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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
AUGUST 18, 2022**

**SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE**

**RECOMMENDATION**

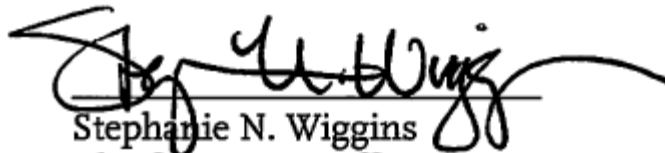
RECEIVE oral report on Operations service restoration, ridership, hiring, and retention.

**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.

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Stephanie N. Wiggins  
Chief Executive Officer

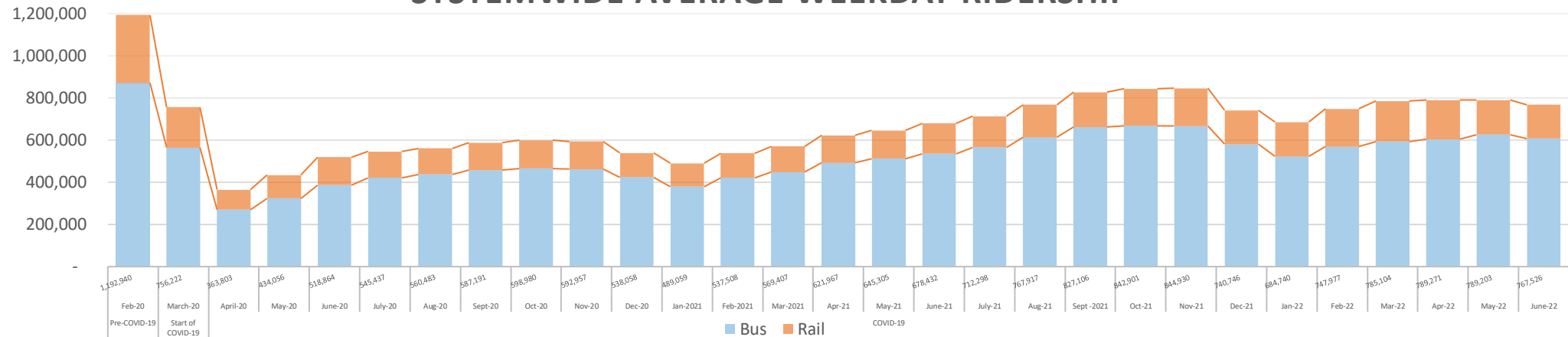
# COO Oral Report Operations Ridership and Service Restoration Update



# Status of Conditions for Service Restoration and Metro Bus Service Levels

	GOAL	STATUS February 2022	STATUS June 2022	<span style="color: red;">●</span> <span style="color: yellow;">●</span> <span style="color: green;">●</span>
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	104 June 2022 (month)	<span style="color: yellow;">●</span>
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 3,107* / Rail: 322 Total: 3,429	<span style="color: red;">●</span>
Cancelled Service	2.00% or less per day	Weekday: 11% / Sat: 8% / Sun 20%	Weekday: 2.6% / Sat: 3.9% / Sun: 8.8%	<span style="color: yellow;">●</span>
Ordered Call Backs	200 or less per week	766 (per week in Jan 2022)	499	<span style="color: yellow;">●</span>

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



	Pre-COVID-19	Start of COVID-19	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	Apr-22	May-22	June-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	789,271	789,203	767,526

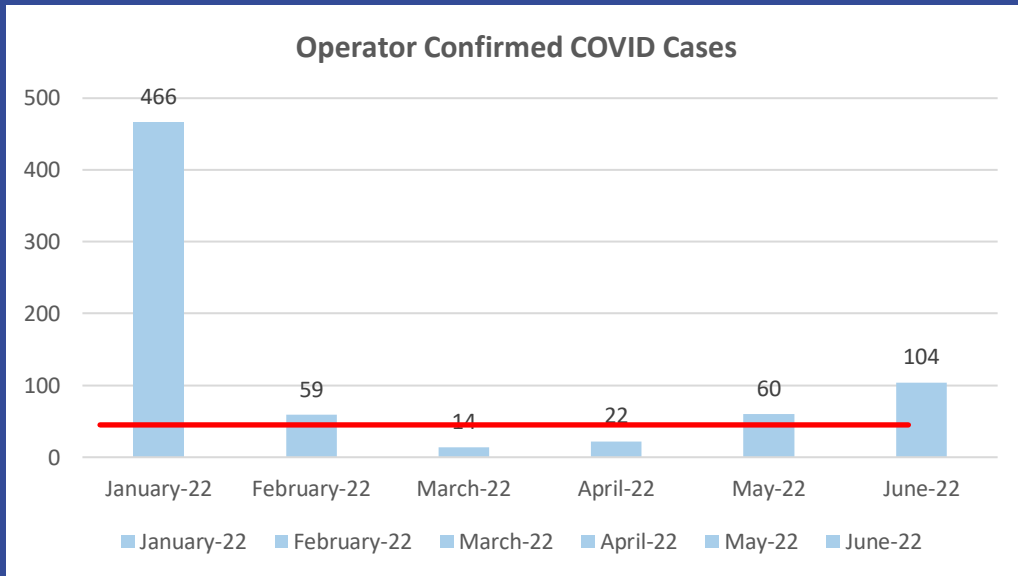


**Metro**

Ridership Analysis Relative to Equity Focused Communities (EFC analysis will switch to 2022 EFC map for Sept Oral Report):

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.3% in May 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)

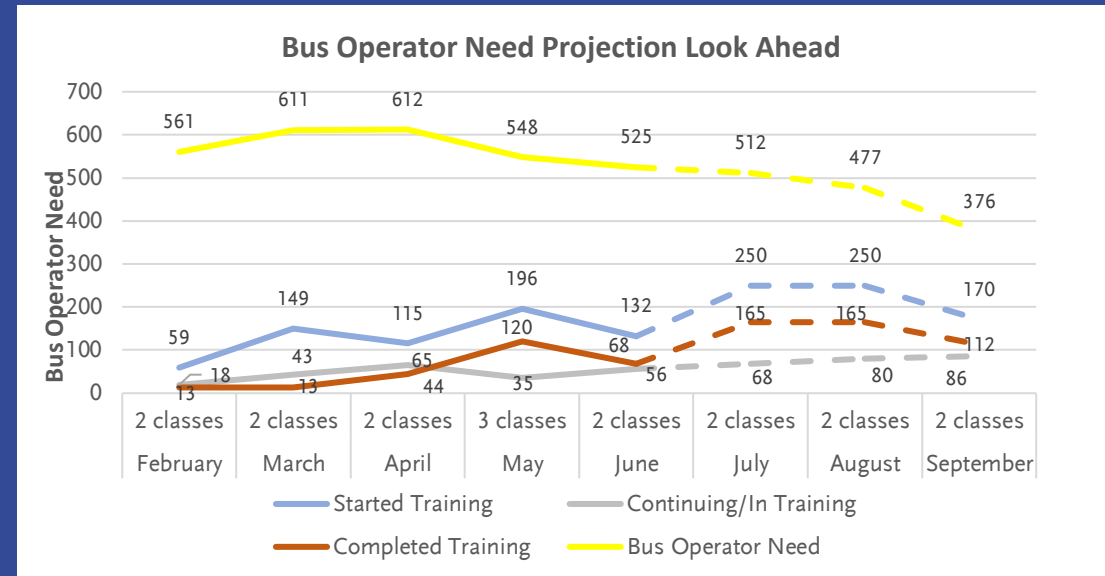
# Operator COVID Status



Goal

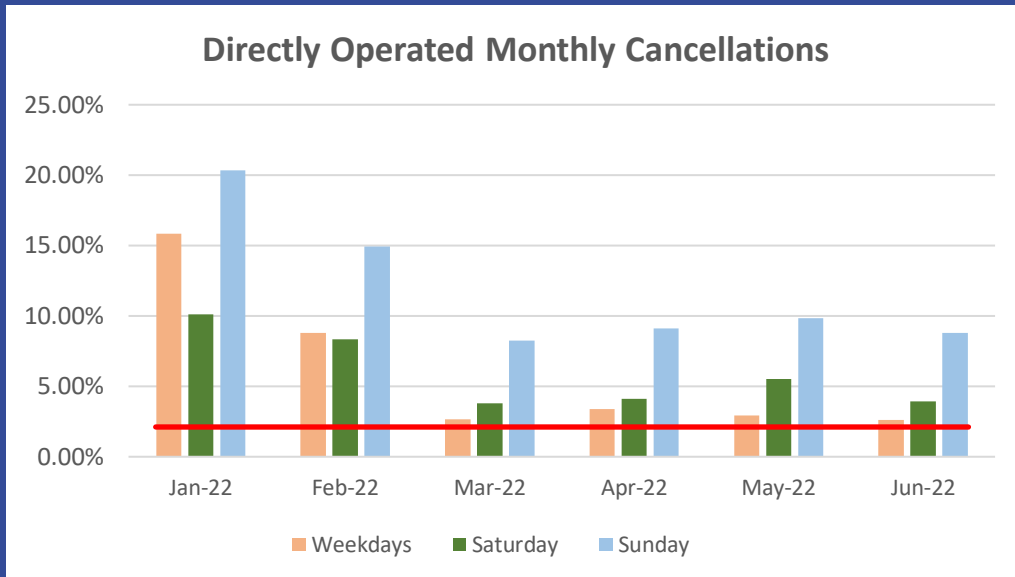
- Goal: no more than 30 new COVID cases per month for operators
- June 2022 total: 104 operator cases

# Operator Staffing Levels



- Bus Operator 8-week training classes are at 66% completion rate
- As of June 2022, there were 188 employees in training (132 started and 56 continuing in training) and another 68 completed training

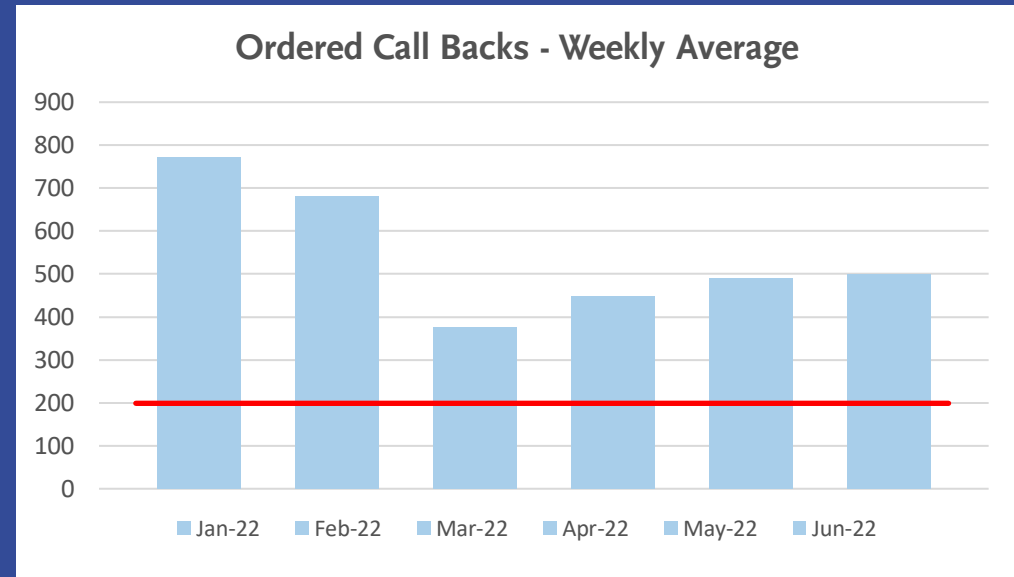
# Cancelled Service



Goal

- Goal: No more than 2.00% systemwide bus service cancellations
- June averages:
  - 2.6% Weekday (compared to 10.00% in January 2022)
  - 3.9% Saturday (compared to 10.00% in January 2022)
  - 8.8% Sunday (compared to 13.00% in January 2022)

# Ordered Callbacks



- Goal: No more than 200 mandatory (ordered) call backs per week systemwide
- February 2022 ordered call back average: 681
- Ordered call backs for June 2022: 499



Metro

# Recruitment Efforts- New Streamed Lined Process

## Hiring Initiatives

- Hiring Events on June 25th and July 23<sup>rd</sup>, yielded 163 and 147 conditional offers, respectively
- Piloted Spark Hire as of July 8th, a video interview platform, in addition to traditional interview methods (i.e. phone or in-person), to streamline the Bus Operator interview process
- Upcoming In-Person Hiring Event scheduled on August 27th, 2022, at LA Valley College

## Continue Employee Engagement, Incentives, and Hiring Programs

- ✓ Weekend Rewards
- ✓ New Hire Sign-On Bonus
- ✓ Employee Referral Programs

## Retention Initiatives

- ✓ Service Planning and Scheduling Comprehensive Review of Upcoming Service Changes with Bus Operators
- ✓ Review of Bus Operator Safety Barrier Design for Improved Safety
- ✓ Launched Bus Operator Bystander Training and Respect the Ride Campaign for Improved Safety
- ✓ Re-launched Splitting the Headway Training for Improved Line Instruction at OCI
- ✓ Development of Management/Director and Welcome Metro Graduates! Program - Includes Line Instructor Mentorship Component
- ✓ Continuation of In-Person Quarterly Metro HQ Executive Visits to Divisions for Improved Bus Operator/Management Communication
- ✓ Multiple Operator Recognition Programs at Home Divisions
- ✓ Launch of September 2022 Social Events at Divisions
- ✓ Metro Rodeo Planned Activities – Bus Rodeo October 22, 2022 and Rail Rodeo November 5, 2022