



Board Report

File #: 2024-0393, **File Type:** Informational Report

Agenda Number: 40.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 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

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

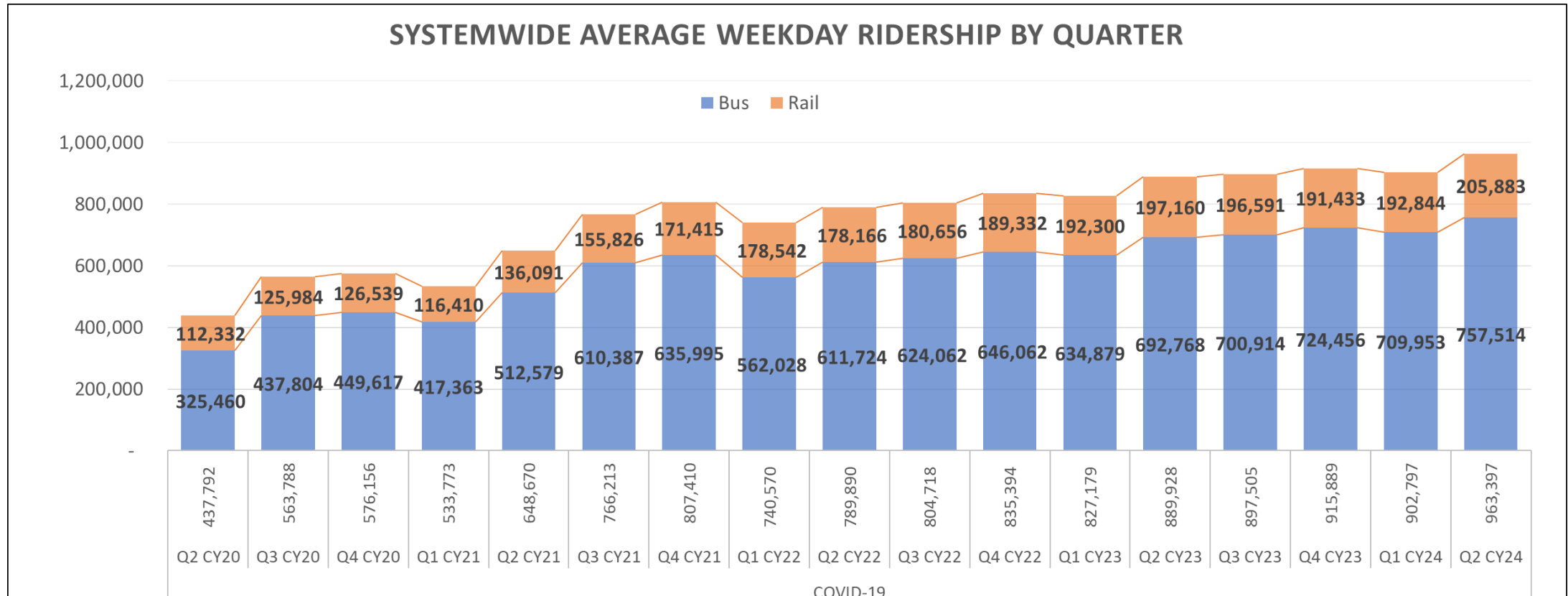
Stephanie N. Wiggins
Chief Executive Officer



COO Monthly Report

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

Ridership Update



June Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	939,615	1,144,856	82.1%
• SA:	690,196	729,611	94.6%
• SU:	587,639	578,663	101.6%

June Total Ridership Percentage

Change of 2024 over 2023:

- Bus: 4.6%
- Rail: 4.0%

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 78.9% in June 2024 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 68.6% from FY19 to FY23 (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.

June 2024 Top Five

Highest Service Cancellations by Line

Division	Line	Name	Jun-24	Jun-23	% of Line Miles in EFC
1	18	Whittier Bl/ W. 6 th St	7.7%	1.5%	83%
5, 18	207	Western Av	7.2%	2.7%	89%
1	53	Central Av	6.0%	1.2%	82%
5	108	Slauson Av	5.4%	2.0%	55%
3, 5	206	Normandie Av	5.3%	1.0%	99%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 7/15/23	1.0%	1.2%	2.7%
Week Ending 7/13/24	2.8%	1.6%	5.8%
Week Ending 7/6/24	1.0%	0.9%	2.0%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
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 Barrier Update

- **Design/Engineering**
 - New Flyer 40' buses (900 buses) – 100% complete
 - El Dorado, NABI, BYD, and 60' buses - in process
- **Procurement of Glass Kits**
 - Scheduled delivery of 500 glass kits by end of July
 - Delivery of 1,200 glass kits expected by the end of summer
 - Delivery of glass kits for entire fleet by end of October
- **Project Preparation Activities**
 - CMF producing bracketry, sheet metal and misc. hardware to complete barrier retro-fit kits
 - Technical training bulletin developed
 - In-person training for mechanics completed in early June
 - Installation at all divisions began in late June
- **Installation**
 - Fully enclosed/extended barriers installed - 183 as of 7/16/24
 - Installation of 300 fully enclosed/extended barriers in July
- **Deployment**
 - Priority lines for deployment - 207, 2, 81, 111, 115, 117
 - Identified by SSLE using 12-month historical assault data



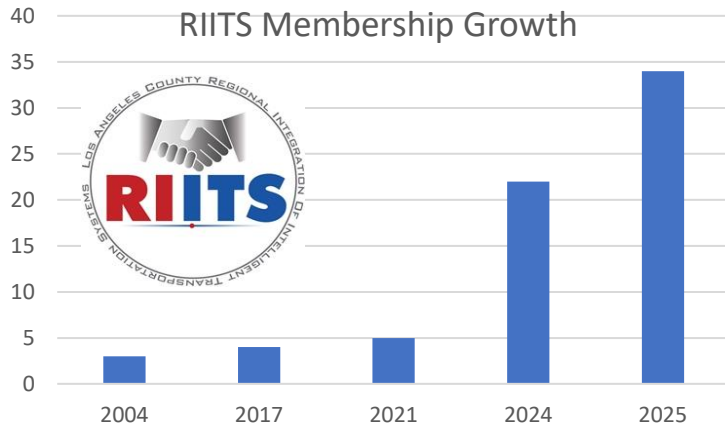
G-Line Updates and Status

- **Charger Status**
 - **Current Status**
 - 4 opportunity chargers operational.
 - 3 chargers offline. Troubleshooting ongoing.
 - 1 charger decommissioned. Awaiting replacement.
 - **Current Mitigation Strategy**
 - Change Order Request (COR) to replace NoHo 1 submitted to New Flyer.
 - COR to replace all chargers to be submitted.
 - COR to purchase replacement and spare parts to be submitted.
 - Activation of Siemens diagnostic tool for further in-depth investigation underway.
 - Additional 3rd party O&M support under evaluation.
- **Service Mitigation Strategies**
 - (8) 40' CNG buses being used as part of the 24 buses assigned between NoHo and Chatsworth, due to limited charger availability.
 - (5) 60' BYD BEBs will be deployed to support following familiarization training.



Regional Integration of Intelligent Transportation Systems (RIITS)

A partnership established in 2004 by Metro, Caltrans and LADOT to promote the sharing of transportation data, support collaboration, and promote interoperability in LA County



The value of RIITS is not the technology, but its partnerships

- 2017-2021 – LA SAFE, Santa Clarita
- 2024 – Compton, El Monte, Hawthorne, Huntington Park, Monterey Park, Pasadena, Rosemead, South El Monte, LA County, Commerce, Cudahy, Glendale, Inglewood, Maywood, Pico Rivera, South Gate, Vernon
- 2025 – Alhambra, Bell, Bell Gardens, Lynwood, South Pasadena, West Hollywood, Long Beach, Paramount, El Segundo, Gardena, Lawndale, Manhattan Beach

How is the RIITS Partnership being leveraged:

1. RIITS supports Metro's Measure Up! Program which was heavily leveraged to provide traffic analysis during the I-10 freeway closure in 2023.
2. RIITS is connecting local traffic control systems throughout Los Angeles to ensure traffic operations can be coordinated beyond jurisdictional boundaries, especially to address non-recurring and special event congestion.
3. RIITS partnership agencies are collectively engaged in the largest upgrade of transit signal priority technology in the country to support speed improvements on Metro's Tier 1 bus network.