



# **COO Monthly Report**

Operations, Safety & Customer Experience Committee Meeting  
February 15, 2024

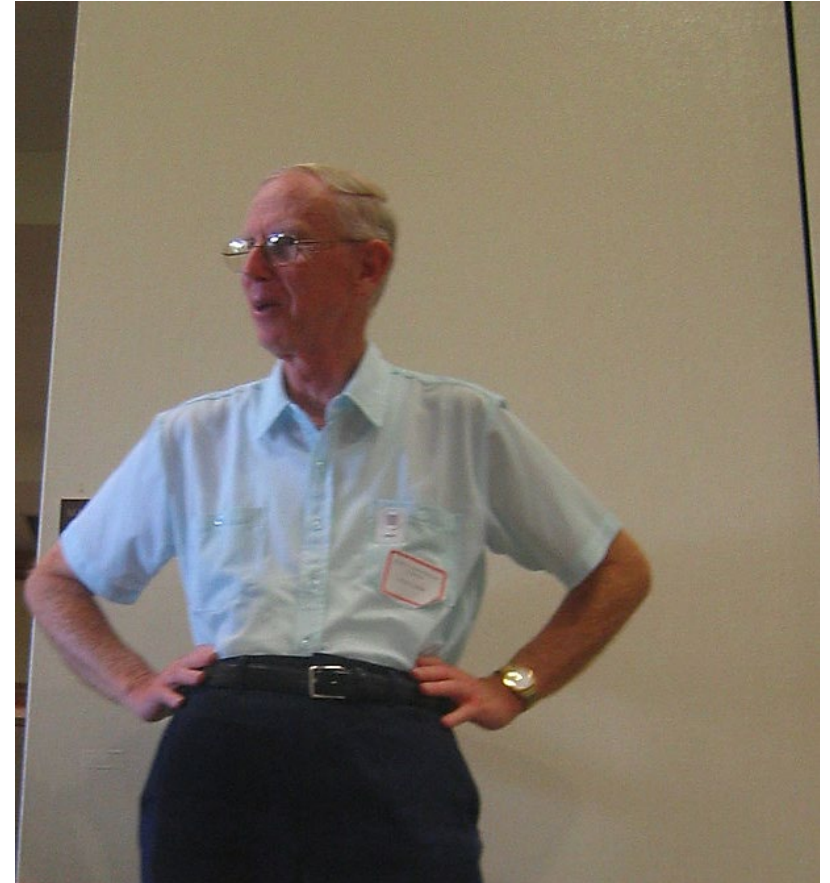
# Wally Shidler – Service Council Member

- Wally Shidler is retiring after 20 ½ years of service to Metro and Gateway Cities transit riders.
  - Last remaining original Service Council member
- Wally was sworn into office and attended the first meeting on July 10, 2003.
  - Vice Chair for FY2006 and FY2011
  - Chair for FY2007 and 2012

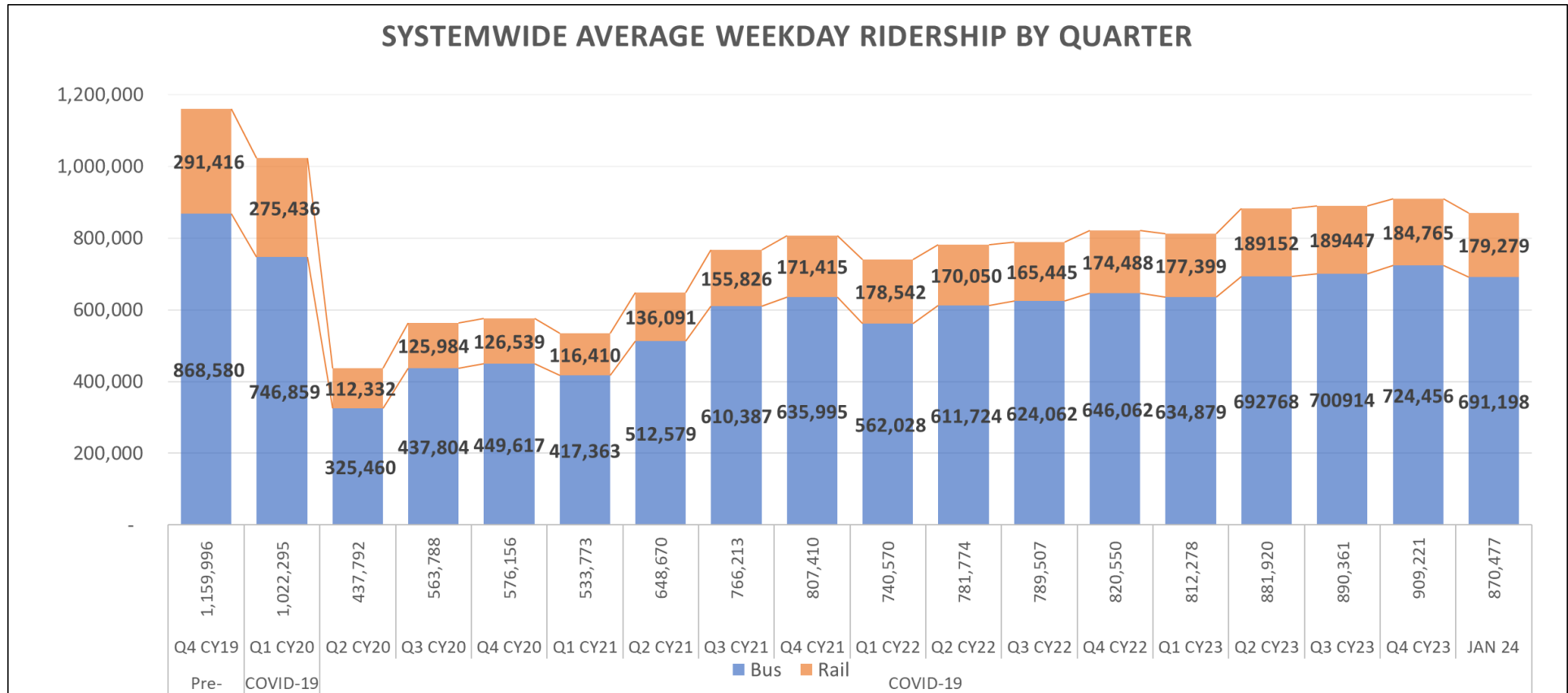


# Wally Shidler – Service Council Member

- Also served as a member of Metro Community Advisory Council (CAC)
- Contributions as a historian for important Metro anniversaries
  - Division 5's 100<sup>th</sup>, Division 3's 100<sup>th</sup>, and Union Station's 75<sup>th</sup>
- Has played an invaluable role to Metro's Dorothy Peyton Grey Transportation Research Library and Archive
  - Contributed to Metro's collection of employee news magazines back to 1918
  - Donated rare items to the archive and conducted research on multiple topics.



# Ridership Update



**January Ridership Percentage of Pre-Pandemic:**

Systemwide:

	2024	2019	%Pre-Covid
• DX:	870,477	1,138,190	76%
• SA:	598,027	681,892	88%
• SU:	496,409	561,330	88%

**January Percentage Change of 2024 over 2023:**

- Bus: 15.2%
- Rail: 5.8%

**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 Oct 2019 to 79% in January 2024 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

# Cancelled Service

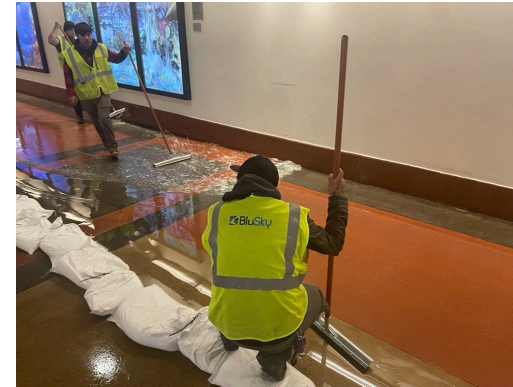
- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service
- Cancellation rates have remained much lower than those for late 2022 and early 2023 when full service was first restored.
- Line 754 Vermont Av Rapid had the highest cancellation rate for January 2024:
  - 4.3% in January 2024 vs 7.4% in January 2023

<b>% Cancelled Service</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>Pre- Dec 2022 Service Change 4 week Average</b>	3.2%	3.9%	7.4%
<b>One Year Ago WE 2/11/23</b>	2.8%	2.3%	5.2%
<b>Week Ending 2/10/24</b>	1.4%	0.7%	2.0%
<b>Week Ending 2/3/24</b>	1.2%	0.7%	1.9%
<b>January 2024</b>	1.0%	0.8%	1.7%
<b>December 2023</b>	1.3%	1.0%	2.5%
<b>November 2023</b>	0.8%	0.9%	1.5%
<b>October 2023</b>	0.7%	0.8%	2.4%
<b>September 2023</b>	0.6%	0.5%	1.6%
<b>August 2023</b>	0.7%	0.9%	2.5%
<b>July 2023</b>	0.7%	0.7%	2.4%
<b>June 2023</b>	0.9%	1.0%	2.9%
<b>May 2023</b>	1.4%	1.9%	5.0%
<b>April 2023</b>	1.9%	1.9%	5.8%
<b>March 2023</b>	2.0%	1.3%	4.5%
<b>February 2023</b>	3.2%	3.1%	5.0%
<b>January 2023</b>	3.8%	3.2%	6.7%
<b>December 2022 (from 12/11 service change)</b>	4.2%	3.4%	11.4%

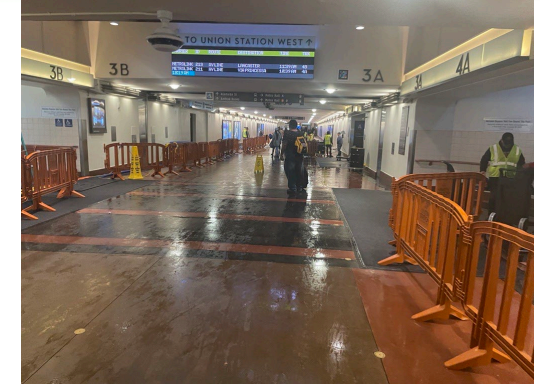
# Storm Relief – Operations

## • Preparation

- Extra staff were brought in and staff were strategically deployed for emergency response.
- Tow trucks, maintenance vehicles, tools, and storm relief supplies were prepared and deployed.
- Preparations were made at underground stations and Union Station to prevent and limit water intrusion.
- Wayside equipment including junction boxes and embedded switches were secured.
- Alternative Bus Routes were prepared in case of emergencies, including for potential bus bridges.
- Storm warning and safety info was distributed to Operators.



Before



After



Before



After



Diverting water from tracks



Removing debris

## • Storm Relief

- Culverts and storm drains along various tracks were cleared and new sandbags were replaced to protect drains.
- Removed branches and debris from the top of a rail car and tracks.
- Consistent visual inspections of the tracks, equipment and known flooding areas to report and fix water intrusion and clear debris.
- Supported people experiencing homelessness (PEH) with shuttle requests.

# Storm Relief – SSLE/HOME

## • Emergency Management

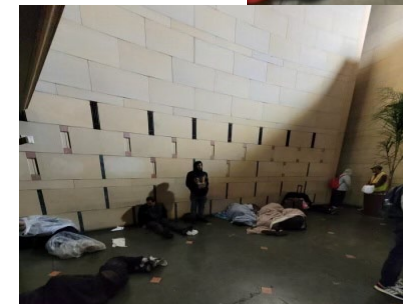
- Activated Metro's Emergency Operations Center (EOC) at Level 3 – Monitoring and Increased Readiness.
- Coordinated planning meetings, to better synchronize Metro's preparedness and response activities.
- Designated Metro agency representative for City and County planning meetings with stakeholders (e.g NWS).
- Shared estimated damage resources to collect all storm related costs for Metro assets and operations.
- Developed and disseminated Situational Reports, providing awareness to Metro executive leadership.

## • Metro Transit Security

- Notified law enforcement and security partners to provide situational awareness of security plans.
- Adjusted Multi-layered Deployment to assign resources to heavily impacted transit hubs and stations.
- Contract security increased the frequency of ancillary patrols and provided real-time information related to flooding.

## • Homeless Outreach

- Weekend outreach teams focused on end-of-line and hot spot stations to warn people of the storm and offer services.
- Deployed two teams from 4PM – 12AM on Sunday night at Union Station and North Hollywood. 24-hour systemwide coverage resumed on Monday at 3AM.
- Provided inclement weather supplies to people experiencing homelessness (PEH).
- Outreach teams successfully placed 163 PEH throughout the Metro service area. Nearly 45% of placements were a direct result of the collaboration LAHSA.



# Storm Relief – Customer Experience

## • Ambassadors

- Deployed additional Ambassadors at major transfer hubs (Unions Station, Regional Connector, Willowbrook/Rosa Parks, 7th & Metro) to assist riders with storm related information,
- On social media, provided weather updates and showed how the agency prepared the transit system and kept it running.
- An alert banner on metro.net warned of the weather -- that alert also was pushed to third-party apps such as Google/Apple Maps, Transit app, etc.

## • Public Relations

- Remarks delivered in English and Spanish at LA City press conference with Mayor Bass and others.
- Supported the Tuesday, February 4, press conference by being on hand to answer media questions in Spanish and English.
- Provided regular service updates.
- Provided blog posts with service updates for The Source and El Pasajero.
- Storm Media Coverage including LA Metro
  - Stories: 49
  - Print, Online & Broadcast Impressions: 72M
  - Print, Online & Broadcast Ad Value: 666K



**ELpasajero** NOVEDADES DE TRANSPORTE Acerca de El Pasajero Política

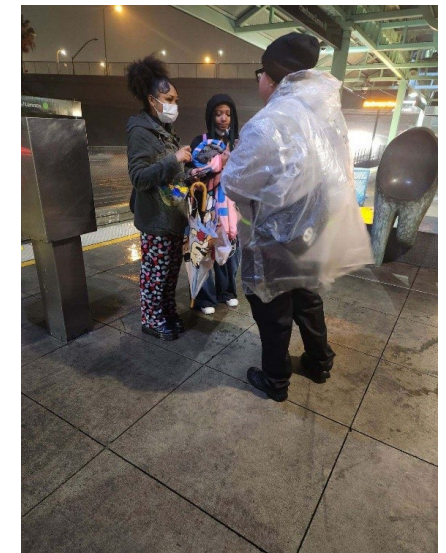
### Actualizaciones del servicio debido a la tormenta

BY LA METRO - FEBRUARY 4, 2024

Con la tormenta invernal en marcha, queremos que sepas qué estamos haciendo para mantenerte a salvo.

Hemos activado nuestro plan contra las inclemencias del tiempo. Esto es lo que eso significa:

- Durante los últimos días, nos hemos estado preparando para la tormenta: limpiando desagües, desplegando generadores y sacos de arena y comprobando si hay ramas de árboles riesgosas. Además, hemos posicionado





# Lessons Learned

- Creation of an Inclement Weather Playbook including lessons learned from Tropical Storm Hilary help Metro better prepare and improve response capabilities.
- Regularly scheduled planning meetings allowed Metro Incident Management Staff to collaborate and maintain situational awareness.
- Constant and consistent communications to the public on service alerts and what Metro is doing to ensure service continues to operate safely for our customers.
- Coordinating w/ LAHSA, County Homeless Initiative and City ahead of the storm to identify shelter locations and address transportation requests is critical.
- Planning efforts underway with LAHSA to provide a plan for transportation to emergency shelters during inclement weather.



**Metro Los Angeles** @metrolosangeles · Feb 4  
Service will continue today. We are prepared to manage any flooding and have people out on the system to help.

Stay safe and dry. #LARain

**NWS Los Angeles** @NWSLosAngeles · Feb 4  
Here's the latest rain timing/intensity graphic, indicating some minor changes.  
- Rain totals have been increased:  
- 4-8" for coasts/valleys and 8-14" foothills/mountains - Lower totals for San Luis Obispo County ...  
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