



Board Report

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Agenda Number: 30.

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

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

ISSUE

This report will give an update on Metro's monthly ridership and cancellation results as compared to Pre-Pandemic results. It also highlights recent department accomplishments, projects, and other special events.

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

The signature is a stylized, handwritten cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a clean, sans-serif font.

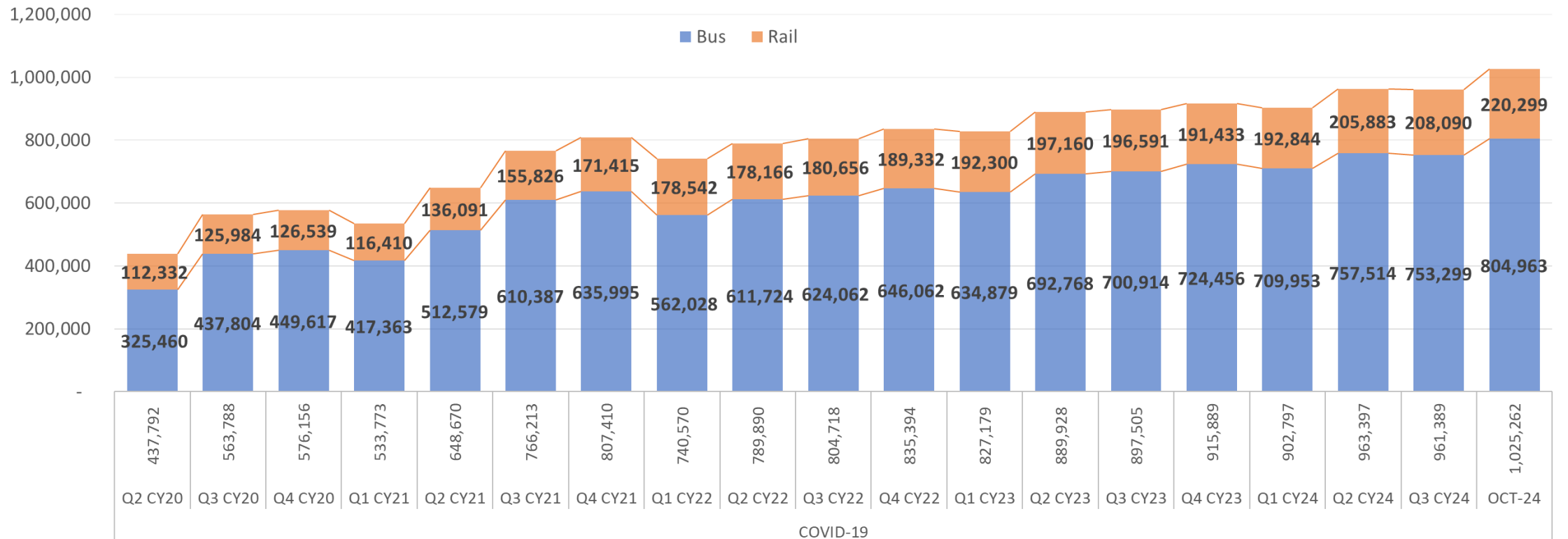


COO Monthly Report

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

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



October Total Ridership Percentage Change of 2024 over 2023:

- Bus: 7.5%
- Rail: 8.6%

October Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	1,025,262	1,222,507	83.9%
• SA:	714,513	751,546	95.1%
• SU:	591,899	588,849	100.5%

Average Weekday Rail Ridership By Line - October 2024

Line	Oct-24	% Recovery	Oct-23	% Recovery	Oct-19
A	70,169	N/A	61,892	N/A	63,008
E	52,949	N/A	44,433	N/A	53,242
L	N/A	N/A	N/A	N/A	42,505
A, E, L	123,118	77.6%	106,325	67.0%	158,755
B/D	70,637	53.6%	71,086	54.0%	131,696
C	22,852	75.6%	21,367	70.7%	30,236
K	3,692	N/A	2,948	N/A	N/A

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 78.6% in October 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% from FY19 to FY24 (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. Full operator staff was achieved in August 2023 resulting in very low cancellations.
- Cancellation rates have increased slightly in 2024 as increased bus and rail service have needed more operators while attrition and absenteeism have continued. Recruitment has been increased to restore full operator staffing and reduce cancellations.

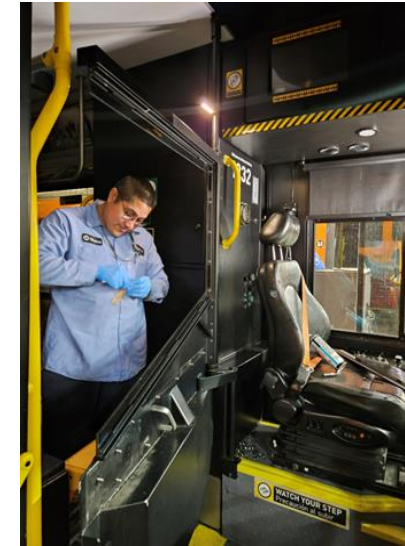
October 2024 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Oct-24	Oct-23	% of Line Miles in EFC
9	70	Garvey Av/Cesar E. Chavez Av	4.2%	0.3%	76%
2	55	Compton Av	4.1%	0.9%	83%
5, 18	207	Western Av	3.8%	2.5%	89%
8, 15	166	Nordhoff St	3.8%	1.0%	26%
1	18	Whittier Bl/W. 6th St	3.6%	2.1%	83%
2	51	Avalon Bl/W.7th St	3.5%	0.7%	75%
1	53	Central Av	3.4%	1.4%	82%
2	60	Long Beach Bl	3.4%	1.1%	61%
9	76	Valley Bl	3.2%	0.3%	66%
1	66	E. Olympic Bl/W. 8th St	3.1%	0.5%	86%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 11/18/23	1.1%	2.3%	1.2%
Week Ending 11/16/24	0.7%	1.2%	0.8%
Week Ending 11/9/24	0.8%	0.2%	0.8%
Week Ending 11/2/24	4.3%	1.3%	5.4%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
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%

Bus Barrier Update

- Installation
 - Extended barriers installed - 1,585 as of 11/18/24 (82.6% of Metro's directly operated bus fleet)
- Design/Engineering
 - New Flyer, El Dorado, and NABI buses (over 1,900 buses) completed
 - BYD buses - in process
- Procurement of Glass Kits
 - Delivery of 1,868 glass kits
 - Delivery of glass kits for entire fleet by end of November
- Project Preparation Activities
 - Bracket kits manufactured at Metro Central Maintenance along with some outsourcing of brackets to accelerate installation
 - Component specifications and technical bulletins developed
 - Mechanics provided training on installation
 - Quality assurance checks to ensure quality installations
- Deployment
 - Priority deployment on high assault lines and evening owl assignments
 - High assault lines – 2, 4, 81, 111, 115, 117, 207, 720, 754, and 910
 - Transitioning to all lines with conversion of over 82% of fleet



Rail Rodeo

10/26/2024

400 Participants

Face Painting

Balloon Animals

Photo Ops

SLE Olympics

Raffles

Food

Fun!!



WINNERS

Transportation

1st Place : Jesse Lopez

2nd Place: Talisha Bogan

3rd Place: Steven Ramirez

Rail Fleet Services

1st Place: Parker Rounds

2nd Place: Calvin Wong

3rd Place: William Barbier



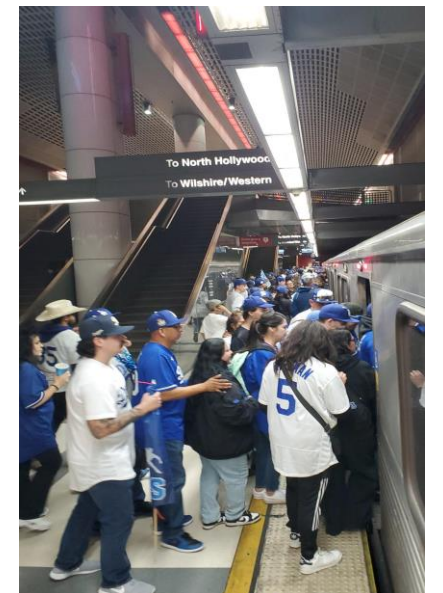
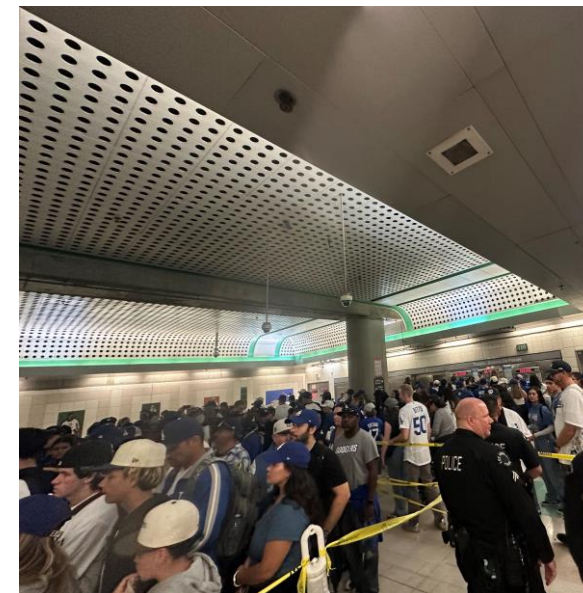
Dodger Stadium Express World Series 2024

- Contract Services (Divisions 95 and 97) along with support from Metro Bus Operations provided services for the 2024 World Series games at Dodger Stadium.
- Dodger Stadium Express operated as Line 34 in honor of late Dodger icon, Fernando Valenzuela.
- Dodger Stadium Express expanded its hours of operation and more than doubled its usual fleet deployment to meet the post season ridership demand.
- Total average ridership for World Series games 1 and 2 saw an increase in ridership of 86% compared to the average regular season ridership.
- Dodger Stadium Express operated during the 2024 World Series Celebration event at Dodger Stadium which took place concurrently with the first Dodgers' World Series parade since 1988.



Dodgers Victory Parade – Nov. 1, 2024

- Metro increased rail service for the Dodgers World Series Victory Parade
 - A and E Light rail service maintained 8-minute peak headways instead of usual off-peak 10 minute throughout the day.
 - B Line subway ran 6-car instead of usual 4-car trainsets with 6-minute B/D combined service between Wilshire/Vermont and Union Station.
- Metro Rail transported around 80,000 extra riders out of the estimated 250,000 parade crowd. Many trains filled to capacity up to 3 hours before the parade and up to two hours after. Metrolink also reported some full trains to and from Union Station.
- Metro deployed staff from across the agency to manage crowds at key stations (Union Station, 7th St/Metro Center, Civic Center, Pershing Square, Historic Broadway, Grand Av Arts/Bunker Hill, Little Tokyo/Arts District). No major issues experienced.
- Dodgers Stadium Express buses ran between Union Station and Dodgers Stadium for the ticketed post-parade event.
- A police perimeter was established around City Hall and the CBD preventing through traffic. As a result, Rail service through the Regional Connector served as a bridge for local bus service.
 - Metro will look to improve passenger communications during events where road closures are established with short notice
- This day was excellent practice for the 2028 Olympic and Paralympic Games



C & K Line Operating Plan Implementation

New C & K Line rail operating plan pre-revenue service started Sunday, November 3, 2024. The Aviation/Century Station has opened for service.

K Line trains travel south through LAX/Metro Transit Center without carrying passengers between Westchester/Veterans and Aviation/Century Stations while testing continues. Metro C & K Bus Bridge available between K Line sections, connecting to the LAX Metro Connector bus at Aviation/Century Station.

C Line now ends at Aviation/Century during this period. LAWA Metro Connector buses serving this station to/from LAX/Metro Transit Center.

LAX/Metro Transit Center will open on a date to be announced, allowing passengers to travel the full K Line Expo/Crenshaw to Redondo Beach.

