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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JANUARY 19, 2023**

**SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE**

**ACTION: ORAL REPORT**

**RECOMMENDATION**

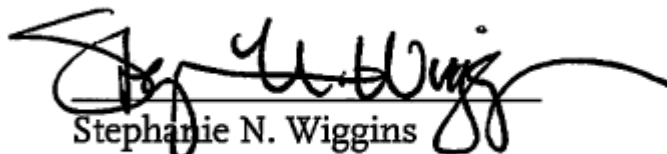
RECEIVE oral report on Operations ridership, hiring, and service restoration.

**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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Stephanie N. Wiggins  
Chief Executive Officer



# **COO Oral Report**

## **Operations Ridership and Service Restoration Update**

Operations, Safety & Customer Experience Committee Meeting  
January 19, 2022

# Service Restoration

Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service.

The changes improved frequencies on 55 weekday, 24 Saturday and 23 Sunday bus lines.

Service cancellations increased slightly from pre-service change:

<b>% Cancelled Service</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>Pre- Dec 2022 Service Change 4 week Average</b>	3.2%	3.9%	7.4%
<b>One Year Ago WE 1/1/22</b>	12.4%	10.0%	12.8%
<b>Week Ending 12/31/22</b>	4.0%	3.5%	9.7%
<b>Week Ending 12/24/22</b>	3.6%	2.6%	4.0%
<b>Week Ending 12/17/22</b>	5.7%	4.0%	13.7%

## **12/17 Hiring Event Data (Compton College):**

Attendees: 383

Conditional Offers: 360

In December: there were 237 employees in training (105 started and 132 continuing in training), and another 89 completed training

Next Hiring Event: February 25, 2023 at El Camino College (16007 Crenshaw Blvd, Torrance, CA 90506) from 8am-1pm

# Highest Service Cancellations by Line: Before & After December Service Change

**Directly  
Operated**

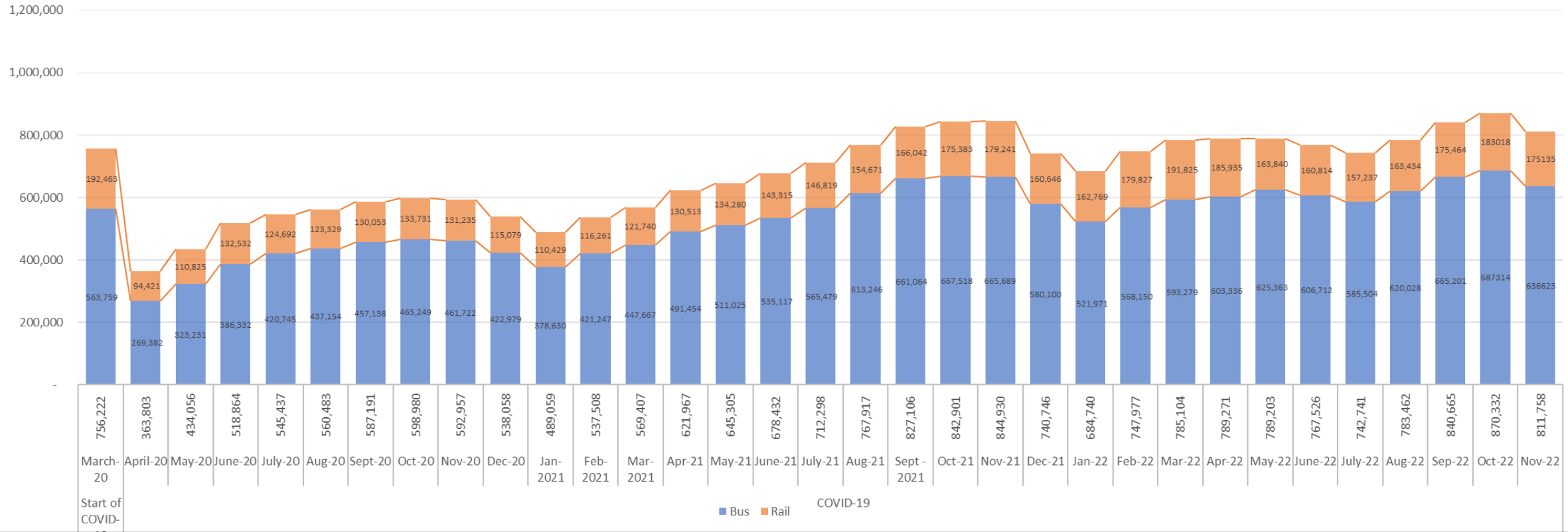
Division	Line	Name	Next Gen	% Cancelled Trips since 12/11/22 service change to 12/29/22	Previous Year % Cancelled Trips 12/12/21 to 12/30/21	% within EFC*	Area
			Tier				
5	754	Vermont Rapid	1	12.2%	42.0%	98%	Hollywood-South LA
1, 7	16	W. 3 <sup>rd</sup> St.	1	10.6%	14.4%	38%	Central LA-Downtown
2, 7	2	Sunset Alvarado	1	10.3%	15.1%	48%	USC- UCLA
1	18	Whittier Bl, W. 6 <sup>th</sup> St.	1	9.8%	14.1%	83%	Commerce – Wilshire/ Western
15	690	Sunland – Sylmar	3	9.6%	7.0%	18%	San Fernando Valley
8	240	Ventura Reseda	1	9.6%	18.5%	8%	San Fernando Valley
1, 7	20	Wilshire Bl.	1	9.5%	15.8%	29%	Westside
1	53	Central Av.	1	9.4%	18.7%	82%	Downtown – South LA
1	66	E. Olympic/ W. 8th St	1	8.7%	11.8%	87%	East LA- Downtown- Wilshire
5, 18	207	Western Av.	1	8.1%	24.0%	89%	Hollywood-South LA
15	230	Laurel Canyon Bl.	3	8.1%	4.3%	34%	San Fernando Valley
8, 15	165	Vanowen St.	2	8.0%	13.8%	40%	San Fernando Valley
15	92	Glenoaks Bl.	3	8.0%	8.3%	36%	San Fernando Valley

**Contracted  
Services**

Division	Line	Name	Next Gen Tier	% Cancelled Trips since 12/11/22 Service Change to 12/29/22	Previous Year % Cancelled Trips 12/12/21 to 12/30/21	% within EFC	Area
97	205	Wilmington Av - Vermont Av	3	11.7%	9.3%	29%	Willowbrook - San Pedro
98	603	San Fernando Rd - Rampart St - Hoover St	2	10.9%	5.7%	73%	Glendale - Downtown LA
97	232	Sepulveda Bl - Pacific Coast Hwy	3	9.8%	13.6%	29%	LAX - Long Beach
97	125	Rosecrans Av	3	9.7%	7.2%	42%	El Segundo - Norwalk
97	128	Alondra Bl	4	5.5%	6.0%	34%	Compton - Cerritos
95	266	Rosemead Bl	3	5.0%	13.3%	30%	Sierra Madre - Lakewood
98	501	North Hollywood - Pasadena Express	3	2.6%	2.4%	18%	North Hollywood - Pasadena
95	605	LAC + USC Med Center Out Patient Shuttle	2	2.4%	4.4%	100%	Los Angeles - Boyle Heights
95	256	Eastern Av - Av 64 - Washington Bl	4	1.4%	9.7%	35%	Commerce - Sierra Madre
98	218	Laurel Canyon Bl - Fairfax Bl	4	0.9%	1.8%	6%	Studio City - Cedars Sinai Medical Center
95	577	I-605 Freeway	4	0.8%	3.9%	14%	El Monte - Long Beach
98	96	Griffith Pk Dr	4	0.7%	2.6%	50%	Downtown LA - Burbank
98	167	Plummer - Coldwater Canyon	4	0.5%	0.6%	28%	Chatsworth - Studio City
98	177	JPL	4	0.1%	10.8%	15%	Pasadena

# Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Feb-20	Mar-20	May-20	July-20	Sep-20	Nov-20	Jan-21	Mar-21	May-21	Jul-21	Sep-21	Nov-21	Jan-22	Mar-22	May-22	July-22	Sep-22	Nov-22
<b>TOTAL</b>	<b>1,192,940</b>	<b>756,222</b>	<b>434,056</b>	<b>545,437</b>	<b>587,191</b>	<b>592,957</b>	<b>489,059</b>	<b>569,407</b>	<b>645,305</b>	<b>712,298</b>	<b>827,106</b>	<b>844,930</b>	<b>684,740</b>	<b>785,104</b>	<b>789,203</b>	<b>742,741</b>	<b>840,665</b>	<b>811,758</b>

### 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 79.5% in November 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 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

# Holiday Special Event Service

## Saturday, December 31, 2022

### ***Grand Park's NYELA Countdown to 2023 (Civic Center)***

Event Time: 8:00PM – 12:30AM

#### Service Operation:

Free Fares system-wide, 9:00PM – 2:00AM

#### Saturday Schedule

Rail service extended 1 hour with 20 min. headway after 8:00PM; last trips departing around 1:00 AM on each rail line.



## Monday, January 2, 2023

### ***134<sup>th</sup> Rose Parade (Colorado Bl.)***

Event Time: 8:00AM – 12:00PM

### ***109<sup>th</sup> Rose Bowl (Memorial Park)***

Event Time: 1:00PM – 5:00PM

#### Service Operation:

Sunday/Holiday service schedule Monday 1/2/23 systemwide

Fixed route buses around Colorado Blvd, Pasadena, CA detoured

Rail – 10 min. headway daytime (increase from usual 12 min.) with 3 car instead of usual 2 car trains. Two standby buses at Memorial Park to supplement rail service.

#### **Victory Park Float Display – Metro Shuttle**

1/2 11:00AM – 5:00PM

1/3 7:00AM – 5:00PM





# Metro ExpressLanes



The I-110 and I-10 ExpressLanes celebrated their 10-Year anniversary on November 14<sup>th</sup>.



The Metro ExpressLanes have served over 342,097,711 trips.



ExpressLanes offered a 54% improvement in travel time reliability over the adjacent general-purpose lanes in the weekday peak periods and direction improving speed and reliability for transit lines operating on the 10 and 110.



The Program focuses on equity through the low-income assistance plan and net toll revenue grants which fund transit capital and operations as well as active transportation and roadway improvements.



More than \$100 million provided for net toll revenue grants and transit subsidies in the corridor



Round 3 of the net toll revenue grant program is scheduled for the 2023 calendar year.

