



Board Report

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Agenda Number: 40.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 17, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

VEHICLE MILES TRAVELED OUTCOME

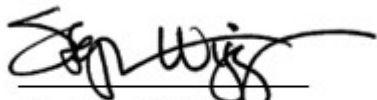
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin, (213) 922-7676

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

Stephanie Wiggins
Chief Executive Officer

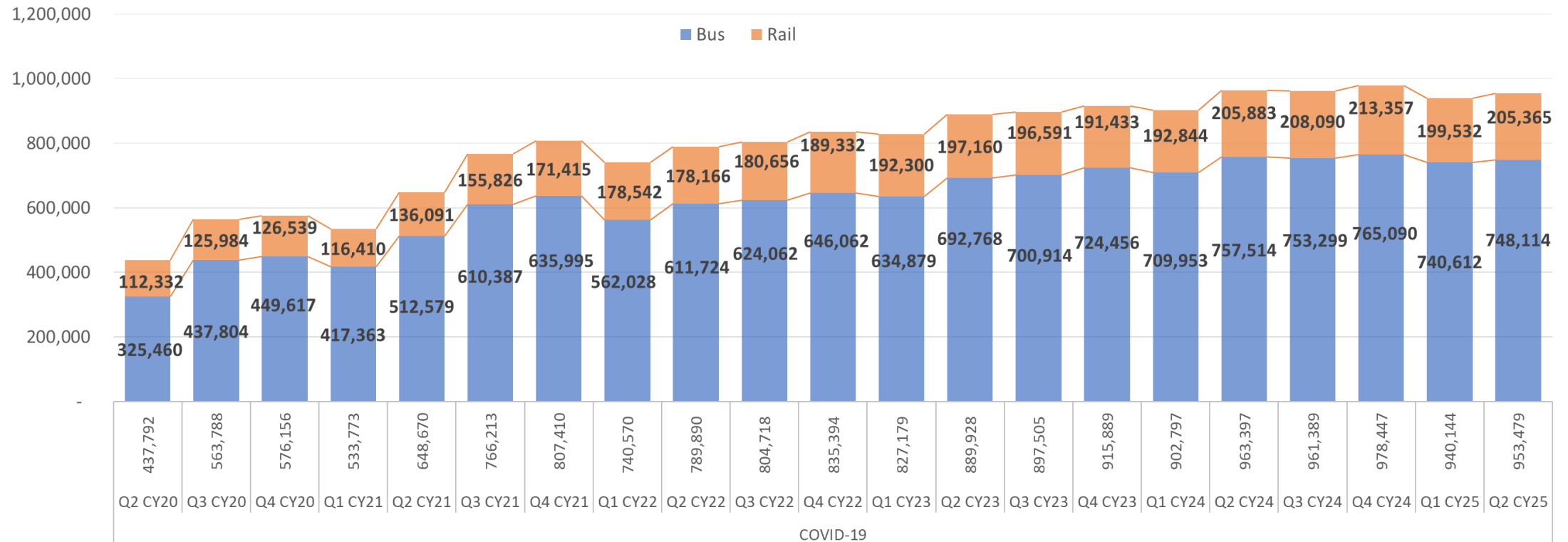


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
July 17, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



June Total Ridership Percentage Change 2025 over 2024:

- Bus: 1.2% Rail: 0.4%
- Monitoring ridership for impacts from workers returning to full time office attendance.

June Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

	2025	2019	%Pre-Covid
• DX:	1,003,486	1,209,399	83%
• SA:	688,186	746,592	92%
• SU:	587,881	568,549	103%

Average Weekday Rail Ridership By Line - June 2025

Line	Jun-25	% Recovery	Jun-24	% Recovery	Jun-19
A/E/L	110,181	63.9%	113,663	65.9%	172,427
B/D	57,471	42.8%	66,618	49.6%	134,329
C/K	23,141	85.1%	24,648	90.7%	27,190

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using June 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022. Century/Aviation Station opened in Oct 24 and TMC opened in June.

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 79.0% in June 2025 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 69% in 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 and was again achieved since January 2025.
- Cancellation rates overall have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

June 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	June-25	June-24	% of Line Miles in EFC
2	55	Compton Av	1.6%	2.7%	83%
8	240	Ventura Bl Reseda Bl	1.5%	1.1%	8%
8	150	Ventura Bl Topanga Canyon Bl	1.5%	0.8%	6%
18	117	Century Bl	1.5%	3.3%	56%
15	233	Van Nuys Bl Local	1.5%	3.1%	33%
7	14-37	Beverly Bl/W. Adams Bl	1.5%	1.2%	63%
2	105	Vernon Av/La Cienega Bl	1.5%	2.5%	57%
2	60	Long Beach Bl	1.4%	3.2%	61%
1, 7	20	Wilshire Bl Local	1.4%	4.2%	29%
8	901	G Line BRT	1.4%	0.9%	31%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 7/13/24	2.80%	1.60%	5.80%
Week Ending 7/12/25	0.50%	0.50%	0.90%
Week Ending 7/5/25	0.10%	0.20%	0.30%
Week Ending 6/28/26	0.60%	0.50%	2.10%
Week Ending 6/21/25	0.20%	0.70%	2.50%
Week Ending 6/14/25	1.00%	1.00%	1.40%
Week Ending 6/7/25	0.60%	0.50%	1.80%
Week Ending 5/31/25	0.50%	1.30%	0.40%
May 2025	0.60%	0.90%	1.20%
April 2025	0.60%	0.80%	1.50%
March 2025	0.50%	0.60%	1.80%
February 2025	0.90%	0.80%	1.40%
January 2025	0.70%	0.40%	1.00%
December 2024	0.90%	1.00%	2.40%
November 2024	1.30%	1.00%	1.50%
October 2024	1.50%	1.70%	4.40%
September 2024	1.60%	1.80%	4.10%
August 2024	2.10%	1.70%	4.70%
July 2024	1.90%	1.90%	5.50%
June 2024	1.70%	2.50%	5.40%
May 2024	1.80%	1.80%	4.70%
April 2024	1.00%	1.00%	3.20%
March 2024	1.10%	0.90%	2.50%
February 2024	1.20%	0.70%	2.70%
January 2024	1.00%	0.80%	1.70%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%

Copper Theft

A Growing Problem

- Incidents of copper theft have more than doubled since 2021
- Rise in theft follows rise in copper value over the past 5 years

Impacts

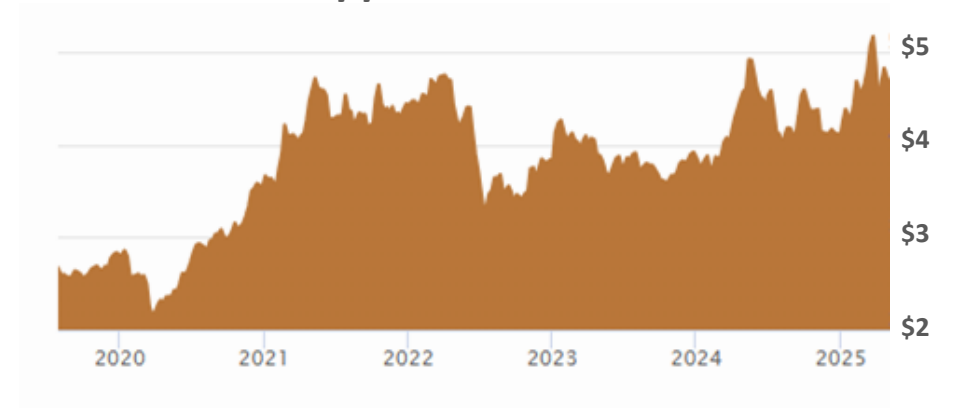
- Customer experience
 - Train service interruptions and delays
 - Loss of station lighting, TAP, and customer information
- Employees
 - Vandalism strains Maintenance of Way staff to perform numerous damage repairs

Repair Costs, 2024-2025 (YTD)

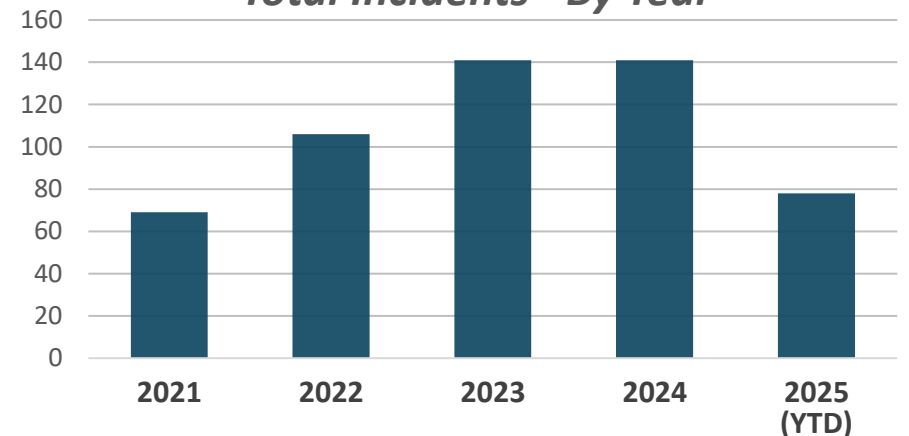
- Wayside: \$1,438,450
- Stations/TAP: \$14,000
- ExpressLanes: \$139,780

TOTAL: \$1,592,230

Copper Price/Pound



Total Incidents - By Year



Copper Theft

Affected Area	Possible Issues	Service/Operations Impacts	Recovery Time
Maintenance of Way	• Traction power and train control • Track damage • Gates at grade crossings can activate	• Inability to move or route trains • Tracks become deenergized • Crossing gates remain in the down position blocking vehicular traffic	Hours to weeks
Rail Operations	• Trains in manual operation bypassing ATP • Red signals, which result in trains stopping operators to stop and request permission to proceed • Single tracking at 5 MPH, typically	• Single track operations or bus bridge if one or both tracks are damaged • Multiple supervisors dispatched to monitor train movement • Turning back trains	Hours to days
Stations/ TAP	• Loss of power at affected stations and platforms	• Ticket Vending Machines (TVM), faregates, and Stand-Alone Validators (SAV) unavailable to collect fares • Public Address, monitors and telephones unavailable • Lighting outages	Hours to days
ExpressLanes	• Toll collection sites out of service • Pricing signs out of service	• Loss or late delivery of toll transaction data and license plate photos • Loss of dynamic pricing and ability to manage congestion.	Days to weeks

Copper Theft

California Codes and Criminal Statutes Applicable to the Theft of Copper Material

PENAL CODE §487 (GRAND THEFT)

- Petty theft offence – if stolen property is less than \$950
 - Misdemeanor - county jail for up to 6 months, or fine up to \$1,000
 - Prosecutors may charge repeat theft offenders with a felony instead of a misdemeanor

PENAL CODE §487j (GRAND THEFT of COPPER MATERIALS EXCEEDING \$950)

- A person who steals copper materials exceeding \$950 is guilty of grand theft
- Wobbler offense – can be charged as a felony or a misdemeanor
 - Misdemeanor grand theft - imprisonment in county jail for up to one year or fine up to \$2,500
 - Felony grand theft - imprisonment in state prison for up to 3 years and/or fine up to \$10,000.

PENAL CODE §591 (CUTTING/DISCONNECTING UTILITY LINES)

- A person who removes, disconnects, cuts, or obstructs an electrical line is guilty of damaging an electrical line.
- Wobbler offence
 - Misdemeanor – county jail up to 1 year, or fine up to \$1,000
 - Felony - imprisonment in state prison or county jail for up to 3 years and/or fine up to \$10,000.

PENAL CODE §594 (VANDALISM)

- A person who steals copper wire and damages public utility infrastructure may be charged with vandalism.
- Misdemeanor vandalism – if damage is less than \$400
 - County jail for up to one year and/or fine up to \$1,000 for a first offence. Fine up to \$5,000 with prior vandalism conviction(s)
- Felony vandalism – if amount damaged is over \$400
 - Imprisonment in state prison for up to 3 years and/or fine up to \$10,000
- Wobbler offense if amount damaged is over \$400

Copper Theft

California Codes and Statutes Applicable to Receipt/Purchase of Copper Material

PENAL CODE §496a (RECYCLERS RECEIVING METALS USED IN TRANSPORTATION)

- A recycler who buys or receives any wire, cable or copper, that the dealer knows or reasonably should know is ordinarily used by or ordinarily belongs to a railroad or other transportation company or a public utility company, without using due diligence to ascertain that the person selling or delivering it has a legal right to do so is guilty of criminally receiving that property
- Wobbler offence (felony or misdemeanor) – typically considered a felony if value exceeds \$950
 - Misdemeanor - imprisonment in county jail for up to one year or fine up to \$1,000
 - Felony - imprisonment in state prison for up to 3 years and fine up to \$10,000.
- Failure to make and keep proper written records of transactions is a misdemeanor
 - Misdemeanor - county jail for up to 1 year or up to \$1,000 fine

The Penal and Business and Professions Code (BPC) outline junk dealer/recyclers' record-keeping obligations:

- Obtain evidence of the seller's identity: full name, signature, address, driver's license number, and any vehicle license numbers
- Include a description of the material purchased in the record of the transaction
- Daily Reporting to Law Enforcement
 - Every recycler shall report this information to the chief of police or to the sheriff daily or no later than the next business day
- Inspections of Premises
 - Every recycler shall allow periodic inspection, during normal business hours, of any premises maintained and any junk thereon by a person appointed by the local sheriff or head of the police department to ensure compliance with the recordkeeping requirements
 - They must also produce for inspection their records of sales and purchases, and all property purchased in those transactions that are in their possession

Copper Theft

Pending Legislation

- CA Assembly Bill 476: amendments to CA Penal Code and BPC
 - Adds copper wiring and other materials to the list of restricted items under BPC 21609.1
 - Adds copper materials (conductors, wiring, and cabling) to the scope of Penal Code §496(e) and increases the separate fine assessed under this statute to \$5,000
 - Adds additional restrictions and documentation obligations to recyclers, including recording descriptions of tendered materials type, weight, and identifying marks
 - Proposes a new section be added to the Penal Code targeting organized metal theft

Law Enforcement Activity

- LAPD has added Metro to the Regional Heavy Metal Task Force and has collaborated on drone operations
 - 5 total arrests made for 2025 YTD

AG Rob Bonta promises to crack down on copper wire thefts plaguing CA

By Tim Johns
Thursday, June 5, 2025

SAN FRANCISCO (KGO) -- California Attorney General Rob Bonta highlighted his office's efforts to crack down on copper wire theft at a news conference Thursday.

Bonta says his team is focused on assisting local jurisdictions around the state.

The AG also issued a new bulletin for law enforcement agencies summarizing existing California laws regarding copper theft and recyclers' obligations to report any copper transactions.

Copper theft has risen across California, including right here in the Bay Area.



FIFA Club World Cup Transit Service

- 6 matches at Rose Bowl Pasadena:
 - Sunday June 15, 12:00 pm, 72K crowd attended
 - Tuesday June 17, 6:00 pm, 30K crowd
 - Thursday June 19, 6:00 pm, 41K crowd
 - Saturday June 21, 6:00 pm, 49K crowd
 - Monday June 23, 12:00 pm, 19K crowd
 - Wednesday June 25, 6:00 pm, 12K crowd
 - Increased Metro A Line rail every 6-8 minutes
 - A Line carried between 600 to 1250 riders to the games
 - Parsons bus shuttle carried 2000 to 7500 riders each direction.

FIFA CLUB WORLD CUP 2025™ ROSE BOWL STADIUM 	GROUP STAGE	PARIS SAINT-GERMAIN	V	ATLÉTICO DE MADRID
	GROUP STAGE	CF MONTERREY	V	FC INTERNAZIONALE
	GROUP STAGE	PARIS SAINT-GERMAIN	V	BOTAFOGO
	GROUP STAGE	CA RIVER PLATE	V	CF MONTERREY
	GROUP STAGE	ATLÉTICO DE MADRID	V	BOTAFOGO
	GROUP STAGE	URAWA REDS	V	CF MONTERREY

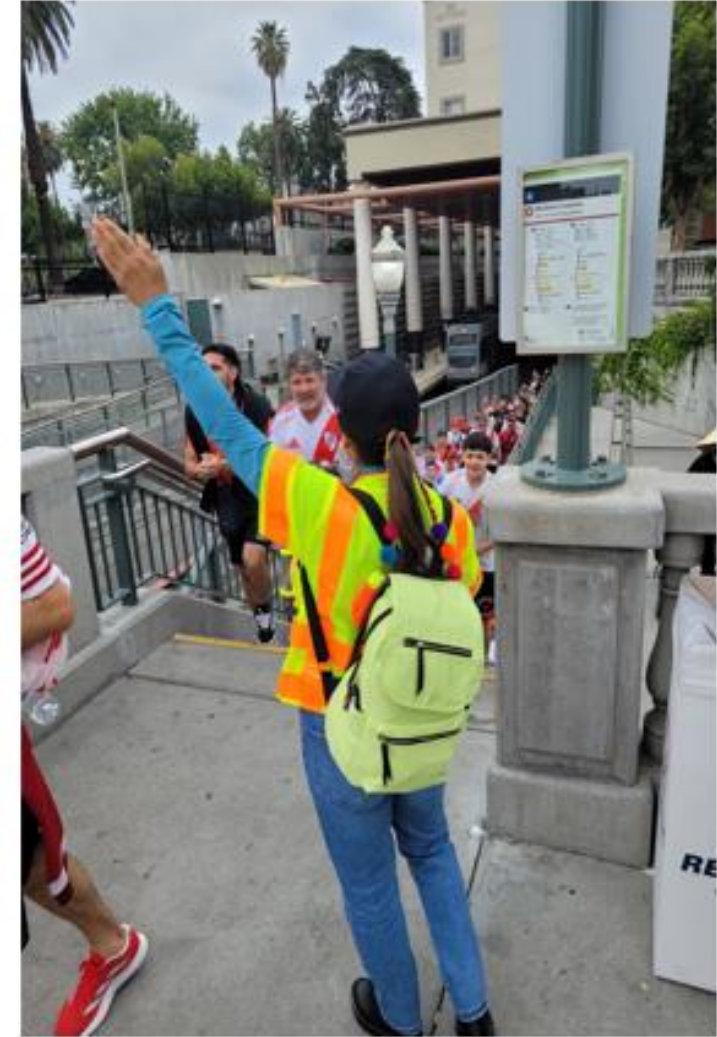
FIFA Club World Cup Operational Enhancements

- Street closure outside Memorial Park Station with Ambassadors, Volunteers, Blue Shirts, Safety and Security, and Supervisory Staff to assist riders
- Access Services provided shuttle for people with accessibility needs (up to 11 riders carried per game)
- Water station provided for all guests
- Additional lighting deployed to support evening crowd flow
- Union Station tunnel branded as a soccer field



Metro Volunteers Program Support

- 8–10 volunteers assigned to each game to support Ambassadors, Blue Shirts, and Supervisors at Memorial Park Station
- Mobile Operations Center team deployed for field-level operational coordination
- Staffed until full crowd ingress and egress completed



Union Station United

- Special branding and wayfinding for Union Station tunnel for Club World Cup

