

Streetcar Update

November 2016

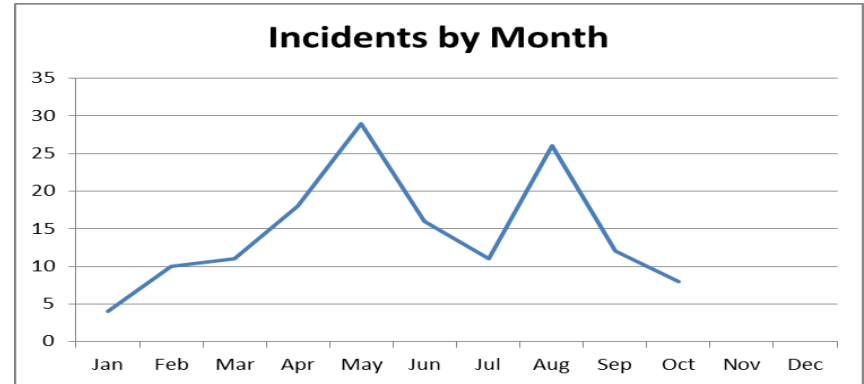


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Safety - Metrics

All Safety-related Incidents

- 71% involve other vehicle:
 - Turn in front of
 - Opens door into path
 - Runs red light
 - Encroaches into vehicle envelope
- 23% Pedestrian Interactions
 - Jay Walking
- Since RSD there have been 3 Reportable Incidents



Safety-Improvement Activities

- Additional signage (e.g. Pedestrian warning, No Stopping on tracks)
 - Reviewing potential traffic safety devices (e.g. Train Approaching)
 - Vehicle incident/Blocking log provided to stakeholders (CPD, Parking Enforcement)
- * These activities are also associated with OHA and CAP's



Security

- Two Security-related incidents
- Increased CPD Detail (personnel and hours)
- Upgraded security elements at MOF (e.g. additional cameras, fence perimeter sensors)

Certification Follow-up

- Revisions of SOP's from lessons learned and reviews from ODOT & PMOC will occur in November 2016
- CAP log, Hazard Log, OHA continue to be updated as items are closed out
- FLSSC has been closed out
- SSRC will continue with added role of configuration management

ODOT/SORTA Coordination

- ODOT in regular communication with us
- We provide monthly reports to ODOT to track our safety and Security programs through CAP's, Incident Log, Blocking log
- ODOT participation through SSRC
- ODOT recently provided training on SSO incident reporting requirements as well as report structure
- Two additional incident investigators added as a result of ODOT recommendation

TVM changes

- Cincinnati Bell Connector more prominent on screen
- Automatic validation of all streetcar passes and Metro day passes to streamline transaction times
- Receipts dispensed for failed transactions and credit card transactions only to reduce trash at stations
- Accepts \$0.50 credit card transactions (half-fare 2-hour passes) for family convenience
- 24-hour customer service telephone line for immediate assistance

Promoting the changes



TVM signage

- New validator, children's height markers and header sign
- New instruction poster



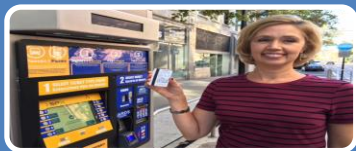
Digital

- "How-to" video on website and social media
- Regular updates on all social media platforms
- Monthly e-newsletter



Publicity

- News releases sent to all outlets
- Notices in community e-newsletters such as DCI



Outreach

- Ongoing presentations to community groups, clubs, etc.
- Informing and educating customers at stations

Holiday Connector



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Schedule

- Friday, Nov. 25
- Saturdays Nov. 26, Dec. 3, Dec. 10 and Dec. 17
- Noon to 5 p.m.

Family fun

- “Elves” dispensing information and holiday cheer
- Holiday favorites by the Young Professionals Choral Collective 2-4 p.m. Nov. 26, Dec. 3, Dec. 10 and Dec. 17

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Trapeze ITS

- Working with City to address connectivity issues with signs
- Operator login issues
- Automatic passenger counter (APC) software corrections implemented
- www.go-metro.com – “Real Time Info” – route 100

October Ridership Summary

	Ridership	Ridership Budget	Variance	% Variance
Weekday	43,615	71,589	-27,974	-39.08%
Saturday	36,032	8,520	+27,512	+322.91%
Sunday	15,640	5,625	+10,015	+178.04%
Total	95,286	85,734	+9,552	+11.14%

*Includes supplemental service

*Does not include charter service

October Operations Summary

- Incidents impacting service
 - Tuesday 10/4 – Vehicle yard/mainline incident
 - Wednesday 10/5 – Streetcar 1178 failure
 - Saturday 10/8 – Crane delays at Main & 3rd
 - Friday 10/14 – Streetcar 1179 failure
 - Saturday 10/15 – Streetcar 1177 failure
 - Friday 10/28 – Streetcar 1178 failure
 - Saturday 10/29 – Security issue delays

October Operations Summary

Trips Scheduled	Trips Operated	Missed Trips	Late Trips	Extra Train Hours	Blockages	Signal Failures	Close Calls	TAPS	Charters
2305	2134.5	170.5	682	94.25	49	21	12	26	2

Current Fleet Status (11/7/2016)

1175	1176	1177	1178	1179
Available for Service	Available for Service	Available for Service <i>note: can operate from A-end only due to PRO crash</i>	Unavailable <i>note: crash damage 11/1/2016</i>	Available for Service <i>note: minor crash damage 11/1/2016</i>

QUESTIONS?