Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 17, 2019

SUBJECT: ORAL REPORT ON METRO OPERATIONS AND ITS COUNTDOWN CLOCK UPDATE

RECOMMENDATION

RECEIVE oral report on Metro Operations and ITS Countdown Clock Update.

Transit Passenger Information System (aka- countdown clocks) Update

January 17, 2019

Operations, Safety & Customer Experience Committee

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Upcoming Closures

Crenshaw/LAX Project and Green Line Closure

- Friday, January 4, 2019 - The Crenshaw/LAX Transit Project will continue making the necessary connections between the Crenshaw/LAX Transit Project and the Green Line
- Green Line service was suspended between Crenshaw Station and Redondo Beach Station as of Friday, January 4, 2019 through Sunday, January 20, 2019
- Metro is providing a free Green Line bus shuttle to service all closed stations between the Crenshaw Station and the Redondo Beach Station during the closure

New Blue Improvement Project and Upcoming Blue Line Closure

- Beginning Saturday, January 26, 2019 - Metro will continue modernization efforts to improve the operation and safety of our oldest rail line the Blue Line
- The nature of this work will require portions of the Blue Line to be temporarily closed for two extended four-month closures, beginning on January 26, 2019. The Southern Segment closure will occur from January 26, 2019 through late May 2019.
- Metro will provide a Bus Shuttle Service Plan (three shuttle options) during these closures to provide customers with a variety of service options during the New Blue Improvement Project

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TPIS - Goals & Approach

Transit Passenger Information (TPIS) System Goal

- Improve customer information and bus & train arrival information

Approach Methods for Improvement

- Upgrade on-board communication equipment (routers) on bus and trains.
- Improve logic and system algorithms – (Nextrip prediction logic)

Leverage Existing Nextrip Application Used by Customers

- System that provides real-time bus and rail information to thousands of customers via the internet, a smartphone, or electronic signage placed at stations at high volume bus passenger boarding locations or rail stations across LA County to provide riders with real-time transit arrival information

TPIS encompasses complex technologies: Vehicle & track data, networks & interfaces, logic & system algorithms, and variable messaging signs.

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TPIS – Status Update

Bus

- Metro is installing routers on the entire *bus* fleet, including contracted services vehicles
- To date 1,242 buses have routers installed (57% complete) and about 80 routers are being installed per month
- Expected completion: January 2020

Light Rail

- Engineering and design complete for router installation on trains.
- Begin Installation: Last quarter of FY2019
- New Blue Pilot Program: Testing of a new polling method for train prediction will be installed during the "New Blue" shut-down scheduled for August 2019

Heavy Rail

- Track Sensor Validation for the Red and Purple Lines
- Subway track alignments have been recalibrated and information updated to interface with Next Bus providing more accuracy in calculations and predictions

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TPIS - Expected Results

Digital Bus Stop Signs

- Metro is contracted to install 300 digital bus stop signs with 70% complete and in operation across the county; expected completion in March 2019

Improved Countdown Displays

- Network Upgrade Project: Install network infrastructure to support replacement of Variable Messaging System signs with LCD monitor displays on rail system

Digital Interactive Map Cases Systemwide

- Upgrade current static map cases to digital customer information panels systemwide over a five year period
- New Blue Pilot Program: Will serve as a pilot for location polling & prediction and the TPIS equipment at the 7th and Metro station will be replaced with new equipment via a partnership with Intersection

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