

Metro Micro™

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

June 20, 2024



Introduction

Status report on the MicroTransit Pilot (MTP) Project in response to Board Motion 42 includes the following updates:

- Operations Optimization
- Fare Change Impact
- Cost Efficiency
- Productivity
- Zone Comparison
- Solicitation Package



Operations Optimization

Various internal operational changes have improved operator availability and reduced overtime costs, such as:

- Improving vehicle availability
- Utilizing enhanced software features to monitor and coach operator performance
- Promoting UCLA/Westwood/Veteran's Affairs Medical Center (VAMC)
- Fine-tuning Service Levels and Workforce Schedules



Fare Change Impact



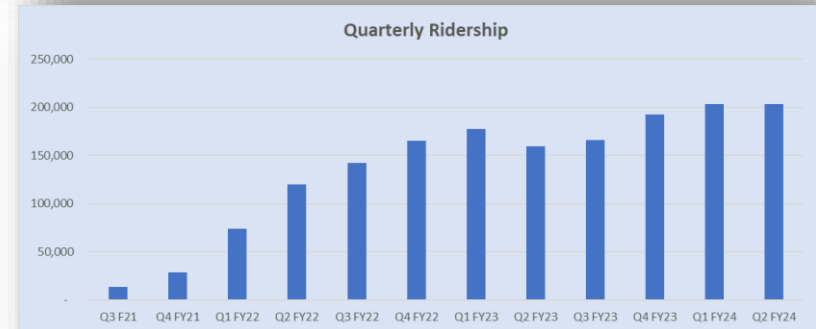
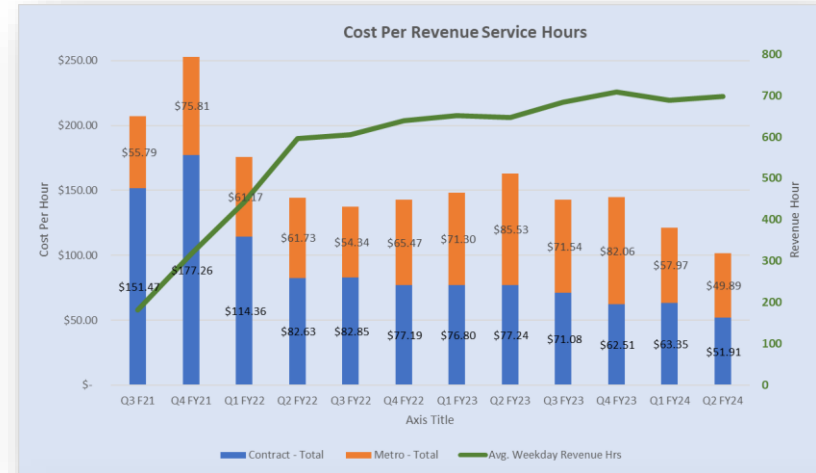
Comparing the first thirty (30) days after the fare change:

- Passengers took advantage of the Metro discount program
- TAP revenue increased by 91% from \$0.89 to \$1.70 compared to the overall system increase of 120% from \$0.53 to \$1.16
- Watts-Compton and El Monte are two zones with the highest usage of TAP program discounts
- UCLA experienced the highest change in revenue for both TAP and credit card payments

	2/25/2024 to 3/23/2024			3/24/2024 to 4/20/2024			Change		
Zone	TAP/Boarding	CC/Boarding	\$/Transaction	TAP/Boarding	CC/Boarding	\$/Transaction	TAP/Boarding	CC/Boarding	\$/Transaction
WATTC	\$ 1.00	\$ 0.91	\$0.39	\$ 1.67	\$ 2.37	\$0.83	67%	160%	114%
LAXIN	\$ 0.89	\$ 0.81	\$0.54	\$ 1.69	\$ 2.15	\$1.23	90%	164%	128%
ELMON	\$ 0.98	\$ 0.95	\$0.64	\$ 1.68	\$ 2.29	\$1.17	72%	140%	82%
NHBUR	\$ 0.94	\$ 0.91	\$0.59	\$ 1.69	\$ 2.13	\$1.48	80%	133%	152%
HPERG	\$ 1.00	\$ 0.95	\$0.62	\$ 1.98	\$ 2.37	\$1.38	98%	150%	123%
ALPAS	\$ 0.96	\$ 0.89	\$0.55	\$ 1.85	\$ 2.28	\$1.19	92%	157%	114%
NWSFV	\$ 1.00	\$ 0.88	\$0.49	\$ 1.87	\$ 2.22	\$1.20	87%	151%	143%
UCLAV	\$ 0.28	\$ 0.87	\$0.30	\$ 0.62	\$ 2.36	\$0.59	120%	171%	97%
Total	\$ 0.89	\$ 0.91	\$0.53	\$ 1.70	\$ 2.29	\$1.16	91%	152%	120%

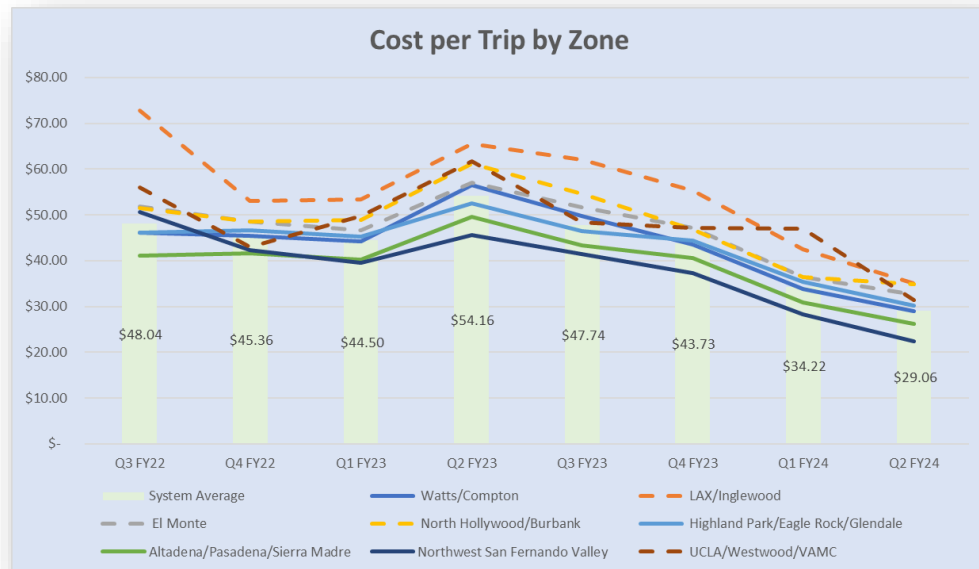
Cost Efficiency

- The cost per revenue hour has decreased by 30% from \$142.67 in Q3FY23 to \$101.80 in Q2FY24.
- Ridership also increased by 22% in Q2FY24, compared to Q3FY23.



Cost Efficiency – Cont.

- As a result, the cost per trip decreased by 39% from \$47.74 in Q3FY23 compared to \$29.06 per trip in Q2FY24.
- Costs per trip in the LAX/Inglewood, UCLA/Westwood/VAMC, North Hollywood/Burbank, and El Monte zones were above the system average of \$29.06.
- Altadena/Pasadena/Sierra Madre, Watts/Compton, Northwest SFV, and Highland Park/Eagle Rock/Glendale were below the system average.



Productivity



- As of February 2024, passengers per vehicle hour (PVH) are 20% higher than in January 2023.
- All zones have a higher PVH compared to January 2023, with Watts, LAX, SFV, and UCLA increasing by 25% higher PVH.

	Jan. 2023	Dec. 2023	Jan. 2024	% Growth Since 2023		Feb. 2024
LAMTA 1 - Watts-Compton	2.76	3.41	3.56	29%		3.35
LAMTA 2 - LAX-Inglewood	2.50	2.84	3.14	25%	Record	3.08
LAMTA 4 - El Monte	2.78	3.05	3.07	11%		3.01
LAMTA 5 - NoHo-Burbank	2.51	2.67	2.87	14%		2.97
LAMTA 6 - HP-Eagle Rk-Glendale	3.07	3.20	3.35	9%		3.37
LAMTA 7 - Pasadena-Altadena-SM	3.31	3.60	3.89	17%		3.86
LAMTA 8 - San Fernando Vly	3.36	4.55	5.01	49%	Record	4.72
LAMTA 9 - UCLA-Westwood-VA	2.64	2.68	3.48	32%		3.88
All Zones	2.95	3.31	3.55	20%		3.51

Note: SFV weekday PVH set a single-day record of 5.81 in January and 6.66 in February

Zone Comparison



- North Hollywood, El Monte, and LAX show lower productivity and average ridership.
- MTP staff will work with Service Development to maintain the integrity of NextGen's efforts.
- UCLA's recent increases in productivity brought it above the system average and achieved the highest revenue increase since the fare change in March 2024.
- Additional analysis will be conducted using the new model's cost and performance.

Program Name	Avg. Weekday Passengers	Avg. Weekday Hours	Weekday PVH
LAMTA 1 - Watts-Compton	456	133	3.44
LAMTA 2 - LAX-Inglewood	144	47	3.09
LAMTA 4 - El Monte	161	52	3.08
LAMTA 5 - NoHo-Burbank	153	52	2.95
LAMTA 6 - HP-Eagle Rk-Glendale	520	154	3.38
LAMTA 7 - Pasadena-Altadena-SM	540	137	3.94
LAMTA 8 - San Fernando Vly	213	45	4.79
LAMTA 9 - UCLA-Westwood-VA	118	33	3.58
Metro Micro Average	288	82	3.54

Status of the Solicitation package



- In December 2023, Metro negotiated a Side Letter of Agreement with SMART-TD to allow for contracted operations of the MTP service.
- Metro is considering the most optimal service delivery model to further reduce cost per hour and trip while improving the availability and reliability of service for customers.
- As a result of incorporating all lessons learned, two separate RFPs were published:
 - ❑ The Request for Proposal (RFP) OP122943 for Metro Micro Contract Services was issued on April 23, 2024.
 - ❑ The RFP No. OP124278 for Metro Micro Software/Technology Services- was issued on May 30, 2024.



- Metro staff will return to seek Board approval for the contract awards of operations contracted services in October and software technology contract in November 2024.

**THANK
YOU!**