



Board Report

File #: 2026-0280, **File Type:** Oral Report / Presentation

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 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

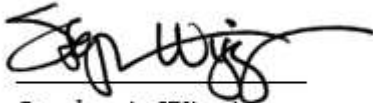
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets 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



Stephanie Wiggins
Chief Executive Officer

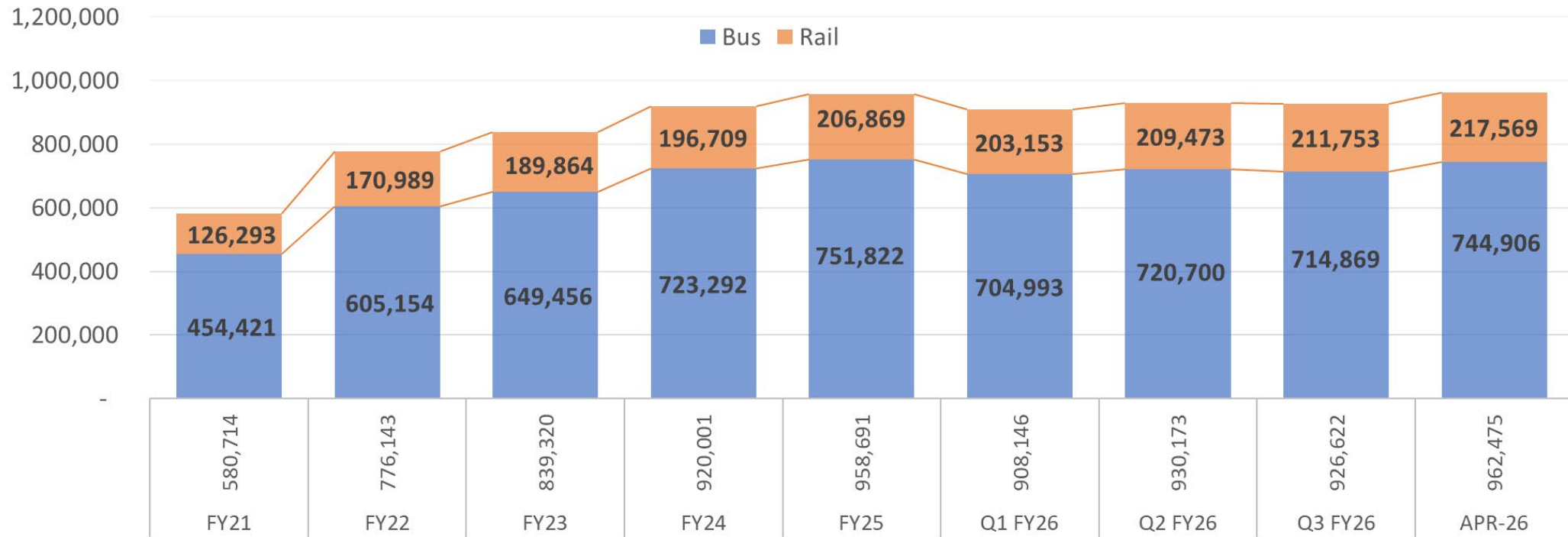


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
May 21, 2026

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



April Total Ridership % Change 2026 over 2025:

- Bus: -3.0% Rail: +2.2%

Average Weekday Rail Ridership By Line - April 2026			
Line	Apr-26	Apr-25	YOY % 2026 vs 2025
A/E/L	130,419	122,589	106.4%
B/D	59,447	65,512	90.7%
C/K	27,703	24,581	112.7%

Ridership Analysis Relative to Equity Focus Communities (Metro 2025 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 79.4% in April 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 76.7% in April 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 had decreased at the end of 2024 through 2025, saw an increase in January through March 2026 but improved slightly in April. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and restoring full bus operator staffing will help reduce cancellations in 2026.

April 2026 Top Ten Highest Service Cancellations by Line

Division	Name	Apr-26	Apr-25	% of Line Miles in EFC
9	Garvey Av/Atlantic Av	2.4%	0.4%	76%
5, 18	Vermont Av Local	2.4%	1.8%	98%
2	Long Beach BI	2.3%	2.1%	61%
2	Compton Av	2.1%	2.0%	83%
2	Avalon BI/W. 7th St	1.9%	2.6%	75%
2	Vernon Av/La Cienega BI	1.8%	1.9%	57%
18	Hawthorne BI/MLK BI	1.7%	1.3%	52%
2, 7	Beverly BI/Adams Av	1.6%	0.4%	63%
5	Slauson Av	1.5%	1.0%	55%
1	Whittier BI/W. 6th St	1.5%	0.9%	83%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 5/17/25	0.40%	1.10%	2.30%
Week Ending 5/16/26	1.00%	0.70%	4.50%
Week Ending 5/9/26	0.60%	0.20%	0.20%
Week Ending 5/2/26	0.90%	1.20%	0.80%
April 2026	0.80%	0.30%	1.10%
March 2026	0.80%	0.80%	2.00%
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%
2024 (Full Year)	1.40%	1.40%	3.60%
2023 (Full Year)	1.50%	1.40%	3.60%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%



2026 International Bus Rodeo

The International Bus Rodeo is a unique learning opportunity for operators and maintenance teams to engage with other transit agency professionals up close and personal. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls, brake systems, and HVAC malfunctions.

GRAND CHAMPIONS...AGAIN!

Salt Lake City, Utah

May 16 - 18, 2026

GRAND CHAMPION – Metro won 1st place in the Maintenance competition for the **3rd year in a row**, and the Grand Champion award for the **2nd year in a row** with the highest combined overall score for the Maintenance team and Operator.

- **1st Place Custom Brake System**
- **1st Place Powertrain**
- **1st Place Doors**
- **1st Place Maintenance Team (3Peat)**
- **1st Place Combined Overall (Grand Champion)**
(Maintenance and Operator scores combined)



Maintenance Team (Division 13)
Alain Gomez, Octavio Ramirez, Edward Hinojosa

Operator (Division 13)
Nelson Zapata

— APTA 2026 Bus Security Gold Award

Salt Lake City, Utah
May 16 - 18, 2026

Metro won the 2026 APTA Bus Security Gold Award for Large Operators with more than 50 million boardings per year for the bus barriers



EBUSCO – International Outreach

Busworld Europe 2025 (Brussels, Belgium)

- Chair Dutra and staff met with 17 transit bus manufacturers
- Discussed challenges in the US Market and LA Metro, as well as the expected demand for buses over the next 10 years



What is Busworld?

- Largest bus trade show in the world with 11 Exhibit Halls, approx. 1 million sq. ft.
- Over 45,000 attendees from 101 countries
- 81 bus manufacturers participate

EBUSCO – International Bus Pilot

- After meeting at Busworld, Ebusco, a Dutch manufacturer specializing in long-range electric buses, agreed to transport their 40' bus to Los Angeles to validate vehicle performance within Metro's operating conditions
- Bus operated in shadow service out of Divisions 13 and 8 for four weeks
- During the pilot, the bus operated across three simulated loading conditions: curb weight, light passenger load, and full passenger load
- The bus averaged 1.49 kWh/mi, covered 79.5 miles/day at 12.8 mph over approximately 6 hours of total service time daily, utilizing 22.4% SOC daily with 42.7% braking energy recovery



June 7, 2026 Service Change

Bus Service Changes

Improved Reliability: Adjusted schedules on 42 Weekday, 37 Saturday, and 22 Sunday lines

Increased Capacity: Trips added to accommodate higher ridership, to avoid consistent crowding

- **Weekdays:** 6 trips to be added
- **Saturdays & Sundays:** 1 trip added

Service Efficiency: Trips discontinued due to low ridership, savings reinvested (capacity, reliability).

- Impacts 5 Weekday trips over 4 lines, and 1 Saturday trip
- One line with modified peak frequency in line with ridership and NextGen Bus Plan

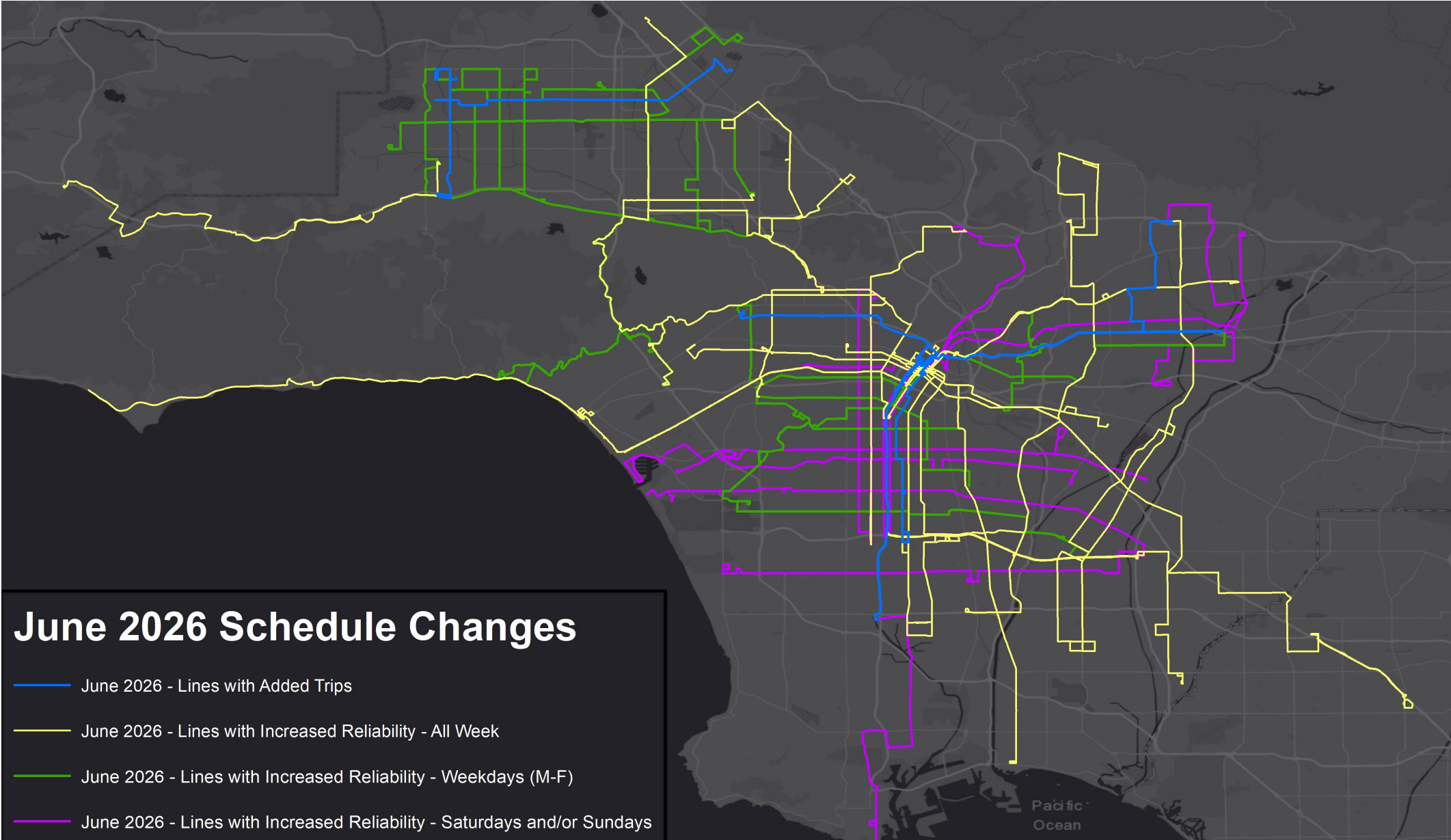
Route Changes Due to Construction Impacts:

- **Line 4:** minor reroute downtown Santa Monica to accommodate new bike lanes
- **Line 162:** terminal loop at Woodland Hills modified for adjacent retail development

Rail Service Changes

- **A Line:** Schedules updated to improve reliability, add time for quick clean of trains at Union Station.
- **B/D and K Lines:** Minor schedule adjustments for improved reliability.
- **C Line:** Last two westbound trips extended to LAX/Metro Transit Center all nights to improve access to LAX.

June 7, 2026 Service Changes



June 2026 Schedule Changes

- June 2026 - Lines with Added Trips
- June 2026 - Lines with Increased Reliability - All Week
- June 2026 - Lines with Increased Reliability - Weekdays (M-F)
- June 2026 - Lines with Increased Reliability - Saturdays and/or Sundays

PLE 1 Opening

Friday, May 8, 2026
Grand Opening – 600 Guests & Staff

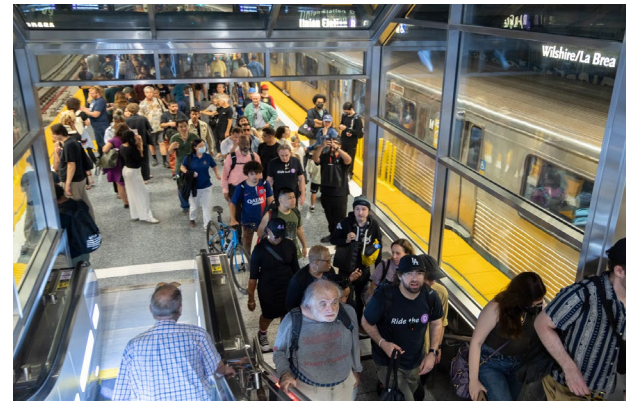
New Station Locations

- Wilshire/La Brea
- Wilshire/Fairfax
- Wilshire/La Cienega



Total Boardings

Station	May 8 Ridership	May 9 Ridership	May 10 Ridership
Wilshire/La Brea	7,616	3,795	2,710
Wilshire/Fairfax	9,461	5,627	4,167
Wilshire/La Cienega	7,890	4,508	3,270
Grand Total	24,967	13,930	10,147



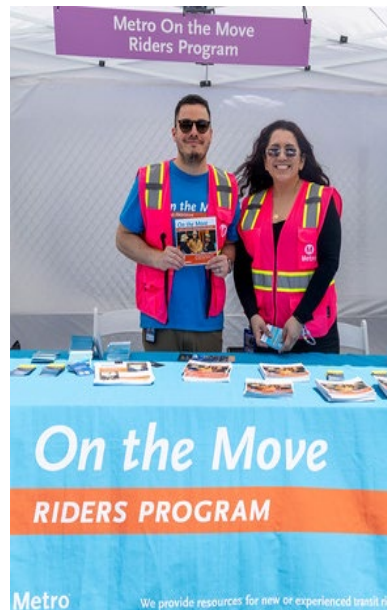
Free rides from 4:00 AM Friday thru 3:00 AM Monday

PLE 1 Opening – Station Activations



Transforming transit spaces into community spaces, **every day over the next 90 days**

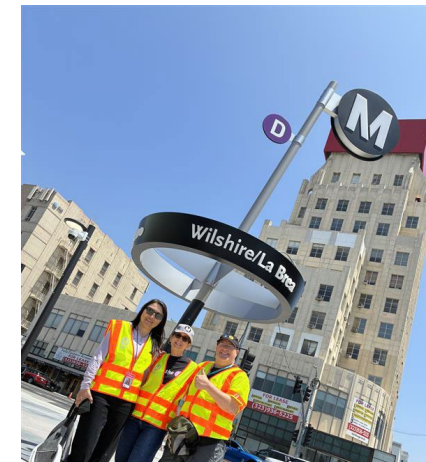
- Supporting local businesses
- Metro Resource Tables (On the Move, GoPass, etc.)
- 14,000 Food items distributed
- 6,000 Swag items distributed
- 6,000 Commemorative TAP Cards



PLE 1 Opening – MVP Program

Metro Values in Practice Program (MVP)

- Total of 207 MVPs (Metro re-assigned employees) supported the opening by providing:
 - Human wayfinding
 - In-person response to customer inquiries
 - Crowd flow support
- MVPs were deployed strategically to 7 locations:
 - Union Station
 - 7th/Metro
 - Wilshire/Western
 - Wilshire/Vermont
 - Wilshire/La Brea
 - Wilshire/Fairfax
 - Wilshire/La Cienega
- MVP experience survey will close on May 19th – capturing employee feedback & lessons learned



PLE 1 Opening – Escalator & Elevator Outage

	Friday, May 8	Saturday, May 9	Sunday, May 10
Escalator	7	3	1*
Elevator	1	1	0

*Down escalator rolled over from previous day.

Diagnostic

- The main reason for this is believed to be the higher traffic seen during opening weekend than was tested during commissioning.
- During the weeks leading up to the Opening, the escalators, while operational and inspected with the Metro Vertical Transportation and the state inspector, load testing to full capacity (ie: loading every tread) was not performed as it's not a requirement of the Contract.

- 10 Escalators and 2 Elevators experienced intermittent issues opening weekend
- With the exception of 1 escalator at La Cienega, all were resolved within a few hours of reporting.
- As of today, no operational issues remain.

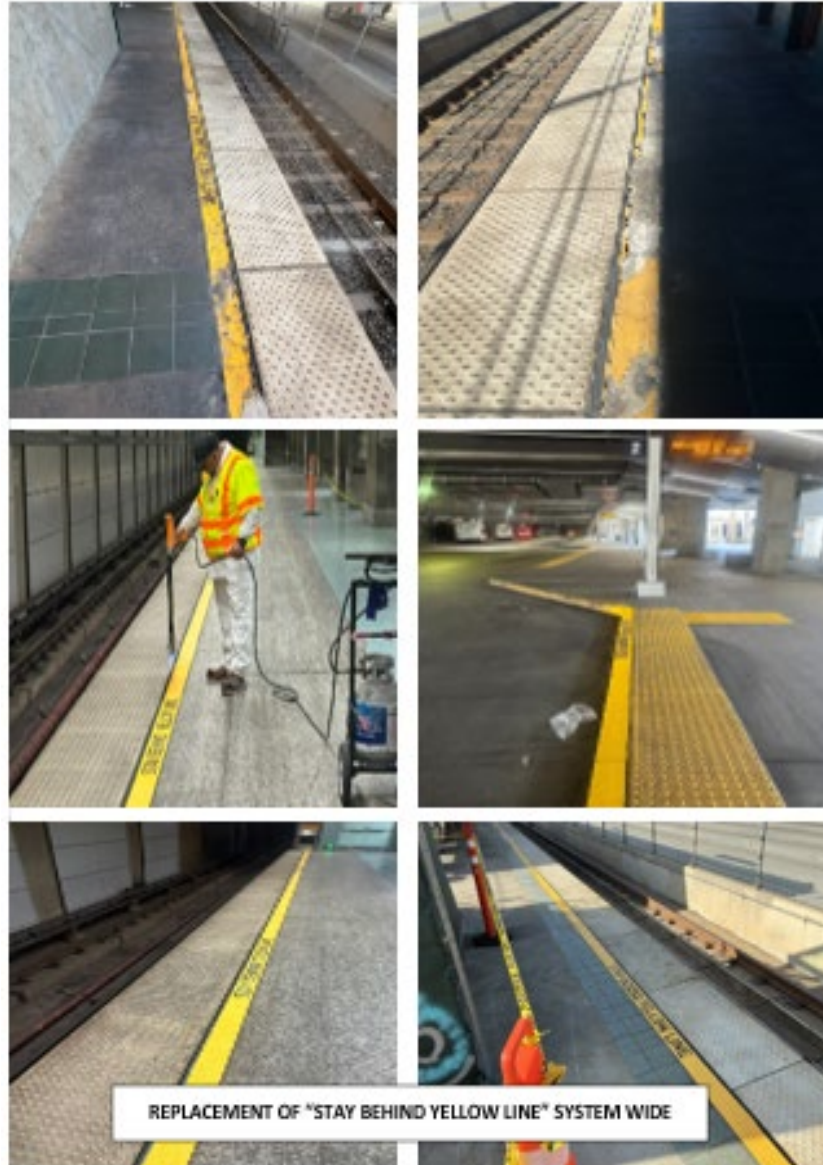
Lessons Learned

- Requirements for this type of load test, outlining procedures, durations, and weights should be included in Metro specifications moving forward.
- Elevators and escalators should be stress tested in advance as soon as they are able.

Station Refresh

- **State of Good Repair**

- Surface prep
- Repainting and repair of columns, guardrails, handrails, door frames, benches, fencing, elevators and canopies
 - Increased pressure washing activities and application of Neosan for elevator floors
- Wall tiles repair
- Plumbing
- Mechanical fixtures
- Replacement of “Stay Behind Yellow Line” decals
- Re-striping areas in Metro park and ride lots
- Special striping and waxing of floors at heavy rail stations



Station Refresh

