



File #: 2023-0389, File Type: Informational Report

Agenda Number: 29.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 20, 2023**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

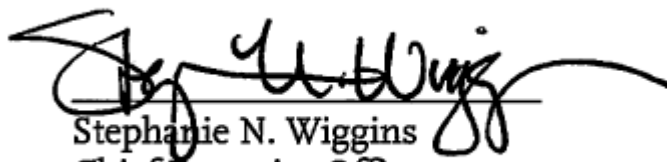
RECEIVE oral report on Operations.

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

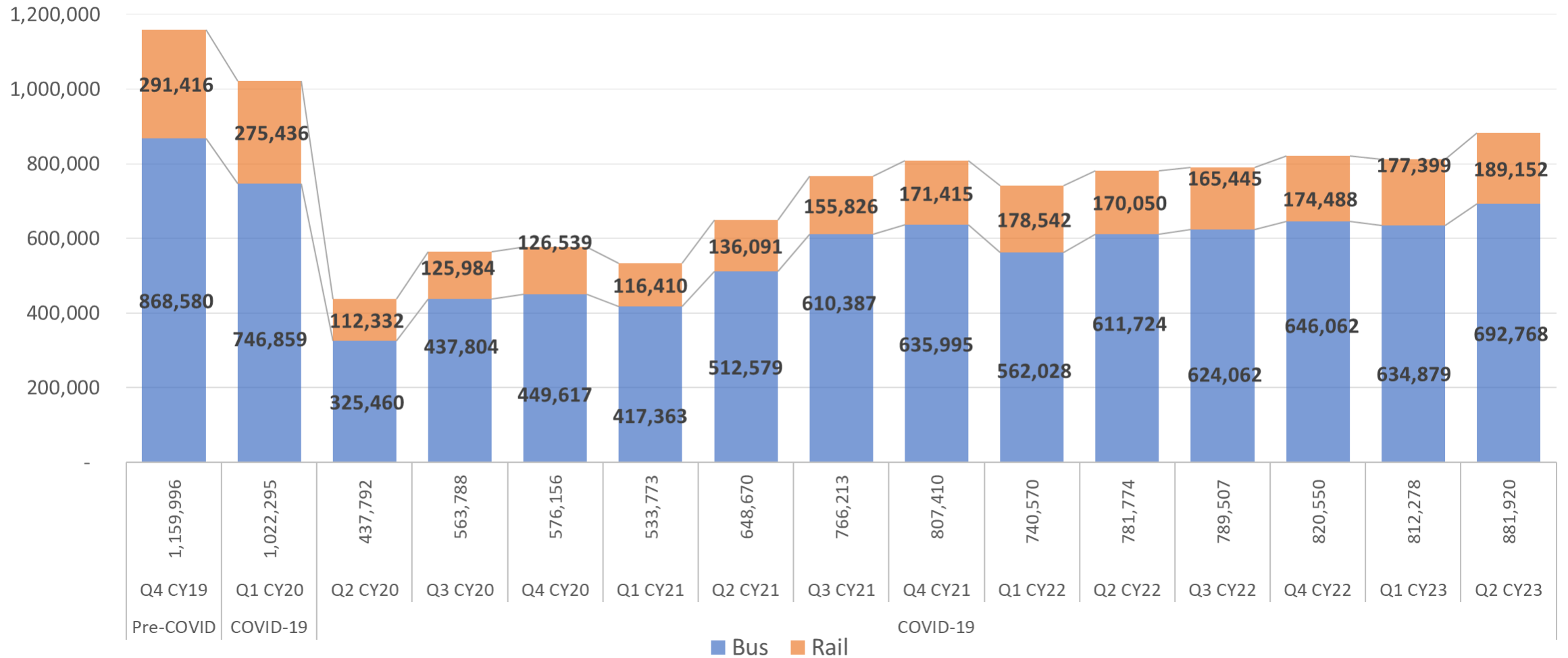


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
July 20, 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 within Equity Focus Communities increased from 73% in Oct 2019 to 79.6% 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 7/2/22	4.4%	2.6%	9.4%
Week Ending 7/1/23	0.5%	0.2%	2.7%
Week Ending 6/24/23	0.4%	0.5%	3.8%
Week Ending 6/17/23	1.0%	0.5%	2.6%
Week Ending 6/10/23	1.1%	1.0%	2.3%
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 2023 (from 12/11 service change)	4.2%	3.4%	11.4%

June Top 10 Highest Service Cancellations by Line

Directly Operated

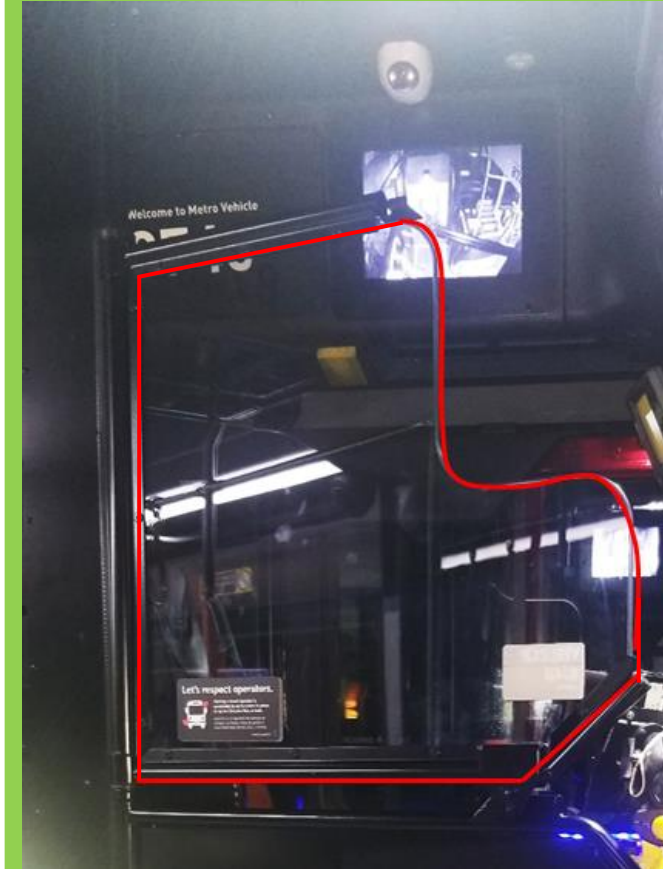
Division	Line	Name	NextGen Tier	June 2023 Highest Ten Lines % Cancelled Trips > 2% 6/1/23 to 6/30/23	Same Ten Lines	% Trips on Average Exceeding Target Load Factor June 2023	Average Reported Pass Ups Per Day June 2023	% within EFC*	Area
					% Cancelled Trips 6/1/22 to 6/30/22				
5	754	Vermont Av Rapid	1	4.4%	10.4%	0.0%	1	98%	Hollywood - South LA
5, 18	204	Vermont Av Local	1	2.9%	8.9%	2.3%	2	98%	Hollywood - South LA
5, 18	207	Western Av	1	2.7%	8.7%	1.6%	9	89%	Hollywood - South LA
18	115	Manchester/Firestone	2	2.3%	6.1%	2.7%	1	47%	Westchester - South LA - Norwalk
15	233	Van Nuys Local	1	2.3%	3.5%	0.0%	2	33%	San Fernando Valley
7, 13	30	Pico Bl, E. 1st St	1	2.3%	5.0%	0.0%	2	70%	Westside - Downtown - East LA
1, 7	20	Wilshire Bl Local	1	2.2%	8.7%	0.0%	4	29%	Downtown – Westside
1, 7	16	W. 3rd St	1	2.1%	4.9%	6.7%	18	38%	Downtown – Westside
2, 7	2	Sunset Alvarado	1	2.1%	4.0%	0.7%	9	48%	UCLA - USC
7	14-37	Beverly Bl/W. Adams St.	2	2.1%	3.8%	0.0%	3	38%	Westside - Downtown

Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips >= 2% 6/1/23 to 6/30/23	Previous Year % Cancelled Trips For Same Lines 6/1/22 to 6/30/22	% Trips on Average Exceeding Target Load Factor June 2023	Average Reported Pass Ups Per Day June 2023	% within EFC	Area
97	125	Rosecrans Av	3	5.2%	18.5%	0.0%	0.0	42%	El Segundo - Norwalk
97	232	Sepulveda Bl - Pacific Coast Hwy	3	4.8%	21.1%	0.0%	0.0	29%	LAX - Long Beach
97	205	Wilmington Av - Vermont Av	3	4.8%	18.1%	0.0%	0.0	29%	Willowbrook - San Pedro
98	603	San Fernando Rd - Rampart St - Hoover St	2	3.8%	16.0%	0.0%	0.13	73%	Glendale - Downtown LA
97	128	Alondra Bl	4	2.4%	10.2%	0.0%	0.0	34%	Compton - Cerritos

Bus Operator Protective Barriers – Current Barriers

- Barriers installed on all Metro buses since February 2020
- Cutout to address concerns with reflections
- Limited protection for operators
 - Potential for reaching around barrier
 - Potential for throwing things at operator
 - Potential for spitting on operator
 - Potential for assaulting operator with weapon
- Operators noted concerns in COO division visits
- Staff consulted industry experts on new designs



Prototype Extended Barriers

- New designs with industry expert consultation
- Pilot program to test and get Operator feedback
 - Prototype 1 – extended with upper barrier
 - Prototype 2 – extended to windshield
- Operators overwhelmingly prefer Prototype 2
 - Improved safety from assaults
 - Training needed to address glare concerns



Bus Operator Feedback on Protective Barriers



Bus Barrier Prototype Feedback - Live Dashboard

Click on any metric on the dashboard to

Total Forms Submitted
1824

Barriers Reviewed

- Prototype 1: 406
- Prototype 2: 1418

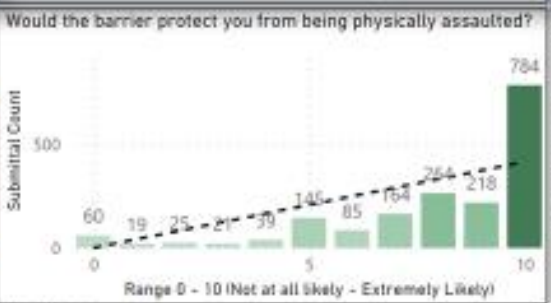
Division Locations Submitted

- Division 1: 113
- Division 13: 171
- Division 15: 304
- Division 18: 168

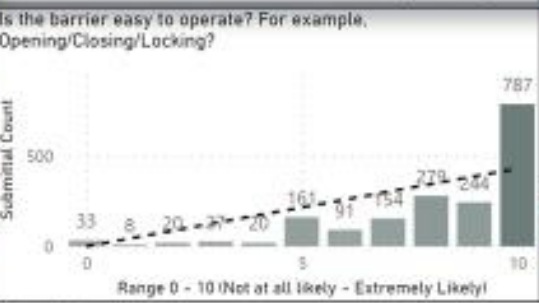
Area of Focus: Safety



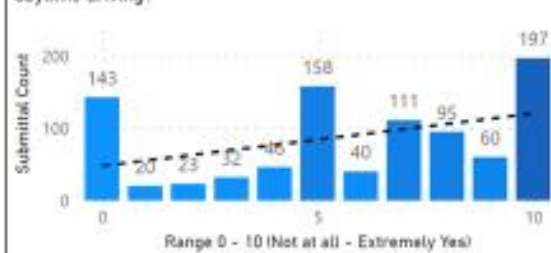
Area of Focus: Security



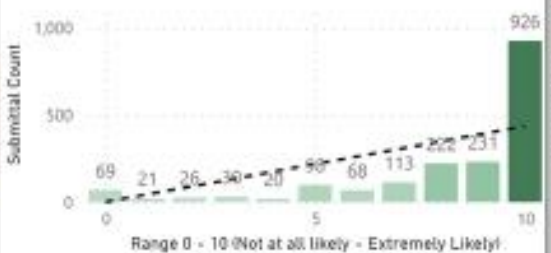
Area of Focus: Maintenance and Engineering



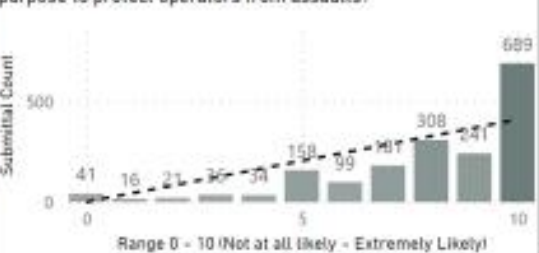
Area of Focus: Safety



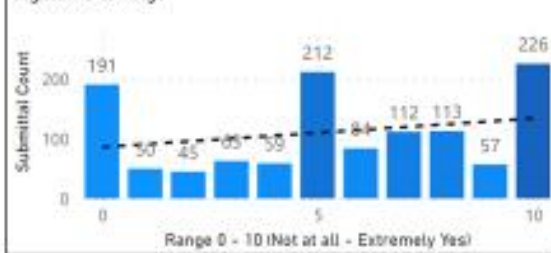
Area of Focus: Security



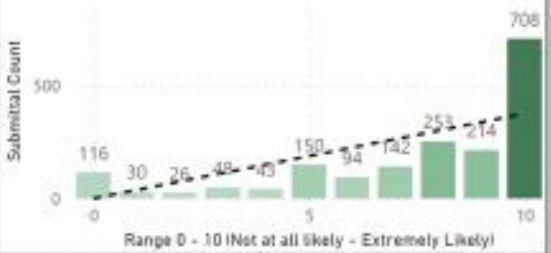
Area of Focus: Maintenance and Engineering



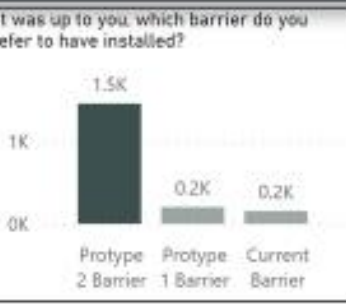
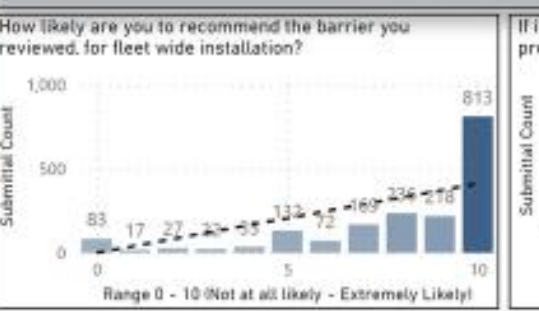
Area of Focus: Safety



Area of Focus: Security



Your Voice Matters



Admin: Steve Flores // floress3@metro.net



International Use of Fully Enclosed Barriers

- Barriers common in Europe



Bus in United Kingdom



Bus in Paris, France

Next Steps

- Continue addressing Operator concerns with prototype barrier
 - Discussions with industry experts
 - Development of training
- Procurement of glazing materials and production of brackets
- Timeline – goal of 20 buses per week / 1,000 buses per year
- Cost - \$1,014 materials and \$1,690 labor per bus