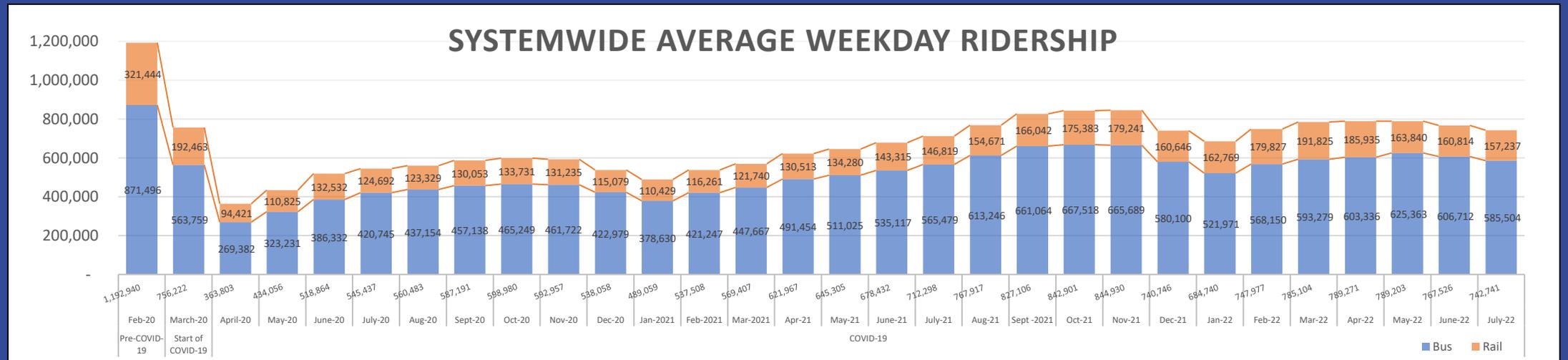


# COO Oral Report Operations Ridership and Service Restoration Update



# Status of Conditions for Service Restoration and Metro Bus Service Levels

	GOAL	STATUS February 2022	STATUS July 2022	<span style="color:red">●</span> <span style="color:yellow">●</span> <span style="color:green">●</span>
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	220 July 2022 (month)	<span style="color:yellow">●</span>
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 3,117 / Rail: 319 Total: 3,436	<span style="color:red">●</span>
Cancelled Service	2.00% or less per day	Weekday: 11% / Sat: 8% / Sun 20%	Weekday: 5.5% / Sat: 3.3% / Sun: 7.8%	<span style="color:yellow">●</span>
Ordered Call Backs	200 or less per week	766 (per week in Jan 2022)	665	<span style="color:yellow">●</span>



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	Apr-22	May-22	Jun-22	Jul-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	789,271	789,203	767,526	742,741



**Metro**

Ridership Analysis Relative to Equity Focused Communities (EFC analysis will switch to 2022 EFC map for Sept Oral Report):

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.3% in May 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)

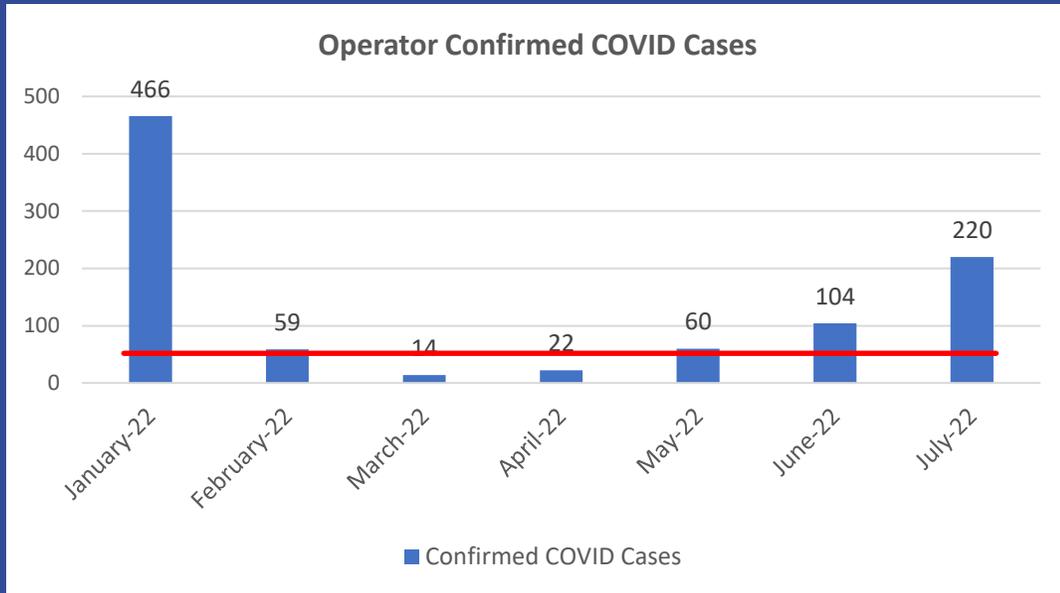
# Highest Ridership Recovery by Line

Count	Line	Corridor	Day Type	Achieved 90%+ Pre-Pandemic Recovery
1	66	Olympic/West 8th	Weekday	99.0%
2	236	Balboa Bl	Weekday	96.9%
3	605	Boyle Heights	Weekday	95.1%
4	94	San Fernando Rd	Weekday	93.9%
5	603	Hoover St	Weekday	93.3%
6	237	White Oak - Woodley	Saturday	108.0%
7	603	Hoover St	Saturday	107.1%
8	204	Vermont Av	Saturday	98.1%
9	665	CSULA - City Terrace	Saturday	97.4%
10	266	Rosemead Bl	Saturday	97.1%
11	910/950	Silver Line	Saturday	96.4%
12	125	Rosecrans Av	Saturday	94.7%
13	94	San Fernando Rd	Saturday	91.3%
14	125	Rosecrans Av	Sunday	111.2%
15	603	Hoover St	Sunday	110.4%
16	161	Thousand Oaks	Sunday	105.6%
17	166	Nordhoff St	Sunday	105.2%
18	266	Rosemead Bl	Sunday	103.2%
19	162	Sherman Way	Sunday	99.9%
20	218	Studio City - Beverly Hills	Sunday	99.8%
21	602	Sunset Bl Pacific Palisades	Sunday	98.8%
22	66	Olympic/West 8th	Sunday	97.8%
23	105	Vernon/La Cienega	Sunday	95.6%
24	165	Vanowen St	Sunday	94.6%
25	237	White Oak - Woodley	Sunday	93.1%
26	94	San Fernando Rd	Sunday	92.2%
27	236	Balboa Bl	Sunday	91.3%

Based on April 2022 average weekday, Saturday, and Sunday ridership (highest month to date for 2022) versus April 2019



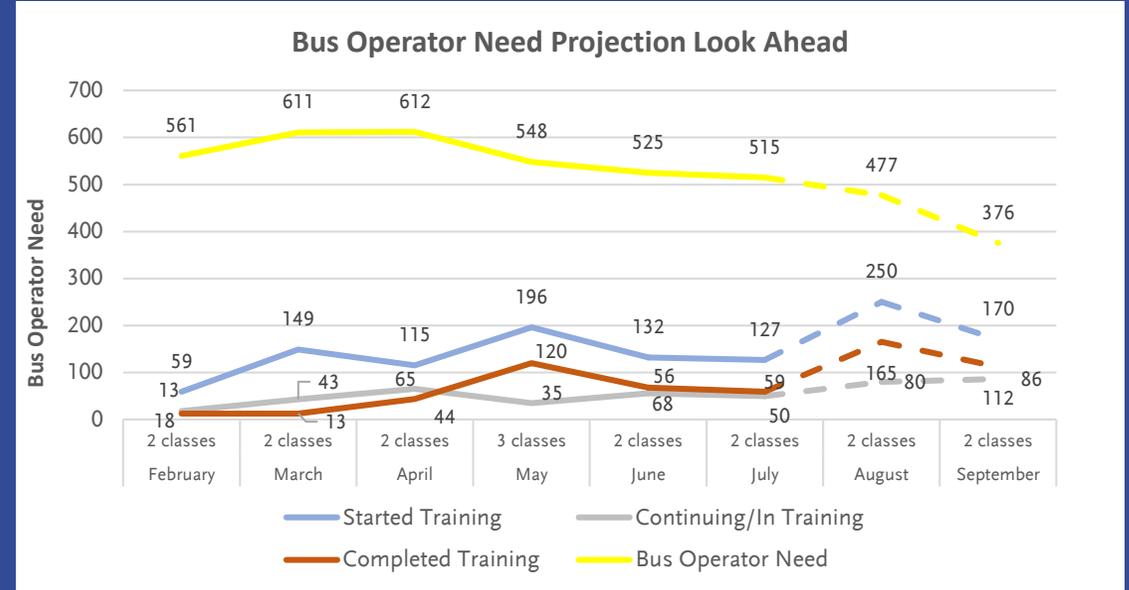
# Operator COVID Status



Goal

- Goal: no more than 30 new COVID cases per month for operators
- July 2022 total: 220 operator cases

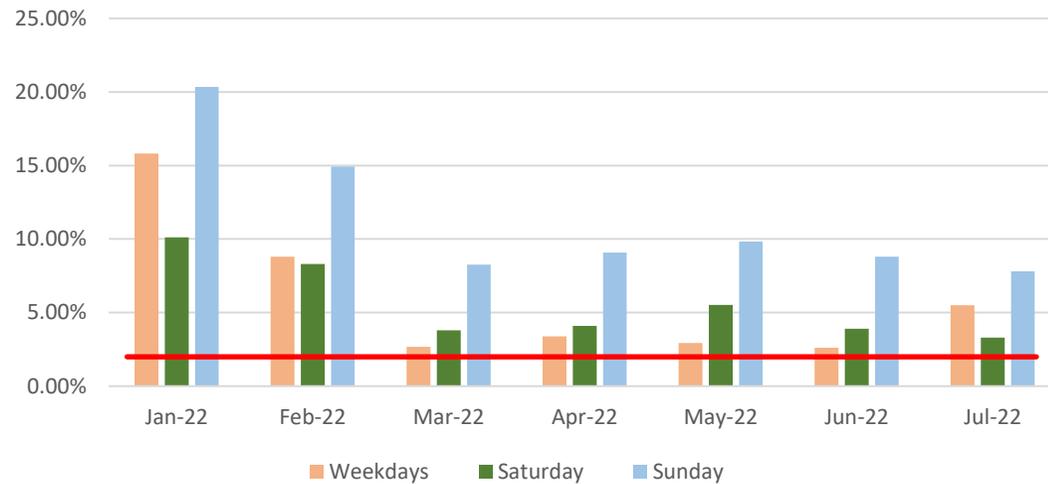
# Operator Staffing Levels



- Bus Operator 8-week training classes are at 66% completion rate
- As of July 2022, there were 177 employees in training (127 started and 50 continuing in training) and another 59 completed training

# Cancelled Service

Monthly Cancellations

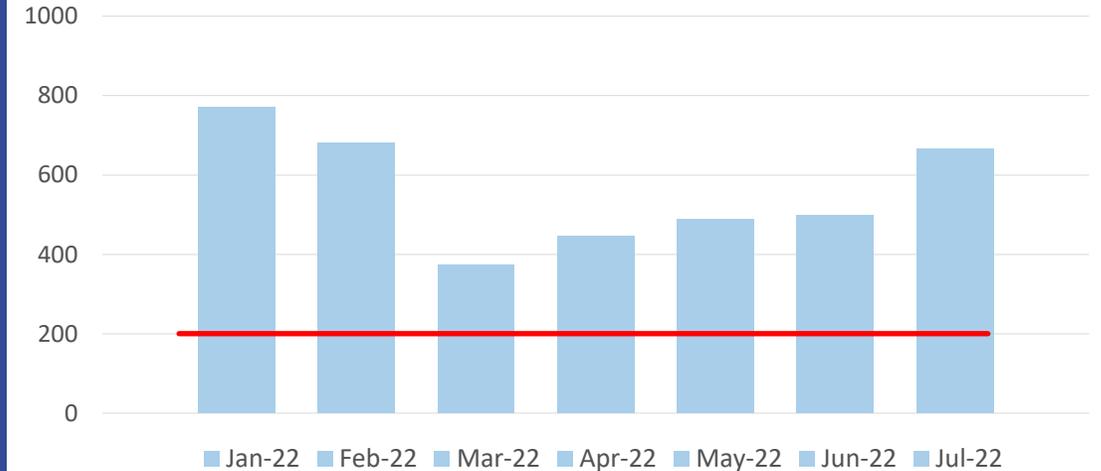


Goal

- Goal: No more than 2.00% systemwide bus service cancellations
- July averages:
  - 5.5% Weekday (compared to 10.00% in January 2022)
  - 3.3% Saturday (compared to 10.00% in January 2022)
  - 7.8% Sunday (compared to 13.00% in January 2022)

# Ordered Callbacks

Ordered Call Backs - Weekly Average



- Goal: No more than 200 mandatory (ordered) call backs per week systemwide
- February 2022 ordered call back average: 681
- July 2022 ordered call back average: 665



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# Streamlined Recruitment and Scheduling Efforts

## Hiring Initiatives

- Hiring Event on Saturday, August 27<sup>th</sup> yielded 218 attendees and 184 conditional offers
- Upcoming In-Person Hiring Event scheduled for Saturday, September 24, 2022 at Rio Hondo College
- Piloted Spark Hire, a video interview platform, as of July 8<sup>th</sup> and preliminary feedback is positive
- Continue to outreach to previously separated and retired employees
- Ratification of Metro and SMART's Collective Bargaining Agreement was accomplished with a 68.5% approval rate from voting members
- The new contract includes various changes ranging from increased starting pay, reduction in wage progression from 10 to 5 years, a one-time appreciation and retention bonus, and improved benefits among other changes, all aimed at improving operator hiring and retention at Metro

## Continue Employee Engagement, Incentives, and Retention Initiatives

- ✓ Weekend rewards
- ✓ Employee referral programs
- ✓ Respect the Ride Campaign and continuation of SSLE line rides
- ✓ Enhanced safety and instructional training (Bystander, De-escalation, Line Mentor, etc.)
- ✓ Frontline employee recognition and social events at Divisions

## Bienvenidos a Metro Update

- Goals: Increase Metro's employment opportunities for individuals with Spanish as their first language by pursuing partnerships with external stakeholders and organizations to develop pathways to assist potential candidates for successful completion of the application and training processes
- Engagement with three adult learning institutions to develop contextualized curriculums to support ESL learners in both pre-employment and employment programs
- Internal interpretation of Spanish/English training materials to support trainees in the learning of transportation concepts and processes have been developed. New pilot Spanish/English Bus Operator Trainee cohort started on Tuesday, September 6, 2022