

**ITEM 25**

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

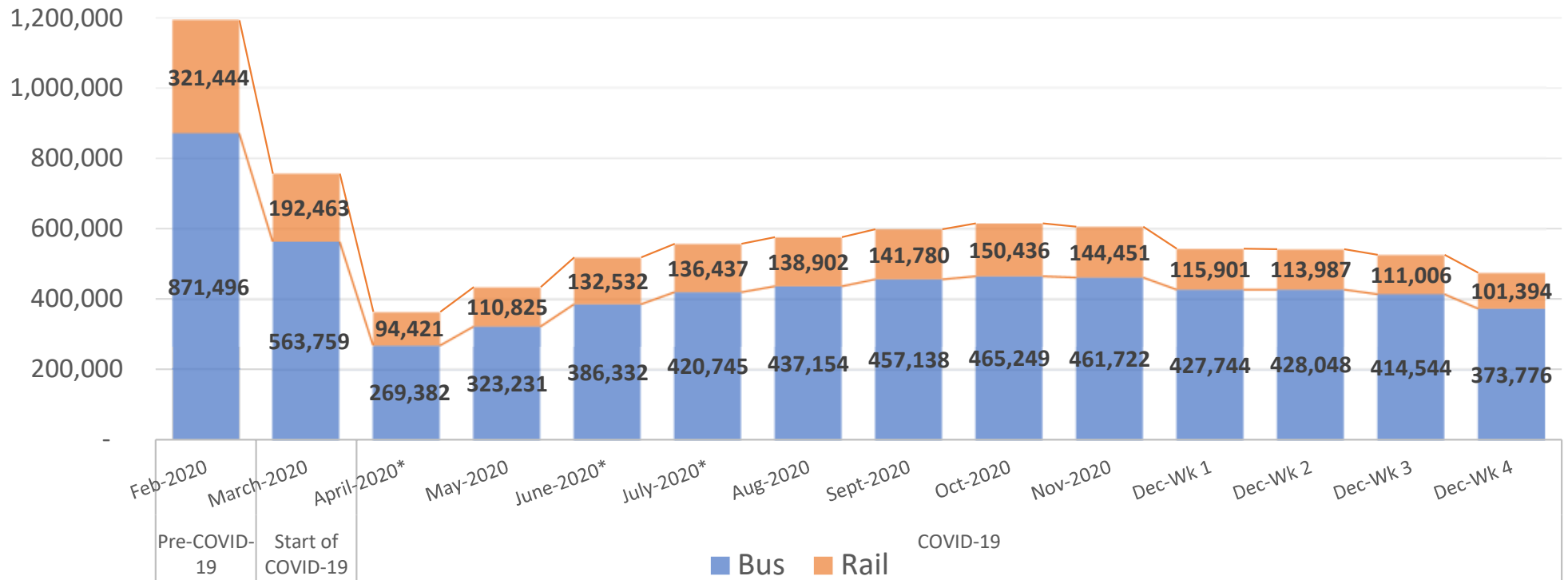


**Metro**

Operations, Safety & Customer Experience Committee Meeting  
January 21, 2021

# Weekly Ridership Update

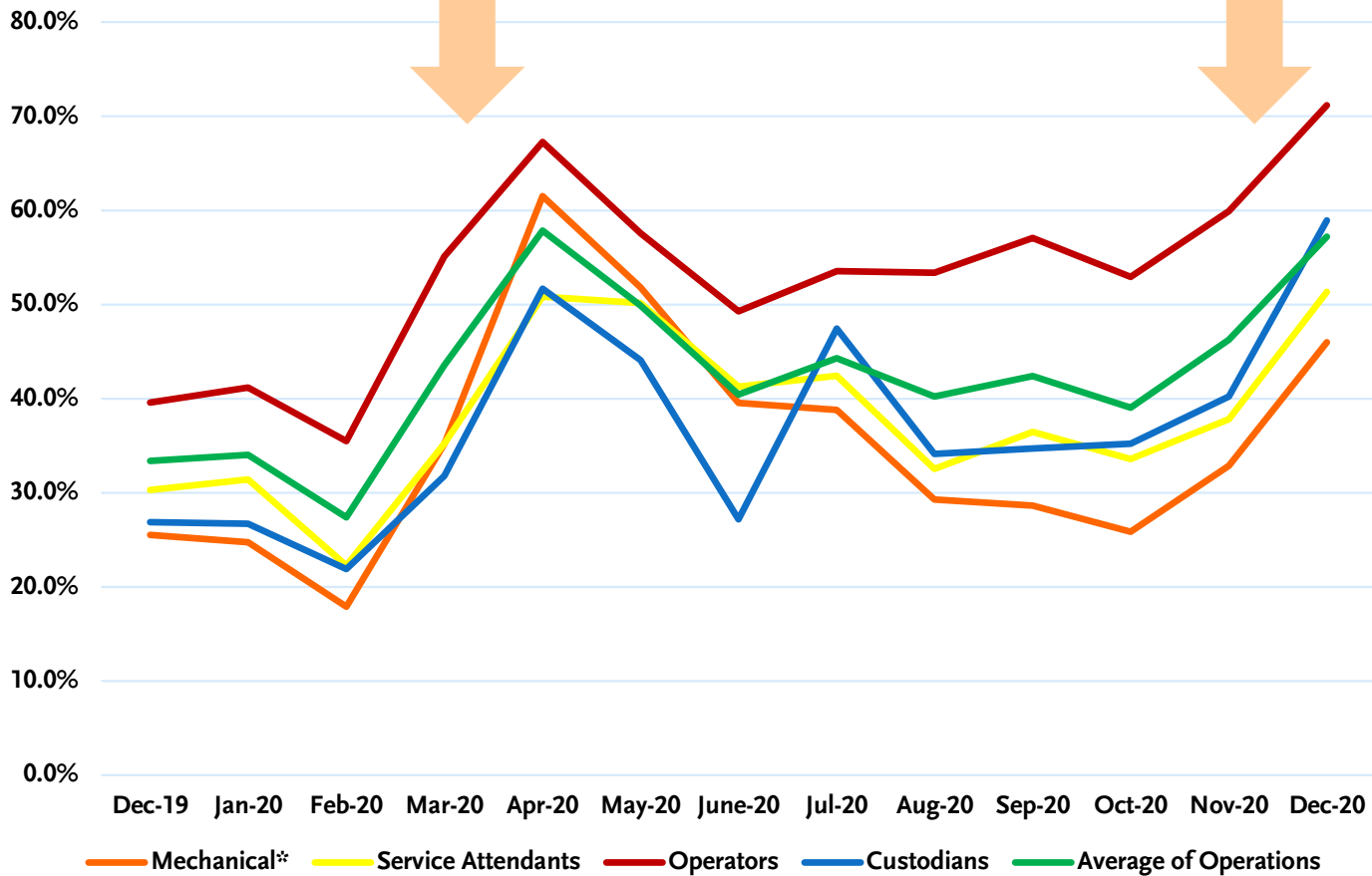
## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Rider-ship	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-Wk 1	Dec-Wk 2	Dec-Wk 3	Dec-Wk 4
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	598,918	615,685	606,173	543,645	542,035	525,550	475,170

# 2019 – 2020 Frontline Worker Absenteeism

% OF ABSENCES TO REGULAR TIME



\* includes Bus and Rail Mechanics and MOW Inspectors

## Definitions

- **ABSENCE** - employee physically NOT at work paid or unpaid
- **COVID 19** - Coronavirus related absence; paid & unpaid
- **REGULAR TIME** - labor charges in normal expenditure classifications
- **Normalizes the data**

### Notes

*3/19/20 - Safer at Home Order Issued*

*11/30/20 – Targeted Safer at Home Order Issued*

# 2019 – 2020 Frontline Worker Absenteeism

## Causes for Increased Volume

- **Mandatory/directed quarantines relative to increased COVID cases (exposures & positives) for LA County**
- **Internal return-to-work processing delays relative to high case volumes throughout the agency**

## Effect of Long-Term Absences

- **Back-filling long-term absences allow the departments to manage staff levels to support service, maintenance and normal work; and control OT costs**
- **The budget/cost part of the pandemic response demands we not back-fill**
- **Not back-filling supports the service aspect, initially an enhanced Sunday level, and today's reduced level of service**

# 2019 – 2020 Frontline Worker Absenteeism

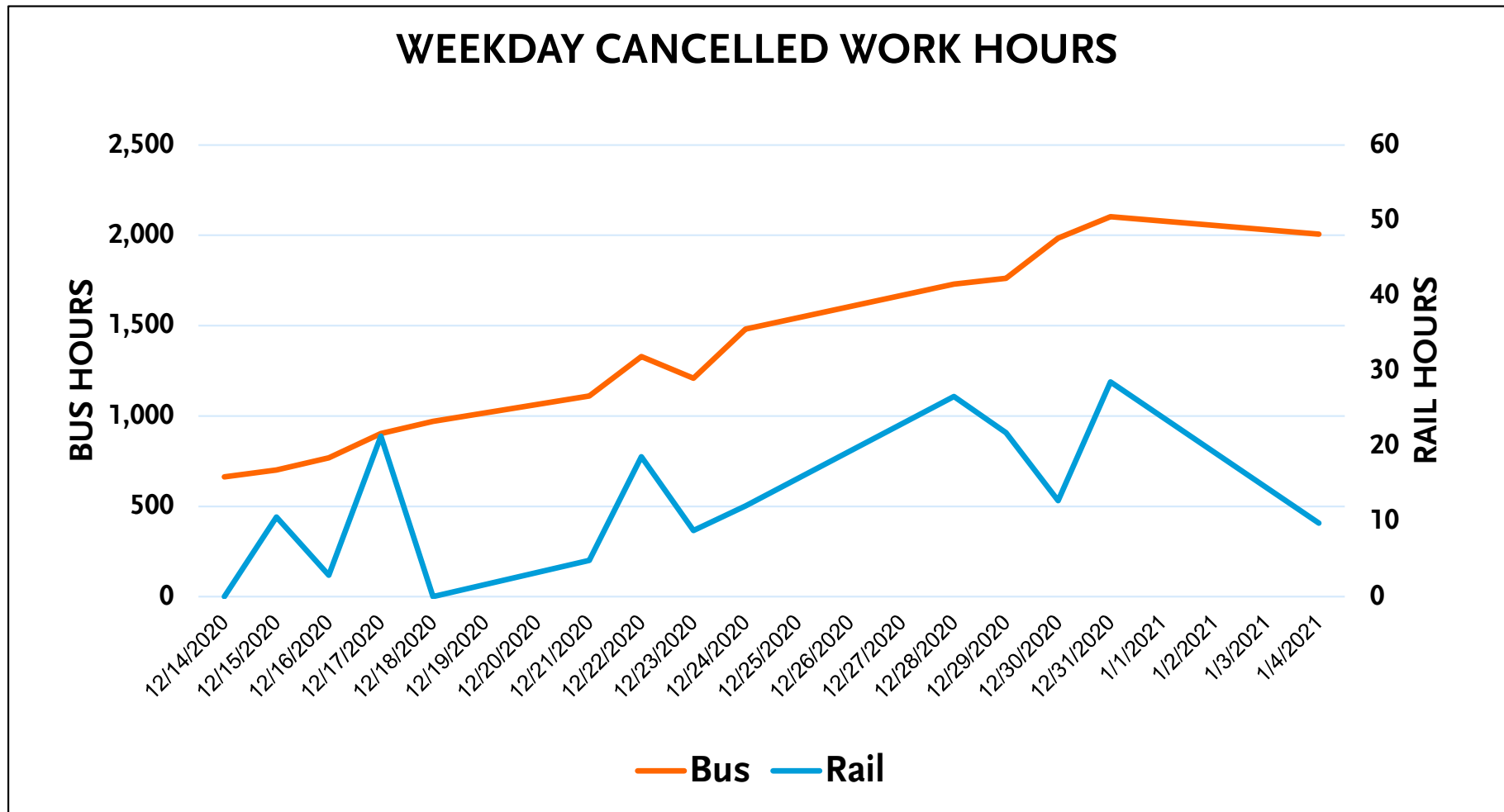
## Return-to-Work Processing Steps

- ✓ Includes review and/or clearance both from a traditional HR and a medical perspective
- ✓ Follows all mandatory/required quarantine directives guided by CDC and LACDPH
- ✓ Due to an overwhelming increase in the amount of COVID cases in late 2020 processing times are currently delayed by approximately 14+ business days
- ✓ As of January 2021, the current number of backlog in COVID RTW cases is approximately 1,300 cases
- ✓ An internal Operations Strike Force Team was created to support HCD in processing RTW claims in a way that follows all protocols and established procedures

## Absenteeism Rates Compared to Regular Time

- Prior to March 2020 (pre-COVID), Operations averaged 31.6%
- In 2020, the average absenteeism rate increased to 46.1%
- As of December 28, 2020, 16.6% (totals to about 1,235 employees) of all Operations staff was on “Inactive” status for leaves longer than 30 days including disability, FMLA, and COVID related leaves

# Cancelled Work Assignments



## Cancelled Work Hours

- These are assignment hours from sign on to sign off, including prep time, pull in/out or travel time for relief, and revenue service hours

# Cancelled Work Hours & OAR

## Cancelled Work Hours

- Total scheduled daily weekday hours for bus are approximately 16.7K and 5K car hours for rail
- Prior to December 2020, Metro's cancelled work hours averaged to less than 2% for bus and 0.3% for rail
- Currently, Metro's cancelled work hours average to over 10% for bus and 0.3% for rail

## Bus Operator Assignment Ratio (OAR)

- OAR Target during the pandemic for bus is 1.25
- Actual OAR rates range from 1.169 to 1.346 across bus divisions

# Next Steps

Columns	A	B	C	% Change		
Job Titles	Pre-COVID Average	COVID Average	Current Average	% Change A to B	% Change A to C	% Change B to C
Mechanical	22.7%	39.0%	46.0%	16%	23%	7%
Service Attendants	28.0%	41.2%	51.3%	13%	23%	10%
Operators	38.8%	57.7%	71.2%	19%	32%	13%
Custodians	25.2%	40.6%	58.9%	15%	34%	18%
Average of Operations	31.6%	46.1%	57.2%	15%	26%	11%

## Considerations

- Metro experienced an increase in absenteeism across all frontline jobs
- COVID related absenteeism, normal attrition and the agencywide hiring freeze has affected operator workforce
- As of January 2021, Metro restarted bus operator recruitments to help alleviate workforce demands

## Factors Beyond Our Control

- Operations is exploring additional OAR adjustments in 2021 to a more attainable number based current conditions, projections and added workforce pressures:
  - Weekly testing
  - Vaccine distribution
  - Changing workplace safety requirements as a result of oversight/regulatory agencies intended to slow the spread of COVID-19

**All indications for upward pressure on OAR; and concomitant costs**