



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

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Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report will update Metro's monthly ridership and cancellations 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 concerns to ensure equitable service outcomes.

VEHICLE MILES TRAVELED OUTCOME

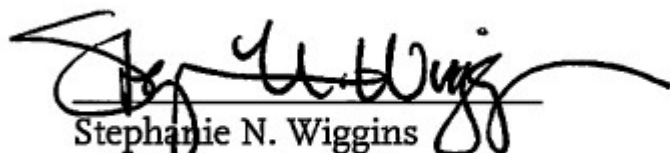
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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Stephanie N. Wiggins
Chief Executive Officer

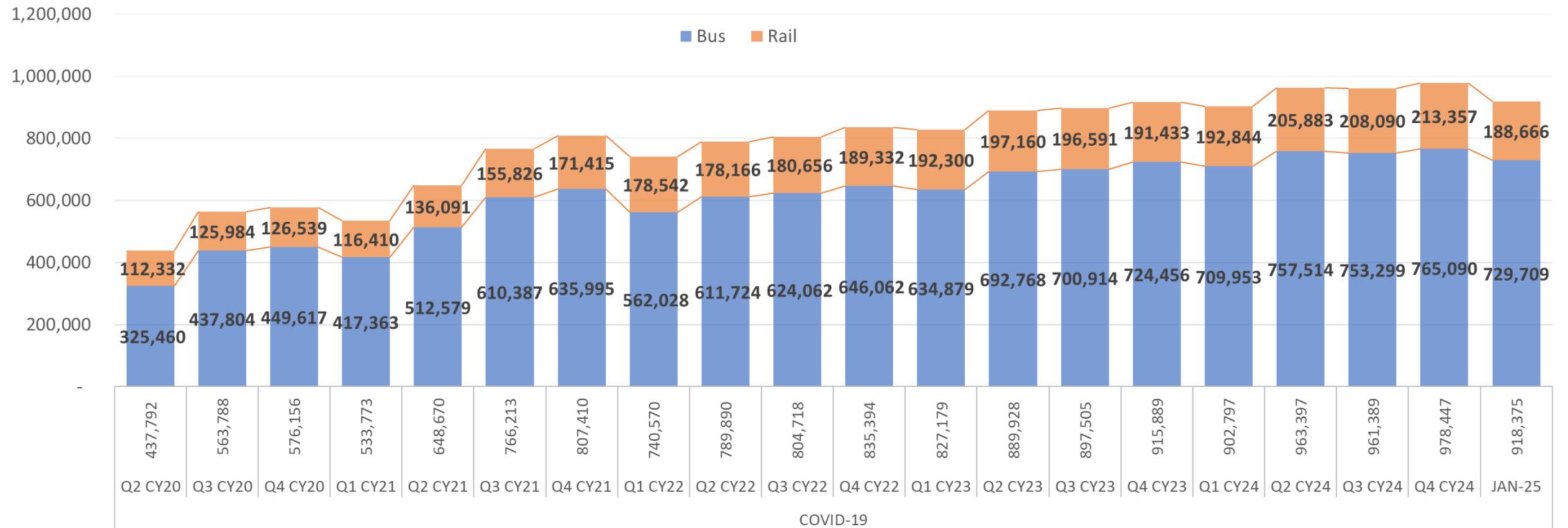


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
February 20, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



January Total Ridership Percentage Change 2025 over 2024:

- Bus: 5.6%
- Rail: 2.9%

January Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 918,375	1,138,190	80.7%
• SA: 646,397	681,892	94.8%
• SU: 513,705	561,330	91.5%

Average Weekday Rail Ridership By Line - January 2025

Line	Jan-25	% Recovery	Jan-24	% Recovery	Jan-19
A/E/L	102,851	57.7%	98,668	55.4%	178,102
B/D	61,030	43.7%	61,884	44.3%	139,759
C/K	24,785	78.2%	23,134	73.0%	31,711

Note: Recovery compares 2025 and 2024 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 79.1% in January 2025 (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

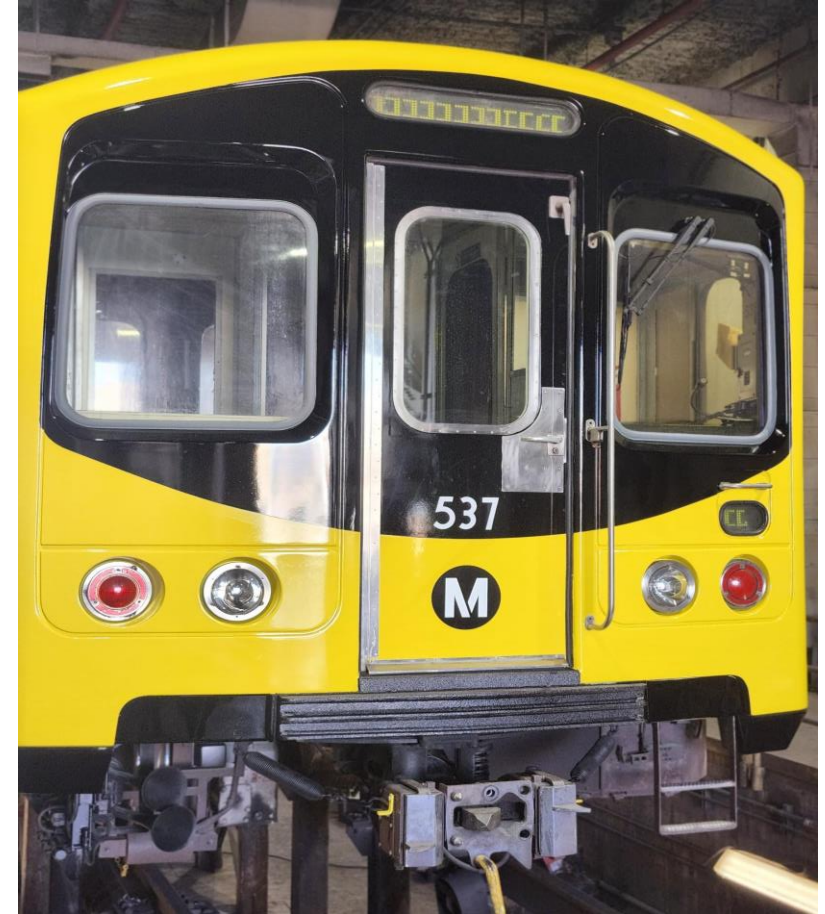
- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved in January 2025.
- Cancellation rates have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

January 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Jan-25	Jan-24	% of Line Miles in EFC
2	60	Long Beach BL	2.0%	1.1%	61%
2	55	Compton Av	1.9%	1.3%	83%
15	92	Glenoaks BL	1.9%	1.8%	36%
2	51	Avalon BL/W. 7th St	1.8%	1.2%	75%
15	761	Van Nuys BL – Westside Rapid	1.8%	1.5%	27%
15	90	Glendale BL/Foothill BL	1.7%	0.6%	32%
15	233	Van Nuys BL Local	1.7%	1.4%	33%
15	224	Lankershim BL	1.5%	1.6%	41%
15	234	N. Sepulveda BL	1.4%	1.3%	49%
2	105	Vernon Av/La Cienega BL	1.3%	0.6%	57%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/17/24	1.8%	0.5%	3.6%
Week Ending 2/15/25	0.8%	0.6%	1.2%
Week Ending 2/8/25	0.6%	0.4%	1.2%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
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%

A650 Renovation Program



We are repainting the A650 vehicle's exterior end-caps to standardize it with the new HR4000 vehicles. One (1) MP has been completed as the initial pilot program. We are now including this exterior end-cap program as part of the A650 Renovation Program.

G Line – Roscoe Station (Issue)



G Line – Roscoe Station (Resolution)

- Short term
 - Increased security presence
 - Replaced hardwired lights with solar
- Long term
 - Engage community in developing long term solution
 - SFV Service Council
 - Partnering with LA Councilmember Blumenfield's Office and Mayor Bass' office



G Line – Roscoe Station (Outreach)

Outreach

- 75 flyers distributed in person to area residents (Community St and Canoga Av) by Metro Community Relations and CD3 Staff
- Neighborhood Council briefed
- Presentation at February 5 San Fernando Valley Service Council meeting: 17 online participants, 10 in person
 - Majority of public cited severe public health and safety issues impacting neighborhood quality of life, near unanimous request for closing the problematic walkway.
 - Potential recommendations: posting no parking signs, restoring landscaping, fortifying Salvation Army fence/Metro fence, and closing secondary walkway.



Next Steps

- A Metro representative will present at the Canoga Park Neighborhood Council on February 26.
- Public comment to continue to be collected through Feb 28 through servicecouncils@metro.net
- March 5 San Fernando Valley Service Council meeting - all comments to be reviewed and Council to make recommendations

METRO SERVICE COUNCILS

**San Fernando Valley
Service Council**

Wednesday, February 5, 2025
6:30 p.m.

Metro Service Councils meet monthly in the communities they represent. They hear presentations and updates on projects, programs, and initiatives in their regions.

All Council meetings provide opportunities for the public to ask questions for the public to ask questions and provide feedback on service-related issues in their communities.

At their February 5, 2025 meeting, the Service Council will hear an update on how Metro is addressing the ongoing challenges around the G Line Roscoe Station and the connecting pedestrian path accessible via a gate at the end of the Community St cul-de-sac. Residents are encouraged to attend in person or virtually to learn more, share their experiences and thoughts about use of the Community St gate and the pedestrian path.

Other items on the agenda include a quarterly update on Metro's Station Experience Program, and other regional updates.

Access the agenda and presentations, or comment online via the agenda link at metro.net/calendar/. The agenda will be posted at least 72 hours before the meeting.

TO PARTICIPATE

Service Council meetings are held in a hybrid in-person/virtual format. The San Fernando Valley Service Council usually meets on the first Monday of each month.

To join:

- > In person: Marvin Braude Constituent Center
6262 Van Nuys Blvd, Van Nuys, CA 91401
- > Zoom: <https://us02web.zoom.us/j/84486864773>
- > By phone or webinar:
Dial 213 338 8477 or 888 475 4499 (Toll Free)
Webinar ID: 844 8686 4773

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