

**ITEM 23**

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

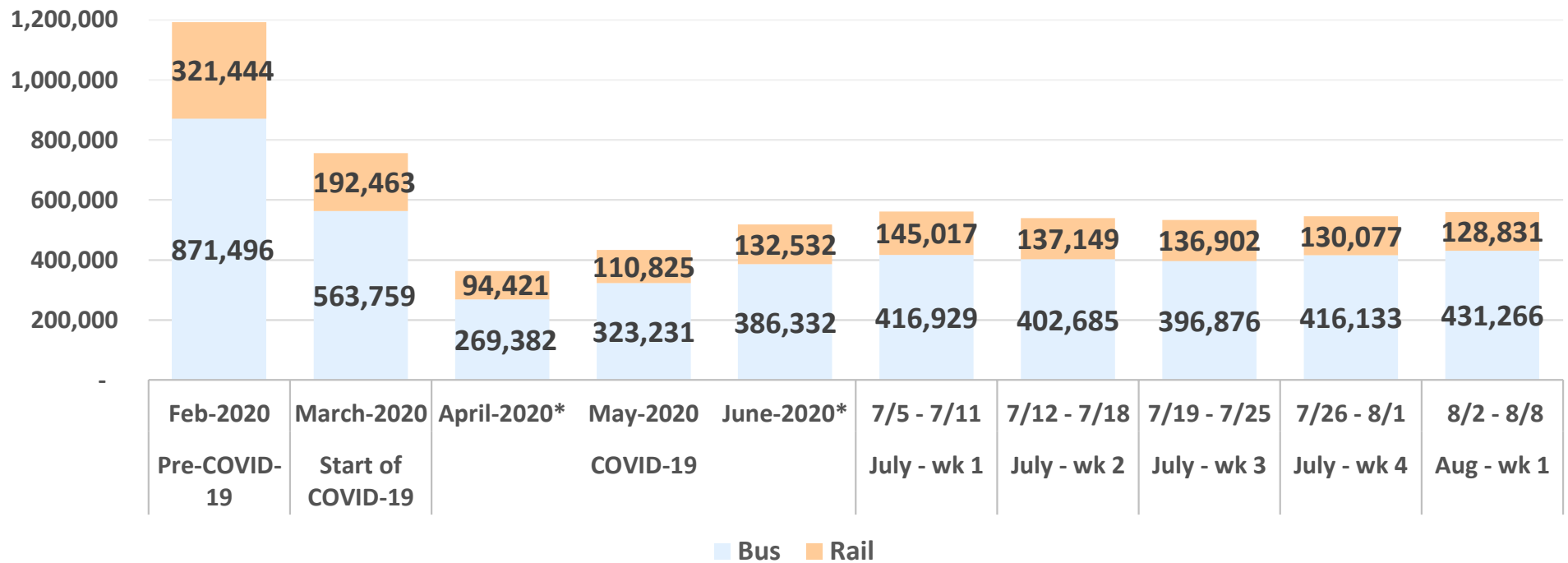


**Metro**

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
<b>TOTAL</b>	<b>1,192,940</b>	<b>756,222</b>	<b>363,803</b>	<b>434,056</b>	<b>518,864</b>	<b>561,946</b>	<b>539,834</b>	<b>533,778</b>	<b>546,210</b>	<b>560,097</b>

\*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 27<sup>th</sup>, 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