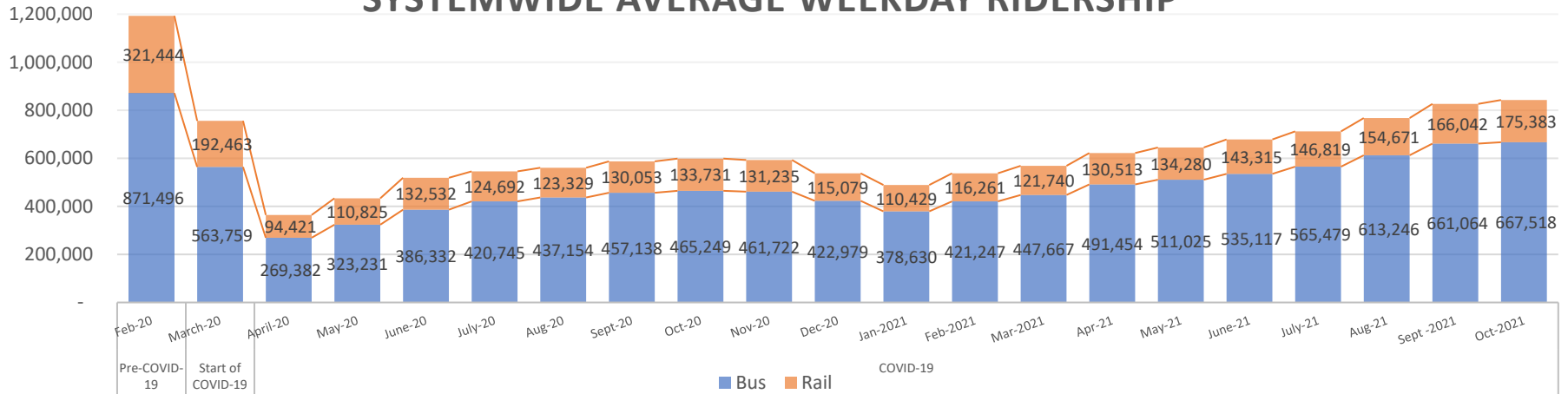


**ITEM 21**

**COO Oral Report  
Operations Service Update**

# Weekly Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	842,901

### Ridership Analysis Relative to Equity Focused Communities

- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76% in Sept 2021 (bus stop data available month to month)
- **Rail:** Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

# Service Update

## Dec 2021 Service Changes



### Reallocate Duplicate Service

- Reduce duplication between Lines 51 (7<sup>th</sup> St), 230 (Sylmar) and new DASH lines
- Eliminate duplication of Lines 78 (Las Tunas), 79 (new Line 179 Huntington) into DT LA
- Line 256 (Eastern) south of CSULA becomes Commerce 200
- Savings reinvested in extra service where loads dictate



### Restructuring

- Lines 2 (Sunset)/200 (Alvarado) merged as one line, with modified 217 OWL
- Line 260 (Atlantic Bl) restructure to improve frequency and reliability, with new 660 shuttle Pasadena - Altadena
- Line 53 (Central Av) rerouted via Willowbrook Rosa/Parks Stn



### Speed/Access and Rail

- Stop consolidation on Lines 33, 81, 180, 206, and 217 to better balance speed and access
- Light Rail frequency improved 10 to 8 min.

# Operator Hiring Update

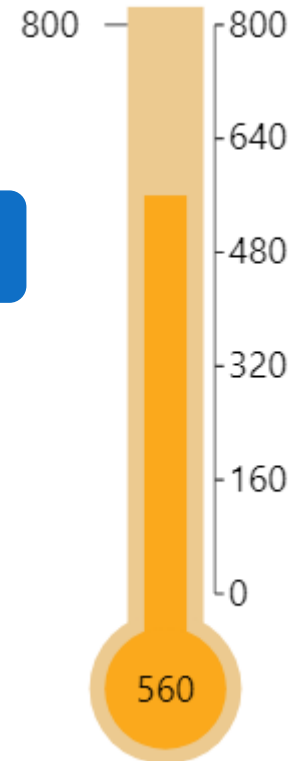
## Bus Operators

- 3,172 applications received to date
- 560 hires to date
- Two classes in November 2021 (11/9 & 11/30)
- Classes are nine weeks long (goal of 65 students per class)

## MicroTransit Operators

- 1,129 applications received to date
- 157 hires to date (target: 157 operators)
- Recruitment closed on November 2021 (11/15)
- Classes are three weeks long

Goal to 800 Operators



# Hiring Efforts, Customer Communication & Next Steps

## Hiring

- Continue bus operator referral/sign-on bonus programs
- Continue paid media buy to boost applications
- Continuation of media buy and internal advertising
- Human Capital Development will hold a Bus Operator recruitment event at Operation Central Instruction (OCI) in Downtown Los Angeles on Saturday, December 11, 2021, from 8:00 am -1:00 pm

## Customer Communication

- Continue to develop and improve our real-time cancellation alerts to the public
  - ✓ Including use of Metro Service Alerts, Twitter alerts, in-person and station announcements
  - ✓ Updates every 30-minutes regarding cancellations by bus line
  - ✓ Working with our real time arrival contractor, Swiftly, on incorporating real time cancellations into real time predictions by early January 2022

## Next Steps

- Metro will continue to proactively focus efforts and resources to continue to attract, recruit, hire and train applicants to deliver planned service to our customers




**WANT TO EARN \$500?**


Refer friends, family and community members to work for Metro! If you know someone who would be fit for a job here, send them our way and earn \$500 per referral.




Scan the QR code or visit [metro.net/referral](https://metro.net/referral) for the guidelines and FAQs on this program.




**Great hourly pay**  
Start at \$17.75 per hour as a bus operator, with incremental pay rate increases up to \$27.31.




**Full benefits**  
Metro offers medical and dental insurance, plus retirement plan options.



**Part time**  
Part time with potential to become full time.



**Unionized**  
Your safety and stability are union-represented.



**Room to grow**  
Opportunities for trainings and to move up in your career.