



Metro

## Board Report

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 18, 2023**

**SUBJECT: COO MONTHLY REPORT**  
**ACTION: ORAL REPORT**

**RECOMMENDATION**

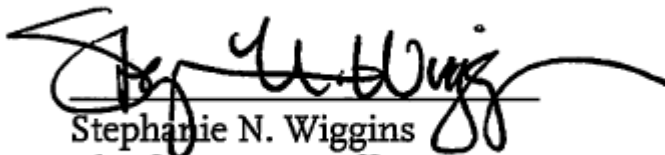
RECEIVE oral report on Operations ridership, hiring, and service restoration.

**EQUITY PLATFORM**

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

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin, (213) 922-7676

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



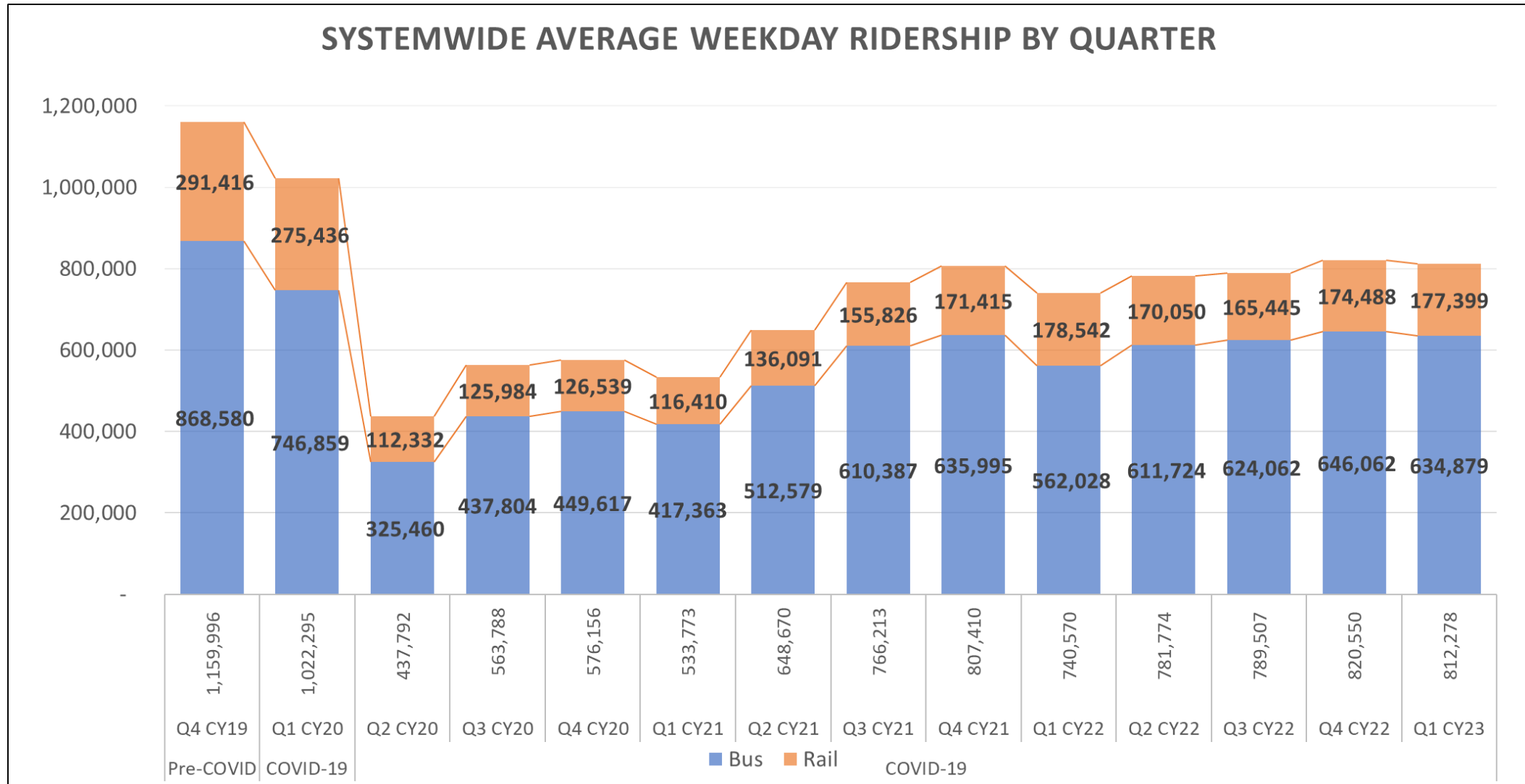
Stephanie N. Wiggins  
Chief Executive Officer



# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
May 18, 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 79.5% in March 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.
- Cancellation rates are now 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 4/30/22	2.3%	4.6%	9.2%
Week Ending 4/29/23	1.0%	1.1%	5.6%
Week Ending 4/22/23	1.9%	2.9%	5.5%
Week Ending 4/15/23	1.8%	2.4%	6.9%
Week Ending 4/8/23	3.0%	1.9%	5.4%
Week Ending 4/1/23	1.0%	0.9%	2.9%
Week Ending 3/25/23	2.2%	0.9%	5.9%
Week Ending 3/18/23	2.1%	1.0%	3.8%
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%

# April Top 10 Highest Service Cancellations by Line

## Directly Operated

Division	Line	Name	NextGen Tier	April 2023 Highest Ten Lines % Cancelled Trips 4/1/23 to 4/30/23	Same Ten Lines % Cancelled Trips 4/1/22 to 4/30/22	% Trips on Average Exceeding Target Load Factor April 2023	Average Reported Pass Ups Per Day April 2023	% within EFC*	Area
2, 7	2	Sunset Alvarado	1	6.8%	8.2%	0.9%	26	48%	UCLA - USC
9	70	Garvey/Cesar Chavez	1	6.6%	2.8%	0.4%	10	75%	El Monte - Downtown LA
7	14-37	Beverly Bl/W. Adams St.	2	6.5%	7.6%	0.6%	7	38%	Commerce – Wilshire/ Western
5	754	Vermont Av Rapid	1	6.1%	6.9%	0.5%	2	98%	Hollywood - South LA
1, 7	20	Wilshire Bl.	1	5.4%	12.1%	0.1%	8	29%	Downtown – Westside
1, 7	16	W. 3rd St	1	5.1%	6.9%	3.0%	22	38%	Downtown – Westside
9	76	Valley Bl	2	4.9%	2.3%	0.0%	1	66%	El Monte - Downtown LA
7, 13	30	Pico Bl/ E. 1st St	1	4.7%	7.8%	0.3%	5	70%	Pico Rimpau Transit Center - Downtown LA - Indiana Station
5, 18	207	Western Av	1	4.6%	7.2%	0.0%	15	89%	Hollywood - South LA
3, 7	217	Hollywood/Fairfax	1	4.2%	6.2%	0.1%	2	41%	Hollywood - Expo Line

## Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips above 2% 4/1/23 to 4/30/23	Previous Year % Cancelled Trips 4/1/22 to 4/30/22	% Trips on Average Exceeding Target Load Factor Apr 2023	Average Reported Pass Ups Per Day Apr 2023	% within EFC	Area
97	125	Rosecrans Av	3	9.6%	10.0%	0.2%	3	42%	El Segundo - Norwalk
97	205	Wilmington Av - Vermont Av	3	9.3%	12.0%	0.0%	10	29%	Willowbrook - San Pedro
97	232	Sepulveda Bl - Pacific Coast Hwy	3	8.7%	21.0%	0.2%	30	29%	LAX - Long Beach
98	603	San Fernando Rd - Rampart St - Hoover St	2	6.7%	10.1%	0.1%	0	73%	Glendale - Downtown LA
98	177	JPL	4	4.8%	8.5%	0.0%	0	15%	Pasadena
97	128	Alondra Bl	4	3.8%	5.5%	0.0%	0	34%	Compton - Cerritos
98	501	North Hollywood - Pasadena Express	3	2.9%	5.1%	0.0%	3	18%	North Hollywood - Pasadena

# Elevator and Escalator Progress Highlight

**Vertical Transportation (VT) units are essential to Metro's transit system**

- **Ensure compliance with ADA requirements**
- **Provide accessibility to Metro stations especially for customers with disabilities, senior citizen, and patrons with young children and/or luggage**
- **There are total of 351 elevators and escalators systemwide**
- **VT Key Performance Indicator (KPI) measures units' availability based on downtime for inoperable units reported to Metro due to:**
  - ✓ **Scheduled preventative maintenance**
  - ✓ **Unplanned downtime due to vandalism, misuse of units and mechanical and/or aging unit failure**
  - ✓ **KPIs also validate contractor's responsiveness and ability to maintain the units in operation**
    - **FY23 Transit elevator average availability: 98.67%**
    - **FY23 Transit escalator average availability: 98.94%**
- **Social media notifications are issued for inoperable non redundant elevators in advance advising customers of inoperable units, with two-way communication that can help enhance customer satisfaction and provide alternate trip information**

# Elevator and Escalator Improvement Projects

- **VT Enhanced Safety and Maintenance Services Improvement Projects**
  - ✓ **Metro invested \$2.3M on a two-year project completed in 2022**
    - **Elevator floor replacement for 117 units**
    - **Elevator corrosion repairs for 102 units**
    - **Elevator floor replacement and corrosion repairs continue on an as-needed basis**
  - ✓ **On-going elevator hoistway glass and pit cleaning continue with enhanced services from as-needed to twice a year**
  - ✓ **Ongoing escalator step cleaning continues with improved services from twice a year to four (4) times a year**
  - ✓ **Ongoing systemwide elevator cab camera installation project initiated in 2021**
    - **To date, 10 elevator cab cameras have been installed along the B Line stations**
    - **This multi-year project will continue to include all other remaining 105 elevators systemwide**
    - **The cost for a complete elevator cab camera installation is \$40K per unit**



# Elevator and Escalator Improvement Projects



Before

**B Line  
Hollywood/  
Highland  
Station**

**Elevator Floor  
Replacement**



After



Work In Progress

**B Line  
Westlake/  
MacArthur  
Station**

**Escalator Step  
Cleaning**



Work In Progress



# Elevator and Escalator Improvement Projects

- **VT Enhanced Safety and Maintenance Services Improvement Projects (Cont.)**
  - ✓ **In February 2022, two (2) new projects were implemented to protect elevator glass panels**
    - **The installation of polycarbonate protective shields on elevator glass panels**
      - **41 elevators have been completed with 87 units to follow**
      - **Investment of \$23K per unit**
    - **The replacement of elevator doors with glass inserts, using solid stainless-steel doors**
      - **Nine (9) elevators have been completed with 67 units to follow**
      - **Investment of \$11K per unit**
- **VT Capital Projects**
  - ✓ **Install a real time dedicated VT remote monitoring system**
    - **Technical review and evaluation of contractor proposal in progress**
  - ✓ **Modernize over 100 elevators, 80 escalators and over 20 escalator canopies**
    - **The project design phase of 18-24 months is anticipated to start in mid FY24**

# Elevator and Escalator Improvement Projects



Before



After

## **J Line – Slauson Station**

**Installation of Polycarbonate  
Protective Shield**



Before



After

## **B Line - Civic Center Station**

**Replacement of Elevator Doors with Glass Inserts, By  
Installing Solid Stainless Steel Doors**