



Board Report

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Agenda Number: 39.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 19, 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

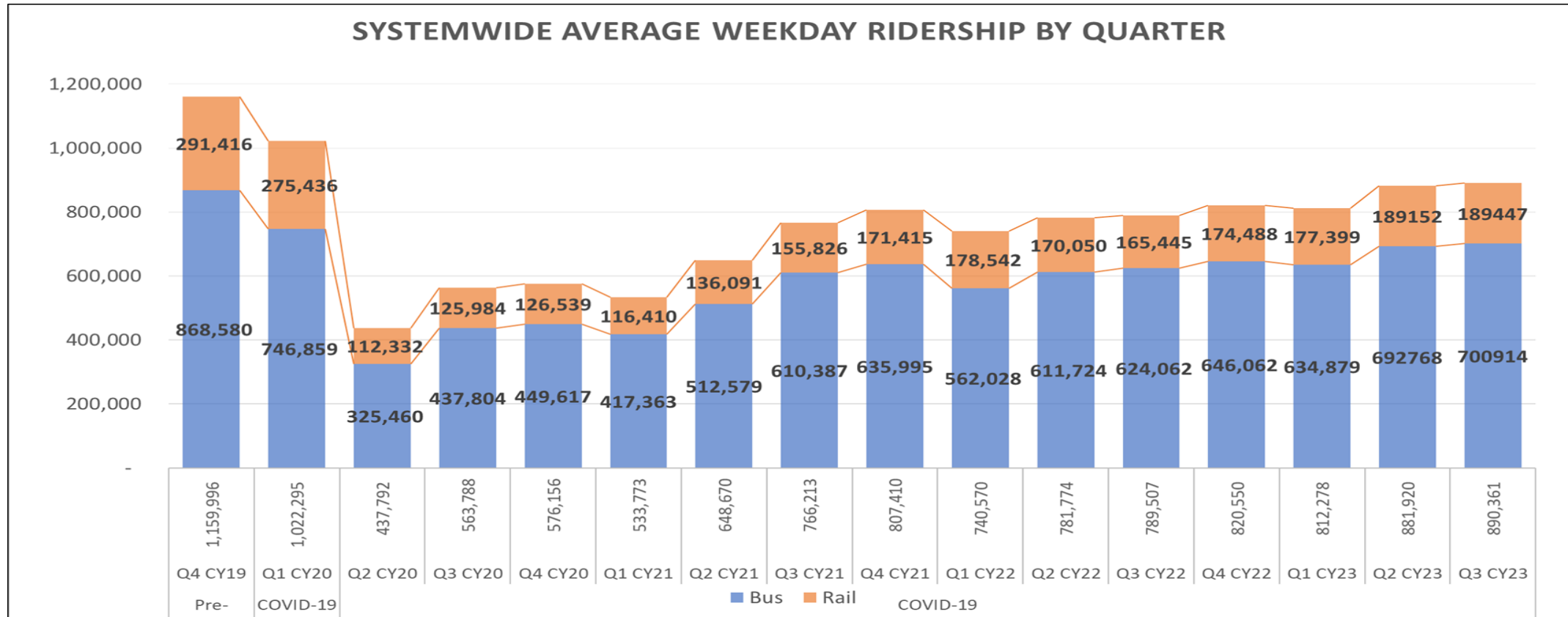
The signature is a stylized, cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a black, sans-serif font.



COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
October 19, 2023

Ridership Update



Current Ridership Percentage of Pre-Pandemic:

Systemwide:

	2023	2019	%Pre-Covid
• DX:	938,167	1,224,521	77%
• SA:	637,957	738,673	89%
• SU:	543,721	590,723	92%

Percentage Change of 2023 over 2022:

- Bus: 13%
- Rail: 7%

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.3% in September 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.
- There are no lines with a cancellation rate above 3%.
- Line 115 (Manchester-Firestone) had the highest cancellation rate for September 2023:
 - 2.7% in September 2023 vs 2.5% in September 2022

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 10/08/22	2.7%	4.4%	7.1%
Week Ending 10/07/23	0.7%	0.7%	3.2%
Week Ending 9/30/23	0.5%	0.4%	1.7%
Week Ending 9/23/23	0.7%	0.8%	2.9%
Week Ending 9/16/23	0.8%	0.3%	1.5%
Week Ending 9/9/23	0.5%	0.4%	0.2%
Week Ending 9/2/23	0.5%	0.7%	2.2%
Week Ending 8/26/23	1.1%	0.7%	3.4%
Week Ending 8/19/23	0.5%	1.4%	1.2%
Week Ending 8/12/23	1.1%	0.9%	3.0%
Week Ending 8/5/23	0.6%	0.4%	2.6%
Week Ending 7/29/23	0.7%	0.6%	2.5%
Week Ending 7/22/23	0.6%	0.3%	2.4%
Week Ending 7/15/23	1.0%	1.2%	2.2%
Week Ending 7/8/23	0.6%	1.1%	2.0%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Metro Service Councils Overview

- Concept created September 26, 2002 through Metro Board Motion 42 to increase agency accessibility and responsiveness, promote greater coordination, and create a more customer-focused approach to bus service delivery.
 - This July marked 20 years of Metro's Service Councils. Four of the five Councils held their first meetings in July 2003: July 1, 2003 - San Fernando Valley and San Gabriel Valley; July 10, 2003 - Gateway Cities; July 11, 2003 - South Bay Cities; and Westside Central Council held their first meeting in January 2004.
- Five regions: San Fernando Valley, San Gabriel Valley, Westside Central, Gateway Cities, South Bay Cities.
 - Regional boundaries do not align with City Council or Supervisorial Districts.
- Each Council meets monthly in the community they represent. All Council meetings are open to the public and provide opportunities for their comments and questions.
 - Advise on planning and implementation of service within their area; provide feedback on projects, programs, and initiatives. Included in agency's triennial Public Participation Plan (FTA Title VI Program Update) as a key community outreach venue.
 - Identify issues related to transit user experience, monitor KPIs, provide feedback for improvement, and promote transit service coordination.
 - Review proposed service changes; call and conduct public hearings for all major bus service changes in their regions (25% of revenue service hours or route miles, cumulative over a floating 3-year period)
 - Participate in quarterly meetings with the Metro Chief Executive Officer (CEO) and executive staff.

Service Councils Nomination and Appointment Process

Each Council has nine Board-appointed members who serve staggered three-year terms (3 seats per Council expire each year).

Region	Nominating Authorities
Gateway Cities	Gateway Cities Council of Governments (9)
San Fernando Valley	Cities of Burbank, Glendale, San Fernando (2) City of Los Angeles Mayor (4) LA County 3 rd District Supervisor (1) LA County 5 th District Supervisor (1) Las Virgenes-Malibu Council of Governments (1)
San Gabriel Valley	LA County 1 st District Supervisor (1) LA County 5 th District Supervisor (1) Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1) Cities of Arcadia, El Monte, Temple City (1) Cities of Montebello, Monterey Park, Rosemead (1) Cities of Pasadena, Sierra Madre, La Canada Flintridge (1) San Gabriel Valley Council of Governments (3)
South Bay Cities	South Bay Cities Council of Governments (9)
Westside Central	City of Los Angeles Mayor (4) LA County 2 nd District Supervisor (1) LA County 3 rd District Supervisor (1) Westside Cities Council of Governments (3)

- Nominated by the region's nominating authorities and confirmed by the Metro Board. There are no term limits.
- Members must live, represent, or work in the communities within the region's boundaries, and should use public transit within the region they represent.
- Members are elected officials and community members citizens who understand the mobility needs of their communities and have knowledge and an appreciation of their region's history.
- Staff provides Council, regional, and regional ridership demographics in effort to encourage nominations representative of the region's population and ridership.

Metro Service Councils Recent Activities

- In August 2020, the Service Councils conducted six public hearings on the changes proposed in the NextGen Bus Plan, one for each of the five Service Council areas, and an additional “all region” hearing.
- Convened public hearings for the Title VI analysis of the Crenshaw LAX Light Rail Project Service Plan and the Regional Connector Transit Project Service Plan in February 2022.
- Returned to in-person meetings in March 2023; continue to receive public comments received in-person, via phone, and online.
- Approval of an annual work plan as required by their Bylaws. The work plans reflect the topics of interest to each region’s Council.
- The Service Councils also take formal positions to express support for various projects, programs, and Metro grant applications. Examples from the past year include:
 - Letters in support of Metro’s TIRCP grant applications for the West Santa Ana Branch Project, East San Fernando Valley Project, and Gold Line Foothill Extension to Montclair Project.
 - Letters in support for the 2022 Solutions for Corridors Program Nomination for the Light Rail System Integration and CORE Capacity Project.
 - Letter in support of Metro’s the I-405 Corridor Community Bus Service Support program.
 - Submitted formal comments to be considered as part of the C Line Extension to Torrance Project DEIR.
 - Submitted letter to the Board with their preferred option for the C and K Line Operation Plan

Upcoming Activities of Metro Service Councils

- Continue to meet monthly to provide riders with opportunities for direct input into service issues in their communities.
 - Service Planning and Community Relations play an integral role.
- Quarterly Meet & Confer with the CEO in November.
- Resume in-person orientation for new Service Council Members
- Update to Service Council Bylaws – requires supermajority approval by all five Councils. Approved bylaws will then be brought to Metro Board for approval.
 - Bylaws last updated in 2011.
 - Incorporating new Metro policies such as the Equity Platform, Advisory Body Compensation Policy, and updating language and work flows.
 - Update regional bus line assignments to reflect the current NextGen Bus Plan network.
- Annual request for nominations for expiring seats to be distributed in January 2024 for June 2024 Board appointment.
- Continue to engage around key Metro projects: C Line Extension, ESFV, Sepulveda Transit Corridor, Traffic Reduction Study, etc.