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

Metro

Board Report

File #: 2022-0709, **File Type:** Oral Report / Presentation **Agenda Number:** 42.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 17, 2022

SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE

RECOMMENDATION

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

Equity Platform

Operations collaborates with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service.

Pr.epared by: Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922 -4061

Reviewed by: Conan Cheung, Chief Operations Officer
(213) 418-3034

Stephanie N. Wiggins
Chief Executive Officer

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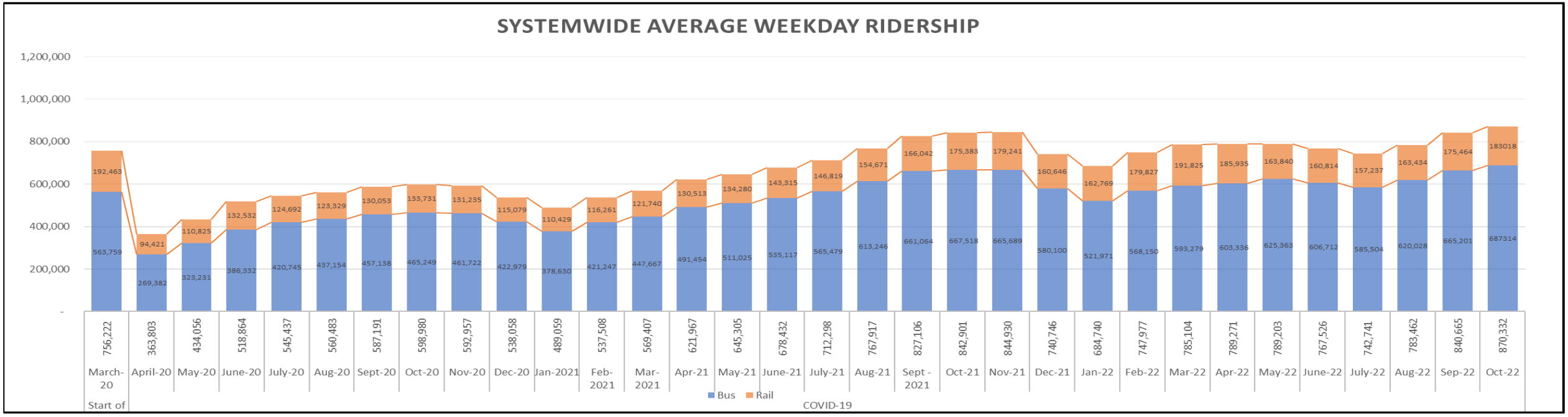
COO Oral Report
Operations Ridership and Service Restoration Update

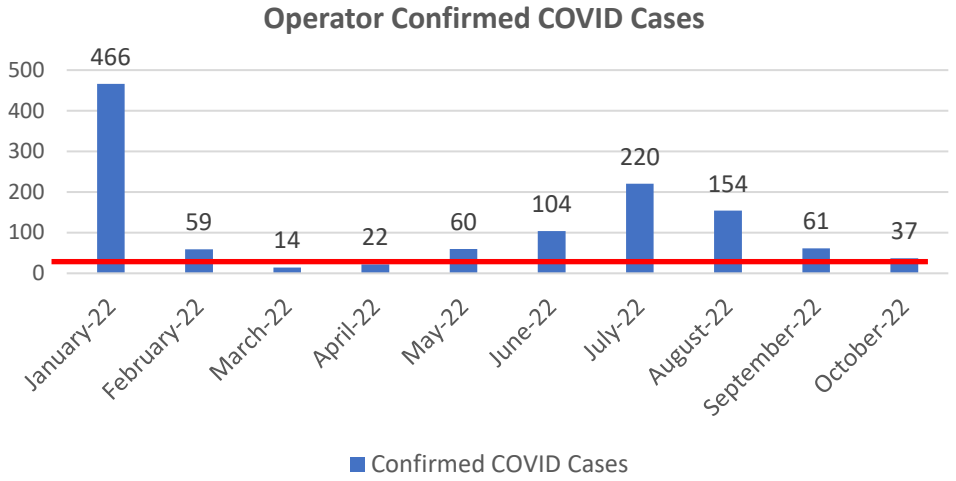
Operations, Safety & Customer Experience Committee Meeting
November 17, 2022

Status of Conditions for Service Restoration & Systemwide Average Weekday Ridership

	GOAL	STATUS Feb-22	STATUS Aug-22	STATUS Sep-22	STATUS Oct-22	
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	154 August 2022 (month)	61 Sept 2022 (month)	37 Oct 2022 (month)	
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 3,156 /Rail: 317 Total: 3,473	Bus: 3,178 /Rail: 314 Total: 3,492	Bus: 3252/Rail: 319 Total: 3571	
Cancelled Service	2% or less per day	Weekday: 11% Sat: 8% / Sun 20%	Weekday: 4.7% Sat: 4.0% / Sun: 10.5%	Weekday: 3.2% Sat: 3.5% / Sun: 7.2%	Weekday: 3% Sat: 3.5%/ Sun: 8.2%	
Ordered Call Backs	200 or less per week	766 (per week in Jan 2022)	686	599	666	

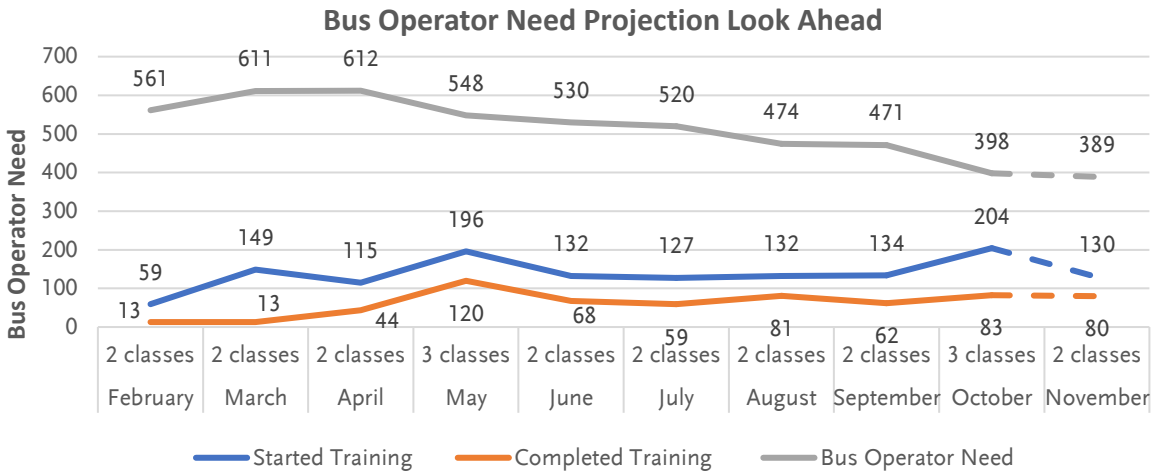


Operator COVID Status



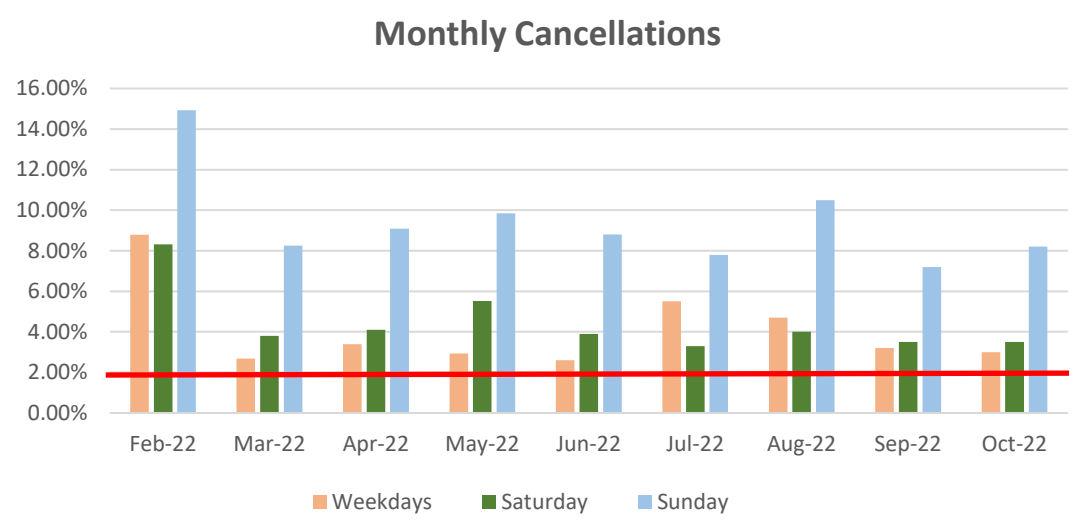
- **Goal: no more than 30 new COVID cases per month for operators**
- **<u>October 2022</u> total: 37**

Operator Staffing Levels



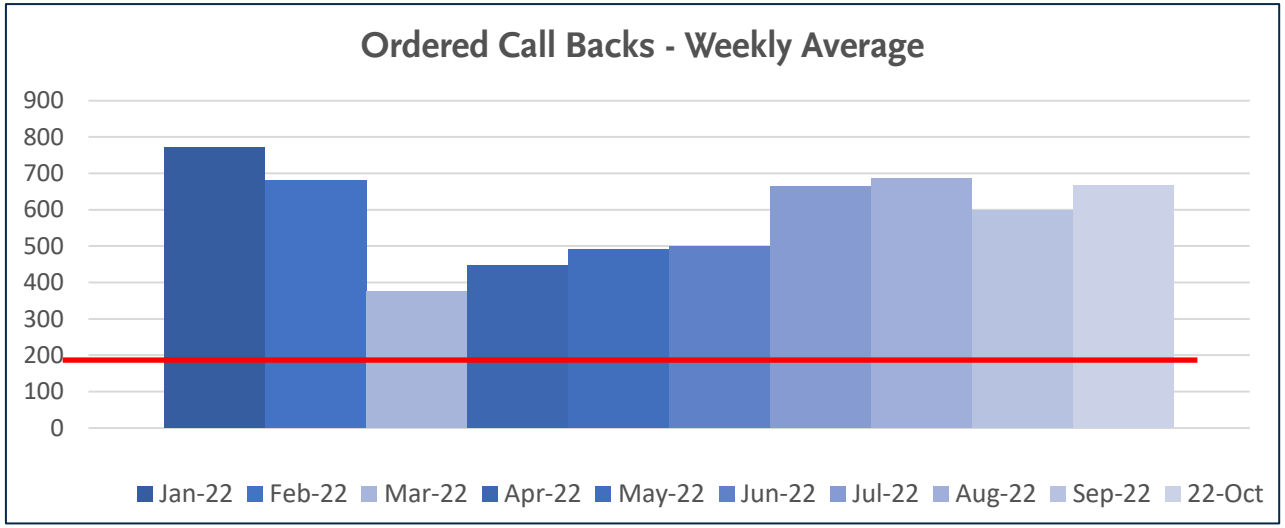
- **Bus Operator 8-week training classes are at a 66% completion rate**
- **<u>October 2022</u>, there were 298 employees in training (204 started and 94 continuing in training), and another 83 completed training**

Cancelled Service



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **October averages compared to 10% in January 2022:**
  - **3.0% Weekday**
  - **3.5% Saturday**
  - **8.2% Sunday**

Ordered Callbacks



- **Goal: No more than 200 mandatory (ordered) call backs per week systemwide**
- **February 2022 ordered call back average: 681**
- **October 2022 ordered call back average: 666**

Streamlined Recruitment, Employee Recognition, and Events

Hiring Initiatives

- Hiring Event on Saturday, October 29th yielded 348 attendees and 315 conditional offers
- Next Hiring Event: Compton Community College (1111 E Artesia Blvd, Compton, CA 90221)
- Date: December 17, 2023
- Time: 8:00am – 1:00pm

Employee Recognition and Events

- We will be having Holiday Luncheons this year. Each Division will plan their own event
- Gateway will be having a Holiday Breakfast

Employee Engagement

Bus Roadeo

- October 22, 2022 (Santa Anita Racetracks)
- 700 Attendees
- Participating departments included: Northrup Grumman Credit Union, ICMA, LAPD, LASD, SMART, EEO, and Communications Department
- Bus Roadeo activities included competitions for Bus Operator, Mechanics, and Service Attendants, as well as car show, face painting, balloon animal, superhero activities and bike raffle for the kids
- **Award Winners:**

  Bus Operator
  - 1st Place: Herman Gavia #28090 (Division 3)

  Mechanic
  - 1st Place: Division 13
  - Alain Gomez #27861
  - Octavio Ortega Ramirez #88889
  - Edward Hinojosa #89753

  Service Attendants
  - 1st Place: Francisco Morales #43165 (Division 7)

Rail Roadeo

- Date: November 5, 2022 (Division 24 – Monrovia)
- 300-350 Attendees
- Competitions include: Uniform/Rulebook, Pre-departure, Roadeo Course, Customer Service, and Safety Test
- Activities to include: Games, Face Painting, Balloon Animals, Bike Raffle, Ice Cream Truck
- **Award Winners:**

  Train Operator
  - 1st Place: Jesse Lopez (E Line)

  Maintenance Specialist:
  - 1st Place: Parker Rounds (L Line)