Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2023-0334, **File Type:** Informational Report **Agenda Number:** 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 15, 2023

SUBJECT: COO MONTHLY REPORT
ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

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

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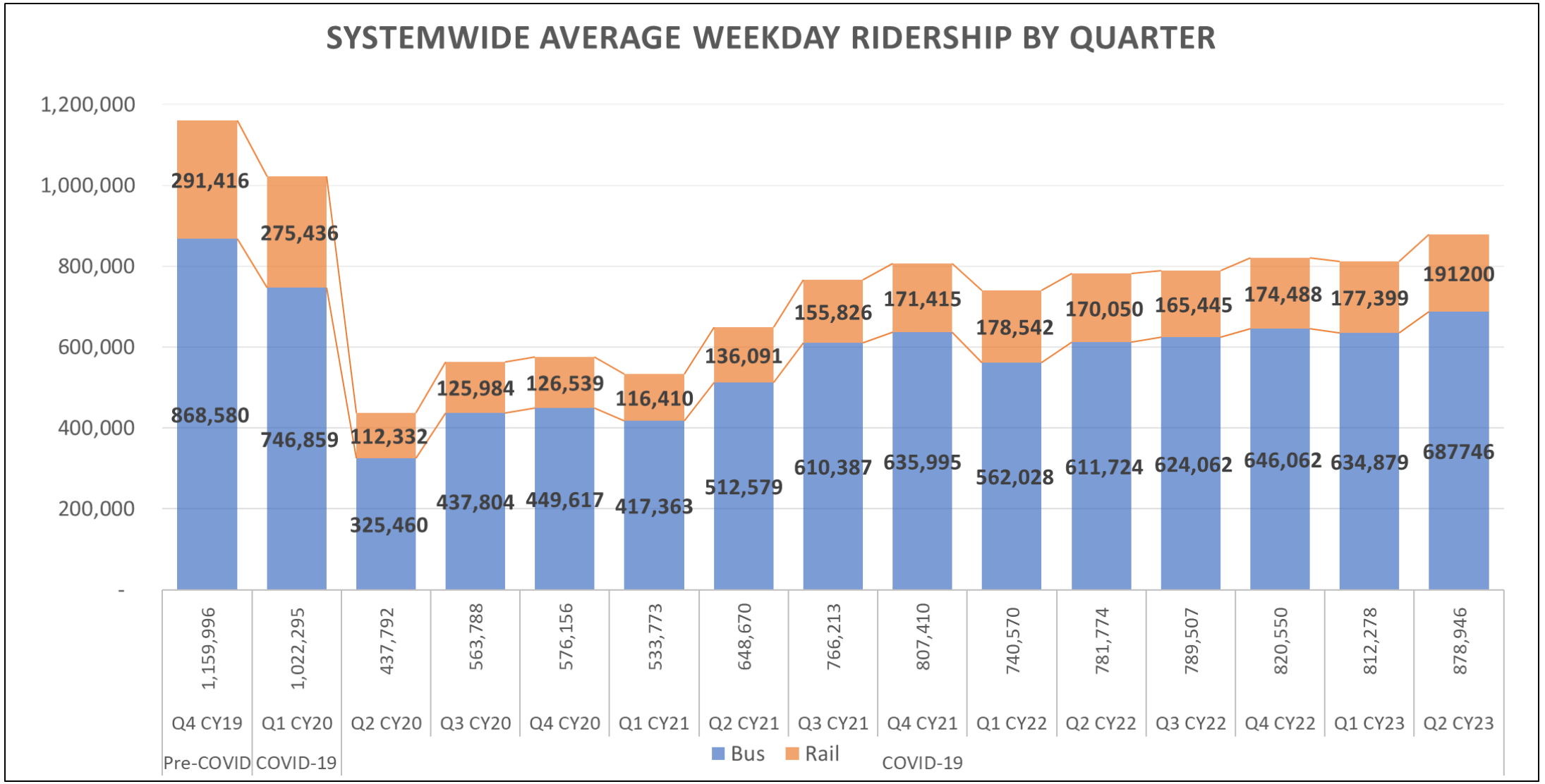
COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
June 15, 2023

Ridership Update



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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to an 79.5% in May 2023 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

Cancelled Service

- **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 6/4/22	2.3%	5.3%	5.2%
Week Ending 6/3/23	1.3%	2.0%	2.5%
Week Ending 5/27/23	1.0%	0.4%	4.6%
Week Ending 5/20/23	1.6%	2.3%	9.3%
Week Ending 5/13/23	1.6%	2.5%	3.6%
Week Ending 5/6/23	1.8%	2.4%	5.5%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

May Top 10 Highest Service Cancellations by Line

Directly Operated

Division	Line	Name	NextGen Tier	May 2023 Highest Ten Lines % Cancelled Trips 5/1/23 to 5/31/23	Same Ten Lines % Cancelled Trips 5/1/22 to 5/31/22	% Trips on Average Exceeding Target Load Factor May 2023	Average Reported Pass Ups Per Day May 2023	% within EFC*	Area
1, 7	20	Wilshire Bl Local	1	6.1%	15.3%	0.1%	7	29%	Downtown – Westside
2, 7	2	Sunset Alvarado	1	5.6%	6.2%	0.7%	15	48%	UCLA - USC
1, 7	16	W. 3rd St	1	5.4%	7.6%	3.6%	29	38%	Downtown – Westside
1	18	Whittier Bl/ W. 6th St	1	3.9%	11.8%	0.2%	12	83%	Commerce - Wilshire/Western
2	60	Long Beach Bl	1	3.7%	5.2%	0.6%	9	61%	Downtown - Southeast LA
7	14-37	Beverly Bl/W. Adams St.	2	3.6%	5.8%	0.7%	5	38%	Westside - Downtown
1, 3	45	Broadway	1	3.5%	9.2%	3.6%	21	87%	Northeast LA - South LA
1	53	Central Av	1	3.5%	11.8%	0.6%	9	82%	Downtown - South LA
5, 18	207	Western Av	1	3.4%	6.6%	0.0%	17	89%	Hollywood - South LA
5	754	Vermont Av Rapid	1	3.3%	9.3%	0.3%	2	98%	Hollywood - South LA

Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips above 2% 5/01/23 to 5/31/23	Same Lines Previous Year % Cancelled Trips 5/01/22 to 5/31/22	% Trips on Average Exceeding Target Load Factor May 2023	Average Reported Pass Ups Per Day May 2023	% within EFC	Area
97	232	Sepulveda Bl - PCH	3	8.17%	21.84%	0.0%	0.2	29%	LAX - Long Beach
97	205	Wilmington Av - Vermont Av	3	6.80%	14.73%	0.0%	0.1	29%	Willowbrook - San Pedro
97	125	Rosecrans Av	3	6.12%	13.66%	0.3%	0.1	42%	El Segundo - Norwalk
97	128	Alondra Bl	4	4.35%	4.12%	0.0%	0.0	34%	Compton - Cerritos
98	177	JPL	4	2.29%	4.55%	0.0%	0.0	15%	Pasadena
98	603	San Fernando Rd - Hoover St	2	2.14%	21.76%	0.0%	0.1	73%	Glendale - Downtown LA

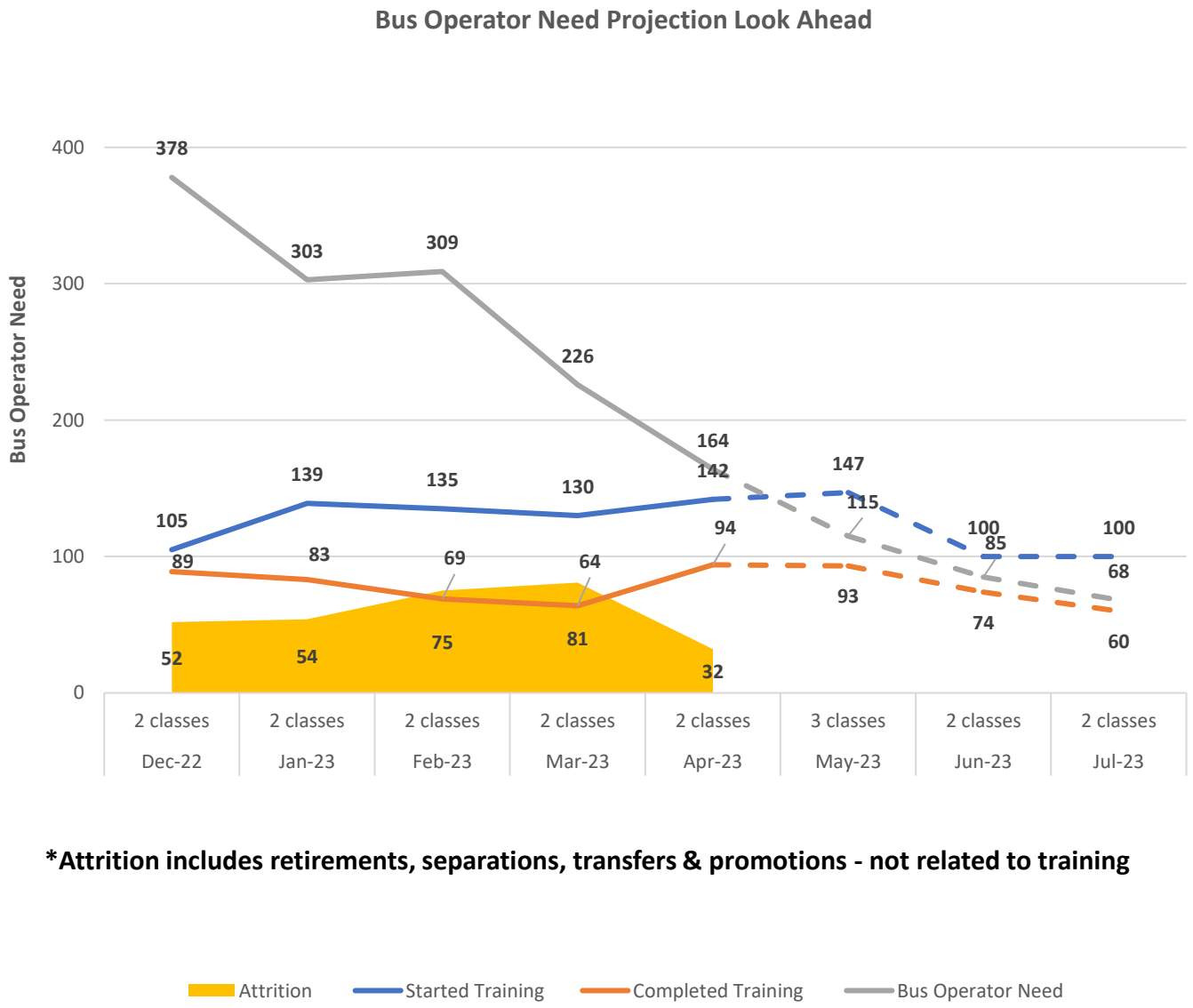
Hiring & Recruitment

Hiring Initiatives

- Hiring Event on Saturday, February 25, 2023 yielded 431 attendees and 407 conditional offers
- The Chief People Office will be scheduling an "Abbreviated Hiring Event" which will consist of applicants reporting to Operations Central Instruction for the BOCAT assessment. After successfully passing the BOCAT assessment, the applicants will be referred to our Gateway location where the Talent Acquisition Team will complete the processing for employment.

2/25 Hiring Event Data (Compton College):

- Candidates showed up: 431
- Interviewed: 383 (363 pass/ 20 fail)
- BOCAT: 408 tested (407pass/ 1 fail) - *45 out of the 408 were previously interviewed and were invited by the High Volume team to do the BOCAT assessment*
- Fingerprinted: 222 fingerprints conducted and 185 scheduled to be fingerprinted
- Conditional Offers: 407



***Attrition includes retirements, separations, transfers & promotions - not related to training**

End of Line Cleaning

- All Rail Lines: Trash Pick-Up & Light Spill Cleaning Only.
- Cleaning Time: 2 to 7 Minutes Pending Schedule and Security Sweep.
- Number of Service Attendants: 1-2 for Light Rail; 2-4 for Subway.
- Station Coverage: (Shifts 1 & 2; AM/PM Rush; 4 Hour/Shift).
  - A-Line (Long Beach Transit Mall).
  - B/D Lines (North Hollywood).
  - C-Line (Marine).
  - E-Line (Santa Monica).
  - L-Lines (Atlantic and APU).
  - K-Line (Expo).

Other Rail Cleaning

Division Cleaning Activities – All Lines

- Daily: (All Revenue Service Cars)
  - Interior cleaning – sweep/mop floors, trash pick-up, wipe down disinfectant of seats, windows, handrails, stanchions, walls, doors and passenger amenities; remove graffiti if present.
  - Exterior cleaning: Carwash Facilities
- Monthly: (Deep Clean 8 to 12 cars)
  - Interior cleaning – floor scrub, detail cleaning of seats, windows, handrails, stanchions, walls, doors and passenger amenities; update air fresheners.