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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 21, 2021**

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

**ACTION: ORAL REPORT**

**RECOMMENDATION**

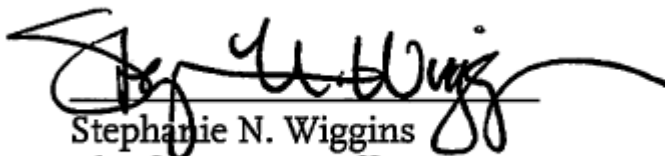
RECEIVE oral report on Operations ridership and hiring.

**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.

Prepared by: James T. Gallagher, Chief Operations Officer (213) 418-3108

Reviewed by: James T. Gallagher, Chief Operations Officer (213) 418-3108



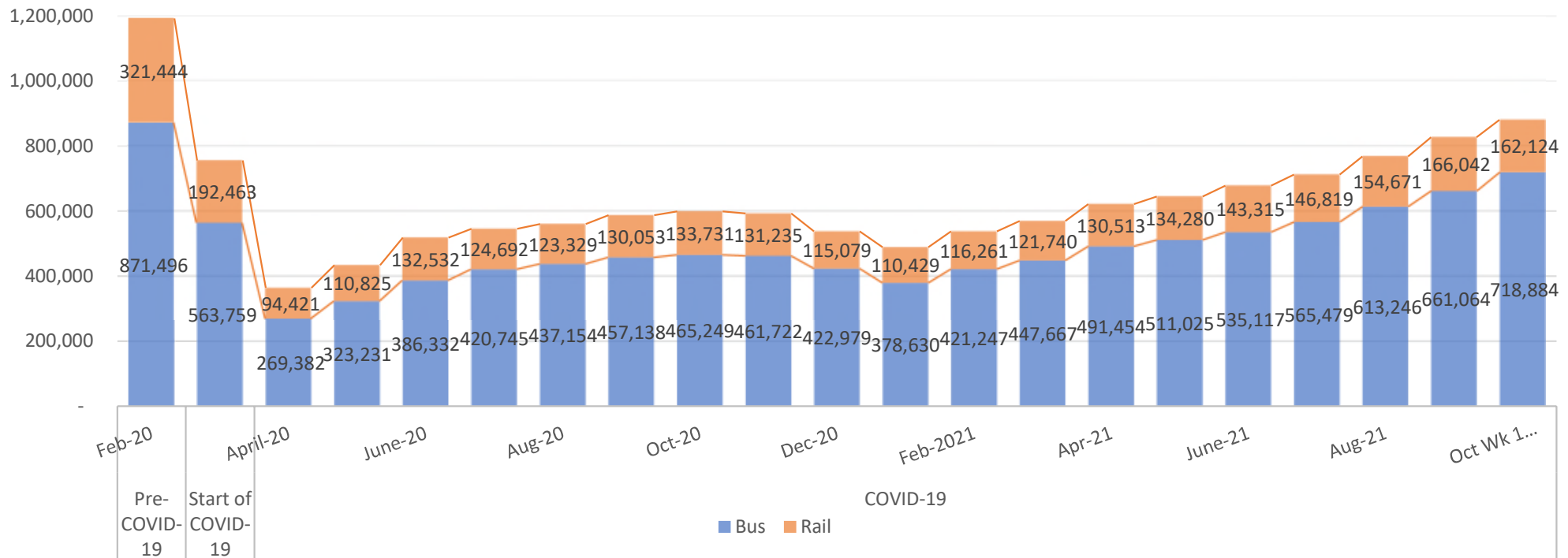
Stephanie N. Wiggins  
Chief Executive Officer

**ITEM 23**

**COO Oral Report  
Operations Service Update**

# Weekly Ridership Update

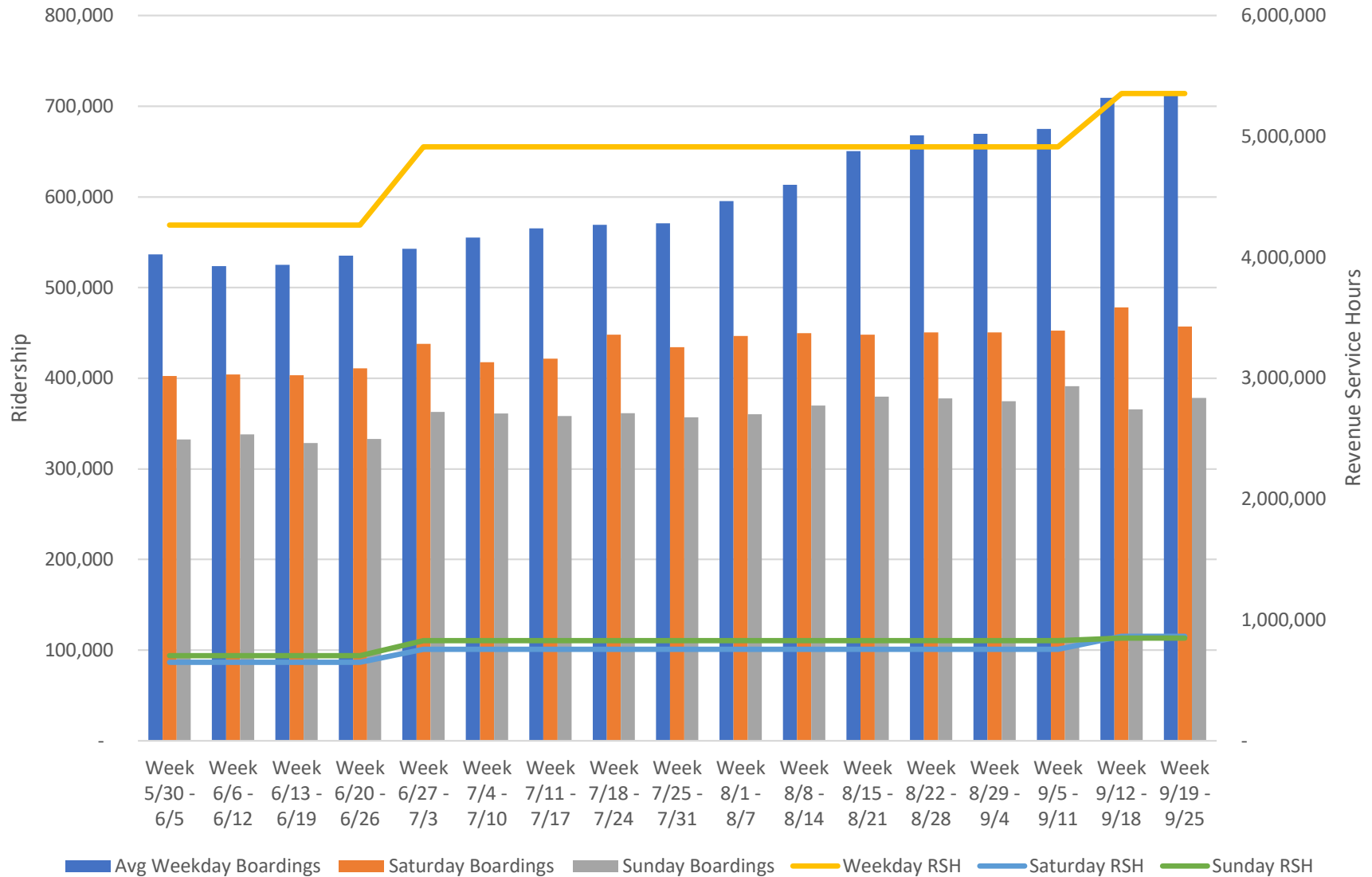
## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



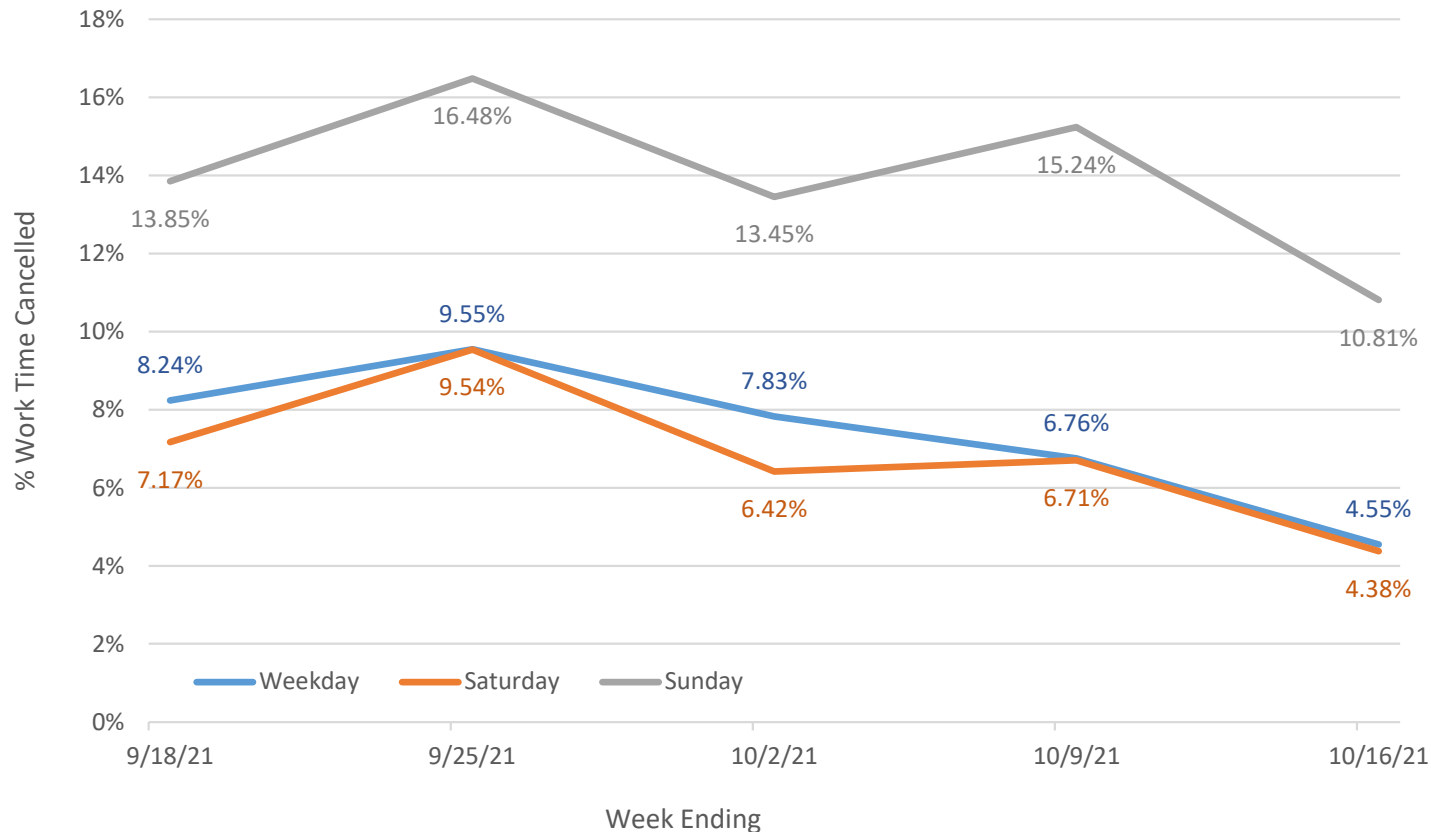
Ridership	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-2021	Oct Wk 1
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	881,008

- September 2021 - Additional 500K to restore 7.0M annual Revenue Service Hours
- Phase III of NextGen Implementation
- Customer service and support, including on street ambassadors, printed timetables and service change notices

# Ridership and Service Hours (June - September 2021)



# Bus Service Cancellation Update



- Pre-pandemic bus service cancellations averaged at about 1-2%
- Sunday 10/14/21 cancellation trended down to 9.23%
- Mitigations for Sunday cancellations:
  - Reduce COVID related quarantine time to OSHA standards
  - Right size construction related weekend bus bridges for Crenshaw/LAX and Regional Connector
  - Develop operator recognition, appreciation and employee engagement programs
  - Developed real time cancellation alerts to public

# Operator Hiring Update

## Bus Operators

- 2,937 applications received to date
- 531 hires to date
- Two classes in October 2021 (10/12 & 10/26)
- Classes are 9 weeks long

## MicroTransit Operators

- 1,128 applications received to date
- 146 hires to date (target: 147 operators)
- Recruitment closed on 9/17/21
- One class scheduled in October 2021 (10/25)
- Classes are 3 weeks long



# Industry Wide Workforce Challenges

## Update

- **The Transportation Industry is experiencing nation wide challenges on retention of bus operators**
- **A recent survey of over 50 agencies revealed that 22 are experiencing a 10%-30% shortage**



# Incentive Efforts & Next Steps

## Tactics

- Operator referral program (\$500)
- Operator sign-on bonus program (\$1,000)
- 653 applications received since the incentive program launched
- Continuation of media buy
- Bus/rail king ads and wraps, banners at Divisions and locations, and decal installation on non-revenue vehicles

## Next Steps

- Metro will continue to proactively focus efforts and resources to continue to attract, recruit, hire and train applicants to deliver planned service to our customers




**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.




**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.