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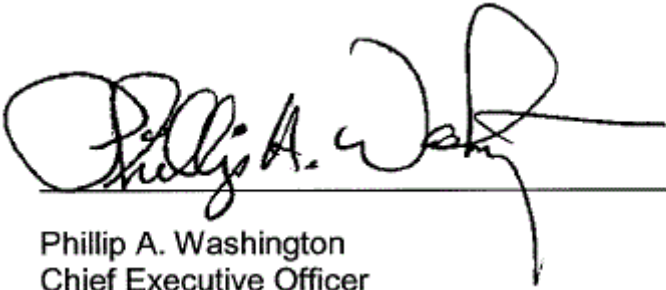
Agenda Number: 34.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 21, 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 & Recovery Plan Update

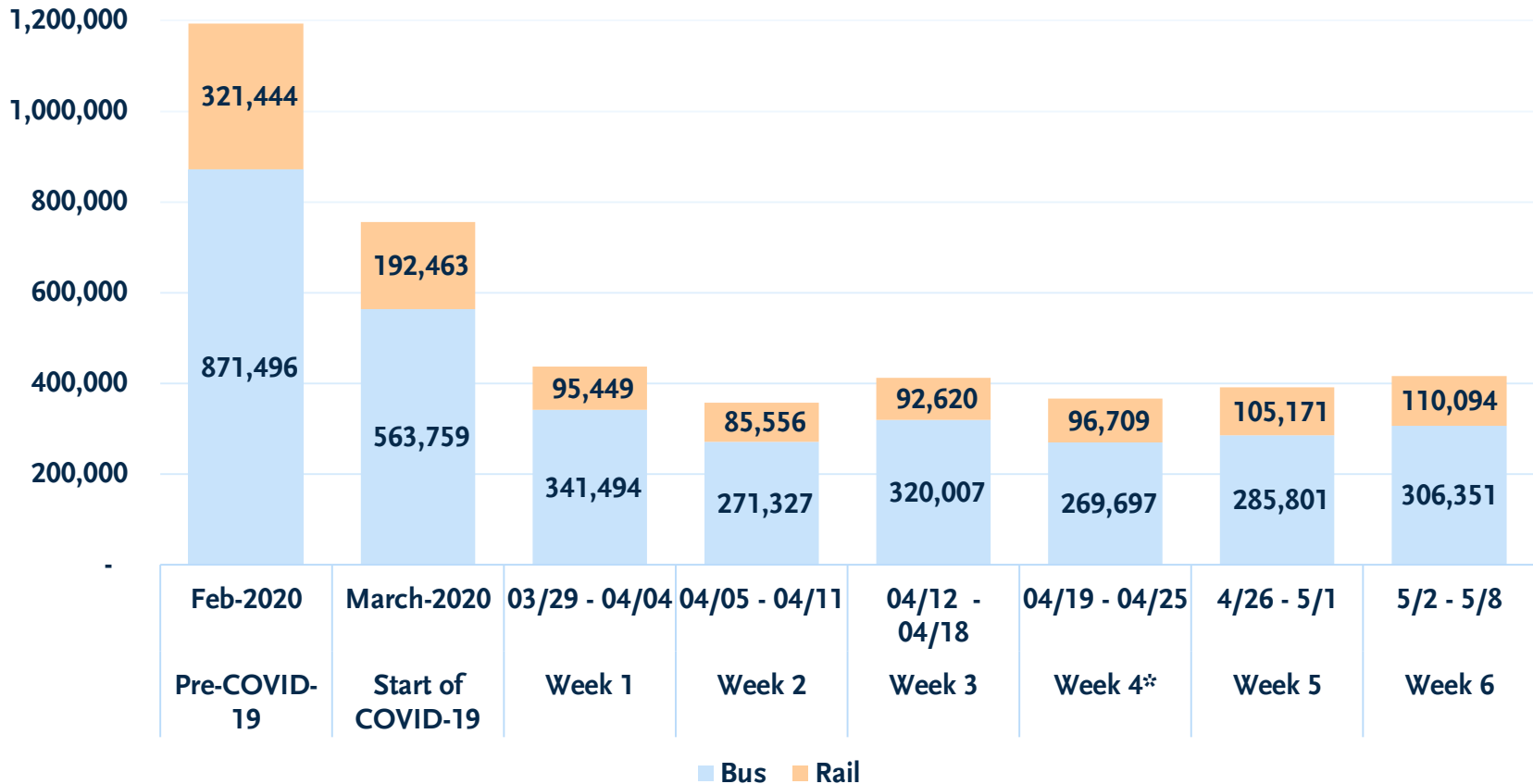


Metro

Operations, Safety & Customer Experience Committee
May 21, 2020

Weekly Ridership Update (Late March – Early May)

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19 Feb 2020	Start of COVID-19 March 2020	Week 1	Week 2	Week 3	Week 4*	Week 5	Week 6
TOTAL	1,192,940	756,222	436,943	356,883	412,627	366,406	390,972	416,446

*Deployed Enhanced-Sunday Schedule on 04/19/20

Implementation of Enhanced-Sunday Service Plan

Implemented on Sunday, April 19, 2020

- **Weekday Service:** Sunday bus service plus all Rapid and most Local/Express service that normally does not run on Sunday, with additional trips to address early morning weekday demand and capacity for social distancing
- All trains run every 12 minutes between 6 a.m. and 6 p.m. and every 20 minutes at other times with last trains leaving terminal stations at midnight
- **Weekend Service:** Sunday service for bus and rail lines
- As of Monday, May 11, 2020, Operations added trip(s) on 16 lines (11 directly operated, 5 contracted) and articulated buses on 6 other lines
- Service and customer feedback is actively being monitored so adjustments can be made

Completed B Line (Red) Partial Station Closures – As of Tuesday, April 28, 2020

1. Union Station (West Entrance)
2. Civic Center/Grand Park (1st St Entrance)
3. Pershing Square (4th St N/W Entrance)
4. 7th St/Metro Center (Hope St Entrance)
5. Westlake/MacArthur Park (North Entrance)
6. Vermont/Santa Monica (City College Entrance)
7. Universal City/Studio City (Park & Ride/CityWalk Entrance)

Workforce Impacts, Corporate Safety & Mask Requirement

Workforce Update As of May 14, 2020

- **FFCRA Leaves:** Based on last pay period (4/19 – 5/2) data, COVID-19 related absenteeism continues to affect about 15.5% of the workforce
- **Confirmed Cases:** 67 (36 employees, 27 contractors, 4 vendors)
- **Confirmed Deaths:** 1 (0 employees, 1 contractor, 0 vendors)
- **Recovered Cases:** 9 (9 employee, 0 contractors, 0 vendors)

Mandatory Mask Requirement, Employee Symptom Self-Check & Social Distancing Protocol

- As of Monday, May 11, 2020, Metro is requiring customers to wear masks/face coverings when riding Metro
- Field observations show that about 90% of customers are wearing masks
- All Operations personnel are required to:
 1. Conduct Employee Symptom Self-Checks prior to entering work locations
 2. Wear masks/face coverings and/or required PPE (N95 respirator masks, safety goggles, etc.)
 3. Maintain physical distancing to the extent practical when performing their job functions
 4. Utilize barriers and rear-door boarding

Cleaning Regimes & Consideration of Additional Cleaning Activities

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

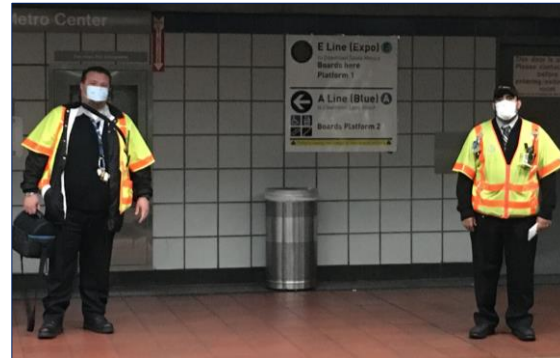
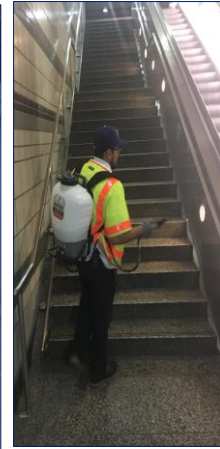
Additional Cleaning Activities

- UV Lights - Operations, General Services and Corporate Safety are exploring the pilot use of UV lights on Metro vehicles and stations
- End-of-Line Terminal Cleaning - Operations cleaning and sanitation during revenue service

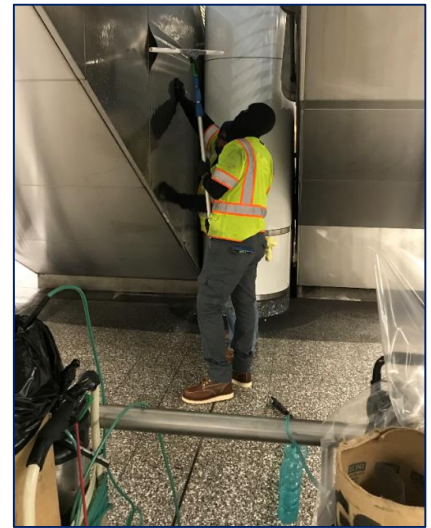
PPE Update

- Running total to date: over 770,000 pairs of gloves, over 623,000 masks, and over 45,000 hand sanitizers have been distributed to field locations
- Continue to monitor all PPE usage and order as necessary

Highlight - Operations Frontline Employees



Highlight - Operations Contractors



Climbing Back from a Crisis

COVID-19
Transit Service
Recovery Plan Framework

Recovery Plan Objectives

1

Build up service levels based on sustainable resources & demand to support recovery

2

Follow principles established by NextGen

3

Integrate with capital projects under construction

4

Incorporate post-COVID-19 standards (e.g. social distancing & cleanliness regimes)

5

Nimble to easily adjust to changing trends in travel & economic indicators

Social Distancing Impacts

Current Impacts of Social Distancing

Current COVID-19 max load standards

- 40' bus from 52 to 15 (71% reduction)
- 60' bus from 74 to 30 (59% reduction)
- LRT car from 133 to 35 (74% reduction)
- HRT car from 124 to 25 (80% reduction)

Bus service adds required due to overloads

- 15/30 standard/artic load standard
 - 12% more trips needed
 - 9,920 RSH/wk (\$51.6M annually)
- 20/35 standard/artic load standard
 - 4% more trips needed
 - 3,313 RSH/wk (\$17.2M annually)

Program to Safely Reduce Social Distancing

Reduce demand

- Necessary trips only
- Transport not homeless housing

Spread Loads

- Travel shoulders of peak if can
- Telecommute/staggered hours

Customer Code of Conduct

- Self discipline for mask wearing
- Everyone must practice good hygiene

New Cleaning Regimes

- End of line bus/rail car cleaning
- Increase rail station/bus terminal cleaning

New technology

- UV filters

Marketing campaign

- Advertise everything we do
- We're in this together help us make transit a safer & more comfortable trip

Protect Front Line Employees

- PPEs
- Manage emotions & anxieties

Revise load standard as parts of program are achieved

Bus Recovery Plan Phasing

(Draft)

	BASE COVID-19 Enhanced Sunday Service	PHASE 1 "Orders Begin Lifting"	PHASE 2 "Schools Back in Session"	PHASE 3 "Emerging Markets"	PHASE 4 "NextGen's New Normal"
Objective	Provide for essential travel only	Proactively establish frequent core network for first wave of non-essential workers/students returning		React to patterns of emerging econ. growth	Begin full buildout of sustainable NextGen Plan after PH and approval
Timing	April 2020	May - June 2020	July - Aug 2020	Sept - Nov 2020	Dec 2020 - Jan 2021
Est. Service Levels	5.0M	5.4M	5.8M	6.1M	6.5-7.0M
Service Adjustments	<ul style="list-style-type: none"> - Sunday Base - Add weekday Locals, Rapids 	<ul style="list-style-type: none"> - Reduce underutilized peak service - Rightsize added weekday Rapids - Add extra temp service - Tier 1,2 – mod. increase in freq. (midday focus) - Tier 3,4 & Weekends – maintain Sun service 	<ul style="list-style-type: none"> - Tier 1,2 – Addt'l freq. (focus on off peak) - Tier 3,4 – mod. increase in freq. (midday focus) - School trippers - Weekends – maintain Sun service 	<ul style="list-style-type: none"> - Implement market specific service packages where & when data shows emerging markets 	<ul style="list-style-type: none"> - Implement routing changes - Consolidate Rapids / Locals - Enhance Tier 1,2 & weekend freq. to NextGen levels adjusted to "New Normal" - Eliminate underutilized service & implement MicroTransit