Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2024-0155, **File Type:** Informational Report **Agenda Number:** 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
APRIL 18, 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

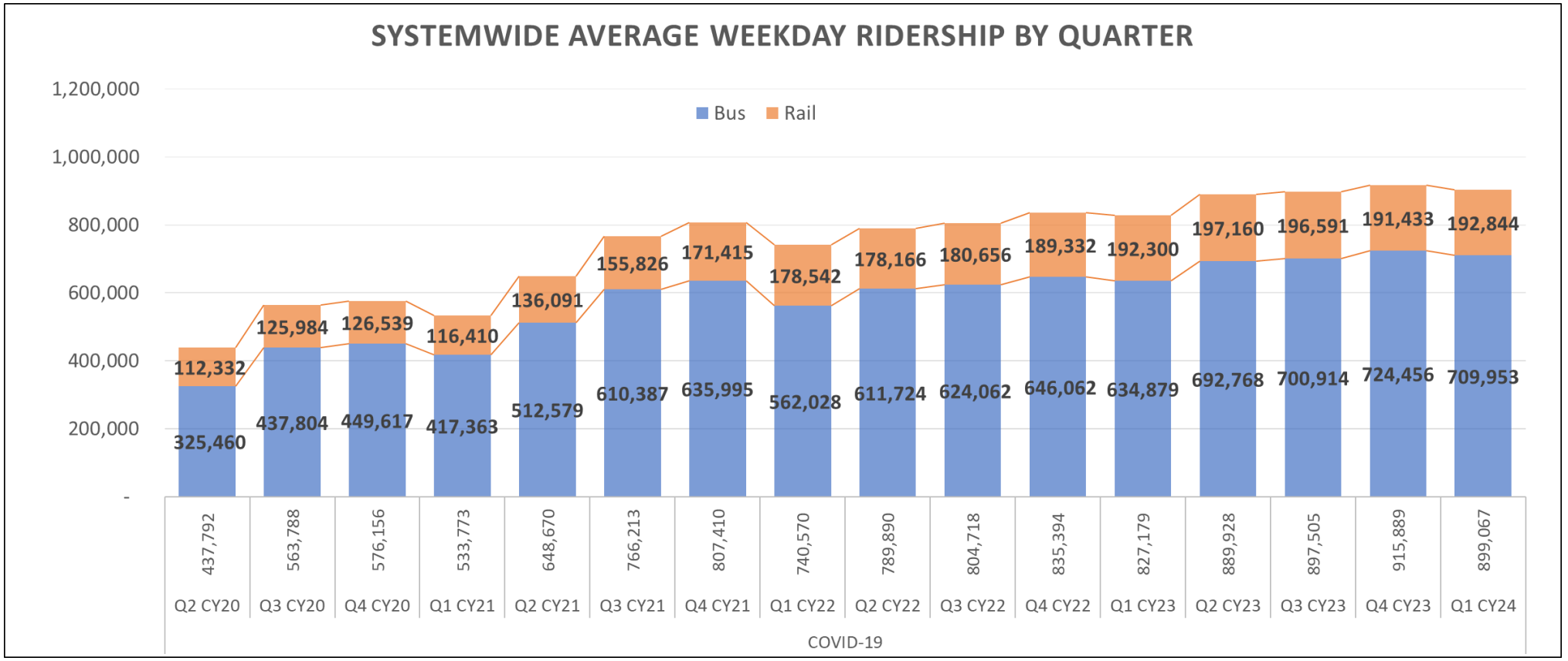
Stephanie N. Wiggins
Chief Executive Officer

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COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
April 18, 2024

Ridership Update



March Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	955,918	1,202,296	80%
• SA:	606,255	709,148	85%
• SU:	555,029	592,298	94%

March Total Ridership Percentage Change of 2024 over 2023:

- Bus: 11.3%
- Rail: 3.2%

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 78.7% in March 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 are now generally lower than or comparable to those for late 2022 and early 2023 when full service was first restored.

March 2024 Top Five

Highest Service Cancellations by Line

Division	Line	Name	Mar-24	Mar-23
5, 18	207	Western Av	3.9%	5.6%
18	111	Florence Av	2.9%	1.8%
3, 5	206	Normandie Av	2.9%	1.6%
18	40	Hawthorne Bl	2.8%	2.5%
3, 7	217	Fairfax Bl, Hollywood Bl	2.7%	2.6%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 4/15/23	3.0%	1.9%	5.4%
Week Ending 4/13/24	0.9%	0.2%	3.1%
Week Ending 4/6/24	1.2%	0.7%	2.5%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
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%

Non-Revenue Maintenance – Vehicles & Equipment

- Support For Every Metro Function – 2,473 Vehicles and Equipment
  - Rail Operations/Maintenance
    - Track maintenance equipment
    - Railcar maintenance / recovery equipment
  - Bus Operations/Maintenance
    - Bus operator relief and division support activities
    - Bus on-street supervision, repair, and towing
  - Facilities Maintenance
    - Heavy construction equipment & emergency generators
    - Facility and bus stop maintenance equipment
    - Station maintenance, janitorial, and pressure washing
  - Logistics – parts delivery
  - Management / Administration
    - Safety, security, and 24-hour emergency response units
    - Gateway pool vehicles

FLEET COMPOSITION AND QUANTITIES

Type	Classification	Qty
Car	Gasoline Sedan	10
	Hybrid Sedan	442
	Electric Sedan	20
	Total:	**472**
SUV	Gasoline SUV	153
	Hybrid SUV	101
	Electric SUV	1
	Total:	**255**
Truck	Diesel Truck	70
	Gasoline Trucks	394
	CNG	7
	Electric	1
	Total:	472
Van	Gasoline Van	268
	Diesel Van	2
	Total:	**270**
Support Equipment	Forklifts	264
	Scrubbers	168
	Carts	138
	Generators	124
	Air Compressors	21
	Railbound Equipment (trailers, etc.)	24
	Shop Mule	10
	Trailers	114
	Mobile Command Center	1
	Non-Revenue/Legacy Buses	13
	Non-Revenue Misc. Equipment (fire pump, welder, loader, etc.)	127
	Total:	1,004
TOTAL:		2,473





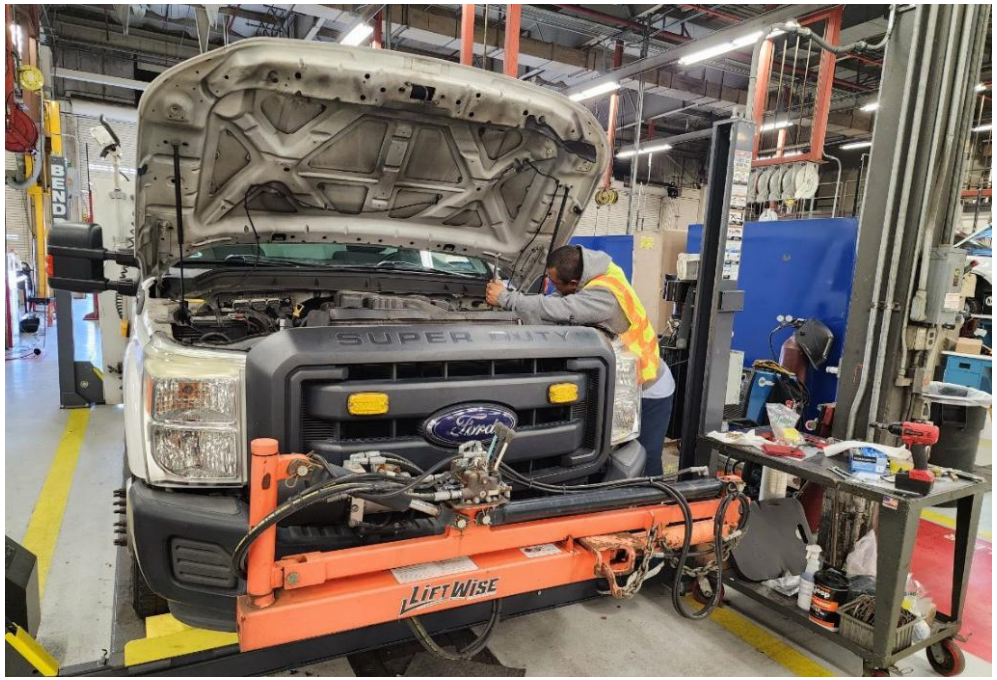


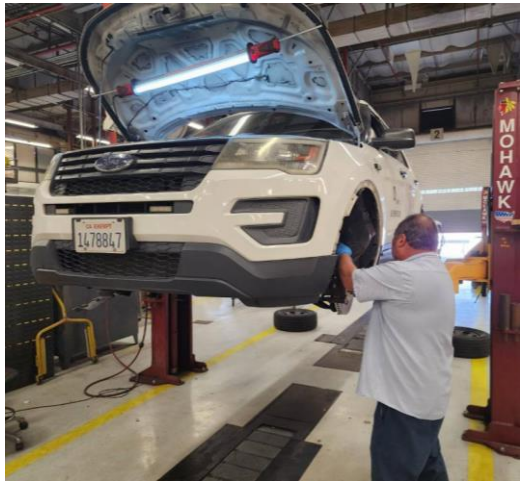





Non-Revenue Maintenance – Employees & Repairs

- Staffing - 69 employees
  - 52 bus and rail vehicle and equipment mechanics
    - 48 pieces of equipment per mechanic
  - 9 service attendants
  - 8 administrative support staff
- Maintenance Shops and Satellite Locations
  - Centralized maintenance – Div. 10 in LA downtown
    - Need for permanent, dedicated facility
  - Satellite locations – 13 at facilities across LA County
- Maintenance Tasks and Functions
  - Preventive, unscheduled, and routine maintenance
  - Emergency response to accidents / in-service failures
  - Fueling and cleaning of the vehicles
  - Steaming parts and components
  - Facility environmental maintenance and cleaning







Non-Revenue Maintenance – Procurement/Replacement

- Capital project proposals and management
  - $30M capital and operating budget for FY24
  - Forecasting and planning
- Procurement of Replacement/Expansion Vehicles
  - Technical specification development
  - Statements of work for procurement documents
- Zero Emission Vehicle (ZEV) Transition
  - Procurement of battery electric vehicles
  - Implementation of charging infrastructure
- Retirement/disposal of damaged and older vehicles
- Licensing and registration of non-revenue vehicles
- Fleet management / inventory control













WGGC Women in Operations

For Women's History Month (WHM), Metro's Women & Girls Governing Council (WGGC) celebrated with a hybrid speaking engagement to highlight some of our women leaders!

- Marilin Archie, Manager, Maintenance Operation
- Nareh Nazary, Manager, Transportation Planning
- Leticia Solis, DEO, Wayside Systems Engineering & Maintenance
- Edna Stanley, Deputy Chief, Operations Officer
- Elezanbee Vue, Chief Admin Analyst, Executive Office Administration & Development







Southern California Regional Bus Rodeo

Hosted by Victor Valley Transit Authority

Saturday, March 23, 2024

- Regional competition where Bus Operators and Maintainers showcase their skills. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls and HVAC malfunctions
- Winners will compete during the International Bus Rodeo at APTA Mobility in Portland, OR in April 2024



Bus Operator (Division 3) – 1st Place

- Juan Navarro



Maintenance Team (Division 13) – 2nd Place

- Alain Gomez
- Octavio Ortega Ramirez
- Edward Hinojosa