



Metro

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

Board Report

File #: 2018-0743, **File Type:** Oral Report / Presentation

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 21, 2019**

**SUBJECT: ORAL REPORT ON NEW BLUE AND METRO SPECIAL EVENT BUS AND RAIL
SERVICES**

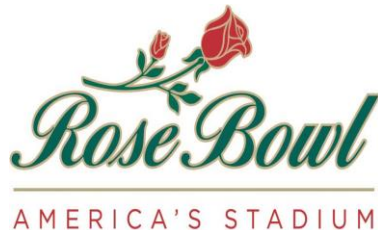
ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

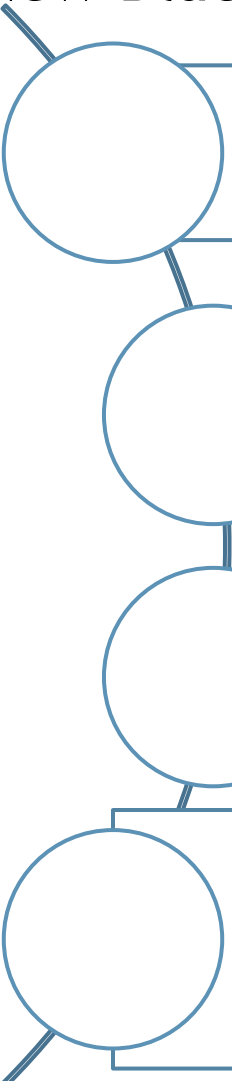
RECEIVE oral report on New Blue and Metro Special Events Bus and Rail Services.

New Blue Update & Rail Special Event Service

Rams Football, USC Football, LAFC Soccer, Rose Parade, Grand Park NYELA, and Women's March



New Blue Monthly Update



On January 26, 2019, Metro commenced modernization efforts to improve the operation and safety of the Metro Blue Line (MBL) which requires portions of the line to be closed. The Southern Segment closure is scheduled to take place through late May 2019 and Metro is providing three levels of bus shuttle options for customers.

Service & Signage: Metro Bus Shuttle Service has made several AM (5:30 – 7am) and PM (5 – 6:30 pm) peak adjustments as follows: Line 860 (Express) is every 6 minutes and Lines 861 (Select) and 862 (Local) are every 12 minutes. Additional wayfinding signage is being produced in response to customer feedback and to provide more specific directional information.

Partner Agency Coordination: Metro has coordinated with LAPD and LADOT to control pedestrian traffic at specific stations to ensure customer safety. Metro is also exploring partnership opportunities and alternatives to address congestion between Flower St. and 28th St., including the installation of a temporary PM peak bus lane. Service and lines affected include Line 860 (Express) service, Silver Line, various DASH lines, Orange County and Torrance service.

New Blue Improvement Work: All construction work is proceeding per schedule and in response to recent inclement weather, the contractor is bringing in additional crews. Construction activities commenced include Willowbrook/Rosa Parks (W/RP) platform demolition; preparation for drill rig access to construct columns for the mezzanine expansion; and overhead catenary system work demolition. Customer Service building metal decking is complete and exterior framing activities will commence next week. Metro personnel has power washed and prepped five stations for painting, platform rust mitigation and canopy repairs.

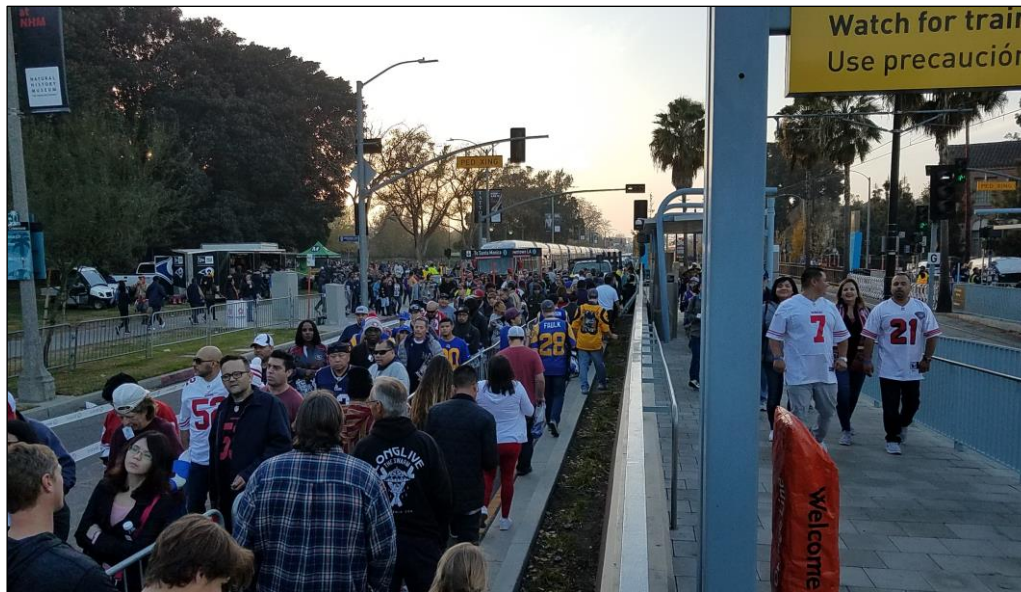
Game Day Overview

Goals:

- Protect public safety
- Efficient Service
- Crowd Control

Service:

- Increase capacity on Expo and Blue with 3-car trains
- Increase capacity on Red/Purple with 6-car trains
- Increase headway on Expo (Ingress 8 min/ Egress 6 min)
- Additional buses on Silver Line
- Express Buses for Egress to 7th St/Metro Center



Customers boarding at Expo Park/USC Station



LA Rams Season Home Games Ridership

vs.	2017			2018		
	TAP Ridership	Stadium Attendance	Metro Riders	TAP Ridership	Stadium Attendance	Metro Riders
Houston Texans	10,000	49,500	20%	6,762	32,842	21%
LA Chargers	7,400	38,300	19%	8,990	59,524	15%
Seattle Seahawks	10,800	55,000	20%	13,389	64,925	21%
Philadelphia Eagles	11,700	62,200	19%	9,451	67,963	14%
San Francisco 49ers	10,500	57,800	18%	11,363	72,161	16%
Dallas Cowboys	8,000	51,700	15%	10,731	72,848	15%
Oakland Raiders	N/A	N/A	N/A	8,000	54,130	15%
Arizona Cardinals	N/A	N/A	N/A	9,948	50,535	20%
Minnesota Vikings	N/A	N/A	N/A	11,285	64,927	17%
Green Bay Packers	N/A	N/A	N/A	10,638	69,158	15%
Kansas City Chiefs	N/A	N/A	N/A	12,686	71,515	18%
Colts	9,600	46,500	21%	N/A	N/A	N/A
Redskins	9,500	48,000	20%	N/A	N/A	N/A
Saints	10,900	55,200	20%	N/A	N/A	N/A

From 2017 to 2018, Metro ridership to LA Rams home games has decreased by about 2%



USC Season Ridership

vs.	2017			2018		
	TAP Ridership	Stadium Attendance	Metro Riders	TAP Ridership	Stadium Attendance	Metro Riders
Arizona State	7,700	57,600	13%	6,301	40,077	16%
UNLV	N/A	N/A	N/A	6,872	50,952	13%
Washington State	N/A	N/A	N/A	4,620	46,184	10%
Colorado	N/A	N/A	N/A	3,818	49,458	8%
Berkeley	N/A	N/A	N/A	5,913	49,800	12%
Notre Dame	N/A	N/A	N/A	6,234	52,523	12%
W. Michigan	7,600	50,500	15%	N/A	N/A	N/A
Stanford	5,400	66,500	8%	N/A	N/A	N/A
Texas	10,600	72,800	15%	N/A	N/A	N/A
Oregon State	7,000	47,400	15%	N/A	N/A	N/A
Utah	7,200	58,300	12%	N/A	N/A	N/A
Arizona	7,700	57,600	13%	N/A	N/A	N/A
UCLA	6,500	73,700	9%	N/A	N/A	N/A



From 2017 to 2018, Metro ridership to USC home games has decreased by about 0.6%



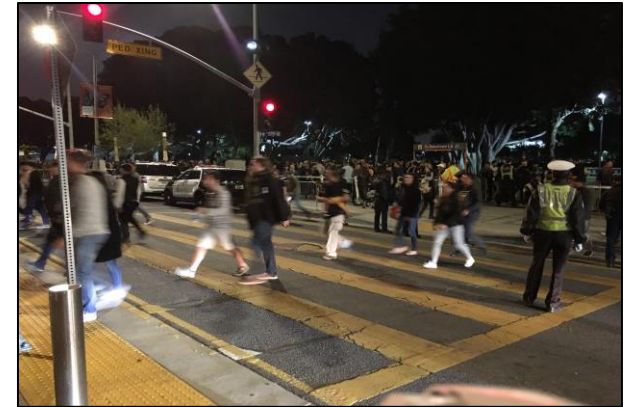
LAFC Soccer Season and Rose Parade

LAFC

- Increased Expo headways to 8 minutes
- 2018 season includes 22 home games
- Average Metro TAP rail ridership is 1,708
- Average LA Banc attendance is 16,963

Rose Parade

- Unique crowd control plans created for Memorial Park, Union Station and other Pasadena area Stations.
- Operations Planning includes deployment strategies, staffing outlines, and service plans.



Expo Park USC Station / LAFC



Memorial Park Station / Rose Parade

Grand Park NYELA and Long Beach NYE Rainbow Harbor

- Unique station and crowd control operations plans created for Civic Center/Grand Park
- Free Fares were offered on New Year's Eve from 9:00 pm to 2:00 am

Level of Service

- Blue, Expo, Green Line 12 minute headway; 20 minute headway after 1:00 am for NYE in Long Beach
- Blue Line operated normal operations through the Long Beach Loop for the Rainbow Harbor event



NYELA Grand Park



Long Beach NYE at Rainbow Harbor

2019 Women's March/One Life March

- On Saturday, January 19th, 2019, the Women's March took place in Downtown Los Angeles
- Operations provided enhanced service and increased vehicle capacity from 6 am to 5 pm, on all rail lines, including the Orange and Silver Lines
- Metro staff along with security and law enforcement personnel was placed at strategic locations systemwide to enhance safety and run efficient and responsive service

Year	Est. Attendance	Rail Ridership	Typical Saturday
2017	750,000	592,000	145,062
2018	500,000	234,000	127,054
2019	200,000	157,387	100,092



Riders exiting at Pershing Square for the Women's March Saturday, January 19, 2019

2019 Special Events

- Metro will continue to provide safe & reliable service during all events
- Metro will strive to maintain a zero incident record for 2019 special events
- Special Events Calendar will continue to be utilized for planning efforts and to keep all stakeholders apprised of Metro's operational plans/level of effort

METRO RAIL OPERATIONS		PAGE 10
<p>NOV/DEC 2018 MAJOR SPECIAL EVENTS</p> <p>Special Events Team:</p> <p>Michael Alexander Transportation Operations Director Office: (213) 418-3295 Email: alexanderm@metro.net</p> <p>David Peña Sr. Transportation Planner Office: (213) 418-3008 Email: penada@metro.net</p>	<p>Lakers and Clippers Home Games</p> <p>November Lakers Game</p> <p>Fri, Nov 23 - vs Utah @7:30 PM Sun, Nov 25 - vs Orlando @12:30 PM Thurs, Nov 29 - vs Indiana @7:30 PM Fri, Nov 30 - vs Dallas @7:30 PM</p> <p>November Clippers Games</p> <p>Frid, Nov 23 - vs Memphis @12:30 PM Wed, Nov 28 - vs Phoenix @7:30 PM</p> <p></p> <p>NOVEMBER HOME GAMES</p>	<p>USC 2018 Season</p> <p>USC will play their last home game on Sun, Nov 24 - vs Notre Dame/ Time: 5:20 pm.</p> <p>Rail Operations will support the last home game of the regular season by providing enhanced service on the Expo Line.</p> <p></p> <p>NOVEMBER GAMES</p>
<p>Los Angeles Rams 2018 Season</p> <p>The Rams will face off the Kansas City Chiefs, the top team in the AFC on Mon, Nov 19 at 5:20 pm. After this game, the Rams have two final home games against the following teams:</p> <p>Sun, Dec 16 - vs Philadelphia @ 5:20 pm Sat, Dec 30 - vs SF 49ers @ 1:25 pm</p> <p>The Expo Line will offer enhanced service and the Red Line will have additional capacity for fans.</p> <p></p> <p>NOV-DEC GAMES</p>	<p>CiCLaVIA Heart of Los Angeles</p> <p>CiCLaVIA is coming back to Downtown Los Angeles on Sunday, December 2nd (9 am - 3pm).</p> <p>Rail Operations will add capacity to the Red/Purple and Gold Lines to accommodate the expected 50,000+ cyclists and participants.</p> <p></p> <p>SUNDAY, DECEMBER 2</p>	<p>New Year's Grand Park Celebration</p> <p>The Year 2018 is leaving us. Once again Grand Park will host its free annual fireworks celebration on December 31, 2018. Programming begins at 8 pm.</p> <p>Rail Operations will add capacity to the Red/Purple Lines to accommodate the expected 40,000+ attendants.</p> <p></p> <p>MONDAY, DECEMBER 31</p>