



Recovery Task Force

June 18 Update

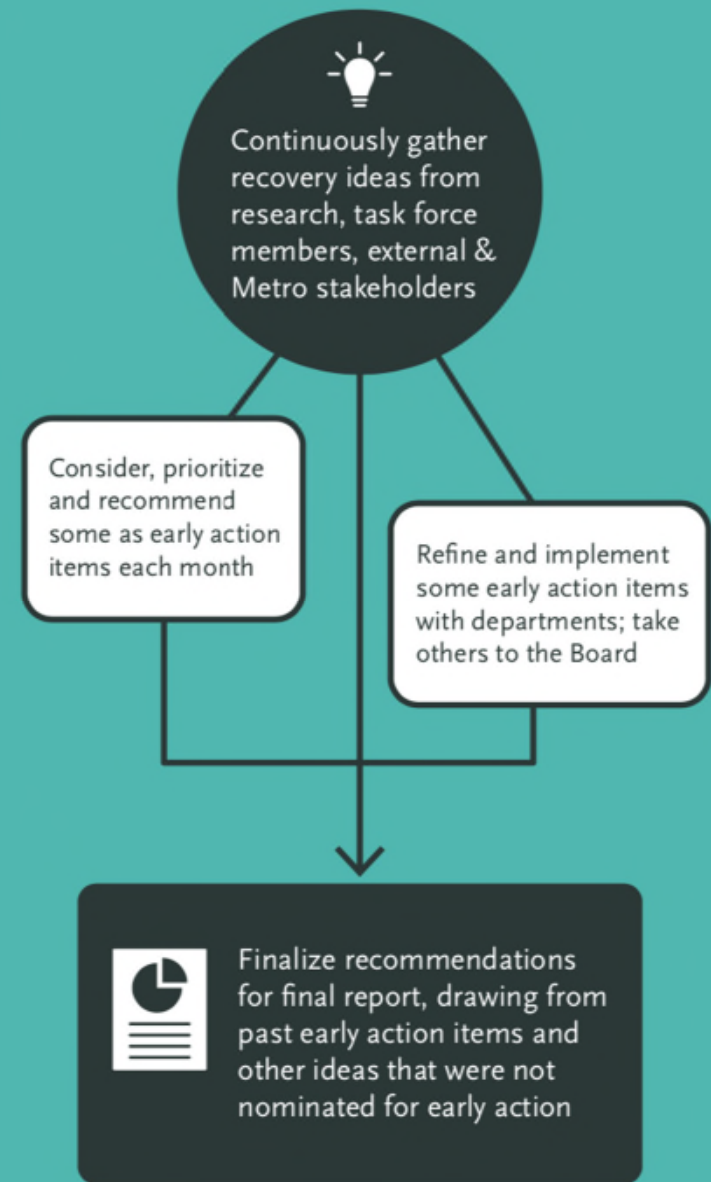
1. Progress to date
2. Update on early actions
3. New early actions



Metro

Progress through mid June

- Established equity subcommittee to conduct rapid equity assessment
- Identified 100+ potential recommendations
- Recommended 12 early action items in May
- Identified 6 additional early action items for June
- Wrote and released first progress report – available at metro.net/recovery
- Began outreach to stakeholder groups and service councils
- Planning external and internal town halls



Updates on first 12 Early Action Recommendations

- Customer survey launched end of May, results will be in soon to show what riders are experiencing now/ thinking about future travel
- Board passed motion authorizing use of open streets \$ for safe/slow streets, we will track if cities repurpose \$
- Operations is piloting some enhanced end of line cleaning during revenue hours and is exploring UV lights; agency looking at testing of ozone + other methods
- New bus lanes announced for downtown LA; City and Metro discussing additional prioritization measures
- Mask distribution pilot started this week of June 8 at 12 stations
- Moving forward to implement contactless fare option with Transit app. Next step is to choose payment partner.
- Staff discussing new telecommute policy; OEI + Duke telecommute survey results are in, which will help shape policy + outreach to other major employers
- Service recovery plan entering phase 1 on June 21
- Major capital projects subcommittee developing evaluation framework for projects in 'bucket 2' & vetting with relevant departments
- Planning dept started study to improve/ restructure bike share, results due in September
- Continuing to help place homeless riders and exploring use of Metro properties and most cost-effective housing models
- OEI preparing RFI on new mobility partnerships



Recommended June Early Action Items



As with May early action items, the following were chosen based on equity assessment, timeliness, mobility benefits and goal for most to be revenue neutral

Recommended June Early Action Items



1. Refresh, share and follow protocols for online public meetings.

When needed, deploy staff or vehicles, or partner with local sites to create wifi hotspots to help community members participate in online meetings.

Establish Metro zoom account, since that platform has more accessibility features.

Cost estimate: \$1200 for zoom license; \$50 per hotspot + staff time to take hotspot to meetings.

Recommended June Early Action Items



2. Supplement mask distribution by licensing vendors to sell masks on our properties.

- Focus free mask distribution based on equity and need
- Encourage vendors where we do not have enough masks to give out at all stations.
- Cost estimate: ½ FTE to administer a program of one vendor per station at approximately 20 stations, \$42,000 per year

Recommended June Early Action Items



3. Launch communication campaign with multiple goals as stay at home orders are relaxed:

- Boost brand and ridership
- Encourage use of non-SOV services
- Encourage safe use of services
- Include equity- ie everyone welcome
- Cost estimate: \$500,000

Recommended June Early Action Items

4. Deploy non-security staff at stations as customer service agents to encourage safe riding (mask usage, distancing, etc.)

- Draw recommendations from Metro leadership academy work and customer survey results
- Annual cost estimates from leadership academy proposal for staff, equipment + training:
 - \$55,000 for 25 repurposed FTEs
 - \$740,000 for 25 part-time staff
 - \$7.4 million for 50 new FTEs

Recommended June Early Action Items



5. Assess options to improve air-flow to reduce risk of COVID-19 transmission. This could include:

- Keep bus windows open
- Improve & enhance cleaning & filtering of HVAC systems on vehicles & in stations & buildings
- Cost estimate: this is a new issue so more research is needed. Costs could include greater strain on bus HVACs + costs to upgrade HVAC systems + filters.

Recommended June Early Action Items

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6. Promote quick roll-out of more bike infrastructure to help prevent overcrowding on transit and reduce SOV trips:

- Partner with cities on strategies for rapid deployment of bike improvements
- Fully fund Metro Active Transportation Cycle 1 ASAP
- Accelerate Measure M regional bike capital projects
- Develop pilot to distribute bicycles
- Cost estimate: partnerships, MTAP cycle 1, Capital projects = cost neutral; program to donate abandoned bikes = \$80,000.