Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

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

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report provides an update on Metro's monthly systemwide ridership, reliability performance, as well as notable highlights such as recent department accomplishments, projects, and other special event service.

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

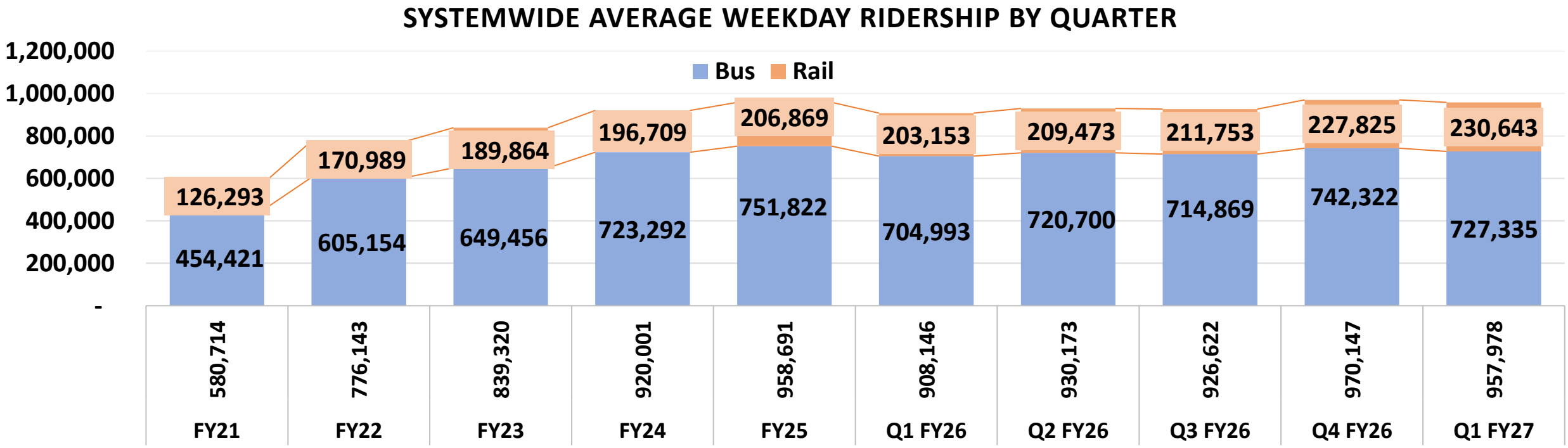


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting

October 15, 2026

Ridership Update



September Total Ridership % Change 2026 over 2025

- Bus: +1.4% Rail: +12.4%

Average Weekday Rail Ridership by Line September 2026			
Line	**September 2026**	**September 2025**	**% 2026 vs 2025**
A/E	136,469	123,784	110.2%
B/D	79,757	62,897	126.8%
C/K	28,455	28,075	101.4%

Equity Focus Communities Ridership Analysis (Metro 2025 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 78.9% in September 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 74.7% in September 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 in January 2025, but in 2026 had been slightly under full operator staffing until late June 2026 when full staffing was again restored.

- Cancellation rates overall year over year had decreased at the end of 2024 through 2025, but saw an increase in January through March 2026, declined slightly in April, increased again in May and June, declined in July 2026, before increasing again in August and September 2026. Attrition and absenteeism have continued, and increased recruitment has achieved restoration of full bus operator staffing mid-2026 which should help reduce cancellations in the second half of 2026.

September 2026 Top Ten Highest Service Cancellations by Line

Line	Division	Name	Sep-26	Sep-25	% of Line Miles in EFC
60	2	Long Beach Bl	3.2%	1.1%	61%
51	2	Avalon Bl/W 7th Av	3.1%	1.5%	75%
55	2	Compton Av	2.9%	0.6%	83%
210	18	Crenshaw Bl	1.9%	1.0%	58%
204	5, 18	Vermont Av Local	1.8%	1.3%	98%
207	5, 18	Western Av	1.8%	1.4%	89%
105	2	Vernon Av/La Cienega Bl	1.8%	1.0%	57%
115	18	Manchester Av/Firestone Bl	1.6%	1.4%	47%
117	18	Century Bl	1.6%	0.8%	56%
111	18	Florence Av	1.4%	0.8%	68%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 10/11/25	0.5%	0.4%	1.0%
Week Ending 10/10/26	0.5%	0.1%	1.2%
Week Ending 10/3/26	0.8%	0.5%	1.7%
Week Ending 9/26/26	0.3%	0.3%	0.8%
Week Ending 9/19/26	0.6%	0.4%	1.4%
Week Ending 9/12/26	0.8%	0.3%	0.1%
Week Ending 9/5/26	0.7%	0.4%	1.2%
August 2026	0.7%	0.6%	1.4%
July 2026	0.7%	0.6%	2.2%
June 2026	1.1%	0.7%	1.5%
May 2026	0.8%	0.6%	1.3%
April 2026	0.8%	0.3%	1.1%
March 2026	0.8%	0.8%	2.0%
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%
2024 (Full Year)	1.4%	1.4%	3.6%
2023 (Full Year)	1.5%	1.4%	3.6%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

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Football Season

Celebrating Metro's 6th Year of SoFi Stadium Express Service:

- Since its inception for the 2021 NFL season, Metro has transported over 365,000 fans to and from SoFi Stadium for the 20 NFL Rams and Chargers home games.
- Frequent service now links LAX Metro Transit Center with the stadium for each NFL game, starting 3 hrs ahead of game start time, with service up to 1.5 hrs after game end.

2026 Regular Season Ridership:

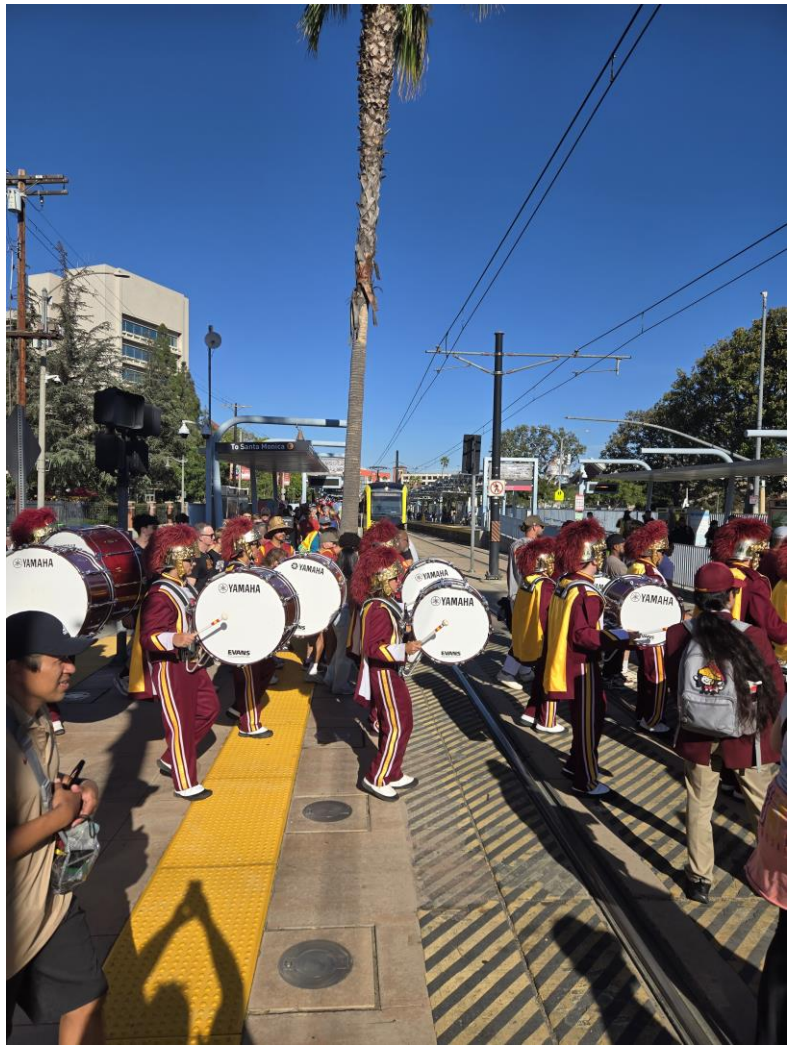
- Through the first five games of the regular season, total passenger trips have increased by 13.8%, rising from 13,843 to 15,761 compared to the same period last year.

Mark Your Calendars:

- Super Bowl LXI will take place at SoFi Stadium on February 14, 2027.



Football Season & More



2026 NFL & College Football Season:

- 34 Football home games with 4 teams, all with Metro bus and rail transit options for eventgoers

Rail Station Staffing:

- Football games and other special events are staffed with additional personnel at stations adjacent to the venues to improve rider experience

Special Events More than Just Football:

- Metro staffs Rail Stations near 800+ special events per year at 13 major venues that accommodate 20,000+ attendance

49th Annual Bus Roadeo
October 10, 2026 ▪ Division 9











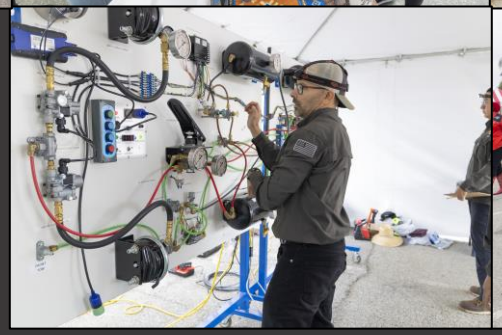
BBQ
Games
Car Show
Face Painting
Food
Family
Fun!













Over 1,000 Attendees!













Bus Roadeo Winners

Bus Operator Competition

1st Place Juan Navarro
Nelson Zapata
Herman Gavia

Service Attendant Competition

1st Place Leo Camacho (Div 9)
2nd Place Robert Duhaime (Div 3)
3rd Place Carlos Aguirre (Div 15)

Mechanic Competition

1st Place Alain Gomez
Octavio Ortega Ramirez
Edward Hinojosa

2nd Place Chun Yin Lau
Aaron Prado
Jose D Sanchez

3rd Place Joseph Acuna
Jesse Flores
JC Lara