



Board Report

File #: 2025-0070, **File Type:** Informational Report

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 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

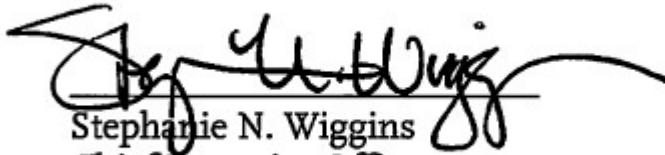
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro’s significant investment in rail and bus transit.* Metro’s Board-adopted VMT reduction targets 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 monitoring and reporting of Operations 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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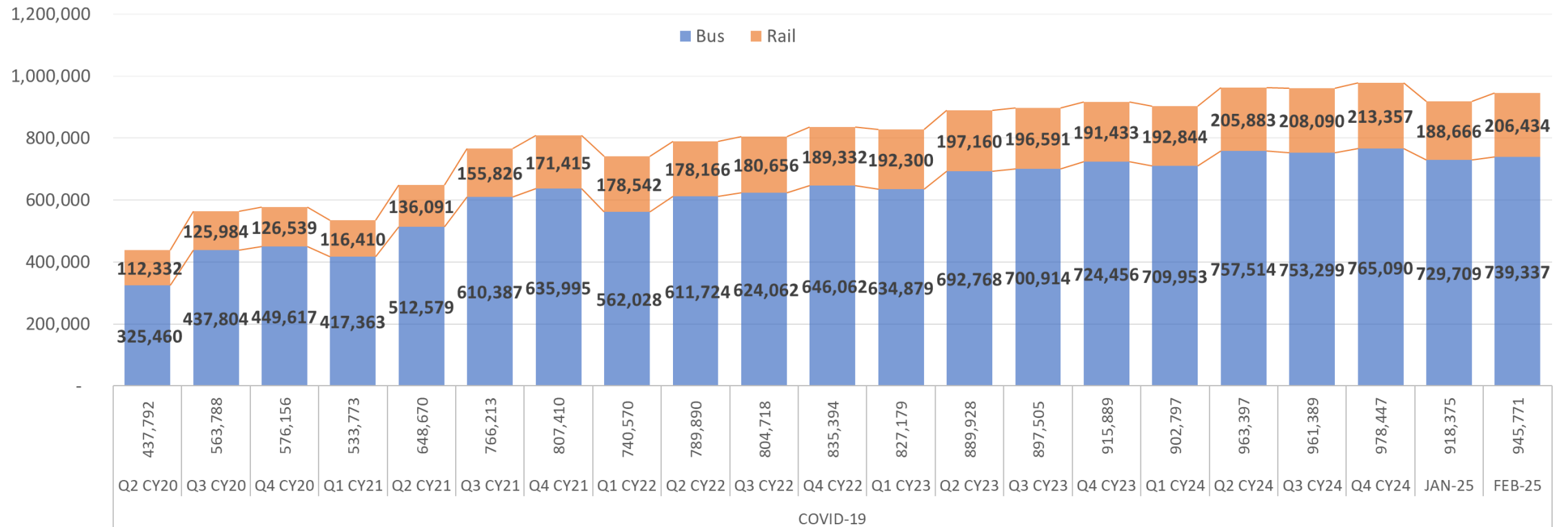


COO Monthly Report

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

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



February Total Ridership Percentage Change 2025 over 2024:

- Bus: 3.0% Rail: 2.9%
- Monitoring ridership for impacts from Federal workers returning in full time office attendance.

February Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 945,771	1,182,550	80.0%
• SA: 694,472	672,884	103.2%
• SU: 583,819	540,358	108.0%

Average Weekday Rail Ridership By Line - February 2025

Line	Feb-25	% Recovery	Feb-24	% Recovery	Feb-19
A/E/L	116,454	63.0%	103,440	55.9%	184,902
B/D	64,978	46.5%	63,819	45.6%	139,850
C/K	25,002	84.4%	22,704	76.7%	29,607

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using Feb 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022.

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 February 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.

February 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Feb-25	Feb-24	% of Line Miles in EFC
5, 18	207	Western Av	3.0%	4.2%	89%
18	111	Florence Av	2.0%	1.1%	68%
18	210	Crenshaw Bl	2.0%	1.9%	58%
18	40	Hawthorne BL/MLK Bl	1.9%	1.4%	52%
2	55	Compton Av	1.8%	1.3%	83%
18	117	Century Bl	1.8%	1.5%	56%
18	115	Manchester Av/Firestone Bl	1.7%	1.6%	47%
5	108	Slauson Av	1.4%	3.7%	55%
5, 18	204	Vermont Bl	1.3%	3.7%	98%
2	60	Long Beach Bl	1.3%	1.5%	61%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 3/16/24	0.8%	1.2%	1.9%
Week Ending 3/15/25	0.3%	0.5%	1.4%
Week Ending 3/8/25	0.5%	0.5%	1.9%
Week Ending 3/1/25	0.3%	0.2%	0.5%
February 2025	0.9%	0.8%	1.4%
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%

Metro Vanpool Program



- Vanpool offers single seat, point-to-point commute options for LA County employees that travel long distances to work or at off-peak times
- Vanpools are a recognized transit service by the FTA and Metro vanpools are required to provide monthly data which is submitted to the FTA National Transit Database (NTD).
- **Funds generated in federal formula revenues greatly exceed program annual expenditures.**

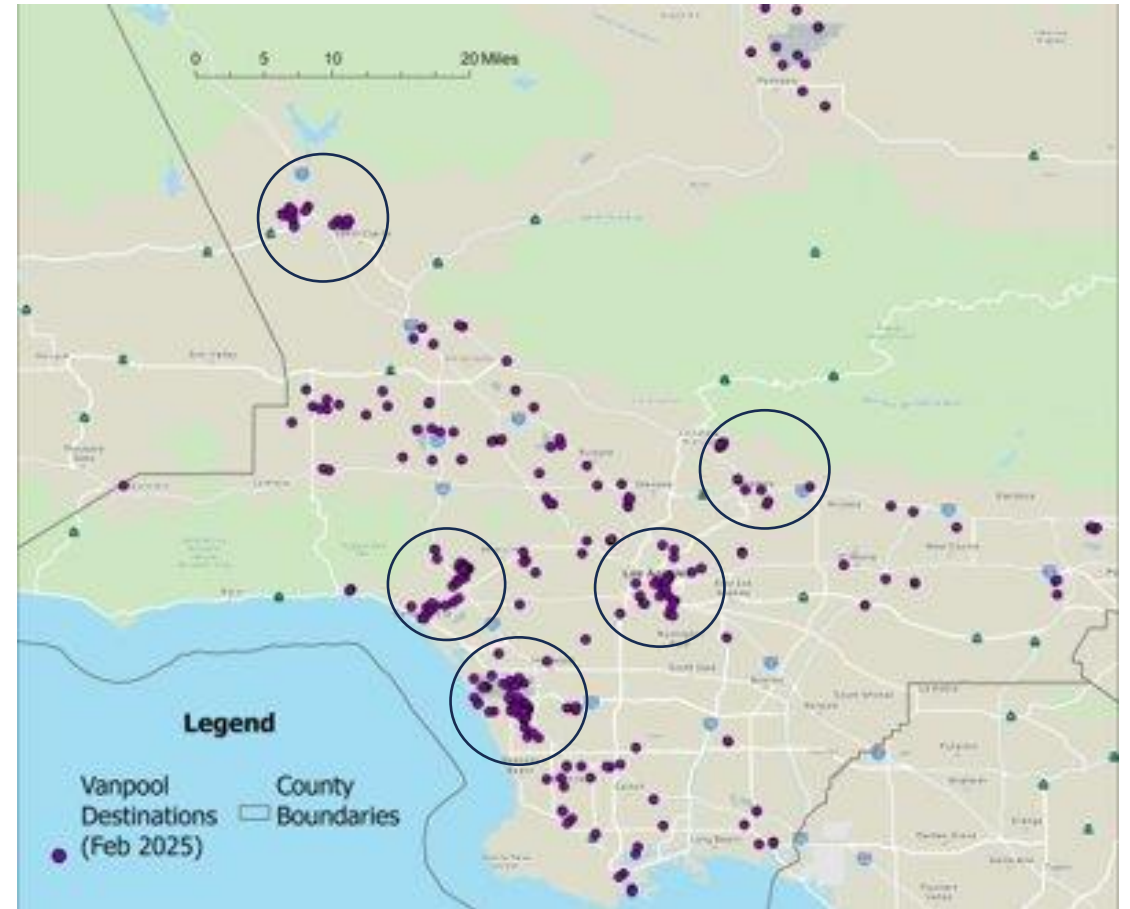
Fiscal Year	Expenditures	Federal Formula Funding	ROI
FY24	\$6 M	\$15.9 M	265%

Metro Vanpool Program



- Metro Vanpool is the **largest vanpool program in the country.**
 - 803 vanpools (as of March 1, 2025)
 - 4,537 participants
- Metro provides participating vanpools a base fare subsidy of up to \$600 per month to offset vehicle lease costs
 - Lease cost covers the cost of the vehicle, maintenance, insurance
 - Vanpool groups and/or their employers pay the balance of the lease as well as gas and cleaning expenses

Vanpool Destinations



Major destination clusters are circled on the map

Metro Vanpool Program - Roles



Commuter/ Vanpool Coordinator

Volunteer vanpool participant who holds the vehicle lease and is responsible for monthly reports

Vehicle Providers (Enterprise, Airport Van Rental, Green Commuter)

- Contracted by Metro to provide vanpool vehicles via a lease to commuters
- Screen all vanpool groups and enforce safety program
- Provide insurance and ongoing maintenance of vehicles

Employers

- May offer rideshare incentives in support of AQMD goals – examples:
 - Additional funding to cover lease costs
 - Covering parking, fueling, tolling and other costs associated with vanpooling

Metro

- Monitor and enforce program eligibility and guidelines
- Administer vanpool subsidy
- Contract with vehicle suppliers to provide vanpool vehicles
- Report program data to FTA's annual NTD submission

Metro Vanpool Program



- Over **56 million VMT reduced** in FY24
 - Average One-Way Commute: 49 miles
 - Longest One-Way Commute: 144 miles
- Average 5.72 riders per van
- 20% of LA County riders are from EFCs
- Nearly 2,000 participants commute from other counties
 - 29% of riders from other counties board a vehicle from a California-designated Disadvantaged Community
- 14% of the fleet is hybrid or electric

LA County Vanpool Pick Up Locations

