



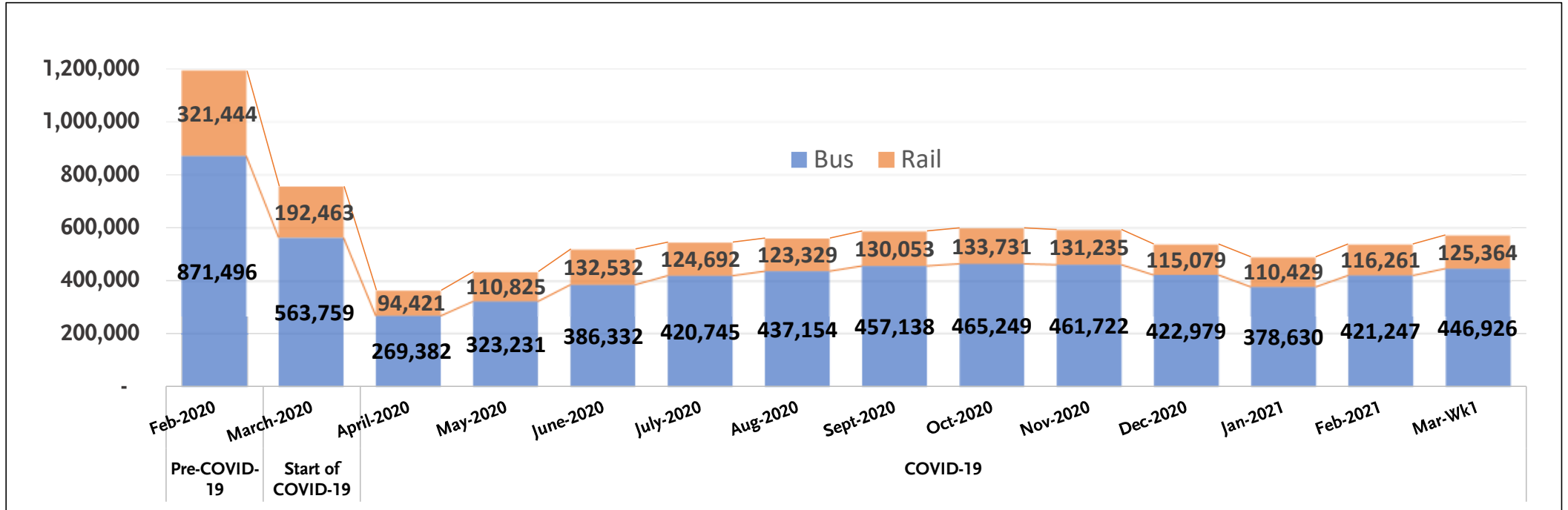
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Metro Regional Updates

REGIONAL SERVICE COUNCILS – SOUTH BAY CITIES APRIL 2021

Systemwide Average Weekday Ridership Update



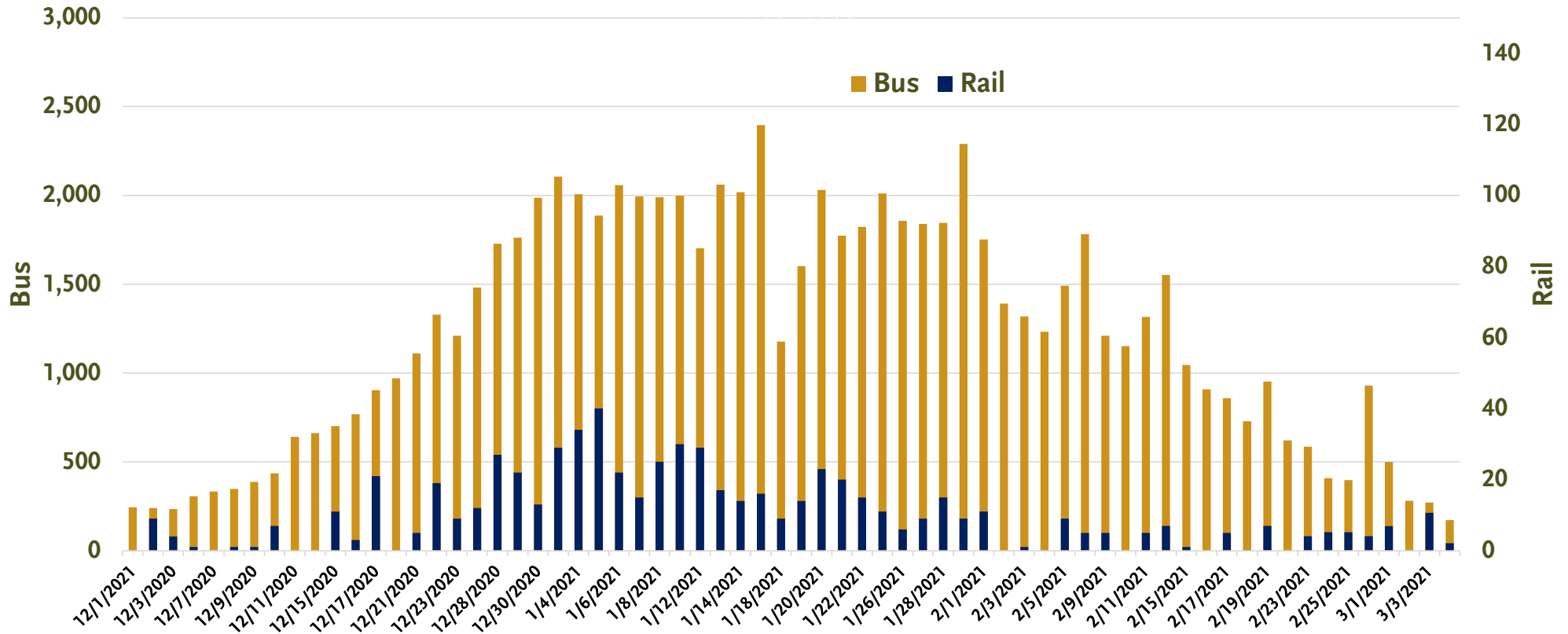
Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar Wk 1 2/28-3/6
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	572,290

Notes

3/19/20 - Safer at Home Order Issued; 11/30/20 - Targeted Safer at Home Order Issued, 2/26/21 - Safer L.A. Order Issued

COVID-19 Workforce Impacts

Cancelled Service Hours



COVID Workforce Impacts

Return to Work

- Continue to follow LA County mandatory/directed quarantines related to COVID cases
- Since January 1, over 2,300 employees have been processed; there is currently no delay in getting employees back to work after COVID-related leave

Hiring

- Bus Operator accelerated hiring activities are ongoing in full support of a 100 bus operators per month target graduation rate beginning April 2021
 - ❖ As of March 31, over 860 bus operator applications have been received
 - ❖ First two classes began on Monday, March 22 and Wednesday, March 31
 - ❖ Class space and logistical matters being addressed in a safe manner that adheres to COVID 19 guidelines
 - ❖ This hiring rate fully supports the updated FY21-FY22 revenue service hours



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COVID Workforce Impacts, Ridership & Loads

COVID Workforce Cases as of March 19

- 1,644 Confirmed Employee Cases: 550 Operators, 394 Maintenance, 302 Administrative, 24 Security
- Active Employee Cases: 424
- Confirmed Employee Deaths: 11

Ridership

- Weekdays up 3.5%, Saturdays up 8.8%, Sundays up 0.6% (week ending 3/20/2021 compared to week ending 12/12/2020)

Load Factors:

- % trips with maximum loads above 75% seated load: Weekdays: 1.2%, Saturdays 4.7%, Sundays 1.5%

Extra service to be added starting April 12

- 47 extra weekday trips (Lines 2, 4, 10, 14, 16, 20, 30, 33, 204, 251, 534, 704, 720, 733)
- 86 extra Saturday trips (Lines 2, 16, 18, 20, 28, 51, 53, 60, 66, 78, 108, 180, 200, 204, 207, 224, 232, 251, 534, 720, 754)
- 48 extra Sunday trips (Lines 18, 28, 40, 51, 66, 81, 204, 207, 260, 704, 754)



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Mask Dispenser Installation

As of March 19, approximately 1,000 mask dispensers have been received

- Installation at B (Red) & D (Purple) Line Stations and heavy rail vehicles (HRVs), L (Gold) Line Mariachi and Aliso Stations have been completed.
- Installations for Division 18 Buses, A (Blue) & C (Green) Line light rail vehicles (LRVs), and Contracted Buses are in process
- All Buses and LRVs at Divisions will have mask dispensers installed
- All MicroTransit vehicles have been outfitted with a mask dispenser and user terms reflect the mask mandate
 - Within the first quarter of revenue service operations, Micro has no reports of non-compliance with the mandate by staff or the riding public.



Sample Mask Dispenser



C Line (Green) – Upcoming Weekend Closures

- On Saturday, April 10, from 5 a.m. through the end of service, free bus shuttles will replace rail service between Crenshaw Station and Redondo Beach Station
 - The shuttle between the Aviation/LAX Station and LAX, operated by the Los Angeles World Airports, will continue to run on its regular schedule.
 - C Line (Green) rail service will continue to operate between Norwalk Station and Crenshaw Station.
- On Friday, April 16 from 9 p.m. through close of service on Sunday, April 18, free bus shuttles will replace rail service between Crenshaw Station and Willowbrook/Rosa Parks Station.
 - C Line (Green) rail service will continue to operate between Norwalk Station and Willowbrook/Rosa Parks, and from Crenshaw Station to Redondo Beach Station



Modified Dodger Stadium Express to begin on Opening Day, April 9

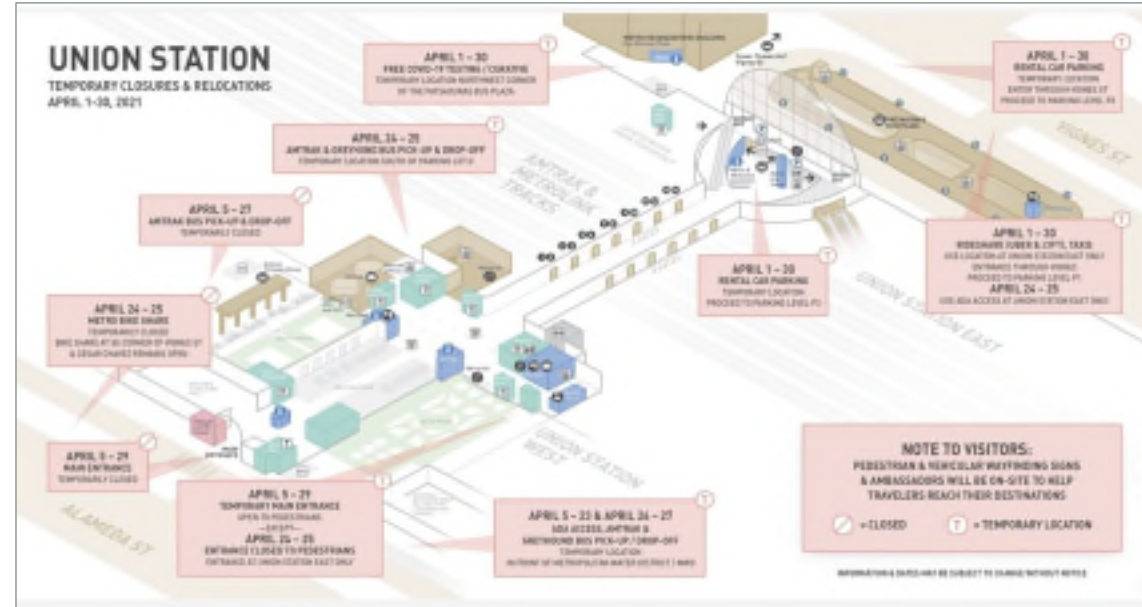
Union Station and Harbor Gateway services will both begin two hours before the start of the game on April 9 and continue until 45 minutes after the final out.

- In April, Union Station service will operate out of Bay 3 in Patsaouras Bus Plaza due to ongoing preparations for The Oscars. For those planning to park and ride from Union Station, be sure to use the underground parking on the east side. Entrances are located on Cesar Chavez and Vignes.
- Union Station service will begin 90 minutes before the start of subsequent home games. Service from Harbor Gateway Transit Center will continue to operate up to two hours before the start of games.
- Buses will drop off at the new front entrance of the stadium.
- Bus frequency for both services will be slightly reduced due to limited fan attendance. Service from Union Station may be adjusted based on real-time ridership numbers. Service from Harbor Gateway will depart every 30 minutes.
- Rides are free with a game ticket.
- Be sure to wear a face mask while on board or while waiting to board.



Union Station to Host the 93rd Academy Awards

- Los Angeles Union Station will host part of the 93rd Academy Awards on Sunday, April 25, 2021.
- The event will take place in Union Station West in the Historic Ticketing Hall, the Grand Waiting Room, the North and South Patios and the Main Entrance along Alameda Street.
- Select sections of Union Station West will be closed to the public starting April 5 including the Historic Ticketing Hall, the Grand Waiting Room, the North and South Patios and the main entrance along Alameda Street.



For more information, visit: <https://thesource.metro.net/2021/03/31/new-faq-on-academy-awards-at-union-station-and-impact-to-riders/>

Green Line Extension to Torrance

Notifications

- › Bilingual mailer to 15,456 addresses
- › 10 emails 10 to over 1,300 contacts
- › Distributed total of 30,250 flyers door-to-door
- › Facebook ads included 3 geo-targeted and 2 event posts
 - Reach total: 47,573
 - Impressions total: 129,540
- › Car card advertisements in local Metro bus lines
- › Presented to 14 key stakeholder groups leading up to and during the Scoping review period
- › Legal ads displayed in 4 publications
- › Paid and earned media ads in 5 print and online sources

Next Steps

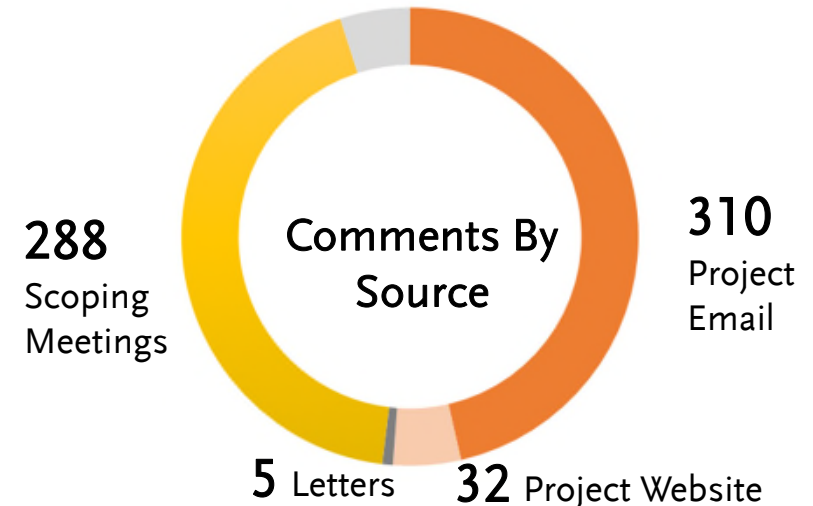
- › Release of Draft Environmental Impact Report in Spring 2022
- › Continue community engagement through 2021 and 2022
- › metro.net/greenlineextension

Scoping Meetings

- › 2 Public Scoping Meetings
- › 1 Agency Scoping Meeting
 - Total attendees: 387

Total comments received: 668

33 Project Voicemail





Metro Community Conversations

Investing in People for a Sustainable Future: April 28, 2021, 12pm-1pm

Metro will help celebrate Earth Month by hosting a discussion on how the agency is investing in people for a sustainable future. Join this dialogue about the meaning of “social sustainability” and how Next Generation Workforce Programs are one way Metro exemplifies this sustainability principle.

Register for this free online event at: <https://www.eventbrite.com/e/metro-conversations-investing-in-people-for-a-sustainable-future-tickets-146973005215?aff=erelexpmlt>.

Community Conversations with Friends of LA River and Las Fotos Project: April 20, 2021, 12pm-1pm

In celebration of Earth Month, join us for a *Community Conversations* that will feature community organizations such as [Friends of the LA River](#) and [Las Fotos Project](#) to learn how they are empowering youth and local communities to advocate for their well-being and protect their local environment. Register for this free online event at: bit.ly/3cC4Vns



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Crenshaw/LAX High School Artwork Competition

- High school students will create artwork to celebrate the unique character of their neighborhood and its connection to the Crenshaw/LAX Transit Project, which will serve the Crenshaw District, Inglewood, Westchester and surrounding areas in South LA.
- Eight winners will be selected by a committee of local community leaders and cultural figures. The winning artworks will be the inspiration for eight final pins, which will be distributed to the public free of charge in celebration of the opening of the rail project.
- This contest is open to high school students only, grades 9-12. One entry per student will be reviewed.
- Entries should be submitted through this hyperlinked online form (<https://bit.ly/3qJXhLv>) or dropped off at the Crenshaw/LAX Transit Project Office (3699 Crenshaw Bl). All entries must be received by the **DEADLINE** of Monday, May 24, 2021.

For more information and full contest rules, see:

metro.net/projects/crenshaw_corridor/crenshawlax-commemorative-pin-art-contest-test/



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Metro Draft FY22 Budget Briefing – April 22

Metro Service Councils will host a briefing on Metro’s draft FY22 budget on Thursday, April 22, from 6 – 8 p.m. Members of the public will be able to stream the meeting and submit comments online, listen by phone, or listen and comment by phone.

- A link to stream the meeting will appear on metro.net/about/board/board-directors-meetings-audio-archive/ under Upcoming Events when the meeting begins. Agenda will be posted at least 72 hours in advance on same page and contain a link to submit comments online
- Listen by Phone/Escuchar por Teléfono: Dial/Marque 877.422.8614
 - English: Enter Meeting Extension 3462108#
 - Español: Ingresar la extensión 4127050#
- Listen *and Comment* by Phone/Escuchar y *Comentar* por Teléfono: Dial/Marque 877.422.8614
 - English: Enter extension 3756328#. Callers will be announced by the last four numbers of their phone number, then given up to two minutes to make comments.
 - Español: Ingresar la extensión 4127057#. Los llamantes serán anunciados por el código de área y los últimos cuatro números de su número de teléfono; luego se les dará hasta dos minutos para hacer comentarios.



Station Evaluation Program

- ✓ Transit Watch app
- ✓ Customer Care email: CustomerRelations@metro.net
- ✓ Customer Care web page: <http://ccatsform.metro.net/customercomments>
- ✓ Service Councils email: servicecouncils@metro.net
- ✓ Transit Watch app (24/7): 888.950.7233 (SAFE)

To report suspicious or criminal activity at Metro Stations or Metro property

- ✓ Security Operations Center (24/7): 213-922-7600

Other helpful Metro numbers/links: metro.net/about/contact/

