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Agenda Number: 30.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 20, 2024**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

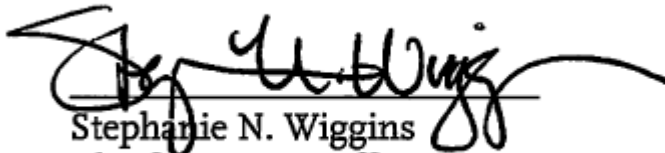
RECEIVE oral report on Operations.

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

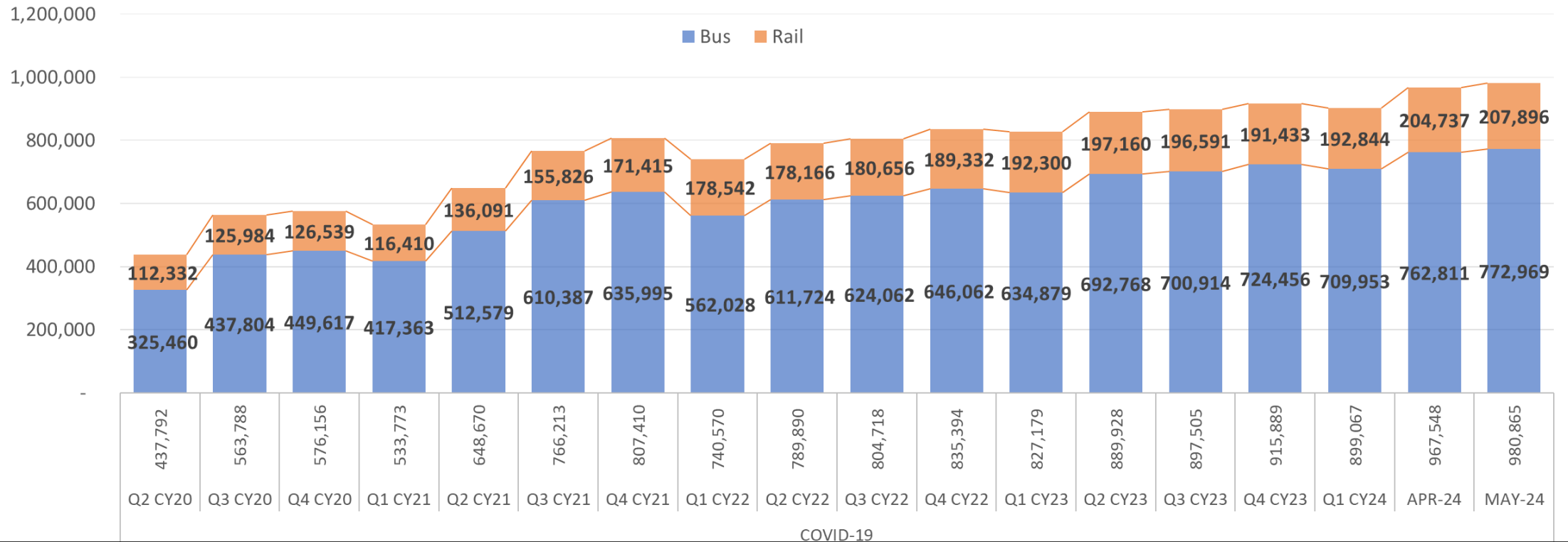


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
June 20, 2024

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



May Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	980,865	1,209,399	81%
• SA:	676,530	746,592	91%
• SU:	577,002	568,549	101%

May Total Ridership Percentage

Change of 2024 over 2023:

- Bus: 9.3%
- Rail: 4.1%

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 78.8% in May 2024 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69.4% 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.

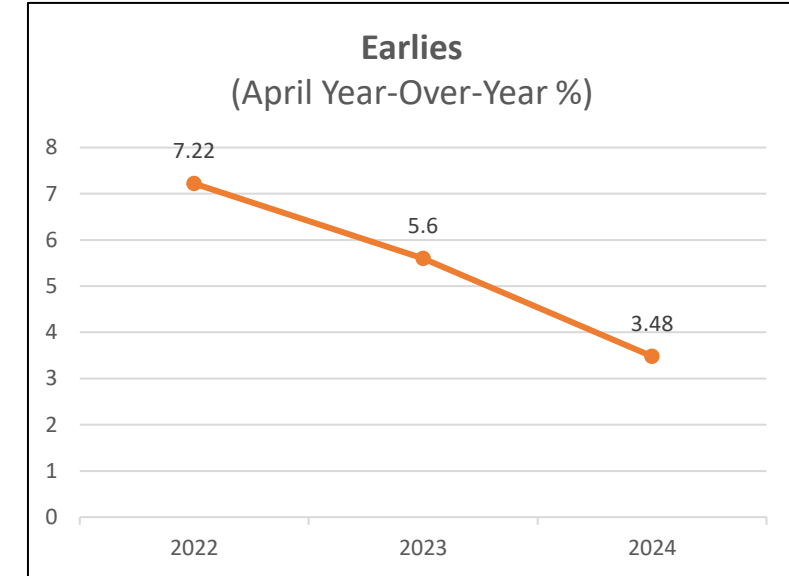
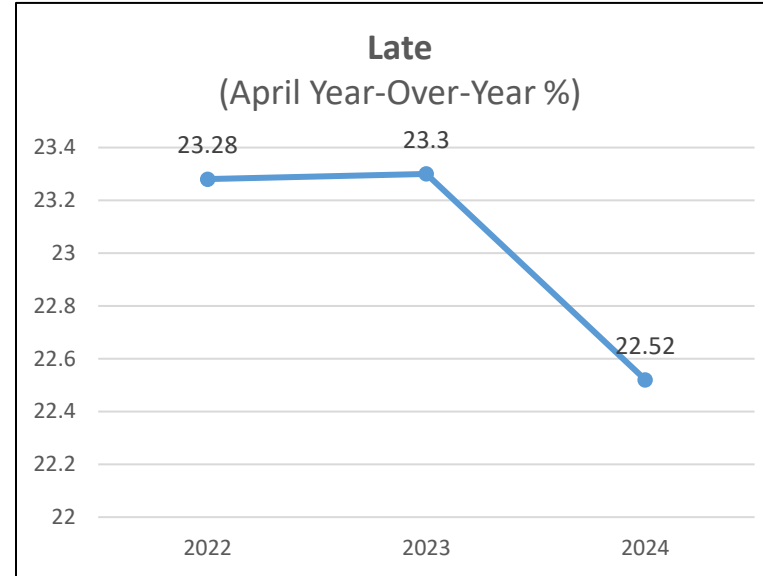
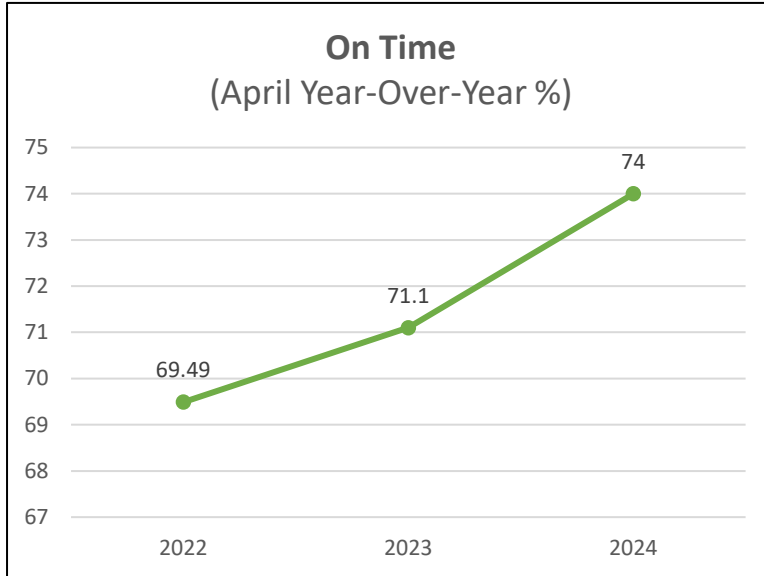
May 2024 Top Five

Highest Service Cancellations by Line

Division	Line	Name	May-24	May-23
1	18	Whittier Bl/ W. 6 th St	6.1%	3.9%
1	53	Central Av	5.7%	3.5%
3, 5	206	Normandie Av	5.5%	1.8%
1	66	E. Olympic Bl/ W. 8 th St	5.2%	3.2%
5	108	Slauson Av	4.9%	2.4%

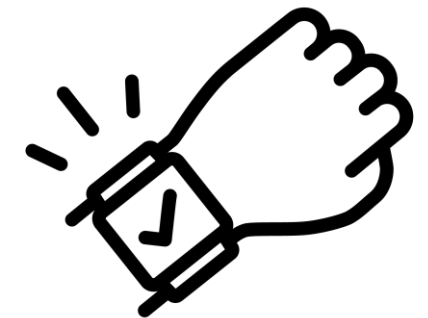
% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 6/17/23	1.0%	0.5%	2.6%
Week Ending 6/15/24	2.4%	3.5%	4.8%
Week Ending 6/8/24	1.6%	1.0%	3.8%
Week Ending 6/1/24	1.4%	3.2%	0.6%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
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%

On Time Performance (OTP) - Bus



Campaigning for Improved On Time Performance

- Division Instructors monitoring for on time AM and PM yard pull outs
- Field Supervisors monitoring terminals promoting on time trip departures
- Bus Operations Control schedule monitoring software to identify when interventions needed
- Adjust headways to manage impacts of service cancellations.
- Fresh buses dispatched on schedule to recover from delays
- Line rides with operators needing extra training
- Schedules adjusted each service change (twice a year) to reflect actual conditions:
 - Analyzed large quantity of location data from buses to help establish realistic run times, ensure operator break time
 - 49 weekday, 42 Saturday, 41 Sunday schedules adjusted in June 2024 service change



Bus Barrier Update

- **Design/Engineering**
 - New Flyer 40' buses (900 buses) – 100% complete
 - El Dorado, NABI, BYD, and 60' buses - in process
- **Procurement of Glass Kits**
 - Scheduled delivery of 210 glass kits in June
 - 90 by June 21
 - 120 by June 28
 - Scheduled delivery of 400 glass kits/month
 - 1,000 glass kits expected by the end of summer
- **Project Preparation Activities**
 - CMF producing bracketry, sheet metal and misc. hardware to complete barrier retro-fit kits
 - Technical training bulletin developed
 - In-person training for mechanics – early June
 - Installation at all divisions beginning in June
- **Installation**
 - Prototype extended barriers installed to date - 27
 - Installation of 90 additional extended barriers in June
 - Installations to increase as mechanics become more experienced
- **Deployment**
 - Priority lines for deployment - 207, 2, 81, 111, 115, 117
 - Identified by SSLE using 12-month historical assault data



Dodger Stadium Express Overview

- Since 2010, Metro and the Mobile Source Air Pollution Reduction Review Committee (MSRC) have offered fans an eco-friendly option to reach Dodger Stadium through the Dodger Stadium Express (DSE).
- The Metro Contracted Services Divisions provide DSE service at Union Station and Harbor Gateway Transit Center, with typically ten and six buses, respectively.
- Ridership at Union Station has increased by 24% compared to last year, and there has been an 8% increase at Harbor Gateway Transit Center.
 - Average ridership per game for DSE Union Station in 2024 has been 2,950 passengers, and for DSE Harbor Gateway Transit, it's been 747 passengers per game.



MSRC/Metro Day

- MSRC/Metro Day features exciting promotions:
 - Board Members are selected to throw the honorary first pitch
 - Dodger Alumni make special appearances on DSE buses
 - Apparel giveaways
- The Dodgers held their annual MSRC/Metro Day on May 8 at 12:10 PM
- This Year, Dodgers honored Metro Employee Carlos Guevara Retired US Army Captain after 21 years of service, Metro Employee of the Year Raymond Rispress with 36 years of service, and Metro Board Member Tim Sandoval.



Dodger Stadium Express – Crowd Control

To help manage crowds at Union Station and Dodger Stadium our staff collaborated with other Metro departments and the Dodgers as follows:

- Effective May 16, 2024, Metro increased the start of service by 30 minutes (now 1.5 hours to 2 hours ahead of game start).
- Requested the support from Metro Security and Transit Ambassadors to assist with crowd control at Union Station during inbound service.
- Two additional buses have been added for the inbound service, and up to four buses for the outbound service.
- Dodgers have committed to add extra staff at Sunset Gate to expedite bus re-entry after the game ends.

