Available Operations workforce continues to be impacted by Stay at Home Order, school closures, and health concerns

21 confirmed COVID-19 cases as of April 9, 2020 (13 employees, 6 contractors & 2 vendors)

Mandated use of bus operator barriers
Implemented use of rear-door boarding

As of Thursday, April 9, 2020, Metro distributed the following quantities of PPE to staff:
1. Gloves (pairs): 400,000
2. Masks: 69,000
3. Hand sanitizer dispensers: 2 per division

Additional quantities of PPE have been ordered to replenish inventory
PPE availability is being managed by minute-by-minute by VCM & Operations within the Incident Command System (ICS)

COVID-19 Checklist for detection and management
COVID-19 Case notification form & clean-up procedure
COVID-19 Confirmed case log
Cleaning Regimes

Increased Cleaning Regimes & Hand Sanitizer Dispensers

- Strengthened cleaning regimes in addition to regular cleaning activities on all vehicles, stations & terminals
- Focus cleaning efforts on high touchpoint areas, and at operating Divisions & locations
- Cleaning vehicles multiple times a day, prior to the start of and at the end of revenue service
- Continued use of Corporate Safety approved disinfectants & cleaning materials
- Distributing hand sanitizer dispensers to major transit stations and transfer points, Union Station; operating Divisions & locations – 85 locations
• Continue to conserve Operations workforce, resources and manage public funds responsibly
• We ask everyone to continue limiting travel to only essential trips, maintain physical distance from others, wash hands frequently and use other good hygiene practices
• Recommend that customers wear face coverings and/or masks while riding Metro
• Instructed operators to use discretion when picking up passengers to allow for adequate social distancing
• Tailoring special service plan to be congruent with essential travel demand -- Enhanced Sunday Plan begins Sunday, April 19, 2020
Ridership & Enhanced Sunday Schedule Plan

Ridership Levels

- Bus is down 65%
- Rail is down 75%

Enhanced Sunday Schedule/Plan Goals

- Provide for orderly rebuild-up of service levels
- Protect principles established by NextGen planning

Additional Operations Considerations

- Respond to availability of operating & maintenance workforces
- Reduce cleaning loads
- Reduce costs when possible
COVID-19 Rail Service Plan

Light Rail

- Enhanced-Sunday headways and spans
- A, Expo and Gold – 12-min during 6am-6pm; 20-min during other periods; last train departure from terminals at midnight
- Green – 12-min during 4am-9am & 3pm-6pm; 15-min during 9am-3pm; last train departure from terminal at midnight

Heavy Rail

- Enhanced-Sunday headways and spans
- Red and Purple – 12-min (6 minutes at the trunk) during 6am-6pm; last train departure from terminals at midnight

Weekends

- Current weekend frequencies – 12-min starting at 10 am; with last departure from terminals at midnight
COVID-19 Bus Service Plan

Bus

- Weekday: Enhanced-Sunday headways and spans
- Sunday base + weekday only lines
- Add Rapid service not typically operated on Sundays
- Increase extra-board operator assignment ratio (OAR) from 1.18 to 1.67
- Weekends: Current Sunday service for Sat & Sun
## Revenue Service Hours (RSH) Comparison

<table>
<thead>
<tr>
<th>Mode</th>
<th>Description</th>
<th>Annual RSH Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus</strong></td>
<td>(Directly Operation &amp; Contract Services)</td>
<td>• Annual Bus RSH Reduction: 29%</td>
</tr>
<tr>
<td><strong>Rail</strong></td>
<td></td>
<td>• Annual Rail RSH Reduction: 14%</td>
</tr>
</tbody>
</table>

*Note: The table above compares the annual revenue service hours reduction for both bus and rail services.*
Mobility on Demand & MicroTransit Demonstrations

Mobility on Demand
- No changes
- Review contract every 30 days

MicroTransit
- Initiate minimum preparation work with contractor
- Review situation every 30 days
**Cost Information**

**Assumptions**

- *Enhanced Sunday Schedule Plan maintains all Operator & Maintenance Personnel assignments*

  - Considerations going forward:
    1. Customer travel patterns and volumes
    2. Current workforce availability/leave impacts
    3. Affordability of overtime for essential functions
    4. Need to maintain strengthened cleaning regimes
    5. Maintaining adequate cleaning materials, sanitizer/dispensers, and PPE for frontline staff

**Next Steps**

- Review forecasted attrition impacts
- Review new FFCRA impacts on workforce
- Review potential utilities and parts savings
Station Partial Entrance Closures

Rationale

• Consider partial station closures to reduce touchpoints, maintenance resources, cleaning supplies and required PPE while maintaining access to all rail stations
• Close specific entrances at some grade-separated stations which have more than one access point
• ADA Access to remain open

Locations

• Station partial entrance closure location list & communications plan is in development and scheduled to be finalized by Sunday, April 19, 2020
Operations Personnel - Thank You

Still, your best line of defense is you...

Metro buses and trains are thoroughly cleaned on a daily basis.

...please thank them too.

...please thank them too.

...please thank them too.