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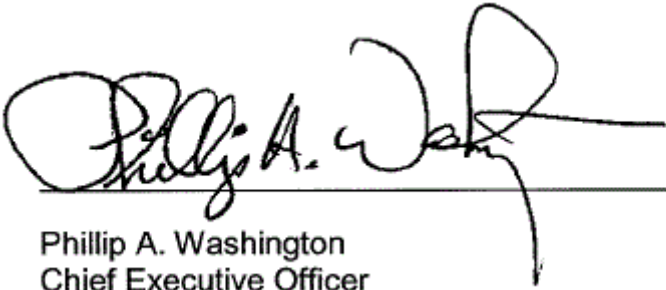
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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 21, 2020**

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

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Service Update.



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Phillip A. Washington  
Chief Executive Officer

# **COO Oral Report COVID-19 - Service & Recovery Plan Update**

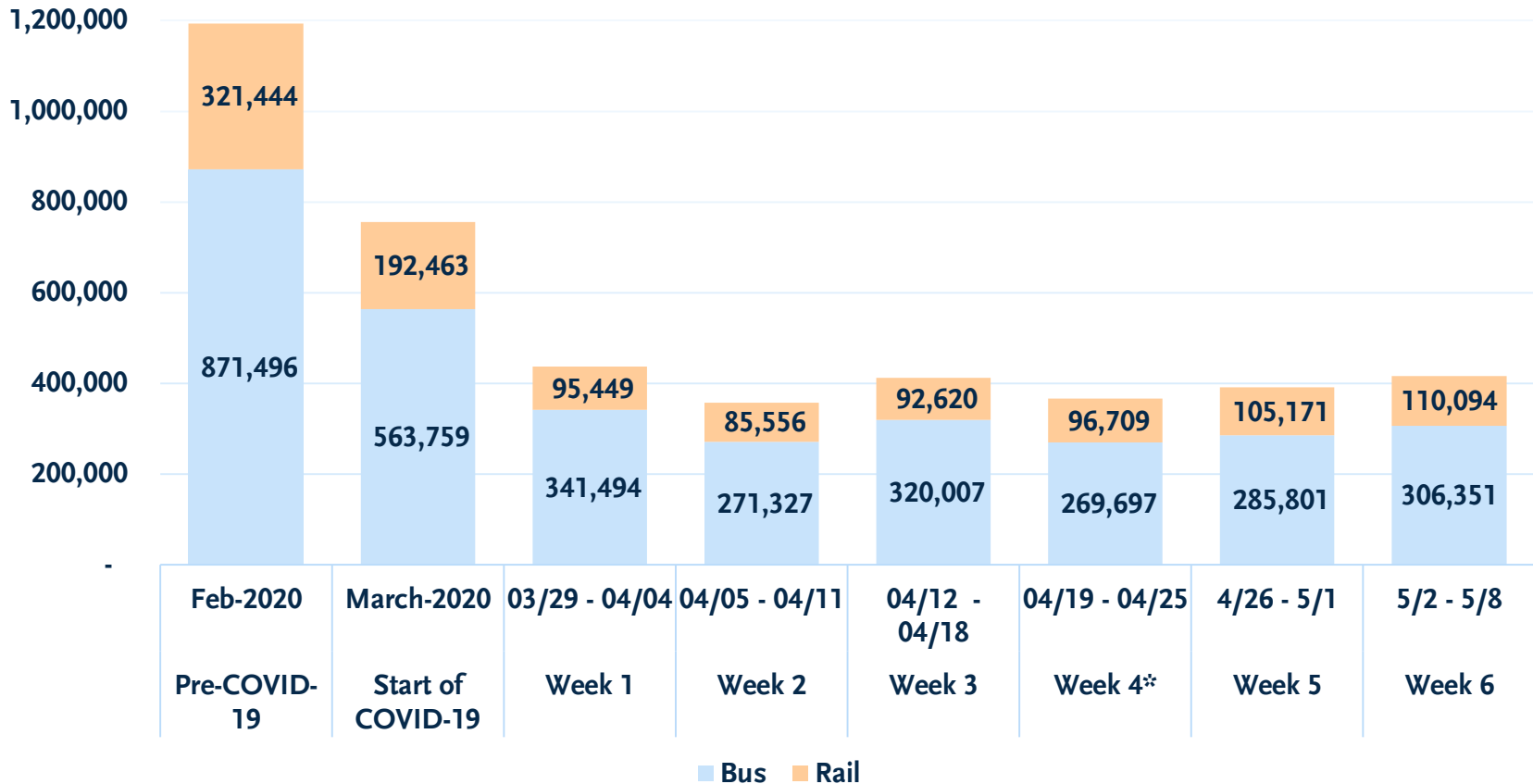


**Metro**

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
<b>TOTAL</b>	<b>1,192,940</b>	<b>756,222</b>	<b>436,943</b>	<b>356,883</b>	<b>412,627</b>	<b>366,406</b>	<b>390,972</b>	<b>416,446</b>

\*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 (1<sup>st</sup> St Entrance)
3. Pershing Square (4<sup>th</sup> St N/W Entrance)
4. 7<sup>th</sup> 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

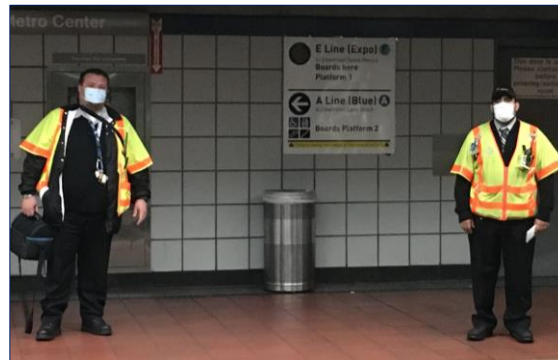
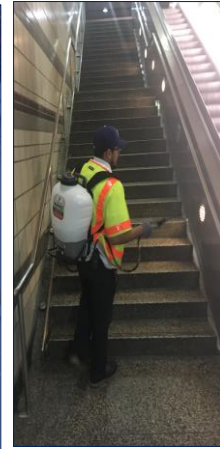
## Additional Cleaning Activities

- 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

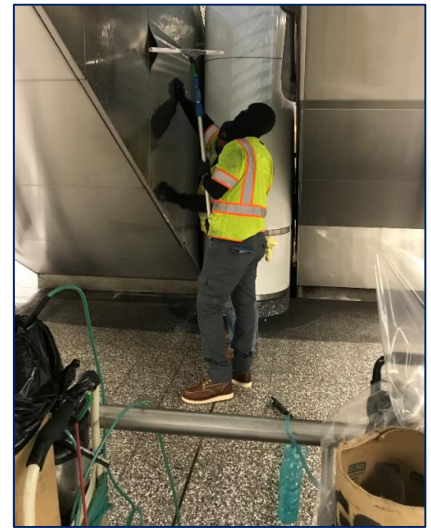
## PPE Update

- 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”
<b>Objective</b>	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
<b>Timing</b>	April 2020	<b>May - June 2020</b>	<b>July - Aug 2020</b>	<b>Sept - Nov 2020</b>	<b>Dec 2020 - Jan 2021</b>
<b>Est. Service Levels</b>	5.0M	5.4M	5.8M	6.1M	6.5-7.0M
<b>Service Adjustments</b>	<ul style="list-style-type: none"> <li>- Sunday Base</li> <li>- Add weekday Locals, Rapids</li> </ul>	<ul style="list-style-type: none"> <li>- Reduce underutilized peak service</li> <li>- Rightsize added weekday Rapids</li> <li>- Add extra temp service</li> <li>- Tier 1,2 – mod. increase in freq. (midday focus)</li> <li>- Tier 3,4 &amp; Weekends – maintain Sun service</li> </ul>	<ul style="list-style-type: none"> <li>- Tier 1,2 – Addt’l freq. (focus on off peak)</li> <li>- Tier 3,4 – mod. increase in freq. (midday focus)</li> <li>- School trippers</li> <li>- Weekends – maintain Sun service</li> </ul>	<ul style="list-style-type: none"> <li>- Implement market specific service packages where &amp; when data shows emerging markets</li> </ul>	<ul style="list-style-type: none"> <li>- Implement routing changes</li> <li>- Consolidate Rapids / Locals</li> <li>- Enhance Tier 1,2 &amp; weekend freq. to NextGen levels adjusted to “New Normal”</li> <li>- Eliminate underutilized service &amp; implement MicroTransit</li> </ul>