



Board Report

File #: 2023-0752, **File Type:** Informational Report

Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 15, 2024**

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 clean, sans-serif font.



COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
February 15, 2024

Wally Shidler – Service Council Member

- Wally Shidler is retiring after 20 ½ years of service to Metro and Gateway Cities transit riders.
 - Last remaining original Service Council member
- Wally was sworn into office and attended the first meeting on July 10, 2003.
 - Vice Chair for FY2006 and FY2011
 - Chair for FY2007 and 2012

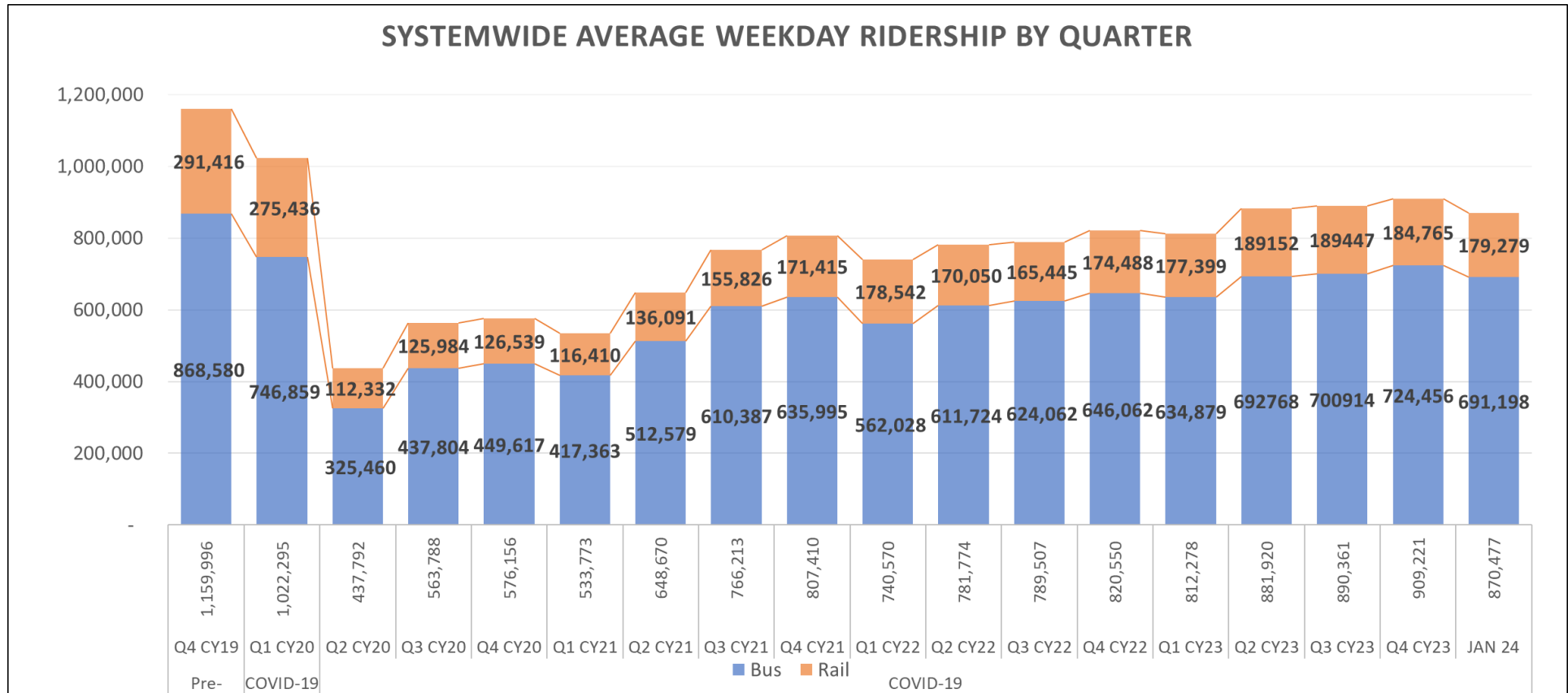


Wally Shidler – Service Council Member

- Also served as a member of Metro Community Advisory Council (CAC)
- Contributions as a historian for important Metro anniversaries
 - Division 5's 100th, Division 3's 100th, and Union Station's 75th
- Has played an invaluable role to Metro's Dorothy Peyton Grey Transportation Research Library and Archive
 - Contributed to Metro's collection of employee news magazines back to 1918
 - Donated rare items to the archive and conducted research on multiple topics.



Ridership Update



January Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	870,477	1,138,190	76%
• SA:	598,027	681,892	88%
• SU:	496,409	561,330	88%

January Percentage Change of 2024 over 2023:

- Bus: 15.2%
- Rail: 5.8%

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 79% in January 2024 (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

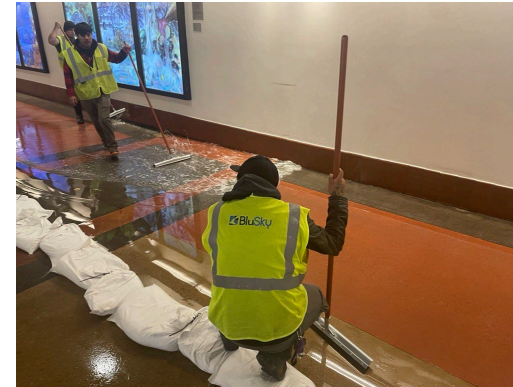
- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service
- Cancellation rates have remained much lower than those for late 2022 and early 2023 when full service was first restored.
- Line 754 Vermont Av Rapid had the highest cancellation rate for January 2024:
 - 4.3% in January 2024 vs 7.4% in January 2023

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/11/23	2.8%	2.3%	5.2%
Week Ending 2/10/24	1.4%	0.7%	2.0%
Week Ending 2/3/24	1.2%	0.7%	1.9%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
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%

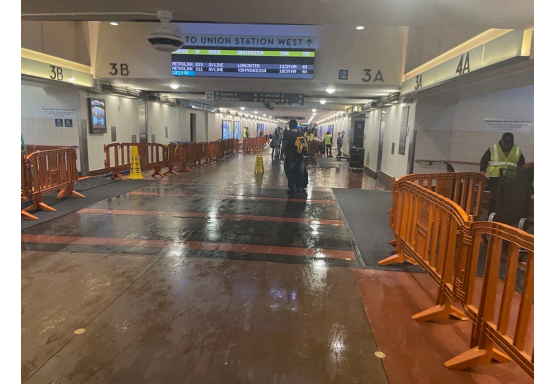
Storm Relief – Operations

• Preparation

- Extra staff were brought in and staff were strategically deployed for emergency response.
- Tow trucks, maintenance vehicles, tools, and storm relief supplies were prepared and deployed.
- Preparations were made at underground stations and Union Station to prevent and limit water intrusion.
- Wayside equipment including junction boxes and embedded switches were secured.
- Alternative Bus Routes were prepared in case of emergencies, including for potential bus bridges.
- Storm warning and safety info was distributed to Operators.



Before



After



Before



After



Diverting water from tracks



Removing debris

• Storm Relief

- Culverts and storm drains along various tracks were cleared and new sandbags were replaced to protect drains.
- Removed branches and debris from the top of a rail car and tracks.
- Consistent visual inspections of the tracks, equipment and known flooding areas to report and fix water intrusion and clear debris.
- Supported people experiencing homelessness (PEH) with shuttle requests.

Storm Relief – SSLE/HOME

• Emergency Management

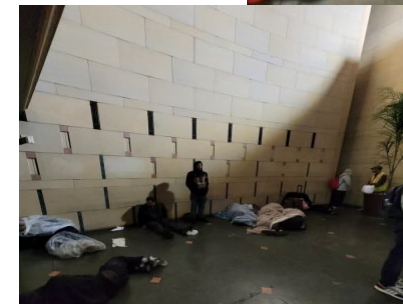
- Activated Metro's Emergency Operations Center (EOC) at Level 3 – Monitoring and Increased Readiness.
- Coordinated planning meetings, to better synchronize Metro's preparedness and response activities.
- Designated Metro agency representative for City and County planning meetings with stakeholders (e.g NWS).
- Shared estimated damage resources to collect all storm related costs for Metro assets and operations.
- Developed and disseminated Situational Reports, providing awareness to Metro executive leadership.

• Metro Transit Security

- Notified law enforcement and security partners to provide situational awareness of security plans.
- Adjusted Multi-layered Deployment to assign resources to heavily impacted transit hubs and stations.
- Contract security increased the frequency of ancillary patrols and provided real-time information related to flooding.

• Homeless Outreach

- Weekend outreach teams focused on end-of-line and hot spot stations to warn people of the storm and offer services.
- Deployed two teams from 4PM – 12AM on Sunday night at Union Station and North Hollywood. 24-hour systemwide coverage resumed on Monday at 3AM.
- Provided inclement weather supplies to people experiencing homelessness (PEH).
- Outreach teams successfully placed 163 PEH throughout the Metro service area. Nearly 45% of placements were a direct result of the collaboration LAHSA.



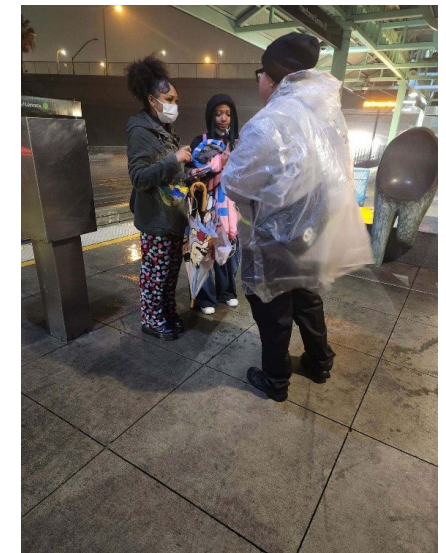
Storm Relief – Customer Experience

• Ambassadors

- Deployed additional Ambassadors at major transfer hubs (Unions Station, Regional Connector, Willowbrook/Rosa Parks, 7th & Metro) to assist riders with storm related information,
- On social media, provided weather updates and showed how the agency prepared the transit system and kept it running.
- An alert banner on metro.net warned of the weather -- that alert also was pushed to third-party apps such as Google/Apple Maps, Transit app, etc.

• Public Relations

- Remarks delivered in English and Spanish at LA City press conference with Mayor Bass and others.
- Supported the Tuesday, February 4, press conference by being on hand to answer media questions in Spanish and English.
- Provided regular service updates.
- Provided blog posts with service updates for The Source and El Pasajero.
- Storm Media Coverage including LA Metro
 - Stories: 49
 - Print, Online & Broadcast Impressions: 72M
 - Print, Online & Broadcast Ad Value: 666K



Lessons Learned

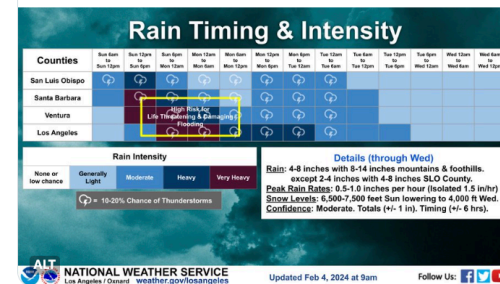
- Creation of an Inclement Weather Playbook including lessons learned from Tropical Storm Hilary help Metro better prepare and improve response capabilities.
- Regularly scheduled planning meetings allowed Metro Incident Management Staff to collaborate and maintain situational awareness.
- Constant and consistent communications to the public on service alerts and what Metro is doing to ensure service continues to operate safely for our customers.
- Coordinating w/ LAHSA, County Homeless Initiative and City ahead of the storm to identify shelter locations and address transportation requests is critical.
- Planning efforts underway with LAHSA to provide a plan for transportation to emergency shelters during inclement weather.



Metro Los Angeles @metrolosangeles · Feb 4
Service will continue today. We are prepared to manage any flooding and have people out on the system to help.

Stay safe and dry. #LARain

NWS Los Angeles @NWSLosAngeles · Feb 4
Here's the latest rain timing/intensity graphic, indicating some minor changes.
- Rain totals have been increased:
- 4-8" for coasts/valleys and 8-14" foothills/mountains - Lower totals for San Luis Obispo County ...
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