

**Metro**Los Angeles County  
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metro.net**OPERATIONS COMMITTEE  
JUNE 18, 2009****SUBJECT: JUNE 2009 STATUS OF TIGER TEAM EFFORTS****ACTION: RECEIVE AND FILE REPORT ON TIGER TEAM EFFORTS****RECOMMENDATION**

Receive and file report on status of tiger team efforts.

**ISSUE**

In February 2009, the Board of Directors extended components of the July 2008 motion that instructed the Chief Executive Officer (CEO) to assemble a "Tiger Team" consisting of members from various departments to evaluate and analyze and propose policies for implementation for elements benefit from further agencywide coordination. This report provides an update on items listed below.

Parking structures and parking costs  
Ridership safety  
On-time Performance (OTP)

**DISCUSSION**

The following is a status report on the recent efforts made to address issues assigned to the Tiger Team.

**1. Parking structures and parking costs:**

Metro has re-striped Norwalk and Aviation Park n' Ride for safety, and have painted red and green (taxi area) curbs at Aviation Station to eliminate illegal parking in relation to fire-life safety issues. Metro has also identified the costs for refurbishment and maintenance of the lots, and is cleaning up broken glass on a weekly or bi-weekly basis in all Park n' Ride lots.

Metro is currently working with Caltrans and an adjacent private landowner on a proposal for transit oriented development (TOD) at the Aviation Green Line Station. The proposed TOD could significantly enhance land use integration with rail and bus transit access at this multi-modal station. As this privately sponsored proposal would involve relocation of the bus terminal to the north side of the rail platform, representatives from

Rail and Bus Operations, Facilities and Planning are working with Joint Development and Caltrans to assure continuity for transit patrons. This working group will also consider improvements that may be possible to the parking facilities, bus terminal and layover area, as well as the potential for related connections at this station to the new rail lines that have recently stepped up planning studies (Crenshaw, Harbor Subdivision and LAX Extension).

In addition, staff continues to coordinate an ongoing effort with Caltrans to improve Metro Green Line parking.

## 2. Ridership Safety:

Metro Security has submitted grant applications to both the federal and state government's ongoing transit security grant programs in FY09, and are expecting to receive final authorization on these grants by midsummer. In addition, Metro is communicating with riders on precautions during the Swine influenza 'Pandemic', and is establishing an agency pandemic task force to develop enhanced plans and procedures consistent with Center for Disease Control (CDC) and Department of Homeland Security (DHS) guidance.

In addition, Metro's Communications department has developed and distributed educational materials (brochures) describing safe practices and behavior that patrons should follow on and around buses and trains. Metro's website also includes safety tips for patrons to follow when riding, boarding and alighting buses and trains.

## 3. On-Time Performance (OTP):

Metro Operations has initiated a Task Force to focus on key strategies to improve bus service in this area of performance. The OTP Task Force is implementing immediate actions to address "early" departures from timepoints. From 2<sup>nd</sup> Quarter FY09 to 3<sup>rd</sup> Quarter FY09, early departures have been reduced by 3.6%, from 14.4% early to 10.8%. The Task Force is also undergoing a comprehensive agencywide effort to address "lates" as well as "earlies" by identifying the root causes of OTP issues and developing strategies to address those issues.

## **NEXT STEPS**

Staff will continue the Tiger Team for the remainder of the six-month period, reporting back to the Operations Committee on progress made through July 2009 in addressing issues that benefit from further agencywide coordination.

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# June 2009 Status of Tiger Team Efforts

Operations Committee  
June 18, 2009



**Metro**

# Tiger Team Overview

- Multi-disciplinary team
- Charged with addressing significant issues related to the transit rider's experience
- Extended for a six-month period beginning February 2009 to address issues benefiting from further agencywide coordination

# Parking

- Re-striped Norwalk and Aviation Stations for safety.
- Painted red and green (taxi) curbs to eliminate illegal parking at Aviation Station related to fire-life safety issues.
- Ongoing coordination with Caltrans to improve Metro Green Line parking.

# Ridership Safety/Security

- Submitted grants to federal and state programs.
- Communicated with riders regarding “Swine Flu” and established a task force to respond to any pandemic consistent with Center for Disease Control and Department of Homeland Security.
- Developed brochures for rider’s safe practices on-board buses and trains.

# On-time Performance (OTP)

- Established an OTP Task Force to focus on key strategies for improvement.
- Addressing early departures and identifying root causes.
- 2<sup>nd</sup> Quarter FY09 to 3<sup>rd</sup> Quarter FY09, early departures have been reduced by 3.6%, from 14.4% early to 10.8%.