



Metro

Los Angeles County
Metropolitan Transportation Authority

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June 26, 2015

TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON *PAW*
CHIEF EXECUTIVE OFFICER

FROM: ROBERT HOLLAND *RH*
INTERIM CHIEF OPERATIONS OFFICER

SUBJECT: GOLD LINE MIDDAY SERVICE UPDATE

ISSUE

To ensure that high-priority improvements to the Metro Gold Line overhead contact system do not impact the morning rush hour, the asset management and state of good repair maintenance work, along with our single tracking operation window will be adjusted from the previous 8:30 a.m. start to a more rider friendly 9:30 a.m. to 2:30 p.m. work cycle.

DISCUSSION

With these modifications, Metro anticipates increased customer satisfaction as we are working to minimize overcrowding and excessive wait times. The schedule adjustments will not impact the duration of the work window and will allow us to finish the work much quicker than anticipated (July 31, 2015). Staff will assist customers at the affected stations between 9:30 a.m. and 2:30 p.m. to ensure customers board on the correct side of the platform. During this work we are maintaining 6 minute headways during peak service and 15 minute headways during the midday.

NEXT STEPS

On Monday, June 29, 2015 to Wednesday, July 1, 2015, repairs are scheduled to take place in the segment between Southwest Museum and South Pasadena. Next Thursday, July 2, 2015 and Friday, July 3, 2015, work will move north to the Del Mar section.

Metro staff is also identifying late night and weekend work periods to minimize the impact on weekday service and will continue to monitor and make adjustments as needed. Customers are being apprised of repair work progress

and service advisories through weekly updates provided on Metro.net, The Source and social media channels. If there is a significant customer impact we will adjust the maintenance schedule to 10:00am to 3:00pm.

We appreciate our Board understanding the importance of asset management and state of good repair on our system. As we continue to grow our services and age as a system, we must maintain our infrastructure assets even more aggressively.