



Board Report

File #: 2015-1645, File Type: Informational Report

Agenda Number: 33.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE NOVEMBER 19, 2015

SUBJECT: BLUE AND GREEN LINES TRANSIT PASSENGER INFORMATION SYSTEM

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE response to **Motion #49 by Directors Ridley-Thomas, Dupont-Walker and Kuehl for additional information regarding Metro's Transit Passenger Information System.**

ISSUE

Metro Rail stations have a combination of passenger information systems that were installed during construction and upgraded in the intervening years to provide customer information. The Transit Passenger Information System (TPIS) is primarily used in the underground stations on the Red (all stations), Gold (three stations) and Blue (7th/Metro Center) Lines.

The TPIS improvement project was originally intended to improve the safety along the Metro Blue and Green Lines. Initial funding was allocated to upgrade the notification systems by installing TPIS Full Color Light Emitter Diode (LED) monitors at all stations. Funding became available to replace up to 300 deteriorating monitors on the Red Line system. With the completion of the current system's upgrades, the passenger information displays will be consistent with the new rail lines. The current project schedule estimates that the improvements will not be complete until January 2018. This report identifies opportunities to expedite the completion of the TPIS improvement project, presents findings of the reliability of the count-down clocks throughout the system.

DISCUSSION

The primary function of the TPIS is to provide customers with information on the time prediction for the next train, emergencies and PSA's. The system upgrades will allow for the Rail Operations Control to deliver emergency notifications and alert passengers to system delays throughout the rail system. On September 2015, the Board of Directors approved an Amendment that authorized the funding of Capital Project 212010 - Blue & Green Lines TPIS.

Findings

Staff conducted a thorough assessment of the reliability of the count-down clocks by running a prediction real time accuracy report in the NextBus system. The results determined that the

information provided through the NextBus system is accurate whenever the rail service is operating close to a normal schedule, but not during service disruptions. Also, there is currently no ability to detect monitor failures remotely. A review of all monitors is currently being done daily by staff through a visual assessment. Failed monitors are reported to the Rail Communications Department and logged into the maintenance database. An incident report is created with each failed monitor and technical staff are dispatched to diagnose the problem.

Monitor replacements are scheduled during non-peak or non-revenue hours. Repairs are scheduled as failures are reported and the response time depends on workload, work force, and parts availability. To improve the current system review, labels have been added to the monitors for ease of reporting by Metro staff and customers. Operations is currently evaluating options to enable monitors to self-communicate failures.

The full TPIS installation will commence upon the delivery of monitors in January 2016. To expedite the completion of the installation project, staff has begun installing monitors that were already in stock at the Rosa Parks/Willowbrook Station.

The TPIS monitors will be installed at (21) Blue Line and (14) Green Line Stations. Each Blue and Green Line stations will have (8) monitors installed. The existing cabling infrastructure will be replaced with new fiber optic communications cabling. As a result, the estimated timeline for the TPIS equipment has been expedited to 18 months instead of the original forecast of 24 months.

NEXT STEPS

Delivery of the TPIS monitors is expected in January 2016. Staff will begin installation upon the delivery of monitors. The TPIS monitors will be installed at (21) Blue Line and (14) Green Line Stations. Each Blue and Green Line stations will have (8) monitors installed.

Staff will continue to track the installation of the monitors, the TPIS system's reliability and the effectiveness of creating a better customer experience.

ATTACHMENTS

Attachment A: Motion - Blue and Green Lines Transit Passenger Information System

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Board Report

**File #:2015-1513, File Type:Motion / Motion
Response**

Agenda Number: **49**

**REGULAR BOARD MEETING
SEPTEMBER 24, 2015**

Motion by:

Ridley-Thomas, Dupont-Walker and Kuehl

September 24, 2015

Relating to Item 49, File ID 2015-1290

The Transit Passenger Information Systems Project (Project) includes the installation of communications infrastructure at Metropolitan Transportation Authority (Metro) rail stations in order to provide useful information to passengers in the event of an emergency. An added benefit of the project is that it can be used to announce the arrival of the next train and display public service announcements when not addressing security or safety threats.

While the public safety benefits are significant, the need for practical information, specifically an accurate announcement of when the next train is coming, is fundamental to a positive customer experience. The current project schedule estimates that the improvements will not be complete for over two years - until January 2018 - which is a significant time to wait for this much-needed improvement.

Additionally, a comprehensive report on the reliability of Metro's countdown clock displays is required, including Metro's current ability to detect and respond to display failures.

WE THEREFORE MOVE that the Board of Directors direct the Chief Executive Officer to:

- A. Make every effort to expedite completion of the Blue and Green Line Transit Passenger Information Systems;
- B. Conduct a thorough assessment of the reliability of the count-down clocks throughout the system, that includes an evaluation of Metro's current ability to detect and repair display failures in a timely manner; and
- C. Report back with findings and recommendations during the November 2015 Board cycle.