

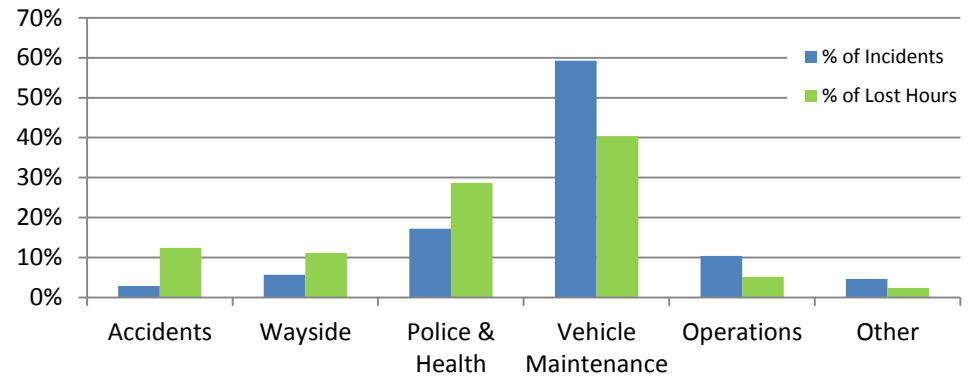
Rail Service Disruptions & NextGen Bus Study Outreach

CAUSES OF RAIL SERVICE DELAYS

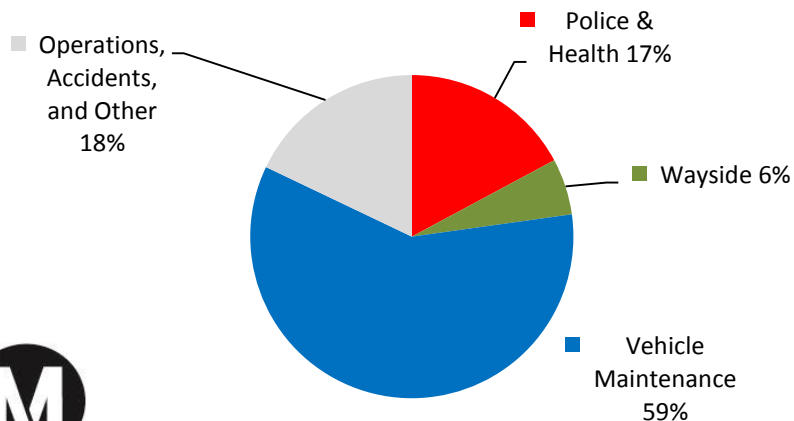
- **Rail Vehicles Failures**
(e.g. doors, brakes, propulsion)
- **Police & Health**
(e.g. customer altercations, sickness)
- **Accidents**
(e.g. traffic)
- **Operations**
(e.g. single tracking, terminal departures, customers)
- **Wayside Failures**
(e.g. track, power, signals, other infrastructure)

FY17 LRT INCIDENTS AND LOST HOURS

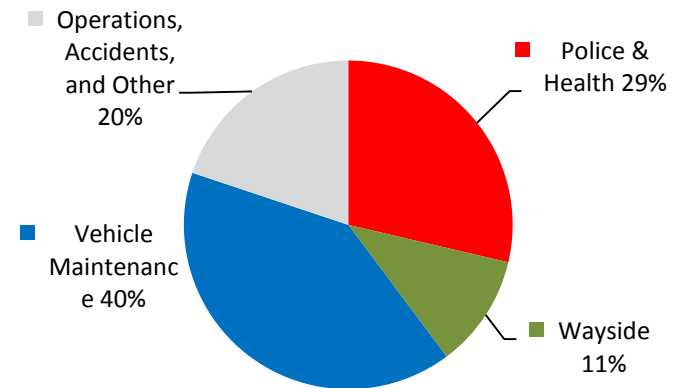
	% of Incidents	% of Lost Hours
Accidents	3%	12%
Wayside	6%	11%
Police & Health	17%	29%
Vehicle Maintenance	59%	40%
Operations	10%	5%
Other	5%	2%
Total	100%	100.0%



**Light Rail % of Total Incidents
FY2017**

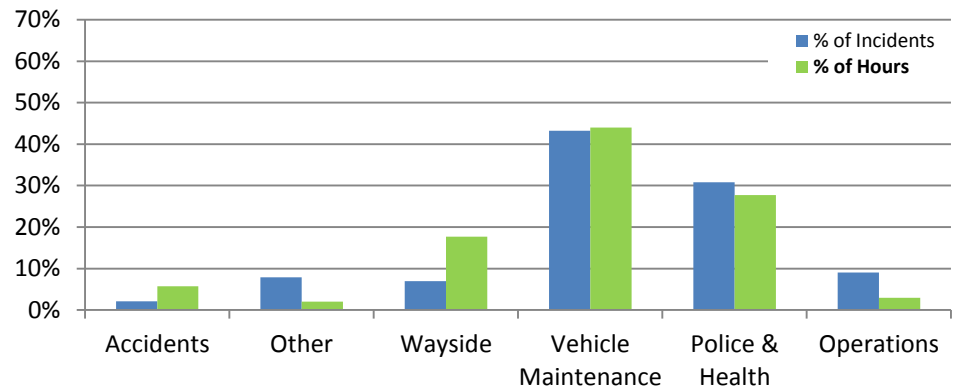


**Light Rail % of Total Lost Hours
FY2017**

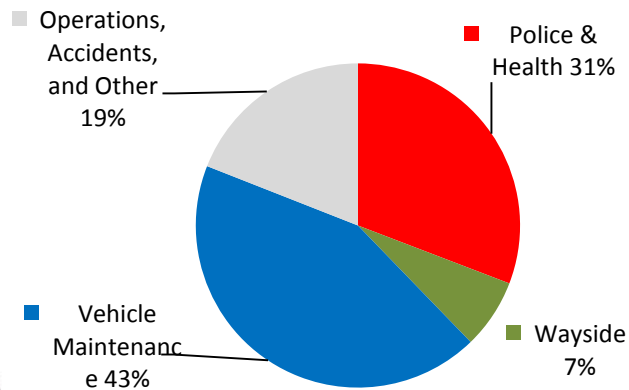


FY17 HRT INCIDENTS AND LOST HOURS

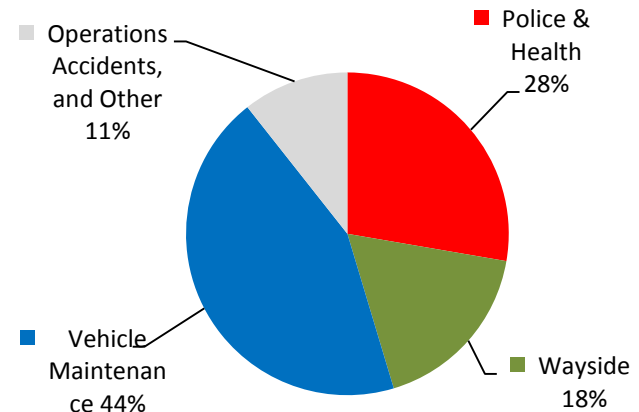
	% Incidents	% Lost Hours
Accidents	2%	6%
Other	8%	2%
Wayside	7%	18%
Vehicle Maintenance	43%	44%
Police & Health	31%	28%
Operations	9%	3%
Total	100%	100.0%



**Heavy Rail % of Total Incidents
FY2017**



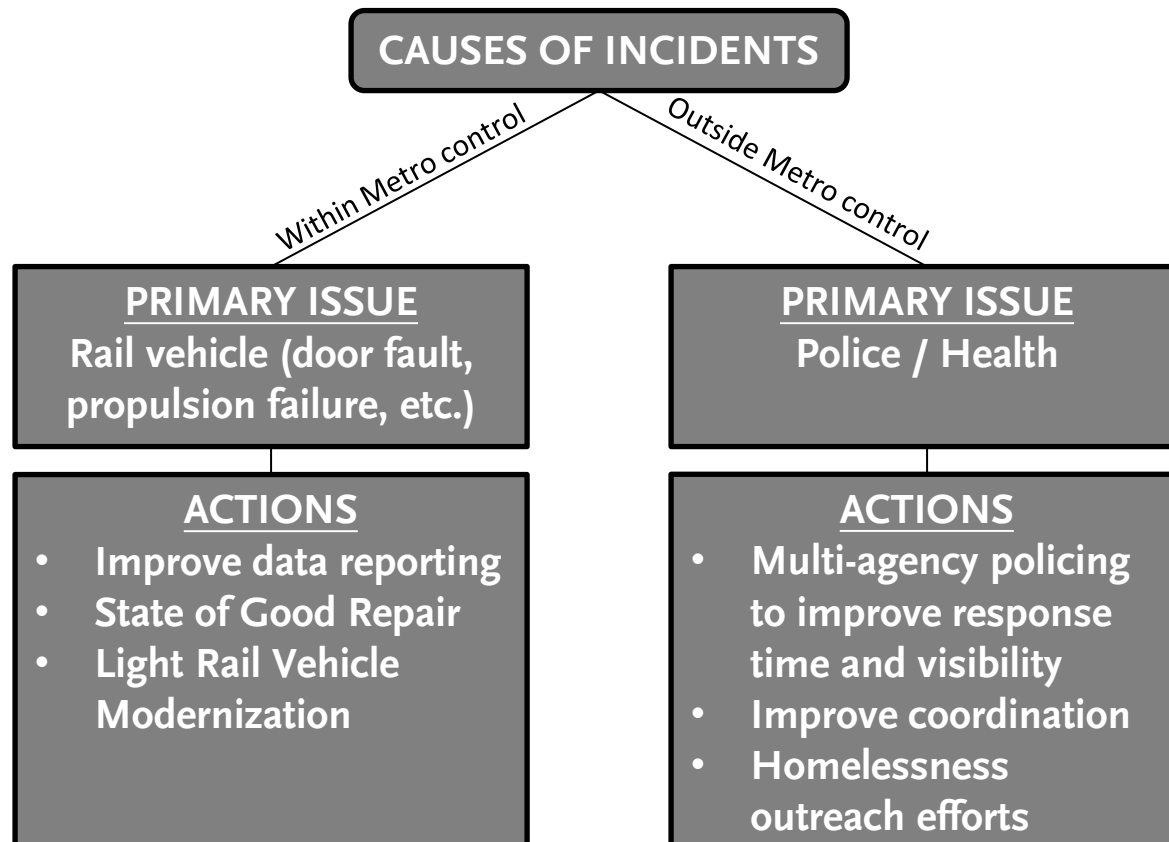
**Heavy Rail % of Total Lost Hours
FY2017**



Metro

PREVENTING INCIDENTS

Minimizing delays caused by incidents is essential to providing safe and reliable transit service for our customers



Metro

MITIGATING INCIDENTS

When incidents occur that delay service, Metro must place customers first by making every effort to get them to their destinations safely with minimal impact.

INCIDENT OCCURS

MINIMIZE DURATION

- Scenario based planning exercises to prepare staff for incidents
- Incident Commander to coordinate/deploy support
- Post incident debrief/ review for major events

COMMUNICATIONS

- Internal coordination between various departments to immediately address incident
- External communications to keep customers updated, answer questions, and assist in customer support

TRANSPORT CUSTOMERS

- Deploy bus bridge to transport customers to the next accessible station to complete their trip

NEXTGEN Bus Study

Outreach Overview



Overview



Goal: Reimagine Metro's bus network to be more relevant, reflective of, and attractive to diverse customer needs.

Existing bus network is misaligned with current travel demand:

- Changing travel patterns and access to and from transit
- Shifts in demographics/lifestyles and changing workforce travel behavior
- Slower overall travel times (including wait times) and reliability issues
- New travel options such as mobility on-demand

Outreach to various audiences is critical to success:

- General Public
- Service Councils
- NextGen Working Group
- Technical Advisory Committee
- Internal Working Group



Project Phases



Project Phase	Objective	Deliverable
Travel Markets	Comprehensive understanding of current and potential riders, what travel attributes are important and what their travel patterns are	Board approval of service priorities based on market needs
Service Concept (network)	Establish service concepts and strategies that most effectively and efficiently address service priorities within available resources	Board approval of a Regional Service Concept and measures of success
Service Plan (line by line)	Restructure routes and schedules based on the guidelines from the Regional Service Concept	Service Council approval of specific route and schedule changes from the redesigned bus network
Implementation	Launch new bus network to current, potential and future riders	Provide information and support to customers navigating the new network

Collaborate and Involve



Travel Markets:

- Supplement/validate market research and travel demand analysis through public engagement
- Collaborate with Board, Service Councils and NextGen Working Group on identifying various travel markets, and how to prioritize them for transit service
- Coordinate with internal plans and programs (Strategic Plan, LRTP, etc.)

Service Concept:

- Educate the public, Board, Service Councils and NextGen Working Group about service design trade-offs, and collaborate to establish service design guidance
- Involve Board, Service Councils and NextGen Working Group in developing a regional service concept
- Involve groups on establishing measures of success that balance internal (Metro) and external (customer) expectations

Consult and Inform



Service Plan:

- Consult with the public on specific route and schedule proposals
- Consult with municipal operators and local jurisdictions on service recommendations and transit supportive street improvements
- Inform Board, Service Councils and NextGen Working Group on the expected outcomes based on established measures of success

Implementation:

- Inform the public about upcoming service implementation schedule and support them through the transition to new services
- Coordinate implementation with internal departments, municipal operators, and local jurisdictions
- Provide updates on implementation, issues and initial results to Board, Service Council and NextGen Working Group



Outreach Schedule by Phase

Project Phase	Timeline	Activities
Travel Markets	Winter/Spring 2018	<ul style="list-style-type: none">• Public Input (e.g. surveys, focus groups)• Working group meetings (est. 2-3 per quarter)
Service Concept	Spring/Summer 2018	<ul style="list-style-type: none">• Public Feedback (e.g. telephone town hall, web based interactive page)• Working group meetings (est. 1-2 per quarter)
Service Plan	Winter/Spring 2019	<ul style="list-style-type: none">• Public feedback (e.g. telephone town hall, web based interactive page)• Public hearings (Service Councils)• Briefings to provide updates to working groups
Implementation	Fall 2019	<ul style="list-style-type: none">• Targeted promotion (e.g. Take Ones, web based, brochures)• Ambassadors at key locations (e.g. Blue Shirts and other Metro staff)• Coordinate with partner agencies



Thank You



Metro