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File #: 2022-0709, File Type: Oral Report / Presentation

Agenda Number: 42.

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

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

**RECOMMENDATION**

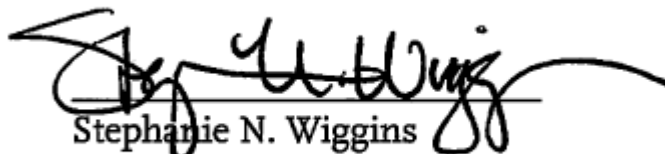
RECEIVE oral report on Operations ridership, hiring, and service restoration.

**Equity Platform**

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

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Stephanie N. Wiggins  
Chief Executive Officer



# **COO Oral Report**

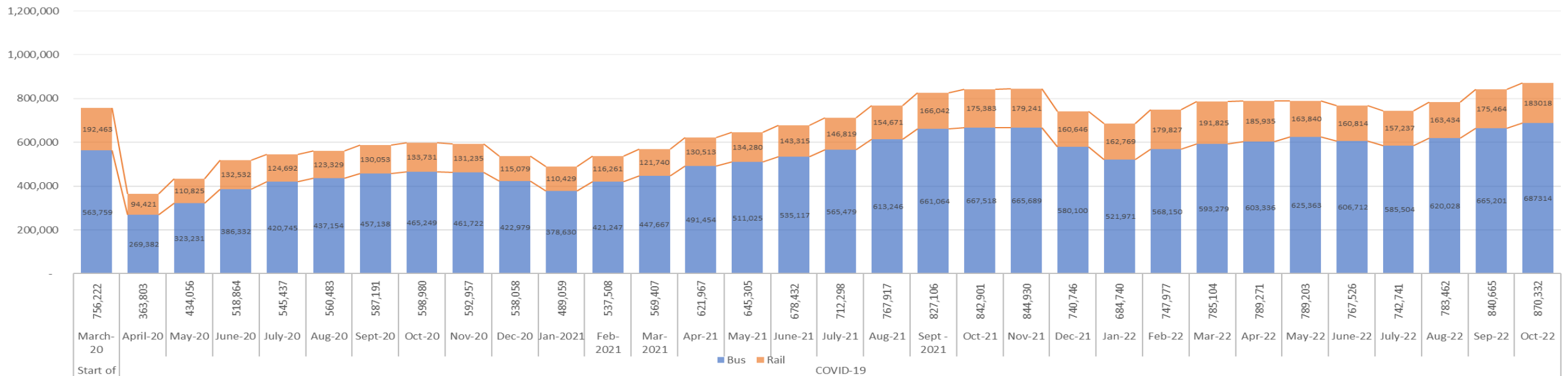
## **Operations Ridership and Service Restoration Update**

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

# Status of Conditions for Service Restoration & Systemwide Average Weekday Ridership

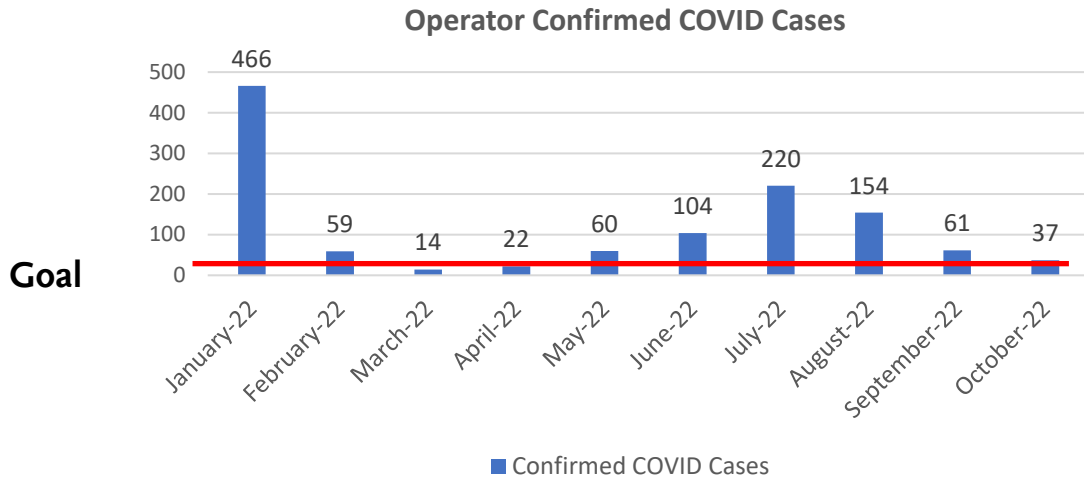
	GOAL	STATUS Feb-22	STATUS Aug-22	STATUS Sep-22	STATUS Oct-22	● ● ●
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	154 August 2022 (month)	61 Sept 2022 (month)	37 Oct 2022 (month)	● ● ●
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 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	● ● ●

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



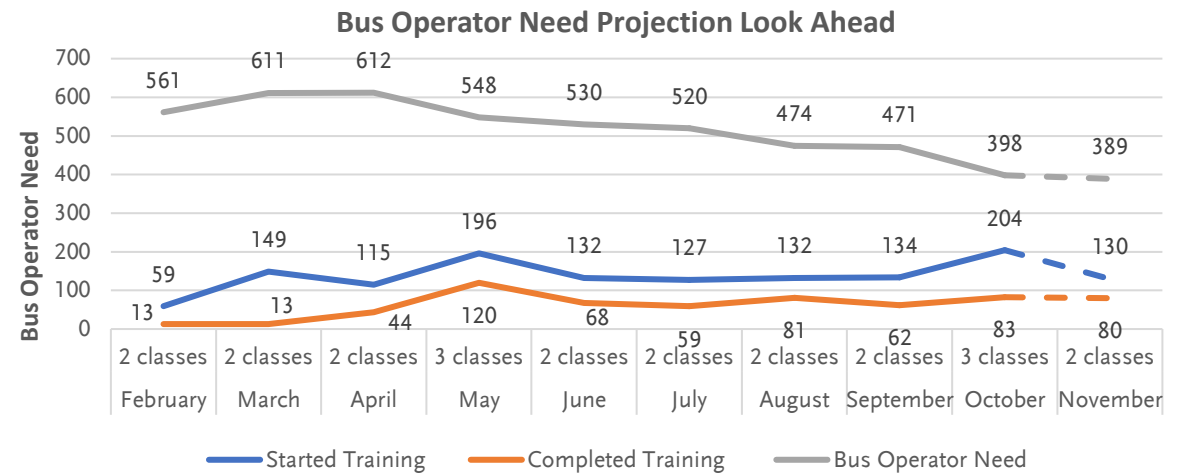
# Operator COVID Status

# Operator Staffing Levels



Goal

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

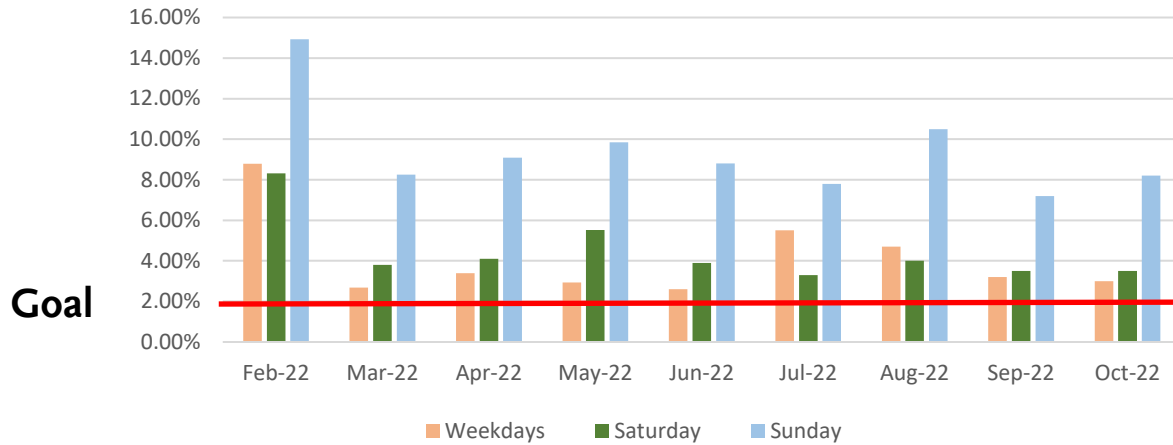


- **Bus Operator 8-week training classes are at a 66% completion rate**
- **October 2022, there were 298 employees in training (204 started and 94 continuing in training), and another 83 completed training**

# Cancelled Service

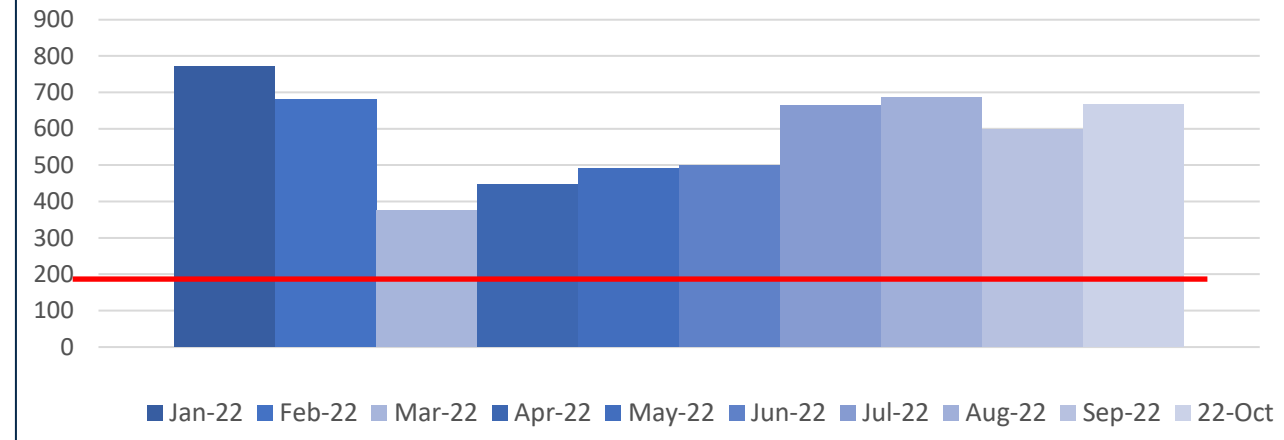
# Ordered Callbacks

Monthly Cancellations



- **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 Call Backs - Weekly Average



- **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**

## **Hiring Initiatives**

- Hiring Event on Saturday, October 29<sup>th</sup> 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

- 1<sup>st</sup> Place: Herman Gavia #28090 (Division 3)

#### Mechanic

- 1<sup>st</sup> Place: Division 13
- Alain Gomez #27861
- Octavio Ortega Ramirez #88889
- Edward Hinojosa #89753

#### Service Attendants

- 1<sup>st</sup> 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

- 1<sup>st</sup> Place: Jesse Lopez (E Line)

#### Maintenance Specialist:

- 1<sup>st</sup> Place: Parker Rounds (L Line)

