



Board Report

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Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 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. 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.

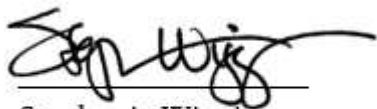
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

Prepared by:

Diane Corral-Lopez, Executive Officer, Operations Administration, (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

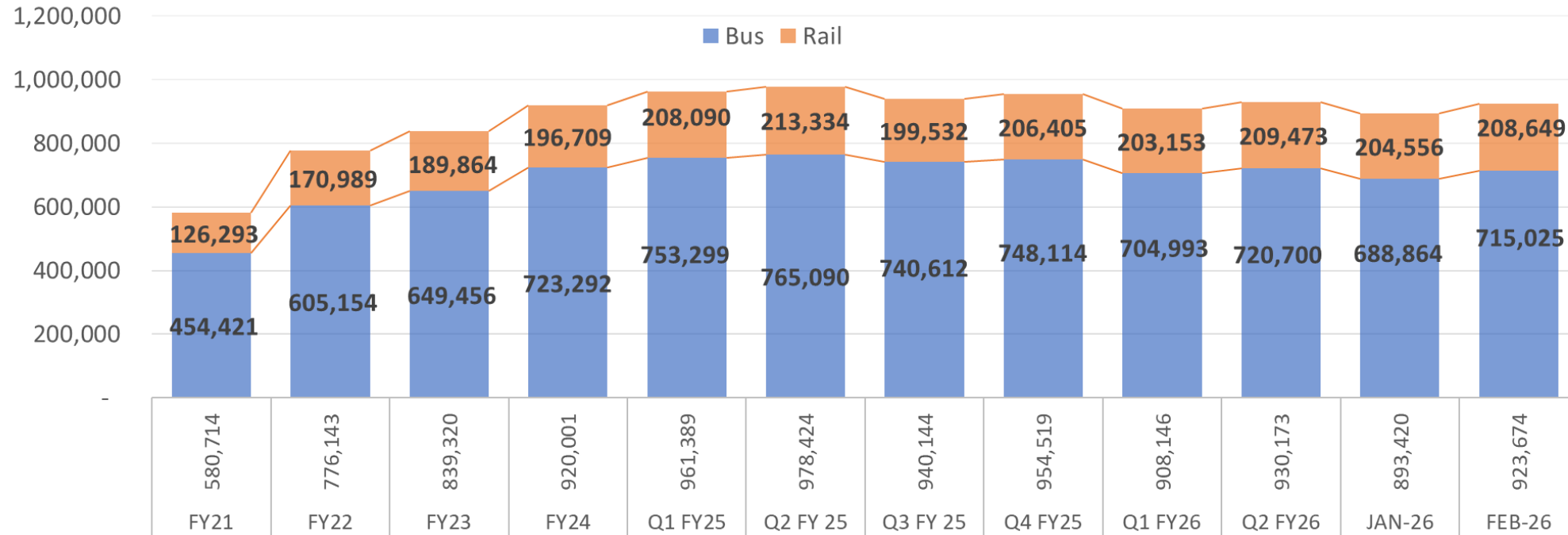


COO Monthly Report

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

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



February Total Ridership Percentage Change 2026 over 2025:

- Bus: -7.1% Rail: -3.3%
- Monitoring ridership for impacts from workers returning to full time office attendance. Please note February 2026 had same number of weekdays, Saturdays, and Sundays compared to 2025.

Average Weekday Rail Ridership By Line - Feb 2026

Line	Feb-26	Feb-25	% Recovery
A/E/L	121,519	116,454	104.3%
B/D	59,563	64,978	91.7%
C/K	27,567	25,002	110.3%

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 79.3% in February 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 77.2% in February 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 February 2026.
- Cancellation rates overall have decreased at the end of 2024 through 2025 with a slight increase in February 2026 over the same month of 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 had reduced cancellations in 2025 and 2026.

February 2026 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Feb-26	Feb-25	% of Line Miles in EFC
2	55	Compton Av	3.1%	1.8%	83%
5	110	Gage Av	2.9%	0.6%	72%
2	105	Vernon Av/La Cienega BI	2.8%	0.9%	57%
2	60	Long Beach BI	2.7%	1.3%	61%
5, 18	207	Western Av	2.6%	3.0%	89%
5, 18	204	Vermont Av Local	2.5%	1.3%	98%
2	51	Avalon BI/W.7th St	2.3%	1.0%	75%
1	18	Whittier BI/W.6th St	1.9%	0.9%	83%
18	40	Hawthorne BI/MLK BI	1.6%	1.9%	52%
5	108	Slauson Av	1.5%	1.4%	55%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 3/15/25	0.30%	0.50%	1.40%
Week Ending 3/14/26	0.80%	0.50%	1.70%
Week Ending 3/7/26	1.00%	0.60%	1.50%
February 2026	0.70%	0.50%	1.50%
January 2026	0.70%	0.40%	1.20%
December 2025	0.50%	0.80%	1.10%
November 2025	0.40%	0.70%	1.00%
October 2025	0.80%	0.70%	1.30%
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 2022 (from 12/11 service change)	4.20%	3.40%	11.40%

ADA Pass-Up Update

ADA wheelchair passenger pass up rates for Q4 CY2025 at system level remain well below the 5.0% target rate per wheelchair passenger system total boardings. The pass up rate declined slightly compared to the same quarter of 2024.

Scheduling staff review data monthly for ADA passenger pass up rates at line level to determine if any additional trips are warranted. No extra trips are recommended for the June 2026 Service Change. Staff will continue to monitor these pass up rates.

Only one line (Line 18 – Whittier Bl/ W 6th St via downtown LA) had a pass up rate above 5.0% (at 6.1%) in the most recent reporting quarter for Q4 CY2025. However, pass ups do not consistently occur during the same time periods making it difficult to focus any additional service needs. In addition, service is provided every 7.5 min throughout the week, and other lines serve the same corridor, mitigating the impacts. Staff will continue to monitor for any adjustments needed.

Time Period	Systemwide Wheelchair Passenger Pass Up Rate for Time Period
Q4 CY2025	2.15%
Q4 CY2024	2.38%



Scheduling Metro Services



- The team consists of a Senior Director, 2 Senior Managers, 4 Schedule Supervisors (AFSCME), 24 Schedule Analysts (SMART), 3 Document Technicians (TCU) producing:

Master Service Plans (Bus and Rail):

- Twice yearly service changes (shake-ups) in June and December.
- Daily vehicle assignments for all Metros 117 bus lines and 6 rail lines.
- Daily runs, weekly roster assignments for Metro's 3,700+ bus and 400+ rail operators.
- Printed timetables and data exports for trip planning apps, operating systems.

Special Event, Maintenance, and New Corridor Schedules:

- The team also prepares hundreds of rail schedule adjustments per year to accommodate special events (Expo Park, SoFi Stadium, Dodger Stadium, etc.) as well as planning for 2026 World Cup and 2028 Olympic/Paralympic games.
- They arrange single tracking as well as system maintenance (State of Good Repair, all lines) and infrastructure upgrades (e.g. C Line overhead replacement) and new lines (e.g. LAXMTC, Pomona A Line, PLE1).

Internal and External Customer Service:

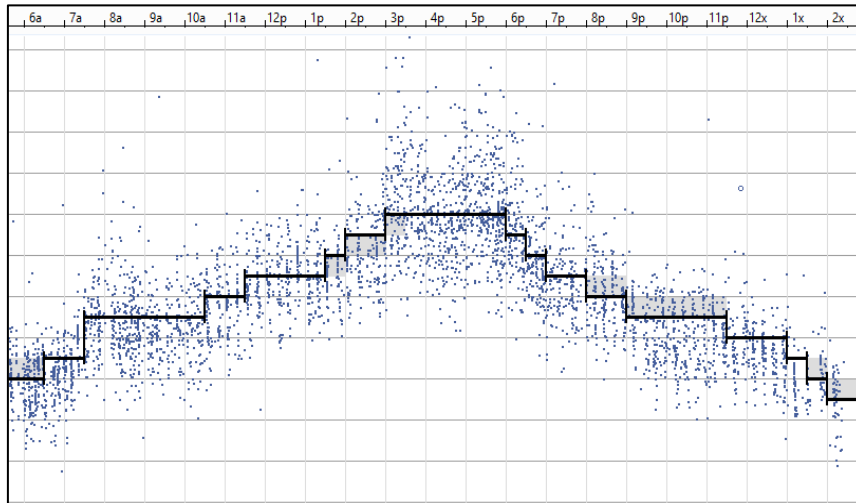
- The team works towards improving reliability (on time performance) and avoiding consistent crowding on trips to better serve our riders and operators.
- Schedule Analysts visit each division to gather feedback after operators settle into their new assignments. They also receive Service Feedback Forms from Operators and Supervisors.
- The team responds to rider comments received through Metro Customer Relations.
- Staff perform field investigations to validate data and develop solutions for operator, and passenger concerns.



Scheduling Metro Services

- The bus network is scheduled based on service frequencies outlined in the NextGen Bus Plan and adjusted based on demand, maintaining the core NextGen frequencies (Tier 1, Tier 2, Tier 3, Tier 4).
- Rail service frequencies are based on minimum peak and off-peak levels. Schedules also change as the system expands with extensions (e.g. A Line to Pomona North, D Line PLE1 to Wilshire/La Cienega).
- Operator assignments must meet all work conditions specified in the SMART Bus and Rail Operator Contract.

Run Time Analysis



Running Board (Operator Paddle)

LACMTA Running Board - Sequential				Effective:	12/14/2025
Crew schedule: D13CAR 1_Weekday Scenario: 90 FINAL FOR DEC 2025				Booking:	DEC25
Schedule revised date					
BR: 720 - 1 Weekday			Start:	329a -	343a
Garage: 13 UNION			End:	652p -	757p
Duty					
720 -001					
102900 / - / 720 / East					
755a SEPULVEDA / FEDERAL BUILDING					
800a WILSHIRE / WESTWOOD					
826a WILSHIRE / CLOVERDALE					
841a WILSHIRE / VERMONT					
904a ALAMEDA \ 6TH LAYOVER					
100010 / - / 720 / West					
343a CENTRAL / 6TH					
347a 5TH / MAIN					
401a WILSHIRE / VERMONT					
412a WILSHIRE / CLOVERDALE					
435a WILSHIRE / VETERAN					
451a 5TH / COLORADO					
100000 / - / 720 / East					
505a 5TH / COLORADO					
509a WILSHIRE / 14TH					
520a WILSHIRE / WESTWOOD					
540a WILSHIRE / CLOVERDALE					
552a WILSHIRE / VERMONT					
609a ALAMEDA \ 6TH LAYOVER					
102510 / - / 720 / West					
626a ALAMEDA \ 6TH LAYOVER					
633a 5TH / MAIN					
650a WILSHIRE / VERMONT					
705a WILSHIRE / CLOVERDALE					
738a SEPULVEDA / FEDERAL BUILDING					
106010 / - / 720 / West					
926a ALAMEDA \ 6TH LAYOVER					
935a 5TH / MAIN					
954a WILSHIRE / VERMONT					
1010a WILSHIRE / CLOVERDALE					
1045a WILSHIRE / VETERAN					
1113a 5TH / COLORADO					
106400 / - / 720 / East					
1135a 5TH / COLORADO					
1145a WILSHIRE / 14TH					
1205p WILSHIRE / WESTWOOD					
1234p WILSHIRE / CLOVERDALE					
1251p WILSHIRE / VERMONT					
115p ALAMEDA \ 6TH LAYOVER					
109310 / - / 720 / West					
131p ALAMEDA \ 6TH LAYOVER					
140p 5TH / MAIN					
201p WILSHIRE / VERMONT					
217p WILSHIRE / CLOVERDALE					
256p SEPULVEDA / FEDERAL BUILDING					
109700 / - / 720 / East					
322p SEPULVEDA / FEDERAL BUILDING					
329p WILSHIRE / WESTWOOD					
404p WILSHIRE / CLOVERDALE					
424p WILSHIRE / VERMONT					
449p ALAMEDA \ 6TH LAYOVER					
113410 / - / 720 / West					
508p ALAMEDA \ 6TH LAYOVER					
517p 5TH / MAIN					
538p WILSHIRE / VERMONT					
554p WILSHIRE / CLOVERDALE					
626p WILSHIRE / VETERAN					
652p 5TH / COLORADO					
P13 / - / -					
652p 5TH / COLORADO					
757p DIVISION 13					
Duty					
720 -603					
109310 / - / 720 / West					
131p ALAMEDA \ 6TH LAYOVER					
140p 5TH / MAIN					
201p WILSHIRE / VERMONT					
217p WILSHIRE / CLOVERDALE					
256p SEPULVEDA / FEDERAL BUILDING					
-SLOW ORDER NOTICE - DO NOT EXCEED 25 MPH ON 5TH & 6TH STS BETWEEN BROADWAY AND CENTRAL AT ANY TIME. USE CAUTION WHEN OPERATING WITHIN THESE BOUNDARIES.					
Duties:					
Duty	Place	Start Time	Time	End	Place
720 -001	DIV13	329a	125p		ALAIND
720 -603	ALAIND	125p	757p		DIV13

Operator Restroom Application

- A newly launched **Operator Restroom Web App** allows operators to quickly locate Metro and contracted restroom facilities using a QR code or the easy-to-remember website: **operationpub.metro.net/restrooms**
- Operators can tap the red pin icon to enable location services, allowing the map to zoom to their current location and quickly identify the nearest available restroom.

