



Board Report

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Agenda Number: 38.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 18, 2022**

SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE

RECOMMENDATION

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

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: Nancy Saravia, Director Finance and Admin Management Services, Operations Administration, (213) 922-1217

Reviewed by: Conan Cheung, Chief Operations Officer
(213) 418-3034

Stephanie N. Wiggins
Chief Executive Officer

The signature is a stylized, 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 black, sans-serif font.

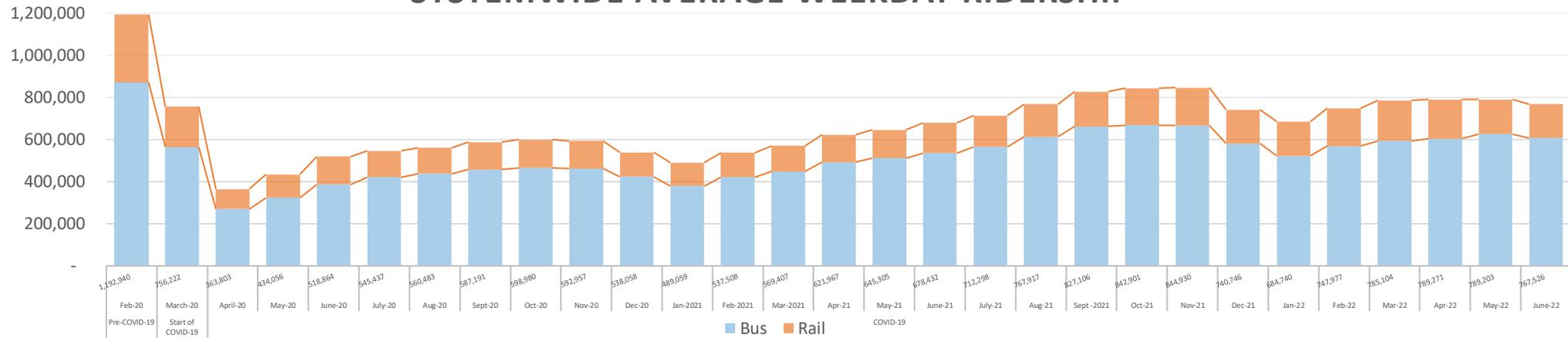
COO Oral Report Operations Ridership and Service Restoration Update



Status of Conditions for Service Restoration and Metro Bus Service Levels

	GOAL	STATUS February 2022	STATUS June 2022	● ● ●
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	104 June 2022 (month)	●
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 3,107* / Rail: 322 Total: 3,429	●
Cancelled Service	2.00% or less per day	Weekday: 11% / Sat: 8% / Sun 20%	Weekday: 2.6% / Sat: 3.9% / Sun: 8.8%	●
Ordered Call Backs	200 or less per week	766 (per week in Jan 2022)	499	●

SYSTEMWIDE AVERAGE WEEKDAY 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	June-22
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	789,203	767,526

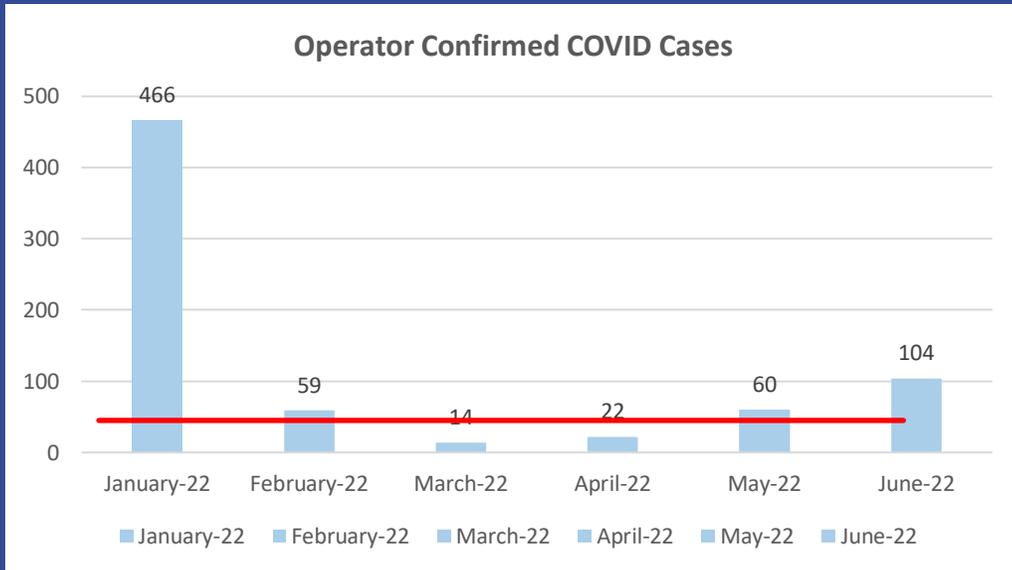


Metro

Ridership Analysis Relative to Equity Focused Communities (EFC analysis will switch to 2022 EFC map for Sept Oral Report):

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.3% in May 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)

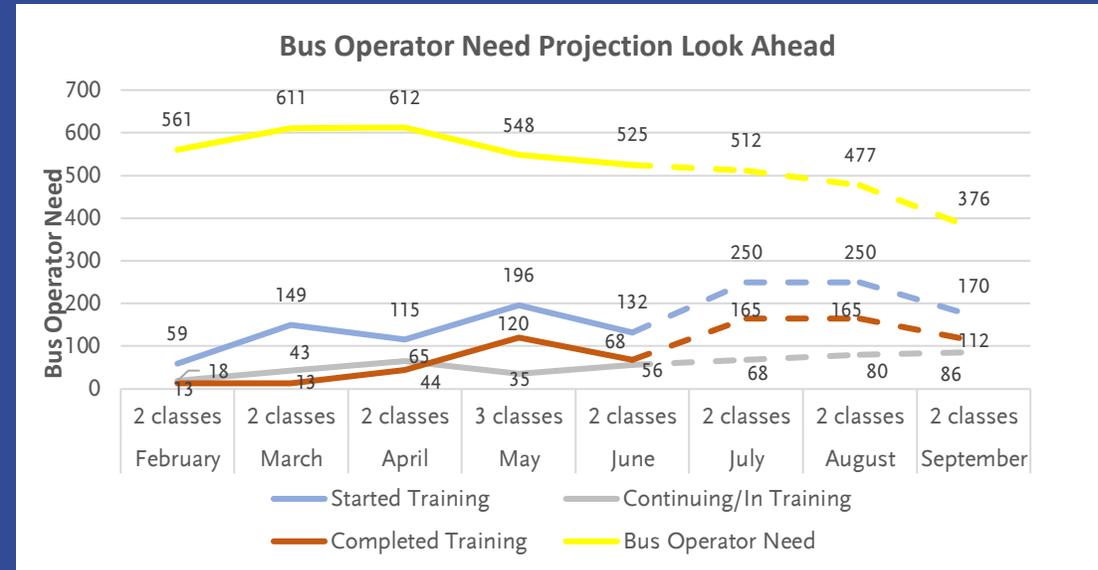
Operator COVID Status



Goal

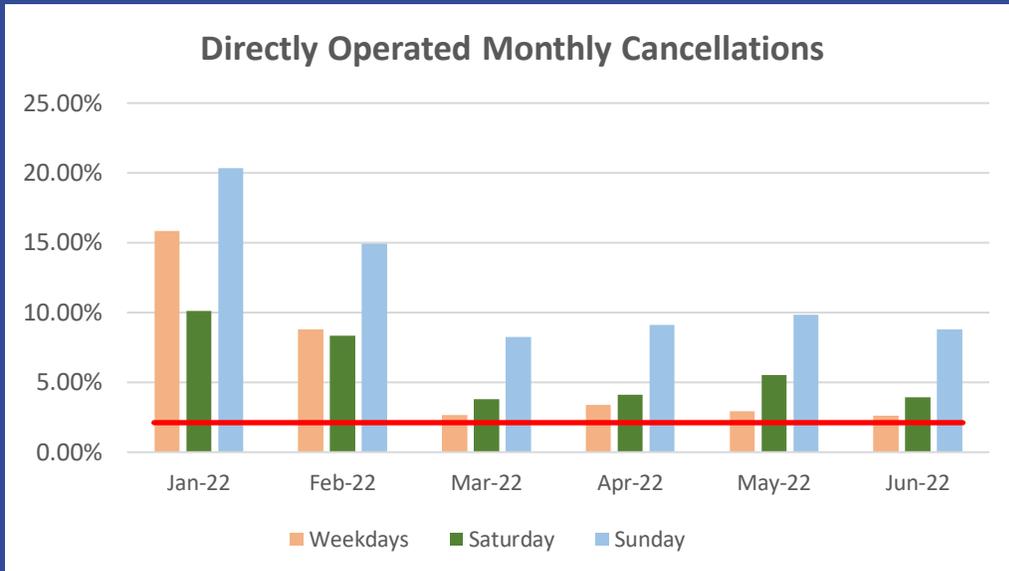
- Goal: no more than 30 new COVID cases per month for operators
- June 2022 total: 104 operator cases

Operator Staffing Levels



- Bus Operator 8-week training classes are at 66% completion rate
- As of June 2022, there were 188 employees in training (132 started and 56 continuing in training) and another 68 completed training

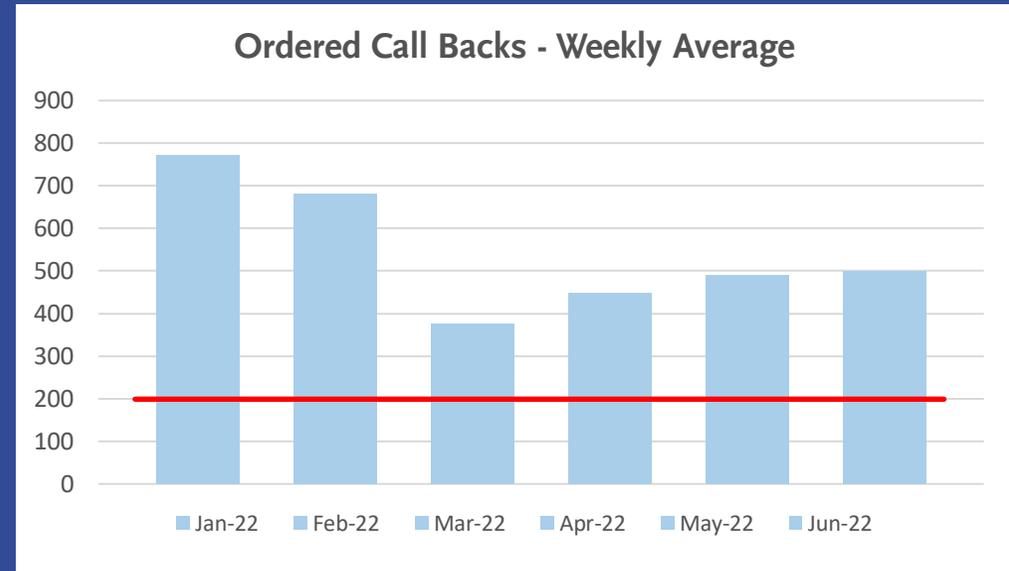
Cancelled Service



Goal

- Goal: No more than 2.00% systemwide bus service cancellations
- June averages:
 - 2.6% Weekday (compared to 10.00% in January 2022)
 - 3.9% Saturday (compared to 10.00% in January 2022)
 - 8.8% Sunday (compared to 13.00% in January 2022)

Ordered Callbacks



- Goal: No more than 200 mandatory (ordered) call backs per week systemwide
- February 2022 ordered call back average: 681
- Ordered call backs for June 2022: 499



Metro

Recruitment Efforts- New Streamed Lined Process

Hiring Initiatives

- Hiring Events on June 25th and July 23rd, yielded 163 and 147 conditional offers, respectively
- Piloted Spark Hire as of July 8th, a video interview platform, in addition to traditional interview methods (i.e. phone or in-person), to streamline the Bus Operator interview process
- Upcoming In-Person Hiring Event scheduled on August 27th, 2022, at LA Valley College

Continue Employee Engagement, Incentives, and Hiring Programs

- ✓ Weekend Rewards
- ✓ New Hire Sign-On Bonus
- ✓ Employee Referral Programs

Retention Initiatives

- ✓ Service Planning and Scheduling Comprehensive Review of Upcoming Service Changes with Bus Operators
- ✓ Review of Bus Operator Safety Barrier Design for Improved Safety
- ✓ Launched Bus Operator Bystander Training and Respect the Ride Campaign for Improved Safety
- ✓ Re-launched Splitting the Headway Training for Improved Line Instruction at OCI
- ✓ Development of Management/Director and Welcome Metro Graduates! Program - Includes Line Instructor Mentorship Component
- ✓ Continuation of In-Person Quarterly Metro HQ Executive Visits to Divisions for Improved Bus Operator/Management Communication
- ✓ Multiple Operator Recognition Programs at Home Divisions
- ✓ Launch of September 2022 Social Events at Divisions
- ✓ Metro Rodeo Planned Activities – Bus Rodeo October 22, 2022 and Rail Rodeo November 5, 2022