



Board Report

File #: 2023-0652, **File Type:** Oral Report / Presentation

Agenda Number: 26.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 16, 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.

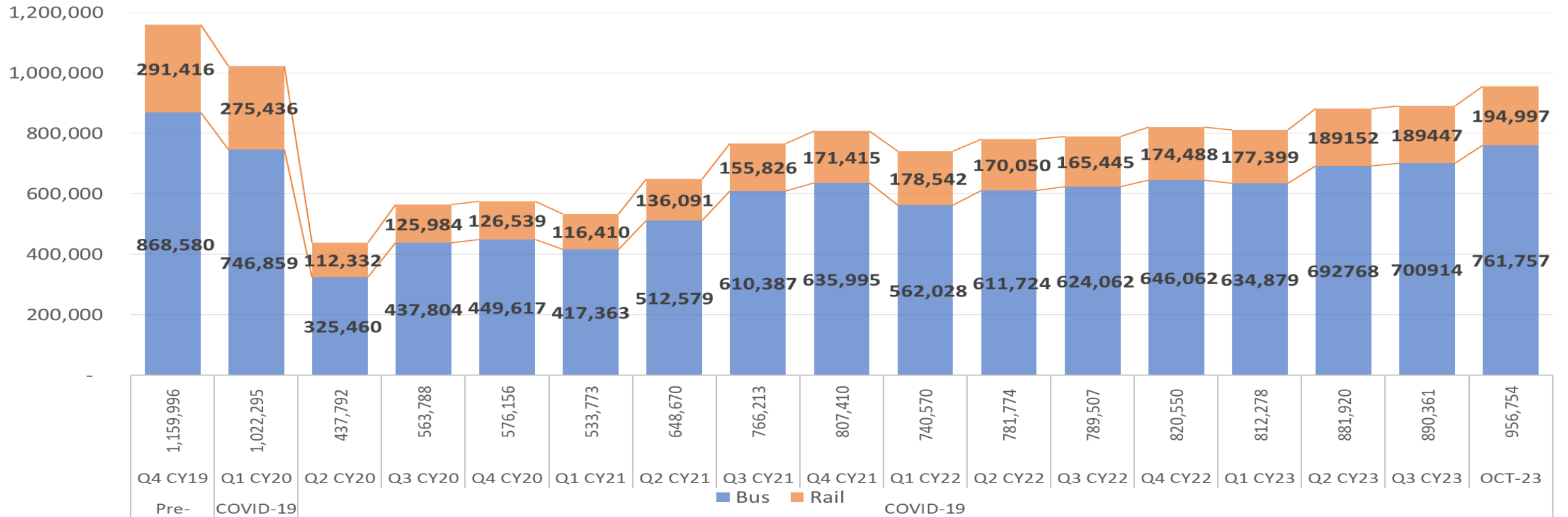


COO Monthly Report

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

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



October Ridership Percentage of Pre-Pandemic:

Systemwide:

	2023	2019	%Pre-Covid
• DX:	956,754	1,224,507	78%
• SA:	667,506	751,546	89%
• SU:	562,017	588,849	95%

October Percentage Change of 2023

over 2022:

- Bus: 12.5%
- Rail: 8.6%

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 78.6% in October 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 233 Van Nuys BI Local had the highest cancellation rate for October 2023:**
 - **2.5% in October 2023 vs 4.2% in October 2022**

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 11/5/22	4.3%	4.3%	8.3%
Week Ending 11/4/23	1.9%	1.1%	2.0%
Week Ending 10/28/23	0.5%	0.7%	1.1%
Week Ending 10/21/23	0.9%	1.3%	3.9%
Week Ending 10/14/23	0.4%	0.5%	1.8%
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%
July 2023	0.7%	0.7%	2.4%
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%

I-10 Closure Operations Overview

Bus Operations

- Heavy spillover traffic and delays
- No service detours, however, there were moderate (10-15 mins) to significant (60-90 mins) delays on some lines

➤ Mitigations

- End-of-line reliefs using a pullout bus
- Added stand-by buses to fill in significant gaps
- Added Ambassadors at busier stops along delayed routes, i.e. Olympic & Soto
- Added special monitoring from BOC and coordination with LADOT & Caltrans

Rail Operations

- Coordinate with LADOT to improve E Line travel time by 5-10% in City of LA west of downtown LA
- Increased parking utilization observed at Norwalk, Lakewood, Azusa, and east LA

EOC/Agency Coordination

- EOC activated to Level 3 for monitoring and coordinating with City and County departments
- Metro staffing at LADOT ATSAC
- Metro staffing at TMC for coordination with Caltrans and CHP for 511 info
- Weather forecast - potential storm Wed-Fri

Media/Public Info

- Overall positive from media, many referencing Metro as a solution for commuters
- Media coverage at various stations and interviewing customers
 - TV and radio interviews
 - Source Posts
- Map of transit alternatives is available in both English and Spanish
- Daily press conferences this week hosted by Mayor's Office to provide transportation updates
- Working with Caltrans to improve messaging on freeway TPIS for alternative transportation and weather concerns
- 511
 - I-10 closure message promoted to top/front
 - Website and mobile apps include alternate routes

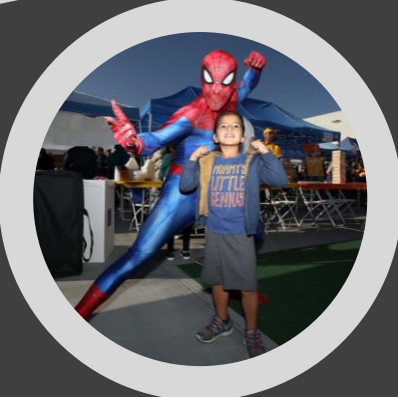
Avoid Traffic by Taking Transit



I-10 Closure Detour Route

Selected Transit Services to Downtown LA

Metro Services	
Rail	A B D E
Bus	J (910/950), 487/489, 76, 70
Metrolink 	San Bernardino Line Riverside Line 91/Perris Valley Line Orange County Line
Municipal Bus Services	
Foothill Transit	Silver Streak, 490, 493, 495, 498, 499, 699
LADOT Transit	
Commuter Express	All services
Montebello Bus	40, 50, 90
Big Blue Bus	R10
Commerce Bus Lines	600
Antelope Valley	785
Torrance Transit	4X



Bus Rodeo Activities

- Face Painting
- Photo Ops
- BBQ Cookout
- Balloon Animals
- Board Games
- Food
- Fun!!



Bus Rodeo Winners:

Bus Competition:

- 1st: Juan Navarro (Div 3)
- 2nd: Herman Gavia (Div 3)
- 3rd: Cesar Murillo (Div 15)



Mechanic Competition:

- 1st: Division 13
Alan Gomez
Octavio Ortega Ramirez
Edward Hinojosa



- 2nd: Division 5
Mauricio Banuelos
Jorge Garcia
Stanford Velasquez



- 3rd: Division 15
Grigor Barmaksyan
Rafael Urquieta
Alexandro Soltero

Service Attendants:

- 1st: Eric Segura (Div 2)
- 2nd: Rachel Herzog (Div 15)
- 3rd: Carlos Aguirre (Div 15)

Rail Roadeo Activities

- Virtual Reality
- Collectibles
- Chalk Drawing
- Music
- Games
- Food
- Fun!



Rail Rodeo Winners



Transportation Winners

- 1st: Steven Ramirez (Div 11)
- 2nd: Marina Mancilla (Div 20)
- 3rd: Jesse Lopez (Div 14)



Maintenance Winners

- 1st: Calvin Wong (Div 14)
- 2nd: Parker Rounds (Div 24)
- 3rd: Marcos Martinez (Div 24)

