

**ITEM 24**

**COO Oral Report  
Operations Service & MicroTransit  
Update**

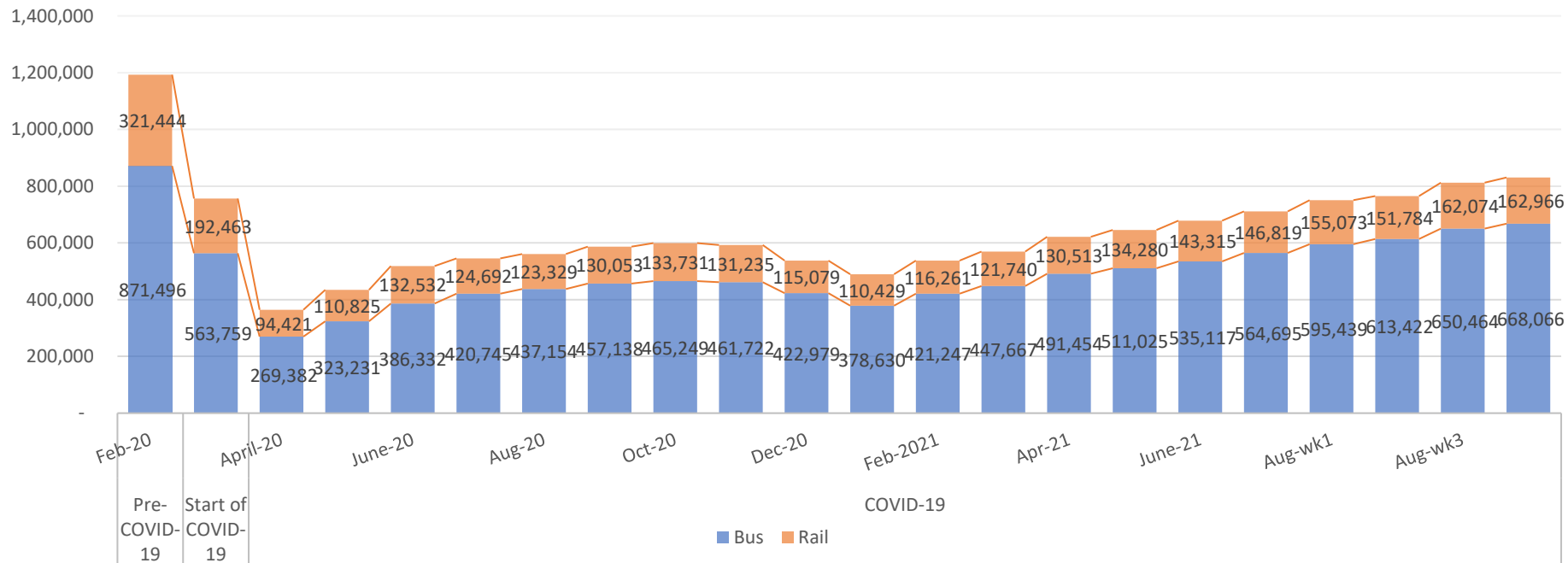


**Metro**

Operations, Safety & Customer Experience Committee Meeting  
September 16, 2021

# Weekly Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



| Ridership | Pre-COVID-19<br>20-Feb | Start of COVID-19<br>20-Mar | 20-Apr  | 20-May  | 20-Jun  | 20-Jul  | Aug-20  | Sep-20  | Oct-20  | 20-Nov  | 20-Dec  | 21-Jan  | 21-Feb  | 21-Mar  | 21-Apr  | 21-May  | 21-Jun  | 21-Jul  | Aug-wk 1<br>(8/1-8/7) | Aug-wk 2<br>(8/8-8/14) | Aug-wk 3<br>(8/15-8/21) | Aug-wk 4<br>(8/22-8/28) |
|-----------|------------------------|-----------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------------|------------------------|-------------------------|-------------------------|
| 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 | 711,514 | 750,512               | 765,206                | 812,538                 | 831,032                 |

### 6/27/21

- Increased overall service from 5.6 million RSH (annualized) as of December 2020 to 6.5 million RSH plan (all service changes made in alignment with NextGen and Title VI requirements)
- Resumed front door boarding in addition to keeping rear door boarding
- Issued & clarified instructions to operators that buses are free

### 9/12/21 (Upcoming)

- Increase overall service from the 6.5 million RSH (annualized) as of June 2021 to 7.0 million RSH

# Operator Hiring Update

## Bus Operators

- 2,634 applications received to date
- 494 hires to date
- Five classes in August & Sept 2021 (8/3, 8/17, 8/31, 9/14 & 9/28)
- Two classes scheduled every month
- Classes are 9 weeks long (goal of 65 students per class)

## MicroTransit Operators

- 1028 applications received to date
- 136 hires to date
- Four classes in August & Sept 2021 (8/9, 8/23, 9/7 & 9/20)
- Targeting a total of 147 MT operators
- Classes are 3 weeks long (goal of 15-25 students per class)



# Operator Recruitment & Incentive Efforts

## Tactics Include:


- Operator referral program (\$500)
- Operator sign-on bonus program (\$1,000)
- Continuation of media buy
- Bus/rail king ads and wraps
- Banners for Metro locations (over 40) & USG
- Decals for non-revenue vehicles





Banner - Atlantic





Banner - LAX

 **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.


**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.

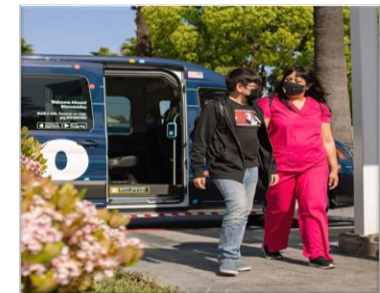
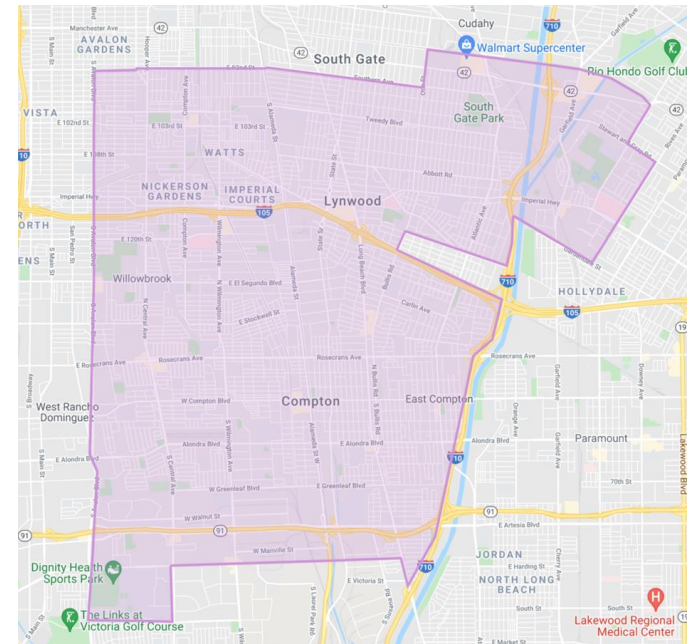


Get in the driver's seat and earn a \$1,000 sign-on bonus.

# MicroTransit - Service Changes & Fleet Update

- **Service Hours/Days:**
  - ✓ 5:30 a.m. to 9:30 p.m.
  - ✓ Variable by zone
  - ✓ Review of hours, vehicles and operators to begin
- 60 vehicles active in the fleet; 5 delivered and being retrofitted (installation of: TAP, Wi-Fi, camera system, bike rack, plexi-glass & wrapping)
- September 12, 2021: Watts/Willowbrook and Compton/Artesia zones will be combined into a single large Watts/Compton zone to allow for greater flexibility for customers and Metro Micro fleet/operator efficiency
- Ridership up 1% to 658 average weekday; 5,877 weekly
- Wait- times up to between 17 and 19 minutes

Watts/Willowbrook and Compton/Artesia



# MicroTransit – Wait Time & Failed Trip Information

| Zone Name               | % above 45 min wait time between 8/29/21 and 9/4/21 | Worst Day that Week |
|-------------------------|---|---------------------|
| *Watts/Willowbrook      | 4%  | 58 Failed Searches  |
| Compton/Artesia         | 2%  | 49 Failed Searches  |
| *LAX/Inglewood          | 1%  | 3 Failed Searches   |
| El Monte                | 17%   | 150 Failed Searches |
| North Hollywood/Burbank | 16%   | 149 Failed Searches |
| *Altadena/Pasadena      | 33%   | 543 Failed Searches |
| *Highland Park/Glendale | 33%   | 386 Failed Searches |
| *NW San Fernando Valley | Not Applicable                                      |                     |
| *UCLA                   |   |                     |

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# MicroTransit – Rides, Vehicles & Staffing

## TOTAL RIDES

- **8/9/21 to 9/7/21: 24,913 Rides**

## VEHICLES & STAFFING

- **On Sunday, 9/12/21, we will have 60 vehicles in revenue service across three reporting locations**
- **Additional 22 vehicles in process of being procured/retrofit**
- **By end of calendar year of 2021, 82 of 110 vehicle fleet will be in revenue service**
- **Management and supervision people are on-hand**
- **Currently, 4 NC employees with 1 to be refilled due to promotion**

# MicroTransit – Chart of Vehicles/Operator Counts Projected & Actual

| Zone Name               | Projected # of Vehicles | # of Vehicles @ 9/12/21 Shakeup | # of Operators @ 9/12/21 Shakeup | Notes  |
|-------------------------|-------------------------|---------------------------------|----------------------------------|--|
| *Watts/Willowbrook      | 16                      | 16                              | 29                               | W/W 2 <sup>nd</sup> top performers, may move back to # 1 with consolidation of two zones                               |
| Compton/Artesia         | 3                       | Is consolidated with W/W Zone   |                                  |  |
| *LAX/Inglewood          | 16                      | 3                               | 6                                | Least resources, lowest performing zone  |
| El Monte                | 3                       | 8                               | 18                               | Early am demand unmet  |
| North Hollywood/Burbank | 3                       | 6                               | 13                               | Early am demand unmet  |
| *Altadena/Pasadena      | 16                      | 10                              | 22                               | Experiencing approx. 50% failed searches, no where near to meeting demand  |
| *Highland Park/Glendale | 16                      | 10                              | 20                               | Wait time improvements with increased staffing, failed searches remain high  |
| *NW San Fernando Valley | 16                      | 7                               | 15                               | Can cover NextGen service change   |
| *UCLA                   | 16                      | 0                               | 0                                | 16 of 22 vehicles in procurement/retrofit to be assigned to this zone. Need 25 operators dedicated for service launch. |
|                         | 105                     | 60                              | 123                              |  |



# MicroTransit Quarterly Update – Service Roll-Out & Report Locations

## Zones + Launch Schedule

### December 2020

- Zone 1: Watts/Willowbrook\*
- Zone 2: LAX/Inglewood

### January 2021

- Zone 3: Compton/Artesia\*
- Zone 4: El Monte
- Zone 5: North Hollywood/Burbank

### June 2021

- Zone 6: Highland Park/Eagle Rock/Glendale
- Zone 7: Altadena/Pasadena/Sierra Madre

### September 12, 2021

- Zone 8: Northwest San Fernando Valley

### December 12, 2021

- Zone 9: UCLA/Westwood/VA Medical Center

*\*Effective 9/12/21 Z1 and Z3 will be combined*



*19 vehicles*

Torrance



*28 vehicles*

Alhambra



*13 vehicles*

Chatsworth