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Metro Regional Items of Note

REGIONAL SERVICE COUNCILS - SAN GABRIEL VALLEY

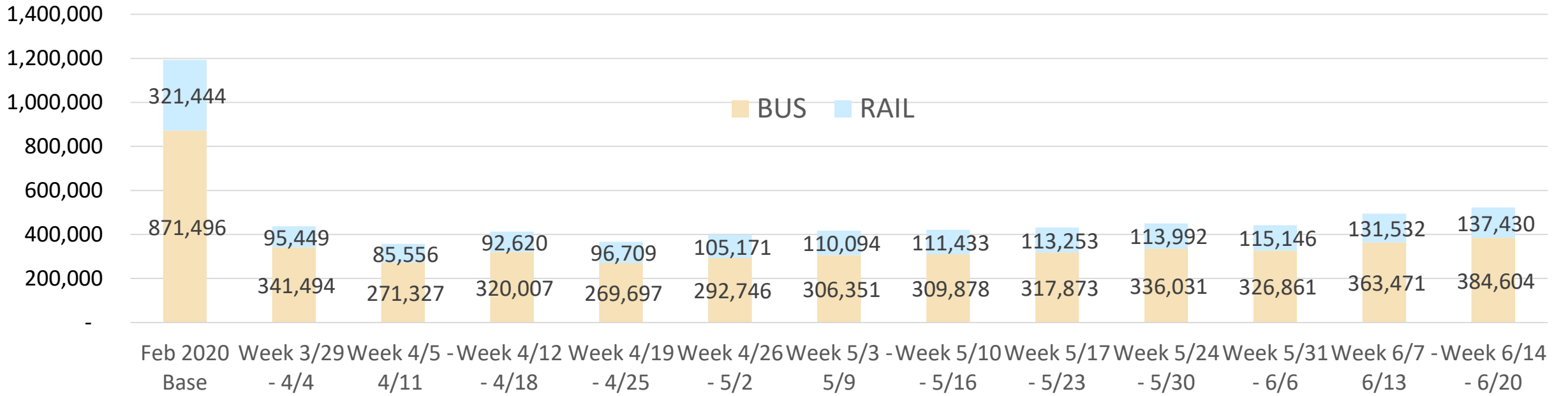
JULY 2020



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COVID 19 Updates

Systemwide Weekday Ridership



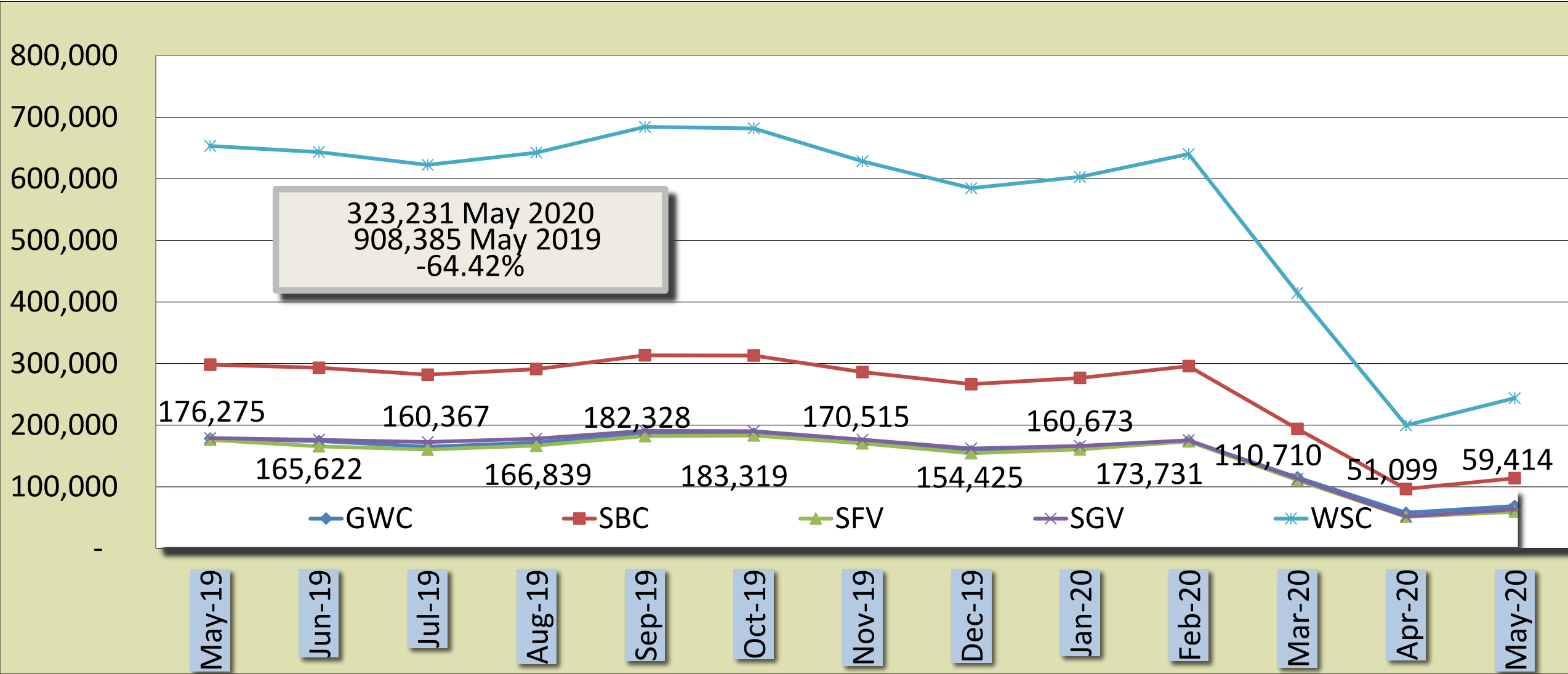
Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	COVID-19* April-20	May Week 1	May Week 2	May Week 3	May Week 4	June Week 5	June Week 6	June Week 7
TOTAL	1,192,940	756,222	363,803	416,445	421,311	431,126	450,023	442,007	495,003	522,034



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COVID 19 Update

Average Weekday Metro Bus Ridership: May 2019 to May 2020





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COVID 19 Updates

Bus Service Changes Overview

- Added more weekday, Saturday and Sunday/Holiday service to over 95 lines including the 720 (Wilshire), Orange and Silver Lines

Considerations

- Larger, articulated buses will continue to operate on all trips/selected lines to the extent possible in support of social distancing
- All other lines will retain the current modified (Enhanced Sunday) schedule during the week
- Another service change is anticipated in mid-August in conjunction with the start of the school year

Customer Communication

- Take Ones are posted on all buses, rail cars, etc.
- New timetables are posted for each line on-line
- Use of social media, metro.net, and customer care representatives to communicate service change information

Effective Jun 21 2020

ALL LINES

Service Change

EFFECTIVE JUNE 21, 2020

**METRO WILL MAKE
BUS SERVICE CHANGES
TO ADD CAPACITY FOR
ESSENTIAL TRAVEL**



	metro.net
Metro Telephone Information	323.GO.METRO
Travel Information	511
Accessible Service	800.421.7828
California Relay Service	711

Subject to change without notice
Sujeto a cambio sin previo aviso



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COVID 19 Updates

Workforce Update As of June 26, 2020

- Confirmed Cases: 129 (79 employees, 49 contractors, 5 vendors)
- Confirmed Deaths: 2 (1 employee, 1 contractor, 0 vendors)
- Recovered Cases: 20 (20 employees, 0 contractors, 0 vendors)

PPE Update

- Running total to date: over 1,157,779 pairs of gloves, over 620,000 masks, and over 51,887 hand sanitizers have been distributed to field locations; an additional 358,160 masks recently received to be inventoried and sorted for distribution as needed (as of June 26).
- Continue to monitor all PPE usage and order as necessary

UV Disinfection Lighting Pilot

- Operations is piloting the use of UV lights for added sanitation of Metro rail vehicles beginning in August/September 2020
- (26) portable tripod UV light fixtures
- (4) stanchion UV light fixtures
- Employees will be trained on proper use of equipment
- Metro will analyze results and Corporate Safety will weigh in on the efficacy of this pilot





COVID 19 Update

Metro ExpressLanes service centers in Torrance and El Monte reopening beginning Monday, July 6, 2020.

- Hours of operation for the service centers will be 10 am - 6:30 pm Monday through Friday. Closed for lunch daily from 1 - 2 pm.
- Face coverings are required for all customers and employees.
- Social distancing will be maintained. Number of individuals waiting in the lobby will be regulated.
- Plexiglass shields have been installed at the customer windows to foster physical distancing.
- Temperature and wellness checks for all employees at the start of each shift.
- Customer service representatives are available by phone 9 am – 5 pm Monday through Friday.
- Automated telephone service (877-812-0022) and website www.metroexpresslanes.net are available 24 hours a day, 7 days a week.

Due to the complexity and fluidity of the situation, the reopen date is subject to change; verify before visiting.



Metro Recovery Task Force

Metro's Recovery Task Force to develop a plan to respond to and recover from the COVID-19 pandemic. Goals include:

- Identifying and recommending potential actions Metro can take to respond to the pandemic,; to recover after the pandemic; to help lead an equitable economic recovery for LA County; and to advance mobility without congestion as the 'new normal' after the pandemic.
- Issuing monthly reports to Metro's senior leadership team, CEO and Board on progress towards a recovery plan, including early action items to consider taking and drafting a final recovery report.
- Virtual community meetings were held on July 9 to gather public input
- Additional meetings to be scheduled later this month

For more information, to ask questions or provide comments, see metro.net/recovery, use the online comment form at <https://www.metro.net/projects/recovery-task-force/> or email COVID19recovery@metro.net



Metro Board Update – June 25 Meeting

REPORT BACK ON USE OF FORCE POLICY FOLLOWED BY METRO POLICING CONTRACTORS AND EMPLOYEES (2020-0419): APPROVED Motion directing the Chief Executive Officer in conjunction with the Chief of Metro’s Systems Security & Law Enforcement, Executive Officer of Equity & Race, and Office of Civil Rights, to report back to the Board in 90 days with the following:

- A. A review of the training and use of force policies followed by our policing partners and security contract personnel;
- B. A review of training and use of force policies for our Metro Transit Security Guards and provide reform recommendations; and
- C. Recommendations on how to further reform policing at Metro and reallocate resources for homelessness outreach and services in preparation for the expiration of existing policing contracts.

MUTUAL AID AGREEMENT (2020-0430): APPROVED Motion directing the Chief Executive Officer and County Counsel to:

- A. Review Metro’s commitments under the mutual aid agreement and seek amendments, if necessary, to ensure that Metro’s assets are only required for civilian transportation purposes.
- B. Report back to the Operations, Safety, and Customer Experience Committee in 90 days.

POLICIES & PROTOCOLS FOR FUTURE SERVICE SHUTDOWNS (2020-0431): APPROVED Motion directing 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. 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. 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.



Metro Board Update – June 25 Meeting

- A COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW ENFORCEMENT (2020-0429):** Directing the Chief Executive Officer to:
- A. Establish a Transit Public Safety Advisory Committee. Committee should incorporate the existing Community Safety & Security Working Group and include additional perspectives that represent Metro’s ridership and advocacy organizations, including but not limited to racial, cultural, gender, income, geography, immigration status, and housing status.
 - B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:
 - 1. A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles.
 - 2. Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations.
 - 3. Greater community stewardship of transit spaces, such as supporting street vending in transit plazas.
 - 4. The Universal Blue Light program proposed in Metro’s June 2018 ridership initiatives (BF 2018-0365).
 - 5. Education about and expansion of fare discount programs.
 - 6. Outreach and services for unhoused individuals.
 - 7. A shift of resources from armed law enforcement to the above strategies.
 - 8. **Fasana Amendment:** Add the Customer Code of Conduct to the committee’s purview.
 - 9. **Butts Amendment:** Task the committee with developing a mission and values statement for transit policing.
 - C. Consult with the Advisory Committee when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal.
 - D. Report back to the Operations, Safety, and Customer Experience Committee in 90 days, and quarterly thereafter until the 2022 contract renewal. In the final quarterly report of 2022, include an external, third-party evaluation of the effectiveness of the Advisory Committee and a recommendation on whether it should continue.