

Incidents Resulting in Rail Service Disruptions

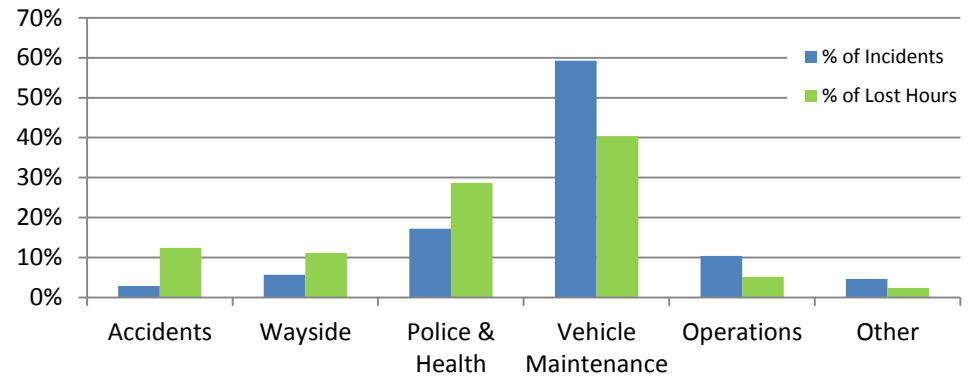
Ad-Hoc Customer Experience Committee

CAUSES OF RAIL SERVICE DELAYS

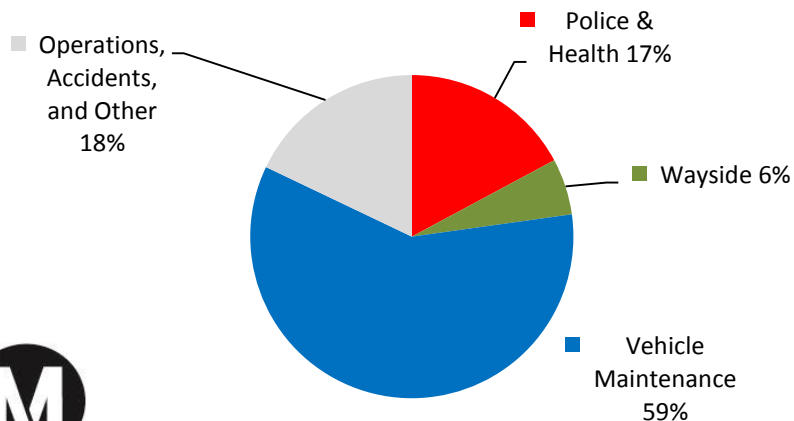
- **Rail Vehicles Failures**
(e.g. doors, brakes, propulsion)
- **Police & Health**
(e.g. customer altercations, sickness)
- **Accidents**
(e.g. traffic)
- **Operations**
(e.g. single tracking, terminal departures, customers)
- **Wayside Failures**
(e.g. track, power, signals, other infrastructure)

FY17 LRT INCIDENTS AND LOST HOURS

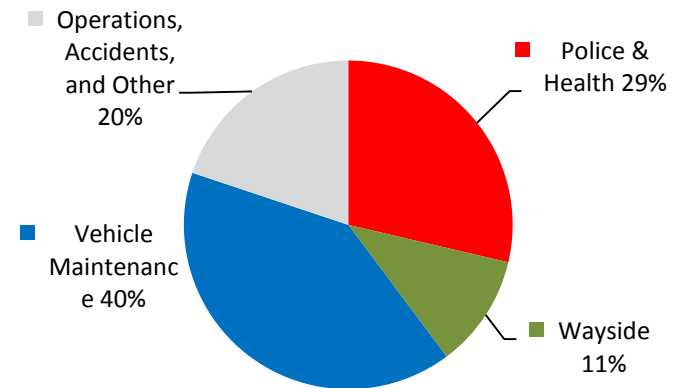
	% of Incidents	% of Lost Hours
Accidents	3%	12%
Wayside	6%	11%
Police & Health	17%	29%
Vehicle Maintenance	59%	40%
Operations	10%	5%
Other	5%	2%
Total	100%	100.0%



**Light Rail % of Total Incidents
FY2017**

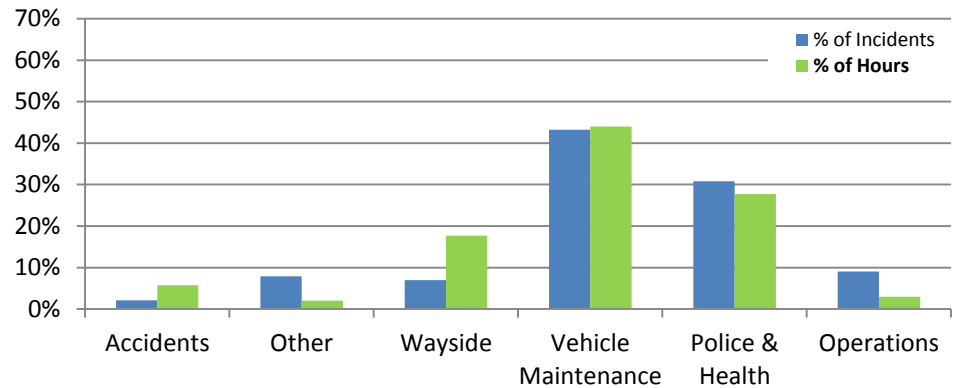


**Light Rail % of Total Lost Hours
FY2017**

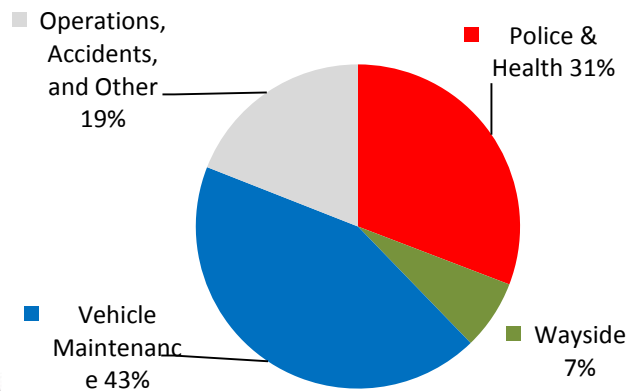


FY17 HRT INCIDENTS AND LOST HOURS

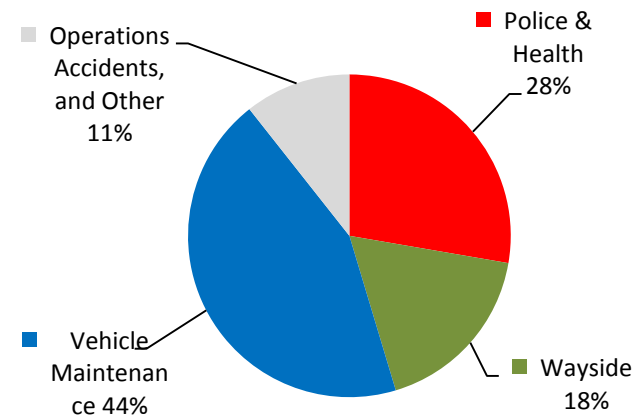
	% Incidents	% Lost Hours
Accidents	2%	6%
Other	8%	2%
Wayside	7%	18%
Vehicle Maintenance	43%	44%
Police & Health	31%	28%
Operations	9%	3%
Total	100%	100.0%



**Heavy Rail % of Total Incidents
FY2017**



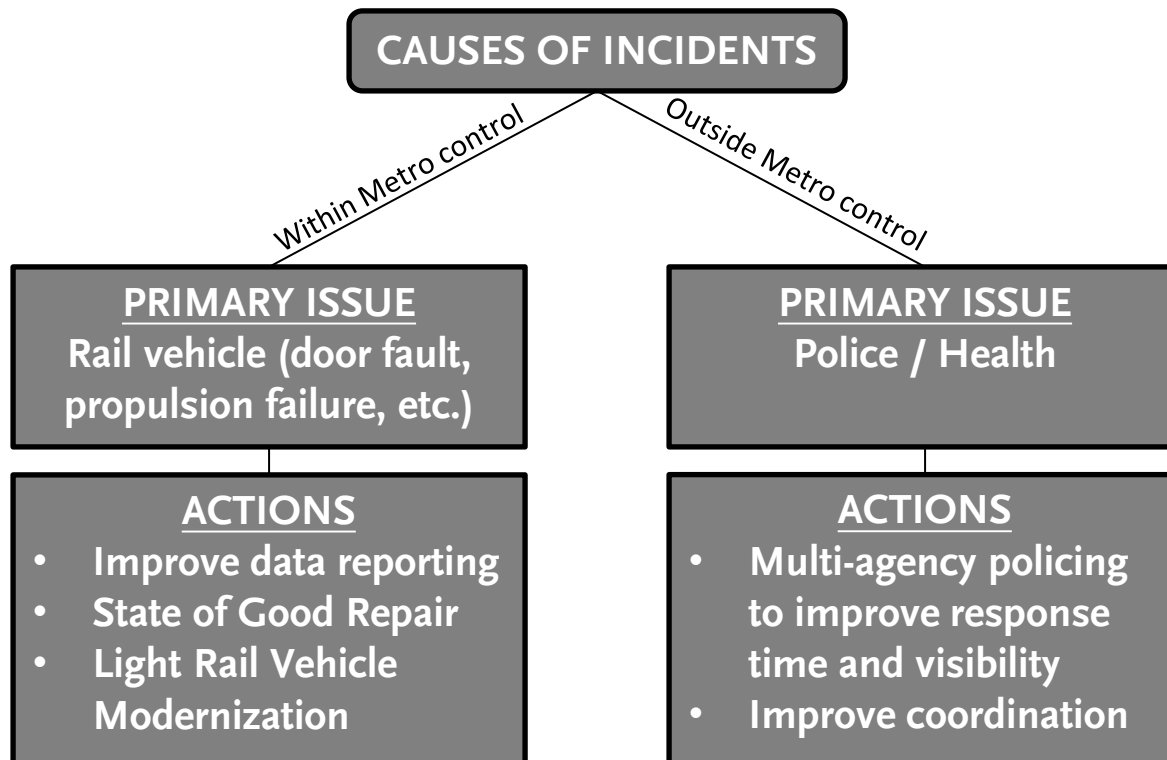
**Heavy Rail % of Total Lost Hours
FY2017**



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.

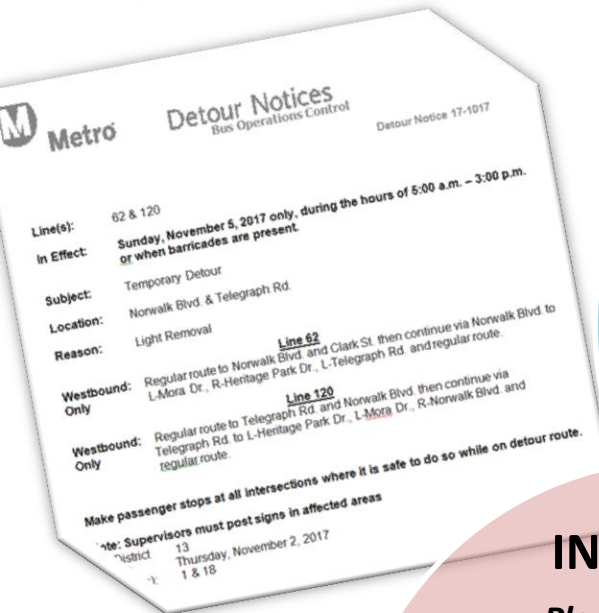
INCIDENT OCCURS

- 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

HOW WE RESPOND TO BUS INCIDENTS



BUS OPERATIONS

Bus Operations Control (BOC)

- Coordinates field supervisor and operator actions
- Notifies Customer Care, Media Relations, Social Media teams

Field Supervisors (VO Units)

- Verify detour routes and stops
- Post temporary signage
- Monitor impacted customers



INCIDENTS

Planned Incidents

- Example: LA Marathon
- Originated by Special Events Desk at BOC who notify Bus Divisions

Unplanned Incidents

- Example: Traffic Accident
- Originated by Bus Operator who notifies BOC for further instruction

COMMUNICATIONS

- Onboard announcements made before detour begins
- Temporary signage posted at affected stops
- Customer Care agents inform and provide up-to-date info
- Metro.net and Social Media accounts updated with current conditions
- Media Relations involved for major incidents



HOW WE RESPOND TO RAIL INCIDENTS



INCIDENTS

Planned Incidents

- Example: Maintenance
- Temporary Letter Request
- Notify Rail Divisions
- Update NexTrip

Unplanned Incidents

- Example: Vehicle Issue
- Notify ROC for instruction
- Onboard announcements

RAIL OPERATIONS

Rail Operations Control (ROC)

- Coordinate with Train Operators and RTOS
- Monitor station cameras
- Respond to alarm indications

Field Supervisors (RTOS)

- Verify service conditions
- Direct customers to alt services and post temporary signage



BUS OPERATIONS

- ROC requests bus bridge
- BOC redirects in-service buses
- Field supervisors dispatched to direct customers and manage operation

COMMUNICATIONS

- Frequent announcements onboard and at stations
- Temporary signage at affected stations
- Customer Care agents inform and provide up-to-date info
- Metro.net and Social Media updated with current info.
- Media Relations involved for major incidents



Metro

SERVICE ALERT

BLUE/EXPO LINES ● ● E

Sat, July 15th (Open) - Sun, July 16th (Close)

Due to Blue Line and Expo Line Upgrades, Shuttle Buses will replace rail service in Downtown LA.

- Blue Line between 7th/Metro Ctr & Grand Stations.
- Expo Line between 7th/Metro Ctr & LATT/Ortha Stations.

Debido a los mejoramientos del Metro Blue Line y Metro Expo Line servicio de enlace reemplazara los trenes en el Centro de Los Angeles.

- Blue Line entre las estaciones 7th/Metro Ctr y Grand.
- Expo Line entre las estaciones 7th/Metro Ctr y LATT/Ortha.



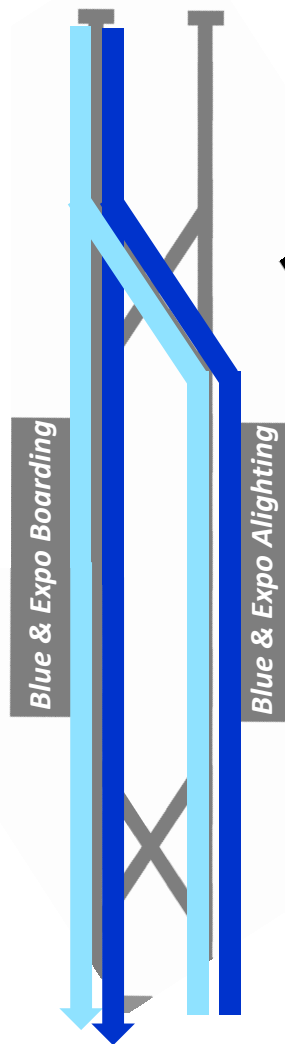
Bus Shuttle Replaces Rail Service
Servicio de Enlace Reemplaza Servicio de Tren




EXAMPLE: 7TH STREET/METRO CENTER

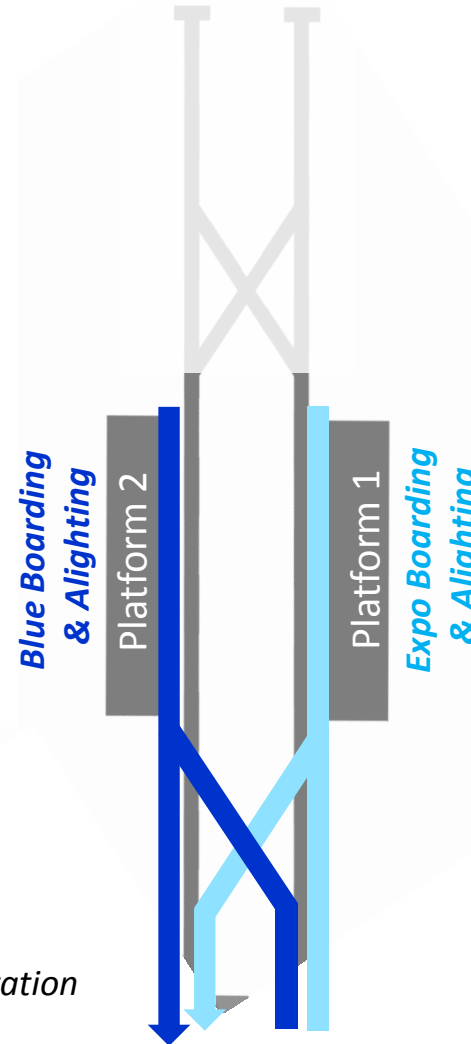
BEFORE

- Crowded boarding platform during rush hour and special events
- Uncertainty of boarding correct line on shared platform



AFTER

- Improved station flow
- Reduced confusion with line specific platform assignments
- Savings of 1 train per line from operational efficiencies





Thank you



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