



Board Report

File #: 2022-0118, **File Type:** Oral Report / Presentation

Agenda Number: 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 21, 2022**

SUBJECT: ORAL REPORT ON OPERATIONS AND MOTION 43 UPDATE

RECOMMENDATION

RECEIVE oral report on Operations ridership, hiring and Motion 43 response.

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: Diane Corral-Lopez, Executive Officer, Operations Administration, (213) 922-7676

Reviewed by: Conan Cheung, Acting Chief Operations Officer, Bus
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Stephanie N. Wiggins
Chief Executive Officer

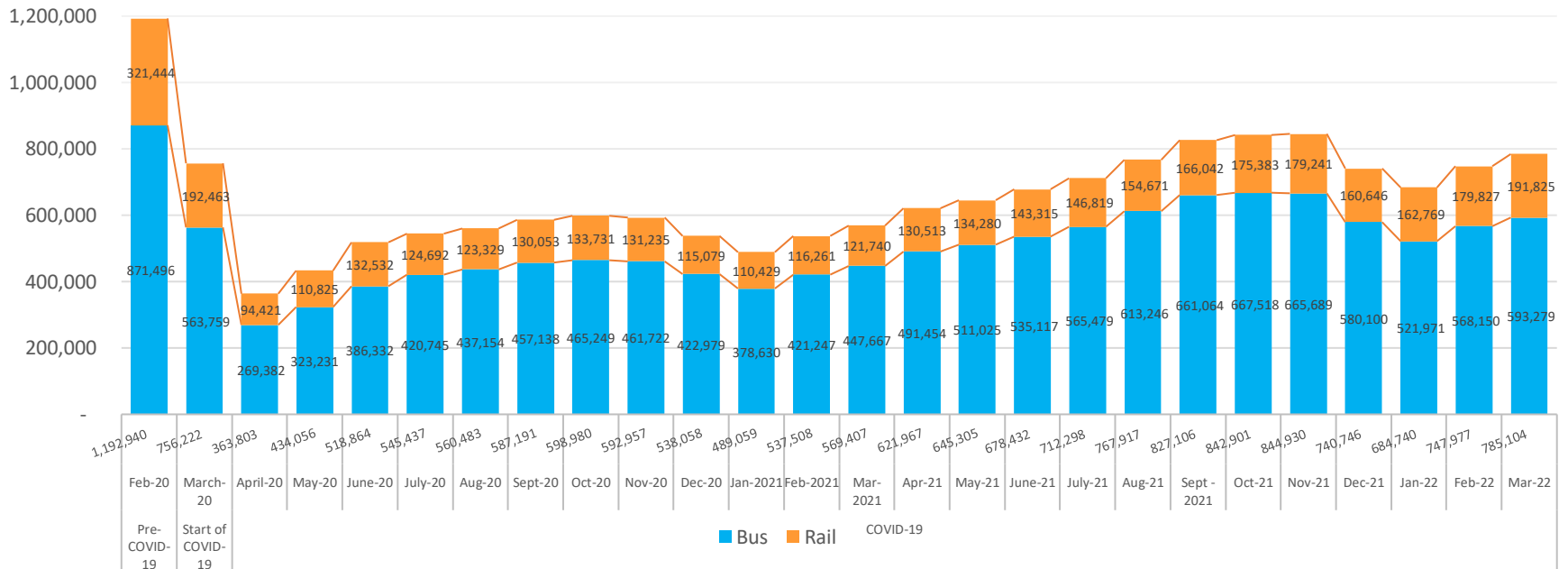
The signature is a stylized, cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a black, sans-serif font.

ITEM 20

**COO Oral Report
Operations Ridership & Motion 43 Update**

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Rider-ship	Pre-COVID-19	Start of COVID-19																								
	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	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
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	842,901	844,930	740,746	684,740	747,977	785,104

Ridership Analysis Relative to Equity Focused Communities

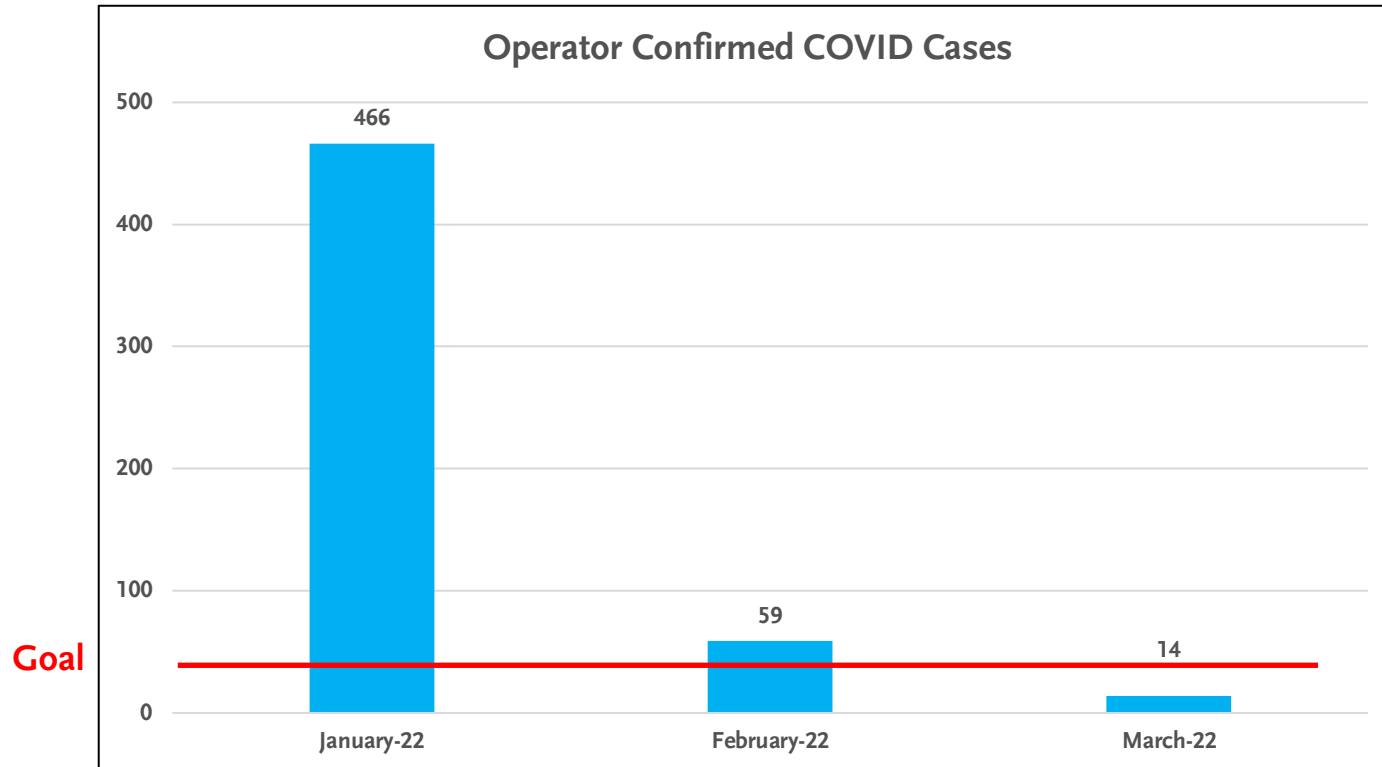
- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.3% in Feb 2022 (bus stop data available month to month)
- **Rail:** Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

Service Restoration Conditions Update

The following is an update on the four criteria monitored for full-service restoration:

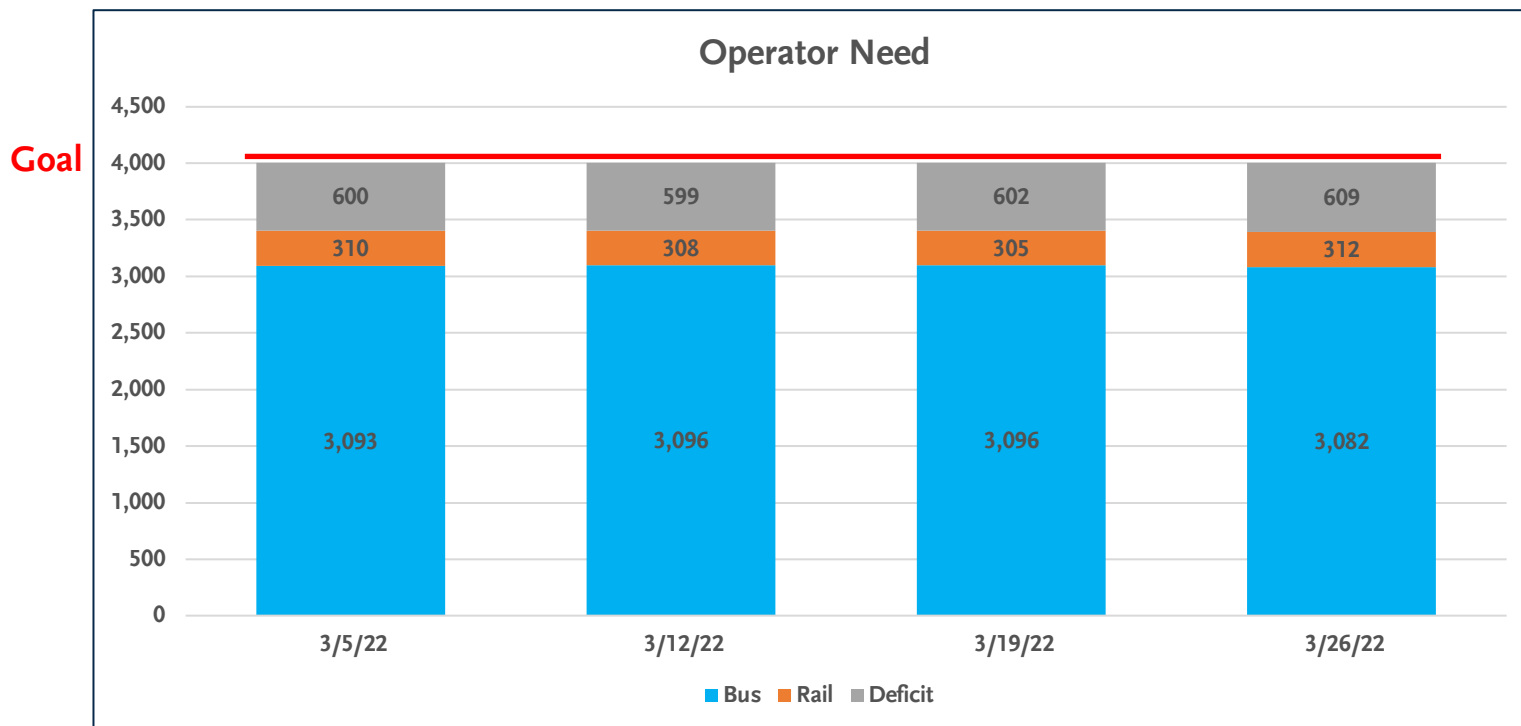
1. Operator COVID Status
2. Operator Staffing Level
3. Minimized Cancelled Service
4. Minimized Ordered Call Backs (OCBs)

Operator COVID Status



- Goal: no more than 30 new COVID cases per month for operators
- February 2022 total: 59 operator cases
- March 2022 total: 14 operator cases

Operator Staffing Level



	3/5/22	3/12/22	3/19/22	3/26/22
Active				
Bus	3,093	3,096	3,096	3,082
Rail	310	308	305	312
Deficit	600	599	602	609
<i>Operations Central Instruction (OCI) Students</i>				
	67	140	137	192

- As of 3/26/22, there is a 609 operator deficit, however there are 192 students in training
- Need = operator need to return to full service (or 3,667 bus and 326 rail, 4,003 total operators)

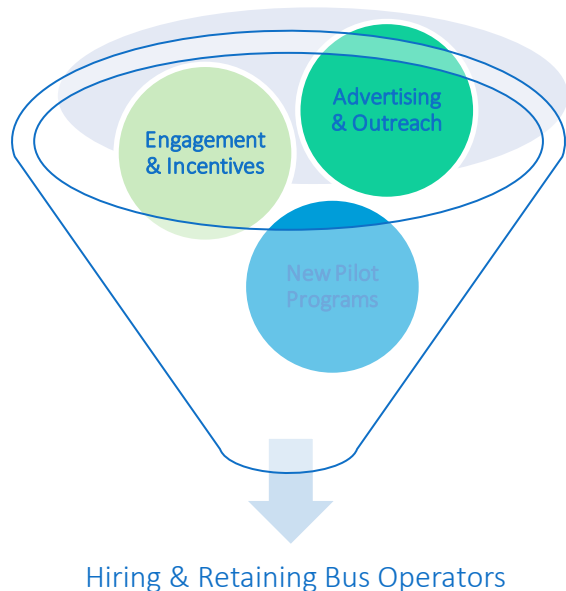
Recruitment Efforts- New Streamed Lined Process

Recruitment Status - March 1st – 26th:

- **372 - New Applicants received and are in the selection process**
- **336 - Candidates are pending conditional offers**
- **85 - Candidates with conditional offers ready to begin training**
- **192 - Employees in training**



Operator Hiring & Recruitment Efforts



➤ **Implemented:**

- Minimum Qualifications revised to remove the six months of customer service experience requirement
- Held a Bus Operator Hiring Event on April 2, 2022, which yielded 115 conditional offers
- Implementing Spark Hire, an automatic interviewing platform in an effort to streamline the Bus Operator interview process

➤ **Continue employee engagement, incentive, and hiring programs**

- Weekend Rewards
- New Hire Sign-On Bonus
- Employee Referral Program
- In-Person Hiring Event – Scheduled for May 2022

Bus Operators Separations During Training

	FY19	FY20	FY21
Total Separations	687	629	503

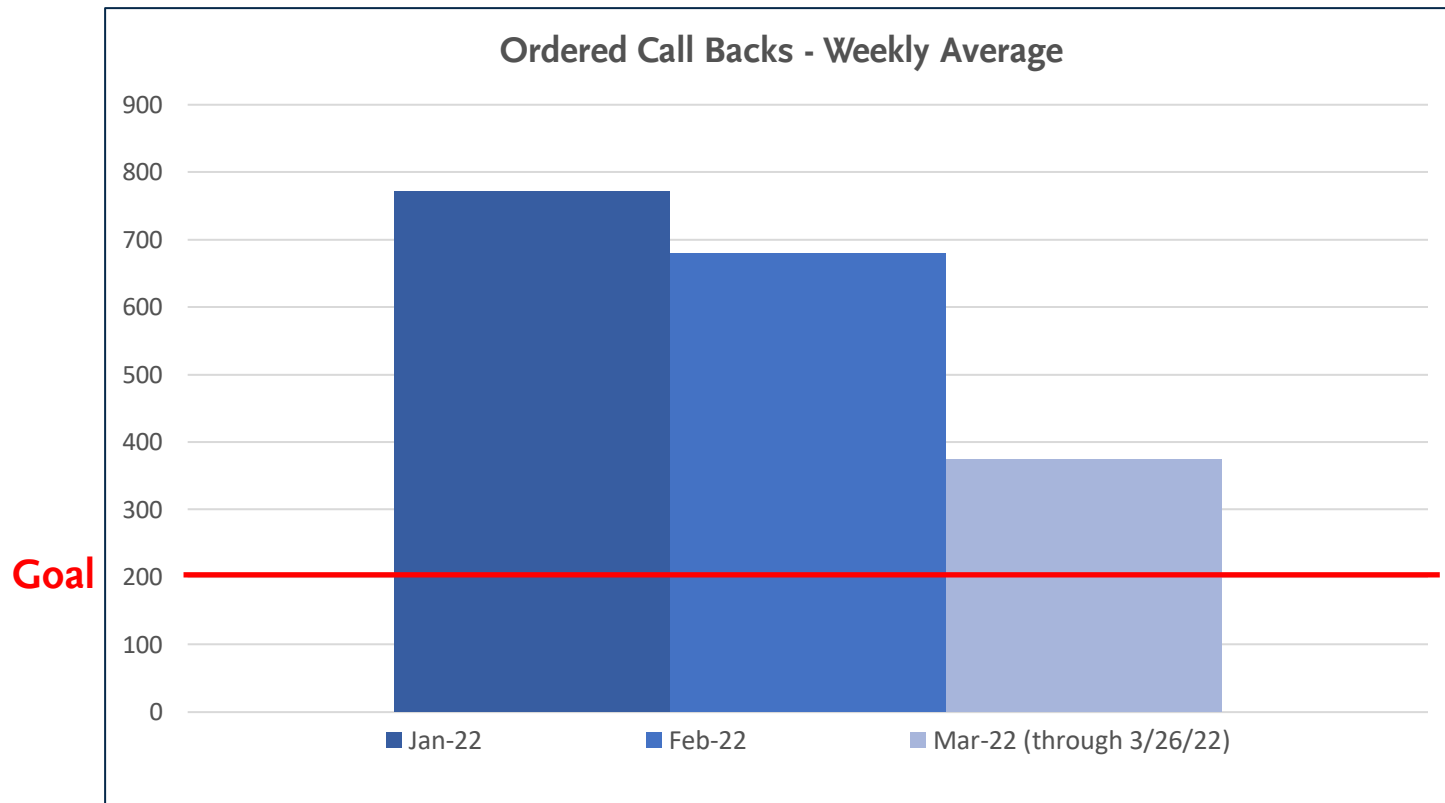
Separated During Training	256	239	101
% of all Separations	37.3%	38.0%	20.1%

	FY22									
	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 22	Feb 22	Mar 22	FY22 YTD
Total Separations	83	48	79	72	59	49	51	54	36	531

Separated During Training	26	10	8	15	6	2	8	12	6	93
% of all Separations	31.3%	20.8%	10.1%	20.8%	10.2%	4.1%	15.7%	22.2%	16.7%	17.5%

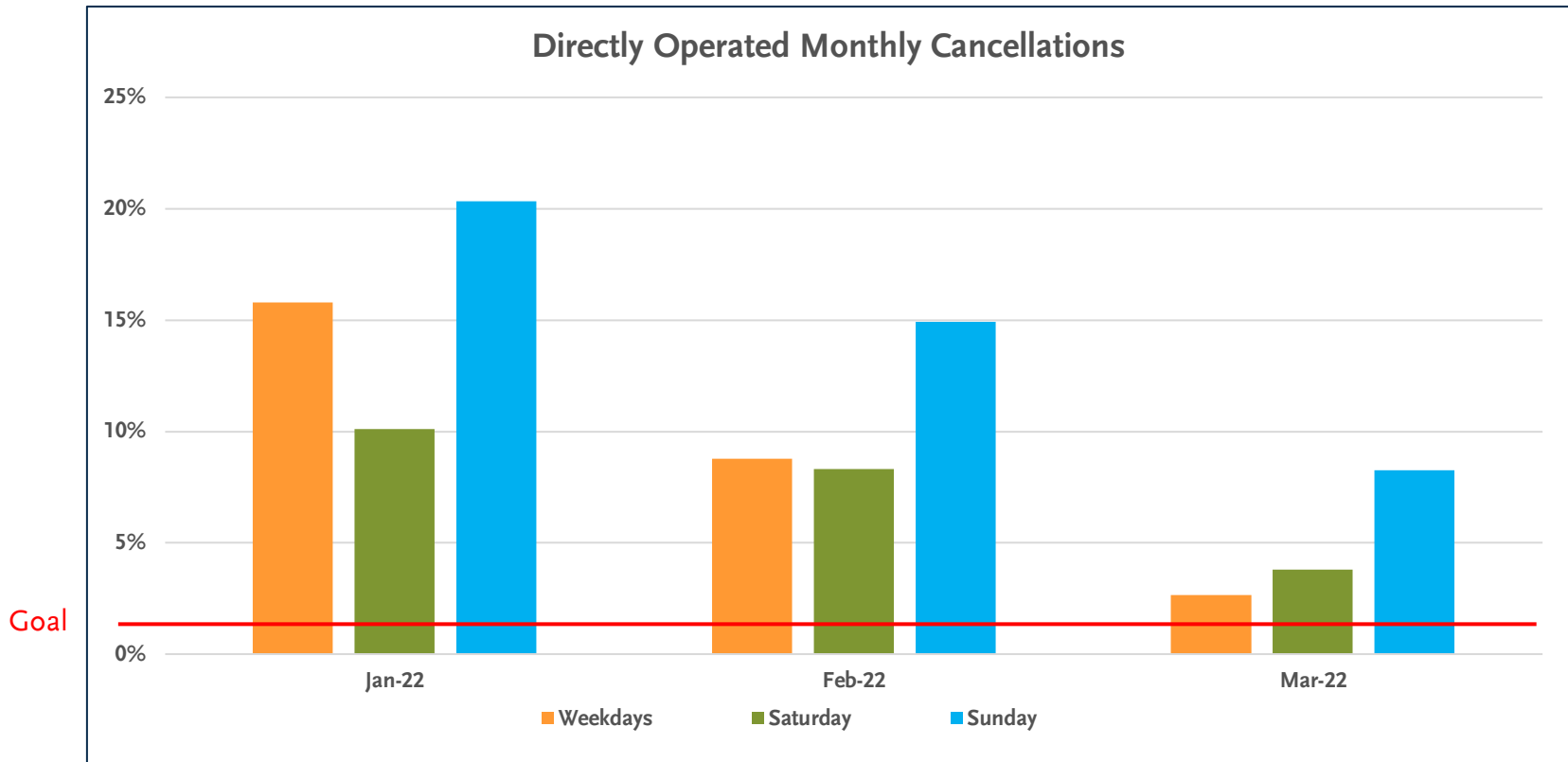
- **As of March 2022, retention is trending upward for Bus Operator Training**

Ordered Call Backs



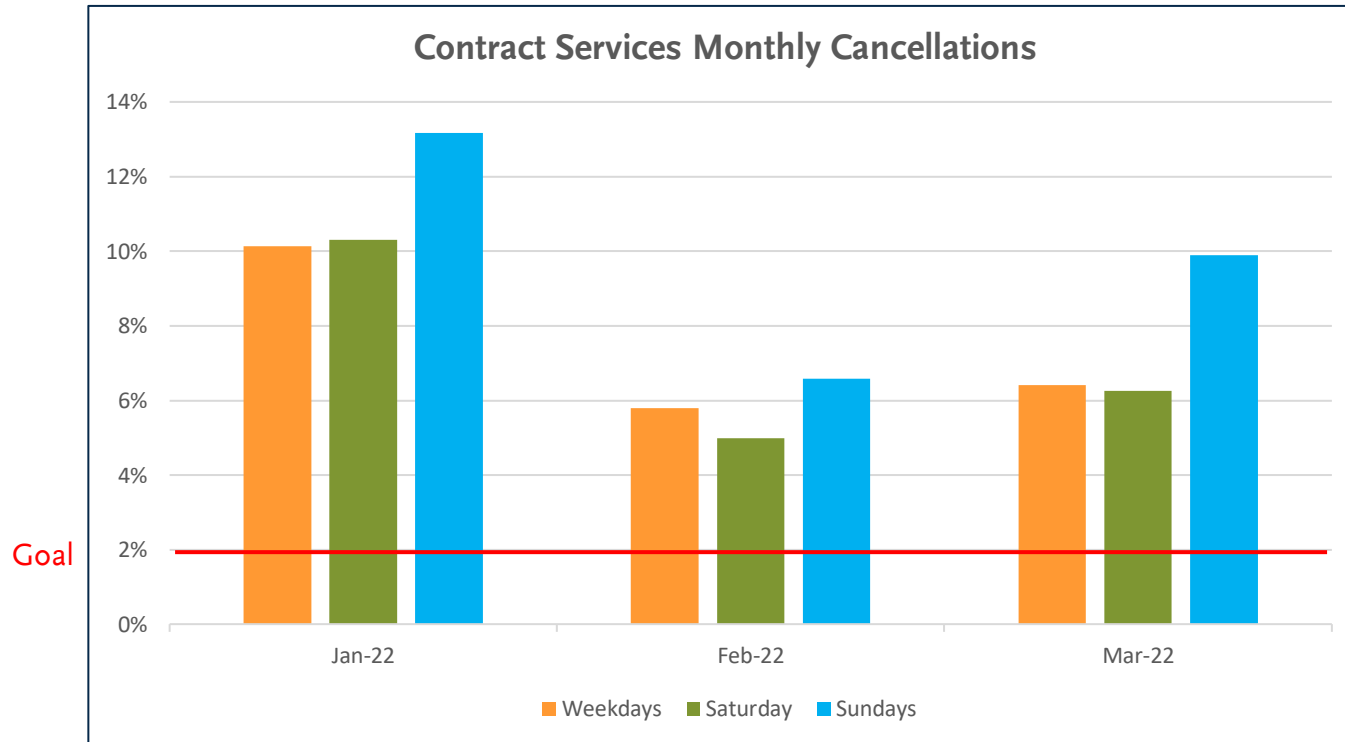
- **Goal: No more than 200 mandatory (ordered) call backs per week systemwide**
- **February 2022 ordered call back average: 681**
- **Ordered call backs for week ending 3/26: 366**

Cancelled Service (Directly Operated)



- Goal: No more than 2.00% systemwide bus service cancellations
- Week ending 3/26/22 averages:
 - 3.15% Weekday (compared to 15.81% in January 2022)
 - 4.66% Saturday (compared to 10.11% in January 2022)
 - 9.23% Sunday (compared to 20.31% in January 2022)
- January 2022 “No Show” Complaints: 454
- March 2022 “No Show” Complaints: 119

Cancelled Service (Contract Services)



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **Week ending 3/27/22 averages:**
 - 6.00% Weekday (compared to 10.00% in January 2022)
 - 6.00% Saturday (compared to 10.00% in January 2022)
 - 10.00% Sunday (compared to 13.00% in January 2022)

Directly Operated Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 3/28/22)

Line	Name	Next Gen	% Cancelled Trips since 2/20 service change	% Cancelled Trips before 2/20 service change	% within EFC*	Area
		Tier				
240	Reseda	1	8.90%	25.30%	13%	San Fernando
18	Whittier & 6th St	1	7.20%	21.20%	85%	East LA-West LA
210	Crenshaw	1	6.70%	26.30%	63%	Hollywood-South LA
45	Broadway	1	5.80%	20.70%	98%	South LA-Downtown-Lincoln Hts
53	Central Av	1	5.70%	25.10%	72%	South LA-Downtown
207	Western	1	5.60%	29.60%	89%	Hollywood-South LA
754	Vermont Rapid	1	5.50%	44.70%	100%	Hollywood-South LA
150	Topanga-Ventura	3	5.50%	21.40%	27%	San Fernando
20	Wilshire	1	5.20%	19.80%	35%	Downtown - Santa Monica
66	8th St	1	5.20%	16.40%	87%	East LA-Downtown-Wilshire

Contract Services Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 3/31/22)

Name	Next Gen Tier	% Cancelled Trips since 2/20 Service Change	% Cancelled Trips before 2/20 Service Change	% within EFC	Area
JPL	4	10.49%*	5.04%	15%	Pasadena
San Fernando Rd - Rampart St - Hoover St	2	10.08%*	5.64%	73%	Glendale - Downtown LA
Sepulveda Bl - Pacific Coast Hwy	3	8.21%	16.20%	29%	LAX - Long Beach
Rosemead Bl	3	7.95%	15.23%	30%	Sierra Madre - Lakewood
Wilmington Av - Vermont Av	3	5.95%	10.26%	29%	Willowbrook - San Pedro
Griffith Pk Dr	4	5.73%	5.23%	50%	Downtown LA - Burbank
Rosecrans Av	3	5.50%	10.91%	42%	El Segundo - Norwalk
North Hollywood - Pasadena Express	3	5.49%	4.20%	18%	North Hollywood - Pasadena
Eastern Av - Av 64 - Washington Bl	4	5.05%	7.54%	35%	Commerce - Sierra Madre

* Will continue to monitor for corrective action

Cancelled Service by Division (Since 2/20/22 Service Change)

Directly Operated Divisions	EFC* (Y/N)	Scheduled Worktime	Canceled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
1 - Downtown LA	Y	61,704	3,756	6%	15%
2 – Downtown LA	Y	62,572	2,166	3%	12%
3 – Cypress Park	Y	55,570	1,677	3%	12%
5 – South LA	Y	57,134	1,486	3%	17%
7 – West Hollywood	N	74,157	3,659	5%	13%
8 – Chatsworth	N	63,381	2,372	4%	15%
9 – El Monte	Y	60,309	758	1%	9%
13 – Downtown LA	N	59,458	2,392	4%	14%
15 – Sun Valley	Y	75,992	903	1%	8%
18 – South Bay	N	85,923	3,819	4%	17%
Total		656,199	22,988	4%	13%

Contract Services Divisions	EFC*(Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
95 - Southland	N	14,258	1,012	7%	11%
97 - MV	N	21,815	1,434	7%	7%
98 - Transdev	N	16,704	1,552	9%	9%
Total		52,777	3,998	8%	7%

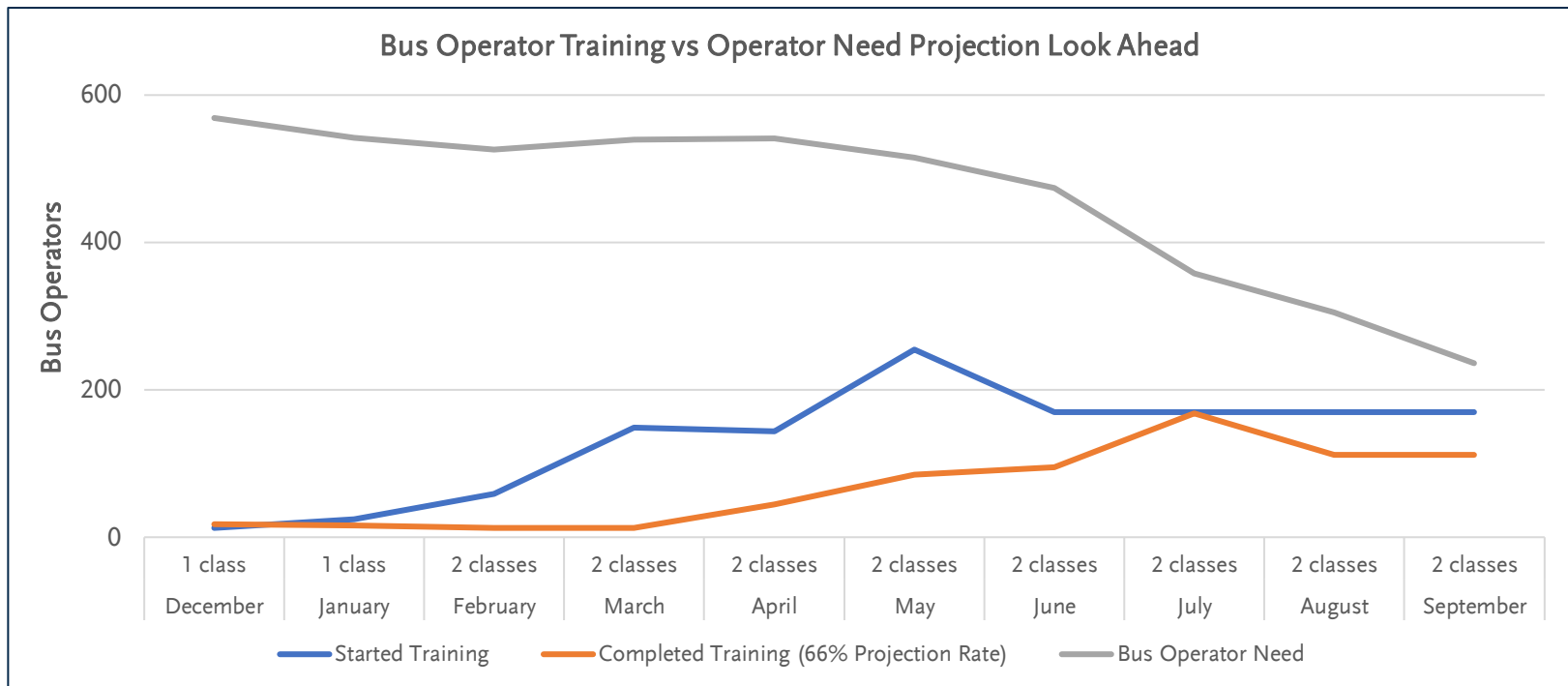
*Equity Focused Communities

Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS (week ending 2/5/22)	STATUS (week ending 3/26/22)	
Operator COVID Cases	30 or less per month	Nov 2021	459 Jan 2022 (month)	14 Mar 2022 (month)	
Operator Staffing Level	4,003 operators	Pre-Covid	3,423	3,394*	
Cancelled Service	2.00% or less per day	May 2021	11.00% weekday 8.00% Sat 20.00% Sun	3.15% weekday 4.66% Sat 9.23% Sun	
Ordered Call Backs	200 or less per week	Dec 2020	766 (per week in Jan 2022)	366	

* Operator staffing level does not represent candidates yielded from the February/March 2022 hiring events as they must successfully complete a two-month training and are currently not counted in active operator counts

Operator Hiring vs Need Projection



- **Bus Operator training classes are 8 weeks in duration, with 66% completion rate**
 - **Example: Class starts on 2/8 and training is completed on 4/3**
- **In March 2022, Metro increased bus operator class sizes to 85**
- **Hiring events and operator retention efforts will help reduce vacancies, however active bus operators are not ready for service until after 2-3 months of hiring given training. Therefore, there is a lag between started training and completed training.**

Next Steps

- **Continue to monitor February 20, 2022 service changes and adjust as necessary in an equitable manner**
- **Continue to monitor conditions to minimize impact of service reductions**
- **Continue achievement of conditions for full service restoration**

Earth Day April 22, 2022 & MicroTransit Update

Earth Day 2022

- On Friday, April 22, 2022 – Metro will offer free rides on bus, rail, and bike in support of Earth Day
- Fareboxes will be covered to ensure that customers do not have to TAP and turnstiles will be unlocked for seamless free fares
- Earth Day allows us demonstrate support for environmental protection and encourages the use of public transportation
- Comprehensive communications plan to be deployed includes:
 - Car cards
 - Rail posters
 - Farebox covers
 - Eblast to Metro subscribers
 - Messages on digital screens
 - Source Post
 - Social Media Posts (Twitter, Facebook, and Instagram)
 - Station Announcements and Operator Announcements



MicroTransit Update

MicroTransit Service Snapshot (as of April 2022)

- Delivered 360,000+ trips since launch during the peak of COV-19 pandemic
- Operates in 8 Metro Micro Zones covering +165 square miles of LA County
- Fleet consists of 82 vehicles, including 8 EVs to begin operating in April 2022
- Program KPI is 4.5, last reported in October 2021 was 4.8 of 5 stars

MicroTransit Hiring Update (as of April 2022):

- FY22 Budget: 147
- Active: 130
- Leave: 10
- In training: 7
- Training Duration: 5 weeks
- New class starts on 4/18/22 to backfill operators on long term leave

