



Metro

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MARCH 11, 2020

TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON PAW
CHIEF EXECUTIVE OFFICER

FROM: KENNETH HERNANDEZ KH
CHIEF RISK, SAFETY AND ASSET MANAGEMENT
OFFICER

SUBJECT: CORONAVIRUS (COVID-19) UPDATE

ISSUE

The purpose of this memo is to update the Board on the status of the evolving Coronavirus known as COVID-19 and Metro's response actions.

BACKGROUND

In December 2019, the Centers for Disease Control (CDC) responded to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in Wuhan City, China. Since then, the coronavirus has been detected in more than 60 locations internationally including the United States. The disease it causes has been named "coronavirus disease 2019" (COVID-19).

On January 30, 2020, the International Health Regulations Emergency Committee of the World Health Organization (WHO) declared the outbreak a "public health emergency of international concern." On January 31, 2020, United States Secretary of Health and Human Services, Alex M. Azar II declared a public health emergency for the United States. This declaration would aid the nation's healthcare community in responding to the COVID-19.

Metro Actions

In view of the progression of COVID-19, Metro issued the first memo on January 24, 2020 to the Senior Leadership Team (SLT) and all employees providing initial background information regarding the disease.

On January 31, 2020, a second memo was issued based on information provided by CDC and the Los Angeles County Department of Public Health (LACDPH). The second memo contained specific information regarding what employees should do to protect themselves. This included practicing good personal hygiene such as washing hands often with soap and water, keeping hands off their face, and proper cough etiquette.

On March 3, 2020, Metro's CEO issued a memo to the Board and all Metro family providing further updates and assuring Metro's engagement in proactive steps to protect all our patrons and employees.

In addition to the above on-going communications with our employees, Metro has taken the following actions:

- Established a Taskforce to coordinate efforts concerning Metro's response to COVID-19. The multi-disciplinary Taskforce consists of the following Departments: Operations, Human Capital & Development, Labor Relations, Risk, Safety & Asset Management, County Counsel, Communications, System Security & Law Enforcement, and Emergency Management & Homeland Security.
- Reviewed cleaning practices to ensure EPA approved disinfectants are used for cleaning our buses, rail cars and facilities, with a focus on high touchpoint areas.
- Strengthened sanitation operations at Union Station facilities and at major transit hubs and will ensure cleaning activities are adequate as the situation evolves.
- Developed a pandemic table top exercise for Union Station.
- Participated in CDC and/or LACDPH weekly webinars and teleconference updates.
- Created specific website pages on myMetro to post updates for employees.
- Developed and distributed posters and pamphlets to front line employees providing information on COVID-19 and measures to mitigate the risk of infection.
- Conducted an inventory of hand sanitizer, gloves, and masks and initiated procurement of these items with suppliers.
- Provided a video link to be played on monitors, at all operating facilities, to educate employees about seasonal flu and good hygiene practices.
- Invited LACDPH personnel for a COVID-19 update presentation and to determine if any additional measures need to be taken.
- Reviewed and updated the Pandemic Plan to reflect current COVID-19 challenges.
- Participated in an APTA webinar to discuss Metro's actions and learn about peer agencies' responses.

The above actions are consistent with the response taken by peer agencies and in accordance with suggestions of the CDC and local health agencies.

NEXT STEPS

Staff will continue to monitor the spread of the virus on a daily basis and participate in on-going conference calls with LACDPH/CDC, in order to collaboratively work with local health agencies to implement their recommendations. Staff will continue to evaluate the usage of personal protective equipment such as gloves and masks, as well as work with vendors to continue supplying them as stock levels reach minimum levels.

As Metro is currently responding to the public health concern related to the coronavirus disease (COVID-19), it is important that we establish a clear and efficient practice to support the region's declaration of disaster. We are not declaring an emergency for Metro at this time but are creating a heightened state of awareness as a tool to assist in agency-wide coordination and communication. To this end, we will establish a formal Incident Command System (ICS) process that will go into effect as of this date in response to the State's current declaration of emergency for COVID-19.

The Incident Command System (ICS) measures will serve to support and streamline our agency-wide activities so we can ensure the clarity of direction, tracking of resources and funding to facilitate reimbursement, and provide a unified process for communication, logistics, planning and coordinated operational activities. For a COVID-19 disease, these activities may include, but not limited to the following:

- Collection and organizing real-time information on the status of the COVID-19.
- Managing staffing needs and requirements.
- Monitoring/supply of transit needs.
- Tracking the status of procuring essential supplies.
- Operating special and temporary facilities.
- Managing administrative and financial aspects of the response.
- Supporting dissemination of policy directives.
- Emergency Operations Center (EOC) related activities:
 - A component of Metro's incident management structure is the Agency's EOC, which has the key goal of supporting the response of federal, state and local health systems in public health emergencies.

As one of the Nation's largest public transportation agencies, we are concerned for both our patrons and employees regarding any public health threat and will continue to be proactive with the best available safety precautions.