

**Metro**Los Angeles County
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Los Angeles, CA 90012-2952213.922.2000 Tel
metro.net**SYSTEM SAFETY AND OPERATIONS COMMITTEE
SEPTEMBER 19, 2013****SUBJECT: PROGRESS REPORT OF IMPLEMENTATION PLAN TO COORDINATE
TRANSIT AGENCIES' SCHEDULE DEVELOPMENT AND TRANSFERS****ACTION: RECEIVE AND FILE****RECOMMENDATION**

Receive and file an update to the approved implementation plan to improve the coordination of transit agencies' schedule development and transfers.

ISSUE

The Board approved a motion in July 2012 that adopted a policy goal of coordination and synchronization among Los Angeles County transit agencies of service change schedules and transfer points to provide maximum efficiency and effectiveness of transfers between transit services to improve the regional transportation system. This report provides a progress update to an implementation plan approved at the March 2013 meeting of the System Safety and Operations Committee.

DISCUSSION

In March 2013, staff presented an implementation plan to coordinate transit agencies' schedule development and transfers. The following is a status update to the key items of the plan:

- 1) **Convene transit agencies that serve Los Angeles County to discuss implementing this goal.** Staff continues to regularly meet with regional transit providers through Quarterly Transit Providers meetings. In addition, monthly Service Council meetings provide an additional forum to discuss service and schedule coordination issues.
- 2) **Inventory all Metrolink Stations and the existing bus connections as currently scheduled.** Staff completed inventories of bus connections at Chatsworth, Sylmar, Glendale, and Burbank Metrolink stations. During the December 2012 service changes, improvements were made to bus schedules at Chatsworth and Sylmar to better meet AM and PM peak period Metrolink trains. With the June 2013 service changes, staff improved the Chatsworth connections so that all trains are connected

to an Orange Line bus, and staff has further refined other bus line connections. These improvements have been acknowledged by the patrons as well. Scheduling staff also implemented improvements to the Sylmar Station bus connections, and introduced new improved connections at the Glendale and Burbank Metrolink Stations. Bus and train service is dynamic, therefore these established efforts will remain ongoing to maintain and improve these connections.

Metro Customer Communications recently ran an advertisement promoting new bus connectivity improvements at the Chatsworth Metrolink Station. The ad ran from June 12 through June 27, and was published in the Daily News, San Fernando Valley Sun, Valley News Group, Ventura County Star, The Acorn (Agoura Hills, Thousand Oaks, Moorpark, Simi Valley), San Fernando Valley Business Journal, Valley Scene, North County Connection, Valley Voice and El Clasificado. Combined, these papers have a total circulation 1.2 million. A copy of this ad can be found in Attachment A.

Staff was also directed to create an MOU with Metrolink that establishes an agreement to coordinate service changes between the agencies. Metrolink and Metro have agreed to include the language shown in attachment B, in future Metrolink Work Programs.

- 3) **Identify all transit centers, hubs, and transfer points (including at Metrolink Stations) where bus to bus or bus to rail (including non-Metrolink Stations) transfers occurs.** This inventory was completed, and identified 280 transfer locations, including rail stations, street corners, shopping malls, transit centers, etc. where Metro and other providers have connecting lines. Staff has begun using a similar template created for the Metrolink station connections improvements to evaluate these connections. The first major transit center selected as a pilot for improvement is the Culver City Transit Center, located adjacent to Westfield Culver City Mall. Staff has meet with Culver CityBus to assist in prioritizing lines and connections, especially in the early morning and late evening periods.
- 4) **Review all Metro Rail schedules during service changes to ensure late night connections are not affected.** Scheduling continues to monitor rail and bus schedule connections after each service change. In effect with the June 2013 service changes, staff maintained an adjusted Blue Line schedule to ensure smooth transfers to the Red Line at 7th/Metro Center.
- 5) **Assist in coordinating special projects with the various affected transit agencies.** Metro recently completed a major pavement and water pipe replacement project at the Artesia Blue Line Station. This station is served by Metro, Long Beach Transit, and a Cal State college shuttle. A committee was convened to determine how transit service, park and ride spaces, and patron safety could be maintained and jointly operated while major construction was taking place. A seven phase operations plan was jointly developed and implemented. The project was a complete success as no injuries occurred, no customer complaints were received by

the agencies, and bus service and the connection to the Blue Line was safely maintained.

Metro recently received notice that the Thousand Oaks Transit System, as well as the Ventura County Vista buses will soon begin new Saturday service to the Thousand Oaks Transit Center. Metro will coordinate the Line 161 schedule to ensure connections will take place with these neighboring county transit providers.

DETERMINATION OF SAFETY IMPACT

The details outlined in this report are expected to have a positive impact on safety through improvements to service levels and quality for passengers.

FINANCIAL IMPACT

The Board of Directors consideration of efforts to coordinate schedules and service changes has no direct impact to the FY14 budget. If implementation of additional services to improve connections will have impacts to budget, such improvement proposals will be presented to the Board along with a Title VI/Environmental Justice evaluation prior to approval and implementation.

NEXT STEPS

As directed by the motion, Staff will continue to implement efforts that meet the adopted goals established by the Board.

ATTACHMENTS

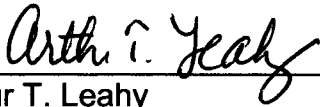
- A: Metrolink Connections Ad at Chatsworth Station
- B: Metrolink MOU

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Attachment A



Ready to skip the hassle of traffic and parking? Metrolink trains now meet Metro's Orange Line in Chatsworth, so you have more options than ever before for travel between Ventura County, the West Valley and Downtown LA.

- > Metrolink has 22 trains daily between Ventura County and Downtown LA. In the mornings and afternoons, special Metro Orange Line shuttles connect with trains at Chatsworth Station, making it easy to reach spots like Warner Center and Balboa Park.
- > Metro has six other bus lines with recently improved schedules to meet peak hour trains at the station and offer service that reaches areas throughout the Valley, including lines 158, 166, 167, 244, 245, 364. Enjoy frequent service to Sherman Oaks, Encino, Van Nuys and other neighborhoods.

Check out your Metro and Metrolink travel options at metro.net and metrolinktrains.com.



Attachment B

Draft language to be included in the Work Program is as follows:

- 1) Metrolink will provide sufficient notice to Metro, LADOT, Glendale, and Burbank of upcoming changes to Metrolink train schedules at the following stations:
 - Chatsworth
 - Sylmar
 - Burbank
 - Glendale
- 2) Metro will coordinate its bus schedules to ensure bus/rail connections during the AM and PM peak travel periods.
- 3) Priority of connections will be given to trains traveling in the peak direction.
- 4) Due to variable trip travel times on Metrolink trains, Metro will attempt to coordinate schedules on bus lines that operate infrequently, prioritizing train trips with the highest ridership.
- 5) The following criteria will be used as a measure of coordination and requiring further correction:
 - 3 minutes or less between a bus or train arrival or departure is considered a missed connection;
 - 4 or 5 minutes between a bus or train arrival or departure is considered a connection that needs a minor schedule adjustment to improve the connection;
 - A 6 to 15 minute window between a bus or train arrival or departure is considered a good connection needing no modifications;
 - 16 to 17 minutes between a bus or train arrival or departure is considered a connection that needs a minor schedule adjustment to improve the connection;
 - 18 minutes or more between a bus or train arrival or departure is considered a missed connection.