



Board Report

File #: 2023-0389, File Type: Informational Report

Agenda Number: 29.

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

**SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

**ACTION: ORAL REPORT**

**RECOMMENDATION**

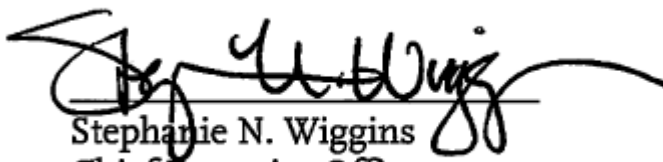
RECEIVE oral report on Operations.

**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

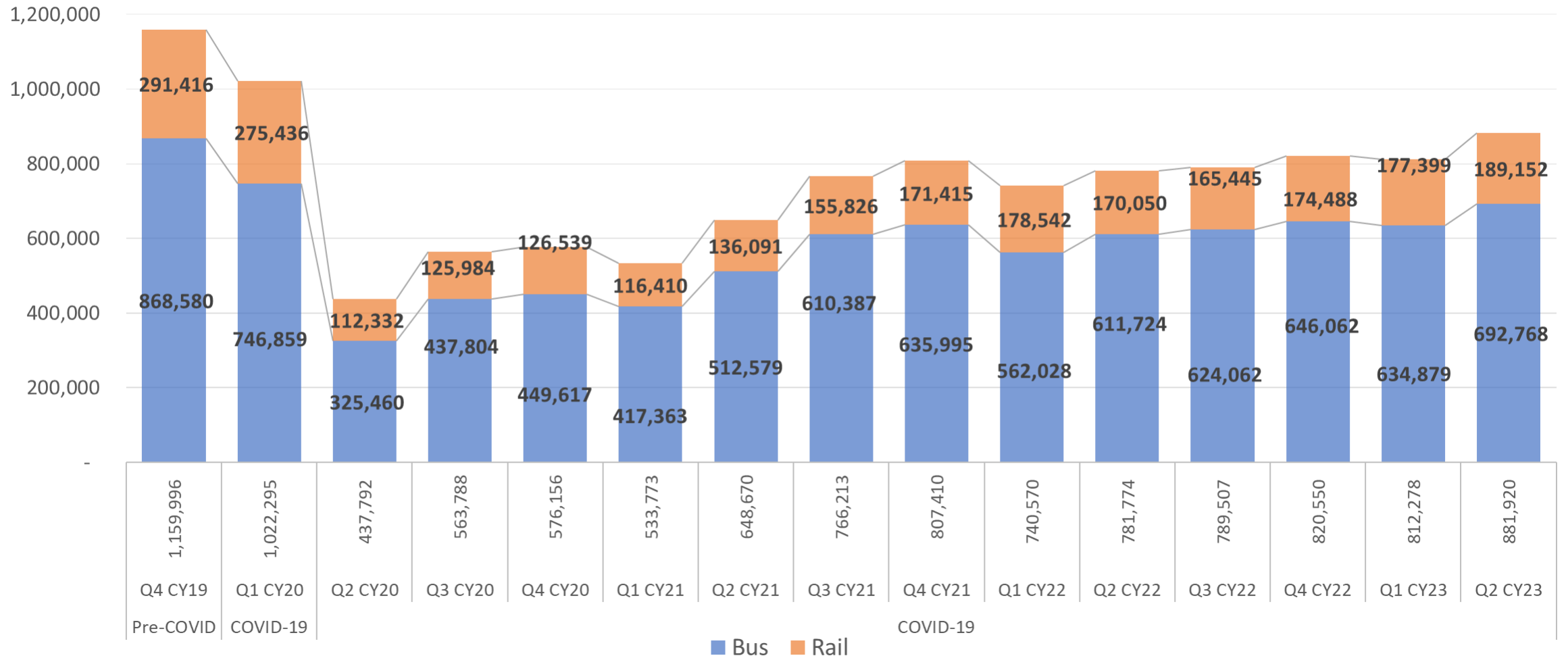


# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
July 20, 2023

# Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.6% in May 2023 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

# Cancelled Service

- **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.**
- **Cancellation rates are now 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 7/2/22</b>	4.4%	2.6%	9.4%
<b>Week Ending 7/1/23</b>	0.5%	0.2%	2.7%
<b>Week Ending 6/24/23</b>	0.4%	0.5%	3.8%
<b>Week Ending 6/17/23</b>	1.0%	0.5%	2.6%
<b>Week Ending 6/10/23</b>	1.1%	1.0%	2.3%
<b>Week Ending 6/3/23</b>	1.3%	2.0%	2.5%
<b>Week Ending 5/27/23</b>	1.0%	0.4%	4.6%
<b>Week Ending 5/20/23</b>	1.6%	2.3%	9.3%
<b>Week Ending 5/13/23</b>	1.6%	2.5%	3.6%
<b>Week Ending 5/6/23</b>	1.8%	2.4%	5.5%
<b>April 2023</b>	1.9%	1.9%	5.8%
<b>March 2023</b>	2.0%	1.3%	4.5%
<b>February 2023</b>	3.2%	3.1%	5.0%
<b>January 2023</b>	3.8%	3.2%	6.7%
<b>December 2023 (from 12/11 service change)</b>	4.2%	3.4%	11.4%

# June Top 10 Highest Service Cancellations by Line

## Directly Operated

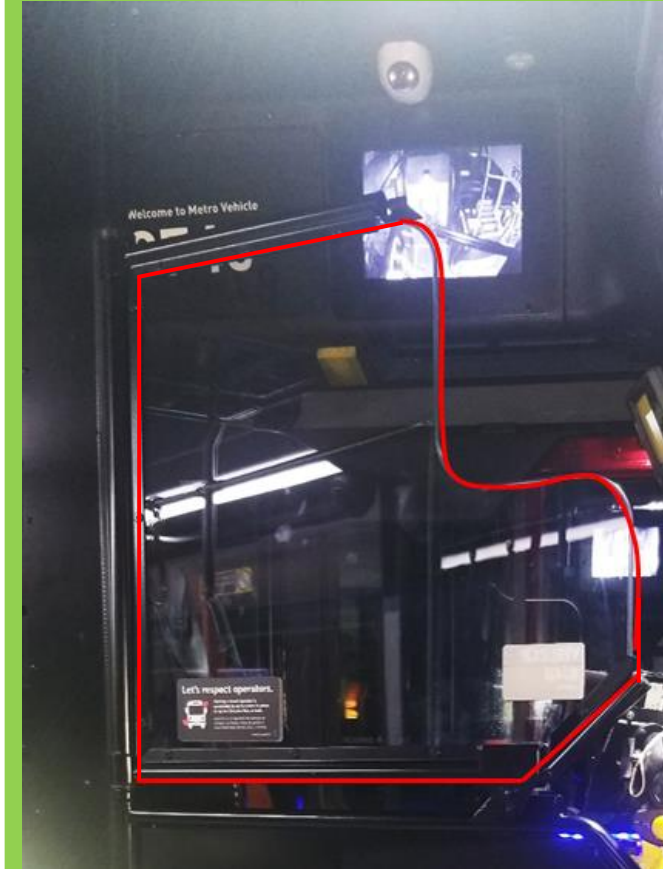
Division	Line	Name	NextGen Tier	June 2023 Highest Ten Lines % Cancelled Trips > 2% 6/1/23 to 6/30/23	Same Ten Lines	% Trips on Average Exceeding Target Load Factor June 2023	Average Reported Pass Ups Per Day June 2023	% within EFC*	Area
					% Cancelled Trips 6/1/22 to 6/30/22				
5	754	Vermont Av Rapid	1	4.4%	10.4%	0.0%	1	98%	Hollywood - South LA
5, 18	204	Vermont Av Local	1	2.9%	8.9%	2.3%	2	98%	Hollywood - South LA
5, 18	207	Western Av	1	2.7%	8.7%	1.6%	9	89%	Hollywood - South LA
18	115	Manchester/Firestone	2	2.3%	6.1%	2.7%	1	47%	Westchester - South LA - Norwalk
15	233	Van Nuys Local	1	2.3%	3.5%	0.0%	2	33%	San Fernando Valley
7, 13	30	Pico Bl, E. 1st St	1	2.3%	5.0%	0.0%	2	70%	Westside - Downtown - East LA
1, 7	20	Wilshire Bl Local	1	2.2%	8.7%	0.0%	4	29%	Downtown – Westside
1, 7	16	W. 3rd St	1	2.1%	4.9%	6.7%	18	38%	Downtown – Westside
2, 7	2	Sunset Alvarado	1	2.1%	4.0%	0.7%	9	48%	UCLA - USC
7	14-37	Beverly Bl/W. Adams St.	2	2.1%	3.8%	0.0%	3	38%	Westside - Downtown

## Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips >= 2% 6/1/23 to 6/30/23	Previous Year % Cancelled Trips For Same Lines 6/1/22 to 6/30/22	% Trips on Average Exceeding Target Load Factor June 2023	Average Reported Pass Ups Per Day June 2023	% within EFC	Area
97	125	Rosecrans Av	3	5.2%	18.5%	0.0%	0.0	42%	El Segundo - Norwalk
97	232	Sepulveda Bl - Pacific Coast Hwy	3	4.8%	21.1%	0.0%	0.0	29%	LAX - Long Beach
97	205	Wilmington Av - Vermont Av	3	4.8%	18.1%	0.0%	0.0	29%	Willowbrook - San Pedro
98	603	San Fernando Rd - Rampart St - Hoover St	2	3.8%	16.0%	0.0%	0.13	73%	Glendale - Downtown LA
97	128	Alondra Bl	4	2.4%	10.2%	0.0%	0.0	34%	Compton - Cerritos

# Bus Operator Protective Barriers – Current Barriers

- Barriers installed on all Metro buses since February 2020
- Cutout to address concerns with reflections
- Limited protection for operators
  - Potential for reaching around barrier
  - Potential for throwing things at operator
  - Potential for spitting on operator
  - Potential for assaulting operator with weapon
- Operators noted concerns in COO division visits
- Staff<sup>5</sup> consulted industry experts on new designs



# Prototype Extended Barriers

- New designs with industry expert consultation
- Pilot program to test and get Operator feedback
  - Prototype 1 – extended with upper barrier
  - Prototype 2 – extended to windshield
- Operators overwhelmingly prefer Prototype 2
  - Improved safety from assaults
  - Training needed to address glare concerns



# Bus Operator Feedback on Protective Barriers



## Bus Barrier Prototype Feedback - Live Dashboard

Click on any metric on the dashboard to

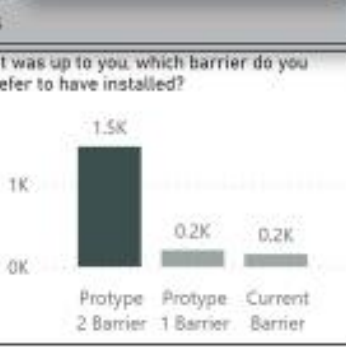
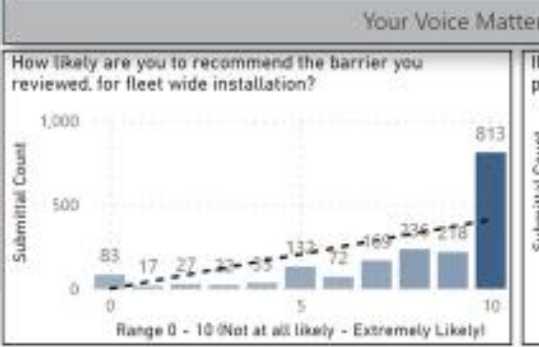
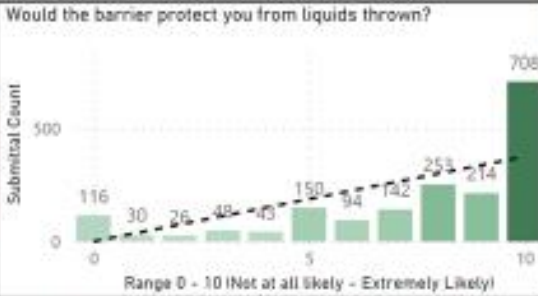
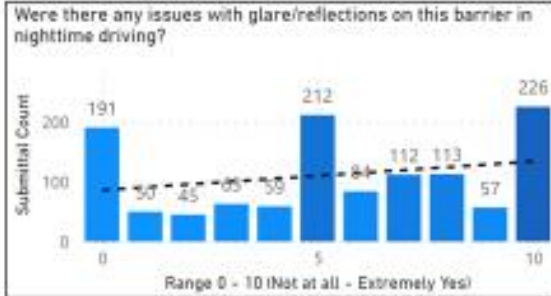
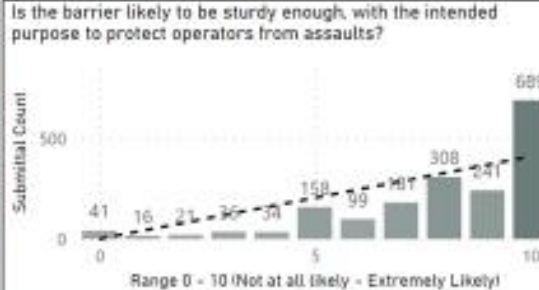
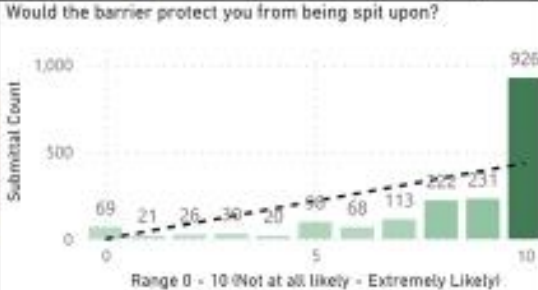
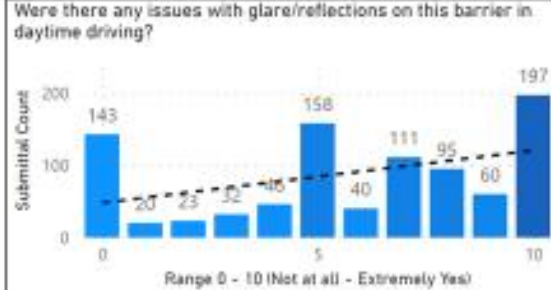
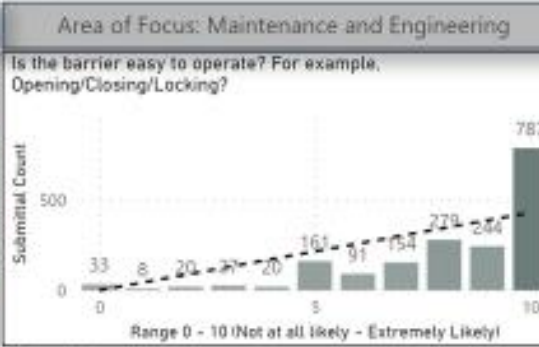
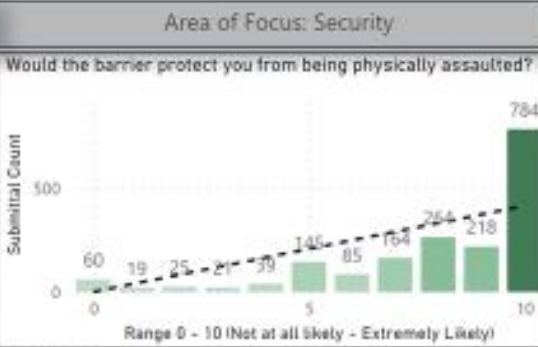
Total Forms Submitted  
**1824**

Barriers Reviewed

- Prototype 1: 406
- Prototype 2: 1418

Division Locations Submitted

- Division 1: 113
- Division 13: 171
- Division 15: 304
- Division 18: 168



Admin: Steve Flores // floress3@metro.net





# International Use of Fully Enclosed Barriers

- Barriers common in Europe



Bus in United Kingdom



Bus in Paris, France

# Next Steps

- Continue addressing Operator concerns with prototype barrier
  - Discussions with industry experts
  - Development of training
- Procurement of glazing materials and production of brackets
- Timeline – goal of 20 buses per week / 1,000 buses per year
- Cost - \$1,014 materials and \$1,690 labor per bus