A Line Opening & Cleanliness Program Update
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

- Running times above expected in the Washington – Willow Segment.
A Line Run Time – Weekly Analysis

• 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

Long Beach
Line 456 Ridership – Weekdays

Early trend: Mixed

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