



Board Report

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Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 15, 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

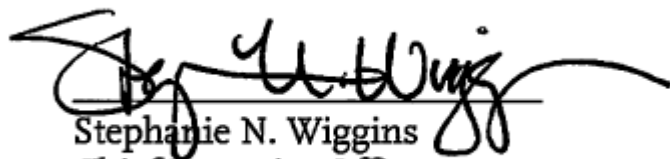
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets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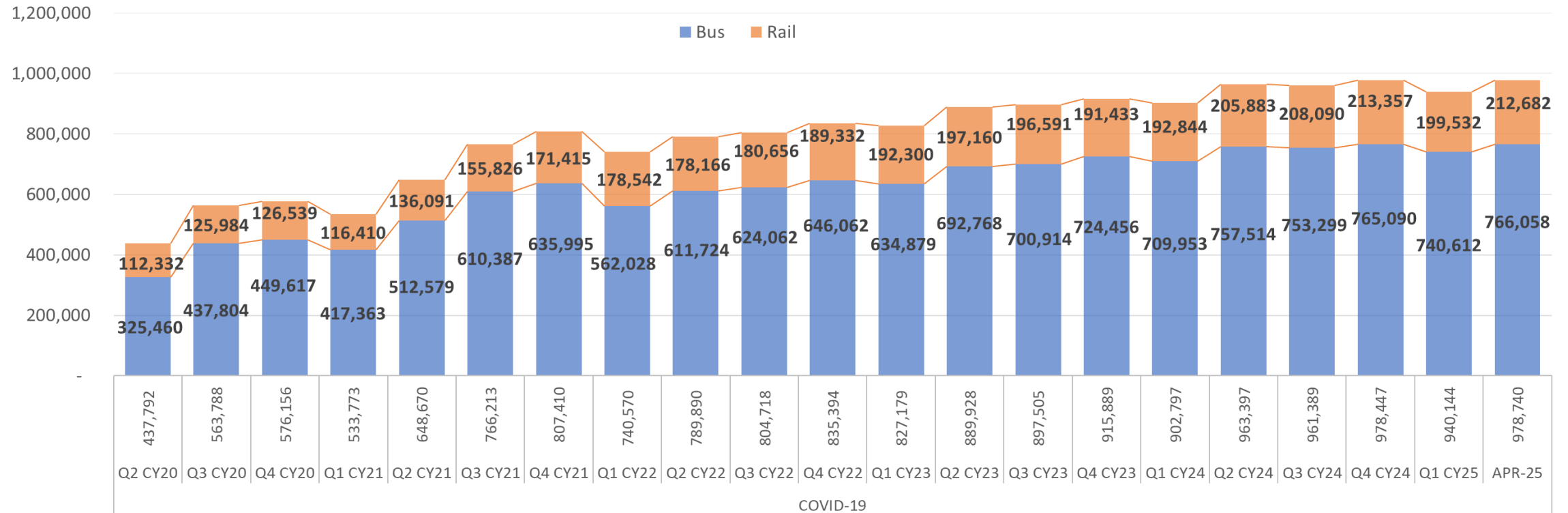


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
May 15, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



April Total Ridership Percentage Change 2025 over 2024:

- Bus: 1.3% Rail: 4.4%
- Monitoring ridership for impacts from Federal workers returning in full time office attendance.

April Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 978,740	1,201,529	81.5%
• SA: 703,296	738,465	95.2%
• SU: 594,559	591,419	100.5%

Average Weekday Rail Ridership By Line - April 2025

Line	Apr-25	% Recovery	Apr-24	% Recovery	Apr-19
A/E/L	122,589	68.7%	114,521	64.2%	178,395
B/D	65,512	48.2%	66,642	49.0%	135,951
C/K	24,581	88.5%	23,574	84.9%	27,783

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using Apr 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 78.4% in April 2025 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 69% in 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 since 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.

April 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Apr-25	Apr-24	% of Line Miles in EFC
2	51	Avalon Bl/W. 7th St	2.6%	0.8%	75%
5, 18	207	Western Av	2.5%	4.1%	89%
18	210	Crenshaw Bl	2.1%	2.2%	58%
2	60	Long Beach Bl	2.1%	1.2%	61%
2	55	Compton Av	2.0%	0.9%	83%
2	105	Vernon /La Cienega	1.9%	0.9%	57%
5, 18	204	Vermont Av Local	1.8%	3.2%	98%
18	115	Manchester/Firestone	1.7%	2.3%	47%
18	111	Florence Av	1.7%	1.8%	68%
18	40	Hawthorne Bl/MLK Bl	1.3%	1.8%	52%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 5/11/24	1.2%	1.1%	3.7%
Week Ending 5/10/25	0.5%	0.9%	0.8%
Week Ending 5/3/25	1.1%	0.6%	1.2%
April 2025	0.6%	0.8%	1.5%
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%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

P2000 Door Creep

- The Operations Team began noticing door issues in September 2024 which was causing trains to be delayed or taken out of service. The symptom was identified as door creep.
- Door Creep is the unintentional sliding open of a door while a train is in motion. The door will slightly open triggering an alert for the operator and potentially stopping the train.
- In November 2024, a Tiger Team was created to address the ongoing door creep and other issues impacting car availability and reliability of the P2000M fleet.
- The Tiger Team was formed as a collaborative effort of multiple Metro departments:
 - Rail Fleet Services (RFS)
 - Transit Vehicle Engineering (TVE)
 - Rail Vehicle Acquisition (RVA)
 - Rail Transportation
 - Corporate Safety
- From December of 2024 through February of 2025 the Tiger Team identified, implemented, and documented multiple modifications and repairs to resolve the door creep issues.



P2000 Door Creep

Original Resistor/Diode



Upgraded Resistor/Diode

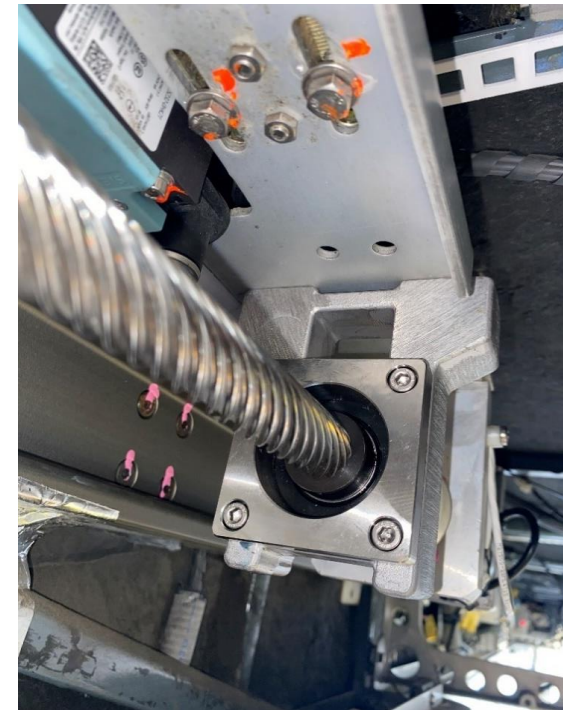


- As of 5/12/2025 RFS has completely modified 18 cars, with 3 in progress, and an additional 31 cars remaining thereafter.
- The 18 modified cars were all cars that had repeated issues in service. Since these modifications, the 18 cars have been in service for over 100,000 cumulative revenue service miles with zero door creep incidents.

No Bearing Support



Customized Bearing Support



Door Creep Video

