Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

# Board Report

**File #:** 2019-0581, **File Type:** Oral Report / Presentation **Agenda Number:** 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**NOVEMBER 21, 2019**

**SUBJECT: ORAL REPORT ON A LINE OPENING AND UPDATE ON RIGHT OF WAY CLEANLINESS**

**ACTION: RECEIVE ORAL REPORT**

## RECOMMENDATION

RECEIVE oral report on A Line Opening and Update on Right of Way Cleanliness.

Phillip A. Washington
Chief Executive Officer



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ITEM 22

# A Line Opening
# &
# Cleanliness Program Update

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December 5, 2019
Board Meeting

# A Line Reopening

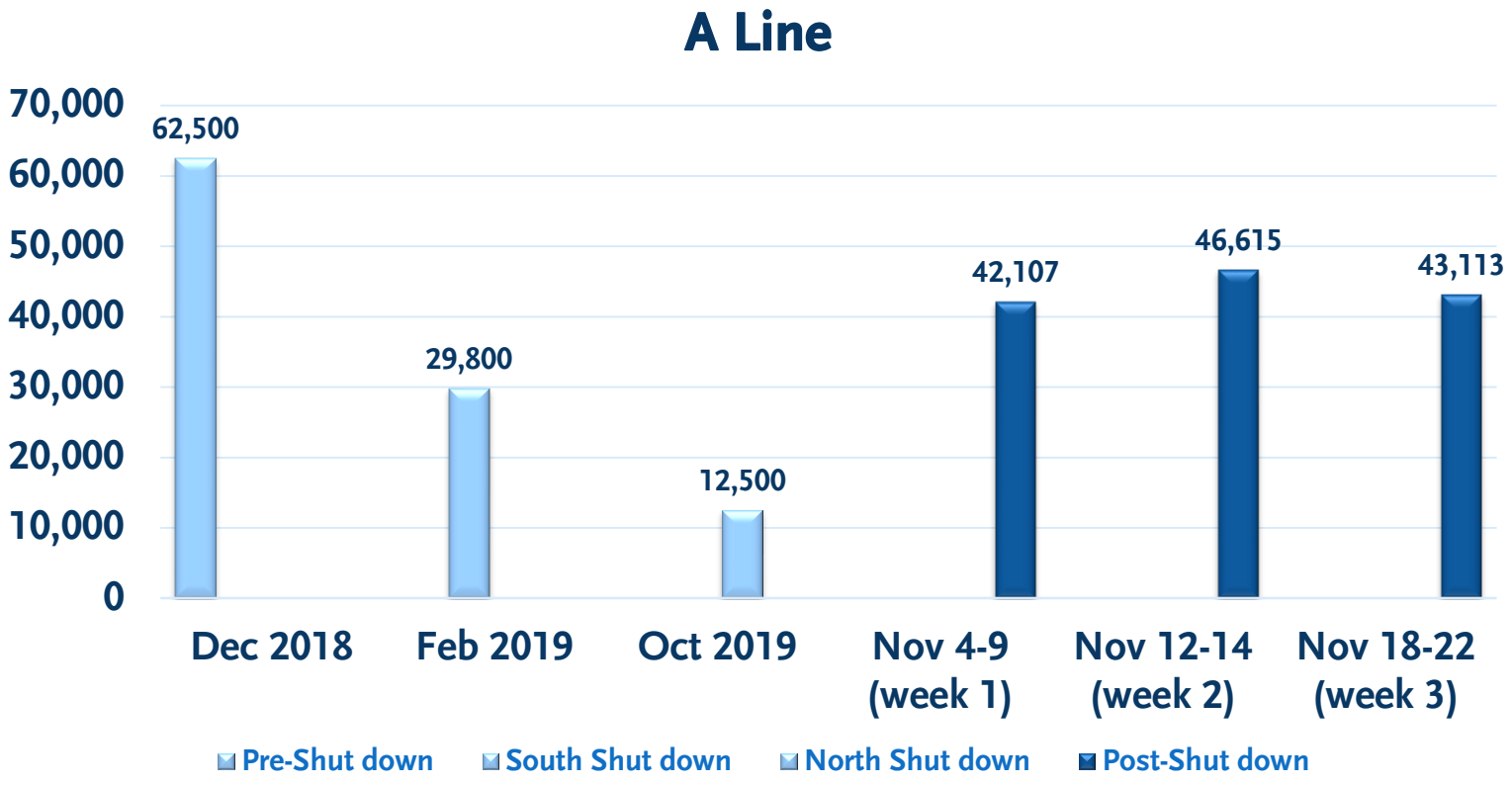
## A Line Opening - November 2, 2019

- A Line Service Levels: 6 minute headway during peak times; 12 minute headway during off-peak

## Service Enhancements

- Line 456: Launched as a 6 month pilot utilizing the Line 860 route between DTLA and Long Beach
- Flower Street Bus Only Lane: Under evaluation for another 5 months

# A Line Weekly Average Ridership




**A Line post-shutdown ridership: gradually increasing**

# A Line – Operations Initiatives

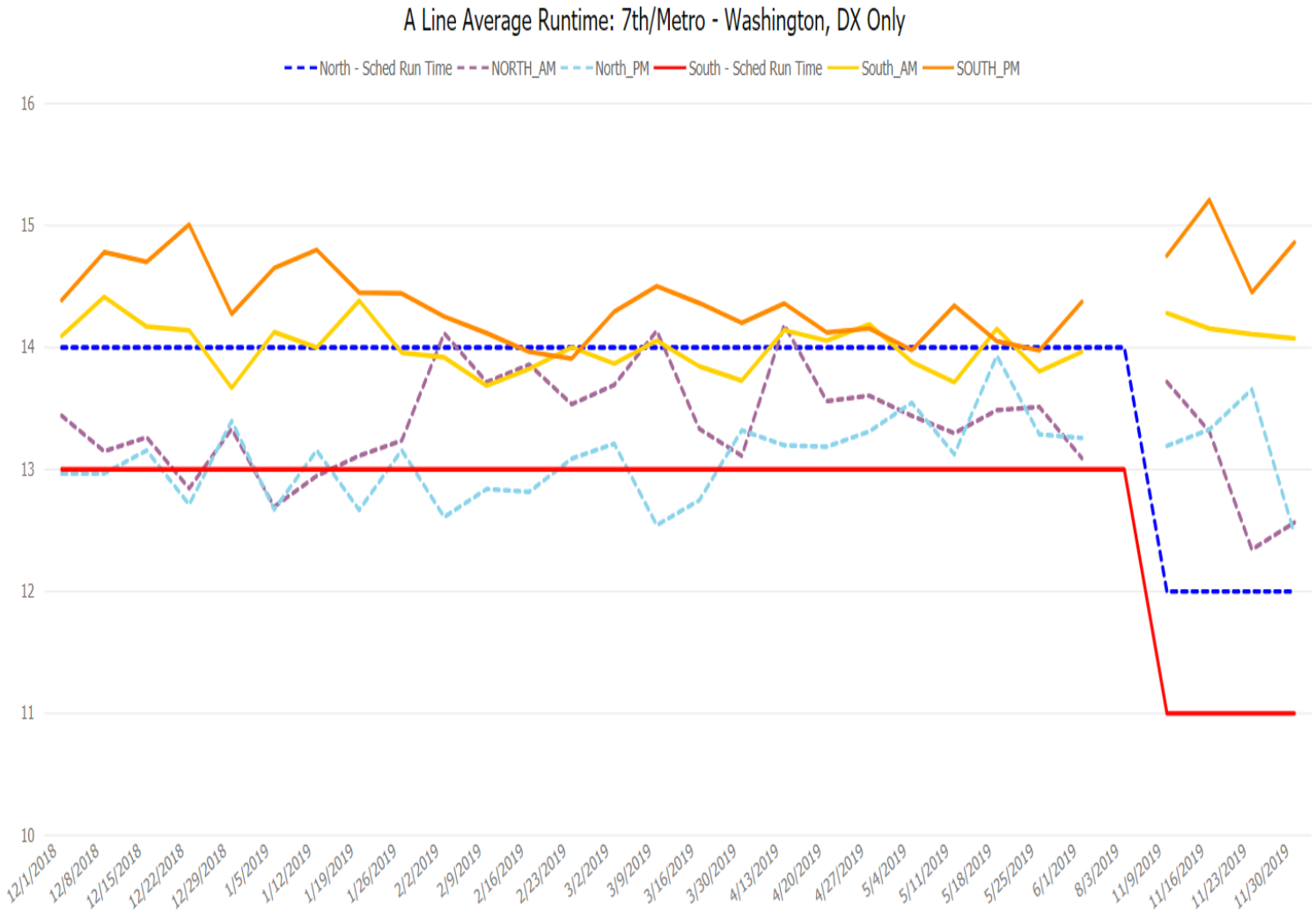
## Deployed Task Force

- Rail Fleet Services technicians
- Rail Operations supervisors
- Maintenance & Engineering signals and traction power technical personnel
- Strategically placed staff along the trunk during peak hours to quickly respond issues on A Line & Expo

## Work Program

- Review entire A Line rail car fleet

# A Line Average Run Time – Weekly



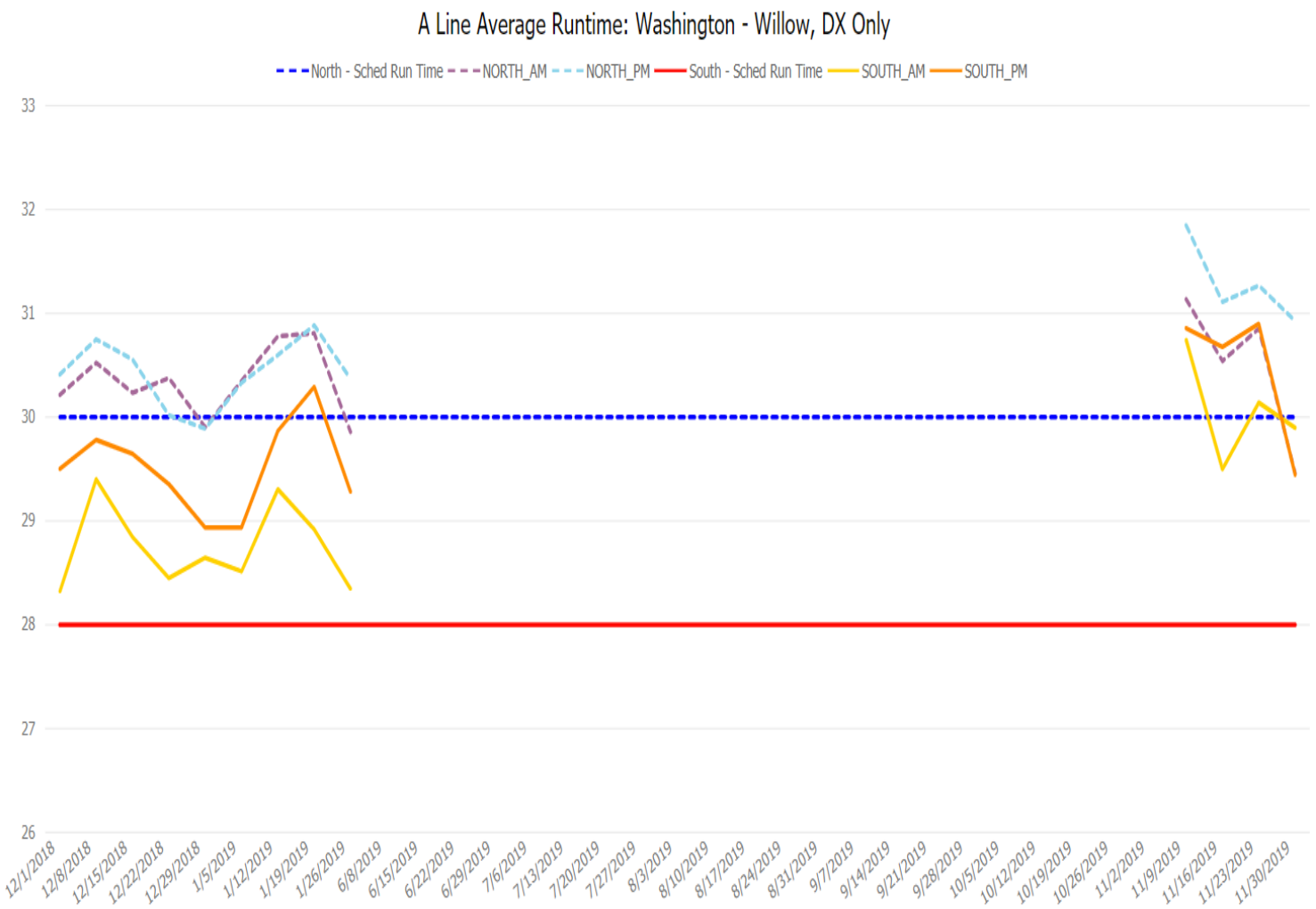

**Northbound:**

- Close to schedule

**Southbound:**

- Mixed results

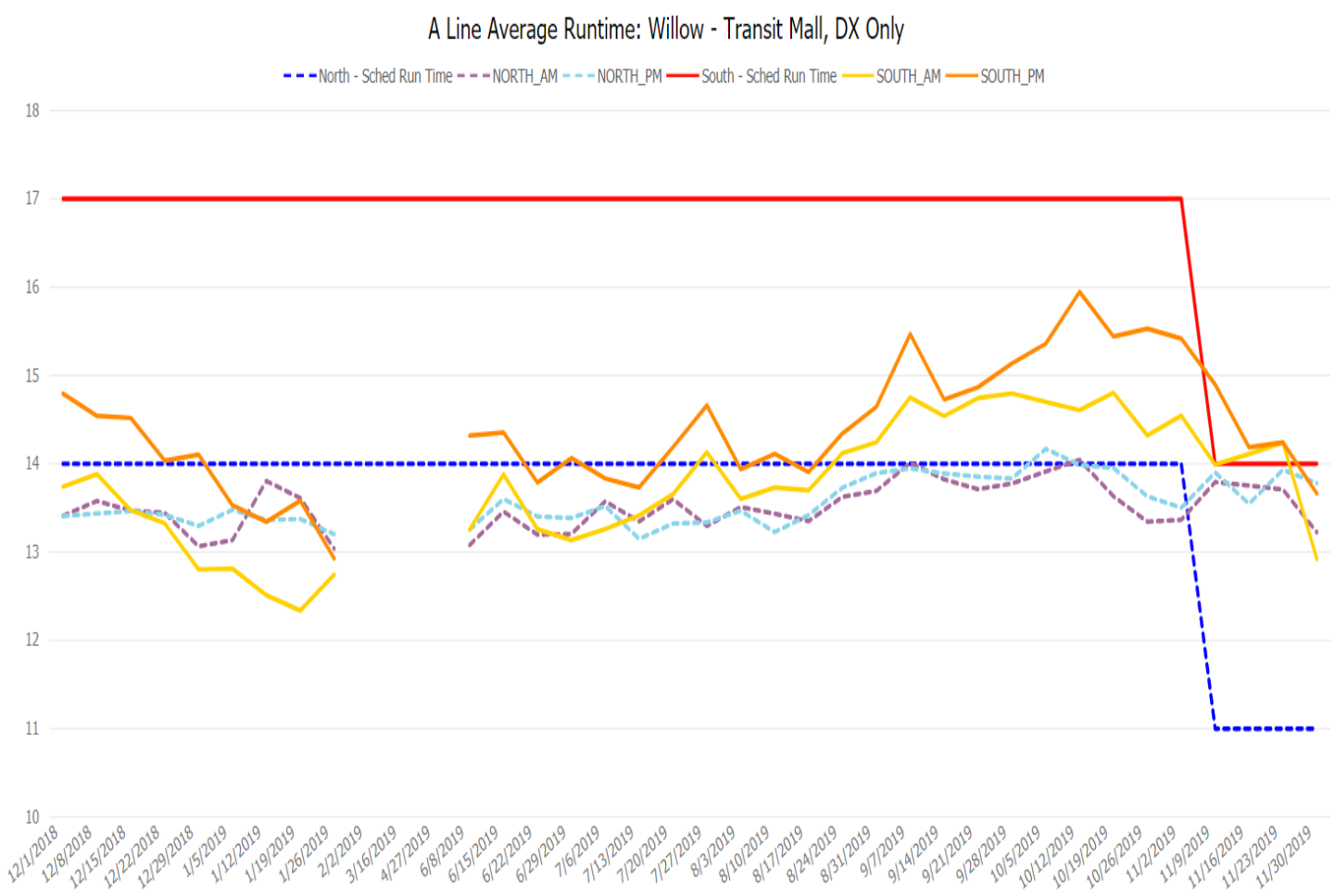
# A Line Run Time – Weekly Analysis




**Washington – Willow Segment**

- **Running times above expected**

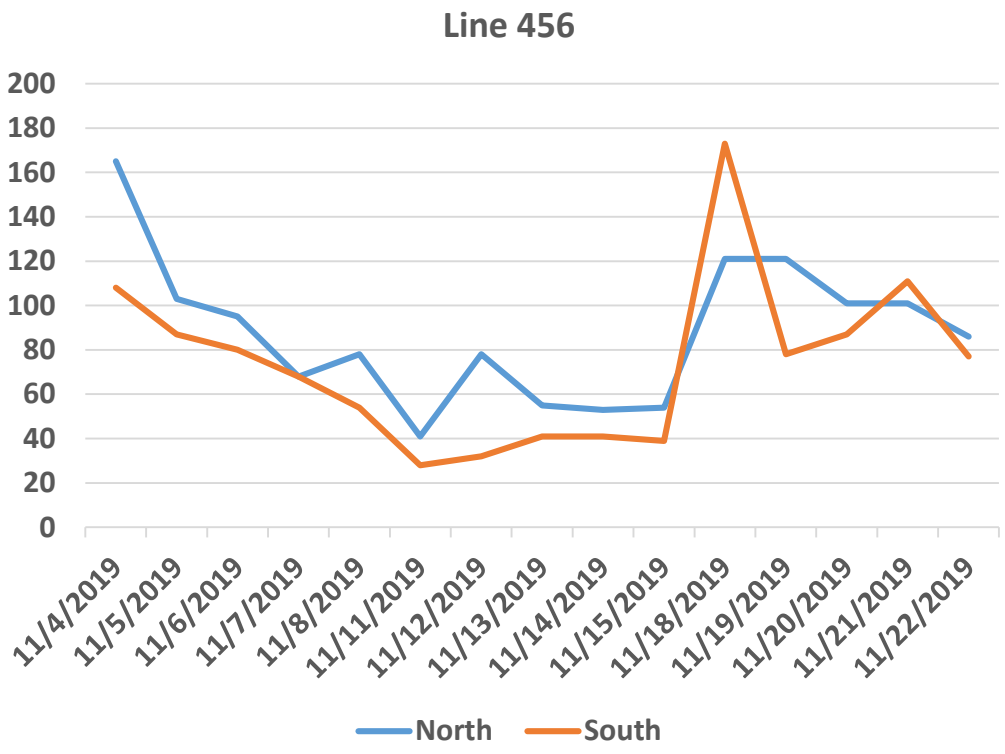
# A Line Run Time – Weekly Analysis




## Long Beach

- Improved travel times in Long Beach as a result of improvements to the signaling system by City of Long Beach
- Southbound service is slower than expected

# Line 456 Ridership – Weekdays




| Date | North | South | Average Per Trip |
|---|---|---|---|
| **Week 1** | | | |
| 11/4/19 | 165 | 108 | 34 |
| 11/5/19 | 103 | 87 | 24 |
| 11/6/19 | 95 | 80 | 22 |
| 11/7/19 | 68 | 68 | 17 |
| 11/8/19 | 78 | 54 | 17 |
| **Week 2** | | | |
| 11/11/19 | 41 | 28 | 8 |
| 11/12/19 | 78 | 32 | 13 |
| 11/13/19 | 55 | 41 | 11 |
| 11/14/19 | 53 | 41 | 10 |
| 11/15/19 | 54 | 39 | 10 |
| **Week 2** | | | |
| 11/18/19 | 121 | 173 | 37 |
| 11/19/19 | 121 | 78 | 25 |
| 11/20/19 | 101 | 87 | 24 |
| 11/21/19 | 101 | 111 | 27 |
| 11/22/19 | 86 | 77 | 20 |

**Early trend: Mixed**

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# Cleanliness Program Update

## Ongoing

- Adherence to regularly scheduled cleanliness & maintenance levels
- Continued coordinated efforts with partners to improve shared right-of-way (ROW) cleanliness
- Measure status and report back regularly

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# Rail Station & Bus Terminal Cleaning Program

## Daily

- All rail stations are cleaned at a minimum of twice daily, 7 days/week which includes:
  - Empty trash receptacles
  - Spot sweep and mop (floors and stairs)
  - Dust and wipe ticket machines, map cases, handrails, and pylons
  - Elevator inspections and cleaning
  - Odor mitigation

## Weekly

- All heavy/light rail stations are pressure washed at a minimum of once per week which includes the use of a heated and high-pressure water spray to clean and disinfect surfaces and structures:
  - Grime
  - Dirt
  - Gum
  - Human waste

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# Rail & Bus Equipment Cleaning Program

## Daily Exterior

- Equipment washed every other day or as needed
- Division supervision performs daily cleanliness inspections

## Daily Interior

- Thoroughly blowout/ vacuum interior
- Sweep and mop floors
- Remove graffiti
- Windows and stanchions wipe down
- Clean and or replace seat inserts
- Remove gum

## Bi-Weekly

- Treatment with pesticides

## Monthly

- Interior deep cleaning and detailing: including floor scrubbing, fabric seat insert deep cleaning or replacement, panel scrub, and paint touch-ups
- Replace window vandal film as required

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# ROW, Station, Facilities and Lots Cleaning Program

## Daily & As-Needed

- Graffiti abatement services at Rail Stations

## Weekly

- Landscape and irrigation maintenance
- Trash and weed removal at Rail Stations
- Waste management services
- Power sweeping services

## Monthly

- Glass and stainless steel anti-graffiti film replacement services
- Pest and bird control services

Before – A Line

After – A Line

Before – Red Line

After – Red Line

Before – Green Line

After – Green Line

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# ROW, Station, Facilities and Lots Cleaning Program

## Quarterly

- Herbicide application, trash, weed and graffiti removal along the ROW operating envelope

## As-Needed Services In Addition to Regularly Scheduled Maintenance

- Homeless encampment clean-up
- Artificial ivy installation as a graffiti deterrent on an as-needed basis
- Tree trimming services
- Fencing repairs
- Graffiti abatement along the ROW
- Glass replacement services
- Red and Gold Line tunnel washing services

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# Path Forward - Partnerships & Collaborative Joint Efforts

## Cleanliness

- Continue cooperation and collaboration with external partner agencies to improve the overall cleanliness conditions of our facilities, equipment, and along shared ROWs & Railroads
- Continue to prioritize multi-agency ROW clean-up efforts using the current clean-up encampment procedure and documenting lessons learned
- Continue to rely on Metro Community Service Workers to help keep our system clean and collaborate with Caltrans for potential program enhancements

## Graffiti

- Provide partner agencies and private property owners information regarding external mural programs and use of artificial ivy as options for graffiti deterrent

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