



**Board Report**

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**File #:** 2023-0218, **File Type:** Oral Report / Presentation

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**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.

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

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

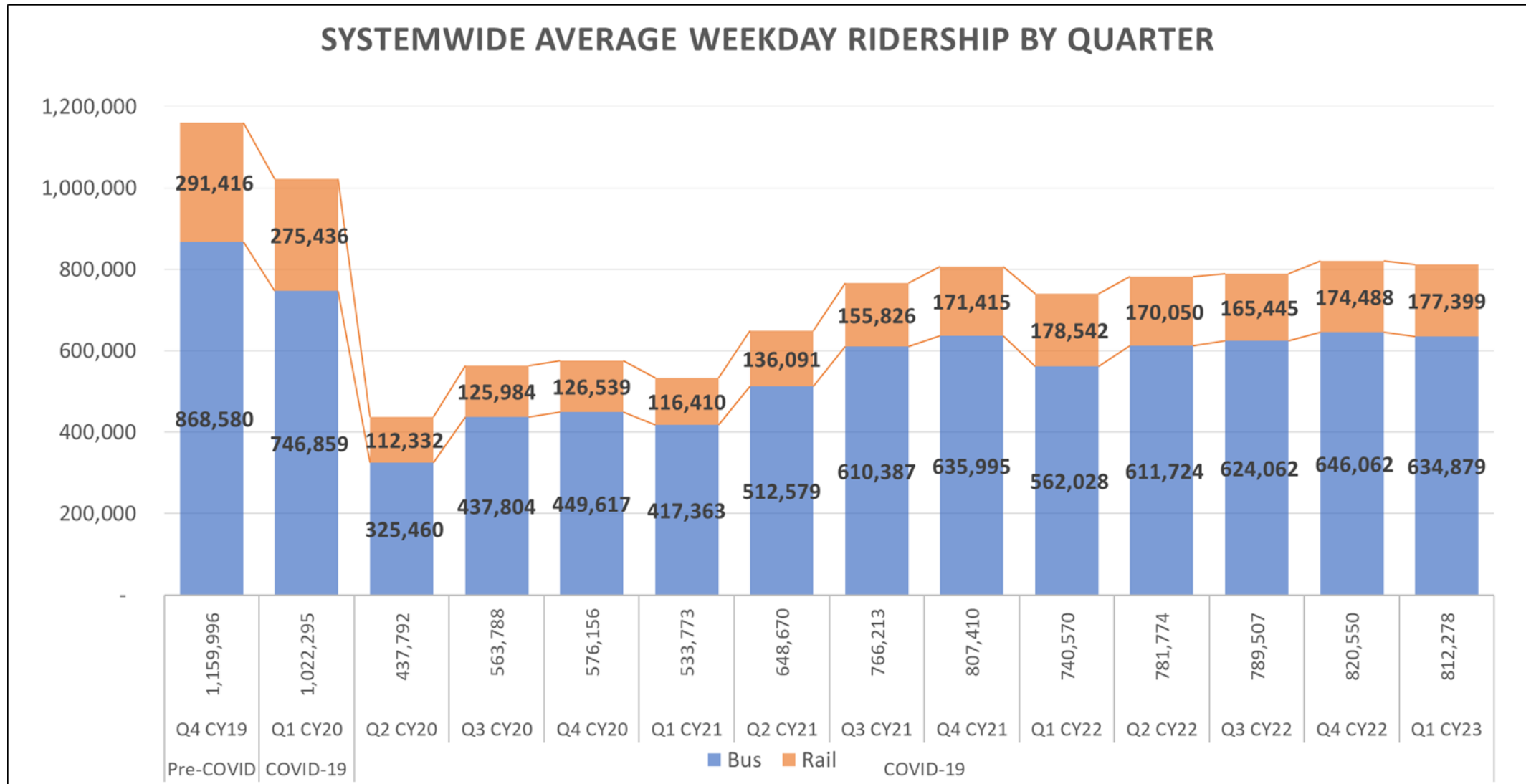
Stephanie N. Wiggins  
Chief Executive Officer

The signature is a stylized, cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a black, sans-serif font.

# 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.

<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 4/9/22</b>	4.3%	5.4%	8.2%
<b>Week Ending 4/8/23</b>	3.0%	1.9%	5.4%
<b>Week Ending 4/1/23</b>	1.0%	0.9%	2.9%
<b>Week Ending 3/25/23</b>	2.2%	0.9%	5.9%
<b>Week Ending 3/18/23</b>	2.1%	1.0%	3.8%
<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%

# 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

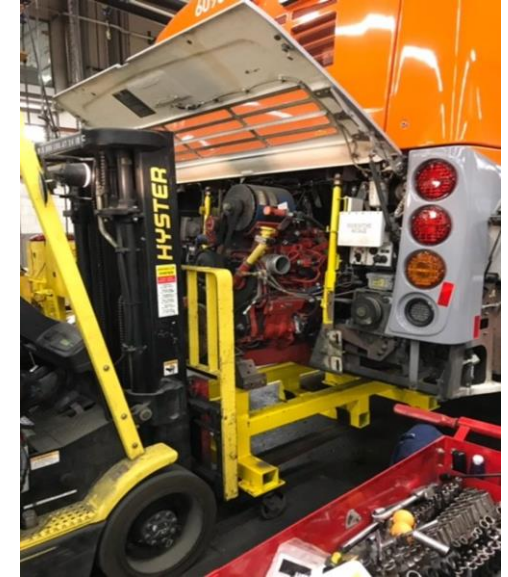
## Contracted Services

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

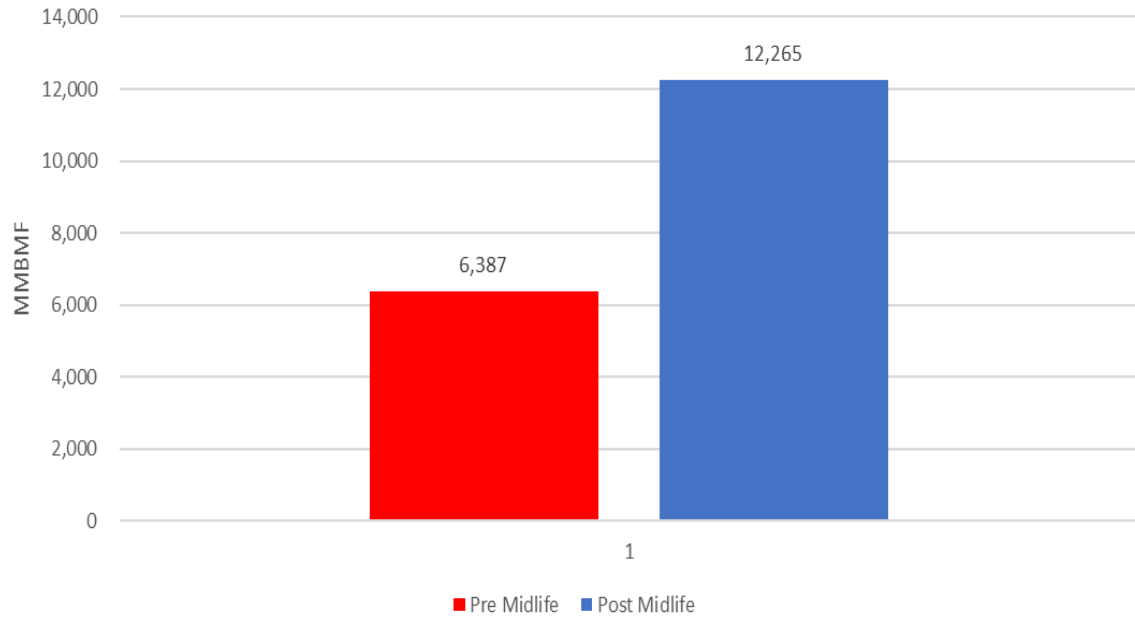
## Benefits

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

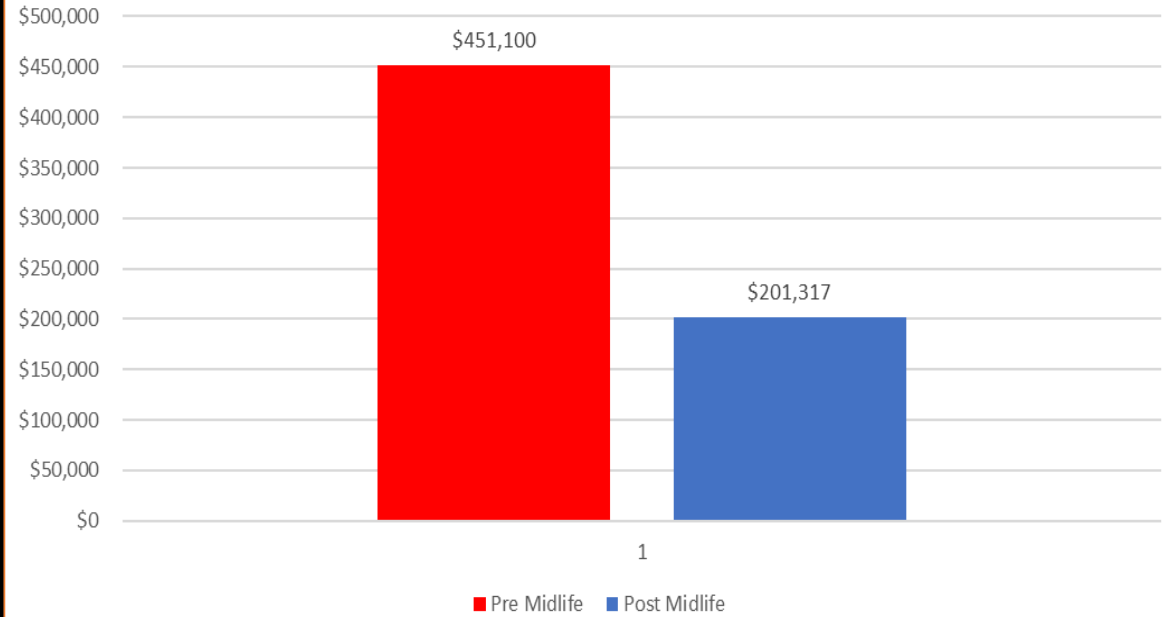


# Analysis – 90 bus sample / 6 months

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