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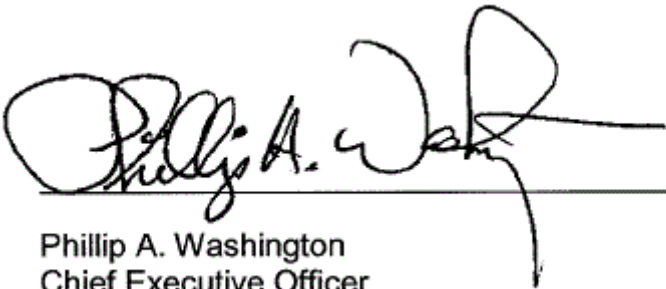
Agenda Number: 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update



Phillip A. Washington
Chief Executive Officer

ITEM 25

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

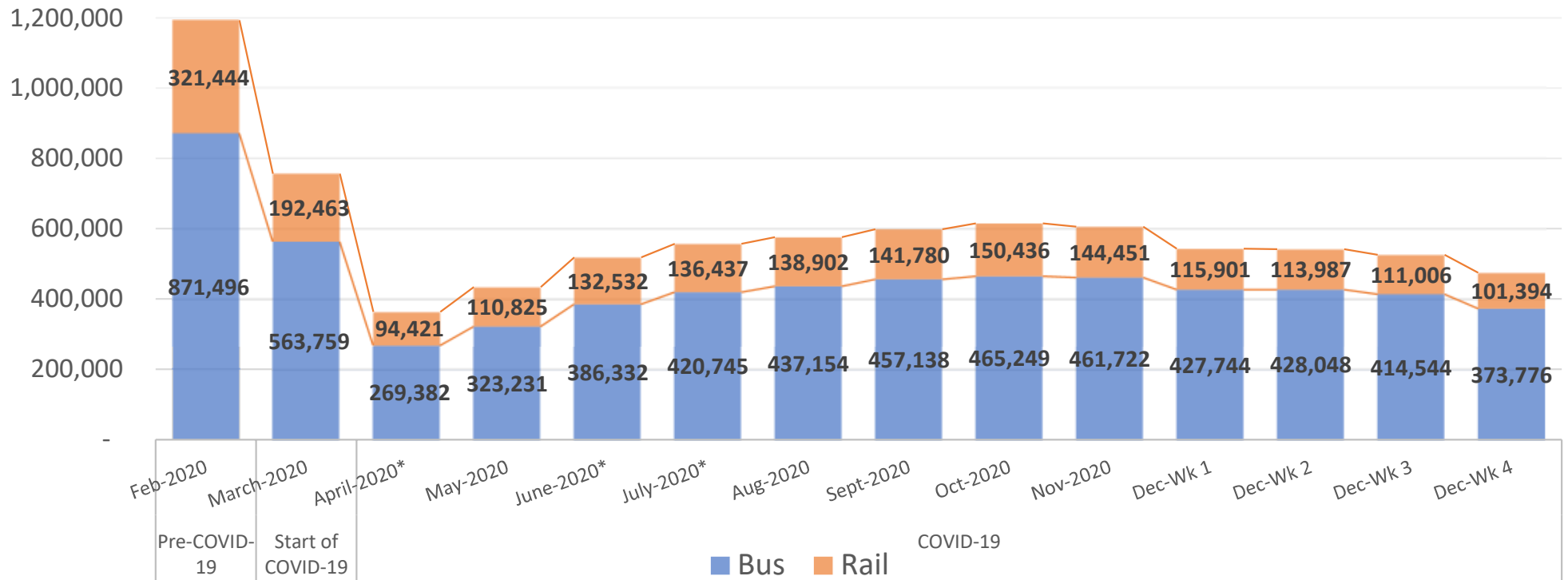


Metro

Operations, Safety & Customer Experience Committee Meeting
January 21, 2021

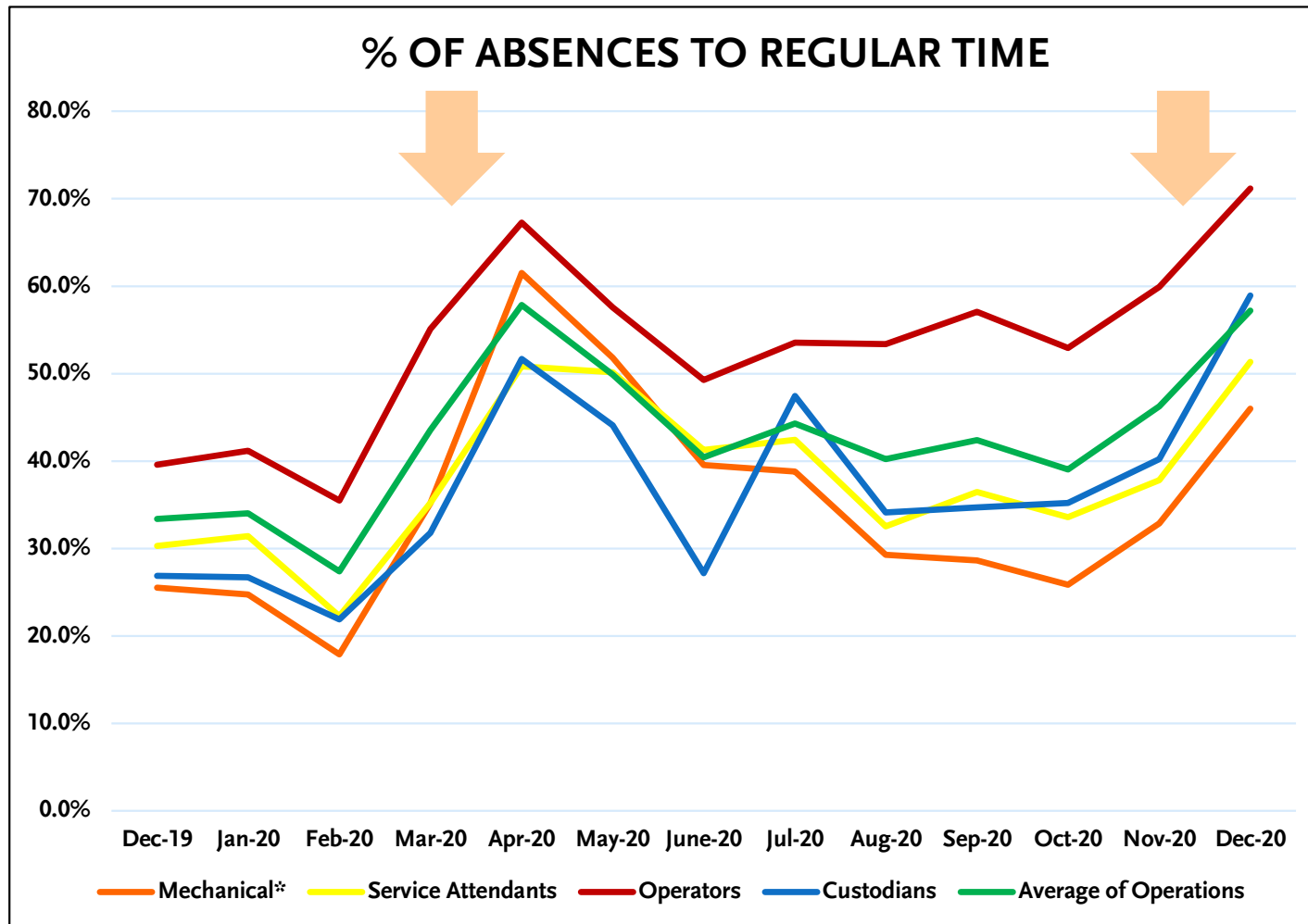
Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Rider-ship	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-Wk 1	Dec-Wk 2	Dec-Wk 3	Dec-Wk 4
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	598,918	615,685	606,173	543,645	542,035	525,550	475,170

2019 – 2020 Frontline Worker Absenteeism



* includes Bus and Rail Mechanics and MOW Inspectors

Definitions

- **ABSENCE** - employee physically NOT at work paid or unpaid
- **COVID 19** - Coronavirus related absence; paid & unpaid
- **REGULAR TIME** - labor charges in normal expenditure classifications
- **Normalizes the data**

Notes

3/19/20 - Safer at Home Order Issued

11/30/20 – Targeted Safer at Home Order Issued

2019 – 2020 Frontline Worker Absenteeism

Causes for Increased Volume

- **Mandatory/directed quarantines relative to increased COVID cases (exposures & positives) for LA County**
- **Internal return-to-work processing delays relative to high case volumes throughout the agency**

Effect of Long-Term Absences

- **Back-filling long-term absences allow the departments to manage staff levels to support service, maintenance and normal work; and control OT costs**
- **The budget/cost part of the pandemic response demands we not back-fill**
- **Not back-filling supports the service aspect, initially an enhanced Sunday level, and today's reduced level of service**

2019 – 2020 Frontline Worker Absenteeism

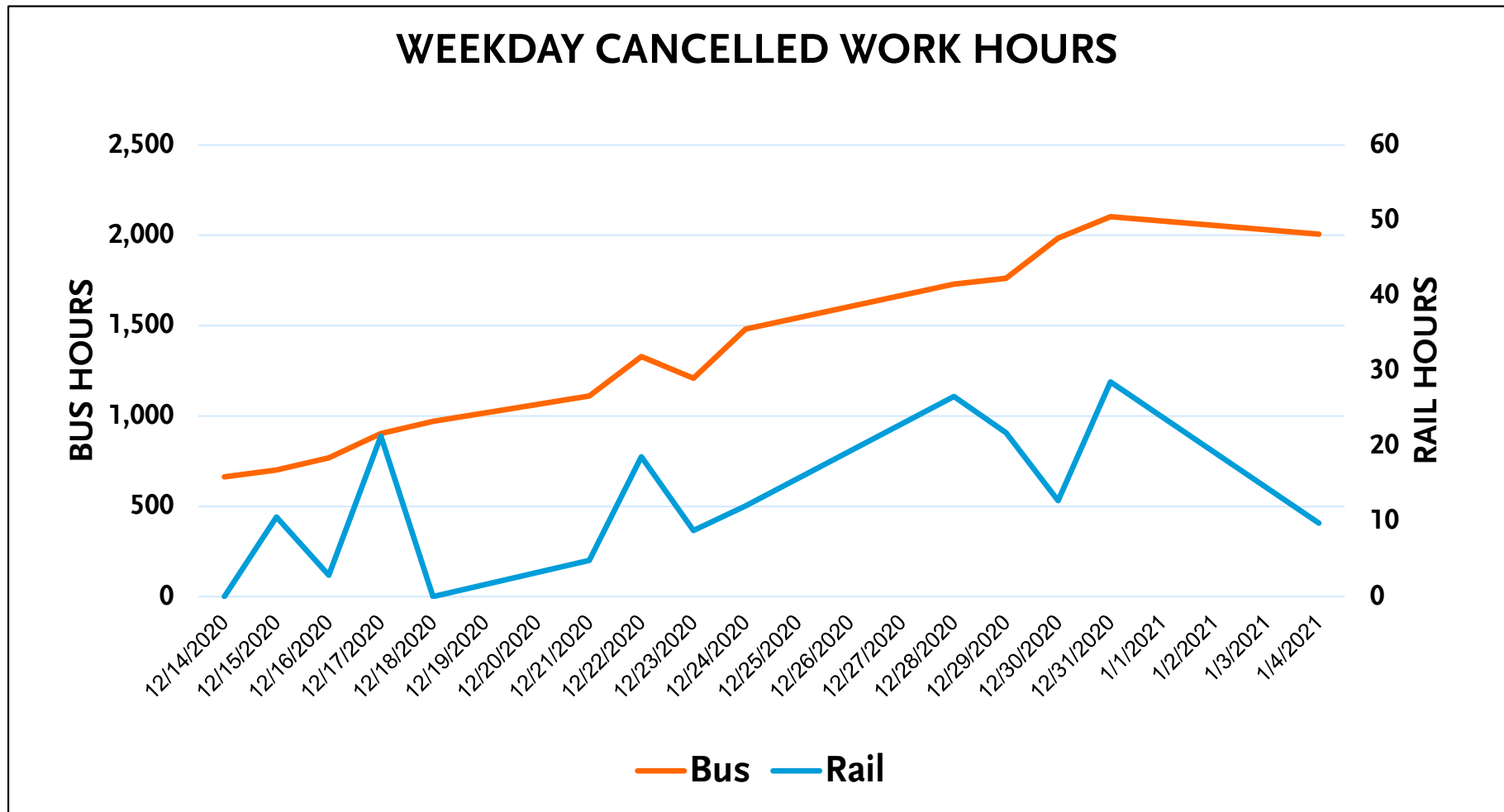
Return-to-Work Processing Steps

- ✓ Includes review and/or clearance both from a traditional HR and a medical perspective
- ✓ Follows all mandatory/required quarantine directives guided by CDC and LACDPH
- ✓ Due to an overwhelming increase in the amount of COVID cases in late 2020 processing times are currently delayed by approximately 14+ business days
- ✓ As of January 2021, the current number of backlog in COVID RTW cases is approximately 1,300 cases
- ✓ An internal Operations Strike Force Team was created to support HCD in processing RTW claims in a way that follows all protocols and established procedures

Absenteeism Rates Compared to Regular Time

- Prior to March 2020 (pre-COVID), Operations averaged 31.6%
- In 2020, the average absenteeism rate increased to 46.1%
- As of December 28, 2020, 16.6% (totals to about 1,235 employees) of all Operations staff was on “Inactive” status for leaves longer than 30 days including disability, FMLA, and COVID related leaves

Cancelled Work Assignments



Cancelled Work Hours

- These are assignment hours from sign on to sign off, including prep time, pull in/out or travel time for relief, and revenue service hours

Cancelled Work Hours & OAR

Cancelled Work Hours

- Total scheduled daily weekday hours for bus are approximately 16.7K and 5K car hours for rail
- Prior to December 2020, Metro's cancelled work hours averaged to less than 2% for bus and 0.3% for rail
- Currently, Metro's cancelled work hours average to over 10% for bus and 0.3% for rail

Bus Operator Assignment Ratio (OAR)

- OAR Target during the pandemic for bus is 1.25
- Actual OAR rates range from 1.169 to 1.346 across bus divisions

Next Steps

Columns	A	B	C	% Change		
Job Titles	Pre-COVID Average	COVID Average	Current Average	% Change A to B	% Change A to C	% Change B to C
Mechanical	22.7%	39.0%	46.0%	16%	23%	7%
Service Attendants	28.0%	41.2%	51.3%	13%	23%	10%
Operators	38.8%	57.7%	71.2%	19%	32%	13%
Custodians	25.2%	40.6%	58.9%	15%	34%	18%
Average of Operations	31.6%	46.1%	57.2%	15%	26%	11%

Considerations

- Metro experienced an increase in absenteeism across all frontline jobs
- COVID related absenteeism, normal attrition and the agencywide hiring freeze has affected operator workforce
- As of January 2021, Metro restarted bus operator recruitments to help alleviate workforce demands

Factors Beyond Our Control

- Operations is exploring additional OAR adjustments in 2021 to a more attainable number based current conditions, projections and added workforce pressures:
 - Weekly testing
 - Vaccine distribution
 - Changing workplace safety requirements as a result of oversight/regulatory agencies intended to slow the spread of COVID-19

All indications for upward pressure on OAR; and concomitant costs