

## User Needs (Transit Operators) Workshop August 27, 2014

Purpose: The purpose of the workshop was to get the transit operators familiar with the Connected Corridors/I-210 Pilot, discuss transit integration and strategies, hear from the operators about transit needs for the project, and discuss performance metrics.

The following are the User Needs for the Transit Operators:

<i>User Need</i>	<i>Context/Notes</i>
Include parking management system into I-210 Pilot	Need a parking management strategy for the project; there are parking capacity issues; can parking restrictions in cities be relaxed during significant accidents/events?
Incorporate bus breakdowns into scenarios and playbooks	Can riders receive information about bus breakdowns? Notifying riders is dependent upon the bus frequency of service (more significant issue if bus has longer headways); bus supervisors need to know so they can plan re-routes/detours; how will dispatch and transit centers get the information and then forward it to the partners/users in a timely manner?
Develop a mechanism for getting new information into the system	For example, when the Gold Line extension opens, how will changes be incorporated into the I-210 project? Will ongoing meetings take place over time [note: it is anticipated that there will be at least bi-annual meetings of all of the I-210 Pilot stakeholders into the future]
Rapid incident/event information dissemination to the transit operators	
Install message system at major bus stops (digital sign with messages and arrival times)	"Next Bus" already exists in some places; requires some infrastructure;
Have CHP to talk about transit when reporting on incidents to the media	
Consider transit events and/or incidents when running scenarios for the corridor	
Integrate the Metro Trip Planner into the I-210 pilot	
Specifically define "major" and "minor" incidents	Once "major" and "minor" incidents are defined, we can then discuss performance measures in more detail.

Other information learned at the workshop:

- All of the Metro, Foothill Transit, and Pasadena ARTS buses have AVL
- Radio reports on traffic in LA do not provide transit information (very freeway oriented)
- In Pasadena, responders/traffic folks let Pasadena ARTS' bus drivers know about bus breakdowns
- Pasadena ARTS is part of the Pasadena Department of Transportation
- Should Metrolink be included in our CC/I-210 discussion? Possibly. It could be an alternate mode, especially if commuting from far East in the corridor into downtown LA

- Several of the Foothill Transit buses use the freeway
- Bus reroutes are difficult because passengers need to be notified about where to board the bus if there's a change
- Metro has 2,000 buses on the road at peak hour; there are 15 field supervisors
- The CC/I-210 project team should visit the Metro bus and rail operations centers (contact at bus operation center is Steve Rank); also talk with the field supervisors
- The idea of integrating transit into ICM at multiple levels was very positively received by the attendees
- During major incidents there are times when operators accept fare media from other operators
- Metro service changes happen twice per year (can be minor, major, or both); major changes may take a year or more to implement
- "Direct Users:"
  - Metro: Field supervisors, bus and rail operations centers' staff, and management personnel
  - Foothill Transit: Field supervisors (contracted)
  - Pasadena Arts: Field supervisors (contracted), dispatch and management
- KPI = Key Performance Indicators
- Performance Metrics discussion
  - Needs further meeting
  - What was the effect on transit during an incident
  - One success measure could be how many people switched to transit if the freeway was closed, for example
  - Some ideas: number of boardings, travel time, delay
- What performance measures are SANDAG and DART using?
- Pasadena ARTS and Foothill Transit bus operations are 100% contracted; Metro's bus operations are 90% in-house

Attendees:

<u>LA Metro:</u>	Stewart Chesler, Reinland Jones, Bruce Shelburne, Hector Guerrero, Steve Gota
<u>Foothill Transit:</u>	Britt Card, Joe Raquel
<u>City of Pasadena:</u>	Sebastian Hernandez
<u>Caltrans D7:</u>	Sam Esquenazi
<u>System Metrics Group:</u>	Tom Choe (Facilitator)
<u>UC Berkeley/PATH:</u>	Lisa Hammon; Francois Dion (by WebEx)