



Metro LA COVID-19 Recovery Taskforce

Update + Recommended Early Action Items

5.21.2020

COVID-19 Recovery Task Force

- **WHAT** - internal taskforce w/ diverse viewpoints from multiple departments to recommend recovery actions to Senior Leadership Team (SLT) + CEO + Board
- **WHY** – plan for Metro + LA County’s recovery and advance mobility w/out congestion as the ‘new normal’
- **WHEN** – April 28 to Sept 30, w/ monthly reports including recommended early actions + a final report

COVID-19 Recovery Task Force

- **WHO – members nominated by SLT, w/ preference for staff from Metro Leadership Academy, EnoMax, Women and Girls Governing Council:**

- Joshua Schank, OEI - Chair
- Fumi Sotozono, Audit
- Paula Guevara, Civil Rights
- Melissa Park, Congestion Reduction
- Stephanie Burke, Human Capital Development
- KeAndra Dodds, OCEO
- Aaron Weinstein, OCEO
- Kyle Holland, Finance + Budget
- Rani Narula-Woods, Operations
- Quintin Sumabat, Operations
- Elezanbee Vue, Operations
- Olivia Nelson-Richard, TCU
- Peter Carter, Planning
- Georgia Sheridan, Planning
- Alvin Trotter, Program Management
- Heather Repenning, Program Management
- Heather Severin, Program Management
- Nancy Hinojosa, Risk, Safety and Asset Management
- Imelda Hernandez, Security
- Jessica Spearman, Vendor/Contract Management
- Staffed by Mark Vallianatos, OEI + John Gordon, Communications

Recommended early action items

chosen for timeliness, impact, cost/saving or revenue + rapid equity assessment (not listed in order of priority)

1. Survey Metro customers to help Metro anticipate how quickly ridership will recover + to gain insights on customer experience priorities.
2. Work w/ Board to authorize cities that received 2020 open street grants to repurpose some or all of funding on slow / safe street programs; explore other ways to fund and/or provide advice on slow/safe streets to other LA County jurisdictions.
3. Test, adopt and publicize new cleaning methods such as UV, Ozone and cleaning robots while also increasing publicity of existing cleaning.
4. Partner w/ jurisdictions to accelerate and implement new bus-only lanes in areas that operations has identified as past congestion hot spots.

Recommended
early action
items, continued
(not in order of priority)

5. Explore ways to distribute masks to riders to accompany new mask requirements, with focus on hot spots identified by bus operators, riders and public health data.
6. Rapidly introduce a contactless, visual ticket purchase and payment option in new Transit app as an option to accompany TAP card payment. To smooth out demand, also make non-peak service free for a limited, promotional period. *Note:* Intent is to not change or expand fare enforcement policy at this time
7. To encourage fewer SOV trips as we emerge from recovery, update Metro telecommute policy and engage major employers, agencies and other stakeholder to develop a regional pact to expand telecommuting and staggered work hours where feasible
8. Restore more frequent transit service to stay ahead of demand and prevent overcrowding; and retain rear door boarding as an option.
9. Prioritize and re-examine major capital projects in a recovery framework based on enhancing mobility, ridership, equity + title 6 compliance, health (more distancing/ frequency) and economic development.

Recommended
early action
items, continued
(not in order of priority)

10. Study options for a new affordable and enhanced Metro Bike Share System, with more locations (especially equity-enhancing locations) and more use. Also pursue TAP integration. Two options to study are:
 - Rebid contract with potential partners, such as municipalities and college campuses, to develop countywide bike share system,
 - Bring Metro Bike Share operation and maintenance 'in-house' as a core Metro operation performed by Metro staff that can be located at all Metro stations.
11. Expand social service resources and partnership, including on-site services, to expand ability to connect unhoused riders w/ services and housing, and reduce non-essential trips which can prevent social distancing and discomfort riders.
12. Pilot and expand alternative services like micro-transit, mobility on demand, and partnerships with other TNCs and micro-mobility companies in areas where this may be a more cost-effective means of restoring mobility services.