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Agenda Number: 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 16, 2023**

SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE

ACTION: ORAL REPORT

RECOMMENDATION

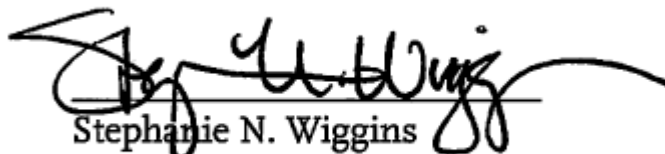
RECEIVE oral report on Operations ridership, hiring, and service restoration.

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
February 16, 2023

Service Restoration

Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service.

The changes improved frequencies on 55 weekday, 24 Saturday and 23 Sunday bus lines.

Service cancellations increased slightly from pre-service change:

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/5/22	11.5%	8.2%	20.7%
Week Ending 2/4/23	3.0%	1.8%	6.3%
Week Ending 1/28/23	3.8%	4.0%	8.1%
Week Ending 1/21/23	2.8%	2.7%	4.5%
Week Ending 1/14/23	5.8%	3.5%	7.7%
Week Ending 1/7/23	4.0%	2.4%	7.1%
Week Ending 12/31/22	4.0%	3.5%	9.7%
Week Ending 12/24/22	3.6%	2.6%	4.0%
Week Ending 12/17/22	5.7%	4.0%	13.7%

Next Hiring Event: February 25, 2023 at El Camino College (3400 Manhattan Beach Blvd, Torrance, CA 90506) from 8am-1pm

Highest Service Cancellations by Line

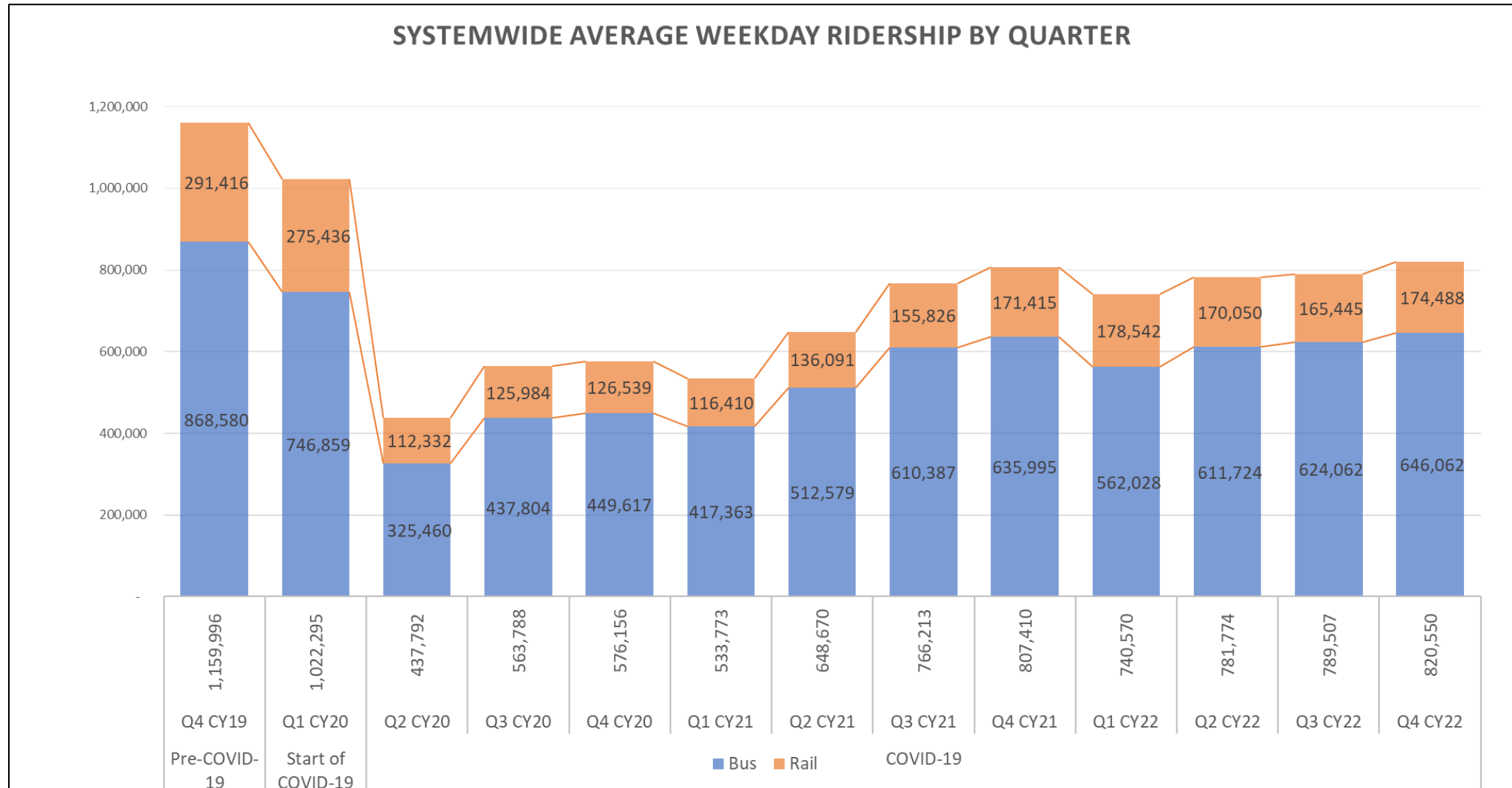
Directly Operated

Division	Line	Name	NextGen Tier	% Cancelled Trips since 1/1/23 to 1/31/23	Previous Year % Cancelled Trips 1/1/22 to 1/31/22	% Trips on Average Exceeding Target Load Factor	Average Reported Pass Ups Per Day	% within EFC*	Area
8	240	Ventura Reseda	1	12.5%	25.8%	0.1%	2	8%	San Fernando Valley
1, 3	45	Broadway	1	8.7%	24.3%	2.7%	7	87%	Northeast & South LA
1	18	Whittier Bl, W. 6 th St.	1	8.6%	25.5%	0.4%	4	83%	Commerce – Wilshire/ Western
1, 7	16	W. 3rd St	1	8.2%	20.8%	2.9%	7	38%	Downtown – Westside
1, 7	20	Wilshire Bl.	1	8.1%	23.8%	0.0%	2	29%	Downtown – Westside
1	66	E. Olympic/ W. 8th St	1	8.1%	19.8%	0.4%	1	87%	East LA- Downtown- Wilshire
1	53	Central Av.	1	8.0%	29.0%	0.4%	3	82%	Downtown – South LA
8, 15	162	Sherman Way	2	7.9%	19.7%	0.0%	1	40%	San Fernando Valley
8, 15	164	Victory Bl	2	7.9%	15.9%	0.2%	1	23%	San Fernando Valley
8, 15	165	Vanowen St	2	7.7%	18.2%	0.6%	2	40%	San Fernando Valley
5	754	Vermont Av Rapid	1	7.4%	51.6%	0.5%	1	98%	Hollywood - South LA
2, 7	2	Sunset Alvarado	1	7.1%	22.4%	0.2%	5	48%	UCLA - USC

Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips since 1/1/23 to 1/31/23	Previous Year % Cancelled Trips 1/1/22 to 1/31/22	% within EFC	Area
97	232	Sepulveda Bl - Pacific Coast Hwy	3	7.91%	17.41%	29%	LAX - Long Beach
97	205	Wilmington Av - Vermont Av	3	7.41%	12.11%	29%	Willowbrook - San Pedro

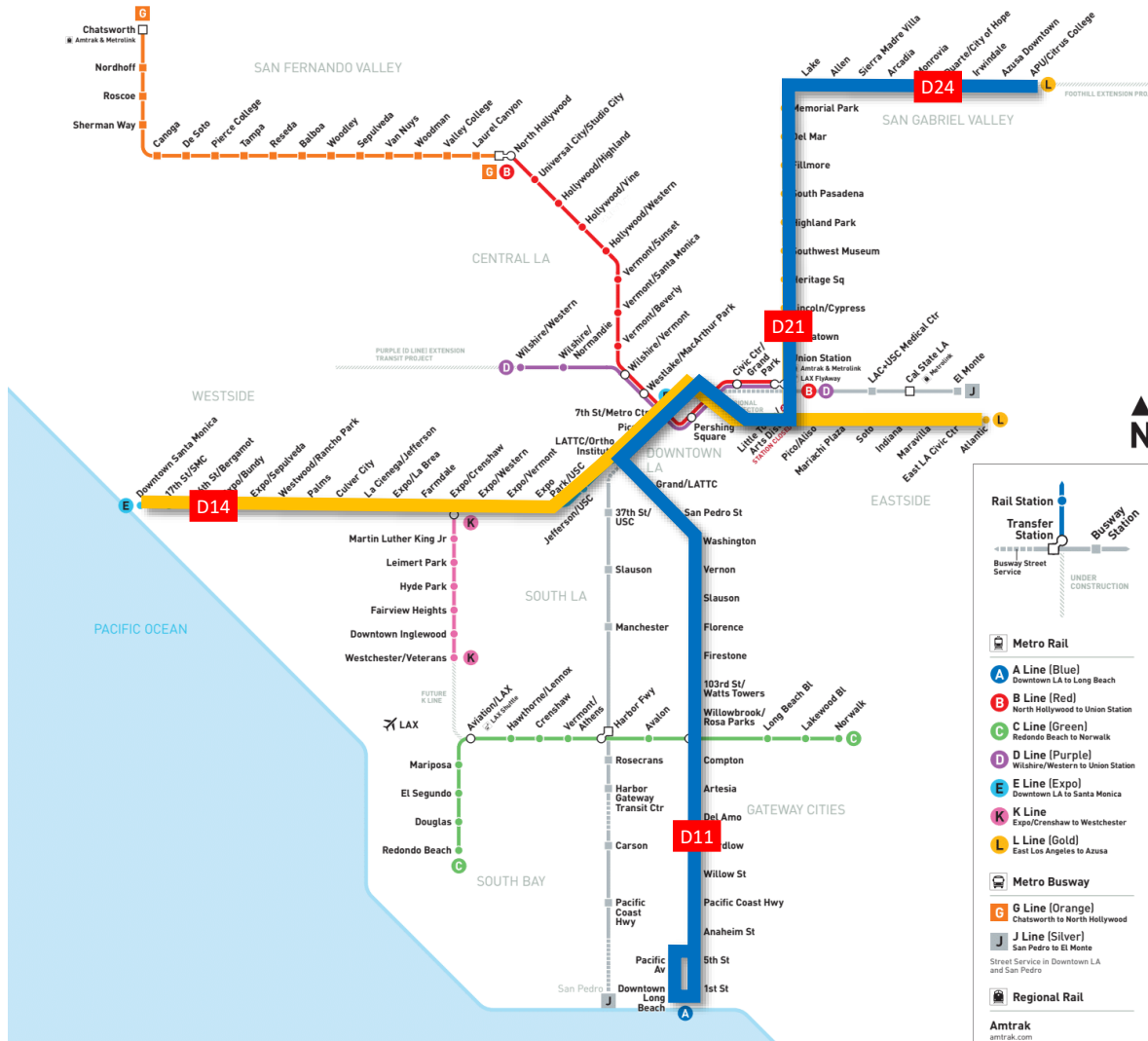
Ridership Update



Ridership Analysis Relative to Equity Focused Communities (Metro 2022 EFC Map) :

- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 79.4% in December 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 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

Regional Connector Operating Plan



Trains

- Loading system from 4 rail divisions
- Three rail car types will be used on RC (P3010, P2550, refurbished P2000)
- Remote train overnight storage
- L (Gold) Line Eastside train storage

Schedules

- 10 min peak transition to 8 min peak
- Impacts of delays through R/C
- Planned and unplanned service adjustments

Rail Station Cleanliness Activities

Cleaning Responsibilities

General Cleanup

- Provide stations with 2x daily general cleanup services
- Pressure wash station exterior/plazas at least 1x weekly
 - Pershing Square, 7th Street/Metro Center, Westlake/MacArthur Park Stations – 3x weekly

Emergency Response

- Regular dispatch for fouled elevators – response time is immediate
 - Other responses include spills, waste, shattered glass

COVID Prevention

- Disinfect touch points 2x daily – all locations
 - Turnstiles, elevator buttons, railings, ticket machines

Corridor (Emergency Exit) Cleanups

- SSLE and FM perform sweeps 3x weekly to cleanup and improve station corridor (non-public area) conditions
- Corridors regularly compromised by trespassers / loiterers and fouled with human waste, hypodermic needles, cloths, and encampments
- 426 trouble tickets reported from Jan 2022 to Jan 2023
- Custodial resources reallocated from public station areas to station corridors (non-public area) to provide routine and emergency cleanups
- Each cleanup is performed carefully for employee safety
- Each cleanup requires support from SSLE for employee safety

Before & After Cleanup

