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Agenda Number: 22.

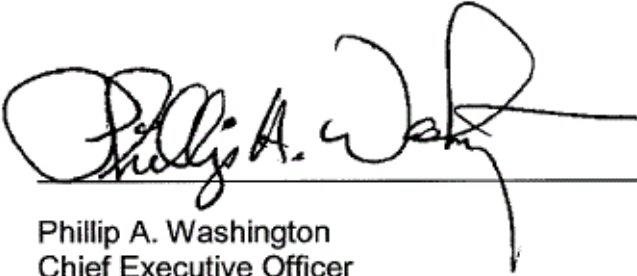
**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 21, 2019**

**SUBJECT: ORAL REPORT ON A LINE OPENING AND UPDATE ON RIGHT OF WAY
CLEANLINESS**

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on A Line Opening and Update on Right of Way Cleanliness.



Phillip A. Washington
Chief Executive Officer

**A Line Opening
&
Cleanliness Program Update**

A Line Reopening

A Line Opening - November 2, 2019

- A Line Service Levels: 6 minute headway during peak times; 12 minute headway during off-peak

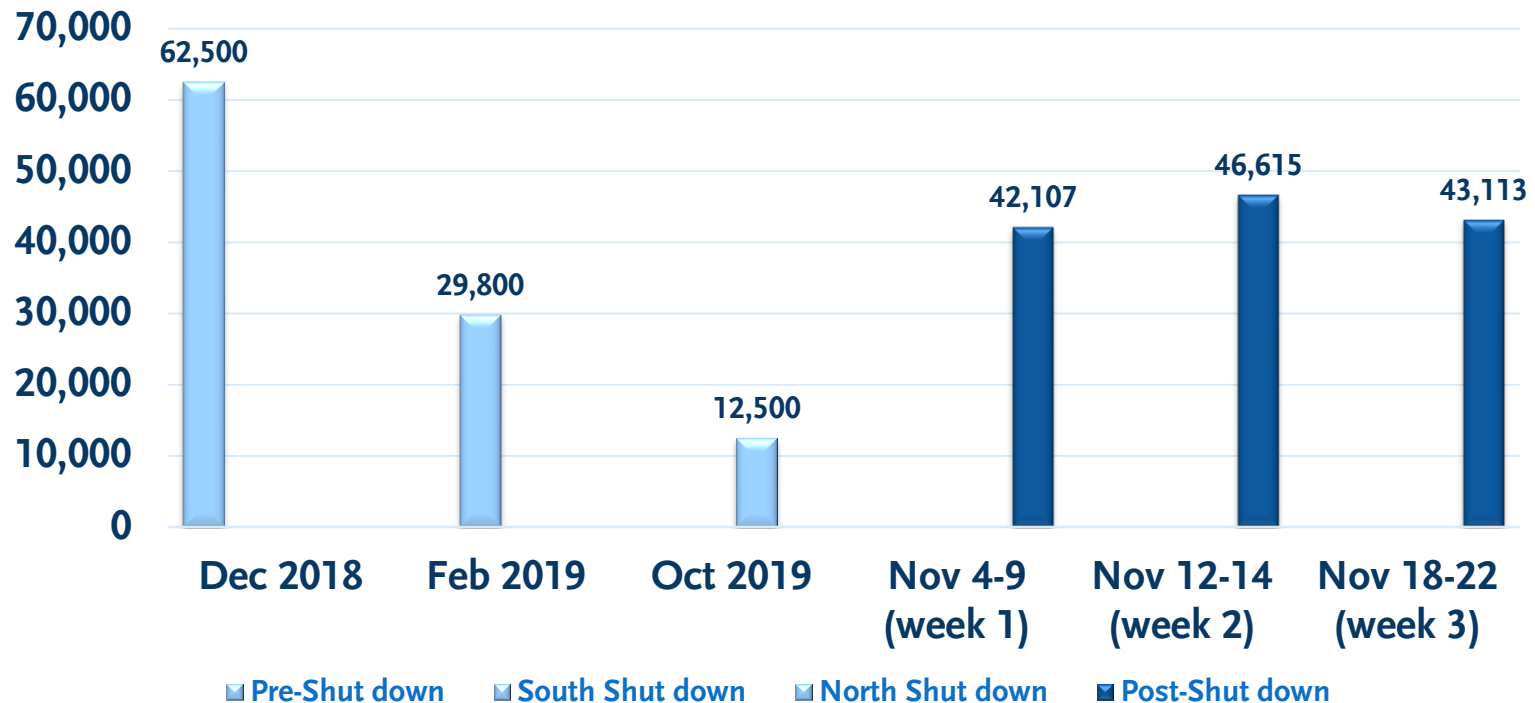
Service Enhancements

- Line 456: Launched as a 6 month pilot utilizing the Line 860 route between DTLA and Long Beach
- Flower Street Bus Only Lane: Under evaluation for another 5 months



A Line Weekly Average Ridership

A Line



**A Line post-shutdown ridership:
gradually increasing**

A Line – Operations Initiatives

Deployed Task Force

- Rail Fleet Services technicians
- Rail Operations supervisors
- Maintenance & Engineering signals and traction power technical personnel
- Strategically placed staff along the trunk during peak hours to quickly respond issues on A Line & Expo

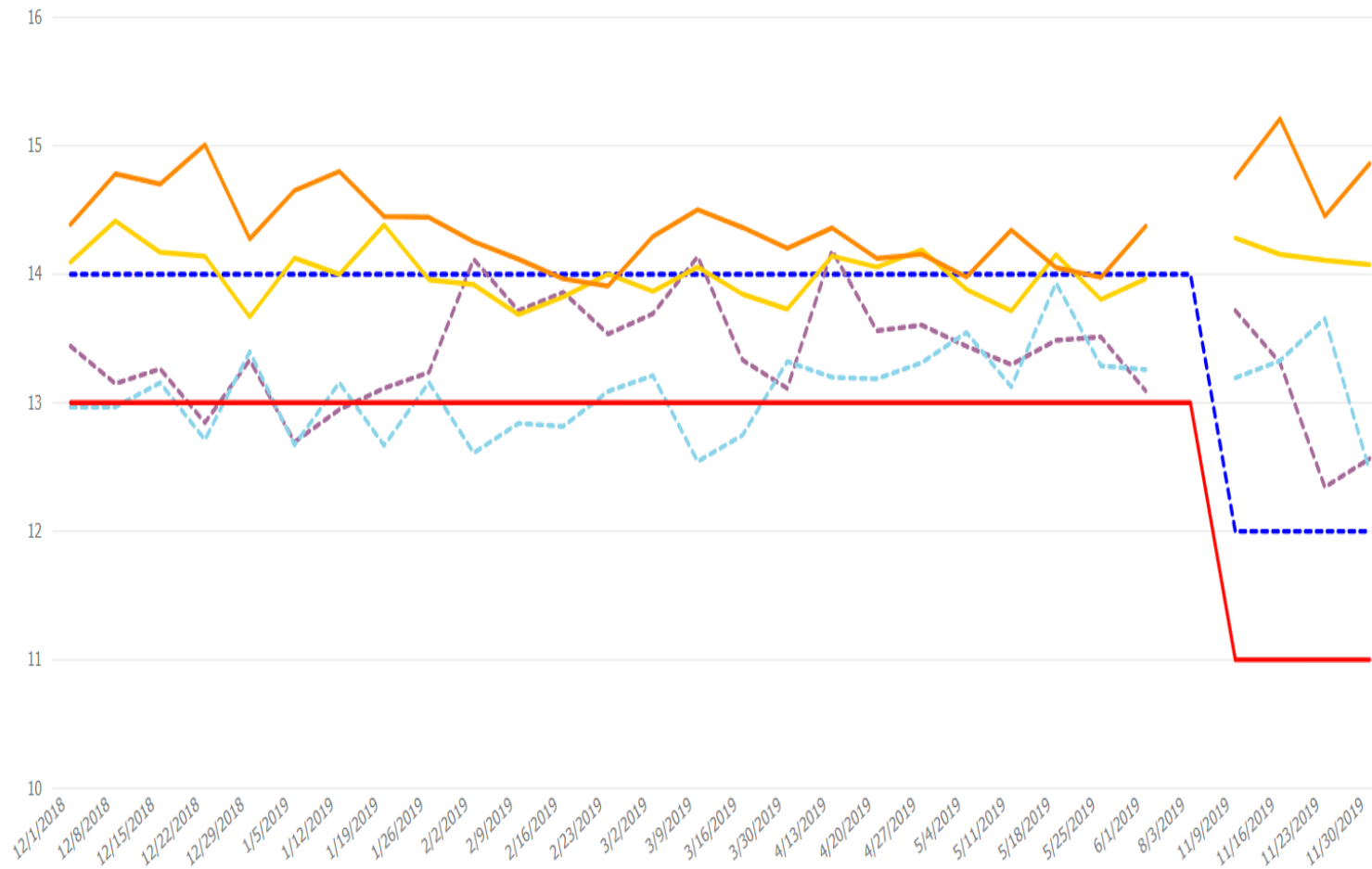
Work Program

- Review entire A Line rail car fleet

A Line Average Run Time – Weekly

A Line Average Runtime: 7th/Metro - Washington, DX Only

--- North - Sched Run Time --- NORTH_AM - - North_PM --- South - Sched Run Time --- South_AM --- SOUTH_PM



Northbound:

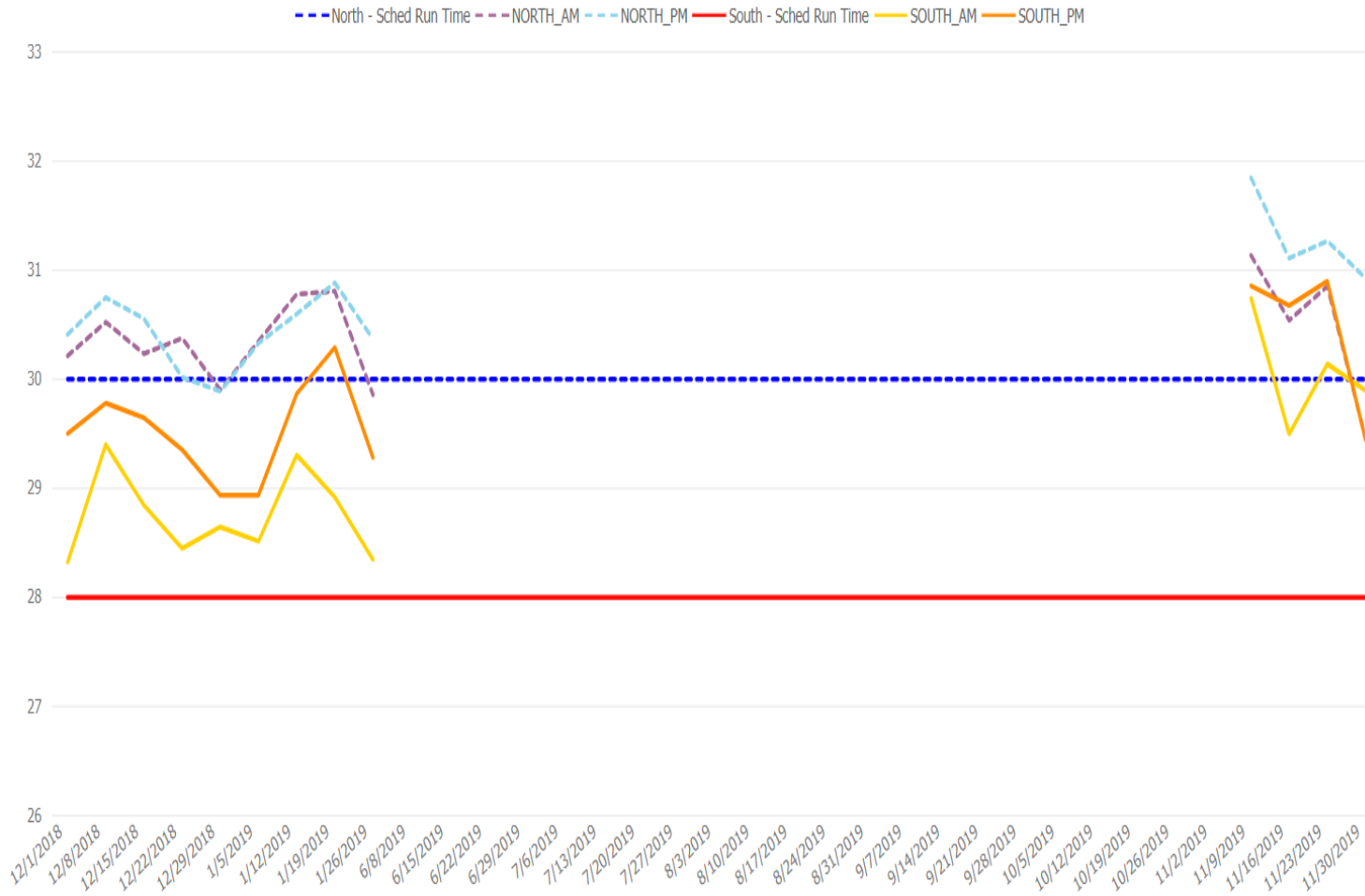
- Close to schedule

Southbound:

- Mixed results

A Line Run Time – Weekly Analysis

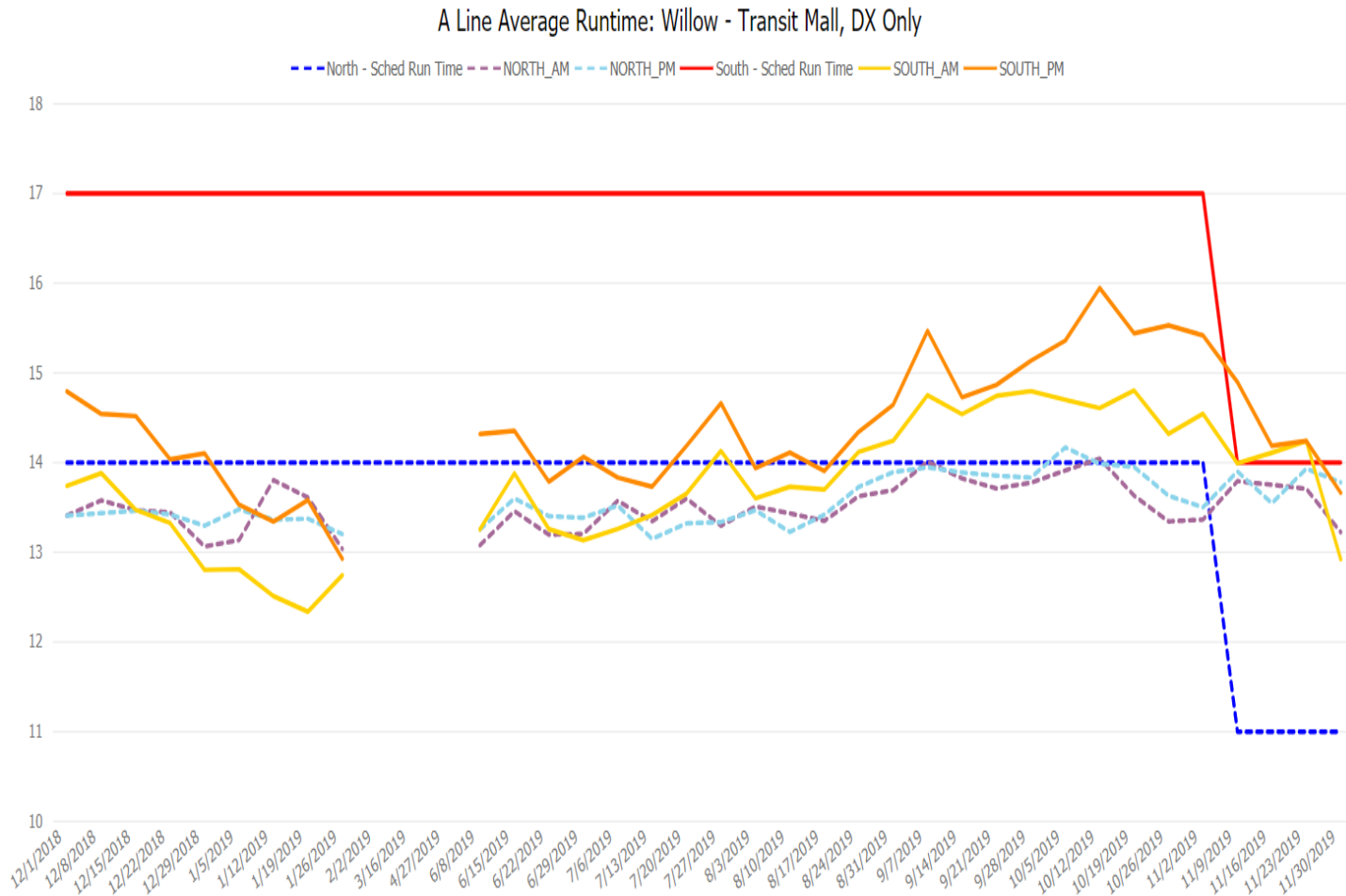
A Line Average Runtime: Washington - Willow, DX Only



Washington – Willow Segment

- Running times above expected

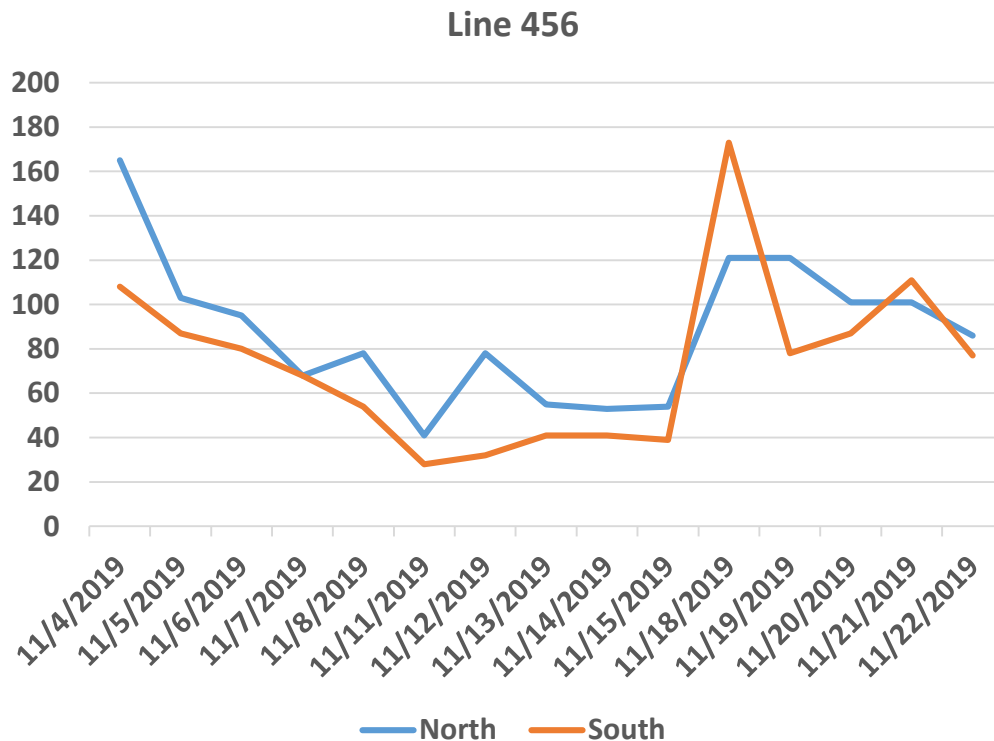
A Line Run Time – Weekly Analysis



Long Beach

- Improved travel times in Long Beach as a result of improvements to the signaling system by City of Long Beach
- Southbound service is slower than expected

Line 456 Ridership – Weekdays



Date	North	South	Average Per Trip
Week 1			
11/4/19	165	108	34
11/5/19	103	87	24
11/6/19	95	80	22
11/7/19	68	68	17
11/8/19	78	54	17
Week 2			
11/11/19	41	28	8
11/12/19	78	32	13
11/13/19	55	41	11
11/14/19	53	41	10
11/15/19	54	39	10
Week 2			
11/18/19	121	173	37
11/19/19	121	78	25
11/20/19	101	87	24
11/21/19	101	111	27
11/22/19	86	77	20

Early trend: Mixed

Cleanliness Program Update

Ongoing

- Adherence to regularly scheduled cleanliness & maintenance levels
- Continued coordinated efforts with partners to improve shared right-of-way (ROW) cleanliness
- Measure status and report back regularly

Rail Station & Bus Terminal Cleaning Program

Daily

- All rail stations are cleaned at a minimum of twice daily, 7 days/week which includes:
 - Empty trash receptacles
 - Spot sweep and mop (floors and stairs)
 - Dust and wipe ticket machines, map cases, handrails, and pylons
 - Elevator inspections and cleaning
 - Odor mitigation

Weekly

- All heavy/light rail stations are pressure washed at a minimum of once per week which includes the use of a heated and high-pressure water spray to clean and disinfect surfaces and structures:
 - Grime
 - Dirt
 - Gum
 - Human waste



Rail & Bus Equipment Cleaning Program

Daily Exterior

- Equipment washed every other day or as needed
- Division supervision performs daily cleanliness inspections

Daily Interior

- Thoroughly blowout/ vacuum interior
- Sweep and mop floors
- Remove graffiti
- Windows and stanchions wipe down
- Clean and or replace seat inserts
- Remove gum

Bi-Weekly

- Treatment with pesticides

Monthly

- Interior deep cleaning and detailing: including floor scrubbing, fabric seat insert deep cleaning or replacement, panel scrub, and paint touch-ups
- Replace window vandal film as required



ROW, Station, Facilities and Lots Cleaning Program

Daily & As-Needed

- Graffiti abatement services at Rail Stations

Weekly

- Landscape and irrigation maintenance
- Trash and weed removal at Rail Stations
- Waste management services
- Power sweeping services

Monthly

- Glass and stainless steel anti-graffiti film replacement services
- Pest and bird control services



Before – A Line



After – A Line



Before – Red Line



After – Red Line



Before – Green Line



After – Green Line

ROW, Station, Facilities and Lots Cleaning Program

Quarterly

- Herbicide application, trash, weed and graffiti removal along the ROW operating envelope

As-Needed Services In Addition to Regularly Scheduled Maintenance

- Homeless encampment clean-up
- Artificial ivy installation as a graffiti deterrent on an as-needed basis
- Tree trimming services
- Fencing repairs
- Graffiti abatement along the ROW
- Glass replacement services
- Red and Gold Line tunnel washing services



Path Forward - Partnerships & Collaborative Joint Efforts

Cleanliness

- Continue cooperation and collaboration with external partner agencies to improve the overall cleanliness conditions of our facilities, equipment, and along shared ROWs & Railroads
- Continue to prioritize multi-agency ROW clean-up efforts using the current clean-up encampment procedure and documenting lessons learned
- Continue to rely on Metro Community Service Workers to help keep our system clean and collaborate with Caltrans for potential program enhancements

Graffiti

- Provide partner agencies and private property owners information regarding external mural programs and use of artificial ivy as options for graffiti deterrent