



Board Report

File #: 2024-0824, **File Type:** Informational Report

Agenda Number: 40.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 24, 2024**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

ISSUE

This report will give an update on Metro's monthly ridership and cancellation results as compared to Pre-Pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

Operations collaborates with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service.

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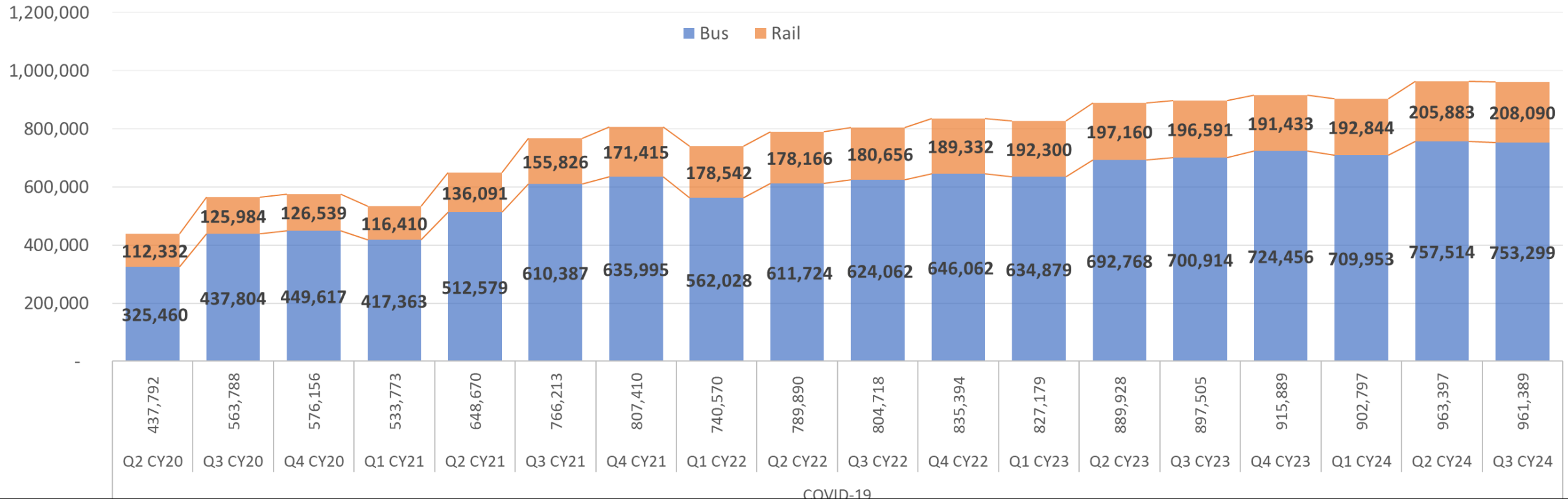


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
October 24, 2024

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



September Total Ridership Percentage Change of 2024 over 2023:

- Bus: 6.9%
- Rail: 9.9%

September Ridership Percentage of Pre-Pandemic:

Systemwide:

| | 2024 | 2019 | %Pre-Covid |
|-------|-----------|-----------|------------|
| • DX: | 1,023,399 | 1,224,521 | 83.6% |
| • SA: | 699,960 | 738,673 | 94.8% |
| • SU: | 584,450 | 590,723 | 98.9% |

Average Weekday Rail Ridership By Line - September 2024

| Line | Sep-24 | % Recovery | Sep-23 | % Recovery | Sep-19 |
|---------|---------|------------|---------|------------|---------|
| A | 70,902 | N/A | 59,614 | N/A | 61,356 |
| E | 52,093 | N/A | 43,837 | N/A | 54,030 |
| L | N/A | N/A | N/A | N/A | 42,108 |
| A, E, L | 122,995 | 78.1% | 103,451 | 65.7% | 157,494 |
| B/D | 70,745 | 54.0% | 69,653 | 53.2% | 131,033 |
| C | 22,067 | 73.0% | 19,959 | 66.0% | 30,239 |
| K | 3,313 | N/A | 3,045 | 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 78.6% in September 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% from FY19 to FY24 (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.

September 2024 Top Ten Highest Service Cancellations by Line

| Division | Line | Name | Sep-24 | Sep-23 | % of Line Miles in EFC |
|----------|------|------------------------------|--------|--------|------------------------|
| 9 | 70 | Garvey Av/Cesar E. Chavez Av | 5.6% | 0.3% | 75% |
| 5 | 108 | Slauson Av | 5.3% | 1.0% | 55% |
| 5, 18 | 207 | Western Av | 5.1% | 1.9% | 89% |
| 5, 18 | 204 | Vermont Av | 4.7% | 1.4% | 98% |
| 9 | 76 | Valley Bl | 4.5% | 0.3% | 65% |
| 5 | 212 | La Brea Av | 3.7% | 0.4% | 54% |
| 2 | 55 | Compton Av | 3.5% | 0.8% | 83% |
| 3 | 81 | Figueroa St | 3.5% | 0.3% | 66% |
| 2 | 51 | Avalon Bl/W. 7th St | 3.3% | 0.5% | 75% |
| 3, 5 | 206 | Normandie Av | 3.2% | 0.5% | 99% |

| % Cancelled Service | Weekday | Saturday | Sunday |
|--|---------|----------|--------|
| Pre- Dec 2022 Service Change 4 week Average | 3.2% | 3.9% | 7.4% |
| One Year Ago WE 10/21/23 | 0.9% | 1.3% | 3.9% |
| Week Ending 10/19/24 | 1.3% | 2.3% | 6.0% |
| Week Ending 10/12/24 | 0.8% | 1.6% | 2.2% |
| Week Ending 10/5/24 | 1.6% | 1.7% | 3.0% |
| September 2024 | 1.6% | 1.8% | 4.1% |
| August 2024 | 2.1% | 1.7% | 4.7% |
| July 2024 | 1.9% | 1.9% | 5.5% |
| 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

- Installation
 - Enclosed/extended barriers installed - 1,266 as of 10/23/24 (66.1% of fleet)
- Design/Engineering
 - New Flyer, El Dorado, and NABI buses (over 1,900 buses) completed
 - BYD buses - in process
- Procurement of Glass Kits
 - Delivery of 1,666 glass kits as of 10/15/24
 - Delivery of glass kits for entire fleet by end of November
- Project Preparation Activities
 - Bracket kits manufactured at Metro Central Maintenance along with some outsourcing of brackets to accelerate installation
 - Component specifications and technical bulletins developed
 - Mechanics provided training on installation
 - Quality assurance checks to ensure quality installations
- Deployment
 - Priority deployment on high assault lines and evening owl assignments
 - High assault lines – 2, 4, 81, 111, 115, 117, 207, 720, 754, and 910
 - Transitioning to all lines with conversion of nearly 70% of fleet



Enterprise Asset Management System (EAMS) Update

- The Enterprise Asset Management system (EAMS) was acquired to replace M3, a critical system with over 3,200 daily users across Metro for Work Management, Maintenance and Repair of Assets, Material Management, Incident Tracking, and Timekeeping for operational employees.
- At the end of September, the project achieved a milestone with 800 users from Rail Fleet Services and Vendor Contract Management transitioning from M3 to EAMS. An estimated 80% of the EAM system has been configured and integrated successfully.
- In 6 months, Bus Maintenance will go-live with EAMS. In the following year, Facilities Maintenance and Wayside Maintenance will transition to the new system.
- EAMS will enable Metro to manage all assets including revenue vehicles, equipment (ex: lifts, trucks, generators, and ticket vending machines), facilities (ex: buildings, building systems such as HVAC and plumbing, roofs, and parking lots) and infrastructure (ex: guideways, trackwork, train control, communication and technology systems).



EAMS Benefits:

- Improved business processes
- Asset forecasting with long-term and short-term capital planning
- Improved asset visibility
- Maintenance planning tools
- Shift towards predictive maintenance
- Extend life cycle of Metro assets
- Reduce operational costs



Bus Roadeo

10/05/2024
1000+ Participants

- Face Painting
- Photo Ops
- BBQ Cookout
- Car Show
- Board Games
- Food
- Fun!!



Bus Rodeo Winners:

Bus Competition:

- 1st: Herman Gavia (Div 3)
- 2nd: Juan Navarro (Div 3)
- 3rd: Nelson Zapata (Div 13)



Mechanic Competition:

- 1st: Division 13
Alain Gomez
Octavio Ortega Ramirez
Edward Hinojosa



- 2nd: Division 18
Chun Yin Lau
Aaron Prado
Andy Sanchez

- 3rd: Division 8
Johnny Aboyte
Joseph Acuna
Juan Lara Martinez

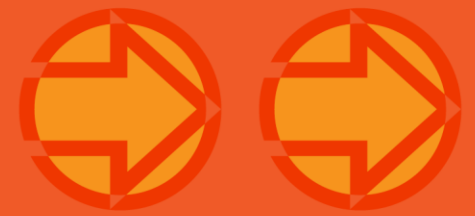


Service Attendants:

- 1st: Rachel Herzog (Div 15)
- 2nd: Leo Camacho (Div 9)
- 3rd: Nicholas Hernandez (Div 3)

Submitting a S.T.A.R.

- Have you encountered a standout Metro staff member who made your commute smoother or delivered exceptional customer service?
 - To submit a S.T.A.R. award, access:
 1. www.metro.net/star
 2. Or, scan the attached QR code
 3. Or, go to www.Metro.net :
 - a) Click on “About”
 - b) “Connect With Metro”
 - c) “STAR Special Thanks and Recognition Form ”



metro.net/star

Give a big shout-out to a Metro S.T.A.R.!

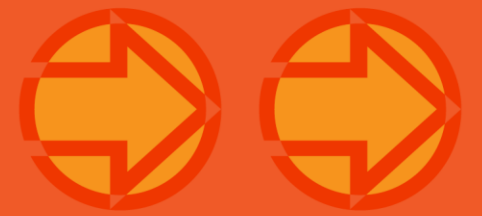
Share with us the story of someone who made your Metro experience amazing and give them Special Thanks And Recognition (S.T.A.R.).



Scan here to let us know.



Sending a Metro S.T.A.R. - Nomination Selections



Helpful - Navigating the Metro system was made easier with the assistance of the Metro Employee

Going the Extra Mile - The Metro Employee went above and beyond, providing exemplary service.



Positive Attitude - The Metro Employee stood out with their cheerful and pleasant attitude.

Courteous - The Metro Employee left a delightfully positive impression, making my journey an enjoyable one.

Informative - The Metro Employee's knowledge made understanding how to navigate Metro's system easy.