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

Metro

Board Report

File #: 2018-0745, **File Type:** Oral Report / Presentation **Agenda Number:** 21.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 21, 2019

SUBJECT: ORAL REPORT ON NEXTGEN REGIONAL SERVICE CONCEPT AND NEW BLUE UPDATE.

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on NextGen Regional Service Concept and New Blue Update.

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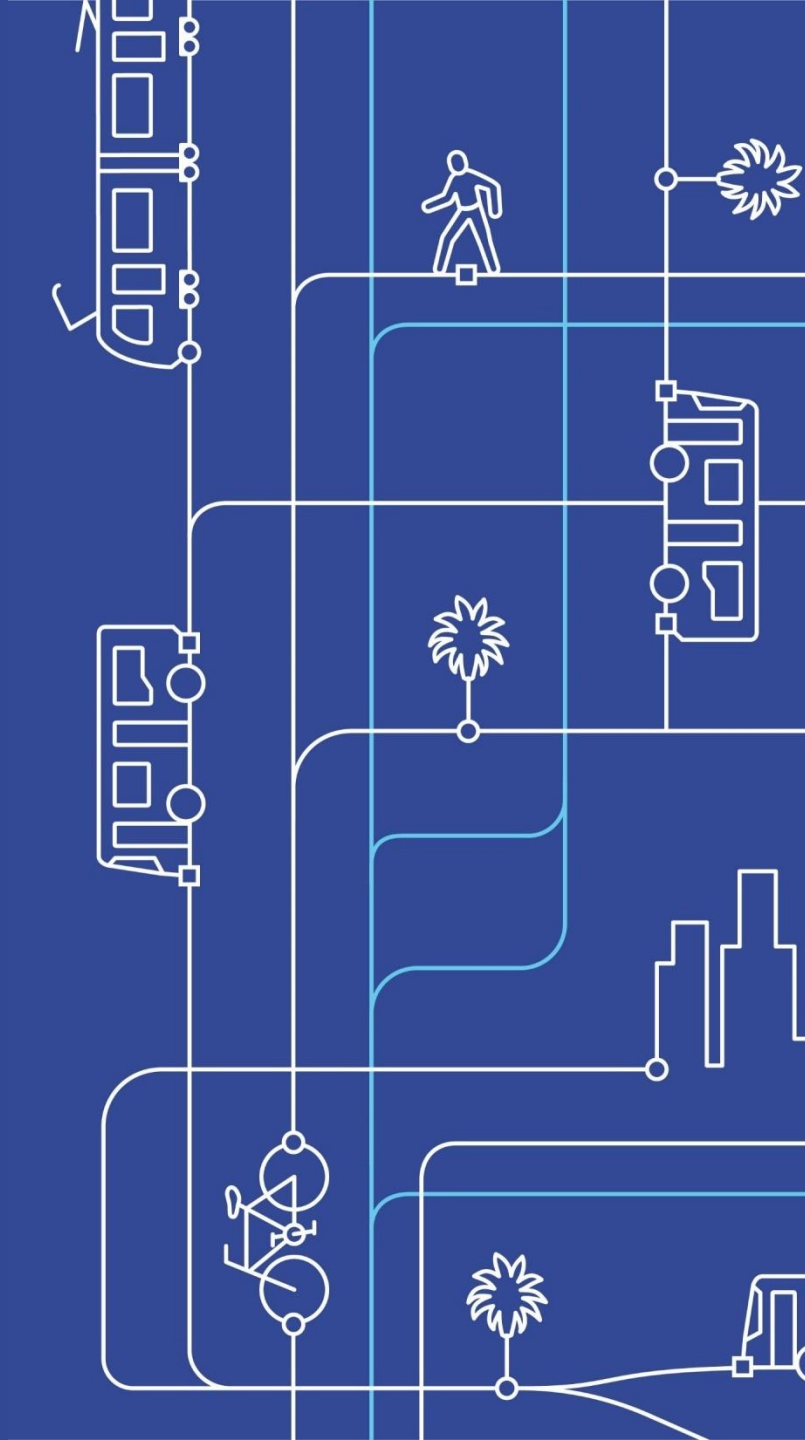
NEXTGEN Bus Study

Update on New Blue Project and the Development of a Regional Service Concept

COO Report

March 21, 2019

Metro



New Blue Monthly Update

March 2019

- Metro continues modernization efforts to improve the operation and safety of the Metro Blue Line (MBL).
- The Southern Segment has been closed for approximately four (4) weeks and is scheduled to be out of service through late May 2019.

Service

- Bus shuttle service adjustments implemented March 3, 2019 provide enhanced Line 860 (Express) midday/weekend service and Line 861 (Select) off peak/weekend service.
- Bus shuttle service levels during peak periods remain as follows: Lines 860 (Express) and 862 (Local) are every 6 minutes, with Line 861 (Select) every 20 minutes.

Express Service (DTLB-DTLA)

- Metro reviewed boardings relative to Line 860 (Express) service and determined that the requested level of service is integrated in current Line 860 (Express) service and stops.
- Metro is currently retaining 64% of southern Blue Line ridership - Blue Line shuttle ridership (Lines 860, 861 & 862): 21,600 and FY18 Blue Line Rail ridership: 33,100
- Line 862 (Local) ridership comprises 70% of Blue Line bus shuttle ridership.
- Northbound Blue Line shuttle boarding analysis reveals that additional selective service (DTLB to DTLA) would result in the underutilization of buses and imbalanced service for the majority of Long Beach customers.

New Blue Monthly Update

Signage & Partner Agency Coordination

- Updated wayfinding and overhead destination signs were installed at 103rd St/Watts Towers, with additional stations scheduled in the next weeks.
- Stakeholder outreach is underway for the installation of a temporary/pop-up PM peak bus lane between Flower St. and 28th St.
- Metro continues to work with Director Garcetti's Office, City of LA and Council Districts 9 & 14 to implement this temporary bus lane by June 2019 (Phase 2 of the New Blue Project).

New Blue Improvement Work

- All construction work is proceeding per schedule despite recent inclement weather.
- Construction activities continue including: Willowbrook/Rosa Parks (W/RP) platform and overhead catenary demolition, storm drain installation, Compton new interlocking track work, and Long Beach Loop landscaping and fence work.
- Metro personnel continue to tamp track, pressure wash, paint benches and columns, replace track feeder cables, and support the installation of fiber and power cables for the digital map cases.

Regional Service Concept

Set of policy choices that define how the bus network should be designed & a framework for allocating service levels among various markets

- Network goals and objectives
- Process for redesigning the network
- Framework for balancing tradeoffs
- Measures of success

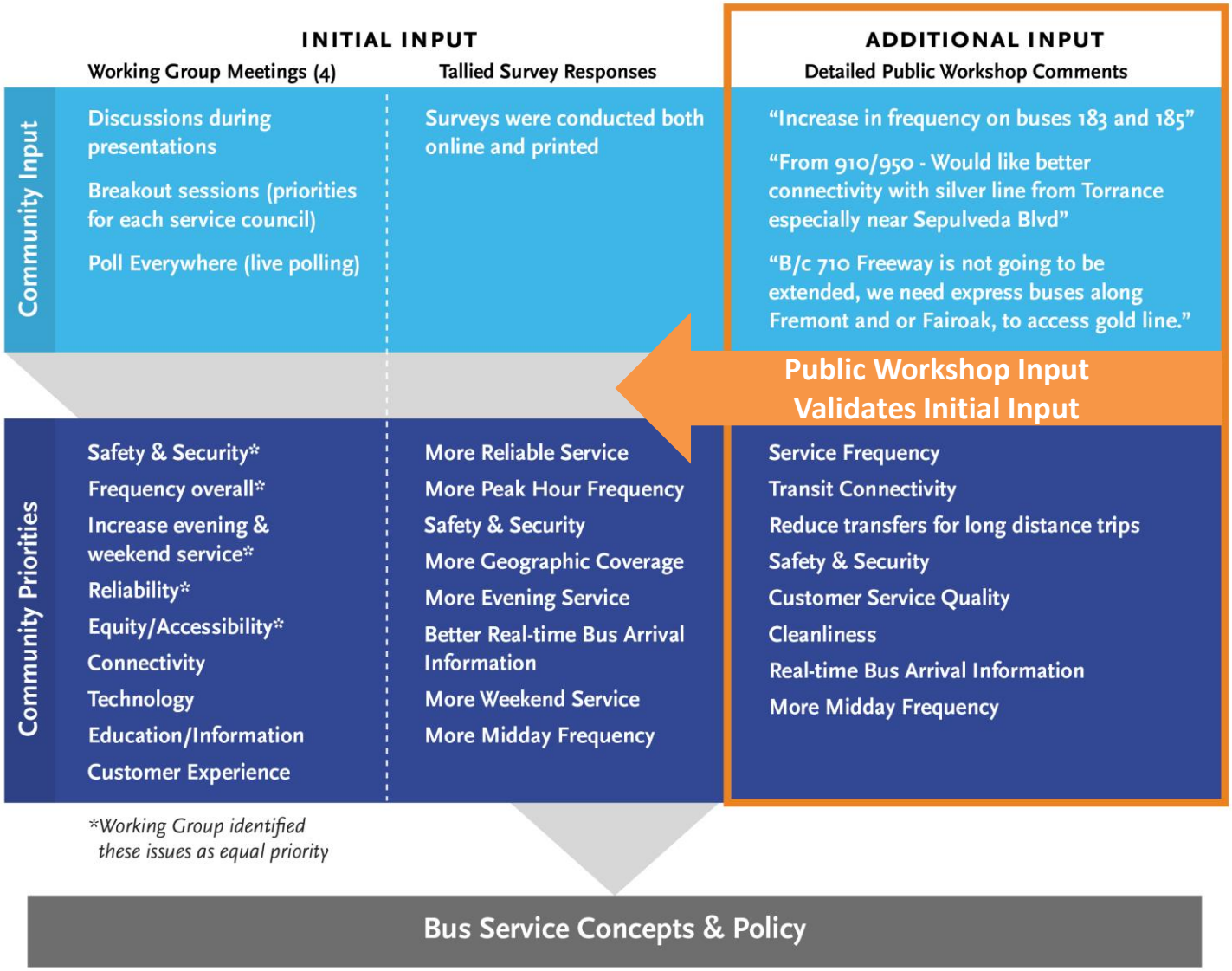
Public Workshop Series

18+ public workshops, over 900 attendees & 1,500+ comments*

- *Round 1*: 10 meetings organized by Service Council area
- *Round 2*: 8 additional targeted stakeholder meetings (including 1 ADA-focused meeting; 3 meetings left to host 3/12, 3/13 and 3/19)
- 1,500+ comments on service, operations, and personal needs/experiences
- Forum for dialogue with over 800 customers and residents
- Utilized interactive stations designed to guide attendees through the complex process of redesigning Metro's bus system
- Included other service departments and project teams

*Number of attendees and comments are projected due to upcoming remaining meetings

Recurring Themes and Priorities



Bus Network Goals and Objectives

Provide high quality mobility options that enable people to spend less time traveling (Metro Vision 2028)

- Target infrastructure & service investments towards those with the greatest mobility needs
- Invest in a world class bus system that is reliable, convenient, & attractive to more users for more trips
- Endorse travel speed, service frequency, & system reliability as the highest priority service design objectives for the NextGen Bus Study (Motion 38.1)
- Optimize system performance to maximize benefit to the public

Measures of Success

Balance system efficiency/productivity indicators with measures of customer benefit

How well do people **understand how effectively transit can serve their needs**? Is the system easy to understand & use?

How can we encourage people to try transit? Does transit go where & when they need it to? Is **transit competitive with other options**? Is the service attractive?

Once people have tried transit, how can we attract them to use it more often? Is service **fast, frequent & reliable** enough to retain riders & entice occasional/infrequent riders?

Network Development Process

Market Demand

Service Performance

Built Environment

Network Design

Transit Orientation

Fixed route bus service succeeds when:

- There is a high concentration of travel where transit can be competitive, AND
- Current transit service is well aligned with the demand, AND
- The built environment & other external factors favor transit use.

Design Considerations

Bus service must be designed to the specifications of individual markets based on:

- Time of day/day of week, AND
- Trip distance, AND
- Demographics served, AND
- External factors impacting transit competiveness

Network Design Considerations

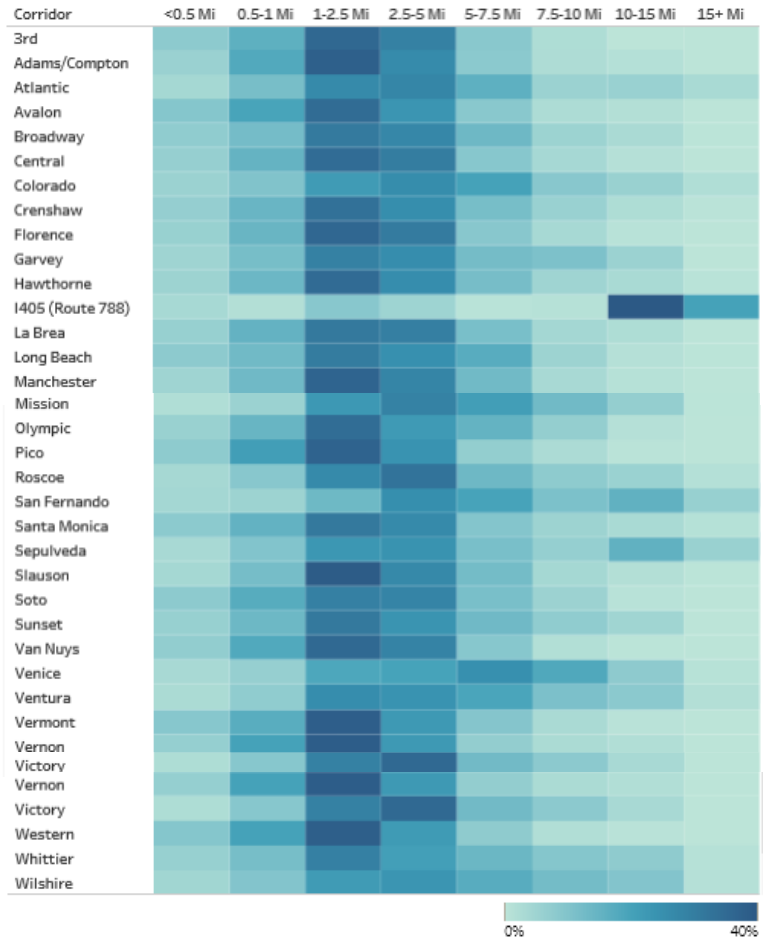
There is no "one size fits all" solution. Tradeoffs will be made at the corridor and subarea level for:

- **Routing**
- **Stop spacing**
- **Frequency**
- **Span of Service**

Customer Comments by Area

	System	Central	GWC	SFV	SGV	SBC	WSC
Better real-time bus arrival information	18%	21%	16%	18%	16%	20%	17%
More reliable service	18%	16%	16%	17%	17%	16%	23%
More geographic coverage	12%	9%	11%	12%	13%	14%	13%
More peak hour frequency	11%	11%	11%	10%	12%	8%	11%
More midday frequency	11%	13%	12%	13%	8%	9%	14%
More evening service	14%	13%	14%	12%	16%	19%	12%
More weekend service	16%	17%	20%	18%	17%	14%	10%
Total	100%	100%	100%	100%	100%	100%	100%

Corridor Ridership by Distance



Market Demand

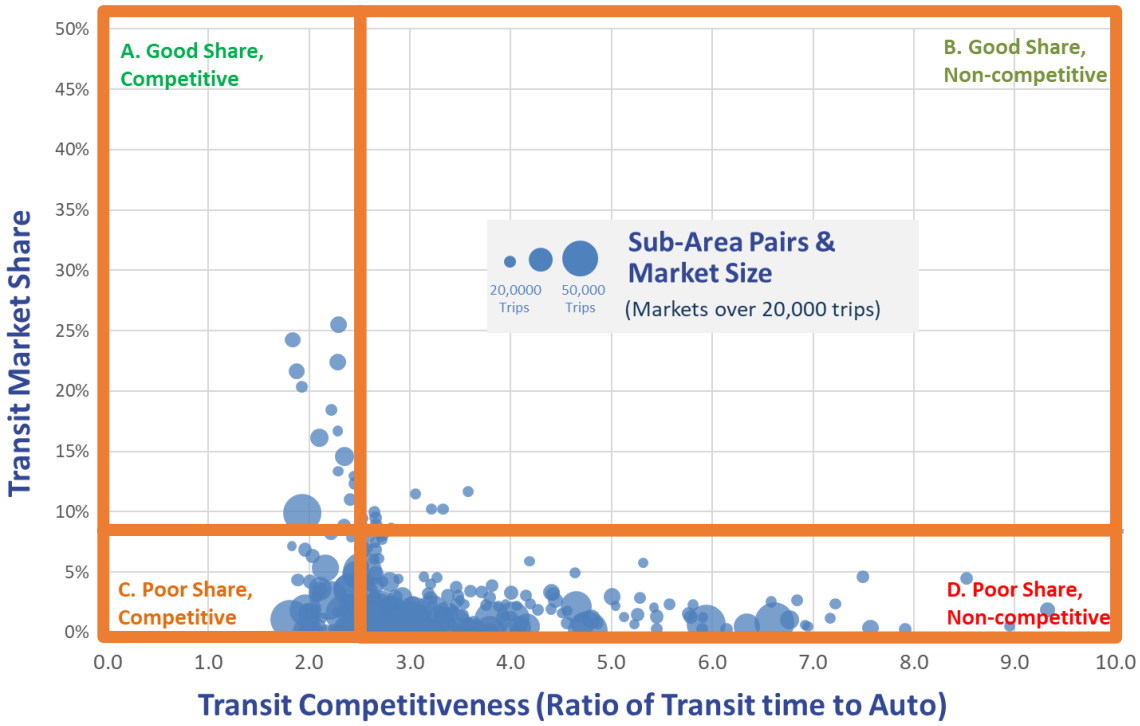
Diagnose the transit competitiveness of each origin to destination trip pair within LA County

A. Succeeding where we should be (can we optimize?)

B. Succeeding where we should not be (can we apply elsewhere?)

C. Not succeeding where we should be (how do we fix it?)

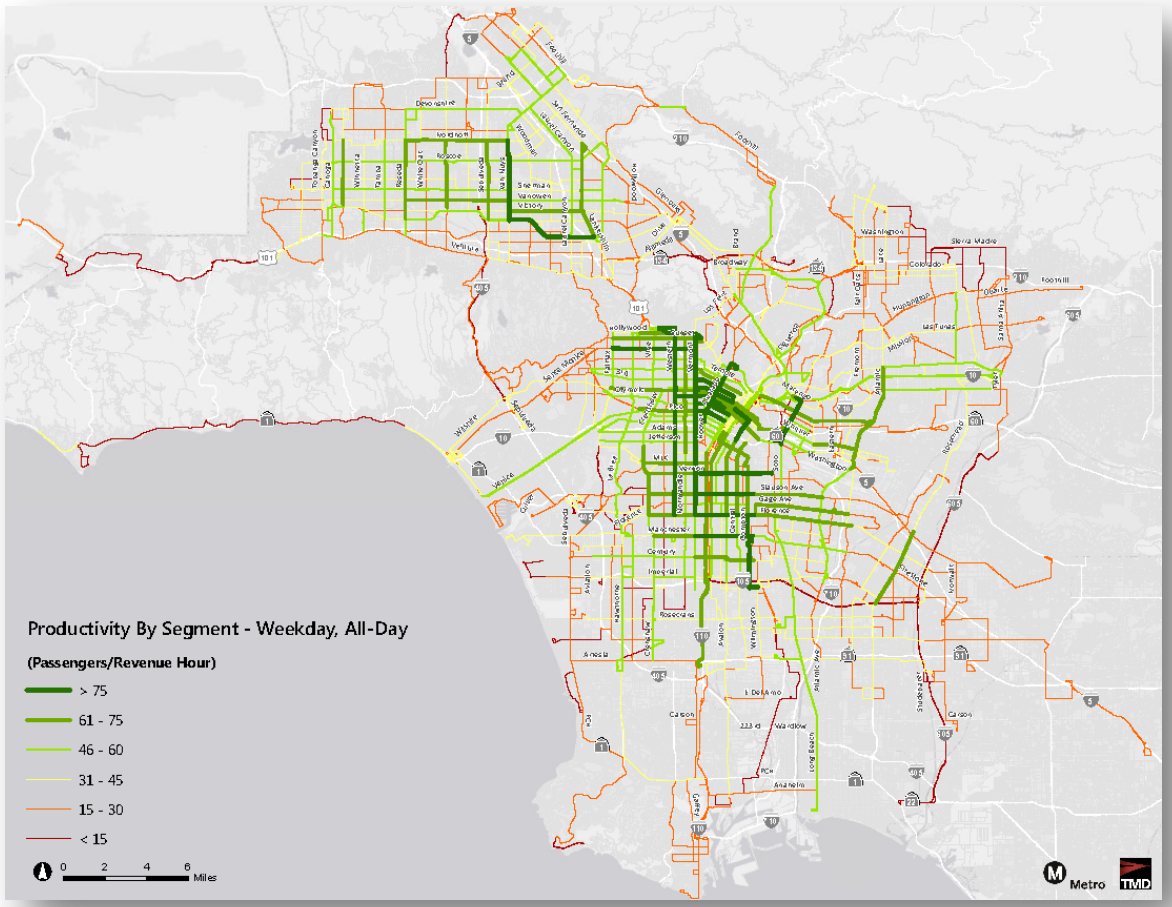
D. Not succeeding where we should not be (these areas are likely more suitable to other modes such as microtransit)



Service Performance

Where is transit performing well & where is it not?

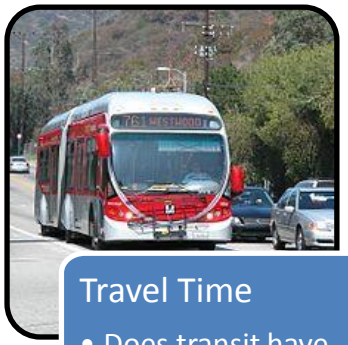
- Identify top performing line segments for optimization & improvement based on travel pattern, trip length, demand by time of day
- Evaluate areas with underperforming line segments for restructuring, replacement with other modes, or elimination



Built Environment

Pay particular attention to transit friendly environments that promote transit use

- Allocate more resources to serve areas that exhibit several external factors that “push” people to use transit
- Allocate less resources to serve areas that show moderate to few characteristics of transit orientation
- Do not allocate fixed route bus resources in areas with little or no transit friendly characteristics
- Work with City and County partners to improve transit friendliness in areas with strong propensity



Travel Time

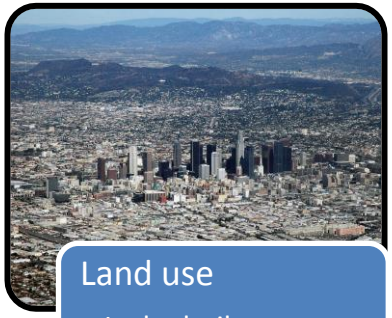
- Does transit have priority over cars?

Parking supply

- Is there too much free parking?

Demographics / population

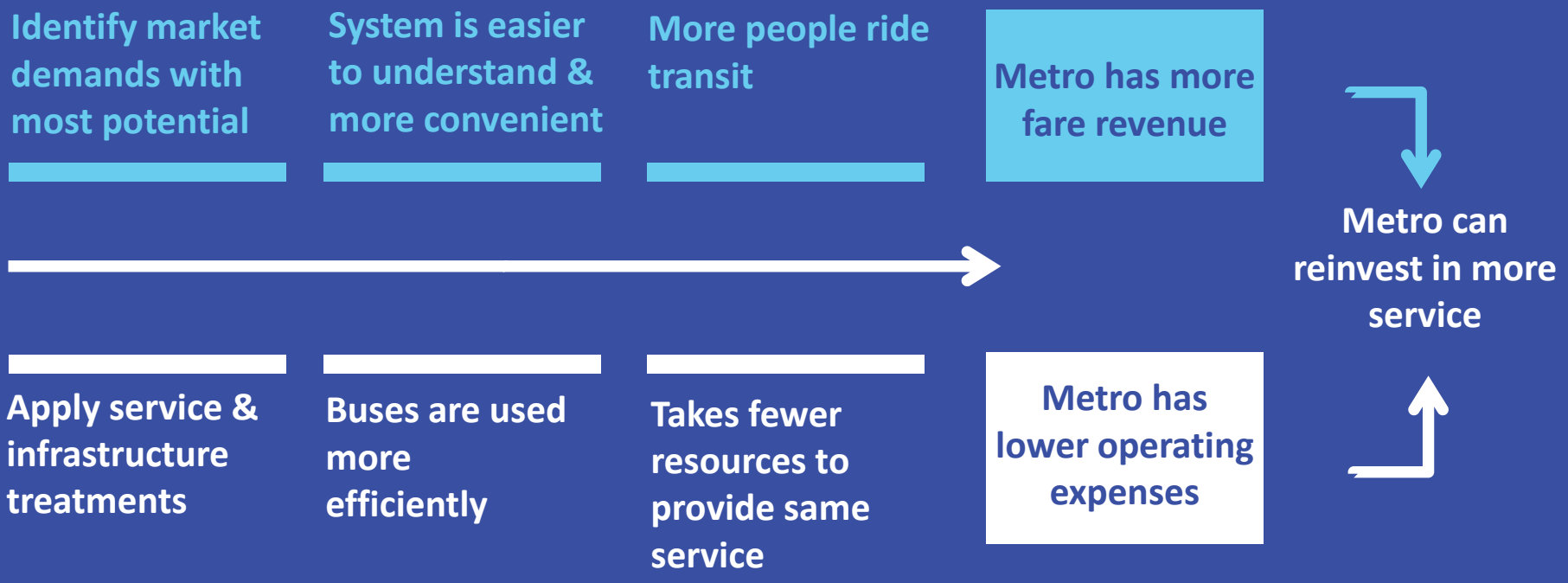
- Are households transit dependent ?



Land use

- Is the built environment transit friendly?

Network Design Principles



Next Steps

April 2019

- External Working Group Meeting #5
- Board Staff Workshop

May 2019

- Board approval of Regional Service Concept

Thank You

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