COO Oral Report
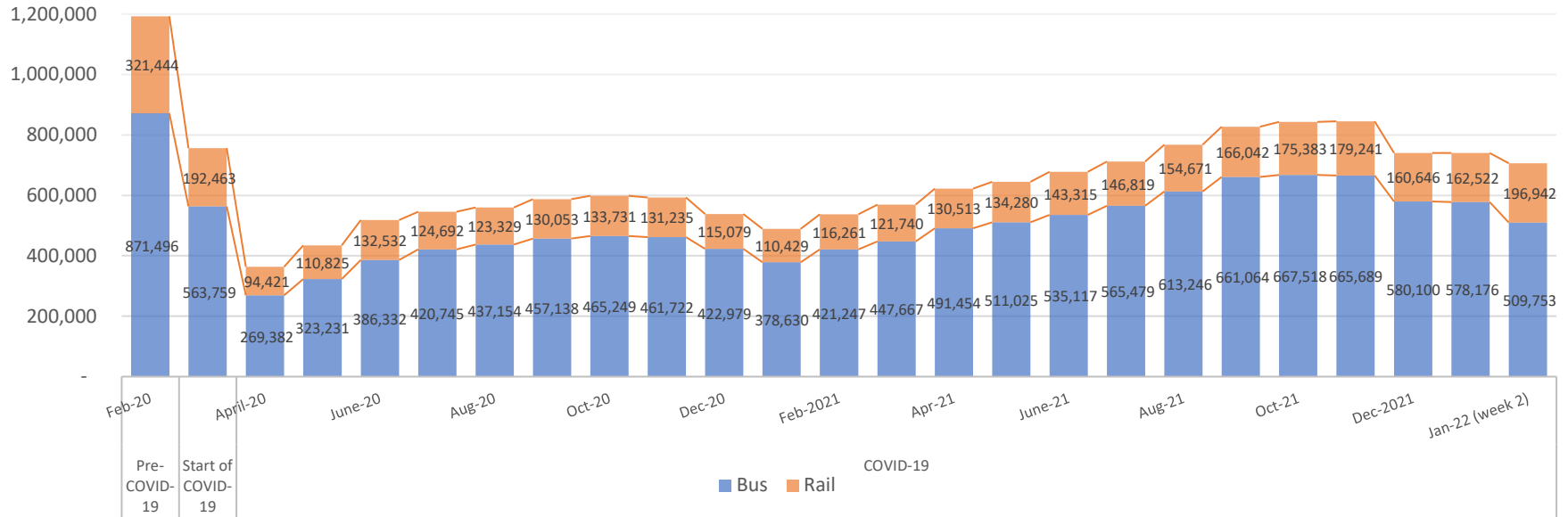# Operations Ridership & Motion 43 Update

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Transit Equity Day – Friday, February 4, 2022

- In support of Transit Equity Day, a national day of action to commemorate Rosa Parks and other civil rights icons and to advocate for accessible, reliable, and affordable transit, Metro placed seat placards on our bus fleet and hosted a small pop-up event at the Willowbrook/Rosa Parks station on Friday, February 4th from 7:00 a.m. – 3:00 p.m.

- This event included food, music and an opportunity for Metro to communicate important information about our Low-Income Fare is Easy (LIFE) program.

- Riders were encouraged to visit our LIFE program information booth and to visit the Customer Care center where they could apply for the LIFE program and receive a 7-day courtesy pass.

- Metro Street Teams also distributed:

  ✓ Mask packets with TAP cards loaded with round trip fare

  ✓ Gave away 32 TAP cards, loaded with a monthly pass

Metro honors this seat for Rosa Parks, a hero in the fight for transit equity.

#TransitEquityDay

Metro honra este asiento para Rosa Parks, una heroína en la lucha por la equidad en el tránsito.

#TransitEquityDay

2

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP

Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 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-2021	Jan-22 (week 1)	Jan-22 (week 2)
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	740,698	706,694

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% in Oct 2021** (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)

Temporary Service Stabilization in an Equitable Way

In the name of equity...

☑ **Reduce Service Strategically throughout the Network with Equity lens using the NextGen framework:**

- ☑ Significantly reduces cancellations and improves service predictability and reliability
- ☑ Significantly reduces operator burnout and fatigue from ordered callbacks
- ☑ No change to NextGen route network or operating days and times
- ☑ Retain additional trips on high cancellation lines within EFC
- ☑ Minor frequency adjustments within each of the NextGen Service Tiers (see below)

NextGen Tier	Current Frequency	Temp. Proposed Frequency
Tier 1	5-10 min. weekday 7.5–15 min. weekend	5-15 min weekday 7.5-20 min. weekend
Tier 2	12-15 min. weekday 15-30 min. weekend	12-20 min. weekday 15-40 min. weekend
Tier 3	20-30 min. weekday 30-60 min. weekend	20-45 min weekday 30-60 min. weekend
Tier 4	40-60 min weekday and weekend	40-60 min weekday and weekend

Temporary Service Stabilization in an Equitable Way

	BUS	RAIL
Service Adjustment	Temporarily reduce 800k annualized Revenue Service Hours (RSH): • 550k to reduce weekday cancellations from 10% to 5% • 250k to reduce OCB by 2/3 from every week to once every 3 weeks	Temporarily reduce service: • B/D Lines from 10 to 15 min peak and 12 to 15 min midday and weekend service • A/C/E/L Lines from 8 to 10 min peak service
Scheduling Framework	• Adjust frequencies based on ridership and load standard • Maintain span of service and NextGen route structure • Maintain minimum frequency of 60	• Adjust frequencies and consist length based on load standard
Benefits	• Improve service predictability and reliability for customers • Even out headways and balance bus loads • Reduce operator fatigue	
Implementation	Sunday, February 20, 2022	
Restoration Conditions	Four metrics focused on operator COVID status, available staffing, minimized cancelled service and ordered call backs will trigger progressive restoration, earliest June 2022	

Temporary Service Stabilization in an Equitable Way

Examples of schedule changes:

Line	Service Area	Cancelled Service Dec-Jan	Weekday Scheduled Frequency December 2021	Actual Frequency with Cancelled Trip(s)	Weekday Scheduled Frequency February 2022
617 – Robertson-Beverly	Westside Central	3.80%	45 min	90 min	60 min
204 - Vermont	South Bay	26.10%	10 min	20-30 min*	12 min
754 – Vermont	South Bay	47.20%	10 min	20-30 min*	12 min
111- Florence	Gateway Cities	27.00%	10 min	20-40 min*	12 min
662 – Pasadena - Altadena	San Gabriel Valley	0.70%	30 min	60 min	50 min
150- Ventura-Topanga Canyon	San Fernando Valley	25.50%	20 min	40-60* min	24 min

*average actual weekday daytime frequency accounts for high level of cancelled service
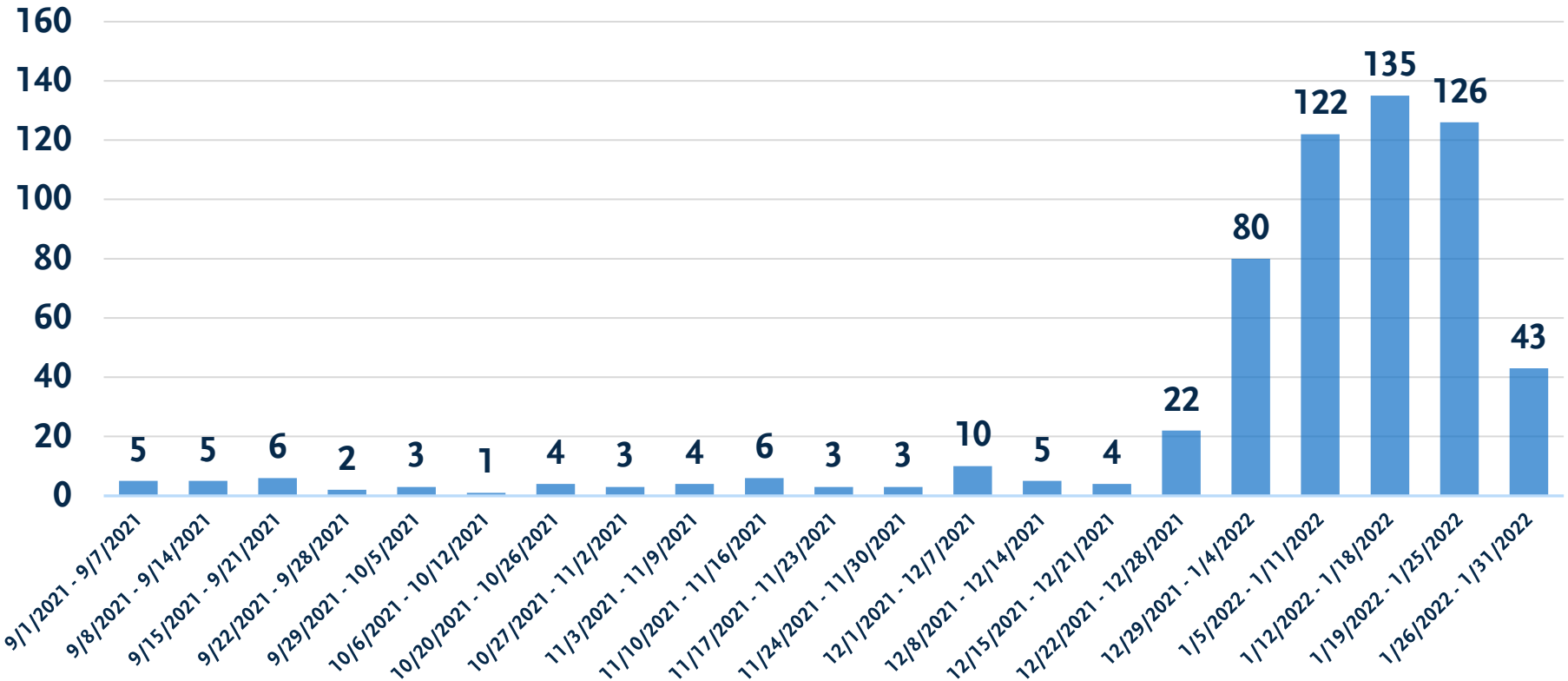
Service Restoration Conditions Update

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

Metro Operator Confirmed Covid Cases
September 2021 - January 2022

- Goal: no more than 30 new COVID cases per month for operators
- Total for the month of January 2022 is 459 operator cases

8

Operator Staffing Level & Recruitment Efforts

Operator	Week ending 1/15/2022			Week ending 01/29/22			Week ending 2/5/2022			Change (1/15/22 to 2/5/22)		
	Bus	Rail	Total	Bus	Rail	Total	Bus	Rail	Total	Bus	Rail	Total
Need	3,677	326	4,003	3,677	326	4,003	3,677	326	4,003	0	0	0
Active	3,119	298	3,417	3,126	297	3,423	3,129	294	3,423	10	-4	6
Deficit	-558	-28	-586	-551	-29	-580	-548	-32	-580	10	-4	6

- **January 2022 hiring is trending upwards, however there is still a deficit of 580 operators to date**

Recruitment Efforts- New Streamed Lined Process

Recruitment Status-- January 15 to February 5:

- **353- New Applicants received and are in the selection process**

- **345 - Candidates are pending conditional offers**

- **31- Candidates with conditional offers ready to begin training**

- **42- Employees in training**

Operator Hiring & Recruitment Efforts
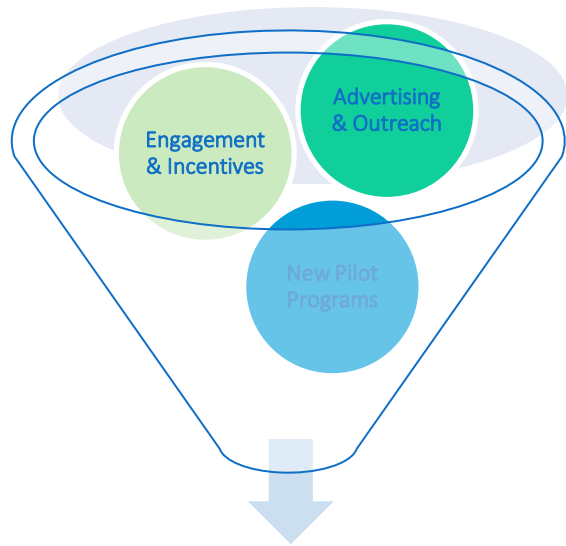
Hiring & Retaining Bus Operators

> **Continued Strategies**

- **Streamline Process- Candidates who have successfully completed the Interview and Bus Operator Candidate Assessment Test (BOCAT) will be given conditional offers and scheduled for training**
- **Starting Pay increase to $19.12 (6-month pilot) – Started February 1st**
- **Increase training class size from 25 to 85 to accommodate increased conditional offers**

> **Continue employee engagement, incentive, and hiring programs**

- **Weekend Rewards**
- **New Hire Sign-On Bonus**
- **Employee Referral Program**
- **In-Person Hiring Events – Scheduled for February 26, 2022**

Bus Operators Separations During Training

	FY19	FY20	FY21
Total Separations	**687**	**629**	**503**

Separated During Training	**256**	**239**	**101**
% of all Separations	37.3%	38.0%	20.1%

	FY22							
	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	**FY22 YTD**
Total Separations	81	48	79	72	55	45	38	418

Separated During Training	**26**	**10**	**8**	**15**	**6**	**2**	**8**	**75**
% of all Separations	32.1%	20.8%	10.1%	20.8%	10.9%	4.4%	21.1%	**17.9%**

- **Retention is trending up in FY22 for Bus Operator Training**

- **Implementing the exit interview surveys to assess why Bus Operators leave during training**

Cancelled Service
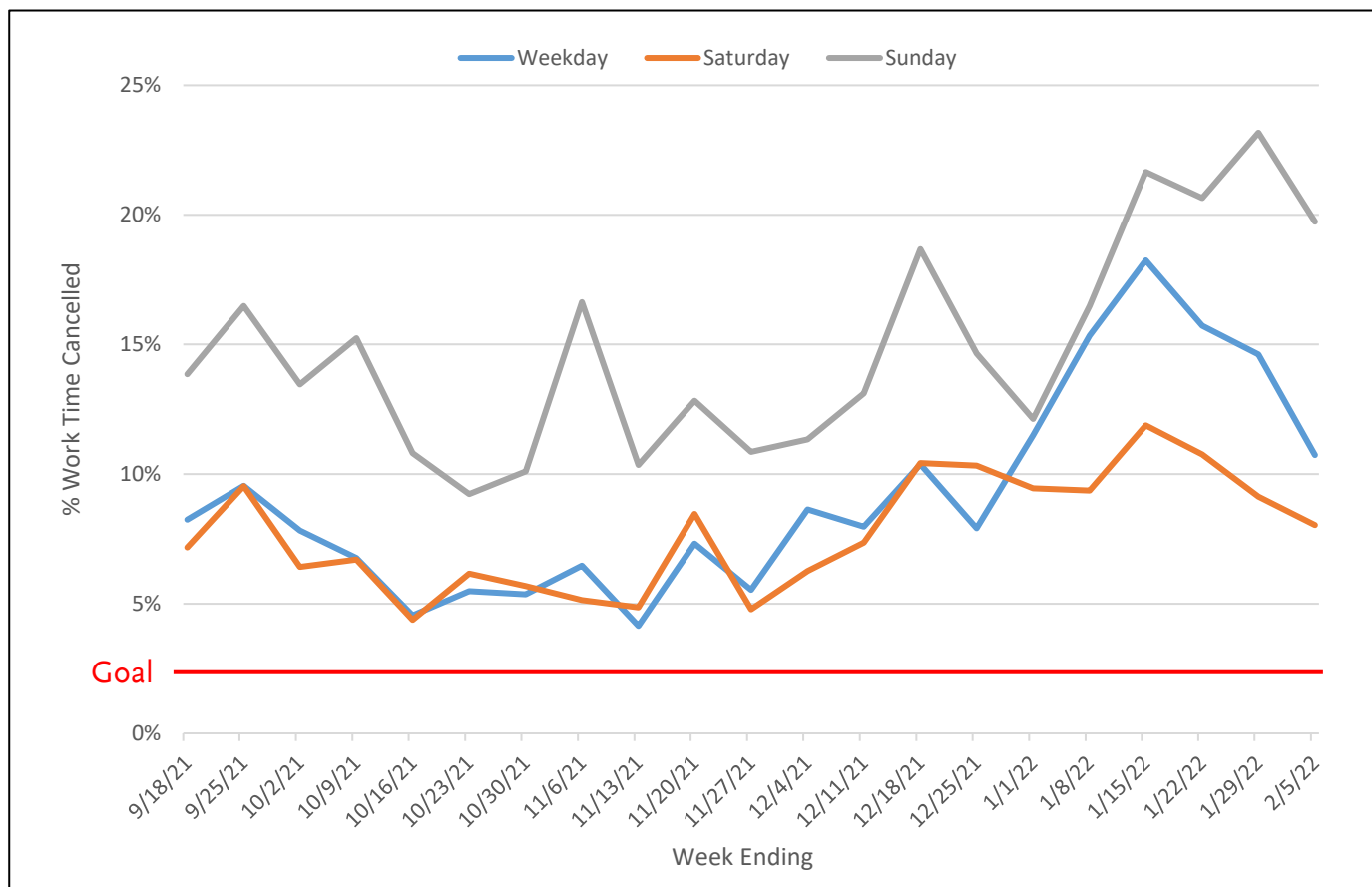
- **Goal: No more than 2% systemwide bus service cancellations**
- **Week ending 2/5/22 average 11% weekday, 8% Sat, 20% Sun cancellations**

Ordered Call Backs

Ordered Call Backs

Legend: ■ 1/9/2022 ■ 1/16/2022 ■ 1/23/2022 ■ 1/30/2022
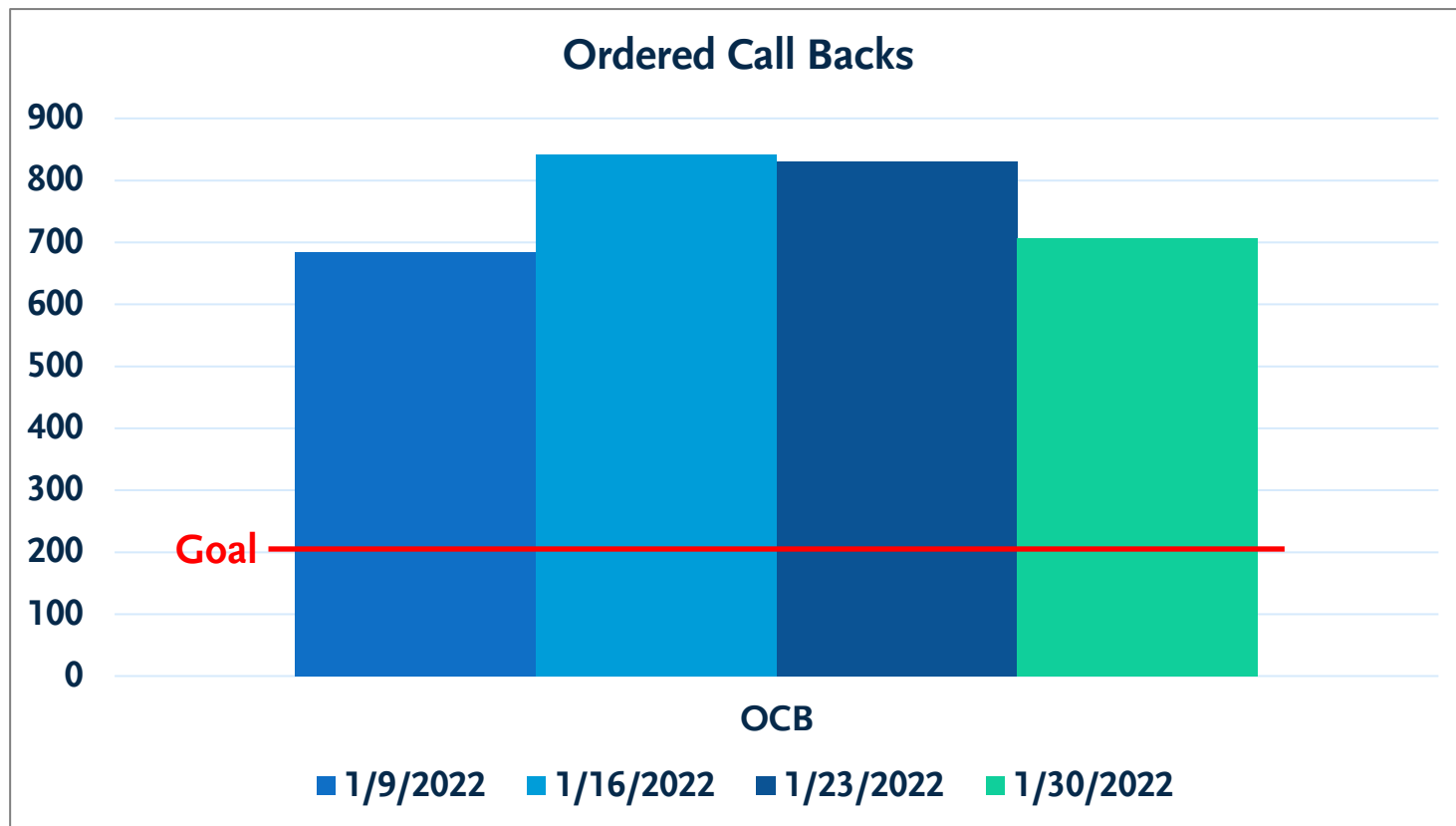
- **Goal: No more than 200 mandatory (ordered) call backs per week systemwide**

- **January 2022 ordered call back average is currently 766**

Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS (week ending 2/5/22)	● ● ●
Operator COVID Cases	30 or less per month	Nov 2021	459 in Jan 2022	🔴
Operator Staffing Level	4,003 operators	Pre-Covid	3,423 in first week of Feb 2022	🔴
Cancelled Service	2% or less per day	May 2021	11% weekday, 8% Sat, 20% Sun	🔴
Ordered Call Backs	200 or less per week	Dec 2020	766 per week in Jan 2022	🔴

Ⓜ Metro

Next Steps

- **Outreach activities to support service reductions**

- **Continue to monitor conditions to minimize impact of service reductions**

- **Continue achievement of conditions for full service restoration**