



Board Report

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Agenda Number: 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 16, 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. 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.

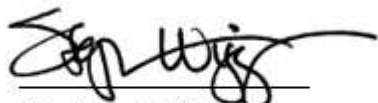
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction 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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A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

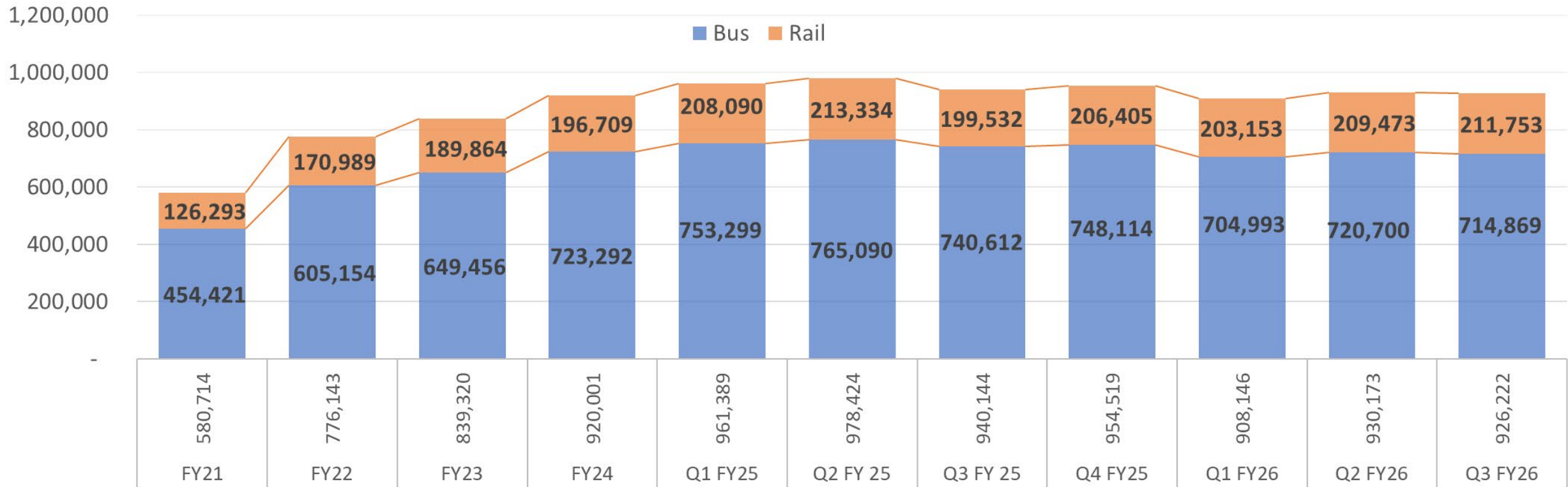


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
April 16, 2026

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



March Total Ridership Percentage Change 2026 over 2025:

- Bus: -2% Rail: +8%

Average Weekday Rail Ridership By Line - Mar 2026

Line	Mar-26	Mar-25	% Recovery
A/E/L	127,496	114,198	111.6%
B/D	63,451	66,033	96.1%
C/K	30,497	24,112	126.5%

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 79.4% in March 2026 (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 77.2% in March 2026 (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 had decreased at the end of 2024 through 2025 but are now seeing an increase in January through March 2026. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and restoring at or close to full bus operator staffing will help again reduce cancellations in 2026.

March 2026 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Mar-26	Mar-25	% of Line Miles in EFC
2	55	Compton Av	4.1%	2.5%	83%
2	60	Long Beach Bl	3.6%	2.3%	61%
2	105	Vernon Av/La Cienega Bl	3.4%	1.4%	57%
2	51	Avalon Bl/W. 7th St	3.4%	1.8%	75%
5	212	La Brea Av.	3.4%	1.0%	54%
5, 18	204	Vermont Av Local	2.4%	1.4%	98%
5, 18	207	Western Av	2.4%	1.5%	89%
5	108	Slauson Av	2.3%	1.3%	55%
5	754	Vermont Av Rapid	2.0%	0.3%	98%
9	70	Garvey Av/Atlantic Av	1.8%	0.4%	76%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 4/12/25	0.3%	0.4%	0.8%
Week Ending 4/11/26	0.7%	0.1%	2.2%
Week Ending 4/4/26	0.8%	0.1%	2.0%
Week Ending 3/28/26	0.9%	0.9%	2.2%
Week Ending 3/21/26	1.2%	1.1%	2.4%
Week Ending 3/14/26	0.8%	0.5%	1.7%
Week Ending 3/7/26	1.0%	0.6%	1.5%
February 2026	0.7%	0.5%	1.5%
January 2026	0.7%	0.4%	1.2%
December 2025	0.5%	0.8%	1.1%
November 2025	0.4%	0.7%	1.0%
October 2025	0.8%	0.7%	1.3%
September 2025	0.4%	0.6%	1.5%
August 2025	0.6%	0.6%	0.9%
July 2025	0.4%	0.5%	0.8%
June 2025	0.6%	0.7%	1.7%
May 2025	0.6%	0.9%	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%
2023 (Full Year)	1.5%	1.4%	3.6%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Metro Bus Wi-Fi Connection

- Cellular data is used to collect real-time data/video from the fleet (operational use) as well as provide free Wi-Fi service to transit riders (customer experience).
- Access to Wi-Fi is reduced in dense urban areas more than suburban areas because there are more potential 4G users trying to access diminishing bandwidth availability.
- Metro operational demand is also increasing with higher volumes of video downloads, live video streaming and open payment.
- Verizon is currently shifting their infrastructure to support 5G while gradually reducing bandwidth availability and signal strength for older 4G users which is what Metro currently uses.
- Metro is on schedule to upgrade to 5G by 2028 as part of its ATMS II fleet radio and CAD/AVL upgrade project.

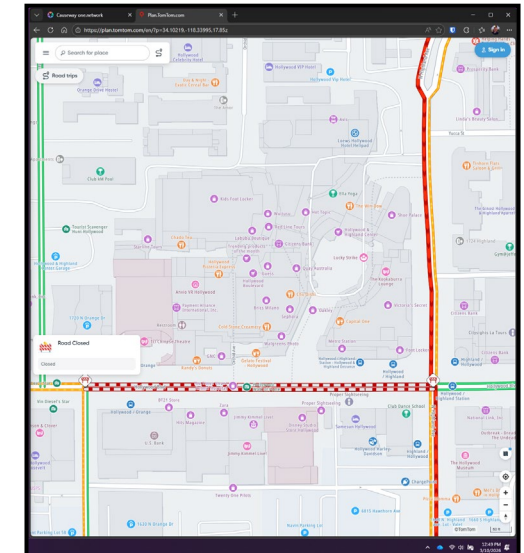
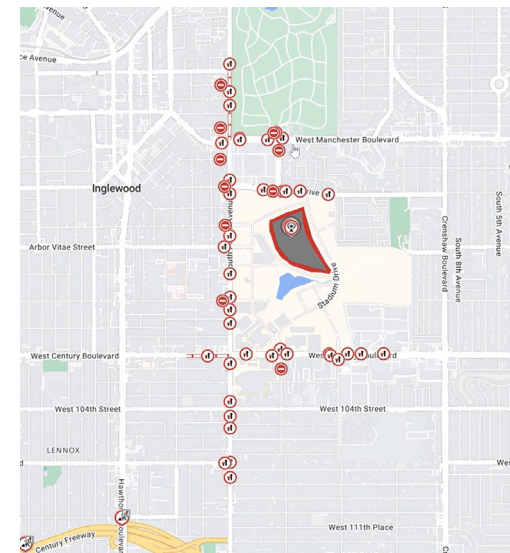
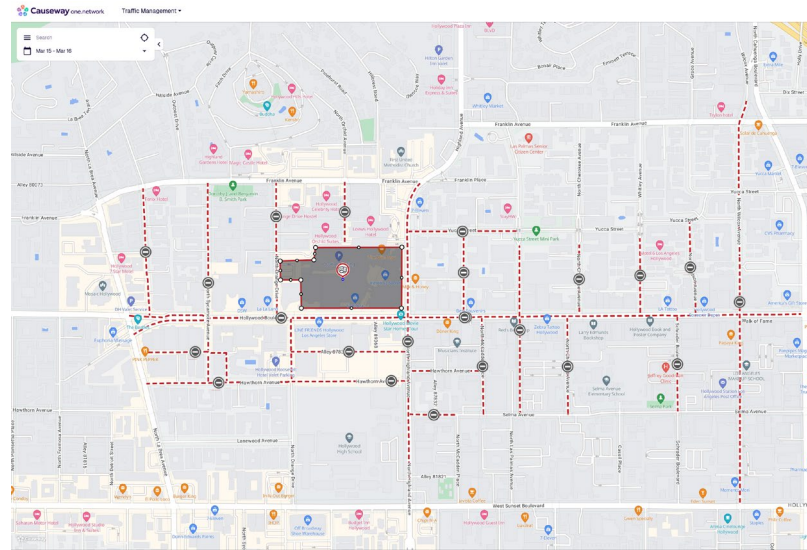
Metro Bus Wi-Fi Connection



- Wi-Fi connection trend has been decreasing over the last 6 months.
- Connection issues due to increased traffic occur across all divisions.
- Data communication is generally 60% transmission from the bus vs 40% transmission to the bus.

RIITS (Regional Event Manager)

- Piloting of a regional event manager to consolidate real-time roadway lane closure information was tested with LADOT for the Academy Awards and with City of Inglewood for the April 3rd Kanye West concert at Sofi Stadium.
- First demonstration in the region of a multi-agency approach to ensure accurate delivery of road closure information to all major third-party app providers
- System is ready for World Cup with LADOT and Inglewood participation well in advance of the original scheduled release for the 2028 Games



RIITS (Regional Decision Support System)

- Regional Decision Support System to support Metro's I-710 and I-105/405 projects which go into operation December 2027 is being early advanced to support World Cup.
- Integration of third-party speed data, GTFS-RT, road closures, Caltrans ramp meters, and CHP data has been completed
- Integration of Inglewood traffic signals, response plans, and signal performance measures is underway
- Inclusion of Inglewood CCTV, dynamic message signs, and Bluetooth speed data is being assessed
- World Cup will serve as the first demonstration of the system which will be significantly enhanced to support a broader application for the 2028 Games and provide ongoing legacy benefits

