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Agenda Number: 35.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 20, 2022**

SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE

RECOMMENDATION

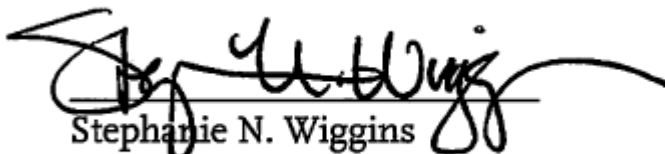
RECEIVE oral report on Operations ridership, hiring, and service restoration.

Equity Platform

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

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Chief Executive Officer



COO Oral Report

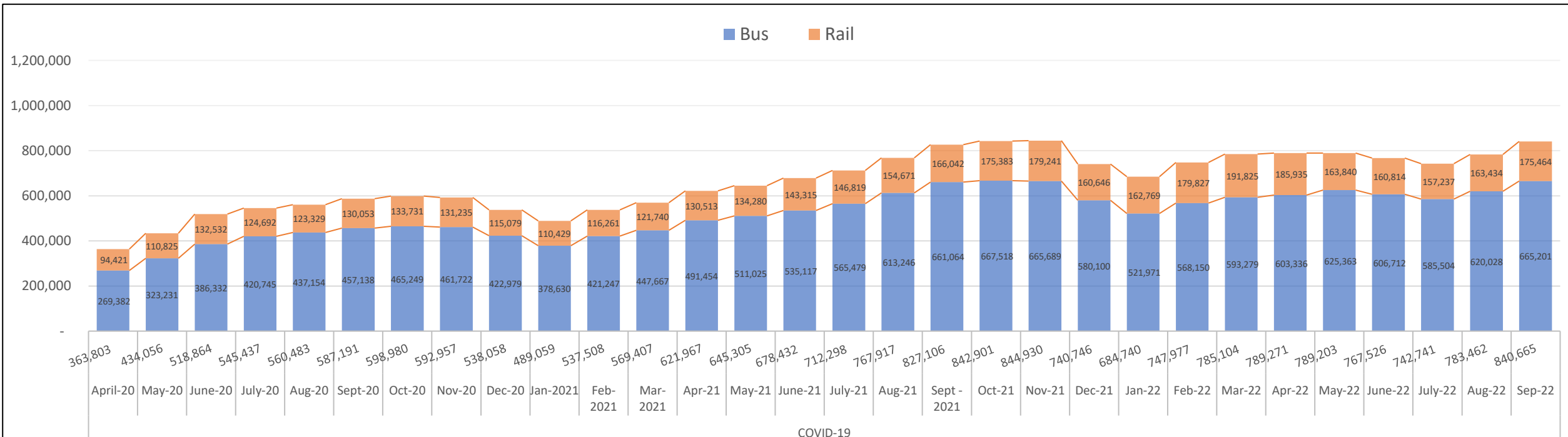
Operations Ridership and Service Restoration Update

Operations, Safety & Customer Experience Committee Meeting
October 20, 2022

Status of Conditions for Service Restoration

	GOAL	STATUS Feb-22	STATUS Aug-22	STATUS Sep-22	
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	154 August 2022 (month)	61 Sept 2022 (month)	
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 3,156 / Rail: 317 Total: 3,473	Bus: 3,178 / Rail: 314 Total: 3,492	
Cancelled Service	2% or less per day	Weekday: 11% Sat: 8% / Sun 20%	Weekday: 4.7% Sat: 4.0% / Sun: 10.5%	Weekday: 3.2% Sat: 3.5% / Sun: 7.2%	
Ordered Call Backs	200 or less per week	766 (per week in Jan 2022)	686	599	

Systemwide Average Weekday Ridership



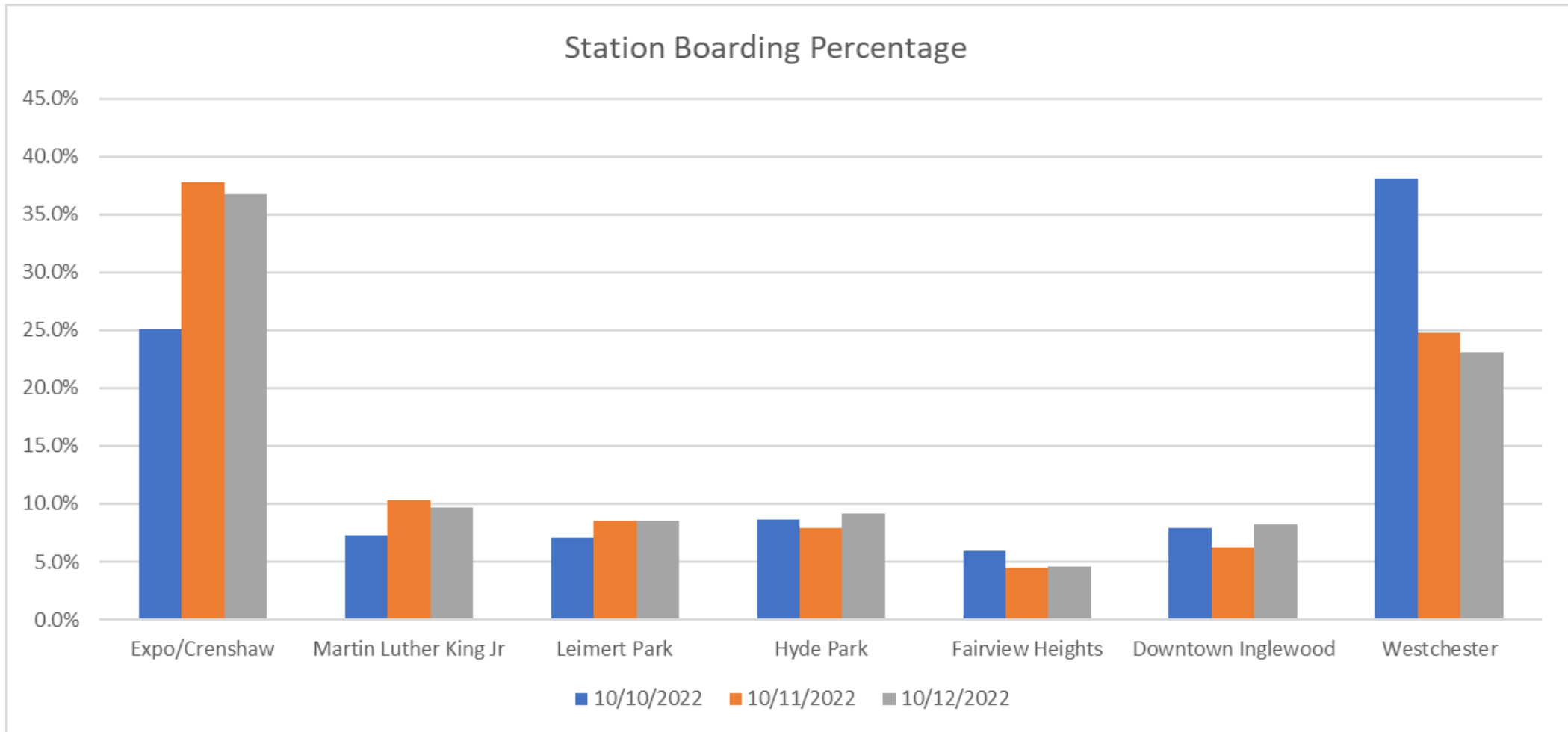
COVID-19

	Pre- COVID-19	Start of COVID-19	Feb-20	Mar-20	April-20	May-20	Jun-20	Jul-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	Jul-22	Aug-22	Sep-22
Ridership			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	742,741	783,462	840,665		
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	742,741	783,462	840,665		

Ridership Analysis Relative to Equity Focused Communities (Metro 2022 EFC Map) :

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 79.8% in August 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)

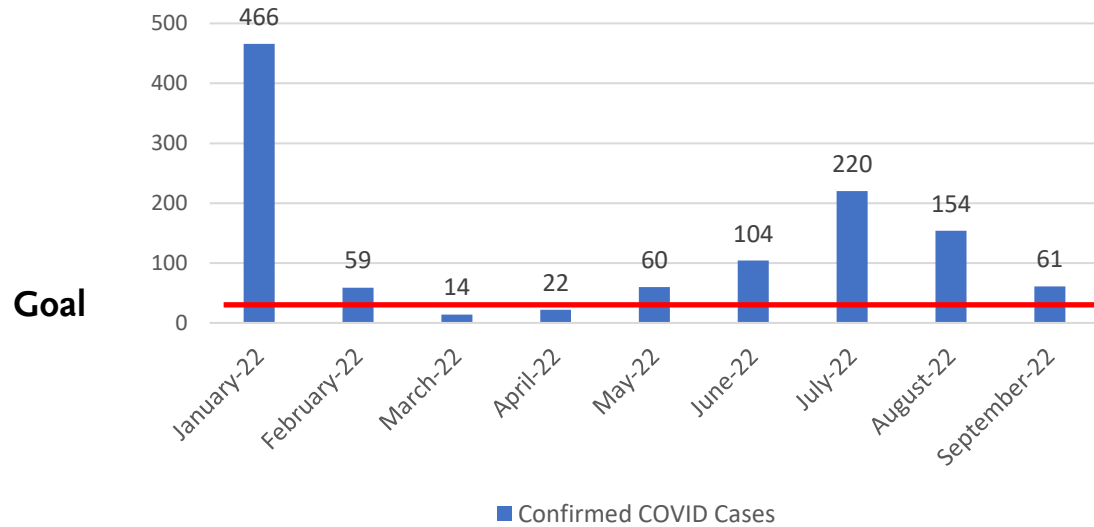
Preliminary K-Line Ridership



Operator COVID Status

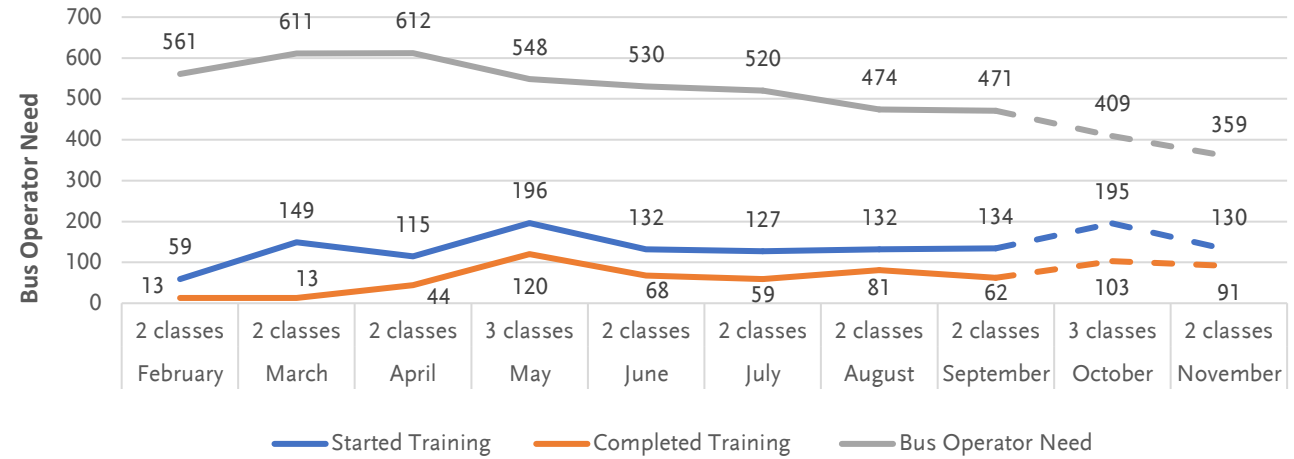
Operator Staffing Levels

Operator Confirmed COVID Cases



Goal

Bus Operator Need Projection Look Ahead

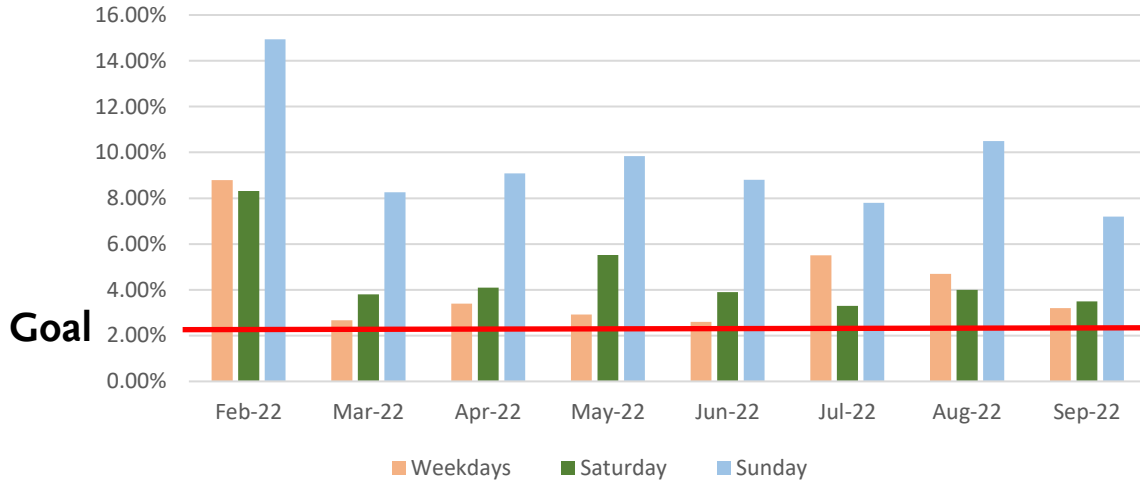


- **Goal: no more than 30 new COVID cases per month for operators**
- **August 2022 total: 154 operator cases**
- **September 2022 total: 61 operator cases**

Cancelled Service

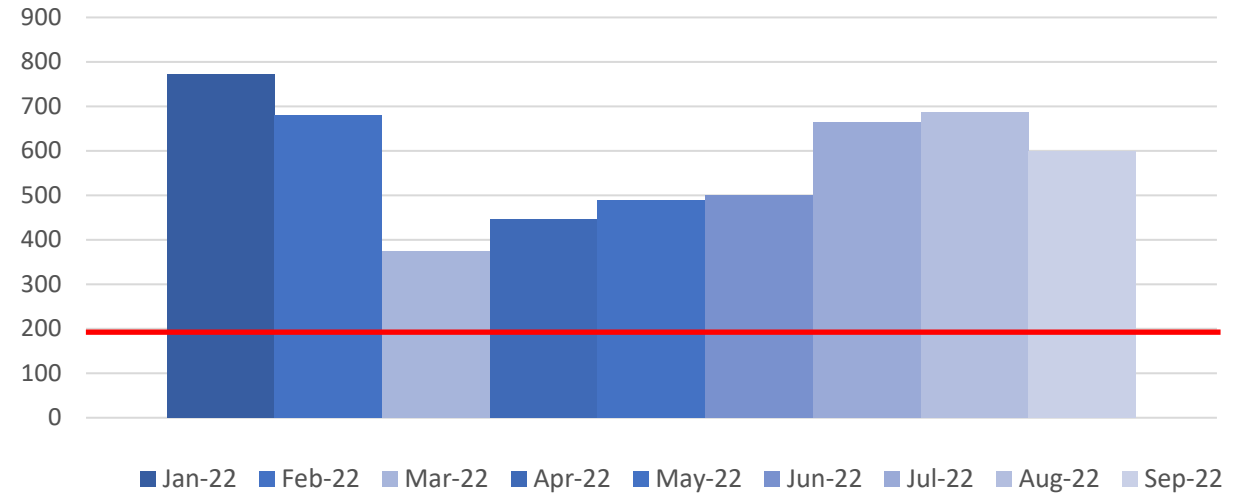
Ordered Callbacks

Monthly Cancellations



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **August averages compared to 10% in January 2022:**
 - **4.7% Weekday**
 - **4.0% Saturday**
 - **10.5% Sunday**
- **September averages compared to 10% in January 2022:**
 - **3.2% Weekday**
 - **3.5% Saturday**
 - **7.2% Sunday**

Ordered Call Backs - Weekly Average



- **Goal: No more than 200 mandatory (ordered) call backs per week systemwide**
- **February 2022 ordered call back average: 681**
- **August 2022 ordered call back average: 686**
- **September 2022 ordered call back average: 599**

Streamlined Recruitment, Employee Recognition, and Events

Hiring Initiatives

- Hiring Event on Saturday, September 24th yielded 266 attendees and 230 conditional offers
- Upcoming In-Person Hiring Event scheduled for Saturday, October 29th at Operations Central Instruction (OCI)
- Piloted Spark Hire, a video interview platform, as of July 8th and preliminary feedback is positive
- Continue outreach to previously separated and retired employees- CPO has reached out to more than 60 potential annuitants. We are still waiting for responses.

Continue Employee Engagement, Incentives, and Retention Initiatives

- Online platform for employee weekend rewards
- Continue Employee referral programs
- Frontline employee recognition and social events at Divisions
 - Celebrating Excellence in the Workplace and Transit Operator Appreciation festivities are targeted for March 2023
 - All-Hands meeting division rotation visits Continue to recognize operators during the CEOs' All-Hands meeting: work anniversaries, raffles, and our CEO's three good things
- Continue Quarterly Management meetings at divisions
- SSLE Bus Officer Pilot Program was launched on August 31st
- Appreciation and Retention Bonus



Employee Recognition and Events

- The Los Angeles Metro Bus Roadeo will be held on Saturday, October 22nd from 7 am to 1 pm at Santa Anita Park, Gate 3
- Metro's 8th Annual Veteran's Luncheon will be held on Friday, November 4th from 11 am to 1:30 pm at Union Stations' Historic Ticketing Concourse
- The Los Angeles Metro Rail Roadeo is scheduled for Saturday, November 5th at Division 24 in Monrovia