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

**SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

**ACTION: ORAL REPORT**

**RECOMMENDATION**

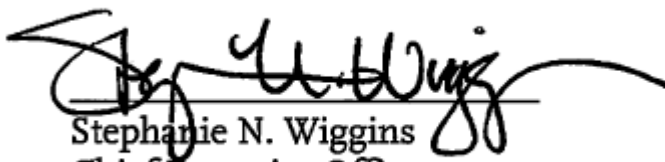
RECEIVE oral report on Operations.

**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



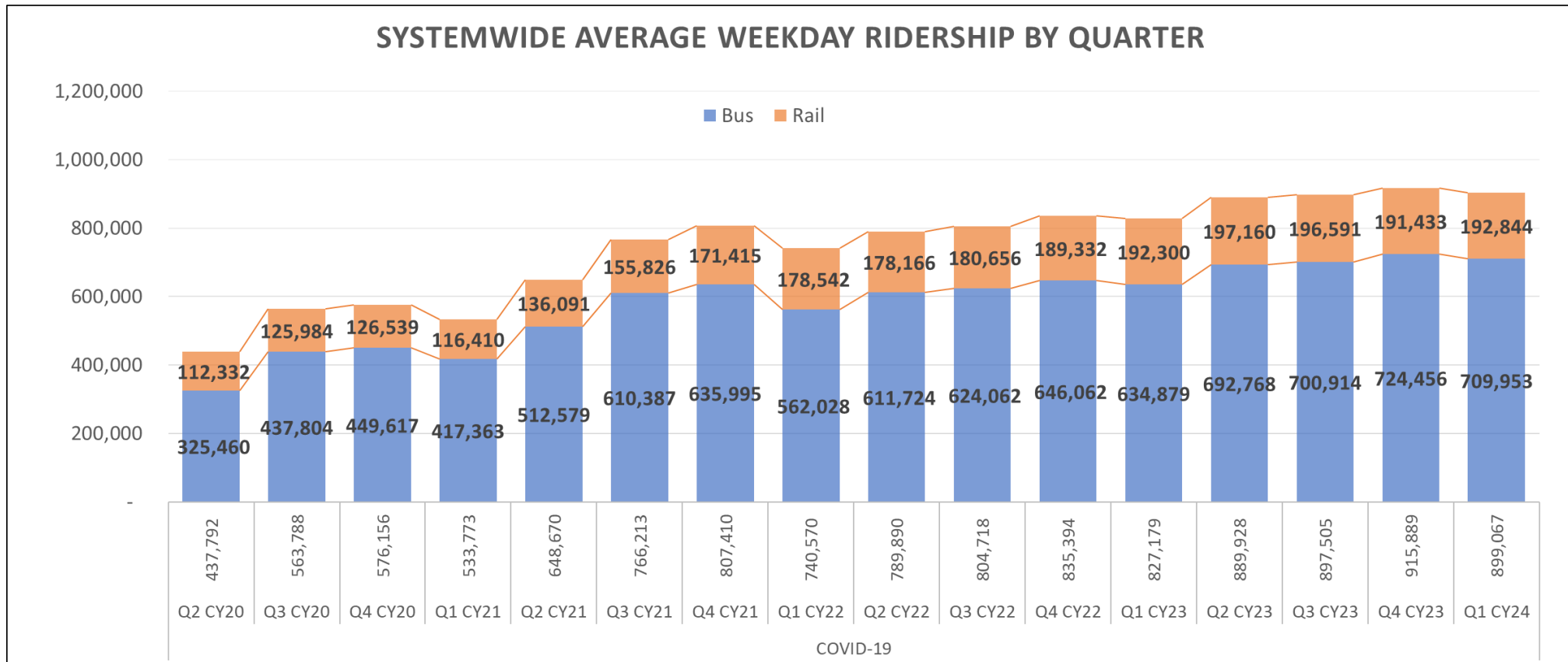
Stephanie N. Wiggins  
Chief Executive Officer



# COO Monthly Report

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

# Ridership Update



**March Ridership Percentage of Pre-Pandemic:**

Systemwide:

	2024	2019	%Pre-Covid
• DX:	955,918	1,202,296	80%
• SA:	606,255	709,148	85%
• SU:	555,029	592,298	94%

**March Total Ridership Percentage**

**Change of 2024 over 2023:**

- Bus: 11.3%
- Rail: 3.2%

**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 March 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 are now generally lower than or comparable to those for late 2022 and early 2023 when full service was first restored.

## March 2024 Top Five

### Highest Service Cancellations by Line

Division	Line	Name	Mar-24	Mar-23
5, 18	207	Western Av	3.9%	5.6%
18	111	Florence Av	2.9%	1.8%
3, 5	206	Normandie Av	2.9%	1.6%
18	40	Hawthorne Bl	2.8%	2.5%
3, 7	217	Fairfax Bl, Hollywood Bl	2.7%	2.6%

% Cancelled Service	Weekday	Saturday	Sunday
<b>Pre- Dec 2022 Service Change 4 week Average</b>	3.2%	3.9%	7.4%
<b>One Year Ago WE 4/15/23</b>	3.0%	1.9%	5.4%
<b>Week Ending 4/13/24</b>	0.9%	0.2%	3.1%
<b>Week Ending 4/6/24</b>	1.2%	0.7%	2.5%
<b>March 2024</b>	1.1%	0.9%	2.5%
<b>February 2024</b>	1.2%	0.7%	2.7%
<b>January 2024</b>	1.0%	0.8%	1.7%
<b>December 2023</b>	1.3%	1.0%	2.5%
<b>November 2023</b>	0.8%	0.9%	1.5%
<b>October 2023</b>	0.7%	0.8%	2.4%
<b>September 2023</b>	0.6%	0.5%	1.6%
<b>August 2023</b>	0.7%	0.9%	2.5%
<b>July 2023</b>	0.7%	0.7%	2.4%
<b>June 2023</b>	0.9%	1.0%	2.9%
<b>May 2023</b>	1.4%	1.9%	5.0%
<b>April 2023</b>	1.9%	1.9%	5.8%
<b>March 2023</b>	2.0%	1.3%	4.5%
<b>February 2023</b>	3.2%	3.1%	5.0%
<b>January 2023</b>	3.8%	3.2%	6.7%
<b>December 2022 (from 12/11 service change)</b>	4.2%	3.4%	11.4%

# Non-Revenue Maintenance – Vehicles & Equipment

- Support For Every Metro Function – 2,473 Vehicles and Equipment
  - Rail Operations/Maintenance
    - Track maintenance equipment
    - Railcar maintenance / recovery equipment
  - Bus Operations/Maintenance
    - Bus operator relief and division support activities
    - Bus on-street supervision, repair, and towing
  - Facilities Maintenance
    - Heavy construction equipment & emergency generators
    - Facility and bus stop maintenance equipment
    - Station maintenance, janitorial, and pressure washing
  - Logistics – parts delivery
  - Management / Administration
    - Safety, security, and 24-hour emergency response units
    - Gateway pool vehicles

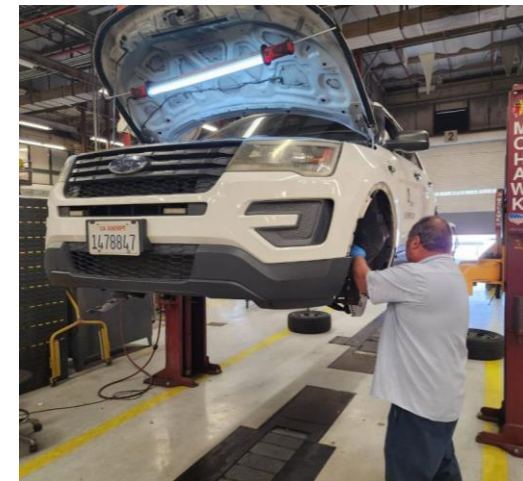
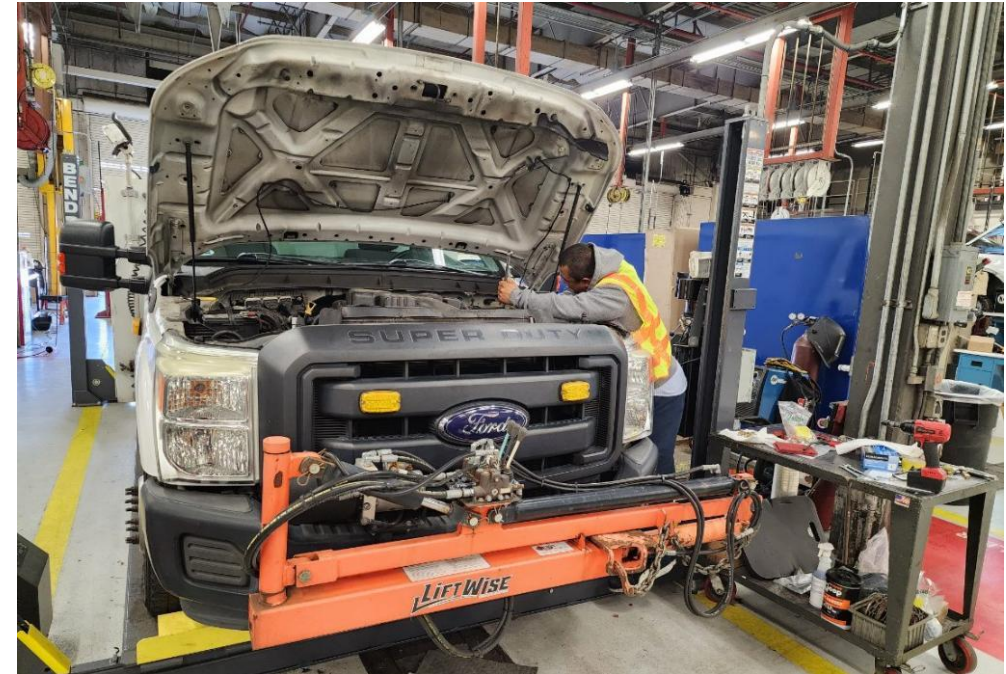
## FLEET COMPOSITION AND QUANTITIES

Type	Classification	Qty
Car	Gasoline Sedan	10
	Hybrid Sedan	442
	Electric Sedan	20
	<b>Total:</b>	<b>472</b>
SUV	Gasoline SUV	153
	Hybrid SUV	101
	Electric SUV	1
	<b>Total:</b>	<b>255</b>
Truck	Diesel Truck	70
	Gasoline Trucks	394
	CNG	7
	<b>Total:</b>	<b>472</b>
Van	Gasoline Van	268
	Diesel Van	2
	<b>Total:</b>	<b>270</b>
Support Equipment	Forklifts	264
	Scrubbers	168
	Carts	138
	Generators	124
	Air Compressors	21
	Railbound Equipment (trailers, etc.)	24
	Shop Mule	10
	Trailers	114
	Mobile Command Center	1
	Non-Revenue/Legacy Buses	13
	Non-Revenue Misc. Equipment (fire pump, welder, loader, etc.)	127
	<b>Total:</b>	<b>1,004</b>
	<b>TOTAL:</b>	



# Non-Revenue Maintenance – Employees & Repairs

- Staffing - 69 employees
  - 52 bus and rail vehicle and equipment mechanics
    - 48 pieces of equipment per mechanic
  - 9 service attendants
  - 8 administrative support staff
- Maintenance Shops and Satellite Locations
  - Centralized maintenance – Div. 10 in LA downtown
    - Need for permanent, dedicated facility
  - Satellite locations – 13 at facilities across LA County
- Maintenance Tasks and Functions
  - Preventive, unscheduled, and routine maintenance
  - Emergency response to accidents / in-service failures
  - Fueling and cleaning of the vehicles
  - Steaming parts and components
  - Facility environmental maintenance and cleaning



# Non-Revenue Maintenance – Procurement/Replacement

- Capital project proposals and management
  - \$30M capital and operating budget for FY24
  - Forecasting and planning
- Procurement of Replacement/Expansion Vehicles
  - Technical specification development
  - Statements of work for procurement documents
- Zero Emission Vehicle (ZEV) Transition
  - Procurement of battery electric vehicles
  - Implementation of charging infrastructure
- Retirement/disposal of damaged and older vehicles
- Licensing and registration of non-revenue vehicles
- Fleet management / inventory control



# WGGC Women in Operations

For Women's History Month (WHM), Metro's Women & Girls Governing Council (WGGC) celebrated with a hybrid speaking engagement to highlight some of our women leaders!

- Marilyn Archie, Manager, Maintenance Operation
- Nareh Nazary, Manager, Transportation Planning
- Leticia Solis, DEO, Wayside Systems Engineering & Maintenance
- Edna Stanley, Deputy Chief, Operations Officer
- Elezanbee Vue, Chief Admin Analyst, Executive Office Administration & Development





# Southern California Regional Bus Rodeo

**Hosted by Victor Valley Transit Authority**

**Saturday, March 23, 2024**

- Regional competition where Bus Operators and Maintainers showcase their skills. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls and HVAC malfunctions
- Winners will compete during the International Bus Rodeo at APTA Mobility in Portland, OR in April 2024

## **Bus Operator (Division 3) – 1<sup>st</sup> Place**

- Juan Navarro

## **Maintenance Team (Division 13) – 2<sup>nd</sup> Place**

- Alain Gomez
- Octavio Ortega Ramirez
- Edward Hinojosa

