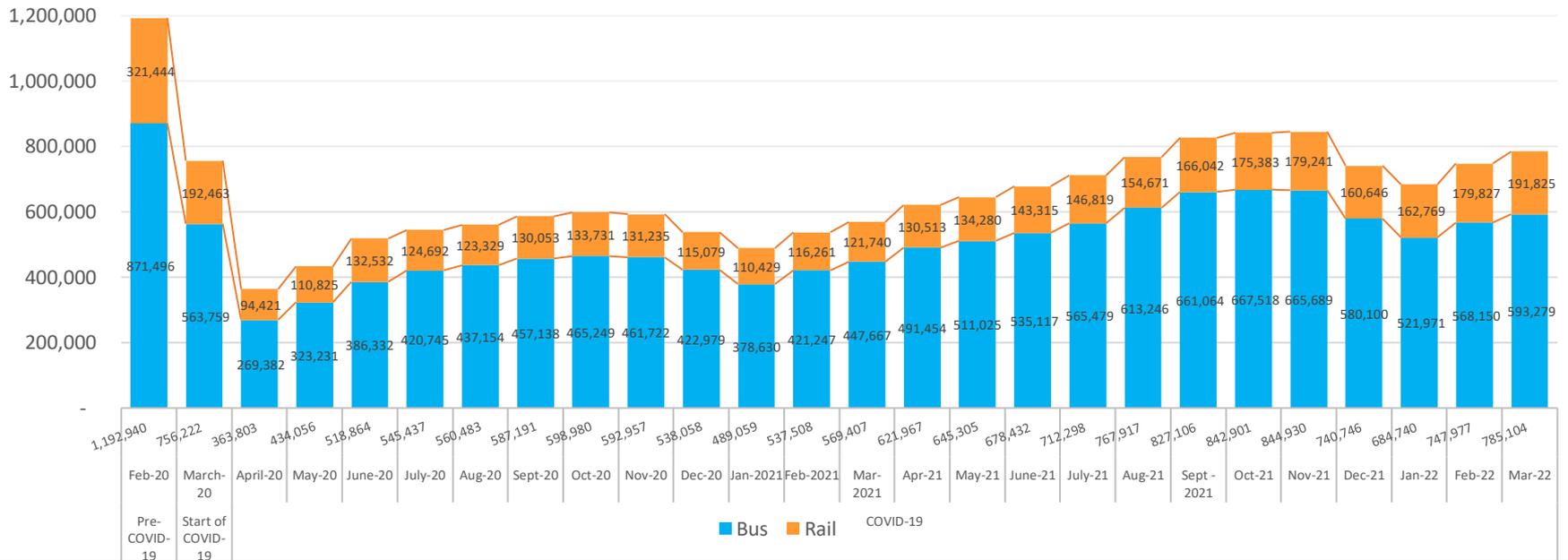


**ITEM 20**

**COO Oral Report  
Operations Ridership & Motion 43 Update**

# Weekly Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Rider-ship	Pre-COVID-19	Start of COVID-19																								
	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	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
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	844,930	740,746	684,740	747,977	785,104

### Ridership Analysis Relative to Equity Focused Communities

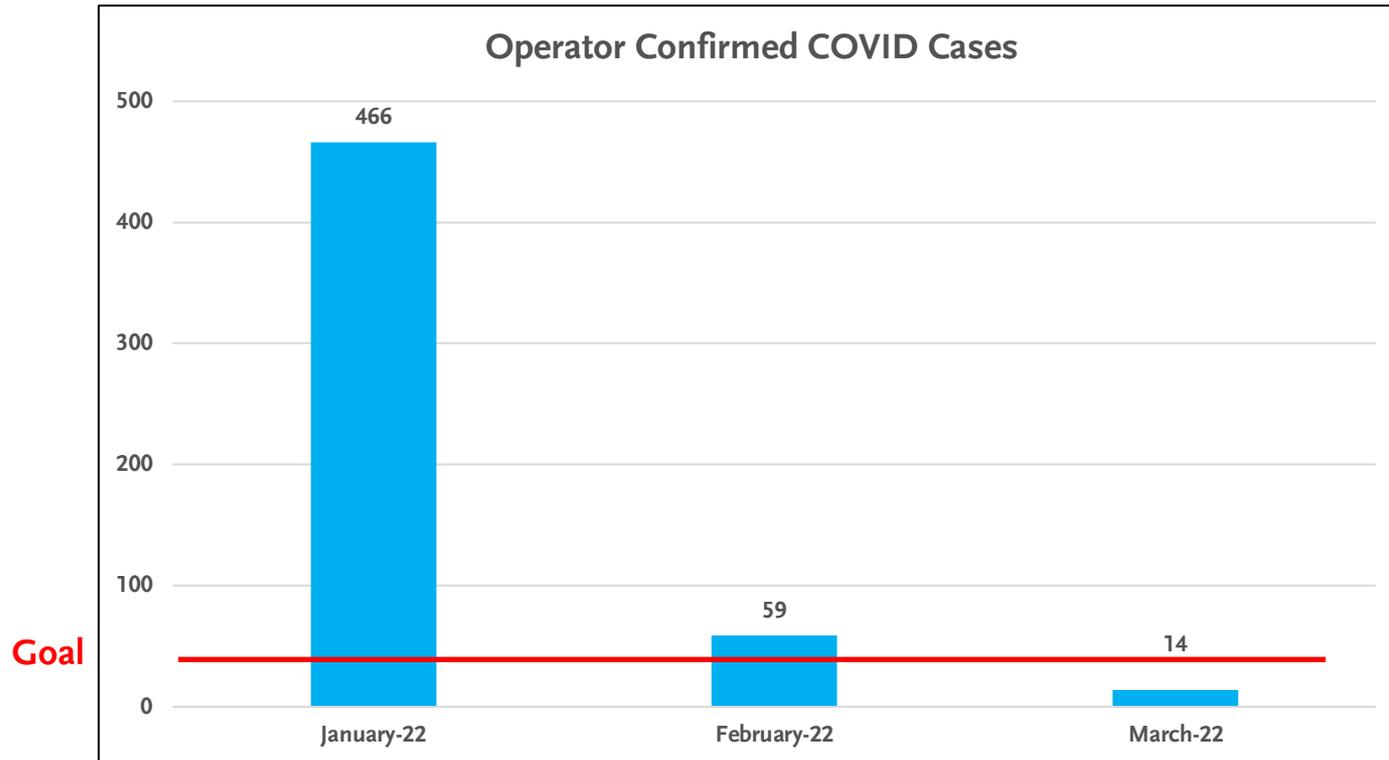
- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.3% in Feb 2022 (bus stop data available month to month)
- **Rail:** Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

# Service Restoration Conditions Update

The following is an update on the four criteria monitored for full-service restoration:

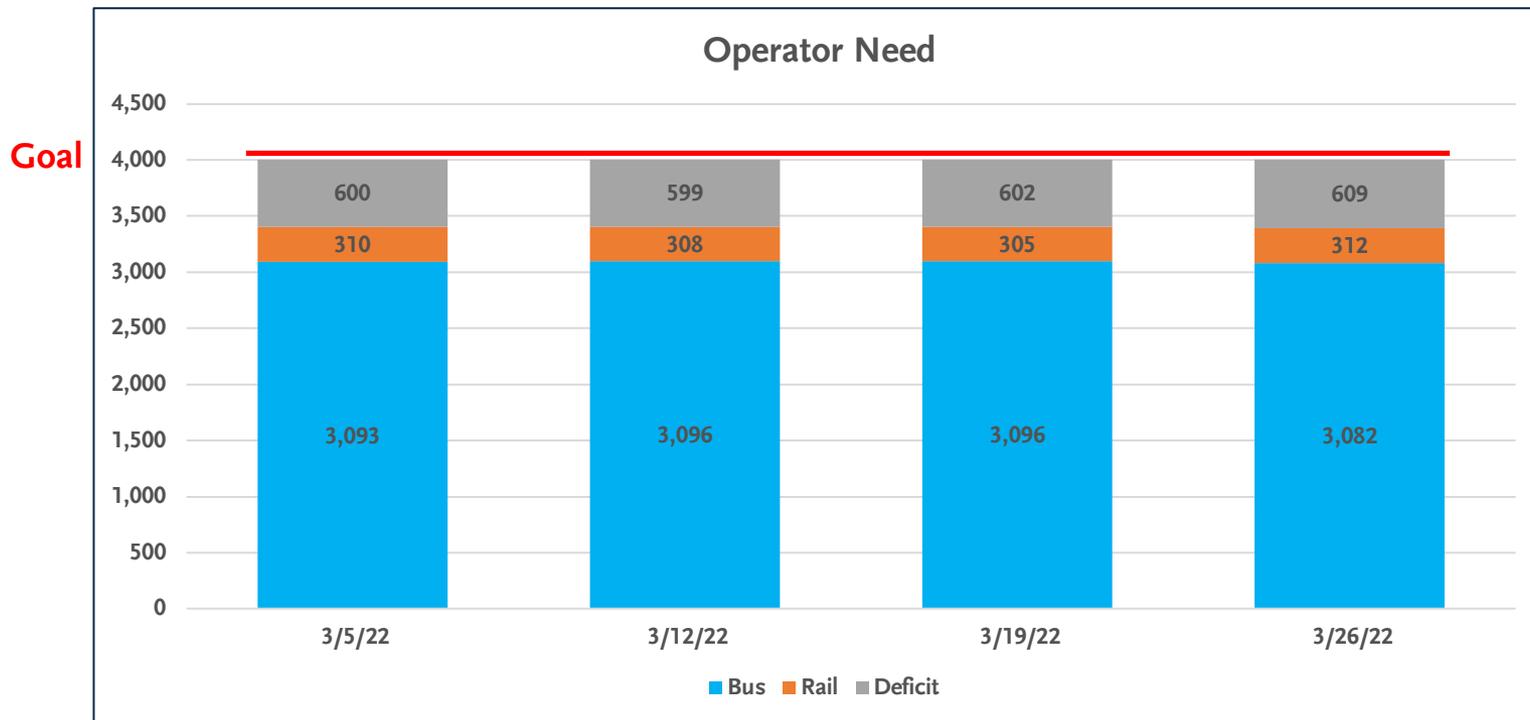
1. Operator COVID Status
2. Operator Staffing Level
3. Minimized Cancelled Service
4. Minimized Ordered Call Backs (OCBs)

# Operator COVID Status



- Goal: no more than 30 new COVID cases per month for operators
- February 2022 total: 59 operator cases
- March 2022 total: 14 operator cases

# Operator Staffing Level



	3/5/22	3/12/22	3/19/22	3/26/22
Active				
Bus	3,093	3,096	3,096	3,082
Rail	310	308	305	312
Deficit	600	599	602	609
<i>Operations Central Instruction (OCI) Students</i>				
	67	140	137	192

- As of 3/26/22, there is a 609 operator deficit, however there are 192 students in training
- Need = operator need to return to full service (or 3,667 bus and 326 rail, 4,003 total operators)

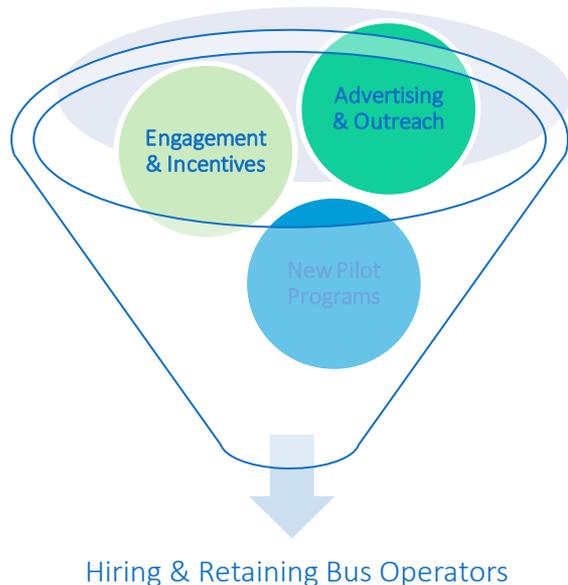
# Recruitment Efforts- New Streamed Lined Process

## Recruitment Status - March 1<sup>st</sup> – 26<sup>th</sup>:

- **372 - New Applicants received and are in the selection process**
- **336 - Candidates are pending conditional offers**
- **85 - Candidates with conditional offers ready to begin training**
- **192 - Employees in training**



# Operator Hiring & Recruitment Efforts



## ➤ **Implemented:**

- Minimum Qualifications revised to remove the six months of customer service experience requirement
- Held a Bus Operator Hiring Event on April 2, 2022, which yielded 115 conditional offers
- Implementing Spark Hire, an automatic interviewing platform in an effort to streamline the Bus Operator interview process

## ➤ **Continue employee engagement, incentive, and hiring programs**

- Weekend Rewards
- New Hire Sign-On Bonus
- Employee Referral Program
- In-Person Hiring Event – Scheduled for May 2022

# Bus Operators Separations During Training

	FY19	FY20	FY21
<b>Total Separations</b>	<b>687</b>	<b>629</b>	<b>503</b>

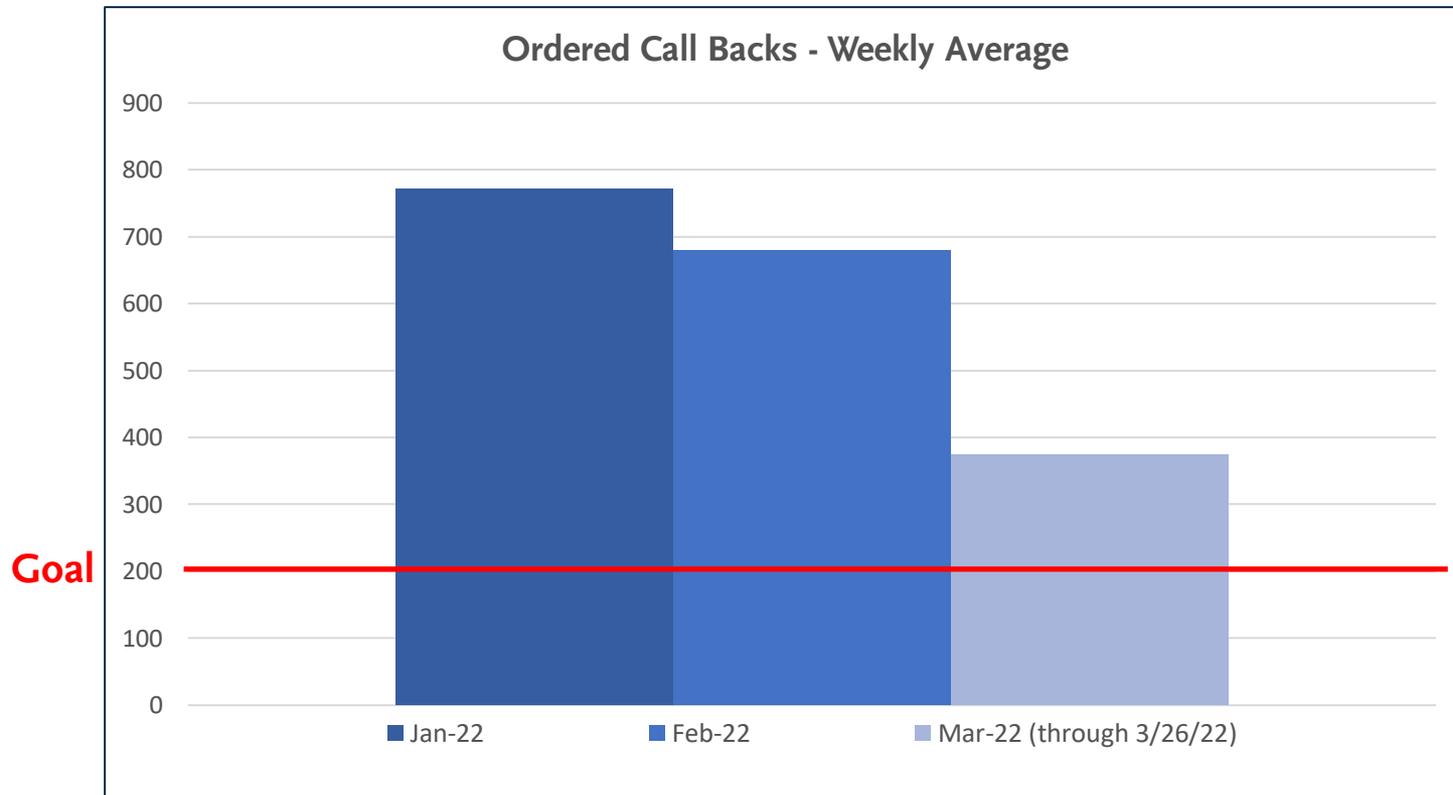
<b>Separated During Training</b>	<b>256</b>	<b>239</b>	<b>101</b>
<b>% of all Separations</b>	<b>37.3%</b>	<b>38.0%</b>	<b>20.1%</b>

	FY22									
	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 22	Feb 22	Mar 22	FY22 YTD
<b>Total Separations</b>	<b>83</b>	<b>48</b>	<b>79</b>	<b>72</b>	<b>59</b>	<b>49</b>	<b>51</b>	<b>54</b>	<b>36</b>	<b>531</b>

<b>Separated During Training</b>	<b>26</b>	<b>10</b>	<b>8</b>	<b>15</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>12</b>	<b>6</b>	<b>93</b>
<b>% of all Separations</b>	<b>31.3%</b>	<b>20.8%</b>	<b>10.1%</b>	<b>20.8%</b>	<b>10.2%</b>	<b>4.1%</b>	<b>15.7%</b>	<b>22.2%</b>	<b>16.7%</b>	<b>17.5%</b>

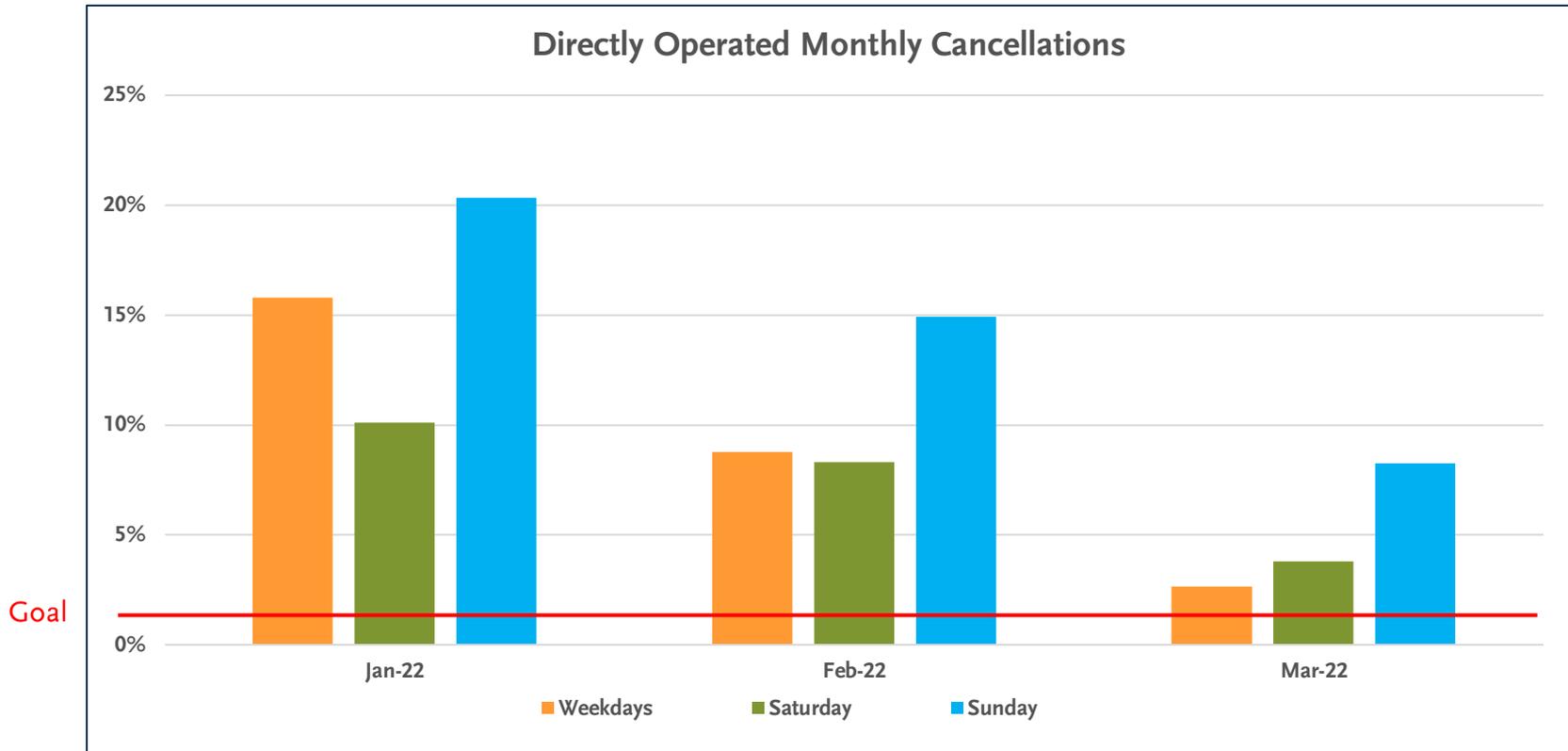
- **As of March 2022, retention is trending upward for Bus Operator Training**

# Ordered Call Backs



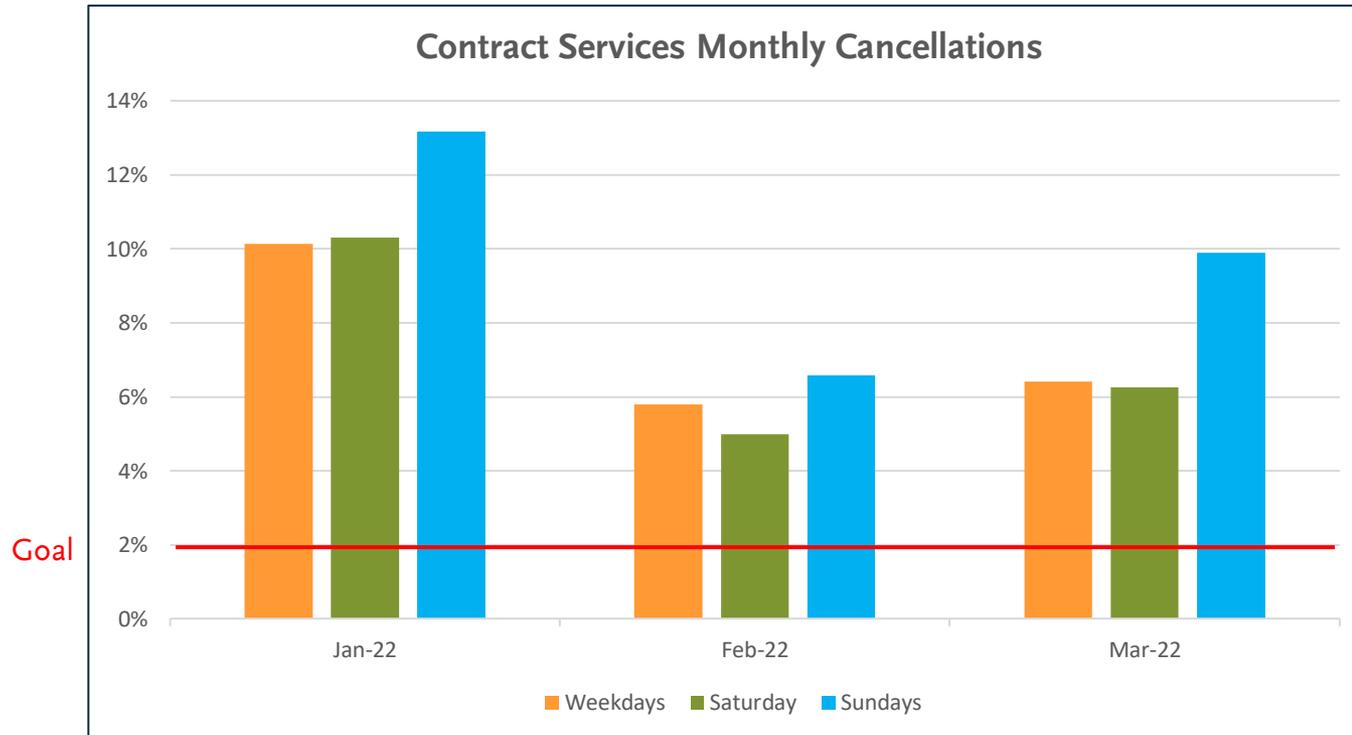
- **Goal: No more than 200 mandatory (ordered) call backs per week systemwide**
- **February 2022 ordered call back average: 681**
- **Ordered call backs for week ending 3/26: 366**

# Cancelled Service (Directly Operated)



- Goal: No more than 2.00% systemwide bus service cancellations
- Week ending 3/26/22 averages:
  - 3.15% Weekday (compared to 15.81% in January 2022)
  - 4.66% Saturday (compared to 10.11% in January 2022)
  - 9.23% Sunday (compared to 20.31% in January 2022)
- January 2022 “No Show” Complaints: 454
- March 2022 “No Show” Complaints: 119

# Cancelled Service (Contract Services)



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **Week ending 3/27/22 averages:**
  - 6.00% Weekday (compared to 10.00% in January 2022)
  - 6.00% Saturday (compared to 10.00% in January 2022)
  - 10.00% Sunday (compared to 13.00% in January 2022)

## Directly Operated Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 3/28/22)

Line	Name	Next Gen	% Cancelled Trips since 2/20 service change	% Cancelled Trips before 2/20 service change	% within EFC*	Area
		Tier				
240	Reseda	1	8.90%	25.30%	13%	San Fernando
18	Whittier & 6th St	1	7.20%	21.20%	85%	East LA-West LA
210	Crenshaw	1	6.70%	26.30%	63%	Hollywood-South LA
45	Broadway	1	5.80%	20.70%	98%	South LA-Downtown-Lincoln Hts
53	Central Av	1	5.70%	25.10%	72%	South LA-Downtown
207	Western	1	5.60%	29.60%	89%	Hollywood-South LA
754	Vermont Rapid	1	5.50%	44.70%	100%	Hollywood-South LA
150	Topanga-Ventura	3	5.50%	21.40%	27%	San Fernando
20	Wilshire	1	5.20%	19.80%	35%	Downtown - Santa Monica
66	8th St	1	5.20%	16.40%	87%	East LA-Downtown-Wilshire

# Contract Services Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 3/31/22)

Name	Next Gen Tier	% Cancelled Trips since 2/20 Service Change	% Cancelled Trips before 2/20 Service Change	% within EFC	Area
JPL	4	10.49%*	5.04%	15%	Pasadena
San Fernando Rd - Rampart St - Hoover St	2	10.08%*	5.64%	73%	Glendale - Downtown LA
Sepulveda Bl - Pacific Coast Hwy	3	8.21%	16.20%	29%	LAX - Long Beach
Rosemead Bl	3	7.95%	15.23%	30%	Sierra Madre - Lakewood
Wilmington Av - Vermont Av	3	5.95%	10.26%	29%	Willowbrook - San Pedro
Griffith Pk Dr	4	5.73%	5.23%	50%	Downtown LA - Burbank
Rosecrans Av	3	5.50%	10.91%	42%	El Segundo - Norwalk
North Hollywood - Pasadena Express	3	5.49%	4.20%	18%	North Hollywood - Pasadena
Eastern Av - Av 64 - Washington Bl	4	5.05%	7.54%	35%	Commerce - Sierra Madre

\* Will continue to monitor for corrective action

# Cancelled Service by Division (Since 2/20/22 Service Change)

Directly Operated Divisions	EFC* (Y/N)	Scheduled Worktime	Canceled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
1 - Downtown LA	Y	61,704	3,756	6%	15%
2 – Downtown LA	Y	62,572	2,166	3%	12%
3 – Cypress Park	Y	55,570	1,677	3%	12%
5 – South LA	Y	57,134	1,486	3%	17%
7 – West Hollywood	N	74,157	3,659	5%	13%
8 – Chatsworth	N	63,381	2,372	4%	15%
9 – El Monte	Y	60,309	758	1%	9%
13 – Downtown LA	N	59,458	2,392	4%	14%
15 – Sun Valley	Y	75,992	903	1%	8%
18 – South Bay	N	85,923	3,819	4%	17%
<b>Total</b>		<b>656,199</b>	<b>22,988</b>	<b>4%</b>	<b>13%</b>

Contract Services Divisions	EFC*(Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
95 - Southland	N	14,258	1,012	7%	11%
97 - MV	N	21,815	1,434	7%	7%
98 - Transdev	N	16,704	1,552	9%	9%
<b>Total</b>		<b>52,777</b>	<b>3,998</b>	<b>8%</b>	<b>7%</b>

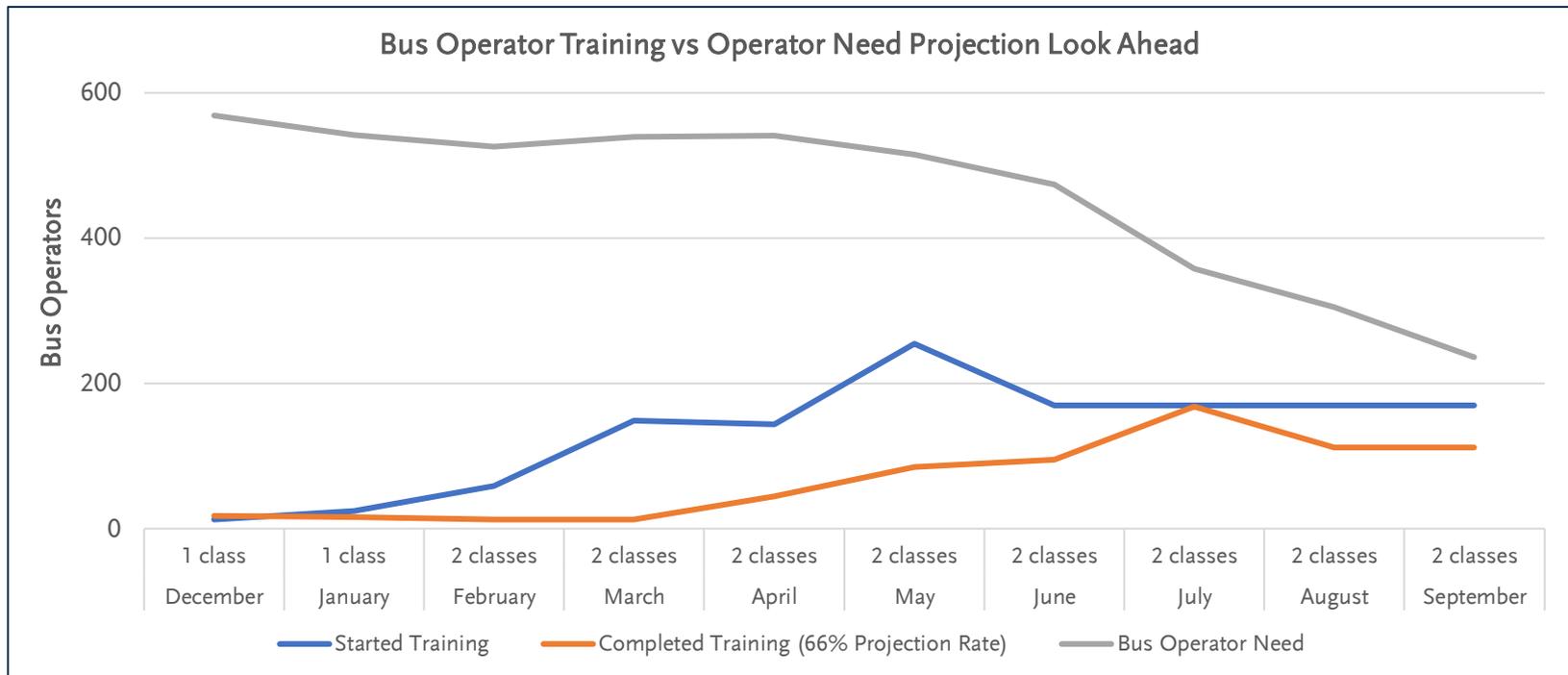
\*Equity Focused Communities

# Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS (week ending 2/5/22)	STATUS (week ending 3/26/22)	
Operator COVID Cases	30 or less per month	Nov 2021	459 Jan 2022 (month)	14 Mar 2022 (month)	
Operator Staffing Level	4,003 operators	Pre-Covid	3,423	3,394*	
Cancelled Service	2.00% or less per day	May 2021	11.00% weekday 8.00% Sat 20.00% Sun	3.15% weekday 4.66% Sat 9.23% Sun	
Ordered Call Backs	200 or less per week	Dec 2020	766 (per week in Jan 2022)	366	

\* Operator staffing level does not represent candidates yielded from the February/March 2022 hiring events as they must successfully complete a two-month training and are currently not counted in active operator counts

# Operator Hiring vs Need Projection



- **Bus Operator training classes are 8 weeks in duration, with 66% completion rate**
  - **Example: Class starts on 2/8 and training is completed on 4/3**
- **In March 2022, Metro increased bus operator class sizes to 85**
- **Hiring events and operator retention efforts will help reduce vacancies, however active bus operators are not ready for service until after 2-3 months of hiring given training. Therefore, there is a lag between started training and completed training.**

# Next Steps

- **Continue to monitor February 20, 2022 service changes and adjust as necessary in an equitable manner**
- **Continue to monitor conditions to minimize impact of service reductions**
- **Continue achievement of conditions for full service restoration**

# Earth Day April 22, 2022 & MicroTransit Update

## Earth Day 2022

- On Friday, April 22, 2022 – Metro will offer free rides on bus, rail, and bike in support of Earth Day
- Fareboxes will be covered to ensure that customers do not have to TAP and turnstiles will be unlocked for seamless free fares
- Earth Day allows us demonstrate support for environmental protection and encourages the use of public transportation
- Comprehensive communications plan to be deployed includes:
  - Car cards
  - Rail posters
  - Farebox covers
  - Eblast to Metro subscribers
  - Messages on digital screens
  - Source Post
  - Social Media Posts (Twitter, Facebook, and Instagram)
  - Station Announcements and Operator Announcements



# MicroTransit Update

## MicroTransit Service Snapshot (as of April 2022)

- Delivered 360,000+ trips since launch during the peak of COV-19 pandemic
- Operates in 8 Metro Micro Zones covering +165 square miles of LA County
- Fleet consists of 82 vehicles, including 8 EVs to begin operating in April 2022
- Program KPI is 4.5, last reported in October 2021 was 4.8 of 5 stars

## MicroTransit Hiring Update (as of April 2022):

- FY22 Budget: 147
- Active: 130
- Leave: 10
- In training: 7
- Training Duration: 5 weeks
- New class starts on 4/18/22 to backfill operators on long term leave

