



Metro

Los Angeles County
Metropolitan Transportation Authority

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sent via email

March 25, 2020

Dear Alliance for Community Transit-Los Angeles and Investing in Place:

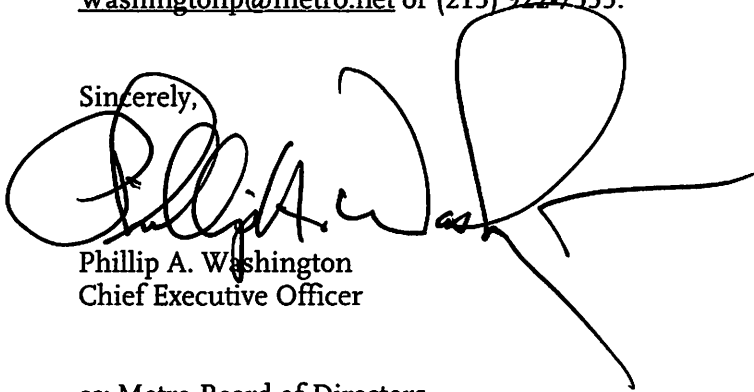
Thank you for your attached letter dated March 18, 2020 to me and the Metro Board of Directors. Indeed, we are doing everything possible to protect our employees and the people who are depending on LA Metro for essential travel. The Metro Board and my entire team take seriously the responsibility to protect the community that relies on our services. Our responses are below:

- 1. Increase Sanitation Stations and Access to Hand Sanitizer-** We are now installing hand sanitizer dispensers at 20 major transit stations and transfer points. We are encouraging all local governments to make a similar effort in and around their municipalities as we all strive to meet the challenges of personal hygiene for our employees and passengers. For example, LA Streets is organizing to install several hundred sanitizer units at high traffic bus stops. Further, we are researching the efficacy of hand sanitizer dispensers on buses and railcars through a limited installation experiment. We will continue to research the security and maintenance of all such dispensers given installation in high public traffic areas.
- 2. Maintain a High Level of Service and Consider Increasing Service on any Busy Lines -** We are guided by a three-pronged approach. First, we field and adjust bus and rail service based upon the numbers of operators available on a given day. Second, we field the numbers of buses and rail cars that are safe and as clean as we can make them. And third, we are fielding the service that matches demand. We support the approach that transit, in our current circumstances, is for essential travel and that over-supply of transit is an attractive inducement to travel which violates the Safer at Home and social distancing dictums of civil government. Additionally, we are being very surgical with our bus service reductions, being sensitive to our busier lines and those lines most used by our low income riders.
- 3. Suspend Transit Fare Collection –** To continue collecting fares will help us prolong and maintain the level of services and help us preserve as many frontline jobs at LA Metro as we can. Fare collected right now can also be used to immediately uphold service quality, such as enhanced cleanliness and customer experience/customer care during this period. Additionally, charging fares actually supports the “Safer at Home” and “Stay at Home” orders and social distancing efforts for those who must continue to make trips by transit. As the population has been asked to make essential trips only, free fares could contradict everyone’s efforts to limit unnecessary travel, thus exposing both our employees and those who are making the essential trips on transit to greater risk. Plainly stated, “free” brings out crowds and has unintended consequences, namely more people on our system that may be doing simple leisure travel or just riding, resulting in violations of our social distancing directives. More people on the system then dictates more service that we would need to deploy in the midst of the most challenging financial time in the history of transit and LA Metro.

4. **Provide a Plan for Public Engagement** – Metro Committee meetings and Full Board meeting are scheduled for April. As a result of the Stay at Home and Safer at Home orders, Metro will explore all options for the public to participate telephonically or electronically.

For more information or if you have any questions, don't hesitate to contact me directly at Washingtonp@metro.net or (213) 922-7555.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to read "Phillip A. Washington". The signature is written over the word "Sincerely," and extends to the right, crossing the printed name below.

Phillip A. Washington
Chief Executive Officer

cc: Metro Board of Directors