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Metropolitan Transportation Authority

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JANUARY 17, 2020

TO: BOARD OF DIRECTORS

FROM: PHILLIP A. WASHINGTON PAW
CHIEF EXECUTIVE OFFICER

SUBJECT: A LINE SERVICE BI-WEEKLY UPDATE

ISSUE

This report provides an update on A Line service as of Friday, January 17, 2020.

DISCUSSION

Operations

The A Line has been open for about eleven weeks now. The task force deployed at the A Line and Expo Line trunk comprised of Operations technical personnel during the AM/PM rush will continue to be in place through January 2020.

For the months of November and December, A Line and Line 456 ridership was affected by holiday travel patterns, however A Line run time distribution is being analyzed by Service Development staff to ultimately improve service in the Downtown Los Angeles (DTLA) and Long Beach areas. Also, accidents along the A Line right-of-way caused about 40% of A Line service delays during the month of December 2019. A Line and Line 456 service delivery, ridership, and Flower Street Bus Lane performance will continue to be tracked, monitored and evaluated on a monthly basis.

Program Management

Program Management will continue to work with various contractors to close out the punch list and address outstanding issues in a timely manner with support from Operations personnel.

Communications

Customer Feedback and Updates

Communications will continue to receive, track, and help resolve A Line customer comments, concerns and feedback.

NEXT STEPS

Metro staff provided the attached A Line service and ridership report for the January 2020 Operations, Safety and Customer Experience Committee meeting earlier this week. *Due to the current status of the New Blue Improvements*

Project, Operations will provide the next comprehensive A Line, Line 456, and Flower Street Bus Lane update in June 2020 (six months post project completion) or upon special request.

DISCUSSION

Attachment A – January 2020 Operations A Line Service & Ridership Update

A Line Service & Ridership Update

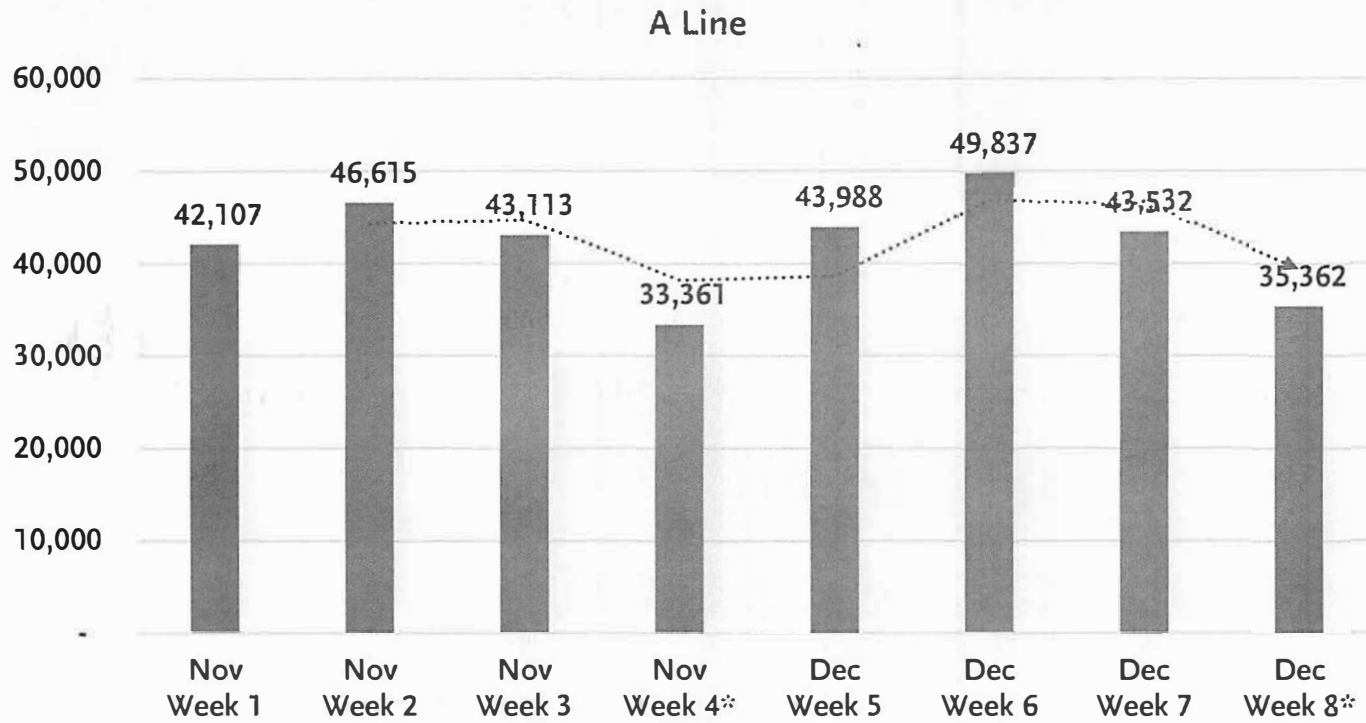


Metro

Operations, Safety & Customer Experience Committee

January 16, 2019

A Line Average Ridership - Weekday



* Indicates holiday week

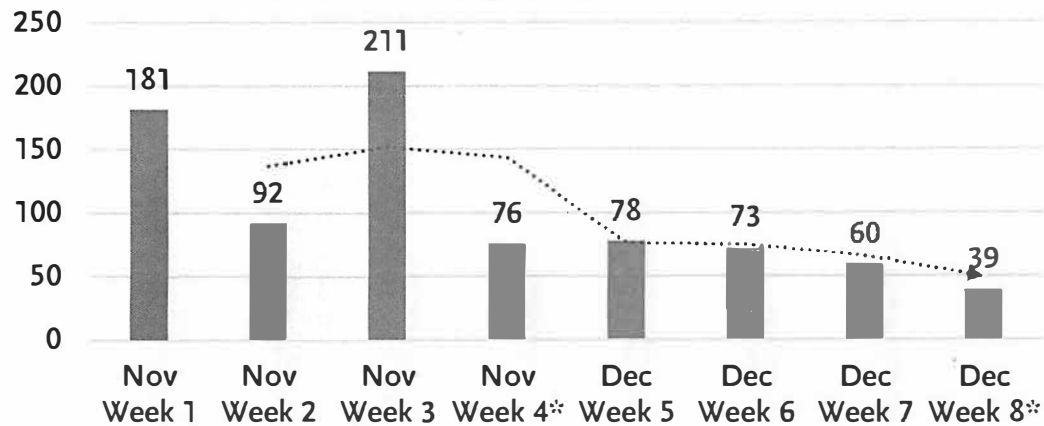


Credit: Photo taken by customer Gary Gick on 12/26/19 on A Line 7th/Metro at 5:00 pm

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

Line 456 & Silver Line Info

Line 456 - Average Weekday Ridership

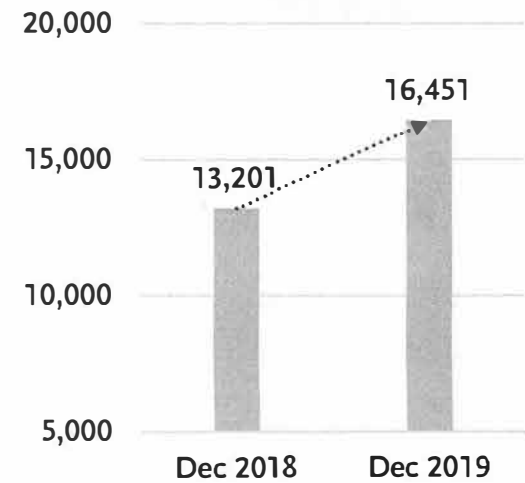


* Indicates holiday week



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

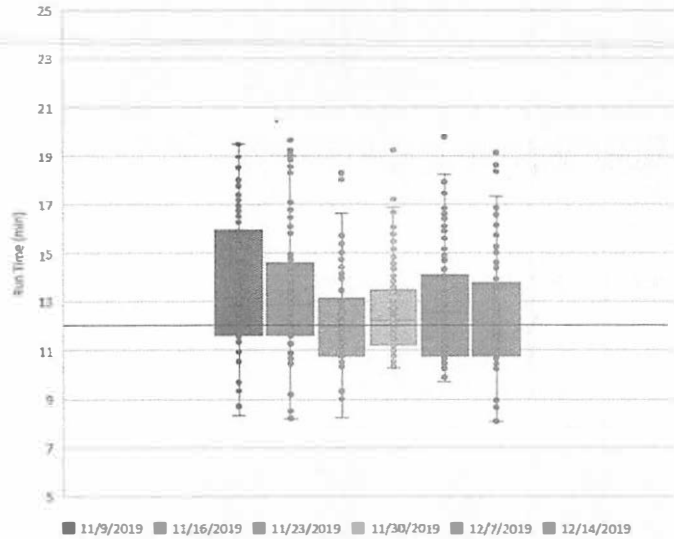
Silver Line Monthly Year Over Year Comparison



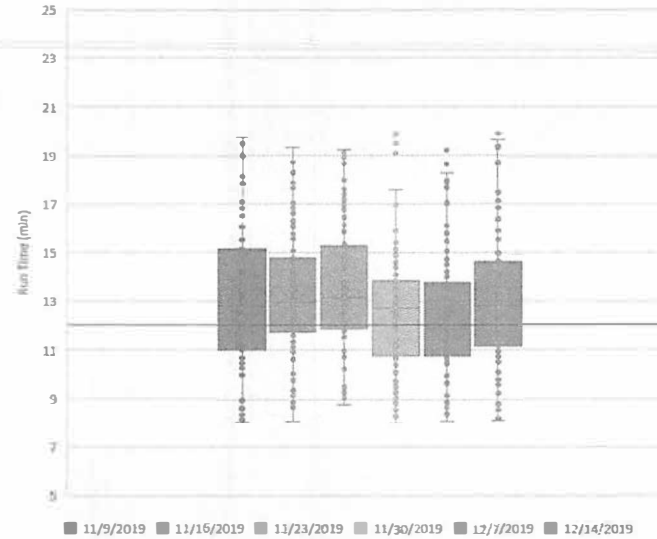
- Line 456 ridership was also affected by end of year holiday travel patterns
- Silver Line ridership has increased

A Line Average Run Time – Weekly

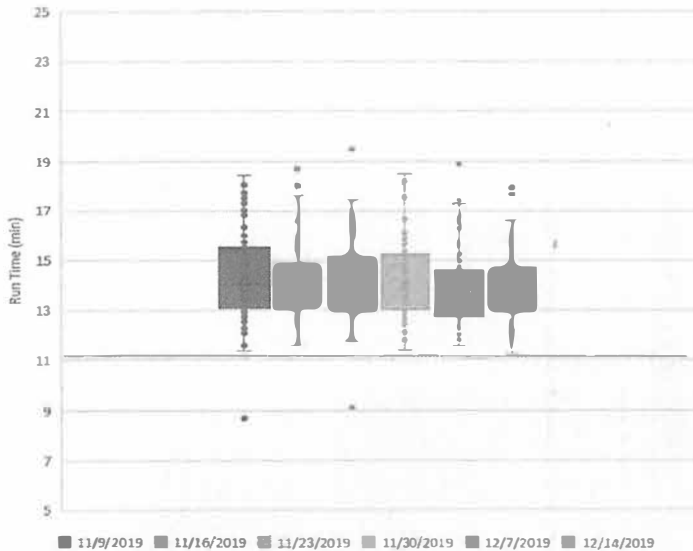
7/M-Washington
AM Peak Northbound



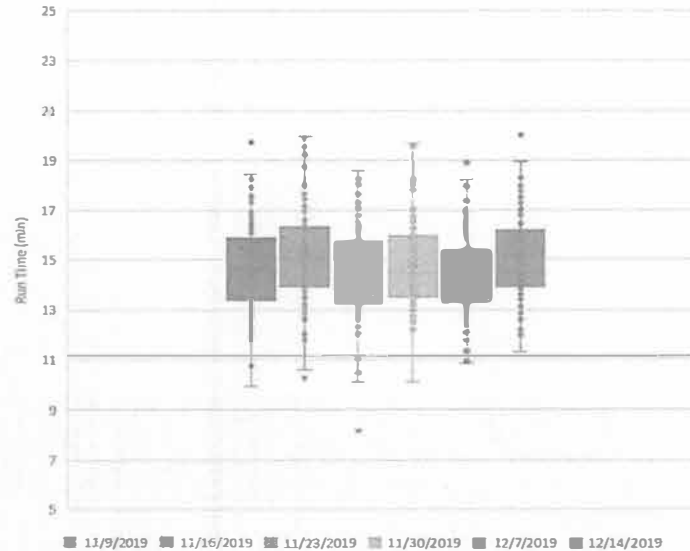
7/M-Washington
PM Peak Northbound



7/M-Washington
AM Peak Southbound



7/M-Washington
PM Peak Southbound



7th/Metro

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

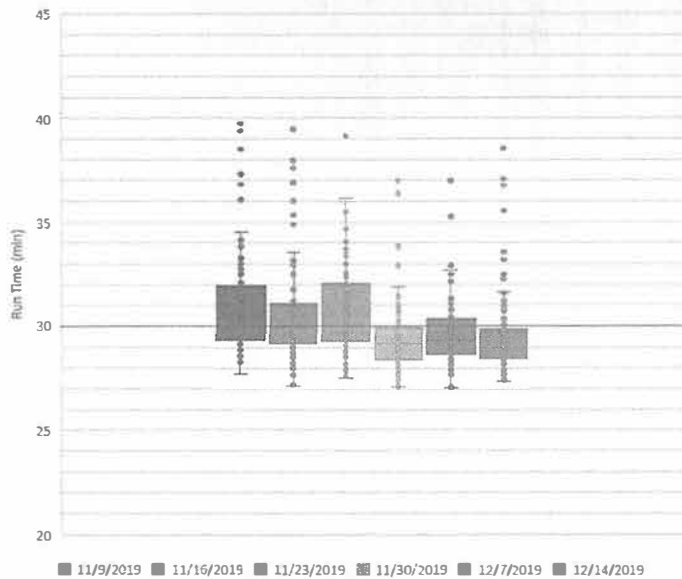
Legend: The vertical boxes on the graphs represent ~70% of average run times

A Line Run Time – Weekly Analysis

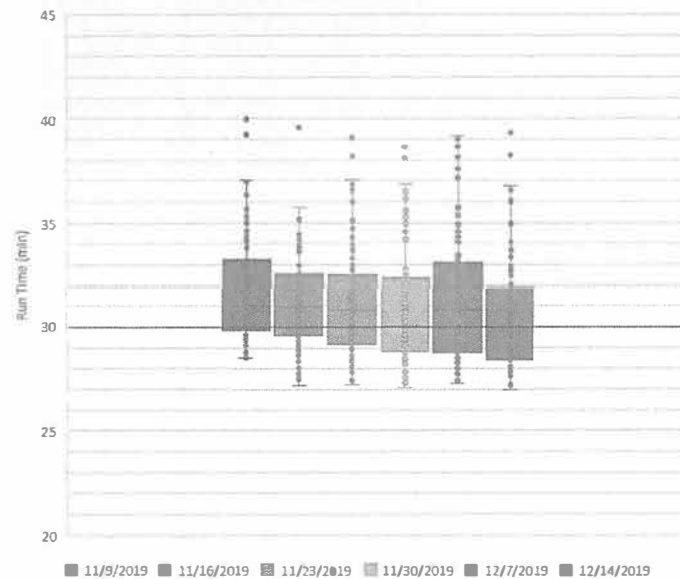
Washington – Willow Segment

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

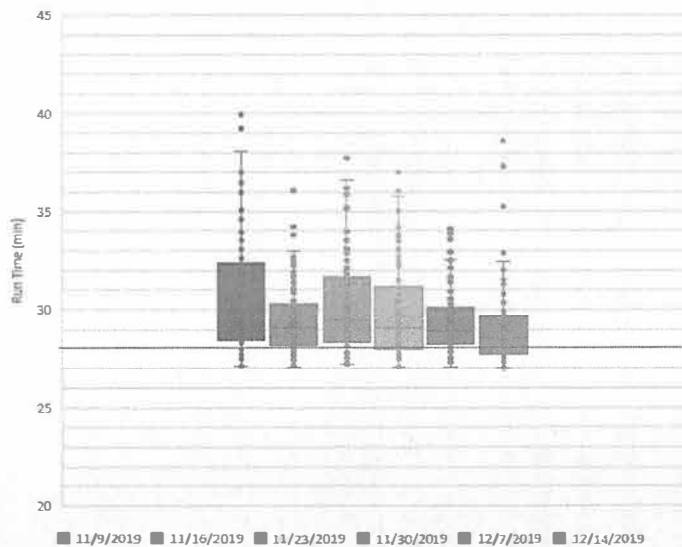
Washington-Willow
AM Peak Northbound



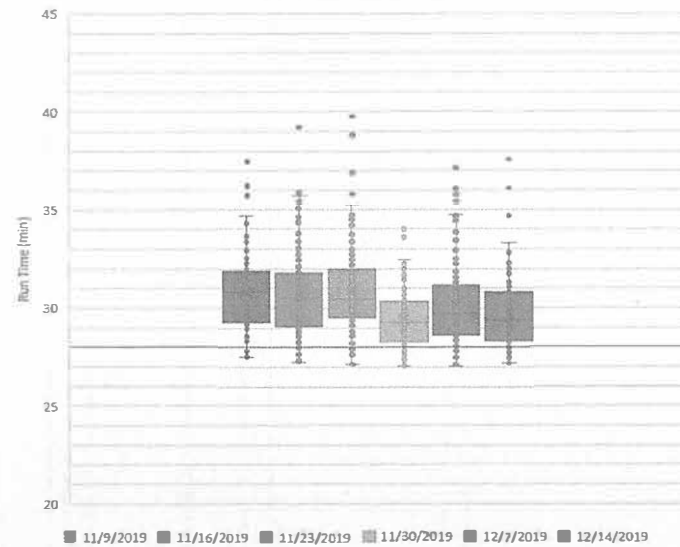
Washington-Willow
PM Peak Northbound



Washington-Willow
AM Peak Southbound

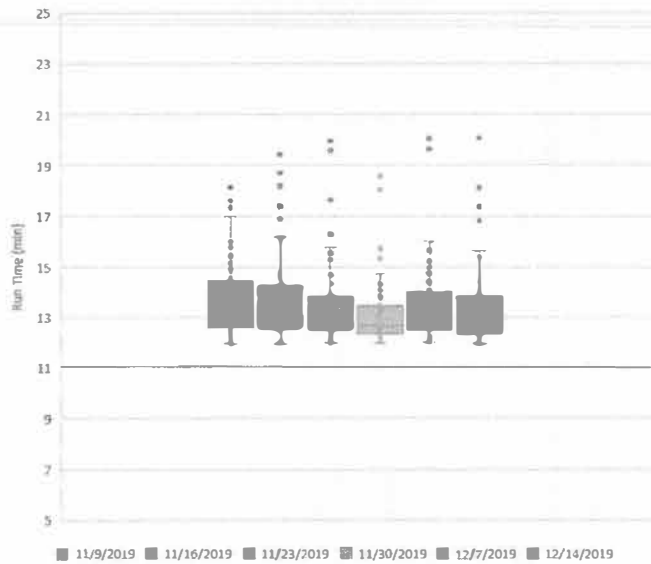


Washington-Willow
PM Peak Southbound

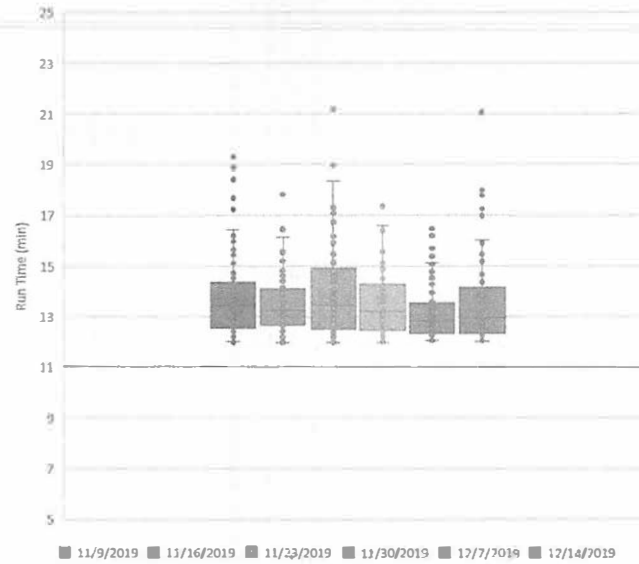


A Line Run Time – Weekly Analysis

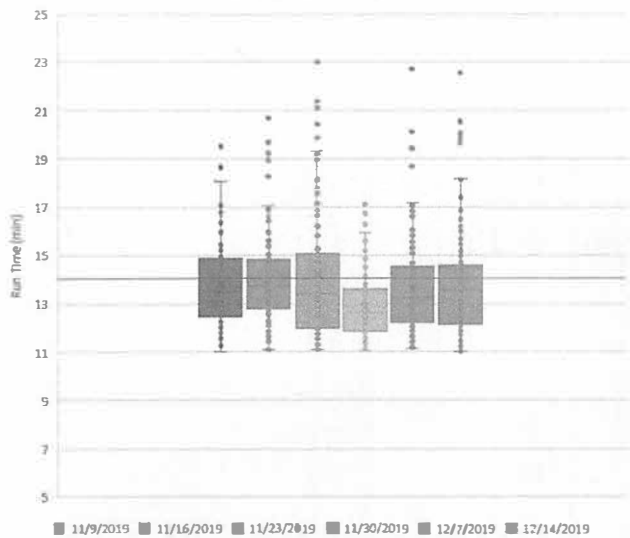
Willow-Transit Mall
AM Peak Northbound



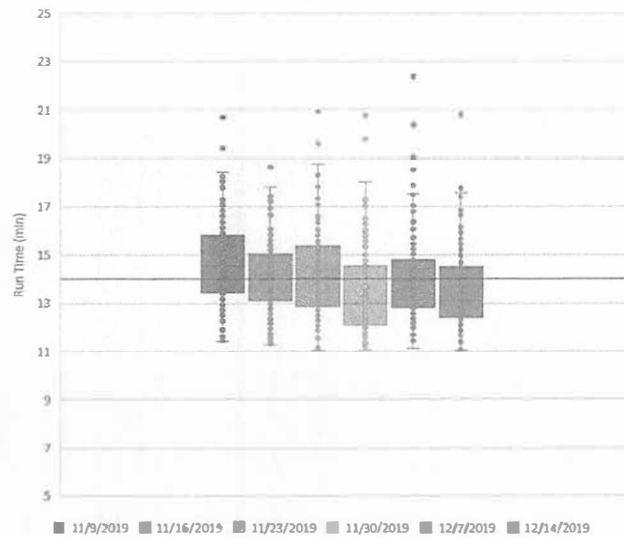
Willow-Transit Mall
PM Peak Northbound



Willow-Transit Mall
AM Peak Southbound



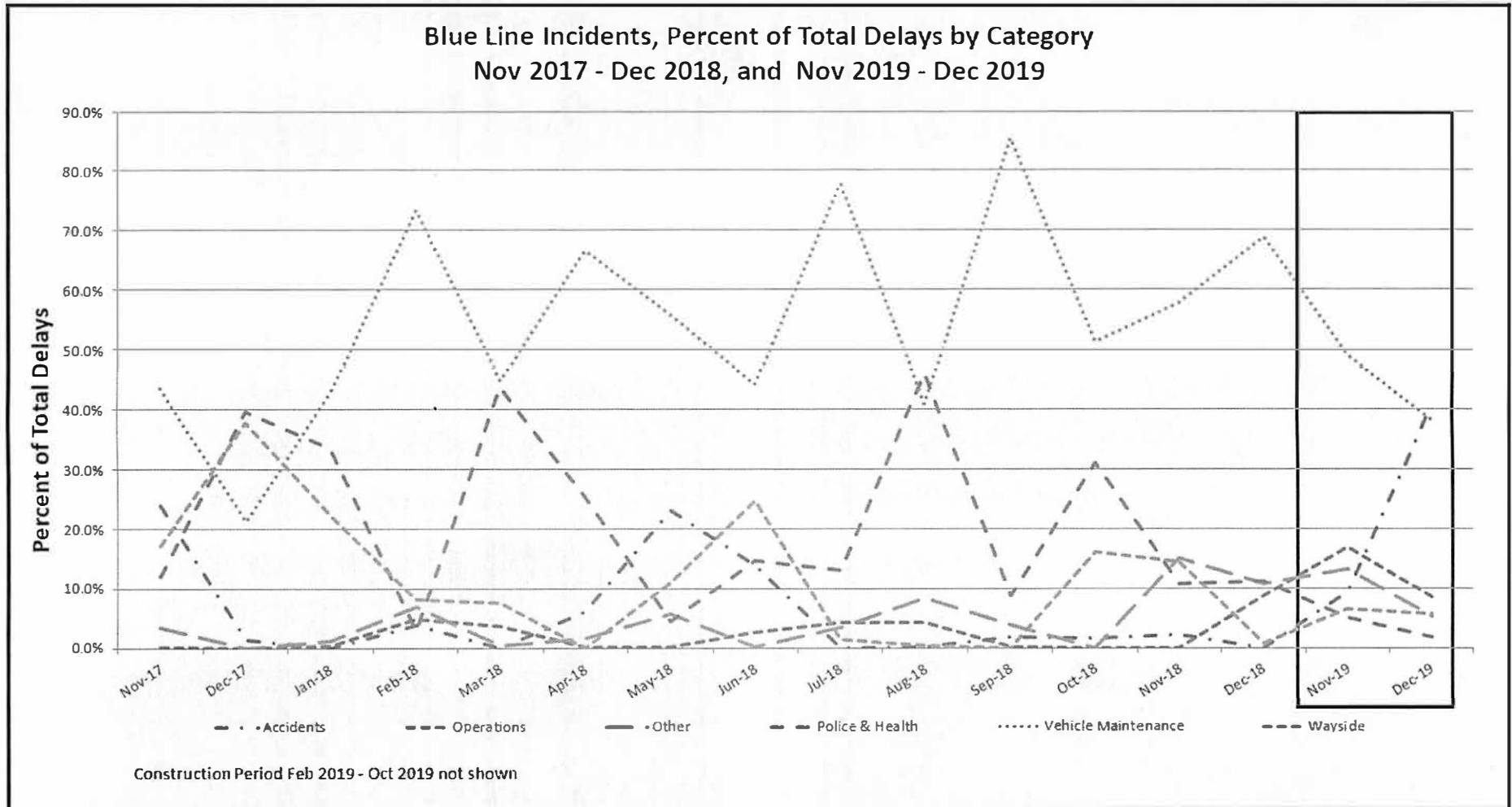
Willow-Transit Mall
PM Peak Southbound



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



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

