ITEM 21

COO Oral Report
Operations Service Update
Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP

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 Sept 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)
Dec 2021 Service Changes

Reallocate Duplicate Service
- Reduce duplication between Lines 51 (7th St), 230 (Sylmar) and new DASH lines
- Eliminate duplication of Lines 78 (Las Tunas), 79 (new Line 179 Huntington) into DT LA
- Line 256 (Eastern) south of CSULA becomes Commerce 200
- Savings reinvested in extra service where loads dictate

Restructuring
- Lines 2 (Sunset)/200 (Alvarado) merged as one line, with modified 217 OWL
- Line 260 (Atlantic Bl) restructure to improve frequency and reliability, with new 660 shuttle Pasadena - Altadena
- Line 53 (Central Av) rerouted via Willowbrook Rosa/Parks Stn

Speed/Access and Rail
- Stop consolidation on Lines 33, 81, 180, 206, and 217 to better balance speed and access
- Light Rail frequency improved 10 to 8 min.
Operator Hiring Update

**Bus Operators**
- 3,172 applications received to date
- 560 hires to date
- Two classes in November 2021 (11/9 & 11/30)
- Classes are nine weeks long (goal of 65 students per class)

**MicroTransit Operators**
- 1,129 applications received to date
- 157 hires to date (target: 157 operators)
- Recruitment closed on November 2021 (11/15)
- Classes are three weeks long
Hiring Efforts, Customer Communication & Next Steps

**Hiring**
- Continue bus operator referral/sign-on bonus programs
- Continue paid media buy to boost applications
- Continuation of media buy and internal advertising
- Human Capital Development will hold a Bus Operator recruitment event at Operation Central Instruction (OCI) in Downtown Los Angeles on Saturday, December 11, 2021, from 8:00 am -1:00 pm

**Customer Communication**
- Continue to develop and improve our real-time cancellation alerts to the public
  - Including use of Metro Service Alerts, Twitter alerts, in-person and station announcements
  - Updates every 30-minutes regarding cancellations by bus line
  - Working with our real time arrival contractor, Swiftly, on incorporating real time cancellations into real time predictions by early January 2022

**Next Steps**
- Metro will continue to proactively focus efforts and resources to continue to attract, recruit, hire and train applicants to deliver planned service to our customers

WANT TO EARN $500?
Refer friends, family and community members to work for Metro! If you know someone who would be fit for a job here, send them our way and earn $500 per referral.

Great hourly pay
Start at $17.75 per hour as a bus operator, with incremental pay rate increases up to $27.31.

Full benefits
Metro offers medical and dental insurance, plus retirement plan options.

Part time
Part time with potential to become full time.

Unionized
Your safety and stability are union-represented.

Room to grow
Opportunities for trainings and to move up in your career.