

Streetcar Update

Review of April 2017



Cincinnati Bell® connector

Safety Activities

- Completed tabletop exercise between Metro Operations, SORTA Admin and Transdev
 - After Action Report (AAR) will be forthcoming
 - Much improved reaction and responses compared to previous year
- Met with FLSSC to discuss Full Scale Exercise
 - Possible dates 6/15 or 6/22
 - After service has ended
- SSRC and CA committees continue to meet

Security

- Security initiatives remained consistent during April
- Upcoming Memorial Day weekend (Taste of Cincinnati), Special Events funding will be used for increased security on the train.
- Police detail will also be increased at Government Square, officers will step on and monitor train station platforms closest to the Square whenever possible.

Upcoming Safety/Security Activities

- Tabletop Exercise with City, SORTA, Metro Bus, Transdev personnel on 5/5/17
- Full Scale on either 6/15 or 6/22. FLSSC to confirm date at 5/11 meeting

Marketing

- Monthly Streetcar Pass Promotion
 - Passes on sale (Metro Sales Office / Cincy EZ Ride app / www.go-metro.com)
 - June/July/August 2017 - \$33/month
- DCI Summer Lunch promotion – June 1

April Ridership Summary

	Ridership	Ridership Budget	Variance
Weekday	25,603	68,180	-42,577
Saturday	16,800	8,520	+8,280
Sunday	7,563	5,625	+1,938
Total	49,996	82,325	-32,359

*Includes supplemental service

*Does not include charter service

Transdev Status

- Fare inspections all utilizing tally device
 - Police detail
 - Supervisors
- Ridership reporting / Automatic Passenger Counter (APC) validation
- Staffing
 - New operator class (3) starting
 - New vehicle and maintenance of way staff
 - Remaining maintenance of way vacancy to be filled in May

Transdev Status

- Invoice processing
 - Incentives/disincentives
- Close-out contractual compliance open items
 - SORTA/TRA Compliance Review
 - Ongoing
 - May 31, 2017 final deadline

April Operations Summary

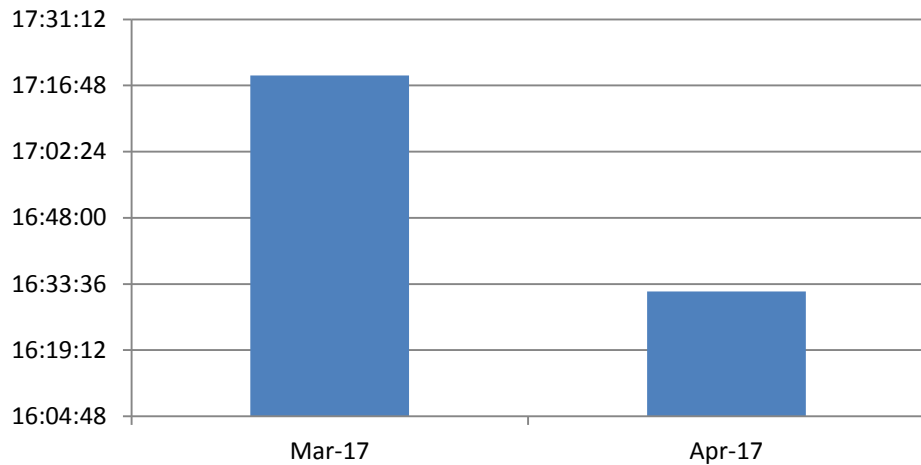
- 5,979 fare inspections conducted
 - 24 citations issued
 - 99.6% compliance
- Rulebook / SOP updates
- Enhanced communication with Parking Enforcement

April Operations Summary

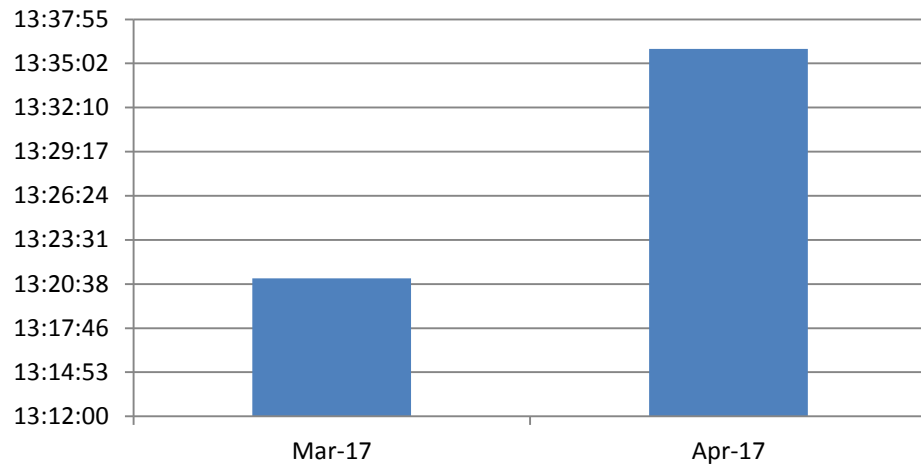
Trips Scheduled	Trips Operated	Missed Trips	Average Headway	Extra Train Hours	Blockages*	Signal Failures	Close Calls	TAA	Charters
2,168	1,967	168	13:36 (12 min) 16:32 (15 min)	70	78 (total) 67 (more than 2 min)	13	18	8	0

Operations Trends

Average Off Peak Headway

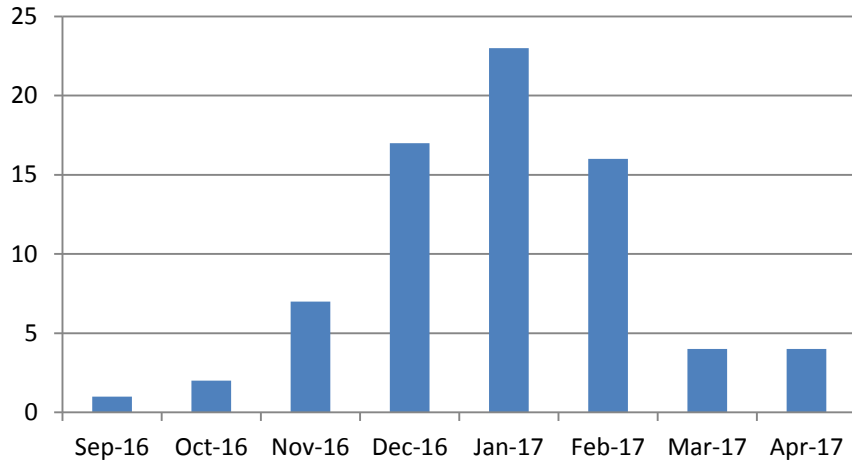


Average Peak Headway

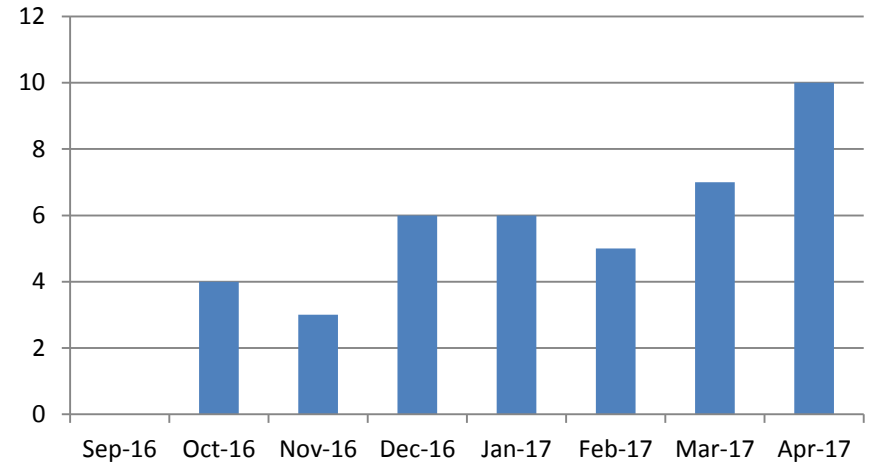


Operations Trends

Change Off Road

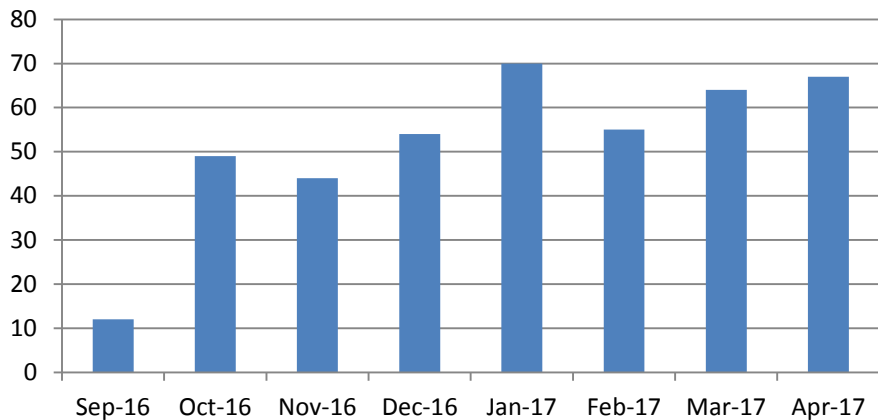


Train Failure Road

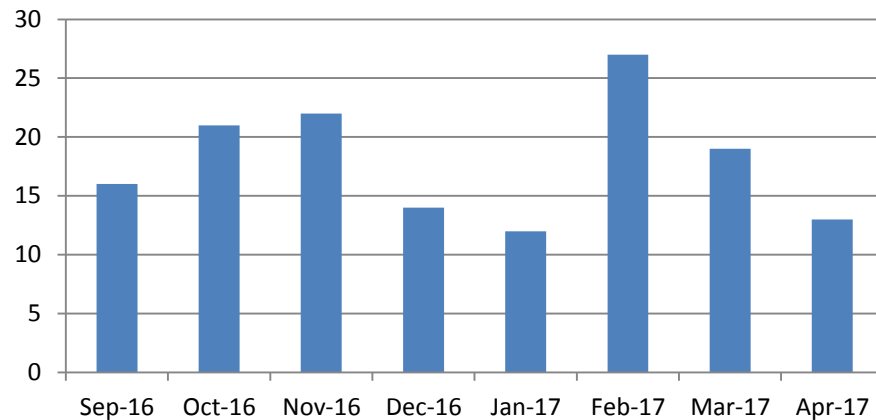


Operations Trends

Streetcar Blockages



Traffic Signal Failures



Current Fleet Status

- 1175 Crash Damage 4/29
 - Expected return to service week of 5/8
- 1177 “Driver Vigilance Fault”
 - Troubleshooting continues
 - CAF specialized technician
- 1176/1179 Crash Damage 5/7

Special Events

- Flying Pig Marathon (5/6 & 5/7)
 - CBD Loop Service suspension
 - 5/6 resumed 2:01p
 - 5/7 resumed 11:05a

QUESTIONS?

Operations Metrics

Definitions

- **Trips Scheduled:**
 - The number of streetcar trips (“loops”) per the schedule required to maintain headway
- **Trips Operated:**
 - Actual streetcar trips operated
- **Missed Trips:**
 - Difference between trips scheduled and operated; trips missed due to late operation
- **Late Trips:**
 - Trips operated more than 5 minutes behind schedule

Operations Metrics

Definitions

- Extra Train Hours:
 - Additional streetcar revenue vehicle hours operated on Saturday/Sunday by Transdev by operating additional (third) vehicle
- Blockage:
 - Obstruction on streetcar tracks resulting in service suspension
- Signal Failure:
 - Malfunction of streetcar signal required for safe operation; results in delay or service suspension

Operations Metrics

Definitions

- Close Calls:
 - Evasive action required by streetcar operator to avoid contact with other vehicle, bicycle, pedestrian, etc. (FTA definition)
- TAA:
 - Track Access Authorization
- Charter:
 - Exclusive use of a streetcar by a third party
- Supplemental Service:
 - Additional public streetcar service operated above the base schedule

Operations Metrics

Definitions

- Train Failure Road:
 - Streetcar vehicle failure resulting in removal of vehicle from service; can be a failure of a safety device or electro/mechanical failure – requires off-load of passengers and results in 60+ minutes suspension of service and can result in reduced service (increased headway)
- Change Off Road:
 - Streetcar vehicle failure that can be remedied on the line – typically results in 5 to 60 minutes suspension of service
- Average Headway
 - Average headway calculated by GPS (Trapeze)