



Metro[®]

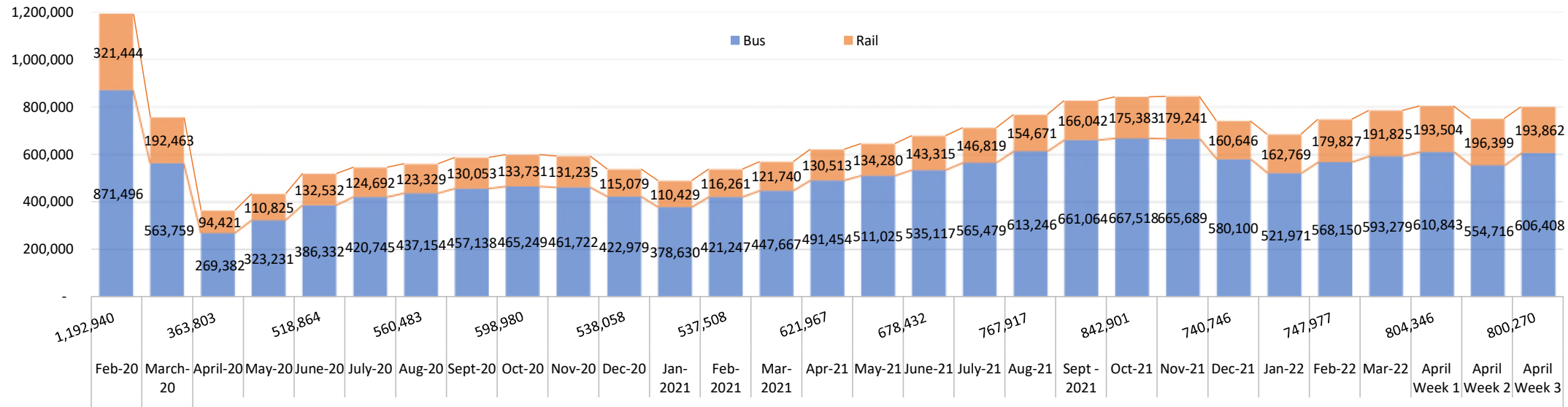


Metro Bus Performance Report

REGIONAL SERVICE COUNCILS – GATEWAY CITIES

JUNE 2022

Systemwide Average Weekday Ridership

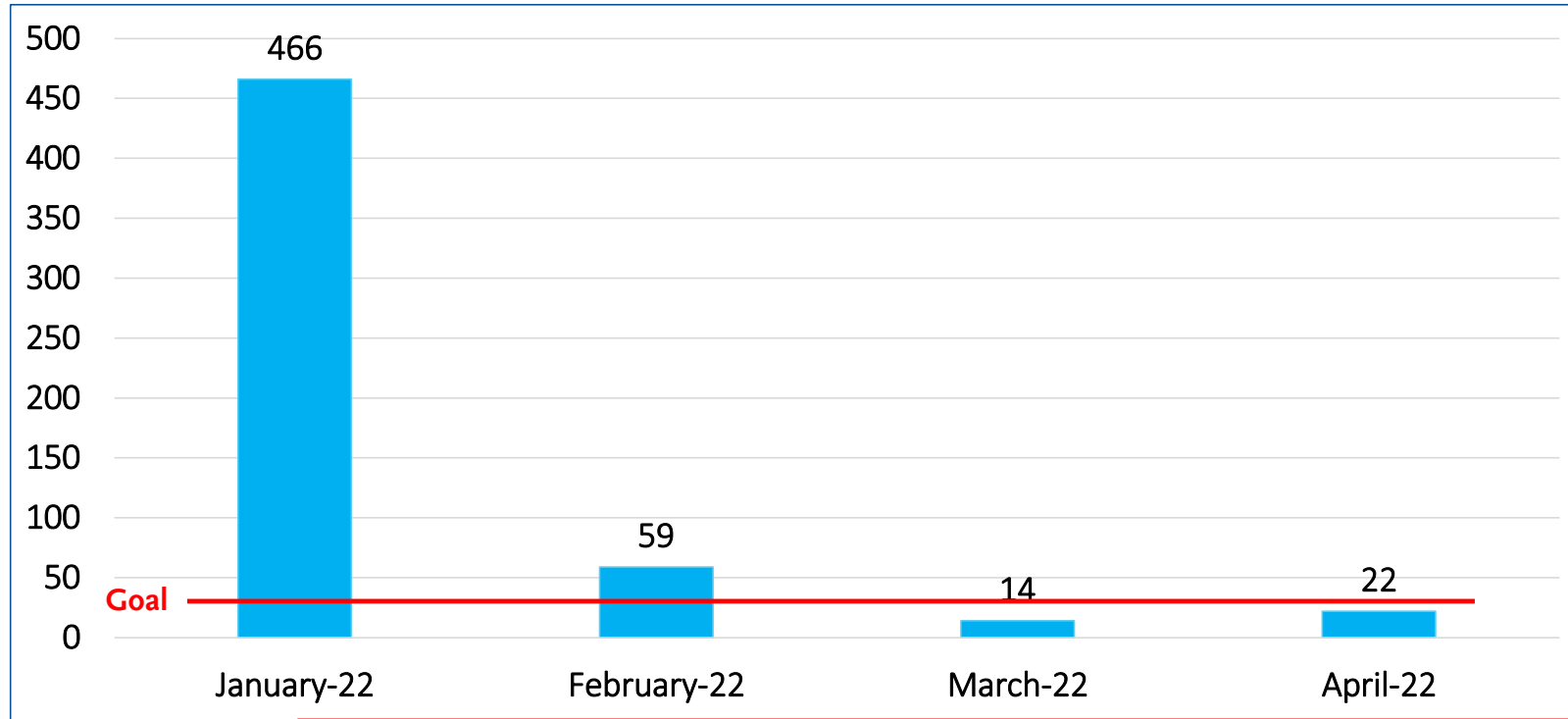


Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	April Week 1	April Week 2	April Week 3
TOTAL	1,192,940	756,222	363,803	434,056	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	804,346	751,114	800,270

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 76.2% in March 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)

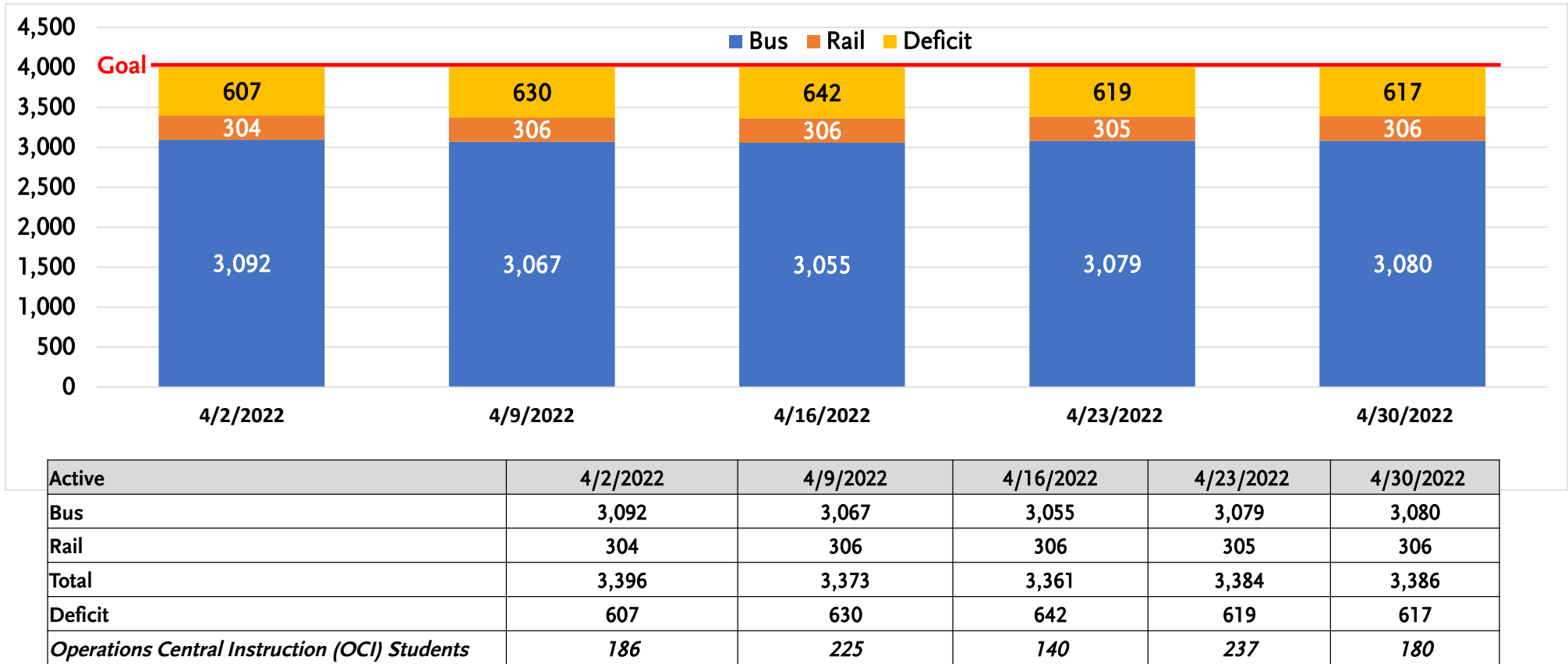
Operator Confirmed COVID Cases



Goal: no more than 30 new COVID cases per month for operators

- April 2022 total: 22 operator cases
- May 1- May 24, 2022: 20 operator cases reported

Operator Staffing Level Need



- As of 4/30/22, there is a 617-operator deficit, however there are 180 students in training
- Need = operator need to return to full service (or 3,667 bus and 326 rail, 4,003 total operators)

Operating and Hiring Recruitment Efforts

Recruitment Status – April 1 – 30:

- 352 - New Applicants received and are in the selection process
- 176 - Candidates are pending conditional offers
- 273 - Candidates with conditional offers ready to begin training
- 180 - Employees in training

Implemented:

- In-person Bus Operator Hiring Event held April 2, 2022 which yielded 115 conditional offers
- In-person Bus Operator Hiring Event held May 21, 2022 at East Los Angeles Community College
- Implementing Spark Hire, an automatic interviewing platform in an effort to streamline the Bus Operator interview process and will begin the roll-out in July 2022

Employee engagement, incentive, and hiring programs:

- Weekend Rewards
- New Hire Sign-On Bonus
- Employee Referral Program
- Booth at LA County Fair on May 14-15, 2022
- Starting wage raised to \$20.49 as of April 20, 2022.

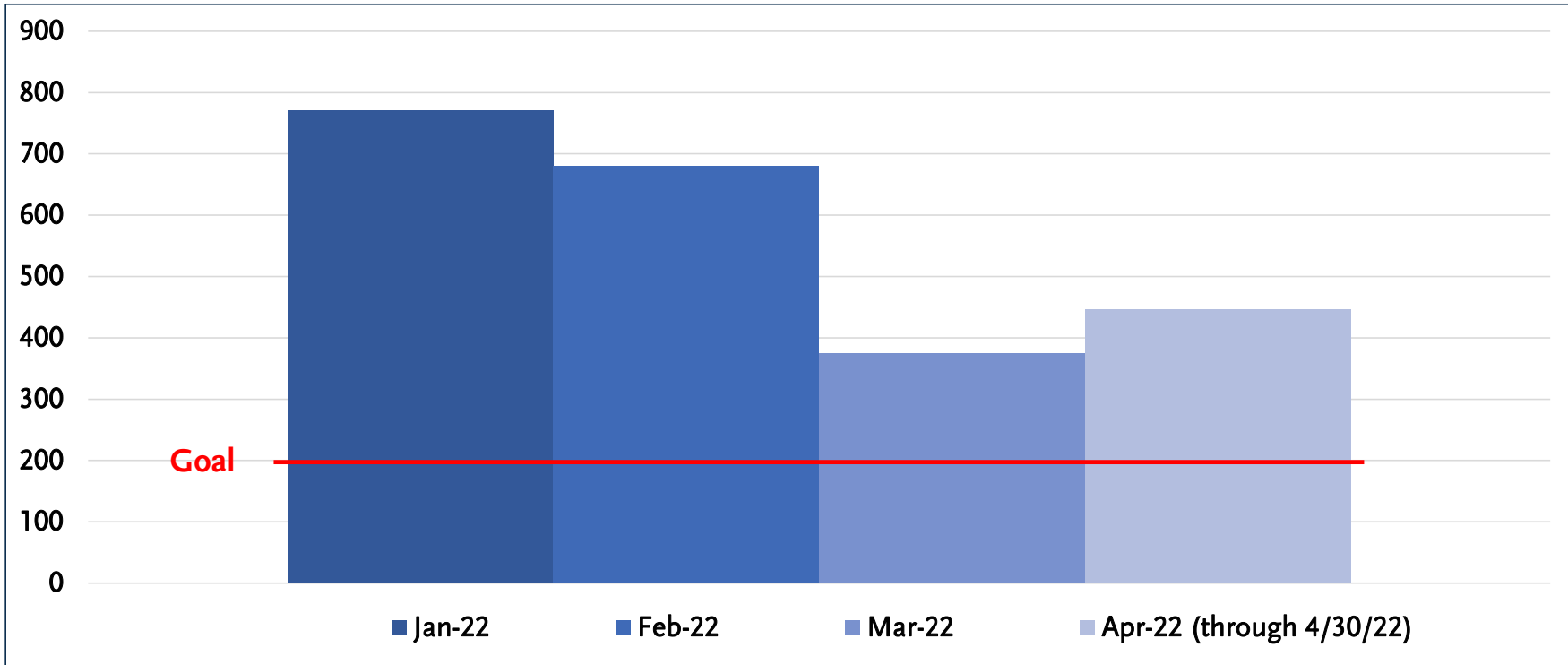
Bus Operator Separations During Training

	FY19	FY20	FY21
Total Separations	685	629	504
Separated During Training	256	239	101
% of all Separations	37.4%	38.0%	20.0%

FY22											
	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	FY22 YTD
Total Separations	83	48	80	72	60	49	53	55	70	40	610
Separated During Training	26	10	8	15	6	2	8	12	14	23	124
% of all Separations	31.33%	20.83%	10.00%	20.83%	10.00%	4.08%	15.09%	21.82%	20.00%	57.50%	20.33%

As of April 2022, retention is trending upward for Bus Operators Training

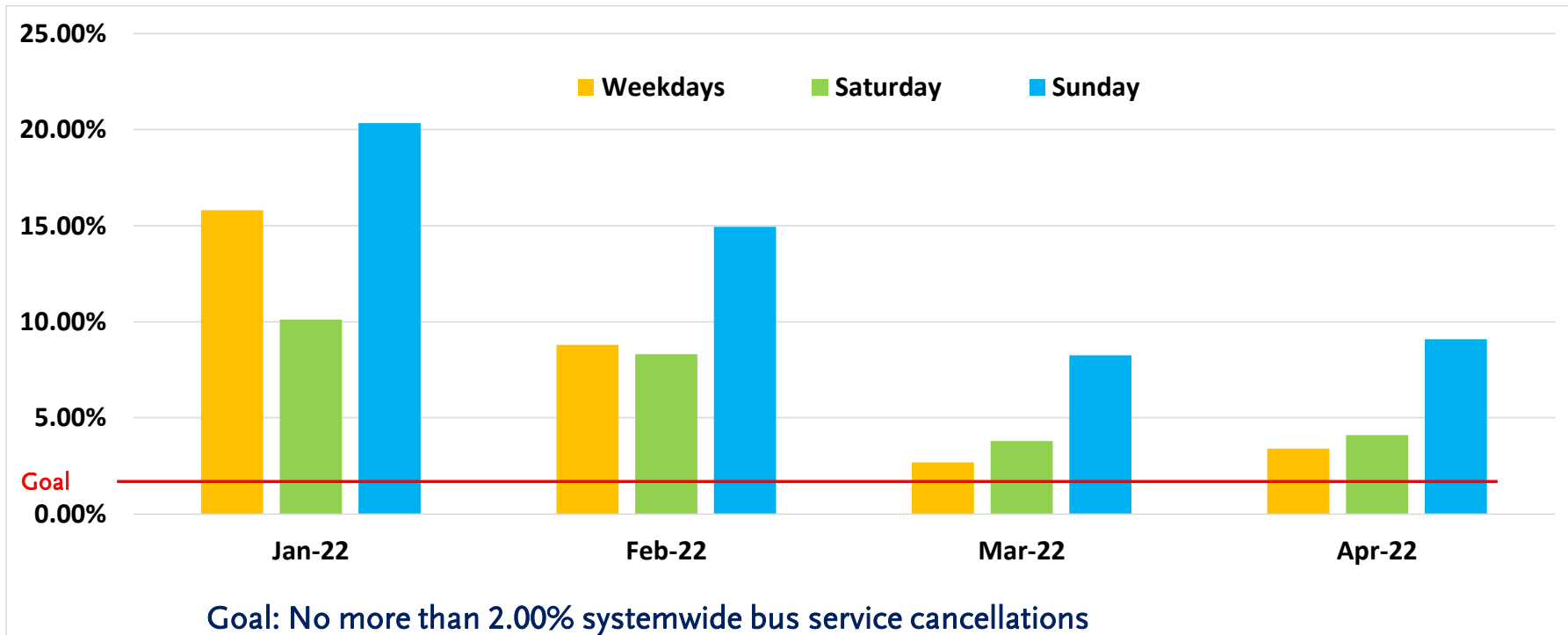
Weekly Average Ordered Call Backs



Goal: No more than 200 mandatory (ordered) call backs per week systemwide

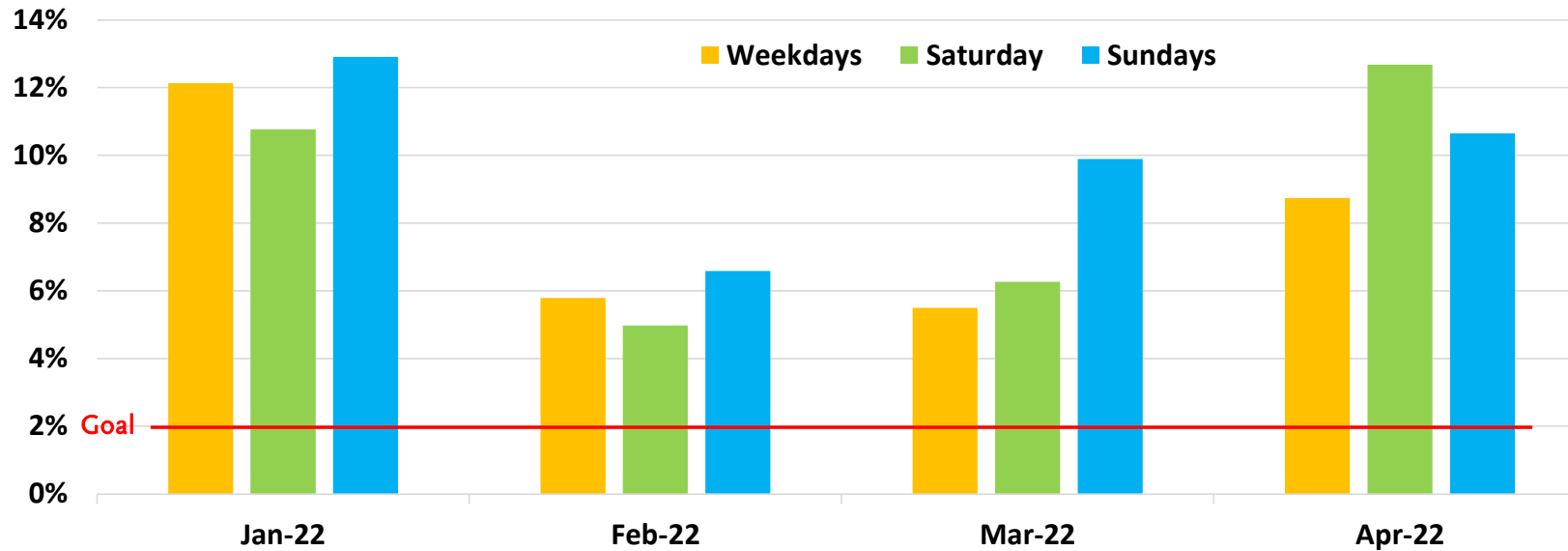
- February 2022 ordered call back average: 681
- Ordered call backs for week ending 4/23: 432

Monthly Cancelled Service (Directly Operated)



- Week ending 4/30/22 averages:
 - 3.39% Weekday (compared to 15.81% in January 2022)
 - 4.10% Saturday (compared to 10.11% in January 2022)
 - 9.08% Sunday (compared to 20.31% in January 2022)
- January 2022 “No Show” Complaints: 454
- April 2022 “No Show” Complaints: 144

Contract Services Monthly Service Cancellations



Goal: No more than 2.00% systemwide bus service cancellations

- Week ending 4/30/22 averages:

- 9.00% Weekday (compared to 10.00% in January 2022)
- 13.00% Saturday (compared to 10.00% in January 2022)
- 11.00% Sunday (compared to 13.00% in January 2022)

- Action: June 2022 Service Adjustments planned to significantly reduce cancellation rates for Contract Services bus service

Directly Operated Cancellations by Line Exceeding 5% (Since 2/20/22 Service Change through 5/5/22)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service change	% Cancelled Trips before 2/20 Service change	% within EFC*	Area
240	Reseda	1	8.40%	25.30%	13%	San Fernando
18	Whittier & 6th St	1	7.90%	21.20%	85%	East LA-West LA
20	Wilshire	1	7.30%	19.80%	35%	Downtown - Santa Monica
210	Crenshaw	1	6.80%	26.30%	63%	Hollywood-South LA
53	Central Av	1	6.50%	25.10%	72%	South LA- Downtown
45	Broadway	1	6.40%	20.70%	98%	South LA-Downtown-Lincoln Hts
204	Vermont	1	6.30%	19.10%	100%	Hollywood-South LA
2	Sunset	1	6.00%	19.30%	56%	Downtown - Westwood
66	8th St	1	5.90%	16.40%	87%	East LA- Downtown- Wilshire
150	Topanga-Ventura	3	5.60%	21.40%	27%	San Fernando
207	Western	1	5.50%	29.60%	89%	Hollywood-South LA
14	Beverly-Adams	2	5.50%	16.20%	70%	West LA- Downtown
115	Manchester	1	5.40%	16.70%	48%	South Bay -Gateway
40	Hawthorne	1	5.40%	24.10%	62%	South Bay - Downtown
60	Long Beach	1	5.30%	15.80%	71%	South LA-Downtown
28	Olympic	1	5.10%	13.70%	44%	West LA- Downtown
754	Vermont Rapid	1	5.10%	44.70%	100%	Hollywood-South LA






Contract Services Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 4/30/22)

Line	Name	Next Gen Tier & Service Council	% Cancelled Trips since 2/20 Service Change	% Cancelled Trips before 2/20 Service Change	% within Equity Focus Communities	Area
232	Sepulveda Bl - Pacific Coast Hwy	3, South Bay Cities, Gateway Cities	13.67%	16.20%	29%	LAX - Long Beach
266	Rosemead Bl	3, Gateway Cities, San Gabriel Valley	10.32%	15.23%	30%	Sierra Madre - Lakewood
603	San Fernando Rd - Rampart St - Hoover St	2, Westside Central, San Fernando Valley	10.08%	5.64%	73%	Glendale - Downtown LA
177	JPL – CalTech Pasadena	4, San Gabriel Valley	9.66%	5.04%	15%	Pasadena
205	Wilmington Av - Vermont Av	3, South Bay Cities, Gateway Cities	8.51%	10.26%	29%	Willowbrook - San Pedro
125	Rosecrans Av	3, South Bay Cities, Gateway Cities	7.43%	10.91%	42%	El Segundo - Norwalk
605	LAC + USC Med Center Outpatient Shuttle	2, Westside Central	6.61%	5.50%	100%	Los Angeles - Boyle Heights
577	I-605 Freeway	4, San Gabriel Valley,	5.84%	6.81%	14%	El Monte - Long Beach
256	Eastern Av - Av 64 - Washington Bl	4, San Gabriel Valley, Westside Central	5.65%	7.54%	35%	Commerce - Sierra Madre
501	North Hollywood - Pasadena Express	3, San Fernando Valley, San Gabriel Valley	5.32%	4.20%	18%	North Hollywood - Pasadena
96	Griffith Pk Dr	4, San Fernando Valley, Westside Central	5.31%	5.23%	50%	Downtown LA - Burbank
128	Alondra Bl	4, Gateway Cities	4.87%	6.32%	34%	Compton - Cerritos
167	Plummer - Coldwater Canyon	4, San Fernando Valley	3.98%	1.59%	28%	Chatsworth - Studio City
130	Artesia Bl	3, Gateway Cities	3.08%	1.06%	36%	Cerritos - Artesia
218	Laurel Canyon Bl - Fairfax Bl	4, San Fernando Valley, Westside Central	2.74%	1.93%	6%	Studio City - Cedars Sinai Medical Center

Actions

- Utilize various recruitment methods & partnerships to increase Contract Services Bus Operators Employee Appreciation Programs to improve Operator retention & call off rates
- As part of the June 2022 Service Change, adjusted service on Lines 125, 177, 232, 501, 577, 603, 605
- Transfer of Line 130 to Long Beach Transit (becomes Line 141)

Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS (week ending 2/5/22)	STATUS (week ending 4/30/22)	
Operator COVID Cases	30 or less per month	Nov 2021	459 Jan 2022 (month)	22 Apr 2022 (month)	
Operator Staffing Level	4,003 operators	Pre-COVID	3,423	3,386*	
Cancelled Service	2.00% or less per day	May 2021	11.00% weekday 8.00% Sat 20.00% Sun	3.39% weekday 4.10% Sat 9.08% Sun	
Ordered Call Backs	200 or less per week	Dec 2020	766 (per week in Jan 2022)	432	

*Operator staffing level does not represent candidates yielded from the March/April 2022 hiring events as they must successfully complete a two-month training and are currently not counted in active operator counts

June 2022 Service Change

Service Quality - Goals

- Restore full service as soon as possible
- Restore with a NextGen equity lens
- Prioritize service reliability
- Eliminate no shows/cancellation

Service Quality Changes

- Service Restoration: Increase frequency on 19 weekday, 4 Saturday, 3 Sunday lines
- Overall increase 6.3 to 6.5 million annual Revenue Service Hours, even after 43K reduction to protect low frequency contracted lines
- Increase service where ridership strongest, more than half on majority equity lines
- Improve reliability: 65 weekday, 42 Saturday, 25 Sunday line schedules adjusted

Valuing Our Employees- Goals

- Reduce operator turnover
- Reduce ordered call backs
- Eliminate longest assignments
- Match schedules to increased traffic

Changes

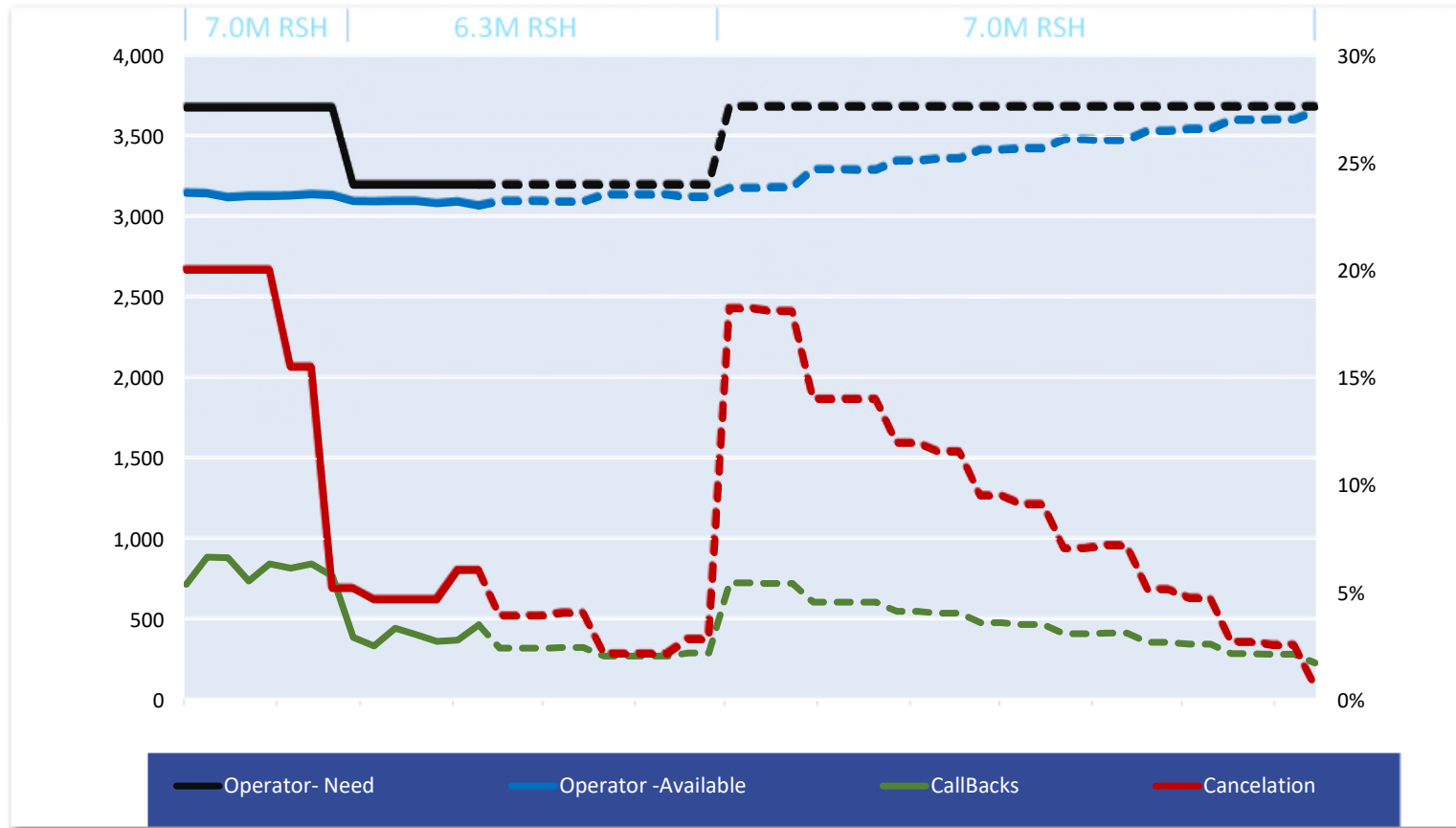
- Match schedules to increased traffic on 65 weekday, 42 Saturday, 25 Sunday lines
- Eliminate longest assignments
- More frequent service to spread out loads

NextGen Bus Plan Implementation

- Transfer one line (Artesia 130 East) to become Long Beach Transit Route 141
- Minor reroutes for construction, local street changes, simplify service
- Staff will promote changes plus signs at impacted stops



Full Service Restoration by June 2022



Service Quality

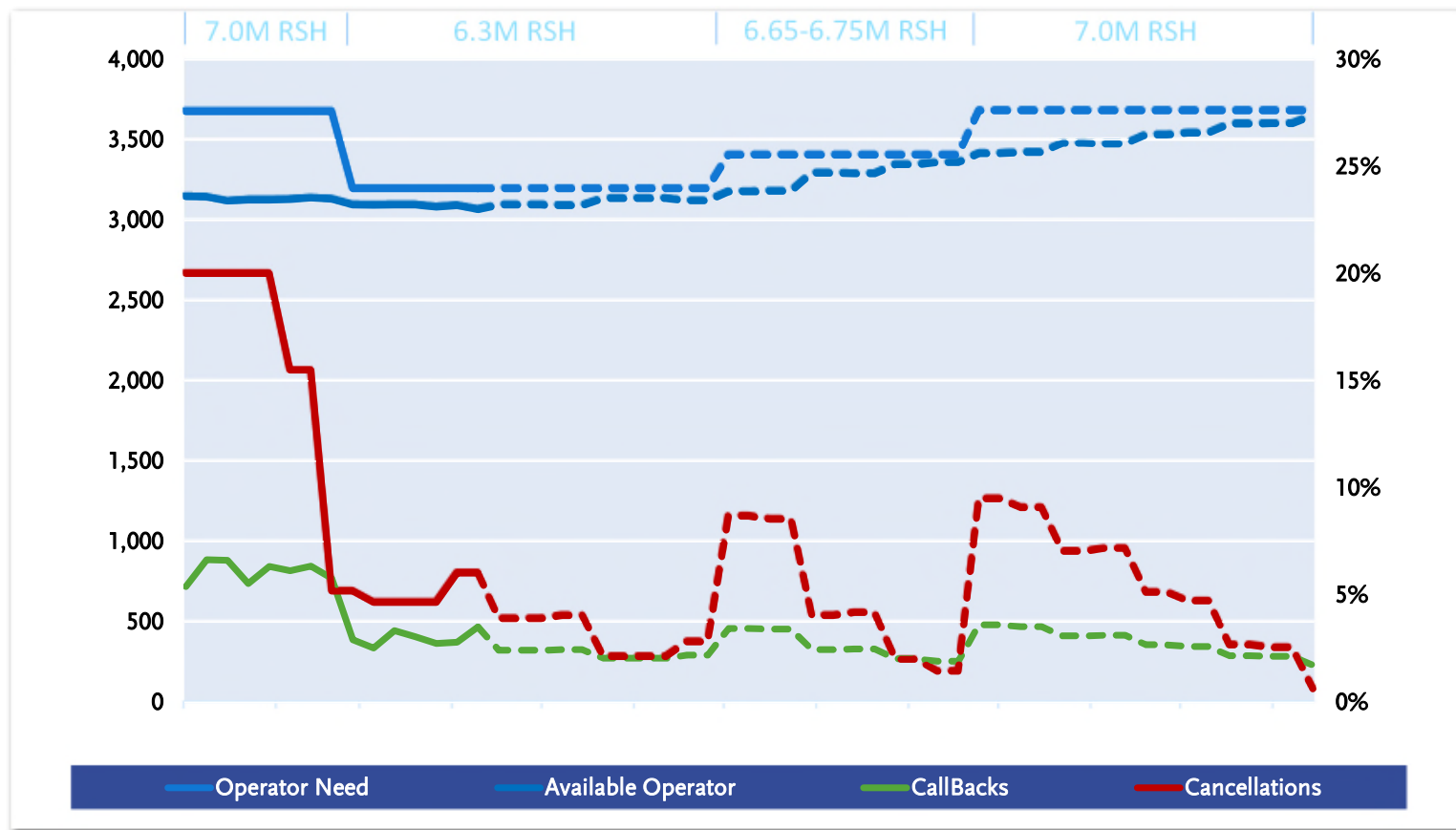
- Full service restoration by June
- Operator deficit of 470+ results in significant cancellations up to 18%
- Significant impacts to EFCs with random cancellations

Valuing Our Employees

- Ordered callbacks increase to over 700/week
- All long assignments remain
- Limited improvement to schedules
- High turnover due to stress and fatigue

- Note: Light red and green indicate cancellations and callbacks reduced without rail transfers for C/LAX and Regional Connector

Full Service Restoration by September 2022



Service Quality

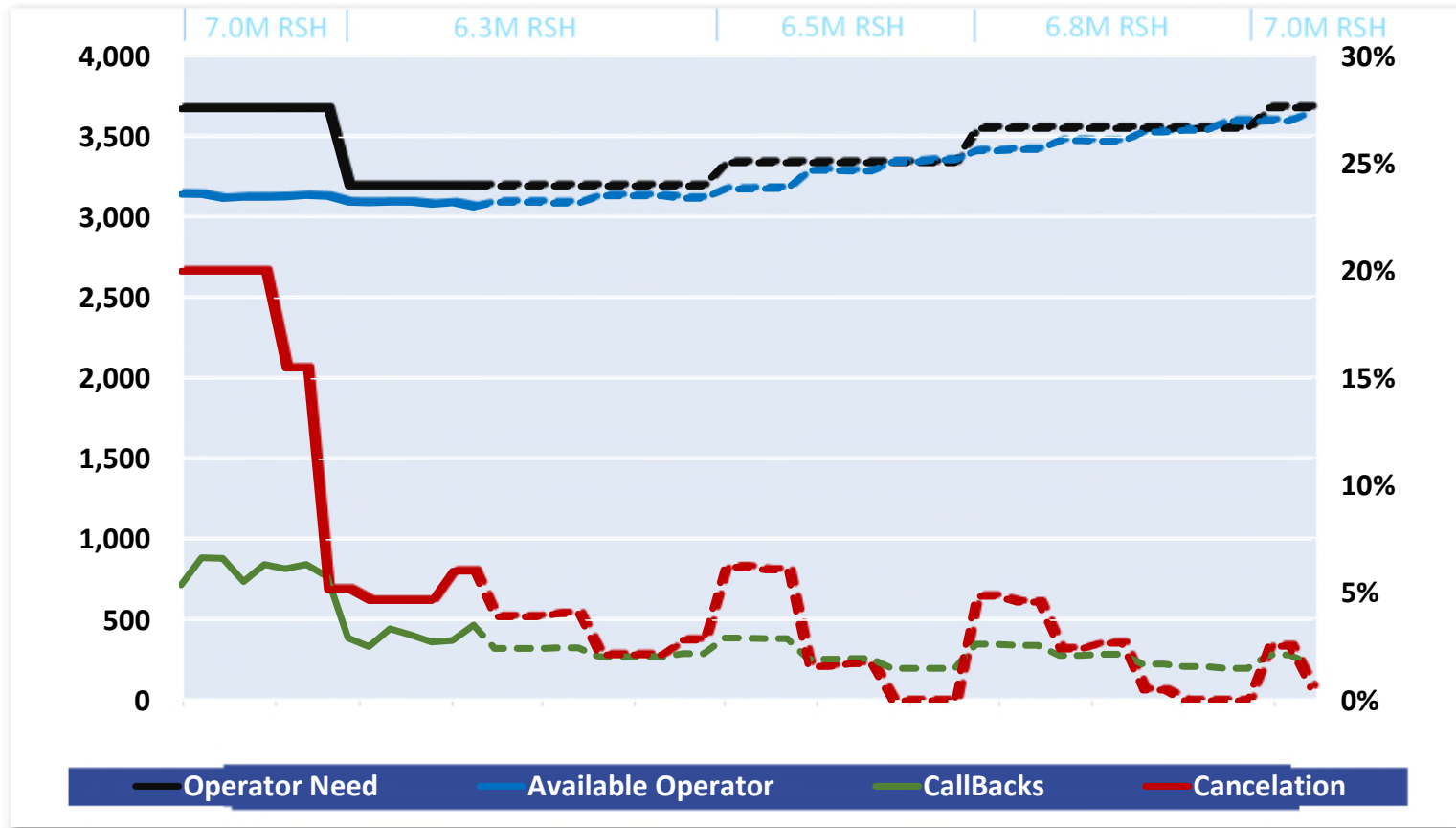
- Full service restoration by September
- Operator deficit of 300+ results in moderate cancellations up to 9%
- Moderate impacts to EFCs with random cancellations

Valuing Our Employees

- Ordered callbacks reduced to under 500/week
- Most long assignments remain
- Moderate improvement to schedules

Note: Additional 100K RSH can be restored in June without rail transfers for C/LAX and Regional Connector, or additional cancellations and callbacks can be reduced (shown in light red and green)

Full Service Restoration by December 2022



Service Quality

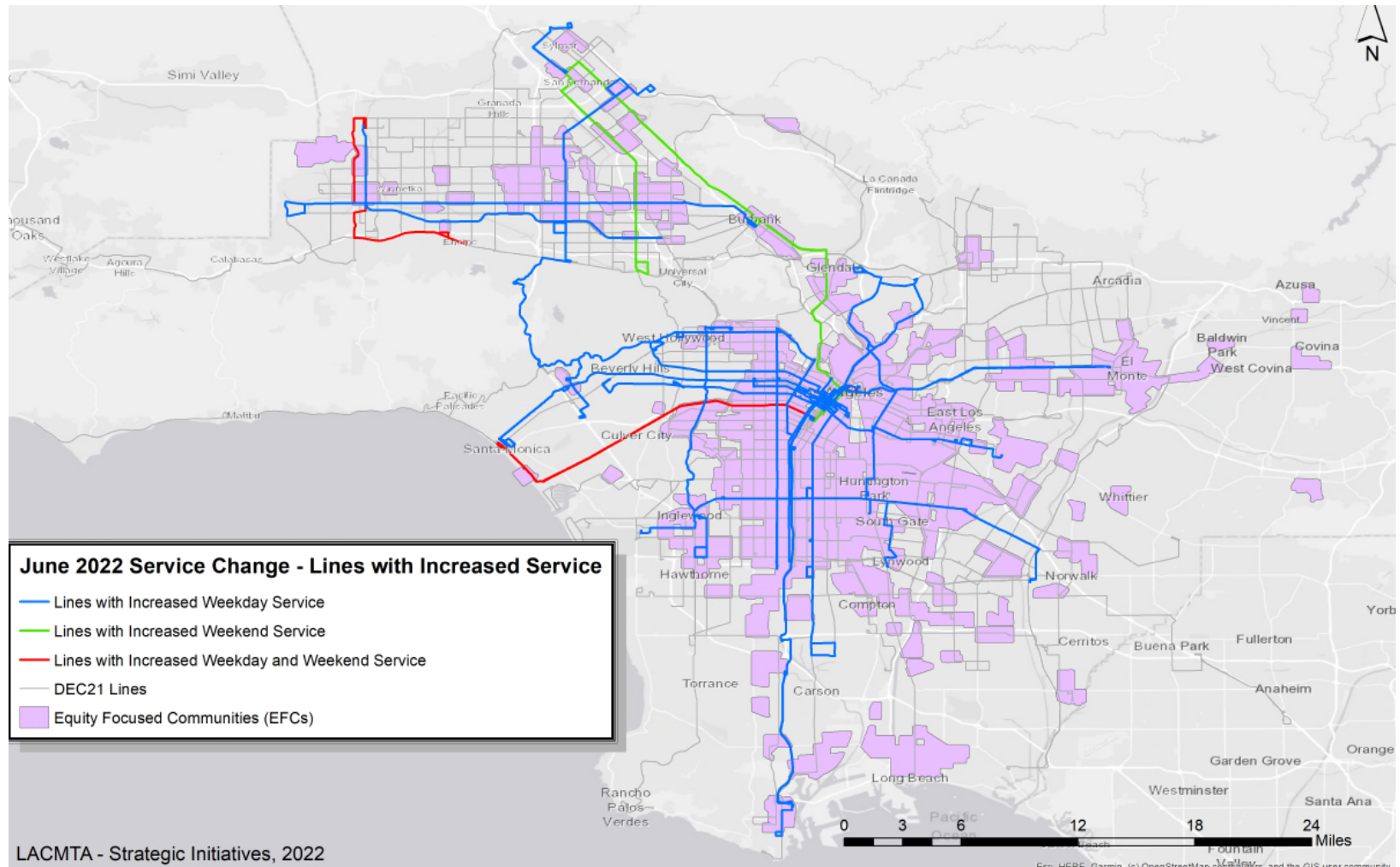
- Full service restoration by December
- Operator deficit of 150+ results in minor cancellations up to 5%
- Minor impact to EFCs with random cancellations

Valuing Our Employees

- Ordered callbacks reduced to around 300/week
- Most long assignments remain
- Significant improvements to schedules
- Reduce operator turnover with less stress and fatigue

Note: Light red and green indicate cancellations and callbacks reduced without rail transfers for C/LAX and Regional Connector

June 2022 Service Restoration



TAP Reminders

Fare paid with a TAP card includes 2 hours of unlimited **transfers** to Metro rail and bus in one direction (no roundtrips).

Register, reload, check your balance + expiration date of your TAP card

- Online at taptogo.net or by calling [866.TAPTOGO \(866.827.8646\)](tel:866.827.8646). Benefits include:
 - Balance protection: If your card is lost or stolen, you can recover the balance and transfer it to a new card.
 - Ability to transfer a remaining balance from one TAP card to another
 - Consolidation of remaining balances from several TAP cards to one

When contacting TAP customer service to report issues with a TAP card, have the following information ready:

- What type of card does the customer have? (physical card or virtual)
- Where was the fare purchase? (Online, TPV, Customer Center, Mobile App, Phone?)
- How long ago was the fare purchased?
- Where was fare/card used when you received an error? (Bus or Rail)

Last but not least, be patient with your Bus Operators. We have lots of new operators who are still learning the nuances of the TAP system.

June 27 LIFE Program Pop-Up at Long Beach Multi-Service Center

LIFE program representatives will be available at a LIFE Program Pop-Up at Long Beach Multi-Service Center on Monday, June 27 from 9:00 am - 3:00 pm to assist with enrollment in the LIFE (Low Income Fare is Easy) Program. The LIFE Program offers deep discounts for low-income riders, and new LIFE riders get 90 days of free rides

Where: Long Beach Multi-Service Center, 1301 W. 12th St. Long Beach, CA 90813

What to bring:

- Photo ID
- TAP card, if you currently have one
- You have the option to self-certify or provide proof of income to show you meet the LIFE Program income levels. Proof of income examples: Medi-Cal, EBT, any proof of public benefit, Social Security award, check stub or tax return.

LA Pride June 11-12



After two years without an in-person festival or parade due to COVID-19, a Pride 2022 is being planned to be held on June 11-12 to include an in-person parade and a music event.

JUNE 11: LA PRIDE IN THE PARK

[Christina Aguilera](#) is the headliner of LA Pride in the Park, a music event with two stages, sponsor activations, exhibitors, and food and drink at Los Angeles State Historic Park. Gates open at 1PM, and the party goes until 11PM. Easily accessed from Chinatown Station

JUNE 12: LA PRIDE PARADE

This iconic LGBTQ+ procession will include over 130 contingents of marchers, performers, nonprofits, celebrities, and the businesses that proudly celebrate their LGBTQ+ employees who will be on hand to delight and inspire as they walk in the 52nd Annual LA Pride Parade. Parade viewing is free and [step-off is at 10:30AM](#).

Parade Route: [Hollywood Bl & Cahuenga to Highland, south on Highland to Sunset Bl., East on Sunset to Cahuenga](#). Best accessed via Hollywood/Highland Station

Annual Kingdom Day Parade - Monday, June 20 at 11am



Metro's replica bus that will be used for the Kingdom Day Parade.

Rosecrans/Marquart Groundbreaking

On Thursday, June 2, Metro broke ground on the project to build a bridge for freight and passenger trains over the busy intersection of Rosecrans/Marquardt Av in Santa Fe Springs. The rail bridge will allow for freight and passenger trains to cross the intersection without disrupting local traffic. The \$156-million project is expected to be completed in 2025.

On average, trains cross the intersection about every 7 minutes, stalling vehicle traffic for a total of 21 hours per week. An estimated 45,000 vehicles and 135 trains travel through this intersection each day. From 2013 to 2019, the California Public Utilities Commission recorded 31 rail-motor vehicle incidents at the intersection resulting in six fatalities and seven injuries.

To make this project possible, several transportation agencies provided the following funding:

- California High Speed Rail Proposition 1A – \$76.67 million
- California Public Utilities Commission Section 190-City of Santa Fe Springs – \$15 million
- Burlington Northern Santa Fe Railway – \$7.27 million
- L.A. County Measure R sales tax – \$26.50 million
- Federal Transportation Investment Generating Economy Recovery (TIGER)- \$15 million
- California Senate Bill 1 Trade Corridor Enhancement Program (TCEP) – \$7 million
- California State Transportation Improvement Program (STIP) – \$9 million

For more information about the project, see: metro.net/projects/rosecrans-marquardt-grade-separation.

I-405 Comprehensive Multimodal Corridor Plan

Comment Period Closes Friday, June 10

Metro is developing a qualified comprehensive multimodal corridor plan (CMCP) for the I-405 within LA County. This CMCP will allow Metro to compete for and secure a portion of the \$250 million in Senate Bill (SB1) state funding that is made available through the Solutions for Congested Corridors Program (SCCP).

- View the Draft I-405 CMCP and draft project list at metro.net/405cmcp.
- Learn more at our interactive StoryMap: <https://bit.ly/405cmcpstorymap>

The public comment period for the CMCP will be open through Friday, June 10th. Comments can be submitted via the online comment form, U.S. mail or by phone:

- Online Comment Form: <https://bit.ly/405cmcpcommentform>
- Phone: 213.418.3422
- U.S. Mail: Zoe Unruh, CMCP Project Manager

Metro

One Gateway Plaza, MS 99-13-1

Los Angeles, CA 90012

For more information, visit metro.net/405cmcp.



Rail to Rail Groundbreaking June 24

Metro will host a groundbreaking ceremony for the Rail to Rail Active Transportation Corridor Project on Friday, June 24 at 10 am. The event will be held at Northeast corner of Slauson Av/Normandie Av.

The 5.3-mile, \$115 million Segment A project will provide biking and walking paths to the future K Line Fairview Heights Station and A Line (Blue) Slauson Station, improving multimodal connectivity in historically disadvantaged communities, enhancing access to key destinations and providing a safer path of travel for pedestrians and bicyclists.

Project information: metro.net/projects/railtorivera/

Eastside Phase 2 Virtual Update Meetings in June, DEIR to be Released June 30

The Draft EIR will be available for public review and comment for 60 days beginning on June 30, 2022. The document can be viewed online at metro.net/eastsidephase2 or at repository sites where printed copies will be available.

Prior to the release of the Draft EIR, Metro is hosting two community information sessions to share details on the maintenance and storage facilities (MSF) and the Initial Operating Segment (IOS) options, and to provide information on how to comment on the Draft EIR.

- ✓ **Virtual community information session #1: Monday, June 27, 2022, 6–7pm**
Zoom Link: tinyurl.com/2vn4u4aj Call-In Number: 213.338.8477 Meeting ID: 842 8987 3444
In-Person Resource Location* Kaiser Permanente Medical Offices (Northeast Parking Lot) 5119 Pomona Bl, Los Angeles, CA 90022
- ✓ **Virtual community information session #2: Wednesday, June 29, 2022, 6–7pm**
Zoom Link: tinyurl.com/2p8vtwtu Call-In Number: 213.338.8477 Meeting ID: 819 5786 7651
In-Person Resource Location* Phelan Language Academy 7150 Cully Av, Whittier, CA 90606

In-person and virtual public hearings will be held in July and August. Meeting locations and virtual links will be posted on the Metro website later this month at metro.net/eastsidephase2

6th Annual Older Adult Transportation Expo – June 29

Metro's On The Move Riders Program will host the 6th Annual Older Adult Transportation Expo in collaboration with AARP. This free event is geared towards helping older people navigate public transit.

- Wednesday, June 29, 2022 9am – 2pm (doors open at 8:30am)
- Pasadena Convention Center 300 East Green St Pasadena, CA 91101
- Plan your trip on public transportation by calling Metro at 323.466.3876 or by visiting metro.net.
- Daily parking rates at the Pasadena Convention Center range between \$15–\$30.

Register today by:

- visiting otmrp-expo2022.eventbrite.com
- calling 213.922.2299 or,
- emailing onthemove@metro.net

Deadline to RSVP for this free event is June 22, 2022.