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APRIL 17, 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 17, 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

Incident Management

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. The ICS will remain activated during the continued declarations of emergencies and is linked to the EOC on a 24-hour basis for any emergency updates. Metro staff receives regular updates and guidance on how to respond to cases of positive tests for COVID-19 and to take prescriptive actions related to quarantine directives from LA County Public Health. Metro continues to send out daily COVID-19 briefs to all field staff using our alert system and maintains a 24-hour duty-officer to receive COVID-19 related calls from staff. *Special note:* This week, Metro is providing mutual aid assistance to support the US NS Mercy by transporting via bus over 100 personnel in support of the State's mission to reduce surge capacity at medical facilities.

Operations

Metro bus and rail service continues for essential trips only. Operations continues to utilize rear-door boarding and mandatory bus operator barriers. Also, Metro is accepting all fares offered by customers and reminding customers of the importance to wear masks/face coverings while using transit. Operators will continue to use their discretion when picking up passengers to allow for adequate social distancing on buses.

Enhanced Sunday Service

As of this week, Operations is carrying approximately 360,000 people per day due to the Safer at Home public order. Current service levels include adjustments to on-street reality and workforce impacts due to the Families First Coronavirus Response Act (FFCRA). Effective this Sunday, April 19, 2020, Operations will provide the following Enhanced-Sunday Service for customers making essential trips:

- **Weekday Service:** Metro will operate the usual Sunday bus service plus all Rapid and most Local/Express services that normally do not run on Sundays. Additionally, all 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 weekends, Metro will operate regular Sunday service on bus and rail lines.
- Metro is maintaining weekday rail car consists to ensure there is adequate space for social distancing.

This Enhanced-Sunday Service plan maintains all operator and maintenance workforce assignments and will be adjusted in response to service loads, customer demands, and Safer at Home Order updates and social distancing requirements.

Partial Station Closures

Operations continues to evaluate partial station closures targeted for the end of April 2020 for B/D Line (Red/Purple) to reduce touchpoints, maintenance resources and materials, while maintaining ADA access. Should this move forward, a communications plan will be developed. Stations being considered are shown below. We will keep you informed as we evaluate this potential measure.

B LINE (RED) PARTIAL ENTRANCE CLOSURE	ALTERNATE ENTRANCE
1. Union Station (West Entrance)	East Entrance
2. Civic Center/Grand Park (1 st St Entrance)	Temple St Entrance
3. Pershing Square (4 th St NW Entrance)	4 th St NE Entrance
4. Westlake/MacArthur Park (North Entrance)	South Entrance
5. Vermont/Santa Monica (City College Entrance)	Main Entrance

Strengthened Cleaning Regimes & Customer Hand Sanitizer Stations

Metro continues to practice strengthened cleaning regimes on all vehicles, stations and terminals. Hand sanitizer stations are installed, and sanitizer is being replenished as supply becomes available. Metro will continue to distribute and procure the necessary personal protective equipment and supplies for our employees and is reminding customers to wear masks/face coverings, as safety remains our top priority.

Communications & Government Relations

Coronavirus Aid, Relief, and Economic Security Act

As I reported last week, we are compiling the information on eligibility, distribution and uses for CARES funding. The funds will be paid out as reimbursements. We anticipate issuing a Board Box next week to describe the process for seeking reimbursements.

Media Coverage

The Agency and its staff members were mentioned in more than 35 print and electronic stories including a 25-minute documentary on CBSN and national trade publications.

Laura Nelson of the LA Times has joined a private Facebook group managed by Metro Operators. There are more than 900 members in the group. She is working on a story about what transit operators in SoCal are seeing and experiencing due to COVID-19. She wants to know if they are getting enough PPE, if they can pass up riders who aren't wearing masks, if are they able to enforce social distancing on their bus, etc. Laura is willing to speak to folks who want to stay anonymous. We'll keep you posted as the story develops.

Revised Executive Order

As a result of last week's revised Safer At Home Order for Control of COVID-19, Metro moved to post information at all facilities regarding the Employee Symptoms Self-Check and the Social Distancing Protocol. In addition, the Social Distancing Protocol was provided to each staff person within our facilities. As an essential infrastructure, it is critical to ensure everyone is aware of our protocol, and we took appropriate measures to comply with the directives in the order.

Rider Behavior Campaign

This week a new campaign was deployed in alignment with the recommendations and messaging of the Centers for Disease Control and Prevention and the Los Angeles County Department of Public Health. The new campaign, titled "Travel Safe Rider Behaviors," reminds the riding public how to stay safe through this ongoing pandemic. Riders are reminded that Metro is for essential travel only, to maintain at least six feet of social distancing, and to wear face coverings when on board the Metro system. The campaign collateral is attached.

Operator Appreciation

Appreciation banners (artwork attached) are being deployed at the end of this week to Metro's facilities to thank our frontline Operators. The banners are large enough to be hung on the exterior of each facility with accompanying posters to be hung inside for all to see. As a small token of appreciation, we are reminding our front line employees that we can't go anywhere without them, and we are thanking them for keeping LA moving.

#SoundTheHorn

Yesterday, April 16, as a tribute to #HeroesMovingHeroes on the front line for this public health crisis, all trains and buses running in service gave two one-second horn blasts at noon PST in solidarity with partner agencies. Metro joined the Metropolitan Transportation Authority (MTA), NJ Transit, the Port Authority of New York and New Jersey, NYC Ferry and others in a coordinated day of action to simultaneously sound their fleets of trains, bus and boat horns to honor heroic transportation workers across the country. Heroic transportation workers continue to provide critical service for healthcare workers, first responders, childcare workers, grocery store employees and other heroes who are performing essential work during the COVID-19 pandemic. Everyone was encouraged to use the #SoundTheHorn or #HeroesMovingHeroes hashtags to post audio and video on social media.

Workforce communications

An employee survey was undertaken two weeks ago for the Metro Internal Daily Brief. We received more than 600 responses in one day. While most of the feedback was positive, there were several good suggestions that will be rolled out over the coming weeks. This week we introduced a new header and expanded sections on evergreen information and good news.

In the coming weeks, we will have more short videos of encouragement and departmental information from the Senior Leadership Team. We will also introduce a daily 2-minute video, called Positively Metro. We are also planning a documentary on Metro in the time of COVID-19. More on these initiatives in future Board boxes.

COVID-19 Confirmed Cases

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.

As of April 16, 2020, 12 p.m., Metro has 29 Total Confirmed Cases:

- 11 Operators
- 4 Maintenance
- 2 Administrative
- 1 Security
- 11 Contractors/Vendors
- 1 Death (Contractor/Vendor)
- 1 Recovered

Workforce and Leave Policy

To continue to support employees as we implement the new COVID-19 leave of absence process that aligns with the Families First Coronavirus Response Act (FFCRA), we have created the following tools:

- Established a dedicated phone and email inbox for COVID-related questions, where we have received approximately 250 inquiries since April 1
- Conducted a fourth live “Brown Bag” Q&A Session on April 15 for employees with COVID leave questions, with approximately 60 attendees
- Launched eLearning tool for employees regarding the new process
- Provided ongoing updates to FAQs, which now contains answers to over 125 questions and visual aids to assist with navigating the new process

We have also established a return-to-work process for employees who were exposed to or confirmed to have COVID-19. Metro’s contracted medical facilities will be performing return-to-work physical exams via telemedicine in order to ensure the employee is able to return to work fully and safely.

Members of the Senior Leadership Team continue to meet with our Labor Leaders, twice a week. I have also been able to join once a week. These meetings have created a forum to readily address labor’s concerns and answer their questions.

PPE

In the last 48 hours, we have received an additional 120,000 masks which will be inventoried and sorted for distribution. We currently have on order:

- Over 722,000 personal hand sanitizers
- Over 700,000 N-95 masks
- Over 900,000 surgical masks

Gloves are readily available in inventory.

To date, we have distributed over 490,000 pairs of gloves and over 120,000 masks to field locations.

Construction

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.

Finance

The Finance Department’s monthly forecast remains unchanged for sales tax, fare revenue and expense from last week. We will have a sales tax loss update in June 2020.

Mobility Recovery and Restoration Task Force

As I mentioned in last week's and during our Committee meetings, I am creating a Mobility Recovery and Restoration Task Force to undertake the daunting task of charting a course for Metro's recovery from the COVID-19 crisis. This internal Task Force will be led by Chief Innovation Officer Joshua Schank and will include our Executive Officer for Equity and Race, Executive Officer for Customer Experience, and participants from the Metro Leadership Academy and our representatives on the Eno Multi-Agency Exchange program. The Task Force will report to the Senior Leadership Team as the Steering Committee on a regular basis as they develop the plan for recovery. While this Task Force will be internal, we will present its work to the Board and externally to keep everyone informed of our progress.

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.