Metro

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Board Report

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Agenda Number: 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 21, 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
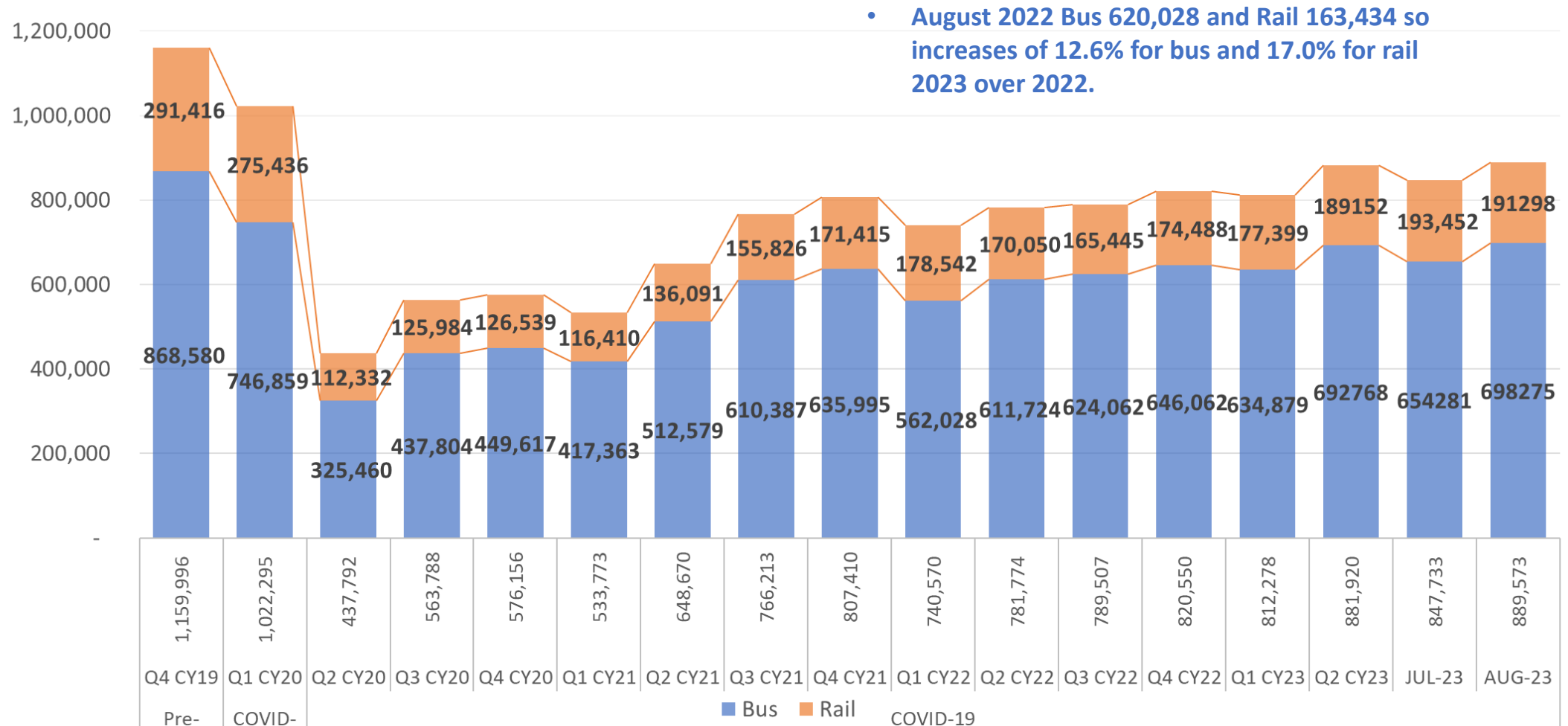
Stephanie N. Wiggins
Chief Executive Officer

COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
September 21, 2023

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER

- **August 2022 Bus 620,028 and Rail 163,434 so increases of 12.6% for bus and 17.0% for rail 2023 over 2022.**

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 80% in August 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.**

- **There are no lines with a cancellation rate above 5%.**

- **Line 294 (San Fernando Rd) had the highest cancellation rate for August 2023:**
  - **2.7% in August 2023 vs 3.5% in August 2022**

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 9/3/22	2.8%	2.4%	10.5%
Week Ending 9/2/23	0.5%	0.7%	2.2%
Week Ending 8/26/23	1.1%	0.7%	3.4%
Week Ending 8/19/23	0.5%	1.4%	1.2%
Week Ending 8/12/23	1.1%	0.9%	3.0%
Week Ending 8/5/23	0.6%	0.4%	2.6%
Week Ending 7/29/23	0.7%	0.6%	2.5%
Week Ending 7/22/23	0.6%	0.3%	2.4%
Week Ending 7/15/23	1.0%	1.2%	2.2%
Week Ending 7/8/23	0.6%	1.1%	2.0%
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%
May 2023	1.4%	1.9%	5.0%
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%

Service Changes Update

Bus Services

- Metro implemented the June 2023 service change on June 25th:
  - Most changes focused on improving on time performance for Metro buses run, with adjustments to 65 weekday and over 40 weekend bus line schedules.
  - Some restructured bus lines in East LA, Highland Park-El Sereno areas reflecting the Regional Connector A and E Lines opening on June 16.
  - No significant issues with this implementation.
- Headway based service operation was launched on Line 16 (Third Street) from July 10 to improve service reliability with a focus on more consistent intervals between buses.
  - This projects combines additional support from Street Supervisors and Bus Operations Control and software to help operators.
  - Early observations show a significant improvement (+10-20%) in on time departures from the start of trips, with up to 5% improvement in reliable intervals between trips.

Rail Services

- B and D subway lines between Union Station, North Hollywood, and Wilshire Western stations will increase in frequency from 15 to 12 minutes weekdays and weekends, starting September 10.
- A, C, E, & K lines will increase in frequency from 10 to 8 min. weekday peak, and from 12 – 15 min. to 10 min. off peak in December 10.
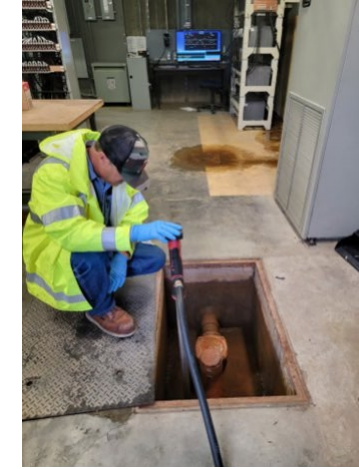
Tropical Storm Hilary

- Frontline Operations
  - Communications Systems
  - Facilities Maintenance
  - Bus & Rail Operators
  - Traction Power
  - SCADA
  - Signals
  - Track

- Cleaned drains, prepared sandbags, water pumps, etc.

- Scheduled service with minimal delays due to flooding
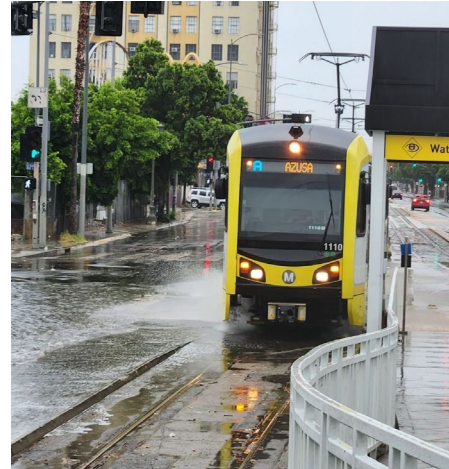
Metro service operated as scheduled despite flooding

Clogged drain cleared in 90 min.

Sandbags were strategically placed at various sites

Interior station cleanup to remove debris

Water pump equipment in case of flooding

Tropical Storm Hilary

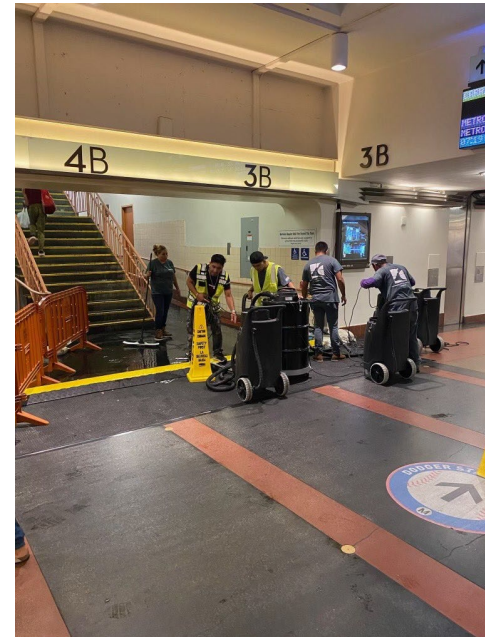Thank you to our frontline employees!

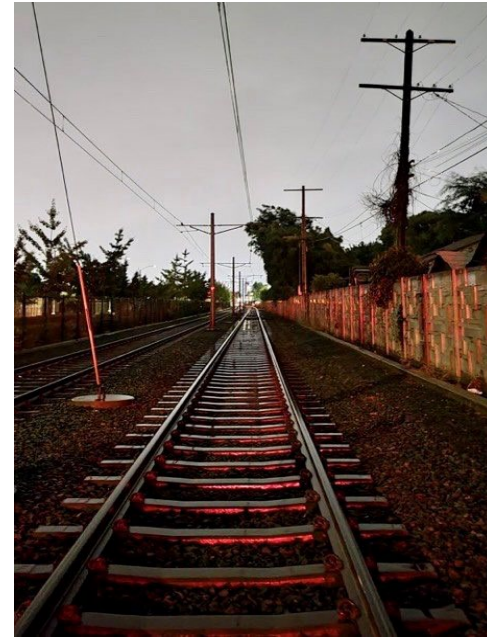Flood prevention near tracks to avoid service disruption

Crews pinned crossing gates in anticipation of high winds

Escalators were shut off at 5 stations for safety reasons

Prepping water pumps at Union Station passageway

Supported tree trimmers to clear passageway

Tropical Storm Hilary

| Cummulative Hilary Storm Weekend PEH Engagments/Metro HOME	
PEH Placement Type	Total Placed
Metro Motel Vouchers	10
Emergency Shelter Placements	143
Family Reunifications	5

Cumulative accounting of the efforts for people experiencing homelessness over the course of the weekend.

Metro Emergency Shuttle to Shelter Operation 8-20-23		
Shuttle Transportation Bus Count	End of Line Station	Number of PEH Referred
3 trips	Union Station	41
1 trip	Downtown Santa Monica	27
2 trips	APU/Citrus	24
2 trips	Downton Long Beach	20
1 trip	North Hollywood	8
Total		120

Shuttle to shelter operation that took place on 8/20.

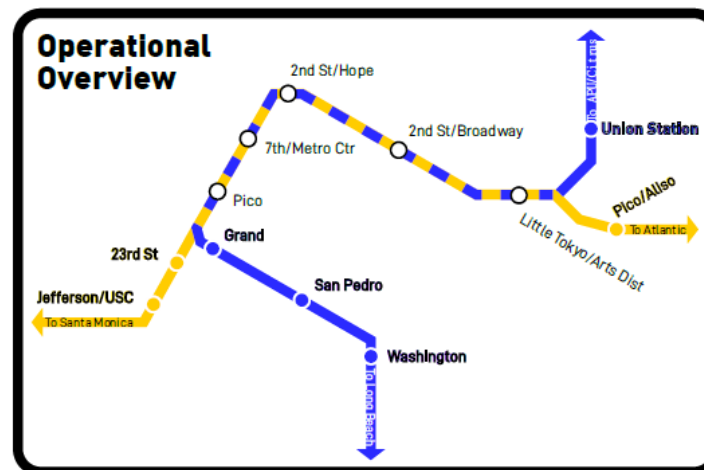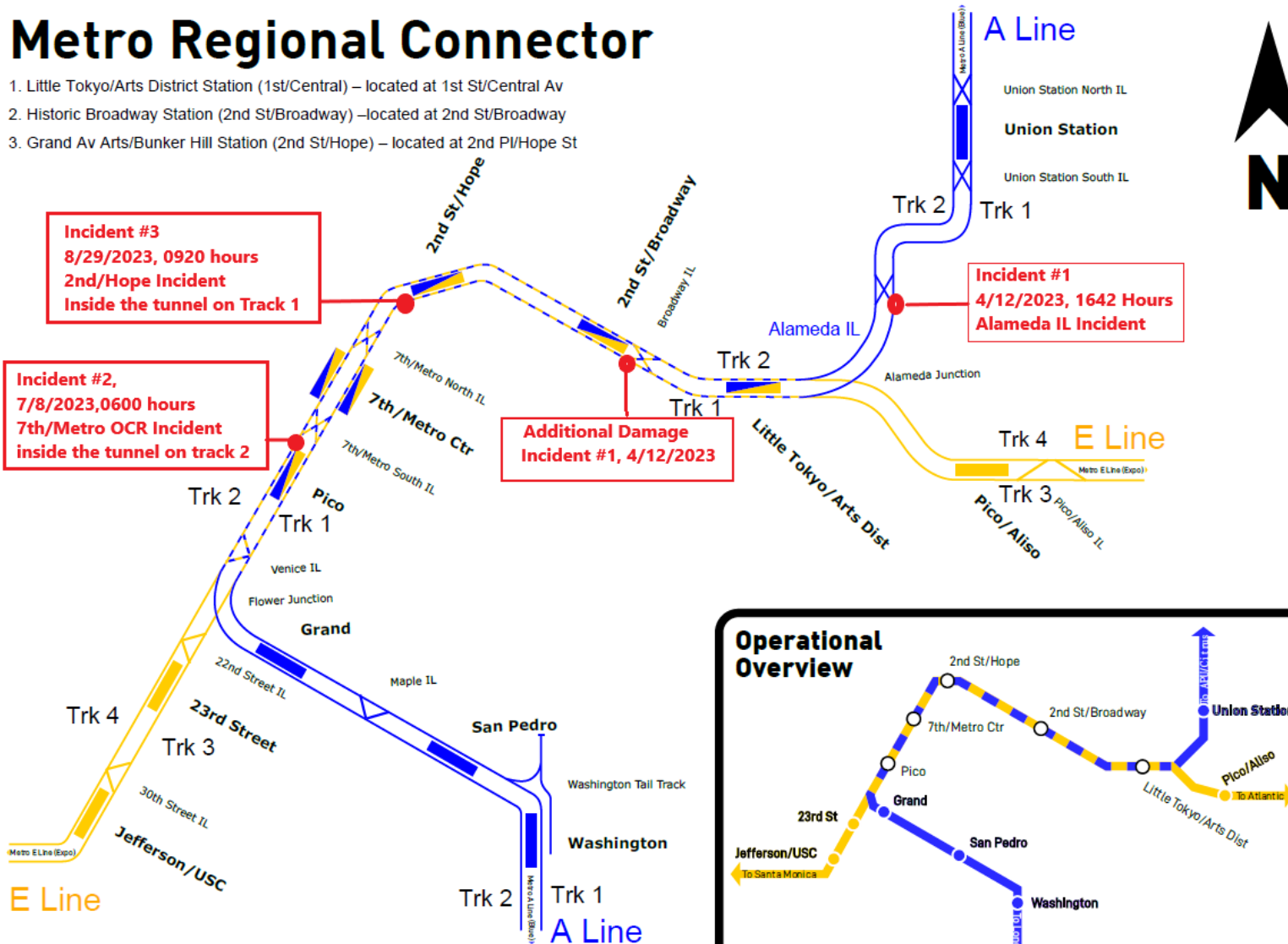Ambassador J Line Team- Pico & Figueroa
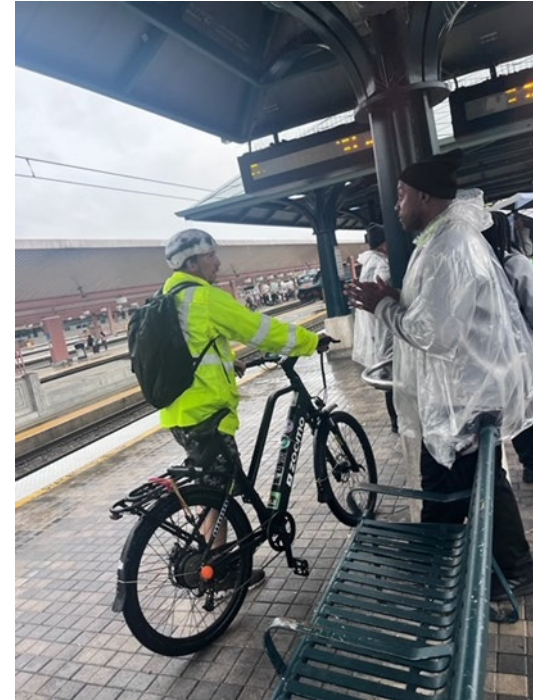
Ambassadors helping with directions

Ambassador gave patron a poncho

Regional Connector OCS/OCR Service Disruptions

OCS/OCR SERVICE DISRUPTIONS

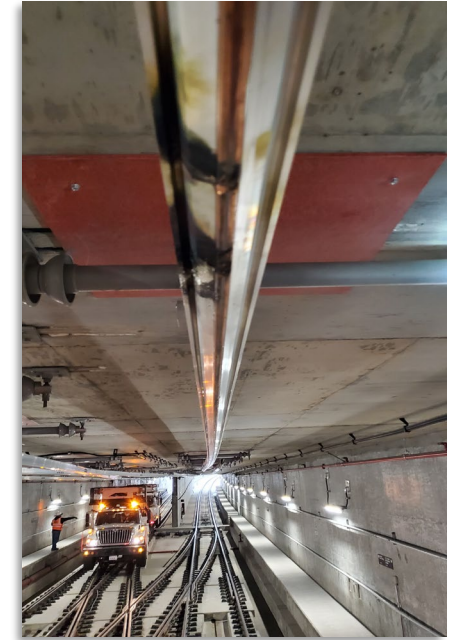**4/12/23 – A Line Alameda Interlocking Incident**

- Uneven installation of straight and diverging Overhead Conductor Rail caused excessive arcing and major contact wire pitting at the Alameda Interlocking.
- Feeder cables at Broadway Interlocking were supported by an unapproved method which failed, causing an impact to the train pantograph.

7/8/23 – A/E Line Tunnel Between Pico Station and 7th/Metro Station

- A non-OEM bolt was used to install the feeder cable clamp at I-10 flyover along Flower and 18th Street, which broke loose causing the feeder cables to hang inside the train envelope.
- A train pantograph impacted the hanging feeder cable and caused damage to the pantograph.
- The pantograph did not drop as designed due to a safety pin installed during maintenance which was not removed.
- Visual alarms on the train's console were not noticed resulting a missed opportunity to inspect the pantograph at Pico Station before entering the 7th & Metro portal.
- The damaged pantograph tore down the OCR inside the 7th & Metro portal tunnel.

8/29/23 – A/E Line Tunnel Between 7th/Metro Station and Grand Av Arts/Bunker Hill Station

- A damaged pantograph on the train caused a short circuit to the OCR which resulted in major OCR contact wire pitting.

Failed feeder cable securement

Arcing location

Damaged OCR

Hanging Feeder Wire

Lessons Learned

<u>Project Delivery</u>
- Improve quality control inspections from the project team
- Share all punch list items between Metro departments before pre-revenue operations begin
- Review the critical spare parts list and ensure an adequate supply of spare parts from the project or procurement

<u>Operations</u>
- Additional training and review of SOP for Operators on train console alarms
  - (e.g. pantograph inspection at the next nearest station after power failure alarm)
- Review maintenance check list
  - (e.g. reminder to remove safety pins on pantographs after maintenance)
- Continue to pre-plan contingent service based on incident time and location

<u>Communications</u>
- Immediately after an incident that impacts service, CX receives notification from BOC (for Bus incidents) or ROC (for Rail incidents)
- Service Alerts are posted on Metro's Twitter Service Alert Page (now called X), Metro's Facebook page and The Source
- Metro's Media Relations Team will notify the Media to help get the word out about major service disruptions
- Improve the amount of information that is shared quickly with the public (e.g. include photos, facts, and stations affected when sending out continued updates on the situation to the public)
- Communicate other transportation alternatives through social media