



**Board Report**

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JANUARY 16, 2025**

**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.

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Reviewed by: Conan Cheung, Chief Operations Officer

Stephanie N. Wiggins  
Chief Executive Officer

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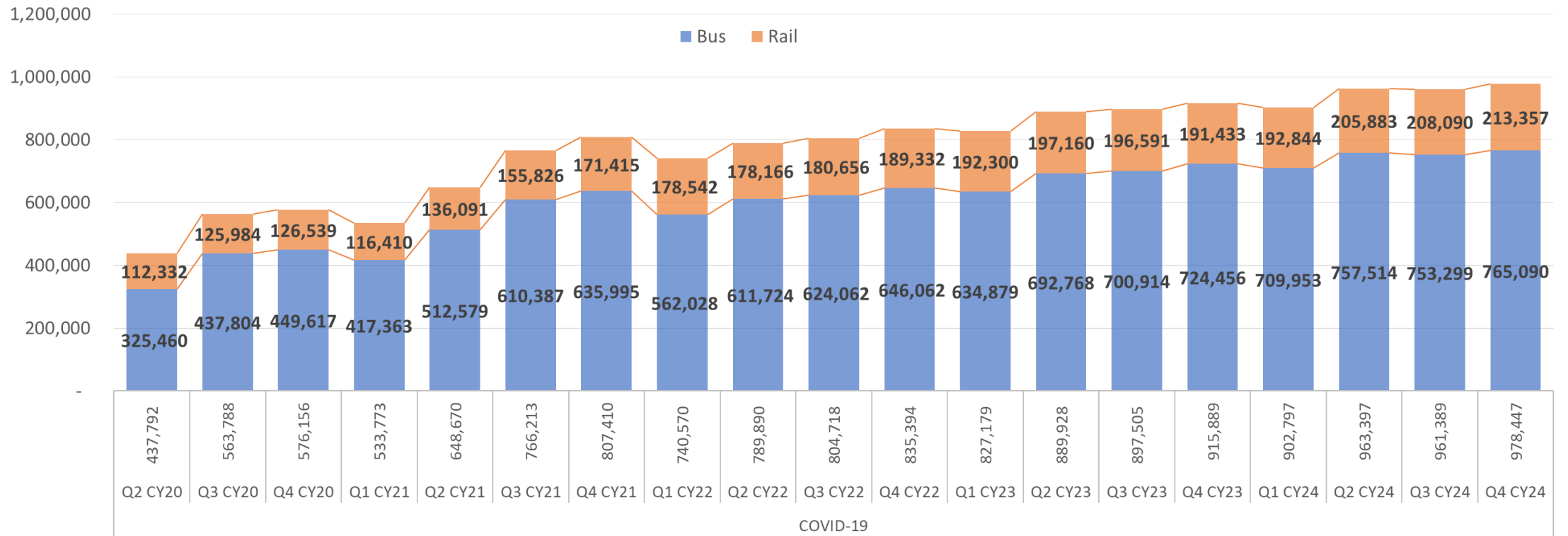


# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
January 16, 2025

# Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



### December Total Ridership Percentage Change 2024 over 2023:

- Bus: 7.3%
- Rail: 11.5%

### December Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2024	2019	%Pre-Covid
• DX: 930,111	1,096,174	84.9%
• SA: 669,174	710,509	94.2%
• SU: 548,027	526,817	104.0%

Average Weekday Rail Ridership By Line - December 2024					
Line	Dec-24	% Recovery	Dec-23	% Recovery	Dec-19
A/E/L	113,995	78.2%	98,338	67.5%	145,791
B/D	66,813	51.2%	59,202	45.4%	130,522
C/K	23,975	81.3%	23,024	78.0%	29,501

Note: Recovery compares 2024 and 2023 against 2019 with A/E/L compared as a group due to Regional Connector. K Line started operation in October 2022 so 2019 data is only C Line.

### 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 November 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 are now around the same or lower level than they were a year ago, lower than rates seen through the middle of 2024. Increase operator hiring has addressed both increased operators required for bus and rail service improvements as well as attrition and absenteeism. Full operator staffing has been achieved again.

## December 2024 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Dec-24	Dec-23	% of Line Miles in EFC
18	210	Crenshaw Bl	2.3%	2.0%	58%
2	55	Compton Av	2.2%	2.8%	83%
13	33	Venice Bl	2.1%	2.0%	41%
9	70	Garvey Av/Ceasar E. Chavez Av	2.1%	2.4%	76%
2	51	Avalon Bl/W. 7th St	2.0%	2.9%	75%
7, 13	4	Santa Monica Bl	2.0%	2.1%	39%
2	60	Long Beach Bl	2.0%	3.2%	61%
5, 18	207	Western Av	2.0%	4.1%	89%
15	233	Van Nuys Bl Local	1.9%	1.9%	33%
13	720	Wilshire Bl Rapid	1.9%	2.8%	33%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 1/13/24	1.40%	1.00%	3.00%
Week Ending 1/11/25	2.30%	1.90%	2.30%
Week Ending 1/4/25	0.40%	0.10%	0.30%
December 2024	0.90%	1.00%	2.40%
November 2024	1.30%	1.00%	1.50%
October 2024	1.50%	1.70%	4.40%
September 2024	1.60%	1.80%	4.10%
August 2024	2.10%	1.70%	4.70%
July 2024	1.90%	1.90%	5.50%
June 2024	1.70%	2.50%	5.40%
May 2024	1.80%	1.80%	4.70%
April 2024	1.00%	1.00%	3.20%
March 2024	1.10%	0.90%	2.50%
February 2024	1.20%	0.70%	2.70%
January 2024	1.00%	0.80%	1.70%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%

# Bus Barrier Major Milestone

- Extended Barriers **100% complete** on all 2,009 Metro directly and contract operated active Bus Fleets
- Newly procured and buses on hold for major repairs will be completed before being returned to revenue service.
- Design, manufacture, installation in house saved \$6-\$28M in total project cost.
- Over 56,000 labor hours expended to complete this in record time.

Phase	Labor Hours
Management/Admin	10,056
Procurement	1,388
Design and engineering	2,533
Prototype and Fabrication	15,283
Kit assembly and stocking	2,611
Barrier Installation	24,534
<b>Total</b>	<b>56,405</b>



# Systemwide Service Impacts – High Winds/Fires

Metro service and systems have been impacted by the high winds and fires throughout LA County. Impacts include Power Outages, Service Disruptions, and ROW Impacts.

## Power Outages

- SCE and LADWP shut down power impacting:
  - Divisions (impact to CNG fueling, maintenance activities)
  - Stations (impact to cameras, TVM, ZEB charging at Chatsworth)
  - Facilities (4 communication towers Impacting ATMS/radio communication for bus)
- Preventative measures taken by locating generators to ensure critical functions were operational at divisions

## Mask Dispensing

- Buses and rail cars with dispensers are being assigned to lines that serve high air quality impact zones
- Metro staff continue to hand out N95 masks to customers



# Systemwide Service Impacts – High Winds/Fires

## Service Disruptions

- Bus – 8 Detoured Lines, 6 Suspended Lines/Segments
- Rail – A Line, 12 minute headways and bus bridging between SW Museum and Filmore due to downed OCS cables
- MicroTransit – Altadena area of the Pasadena/Altadena/Sierra Madre zone suspended

## ROW Impacts

- Significant impact on A Line North
  - 2 downed trees collapsing the OCS at Indiana Interlocking
- 30 downed trees on G Line ROW
- Substantial amount of shrub and branch cleanup along rail ROW and bus routes
- Preventative measures by pinning gates at high wind grade crossings to prevent damage

## Resources

- Resources have been established for staff impacted by the fires/winds



# Systemwide Service Impacts – High Winds/Fires

Thank you to all staff who continued to ensure that the Metro system was operational for our customers despite facing their own personal impacts from the high winds and fires, our teams continued to report to work to ensure safe service for our customers.





# Bus Stroller Policy

- Revision of SOP 7.105
- Effective December 17, 2024
- Customers boarding with a child in the strollers will be allowed access to the wheelchair securement area to prevent the aisles from being blocked (added to SOP 7.105)



# HR4000 Highlight

	2024		2025			2026			
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
HRVs Arrive at Metro	14	24	32	42	50	58	64		
Conditional Accepted HRVs	6	18	26	36	44	52	62	2	



## Key Features

1st in the Nation Fire Mist Suppression	Passenger Counting System	LCD Info Displays including Active Line Map
Open Gangway between cars	Enhanced CCTV	USB Outlets
Seat layout to enhance passenger ease of entering and exiting Vehicle	Capacity 246 Seated and standing	New brighter LED lighting
Durable and easily cleaned Stainless steel seating	New external speakers	Tri-pole SS Sanctions

HR4000	
Contract award	Dec. 2016
NTP	Mar. 2017
Conditional Accepted	6 Cars Nov. 19, 2024
Revenue Service	Dec. 20, 2024
Last Car delivery	May 2026
Order Size	64 Cars
Cars at Div 20	16 cars/8MPs

# New Years Eve & Rose Bowl/Parade Highlights

- Free rides New Years Eve (NYE) 4 am through New Years Day (NYD) 3 am.
- 24-hour service provided on New Years Eve for A, B/D, and E rail lines with service until 2 am for the C and K lines.
- Extra trains for A Line early New Years morning for Rose Parade attendees with the larger 3-car trains for the 10-minute daytime service
- Rail ridership NYE/NYD was up over comparable recent Tuesdays and Sundays by 40%.



# NYE & Rose Bowl/Parade Event Coordination

- NYE coordination with NYELA @ Grand Park, SSLE, Operations Management, Customer Information Agents as crowd control
- 82 Volunteers from Operations, Finance, CX, People's Office, Planning, Safety, Communications & DEOD
- TAP Revenue Tables set up to assist fans
- Bus detours around parade route





**THANK YOU**