



Board Report

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Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 17, 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

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

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.

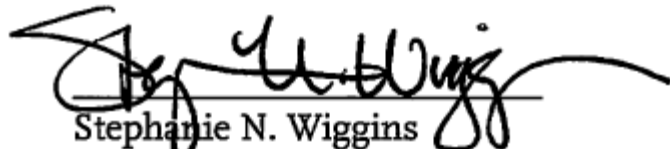
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction 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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Chief Executive Officer

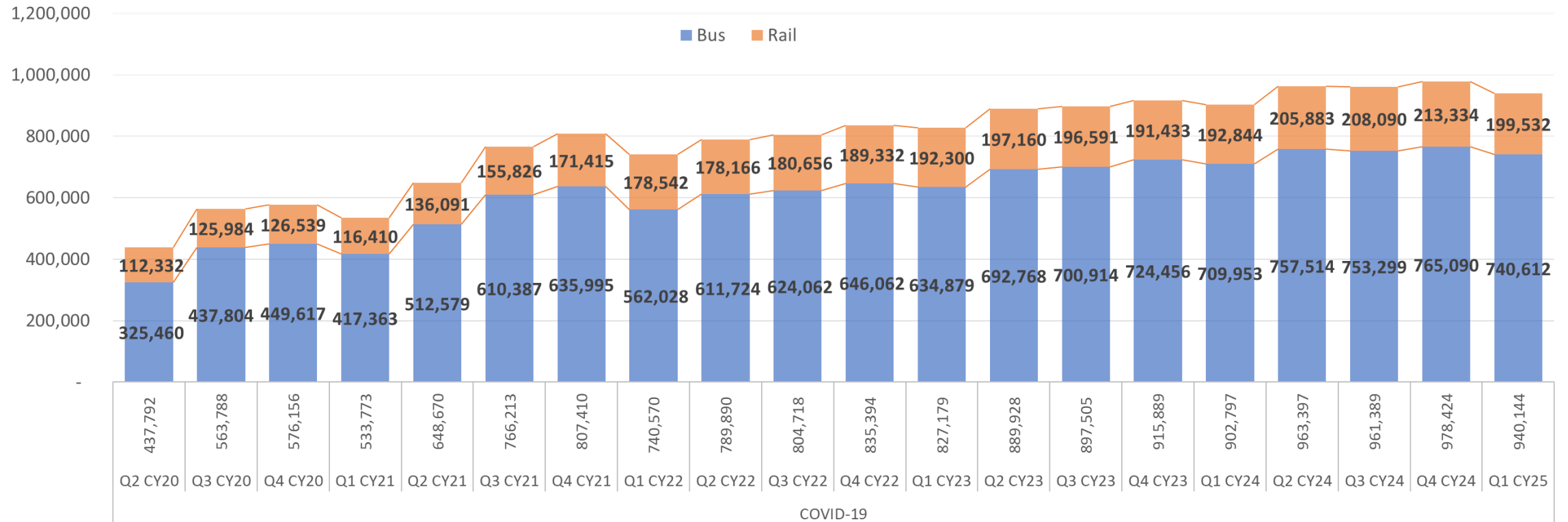


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
April 17, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



March Total Ridership Percentage Change 2025 over 2024:

- Bus: 2.7% Rail: 1.6%
- Monitoring ridership for impacts from Federal workers returning in full time office attendance.

March Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 957,592	1,202,296	80.0%
• SA: 702,694	709,148	99%
• SU: 577,698	592,298	98%

Average Weekday Rail Ridership By Line - March 2025

Line	Mar-25	% Recovery	Mar-24	% Recovery	Mar-19
A/E/L	114,198	62.7%	113,813	62.5%	182,032
B/D	66,033	48.3%	65,976	48.3%	136,622
C/K	24,112	83.0%	25,531	87.9%	29,056

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using March 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 78.5% in March 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 overall 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.

March 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Mar-25	Mar-24	% of Line Miles in EFC
2	55	Compton Av	2.5%	1.0%	83%
2	60	Long Beach Bl	2.3%	0.8%	61%
13	720	Wilshire Bl Rapid	2.2%	1.6%	33%
2	51	Avalon Bl/W. 7th St	1.8%	0.6%	75%
7, 13	4	Santa Monica Bl	1.8%	1.3%	39%
18	111	Florence Av	1.7%	2.9%	68%
18	210	Crenshaw Bl	1.6%	2.4%	58%
13	33	Venice Bl	1.5%	1.0%	41%
5, 18	207	Western Av	1.5%	3.9%	89%
18	40	Hawthorne Bl/MLK Bl	1.4%	2.8%	52%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 4/13/24	0.9%	0.2%	3.1%
Week Ending 4/12/25	0.3%	0.4%	0.8%
Week Ending 4/5/25	0.5%	1.3%	0.8%
March 2025	0.5%	0.6%	1.8%
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%

Dodger Stadium Express 2025 Season Opens



Dodger Stadium Express 2025 Season Opens

- Dodger Stadium Express (DSE) service for the 2025 season started with a pre-season game on Sunday, March 23 and the season opener on Thursday, March 27. Service operated from both Union Station in downtown LA and Harbor Gateway Transit Center in the South Bay.
- DSE Ridership has been up over the 2024 season in the games through March 31, with over 80% increases for the games on March 29 and 31.

UNION STATION DSE

GAME DATE	Inbound to Dodger Stadium	Outbound from Dodger Stadium	2025 Ridership	Actual Attendance	Change in Ridership from Last Season
3/23/25	1,489	1,471	2,960	Unavailable	23%
3/27/25	2,133	2,649	4,782	53,595	11%
3/28/25	1,855	2,061	3,916	52,029	40%
3/29/25	1,601	1,842	3,443	51,788	85%
3/31/25	2,271	1,792	4,063	50,816	80%

SOUTH BAY DSE

GAME DATE	Inbound to Dodger Stadium	Outbound from Dodger Stadium	2025 Ridership	Actual Attendance	Change in Ridership from Last Season
3/23/25	310	324	634	Unavailable	16%
3/27/25	365	485	850	53,595	-4%
3/28/25	327	385	712	52,029	5%
3/29/25	348	369	717	51,788	85%
3/31/25	405	433	838	50,816	78%

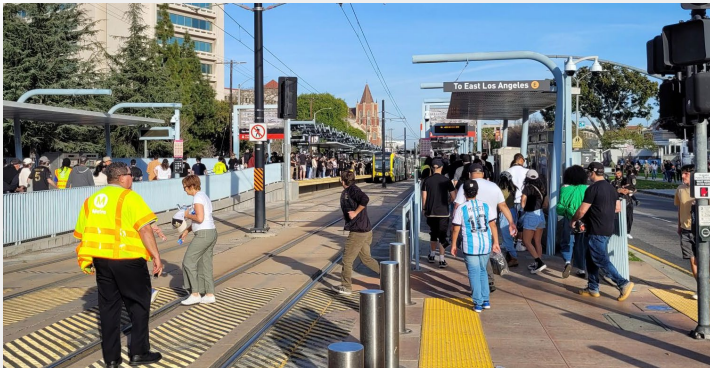


Dodger Stadium Express & LAFC Game April 2

Wednesday April 2, 2025 was a busy day for Metro, with both Dodgers and LAFC Home Games



- Dodger Stadium Express (DSE) service operated from both Union Station in downtown LA and Harbor Gateway Transit Center in the South Bay. This game included the very popular Shohei Ohtani Bobblehead Giveaway which always boosts DSE ridership.
- LAFC Game at BMO Stadium (Expo Park) was supported by increased evening E Line light rail service (15 minute) and extra bus for J Line BRT service deployment. Approximately 1,500 fans took Metro to the game, equating to about 7% of the Stadium capacity.



- More than 10 volunteer employees from across the agency supported both events, helping customers understand the system, board trains and buses safely, and ensure everyone had a comfortable ride.

APTA International Bus Roadeo

Austin, TX
April 6 – 8, 2025

GRAND CHAMPION – Metro won the Grand Champion award for the **2nd year in a row** with the highest combined overall score for the Maintenance team and Operator

The International Bus Roadeo is a unique learning opportunity for operators and maintenance teams to engage with other transit agency professionals up close and personal. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls, brake systems, and HVAC malfunctions.

- **1st Place Custom Brake System**
- **1st Place Maintenance Team**
- **1st Place Combined Overall (Grand Champion)**
(Maintenance and Operator scores combined)



Maintenance Team (Division 13)
Alain Gomez, Octavio Ramirez, Edward Hinojosa

Operator (Division 3)
Juan Navarro

Yee-Haw! Go Metro!

