



Board Report

File #: 2025-1078, File Type: Oral Report / Presentation

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

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.

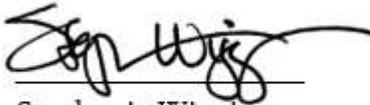
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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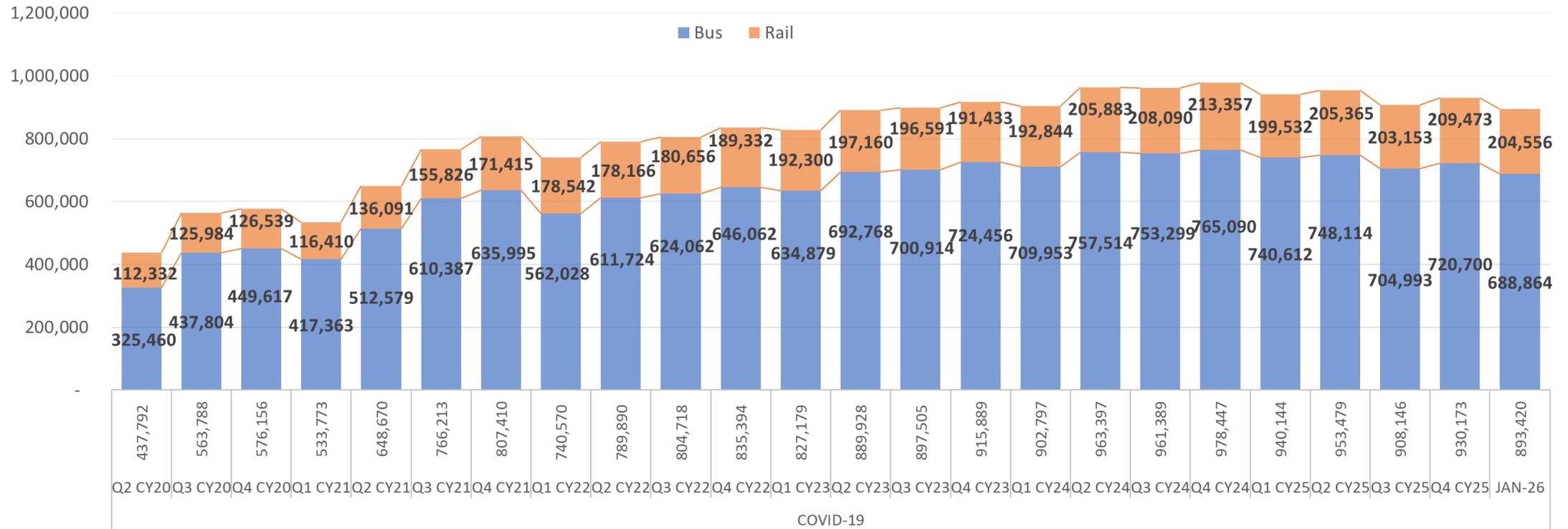


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
February 19, 2026

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



January Total Ridership Percentage Change 2026 over 2025:

- Bus: -5.4% Rail: +1.0%
- Monitoring ridership for impacts from workers returning to full time office attendance. Please note January 2026 had one less weekday and one more Saturday compared to 2025.

Average Weekday Ridership – Jan 2026 versus Jan 2025			
Line	Jan-26	Jan-25	% Variance
Bus	688,864	729,709	94.4%
A/E	116,646	102,851	113.4%
B/D	60,269	61,030	98.8%
C/K	27,641	24,785	111.5%

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 November 2019 to 79.0% in January 2026 (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 77.1% in January 2026 (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 through 2025 with a slight increase in January 2026. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing had reduced cancellations in 2025.

January 2026 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Jan-26	Jan-25	% of Line Miles in EFC
2	55	Compton Av	4.1%	1.9%	83%
2	105	Vernon Av/La Cienega Bl	2.4%	1.3%	57%
5, 18	204	Vermont Av Local	2.4%	0.9%	98%
2	60	Long Beach Bl	2.3%	2.0%	61%
2	51	Avalon Bl/W. 7th.	2.1%	1.8%	75%
18	115	Manchester Av/Firestone Bl	2.0%	0.6%	47%
18	210	Crenshaw Bl	1.9%	1.0%	58%
18	40	Hawthorne Bl/MLK Bl	1.8%	0.6%	52%
18	111	Florence Av	1.7%	0.7%	68%
5, 18	207	Western Av	1.6%	0.8%	89%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/15/25	0.8%	0.6%	1.2%
Week Ending 2/14/26	0.5%	1.1%	1.7%
Week Ending 2/7/26	1.0%	0.2%	1.8%
January 2026	0.7%	0.4%	1.2%
December 2025	0.5%	0.8%	1.1%
November 2025	0.4%	0.7%	1.0%
October 2025	0.8%	0.7%	1.3%
September 2025	0.4%	0.6%	1.5%
August 2025	0.6%	0.6%	0.9%
July 2025	0.4%	0.5%	0.8%
June 2025	0.6%	0.7%	1.7%
May 2025	0.6%	0.9%	1.2%
April 2025	0.6%	0.8%	1.5%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
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%
2023 (Full Year)	1.5%	1.4%	3.6%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%



COO Quarterly Visits:

- **What brought me to visit the operating locations**
 - Visit all operations front line divisions/locations
 - Bus and Rail Transportation and Maintenance Divisions
 - Maintenance of Way departments, Facility Maintenance, General Services
 - BOC/ROC, VO, OCI, Non-Revenue, CMF departments, Scheduling
 - Thank employees for their work and dedication
 - Share updates and reinforce Core Values
 - Listen to concerns and feedback on improving the work environment
- **Leadership listening to employees is making a difference by fostering a culture of support, respect and empowerment**
 - When asked what employees like about their job, "pay and benefits" are often not the first things mentioned.

COO Quarterly Visits:

- **What happened as a result of employee feedback**
 - Replaced many old or inoperative non-revenue units, trucks, excavator, scrubber, pressure washer, lift
 - Coordinated security bus riding teams and fine tune bus operator barriers based on operator input
 - Corrected radio dead spots, lighting in yard, yard repair
 - Added training on EAMS, HVAC, Propulsion Systems, FST
 - Improved security and cleanliness, especially in the ancillary areas of the B and D Lines
- **What the employees say about our visits**
 - "Thank you for the updates and information but extra thanks for showing up!"
 - "Thank you for the swag!"



ADA Mystery Rider Program

ADA Mystery Rider Program measures/observes performance

- Observers conduct up to 600 randomized rides per quarter
- Measure/observe – SOP compliance + effective communication

Metro Divisions Exceed All ADA performance targets in FY26Q2

- First time in 5 years that All Metro Bus Divisions exceeded all ADA targets



ADA Key Performance Indicators	Goal	Actual	Outcome
Successful mobility device boarding	97.5%	99.1%	Goal Exceeded
Boarding procedure adherence	97.5%	98.1%	Goal Exceeded
Mobility device securement procedures	95.0%	97.2%	Goal Exceeded
Lap/shoulder securement procedures	80.0%	80.7%	Goal Exceeded

ADA Mystery Rider Program



Bus Operations Leadership + Office of Civil Rights expertise & initiatives

- **Cross-Functional Execution** – Ops processes, Civil Rights guidance, Mystery Rider input
- **Dynamic, multi-faceted trainings** and corrective actions improvement plan



Ongoing Actions

- **Monitoring /Tracking:** Discover trends / opportunities for improvement
- **Sustain Trainings:** Reinforce w/c securement SOPs / prevent regression
- **Focused coaching:** Procedural conformance / communication techniques
- **Standardize best practices:** Capture / share “what works”
- **Expand recognition:** “Accessibility Champions!”

