



Board Report

File #: 2025-0885, **File Type:** Oral Report / Presentation

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 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. Specific to this month's report, it will also include a response to the Bus Pass-Ups Audit Board report presented at the October Operations Committee Meeting by the Office of Inspector General (OIG).

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.

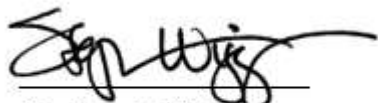
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction 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

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

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

Stephanie Wiggins
Chief Executive Officer

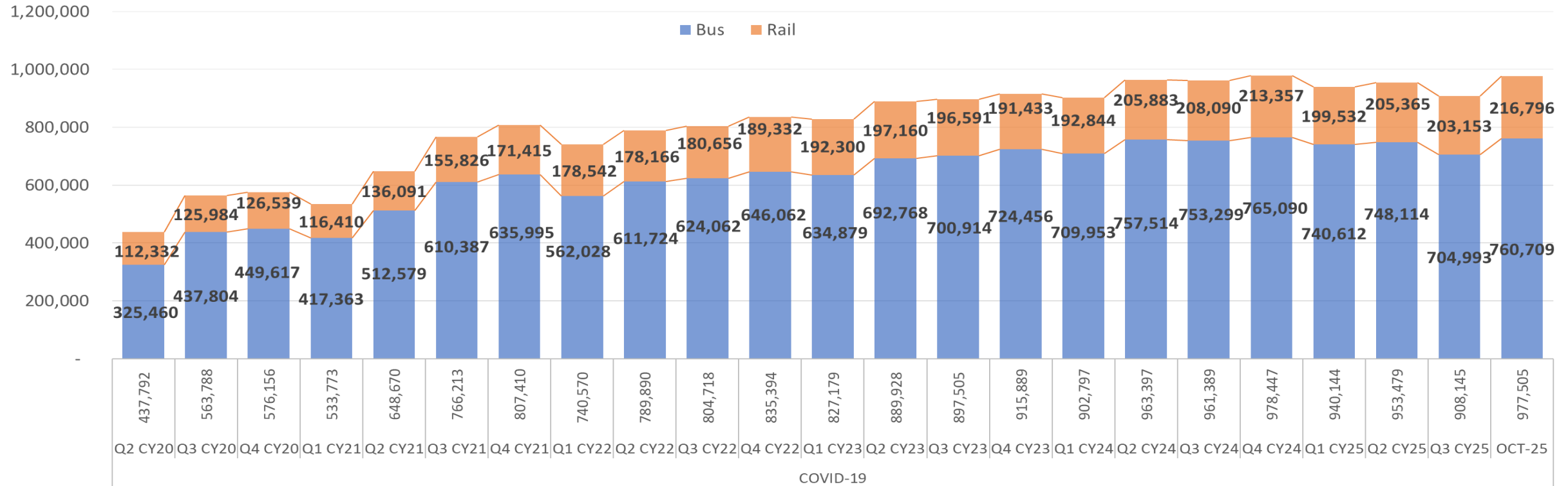


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
November 20, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



October Total Ridership Percentage Change 2025 over 2024:

- Bus: -5.0% Rail: +0.3%
- Monitoring ridership for impacts from workers returning to full time office attendance.

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

2025	2019	%Pre-Covid
• DX: 977,505	1,222,507	80%
• SA: 710,855	751,546	95%
• SU: 591,888	588,849	101%

Average Weekday Rail Ridership By Line - Oct 2025					
Line	Oct-25	% Recovery	Oct-24	% Recovery	Oct-19
A/E/L	125,192	78.9%	123,118	77.6%	158,755
B/D	63,504	48.2%	70,637	53.6%	131,696
C/K	28,100	92.9%	26,544	87.8%	30,236

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

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 79.2% in October 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 76.7% in October 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.

October 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Oct-25	Oct-24	% of Line Miles in EFC
15	90	Glendale BI/Foothill BI	2.5%	1.7%	32%
15	501	North Hollywood – Pasadena Exp	2.2%	1.8%	11%
13	720	Wilshire BI Rapid	2.1%	2.2%	33%
15	92	Glenoaks BI	2.1%	2.0%	36%
8, 15	166	Nordhoff St	2.0%	3.8%	26%
2	105	Vernon Av/La Cienega BI	1.9%	1.9%	57%
15	233	Van Nuys BI Local	1.8%	2.1%	33%
18	117	Century BI	1.8%	1.5%	56%
15	761	Van Nuys BI – Westside Rapid	1.8%	1.3%	28%
2	60	Long Beach BI	1.8%	3.4%	61%

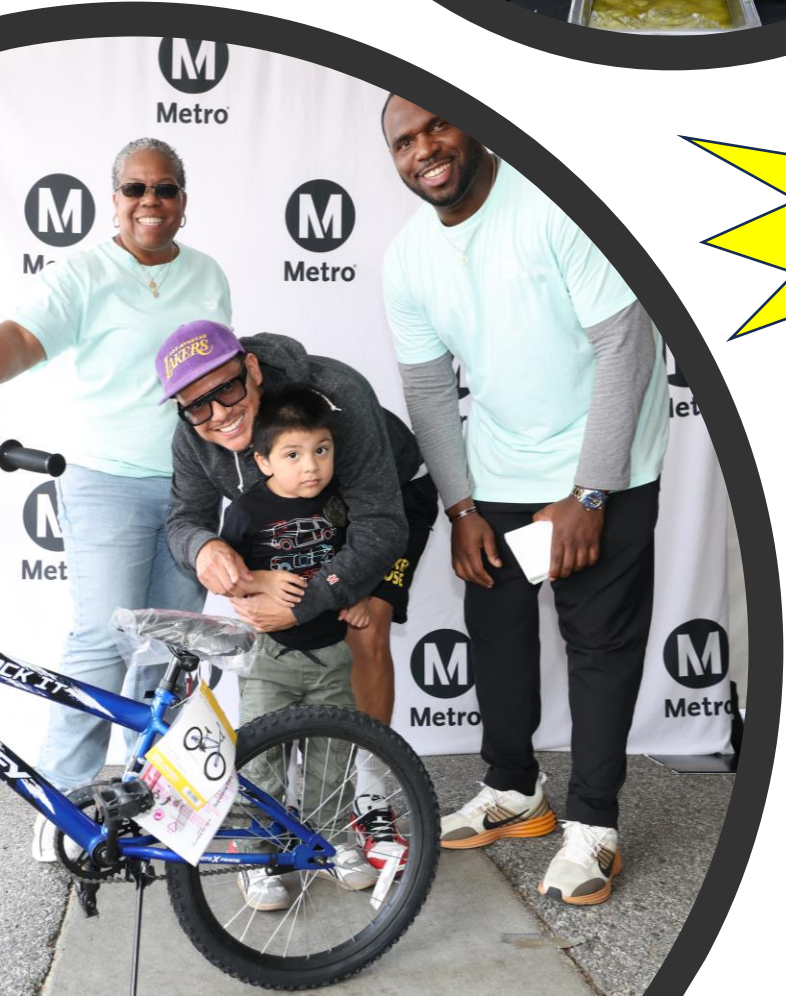
% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 11/16/24	0.70%	1.20%	0.80%
Week Ending 11/15/25	0.20%	0.00%	0.90%
Week Ending 11/8/25	0.70%	0.20%	1.90%
Week Ending 11/1/25	1.50%	1.50%	1.50%
Week Ending 10/25/25	0.30%	0.30%	1.20%
Week Ending 10/18/25	0.90%	1.70%	1.70%
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%
2023 (Full Year)	1.50%	1.40%	3.60%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%



520
Attendees!

Annual Rail Rodeo October 25, 2025

BBQ, face paint, trackless train, balloon
animals, games, prizes



Rail Rodeo Winners

Train Operators

- 1st Place – Miguel Valdivia, Div 16
- 2nd Place – Sylvia Granviel, Div 11
- 3rd Place – Angel Hernandez, Div 11

RFS Mechanics

- 1st Place – Parker Rounds, Div 24
- 2nd Place – Calvin Wong, Div 14
- 3rd Place – William Barbier, Div 14

Service Attendants

- 1st Place – Aaron Pelesasa, Div 11
- 2nd Place – Adachi Ellison, Div 11
- 3rd Place – Jaime Llamas, Div 20



Bus Pass-Ups: Recommendation Response

The audit report contains four major categories of recommendations, with sub recommendations under each category to address the findings and conclusions reached, and to help improve and enhance Metro’s overall operations and customer service.

Recommendation	Response
1. Policies and Procedures: Update and/or create additional policies/procedures to monitor pass-ups with consistent information.	Metro Operations has existing policies/procedures that monitor pass-ups, including reporting to BOC, checking ADA accessibility related equipment, addressing service animals, staff training, and regular upkeep of stops.
2. Performance Metrics to be tracked: Consider utilizing proposed metrics to identify causes of pass-ups and manage/reduce pass-ups.	Metro actively analyzes both quantitative data as well as qualitative feedback to fine-tune service levels. The team minimizes pass-ups by meeting passenger load standards, reducing cancellations, and enhancing on-time performance by adjusting trip frequency, start times, and run times.

Bus Pass-Ups: Recommendation Response cont.

Recommendation	Response
3. Training: Consider updating its training regimen for operators and supervisors on pass-ups with regular updates on training as needed.	The existing Metro Operations program exceeds Title VI/ADA requirements for training. Metro will continue to provide refresher trainings for staff at regular intervals and/or if incidents occur.
4. Physical Characteristics of Bus Stops: Adopt a procedure to review the physical characteristics of bus stops where pass-ups occur due to passenger visibility or the passenger not being at the stop.	Stops and Zones actively gathers input from operators, supervisors, and customers about the condition of bus stops. While the responsibility for maintenance lies with local jurisdictions, Stops and Zones maintains ongoing communication and collaborates closely with them to ensure issues are addressed promptly and effectively.

Bus Pass Up Procedures

Although Metro complies with the safety standards for bus stops and ensures Metro-owned bus stops meet regional accessibility and safety needs, several issues were identified by OIG. In response, Metro Operations has revised its procedures to address the audit recommendations:

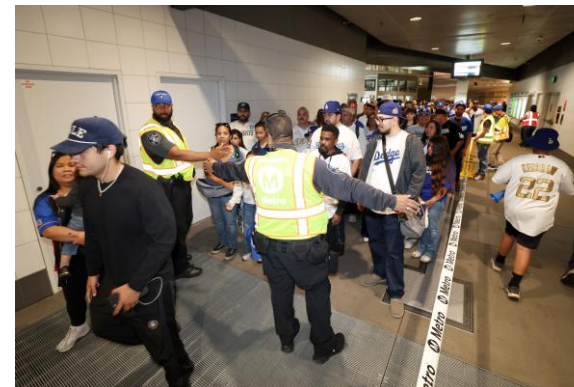
Types of Pass-Ups	Common Causes	Solutions
Consistent	<ul style="list-style-type: none">• New travel patterns• Changes in school travel and bell times• General increases in ridership• Wheelchair positions consistently occupied• Stop conditions	<ul style="list-style-type: none">• Add trips or adjust trip times for increased ridership based on a load standard of 130% seated capacity over a 20 min period• Relocate bus stop for construction (short or semi-permanent)• ADA pass-ups are monitored to ensure that no more than 5% occur on any line (reduced from 6% in 2025)

Bus Pass Up Procedures cont.

Types of Pass-Ups	Common Causes	Solutions
Random	<ul style="list-style-type: none">• Day to day ridership fluctuation• Passenger not standing at or near the stop• Unable to see passenger at stop due to poor lighting• Service delays and impacts to on time performance• Cancelled trips for breakdowns, staff shortages, etc.• Wheelchair / mobility scooter positions occupied	<ul style="list-style-type: none">• Manage spacing between buses to even out loads• Contact the following bus to ensure pass ups are picked up• For wheelchairs/mobility scooters:<ul style="list-style-type: none">• Call the following bus to see if space is available• A supervisor and a stand by bus are dispatched to meet the customer if no space is available within 30 min• Contact Access Services if no standby bus is available• Provide refresher trainings for operators if incidents occur

Dodgers Championship Parade & Stadium Celebration

- 200 MVIP volunteers alongside frontline teams welcomed fans and helped them get to their destination safely
- Metro Rail transported approximately 37,000 extra riders out of the estimated 200,000+ parade crowd. Many trains filled to capacity up to 2.5 hours before the parade and up to 3 hours after.
- Metro deployed staff from across the agency to manage crowds at key stations
- Emergency Operations Center activated; no major issues experienced
- 26 Bus Lines were detoured around the parade route and CBD
 - Detours were shared on the webpage and social media ahead of the event to encourage passengers to trip plan
- This day was excellent practice for the 2028 Olympic and Paralympic Games



Dodgers Stadium Express

- 6,000 total riders used Dodgers Stadium Express
- Shuttle service provided to/from Union Station, Harbor Gateway and Dodgers Stadium
- Contract Services along with support from Metro Bus Operations provided 30 shuttles, double the usual fleet size
- Total average ridership for World Series games saw an increase in ridership of 58% compared to the average regular season ridership

