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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 16, 2021**

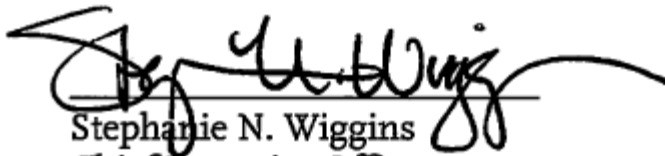
**SUBJECT: ORAL REPORT ON OPERATIONS RIDERSHIP, HIRING AND MICROTRANSIT**

**RECOMMENDATION**

RECEIVE oral report on Operations ridership, hiring and MicroTransit.

**Equity Platform**

Operations will collaborate with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service ridership and the MicroTransit Pilot program.



Stephanie N. Wiggins  
Chief Executive Officer

**ITEM 24**

**COO Oral Report  
Operations Service & MicroTransit  
Update**

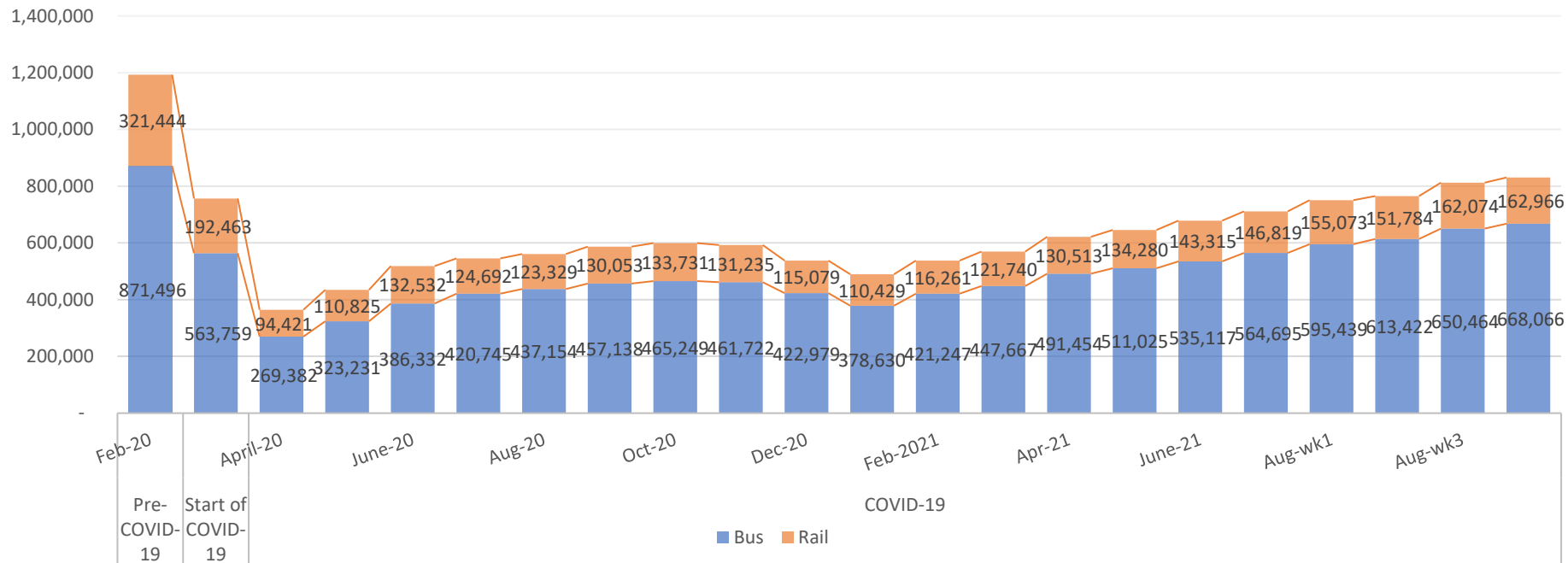


**Metro**

Operations, Safety & Customer Experience Committee Meeting  
September 16, 2021

# Weekly Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19 20-Feb	Start of COVID-19 20-Mar	20-Apr	20-May	20-Jun	20-Jul	Aug-20	Sep-20	Oct-20	20-Nov	20-Dec	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	Aug-wk 1 (8/1-8/7)	Aug-wk 2 (8/8-8/14)	Aug-wk 3 (8/15-8/21)	Aug-wk 4 (8/22-8/28)
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	569,407	621,967	645,305	678,432	711,514	750,512	765,206	812,538	831,032

### 6/27/21

- Increased overall service from 5.6 million RSH (annualized) as of December 2020 to 6.5 million RSH plan (all service changes made in alignment with NextGen and Title VI requirements)
- Resumed front door boarding in addition to keeping rear door boarding
- Issued & clarified instructions to operators that buses are free

### 9/12/21 (Upcoming)

- Increase overall service from the 6.5 million RSH (annualized) as of June 2021 to 7.0 million RSH

# Operator Hiring Update

## Bus Operators

- 2,634 applications received to date
- 494 hires to date
- Five classes in August & Sept 2021 (8/3, 8/17, 8/31, 9/14 & 9/28)
- Two classes scheduled every month
- Classes are 9 weeks long (goal of 65 students per class)

## MicroTransit Operators

- 1028 applications received to date
- 136 hires to date
- Four classes in August & Sept 2021 (8/9, 8/23, 9/7 & 9/20)
- Targeting a total of 147 MT operators
- Classes are 3 weeks long (goal of 15-25 students per class)



# Operator Recruitment & Incentive Efforts

## Tactics Include:


- Operator referral program (\$500)
- Operator sign-on bonus program (\$1,000)
- Continuation of media buy
- Bus/rail king ads and wraps
- Banners for Metro locations (over 40) & USG
- Decals for non-revenue vehicles





Banner - Atlantic





Banner - LAX

 **Great hourly pay**  
Start at \$17.75 per hour as a bus operator, with incremental pay rate increases up to \$27.31.

 **Full benefits**  
Metro offers medical and dental insurance, plus retirement plan options.

 **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.


**WANT TO EARN \$500?**

Refer friends, family and community members to work for Metro! If you know someone who would be fit for a job here, send them our way and earn \$500 per referral.



Scan the QR code or visit [metro.net/referral](https://metro.net/referral) for the guidelines and FAQs on this program.

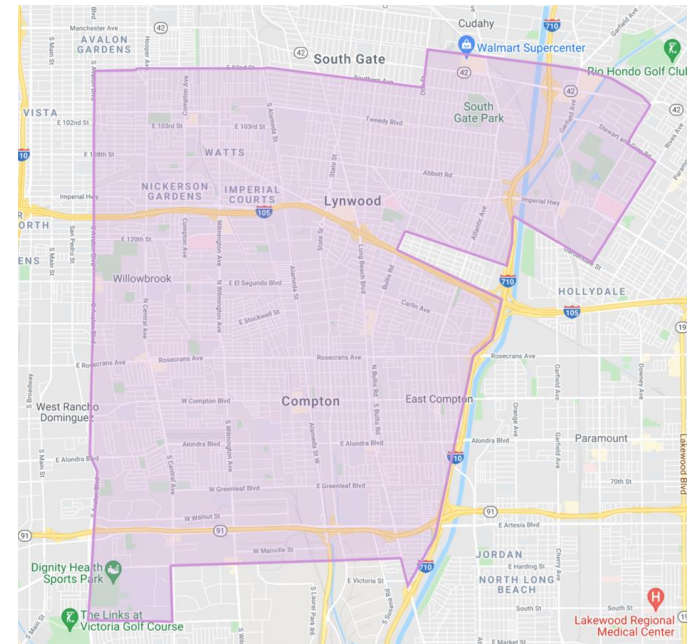
  


Get in the driver's seat and earn a \$1,000 sign-on bonus.

# MicroTransit - Service Changes & Fleet Update

- **Service Hours/Days:**
  - ✓ 5:30 a.m. to 9:30 p.m.
  - ✓ Variable by zone
  - ✓ Review of hours, vehicles and operators to begin
- 60 vehicles active in the fleet; 5 delivered and being retrofitted (installation of: TAP, Wi-Fi, camera system, bike rack, plexi-glass & wrapping)
- September 12, 2021: Watts/Willowbrook and Compton/Artesia zones will be combined into a single large Watts/Compton zone to allow for greater flexibility for customers and Metro Micro fleet/operator efficiency
- Ridership up 1% to 658 average weekday; 5,877 weekly
- Wait- times up to between 17 and 19 minutes

Watts/Willowbrook and Compton/Artesia



# MicroTransit – Wait Time & Failed Trip Information

Zone Name	% above 45 min wait time between 8/29/21 and 9/4/21	Worst Day that Week
*Watts/Willowbrook	4%	58 Failed Searches
Compton/Artesia	2%	49 Failed Searches
*LAX/Inglewood	1%	3 Failed Searches
El Monte	17%	150 Failed Searches
North Hollywood/Burbank	16%	149 Failed Searches
*Altadena/Pasadena	33%	543 Failed Searches
*Highland Park/Glendale	33%	386 Failed Searches
*NW San Fernando Valley	Not Applicable	
*UCLA		

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# MicroTransit – Rides, Vehicles & Staffing

## TOTAL RIDES

- **8/9/21 to 9/7/21: 24,913 Rides**

## VEHICLES & STAFFING

- **On Sunday, 9/12/21, we will have 60 vehicles in revenue service across three reporting locations**
- **Additional 22 vehicles in process of being procured/retrofit**
- **By end of calendar year of 2021, 82 of 110 vehicle fleet will be in revenue service**
- **Management and supervision people are on-hand**
- **Currently, 4 NC employees with 1 to be refilled due to promotion**



# MicroTransit – Chart of Vehicles/Operator Counts Projected & Actual

Zone Name	Projected # of Vehicles	# of Vehicles @ 9/12/21 Shakeup	# of Operators @ 9/12/21 Shakeup	Notes
*Watts/Willowbrook	16	16	29	W/W 2 <sup>nd</sup> top performers, may move back to # 1 with consolidation of two zones
Compton/Artesia	3	Is consolidated with W/W Zone		
*LAX/Inglewood	16	3	6	Least resources, lowest performing zone
El Monte	3	8	18	Early am demand unmet
North Hollywood/Burbank	3	6	13	Early am demand unmet
*Altadena/Pasadena	16	10	22	Experiencing approx. 50% failed searches, no where near to meeting demand
*Highland Park/Glendale	16	10	20	Wait time improvements with increased staffing, failed searches remain high
*NW San Fernando Valley	16	7	15	Can cover NextGen service change
*UCLA	16	0	0	16 of 22 vehicles in procurement/retrofit to be assigned to this zone. Need 25 operators dedicated for service launch.
	105	60	123	

# MicroTransit Quarterly Update – Service Roll-Out & Report Locations

## Zones + Launch Schedule

### December 2020

- Zone 1: Watts/Willowbrook\*
- Zone 2: LAX/Inglewood

### January 2021

- Zone 3: Compton/Artesia\*
- Zone 4: El Monte
- Zone 5: North Hollywood/Burbank

### June 2021

- Zone 6: Highland Park/Eagle Rock/Glendale
- Zone 7: Altadena/Pasadena/Sierra Madre

### September 12, 2021

- Zone 8: Northwest San Fernando Valley

### December 12, 2021

- Zone 9: UCLA/Westwood/VA Medical Center

*\*Effective 9/12/21 Z1 and Z3 will be combined*



*19 vehicles*

Torrance



*28 vehicles*

Alhambra



*13 vehicles*

Chatsworth