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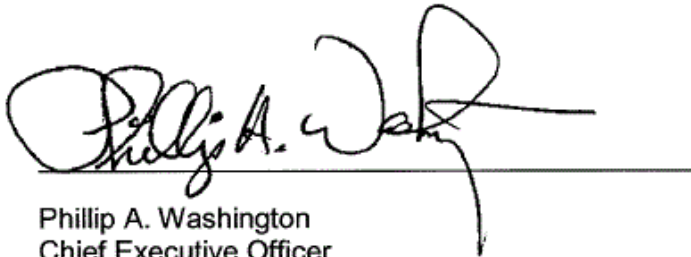
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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
APRIL 15, 2021**

**SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE**

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update.



Phillip A. Washington  
Chief Executive Officer

**ITEM 24**

# **COO Oral Report COVID-19 – Operations Update**

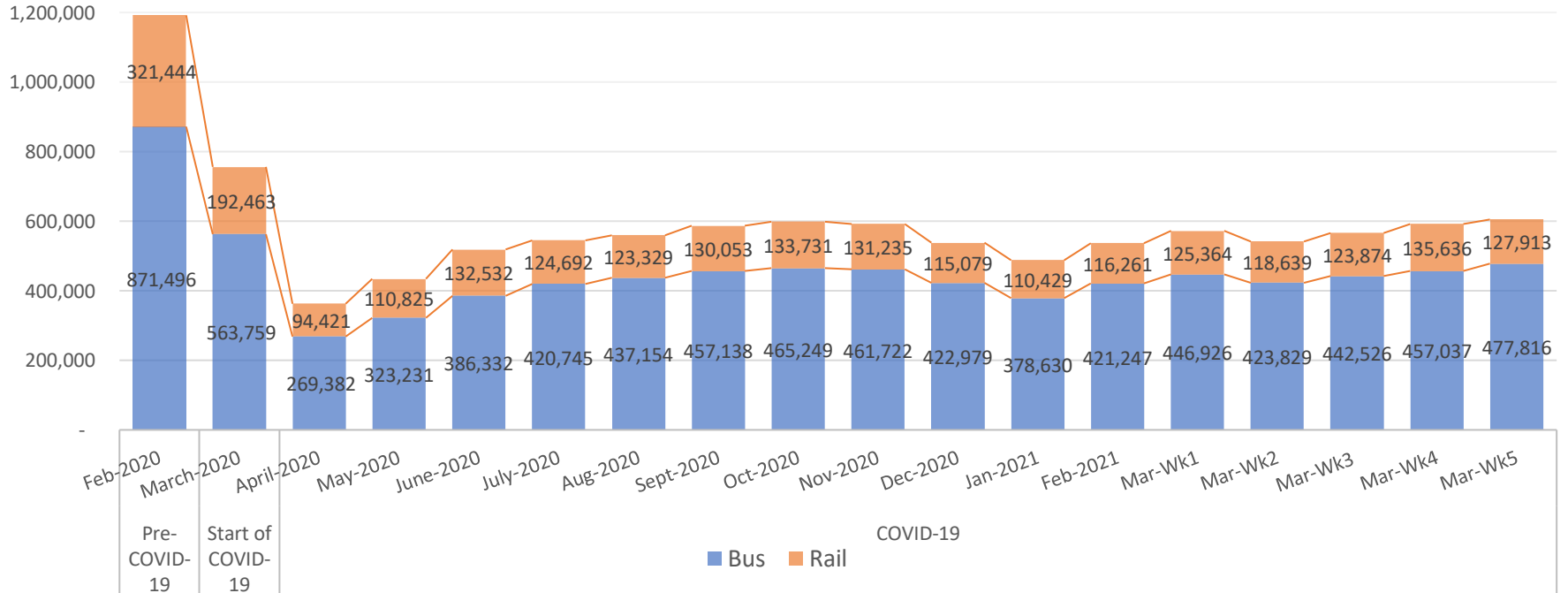


**Metro**

Operations, Safety & Customer Experience Committee Meeting  
April 15, 2021

# Weekly Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Rider-Ship	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar Wk 1 2/28-3/6	Mar Wk 2 3/7-3/13	Mar Wk 3 3/14-3/20	Mar Wk 4 3/21-3/27	Mar Wk 5 3/28-4/3
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	572,290	542,468	566,400	592,673	605,729

### Notes

**2/26/21 - Safer L.A. Order Issued**

**3/19/21 - Reopening Safer at Work and in the Community Order Issued**

**4/12/21 - Additional trips will be added to high demand lines on weekdays, Saturdays and Sundays to accommodate heavier passenger loads**

# Bus Operator Hiring Initiative

- As of April 12, 2021, 966 bus operator applications received with 506 during the month of March 2021 alone
- We had two classes in March 2021 (3/22 & 3/31) and will have two classes in April 2021 (4/14 & 4/28)
- Two classes will be scheduled every month throughout the summer
- Classes are 5 weeks long (about 60 students per class) and we have hired 146 operators to date
- Additional details about our bus operator recruitment initiative and Service Recovery efforts can be found in Item 26 presented by Conan Cheung



**Metro is hiring bus operators.**

**Metro bus operators are crucial to keeping LA on the move. Get in the driver's seat with us.**

We train you how to drive, and you get plenty of experience and opportunities to build a great career in public transit. Metro uses stepped-up safety protocols and personal protective equipment to keep our employees safe.

**What you need to qualify:**

- > 21+ years of age
- > Good driving record (DMV K-4 printout)
- > California Class C driver's license
- > Six months minimum of customer service experience

**Great hourly pay**  
Start at \$16.90 per hour as a bus operator, with incremental pay rate increases up to \$26.01.

**Full benefits**  
Metro offers medical and dental insurance, plus pension and retirement plans.

**Part time**  
Part time with potential to become full time.

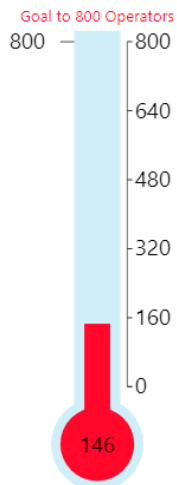
**Unionized**  
Your safety and stability are union-represented.

**Room to grow**  
Opportunities for trainings and to move up in your career.

**APPLY NOW AT**  
[metro.net/drivela](https://metro.net/drivela)

**M Metro**

PHOTO: CHRIS JAMES



# Bus Operator Hiring Recruitment (Video)

