

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.21
metro.net**EXECUTIVE MANAGEMENT COMMITTEE**
April 19, 2012**SUBJECT: CUSTOMER FACILITIES STATE OF GOOD REPAIR****ACTION: APPROVE PROGRAM DEVELOPMENT STRATEGY****RECOMMENDATION**

A. Approve:

1. The strategy for improving existing and future rail and fixed guideway stations signage and wayfinding, including pedestrian and bicycle connectivity, and customer amenities as directed by the Board in February 2012 (Item 31A);
2. \$8,800,000 Life-of-Project (LOP) capital budget in FY13 to overhaul signage at 20 Metro Blue Line stations and park & ride lots. This will be the initial phase of a systemwide State of Good Repair program that will cover Metro Green, Red, Purple, Orange and Gold Lines and commence in FY14;
3. \$937,000 in operating costs required for the State of Good Repair program in the FY14 and future budgets;
4. A total of four FTEs to be added in the FY13 budget, two in Countywide Planning and two in Creative Services to develop, implement and manage the Customer Facilities State of Good Repair program, and advance the recruitment process so that the positions are filled at the start of FY13. An additional two positions will be requested in the FY14 Facilities Maintenance budget to maintain the Customer Facilities; and

B. Receive and File status report on the efforts to date to address the Board directive.

ISSUE

At the February 2012 meeting, the Board directed that we prepare an assessment of Connectivity Elements for stations and surrounding areas and recommend improvements to the Connectivity Elements. Specifically, the Board directed that we address and respond to:

- Signage and Wayfinding
- Crosswalks and Sidewalks
- Bicycle Racks, Corrals, and other Bicycle Facilities

- Pedestrian and Bicycle Signals
- Station Canopies
- Streetscape Amenities (e.g. trees, decorative sidewalk treatments, etc)

Board approval of the strategy and adoption of the LOP, future operating costs and additional FTEs is being requested so that we can proceed to develop, implement and manage the program.

DISCUSSION

Background

Our rail system has been evolving over the past 20 years since the opening of the Metro Blue Line. With the opening of the Expo Line, we will have over 100 rail and fixed guideway stations and each of those stations has between 100 to 250 signs including wayfinding. With the passage of Measure R, we will be doubling our systemwide mileage and corresponding stations. As our system grows, a Customer Facilities State of Good Repair program needs to be implemented. Signage and wayfinding are key elements to both maximizing increased ridership and enhancing customer ease of use.

At the December 2011 meeting, the Board directed us to survey and provide recommendations on enhancing signage and wayfinding in relation to facilitating customer transfers and system ease of use. An initial report on this motion is being provided to the Board this month. The issues with regard to signage and wayfinding are being brought forward in parallel with this report.

Status Report

Since the February Board meeting, we have developed a framework for accomplishing the goals of the Board directive based on an internal survey of on-going initiatives (Attachment A) and previous Board direction. We have incorporated input from all departments involved with signage and wayfinding, e.g. Countywide Planning, Creative Services, Construction, Facilities Maintenance, Civil Rights, and have established a working group to coordinate our efforts.

Other initiatives have set the foundation for undertaking improvements to customer information, signage and wayfinding, and station canopies at Metro Rail stations, including the Silver Line Revitalization Program, Customer Enhancements, Rail Station Refurbishments (Canopies), Enhanced Bicycle Policies & Programs and various linkages studies.

Elements in these initiatives include such tasks as reviewing, designing and upgrading signage and wayfinding on the Silver Line, implementing new subway station canopies and extending existing platform canopies on the Metro Blue and Green Lines, and new

signage and wayfinding for bicyclists. The current status of these initiatives ranges from assessment to implementation.

Program Development Strategy

Based on the assessment of existing initiatives, discussions with our working group members, and efforts undertaken by other municipalities and transit operators, the key needs are the implementation of station signage and wayfinding improvements and the coordination and overall program management to ensure an integrated and systematic approach. We propose a program development strategy with three major components.

The first component consists of designing, fabricating and installing signage upgrades at 20 of the 22 Metro Blue Line stations and park & ride lots, the oldest stations in our system. It is assumed that signage for the Pico and 7th Street/Metro Center stations will be upgraded through projects such as the Regional Connector or Farmer's Field stadium. A station design audit in 2003 found that signage and wayfinding, particularly on the Metro Blue Line, was not in line with current design standards and documented elements of inconsistency. We will be using a similar approach to that of the Silver Line Revitalization Program that was approved by the Board in January 2012. In addition to signage and wayfinding upgrades to these 20 Metro Blue Line stations, the project will also include four Board approved station name changes, bicycle signage and wayfinding improvements, and ADA, Title VI and Limited English Proficiency (LEP) signage updates.

Connectivity Elements such as Crosswalks and Sidewalks, Pedestrian and Bicycle Signals, and Streetscape Amenities, are typically sponsored by local municipalities, therefore the second component consists of coordinating with the local municipalities on these Connectivity Elements for both the work we will be undertaking in the immediate station area as well as the needs of the wider area around the stations. Local municipalities can apply through our bi-annual Call for Projects for these types of improvements. We will coordinate our efforts with the local municipalities and will provide technical assistance with applications for funding to ensure a coordinated approach.

The third component consists of developing a comprehensive, systemwide State of Good Repair program and identification of resources for ensuring the ongoing upkeep, quality and systemwide consistency of signage and wayfinding at our stations. This approach will involve building upon the review of practices at other transit agencies recently undertaken, a survey of standards and relevant guidelines and regulations, and a summary of best practices. The report will include a summary of the scale and scope of the systemwide upgrades required, as well as cost estimates and implementation schedule, starting in FY14, for the next phase of signage and wayfinding upgrades starting from the oldest lines to the newest lines, and will be brought back to the Board for consideration in FY13.

Staffing

This is a new initiative that is not being managed or coordinated by any one department. As an example, in Creative Services signage design, reviews and approvals for our entire rail and fixed guideway system are undertaken by temporary, part-time staff. This highlights the broader agency-wide needs for staff to manage the signage and wayfinding improvements, as well as to advance the strategy for maintaining the State of Good Repair for our transit system. As our rail system ages, staff are needed to maintain current rail stations and undertake upgrade work to ensure stations meet current regulations and standards. State of Good Repair is also a current emphasis with the Federal Transit Administration when applying for New Starts Funding and other federal programs.

We recommend the addition of two TPM V positions in Countywide Planning to develop the State of Good Repair program including managing the internal working group, the systemwide assessment to identify a phased implementation and funding strategy, and ensuring that State of Good Repair needs and timing are documented and provided for in both our Short Range and Long Range Transportation Plans; two Signage Design Project Manager positions in Creative Services, one to manage upgrades to the 20 Metro Blue Line and 10 Silver Line stations and one to ensure Metro design standards conformance and reviews of the five new corridor projects currently in final design or construction, and two positions in Facilities Maintenance committed to signage and wayfinding maintenance to advance this systemwide State of Good Repair program. These six FTEs will continue to work together on the systemwide State of Good Repair program.

DETERMINATION OF SAFETY IMPACT

Upgraded signage and wayfinding will improve system safety for passengers and employees.

FINANCIAL IMPACT

Once approved by Board, funding will be identified in the FY 13 budget based on the funds available and the project's eligibility.

Impact to Budget

Based on the funding assigned to the project, bus and rail capital and operating costs may be impacted.

ALTERNATIVES CONSIDERED

The Board could defer establishing a LOP budget for the Metro Blue Line station signage and wayfinding improvements to a future date, or not approve the development of a Customer Facilities State of Good Repair program and the requested FTEs, but rather outsource the work. This is not recommended as signage and wayfinding are

elements to system safety. The assessment, design, fabrication and installation of the signage will be outsourced, however staff is necessary to ensure that the signage design and fabrication comply with our design guidelines and meet federal requirements, such as ADA, Title VI and LEP, and state requirements. The additional FTE staff is required to develop, implement, maintain and manage the State of Good Repair program and to ensure that resources and long-term needs are properly documented.

NEXT STEPS

With Board approval, we will initiate the staff recruitment process and begin the design process for the Metro Blue Line signage improvements, coordination with local municipalities and the development of a strategic long-term State of Good Repair program for our entire system. We will return to the Board with updates at key milestones.

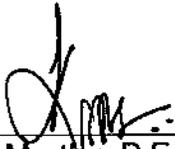
ATTACHMENTS

A. Summary of Initiatives

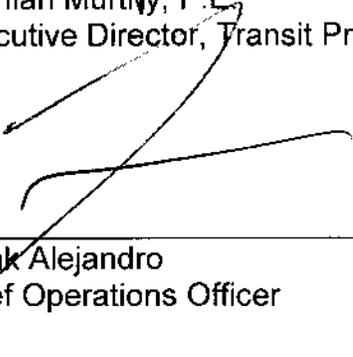
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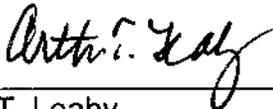
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Summary of Initiatives

Existing Signage and Wayfinding Initiatives	Description
Silver Line Revitalization Program (January 2012, Item 56)	Established \$7,845,000 capital budget for upgrading stations on the Silver Line. The project includes design, fabrication and installation of signage and wayfinding and environmental graphics.
Customer Enhancements (December 2011, Item 48)	A review of all signage at rail stations with regard to customer transfers and ease of use, a plan to convert schedule displays to countdown timers, and recommendations on customer amenities at stations (wifi, vending kiosks, etc). Assessment currently underway and a status report will be provided to the Systems Safety and Operations Committee in April 2012.
Rail Station Refurbishment (Canopies)	Funded capital project focusing on installing rail station canopies both outside of the Metro Red and Purple Line stations, and either extending or upgrading platform canopies on the Metro Blue and Green Line stations.
Enhanced Bicycle Policies and Programs (September 2010, Item 9)	Recommended the installation of improved bicycle/stroller and luggage wayfinding signage at rail and bus stations, as well as other elements that pertain to wayfinding. Partial funding requested in FY13 budget. Station wayfinding for bicycles will be incorporated into the proposed Customer Facilities State of Good Repair program.
Digital Signage – Transit Passenger Information System (TPIS)	Multiple funded capital projects aimed at improving customer information, particularly service announcements, hazardous situations, and emergencies using the TPIS system

Existing Signage and Wayfinding Initiatives	Description
Countdown Timers / TPIS	A countdown timer is being added to all Metro stations that have displays. An RFP has been issued to provide train arrival times to customers. Staff will modify its existing equipment in stations that have electronic displays to provide this feature. This project has approved funding.
Title VI / ADA / Limited English Proficiency (LEP)	Ongoing initiative to address Title VI / ADA/ LEP signage and wayfinding at stations. Assessments currently underway. Station signage for Title VI / ADA / LEP will be incorporated into the proposed Customer Facilities State of Good Repair program.
Ongoing Temporary Station Information Maintenance	Communications department currently provides limited updates and replacements of maps and wayfinding elements in backlit information cases.
Station Design Review (ongoing initiative)	A review of Metro's stations from the passenger, design, and branding perspectives and to recommend modifications to existing guidelines that can be applied to the growing Metro Rail System. Canopy design is a key area being addressed as part of this effort. This work was initiated in Fall 2011 and will produce a modular ("kit of parts") approach to rail station designs in Spring 2012.
Various Linkages Studies / Projects	Miscellaneous linkages studies and projects funded primarily to local municipalities through the Call for Projects program.