



**Board Report**

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**File #:** 2019-0840, **File Type:** Oral Report / Presentation

**Agenda Number:** 19.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JANUARY 16, 2020**

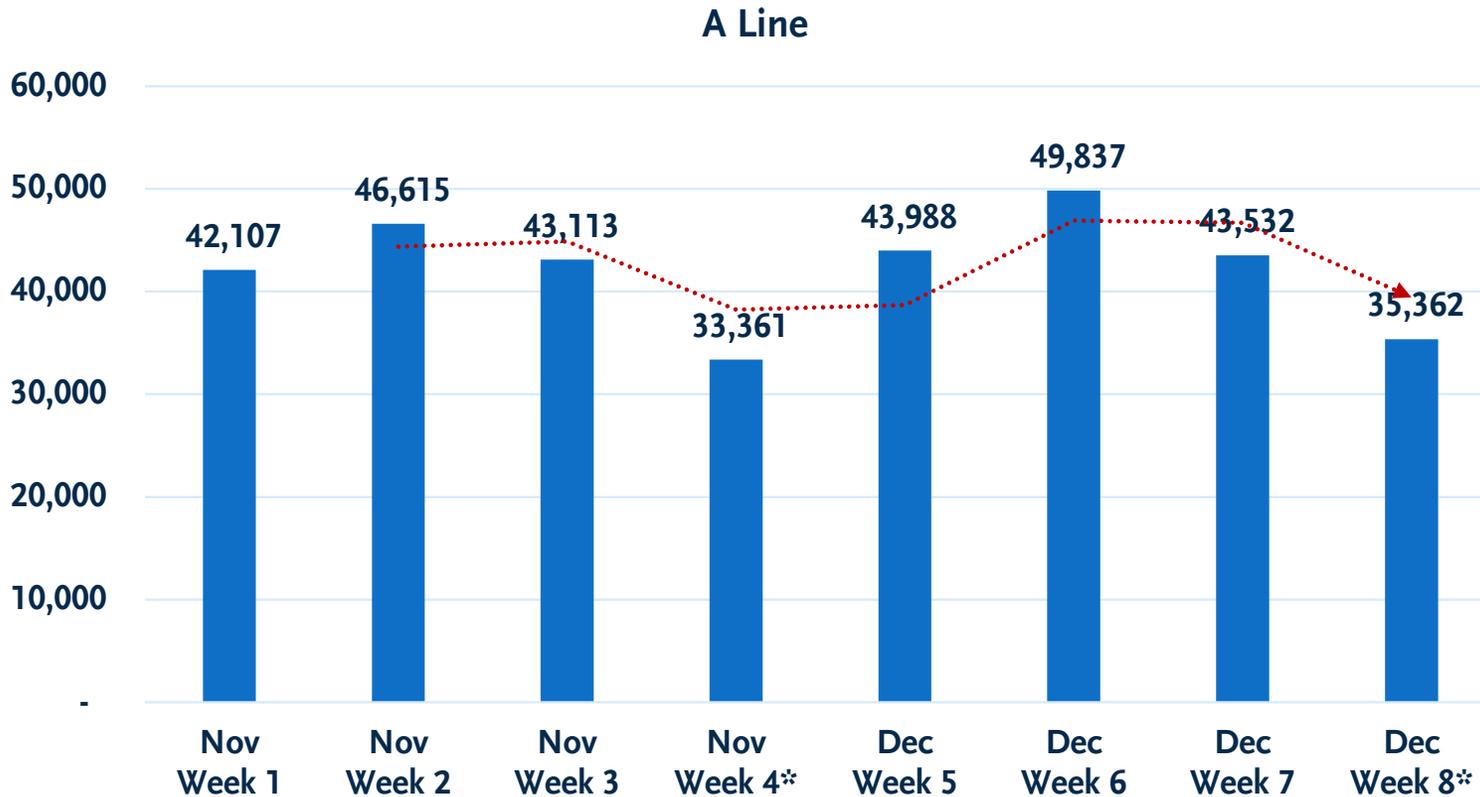
**SUBJECT: ORAL REPORT ON SYSTEM SAFETY, SECURITY AND OPERATIONS**

**RECOMMENDATION**

RECEIVE oral update on A Line service and ridership.

# **A Line Service & Ridership Update**

# A Line Average Ridership - Weekday



\* Indicates holiday week

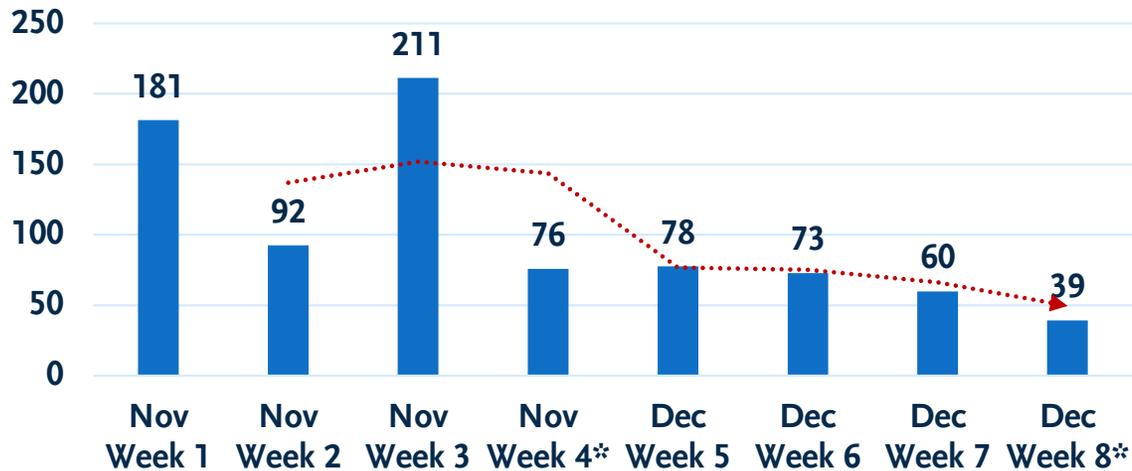


Credit: Photo taken by customer Gary Gick on 12/26/19 on A Line 7<sup>th</sup>/Metro at 5:00 pm

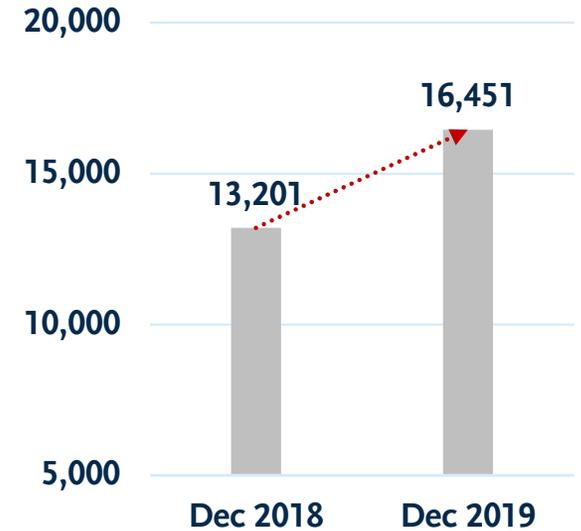
A Line ridership was affected by end of year holiday travel patterns

# Line 456 & Silver Line Info

Line 456 - Average Weekday Ridership



Silver Line Monthly Year Over Year Comparison



\* Indicates holiday week

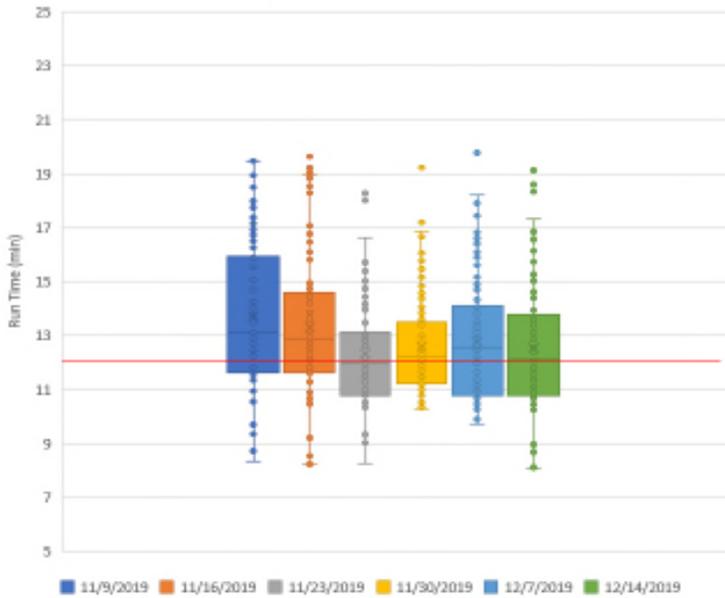


Credit: Photo taken by customer Juan Juarez on 12/18/19 on Line 456 N/B at Wardlow at 7:47 am

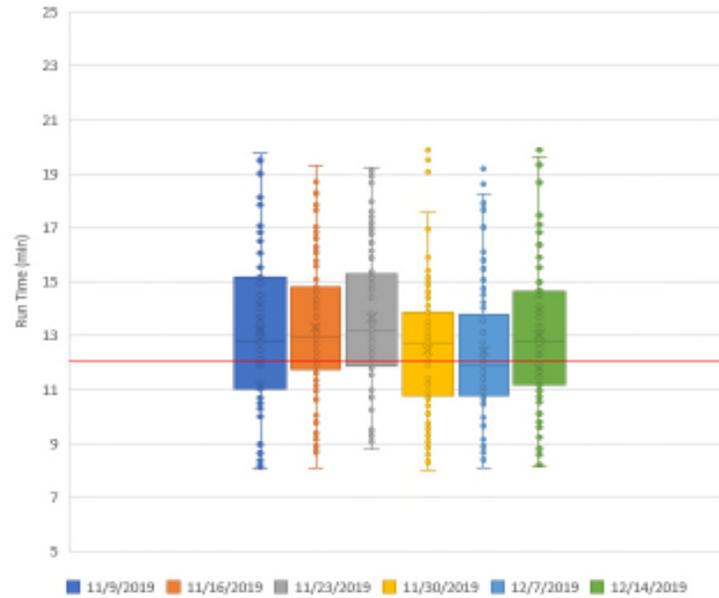
- Line 456 ridership was also affected by end of year holiday travel patterns
- Silver Line ridership has increased

# A Line Average Run Time – Weekly

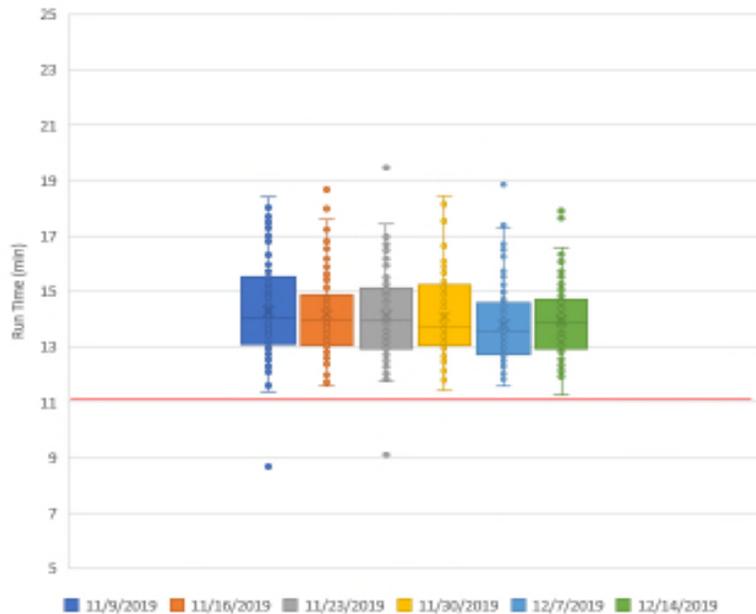
7/M-Washington  
AM Peak Northbound



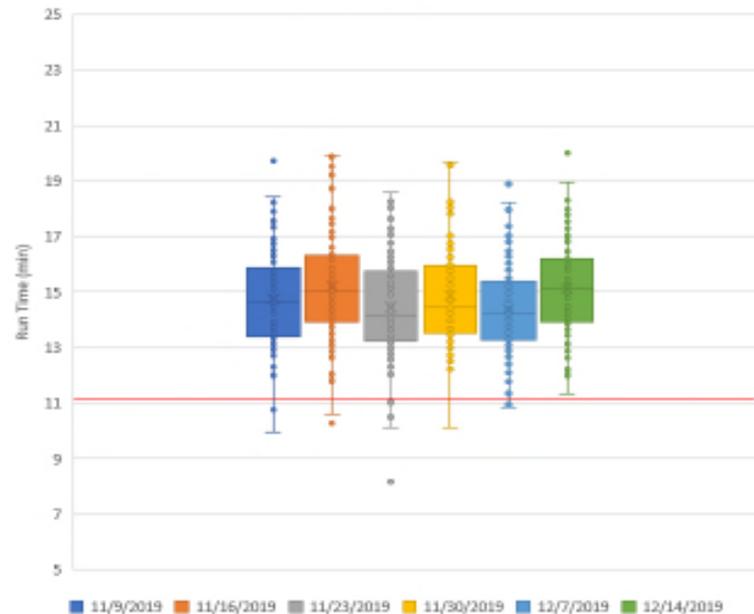
7/M-Washington  
PM Peak Northbound



7/M-Washington  
AM Peak Southbound



7/M-Washington  
PM Peak Southbound



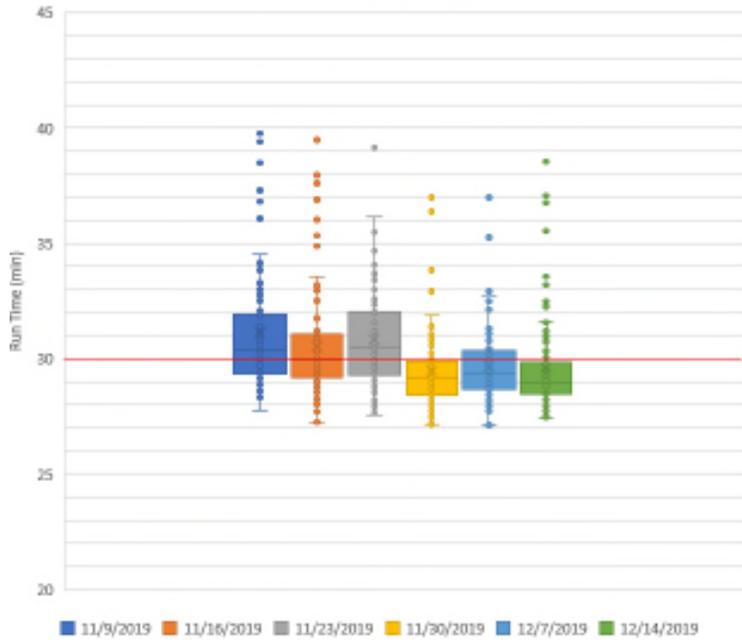
## 7<sup>th</sup>/Metro

- Northbound service is close to schedule
- Southbound service is slower than expected

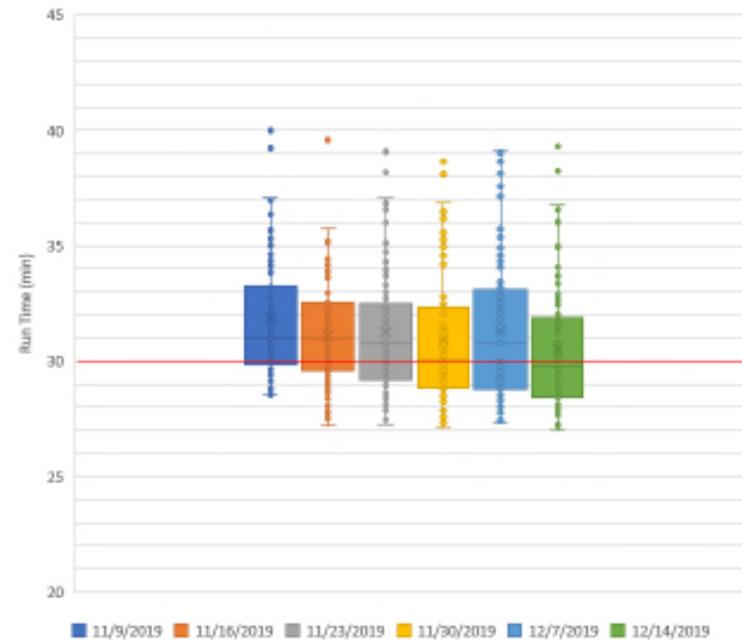
Legend: The vertical boxes on the graphs represent ~70% of average run times

# A Line Run Time – Weekly Analysis

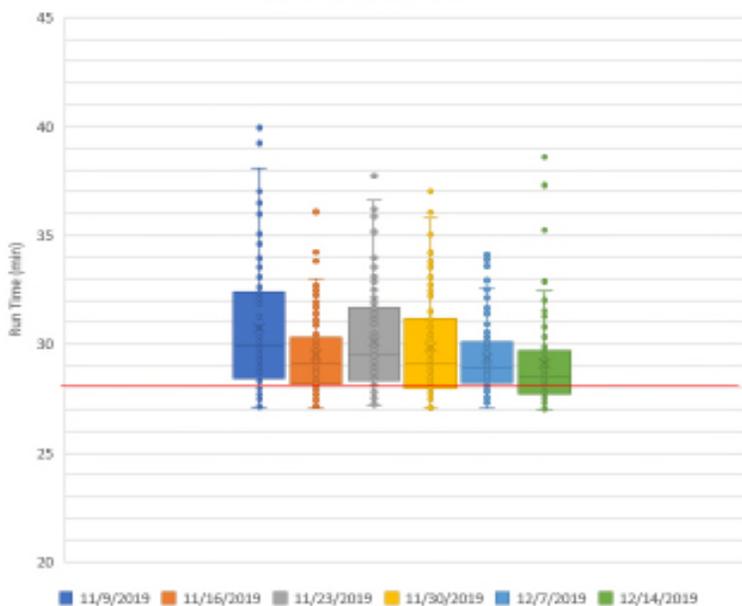
Washington-Willow  
AM Peak Northbound



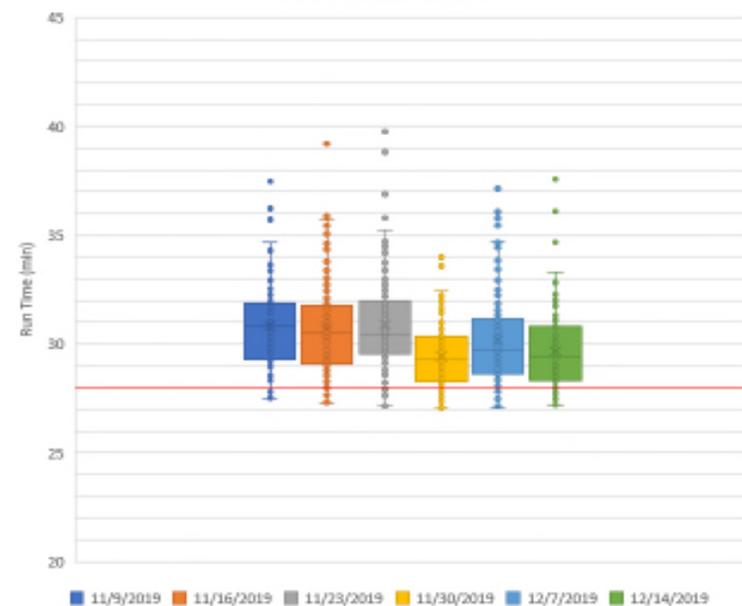
Washington-Willow  
PM Peak Northbound



Washington-Willow  
AM Peak Southbound



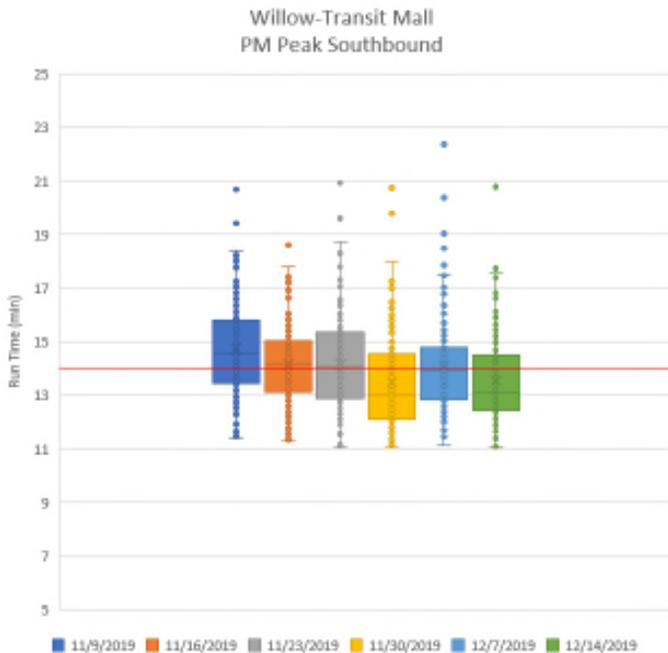
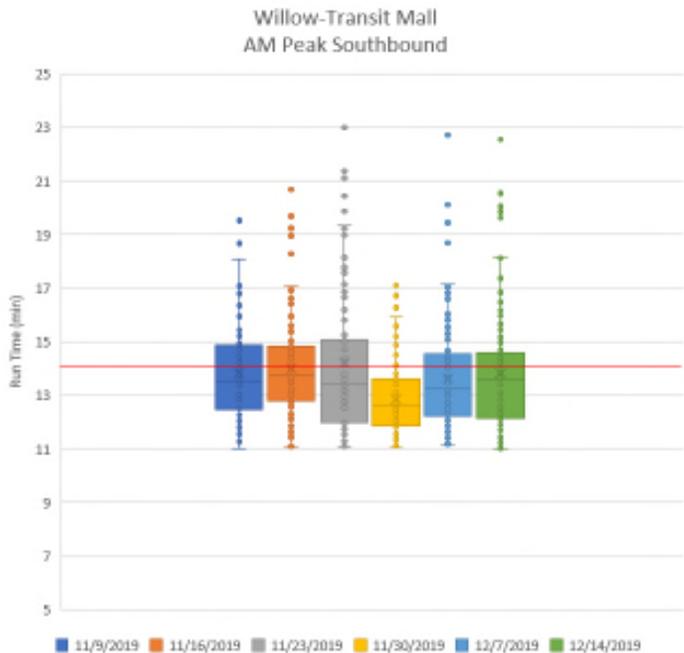
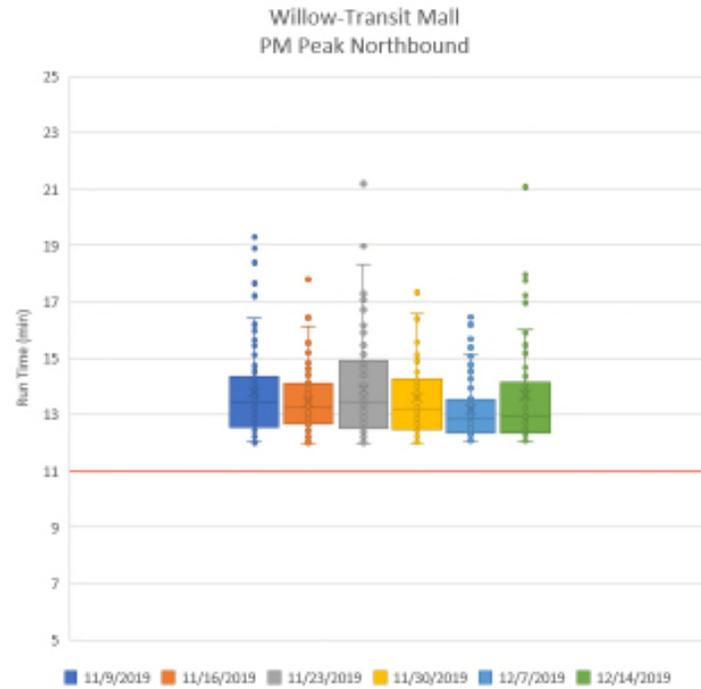
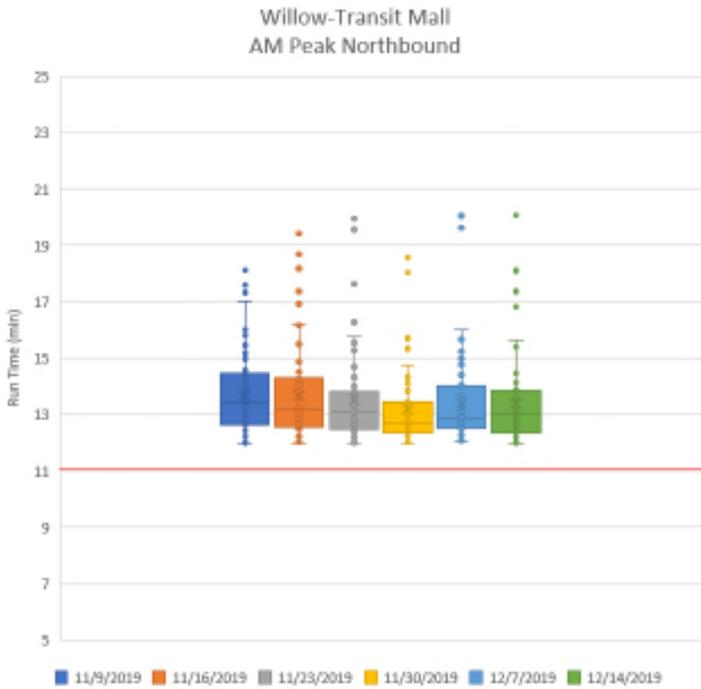
Washington-Willow  
PM Peak Southbound



## Washington – Willow Segment

- Northbound time allotment is about right
- Southbound PM time allotment needs further review

# A Line Run Time – Weekly Analysis

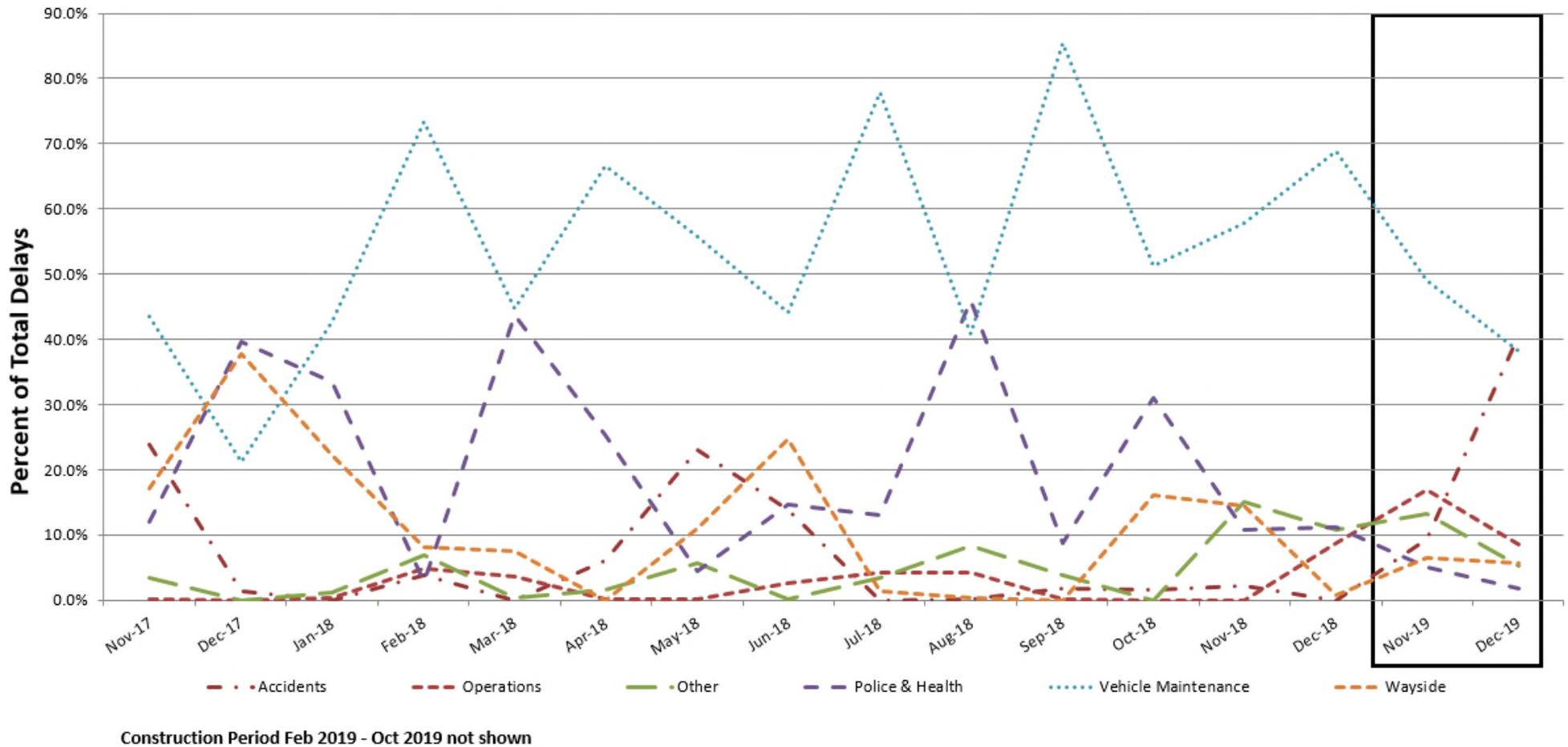


## Long Beach

- Northbound service is slower than scheduled
- Southbound service is faster than scheduled, indicating a possible imbalance in run-time

# A Line Delay Information

Blue Line Incidents, Percent of Total Delays by Category  
Nov 2017 - Dec 2018, and Nov 2019 - Dec 2019



Accidents caused about 40% of A Line delays in December 2019

# A Line Service Delivery Information – Nov & Dec 2019

## November 2019

- RSH: 17,655
- Cancelled/Delayed Hours: 63
  - Operations: 16.9%
  - Accidents: 9.4%
  - Vehicle Maintenance: 49.0%
  - Wayside: 6.4%
  - Police: 5.1%
  - Other: 13.2%

## December 2019

- RSH: 17,833
- Cancelled/Delayed Hours: 205
  - Operations: 8.5%
  - Accidents: 40.5%
  - Vehicle Maintenance: 43.4%
  - Wayside: 5.7%
  - Police: 1.8%
  - Other: 0.1%

# Ongoing Initiatives to Improve A Line Service

## Task Force Deployed Nov-2019 through Jan-2020

- Rail Fleet Services technicians
- Rail Operations supervisors
- Maintenance & Engineering signals and traction power technical personnel
- Strategically placed about 20 Operations personnel along the trunk and at other locations during the AM/PM peak hours to quickly respond issues on A & Expo Lines

## Scheduling

- Scheduling staff will continue analyzing the redistribution of run times to improve service in the DTLA & Long Beach areas

## Security & Law Enforcement

- Security personnel will continue to be deployed along A Line stations to maintain an active security presence and will focus on deterring additional copper theft incidents

