



File #: 2023-0706, File Type: Oral Report / Presentation

Agenda Number: 30.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

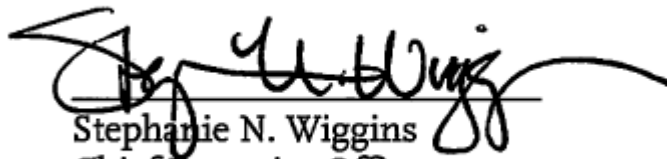
RECEIVE oral report on Operations.

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



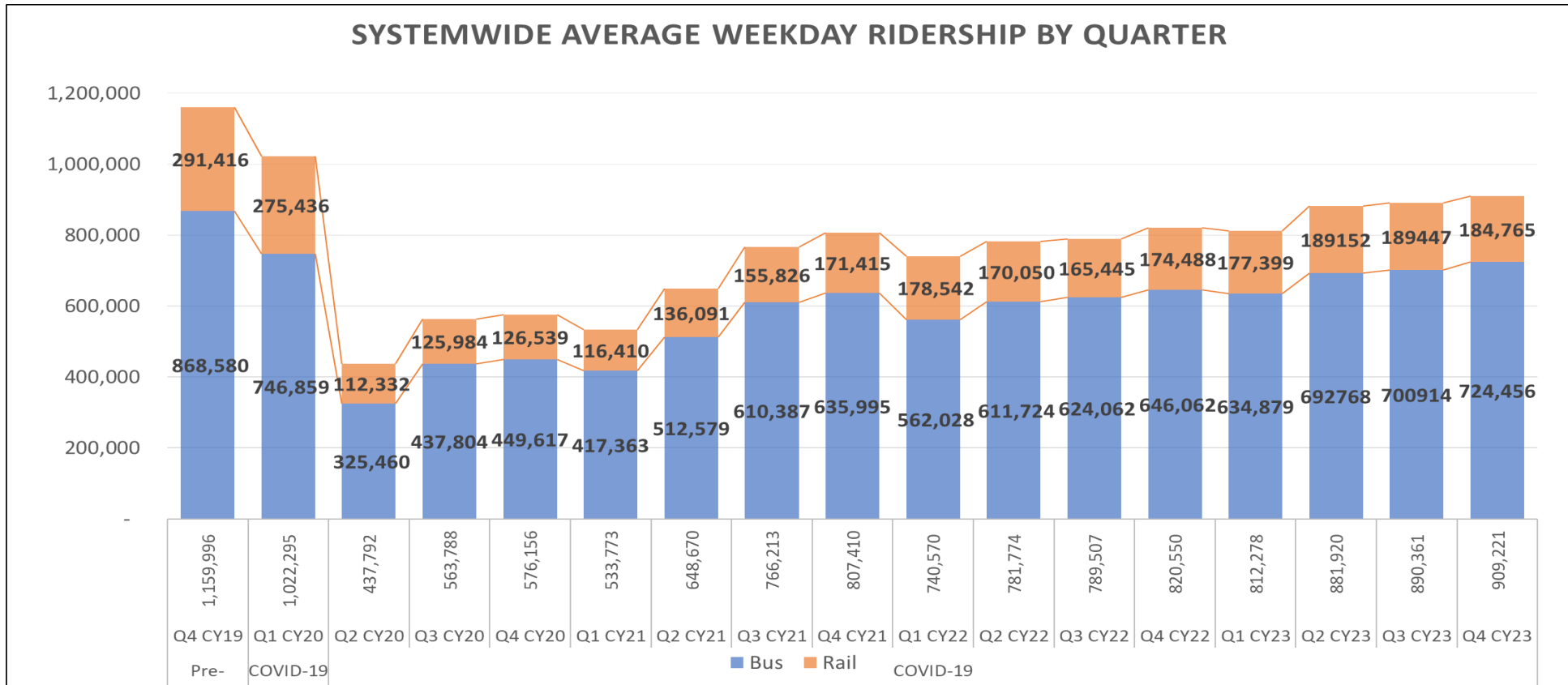
Stephanie N. Wiggins
Chief Executive Officer



COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
January 18, 2024

Ridership Update



December Ridership Percentage of Pre-Pandemic:

Systemwide:

	2023	2019	%Pre-Covid
• DX:	858,908	1,096,174	78%
• SA:	627,409	710,509	88%
• SU:	507,924	526,817	96%

December Percentage Change of 2023 over 2022:

- Bus: 11.0%
- Rail: 7.0%

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.7% in December 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 have remained much lower than those for late 2022 and early 2023 when full service was first restored.**
- **Line 207 Western Ave had the highest cancellation rate for December 2023:**
 - **4.1% in December 2023 vs 6.5% in December 2022**

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 1/7/23	3.4%	2.4%	7.1%
Week Ending 1/6/24	0.7%	0.2%	0.4%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
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%

12/10/23 LRT Frequency Improvements

A Line (Long Beach – Azusa) and E Line (Santa Monica – East LA):

- Weekday peak hour trains every 8 minutes instead of 10 minutes.
- Weekday midday & Saturday/Sunday 9am-7pm trains every 10 minutes instead of 12 minutes.

C Line (Norwalk – Redondo Beach):

- Weekday midday, Saturday/Sunday 9am-7pm trains every 10 minutes instead of 15 minutes.
- Weekday peak hour frequency remains at every 10 minutes.

K Line (Expo/Crenshaw – Westchester/Veterans):

- Weekday midday trains every 10 minutes instead of 12 minutes.
- Weekday peak hour frequency remains at every 10 minutes.
- Note: K Line trains every 20 minutes all day Saturday & Sunday due to construction/testing to connect the C & K Lines and open new LAX/Metro Transit Center Station by end of 2024.

Impacts to LRT Service Frequencies

While frequencies are scheduled to specific intervals, there are planned and unplanned incidents that impact actual schedules on any given day and time period

In 2023 there were over 800 planned schedule adjustments to Metro's LRT service due to the following reasons:

- Track and overhead catenary maintenance and inspections (e.g. C Line OCS work)
- Major capital project testing and integration (e.g. upcoming PLE, Div 20 work, AMC construction)
- Other construction projects
- Tree trimming
- Special event extra service

Unplanned incidents may include:

- Police activity
- Accident along the right of way (vehicle and pedestrian)
- Damage to vehicles or wayside systems
- Any other blockages, unsafe conditions along the right of way

Impacts to LRT service

- Single tracking, depending on location, requires headway between 10-20 minutes
- Full segment closure requiring a bus bridge

Resources Required for LRT Improvements

Operators (as of 12/10/23)

- Increase +41
- Total 359
- Rail operators currently come from the bus divisions. Therefore, it is important to balance the increase in rail operations with the decrease in bus operations

Vehicles (as of 12/10/23)

- Trains
 - Increase +11
 - Total 71
- Cars
 - Increase +33
 - Total 199
- Car availability to meet service can be impacted by several factors, including:
 - Car damage due to accidents or incidents
 - Cars take out of service for overhauls or modernization projects
 - Increases in service frequencies or new capital projects (e.g. K Line and Regional Connector)

Major Rail Vehicle Capital Program

New Vehicle Procurements

- Supports rail system expansion (i.e. PLE)
- Replaces legacy fleet
- Refreshes the fleet, improving the customer experience
- Improves fleet reliability

New Vehicle Commissioning

- Manufacturing and Testing
- System Integration
- Safety Certification
- Conditional Acceptance



Major Rail Vehicle Capital Program

Vehicle Modernization

- Replaces outdated systems
- Refreshes the fleet, improving the customer experience
- Helps mitigate parts obsolescence
- Improves fleet reliability
- Supports new wayside improvements

Modernization Commissioning

- Vehicles sent offsite
- Manufacturing and testing
- System integration
- Safety certification
- Conditional acceptance of new work



Major Rail Vehicle Capital Program

Component Overhaul Program

- Overhaul components based on manufacture recommended interval
- Keeps vehicles in a state of good repair over its useful life
- Proactive maintenance vs. fix as failed
- Minimizes unscheduled maintenance

Components that are overhauled

- Work completed onsite
- Coupler
- Friction Brakes
- Air Compressor
- Traction Motor / Gearbox
- Semi Permanent Drawbar

