



Los Angeles County
Metropolitan Transportation Authority

Metro News

March 20, 2020

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FOR IMMEDIATE RELEASE

Metro Makes On-The-Street Reality Bus and Rail Service Adjustments to Reflect Demand

Metro Outlines Critical Steps to Ensure the Health and Safety of Public and Agency Workforce During COVID-19 Crisis

Los Angeles County Metropolitan Transportation Authority Chief Executive Officer Phillip A. Washington today outlined aggressive steps taken by Metro to provide mobility, safeguard the riding public and Metro's workforce in response to the current COVID-19 crisis.

Metro is the third busiest transit system in the United States and ridership this week was about 50 percent lower than normal for buses and about 60 percent lower than normal for rail due to school closings, due to people staying home from work and the closure of restaurants, bars and entertainment/sporting venues. The agency still saw more than 550,000 daily boardings on both Monday and Tuesday this week — compared to about 1.2 million average weekday boardings in February.

As a result, Metro is adjusting bus and rail service to meet on-the-street reality while also being sensitive to the health of Metro employees, some of whom are staying home due to childcare needs or because they are in groups more vulnerable to the COVID-19 virus. Metro Bus service levels have been reduced by 10 percent with reductions targeted at less busy lines and not the high-frequency routes that carry most of Metro's low income riders.

Service on the Metro A Line (Blue), E Line (Expo) and C Line (Green) will run every eight minutes during peak hours instead of every six minutes. Metro's B Line (Red) and D Line (Purple) has been adjusted from 10 minute peak frequency to every 12 minutes with trains every six minutes in downtown Los Angeles on both lines. The L Line (Gold) continues to run every eight minutes during peak hours.

"I want to assure the public and Metro employees that we are doing everything possible to maintain a healthy and safe system for our customers who rely heavily on Metro buses and trains as their lifeline to get where they need to go throughout L.A. County," said Metro CEO Phillip A. Washington. "Metro is not considering halting transit services at this time. We know our services are extremely important to thousands of people in the most populous county in America, including first responders, hospital workers, and essential county and city workers."

Union Station has undergone a partial closure during the current COVID-19 event with continued access for all bus and rail riders, including ticketed riders for Amtrak and Metrolink. Access to ticketing will be in defined areas and riders are encouraged to purchase tickets in advance and online if possible. Riders using the Metro B Line (RED), D Line (Purple) and L Line (Gold) and bus service in and out of Union Station will also be guided to those services by security and station personnel. All others without station business or valid ticketing will be denied entry.

Metro also will begin installing and increasing sanitation stations and access to hand sanitizer at major transit stops and stations to allow riders to wash their hands, one of the best safeguards against the COVID-19 virus. Metro is also exploring and researching how to equip buses and trains with hand sanitizer dispensers to help control the virus.

Metro has strengthened its cleaning regimes within buses, trains, stations and facilities and Metro employees are requested to stay home if sick. Metro's Headquarters building was closed to the public effective Wednesday, March 18, until further notice. All Metro Board of Directors meetings in March were also cancelled with all agenda items pushed to the next meeting.

Metro continues to follow the orders and recommendations from the L.A. County Department of Public Health and the Center for Disease Control (CDC). Metro's primary direction is to protect themselves and others through good personal hygiene practices, work/social spacing and other precautions.

Metro has also activated its Emergency Operations Center (EOC) and established an Incident Management Team (IMT) to work with Metrolink, Amtrak, Access Services and Union Station. Metro is also in daily contact with the L.A. County Department of Public Health as well as city and county of Los Angeles emergency officials.

Metro's construction projects are not impacted by COVID-19 at this time and Metro has asked all contractors to fulfill their contractual obligations. Metro will remain in close coordination with its contractors to determine any potential impacts on labor availability and supply chain.

Metro has been working with our partner on Mobility on Demand, Via, to augment existing ride share service to disadvantaged populations during the COVID-19 emergency and they have offered to expand their service at no additional cost to Metro.

Beginning on Monday, March 23, Via will extend the Mobility on Demand service to include all point-to-point trips within their service zones. That will allow riders to access essential services such as grocery stores, pharmacies and medical centers. The three zones served by Via are in El Monte, North Hollywood and Compton. In coming weeks, Via will be working to also expand the zones to include additional essential service locations.

Metro will be offering frequent updates about service throughout the COVID-19 crisis. We encourage the public to visit www.metro.net for the latest information.

About Metro

The Los Angeles County Metropolitan Transportation Authority (Metro) is building the most ambitious transportation infrastructure program in the United States and is working to greatly improve mobility through its Vision 2028 Plan. Metro is the lead transportation planning and funding agency for L.A. County and carries about 1.2 million boardings daily on a fleet of 2,200 low-emission buses and six rail lines.

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