



Board Report

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Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 16, 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.

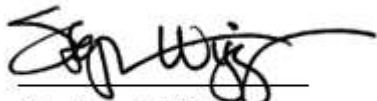
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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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

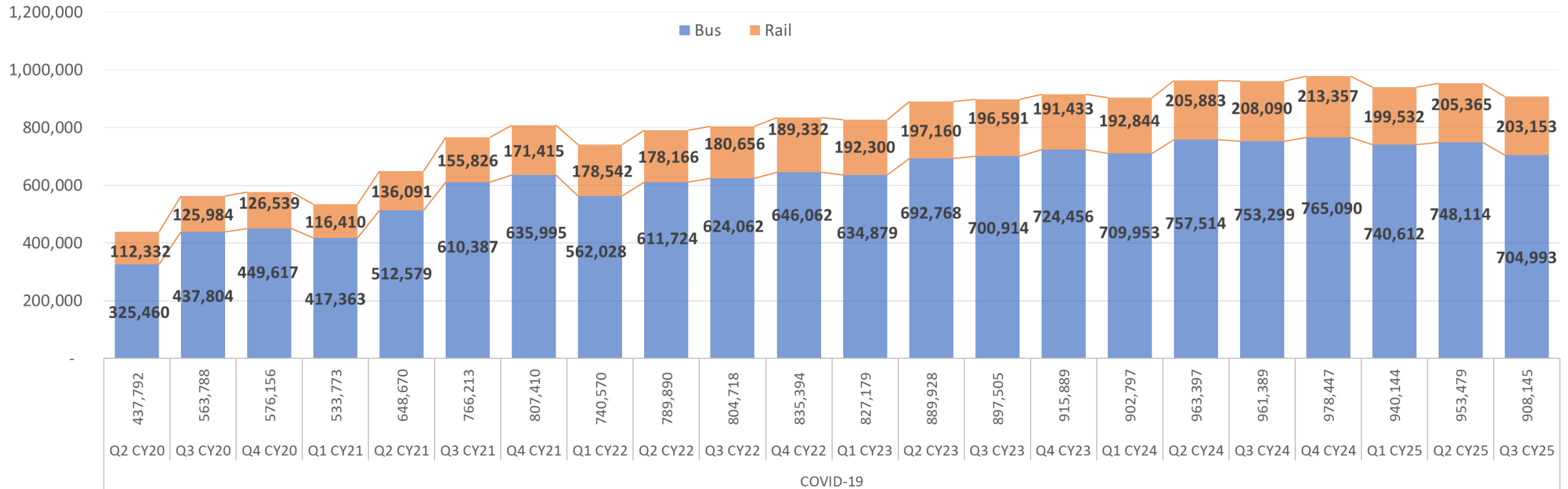


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
October 16, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



September Total Ridership Percentage Change 2025 over 2024:

- Bus: -2.9% Rail: +1.7%
- Monitoring ridership for impacts from workers returning to full time office attendance.

September Average Daily Ridership Percentage of Pre-Pandemic: Systemwide:

2025	2019	%Pre-Covid
• DX: 979,403	1,224,521	80%
• SA: 690,232	738,673	93%
• SU: 586,481	590,723	99%

Average Weekday Rail Ridership By Line - Sep 2025

Line	Sep-25	% Recovery	Sep-24	% Recovery	Sep-19
A/E/L	123,784	78.1%	122,995	77.6%	158,462
B/D	62,897	48.0%	70,745	54.0%	131,033
C/K	28,075	92.8%	25,380	83.9%	30,239

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

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 79.3% in September 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 76.1% in September 2025 (rail station data available month to month)

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.

September 2025 Top Ten Highest Service Cancellations by Line

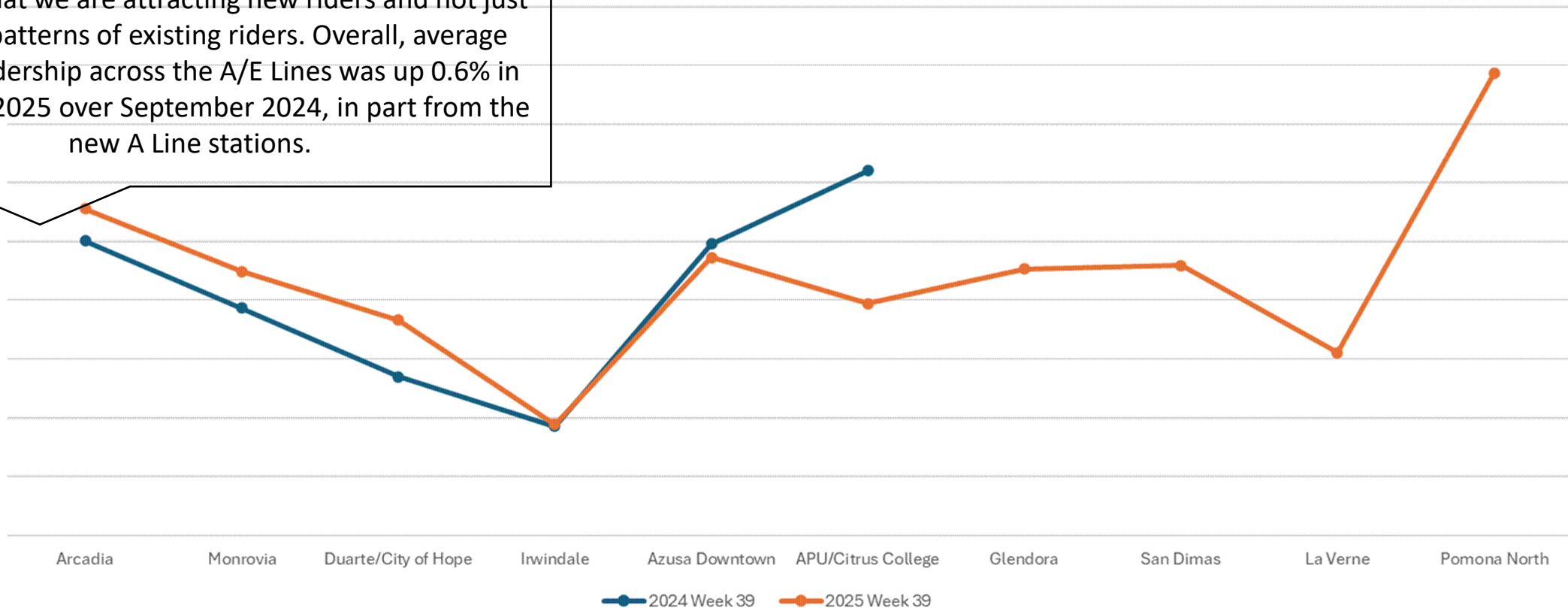
Division	Line	Name	Sep-25	Sep-24	% of Line Miles in EFC
2	51	Avalon BI/W. 7th St.	1.5%	3.3%	75%
5, 18	207	Western Av	1.4%	5.1%	89%
18	115	Manchester Av/Firestone BI	1.4%	2.7%	47%
13	720	Wilshire BI Rapid	1.4%	2.7%	33%
13	33	Venice BI	1.3%	2.5%	41%
5, 18	204	Vermont Av Local	1.3%	4.7%	98%
4	7, 13	Santa Monica BI	1.2%	2.1%	39%
18	40	Hawthorne BI/MLK BI	1.2%	2.1%	52%
2	60	Long Beach BI	1.1%	2.7%	61%
15	92	Glenoaks BI	1.1%	2.3%	36%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 10/12/24	0.80%	1.60%	2.20%
Week Ending 10/11/25	0.50%	0.40%	1.00%
Week Ending 10/4/25	0.90%	0.60%	2.20%
September 2025	0.40%	0.60%	1.50%
August 2025	0.60%	0.60%	0.90%
July 2025	0.40%	0.50%	0.80%
June 2025	0.60%	0.70%	1.70%
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%

A Line to Pomona Stations

Ridership remains strong at existing FH2A stations while additional ridership builds at new FH2B stations, indicating that we are attracting new riders and not just changing patterns of existing riders. Overall, average weekday ridership across the A/E Lines was up 0.6% in September 2025 over September 2024, in part from the new A Line stations.

Week 39 2024 vs 2025



Station	Daily Boardings
Glendora Station	444
San Dimas Station	420
La Verne / Fairplex Station	291
Pomona North Station	1,782
FH2B Total	2,937



Bus Rodeo
09/27/2025
750 Participants



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



Bus Rodeo Winners:

Bus Competition:

- 1st: Nelson Zapata (Div 13)
- 2nd: Daniel Alcala (Div 1)
- 3rd: Felipe Patlan-Gutierrez (Div 2)



Mechanic Competition:

1st: Division 13

Alain Gomez
Octavio Ortega Ramirez
Edward Hinojosa

2nd: Division 18

Chun Yin Lau
Aaron Prado
Jose Sanchez
Flor Amaya (Alternate)

3rd: Division 3

Arnold Del Toro
Reynaldo Alvarado
Ray Reyes Mateo



Service Attendants:

- 1st: Jacob Trafecanty (Div 8)
- 2nd: Domingo Marcos (Div 5)
- 3rd: Alec Sanchez (Div 9)



Dodger Stadium Express

Metro met with the Dodgers twice (Aug. 12 and Sept. 23)

- Discussions on Dodger Stadium Express (DSE) included:
 - Operational Costs
 - Sponsorship Revenue Sharing Options
 - The fan journey, operational improvements, and enhanced wayfinding in and around Dodger Stadium
- Conversations with the Dodgers are ongoing and Metro is developing a schedule for additional meetings.

Dodger Stadium Express (DSE) Operations:

- Dodgers took action in response to Metro request to relocate Dodger Stadium Rideshare Lot, removing a major bottleneck for DSE buses entering the stadium after games, reducing rider wait times.
- Discussions with LADOT indicate implementing a bus lane on Sunset Bl eastbound after games may delay buses overall from traffic impacts.
- 2025 season saw record ridership for Union Station DSE of 335,789 (up 26.9%). South Bay DSE also increased by 1.5%.
 - Union Station DSE saw 61% repeat riders and 39% new riders
 - DSE Union Station riders arrived Union Station by car (60%), Metro Rail & Bus (mostly A and B/D) (26%) and by Regional Rail (5%).

2025 Union Station DSE (Regular Season)

Ridership: 335,789

Increase from last year:
26.92%

Annual Ridership Record: 2025 (335,789 so far)

2025 South Bay DSE (Regular Season)

Ridership: 63,158

Increase from last year: 1.48%

Annual Ridership Record: 2019 (70,056)

Current DSE Operations Budget

Dodger Stadium Express costs are broken down by region and are directly impacted by Metro contractor, LADOT, and LAPD hourly rates.

	FY26	FY27	FY28
Operation Cost	\$1,522,334.94	\$1,557,267.39	\$1,559,047.93
Supervision Cost	\$59,850.00	\$59,850.00	\$59,850.00
Bus Lane Cost	\$167,200.00	\$167,200.00	\$167,200.00
LAPD Motor Officer Cost	\$131,100.00	\$144,210.00	\$158,631.00
DSE Union Station Cost	\$1,880,484.94	\$1,928,527.39	\$1,944,728.93
Operation Cost	\$824,726.66	\$856,643.34	\$892,127.74
Supervision Cost	\$39,900.00	\$39,900.00	\$39,900.00
DSE South Bay Cost	\$864,626.66	\$896,543.34	\$932,027.74
TOTAL DSE COSTS	\$2,745,111.60	\$2,825,070.73	\$2,876,756.66