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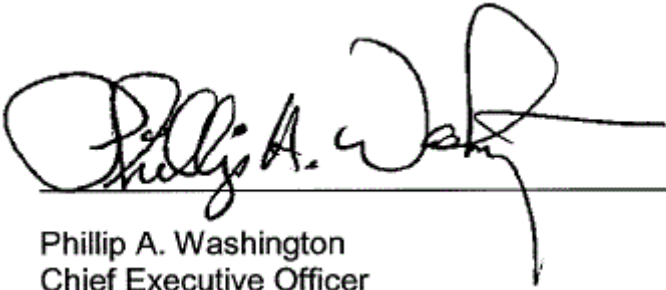
Agenda Number: 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 17, 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 20

COO Oral Report COVID-19 – Operations Update

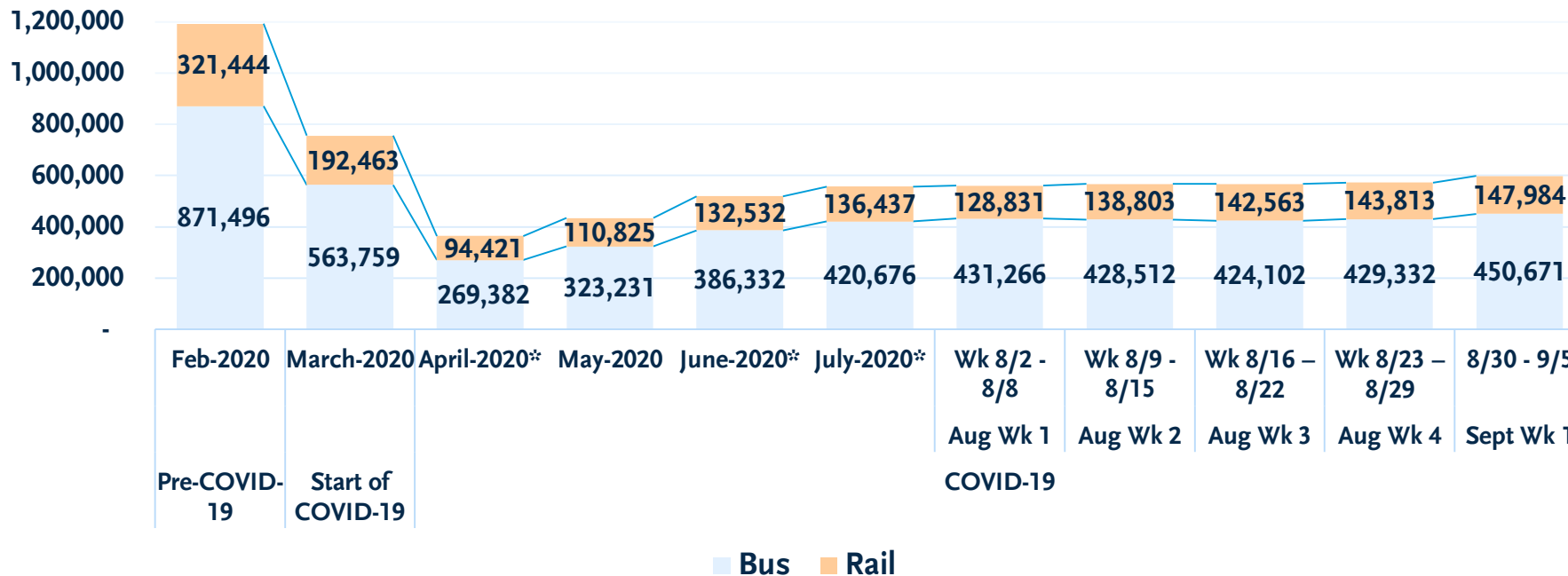


Metro

Operations, Safety & Customer Experience Committee Meeting
September 17, 2020

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	COVID-19 April-20*	COVID-19 May-20	COVID-19 June-20**	COVID-19 July-20***	Aug Week 1	Aug Week 2	Aug Week 3	Aug Week 4	Sept Week 1
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,113	560,097	567,315	566,665	573,145	598,655

*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 Update

Mask Requirement

- **Field observations continue to show that the majority of customers (99%) are wearing face masks/coverings when riding on our system**

Service Recovery

- **Bus service adjustments have been made over the past several months to even out loads for those making essential trips**
- **Several trips have been added to over 70 bus lines:**
 - ✓ **Over 1180 Weekday trips**
 - ✓ **365 Saturday trips**
 - ✓ **130 Sunday trips**
- **Operations will continue to monitor ridership and adjust service as necessary as the economy reopens and restrictions are lifted**

UV-C Portable Light Pilot Update

UV-C Light Pilot Testing Expansion to Escalators at Union Station

- Awaiting UV-C light pilot program testing results from EPA for subway cars
- This month, we will also be installing LED UV-C Light devices on escalator handrails for additional sanitation and sterilization
- Two devices will be installed on escalator handrails at Union Station's East Portal for an efficacy testing trial period coordinated with EPA and Corporate Safety
- Operations will continue to explore the feasibility and efficacy of other disinfection alternatives

