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Agenda Number: 36.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 20, 2023**

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

RECOMMENDATION

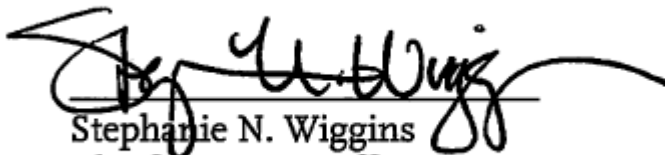
RECEIVE oral report on Operations ridership, hiring, and service restoration.

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

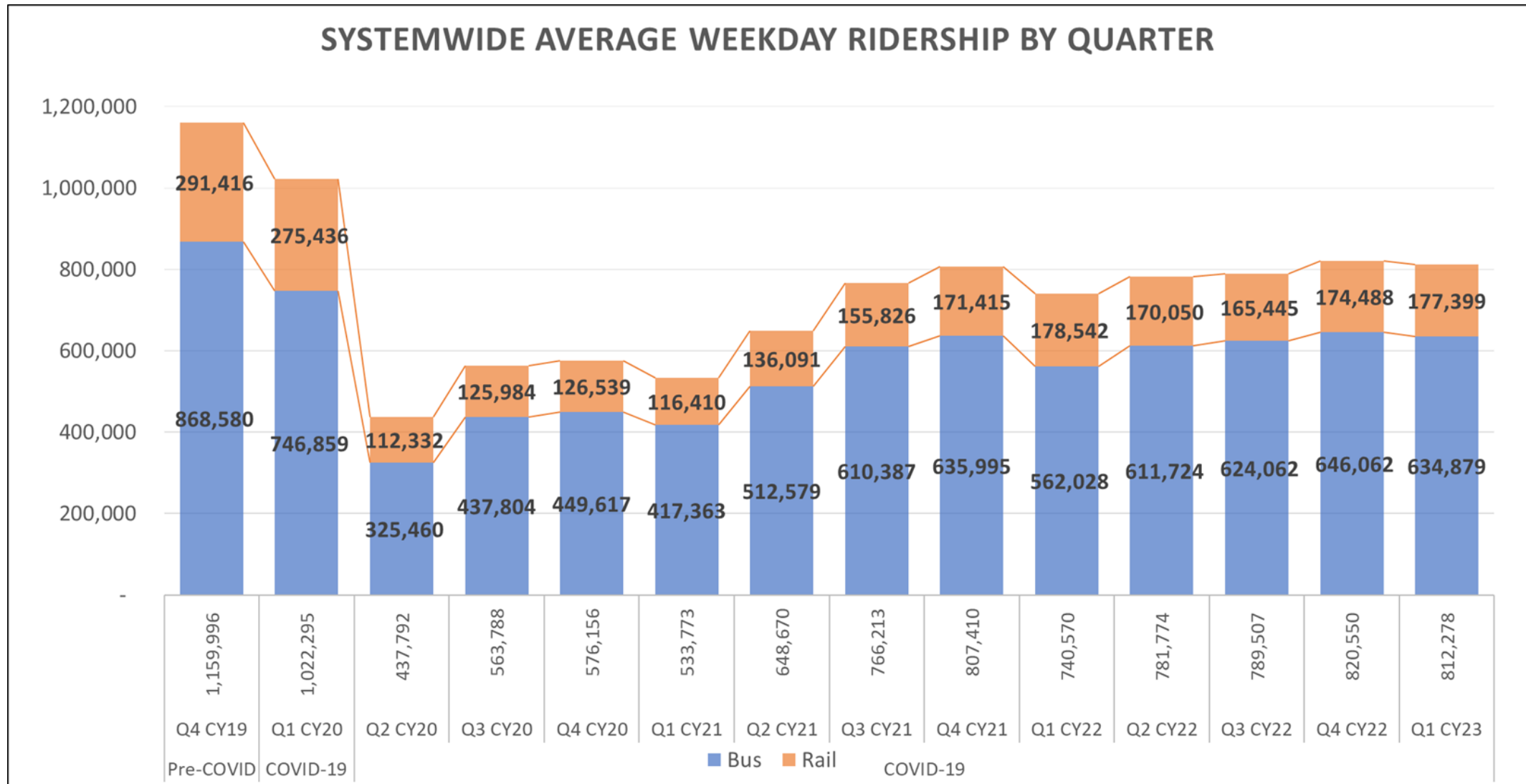


Stephanie N. Wiggins
Chief Executive Officer

COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
April 20, 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 79.5% in March 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.

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 4/9/22	4.3%	5.4%	8.2%
Week Ending 4/8/23	3.0%	1.9%	5.4%
Week Ending 4/1/23	1.0%	0.9%	2.9%
Week Ending 3/25/23	2.2%	0.9%	5.9%
Week Ending 3/18/23	2.1%	1.0%	3.8%
Week Ending 3/11/23	2.5%	1.3%	5.2%
Week Ending 3/4/23	2.0%	2.0%	4.2%
Week Ending 2/25/23	3.4%	5.6%	5.4%
Week Ending 2/18/23	3.9%	2.7%	5.4%
Week Ending 2/11/23	2.8%	2.3%	5.2%
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%

March Top 10 Highest Service Cancellations by Line

Directly Operated

Division	Line	Name	NextGen Tier	March 2023 Highest Ten Lines % Cancelled Trips since 3/1/23 to 3/31/23	Same Ten Lines	% Trips on Average Exceeding Target Load Factor March 2023	Average Reported Pass Ups Per Day March 2023	% within EFC*	Area
					% Cancelled Trips 3/1/22 to 3/31/22				
7	14-37	Beverly Bl/W. Adams St.	2	7.5%	6.0%	0.7%	5	38%	Commerce – Wilshire/ Western
5	754	Vermont Av Rapid	1	6.6%	5.8%	0.2%	2	98%	Hollywood - South LA
2, 7	2	Sunset Alvarado	1	6.3%	4.2%	0.2%	12	48%	UCLA - USC
1, 7	16	W. 3rd St	1	5.7%	4.9%	2.8%	22	38%	Downtown – Westside
1, 7	20	Wilshire Bl.	1	5.7%	9.1%	0.0%	8	29%	Downtown – Westside
5, 18	207	Western Av	1	5.6%	7.1%	0.1%	16	89%	Hollywood - South LA
5, 18	204	Vermont Av Local	1	4.4%	5.6%	0.0%	4	89%	Hollywood - South LA
7, 13	28	Olympic Bl	1	3.6%	5.4%	1.2%	6	34%	Century City - Downtown LA
9	70	Garvey/Cesar Chavez	1	3.6%	1.5%	0.6%	7	75%	El Monte - Downtown LA
2	55	Compton Av	2	3.4%	1.8%	1.2%	4	83%	Willowbrook - Downtown LA

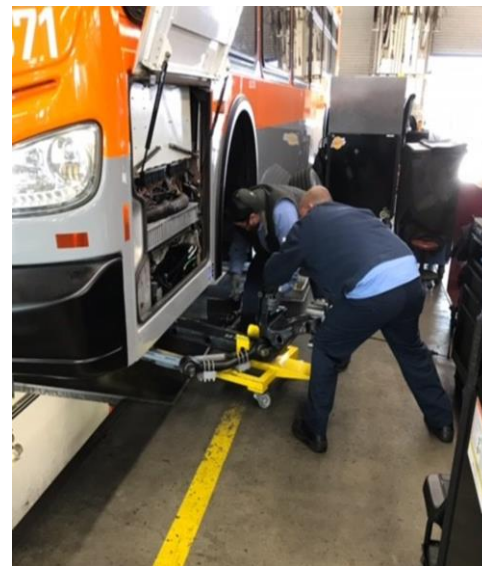
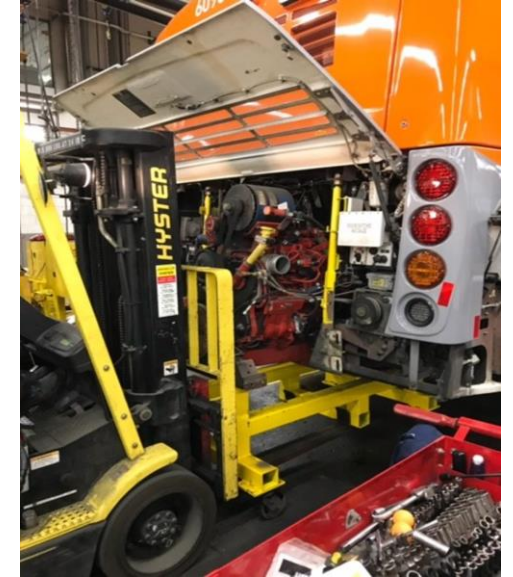
Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips Above 3% 3/01/23 to 3/31/23	Previous Year % Cancelled Trips 3/01/22 to 3/31/22	% Trips on Average Exceeding Target Load Factor Mar 2023	Average Reported Pass Ups Per Day Mar 2023	% within EFC	Area
98	603	San Fernando Rd - Rampart St - Hoover St	2	7.03%	10.77%	0.2%	0.2	73%	Glendale - Downtown LA
97	205	Wilmington Av - Vermont Av	3	5.35%	6.11%	0.0%	0.2	29%	Willowbrook - San Pedro
97	232	Sepulveda Bl - Pacific Coast Hwy	3	4.79%	8.43%	0.0%	0.1	29%	LAX - Long Beach
97	125	Rosecrans Av	3	3.93%	6.03%	0.0%	0.0	42%	El Segundo - Norwalk

Bus Maintenance: Midlife Refurbishment Program

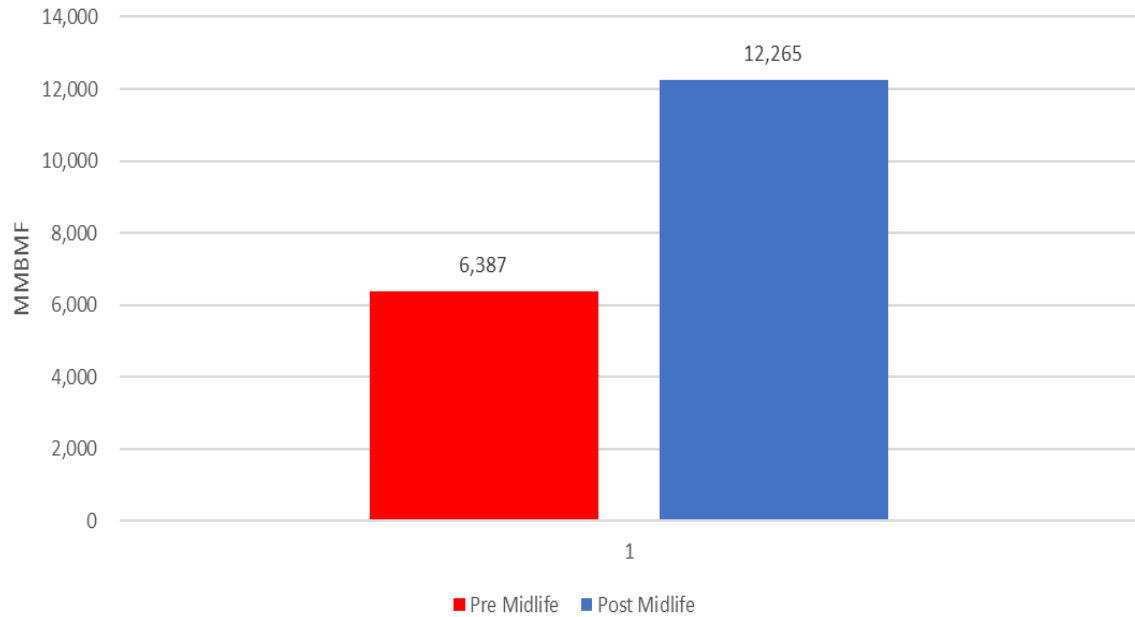
Benefits

- Improves bus performance reliability
- Reduces operating costs
- Management of heavy repair demand
- Best use of dedicated/trained resources
- Improves customer service

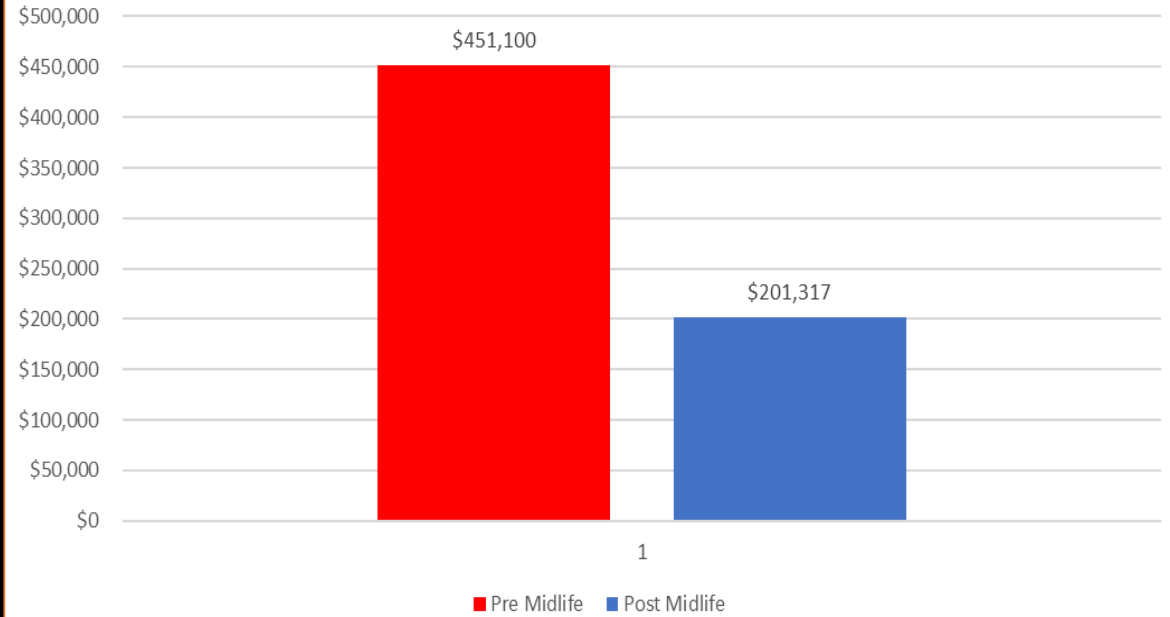


Analysis – 90 bus sample / 6 months

Miles Between Roadcall Failure Comparison



Reduced Parts Requirements = Reduced Operating Cost



1. Running Repair Shop

- New Near-Zero Emission Engine & Electrical Harnesses
- Improve Catalytic Converter & Radiator

2. Midlife Shop

- Rebuild Suspension, Brake System, & Door System
- Inspect/Replace Differential & Fuel System
- Air Dryer / Air Lines
- Wheelchair Ramp
- Vinyl Seats



3. Paint Shop – Repair Body Damage

- Remove & replace external parts
- Sand off old paint
- Mask windows / panels
- Buff water spots on windows
- Complete Trim Work

4. Systems Shop – Final Inspection

- Engine, Transmission, Radiator/Coolant, Electrical, A/C & Heating, & Lights
- Deep Clean Interior/Exterior