



Board Report

File #: 2024-0068, **File Type:** Informational Report

Agenda Number: 36.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2024**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

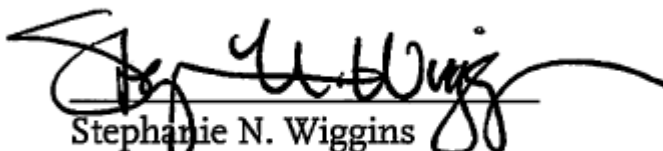
RECEIVE oral report on Operations.

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

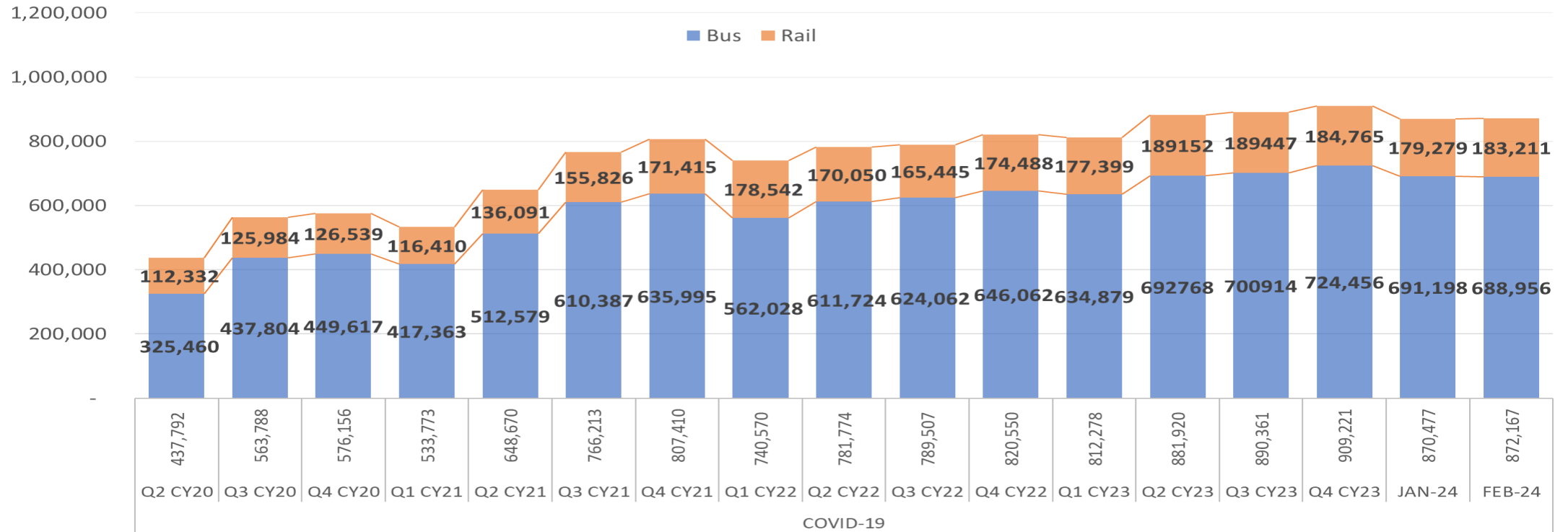


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
March 21, 2024

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



February Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	872,167	1,182,550	74%
• SA:	662,561	672,884	98%
• SU:	516,388	540,358	96%

February Total Ridership Percentage

Change of 2024 over 2023:

- Bus: 10.6%
- Rail: 5.4%

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 February 2024 (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.

February Top Five Highest Service Cancellations by Line

Division	Line	Name	February 2024	February 2023
5	754	Vermont Av Rapid	5.30%	9.40%
5, 18	207	Western Av	4.20%	6.40%
5	108	Slauson Av	3.70%	3.00%
5, 18	204	Vermont Av Local	3.70%	4.30%
1	18	Whittier Bl – DTLA - W. 6th St	3.30%	8.10%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 3/11/23	2.5%	1.3%	5.2%
Week Ending 3/9/24	1.2%	1.6%	2.3%
Week Ending 3/2/24	0.7%	0.5%	2.6%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
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%

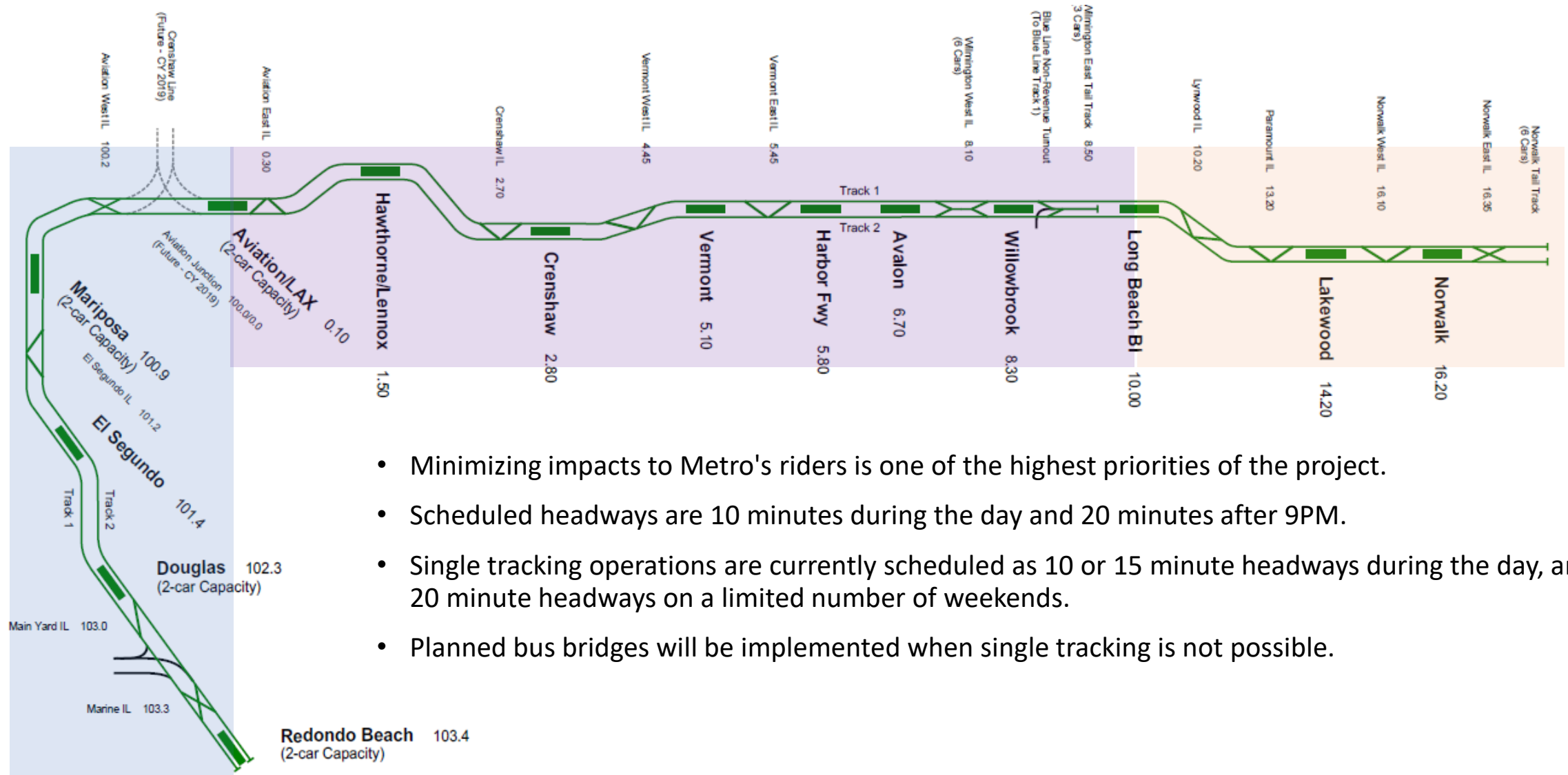
C Line OCS Replacement Project

- Since the C Line (Green) opening in 1995, no major overhaul on the Overhead Catenary System (OCS) system was performed resulting in occasional OCS system breakdowns.
- The OCS Replacement project is a State of Good Repair (SGR) project replacing about 40 miles of OCS contact wires, insulators, and 232 spring tension units.
- The rebuilt OCS will reduce unexpected delays by minimizing breakdown times and improve performance.
- The Life of Project (LOP) is \$38M and the estimated completion date is in 2027.
- The project is on schedule.



C Line OCS Work Locations Overview

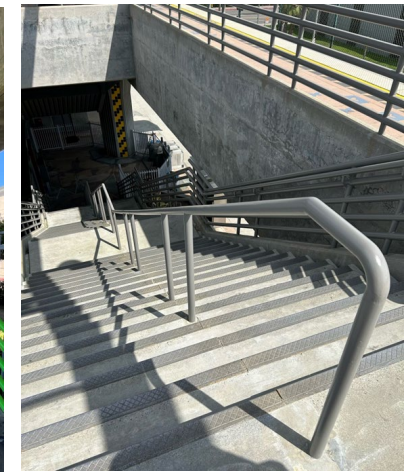
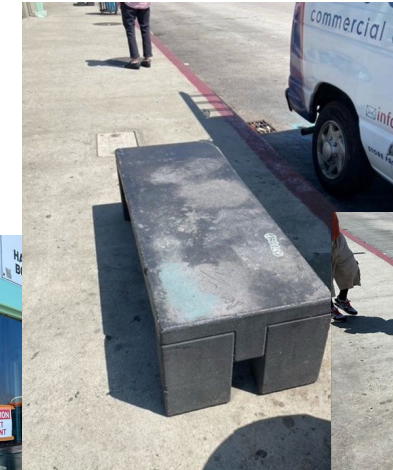
Phase A – Redondo Beach Station to Aviation Station | **Phase B – Aviation Station to Long Beach Station** | **Phase C – Long Beach Station to Norwalk Station**



- Minimizing impacts to Metro's riders is one of the highest priorities of the project.
- Scheduled headways are 10 minutes during the day and 20 minutes after 9PM.
- Single tracking operations are currently scheduled as 10 or 15 minute headways during the day, and 20 minute headways on a limited number of weekends.
- Planned bus bridges will be implemented when single tracking is not possible.

Station Condition Improvements

- The infrastructure maintenance team will take advantage of the single tracking by performing the following work:
 - Painting surfaces and addressing corrosion mitigation
 - Rehabilitating and replacing station lighting as needed
 - Replacing signage as needed
 - Repair damaged thermoplastic material as needed (Stay Behind Yellow Line)
 - Replacing damaged trash receptacles with new
 - Detailed pressure washing and cleaning
 - Encasing trackway cables in concrete to prevent theft



Outreach for the OCS Project



Service Advisory: C Line overhead power replacement project set to begin this Saturday, August 12

BY LEXI HINTON, AUGUST 7, 2023

UPDATE: Starting Monday, September 25, for a period of approximately two months, the C Line will run every 10 minutes between Norwalk Station and Aviation/LAX Station during daytimes. Trains between Aviation/LAX and Redondo Beach will run every 20 minutes — i.e. every other train.

Westbound C Line Riders should look at the head sign on the front of to determine if the destination is Aviation/LAX or Redondo Beach.

At night and early mornings, 20-minute service will operate along the full C Line between Norwalk Station and Redondo Beach Station.

Heads up, C Line riders: Metro will intermittently suspend service and close select stations as we begin long-term overhead power line upgrades Saturday, August 12, through Sunday, September 24. The project is especially significant as C Line approaches its 30-year anniversary.

To perform the work, train service will be interrupted in phases on the western segment of the line between Hawthorne/Lennox and Redondo Beach Station. The first series of station closures will take place in separate phases as follows:

- Sat, Aug 12, start of service through Sat, Aug 19: bus shuttles replace rail service between Hawthorne/Lennox and Redondo Beach stations
- Sun, Aug 20, through Sun, Sep 24: bus shuttles replace service between Aviation/LAX and Redondo Beach

Metro personnel will be on hand to assist at all stations impacted by the work. Regular C Line service will resume at the beginning of service on Mon, Sep. 25.

A second stage of closures on the eastern portion of the line will happen at a later date and take place between the Long Beach and Norwalk stations. The three stations that will be affected are Norwalk, Lakewood and Long Beach.

The third stage of closures in the middle of the line will take place between the Hawthorne/Lennox and

Metro Los Angeles @metrolosangeles Promote

crews in Feb put a fresh coat of 🍷 on the C Line

see pics 📷

makes difference, eh?

part of our work to give you a cleaner + safer + more pleasant system!

Before **After**

Blanca Ordoñez Top fan
This is very beautiful everything 🍷 2
6d Like Reply Send message See Original (Spanish) Hide

Ana Sales
Very nice I was on the metro Rail today 🍷
6d Like Reply Send message See Original (Spanish) Hide

David Sandoval Top fan
Wow!
That sounds fantastic! 🍷
6d Like Reply Send message Hide

Metro Los Angeles @metrolosangeles · Mar 7
Service Advisory: Buses replace C Line service between Redondo Beach Station this weekend due to upgrade work. metro.la/4icK50QNUpH

Metro C Line: Between Aviation/LAX Station and Redondo Beach Station
Rail Service Interruption and Free Bus Shuttle Replacement
Date: March 8, 2024

Summary
Metro is committed to maintaining and improving our systems, so a section of Metro C Line will undergo signal upgrades. This work will require two overnight interruptions of rail service between Aviation/LAX Station to Redondo Beach Station.

Essentials

Station	Shuttle BSS Stop
Aviation/LAX	Bay 4
Mariposa	Northbound Nash St. - Far side of Mariposa Av
	Southbound Nash St. - Near side of Mariposa Av
El Segundo	Westbound El Segundo Bl - Far side on Nash St
	Eastbound El Segundo Bl - Near side on Nash St
Douglas	Westbound Douglas St - Far side of Park Pl
	Eastbound Douglas St - Near side of Park Pl
Redondo Beach	Bay 3 (Line 625)

What to Expect
Service will be maintained with free bus shuttles. Passengers can follow the temporary signs for directions. Train service will continue to run from Norwalk Station to Aviation/LAX Station.

Contact Us
Metro Customer Projects Hotline: 213-662-4613
serviceimprovements@metro.net

Metro Los Angeles Published by Steve Hyman · 6d

Our awesome maintenance crews were busy in February giving the C Line a much-needed fresh coat of paint. Check out the pics! This is part of our ongoing work to provide you a clean + safe + overall pleasant system to use.

Before **After**

See insights and ads Boost post

188 18 comments 7 shares



Roberto Cienfuegos
I want to congratulate you for the effort made for us Metro users

5d Like Reply Send message See Original (Spanish) Hide Edit



Media Coverage for the OCS Project

- **Press Releases** – Aug. 11, Sept. 20
- **PIO Media Briefing** - Aug. 11, Metro held a media day at the C Line Aviation/LAX Station to detail the suspended rail service and selected station closures, noting that work would be between Aug. 12 and Sept. 25
- **Results**
 - Stories: **71**
 - Print, Online & Broadcast Impressions: **41M**
 - Print, Online & Broadcast Ad Value: **376K**



SEED LA: Operations Module

The SEED LA creates pathways to college and career readiness by engaging students in computer sciences, engineering, and studies of systems and societies through transportation infrastructure.

120 Scholars – 3 Week Module (Jan-Feb 2024)

- Operations Overview
- Positions and Career Pathways
- Customer Service and ADA Compliance
- Service Planning and Budgeting
- Vehicle and Infrastructure Maintenance
- Special Event Coordination
- Incident Response

Emphasis on 3 Key Words

Customer Impact



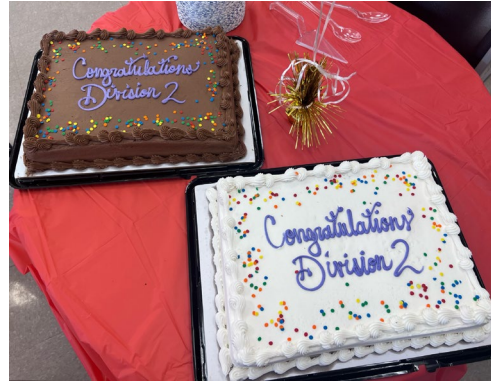
Action



Service Reliability



Division 2 100% Mystery Rider Compliance



Division 2 -FY24 Q2 - Mystery Rider Program Survey

Wheelchair Assistance	October 2023	November 2023	December 2023	FY24 Q2 Total Numbers	Goal	Goal Met/Exceeded or Not Met	delta
Successful Boarding of Customers Using Wheelchairs	100.0%	100.0%	100.0%	100.0%	97.5%	Met/Exceeded	2.5%
Securement Procedure Followed	100.0%	100.0%	100.0%	100.0%	97.5%	Met/Exceeded	2.5%
Wheelchair Secured Properly	100.0%	100.0%	100.0%	100.0%	95.0%	Met/Exceeded	5.0%
Lap/Shoulder Belt Offered	100.0%	100.0%	100.0%	100.0%	80.0%	Met/Exceeded	20.0%