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Agenda Number: 24.

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

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

RECOMMENDATION

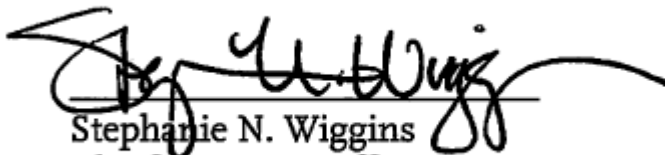
RECEIVE oral report on Operations ridership, hiring, and service restoration.

EQUITY PLATFORM

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

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Chief Executive Officer

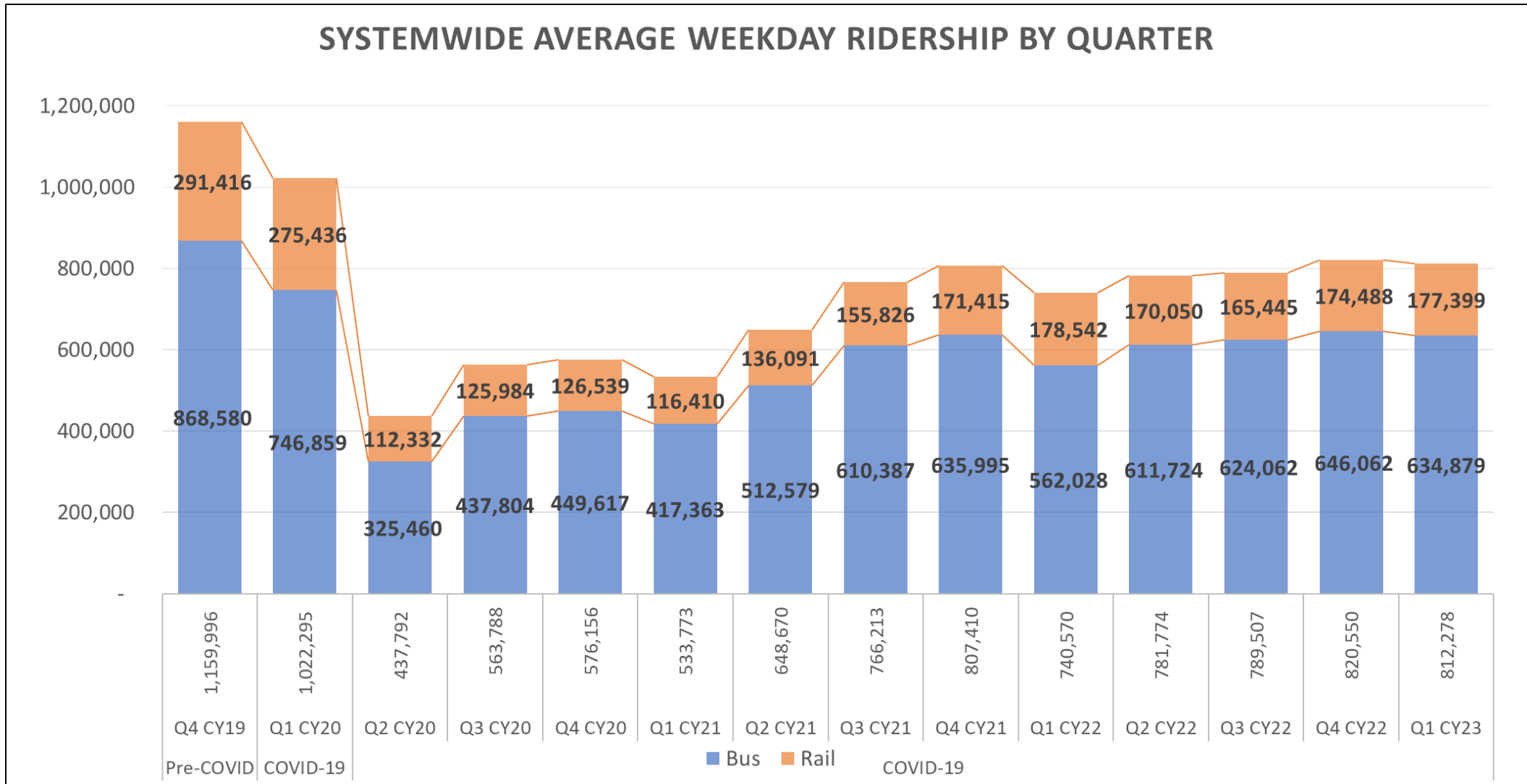


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
May 18, 2023

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



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