



Board Report

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Agenda Number: 43.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

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. In addition, this Monthly Report highlights actions taken to improve the Public Address (PA) system announcements, a concern raised by the Board and the public related to the quality and frequency of announcements on Metro's rail system. While not a public safety issue, adjustments to the Public Address system directly enhance accessibility and the station experience for all riders, including riders with disabilities.

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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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

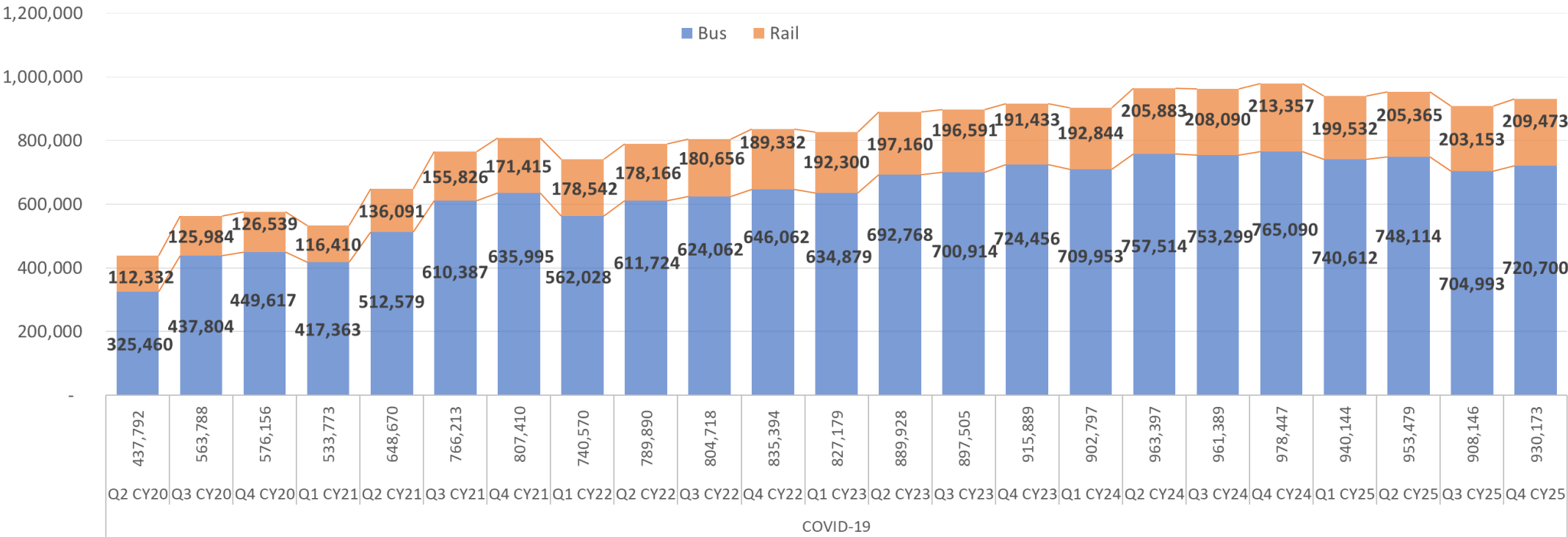


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
January 15, 2026

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



December Total Ridership Percentage Change 2025 over 2024:

- Bus: -2.7% Rail: +2.7%
- Monitoring ridership for impacts from workers returning to full time office attendance. Please note December 2025 had one more weekday and one less Sunday compared to 2024.

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

2025	2019	%Pre-Covid
• DX: 893,728	1,096,174	82%
• SA: 668,691	710,509	94%
• SU: 537,076	526,817	102%

Average Weekday Rail Ridership By Line - Dec 2025					
Line	Dec-25	% Recovery	Dec-24	% Recovery	Dec-19
A/E/L	112,311	69.0%	110,252	67.7%	162,782
B/D	62,047	47.5%	66,813	51.2%	130,522
C/K	26,950	91.4%	24,756	83.9%	29,501
Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using 2018 data for A Line due to New Blue impacts. K Line started					

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 November 2019 to 79.2% in December 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 77.4% in December 2025 (rail station data available month to month)

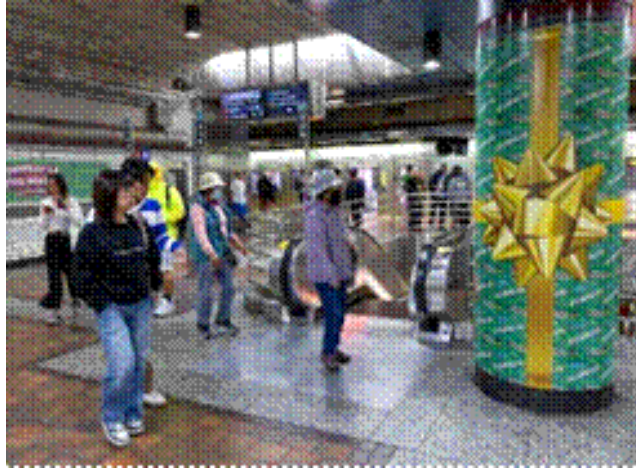
Cancelled Service

- 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 2025.

December 2025 Top Ten Highest Service Cancellations by Line

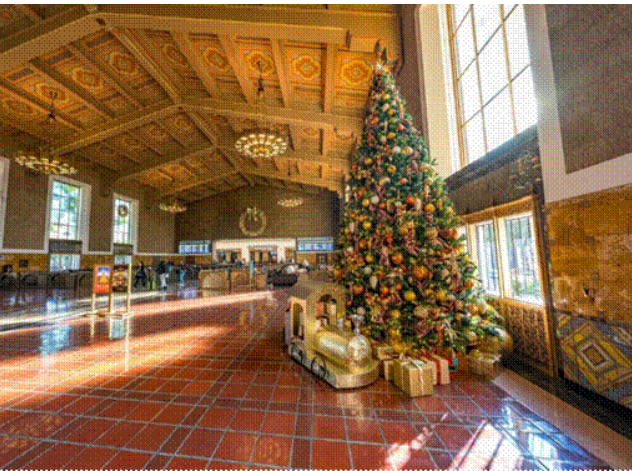
Division	Line	Name	Dec-25	Dec-24	% of Line Miles in EFC
13	720	Wilshire BI Rapid	1.9%	1.9%	33%
18	211/215	Prairie Av/Inglewood Av	1.8%	1.0%	52%
5, 18	207	Western Av	1.6%	2.0%	89%
18	40	Hawthorne BI/MLK BI	1.6%	1.2%	52%
13	33	Venice BI	1.5%	2.1%	41%
18	111	Florence Av	1.3%	1.8%	68%
18	210	Crenshaw BI	1.2%	2.3%	58%
18	115	Manchester Av/Firestone BI	1.2%	1.8%	47%
5, 18	204	Vermont Av Local	1.1%	1.6%	98%
2	105	Vernon Av/La Cienega BI	1.1%	1.4%	57%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 1/11/25	0.40%	0.10%	0.30%
Week Ending 1/10/26	1.00%	0.50%	1.00%
Week Ending 1/3/26	0.30%	0.10%	0.10%
December 2025	0.50%	0.80%	1.10%
November 2025	0.40%	0.70%	1.00%
October 2025	0.80%	0.70%	1.30%
September 2025	0.40%	0.60%	1.50%
August 2025	0.60%	0.60%	0.90%
July 2025	0.40%	0.50%	0.80%
June 2025	0.60%	0.70%	1.70%
May 2025	0.60%	0.90%	1.20%
April 2025	0.60%	0.80%	1.50%
March 2025	0.50%	0.60%	1.80%
February 2025	0.90%	0.80%	1.40%
January 2025	0.70%	0.40%	1.00%
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%
2023 (Full Year)	1.50%	1.40%	3.60%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%



New Year's Eve

- Free rides New Year's Eve (NYE) 4 am through New Year's Day (NYD) 3 am.
- 24-hour service provided on New Year's Eve for A, B/D, and E rail lines, with service until 2 am for the C and K lines.
- Systemwide: Holiday themed wraps and decorations enhanced the transit system, including station wraps at Union Station, 7th/Metro, and Jefferson/La Cienega; bus and train wraps, digital screens, and Venhub units
- Union Station: Ambassadors conducted a Rose Parade pin and poster giveaway



Rose Parade and Bowl Game

- Extra trains for A Line early New Year's morning for Rose Parade attendees with the larger 3-car trains for the 10-minute daytime service
- Coordination with Foothill Transit on Rose Bowl Shuttle
- Floatfest shuttle deployed from Sierra Madre Station
- Bus detours around parade route in Pasadena
- TAP Revenue Tables set up to assist customers with fare payment
- MOC1 deployed in coordination with LASD and Pasadena PD
- Due to rainy weather on New Year's Day, overall rail ridership was down 25% compared to the most recent Sunday; however, A Line ridership increased by 45%
- In addition, the Metro Floatfest shuttle transported more than 1,600 riders





Wayfinding and Customer Convenience

- **103** NYD MVPs from Operations, CX, Finance, Planning, People's Office, Program Management, & more
- EZ Up Tents for rain mitigation
- New wayfinding signage helped thousands quickly return to one of the six Metro stations in the area
- Memorial Park Throne restroom saw an almost 300% increase in usage at approximately 200+ uses on NYE/New Year's Day



Roses for Everyone

- Ambassadors and 102 Metro VIPs were deployed along the A Line North and key hubs including Union Station and 7th St/Metro Center to assist riders with wayfinding throughout the day
- 5,000 roses were handed out to customers
- In an in-the-moment customer experience survey, 90% of riders were Happy or Very Happy with Metro Service to the Rose Bowl and Rose Parade