



Board Report

File #: 2024-0196, **File Type:** Informational Report

Agenda Number: 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 16, 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

A handwritten signature in black ink, appearing to read 'Stephanie N. Wiggins', written over a horizontal line.

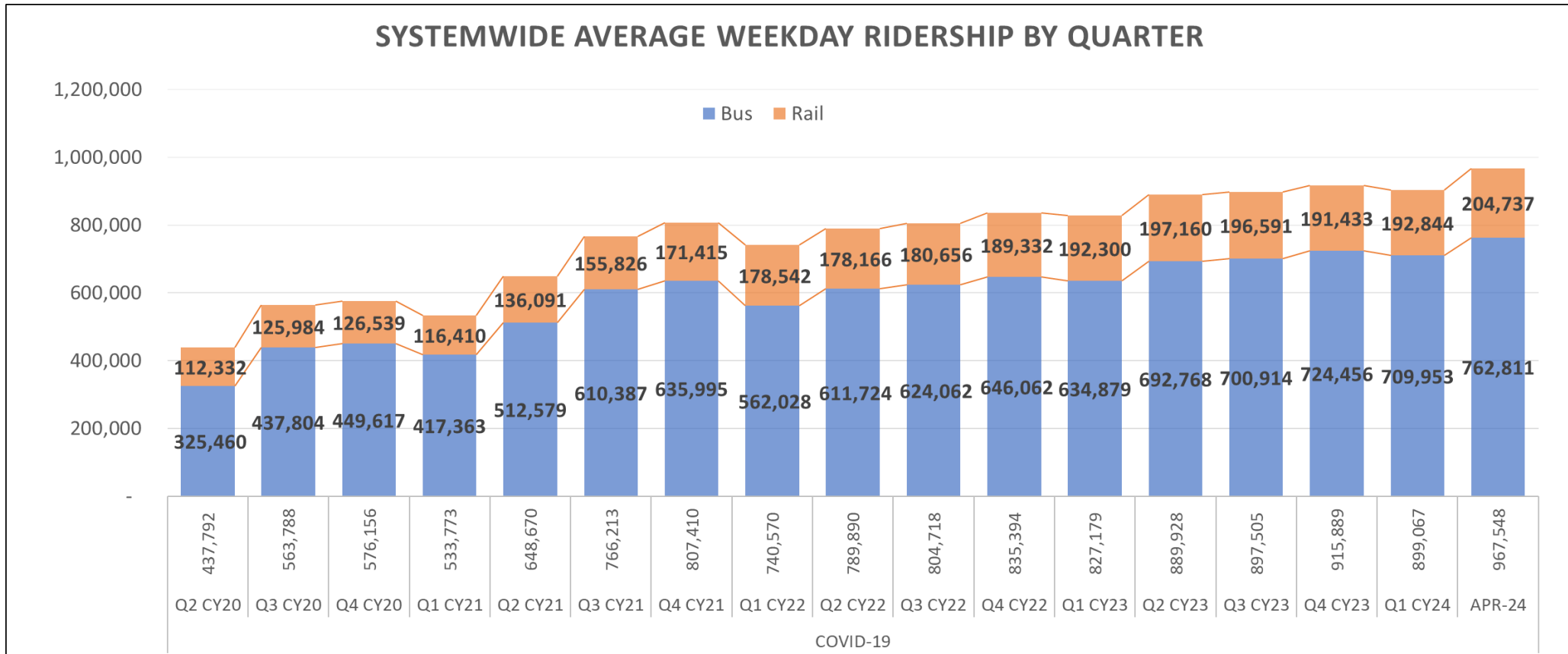
Stephanie N. Wiggins
Chief Executive Officer



COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
May 16, 2024

Ridership Update



April Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	967,548	1,201,529	80.5%
• SA:	675,567	738,465	91.5%
• SU:	555,494	591,419	93.9%

April Total Ridership Percentage

Change of 2024 over 2023:

- Bus: 12.5%
- Rail: 5.0%

- K Line weekend frequency increases from 20 minute to 10 minute service starting Saturday May 25

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 69.4% 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.

April 2024 Top Five

Highest Service Cancellations by Line

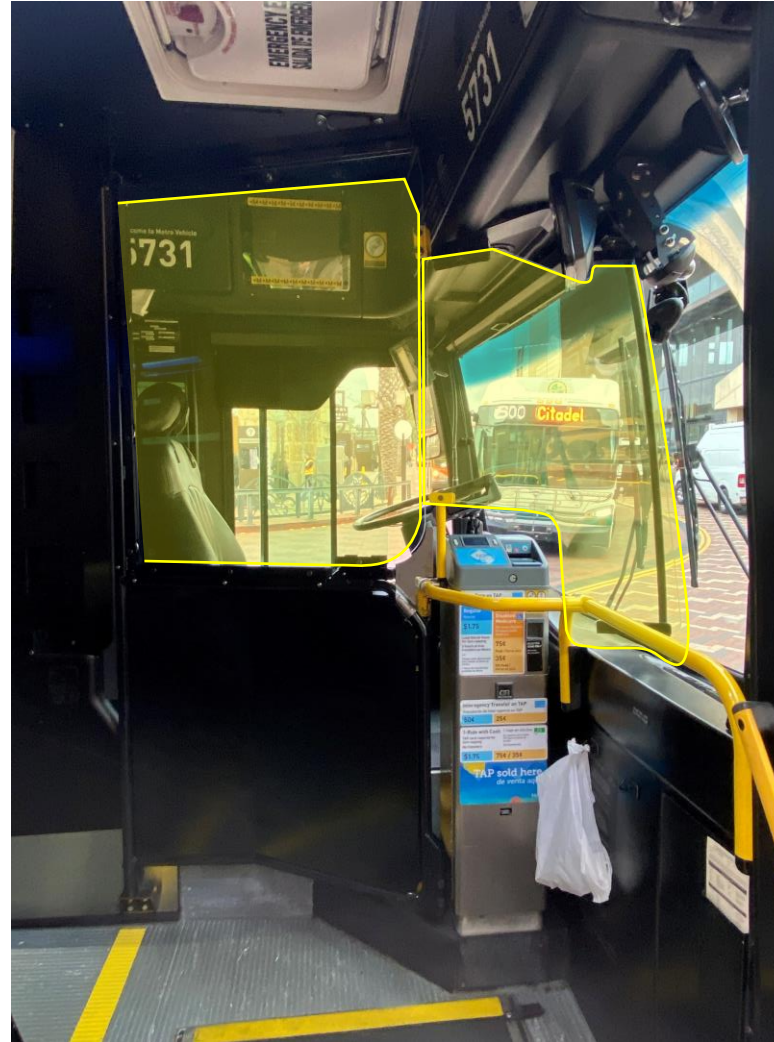
Division	Line	Name	Apr-24	Apr-23
5, 18	207	Western Av	4.1%	4.6%
5	754	Vermont Av Rapid	3.7%	6.1%
5, 18	204	Vermont Av Local	3.2%	3.3%
1	18	Whittier Bl/ W. 6 th St	3.1%	2.4%
1, 3	45	Broadway	2.9%	3.3%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 5/13/23	1.6%	2.5%	3.6%
Week Ending 5/11/24	1.2%	1.1%	3.7%
Week Ending 5/4/24	3.2%	2.8%	4.8%
April 2024	1.0%	1.0%	3.2%
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%

BUS OPERATOR BARRIER PROJECT



Current Barrier Design



Retrofit Barrier Design

Currently in Service:

- 21 Buses equipped with full enclosures

Forecasted Deliveries:

- 200 glass kits scheduled for delivery by May 31st

Current Procurements:

- 900 glass kits ordered
- 900 additional kits will be ordered by end of week (May 10th)

Earliest Deployment Lines:

- 207, 2, 81, 111, 115, 117

APTA International Bus Roadeo

Portland, OR (Hosted by Trimet)

April 26 – 30, 2024

The International Bus Roadeo is a unique learning opportunity for operators and maintenance teams to engage with other transit agency professionals up close and personal. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls, brake systems, and HVAC malfunctions. 80 operators and 45 maintenance teams competed.

1st Place Maintenance Team

1st Place Custom Brake System

3rd Place Combined Overall

(Maintenance and Operator scores combined)



Maintenance Team (Division 13)

Alain Gomez, Octavio Ramirez, Edward Hinojoso

Operator (Division 3)

Juan Navarro

Yee-Haw! Go Metro!

