



Board Report

File #: 2026-0398, **File Type:** Oral Report / Presentation

Agenda Number: 45.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report provides an update on Metro's monthly systemwide ridership, reliability performance, as well as notable highlights such as recent department accomplishments, projects, and other special event service.

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

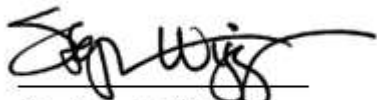
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets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

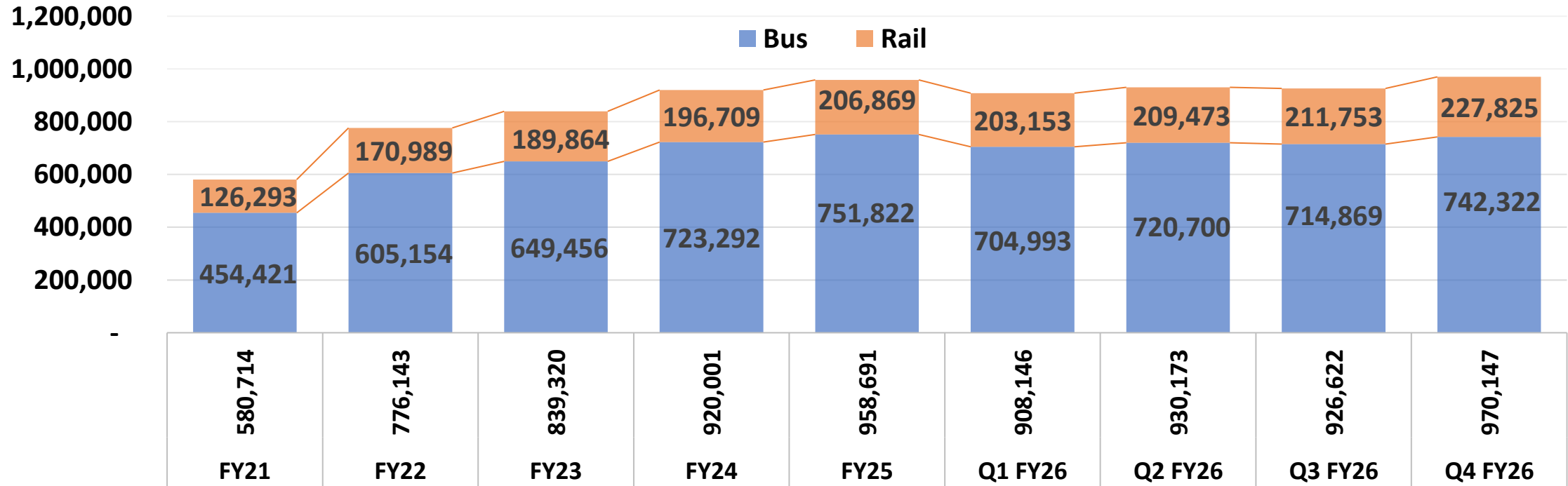
Operations, Safety & Customer Experience Committee Meeting

July 16, 2026



Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



June Total Ridership % Change 2026 over 2025

- Bus: +6.8%
- Rail: +21.8%

Average Weekday Rail Ridership by Line June 2026

Line	June 2026	June 2025	% 2026 vs 2025
A/E/L	129,913	110,181	117.9%
B/D	71,846	57,471	125.0%
C/K	30,217	26,309	114.9%

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 78.8% in June 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 75.1% in June 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 in January 2025, but in 2026 had been slightly under full operator staffing until late June.
- Cancellation rates overall had decreased at the end of 2024 through 2025, but saw an increase in January through March 2026, improved slightly in April, but have declined again in May and June. While increased bus and rail service including for World Cup 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 the second half of 2026.

June 2026 Top Ten Highest Service Cancellations by Line

Line	Division	Name	Jun-26	Jun-25	% of Line Miles in EFC
211/215	18	Prairie Av/ Inglewood Av	3.6%	0.2%	52%
115	18	Manchester Av/Firestone Bl	3.6%	1.1%	47%
105	2	Vernon Av/La Cienega Bl	3.5%	1.5%	57%
117	18	Century Bl	3.3%	1.5%	56%
55	2	Compton Av	3.3%	1.6%	83%
210	18	Crenshaw Bl	3.0%	1.2%	58%
207	5, 18	Western Av	2.9%	1.1%	89%
204	5, 18	Vermont Av Local	2.8%	1.0%	98%
60	2	Long Beach Bl	2.6%	1.4%	61%
111	18	Florence Av	2.3%	1.3%	68%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 7/12/25	0.10%	0.20%	0.30%
Week Ending 7/11/26	1.00%	1.00%	2.70%
Week Ending 7/4/26	0.40%	0.40%	1.50%
June 2026	1.10%	0.70%	1.50%
May 2026	0.80%	0.60%	1.30%
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%



World Cup Initial Recap

World Cup Ridership



WCGETS Ridership

Route	Description	12-Jun	15-Jun	18-Jun	21-Jun	25-Jun	28-Jun	2-Jul	10-Jul	Total
R1	El Camino College	693	708	404	448	852	1,494	1,270	802	6,671
R2	Union Station	4,052	4,852	4,902	4,868	3,436	5,316	4,972	4,370	36,768
R3	Crenshaw Station	541	788	868	1,114	532	1,290	1,374	1,054	7,561
R4	Hawthorne/Lennox Station	1,379	2,134	2,160	2,544	1,622	2,144	2,752	2,536	17,271
R5	Downtown Long Beach	766	868	912	1,108	1,158	1,092	972	612	7,488
R6	ARTIC Anaheim Station	1,436	1,858	2,504	3,062	1,866	2,970	2,634	1,980	18,310
R7	Newport Transportation Center	454	574	494	714	544	584	602	492	4,458
S10	Harbor Gateway Transit Center	650	1,040	840	1,100	640	1,074	918	556	6,818
S11	LAX/Metro Transit Center	2,130	2,658	2,800	3,080	2,354	3,100	2,556	2,894	21,572
S12	Hotels & Parking LAX	2,449	3,236	3,818	3,594	3,566	4,172	4,382	4,464	29,681
S8	Torrance Transit Center	696	1,112	1,256	1,210	982	1,230	1,130	758	8,374
S9	Culver City Transit Center	954	2,118	1,940	2,216	2,276	2,574	2,158	2,062	16,298
T13	Pierce College Station	564	1,476	1,156	1,336	660	1,018	1,026	742	7,978
T14	Downtown Santa Monica	937	1,258	1,596	1,732	1,934	1,830	1,754	1,588	12,629
T15	North Hollywood Station	840	1,526	1,462	1,698	1,014	1,648	1,644	1,156	10,988
Total		18,541	26,206	27,112	29,824	23,436	31,536	30,144	26,066	212,865

Rail World Cup Ridership

Route	Description	12-Jun	15-Jun	18-Jun	21-Jun	25-Jun	28-Jun	2-Jul	10-Jul	Total
	A Line	1,372	4,673	12,522	3,829	11,418	6,455	32,134	403	72,806
	B Line	(1,381)	1,094	7,567	15,460	2,097	16,718	1,297	-9	42,843
	C Line	5,966	4,323	6,758	7,970	5,224	9,021	5,996	5,595	50,853
	D Line	1,060	388	20,712	562	2,118	-315	1,931	53	26,508
	E Line	20,179	4,891	10,386	-2,081	3,961	2,374	9,222	3,931	52,863
	K Line	2,886	3,669	3,209	3,436	3,186	5,320	3,065	2,394	27,165
Total		30,082	19,038	61,154	29,176	28,004	39,573	53,645	12,366	273,038
% Increase		9%	7%	25%	23%	11%	30%	19%	4%	18%

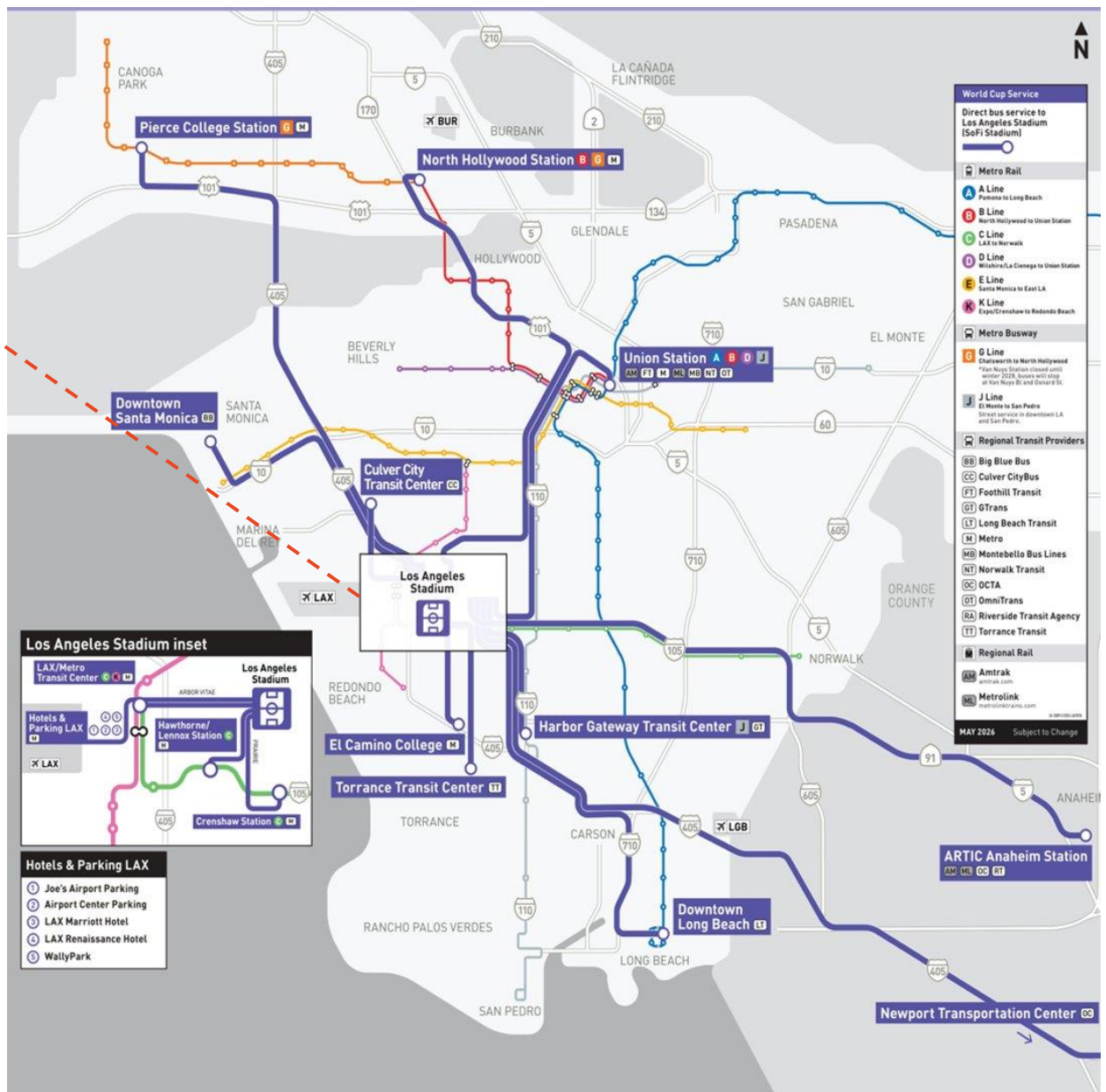
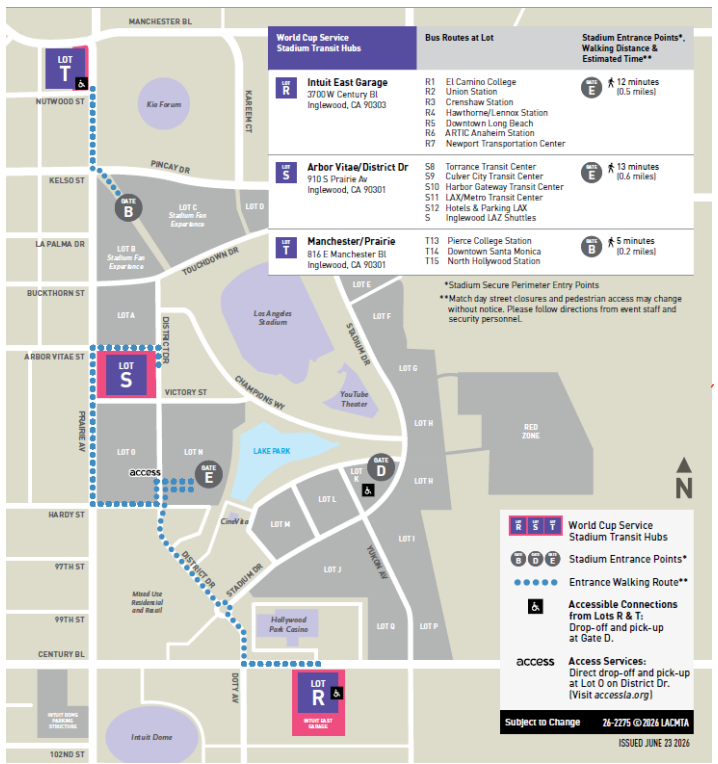
WCGETS + Rail World Cup Ridership

Total		48,623	45,244	88,266	59,000	51,440	71,109	83,789	38,432	485,903
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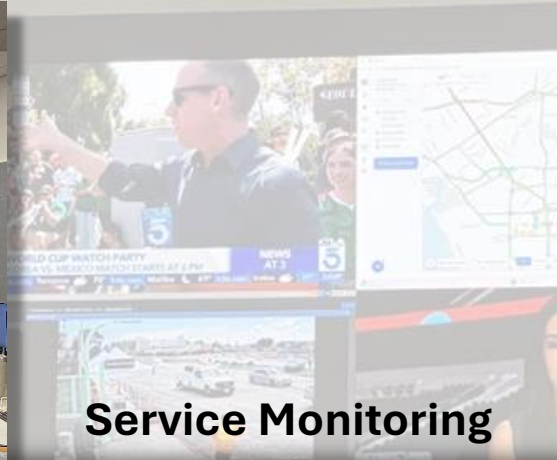
WCGETS Service Plan



This is a team event...



WCGETS Control Centers



Service Monitoring



WCGETS OC – Bus Ops

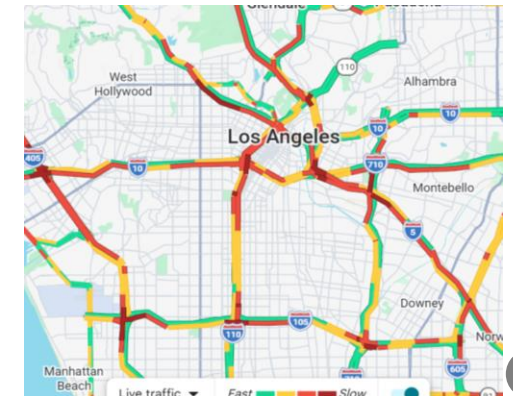
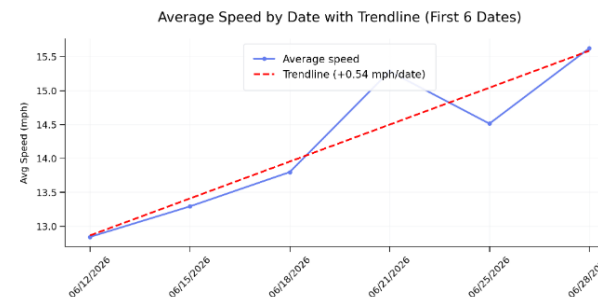
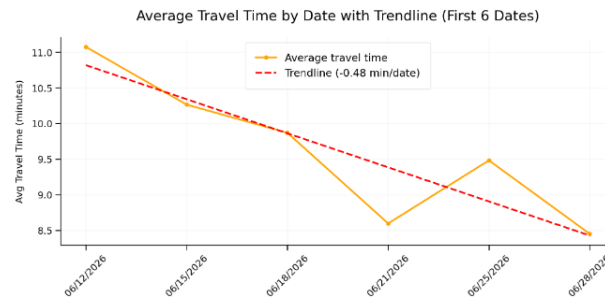
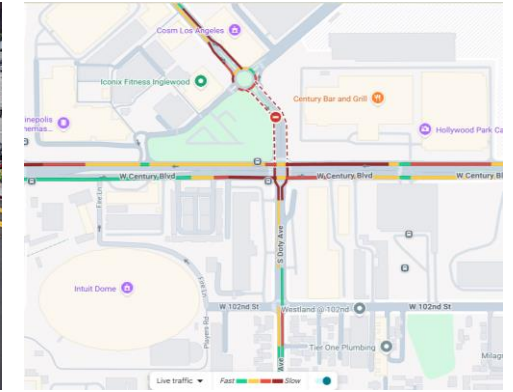
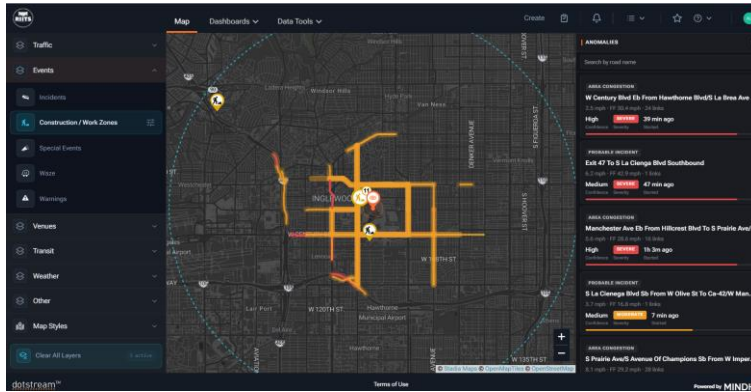
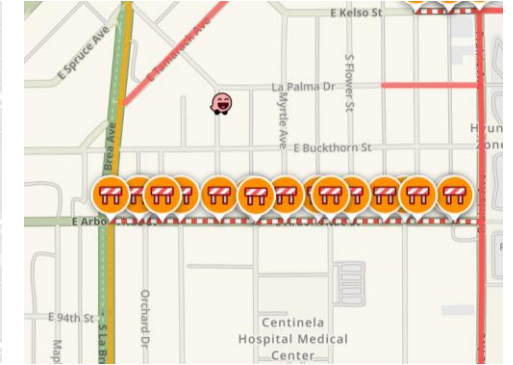
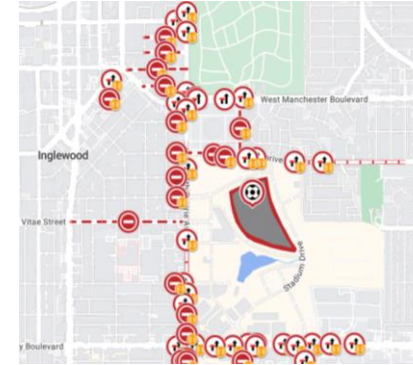
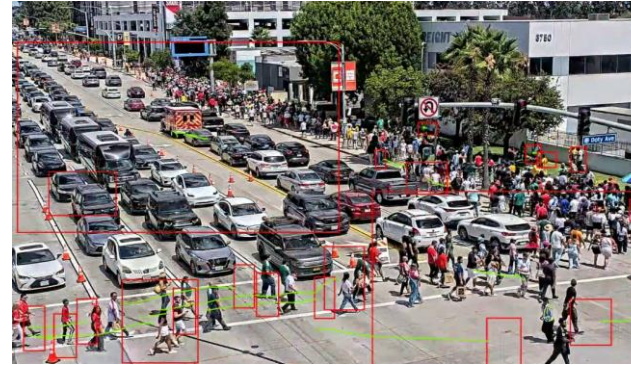
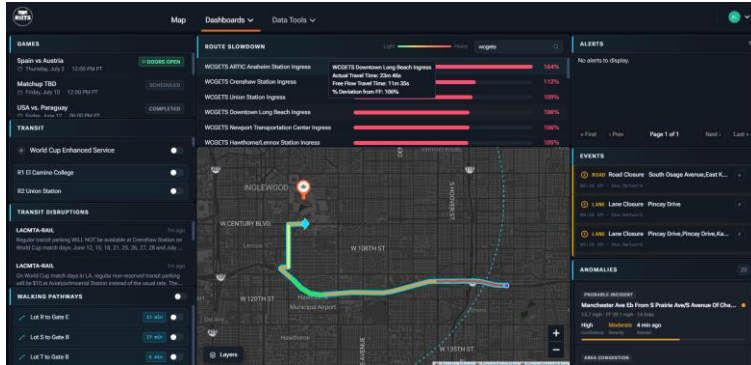
EOC – Multidisciplinary



Station and Terminal Operations

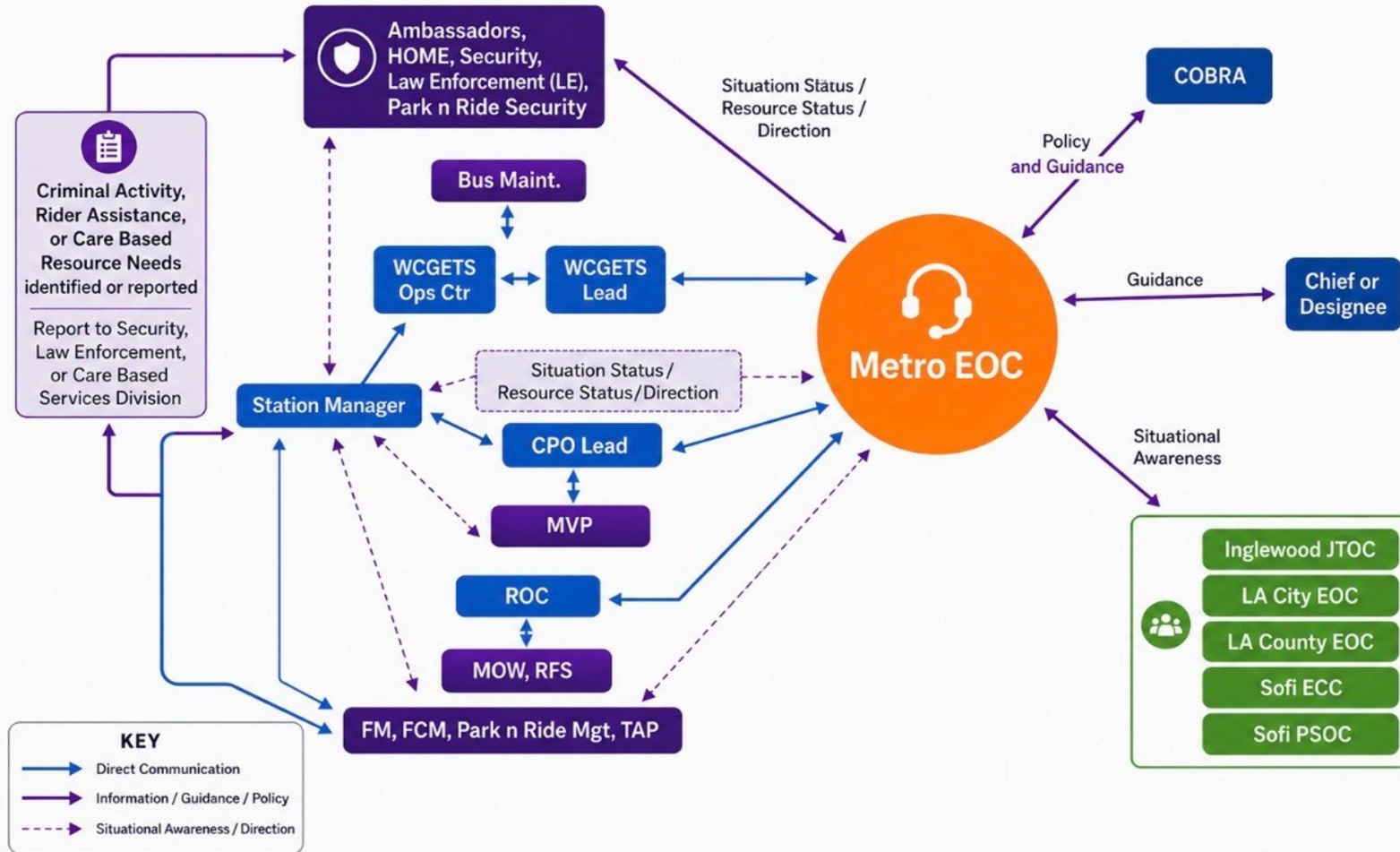


Speed and Reliability



Safety and Security

FLOW OF COMMUNICATION



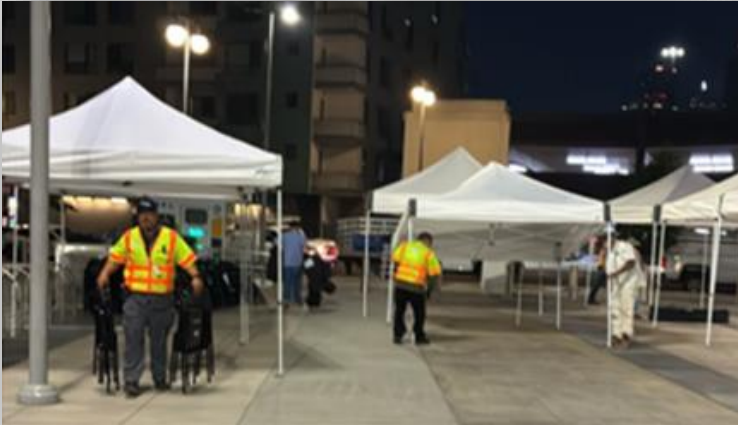
WCGETS Fleet



Park and Ride



Facilities and Infrastructure



Signage and Wayfinding



Directional Signs

Designed to be installed in A-Frames, Overhead or Eye-level.
Used for vehicular and pedestrian directional information.

Vehicle

Pedestrian

Size: 44" (H) x 37" (W)
Cap Height: 2" (eng.)
1/2" (eng.)
FIFA Branding: 5"

Reserved Parking
Autoservicio reservado

Regular Transit Parking
Estacionamiento de tránsito regular

Staff Only Parking
Estacionamiento exclusivo para el personal

World Cup Service
Servicio de la Copa Mundial

World Cup Service
Servicio de la Copa Mundial

Los Angeles Stadium

MVP & Staff
MVP y personal

FIFA Fan Festival

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Los Angeles Stadium

MVP & Staff
MVP y personal

FIFA Fan Festival

Project Title & Description
Los Angeles, CA
DRAFT

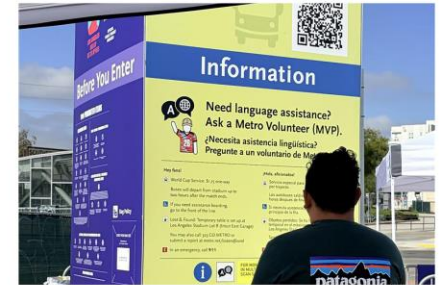
Issue Date
08/01/2023

Designed by
2023

Lead Designer
1 MCA (eng.)
1 MCA (eng.)

Project Mgr
P. Francisco

GS-3
AS NOTED
10/18



Identification Signs at Stadium

Overhead installation (typically) to assist customers in finding amenities and boarding locations.

Lot Banners, Horizontal

Size: 100" (H) x 48" (W)
Cap Height: 25" (5'5", 4'7")
FIFA Branding: 5"

Lot R
Intuit East Garage

Lot S
Arbor Vitae/ District Dr

Lot T
Manchester/ Prairie

Project Title & Description
Los Angeles, CA
DRAFT

Issue Date
08/01/2023

Designed by
2023

Lead Designer
1 MCA (eng.)
1 MCA (eng.)

Project Mgr
P. Francisco

GS-10
AS NOTED
10/18



Metro Values in Practice (MVP)

- **100% Filled for World Cup Assignments**
 1. MVP Assignments: 5,000+
 2. MVPs: 1,700 registered for an average of 3 days
 3. Days: 25
 4. Locations: 44
 5. Reassignments: 500
- **MVP Success Kit & Distribution Day**
 - ✓ Jersey
 - ✓ Bucket Hat
 - ✓ Backpack
 - ✓ Water bottle
 - ✓ Foam Finger
- **Employee Experience & Program Flexibility**
 - Employee survey
 - Connection to service delivery, customers and in-field cross-departmental teamwork
 - Meals for all employees
 - Employee parking options & shuttle to stadium
 - In-field changes to support operational needs & the customer experience
 - Continuous coordination & communication with partners in real time



Accessibility and Heat Mitigation



TAP and Fare Payment



Union Station Fan Zone



Metro Station Events and Activations



Surprise and Delight



Communications and Marketing



POV: you boarded the World Cup party train



World Cup fans in LA got the memo

451K



WORLD CUP FACES OF METRO

ONE TEAM, ONE METRO



Headed to a World Cup match?
Go Metro – direct to the stadium. Just \$1.75 each way.
metro.net/WorldCup



Los Angeles Times

Amid backlash over World Cup parking and transportation, LA Metro offers a solution

