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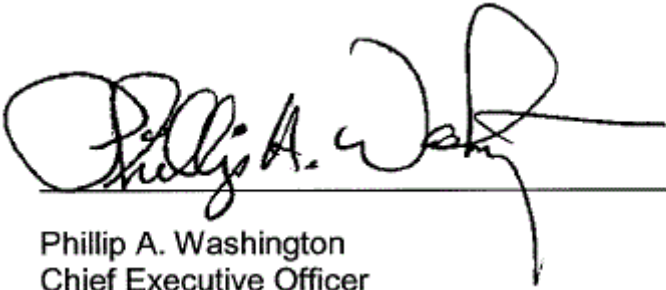
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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 18, 2021**

**SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE**

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update.



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Phillip A. Washington  
Chief Executive Officer

**ITEM 22**

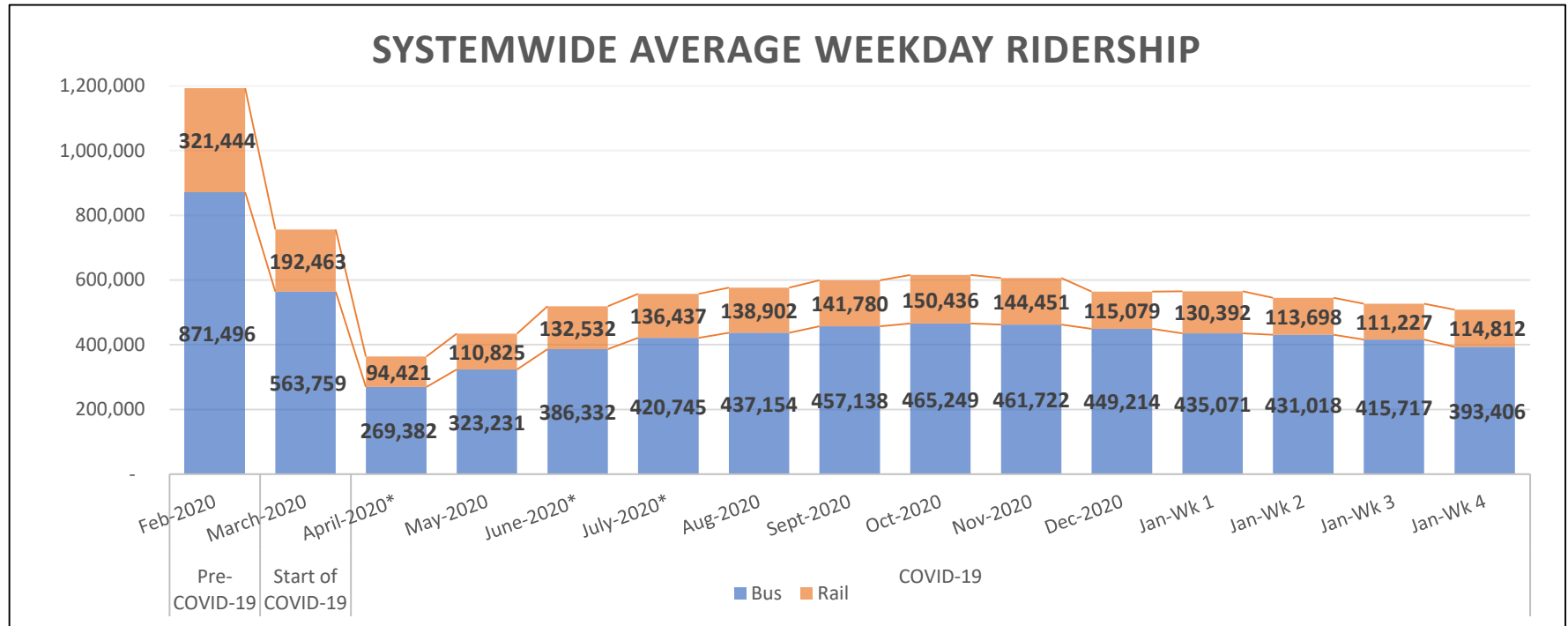
**COO Oral Report  
COVID-19 – Operations Update**



**Metro**

Operations, Safety & Customer Experience Committee Meeting  
February 18, 2021

# Weekly Ridership Update



Ridership	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-20	1/3-1/9	1/10-1/16	1/17-1/23	1/24-1/30
<b>TOTAL</b>	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	598,918	615,685	606,173	564,293	565,463	544,716	526,944	508,218

## Notes

**3/19/20 - Safer at Home Order Issued**

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

# 2020 – 2021 Frontline Worker Update

## COVID Return-to-Work (RTW) & Hiring

### RTW

- Continue to follow mandatory/directed quarantines related to COVID cases (exposures & positives) for LA County
- Continue to process return-to-work cases with a Strike Force team of about twelve seconded staff
- The current backlog is about 1,300 cases
- The Strike Force and HCD's efforts have been able to help reduce the weekly number of cancelled assignments in February by about 25% (roughly 1,900 average work hours cancelled in Jan. weekdays to about 1,450 so far in Feb.)

### Hiring

- Bus Operator hiring activities continued in February, with ongoing monthly hiring plans
- Current target is to graduate 25-30 operators every month
- Ramp up to 45 operators every month in August 2021 to meet planned revenue service
- Operations will continue to adjust hiring and training schedules in support of planned revenue service, and ongoing promotions or attrition