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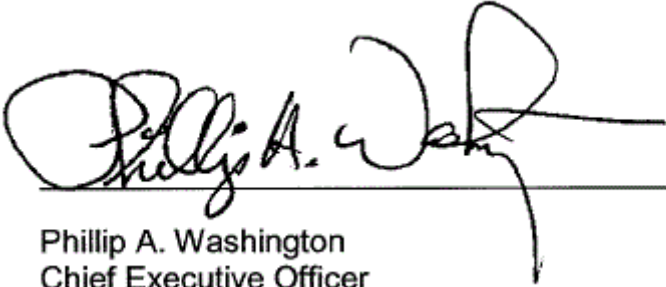
Agenda Number: 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
AUGUST 20, 2020**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update



Phillip A. Washington
Chief Executive Officer

ITEM 23

**COO Oral Report
COVID-19 – Operations Update**

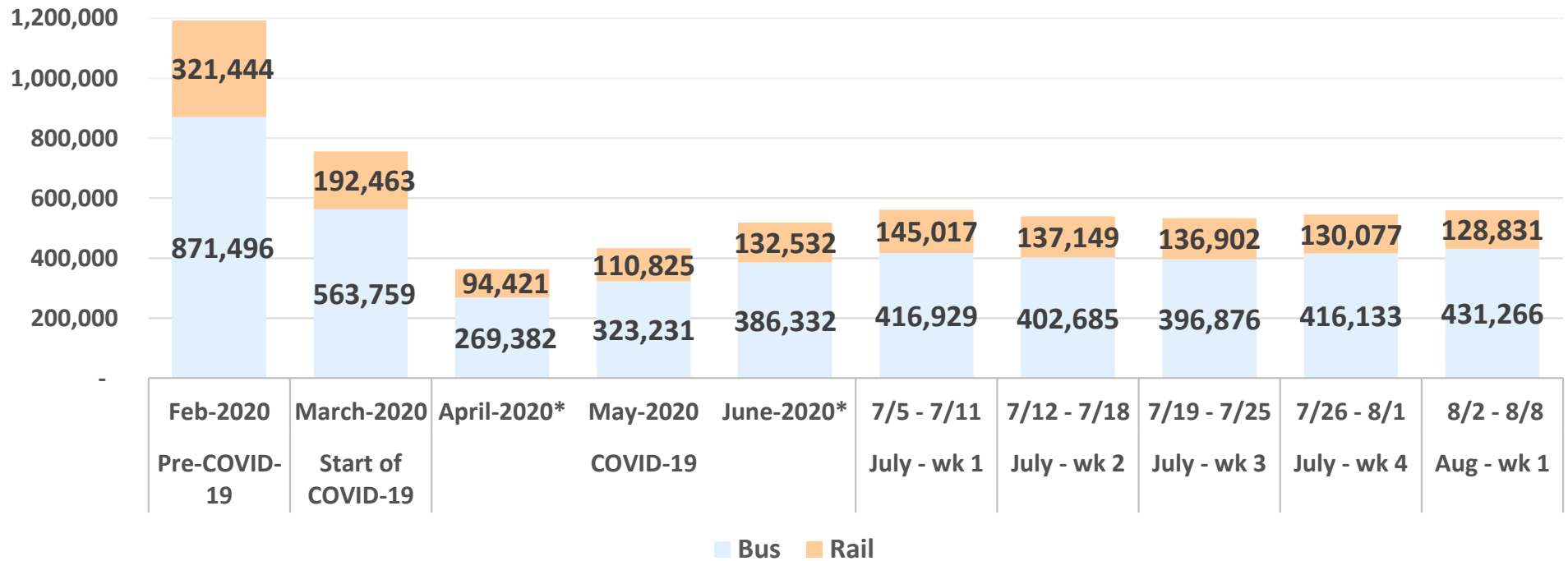


Metro

Operations, Safety & Customer Experience Committee Meeting
August 20, 2020

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID Feb-20	Start of COVID Mar-20	April-20*	May-20	June- 20**	July Wk-1	July Wk-2	July Wk-3	July Wk-4***	Aug Wk-1
TOTAL	1,192,940	756,222	363,803	434,056	518,864	561,946	539,834	533,778	546,210	560,097

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

**Deployed June Bi-Annual Shake-up on 6/21/20

***Added 35 trips on 7/27/20

Service Recovery Efforts

April 2020/June 2020 Service Changes & Partial Station Closure Update

- **Customers:** required to wear masks/face coverings
- Data shows that about **99%** of customers are wearing masks
- **April 19th** - Implemented a Modified Enhanced-Sunday Service Plan
- **April 28th** - Completed B Line (Red) partial station closures (7 stations) and still in effect today
- **June 21st** - Implemented additional service adjustments consistent with ridership demand, including:
 - Service additions to 95 (over half) of the lines
 - Increased frequencies on select Tier 1 and 2 lines
 - Adjusted running times based on faster current speeds
 - Use of weekday rail consists and 60-foot buses to allow for social distancing
 - Early July – added additional trips on Line 734 to accommodate ridership demand

Pershing Square (4th St
NW/Angels Flight Entrance)



7th St/Metro Ctr (Hope St
NW/Qdoba Entrance)



Service Recovery Efforts Continued

July 2020 Service Changes

- As of Monday, July 27th, trips on the following bus lines were also added or adjusted to even out loads and provide more capacity:
 - Weekdays: Lines 18, 20, 33, 45, 51, 53, 66, 108, 111, 152, 204, 224, 232 and Metro Rapid Lines 720 & 754
 - Saturdays: Lines 28, 81, 180/181 and 260
- All other bus and rail lines have retained the modified Enhanced-Sunday schedule
- Rail: Continuing 12-minute service throughout the day and using weekday rail-car consists to the extent possible
- Operations will continue to monitor ridership and adjust service as necessary
- Phase II – Start NextGen in December 2020

Workforce Impacts & COVID-19 Response

Workforce Update As of August 14th, 2020

- **Confirmed Cases: 310 (193 employees & 117 contractors)**
- **Confirmed Deaths: 2 (1 employee & 1 contractor)**
- **Recovered Cases: 118 (118 employees)**

COVID-19 Response

- **Metro continues to require customers and employees to wear masks/face coverings and/or PPE**
- **Employees must continue to conduct Symptom Self-Checks, utilize PPE & barriers**
- **Over 240 emergency clean-ups completed at Divisions/Locations with confirmed cases, exposed persons, and/or persons exhibiting COVID symptoms**

Cleaning Regimes & UVC Portable Light Pilot Update

Continued Increased Cleaning Regimes

- Strengthened cleaning regimes in addition to regular cleaning activities on all vehicles, stations & terminals
- Focus cleaning efforts on high touchpoint areas using EPA-approved disinfectants

UVC Portable Light Pilot Program

- Red Line: UVC portable light pilot equipment has been received and is scheduled for efficacy testing in August
 - 26 portable tripod UV light fixtures
 - 4 stanchion UV light fixtures
- Operations staff has been trained to use this equipment
- Program will receive input from the EPA and Corporate Safety
- Operations will continue to explore the feasibility and efficacy of other disinfection alternatives, including HVAC filtration systems, for bus and rail vehicles



Gold Line Overhead Catenary System – Dog Bone Insulator Part Update

Incident Review

- Monday, September 9, 2019: North of Allen Station at 5:52 am – a dog bone insulator broke at a balance weight assembly, causing the OCS wire to sag far below normal operating height
- The Gold Line was down in this area for a total of 81 hours requiring the deployment of bus bridge to continue service
- Normal operations resumed on Thursday, September 12, 2019

BEFORE



AFTER



Update

Short-term Solution

- ✓ Completed December 2019 – Traction Power Staff temporary installed safety tethers on all termination assemblies along the Gold Line Pasadena (Union Station to Sierra Madre Station)
- ✓ Impounded all spare dog bone insulator parts

Long-term Solution

- ✓ Completed July 2020 – Traction Power Staff installed *permanent* safety tethers to *retrofit* the Gold Line Pasadena (Union Station to Sierra Madre Station)
- ✓ Improved the quality management of spare part inspection and verification process



Traction Power Staff On-Site