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

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

**RECOMMENDATION**

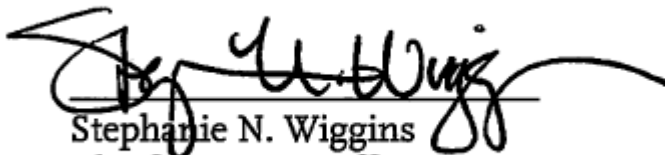
RECEIVE oral report on Operations ridership, hiring, and service restoration.

**EQUITY PLATFORM**

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

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin, (213) 922-7676

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

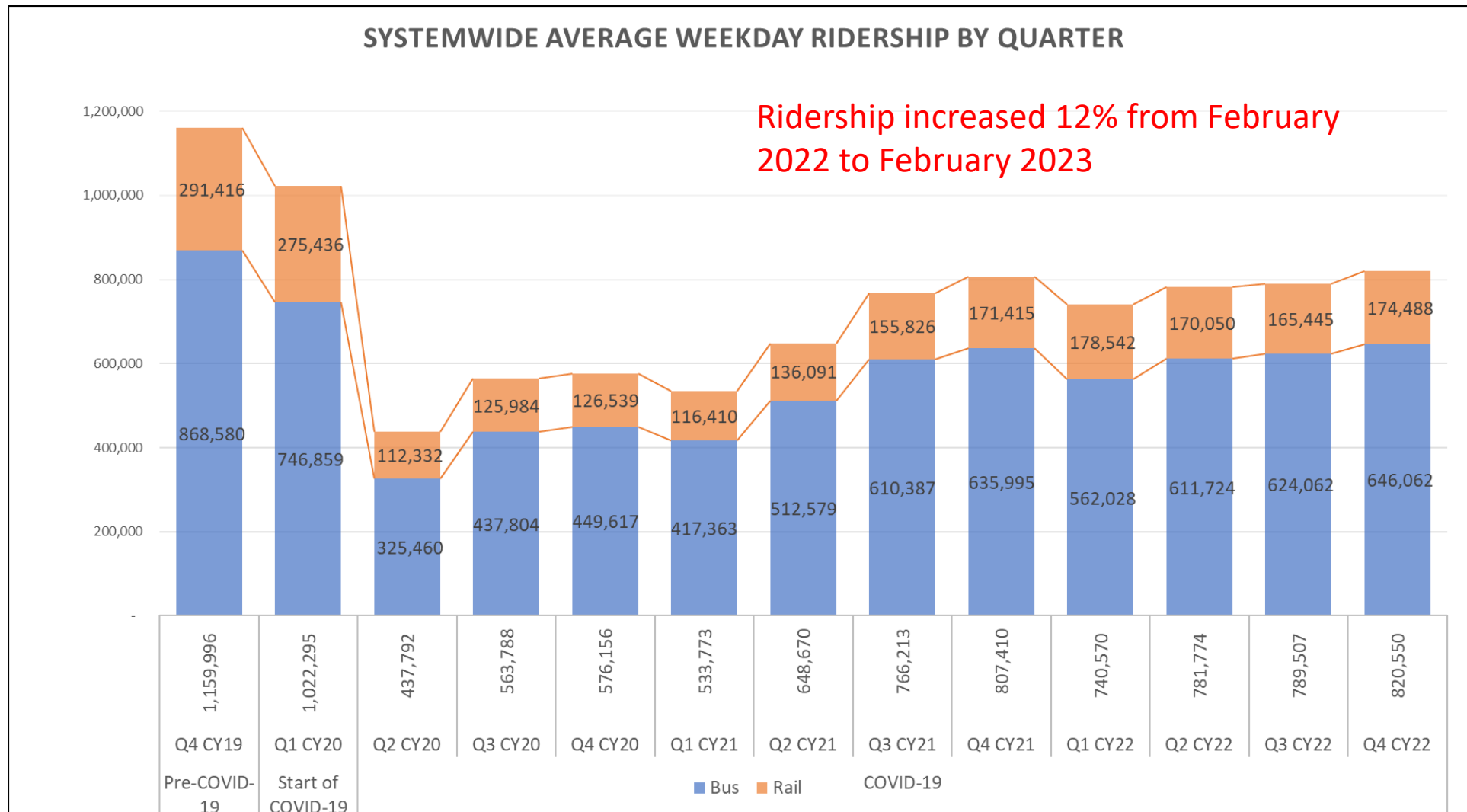
  
Stephanie N. Wiggins  
Chief Executive Officer



# **COO Monthly Report**

Operations, Safety & Customer Experience Committee Meeting  
March 16, 2023

# 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 79.6% in January 2023 (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)

# Improved Reliability

- 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.
- Cancellation rates are now generally below pre-service change and from one year ago.

<b>% Cancelled Service</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>Pre- Dec 2022 Service Change 4 week Average</b>	3.2%	3.9%	7.4%
<b>One Year Ago WE 3/12/22</b>	3.1%	5.3%	8.5%
<b>Week Ending 3/11/23</b>	2.5%	1.3%	5.2%
<b>Week Ending 3/4/23</b>	2.0%	2.0%	4.2%
<b>Week Ending 2/25/23</b>	3.4%	5.6%	5.4%
<b>Week Ending 2/18/23</b>	3.9%	2.7%	5.4%
<b>Week Ending 2/11/23</b>	2.8%	2.3%	5.2%
<b>Week Ending 2/4/23</b>	3.0%	1.8%	6.3%
<b>Week Ending 1/28/23</b>	3.8%	4.0%	8.1%
<b>Week Ending 1/21/23</b>	2.8%	2.7%	4.5%
<b>Week Ending 1/14/23</b>	5.8%	3.5%	7.7%
<b>Week Ending 1/7/23</b>	4.0%	2.4%	7.1%
<b>Week Ending 12/31/22</b>	4.0%	3.5%	9.7%
<b>Week Ending 12/24/22</b>	3.6%	2.6%	4.0%
<b>Week Ending 12/17/22</b>	5.7%	4.0%	13.7%

# February Top 10 Highest Service Cancellations by Line

## Directly Operated

Division	Line	Name	NextGen Tier	Feb 2023 Highest Ten Lines % Cancelled Trips since 2/1/23 to 2/28/23	Same Ten Lines % Cancelled Trips 2/1/22 to 2/28/22	% Trips on Average Exceeding Target Load Factor Feb 2023	Average Reported Pass Ups Per Day Feb 2023	% within EFC*	Area
5	754	Vermont Av Rapid	1	9.4%	29.6%	0.3%	1	98%	Hollywood - South LA
1, 7	20	Wilshire Bl.	1	8.2%	14.5%	0.0%	6	29%	Downtown – Westside
1	18	Whittier Bl, W. 6 <sup>th</sup> St.	1	8.1%	17.6%	0.4%	14	83%	Commerce – Wilshire/ Western
1	66	E. Olympic/ W. 8th St	1	7.4%	13.2%	0.7%	5	87%	East LA- Downtown- Wilshire
1	53	Central Av.	1	7.4%	17.2%	0.6%	9	82%	Downtown – South LA
1, 7	16	W. 3rd St	1	7.3%	14.1%	4.1%	26	38%	Downtown – Westside
2, 7	2	Sunset Alvarado	1	6.5%	15.3%	0.4%	15	48%	UCLA - USC
1, 3	45	Broadway	1	6.4%	17.2%	2.9%	19	87%	Northeast & South LA
5, 18	207	Western Av	1	6.4%	18.2%	0.2%	12	89%	Hollywood - South LA
8	240	Ventura Reseda	1	6.2%	20.0%	0.1%	3	8%	San Fernando Valley

## Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips 2/01/23 to 2/28/23	Previous Year % Cancelled Trips 2/01/22 to 2/28/22	% Trips on Average Exceeding Target Load Factor Feb 2023	Average Reported Pass Ups Per Day Feb 2023	% within EFC	Area
98	603	San Fernando Rd - Rampart St - Hoover St	2	5.0%	7.5%	0.0%	0.0	73%	Glendale - Downtown LA
97	232	Sepulveda Bl - Pacific Coast Hwy	3	2.8%	17.4%	0.0%	0.0	29%	LAX - Long Beach
97	125	Rosecrans Av	3	2.5%	13.6%	0.0%	0.0	42%	El Segundo - Norwalk
95	266	Rosemead Bl	3	2.1%	4.8%	0.0%	0.0	30%	Sierra Madre - Lakewood
97	205	Wilmington Av - Vermont Av	3	2.1%	12.1%	0.0%	0.1	29%	Willowbrook - San Pedro

# Bus Operator Hiring Event

## Event Data

- Date: Saturday, February 25, 2023
- Location: El Camino College
- Candidates: 431 / Contingent Offers: 407
- Bus Operator Candidate Assessment Tests (BOCAT): 408 (407 pass / 1 fail)
- Interviews: 383 (363 pass/ 20 fail)
- Fingerprints: 222 fingerprints conducted and 185 scheduled to be fingerprinted
- Physicals: 222 physicals scheduled (185 pending fingerprint completion)
- Volunteers: 85 total



## Upcoming Hiring Event

- Tentative Date: Saturday, May 6, 2023
- Location: Pending





# Room to Work Initiative

## Room to Work

- Metro workforce development program focuses on the unhoused population
- Metro's partnership with Community-Based Organizations include:
  - Weingart: Hilda L. Solis Care First Village, Specialized Treatment for Optimized Programing (STOP), Long Term Offender Reentry Recovery (LTORR) and more community participation for subsequent cohort
  - Chrysalis, United Service Organizations, Volunteers of America Los Angeles [second cohort]
- Room to Work directly supports the agency's commitment to providing a clean transportation system to all riders by increasing part-time custodial staff

## Graduation

- Held at Los Angeles Trade Tech College on March 3, 2023
- 24 graduates from initial cohort
- 11 onboarded on March 6, 2023; remaining expected to be onboarded later this month
- Next cohort is expected to begin by early April 2023

## Objectives

- Provide equitable career pathways for disadvantaged or barriered individuals
- Support Operations in providing part-time custodial staff to assist with the cleanliness of the transit system

# OCI Update

## **Bus Operator Initial Training (10 Weeks)**

### Six (6) Weeks of OCI Training

- Commercial Driver's License (CDL) Certification
- Defensive Driving
- Customer Relations
- ADA Compliance

### Four (4) Weeks of Division Line Instruction

- Behind-the-wheel training
- "Splitting the headway"

## **Bus Operator Training Academy (BOTA)**

- Partnership with LA Valley College
- Pre-employment preparation
- Cohort of 19 graduated on February 28, 2023

## **Bienvenidos a Metro (BAM)**

- Fair Chance Initiative
- Bilingual instruction for Spanish speakers
- Translated course materials
- Partnership with LAUSD

