



Board Report

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Agenda Number: 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 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.

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

Stephanie Wiggins
Chief Executive Officer



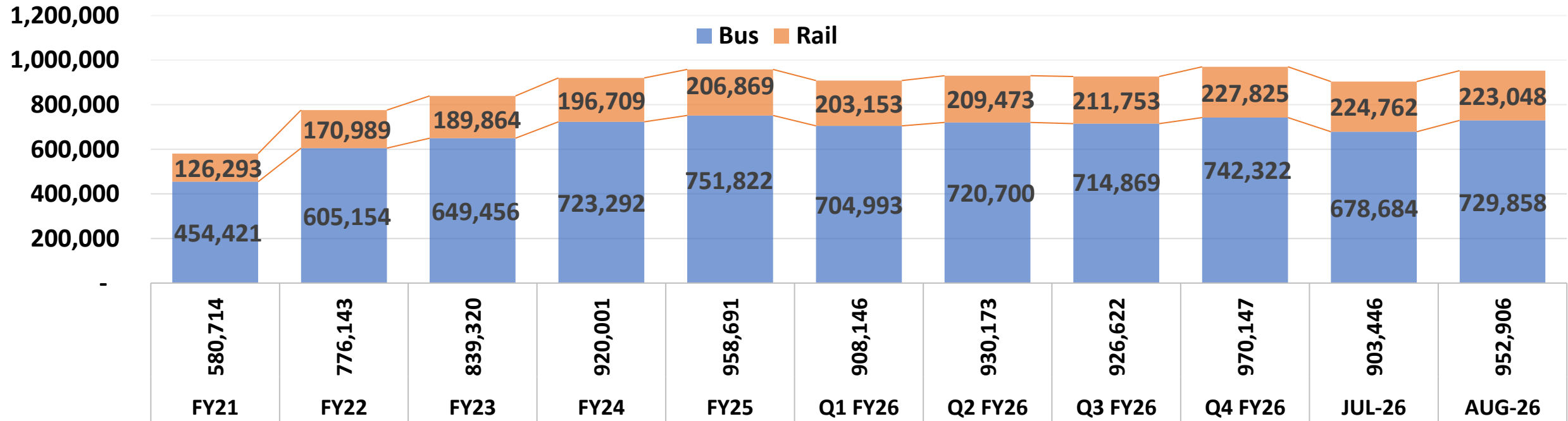
COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting

September 17, 2026

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



August Total Ridership % Change 2026 over 2025

- Bus: +3.3%
- Rail: +12.1%

Average Weekday Rail Ridership by Line August 2026

Line	August 2026	August 2025	% 2026 vs 2025
A/E	129,447	114,859	112.7%
B/D	69,032	60,170	114.7%
C/K	24,569	25,982	94.6%

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 79.0% in August 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 74.9% in August 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 2026.
- Cancellation rates overall year over year had decreased at the end of 2024 through 2025, but saw an increase in January through March 2026, declined slightly in April, increased again in May and June, declined in July 2026, before increasing again in August. Attrition and absenteeism have continued, and increased recruitment has achieved restoration of full bus operator staffing mid-2026 which should help reduce cancellations in the second half of 2026.

August 2026 Top Ten Highest Service Cancellations by Line

Line	Division	Name	Jul-26	Jul-25	% of Line Miles in EFC
115	18	Manchester Av/Firestone Bl	3.3%	1.2%	47%
55	2	Compton Av	3.2%	1.4%	83%
207	5, 18	Western Av	3.1%	2.2%	89%
60	2	Long Beach Bl	3.0%	1.7%	61%
204	5, 18	Vermont Av Local	2.9%	1.9%	98%
111	18	Florence Av	2.7%	0.7%	68%
40	18	Hawthorne Bl/MLK Bl	2.4%	1.1%	52%
210	18	Crenshaw Bl	2.3%	1.2%	58%
108	5	Slauson Av	2.2%	1.4%	55%
212	5	La Brea Av	2.2%	1.3%	54%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 9/13/25	0.4%	0.6%	0.8%
Week Ending 9/12/26	0.8%	0.3%	0.1%
Week Ending 9/5/26	0.7%	0.4%	1.2%
Week Ending 8/29/26	0.4%	0.3%	0.9%
Week Ending 8/22/26	0.6%	1.0%	1.7%
Week Ending 8/15/26	0.6%	0.3%	1.5%
Week Ending 8/8/26	1.2%	0.8%	1.7%
Week Ending 8/1/26	0.4%	0.8%	1.5%
July 2026	0.7%	0.6%	2.2%
June 2026	1.1%	0.7%	1.5%
May 2026	0.8%	0.6%	1.3%
April 2026	0.8%	0.3%	1.1%
March 2026	0.8%	0.8%	2.0%
February 2026	0.7%	0.5%	1.5%
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%
2024 (Full Year)	1.4%	1.4%	3.6%
2023 (Full Year)	1.5%	1.4%	3.6%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Predictive Maintenance

Purpose: Road Call Reduction/Improved Reliability

- Pilot on 40 buses at Division 3
- AI Driven technology
- Improves with time and historical data
- Multiple systems that are unique to transit buses
- Provides real time email alerts
- Contributes to troubleshooting

Doors System

Last updated: 01-Jan-2025 00:00 AM

2 Warnings

Front Door

DOOR LEAF 1

24h

Change

30d

Avg Open Time

4.6 s

▼ 9%

4.2 s

Avg Close Time

2.1 s

2.1 s

Avg Daily Cycles

285

▼ 3%

294

V0133

V0134

Details

DOOR LEAF 2

24h

Change

30d

Avg Open Time

4.6 s

▼ 9%

4.2 s

Avg Close Time

2.1 s

2.1 s

Avg Daily Cycles

285

▼ 3%

294

Back Door

DOOR LEAF 1

24h

Change

30d

Avg Open Time

4.6 s

▼ 9%

4.2 s

Avg Close Time

2.1 s

2.1 s

Avg Daily Cycles

285

▼ 3%

294

No active DTC

Details

DOOR LEAF 2

24h

Change

30d

Avg Open Time

4.6 s

▼ 9%

4.2 s

Avg Close Time

2.1 s

2.1 s

Avg Daily Cycles

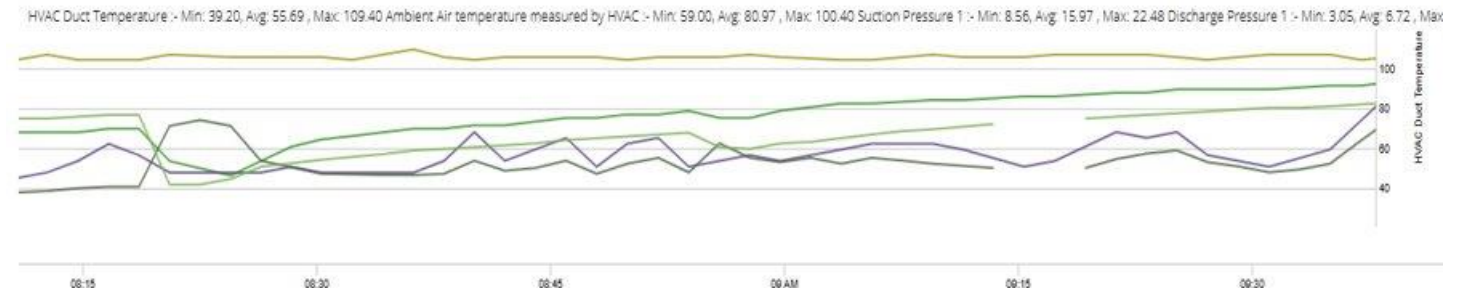
285

▼ 3%

294

Vehicle : 1915

Spec : NA



Predictive Maintenance

Pilot Results:

- Identified engine idle time waste
- Provided troubleshooting assistance
- The AI learned, adapted, and updated
- Alerted to potential future failures
- AI weeds out anomalies

Next Steps:

- Cost benefit analysis
- Evaluate potential for future
- Other available solutions

