



Board Report

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Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
March 16, 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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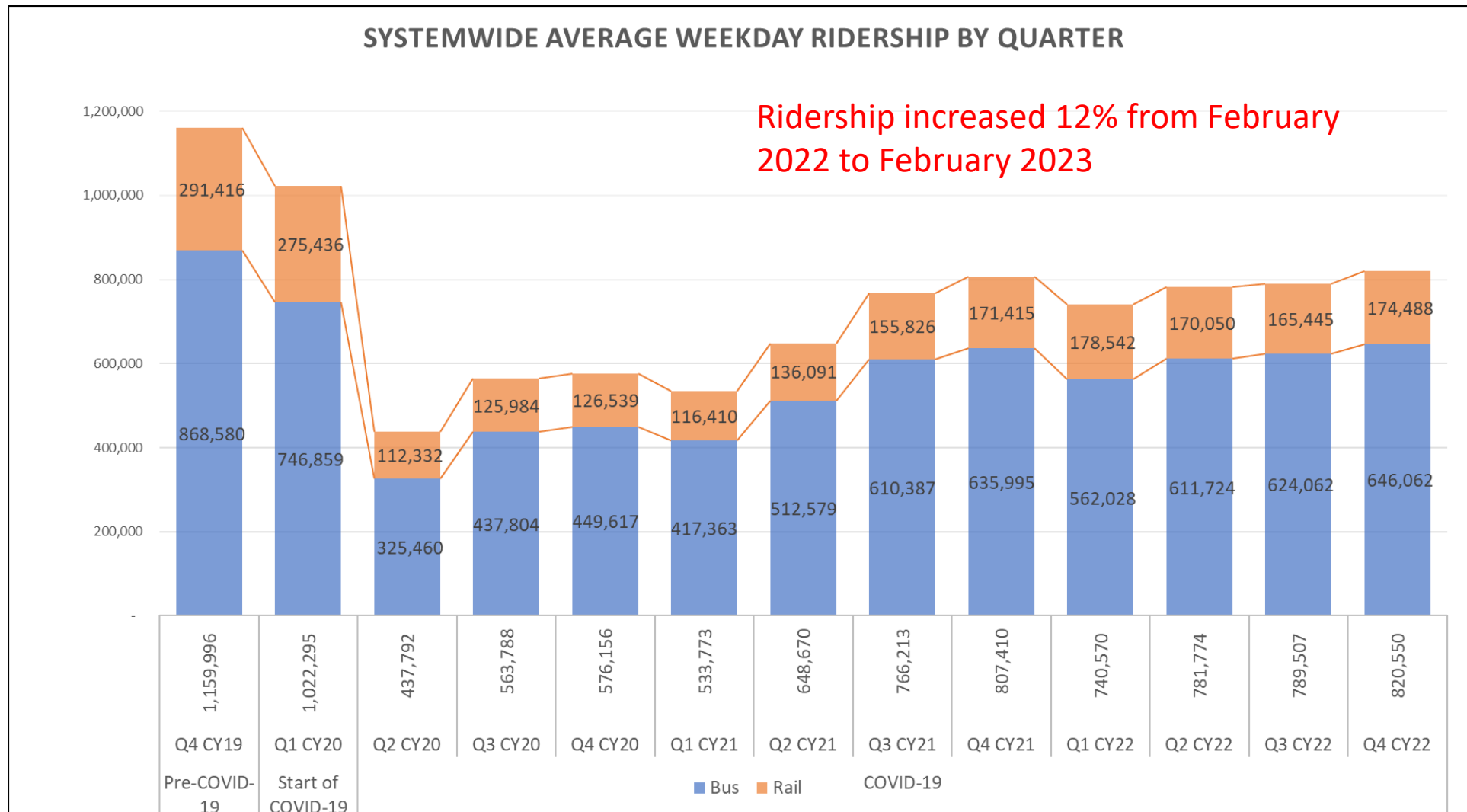
Stephanie N. Wiggins
Chief Executive Officer



COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
March 16, 2023

Ridership Update



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 79.6% in January 2023 (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)

Improved Reliability

- 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.
- Cancellation rates are now generally below pre-service change and from one year ago.

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 3/12/22	3.1%	5.3%	8.5%
Week Ending 3/11/23	2.5%	1.3%	5.2%
Week Ending 3/4/23	2.0%	2.0%	4.2%
Week Ending 2/25/23	3.4%	5.6%	5.4%
Week Ending 2/18/23	3.9%	2.7%	5.4%
Week Ending 2/11/23	2.8%	2.3%	5.2%
Week Ending 2/4/23	3.0%	1.8%	6.3%
Week Ending 1/28/23	3.8%	4.0%	8.1%
Week Ending 1/21/23	2.8%	2.7%	4.5%
Week Ending 1/14/23	5.8%	3.5%	7.7%
Week Ending 1/7/23	4.0%	2.4%	7.1%
Week Ending 12/31/22	4.0%	3.5%	9.7%
Week Ending 12/24/22	3.6%	2.6%	4.0%
Week Ending 12/17/22	5.7%	4.0%	13.7%

February Top 10 Highest Service Cancellations by Line

Directly Operated

Division	Line	Name	NextGen Tier	Feb 2023 Highest Ten Lines % Cancelled Trips since 2/1/23 to 2/28/23	Same Ten Lines % Cancelled Trips 2/1/22 to 2/28/22	% Trips on Average Exceeding Target Load Factor Feb 2023	Average Reported Pass Ups Per Day Feb 2023	% within EFC*	Area
5	754	Vermont Av Rapid	1	9.4%	29.6%	0.3%	1	98%	Hollywood - South LA
1, 7	20	Wilshire Bl.	1	8.2%	14.5%	0.0%	6	29%	Downtown – Westside
1	18	Whittier Bl, W. 6 th St.	1	8.1%	17.6%	0.4%	14	83%	Commerce – Wilshire/ Western
1	66	E. Olympic/ W. 8th St	1	7.4%	13.2%	0.7%	5	87%	East LA- Downtown- Wilshire
1	53	Central Av.	1	7.4%	17.2%	0.6%	9	82%	Downtown – South LA
1, 7	16	W. 3rd St	1	7.3%	14.1%	4.1%	26	38%	Downtown – Westside
2, 7	2	Sunset Alvarado	1	6.5%	15.3%	0.4%	15	48%	UCLA - USC
1, 3	45	Broadway	1	6.4%	17.2%	2.9%	19	87%	Northeast & South LA
5, 18	207	Western Av	1	6.4%	18.2%	0.2%	12	89%	Hollywood - South LA
8	240	Ventura Reseda	1	6.2%	20.0%	0.1%	3	8%	San Fernando Valley

Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips 2/01/23 to 2/28/23	Previous Year % Cancelled Trips 2/01/22 to 2/28/22	% Trips on Average Exceeding Target Load Factor Feb 2023	Average Reported Pass Ups Per Day Feb 2023	% within EFC	Area
98	603	San Fernando Rd - Rampart St - Hoover St	2	5.0%	7.5%	0.0%	0.0	73%	Glendale - Downtown LA
97	232	Sepulveda Bl - Pacific Coast Hwy	3	2.8%	17.4%	0.0%	0.0	29%	LAX - Long Beach
97	125	Rosecrans Av	3	2.5%	13.6%	0.0%	0.0	42%	El Segundo - Norwalk
95	266	Rosemead Bl	3	2.1%	4.8%	0.0%	0.0	30%	Sierra Madre - Lakewood
97	205	Wilmington Av - Vermont Av	3	2.1%	12.1%	0.0%	0.1	29%	Willowbrook - San Pedro

Bus Operator Hiring Event

Event Data

- Date: Saturday, February 25, 2023
- Location: El Camino College
- Candidates: 431 / Contingent Offers: 407
- Bus Operator Candidate Assessment Tests (BOCAT): 408 (407 pass / 1 fail)
- Interviews: 383 (363 pass/ 20 fail)
- Fingerprints: 222 fingerprints conducted and 185 scheduled to be fingerprinted
- Physicals: 222 physicals scheduled (185 pending fingerprint completion)
- Volunteers: 85 total



Upcoming Hiring Event

- Tentative Date: Saturday, May 6, 2023
- Location: Pending



Room to Work Initiative

Room to Work

- Metro workforce development program focuses on the unhoused population
- Metro's partnership with Community-Based Organizations include:
 - Weingart: Hilda L. Solis Care First Village, Specialized Treatment for Optimized Programing (STOP), Long Term Offender Reentry Recovery (LTORR) and more community participation for subsequent cohort
 - Chrysalis, United Service Organizations, Volunteers of America Los Angeles [second cohort]
- Room to Work directly supports the agency's commitment to providing a clean transportation system to all riders by increasing part-time custodial staff

Graduation

- Held at Los Angeles Trade Tech College on March 3, 2023
- 24 graduates from initial cohort
- 11 onboarded on March 6, 2023; remaining expected to be onboarded later this month
- Next cohort is expected to begin by early April 2023

Objectives

- Provide equitable career pathways for disadvantaged or barriered individuals
- Support Operations in providing part-time custodial staff to assist with the cleanliness of the transit system

OCI Update

Bus Operator Initial Training (10 Weeks)

Six (6) Weeks of OCI Training

- Commercial Driver's License (CDL) Certification
- Defensive Driving
- Customer Relations
- ADA Compliance

Four (4) Weeks of Division Line Instruction

- Behind-the-wheel training
- "Splitting the headway"

Bus Operator Training Academy (BOTA)

- Partnership with LA Valley College
- Pre-employment preparation
- Cohort of 19 graduated on February 28, 2023

Bienvenidos a Metro (BAM)

- Fair Chance Initiative
- Bilingual instruction for Spanish speakers
- Translated course materials
- Partnership with LAUSD

