Metro

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

M **Metro**

Board Report

Agenda Number: **49**

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

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.