

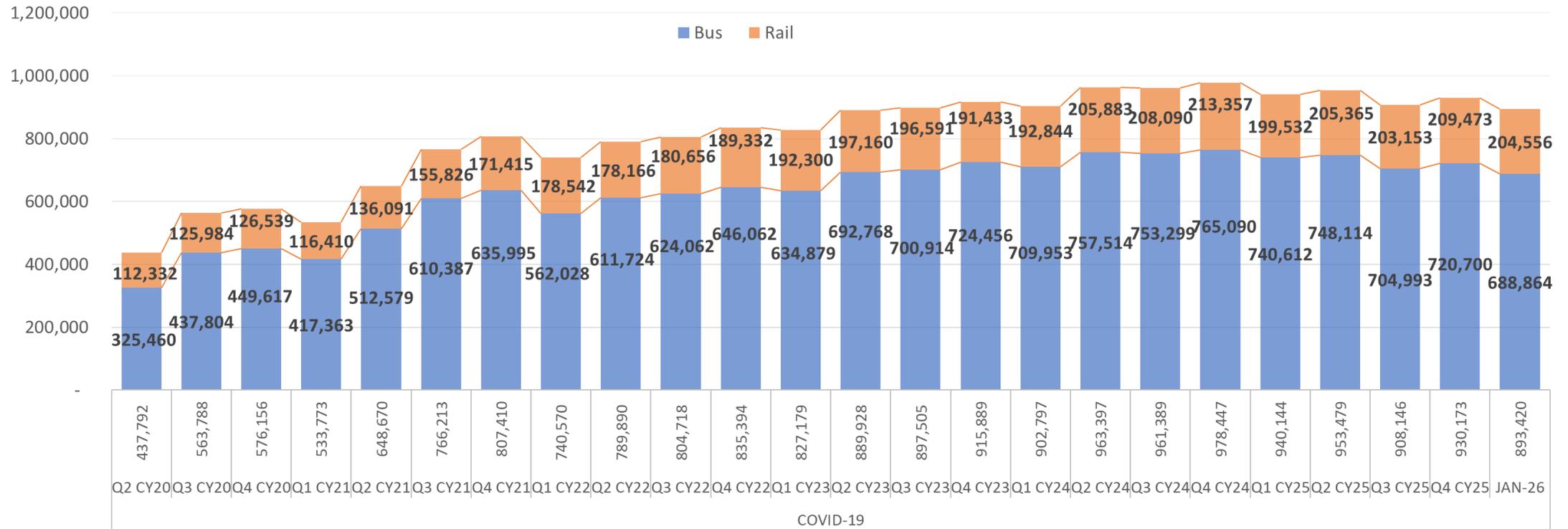


# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting  
February 19, 2026

# Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



**January Total Ridership Percentage Change 2026 over 2025:**

- Bus: -5.4% Rail: +1.0%
- Monitoring ridership for impacts from workers returning to full time office attendance. Please note January 2026 had one less weekday and one more Saturday compared to 2025.

Average Weekday Ridership – Jan 2026 versus Jan 2025			
Line	Jan-26	Jan-25	% Variance
Bus	688,864	729,709	94.4%
A/E	116,646	102,851	113.4%
B/D	60,269	61,030	98.8%
C/K	27,641	24,785	111.5%

**Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):**

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 79.0% in January 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 77.1% in January 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 since January 2025.
- Cancellation rates overall have decreased at the end of 2024 through 2025 with a slight increase in January 2026. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing had reduced cancellations in 2025.

## January 2026 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Jan-26	Jan-25	% of Line Miles in EFC
2	55	Compton Av	4.1%	1.9%	83%
2	105	Vernon Av/La Cienega Bl	2.4%	1.3%	57%
5, 18	204	Vermont Av Local	2.4%	0.9%	98%
2	60	Long Beach Bl	2.3%	2.0%	61%
2	51	Avalon Bl/W. 7th.	2.1%	1.8%	75%
18	115	Manchester Av/Firestone Bl	2.0%	0.6%	47%
18	210	Crenshaw Bl	1.9%	1.0%	58%
18	40	Hawthorne Bl/MLK Bl	1.8%	0.6%	52%
18	111	Florence Av	1.7%	0.7%	68%
5, 18	207	Western Av	1.6%	0.8%	89%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/15/25	0.8%	0.6%	1.2%
Week Ending 2/14/26	0.5%	1.1%	1.7%
Week Ending 2/7/26	1.0%	0.2%	1.8%
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%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
2023 (Full Year)	1.5%	1.4%	3.6%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%



## COO Quarterly Visits:

- **What brought me to visit the operating locations**
  - Visit all operations front line divisions/locations
    - Bus and Rail Transportation and Maintenance Divisions
    - Maintenance of Way departments, Facility Maintenance, General Services
    - BOC/ROC, VO, OCI, Non-Revenue, CMF departments, Scheduling
  - Thank employees for their work and dedication
  - Share updates and reinforce Core Values
  - Listen to concerns and feedback on improving the work environment
- **Leadership listening to employees is making a difference by fostering a culture of support, respect and empowerment**
  - When asked what employees like about their job, "pay and benefits" are often not the first things mentioned.

# COO Quarterly Visits:

- **What happened as a result of employee feedback**
  - Replaced many old or inoperative non-revenue units, trucks, excavator, scrubber, pressure washer, lift
  - Coordinated security bus riding teams and fine tune bus operator barriers based on operator input
  - Corrected radio dead spots, lighting in yard, yard repair
  - Added training on EAMS, HVAC, Propulsion Systems, FST
  - Improved security and cleanliness, especially in the ancillary areas of the B and D Lines
- **What the employees say about our visits**
  - "Thank you for the updates and information but extra thanks for showing up!"
  - "Thank you for the swag!"



# ADA Mystery Rider Program

**ADA Mystery Rider Program** measures/observes performance

- Observers conduct up to 600 randomized rides per quarter
- Measure/observe – SOP compliance + effective communication

**Metro Divisions Exceed All ADA performance targets in FY26Q2**

- First time in 5 years that All Metro Bus Divisions exceeded all ADA targets



<b>ADA Key Performance Indicators</b>	Goal	Actual	Outcome
Successful mobility device boarding	97.5%	99.1%	Goal Exceeded
Boarding procedure adherence	97.5%	98.1%	Goal Exceeded
Mobility device securement procedures	95.0%	97.2%	Goal Exceeded
Lap/shoulder securement procedures	80.0%	80.7%	Goal Exceeded

# ADA Mystery Rider Program



## Bus Operations Leadership + Office of Civil Rights expertise & initiatives

- **Cross-Functional Execution** – Ops processes, Civil Rights guidance, Mystery Rider input
- **Dynamic, multi-faceted trainings** and corrective actions improvement plan



## Ongoing Actions

- **Monitoring /Tracking:** Discover trends / opportunities for improvement
- **Sustain Trainings:** Reinforce w/c securement SOPs / prevent regression
- **Focused coaching:** Procedural conformance / communication techniques
- **Standardize best practices:** Capture / share “what works”
- **Expand recognition:** “Accessibility Champions!”

