

ITEM 21

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

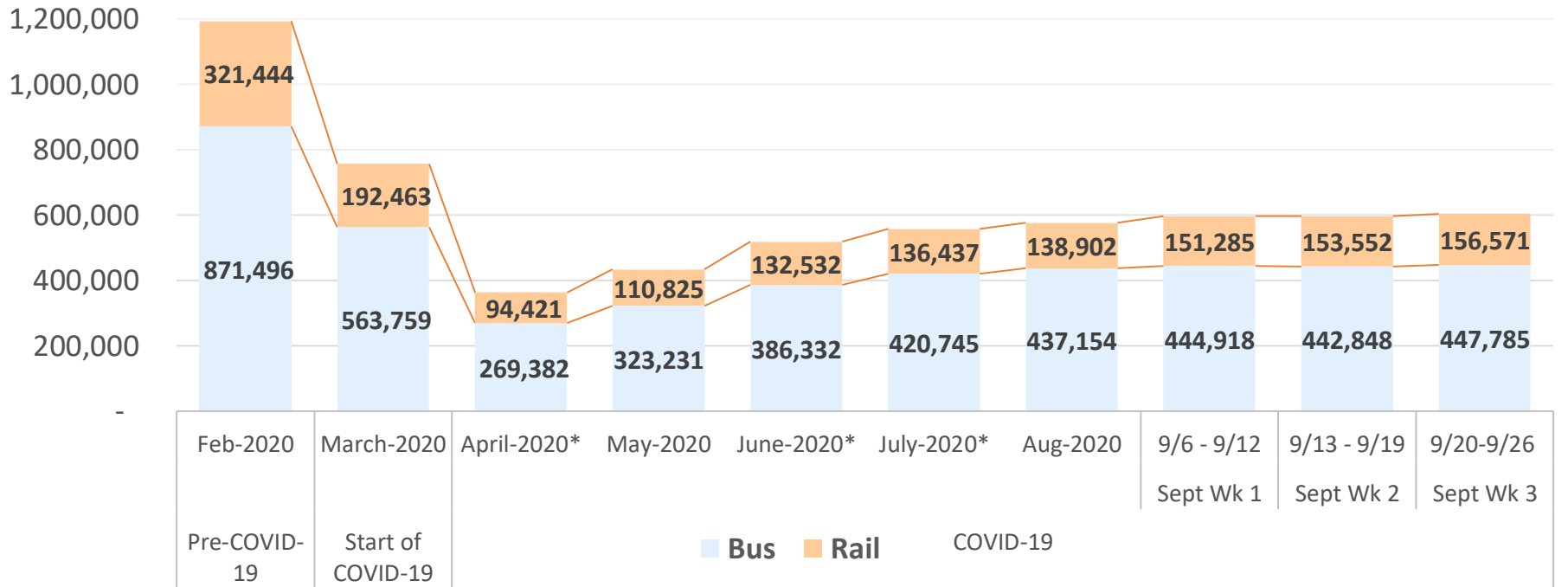


Metro

Operations, Safety & Customer Experience Committee Meeting
October 15, 2020

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20*	May-20	June-20**	July-2020***	Aug-2020	Sept Week 1	Sept Week 2	Sept Week 3
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	596,203	596,400	604,355

**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*

Partial B Line (Red) Station Closure Update

7 Stations Partially Closed Since April 2020

- With subway ridership continuing to rebound, next week we will begin the process of reopening our partially closed subway

Re-Opening Plan

- Begin with Union Station West, making it easier for L Line (Gold) passengers to transfer to the subway as our upcoming Regional Connector tie-in work takes place, and will make it easier for passengers to access the mobile voting center coming soon to Union Station
- Next, re-open the Hope Street entrance at 7th Street/Metro Center as it is typically one of our busiest Metro Rail stations
- Continue to monitor the remaining partial entrance closures and provide updates as necessary
- Thank our customers for their understanding and patience during this time as we work to recover service

Bus Load Factor Update

Passenger Load Factor Info

- Metro continues to monitor passenger loads at 50% and 75% seated capacity
 - ❑ 40' bus: 20 and 30 passengers on board
 - ❑ 60' bus: 30 and 40 passengers on board

COVID Bus Load Monitoring Report through 9/26/20

- Observations from the latest COVID bus load monitoring reports show:
 - ❑ Weekdays - Despite increase in average weekday ridership, there are declines in trips over the max loads signifying ridership is spread more evenly throughout the network and across the service day
 - ❑ Saturdays - A slight uptick in trips over 20 & 30 max loads compared to the previous week
 - ❑ Sundays - Less growth in bus passenger loads

Regional Connector Update – Bus Shuttle

Service Info

- On Saturday, October 24th, 2020, the Regional Connector Transit Project will begin a service interruption on the L Line (Gold) at the Little Tokyo/Arts District Station for a period of 22-months to connect the A (Blue), E (Expo) and L (Gold) Lines
- The L Line (Gold) bus shuttle will mirror the service of the L Line (Gold): Union Station, Little Tokyo/Arts District, Pico/Aliso Station
- Pre-closure announcements, signage and personnel will be available at all three impacted stations
- The Little Tokyo/Arts District Station is being replaced with a new underground station one block west from its current location
- Metro is working diligently to notify customers in advance and during the service interruption on alternative services

Regional Connector Bus Shuttle Map



Regional Connector Bus Shuttle Additional Info

L Line (Gold) Bus Shuttle

 Same schedule and frequency as L Line (Gold) services

Mismo horario y frecuencia que el servicio de L Line (Gold)

L Line (Gold) サービスと同じスケジュールと運行頻度

L Line (Gold) 과 동일한 일정 및 빈도

To Azusa



Amtrak
Metrolink
LAX FlyAway

Little Tokyo/
Arts District
(Closed • Cerrada
閉鎖中 • 폐쇄됨)



Union Station

Bus Bay 5

Little Tokyo

1st St/San Pedro St

Arts District

1st St/Vignes St

Pico/Aliso

1st St/G. G. Marquez St

To East LA

 L Line (Gold)

 **Service Interruption**
Interrupción de servicio

 **Little Tokyo/Arts District Station**

 **Sat Oct 24, 2020–Fall 2022**
Sab, 24 de oct hasta el otoño de 2022

 **Station closed for Regional Connector Transit Project. Use free bus shuttle or alternate routes.**
Estación cerrada debido al Proyecto de Transporte de Regional Connector. Utilice los autobuses de enlace gratuitos o rutas alternativas.

 **L Line (Gold) Bus Shuttle**

 Same schedule and frequency as L Line (Gold) services
Mismo horario y frecuencia que el servicio de L Line (Gold)



Bus Shuttles & Alternate Route
Autobuses de enlace y rutas alternativas



Metro

 L Line (Gold) Bus Shuttle

 Cash

 Metro Bike Share

 Walking Routes

LA MTA Transit

 Cash

ONT 9100 Subject to change

 **Metro**

323.000.MTRGO

 Transit app

 metrolinkapp

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