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APRIL 10, 2020

TO: BOARD OF DIRECTORS
FROM: PHILLIP A. WASHINGTON
CHIEF EXECUTIVE OFFICER

SUBJECT: WEEKLY UPDATE ON RESPONSE TO COVID-19

ISSUE

This memo is the weekly update to the Board, for the Week ending April 10, on Metro's actions responding to COVID-19.

BACKGROUND

Due to the ever-changing crisis regarding COVID-19, staff will issue weekly updates to the Metro Board of Directors on the latest actions to respond to federal, state, and local directives during this national emergency.

DISCUSSION

Metro's Incident Management Team (IMT), in coordination with the Emergency Operations Center (EOC) and several departments, continues to respond to the evolving crisis and take actions accordingly. Metro has ramped up its efforts to enforce Essential Travel only on the system, and we continue to work with the City, County, and PATH to connect individuals with housing.

Operations

Metro continues to utilize rear-door boarding and mandatory bus operator barrier usage to ensure the safety of customers and personnel during this critical time. Also, we have directed operators to use their discretion when picking up passengers to allow for adequate social distancing on buses. Operations is working with Communications on additional ways to further communicate social distancing reminders for customers on buses, trains, and at stations.

Service Plan

As of this week, ridership continues to decrease due to the Safer at Home public order. We continue to carry approximately 300,000 people per day. Current service levels include adjustments to on-street reality and workforce impacts, as many essential Operations employees continue to be affected by childcare issues and medical professional directives. Also Operations is closely adhering to new Families First Coronavirus Response Act (FFCRA) leave process. Effective, Sunday, April 19, 2020, Metro will provide the an Enhanced-Sunday Service Schedule, described below, for customers making essential trips.

Weekday Service: Metro will operate the Sunday bus service schedule plus some Rapid and Local bus lines that run only on weekdays. Additionally, most trains will run every 12 minutes between 6 a.m. and 6 p.m. and every 20 minutes at other times with last trains leaving terminal stations around midnight.

Weekend Service: On both weekend days, Metro will operate the Sunday service schedule for bus and rail.

This service plan maintains all operator and maintenance workforce assignments. Also, this service plan protects the principles established by the NextGen Bus Study, allows for the orderly rebuild of service levels when the crisis is over, and conserves Operations resources. Staff will continue to monitor on-street reality and ridership levels during this critical time.

Partial Station Closure Plan

Metro is considering partial station closures to reduce touchpoints, maintenance resources and materials, while maintaining ADA access to all rail stations. A partial station entrance and closure list, along with a communication plan, will be finalized by Sunday, April 19, 2020.

Strengthened Cleaning Regimes

Metro continues to practice strengthened cleaning regimes in addition to regular cleaning activities in response to COVID-19 on all vehicles, stations and terminals, with a focus on high touchpoint areas, and at our Divisions and locations. As reported last week, hand sanitizer stations have been installed at over eighty-five (85) Metro facilities and Divisions. Metro continues to distribute and procure the necessary personal protective equipment and supplies for our employees, including masks, as safety remains our top priority.

Union Station Operations

Union Station has evolved its flexible gate and fare checking system to accommodate the ebb and flow of passengers during “rush hours” and “off peak” times. This also provides a better opportunity for the public to observe social distancing. We continue to be in close cooperation with Safety, Security and Law Enforcement staff and coordination with LAPD. While Union Station security monitors pedestrian flow and fares, LAPD and Metro Security are advising the public to be aware of essential worker status.

Union Station Tenants

With the COVID-19 pandemic, and the additional precautionary partial close of the station, the patron pedestrian traffic through Los Angeles Union Station (LAUS) has dropped to a very low level. As a result, none of the retail tenants of the station are able to conduct business in a normal fashion. LAUS is not alone in this retail experience. In communications with brokerage houses and retail organizations, there is an industry wide effort to work with tenants to help relieve the pressure and provide an opportunity for businesses to survive, balanced with the landlord's fiduciary responsibility and other government loan and grant program resources available to businesses.

All LAUS tenants have been allowed to stop the pressure of expenses by closing their shops and have been offered a program of rent deferral for the months of March, April and May with no interest or penalties charged. If station activities resume to normal levels, beginning on June 1, rent will resume with the addition of one sixth of the deferred rent due as well. This will result in a six-month interest and penalty free period to repay the deferred rent. LAUS has also been providing as much information as possible from reliable sources as to government assistance and loan programs. LAUS will continue to monitor the COVID-19 situation and make adjustments as necessary to its rent provisions.

Two tenants in the East Portal, Bread and Rice and Tentera, will be vacating due to lease term expirations and discussions that were already underway prior to COVID-19. LAUS had been experiencing a good interest in leasing those locations, but COVID-19 has slowed the replacement tenant process. A return to a normal business environment is anticipated as the emergency subsidies.

Parking Management

In response to the current COVID-19 crisis, Metro Parking Management has implemented an enhanced sanitation protocol that includes increased kiosk cleanings focusing on high touch point areas. Partners such as car share services have increased and elevated their sanitation protocols during this time as well. Parking Management has also waived monthly and daily transit ridership requirements for utilizing parking resources during Los Angeles County's 'Safer at Home' order. Metro Parking Enforcement has ceased enforcing the 72-hour time limit parking policy system-wide and will not perform ticketing or towing operations during this time. Metro will continue to monitor and review these protocols and implement changes as necessary. Metro will also continue to work with local cities and communities to provide support wherever possible.

Vanpool

The Metro Vanpool Program continues to operate and provide subsidies to participants during the COVID-19 crisis. Given "Safer at Home" orders and an increase in telecommuting, the program has implemented several policy changes for the next 120 days that provide flexibility to Vanpool participants who continue to commute to work, as many of them are essential workers. These policy changes include relaxed occupancy

levels and flexibility in the number of days vehicles operate. Although completed monthly reports are still required, additional time and submittal opportunities will be made available to participants. Metro Vanpool is a Transportation Demand Management (TDM) operations program that provides a subsidy to 1,300 vanpools operating in LA County. Every year, the program reduces over 100 million vehicle miles traveled by single occupancy vehicles and provides over \$7.8 million in subsidies to vanpool users. Through the federal National Transit Database reporting, the program generates more than \$20 million in grant revenue to Metro on an annual basis. The vanpool program is working with OMB to capture the anticipated significant decrease in revenues that will occur during this time.

Open Street Events

In response to developing COVID-19 concerns, Metro has been in active communication with grantees of upcoming Open Streets events. Metro is providing grantees the flexibility they need to make decisions that are best for their communities and that follow CDC recommendations and local guidance. Any event scheduled during the pandemic will be rescheduled to a later date. The Open Streets Grant Program provides one-time grants to local communities to temporarily close streets to automobile traffic and open them to people walking, riding a bike, or rolling. To date, 33 events totaling over 206 miles have been implemented throughout LA County.

Communications & Government Relations

Coronavirus Aid, Relief, and Economic Security Act

On March 27, the President signed into law H.R.748 - the Coronavirus Aid, Relief, and Economic Security Act (CARES). There has been no shortage of inquiries regarding the distribution timeline and funding levels to any of the potential recipients. We are compiling the information on eligibility for funding and how the funds can be used and distributed. In order to ensure that everyone gets the same information, we will be issuing a Board Box to everyone next week.

Federal and State Policy

This week, Congress continued to work on additional legislation to respond to the COVID-19 pandemic. While there was an active dialogue in the last week from Speaker Nancy Pelosi (D-CA) and House Transportation and Infrastructure Committee Chairman Peter DeFazio (D-OR) that a new COVID-19 bill could focus on infrastructure, it now appears that such an effort may be addressed in the coming months, not immediately. At present, Congress is debating a COVID-19 bill that would boost funding for the Small Business Administration's Paycheck Protection Program and perhaps address other issues, including demands by Democrats to add \$100 billion to bolster hospitals and community health centers, \$150 billion for state and local governments, and a 15% increase to the Supplemental Nutrition Assistance Program. We continue to remain in close contact with the Los Angeles County Congressional Delegation regarding the impact of the COVID-19 on our agency and on our Board-approved Rebuilding America initiative – that offers a smart blueprint for federal lawmakers and policymakers focused on advancing legislation to dramatically enhance America's infrastructure.

April Committee & Board Meetings

As a result of the Safer at Home order, the Metro Board of Directors will be conducting virtual Committee and Board meetings this month. Metro employees and the public will be able to listen, watch or submit comments as per usual. Details for how to participate will be available through the metro.net, Metro's social channels, The Source, email and will be posted physically at Metro.

To view the meeting, the public can join by clicking on virtual meeting at <https://boardagendas.metro.net> once the meeting begins or can call in to 213.306-3065. Callers will need a PIN to connect and they vary from meeting to meeting. Planning & Programming and Finance, Budget and Audit will use PIN 269 274 003. Operations, Safety & Customer Experience, Construction and Executive Management Committee will use PIN 267 036 711. The Board Meeting will use PIN 263 641 558. Public comments can be made during the meeting by clicking the item on the agenda or 72 hours in advance by emailing jacksonm@metro.net. And they can also be sent by mail attention the Board Secretary's Office.

State Issues

Metro continues to work with transit agencies across the state to ensure that the importance of public transit stays at the forefront. Metro has remained in constant communication with the Los Angeles County legislative delegation and will continue to do so throughout this period.

While the Legislature is in recess, members continue to sort through legislative proposals. Leadership in both houses have directed committee chairs to establish priorities and this process is ongoing. Next week the Legislature will begin to hold virtual public hearings on the crisis and the State's response.

Media Coverage

The Agency and its staff members were mentioned in more than 40 print and electronic stories including the NY Times and national trade publications.

Goldstein Stories

Metro Media Relations has fielded four separate inquires in the last week from KCBS 2 investigative reporter David Goldstein, who has focused on bus operator safety concerns related to the COVID-19 outbreak. The reporter has interviewed bus operators from both contract services and directly operated services regarding bus cleanliness, calls for additional personal protective equipment, requests to shut down transit service, and concerns about enforcing social distancing on buses. Metro sent an email to the assignment desk and executive producer outlining inaccuracies in his stories. While incorporating context and balance has been challenging within this rapid series of news stories, Metro has worked closely with the reporter and advised the station's news management of all that Metro is doing to ensure bus operator safety during these difficult times.

Workforce Communications

The Internal Communications Department sent a survey on content and the frequency of the Daily Brief. More than 600 staff members responded. Overall the daily informational email received a 4.14 rating (out of five) with the vast majority of staff letting us know it provides valuable information. We received several great ideas that will improve this daily communications, and we will be incorporating those changes in the next week.

COVID-19 Confirmed Cases

As the COVID-19 pandemic continues to unfold, and in the interest of public safety transparency, Metro continues to post a list of confirmed cases of COVID-19 among Metro employees, contractors and vendors. The list is available [via this link](#) on the Metro website and will be updated by 6 p.m. daily.

Workforce and Leave Policy

In alignment with the new federal law, Families First Coronavirus Response Act (FFCRA), beginning April, 5, 2020, Metro implemented a new process for leaves of absence related to COVID-19. In addition to complying with the new federal law, the goal of our new process is to support employees to balance the needs of their family with the needs of Metro, and to provide flexibility to employees as we work through this fluid and difficult situation.

As background, the FFCRA mandates certain benefits to employees in need of leave due to reasons related to COVID-19, including leave to care for themselves and their families. Specifically, pursuant to the new law, Metro will provide paid sick leave benefits to employees needing leave to care for themselves or others, or for childcare purposes. Additionally, the new law has provided expanded, job-protected Family Medical Leave for employees needing leave for childcare. This benefit is also partially paid by Metro.

To support employees as we implement the new process, we have provided the following tools:

- Established a dedicated phone and email inbox for COVID-related questions
- We have received approximately 170 inquiries since April 1
- Conducted 2 live, 2-hour webinars for supervisors and above
- April 1 – Approximately 600 attendees
- April 7 – Approximately 120 attendees
- Conducting live “Brown Bag” Q&A Sessions for employees with COVID leave questions April 8-10
- April 8 – Approximately 60 attendees
- April 9 – Approximately 20 attendees
- Developed eLearning tool for employees regarding the new process
- Updated FAQ now contains over 100 questions and visual aids to assist with navigating the new process

Members of the Senior Leadership Team meet with leaders from our five unions twice a week. I have been able to join these meetings once a week. This forum provides for strong communication and early recognition of workforce related issues.

Construction Continues



C1045 200404 135PM Fairfax Station View of STS' E. Hammerhead T.B.M. break through, N. tunnel. Looking NE

Construction continues on all projects. Some contractors have reported challenges in maintaining workforce levels and CV-19 impacts on productivity. Additional work areas have been opened up in the City of Los Angeles and the City of Beverly Hills. Contractors are aware and complying with state, federal and local directives on PPE, social distancing and other related measures. Likewise, Metro's field oversight is focused on these measures.

Mobility Recovery & Restoration Plan

Amid massive revenue declines mentioned in previous reports, local and national layoffs (including U.S. transit agency layoffs and furloughs), and great economic uncertainty, I have stated that my highest priority is to keep riders on our system safe and to survive this crisis with as little impact as possible to our workforce, i.e., doing our very best to avoid layoffs or reductions in force. To this end, I have called for consideration of immediate deferral, reductions and/or elimination of non-essential projects and contract awards, reduction in bus and rail service, while preserving operating and maintenance jobs, the prioritization of construction activities by our Program Management department, the suspension of projects unrelated to core Metro functions of Bus and Rail Transit operations, and the prioritization of even essential activities and programs for deferral or elimination accordingly. It is imperative that we take the necessary steps to maintain our core functions and ensure the financial stability of our organization and as we emerge from this pandemic. Along with this, we need to consider our portfolio of work with new approaches and the tools we are now testing in a time of crisis.

The current and ongoing COVID-19 crisis is indeed terrible and a global pandemic. However, despite this worldwide tragedy, the transportation industry has an opportunity to transition to new tools and approaches to improve mobility. In fact, we have an opportunity to reinvent transit and transportation mobility as we know it.

Even in the midst of this dreadful pandemic, we see the immediate changes resulting from extremely restricted mobility, such as better air quality, no congestion, fewer car crashes, fatalities and injuries. We also have a strong indication of the economic impact from “Stay/Safer at Home” orders and a profound recognition of essential workers who we rely on for all of our daily needs – the ones who continue to report for duty while others stay home.

We are thinking about the aftermath of it all, what it will look like, and how we can incorporate in a recovery plan some of the principals, approaches, and tools on which we have depended during this crisis, such as:

- Energy-saving telecommuting regimens
- Better ways to manage employees who have childcare needs
- Virtual LA Metro Board & Committee meetings
- Quick-strike bus & rail service scheduling based on on-street realities.
- The recovery and re-establishment of bus and rail service using our NextGen Plan
- Quick ramp up, expansion, and adaptation of alternative mobility options, i.e., Mobility on Demand, Micro Transit, etc.
- Rear-door boarding
- Vastly improved system public hygiene practices
- Better and improved ways to manage homelessness on our system and in the County

Ultimately, we are thinking about how we, through mobility services, can help the economy recovery and take this opportunity to implement the equity principals that will allow for all to benefit from this new and uncertain situation we find ourselves in.

This is not a normal period of disruption, such as that caused by road accidents or natural disasters. I believe we are witnessing the “New Mobility Normal” – a paradigm shift that will include more working from home, different travel patterns, a distrust of transit systems, people making only absolute necessary and essential journeys, reduced numbers of people driving, trips being replaced by videoconferencing, an orderly recovery of public mobility services, and more demand to allocate street space for people, etc.

In short, this crisis forces us to rethink the business of transportation and how a new economy will impact mobility. Thus, I am creating a “Mobility Recovery & Restoration Task Force” to study how we can create a new mobility system from the ground up and

how we can implement that new normal in LA County and the nation. This Taskforce will focus on recovery with an eye towards reinventing mobility as we know it.

More to come.

NEXT STEPS

Metro continues to monitor and adapt to the evolving situation. As the crisis continues, we will stay in close contact with the Board to keep everyone informed.

For more information or if you have questions, please contact me directly at 213-922-7555 or our Chief of Staff, Nadine Lee, at 213-922-7950.