



Board Report

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Agenda Number: 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 18, 2020 REVISED

Motion by:

DIRECTORS BONIN AND SOLIS

Policies & Protocols for Future Service Shutdowns

On May 30, 2020, Metro made a decision to shut down bus and rail service countywide due to rapidly developing civil unrest in multiple locations and unpredictable risks to operators and riders. While this unprecedented decision was not made lightly, it resulted in riders being stranded throughout the region with little to no notice or alternative travel options. The same factors that led to Metro's decision to suspend service—a rapidly developing situation and curfew order—posed risks to stranded riders up to and including potential arrest by law enforcement. Furthermore, while the situation was fluid in central Los Angeles and the Westside, the decision to suspend service countywide left riders stranded in areas of the county where there was no reported unrest.

As the provider of critical transportation services to hundreds of thousands of transit dependent residents, Metro should have in place policies and protocols that anticipate all conceivable disruptions to service and guide Metro's decision-making process. Metro's CEO was forced to make decisions in the absence of policy because the Metro Board of Directors had failed to provide said policy or guidance for these types of situations. These guidelines must balance protection of Metro personnel and assets with providing essential transportation services. Additionally, when a decision is made to suspend service in part or all of the service area, there should be pre-existing protocols that ensure that riders are promptly notified using all appropriate technologies and languages to effectively reach all of Metro's ridership.

SUBJECT: POLICIES & PROTOCOLS FOR FUTURE SERVICE SHUTDOWNS

RECOMMENDATION

APPROVE Motion by Directors Bonin and Solis that the Board direct the Chief Executive Officer to:

- A. In consultation with the Office of Civil Rights and Executive Officer for Equity & Race, develop clear criteria for when suspending service is necessary and appropriate. Such criteria should

include measures to minimize service disruptions by containing service suspensions to the line (s), division(s), or service sector(s) affected whenever feasible and prudent.

- B. Develop protocols for rider notification of service suspensions and policies for providing alternative transportation. Such protocols should consider demographic, language, and technology access data from Metro's on-board rider survey.
- C. Circulate proposed criteria and protocols for input from Service Councils.
- D. Report back on all the above to the Operations, Safety, and Customer Experience Committee in 90 days.

ATTACHMENTS

Attachment A - RBM Item 39 (Before Amendment)