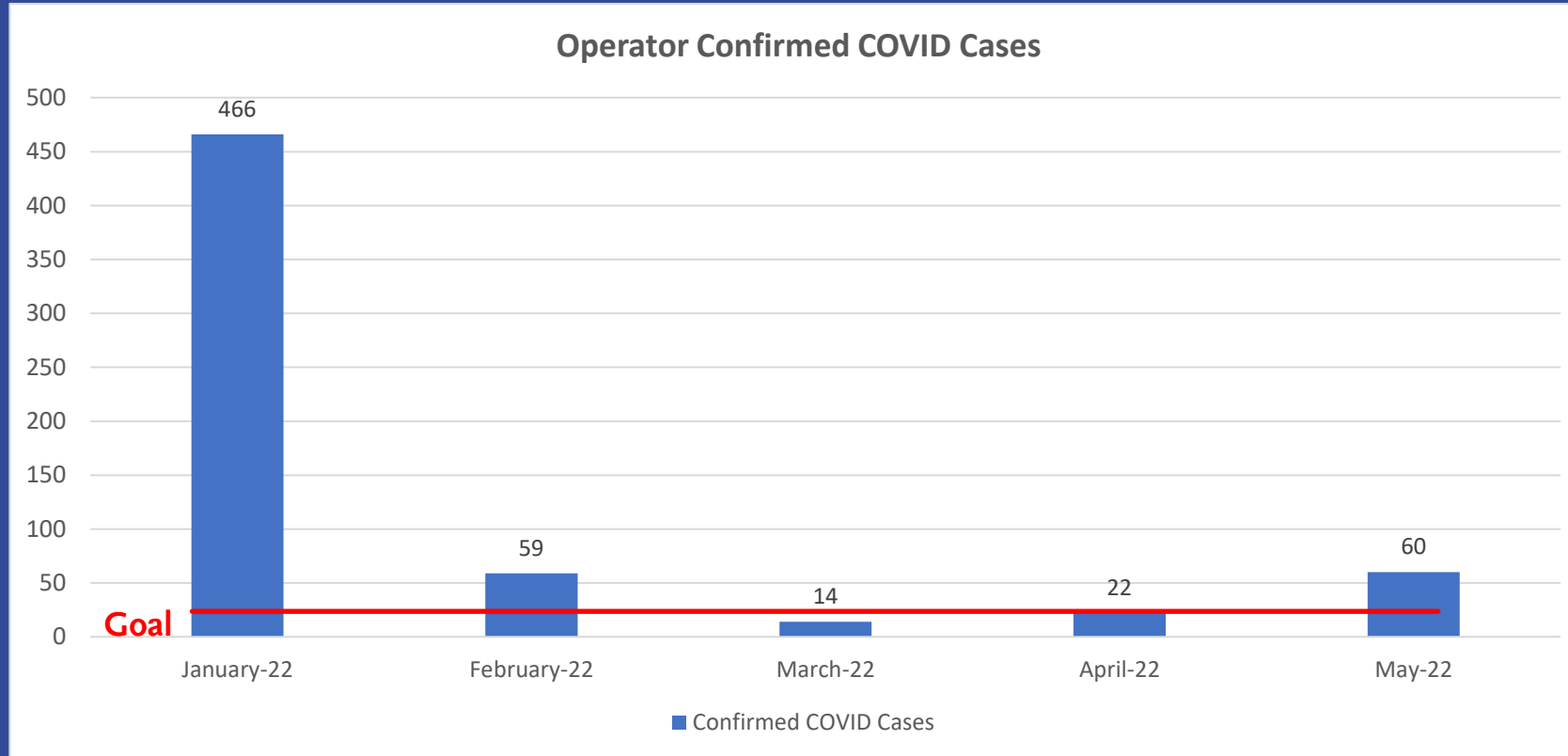
- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.2% in March 2022 (bus stop data available month to month)
- Rail: Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

Status of Conditions for Service Restoration

The following is an update on the four criteria monitored for full-service restoration:

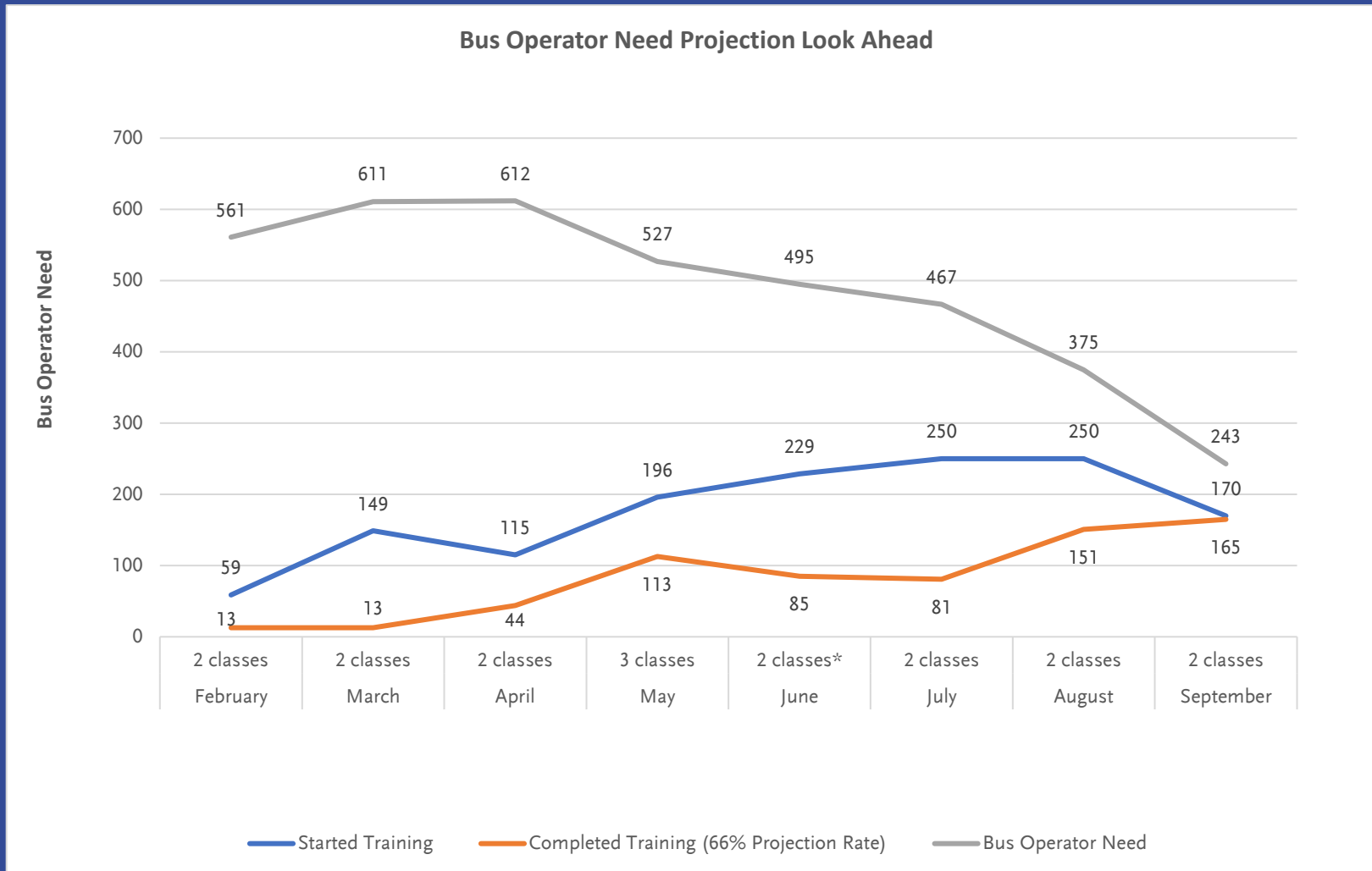
1. Operator COVID Status
2. Operator Staffing Level
3. Minimized Cancelled Service
4. Minimized Ordered Call Backs (OCBs)

Operator COVID Status



- Goal: no more than 30 new COVID cases per month for operators
- May 2022 total: 60 operator cases

Operator Staffing Level



- Bus Operator training classes are 8 weeks in duration, with 66% completion rate
 - Example: Class starts on 3/8 and training is completed on 5/3
- In March 2022, Metro increased bus operator class sizes to 85
- **On June 13, 2022, Metro will further increase bus operator class sizes to 125 students per class**
- Larger class sizes will result in more available active Operators by mid-August 2022
- Hiring events and operator retention efforts continue to reduce vacancies, however active bus operators are ready for service until after 2-3 months of hiring given 8-week training requirements
- As of 5/29/22, there are 250 students in training

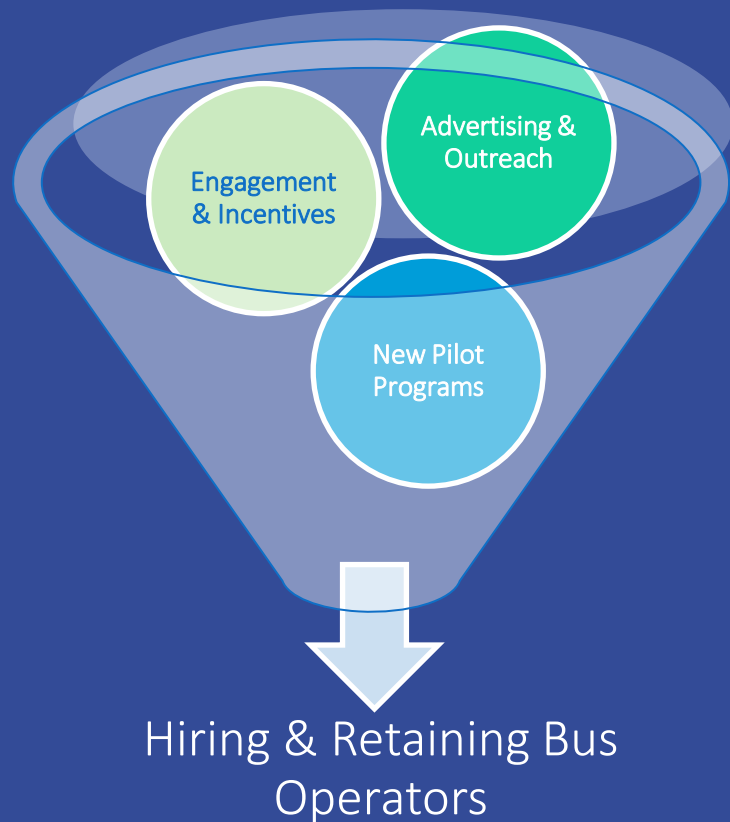
Recruitment Efforts- New Streamed Lined Process

Recruitment Status – May 1 – 29:

- 360 - New Applicants received and are in the selection process
- 150 - Candidates accepted conditional offers
- 125 - Candidates ready to begin training
- 250 - Employees in training



Operator Hiring & Recruitment Efforts



➤ **Implemented:**

- Held a Bus Operator Hiring Event on May 21, 2022, which yielded 159 conditional offers
- Implementing Spark Hire, an automatic interviewing platform in an effort to streamline the Bus Operator interview process and will begin the roll-out in July 2022

➤ **Continue employee engagement, incentive, and hiring programs**

- Weekend Rewards
- New Hire Sign-On Bonus
- Employee Referral Program
- Booth at LA County Fair on May 14-15, 2022
- In-Person Hiring Event – Scheduled for June 25, 2022, at OCI.

Bus Operator Separations During Training

	FY19	FY20	FY21
Total Separations	685	629	504

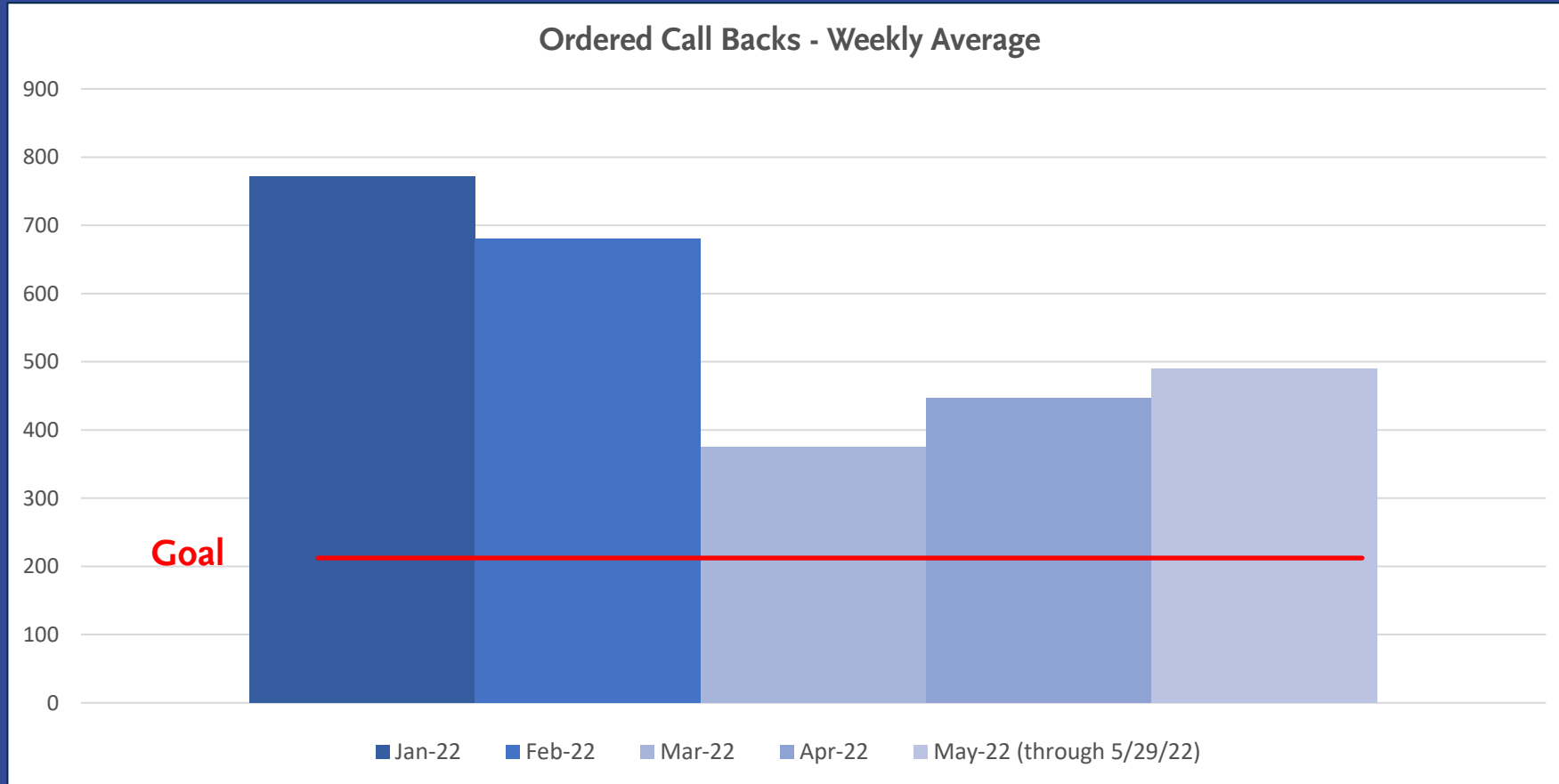
Separated During Training	256	239	101
% of all Separations	37.4%	38.0%	20.0%

	FY22											FY22 YTD
	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 22	Feb 22	Mar 22	Apr 22	May 22	
Total Separations	85	49	80	72	60	49	54	56	79	56	41	681

Separated During Training	26	10	8	15	6	2	8	13	22	28	15	153
% of all Separations	30.6%	20.4%	10.0%	20.8%	10.0%	4.1%	14.8%	23.2%	27.8%	50.0%	36.6%	22.5%

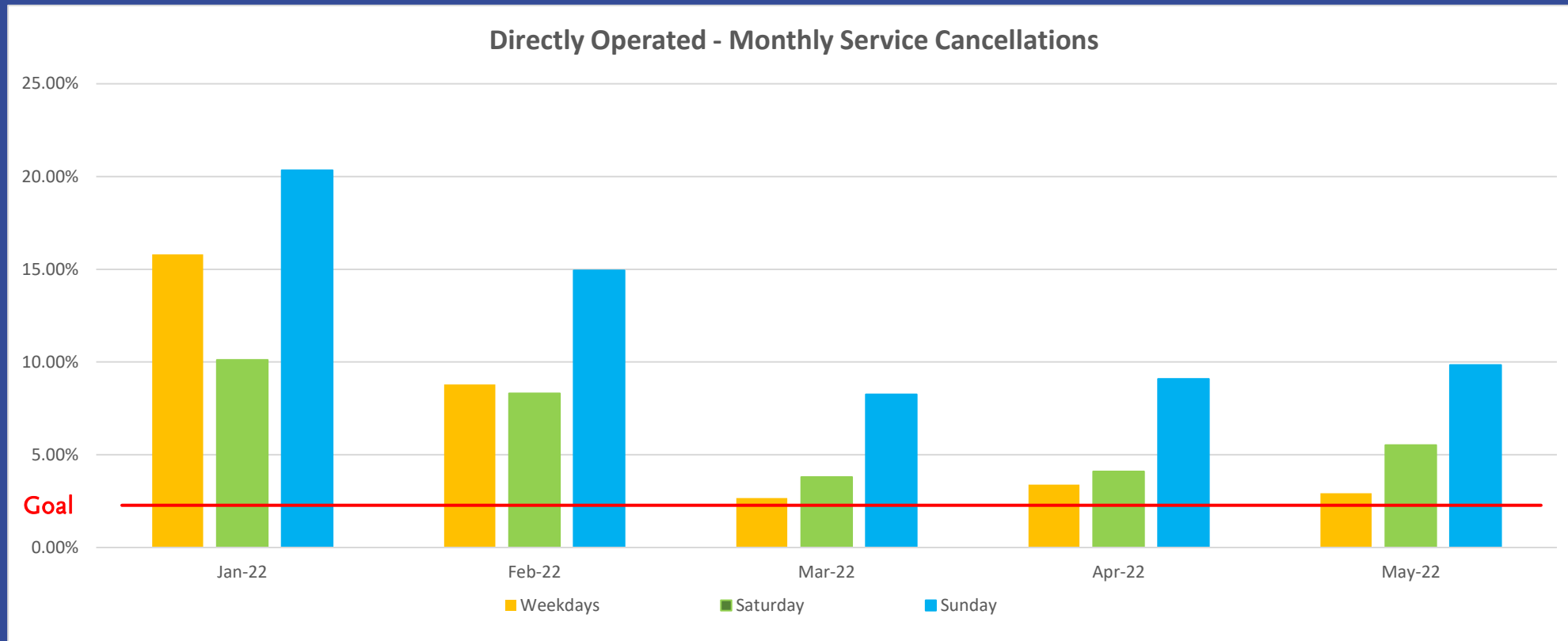
- As of May 2022 YTD, Bus Operators Separated During Training is at 22.5%, slightly higher than FY21.

Ordered Call Backs



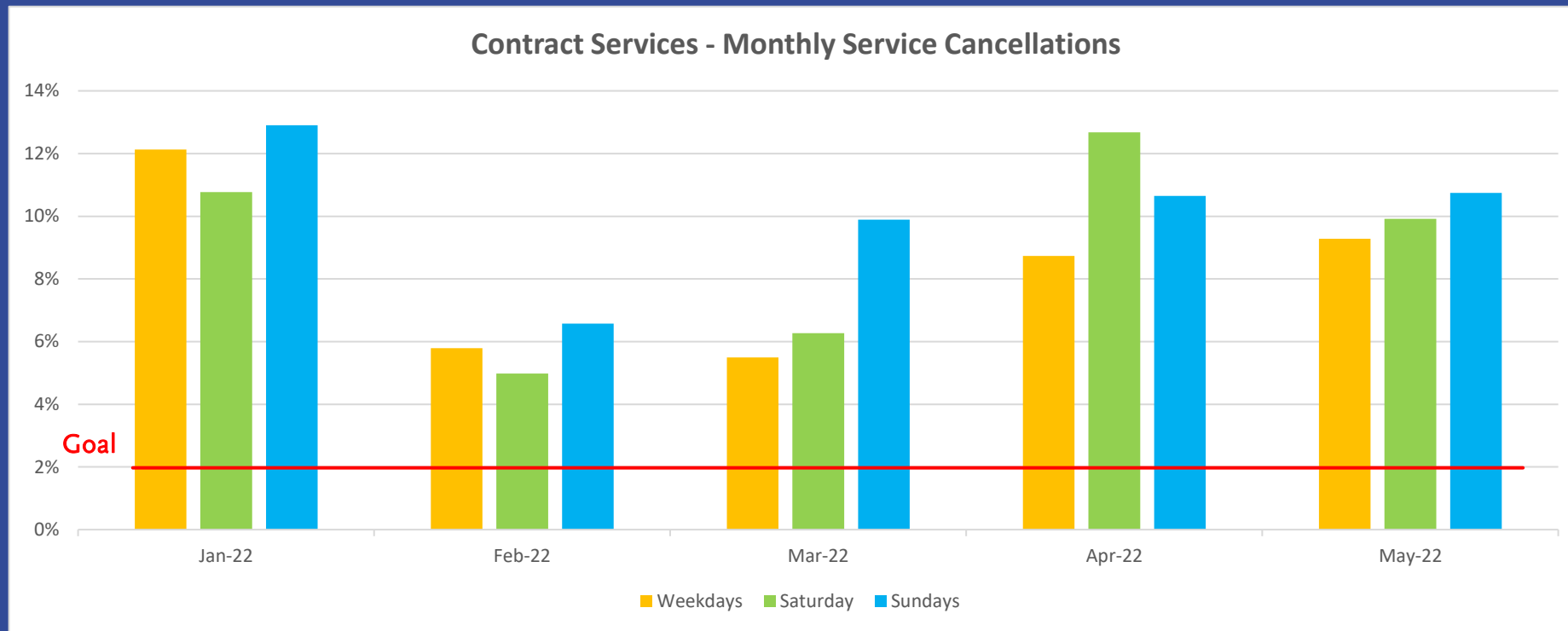
- **Goal: No more than 200 mandatory (ordered) call backs per week systemwide**
- **February 2022 ordered call back average: 681**
- **Ordered call backs for week ending 5/29: 490**

Cancelled Service (Directly Operated)



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **Week ending 5/29/22 averages:**
 - **2.17% Weekday (compared to 15.81% in January 2022)**
 - **3.61% Saturday (compared to 10.11% in January 2022)**
 - **7.67% Sunday (compared to 20.31% in January 2022)**
- **January 2022 “No Show” Complaints: 454**
- **May 2022 “No Show” Complaints: 94**

Cancelled Service (Contract Services)



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **Week ending 5/28/22 averages:**
 - **9.00% Weekday (compared to 10.00% in January 2022)**
 - **10.00% Saturday (compared to 10.00% in January 2022)**
 - **11.00% Sunday (compared to 13.00% in January 2022)**

Directly Operated Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 5/31/22)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service change	% Cancelled Trips before 2/20 Service change	% within EFC*	Area
20	Wilshire	1	8.80%	19.80%	35.00%	Downtown - Santa Monica
18	Whittier & 6th St	1	8.60%	21.20%	85.00%	East LA-West LA
53	Central Av	1	7.20%	25.10%	72.00%	South LA- Downtown
240	Reseda	1	6.90%	25.30%	13.00%	San Fernando
66	8th St	1	6.80%	16.40%	87.00%	East LA- Downtown- Wilshire
45	Broadway	1	6.30%	20.70%	98.00%	South LA-Downtown- Lincoln Heights
210	Crenshaw	1	6.10%	26.30%	63.00%	Hollywood-South LA
2	Sunset	1	5.90%	19.30%	56.00%	Downtown - Westwood
204	Vermont	1	5.70%	19.10%	100.00%	Hollywood-South LA
14	Beverly-Adams	2	5.60%	16.20%	70.00%	West LA- Downtown
111	Florence	1	5.30%	17.00%	69.00%	South Bay - Downtown
28	Olympic	1	5.10%	13.70%	44.00%	West LA- Downtown
60	Long Beach	1	5.10%	15.80%	71.00%	South LA-Downtown
115	Manchester	1	5.10%	16.70%	48.00%	South Bay -Gateway
16	3rd St	1	5.10%	18.00%	48.00%	Downtown - West Hollywood



Contract Services Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 5/28/22)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service Change	% Cancelled Trips before 2/20 Service Change	% within EFC	Area
232	Sepulveda Bl - Pacific Coast Hwy	3	15.72%	16.20%	29.00%	LAX - Long Beach
603	San Fernando Rd - Rampart St - Hoover St	2	11.05%	5.64%	73.00%	Glendale - Downtown LA
205	Wilmington Av - Vermont Av	3	9.89%	10.26%	29.00%	Willowbrook - San Pedro
266	Rosemead Bl	3	9.32%	15.23%	30.00%	Sierra Madre - Lakewood
125	Rosecrans Av	3	8.78%	10.91%	42.00%	El Segundo - Norwalk
177	JPL	4	6.90%	5.04%	15.00%	Pasadena
605	LAC + USC Med Center Outpatient Shuttle	2	5.88%	5.50%	100.00%	Los Angeles - Boyle Heights
577	I-605 Freeway	4	5.21%	6.81%	14.00%	El Monte - Long Beach
256	Eastern Av - Av 64 - Washington Bl	4	5.08%	7.54%	35.00%	Commerce - Sierra Madre

*Equity Focused Communities

Actions to Reduce Cancellations

- Continue to utilize various recruitment methods and partnerships to increase Contract Services Bus Operator new hires, retention, and call off rates
- As part of the June 2022 Service Change, adjusted service on Lines 125, 177, 232, 501, 577, 603, 605
- Transfer of Line 130 to Long Beach Transit (becomes Line 141)

Cancelled Service by Division (Since 2/20/22 Service Change)

Directly Operated Divisions	EFC* (Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019 - Feb 19, 2022
1 - Downtown LA	Y	168,444	12,415	7%	15%
2 – Downtown LA	Y	170,849	6,840	4%	12%
3 – Cypress Park	Y	151,706	3,460	2%	12%
5 – South LA	Y	155,975	4,074	3%	17%
7 – West Hollywood	N	202,441	10,616	5%	13%
8 – Chatsworth	N	173,050	4,809	3%	15%
9 – El Monte	Y	164,642	2212.8	1%	9%
13 – Downtown LA	N	162,316	7,970	5%	14%
15 – Sun Valley	Y	207,460	3348.7	2%	8%
18 – South Bay	N	234,569	12,042	5%	17%
Total		1,791,451	67,787	4%	13%

Contract Services Divisions	EFC*(Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019 - Feb19, 2022
95 - Southland	N	34,761	2,540	7%	11%
97 - MV	N	53,232	5,632	11%	7%
98 - Transdev	N	45,877	3,364	7%	9%
Total		133,870	11,536	9%	7%



Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS February 2022	STATUS May 2022	
Operator COVID Cases	30 or less per month	Nov 2021	459 Jan 2022 (month)	60 May 2022 (month)	
Operator Staffing Level	Bus: 3,667 Rail: 326 Total: 4,003	Pre-Covid	Bus: 3,095 Rail: 310 Total: 3,405	Bus: 3,114* Rail: 307 Total: 3,421	
Cancelled Service	2.00% or less per day	May 2021	11.00% weekday 8.00% Sat 20.00% Sun	2.17% weekday 3.61% Sat 7.67% Sun	
Ordered Call Backs	200 or less per week	Dec 2020	766 (per week in Jan 2022)	490	

* Operator staffing level does not represent candidates yielded from the April/May 2022 hiring events as they must successfully complete a two-month training and are currently not counted in active operator counts

Next Steps

- Continue all preparation and outreach activities for upcoming June 26, 2022 service changes, prioritizing service equity, customer experience and valuing of employees, inclusive of:
 - ✓ Focusing on matching schedules with increased traffic
 - ✓ Reducing longest assignments
 - ✓ Building back 1/3 of the reduction to match forecasted staffing levels and minimize increases in cancellations and OCBs
- Continue achievement of conditions for full-service restoration plan which balances service quality with valuing our employees

