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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
APRIL 16, 2020**

SUBJECT: ORAL REPORT ON COVID-19 SERVICE UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Service Update.



Phillip A. Washington
Chief Executive Officer

COO Oral Report COVID-19 - Service Update



Metro

**Operations, Safety & Customer Experience Committee
Executive Management Committee
April 16, 2020**

Workforce, PPE & Corporate Safety

Workforce

- Available Operations workforce continues to be impacted by Stay at Home Order, school closures, and health concerns
- 21 confirmed COVID-19 cases as of April 9, 2020 (13 employees, 6 contractors & 2 vendors)

Operational Changes

- Mandated use of bus operator barriers
- Implemented use of rear-door boarding

Personal Protective Equipment (PPE)

- As of Thursday, April 9, 2020, Metro distributed the following quantities of PPE to staff:
 1. Gloves (pairs): 400,000
 2. Masks: 69,000
 3. Hand sanitizer dispensers: 2 per division
- Additional quantities of PPE have been ordered to replenish inventory
- PPE availability is being managed by minute-by-minute by VCM & Operations within the Incident Command System (ICS)

Corporate Safety Guidance

- COVID-19 Checklist for detection and management
- COVID-19 Case notification form & clean-up procedure
- COVID-19 Confirmed case log

 **COVID-19**

 **Enter Rear Door Only**

Entre solamente por la puerta trasera

 **Ramp Entrance Only**
Entrada solamente de rampa

Cleaning Regimes

Increased Cleaning Regimes & Hand Sanitizer Dispensers

- Strengthened cleaning regimes in addition to regular cleaning activities on all vehicles, stations & terminals
- Focus cleaning efforts on high touchpoint areas, and at operating Divisions & locations
- Cleaning vehicles multiple times a day, prior to the start of and at the end of revenue service
- Continued use of Corporate Safety approved disinfectants & cleaning materials
- Distributing hand sanitizer dispensers to major transit stations and transfer points, Union Station; operating Divisions & locations – 85 locations

Transit Service Delivery Plan

Outlook

- Continue to conserve Operations workforce, resources and manage public funds responsibly
- We ask everyone to continue limiting travel to only essential trips, maintain physical distance from others, wash hands frequently and use other good hygiene practices
- Recommend that customers wear face coverings and/or masks while riding Metro
- Instructed operators to use discretion when picking up passengers to allow for adequate social distancing
- Tailoring special service plan to be congruent with essential travel demand -- *Enhanced Sunday Plan* begins Sunday, April 19, 2020

Ridership & Enhanced Sunday Schedule Plan

Ridership Levels

- Bus is down 65%
- Rail is down 75%



3.25.20

Enhanced Sunday Schedule/Plan Goals

- Provide for orderly rebuild-up of service levels
- Protect principles established by NextGen planning

Additional Operations Considerations

- Respond to availability of operating & maintenance workforces
- Reduce cleaning loads
- Reduce costs when possible

COVID-19 Rail Service Plan

Light Rail

- Enhanced-Sunday headways and spans
- A, Expo and Gold – 12-min during 6am-6pm; 20-min during other periods; last train departure from terminals at midnight
- Green – 12-min during 4am-9am & 3pm-6pm; 15-min during 9am-3pm; last train departure from terminal at midnight

Heavy Rail

- Enhanced-Sunday headways and spans
- Red and Purple – 12-min (6 minutes at the trunk) during 6am-6pm; last train departure from terminals at midnight

Weekends

- Current weekend frequencies – 12-min starting at 10 am; with last departure from terminals at midnight

COVID-19 Bus Service Plan

Bus

- **Weekday: Enhanced-Sunday headways and spans**
- **Sunday base + weekday only lines**
- **Add Rapid service not typically operated on Sundays**
- **Increase extra-board operator assignment ratio (OAR) from 1.18 to 1.67**
- **Weekends: Current Sunday service for Sat & Sun**



3.24.20

Revenue Service Hours (RSH) Comparison

Bus

(Directly Operation &
Contract Services)

- Annual Bus RSH Reduction: 29%

Rail

- Annual Rail RSH Reduction: 14%

Mobility on Demand & MicroTransit Demonstrations

Mobility on Demand

- No changes
- Review contract every 30 days

MicroTransit

- Initiate minimum preparation work with contractor
- Review situation every 30 days

Cost Information

Assumptions

- *Enhanced Sunday Schedule Plan maintains all Operator & Maintenance Personnel assignments*
- Considerations going forward:
 1. Customer travel patterns and volumes
 2. Current workforce availability/leave impacts
 3. Affordability of overtime for essential functions
 4. Need to maintain strengthened cleaning regimes
 5. Maintaining adequate cleaning materials, sanitizer/dispensers, and PPE for frontline staff

Next Steps

- Review forecasted attrition impacts
- Review new FFCRA impacts on workforce
- Review potential utilities and parts savings

Station Partial Entrance Closures

Rationale

- Consider partial station closures to reduce touchpoints, maintenance resources, cleaning supplies and required PPE while maintaining access to all rail stations
- Close specific entrances at some grade-separated stations which have more than one access point
- ADA Access to remain open

Locations

- Station partial entrance closure location list & communications plan is in development and scheduled to be finalized by *Sunday, April 19, 2020*



Operations Personnel - Thank You

