

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.2000 Tel
metro.net**CONSTRUCTION COMMITTEE
MARCH 21, 2013**

SUBJECT: PROGRAM FOR COORDINATION OF METRO AND OTHER COUNTY AGENCIES PROJECTS, MITIGATION OF TRAFFIC DISRUPTIONS DUE TO METRO PROJECTS AND IMPROVED INFORMATION TO THE PUBLIC

ACTION: APPROVE PROPOSED PROGRAM

RECOMMENDATION

In response to the Director Knabe and Dubois motion the following report has been prepared. It describes a Program to address the concerns raised in the motion. The recommended program is a phased program and includes the following 6 tasks: (1) Implementation of A Regional Construction Coordination (RCC) committee to improve coordination of all construction activities between all county agencies; (2) Implementation of a system providing Construction Impacts on the Community and include an Alert Program (CICAP) giving real time Traffic Alert reliable information to the public; (3) Distribution of Information via a mobile Metro app; (4) Distribution of information via online centralized landing page; (5) Distribution of information via social media tools; (6) Distribution of information via GPS tools.

ISSUE

At the April 2012 Board meeting, Directors Knabe and Dubois introduced a motion identifying the critical need to coordinate construction efforts and disseminate information. Therefore, they directed the CEO to provide a report on how to improve coordination of ongoing Metro Construction projects as it relates to traffic and general public community impacts, along with improvements on disseminating customer-friendly real-time information. This report is in response to this motion.

DISCUSSION

In response to the motion, led by the Transit Project Delivery Department with assistance from Metro's Communication, Construction Relations and Highway Programs Department, Metro staff has inventoried and researched existing agencies and private systems to understand existing systems, processes, programs, and services currently in operation that either directly or indirectly support the gathering of data and/or disseminate information to the public. Upon understanding the basic systems already in place, the team was able to develop and formulate a strategy to: (1) Improve the construction coordination between Metro and other county agency projects; (2) Capture the traffic disruptions due to Metro construction projects; and, (3) Distribute the information to the general public in a useful and friendly manner.

The following details the approach and the program proposed:

I. Inventory & Initial Findings

The first task undertaken by the team was to identify the various systems, processes, programs and services currently in operation that collect information and data related to traffic disruptions and disseminate information to the public. Researched systems included systems from Metro Communications, Metro Construction Relations, Metro Planning, RIITS/Southern California 511, Caltrans, City of Los Angeles LADOT and LABOE, Dig Alert and other general municipalities. Staff findings revealed that although some existing systems have a program in place that provide information to minimize traffic and general public impact, in most of the cases the information provided by the existing systems is either project specific with its own constituency or not very effective because unplanned real time events are not uniformly announced, if at all. There is also a lack of centralized construction coordinating facilities for all projects in the county including Metro and other county agencies. (Refer to Attachment A for more details regarding this section).

II. Proposed Program

As a result, staff has engineered a program to coordinate projects between the County agencies, to collect data about traffic disruptions caused by our construction activities and to disseminate this information to the public using Metro website and other media in a more efficient and improved manner.

Task 1: Implement a Regional Construction Coordination (RCC) Committee

We are proposing to create a Committee to act as the centralized coordinator for all County construction projects which are concurrent and interfere with Metro projects. The objective is to coordinate the schedule, limits, and scope of these projects. In the first phase the committee will meet monthly to exchange, discuss and coordinate the schedule of their projects to minimize overlap of work and the impacts on the public. In

phases 2 and 3, the system will be enhanced by linking all project schedules through a computer program installed at each participating agency.

Task 2: Implement a Construction Impact Community Alert Program (CICAP)

The CICAP program uses equipment installed on our construction sites to capture data which is then transmitted to a new centralized Traffic Transit Center (TCC) at Gateway. Information captured will be real time. CICAP will also be connected to other systems such as Caltrans, Southern California 511/RIITS, County of L.A, Cities and other agencies. Data received by our Traffic Transit Center will be disseminated via Metro web and other media as described in Tasks 3 to 6. The CICAP will seek to supplement and improve the effectiveness of the Construction Relations efforts on Metro's major capital projects by centralizing the information, coordinating activities with 3rd Party agencies, and more uniformly capturing all unplanned real time events.

Task 3: Distribute Information via Mobile Application

Use the data collected by the Traffic Transit Center in a mobile application (app); and allow real time information to the users in a customer friendly language. Further specifications will be identified, but at minimal – provide real time road maps, provide traffic disruptions via text display and audible messages, and provide reroute suggestions.

Task 4: Distribute Information Via Online Web

Use the data collected by the Traffic Transit Center and create a new universal page on Metro.net, Metro's primary website. The new landing page will provide users a customer friendly, one stop location to access location real time information of street closures, lane closures and other impacted areas as a result of all Metro's ongoing construction projects. Currently each major capital project has a dedicated project page. A universal landing page will provide all commuters real time traffic information and construction impacts. Web viewers will be able to link back to each project from this landing page for project specific information.

Task 5: Distribute information via Social Media Tools

Integrate data from the Traffic Transit Center into social media tools such as Facebook, Twitter, YouTube, Nixie and others; and Metro tools such as Nextrip, Trip Planner, and TAP where applicable.

Task 6: Distribute Information via GPS Tools

Integrate data from the Traffic Transit Center into 3rd Party GPS / navigation / travel tools and services such as Garmin, Magellan, TomTom, and more. Making TTC information on these systems further expands the outreach as these devices may be used hand-held or for vehicle navigation.

(Refer to Attachment B for more details regarding this section.)

Proposed Program

At the Board's direction a program with the following three phases could be implemented:

Phase 1: Develop a scope and a budget to implement all the program tasks. Deliverables in Phase 1 would include: Scope, Budget and Schedule for each of the six tasks of the program. Phase 1 Schedule: 8 months after authorization.

Phase 2 and 3: Phase 2 and 3 would include actual implementation of all tasks of the program. Deliverables in Phase 2 and 3 would include procurement and installation of equipment, software installation, implementation of transit center, implementation of pilot program and connections with other agencies.

For clarification purposes, a timeline/schedule has been provided in Attachment C.

DETERMINATION OF SAFETY IMPACT

The Program has the potential to improve the overall safety of the entire transportation system. The capability to provide reliable, timely, accurate information to the traveling public about construction conditions will enable the public to make better decisions, thereby, leading to less congestion and improved mobility. In addition, accurate and timely information can lead to a reduction in secondary incidents caused by congestion and can also help to reduce the anxiety of travelers by providing them some basic understanding of construction status and reliable travel time estimates.

FINANCIAL IMPACT

Metro will coordinate with the involved entities for their participation to fund this program and will report back to the Board for further direction.

ALTERNATIVES CONSIDERED

The Board may choose to direct staff to continue its present practices and continue to work with Construction Relations and Metro Third Parties department for alerting the Communities about impacts due to our construction projects.

NEXT STEPS

Upon approval of this program, staff will create a task force with the affected entities to fully engage in this program. In addition, Metro will also coordinate with the involved entities for their participation to fund this program and will report back to the Board for further direction.

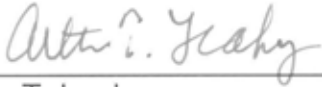
ATTACHMENTS

Attachment A	Inventory of Existing Systems
Attachment B	Program Details
Attachment C	Schedule

Prepared by: Sam Mayman, Executive Officer, Engineering
Eduardo Cervantes, Third Party Admin Manager
Yvette Rapose, Construction Community Relations Manager
Kali Fogel, Motorist Services Administrator
Lan-Chi Lam, Creative Services Manager



Krishniah N. Murthy
Executive Director
Transit Project Delivery



Arthur T. Leahy
Chief Executive Officer

Attachment A:

Inventory of Existing Systems

The following represents detailed findings as part of the Team's research on existing systems and processes already in place within the community agencies and entities.

- A. Metro Communications and Metro Planning: In addition to operating metro.net, Metro operates a number of additional social media technological amenities. These include a wide variety of programs, services and applications that are technologically related in various ways. Many of these programs interact or are linked to each other. In addition to Southern California 511, these programs include the new Metro Mobile App, Nextrip, Trip Planner, Facebook, Twitter, YouTube, TAP and more. Apart from Metro Communications, Metro Planning has a standard process in place to where any project near or related to future Metro projects shall be reviewed by Planning to assure there are no conflicts among the projects. One prime example is the interaction and review of on call Projects.
- B. Metro Construction Relations: A dedicated Construction Relations Team available 24/7 is assigned to each major capital project. In addition to construction impact mitigation, the team is responsible for all public outreach and stakeholder communication on a given project. Utilizing a full range of communication tools tailored to diverse communities, a robust outreach campaign is implemented to alert the project neighbors and stakeholders of construction activities, anticipated impacts and detours. In instances when there are unplanned activities, the team notifies the constituents. Outreach utilizes traditional door-to-door tactics and social media (Facebook, Twitter and Nixie): a dedicated project website is also set up that acts as a repository for all project related information and constructions notices. While these efforts are supported by Communications, there are currently no efforts in which the agency has sought to coordinate all of the Metro construction projects and 3rd Party agency projects.
- C. RIITS/Southern California 511: In addition to social media amenities, currently the public can receive construction information through LA SAFE's Southern California 511. The goal of this service is to provide the public with information so that an individual can make the best travel choice both in mode (traffic, transit and commuter services) and route in Los Angeles, Orange, Riverside, San Bernardino and Ventura counties. Southern California 511 currently provides a traffic map and a list page on its web site (Go511.com) with information regarding congestion, travel time estimates, freeway incidents and freeway closures. Additionally, the site provides the ability to view Caltrans freeway camera images and Changeable Message Sign (CMS) messages. In addition to Southern California 511, Metro has implemented the Regional Integration of Intelligent

Transportation Systems (RIITS) whose primary purpose is to collect, process and distribute data and information that can be used to support traveler information and transportation management.

D. Caltrans: Currently, the public can receive construction information via Caltrans' Quickmap online system, through its Lane Control online system as well as through visual mainline Changeable Message Signs (CMS). Unfortunately, some of their systems (Lane Control System) are outdated at times and not very reliable as far as accurate information on closures. This system is unreliable because it tracks lane closure permits and reservations only. The system in its current configuration does not track whether or not a contractor is exercising said reservations. There is no determining from the reservation when actual work will take place.

E. City of Los Angeles LADOT and LABOE: Currently, the City of Los Angeles Bureau of Engineering (BOE) has a program in place that requires all utility agencies and other entities to seek TCTMC committee approval of any lane closures within the City streets. Committee is designed to coordinate all closures to eliminate conflicts and impacts to public and other major projects. As for LADOT, the department operates and maintains an Automated Traffic Surveillance System (ATSAC) that manages and operates traffic within the City from one remote location. System is composed of a central location with downtown that includes monitors and computer systems that interact with traffic cameras, loops and detectors. The system can identify traffic impacts, speeds, volumes, major gridlocks as well as provide the department the latitude to adjust timing and sequences of lights in order to try and mitigate traffic impacts. The ATSAC system is only as good as it has the ability to analyze every intersection in the City. It does not.

F. Dig Alert: Currently, the entity has an oracle based system that all utility companies and entities are required to notify should they request to dig in streets. System is set up to send automatic emails to all applicable facility owners notifying them that another entity is requesting to dig near their respective facilities.

G. Other General Municipalities: The Team had discussions with City of Inglewood and City of Beverly Hills. Unfortunately, the findings were that both Cities did not have any systems in place such as in the City of Los Angeles.

Attachment B

Program Details

Task 1: Implement a Regional Construction Coordination (RCC) Committee – Similar to the City of Los Angeles TCTMC, the committee led by Metro's Project Transit Delivery Department, would be responsible to act as the centralized coordinator for all construction projects taking place near Metro related projects. The committee would ensure, via respective project input from all participating entities, that all projects were coordinated with respect to construction schedule, limits, and scope. By having this committee in place, the committee would eliminate any overlapping of work, conflicting schedules that could impact the community and unnecessary over expenditures due to work redundancy. The RCC system would include having software in place that would allow each participating entity to input their projects on a shared drive. The system would then arrange all projects by schedule and location resulting in a uniform schedule showing overlaps and conflicts. Committee would then take lead to mitigate conflicts with appropriate entities.

Task 2: Implement a Construction Impact Community Alert Program (CICAP) – Understanding that there is no central coordinating platform for multi agency real time construction coordination, it is imperative for a system to be put in place in order to effectively monitor and minimize community impacts. Therefore, led by Metro's Project Transit Delivery Department, the CICAP program shall serve as a central focal point for all coordination with internal and external projects as it relates to real time construction information and dissemination of information to the general public in order to further minimize impacts to the community. The general concept of the CICAP program shall entail the following:.

- Procure, assemble and install necessary equipment at Constructions sites (computers, software, CCTV cameras, Bluetooth receivers, etc.) and construct Transit Center.
- Capturing of real time information via Metro Construction Relations, contractors' construction sites, Caltrans, Southern California 511/RIITS, County of L.A, Cities and other agencies.
- Transmission of real time information to Metro's proposed Transit Center.
- CICAP Transit Center to process information received.
- Disseminate information to the general public via media, email/text, internet web, apps/phone and other social media rather than limit project constituents.

The Implementation of the CICAP program shall include establishing a scope, provisions and general budget. Upon completion of Phase 1, the general development of the program shall include software development, procurement of equipment, Transit Center Room establishment, test pilot program development and implementation and ultimately developing and implementing programs and connections with Metro's construction sites as well as all other agency programs. The CICAP program

shall be an essential program to take Metro to the next level of minimizing impacts and notifying the general public.

Task 3: Enhance Metro App - With apps being customarily used by most of the general public, and being that Metro already has a "Metro" app in place, an enhancement to the existing app to allow real time customer friendly and audible information dissemination of impacts and suggested reroutes to ensure positive motorist trip movements is worthwhile. Led by Metro's Communication department, this enhancement would allow for greater reach allowing the public better opportunities to plan their trips and thereby minimizing impacts and offer another source of customer friendly information to the general public.

Task 4: Create a Landing Page - Led by Metro's Communications department, a new landing page would be developed to allow a customer friendly one stop location on Metro's website to access real time information for street closures, lane closures and other impacted areas as a result of Metro's ongoing construction projects. The landing page would work hand in hand with the proposed CICAP program and other existing systems. The landing page would be geography based, rather than project based.

Task 5: Enhance Social Media Tools - With support from existing programs such as Southern California 511 and RIITS, the Metro's Communication department would lead these enhancements to allow assurance that data and information on all travel modes and via Nextrip, Trip Planner, Facebook, Twitter, YouTube, TAP are properly enhanced into a seamless and customer-focused system with an objective of reaching a greater audience and providing the general public with additional options.

Task 6: Enhance GPS - Led by Metro's Communications department, the existing GPS systems already in place would be enhanced to allow customer friendly systems that will also be directly linked with CICAP.

ATTACHMENT C: SCHEDULE (Calendar Year)

Item#	Task	2014				2015				2016				2017					
		2 QTR	3 QTR	4 QTR	1 QTR	2 QTR	3 QTR	4 QTR	1 QTR	2 QTR	3 QTR	4 QTR	1 QTR	2 QTR	3 QTR	4 QTR			
1	REGIONAL CONSTRUCTION COORDINATION (RCC) COMMITTEE																		
1A	Creation of a RCC Committee	█	█	█															
1B	Link all county construction schedules via computer program installed at each participating agency.				▬	▬	▬	▬											
2	CONSTRUCTION IMPACT COMMUNITY ALERT PROGRAM (CICAP)																		
2A	Develop scope for a RFQ to select a Consultant for CICAP.	█	█	█															
2B	Construct a central Traffic Transit Center (TTC) at Gateway. Implement a Pilot Program.				▬	▬	▬	▬											
2C	Connect 13 Metro construction sites (Crenshaw: 6; Regional: 4; Westside: 3) with Metro TTC.									█	█	█	█	█	█				
2D	Connect all other non Metro agencies with Metro TTC															█	█	█	█
3	ENHANCE METRO APP																		
3A	Establish scope and budgets	█	█	█															
3B	Implement task								▬	▬									
4	CREATE LANDING PAGE																		
4A	Establish scope and budgets	█	█	█															
4B	Implement task								▬	▬									
5	ENHANCE GPS																		
5A	Establish scope and budgets	█	█	█															
5B	Implement task								▬	▬									
6	ENHANCE SOCIAL MEDIA TOOLS																		
6A	Establish scope and budgets	█	█	█															
6B	Implement task								▬	▬									

Legend:

█ Phase 1

▬ Phase 2. Commenced upon Board approval after Phase 1

█ Phase 3. Commenced upon Board approval after Phase 1

