

Tiger Team Efforts Update

Operations Committee
February 19, 2009



Metro

Tiger Team Overview

- Multi-disciplinary team
- Established for a six-month period beginning July 2008
- Charged with addressing significant issues related to the transit rider's experience
- Recommend continuing Tiger Team for an additional six months to address issues benefiting from further agencywide coordination

Parking

- “Park to Pay” contract to Board in February 2009.
- Evaluation of parking facilities to Board in March 2009
- 160 new spaces at Gold Line Filmore Station
- Redesign of El Monte bus station to include additional parking
- Ongoing coordination with Caltrans to improve Metro Green Line parking

Operational Efficiency/Effectiveness

- Continue to shift unproductive resources to better use
- New service performance monitoring program established to support service evaluation and optimization
- Bus Speed Improvement Project

Ridership Safety/Security

- Gold and Red Line seat reduction plan for safe accommodation of bikes, strollers, suitcases
- Draft Customer Code of Conduct (COC)
- Transit Community Policing Program
- Potential establishment of an internal Transit Adjudication Bureau (TAB)

New Rail and Bus Service Plans

- Focus on implementing and monitoring new rail and bus service plans, including:
 - Gold Line Eastside Extension Bus Rail Interface
 - Line 910 (Silver Line) service between Artesia Transit Center and El Monte Bus Station