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

File #: 2021-0063, **File Type:** Informational Report **Agenda Number:** 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 18, 2021**

SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS RECOVERY PLAN & MOTION 27.1 UPDATE (MARCH 2021)

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the March 2021 response to Motion 10.1: FY21 Operations Recovery Plan and on Motion 27.1 Revenue Service Hour Parameters for FY21 & FY22.

ISSUE

On September 24, 2020, the Metro Board of Directors (Board) approved Motion 10.1: FY21 Operations Recovery Plan (Attachment A) directing staff to:

A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:

1. Aligns bus lines with their respective NextGen service tier standards.

2. Does not exceed maximum load factors on buses and trains based on industry accepted health and safety standards.

3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school re-openings and the return of traffic congestion and effect on bus speeds.

4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.

5. Restores revenue service hours as appropriate to achieve all of the above outcomes.

B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

Similarly, at the February 2021, regular board meeting, Metro was directed to amend the current

timeline to accelerate the implementation of 6.5 million Revenue Service Hours by June 2021 and 7 million by September 2021.

This report addresses Items 1-5 in Section A above and the directive in Motion 27.1.

BACKGROUND

In September 2020, the Board approved the FY21 Annual Budget which included 5.6M annual Revenue Service Hours (RSH) for Metro bus operations. Motion 10.1: FY21 Operations Recovery Plan was approved as part of the budget deliberations to direct staff to monitor service performance and determine criteria for increasing service to levels envisioned by NextGen while balancing vehicle loads, financial constraints, public health directives, and service quality.

DISCUSSION

The following provides the status update for each item listed in the motion:

1. Aligns bus lines with their respective NextGen service tier standards -

No Change. Attachment B lists all bus lines by service tier for the December 2020 shake-up, as well as the NextGen Transit First full buildout scenario frequencies.

2. Do not exceed maximum load factors on buses and trains based on industry accepted health and safety standards

No Change. Service continues to be scheduled to maintain a max. load standard of 75% of seated capacity during any 20 min. time slice during peak periods and 60 min. time slices during off peak period.

3. Set criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds

Percent of Trips Exceeding Maximum Load Standard

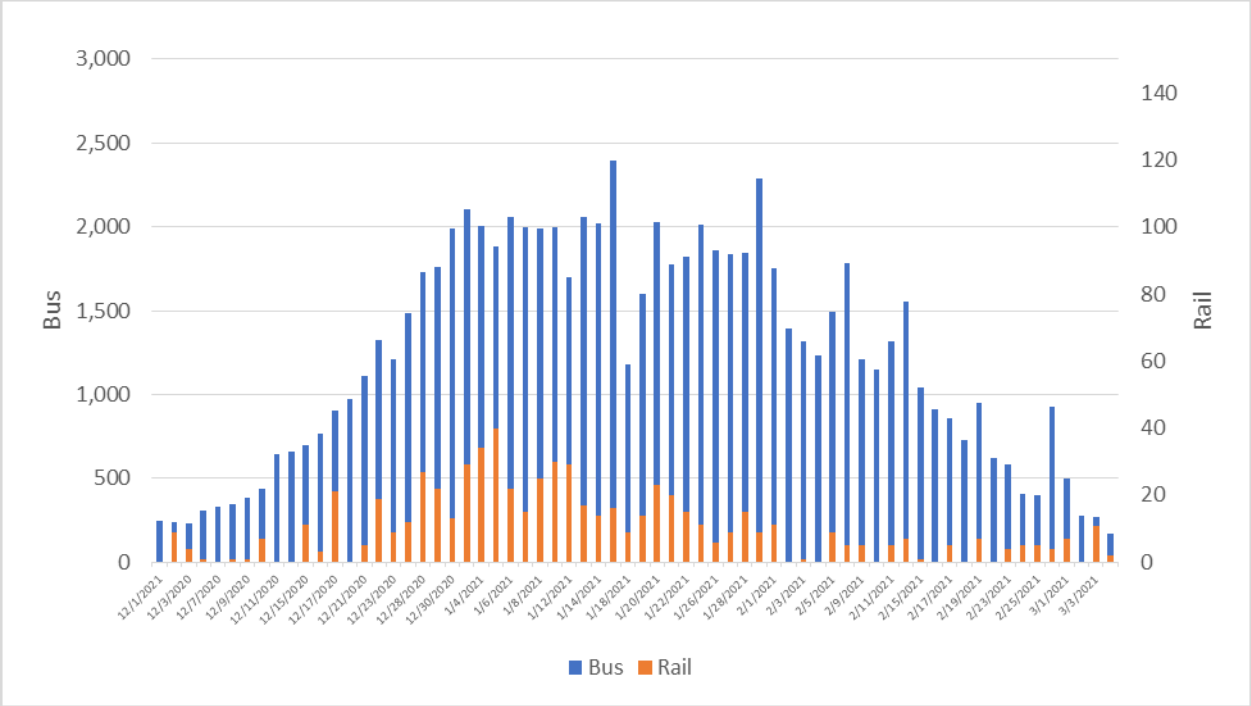
Maximum loads on all Metro bus trips continue to be monitored weekly. The percent of trips on average each week exceeding the 75% of seated load standard over the past 60 days is as follows:

- Weekdays: average 1.7% or 185 trips (range 1.0% to 2.3%) so on average meets the target
- Saturdays: average 3.2% or 206 trips (range 1.3% to 4.3%)
- Sundays: average 2.3% or 141 trips (range 0.4% to 4.3%)

For the December 13, 2020 service changes, additional trips were added throughout the week to address trips with consistent heavy loads. Given the significant number of cancelled assignments

in January and February 2021 due to operator shortage, additional trips were not able to be added to accommodate weekend loads. However, the Operations return-to-work strike force has been successful in clearing a significant number of backlogged cases. As such, canceled work hours for bus have decreased by about 85% from roughly 2,000 during the first week of January 2021 to about 250 during the first week of March 2021 (see Figure 1). With cancelled service stabilized at the pre-COVID level, temporary service enhancements can now be added on weekends to accommodate heavier loads.

Figure 1
Cancelled Work Hours (Weekdays)



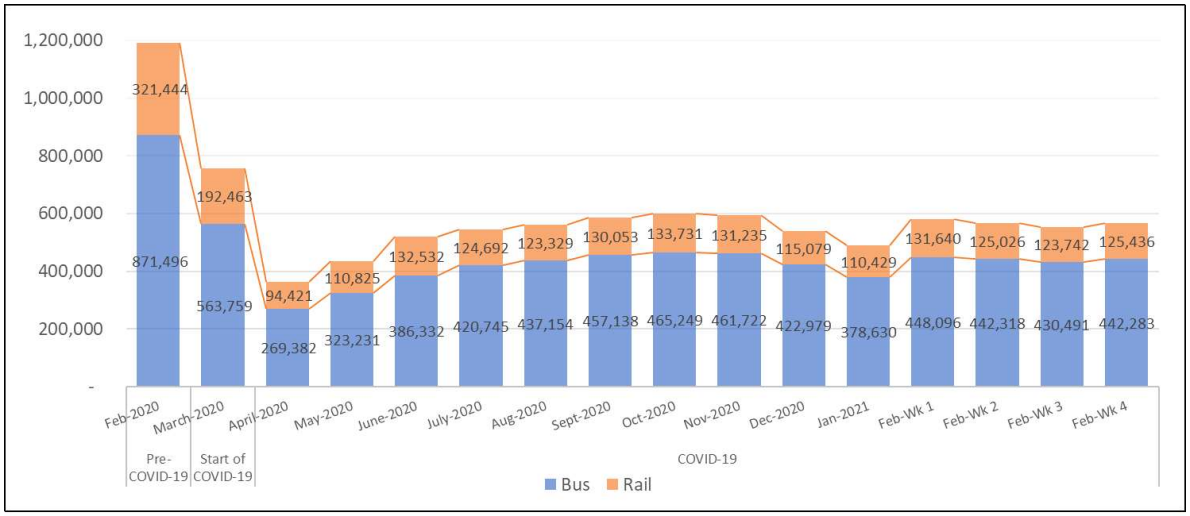
The next scheduled service change will be June 2021 which will continue implementation of the NextGen bus plan including a significant amount of network changes and reallocating underutilized services to high ridership lines. Per Motion 27.1: FY22 Service Restoration, an additional 880K annualized RSH will also be added to the current 5.62 million annualized RSH bringing the base service levels beginning in FY22 to 6.5 million annual RSH.

Loads will continue to be monitored on a weekly basis and further adjustments can be made if needed through interim schedule adjustments.

Ridership Potential and Public Health Directives

During January and February 2021 average weekday bus ridership remained stable at 50% below pre-COVID levels, with Saturdays between 43% down and Sundays from 36%. Ridership is anticipated to grow slightly during FY21Q4 given the declining number of new COVID cases and more aggressive vaccination roll out. Figure 2 shows bus and rail ridership trends through the COVID pandemic to date.

Figure 2
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	1/31-2/6	2/7-2/13	2/14-2/20	2/21-2/27
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	579,736	567,344	554,233	567,719

Notes
3/19/20 - Safer at Home Order Issued
11/30/20 - Targeted Safer at Home Order Issued
2/26/21 - Safer L.A. Order Issued

Projecting ridership through FY22 is difficult given the many unknows regarding post-COVID travel behavior and economic recovery. Transit ridership recovery will be dependent on several factors, most notably:

- Schools Back in Session - Prior to COVID, student/college/university ridership accounted for about 12% of daily bus boardings. Assuming schools are back in session in Fall 2021, ridership would be expected to increase by about 6% in FY22Q2 and 12% in FY22Q3.

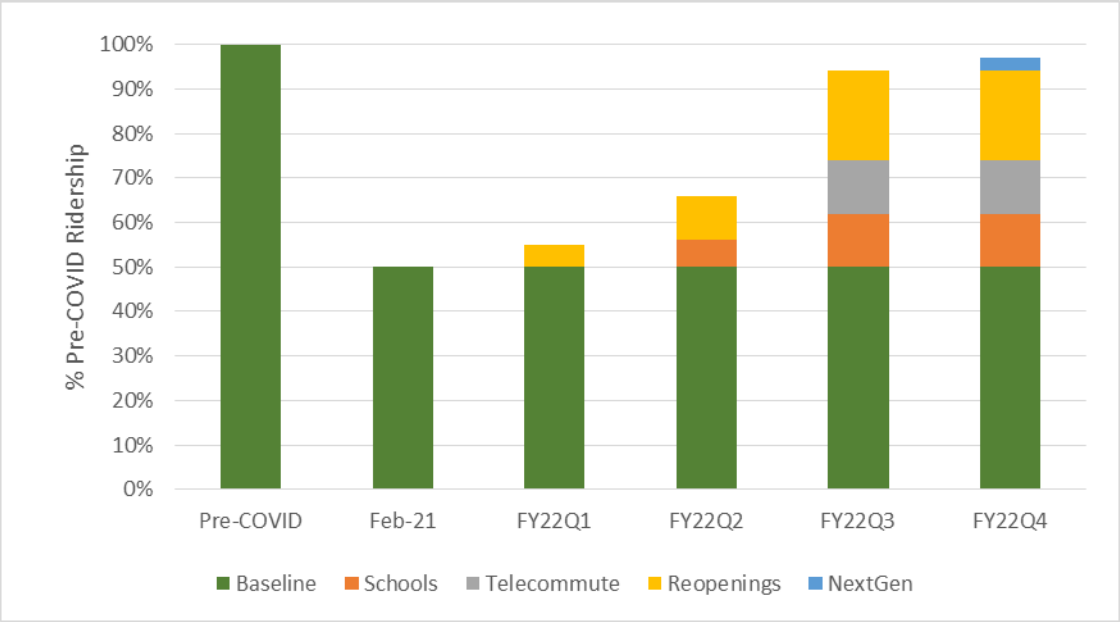
- Continued Telecommuting - Based on the COVID ridership survey conducted by the Customer Experience department in May/June 2020, roughly 25% of pre-COVID bus riders are currently telecommuting either full time or part time. About 5% of the 25% telecommuting do not expect to be able to telecommute after the pandemic while about 10% expect to be able to at least part time, and the remaining 10% do not know. Assuming the first 5% and about one third of the remaining 20% return, we would expect to see a gradual increase of up to about 12% in ridership from current telecommuters returning to full time or part time commuting on transit likely by the end of FY22Q3 when all vaccinations should be completed.

- NextGen Implementation - The NextGen service plan is scheduled to be fully implemented by December 2021 with some implementation already completed in December 2020 and a second phase to be implemented in June 2021. This plan is expected to result in a 5% ridership increase over pre-COVID levels once the system matures in about one year, with incremental growth each quarter starting in FY21Q4. With the full buildout of NextGen speed and reliability infrastructure, ridership is anticipated to increase by an additional 10%. However, the infrastructure will not be completed for an additional four to five years. Therefore, ridership would be expected to grow by 3% by the end of FY22 and an additional 10% by FY25-26.

- Economic Recovery - The Safer at Home orders took effect on March 20, 2020. As a result, bus ridership declined by about 70% in April 2020. Restrictions began lifting in May 2020, and by October 2020, ridership recovered about 20%. Unfortunately, with the increases in COVID cases due to the winter holidays, ridership declined in December 2020 and January 2021 with new restrictions, but has since recovered slightly as of February 2021. Currently, bus ridership is at about 50% of pre-COVID levels. Assuming a similar rebound as the previous reopening, anticipated economic recovery through FY22 could yield a gradual increase in ridership totaling about 20% likely by the end of FY22Q4, about one to three quarters after full vaccination is expected to be completed. This gradual increase recognizes that some businesses will be able to immediately fully reopen while others will take longer to reopen or need to phase their reopening. This pattern is consistent with the gradual recovery of ridership seen during the second half of calendar year 2020 after the spring and summer 2020 peaks in COVID cases.

Based on this analysis, bus ridership is projected to return to about 97% pre-COVID levels by the end of FY22 (see Figure 3).

Figure 3
Projected Bus Ridership Growth in FY22



Ridership will continue to be monitored on a weekly and monthly basis to determine when where service should be added.

Resource Availability

Financial

The Board adopted Motion 11.1 in January 2021 that reallocated $24.3M in the FY21 mid-year budget adjustment for the restoration of transit service and directed staff to immediately begin preparing to restore service no later than end of FY21 to increase the agency's capacity to run 7.0 million annual bus RSH. The budget planning assumptions for service levels in FY22, as presented to the Board in February 2021, outlines a plan to restore bus service levels, including:

- June 2021 - Increase from 5.62 million current annualized RSH to 6.5 million;
- September 2021 - Increase to 7.0 million annualized RSH;

Staffing and Accelerated Bus Operator Hiring Activities

Implementing the FY22 service level increases is highly dependent on the availability of operators. Operations will immediately accelerate bus operator graduates from about 25-30 per month in February and March 2021 to 125-150 per month in April 2021 and continue with this monthly enhanced hiring plan until enough operators are onboarded to support the final adopted FY22 RSH plan. In addition, Operations will continue to work closely with Human Capital & Development to return as many existing operators out on leaves as soon as possible. It should be noted that through early March 2021, Metro has received over 450 applications in the hiring pipeline with interviews scheduled and classes ready to begin. In addition, additional class space and logistical matters are currently being addressed in a manner that is safe and adheres to all COVID-19 guidelines.

Metro' accelerated bus operator hiring plan includes, but is not limited to the following:

- ✓ Updated Bus Operator Video Content & Flyer
- ✓ External Bus Operator Job Landing Page - Updated and available
- ✓ Internal/External Messaging (Agency Ad, SharePoint, COVID Brief, CEO's Every Voice Counts, LinkedIn, Metro's The Source, and Metro Project Account Distribution Lists (BikeShare & Program Management)
- ✓ Social Media Buy - Launched enhanced social media efforts to ensure competitiveness and awareness for bus operator hiring
- Board of Director (BOD) Media Tool Kit - Will serve as a resource for sharing our bus operator hiring initiative across BOD communication platforms and with constituents
- Recruitment Dashboard - Will easily track/report recruitment activities allowing for adjustments to hiring activities/tactics as necessary

Performance

Boardings per RSH for February 2021 are trending around 26, short of the 30 boardings per RSH. Should ridership increase through the remainder of FY21 with mass vaccinations and gradual reopening of the economy, the performance of this indicator would expect to improve.

4. Takes full advantage of operational savings from faster bus speeds to achieve performance -based service outcomes

The NextGen Speed and Reliability team continue to make progress towards implementing bus lanes, improving Transit Signal Priority (TSP) and other enhancements to the bus network. Since January 2021, the team is has been working on implementation of a bus lane on Alvarado Street, Grand and Olive Streets in downtown Los Angeles, improving signal priority on Metro G Line (Orange), and continuing to work with LADOT to identify future bus lane corridors and expanding TSP to more buses along non-TSP Tier 1 corridors under the NextGen Bus Plan.

Systemwide speeds based on the June 27, 2021 service change should be available in the May 2021 update of this report.

5. Restore revenue service hours as appropriate to achieve all the above outcomes

The FY22 service restoration plan as described has been developed based on the criteria established in item #3 above and is consistent with Motion 11.1 related to FY2021 (FY21) Mid-Year Budget.

FINANCIAL IMPACT

Implementation of Metro's final FY22 bus service restoration plan will be adopted as part of the FY22 annual budget.

Impact to Budget

There is no impact to the approved Metro FY21 budget and allocated funding sources. The planned changes are made within the revenue service hours budgeted.

DETERMINATION OF SAFETY IMPACT

This report does not have a negative effect on the safety of our customers or employees.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS

The next scheduled status report on Motion 10.1 will be in May 2021. Metro will continue to accelerate all bus operator hiring activities in support of our updated FY21-FY22 revenue service hour parameters/recover plan.

ATTACHMENTS

Attachment A - Motion 10.1: FY21 Operations Recovery Plan
Attachment B - December 2020 Scheduled vs. NextGen Planned Frequencies
Attachment C - Motion 27.1: FY22 Revenue Service Hour (RSH) Program Parameters and FY21 Service Increase Motion Update

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Board Report

File #: 2020-0644, **File Type:** Motion / Motion Response **Agenda Number:** 10.1.

REGULAR BOARD MEETING
SEPTEMBER 24, 2020

Motion by:

DIRECTORS BONIN, GARCETTI, SOLIS, GARCIA, AND KUEHL

Related to Item 10: Fiscal Year 2021 (FY21) Budget

The COVID-19 Crisis has created incredible strain on Metro's operations and finances. An unprecedented drop in sales tax and other revenue has caused a $1.2 billion decrease in Metro's budget from FY20 to FY21, with additional volatility likely throughout FY21 and beyond. At the same time, COVID-19 health and safety measures and labor agreements have increased operational costs per hour of service. Despite an infusion of federal funding from the CARES Act, Metro still faces an uncertain operations budget that will require continuous updates throughout the fiscal year.

The proposed FY21 budget is an accurate reflection of today's greatly diminished transit service levels. However, maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency's strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region's underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county's most vulnerable populations, who disproportionately rely on bus service.

Metro should prepare an FY21 Operations Recovery Plan that outlines a clear decision-making framework for restoring service and identifies the financial and human resources needed at each stage of recovery. This Plan should clearly articulate how NextGen parameters are being applied to interim service decisions, in addition to public health and customer experience considerations. Most importantly, this Plan should commit to achieving NextGen's performance outcomes (revenue miles, number of high-frequency lines, number of people with access to frequent service), even if pre-COVID revenue service hours may not be necessary to achieve them.

SUBJECT: FY21 OPERATIONS RECOVERY PLAN

RECOMMENDATION

APPROVE Motion by Directors Bonin, Garcetti, Solis, Garcia, and Kuehl that the Board direct the Chief Executive Officer to:

A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:

    1. Aligns bus lines with their respective NextGen service tier standards.

    2. Does not exceed maximum load factors on buses and trains based on industry-accepted health and safety standards.

    3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds.

    4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.

    5. Restores revenue service hours as appropriate to achieve all of the above outcomes.

B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

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Attachment B

December 2019 and 2020 Scheduled vs. NextGen Planned Frequencies

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
2, 302	Sunset Bl	Tier 1	15-20	15	15-20	15-20	7.5	10	12	12
200	Alvarado St	Tier 1	10-15	10-15	10-20	10-30	See Line 2	See Line 2	See Line 2	See Line 2
4	Santa Monica Bl	Tier 1	15-20	15	15	15	6	7.5	10	10
704	Santa Monica Bl Metro Rapid	Tier 1	18-25	20-25	20-30	20-30	See Line 4	See Line 4	See Line 4	See Line 4
16, 316	3rd St	Tier 1	5-9	5-9	6-12	6-12	6	7.5	7.5	7.5
18	Whittier Bl & W. 6th St	Tier 1	8-12	9-12	11-12	12-16	6	7.5	7.5	7.5
20	Wilshire Bl	Tier 1	12-25	15	15	15	5	5	6	6
720	Wilshire Bl Metro Rapid	Tier 1	6-15	7-15	10-17	10-17	10	See Line 20	See Line 20	See Line 20
28	Olympic Bl	Tier 1	8-15	12-15	15-18	15-18	7.5	10	15	15
728	Olympic Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 28	See Line 28	See Line 28	See Line 28
30, 330	Pico Bl & E. 1st St	Tier 1	10-20	12	10-15	10-15	10	10	15	15
33	Venice Bl	Tier 1	15-22	15	16-22	16-22	7.5	10	10	10
733	Venice Bl Metro Rapid	Tier 1	20-30	15-20	20-22	20-22	N/A	N/A	N/A	N/A
40	MLK, Crenshaw Bl, Hawthorne Bl	Tier 1	10-15	15	20	20	10	10	15	15
740	Crenshaw Bl, Hawthorne Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 40, 212	See Line 40, 212	See Line 40, 212	See Line 40, 212
45	Broadway	Tier 1	10-15	10-15	10-15	10-15	5	7.5	7.5	7.5
745	Broadway Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 45	See Line 45	See Line 45	See Line 45
51, 52, 351	Avalon Bl & 7th St	Tier 1	6-12	10	8-14	10-14	7.5	7.5	10	10
53	Central Ave	Tier 1	13-25	15	18-22	18-22	10	10	20	20
60	Long Beach Bl	Tier 1	5-10	10	12-15	12-15	5	10	10	10
760	Long Beach Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 60	See Line 60	See Line 60	See Line 60
66	E. Olympic Bl, 8th St	Tier 1	10-15	15	13-20	20	10	10	15	15
70	Garvey Ave	Tier 1	12-15	15-20	12-18	12-18	7.5	7.5	10	10
770	Garvey Ave/Cesar Chavez Av Metro Rapid	Tier 1	10-25	25	N/A	N/A	See Line 70	See Line 70	See Line 70	See Line 70
78, 79, 378	Huntington Dr, Las Tunas Dr	Tier 1	10-15	15	15-20	15-20	10	10	20	20
105	Vernon Ave, La Cienega Bl	Tier 1	9-12	9-10	12-20	15-23	10	10	15	15
705	Vernon Ave, La Cienega Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 105	See Line 105	See Line 105	See Line 105
108, 358	Slauson Ave	Tier 1	10-20	20	20	20	7.5	7.5	15	15
111	Florence Ave	Tier 1	12-20	12-15	15-20	15-20	7.5	10	15	15
180, 181	Pasadena - Glendale - Hollywood	Tier 1	12-15	10-15	12-15	12-15	7.5	7.5	15	15
780	Pasadena - Glendale - Hollywood Metro Rapid	Tier 1	20-30	30	N/A	N/A	See Line 180	See Line 180	See Line 180	See Line 180
217	Fairfax Ave, Hollywood Bl	Tier 1	15-40	15-20	15-20	15-20	See Line 180	See Line 180	See Line 180	See Line 180
204	Vermont Ave	Tier 1	12-20	12-15	15-20	15-25	5	5	7.5	7.5
754	Vermont Ave Metro Rapid	Tier 1	12-20	15-18	12-20	15-25	10	N/A	N/A	N/A
207	Western Ave	Tier 1	12-20	12-15	10-20	10-20	6	7.5	12	12
757	Western Ave Metro Rapid	Tier 1	12-20	12-15	N/A	N/A	See Line 207	See Line 207	See Line 207	See Line 207
210	Crenshaw Bl	Tier 1	10-12	10-15	15-22	15-22	10	10	10	10

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
710	Crenshaw Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 210	See Line 210	See Line 210	N/A
212, 312	La Brea Ave	Tier 1	15-30	15-22	17-30	17-30	7.5	10	15	15
233	Van Nuys Bl	Tier 1	12-20	12-15	15-20	15-20	10	10	10	10
234	Sepulveda Bl	Tier 1	20-30	20-30	20-25	22-30	7.5	7.5	10	10
734	Sepulveda Bl Metro Rapid	Tier 1	20	20	N/A	N/A	See Line 234	See Line 234	N/A	N/A
744	Van Nuys Bl, Reseda Bl Metro Rapid	Tier 1	20	20	30	30	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761
761	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	10-15	15	30	30
788	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 761	N/A	N/A	N/A
240	Reseda Bl	Tier 1	30-40	30-40	30-40	30-40	10	10	15	15
251	Soto St	Tier 1	10-20	10-15	10-15	10-15	10	10	15	15
751	Soto St Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	See Line 251	See Line 251	N/A	N/A
901	G Line (Orange) BRT	Tier 1	9-15	10	10	10	5	10	10	10
910/950	J Line (Silver) BRT	Tier 1	9-15	12-15	15	15	5	10	15	15
10	Melrose Av	Tier 2	15-25	15	20	20	10	15	20	20
14	Beverly Bl	Tier 2	10-40	18-20	15-20	15-20	10	15	20	20
35	Washington Bl	Tier 2	15-30	15	20	20	12	12	15	15
37	W. Adams Bl	Tier 2	10-40	18-20	15-20	15-20	10	15	20	20
38	W. Jefferson Bl	Tier 2	30-60	30	40	40	12	12	15	15
48	Main & San Pedro	Tier 2	30-50	30	40	40	10	15	20	20
55, 355	Compton Ave	Tier 2	12-15	15	22-30	22-30	12	12	20	20
76	Valley Bl	Tier 2	20-25	20	20-30	20-30	12	12	20	20
81	Figueroa St	Tier 2	15-25	15-20	18-23	18-23	10	12	20	20
94	San Fernando Rd	Tier 2	20-45	20-23	15-22	20-24	15	15	30	30
110	Gage Ave	Tier 2	20-35	25-35	33-35	33-35	15	15	30	30
115	Manchester Ave, Firestone Bl	Tier 2	20-25	20	15-20	20	12	12	20	20
117	Century Bl	Tier 2	23-40	23-26	20-30	20-30	15	15	30	30
152, 353	Roscoe Bl	Tier 2	15-20	15	20-30	25-35	15	15	20	20
162-163	Sherman Wy	Tier 2	20	20	20-35	30-35	15	15	30	30
164	Victory Bl	Tier 2	35	35	35	35	15	15	30	30
165	Vanowen Ave	Tier 2	20-40	30-35	30-40	30-40	15	15	30	30
166, 364	Nordhoff St	Tier 2	20	20	30-45	40-45	15	15	30	30
206	Normandie Ave	Tier 2	20-30	20-23	20-30	20-30	10	15	20	20
224	Lankershin Bl, San Fernando Rd	Tier 2	20-40	20	20-30	20-30	15	15	30	30
260	Atlantic Bl Fair Oaks Ave	Tier 2	10-30	10-20	20-35	20-35	12	12	20	20
762	Atlantic Bl Fair Oaks Ave Metro Rapid	Tier 2	N/A	N/A	N/A	N/A	See Line 260	See Line 260	N/A	N/A
601	Warner Center	Tier 2	20	20	20	20	15	15	15	15
603	Glendale - Hoover St	Tier 2	12-15	15	11-23	15-30	12	12	20	20
605	LAC USC Med Ctr Shuttle	Tier 2	25-35	35	35	35	15	15	20	20
610	Rossmore Ave, Vine St	Tier 2	N/A	N/A	N/A	N/A	15	15	15	15
62	Telegraph Rd, Pioneer Bl	Tier 3	20-60	30-50	45-60	45-60	See Line 262	See Line 262	See Line 262	See Line 262

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
262	Telegraph Rd, Pioneer Bl	Tier 3	N/A	N/A	N/A	N/A	20	20	30	30
68	Cesar Chavez Ave	Tier 3	18-27	20-23	17-23	17-23	See Line 70	See Line 70	See Line 70	See Line 70
106	East LA College, LAC USC Med Ctr, Cal State LA	Tier 3	50	50	N/A	N/A	20	20	20	20
79	Huntington Dr	Tier 3	See Line 78	See Line 78	See Line 78	See Line 78	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179
179	Huntington Dr	Tier 3	N/A	N/A	N/A	N/A	30	30	40	40
83	York Bl	Tier 3	35-50	40-47	35-45	35-45	See Line 182	See Line 182	See Line 182	See Line 182
182	York Bl, Rowena Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
90, 91	Foothill Bl	Tier 3	20-30	30	30-45	30-45	20	20	30	30
690	Foothill Bl (Sunland - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
92	Glenoaks Bl	Tier 3	37-50	40-45	40-45	40-45	20	20	30	30
120	Imperial Hwy	Tier 3	30-60	30-60	60	60	30	30	60	60
125	Rosecrans Bl	Tier 3	20-60	25-50	30-60	30-60	20	20	30	30
127	Compton & Somerset Bls	Tier 3	30-60	30-60	N/A	N/A	15-30	15-30	30-60	30-60
130	Artesia Bl	Tier 3	48-60	60	60	60	30	30	60	60
130A	Artesia Bl (west of Artesia Station)	Tier 3	N/A	N/A	N/A	N/A	30	30	60	60
150	Ventura Bl	Tier 3	30-40	30-40	30-40	30-40	20	20	30	30
245	Topanga Canyon Bl	Tier 3	50-60	50-60	65	65	See Line 150	See Line 150	See Line 150	See Line 150
750	Ventura Bl Metro Rapid	Tier 3	20-30	30	N/A	N/A	See Line 150	See Line 150	See Line 150	See Line 150
169	Saticoy St	Tier 3	60-65	60	N/A	N/A	30	30	60	60
205	Wilmington Western Ave	Tier 3	30-65	45-65	55-65	55-65	30	30	60	60
230	Laurel Canyon Bl	Tier 3	35	35	35	35	20	20	30	30
232	S. Sepulveda Bl, PCH	Tier 3	15-35	30	30-35	30-35	15	30	30	30
236	Balboa Bl	Tier 3	70	70	70	70	30	30	60	60
242, 243	Tampa Ave, Winnetka Ave	Tier 3	60	60	N/A	N/A	30	30	60	60
244	De Soto Ave	Tier 3	50-60	50-60	N/A	N/A	20	30	40	40
246	Avalon Bl - San Pedro	Tier 3	35-60	60	60	60	30	30	30	30
261	Artesia - Long Beach Stations	Tier 3	N/A	N/A	N/A	N/A	20	20	30	30
266	Rosemead Bl, Lakewood Bl	Tier 3	25-35	35	45-50	45-50	20	20	30	30
267	El Monte Pasadena - Altadena via Temple City Bl	Tier 3	60	60	60	60	30	30	60	60
662	Pasadena - Altadena via Lake Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
268	El Monte - Altadena - JPL	Tier 3	55	55	55	55	30	30	60	60
294	San Fernando Rd (Burbank - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
794	San Fernando Rd Metro Rapid	Tier 3	20-30	30	N/A	N/A	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294
450	San Pedro - Harbor Gateway - downtown LA	Tier 3	N/A	N/A	N/A	N/A	20	30	30	30
950	San Pedro J Line BRT	Tier 3	15	30	30	30	See Line 450	See Line 450	See Line 450	See Line 450
460	Disneyland - Norwalk Station - downtown LA	Tier 3	20-35	25-35	28-33	28-33	30	30	30	30
487	El Monte - San Gabriel Bl - Dtn LA	Tier 3	50	50	52-60	52-60	15	30	60	60
287	El Monte - Arcadia	Tier 3	N/A	N/A	N/A	N/A	30	30	60	60
501	Pasadena - North Hollywood via SR-134 Freeway	Tier 3	45	45	45	45	20	30	40	40
602	UCLA - Pacific Palisades	Tier 3	30-60	60	60	60	30	30	45	45

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
660	Pasadena - Altadena via Fair Oaks Ave	Tier 3	N/A	N/A	N/A	N/A	20	20	20	20
665	Cal State LA - City Terrace Shuttle	Tier 3	60	60	60	60	30	30	40	40
684	Eagle Rock Bl	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30
686	Allen Ave - Colorado Bl - Del Mar Station	Tier 3	60	60	60	60	30	30	60	60
71	LAC USC Med Ctr, Cal State LA	Tier 4	60	60	60	60	See Line 106	See Line 106	See Line 106	See Line 106
96	Riverside Dr	Tier 4	60	60	60	60	See Line 296	See Line 296	See Line 296	See Line 296
296	Riverside Dr	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
102	La Tijera Bl, Exposition Bl	Tier 4	30-60	30-60	30-60	30-60	45	45	45	45
126	Manhattan Beach Bl	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
128	Alondra Bl	Tier 4	50-65	55	N/A	N/A	60	60	60	60
134	Santa Monica - Malibu via PCH	Tier 4	N/A	N/A	N/A	N/A	45	45	45	45
534	Santa Monica - Malibu via PCH	Tier 4	20-60	30-60	35-55	35-55	See Line 134	See Line 134	See Line 134	See Line 134
153	E. Burbank Bl	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
154	W. Burbank Bl	Tier 4	60	60	N/A	N/A	60	60	60	60
155	Riverside Dr, Magnolia Bl	Tier 4	65	65	65	65	40	40	60	60
158	Plummer St, Woodman Ave	Tier 4	60	60	60	60	30-60	30-60	60	60
161	Canoga Station - Thousand Oaks	Tier 4	30-60	60	65	65	30-60	60	60	60
167	Coldwater Cyn Ave, Devonshire St	Tier 4	50-60	50	50-60	50-60	60	60	60	60
175	Silver Lake	Tier 4	60	N/A	N/A	N/A	See Line 182	See Line 182	See Line 182	See Line 182
176	Mission Dr - El Monte - The Shops at Montebello	Tier 4	60	60	N/A	N/A	See Line 287	See Line 287	N/A	N/A
287	El Monte - The Shops at Montebello	Tier 4	N/A	N/A	N/A	N/A	60	60	N/A	N/A
177	JPL - Pasadena	Tier 4	Suspended	N/A	N/A	N/A	30	N/A	N/A	N/A
183	Magnolia Bl	Tier 4	55	55	65	65	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155
201	Silver Lake Dr - Glendale	Tier 4	65-70	65-70	70	70	N/A	N/A	N/A	N/A
202	Alameda St	Tier 4	55-60	N/A	N/A	N/A	60	60	N/A	N/A
209	Van Ness Ave, Arlington Ave	Tier 4	60	60	N/A	N/A	60	60	N/A	N/A
211, 215	Prairie Ave, Inglewood Ave	Tier 4	50-55	N/A	N/A	N/A	40	40	60	60
218	Laurel Canyon	Tier 4	45-52	48	45-55	45-55	60	60	60	60
222	Hollywood Wy, Cahuenga Bl	Tier 4	60	60	60	60	30-60	30-60	60	60
237, 656	Woodley Ave, Cahuenga Bl (incl. Owl)	Tier 4	45-50	50	50-60	50-60	60	60	60	60
239	White Oak Ave	Tier 4	60-70	60-70	N/A	N/A	60	60	60	60
252	Cypress Park - Soto St	Tier 4	40-50	40	40-55	40-55	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256
254	Boyle Ave	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
256	Eastern Ave - Pasadena	Tier 4	60	60	60	60	See Line 182	See Line 182	See Line 182	See Line 182
256A	Pasadena - Highland Park	Tier 4	N/A	N/A	N/A	N/A	40	40	40	40
256C	Eastern Ave Commerce	Tier 4	N/A	N/A	N/A	N/A	40	40	40	40
258	Altadena - Paramount	Tier 4	60	60	N/A	N/A	40	40	60	60
264	City of Hope - Altadena	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A
265	Paramount Bl	Tier 4	60	60	60	60	40	40	60	60
344	Hawthorne Bl - Palos Verdes	Tier 4	30-60	30-60	60	60	30	60	60	60

Line(s)	Corridor	Service Tier	Dec 2020 Weekday Peak	Dec 2020 Weekday Midday	Dec 2020 Saturday Daytime	Dec 2020 Sunday Daytime	NextGen Weekday Peak	NextGen Weekday Midday	NextGen Saturday Daytime	NextGen Sunday Daytime
442	Manchester Ave Express	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
489	San Marino - Rosemead Bl - Dtn LA	Tier 4	50-60	N/A	N/A	N/A	20	N/A	N/A	N/A
550	San Pedro - Harbor Gateway - USC	Tier 4	60	60	60	60	30	N/A	N/A	N/A
577	El Monte Station - Long Beach VA Med Ctr	Tier 4	55-70	60	N/A	N/A	30	45	N/A	N/A
607	Windsor Hills - Inglewood	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
611	Huntington Park Shuttle	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A
612	South Gate Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
621	Norwalk Station - Whittwood Mall	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
625	LAX C Line (Green) Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
645	Valley Circle Mulholland Dr	Tier 4	N/A	N/A	N/A	N/A	60	60	60	60
685	Glendale College - Glassell Park	Tier 4	60	60	N/A	N/A	N/A	N/A	N/A	N/A
687	Los Robles Ave - Colorado Bl - Del Mar Station	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A

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

Metro

Board Report

File #: 2021-0083, **File Type:** Motion / Motion Response **Agenda Number:** 27.1.

REGULAR BOARD MEETING
FEBRUARY 25, 2021

Motion by:

DIRECTOR GARCETTI

Related to Item 27: FY22 Revenue Service Hour (RSH) Program Parameters and Motion 11.1 FY21 Service Increase Motion Update

SUBJECT: AMENDMENT TO FY22 REVENUE SERVICE HOUR (RSH) PROGRAM PARAMETERS AND MOTION 11.1 FY21 SERVICE INCREASE MOTION UPDATE

RECOMMENDATION

APPROVE Motion by Director Garcetti that the Board direct the Chief Executive Officer to:

Amend the current timeline to accelerate the implementation of 6.5 million Revenue Service Hours by June 2021 and 7 million by September 2021.

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ITEM 27

Motion 10.1 & 27.1 Update
FY21 Operations Recovery Plan

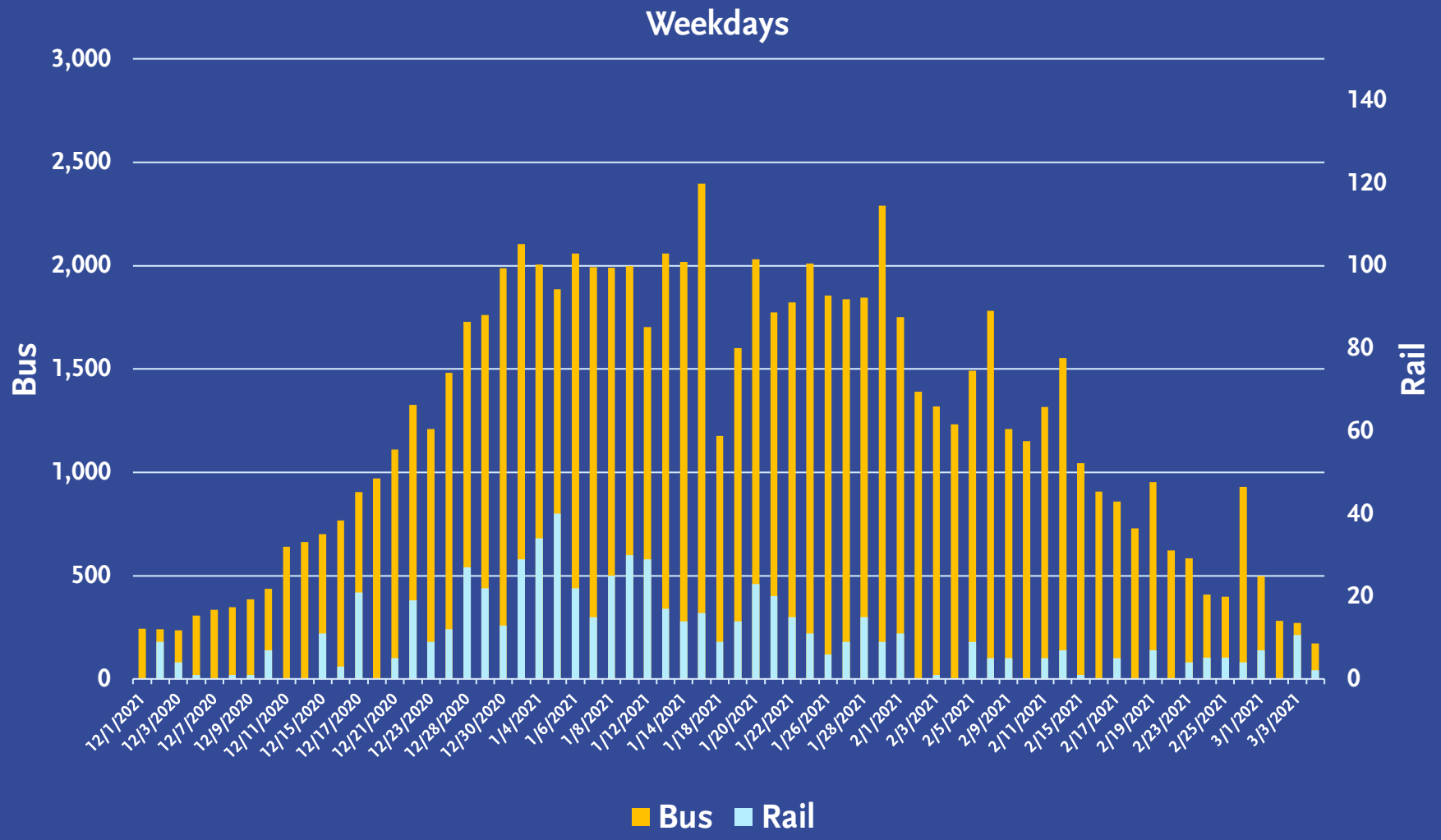
Operations, Safety, and Customer Experience Committee
March 18, 2021

Metro

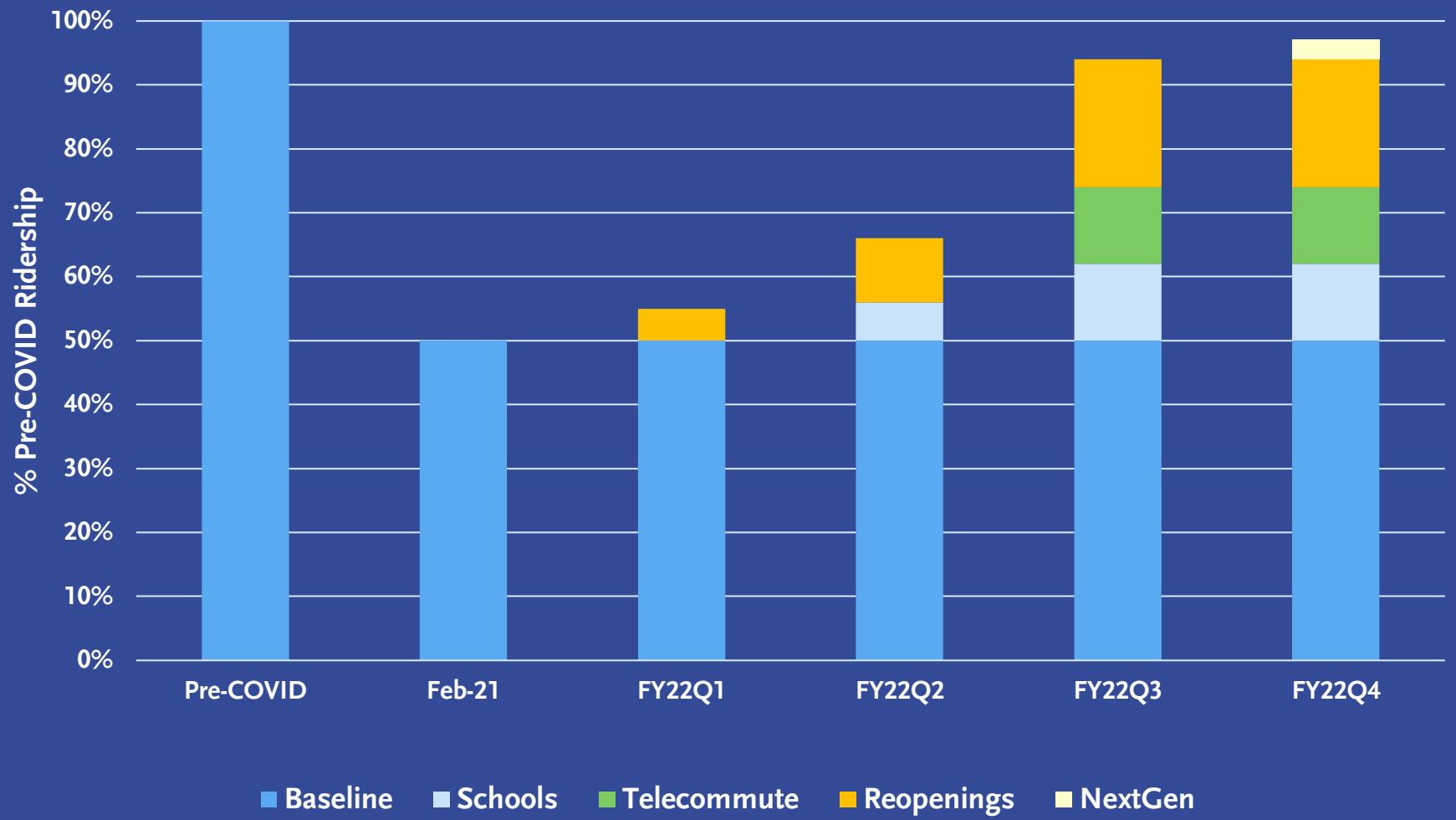
Passenger Loads

	Target	Status
Passenger Load	• 98% of weekly trips should not exceed an average of 75% of seated capacity.	• Weekdays: average 1.7% or 185 trips (range 1.0% to 2.3%) so on average meets the target • Saturdays: average 3.2% or 206 trips (range 1.3% to 4.3%) • Sundays: average 2.3% or 141 trips (range 0.4% to 4.3%)

Cancelled Work Hours



FY22 Ridership Projection



Accelerated Bus Operator Hiring Plan

Bus Operator accelerated hiring activities commenced in February 2021 and are ongoing in full support of a graduation target rate of 125-150 bus operators per month beginning April 2021

As of Tuesday, March 16, 2021, about 587 applications in the hiring pipeline, with interviews going on now, in preparation for the first two classes to begin on Monday, March 22, 2021 and Wednesday, March 31, 2021

Class space and logistical matters are currently being addressed in a manner that is safe and adheres to COVID-19 guidelines

Fully supports the updated FY21-FY22 revenue service hour parameters:

- 6.5 M RSH by June 2021
- 7.0 M RSH by September 2021

Bus Operator Hiring Communications Efforts

- External Bus Operator Job Landing Page – Updated and available
- Internal/External Messaging - Agency Ad, SharePoint, COVID Brief, CEO's Every Voice Counts, LinkedIn, Metro's The Source, and Metro Project Account Distribution Lists (BikeShare & Program Management) sent out for reposting and sharing
- Social Media Buy – As of March 8, 2021, launched social media targeted efforts, including ESPN radio ad
- Updated Bus Operator Video Content & Flyer – Video in development now and flyer to be finalized this week
- Board of Director (BOD) Media Tool Kit – Created as a resource for sharing our bus operator hiring initiative across BOD communication platforms and with constituents
- Recruitment Dashboard – In development to easily track/report recruitment activities and adjust hiring activities/tactics as necessary