Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2018-0229, **File Type:** Oral Report / Presentation **Agenda Number:** 38.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
AD HOC CUSTOMER EXPERIENCE COMMITTEE
JUNE 21, 2018

SUBJECT: ORAL REPORT ON NEXTGEN BUS STUDY SERVICE PARAMETERS

RECOMMENDATION

RECEIVE oral report on NextGen Bus Study Service Parameters Update.

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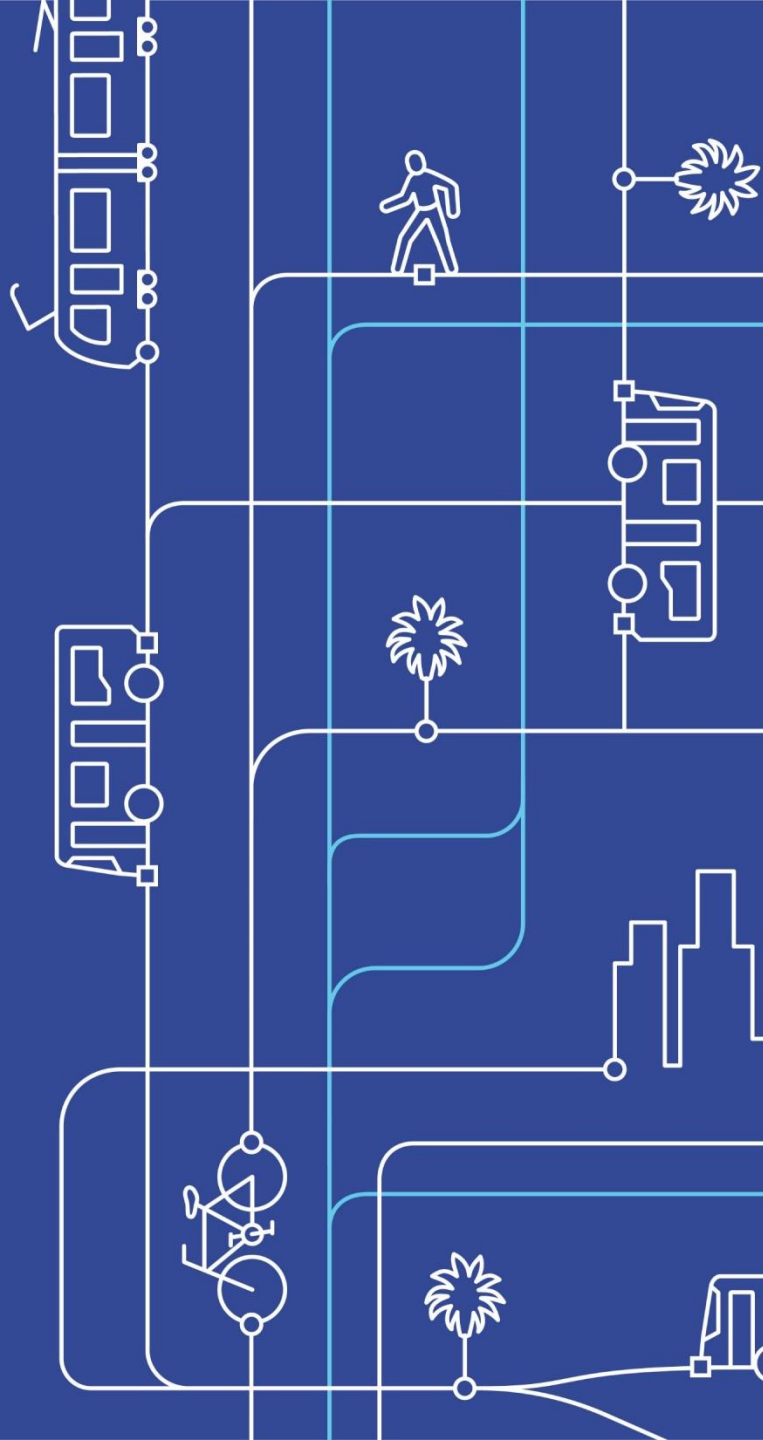
NEXTGEN Bus Study

Bus Service Parameters

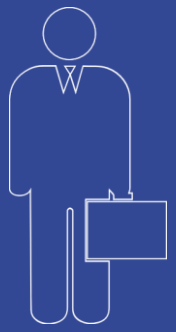
System Safety, Security & Operations Committee

6.21.18

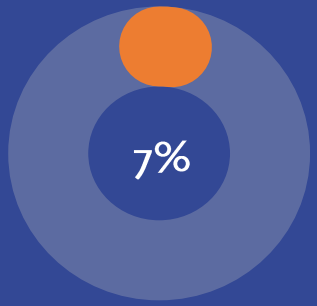
Metro

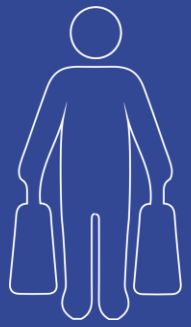


Four Types of Customers

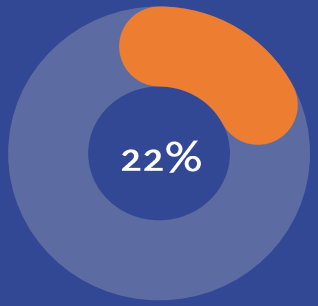


Frequent



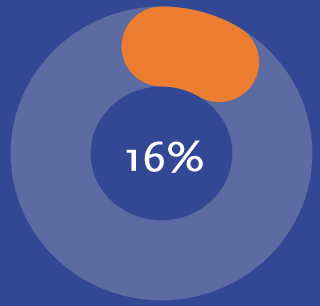


Occasional



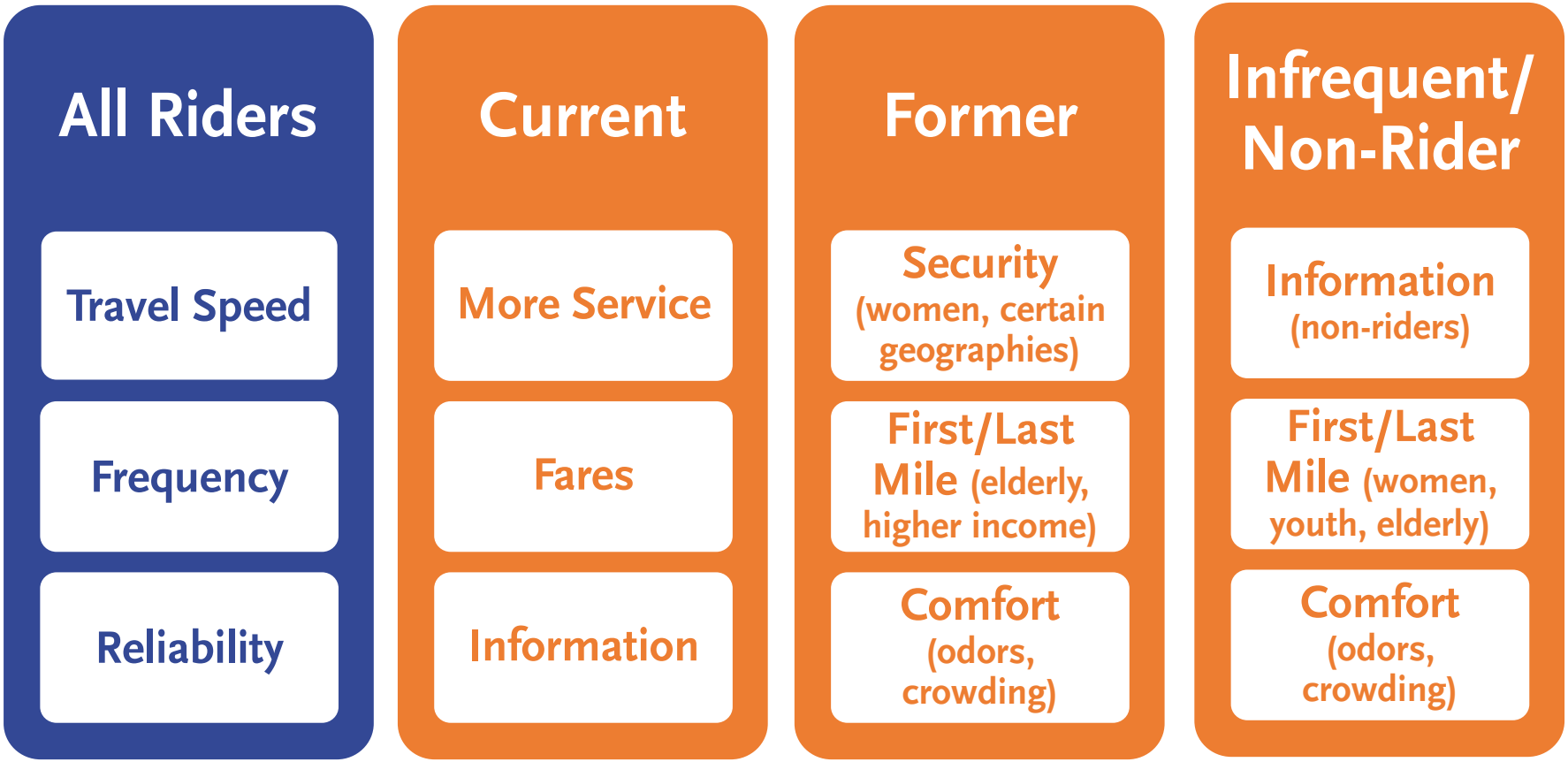
Infrequent

Non-Rider



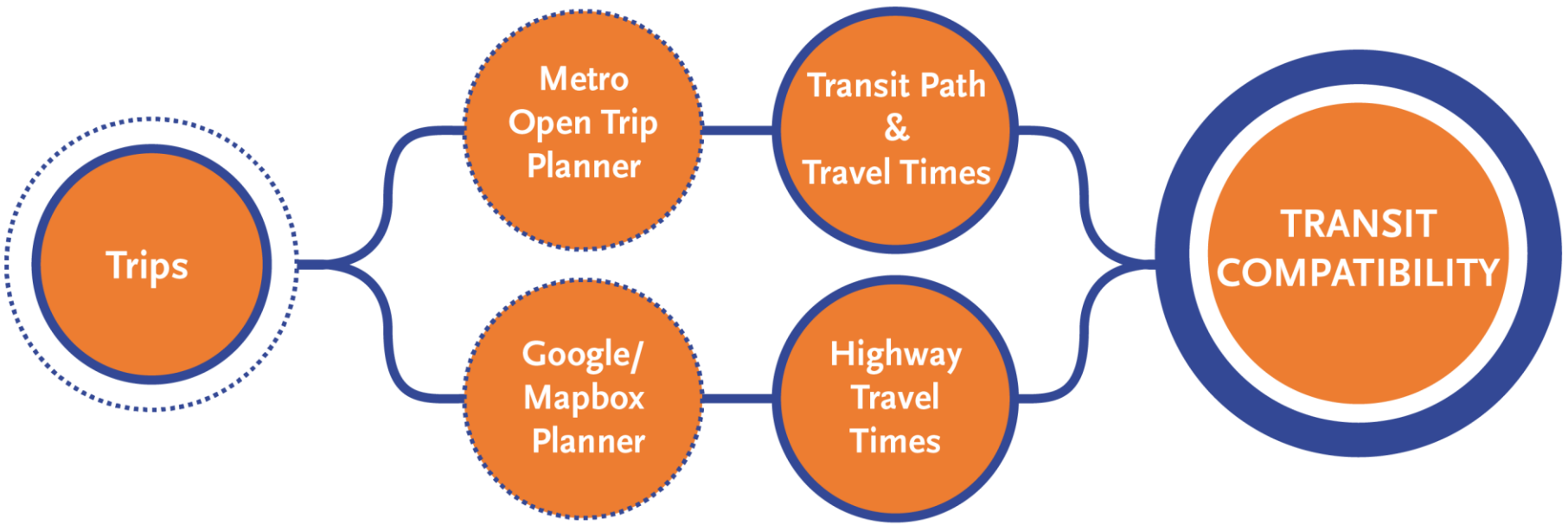
As a % of all LA County residents

Service Parameters



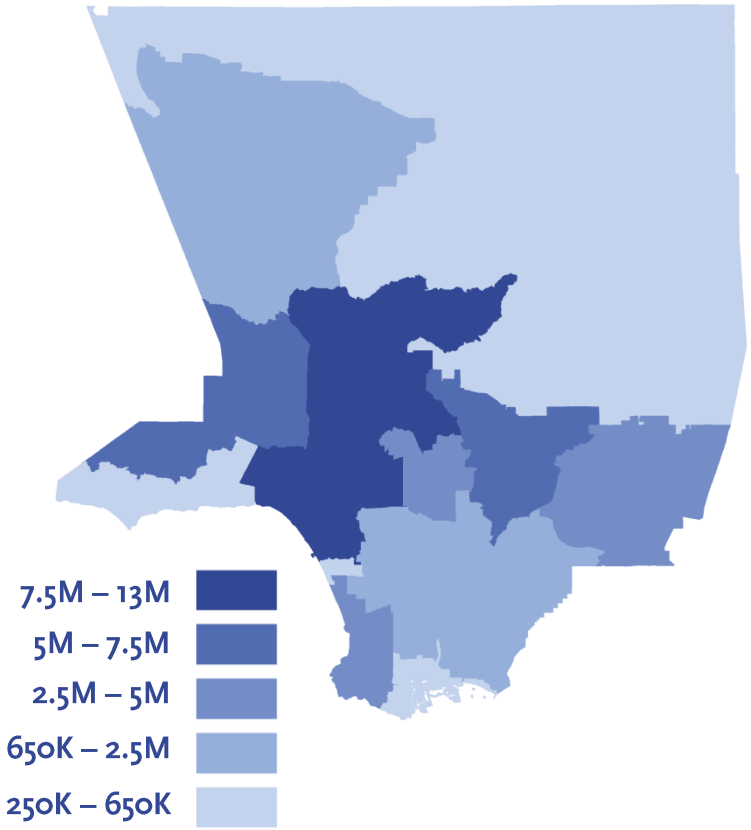
Transit Speed Competitiveness

Run all trips made in LA County through trip planning tools

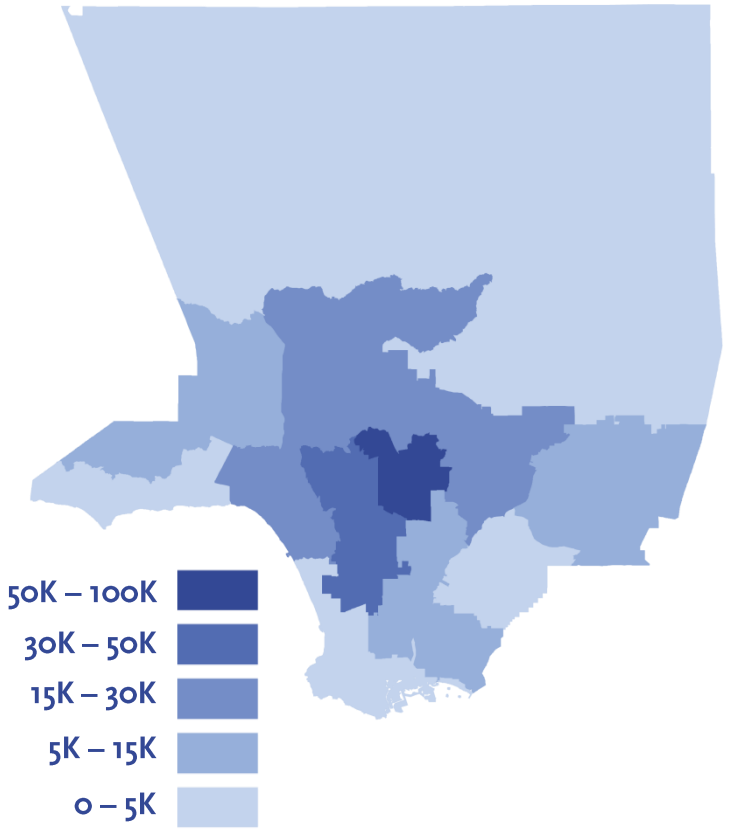


Trip Origins Total vs Transit Trips

All Trip Origins
Location Based Services (LBS)



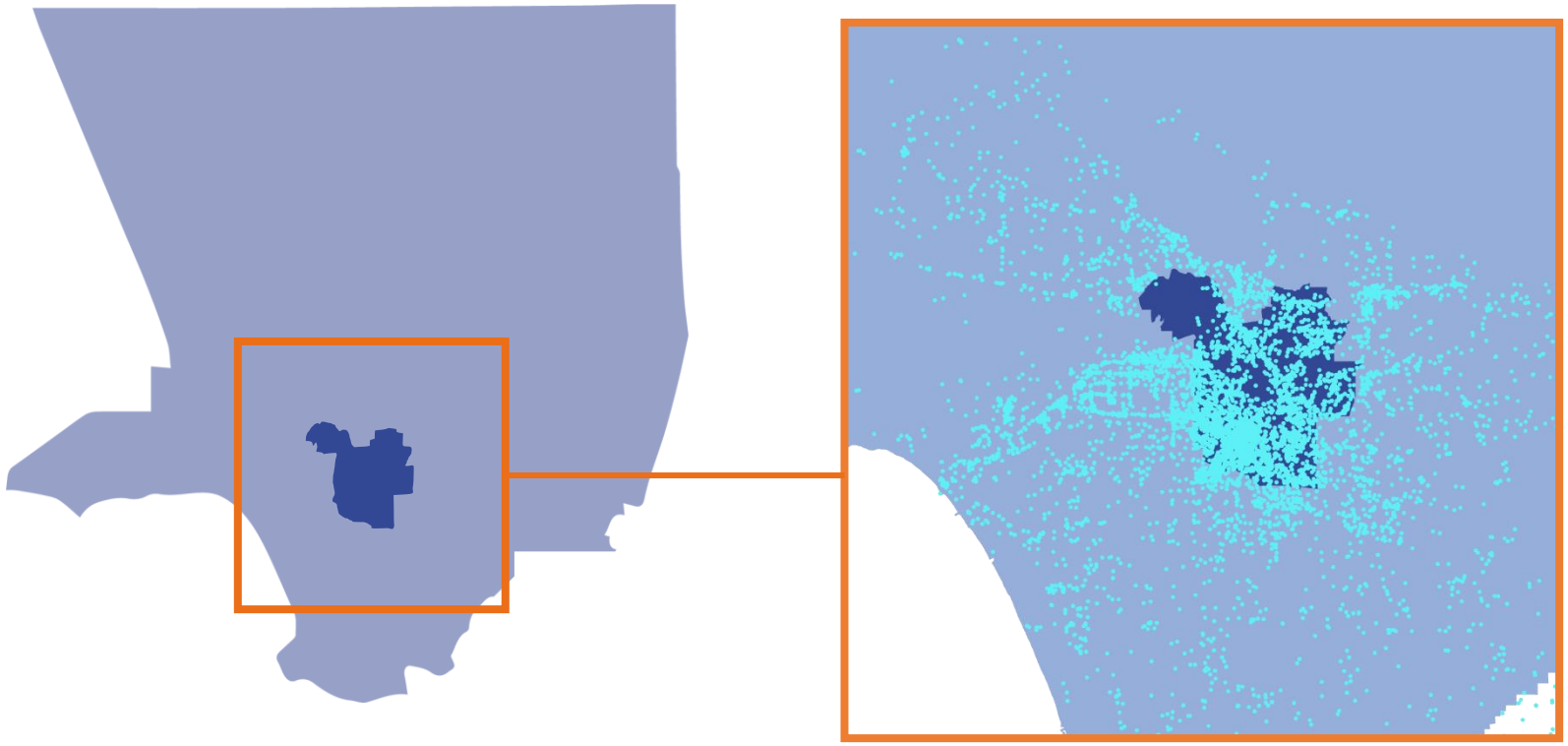
Transit Trip Origins
(TAP Data)



Source: TAP data - Metro and Municipal Operators & LBS Data (July through October, 2017)

Downtown LA Where They Work

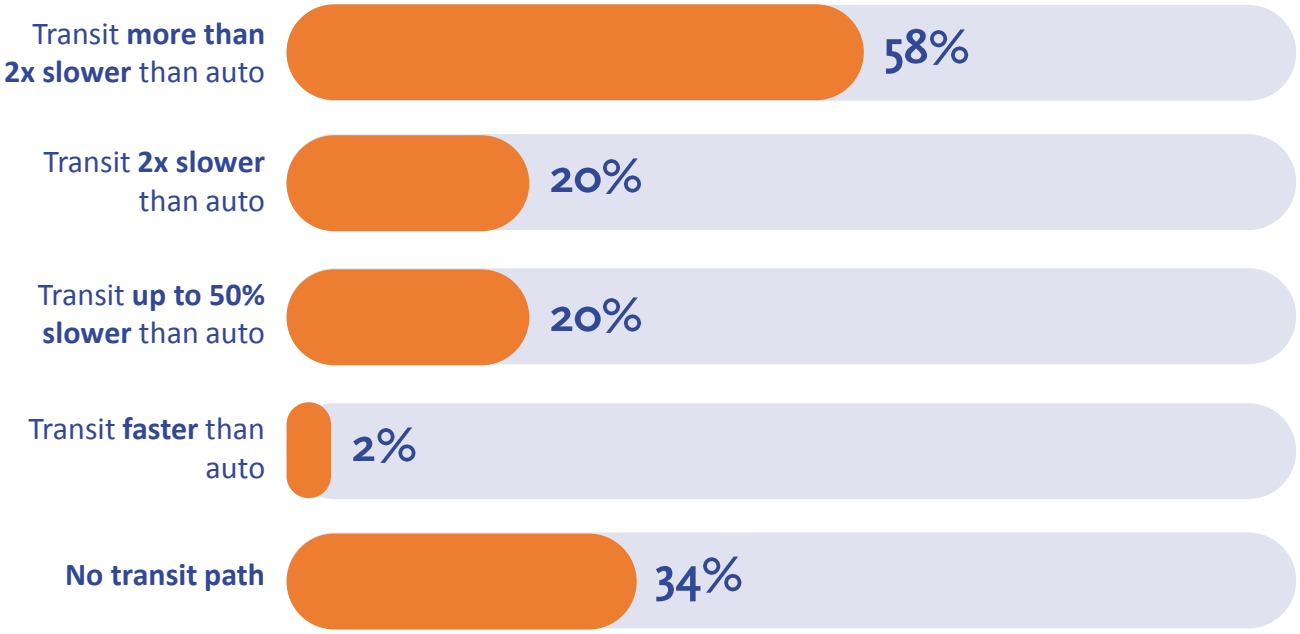
Work Location of DTLA/Northeast LA Residents



Source: LBS Data

Competitiveness of transit

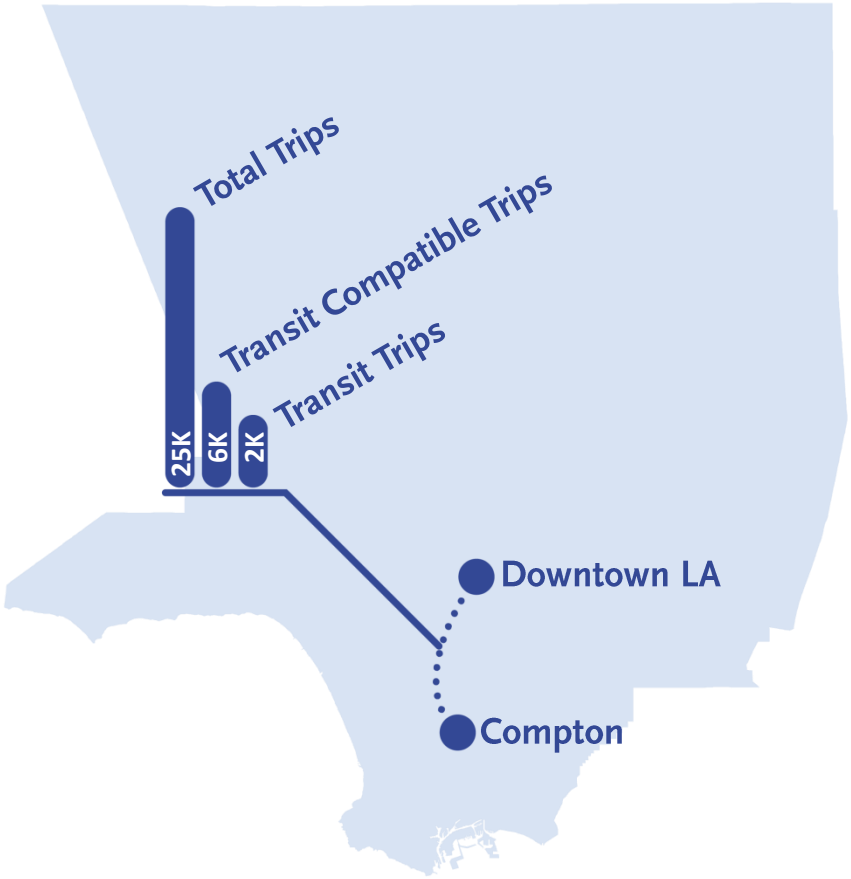
Competitiveness of 2,500 trips made by DTLA/Northeast LA residents



Source: Analysis using Open Trip Planner

Transit Competitiveness

How the analysis will be extended…



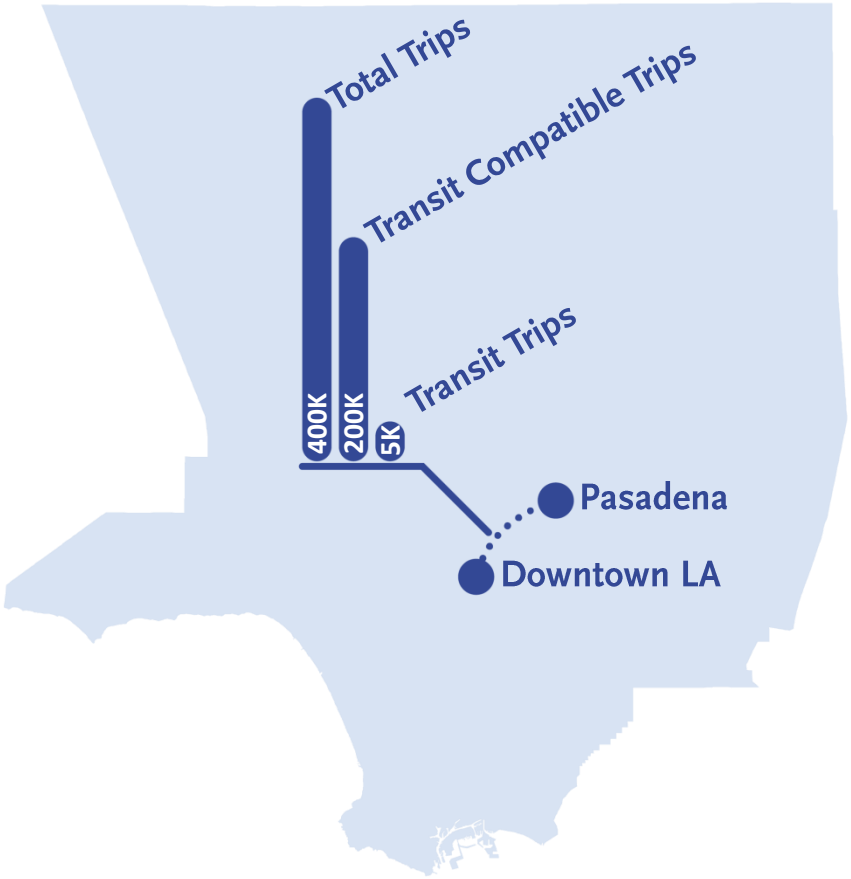
- Small travel market
- Transit competitiveness is low
- Among competitive trips, transit share is reasonably high

Should we invest to improve transit speed & frequency to increase compatible trips?

Source: Estimated Demand Based on LBS and TAP Data

Transit Competitiveness

How the analysis will be extended…

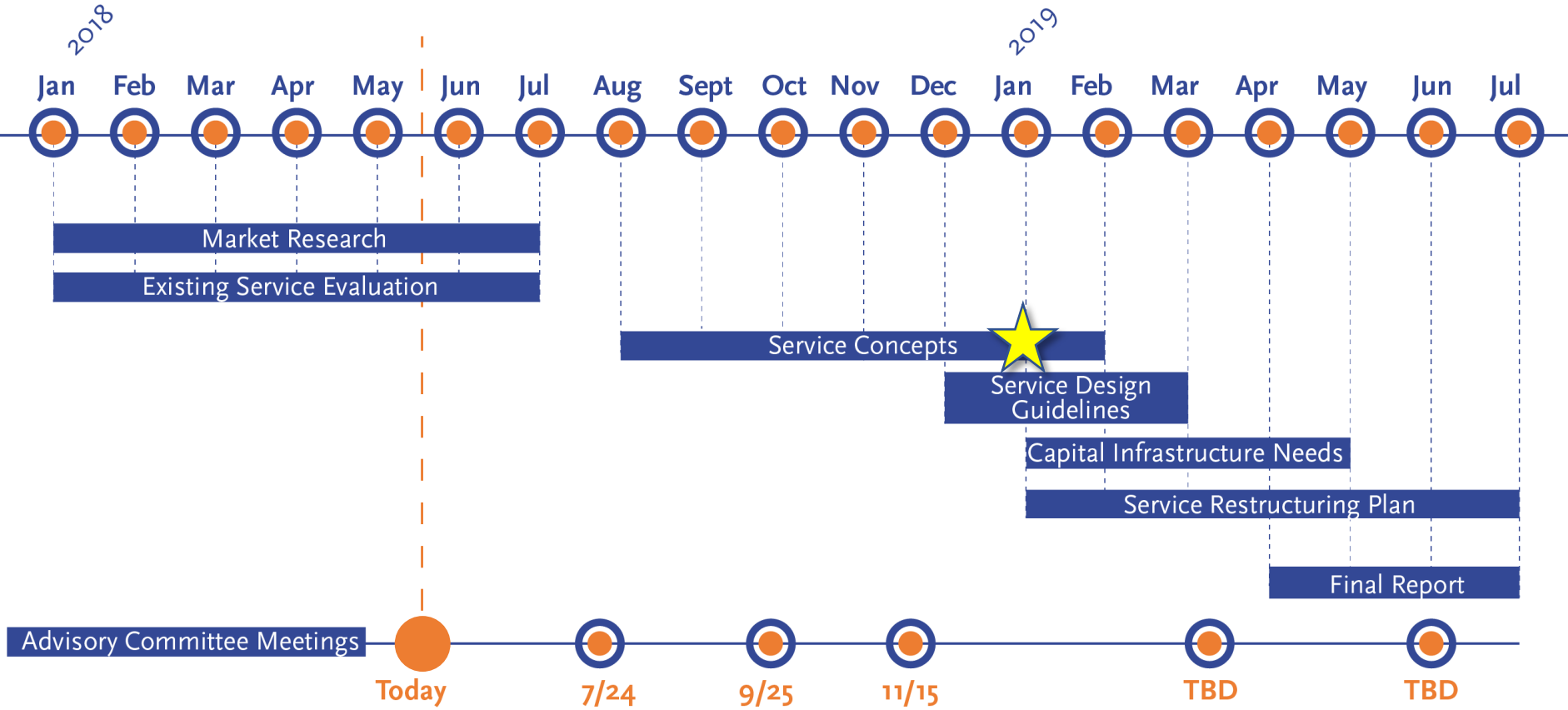


- Large travel market
- Transit competitiveness is high
- Among competitive trips, transit share is low

Should we invest to improve service quality & amenities to capture larger share of compatible trips?

Source: Estimated Demand Based on LBS and TAP Data

Schedule



Board approval of Service Concepts and Parameters

Questions?