

Streetcar Update

January 2017

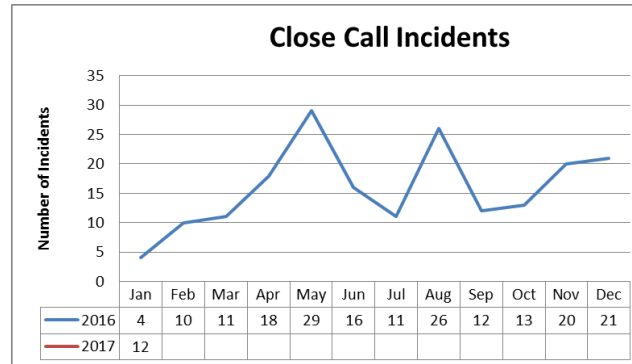


Cincinnati Bell® connector

Safety - Metrics

All Safety-related Incidents

- 73% involve other vehicle:
 - Turn in front of
 - Opens door into path
 - Runs red light
 - Encroaches into vehicle envelope
- 23% Pedestrian Interactions
 - Jay walking continues to be an issue
- Since RSD there have been 13 Reportable Incidents



Safety Activities

- Annual Letter of Certification of Safety and Security Plans submitted to ODOT
- Copies of signed plans (e.g. Agency Safety Plan and Security and Emergency Preparedness Plan) submitted to ODOT
- Safety Director working with new Transdev personnel to familiarize and eventually transfer investigation responsibility

Security

- Two emergency evacuations due to police activity (Washington Park and Walnut).
- SORTA/CPD Transit detail is doing fare enforcement currently. Transdev/CPD detail to takeover in February.

Marketing/Communications

- DCI initiative: Park Once/Explore More
 - Parking garages
- Cincinnati Bell Super Bowl Commercial
- Support for Real Time Sign testing
- Streetcar Marketing Partners Group
 - Cincinnati Bell, City, DCI, Haile Foundation

Marketing/Communications

PARK ONCE
EXPLORE
MORE!

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Marketing/Communications

- New information display in Sales Office
- City Beat ad



Ride the Cincinnati Bell Connector streetcar FREE with your Metro pass or Fare deal sticker.

- Board at any of 18 convenient stations throughout downtown, The Banks and Over-the-Rhine.
- Show your valid Metro pass or sticker to the fare inspector if asked.
- Enjoy Connector service every 15 minutes to lunch, shopping, meetings or just seeing the sights.



www.go.metro.com | www.CincinnatiBellConnector.com

Cincinnati Bell connector

Marketing/Communications

- Facebook

- Followers: 3,705
(increased by 55)
- Impressions: 44,305
- Engagements: 3,917



- Twitter

- Followers: 3,790
(increased by 146)
- Impressions: 141.2K
- Engagements: 667

- Instagram

- Followers: 842 (23 new)
- Engagement: 370

Trapeze ITS

- Continuous on-site technical presence
- Radio signal strength
 - 12th/Vine
 - Enhanced antenna 4th/Main
- “Delayed” message deactivated
 - Informative canned messages pre-programmed
- “Arriving” zones adjusted for better performance

Trapeze ITS

- GTFS feed weekend issue
 - Working with Trapeze on resolution
- Operational issues
 - Training for Transdev staff
 - Real time canned messages
 - Schedule additions/deletions

Transdev Status

- New General Manager – Luke McCaul
 - New Transportation/Safety Manager Susan Duffy
 - New Maintenance Manager Curtis Ailes
 - Additional hires
- VP Rail and Chief Mechanical Officer on-site
- On-site corporate resources
- TRA Transdev Contract Review

January Ridership Summary

- December ridership performance summary (Metro process)
- January 2016 figures are *tentative*

January Ridership Summary

	Ridership	Ridership Budget	Variance	% Variance
Weekday	18,443	74,998	-	-75.41%
Saturday	11,460	6,816	+	68.13%
Sunday	5,431	5,625	-	-3.45%
Total	35,334	87,439	-	-59.59%

*Includes supplemental service

*Does not include charter service

January Operations Summary

- Incidents impacting service:
 - 1/4: MOF pullout delay
 - 1/6: Train mech issue: camera failure
 - 1/7: Train mech issues: camera failure
 - 1/8: Train mech issue: suspension leveling failure
 - 1/9: 1730 Race Street Police issue: OTR service suspension 3+ hours
 - 1/10: Train mech issues: compressor failure
 - 1/11: Train mech issue: door failure

January Operations Summary

- Incidents impacting service (cont.):
 - 1/12 Train mech issue: compressor/circuit breaker failure
 - 1/13 Train mech issue: Trapeze issue
 - 1/16 MLK Parade: Minor delays
 - 1/17 Train mech issue: Propulsion failure
 - 1/18 Train mech issue: compressor/circuit breaker failure
 - 1/19 Train mech issue: multiple HVAC failures
 - 1/20 Train mech issue: HVAC failure

January Operations Summary

- Incidents impacting service (cont.):
 - 1/21 Women & Human rights march: heavy ridership, major delays, OTR service suspended 2 hours
 - 1/22 Train mech issue: HVAC failure
 - 1/24 Train mech issue: friction brake fault
 - 1/25 Train mech issue: friction brake fault
 - 1/24 Train mech issue: friction brake fault
 - 1/25 Train mech issue: multiple compressor/circuit breaker failures; Government Sq. Police issue

January Operations Summary

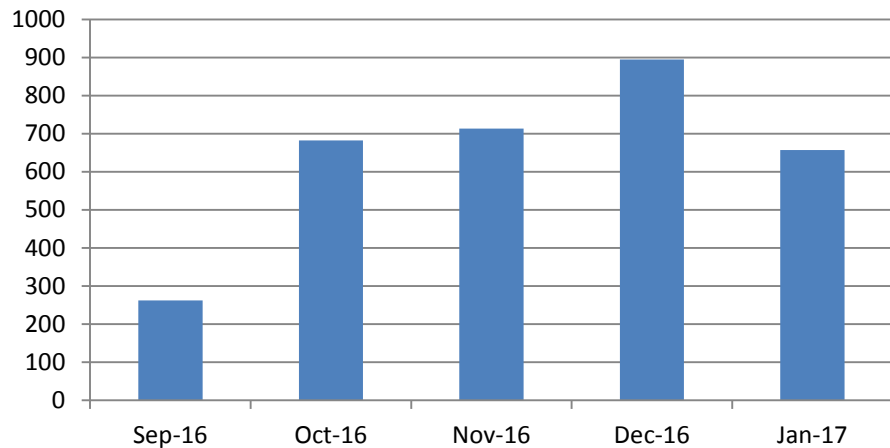
- Incidents impacting service (cont.):
 - 1/28 Train mech issue: 1) HVAC failure; 2) friction brake fault
 - 1/29 Train mech issue: HVAC failure
 - 1/30 Train mech issue: 1) HVAC failure; 2) ground bearing failure; 3) public information system
 - 1/31 Train mech issue: 1) debris under train; 2) air compressor failure

January Operations Summary

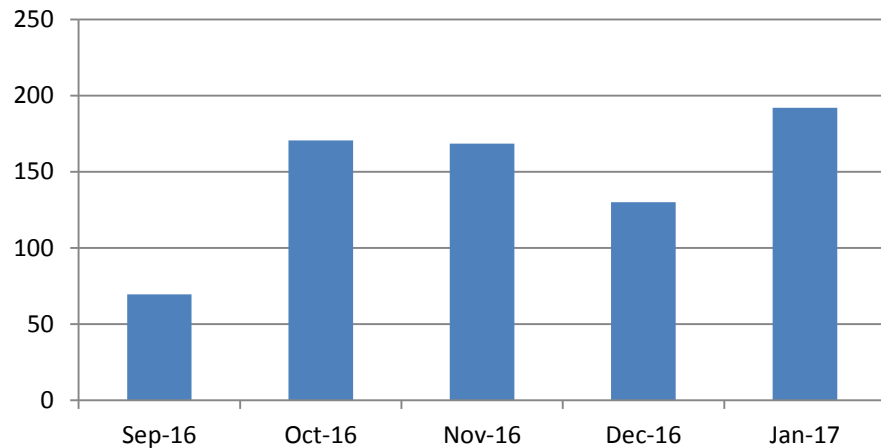
Trips Scheduled	Trips Operated	Missed Trips	Late Trips	Extra Train Hours	Blockages	Signal Failures	Close Calls	TAPS	Charters
2315	2127	192	657	73.7	70	12	17	29	1

Operations Trends

Late Trips

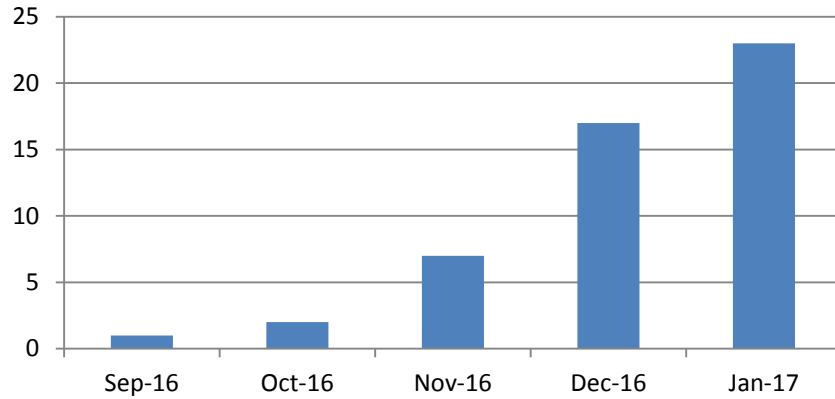


Missed Trips

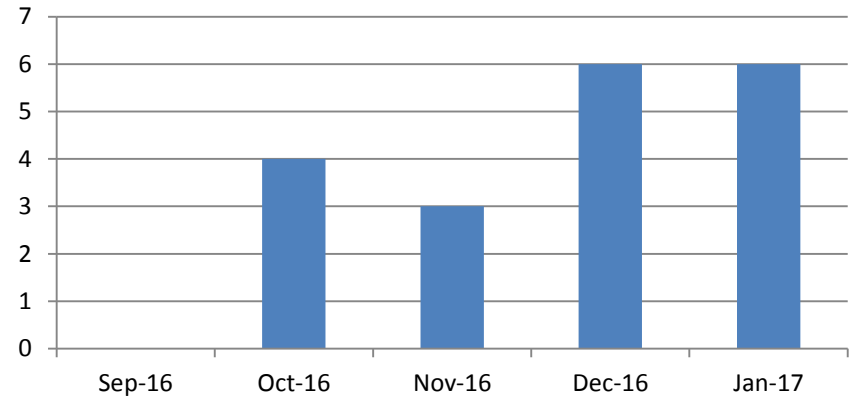


Operations Trends

Change Off Road

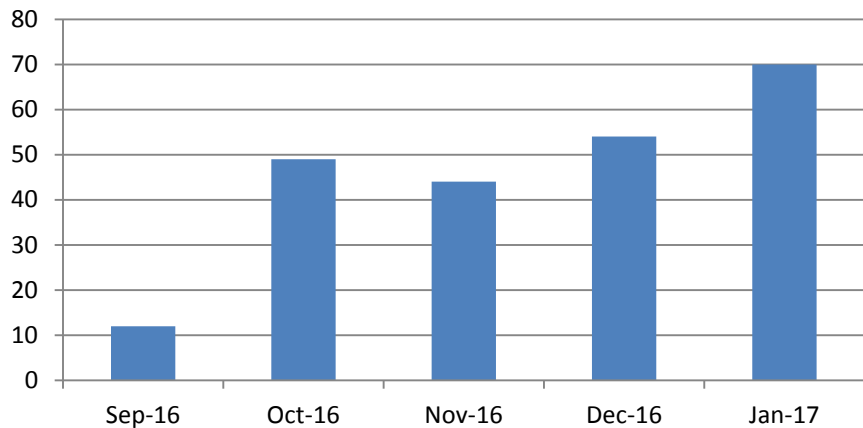


Train Failure Road

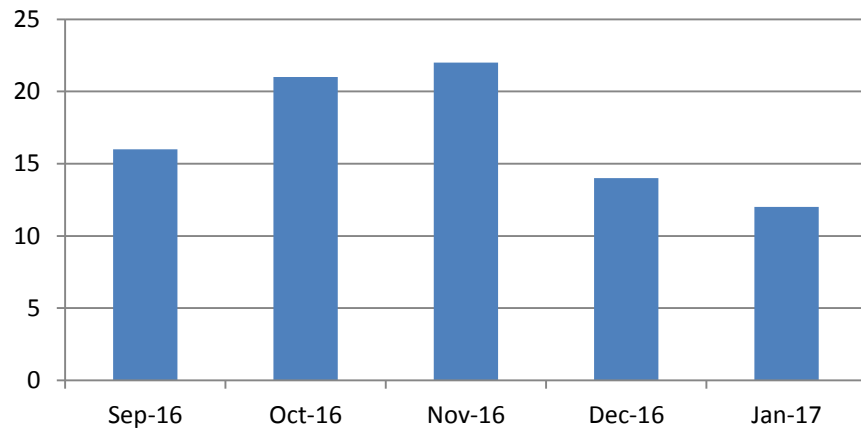


Operations Trends

Streetcar Blockages

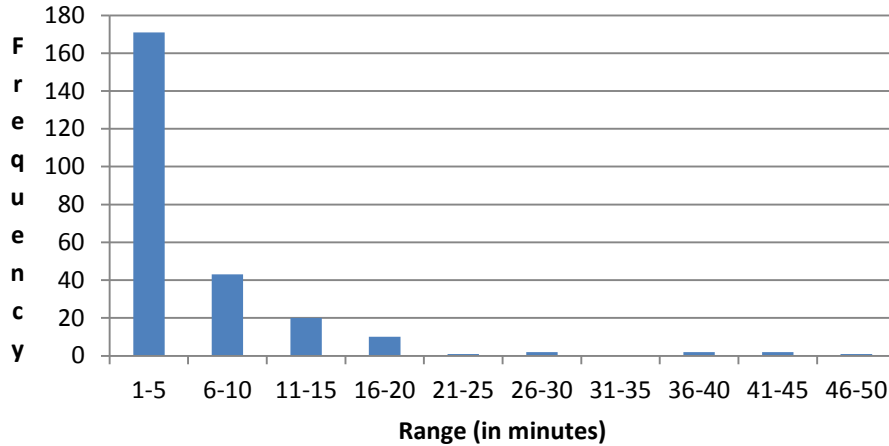


Traffic Signal Failures

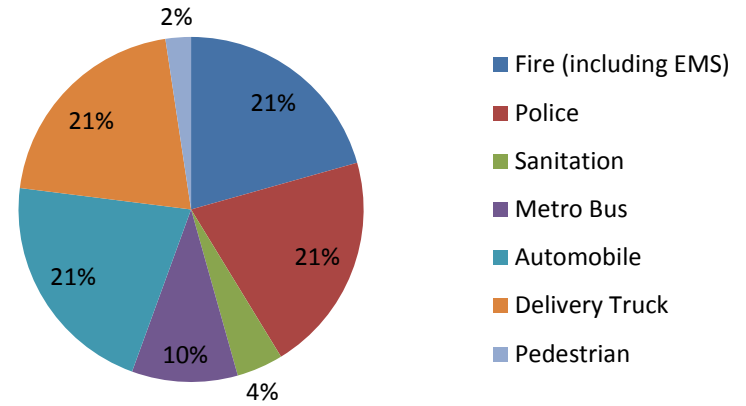


Operations Trends

Streetcar Blockages



Types of Blockages



Current Fleet Status (01/31/2016)

1175	1176	1177	1178	1179
Available for Service	Available for Service	NOT Available for Service – 11/22/16 collision damage <i>note: can operate from A-end only due to PRO crash</i>	Available for Service	Available for Service

QUESTIONS?