



**Board Report**

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 19, 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.

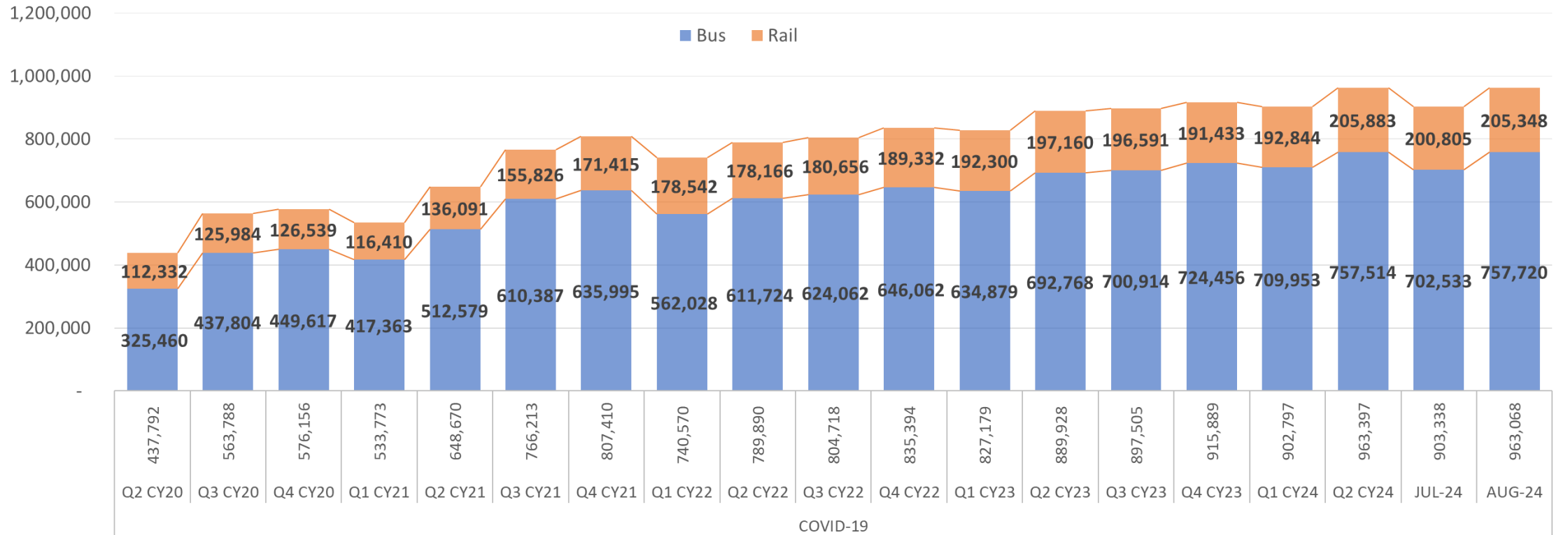


# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
September 19, 2024

# Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



### August Total Ridership Percentage Change of 2024 over 2023:

- Bus: 8.2%
- Rail: 2.5%

### August Ridership Percentage of Pre-Pandemic:

Systemwide:

2024	2019	%Pre-Covid
• DX: 963,068	1,169,680	82%
• SA: 700,482	755,167	93%
• SU: 594,135	605,214	98%

### Average Weekday Rail Ridership By Line - August 2024

Line	Aug-24	% Recovery	Aug-23	% Recovery	Aug-19
A	67,789	N/A	57,900	N/A	61,965
E	48,213	N/A	43,121	N/A	56,147
L	N/A	N/A	N/A	N/A	43,027
A, E, L	116,002	72.0%	101,021	62.7%	161,139
B/D	65,690	51.5%	74,157	58.1%	127,642
C	20,608	70.3%	19,525	66.6%	29,295
K	3,248	N/A	3,109	N/A	N/A

### 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 79.1% in August 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. Full operator staff was achieved in August 2023 resulting in very low cancellations.
- Cancellation rates have increased slightly in 2024 as increased bus and rail service have needed more operators while attrition and absenteeism have continued. Recruitment has been increased to restore full operator staffing and reduce cancellations.
- South LA – Resources are being allocated across all lines to more evenly distribute cancellations. Divisions 5 and 18 are also receiving additional operators and new operator class sizes have been increased.

## August 2024 Top Five

### Highest Service Cancellations by Line

Division	Line	Name	Aug-24	Aug-23	% of Line Miles in EFC
5, 18	204	Vermont Av Local	6.9%	1.5%	98%
5	108	Slauson Av	6.1%	1.4%	55%
18	111	Florence Av	6.0%	1.8%	69%
3, 5	206	Normandie Av	5.7%	1.3%	99%
5	212	La Brea Av	5.5%	0.2%	54%

% Cancelled Service	Weekday	Saturday	Sunday
<b>Pre- Dec 2022 Service Change 4 week Average</b>	3.2%	3.9%	7.4%
<b>One Year Ago WE 9/16/23</b>	0.8%	0.3%	1.5%
<b>Week Ending 9/14/24</b>	1.2%	1.4%	7.9%
<b>Week Ending 9/7/24</b>	1.7%	2.6%	0.6%
<b>August 2024</b>	2.1%	1.7%	4.7%
<b>July 2024</b>	1.9%	1.9%	5.5%
<b>June 2024</b>	1.7%	2.5%	5.4%
<b>May 2024</b>	1.8%	1.8%	4.7%
<b>April 2024</b>	1.0%	1.0%	3.2%
<b>March 2024</b>	1.1%	0.9%	2.5%
<b>February 2024</b>	1.2%	0.7%	2.7%
<b>January 2024</b>	1.0%	0.8%	1.7%
<b>December 2023</b>	1.3%	1.0%	2.5%
<b>November 2023</b>	0.8%	0.9%	1.5%
<b>October 2023</b>	0.7%	0.8%	2.4%
<b>September 2023</b>	0.6%	0.5%	1.6%
<b>August 2023</b>	0.7%	0.9%	2.5%
<b>July 2023</b>	0.7%	0.7%	2.4%
<b>June 2023</b>	0.9%	1.0%	2.9%
<b>May 2023</b>	1.4%	1.9%	5.0%
<b>April 2023</b>	1.9%	1.9%	5.8%
<b>March 2023</b>	2.0%	1.3%	4.5%
<b>February 2023</b>	3.2%	3.1%	5.0%
<b>January 2023</b>	3.8%	3.2%	6.7%
<b>December 2022 (from 12/11 service change)</b>	4.2%	3.4%	11.4%

# Bus Barrier Update

- Installation
  - Enclosed/extended barriers installed - 754 as of 09/16/24 (39.4% of fleet)
- Design/Engineering
  - New Flyer and El Dorado buses (over 1,500 buses) completed
  - NABI and BYD buses - in process
- Procurement of Glass Kits
  - Delivery of 803 glass kits as of 8/20/24
  - Delivery of 1,200 glass kits expected by the end of September
  - Delivery of glass kits for entire fleet by November
- Project Preparation Activities
  - Bracket kits assembled at Central Maintenance
  - Component specifications and technical bulletins developed
  - Mechanics provided training on installation
  - Quality assurance checks to ensure quality installations
- Deployment
  - Priority lines for deployment - 207, 2, 81, 111, 115, 117
    - Identified by SSLE using 12-month historical assault data
    - Owl lines that run late into the evenings



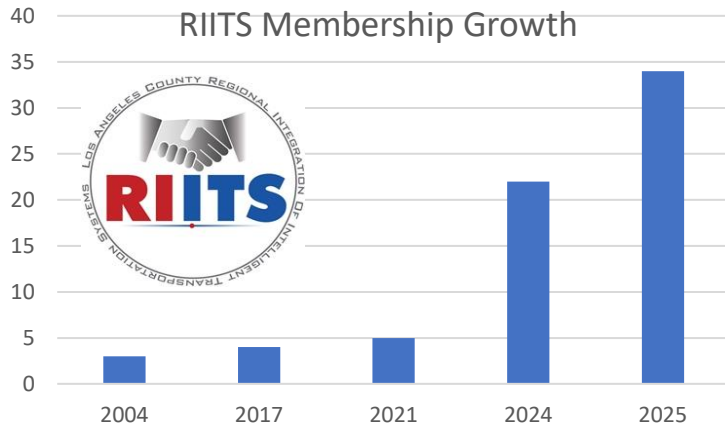
# G-Line Updates and Status

- Service Status
  - G-Line at 100% ZEB since start of August 2024.
  - Vendor successfully repaired 2 of 3 downed chargers in July 2024; 6 of 7 now operational.
  - Vendor continues troubleshooting 7th charger North Hollywood #1 (NH1)
  - 1 (8th) charger decommissioned
- Failure Mitigation & Replacement Strategy
  - Proposals to replace damaged (1) and obsolete (7) chargers have been received and are under staff review.
  - Evaluating options for 3rd party Operations & Maintenance support with enhanced performance requirements
  - Procured Siemens diagnostic tool for monitoring and further in-depth investigation.



# 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:

- RIITS supports Metro's Measure Up! Program which was heavily leveraged to provide traffic analysis during the I-10 freeway closure in 2023.
- 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.
- 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.