

ITEM 27

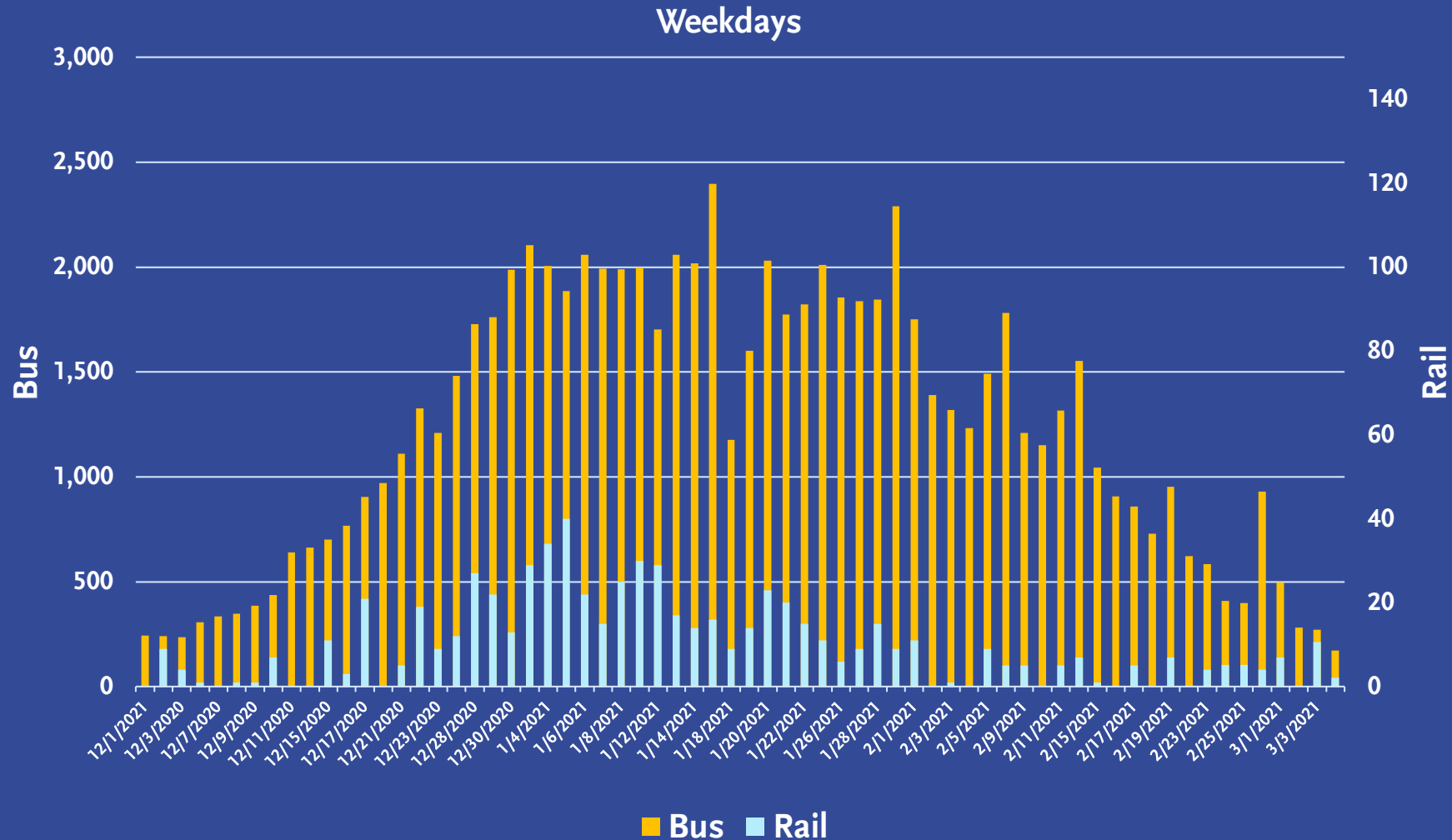
# Motion 10.1 & 27.1 Update FY21 Operations Recovery Plan



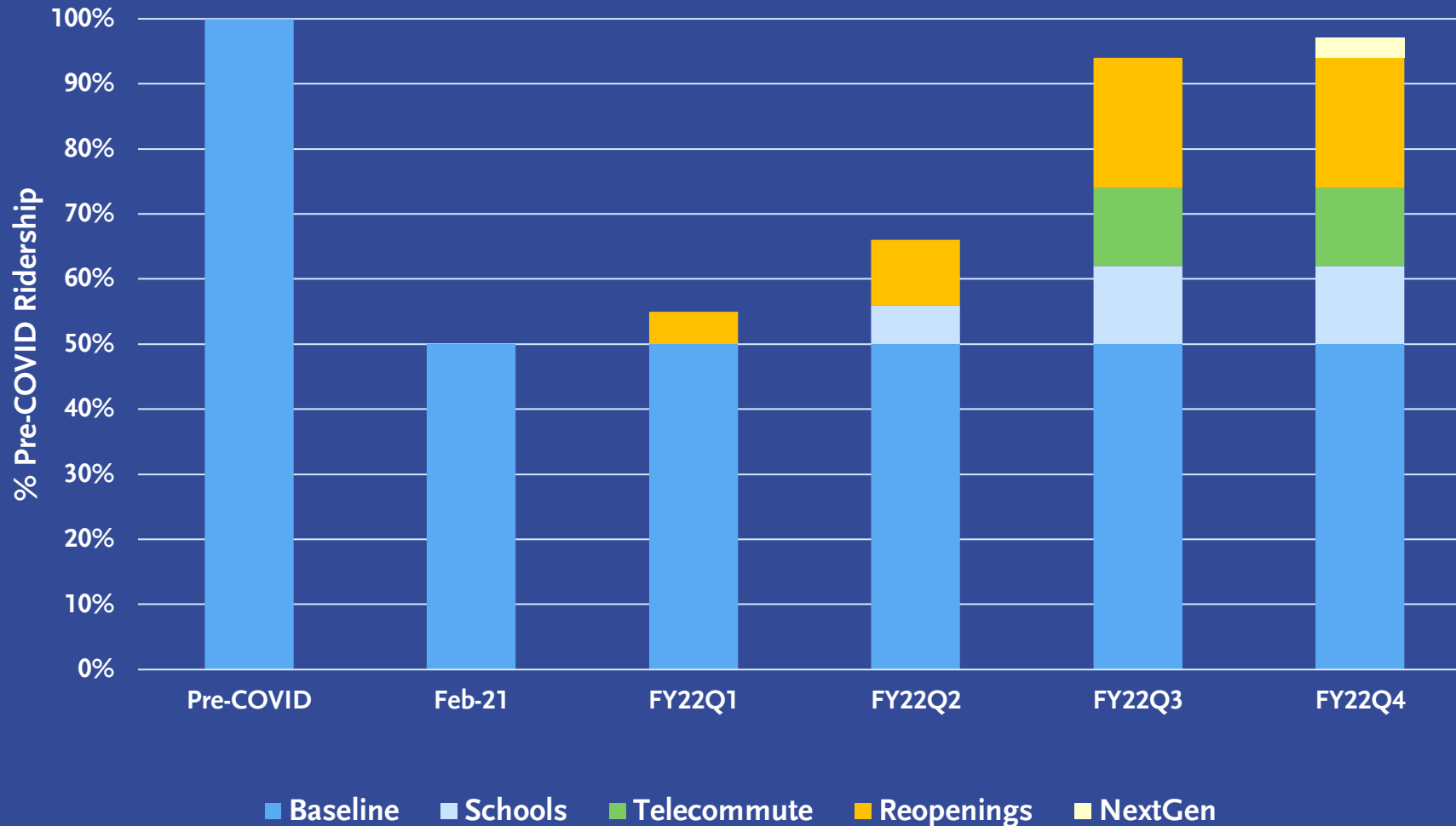
# Passenger Loads

	Target	Status
Passenger Load	<ul style="list-style-type: none"><li>98% of weekly trips should not exceed an average of 75% of seated capacity.</li></ul>	<ul style="list-style-type: none"><li>Weekdays: average 1.7% or 185 trips (range 1.0% to 2.3%) so on average meets the target</li><li>Saturdays: average 3.2% or 206 trips (range 1.3% to 4.3%)</li><li>Sundays: average 2.3% or 141 trips (range 0.4% to 4.3%)</li></ul>

# Cancelled Work Hours



# FY22 Ridership Projection



# Accelerated Bus Operator Hiring Plan

Bus Operator accelerated hiring activities commenced in February 2021 and are ongoing in full support of a graduation target rate of 125-150 bus operators per month beginning April 2021

As of Tuesday, March 16, 2021, about 587 applications in the hiring pipeline, with interviews going on now, in preparation for the first two classes to begin on Monday, March 22, 2021 and Wednesday, March 31, 2021

Class space and logistical matters are currently being addressed in a manner that is safe and adheres to COVID-19 guidelines

Fully supports the updated FY21-FY22 revenue service hour parameters:

- 6.5 M RSH by June 2021
- 7.0 M RSH by September 2021

# Bus Operator Hiring Communications Efforts

External Bus Operator Job Landing Page – Updated and available

Internal/External Messaging - Agency Ad, SharePoint, COVID Brief, CEO's Every Voice Counts, LinkedIn, Metro's The Source, and Metro Project Account Distribution Lists (BikeShare & Program Management) sent out for reposting and sharing

Social Media Buy – As of March 8, 2021, launched social media targeted efforts, including ESPN radio ad

Updated Bus Operator Video Content & Flyer – Video in development now and flyer to be finalized this week

Board of Director (BOD) Media Tool Kit – Created as a resource for sharing our bus operator hiring initiative across BOD communication platforms and with constituents

Recruitment Dashboard – In development to easily track/report recruitment activities and adjust hiring activities/tactics as necessary



## Now Hiring 800 Bus Operators!

[lacmta.sharepoint.com](http://lacmta.sharepoint.com)

Metro is Hiring! We need your help to get the word out. Operators are at the core of Metro service and keep Los Angeles Moving. As we ramp up service across Los Angeles County, Metro is hiring nearly 800 Bus Operators. Know someone who wants to join...



**BUS OPERATOR POSITIONS**