



Board Report

File #: 2019-0147, **File Type:** Oral Report / Presentation

Agenda Number: 30.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 20, 2019**

SUBJECT: ORAL REPORT ON NEW BLUE PHASE 2 SERVICE UPDATE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on New Blue Phase 2 Service Update.

New Blue Service Update

June 20, 2019

Operations, Safety, and Customer Experience Committee

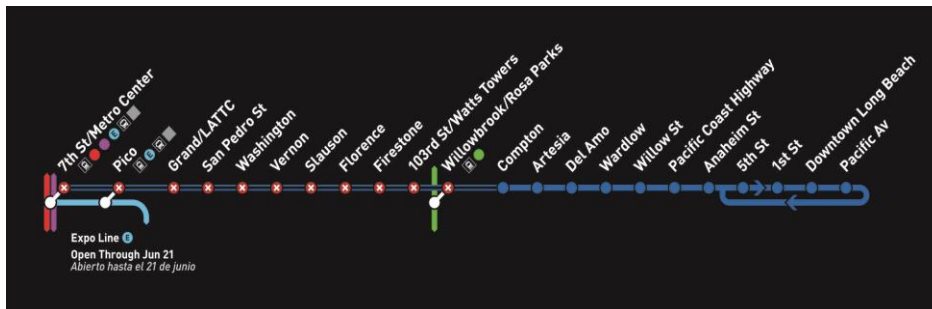


Metro

New Blue Improvements Project - Phase 2 Northern Segment

Overview

- **Blue Line: Out of service between Compton Station and 7th St/Metro Center started Saturday, June 1, 2019**
- **Expo Line: Pico and 7th St/Metro Center stations will be out of service for 60-days starting Saturday, June 22, 2019**
- **Blue Line Willowbrook/Rosa Parks Station: Will remain out of service during the North Segment closure**
- **Green Line Willowbrook/Rosa Parks station will remain open**



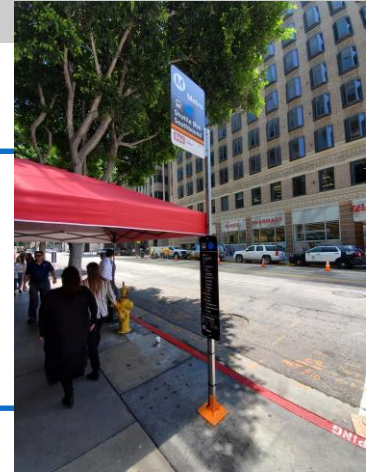
New Blue Phase 2

Blue Line Bus Shuttle Service Observations



Frequency During Peak Periods

- Line 860 Express: 6-12 minutes
- Line 863 Select: 12 minutes/M-F
- Line 864 Local: 6-12 minutes



Average Weekday Ridership

- Line 860 Express: 4,200
- Line 863 Select: 1,400
- Line 864 Local: 16,500

Adjustments

- Line 860 Express: minor spot adjustments
- Line 863 Select: added two early morning trips (5:30 am) to accommodate demand
- Line 864 Local: minor spot adjustments

Commenced Saturday, June 1, 2019

New Blue Phase 2

Flower Street Bus-Only Lane Observations

Occupancy

- Approximately 60 buses per hour
- Expected to increase when two Expo Line (Pico and 7th St/Metro Center) stations are out of service

Enforcement

- Eight assigned LAPD motor officers
- Enforcement is critical for proper utilization of the bus-only lane
- Traffic officer support is also key to guiding shuttles and traffic during peak hours

Shuttle Customer and Bus Operator Feedback

- Positive feedback relative to improved shuttle travel times
- Community partner Twitter post with over 64K views

Commenced Monday, June 3, 2019



Investing in Place @InvestinPlace · Jun 3

This bus only lane got us like 🍷 Today the @metrolosangeles bus only lane opened on Flower #betterbusesforla #GoMetro @CurrenDPriceJr @josehuizar @MayorOfLA @LADOTofficial @metrolosangeles

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New Blue Phase 2

Expo Bus Shuttle Service & Alternate Route Service

Expo Line Local Shuttle – 856 (Free)

Serving LATTC/Ortho Institute, Pico, and 7th St/Metro Center stations

Red/Purple Lines will remain open

Expo Line Bus Shuttle service will be provided in addition to Blue Line shuttles

Frequency: 6 -12 mins during peak, 12 mins during mid-day and weekends & 20 mins during late nights

Alternate Route Service

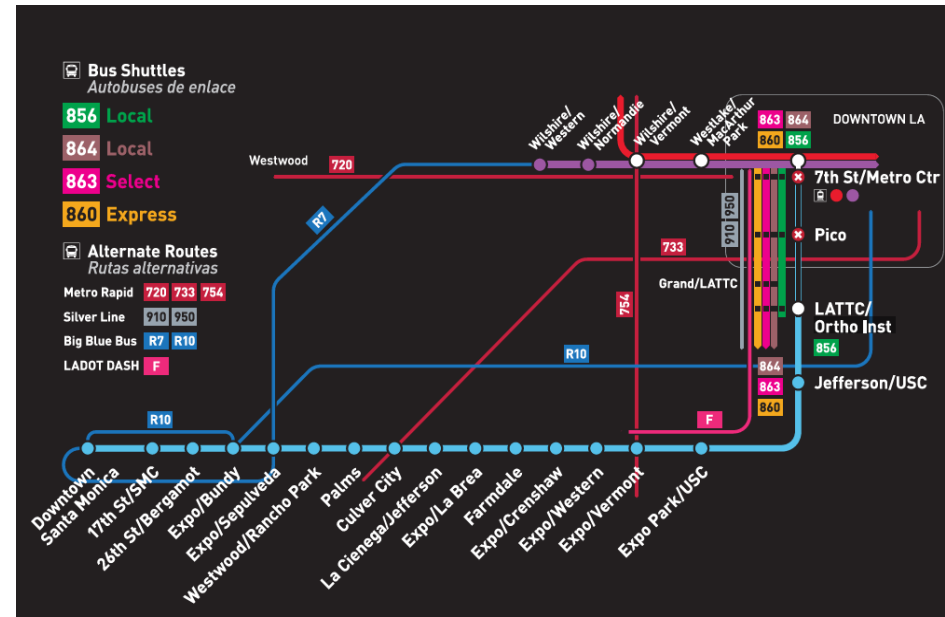
Metro Rapid: 720, 733 & 754

Metro Silver Line: 910 & 950

Big Blue Bus: R7 & R10

LADOT DASH: F

Starting Saturday, June 22, 2019



New Blue Phase 2 – Customer Feedback

New Blue Metro Customer Feedback

- Received approximately 400 questions and comments via the project hotline, emails, texts, and social media, related to trip planning, requests for increased capacity and frequency for Line 860 Express and 863 Select, and positive feedback on the signage and wayfinding.



Bill hui @Billhui1

June 3, 2019 - 8:51am • View Post

@Metrolink please add earlier bus 863 shuttle to Compton. 5:40 starting at 7th/Metro downtown is too late. I hope you can schedule earlier at 5:10 am.



Adam Stephenson @amsplanner

June 6, 2019 - 9:32am • View Post

Please consider adding back the 860 NB stop at Olympic @metrolosangeles. The current route leaves almost a mile between Pico and 7th St stops, which is excessive even for a limited stop bus service downtown. #BlueLine



Mike Atchue @Mikeatchue

June 13, 2019 - 4:41pm • View Post

@metroalaalerts what is going on with the 860? With the amount of people waiting at 7th/Flower there clearly hasn't been a bus in more than 20 minutes.



Geologisms @geologisms

Follow

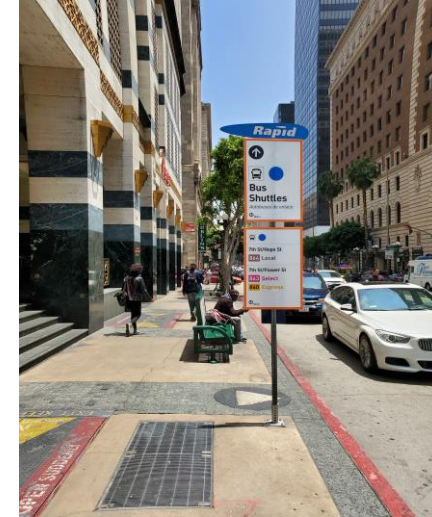
These new infopanel are so beautiful <3 I can only hope this is the beginning of a beautiful friendship between @metrolosangeles and clarity in wayfinding [twitter.com/GT_Transit/sta ...](https://twitter.com/GT_Transit/sta...)



New Blue Phase 2 – Signage, Wayfinding & Next Steps

Signage & Wayfinding

- Implemented enhanced signage and wayfinding from phase 1 lessons learned, incorporated station specific banners with bus stop locations, TAP access information, and installed more signage overall to better guide customers



Next Steps

- Operations staff will continue to monitor service and make spot adjustments as necessary
- Staff and ambassadors will continue to guide customers at northern segment stations and two upcoming Expo Line station closures
- Outreach will continue to Expo Line riders and stakeholders

