

June 2009 Status of Tiger Team Efforts

Operations Committee
June 18, 2009

Tiger Team Overview

- Multi-disciplinary team
- Charged with addressing significant issues related to the transit rider's experience
- Extended for a six-month period beginning February 2009 to address issues benefiting from further agencywide coordination

Parking

- Re-striped Norwalk and Aviation Stations for safety.
- Painted red and green (taxi) curbs to eliminate illegal parking at Aviation Station related to fire-life safety issues.
- Ongoing coordination with Caltrans to improve Metro Green Line parking.

Ridership Safety/Security

- Submitted grants to federal and state programs.
- Communicated with riders regarding “Swine Flu” and established a task force to respond to any pandemic consistent with Center for Disease Control and Department of Homeland Security.
- Developed brochures for rider’s safe practices on-board buses and trains.

On-time Performance (OTP)

- Established an OTP Task Force to focus on key strategies for improvement.
- Addressing early departures and identifying root causes.
- 2nd Quarter FY09 to 3rd Quarter FY09, early departures have been reduced by 3.6%, from 14.4% early to 10.8%.