

ITEM 26

Motion 10.1 & 27.1 Update FY21 Operations Recovery Plan

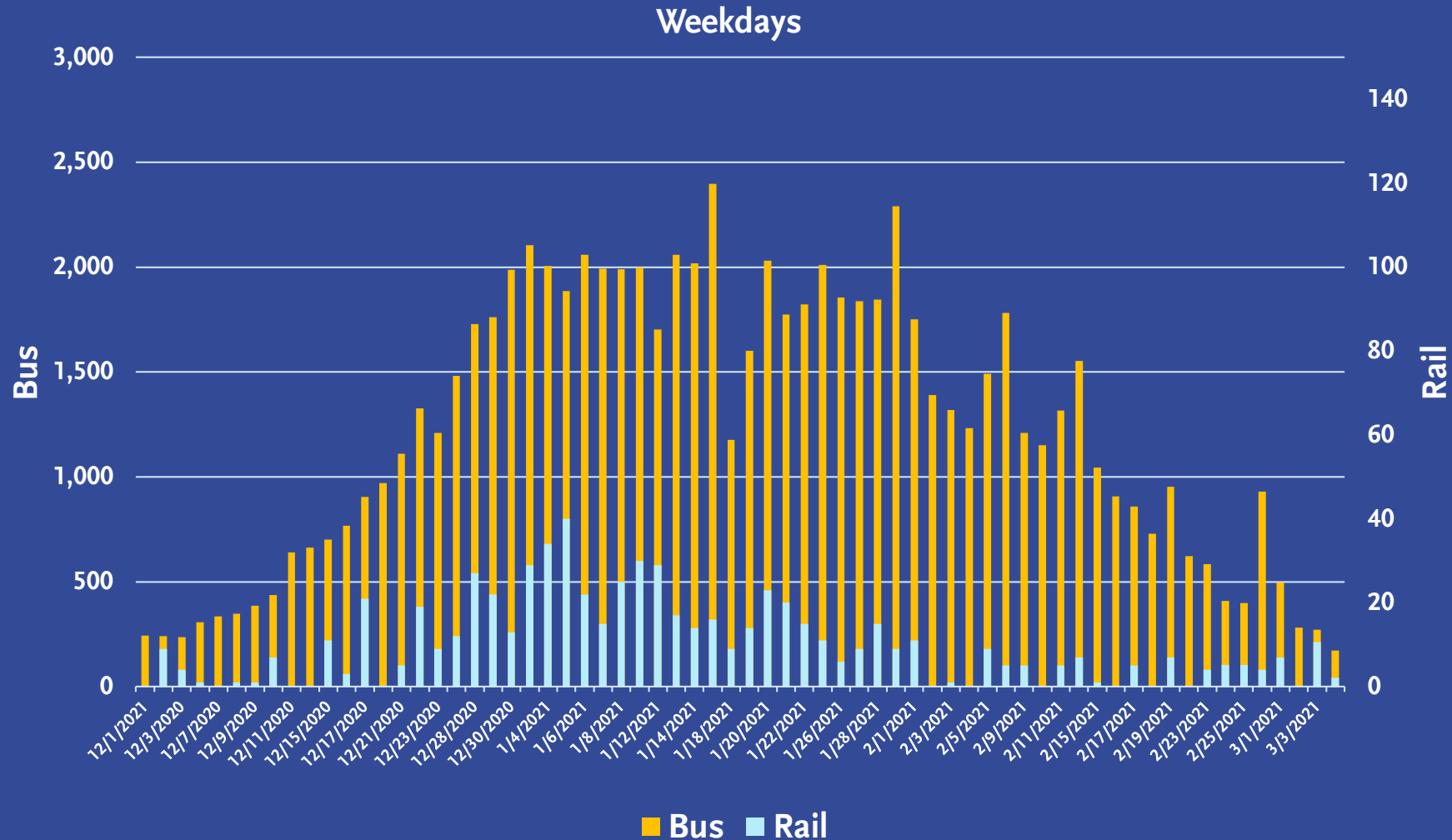


Passenger Loads

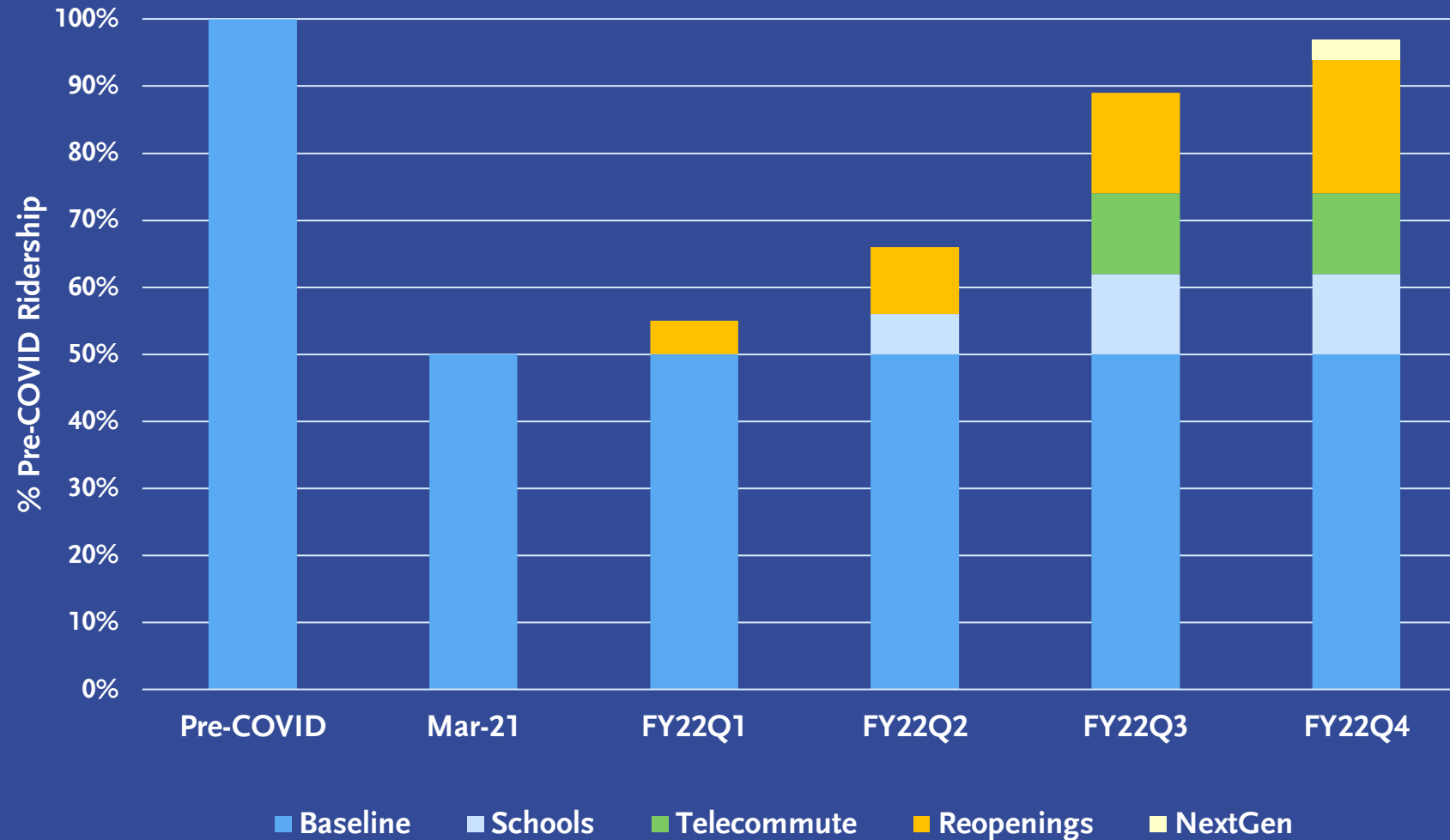
	Target	Status
Passenger Load	<ul style="list-style-type: none">98% of weekly trips should not exceed an average of 75% of seated capacity.	<ul style="list-style-type: none">Weekdays: average 1.3% or 142 trips (range 1.2% to 1.5%) so on average meets the targetSaturdays: average 4.4% or 293 trips (range 3.7% to 4.9%)Sundays: average 2.1% or 136 trips (range 1.5% to 2.5%)

An extra 47 weekday, 86 Saturday, and 48 Sunday trips are planned to be added to high demand lines starting April 12 to accommodate heavier passenger loads.

Cancelled Work Hours



FY22 Ridership Projection



Accelerated Bus Operator Hiring Plan

Bus Operator accelerated hiring activities commenced in February 2021 and are ongoing in full support of a graduation target rate of 100 bus operators per month beginning April 2021

As of Monday, April 12, 2021, about 966 applications in the hiring pipeline, with interviews going on now. Two classes were started in March 2021 and 2 more are set to begin in April and throughout the summer in support of reaching our goal.

Class space and logistical matters are currently being addressed in a manner that is safe and adheres to COVID-19 guidelines

Fully supports the updated FY21-FY22 revenue service hour parameters:

- 6.5 M RSH by June 2021
- 7.0 M RSH by September 2021

Bus Operator Hiring Communications Efforts

External Bus Operator Job Landing Page, Flyer & Hiring Video– Updated and available

Internal/External Messaging - Agency Ad, SharePoint, COVID Brief, CEO's Every Voice Counts, LinkedIn, Metro's The Source, Metro Project Account Distribution Lists, Education Partners/Colleges, Veterans Program, Local Government/Community Relations and Community Based Organizations, State of California Employment Development Department America's Job Centers, WIN-LA, Faith Leadership Council, and SMART

Social Media Buy – Launched social media targeted efforts, including Facebook, Indeed, ESPN radio ad, and partnering with the LA Kings for advertisement on their website

Board of Director (BOD) Media Tool Kit – Created as a resource for sharing our bus operator hiring initiative across BOD communication platforms and with constituents

Recruitment Dashboard –Easily track recruitment activities and adjust hiring activities/tactics as necessary



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BUS OPERATOR POSITIONS