



**Board Report**

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JANUARY 17, 2019**

**SUBJECT: ORAL REPORT ON METRO OPERATIONS AND ITS COUNTDOWN CLOCK  
UPDATE**

**RECOMMENDATION**

RECEIVE oral report on Metro Operations and ITS Countdown Clock Update.

# **Transit Passenger Information System (aka- countdown clocks) Update**

**January 17, 2019**

**Operations, Safety & Customer Experience Committee**



**Metro**

# Upcoming Closures

## Crenshaw/LAX Project and Green Line Closure

- Friday, January 4, 2019 - The Crenshaw/LAX Transit Project will continue making the necessary connections between the Crenshaw/LAX Transit Project and the Green Line
- Green Line service was suspended between Crenshaw Station and Redondo Beach Station as of Friday, January 4, 2019 through Sunday, January 20, 2019
- Metro is providing a free Green Line bus shuttle to service all closed stations between the Crenshaw Station and the Redondo Beach Station during the closure

## New Blue Improvement Project and Upcoming Blue Line Closure

- Beginning Saturday, January 26, 2019 - Metro will continue modernization efforts to improve the operation and safety of our oldest rail line the Blue Line
- The nature of this work will require portions of the Blue Line to be temporarily closed for two extended four-month closures, beginning on January 26, 2019. The Southern Segment closure will occur from January 26, 2019 through late May 2019.
- Metro will provide a Bus Shuttle Service Plan (three shuttle options) during these closures to provide customers with a variety of service options during the New Blue Improvement Project

# TPIS - Goals & Approach

## Transit Passenger Information (TPIS) System Goal

- Improve customer information and bus & train arrival information

## Approach Methods for Improvement

- Upgrade on-board communication equipment (routers) on bus and trains.
- Improve logic and system algorithms – (Nextrip prediction logic)

## Leverage Existing Nextrip Application Used by Customers

- System that provides real-time bus and rail information to thousands of customers via the internet, a smartphone, or electronic signage placed at stations at high volume bus passenger boarding locations or rail stations across LA County to provide riders with real-time transit arrival information

TPIS encompasses complex technologies: Vehicle & track data, networks & interfaces, logic & system algorithms, and variable messaging signs.



# TPIS – Status Update

## Bus

- Metro is installing routers on the entire bus fleet, including contracted services vehicles
- To date 1,242 buses have routers installed (57% complete) and about 80 routers are being installed per month
- Expected completion: January 2020

## Light Rail

- Engineering and design complete for router installation on trains.
- Begin Installation: Last quarter of FY2019
- New Blue Pilot Program: Testing of a new polling method for train prediction will be installed during the “New Blue” shut-down scheduled for August 2019

## Heavy Rail

- Track Sensor Validation for the Red and Purple Lines
- Subway track alignments have been recalibrated and information updated to interface with Next Bus providing more accuracy in calculations and predictions



# TPIS - Expected Results

## Digital Bus Stop Signs

- Metro is contracted to install 300 digital bus stop signs with 70% complete and in operation across the county; expected completion in March 2019

## Improved Countdown Displays

- Network Upgrade Project: Install network infrastructure to support replacement of Variable Messaging System signs with LCD monitor displays on rail system

## Digital Interactive Map Cases Systemwide

- Upgrade current static map cases to digital customer information panels systemwide over a five year period
- New Blue Pilot Program: Will serve as a pilot for location polling & prediction and the TPIS equipment at the 7<sup>th</sup> and Metro station will be replaced with new equipment via a partnership with Intersection