

Tuesday, February 19, 2013
130219-1

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Blue-Expo Lines Washington/Flower Junction Repairs Completed

Repairs to the Blue-Expo Lines Washington/Flower Junction were completed over the 3-day period from Friday night, February 15, 2013 through Sunday night, February 17, 2013. In addition to a new diamond point, the gauge was also adjusted. Once completed, a test train was used to run both directions through the Junction trackwork. This included movement from Flower to Washington / Washington to Flower at up to 10 miles per hour. All test results were satisfactory. We are now entering a 30-day evaluation period. Metro will maintain the 5mph restriction until March 17, 2013, along with maintaining the agreed-to track inspection intervals. As the diamond is no longer non-standard, the special ultrasound testing will no longer be required. The California Public Utilities Commission (CPUC) has been advised of our actions and CPUC staff were out to inspect the Junction today. An additional update on the Junction's operation will be provided at the end of March 2013.

White House Business Council Roundtable With FHWA Administrator Victor Mendez

The White House Business Council and the U.S. Department of Transportation have invited our agency to host a roundtable discussion on transportation, jobs and the economy this Friday at our headquarters from the hours of 12:00pm – 1:30pm. The roundtable will feature Federal Highway Administration Administrator Victor Mendez, who will be in Los Angeles County for the opening of our ExpressLanes on Interstate-10 on Friday morning. The roundtable will also feature Hispanic business and community leaders from across Los Angeles County. The roundtable is expected to address, among other critical issues, the importance of transportation investments, livability issues and the need for job creation in southern California.

Countdown to I-10 Metro ExpressLanes: Tip #4 – Customer Feedback is Important

Four days remain before the 10 ExpressLanes open between Alameda Street and the 605, so this tip shares a few lessons learned from customer feedback on the 110 that can be carried forward to the 10. A recent web-based survey followed by an in-person focus group workshop to solicit feedback from those customers who use the 110 ExpressLanes the most since it opened on November 10th revealed the following:

- 83% of customers would recommend Metro ExpressLanes to friends/family. *Our opportunity:* Develop friends/family specific promotions that reward users who encourage FasTrak sign up by a non-customer.
- The most effective method of learning about ExpressLanes was through the use of Electronic Signage along the freeway. *Our opportunity:* Continue to partner with

- 511 and direct commuters to the Metro website via the electronic signage.
- Time savings is the #1 benefit among all customers, followed by solo driver access to the lanes. *Our opportunity:* Provide travel time signage on the 10 ExpressLanes, maintain on-going monitoring of traffic performance and promote time savings to non-customers.
- Improved customer service support is among the top priority for our customers. *Our opportunity:* Evaluate user specific customer service related concerns with the Customer Service Center and phone support staff.

About Metro ExpressLanes

Metro ExpressLanes is an exciting new endeavor. But like all new undertakings, it will take some time to become familiar with how it works, and it will take time before we experience the full benefits and rewards of this new traffic flow improvement project. We expect to see traffic flow enhancements and congestion reduction as the project progresses over time along with some immediate advantages such as new and more frequent transit service. Participant-adoption, and on-going feedback as a vital partner in this program will ensure its success as well as an improved travel experience for all drivers between the 110 and 10 freeways to downtown Los Angeles.

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