



Board Report

File #: 2019-0460, File Type: Plan

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2019

SUBJECT: NEXTGEN REGIONAL SERVICE CONCEPT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. APPROVING the Regional Service Concept, which is the framework for restructuring Metro's bus routes and schedules for NextGen and includes:
1. Goals and objectives of the new bus network;
 2. Measures of success;
 3. Route and network design concepts based on public input and data analysis;
 4. Framework for balancing tradeoffs that consider Metro's Equity Platform; and
- B. FOLLOWING approval by all five Regional Service Councils, the Board shall then approve the final NextGen Service Plan.

ISSUE

In January 2018, Metro began the NextGen Bus Study aimed at reimagining the bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County. This process is divided into four phases:

1. Conduct market research, travel demand analysis and existing service evaluation to identify areas of success, deficiency, and gaps within the network;
2. Establish a Regional Service Concept to guide the development of the NextGen Service Plan;
3. Develop the NextGen Service Plan, including routing, stop spacing, frequency, span of service, and coordination with municipal operators;
4. Implement the NextGen Service Plan through extensive engagement and public hearing process.

This report requests approval of a Regional Service Concept that defines the goals and objectives of the new bus network, measures of success, route and network design concepts based on public input and data analysis, and framework for balancing tradeoffs that consider Metro's Equity Platform.

DISCUSSION

Given the transforming landscape of transportation and travel demand within Los Angeles County, Metro embarked on an effort in January 2018 to reimagine the bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County. More specifically, the NextGen Bus Study aims to increase transit use within the County over the next decade by retaining current customers and attracting them to ride more often, reclaiming past customers, and recruiting new customers. In addition, the new bus network will set the foundation for future growth from transportation investments provided through Measures R and M.

The NextGen Bus Study is divided into four phases, as follows:

Phase I: Research and Analysis - This phase consisted of understanding customers and what they want in a bus system. A significant effort went into understanding overall travel patterns within LA County using cell phone location data as well as an analysis of regional TAP use across 26 transit operators. A comprehensive evaluation of the existing bus network (Attachment A), broken down by routes and segments by time of day, was conducted to understand current successes as well as deficiencies and gaps in service. Significant public engagement was conducted with customers and residents with over 10 million touchpoints throughout the County via online engagement, print advertising, pop-up sessions, 260+ stakeholder and community meetings, on-board bus canvassing, and at 20 interactive public workshops in order to validate the market research, receive comments, and to gain valuable insight into route and area specific concerns and recommendations (Attachment B).

Phase II: Regional Service Concept - Based on the research and outreach conducted in Phase I, a Regional Service Concept is now being presented to the Board for approval. This report states the goals and objectives for the bus network, measures of success, route and network design concepts based on public input and data analysis, and framework for balancing tradeoffs in consideration of Metro's Equity Platform. This service concept provides policy guidance for the redesign of the bus routes and schedules as well as how success of the NextGen Bus Study should be measured.

Phase III: NextGen Service Plan - Once the Regional Service Concept has been approved by the Board, routing and schedules will be redesigned accordingly to develop the draft NextGen Service Plan. This plan will specify route and schedule changes as well as bus stop spacing and frequencies by time of day and day of week. Also, since the County's municipal transit operators account for over 30% of the region's transit service, a significant focus of the plan will include recommendations on how to coordinate with the municipal operators to provide seamless service for customers. This phase is expected to be completed by Fall 2019 when it will be presented to the Board.

Phase IV: Implementation -Implementation of the NextGen Service Plan is expected to be spread over three service changes starting in June 2020. As with any major service change, a Title VI equity analysis will be conducted to ensure the service plan is neither disparately impacting minorities, nor disproportionately impacting low-income populations. This analysis requires a formal public hearing process which takes four months from initiation to approval by the Board appointed Regional Service Councils. Upon approval by the Service Councils, three additional months are necessary to finalize

schedules and assignments to be presented to the bus operators for bidding, per terms of the SMART Collective Bargaining Agreement. Therefore, to begin implementation of the NextGen Service Plan in June 2020, the formal public hearing and approval process must start in November 2019, otherwise implementation will be delayed until December 2020, the next scheduled service change date. Metro bus riders will be informed of these changes utilizing the various communications tools including digital media, radio and print advertising, on-board information, and other media outlets.

As stated above, this report requests approval of a Regional Service Concept that defines the goals and objectives of the new bus network, measures of success, route and network design concepts based on public input and data analysis, and framework for balancing tradeoffs in consideration of Metro's Equity Platform.

Goals and Objectives

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The plan outlines five goals to guide the development of transportation in LA County. The NextGen Bus Study addresses **Goal #1: Provide high quality mobility options that enable people to spend less time traveling.** The study also encompasses two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

In addition to the strategic plan, the Board adopted Motion 38.1 (June 2018), endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. Finally, regardless of the level of resources expended on the bus network, optimizing system performance should always be an objective in network design to maximize benefit to the public.

These goals and objectives are driving the development of the NextGen Service Plan, including routing, stop spacing, frequency, span of service, and coordination with municipal operators. In addition, a set of performance measures have been defined below to ensure the bus network continues to evolve consistent with the goals and objectives defined by the Board.

Public Engagement

Throughout the Study, Metro conducted extensive public engagement to inform, engage, and solicit input from riders, residents, businesses, schools, community-based organizations, ADA groups, and faith communities throughout LA County to inform Metro's efforts to redesign Metro's Bus System. (See Attachment B)

Metro formed a NextGen Bus Study Working Group to help identify issues and concerns. The Working Group consists of more than 50 representatives of stakeholder groups including Metro Service Councils, community-based groups, faith communities, business associations, educational institutions, advocacy groups, and environmental organizations. Working Group members were tasked with providing input from the various constituencies they represent. This group has met six times to date and will continue to provide input and guidance throughout the Study.

This public engagement effort serves to integrate public comments into the Regional Service Concept that is being proposed in this report. The public comments are validating the market research conducted by the technical contractor and informing Metro staff on route specific recommendations that will be developing and presenting to the Board in Fall 2019 as part of the Draft Bus Service Plan.

The highlights of this countywide public engagement effort are outlined below:

- More than 13,000 people provided comments about Metro's bus system through questionnaires promoted online, administered on-board bus canvassing, and provided at many of the events noted below.
- More than 60% of participants reached were people of color representing multiple genders, age groups, zip codes, and income levels that make up the diversity of LA County.
- Over 260 community events and stakeholder briefings.
- Coordination with local Municipal Bus Operators.
- Bi-monthly updates to the five Metro Service Councils
- Bus rider engagement through 300,000 take-one brochures aboard the bus and rail system.
- More than 9 million digital engagement touchpoints
- Over 1.4 million in circulation through earned media and paid print advertising in ten different languages
- Two Telephone Town Halls were conducted with more than 3,600 participants
- 20 NextGen Public Workshops from January-March 2019

A concerted effort was made to ensure that the public engagement cumulatively reflects input that is reflective of the diversity of LA County's population.

Metro's Equity Platform in Action

The most recent NextGen Working Group meeting, held May 29, 2019, focused on how the Equity Platform has been and will continue to be reflected within the bus network redesign. This meeting was titled *Metro's Equity Platform in Action Through the NextGen Bus Study*. At this meeting Metro shared how the Four Pillars of Metro's Equity Platform have been implemented at each step of the NextGen Bus Study for both the technical and communications efforts. A summary of this meeting can be found in Attachment C.

The framework for equity begins with Title VI of the Civil Rights Act of 1964 which protects minority and low-income communities from disparate and disproportionate negative impacts as a result of major transit service changes. Metro defines major service changes as any change to a route or schedule that results in a 25% change in route miles, revenue miles, or revenue hours cumulatively over three consecutive years. Once triggered, a Title VI/Environmental Justice evaluation must be presented to the Board for consideration and approval to demonstrate that it would be more of a burden to these communities if alternative service changes are implemented.

Metro's Equity Platform builds upon Title VI in two distinct ways. First, it goes beyond ethnicity and income to determine communities with the greatest mobility needs. Through market research,

surveys, and public input, other groups most reliant on transit include non-English speaking new immigrants, youth and seniors, persons without access to an automobile either by choice or necessity, persons with disabilities, and women who tend to make more transit trips than men. In addition, the NextGen Working Group concluded that transit is important to everyone, but in different ways specific to each community. For example, communities more reliant on transit need service throughout the day and week for all trip purposes, while communities who have more mobility options, may only need transit for their commute or certain discretionary trips.

Second, NextGen Bus Study aims to go above and beyond Title VI, to not only protect against negative impacts, but to further improve service for communities with the greatest mobility needs. To do this, the Four Pillars of the Equity Platform have been integrated into the NextGen Bus Study planning and public engagement process.

- I. Define and Measure - Use Title VI as a baseline for identifying communities with the greatest needs, and supplement those with market research to identify the segments of population and trips with the highest propensity for transit use. Evaluate bus network changes based on the customer focused performance metrics established within this report with particular focus on communities with the greatest mobility needs as identified above.
- II. Listen & Learn -The technical work of the NextGen Bus Study identified important information about Metro's current and potential customers. This data was validated by the robust countywide public engagement effort, including engaging customers onboard buses, outreach sessions at community events, stakeholder briefings, interactive public workshops, digital engagement and print advertising. Comments received will be incorporated into the systemwide service design as well as individual route changes.
- III. Focus & Deliver - Service design concepts (discussed below) have been established to address the recurring themes identified from the public outreach and market research, including faster and more frequent service, better reliability and accessibility to key destinations, better connectivity particularly with the municipal operators, and improved perception of security on board buses and at bus stops. These concepts, described below, will be used to redesign the routes and schedules.

In addition, a Transit Propensity Index score (Attachment D) has been developed and assigned to every Census Tract in Los Angeles County. This index score considers the various market segments likelihood to use transit, the transit orientation of the environment being served, and the travel demand within the area. Areas with high scores should be prioritized for high quality transit service.

Lastly, other customer experience enhancements such as improved security, accurate real time arrival information, cleanliness, and improved first/last mile service are critical to attracting customers to use transit.

- IV. Train & Grow - The Board adopted Transit Service Policy will be updated to reflect the Regional Service Concept as adopted by the Board, including the goals and objectives of the bus network, measures of success, route and network design concepts based on public input

and data analysis, and framework for balancing tradeoffs in consideration of Metro's Equity Platform. In addition, an annual monitoring program will be established to track the progress of achievement towards the goals and objectives, and to inform on necessary adjustments.

Network Development Process

There are three key elements that are taken into consideration during the network development process to identify when and where transit can be successful.

- **Transit Propensity** - Areas where the propensity to use transit is the greatest embody three main characteristics. First, there is a significantly large population of transit market segments, including people who rely on transit for most of their travel, commuters and students who use transit for work and school trips, and discretionary riders who choose transit for some or all their trips. Second, is the intensity of travel demand to and from areas based on population and employment densities, retail and entertainment, colleges and universities, and other trip generators. For NextGen, cell phone location data is also being used to identify areas of greatest travel intensity. Finally, a pedestrian oriented street environment is also critical, including safe and well lighted pathways, sidewalks and curb-cuts, grid street network, and level topography. A full description of the Transit Propensity Index score is in Attachment D.
- **Existing Service Performance** - It is important to identify the most productive segments of the existing bus network which articulates current transit demand. These corridors and routes should be optimized through the network development process, and lessons learned should be applied to other areas with similar demand and service characteristics. Through the NextGen Bus Study process, the entire Metro bus network has been dissected into segments by time of day and day of week, and various performance metrics have been calculated for each segment to create a 360-degree view of system performance. Attachment E provides route and segment level analysis based on some of the key performance metrics.
- **Service Environment** - A transit-oriented service environment is also critical to the success of transit, including the pedestrian orientation of the streets and land use, barriers to other modes such as limited and costly parking supply, and transit supportive infrastructure including bus only lanes and transit priorities.

Once we understand where and when transit is and can be successful, the appropriate service design concepts must be matched with the specific needs of each market segment. Service design concepts have been developed to address the recurring themes identified through public engagement and market research, including:

- Faster and more frequent service;
- Better reliability and accessibility to key destinations;
- Better connectivity particularly with the municipal operators; and
- Improved perception of safety on board buses and at bus stops.

Service design concepts that will guide the route and schedule planning are summarized in Table 1

below indicating which theme each concept addresses. A detailed description of the concepts is presented in Attachment F.

**Table 1
Service Design Concepts**

	Faster service	Frequent service throughout the day	More reliable service	Better network connectivity	Accessibility to key destinations	Improved security
Routing to Reflect Current Travel Patterns and Transit Propensity				X	X	X
Standardize Frequencies by Service Tiers	X	X				
Subarea Transit Hubs				X		X
Shorter Route Lengths			X			
Hybrid Local/Rapid Stop Spacing	X		X			
Municipal Operator Coordination				X	X	
Microtransit and Other On-Demand		X			X	
Transit Supportive Infrastructure	X		X			X

Measuring Success

Providing high quality mobility options that enable people to spend less time traveling on the transit network requires that we are available when and where our customers want to travel, we are competitive enough to have them try us over other options, and we are attractive enough to ensure they return for the same trip and ideally for more trips. Therefore, our recommended measures of success are aimed at evaluating the bus network within these three stages of Find, Try, and Rely. These customer focused measures help to balance our traditional metrics of productivity and efficiency (e.g. ridership, boardings per hour, subsidy per boarding).

Several of these measures (italicized below) will be used to evaluate the network through the lens of equity.

Find - How well do people understand how effectively transit can serve their needs? Is the system easy to understand & use? Proposed measures include:

- Services and information is Readily Available
 - Percentage of trip ends within ¼ mile of transit stop
 - Trip planner, app, and website usage rates
 - *Percent of public considering transit (survey-based)*
- The Bus System is Easy to Understand and Use
 - Percentage of out of direction travel
 - Percentage of route miles with all-day frequent service (<15 min headways)
 - *Percent of public understand how to use system (survey-based)*

Try - How can we encourage customers to try the regional transit system? (Metro and Municipal Bus Operators) Proposed measures include:

- Bus Goes Where/When Customers Want
 - *Percentage of trips compatible with transit by time of day and day of week*
 - *Number of jobs and activity centers accessible within a 15 minute and 30 minute transit ride*
 - Number of unique transit users
- Bus system is Competitive
 - *Door-to-door travel times*
 - *Competitiveness of transit time to drive time*
 - System-wide boardings
- Coverage is Adequate
 - *Population within ¼-mile of transit stops by frequency of service*
- Transit Journeys are Simple
 - Average number of transfers
 - Percent of trips that are one-seat rides

Rely - How can we provide services that customers can rely on for their travel needs? Proposed measures include:

- Bus System is Effective and Productive

- *Competitive transit paths for short, evening, midday, and weekend trips*
- Number of frequent riders
- Boardings by time of day and day of week
- Boardings per revenue hours and miles
- Cost per passenger mile

- Buses are Reliable
 - Headway regularity on frequent routes
 - On-time performance
 - Real time arrival accuracy

- Customers are Satisfied
 - Rides per week for frequent and infrequent users
 - *Percentage of customers satisfied with Metro services (survey-based)*

FINANCIAL IMPACT

Adoption of the NextGen Regional Service Concept would have positive impacts to the agency by establishing policy guidance for redesigning the Metro bus network based on robust outreach and analytical rigor. In addition, the Regional Service Concept establishes measures of success based on the user's perspective to ensure that bus service better matches their needs.

Impact to Budget

The NextGen Bus Study is currently funded in the FY20 Budget.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling.

NEXT STEPS

With approval of the NextGen Regional Service Concepts, staff will continue to redesign the Metro bus network and develop the NextGen Service Plan for NextGen Working Group, Board, Service Council, and the public's consideration. This plan is expected to be completed with new lines and schedules by Fall 2019. Staff will continue to coordinate with municipal operators throughout the plan development and will conduct significant stakeholder and public engagement prior to the public hearing process for implementation starting June 2020.

ATTACHMENTS

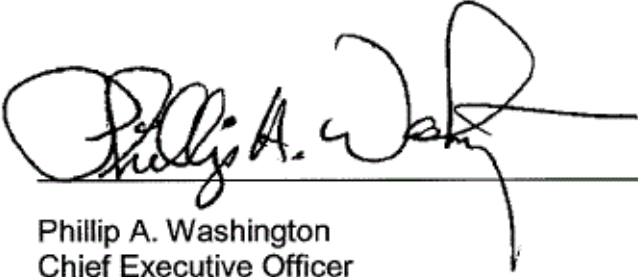
Attachment A - Existing Service Evaluation

Attachment B - NextGen Public Engagement Summary

Attachment C - NextGen Working Group Meeting Summary - Equity Platform In Action
Attachment D - Transit Propensity Score
Attachment E - Route and Segment Performance
Attachment F - Service Design Concepts

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Phillip A. Washington
Chief Executive Officer

Attachment A
Existing Service Evaluation

Attached is a representative set of evaluation reports for Line 2. All line reports for the system can be found at: <https://www.metro.net/projects/nextgen/> . Click "Data and Analysis" to access line reports as well as other data sources.

Line 2

Sunset Blvd

Local

NEXTGEN Bus Study



LINE PERFORMANCE

	Weekday	Saturday	Sunday												
Hours of Operation 	24 hour	24 hour	24 hour												
Peak Frequency (in minutes) 	5-15	13-15	17-20												
Daily Boardings <p>Number of daily passenger boardings</p> <table border="1"> <thead> <tr> <th></th> <th>System Averages</th> <th>Tier Averages</th> </tr> </thead> <tbody> <tr> <td>Weekday</td> <td>5,939</td> <td>6,481</td> </tr> <tr> <td>Saturday</td> <td>5,046</td> <td>5,402</td> </tr> <tr> <td>Sunday</td> <td>4,079</td> <td>4,326</td> </tr> </tbody> </table>		System Averages	Tier Averages	Weekday	5,939	6,481	Saturday	5,046	5,402	Sunday	4,079	4,326	12,979 18 System Rank	9,793 16 System Rank	7,239 22 System Rank
	System Averages	Tier Averages													
Weekday	5,939	6,481													
Saturday	5,046	5,402													
Sunday	4,079	4,326													
Productivity <p>Passengers per revenue hour</p> <table border="1"> <thead> <tr> <th></th> <th>System Averages</th> <th>Tier Averages</th> </tr> </thead> <tbody> <tr> <td>Weekday</td> <td>37.2</td> <td>38.1</td> </tr> <tr> <td>Saturday</td> <td>34.6</td> <td>35.9</td> </tr> <tr> <td>Sunday</td> <td>32.7</td> <td>34.0</td> </tr> </tbody> </table>		System Averages	Tier Averages	Weekday	37.2	38.1	Saturday	34.6	35.9	Sunday	32.7	34.0	37.9 Below Average	33.8 Below Average	33.9 Below Average
	System Averages	Tier Averages													
Weekday	37.2	38.1													
Saturday	34.6	35.9													
Sunday	32.7	34.0													
Farebox Recovery <p>Percent of operating cost recovered through fares</p> <table border="1"> <thead> <tr> <th></th> <th>System Averages</th> <th>Tier Averages</th> </tr> </thead> <tbody> <tr> <td>Weekday</td> <td>21%</td> <td>22%</td> </tr> <tr> <td>Saturday</td> <td>20%</td> <td>20%</td> </tr> <tr> <td>Sunday</td> <td>18%</td> <td>19%</td> </tr> </tbody> </table>		System Averages	Tier Averages	Weekday	21%	22%	Saturday	20%	20%	Sunday	18%	19%	18% Below Average	16% Below Average	16% Below Average
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Subsidy per Passenger Boarding <p>Difference of operating cost and fare revenue per passenger</p> <table border="1"> <thead> <tr> <th></th> <th>System Averages</th> <th>Tier Averages</th> </tr> </thead> <tbody> <tr> <td>Weekday</td> <td>\$2.98</td> <td>\$2.84</td> </tr> <tr> <td>Saturday</td> <td>\$3.23</td> <td>\$3.10</td> </tr> <tr> <td>Sunday</td> <td>\$3.50</td> <td>\$3.36</td> </tr> </tbody> </table>		System Averages	Tier Averages	Weekday	\$2.98	\$2.84	Saturday	\$3.23	\$3.10	Sunday	\$3.50	\$3.36	\$3.51 Below Average	\$4.12 Below Average	\$4.14 Below Average
	System Averages	Tier Averages													
Weekday	\$2.98	\$2.84													
Saturday	\$3.23	\$3.10													
Sunday	\$3.50	\$3.36													

Line 2

Sunset Blvd

Weekday

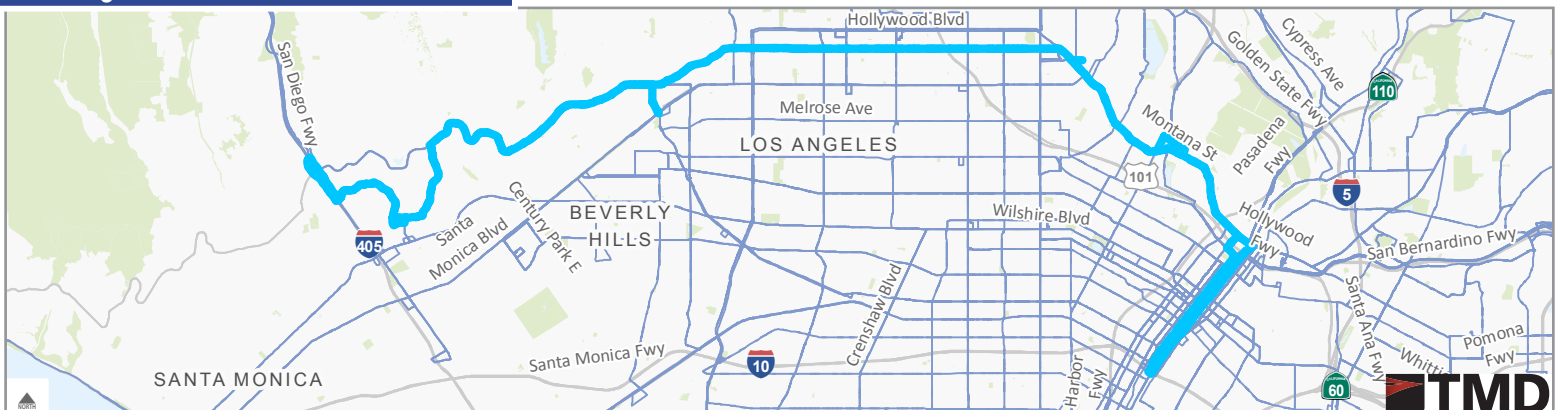
NEXTGEN Bus Study



LINE STATISTICS by Time Period and Segment

Segments	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL
PASSENGER BOARDINGS							TRIPS							
Early AM	112	95	261	93	52	49	662	7	10	11	12	11	10	12
AM Peak	153	402	1,501	485	224	133	2,898	10	39	41	41	31	15	41
Midday	185	513	1,882	588	296	325	3,789	16	39	45	45	34	23	45
PM Peak	182	871	1,861	555	246	387	4,102	11	49	49	49	34	21	49
Evening	73	315	579	171	99	172	1,409	11	28	31	35	32	26	35
Owl	2	23	22	17	10	45	119	2	4	8	11	11	11	11
TOTAL	707	2,219	6,106	1,909	927	1,111	12,979	57	169	185	193	153	106	193
REVENUE HOURS							PASSENGER MILES							
Early AM	4.9	4.2	3.7	2.4	1.3	2.3	18.8	1,524	1,307	896	326	251	154	4,458
AM Peak	7.8	24	19.3	11.9	3.2	5.1	71.3	955	3,980	3,650	1,362	597	380	10,923
Midday	11.9	25.4	26.6	14.8	4.6	9.3	92.5	1,801	4,115	4,440	2,071	973	658	14,058
PM Peak	10.1	33.3	26.7	17.7	4.5	8.6	101	1,582	4,863	5,098	1,859	861	580	14,843
Evening	6	14.2	12.7	8.4	3.6	7.1	52	666	2,293	2,057	855	492	385	6,747
Owl	0.3	1.2	1.4	1.5	1.1	1.7	7.2	1	83	138	168	125	86	601
TOTAL	41.1	102.2	90.5	56.7	18.2	34	342.8	6,528	16,640	16,280	6,640	3,298	2,242	51,629
REVENUE MILES							OPERATING COST							
Early AM	79.2	59.5	41.4	28.9	18.8	21.4	249.3	\$980	\$784	\$630	\$422	\$243	\$363	\$3,423
AM Peak	107.4	272.3	170.6	104.9	33.2	34.2	722.6	\$1,446	\$4,096	\$3,015	\$1,855	\$528	\$727	\$11,666
Midday	169.3	274.9	189.1	113.7	46.2	60.1	853.4	\$2,230	\$4,261	\$3,882	\$2,204	\$745	\$1,315	\$14,638
PM Peak	121.5	320.2	202.7	125.3	43	54.8	867.6	\$1,770	\$5,346	\$3,969	\$2,581	\$718	\$1,216	\$15,600
Evening	99	180	115.8	85.8	50.1	65.1	595.9	\$1,208	\$2,533	\$2,006	\$1,374	\$672	\$1,125	\$8,918
Owl	4	17.9	16.6	25.9	20.3	22.2	106.8	\$59	\$227	\$238	\$312	\$236	\$307	\$1,380
TOTAL	580.5	1,124.9	736.1	484.5	211.7	257.9	3,395.60	\$7,693	\$17,248	\$13,739	\$8,748	\$3,143	\$5,054	\$55,625

Line Alignment



Line 2

Sunset Blvd

Weekday

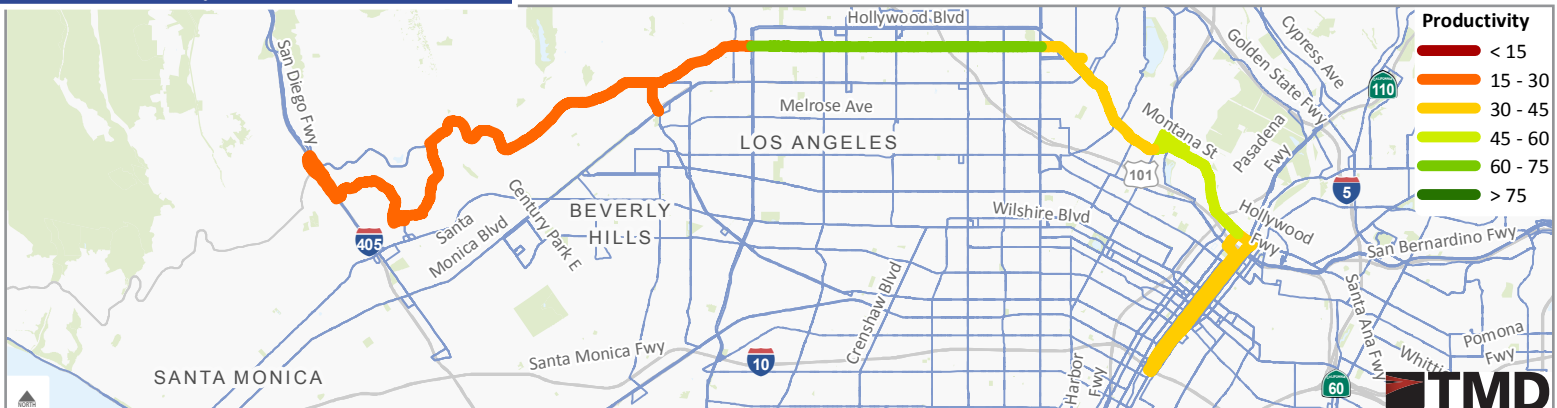
NEXTGEN Bus Study



LINE PERFORMANCE by Time Period and Segment

Segments	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL
PASSENGER BOARDINGS PER REVENUE HOUR							PASSENGERS MILES PER REVENUE HOUR							
Early AM	22.7	22.8	70.1	38.4	41	21.5	35.2	308.3	313.3	240.8	134.6	197.5	67.6	237
AM Peak	19.6	16.8	77.6	40.7	70.1	26.3	40.6	122.1	165.9	188.7	114.3	186.8	75.1	153.2
Midday	15.6	20.2	70.6	39.8	65	35.1	41	151.9	161.9	166.6	140.2	213.6	71.1	152
PM Peak	17.9	26.2	69.7	31.3	55	45	40.6	156	146	190.9	104.8	192.4	67.4	147
Evening	12.2	22.2	45.5	20.4	27.3	24.1	27.1	110.9	161.8	161.5	102.2	135.4	54	129.6
Owl	5.9	19.6	16.3	11.1	8.9	26.5	16.5	1.5	70.7	102.2	109.7	111.6	50.2	83.2
TOTAL	17.2	21.7	67.5	33.6	50.8	32.7	37.9	158.8	162.8	179.9	117	180.7	65.9	150.6
PASSENGER BOARDINGS PER REVENUE MILE							SUBSIDY PER BOARDING							
Early AM	1.4	1.6	6.3	3.2	2.8	2.3	2.7	(\$7.97)	(\$7.48)	(\$1.64)	(\$3.76)	(\$3.89)	(\$6.63)	(\$4.39)
AM Peak	1.4	1.5	8.8	4.6	6.8	3.9	4	(\$8.67)	(\$9.41)	(\$1.23)	(\$3.05)	(\$1.58)	(\$4.68)	(\$3.25)
Midday	1.1	1.9	10	5.2	6.4	5.4	4.4	(\$11.27)	(\$7.53)	(\$1.28)	(\$2.97)	(\$1.74)	(\$3.27)	(\$3.08)
PM Peak	1.5	2.7	9.2	4.4	5.7	7.1	4.7	(\$8.95)	(\$5.36)	(\$1.35)	(\$3.87)	(\$2.14)	(\$2.36)	(\$3.02)
Evening	0.7	1.7	5	2	2	2.6	2.4	(\$15.77)	(\$7.26)	(\$2.68)	(\$7.26)	(\$6.01)	(\$5.76)	(\$5.55)
Owl	0.5	1.3	1.3	0.7	0.5	2	1.1	(\$28.74)	(\$9.10)	(\$10.04)	(\$17.58)	(\$22.86)	(\$6.05)	\$10.82)
TOTAL	1.2	2	8.3	3.9	4.4	4.3	3.8	(\$10.10)	(\$6.99)	(\$1.47)	(\$3.80)	(\$2.61)	(\$3.77)	(\$3.51)
PASSENGER BOARDINGS PER TRIP							FAREBOX RECOVERY (%)							
Early AM	16	9.5	23.7	7.8	4.7	4.9	55.2	8.9	9.4	32.3	17.2	16.7	10.5	15.1
AM Peak	15.3	10.3	36.6	11.8	7.2	8.9	70.7	8.3	7.7	38.8	20.4	33.1	14.3	19.4
Midday	11.6	13.2	41.8	13.1	8.7	14.1	84.2	6.5	9.4	37.8	20.8	31	19.3	20.2
PM Peak	16.5	17.8	38	11.3	7.2	18.4	83.7	8	12.7	36.6	16.8	26.7	24.8	20.5
Evening	6.6	11.3	18.7	4.9	3.1	6.6	40.3	4.7	9.7	22.5	9.7	11.5	11.9	12.3
Owl	1	5.8	2.8	1.5	0.9	4.1	10.8	2.6	7.9	7.2	4.2	3.3	11.4	6.7
TOTAL	12.4	13.1	33	9.9	6.1	10.5	67.2	7.2	10	34.7	17	23	17.1	18.2

Line Productivity



Line 2

Sunset Blvd

Saturday

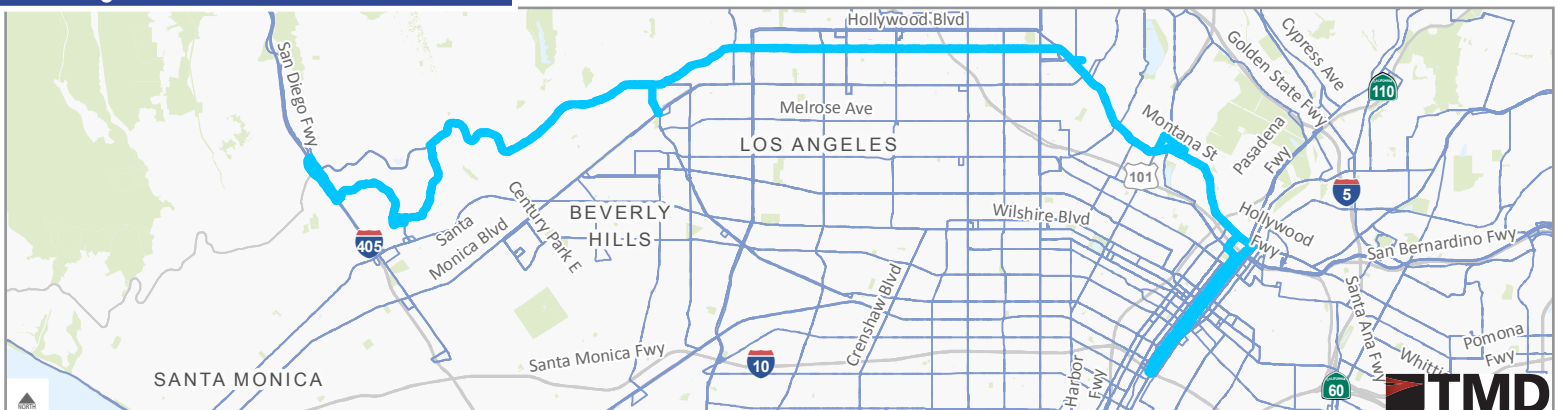
NEXTGEN Bus Study



LINE STATISTICS by Time Period and Segment

Segments	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL
PASSENGER BOARDINGS							TRIPS							
Early AM	22	30	120	32	29	36	269	3	6	7	8	8	8	8
AM Peak	121	259	1,013	279	134	176	1,982	12	31	31	31	27	21	31
Midday	135	405	1,454	460	235	299	2,988	14	41	41	41	34	28	41
PM Peak	169	586	1,379	435	208	256	3,033	13	37	37	37	31	24	37
Evening	61	227	610	177	116	205	1,396	13	25	28	32	32	31	32
Owl	2	28	28	23	14	30	125	2	4	8	11	11	11	11
TOTAL	510	1,535	4,604	1,406	736	1,002	9,793	57	144	152	160	143	123	160
REVENUE HOURS							PASSENGER MILES							
Early AM	1.8	2.3	2.2	1.5	0.9	1.8	10.6	302	462	452	210	158	135	1,720
AM Peak	7.7	16.1	13.8	8	3.1	7.1	55.8	1,537	2,986	2,986	989	520	363	9,382
Midday	9.9	25	22.9	13.9	4.7	10.8	87.2	1,280	3,472	3,682	1,608	867	594	11,503
PM Peak	9.1	22.9	20.7	11.8	4	8.9	77.5	1,578	3,845	4,123	1,540	779	536	12,402
Evening	7.4	12.8	11.2	7.2	4.2	8.9	51.7	631	1,929	1,980	859	572	429	6,399
Owl	0.3	1.2	1.4	1.5	1.1	1.7	7.3	6	92	152	134	92	61	536
TOTAL	36.2	80.5	72.2	43.9	18.1	39.2	290	5,334	12,785	13,375	5,341	2,990	2,117	41,941
REVENUE MILES							OPERATING COST							
Early AM	31.2	36.1	24.2	18.4	14.5	18.2	142.6	\$369	\$453	\$374	\$262	\$182	\$298	\$1,939
AM Peak	124	213.4	125.3	74.9	39.8	53.4	630.8	\$1,533	\$2,934	\$2,169	\$1,275	\$557	\$1,052	\$9,519
Midday	146.9	282.6	165.7	98.7	52.6	71.5	817.9	\$1,891	\$4,264	\$3,359	\$2,027	\$798	\$1,540	\$13,879
PM Peak	136.8	254.4	149.5	89.6	45.7	61.3	737.2	\$1,751	\$3,883	\$3,036	\$1,751	\$685	\$1,284	\$12,390
Evening	122.3	165.2	101	73.9	56.4	76.4	595.1	\$1,487	\$2,307	\$1,754	\$1,181	\$772	\$1,373	\$8,873
Owl	3.9	17.5	16.2	25.3	19.9	21.6	104.3	\$58	\$229	\$236	\$308	\$233	\$304	\$1,369
TOTAL	565.1	969.1	581.9	380.8	228.7	302.3	3,027.90	\$7,089	\$14,070	\$10,927	\$6,804	\$3,228	\$5,851	\$47,969

Line Alignment



Line 2

Sunset Blvd

Saturday

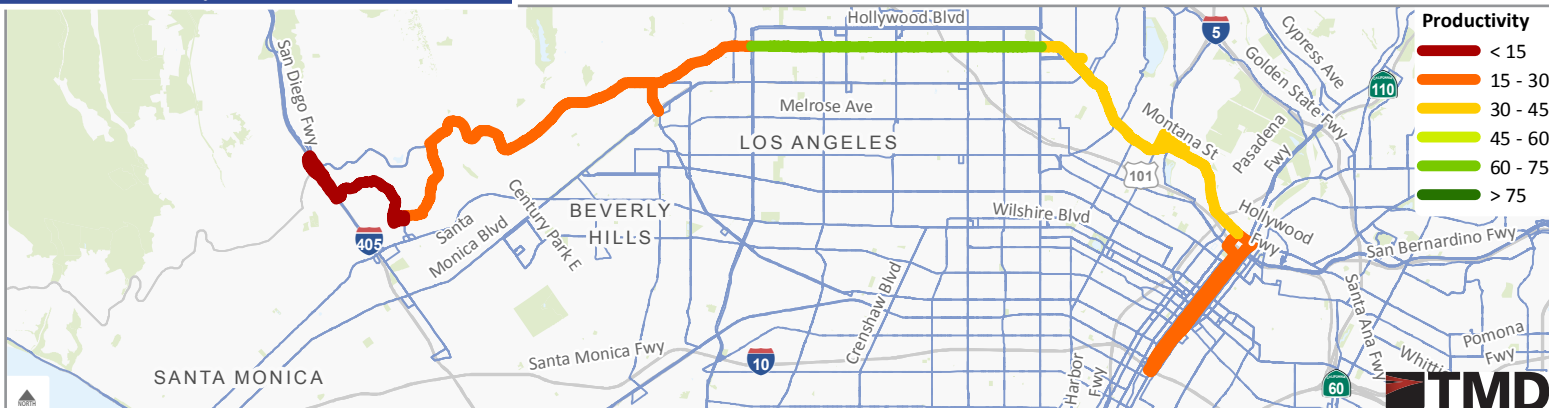
NEXTGEN Bus Study



LINE PERFORMANCE by Time Period and Segment

Segments	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL
PASSENGER BOARDINGS PER REVENUE HOUR							PASSENGERS MILES PER REVENUE HOUR							
Early AM	12.3	13	53.9	21.6	31.1	19.5	25.4	168.9	200	203.2	142.3	169.9	73.4	162.6
AM Peak	15.7	16.1	73.5	34.8	43.1	24.8	35.5	199.2	185.1	216.8	123.3	167.5	51.2	168
Midday	13.7	16.2	63.4	33	50	27.8	34.3	129.8	138.8	160.5	115.6	184.3	55.1	131.9
PM Peak	18.6	25.5	66.5	36.9	51.9	28.8	39.2	173.5	167.6	198.7	130.8	194.5	60.3	160.1
Evening	8.3	17.7	54.7	24.7	27.4	23.1	27	85.6	150.2	177.6	119.7	135.3	48.2	123.9
Owl	5.9	23.1	20.7	15	12.5	17.7	17.2	17.4	75.8	112.1	87.2	82.3	35.7	73.9
TOTAL	14.1	19.1	63.8	32	40.7	25.6	33.8	147.5	158.9	185.3	121.6	165.2	54	144.6
PASSENGER BOARDINGS PER REVENUE MILE							SUBSIDY PER BOARDING							
Early AM	0.7	0.8	4.9	1.7	2	2	1.9	(\$16.00)	(\$14.32)	(\$2.34)	(\$7.41)	(\$5.50)	(\$7.51)	(\$6.43)
AM Peak	1	1.2	8.1	3.7	3.4	3.3	3.1	(\$11.89)	(\$10.55)	(\$1.36)	(\$3.79)	(\$3.38)	(\$5.19)	(\$4.02)
Midday	0.9	1.4	8.8	4.7	4.5	4.2	3.7	(\$13.23)	(\$9.75)	(\$1.53)	(\$3.63)	(\$2.62)	(\$4.37)	(\$3.86)
PM Peak	1.2	2.3	9.2	4.9	4.6	4.2	4.1	(\$9.58)	(\$5.85)	(\$1.42)	(\$3.25)	(\$2.51)	(\$4.23)	(\$3.31)
Evening	0.5	1.4	6	2.4	2.1	2.7	2.3	(\$23.59)	(\$9.39)	(\$2.09)	(\$5.89)	(\$5.87)	(\$5.92)	(\$5.58)
Owl	0.5	1.6	1.7	0.9	0.7	1.4	1.2	(\$28.44)	(\$7.39)	(\$7.64)	(\$12.63)	(\$15.90)	(\$9.36)	\$10.17
TOTAL	0.9	1.6	7.9	3.7	3.2	3.3	3.2	(\$13.12)	(\$8.39)	(\$1.59)	(\$4.06)	(\$3.61)	(\$5.06)	(\$4.12)
PASSENGER BOARDINGS PER TRIP							FAREBOX RECOVERY (%)							
Early AM	7.3	5	17.1	4	3.6	4.5	33.6	4.6	5.2	25	9.5	12.4	9.4	10.8
AM Peak	10.1	8.4	32.7	9	5	8.4	63.9	6.2	6.9	36.4	17.1	18.7	13.1	16.2
Midday	9.6	9.9	35.5	11.2	6.9	10.7	72.9	5.6	7.4	33.8	17.7	23	15.1	16.8
PM Peak	13	15.8	37.3	11.8	6.7	10.7	82	7.5	11.8	35.4	19.4	23.7	15.6	19.1
Evening	4.7	9.1	21.8	5.5	3.6	6.6	43.6	3.2	7.7	27.1	11.7	11.7	11.6	12.3
Owl	1	7	3.5	2.1	1.3	2.7	11.4	2.7	9.6	9.3	5.8	4.7	7.7	7.1
TOTAL	8.9	10.7	30.3	8.8	5.1	8.1	61.2	5.6	8.5	32.9	16.1	17.8	13.4	15.9

Line Productivity



Line 2

Sunset Blvd

Sunday

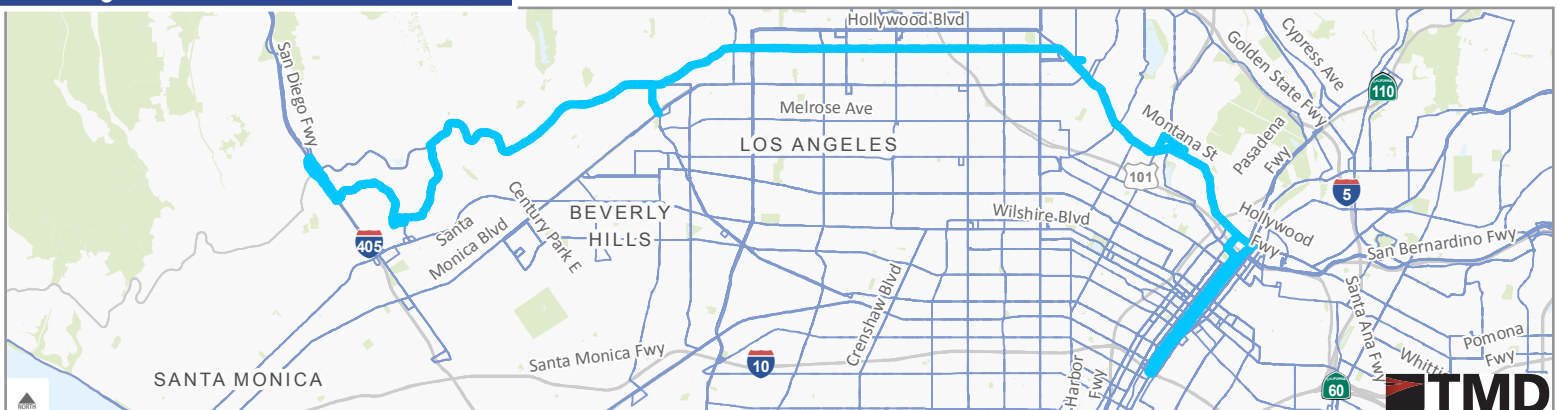
NEXTGEN Bus Study



LINE STATISTICS by Time Period and Segment

Segments	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL
PASSENGER BOARDINGS							TRIPS							
Early AM	5	20	68	14	13	22	142	2	3	4	5	5	5	5
AM Peak	71	173	632	144	79	64	1,163	9	18	18	18	17	12	18
Midday	107	269	1,291	339	181	176	2,363	12	30	32	32	24	18	32
PM Peak	91	404	1,224	330	158	197	2,404	9	27	31	31	28	22	31
Evening	66	182	430	136	78	166	1,058	11	22	25	29	29	29	29
Owl	1	18	21	15	11	43	109	2	4	8	11	11	11	11
TOTAL	341	1,066	3,666	978	520	668	7,239	45	104	118	126	114	97	126
REVENUE HOURS							PASSENGER MILES							
Early AM	1.1	1.4	1.1	0.9	0.6	1	6.1	135	234	259	119	88	68	903
AM Peak	6	8.4	8.1	4.5	1.8	3.9	32.7	894	1,697	1,877	498	256	187	5,411
Midday	8.5	16.2	18	10.3	3.3	6.6	62.9	1,307	2,662	3,045	1,191	526	339	9,069
PM Peak	6.1	15.2	17.8	9.5	3.8	7.5	59.9	927	2,797	3,237	1,206	631	431	9,230
Evening	6	10.9	9.9	6.2	3.9	7.8	44.7	622	1,341	1,477	683	469	363	4,953
Owl	0.3	1.2	1.3	1.5	1.1	1.7	7.2	4	57	102	170	130	87	550
TOTAL	28	53.3	56.2	32.9	14.5	28.5	213.5	3,890	8,788	9,997	3,867	2,100	1,475	30,115
REVENUE MILES							OPERATING COST							
Early AM	20.7	20.7	12.1	11.5	9	10.7	84.7	\$241	\$262	\$188	\$158	\$111	\$171	\$1,131
AM Peak	95.4	118.5	72.7	43.7	23.3	30.3	384	\$1,183	\$1,575	\$1,271	\$725	\$326	\$581	\$5,662
Midday	124	201.4	129.4	78.4	34.4	46	613.6	\$1,611	\$2,871	\$2,631	\$1,533	\$545	\$954	\$10,145
PM Peak	92.8	185.7	128	74.5	41.8	55.7	578.6	\$1,183	\$2,674	\$2,600	\$1,424	\$641	\$1,109	\$9,631
Evening	96.7	144.6	88.9	66.6	52.4	70.6	519.9	\$1,193	\$1,985	\$1,549	\$1,039	\$714	\$1,230	\$7,710
Owl	3.9	17.5	16.2	25.3	19.9	21.6	104.3	\$59	\$225	\$234	\$309	\$234	\$305	\$1,367
TOTAL	433.6	688.4	447.3	300	180.8	235	2,285.10	\$5,469	\$9,592	\$8,473	\$5,188	\$2,572	\$4,350	\$35,646

Line Alignment



Line 2

Sunset Blvd

Sunday

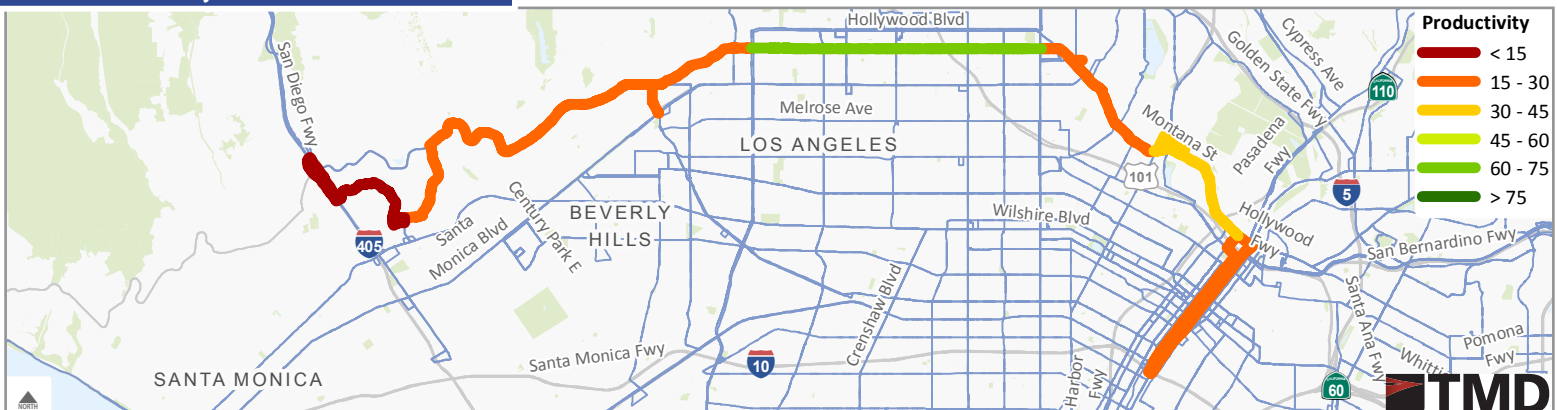
NEXTGEN Bus Study



LINE PERFORMANCE by Time Period and Segment

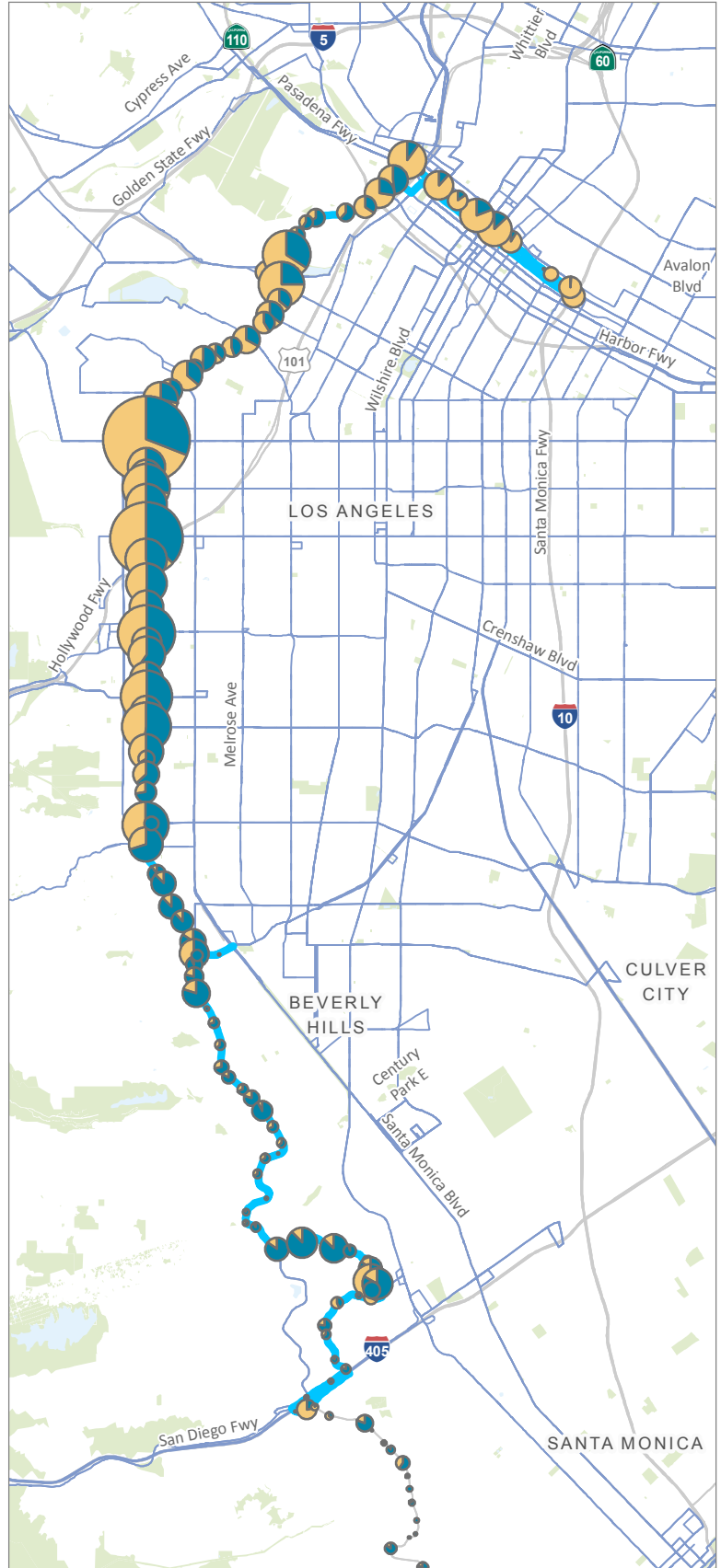
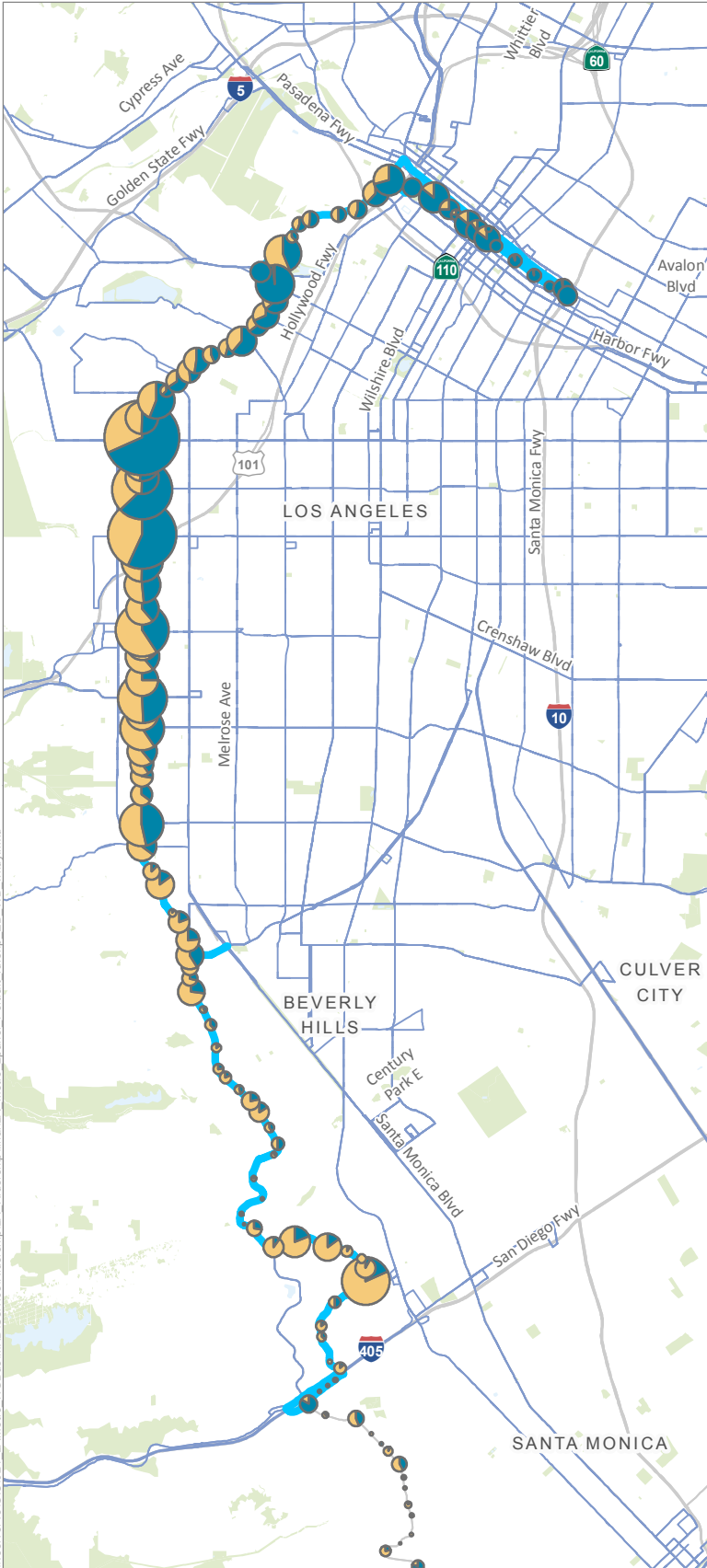
Segments	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL	Sunset/PCH to Le Conte/Broxton	Le Conte/Broxton to Sunset/Fairfax	Sunset/Fairfax to Sunset/Vermont	Sunset/Vermont to Montana/Glendale	Montana/Glendale to Cesar Chavez/Grand	Cesar Chavez/Grand to Venice/Broadway	TOTAL
PASSENGER BOARDINGS PER REVENUE HOUR							PASSENGERS MILES PER REVENUE HOUR							
Early AM	4.4	14.8	60.8	16.1	23.3	21.3	23.4	117.9	173.4	231.2	137.4	158	65.3	148.6
AM Peak	11.9	20.5	77.9	32	43.4	16.5	35.5	149.8	201.1	231.4	110.8	140.8	48.3	165.4
Midday	12.6	16.6	71.8	32.9	54.8	26.8	37.6	154.3	164.2	169.3	115.5	159.4	51.5	144.3
PM Peak	14.9	26.6	68.9	34.8	41.6	26.2	40.1	151.5	184	182.2	127.1	165.9	57.4	154.1
Evening	11	16.7	43.6	21.8	20	21.2	23.7	103.8	123	149.6	109.6	120.3	46.3	110.7
Owl	2.9	15.3	15.7	9.7	9.8	25.2	15.1	11.4	48.1	76.1	110.3	115.3	51.1	76
TOTAL	12.2	20	65.2	29.7	35.8	23.4	33.9	138.7	164.9	177.9	117.4	144.8	51.7	141.1
PASSENGER BOARDINGS PER REVENUE MILE							SUBSIDY PER BOARDING							
Early AM	0.2	1	5.6	1.2	1.4	2	1.7	(\$47.44)	(\$12.33)	(\$1.98)	(\$10.51)	(\$7.76)	(\$6.98)	(\$7.18)
AM Peak	0.7	1.5	8.7	3.3	3.4	2.1	3	(\$15.88)	(\$8.32)	(\$1.23)	(\$4.25)	(\$3.35)	(\$8.31)	(\$4.09)
Midday	0.9	1.3	10	4.3	5.3	3.8	3.9	(\$14.28)	(\$9.89)	(\$1.26)	(\$3.74)	(\$2.23)	(\$4.64)	(\$3.51)
PM Peak	1	2.2	9.6	4.4	3.8	3.5	4.2	(\$12.22)	(\$5.84)	(\$1.34)	(\$3.54)	(\$3.28)	(\$4.85)	(\$3.23)
Evening	0.7	1.3	4.8	2	1.5	2.4	2	(\$17.29)	(\$10.12)	(\$2.82)	(\$6.86)	(\$8.37)	(\$6.63)	(\$6.51)
Owl	0.3	1	1.3	0.6	0.6	2	1	(\$57.85)	(\$11.73)	(\$10.38)	(\$19.84)	(\$20.50)	(\$6.31)	(\$11.76)
TOTAL	0.8	1.5	8.2	3.3	2.9	2.8	3.2	(\$15.26)	(\$8.22)	(\$1.53)	(\$4.52)	(\$4.17)	(\$5.73)	(\$4.14)
PASSENGER BOARDINGS PER TRIP							FAREBOX RECOVERY (%)							
Early AM	2.5	6.7	17	2.8	2.6	4.4	28.4	1.6	5.9	28.3	6.9	9.1	10.1	9.8
AM Peak	7.9	9.6	35.1	8	4.6	5.3	64.6	4.7	8.6	38.8	15.5	18.9	8.6	16
Midday	8.9	9	40.3	10.6	7.5	9.8	73.8	5.2	7.3	38.3	17.3	25.9	14.4	18.2
PM Peak	10.1	15	39.5	10.6	5.6	9	77.5	6	11.8	36.7	18.1	19.2	13.9	19.5
Evening	6	8.3	17.2	4.7	2.7	5.7	36.5	4.3	7.2	21.6	10.2	8.5	10.5	10.7
Owl	0.5	4.5	2.6	1.4	1	3.9	9.9	1.3	6.2	7	3.8	3.7	11	6.2
TOTAL	7.6	10.3	31.1	7.8	4.6	6.9	57.5	4.9	8.7	33.7	14.7	15.8	12	15.8

Line Productivity



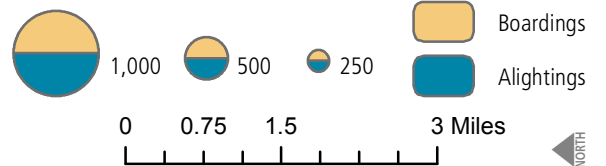
EASTBOUND - WEEKDAY

WESTBOUND - WEEKDAY



LINE 2
Sunset Blvd
TMD

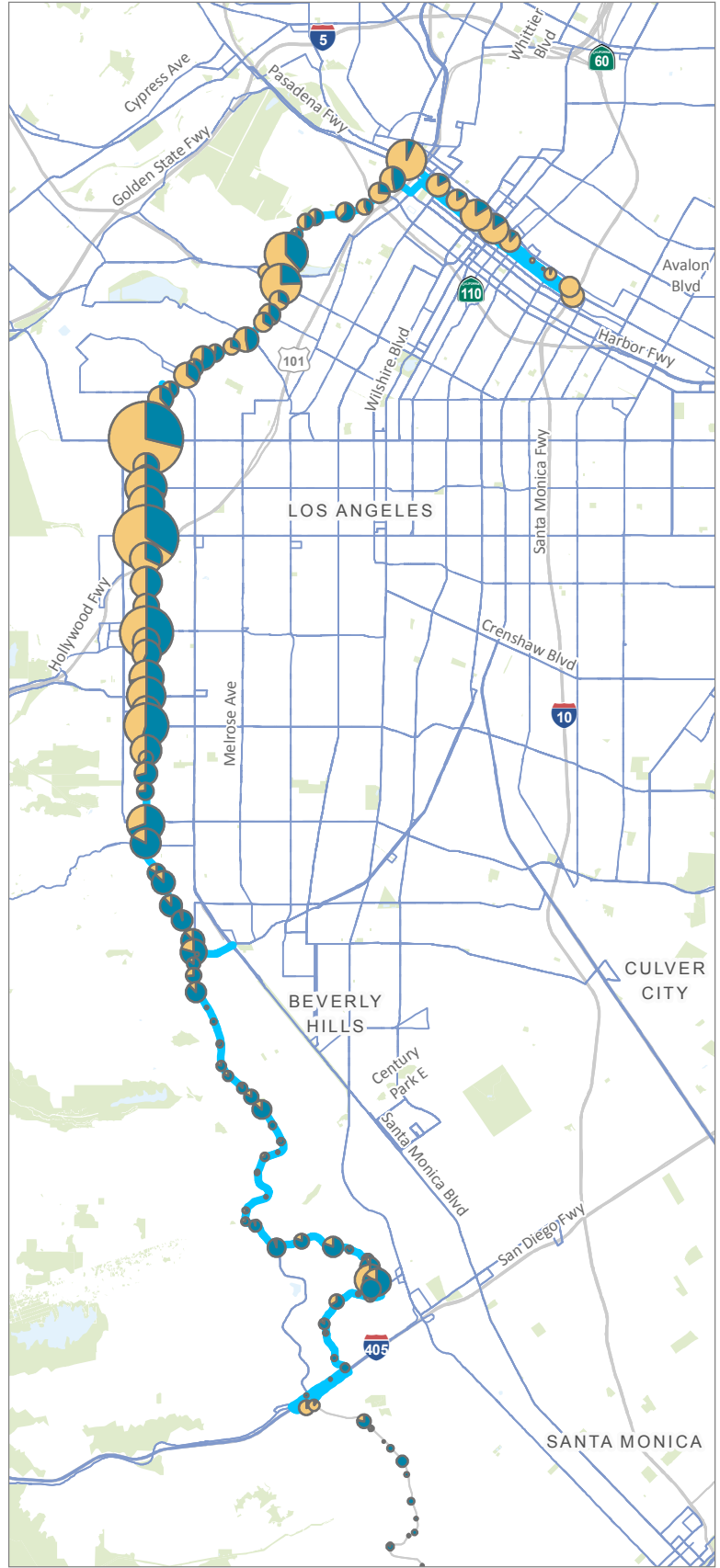
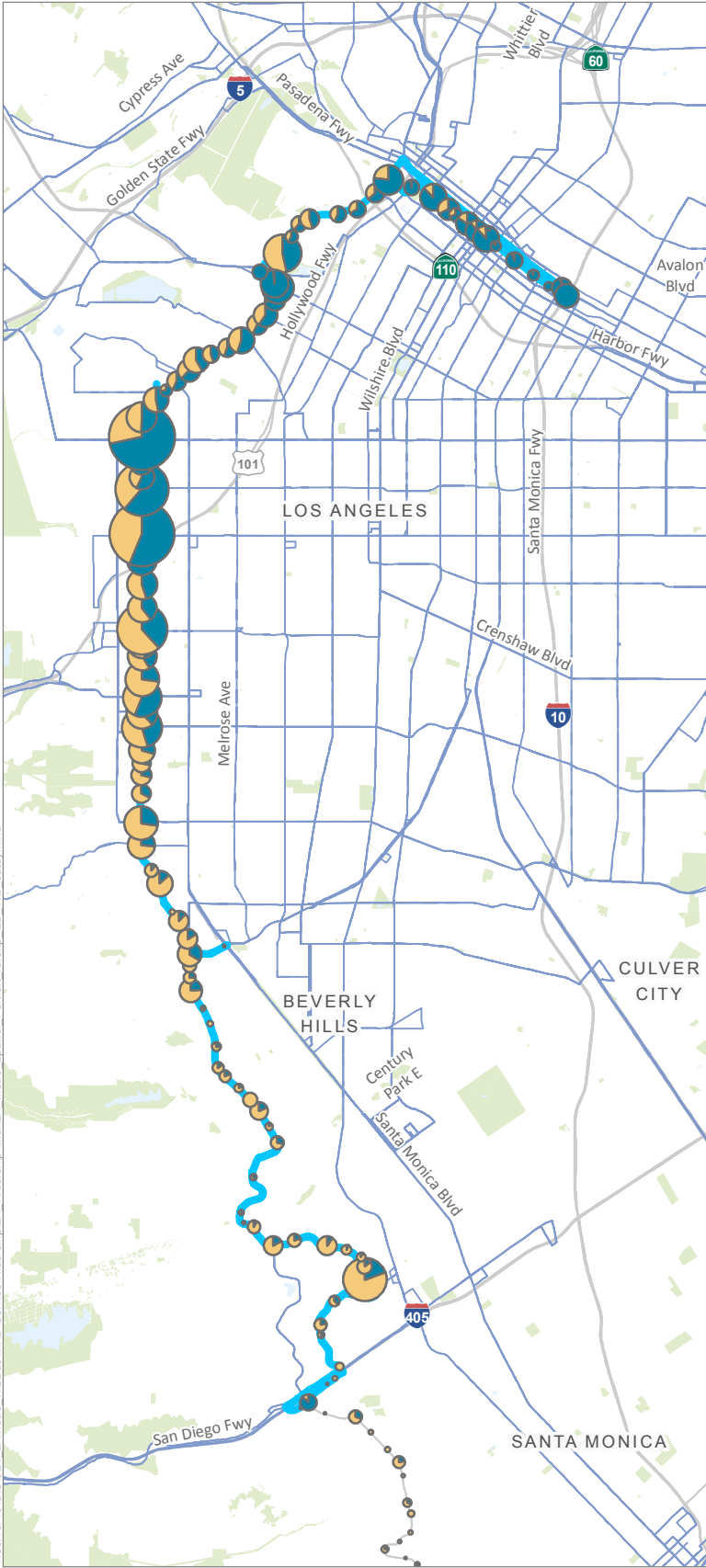
Daily Ridership



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EASTBOUND - SATURDAY

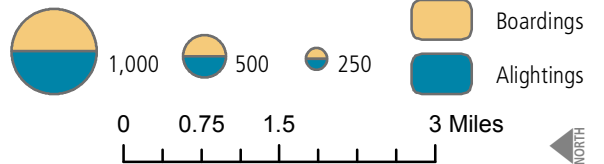
WESTBOUND - SATURDAY



LINE 2 Sunset Blvd



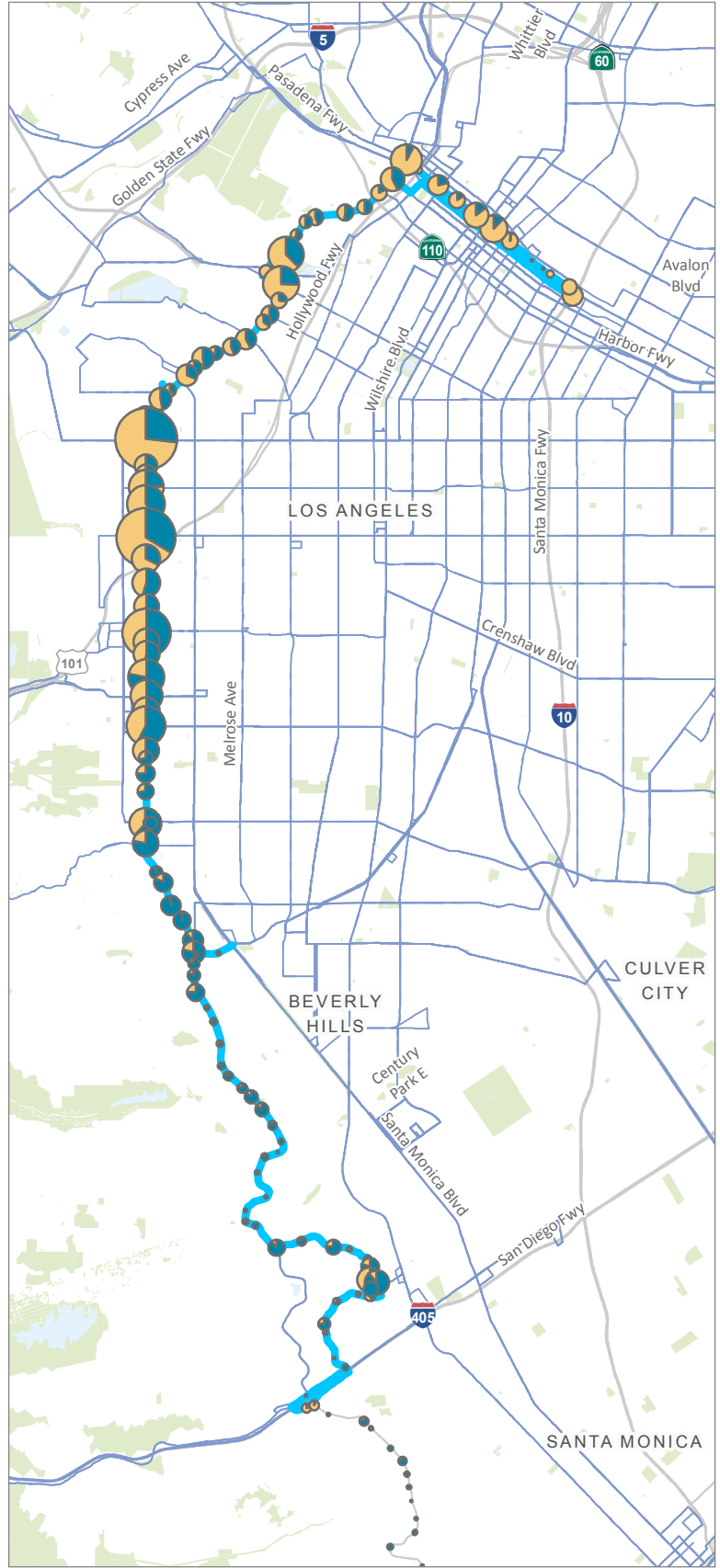
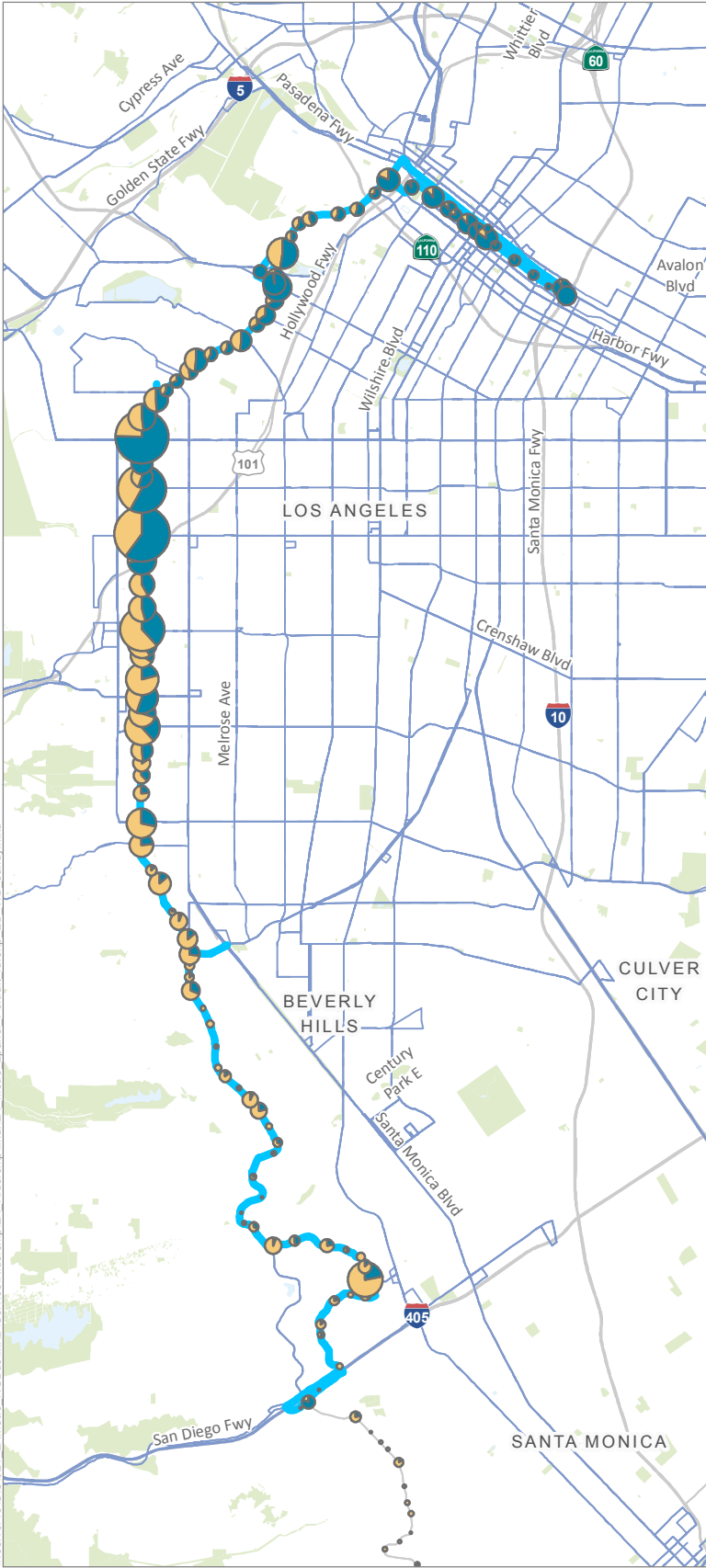
Daily Ridership



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EASTBOUND - SUNDAY

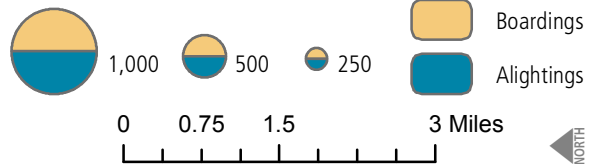
WESTBOUND - SUNDAY



LINE 2 Sunset Blvd

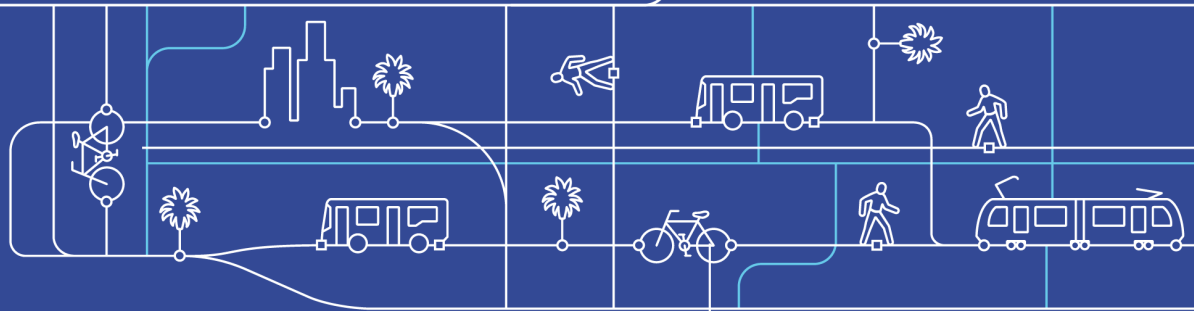


Daily Ridership



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NEXTGEN Bus Study



Public Engagement Summary

February 2018 – June 2019



Metro[®]

NEXTGEN Bus Study

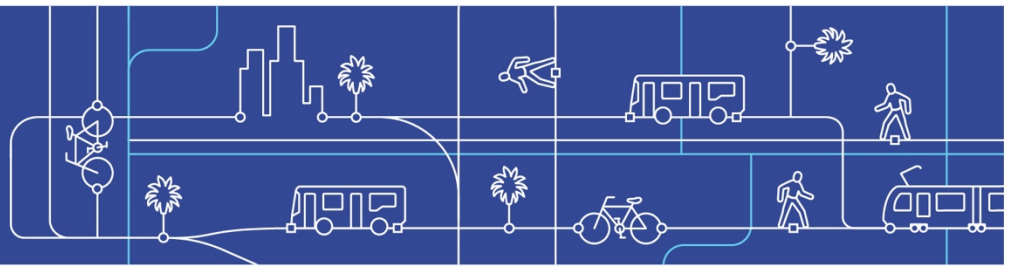
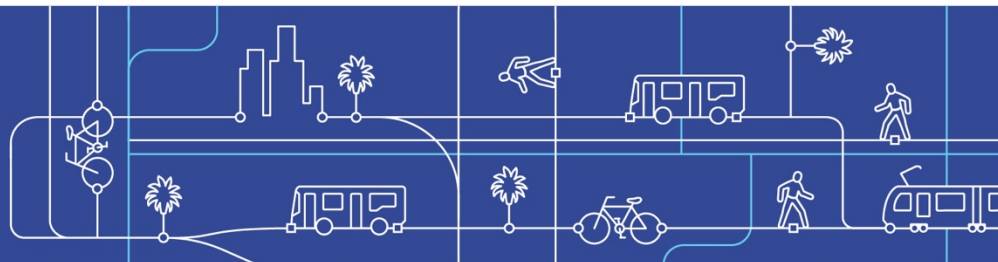


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NEXTGEN Bus Study



EXECUTIVE SUMMARY

1 OVERVIEW

Throughout the 2018 and 2019 calendar year, public engagement to stakeholders across LA County was conducted in an effort to assist the NextGen Bus Study team design a new bus network that is more relevant, reflective of, and attractive to the residents of LA County. These efforts generated improved overall awareness of the NextGen Bus Study and garnered valuable feedback from a wide variety of stakeholder groups.

2 PUBLIC ENGAGEMENT ACTIVITIES (FEBRUARY 2018 – JUNE 2019)

Activities included NextGen Working Group meetings, stakeholder group presentations, participation in community events, transportation roundtables, collection of feedback through public awareness questionnaires, internal stakeholder group meetings and public workshops. Specifically, meetings with key stakeholder groups were held to build relationships with important community members and receive feedback on bus system priorities. We made a concerted effort to ensure that the public engagement cumulatively reflects input that is reflective of the diversity of LA County's population including race, age, ethnicity, geography, income levels, languages, different levels of ability (ADA), current riders and non-riders, and relevant characteristics.

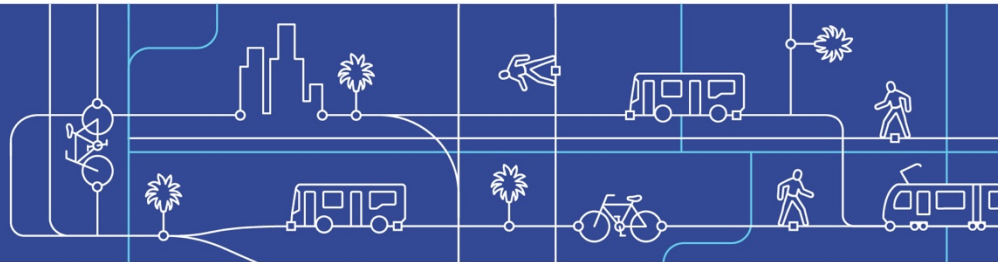
2.1 NextGen Working Group

The NextGen Working Group met a total of four times in 2018 and twice in 2019 with a cumulative attendance of more than 200 individuals. Members of the Working Group represent a variety of stakeholder groups and include representatives from nearly 70 community organizations throughout LA County, including groups such as Service Councils, Advisory Councils, Business and Community Organizations, Chambers of Commerce, Educational Institutions, Government Agencies, Non-Profit, Faith-Based Institutions, Transportation Agencies, Transportation Services and Groups and Union Groups. Attachment A provides a list of all member organizations that have participated in the working group meetings.

The first meeting in March 2018 provided the Working Group with an overview of the study and incorporated a listening session to get a baseline understanding of constituent needs. The second meeting in May 2018 focused on travel patterns, attitudes and preferences, and the Working Group members were asked to identify any additional information or insights that the data may have missed. The next meeting was in July 2018 and gave Working Group members an understanding of the challenges and opportunities that exist with Metro's current bus system, which included review of the evaluation criteria and exploring how market analysis data can help inform bus system redesign decisions. The fourth meeting was in September 2018 and invited Working Group members to explore and provide feedback on different service concepts and policy choices for each of the five different service council areas in the county, which included careful consideration of potential service trade-offs. The meeting in



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April 2019 allowed the Working Group members to dive deep into the practical applications of the data, service concepts and design considerations that will help guide the redesign of the Metro bus system. The most recent meeting in May 2019 addressed the question “How does the Equity Platform manifest and get reflected in how the bus network and service lines are redefined?” Three breakout sessions were held to address this question and various themes were identified by the Working Group. Feedback received from all six working group meetings has been compiled and shared with the NextGen team and will serve to inform the study process.

2.2 Community, Faith-Based, Student & Stakeholder Organizations Presentations & Briefings

In the course of the year, the Outreach Team also connected with and obtained feedback from a number of constituents through a variety of community, faith-based, underserved, student and other stakeholder organizations. This was achieved by providing approximately 60 stakeholder briefings and presentations to groups such as the Watts Rising Collaborative, Valley Industry Commerce Association, Commission on the Status of Women, Southeast LA Collaborative, Pacoima Beautiful, Los Angeles Council of Religious Leaders, LA Unified School District, Da Vinci Schools, and Temple City School District. Additionally, when meetings could not be arranged, stakeholder organizations were also provided with project updates through email and phone calls, including collateral materials for distribution to their members.

2.3 Local Government, Partner Agencies & Internal Stakeholder Group Meetings & Briefings

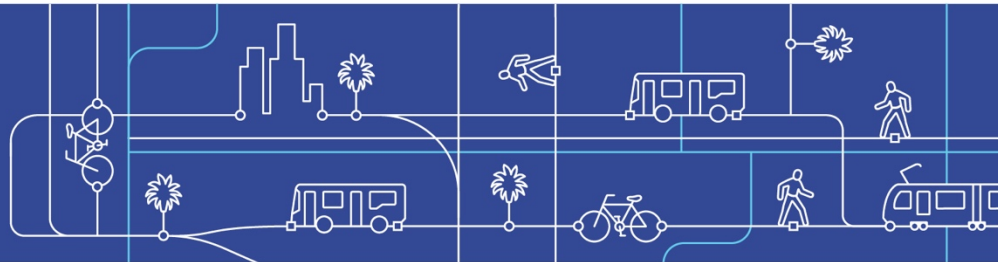
Insights provided by local government agency partners, elected officials, municipal operators and other internal Metro departments are also vital to this process; therefore, 75 meetings have been held to date with these stakeholders. These meetings took a variety of forms that were customized to each stakeholder group, including presentations at standing meetings (i.e. Service Council), one-on-one briefings, focus groups, working sessions (i.e. Metro bus operators and Customer Care) and an internal working group comprised of different Metro departments. Similar to the community groups, these stakeholders were also provided project updates via email and phone calls.

2.4 Public Events and Pop-Ups

Staff also connected with hundreds of community members one-on-one at more than 80 pop-ups and public events, such as the Cinco De Mayo Celebration at Olvera Street, Monrovia Family Music Festival, California African American Museum, Arcadia 626 Night Market, Huntington Park 4th of July Celebration and the NoHo Block Party. Additionally, a Mobile Unit pop-up was used in areas like La Mirada and Bellflower to connect with communities that have limited access to technology by providing access to laptops and knowledgeable staff to help educate and receive feedback from stakeholders. On-board bus questionnaires were also utilized to ensure input was received from Metro Bus riders and were targeted along Metro’s busiest bus corridors.



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2.5 Public Awareness Questionnaires

Two quantitative online questionnaires were also conducted, one in Summer 2018 and the other in Fall 2018. Printed versions of the questionnaires were also made available for use during stakeholder meetings and an ADA-compliant version was created upon request from a member of the seeing-impaired community. The first questionnaire collected information on ridership use and motivations, while the second survey asked respondents to prioritize service concepts and acknowledge tradeoffs via MetroQuest. For the second questionnaire, over 60% were people of color with a balance of genders, age groups, zip codes, and income levels equitably representing the diversity of Los Angeles County. Collectively, the questionnaires collected more than 12,000 responses from both riders and non-riders throughout LA County.

2.6 Public Workshops

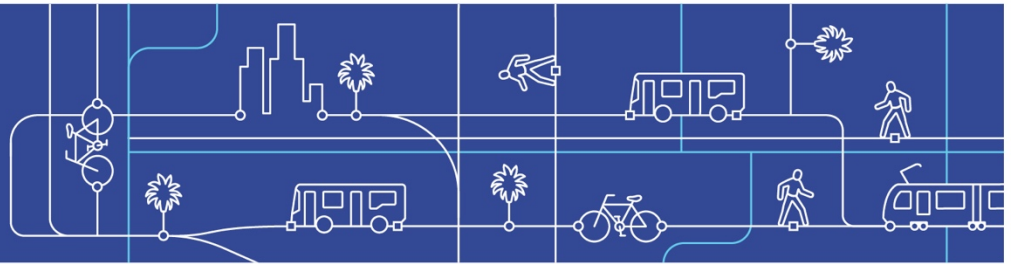
A series of 20 public workshops throughout Los Angeles County were held and served as an opportunity for the general public to learn about the study process, design criteria under consideration, data input received to date, community input heard to date and provide input on their concerns and what service changes they feel would be useful within their community. In total, about 1,800 comments were received from nearly more than 1,000 workshop attendees. The workshop format was strategically designed with stations to educate, inform and bring current all attendees in an interactive way; providing three different methods of commenting.

2.7 Project Information Distribution

Information about the project, availability of the questionnaires and public workshop details were promoted through print advertising, distribution of multi-lingual take-ones, bus advertisements and digital engagement via project toolkits for stakeholder groups, digital ads, social media, emails and website pageviews. This resulted in more than 10 million touchpoints with residents across LA County. Additionally, Working Group members, cities and elected offices were asked to distribute and promote the study and workshop information through their own websites, social media and member list.

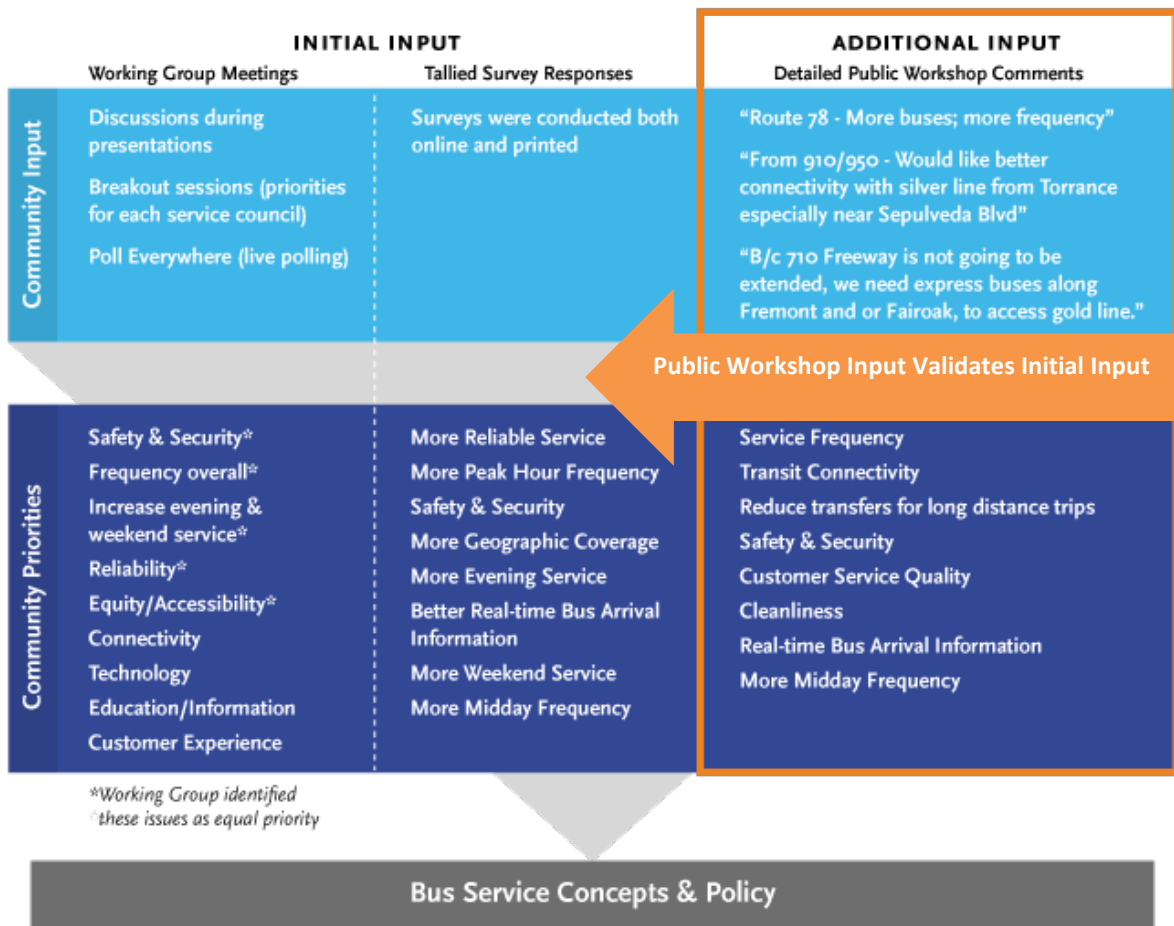
WHAT WE'VE HEARD SECTION ON FOLLOWING PAGE

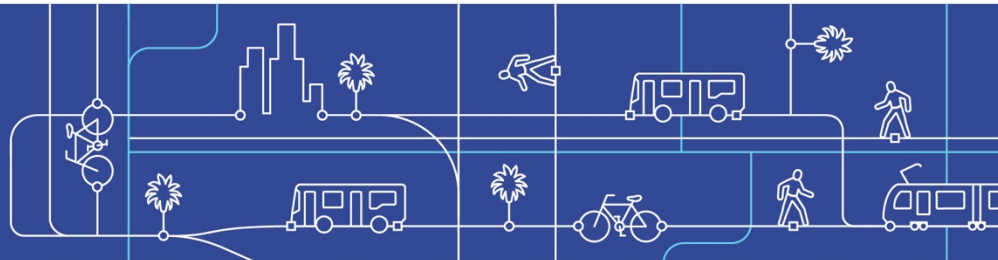
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3 WHAT WE'VE HEARD

The following summarizes the feedback received to date through the outreach activities previously discussed. The recurring themes that emerged during the public workshops reinforced and validated the feedback received from the NextGen Working Group and through online Questionnaires.





NEXTGEN MEETINGS, WORKSHOPS, AND EVENTS

The following table includes all 268 meetings, events and workshops that have taken place throughout the course of the NextGen Bus Study, which has included:

- 86 community events and pop-ups
- 75 briefings with local government, partner agencies, municipal operators, COGs, Metro TAC and other internal stakeholders
- 59 briefings and meetings with community/faith-based organizations and other stakeholder groups
- 22 public workshops (including 2 Telephone Town Halls)
- 20 Metro Service Council presentations
- 6 NextGen Working Group meetings

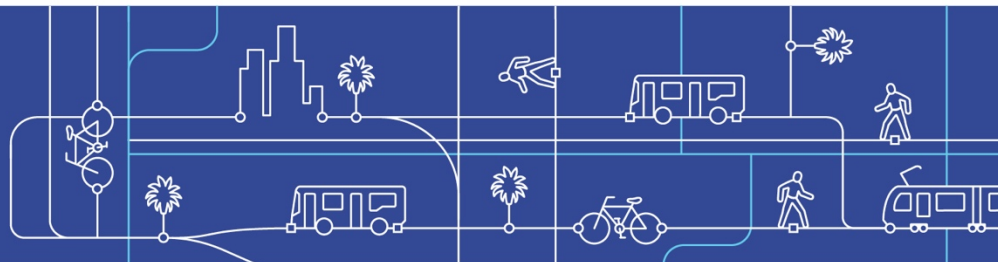
Feedback Received Through Meetings and Events

The desired service improvements and priorities that emerged during these meetings and events were consistent and complementary. Recurring themes included increased frequency, improved reliability, more evening/afternoon service, safety and security, and better connectivity with other systems. Local government and municipal transit operators especially emphasized coordination with Metro to ensure there is not duplication of service and a more seamless experience as a rider transfers between services.

Events/Meetings Table

Date	Event/Meeting	Location
6/14/2019	South Bay Service Council	Inglewood City Hall 1 W Manchester Blvd Inglewood, CA 90301
6/13/2019	Gateway Cities Service Council	Salt Lake Park Community Center 3401 E Florence Ave Huntington Park, CA 90255
6/12/2019	Westside/Central Service Council	Metro Headquarters, Board Room 1 Gateway Plaza Los Angeles, CA 90012
6/10/2019	San Gabriel Valley Service Council	El Monte Division 9 3rd Floor Conference Room 3449 Santa Anita Avenue El Monte, CA
6/4/2019	SELA Collaborative Event (NextGen Booth)	Bell Community Center

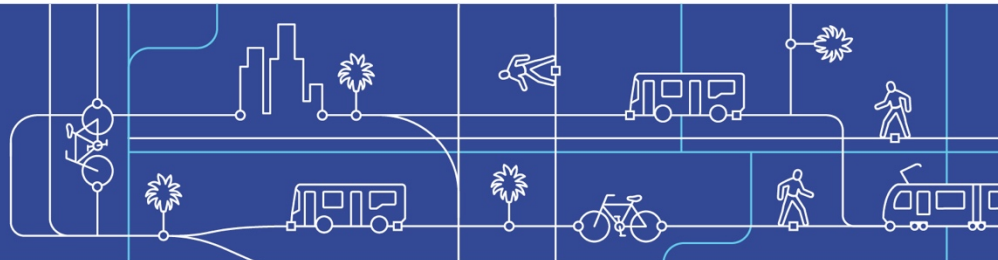
NEXTGEN Bus Study



Date	Event/Meeting	Location
6/2/2019	Halfway to La Cienega Event (NextGen Booth)	La Brea Tarpits Museum
5/30/2019	NextGen Briefing Teleconference (Santa Clarita & AVTA)	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/29/2019	Working Group Meeting #6 (Equity Platform)	Holman United Methodist Church 3320 W Adams Bl Los Angeles, CA 90018
5/28/2019	NextGen Bus Study Briefing (Foothill Transit)	100 S. Vincent Ave. Ste. 200 West Covina, CA 91790
5/23/2019	Metro Board of Directors Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/22/2019	Metro CAC Gen. Assembly Meeting (NextGen Updates)	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/21/2019	NextGen Bus Study Briefing (Long Beach transit)	1963 E. Anaheim St. Long Beach, CA 90813
5/21/2019	NextGen Bus Study Briefing (Torrance Transit)	20500 Madrona Ave. Torrance, CA 90503
5/16/2019	NextGen bus Study Briefing (City of Arcadia)	240 W Huntington Dr. Arcadia, CA 91007
5/15/2019	NextGen Bus Study Briefing (Commerce Bus Lines)	5555 Jillson St. Commerce, CA 90040
5/8/2019	NextGen Update	Exposition park
5/7/2019	Los Feliz Neighborhood Council NextGen Update	Ample Hills Creamery, 1824 Hillhurst Ave, Los Angeles, CA 90027
5/7/2019	NextGen Bus Study Briefing (Access Service)	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/6/2019	NextGen Bus Study Briefing (Big Blue Bus)	1660 7th St. Santa Monica, CA 90401
5/3/2019	NextGen Bus Study Briefing (Culver City)	4343 Duquesne Ave. Culver City, CA 90232
5/2/2019	NextGen Bus Study Briefing (Glendale, Burbank, Pasadena)	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/1/2019	NextGen Bus Study Briefing (Gtrans)	13999 S. Western Ave. Gardena, CA 90249
5/1/2019	NextGen Bus Study Briefing (Redondo Beach)	1922 Artesia Blvd. Redondo Beach, CA 90278



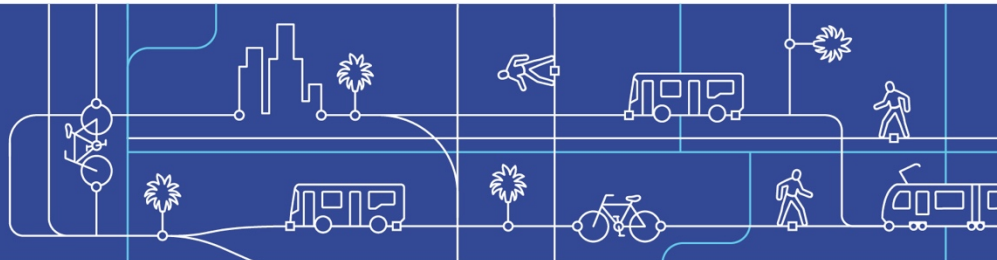
NEXTGEN Bus Study



Date	Event/Meeting	Location
4/30/2019	NextGen: LA Chamber and Bizfed Presentation	Los Angeles Area Chamber of Commerce 350 S. Bixel St. Los Angeles, CA 90017
4/30/2019	NextGen Bus Study Briefing (Norwalk Transit Systems)	12650 E. Imperial Hwy. Norwalk, CA 90650
4/28/2019	CicLAvia- Heart of the Harbor	N. Avalon Blvd and W. Anaheim Street Wilmington, CA
4/25/2019	Metro Board of Directors Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/23/2019	NBC Universal Earth Day (NextGen)	3900 Lankershim Blvd. Studio City, CA 91604
4/18/2019	Executive Management Committee Briefing	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/16/2019	Presentation to ACLU and DSA (Paloma Nafarrate)	300 N. Brand Blvd. Glendale, CA 91203
4/16/2019	NextGen Focused Workshop (Communities Actively Living Independent & Free)	634 S Spring St, Los Angeles, CA 90014
4/11/2019	NextGen Board Staff Workshop	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/9/2019	Policy Advisory Committee (PAC) NextGen update	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/9/2019	NextGen Focused Workshop	Malibu City Hall, 23825 Stuart Ranch Rd. Malibu, CA 90265
4/2/2019	Working Group Meeting #5	LA Trade Technical College – Aspen Hall
3/28/2019	Board of Directors Presentation (NextGen Bus Study)	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
3/21/2019	Executive Management Committee Briefing	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
3/19/2019	East LA Public Workshop Series Round #2	East Los Angeles Service Center, 133 N Sunol Dr Los Angeles, CA
3/19/2019	Las Virgenes Malibu COG Governing Board – Presentation	CALABASAS LIBRARY, Founders Hall Multipurpose Room 200 Civic Center Way, Calabasas, CA 91302
3/14/2019	Metro Board Staff Briefing	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012



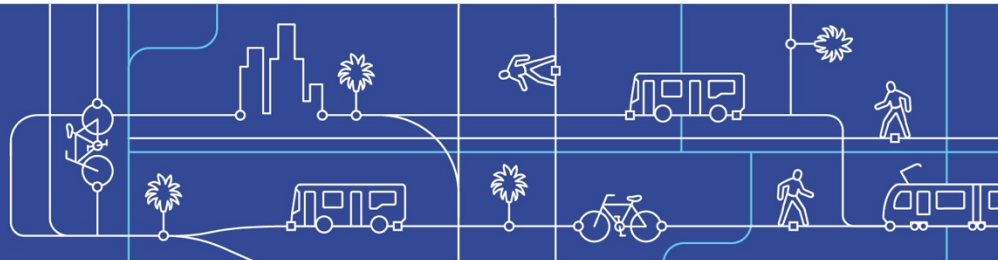
NEXTGEN Bus Study



Date	Event/Meeting	Location
3/13/2019	Gateway Cities COG, Planning Directors Presentation	Gateway Cities COG Office 16401 Paramount Boulevard Paramount, CA 90723
3/13/2019	SW LA Public Workshop Series Round #2	Holman United Methodist Church 3320 W Adams Bl Los Angeles, CA 90018
3/12/2019	Calabasas Public Workshop Series Round #2	Supervisor Sheila Kuehl's District Office, Community Room 26600 Agoura Rd Calabasas, CA 91302
3/7/2019	Joint BizFed/LA Chamber/FAST meeting	350 S Bixel St LA Area Chamber Board Room Los Angeles, CA 90017
3/7/2019	Compton Public Workshop Series Round #2	Greater Zion Church Family 2408 N Wilmington Av Compton, CA 90222
3/5/2019	West LA Public Workshop Series Round #2	Felicia Mahood Senior Multipurpose Center 11338 Santa Monica Bl Los Angeles, CA 90025
3/4/2019	Los Angeles Public Workshop Series Round #2	St. Lawrence Brindisi Church 10122 Compton Av Los Angeles, CA 90002
3/2/2019	Wilmington Public Workshop Series Round #2	Providence Wellness and Activity Center (MPR) 470 Hawaiian Av Wilmington, CA 90744
2/28/2019	Van Nuys Public Workshop Series Round #2	Independent Living Center* 14151 Haynes St Van Nuys, CA 91401
2/28/2019	Pasadena Transportation Advisory Commission	Department of Transportation 221 E. Walnut St, Suite 210 Pasadena, CA 91101
2/27/2019	Spanish KRCA TV – Frente a Frente Talk Show	KRCA Studios, 1845 W. Empire Avenue, Burbank California
2/22/2019	Aging & Disability Transportation Network – Presentation	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012



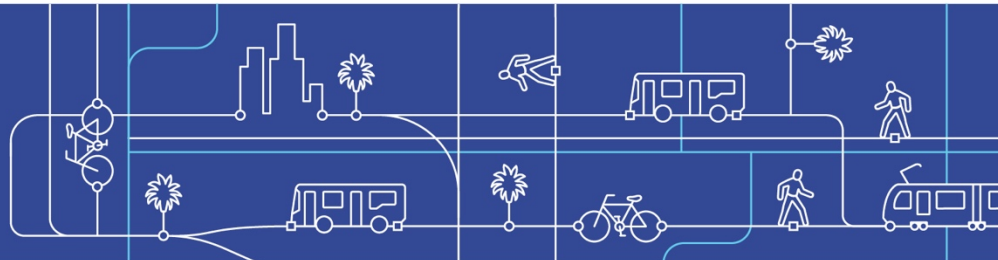
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Date	Event/Meeting	Location
2/17/2019	Bell 5k Run/Walk Booth	6250 Pine Ave, Bell, CA 90201
2/14/2019	Univision – TV Chan 34- Primer Impacto: Metro NextGen Tour	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
2/14/2019	Hollywood Chamber of Commerce Presentation	6255 Sunset Blvd, Ste 150, Hollywood, CA 90028
2/7/2019	Arroyo Verdugo Communities JPA	City Council Chambers – La Cañada City Hall 1327 Foothill Boulevard La Cañada Flintridge, CA 91011
2/6/2019	San Fernando Valley Service Council/ Public Workshop Series Round #1	Marvin Braude Constituent Center 6262 Van Nuys Blvd Van Nuys, CA 91401
1/31/2019	South Bay Service Council/ Public Workshop Series Round #1	Inglewood City Hall Community Room 1 W Manchester Blvd Inglewood, CA 90301
1/30/2019	Crenshaw Community Leadership Council Quarterly Meeting	LA Dept. of Water and Power, Community Room, 4030 Crenshaw Blvd., LA CA 90008
1/28/2019	Association of Commuter Transportation General Membership Meeting- NextGen Review	Anaheim City Hall 200 S Anaheim Blvd Anaheim, CA 92805
1/26/2019	Public Workshop Series Round #1: Central Los Angeles	LA Trade Tech 2215 S. Grand Av Los Angeles, CA 90012
1/24/2019	San Gabriel Valley Service Council/ Public Workshop Series Round #1	Pasadena Senior Center 85 E Holly St Pasadena, CA 91103
1/23/2019	Gateway Cities Service Council/ Public Workshop Series Round #1	Dollarhide 301 N Tamarind Ave Compton, CA 90220
1/21/2019	Rev. Dr. Martin Luther King, Jr. Day Parade	Los Angeles CA
1/18/2019	Central LA Faith Leaders Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012



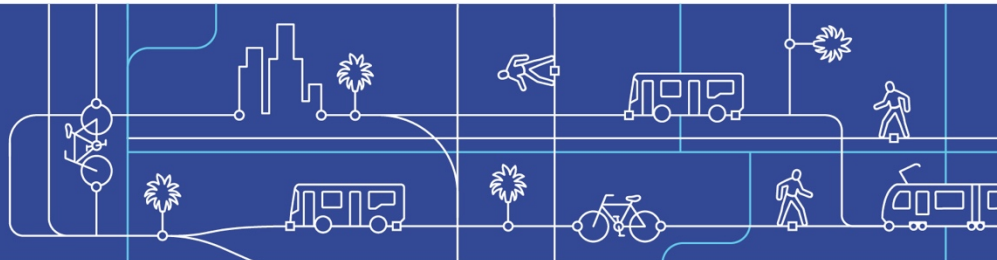
NEXTGEN Bus Study



Date	Event/Meeting	Location
1/17/2019	Public Workshop Series Round #1: Torrance	El Camino College 16007 Crenshaw Blvd Torrance, CA 90506
1/16/2019	Public Workshop Series Round #1: San Gabriel	Asian Youth Center 100 W. Clary Ave., San Gabriel, CA 91776
1/12/2019	Public Workshop Series Round #1: Bell	Bell Community Center
1/10/2019	San Gabriel Valley Transit Providers Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
1/10/2019	How Women Travel Advisory Group	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
1/9/2019	Westside/Central Cities Service Council/ Public Workshop Series Round #1	Plummer Park 7377 Santa Monica Bl West Hollywood, CA 90046
1/8/2019	Public Workshop Series Round #1: Pacoima	Hubert Humphrey Recreation Center 12560 Filmore Street Pacoima, CA 91331
12/13/2018	Gateway Cities Service Council- NextGen Bus Study Working Group Update	Salt Lake Park Community Center 3401 E Florence Av. Huntington Park
12/11/2019	South LA Transit Empowerment Zone	LA Trade Tech College-Aspen Hall, LA CA
12/11/2018	BSMLA/Para Los Ninos Presentation: San Pedro/All Peoples	All Peoples Community Center
12/11/2019	Watts Rising Collaborative/Housing Authority of Los Angeles	HACLA, 2600 Wilshire Blvd., LA CA
	NextGen PAC	
10/12/2018	LA Chamber of Commerce	
12/7/2018	BSMLA/Para Los Ninos Presentation: Alianza Best Start	Angelica Church (MacArthur Park/Koreatown)
12/6/2018	BSMLA/Para Los Ninos Presentation: Ambassador	Francis Community Garden
12/5/2018	BSMLA/Para Los Ninos Presentation: Universal Dream Team	Menlo Family Center



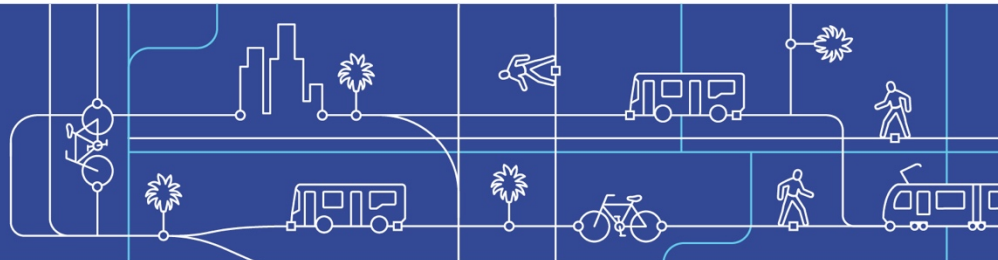
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Date	Event/Meeting	Location
12/4/2019	Metro BOS Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
12/3/2018	BSMLA/Para Los Ninos Presentation: Richardson Park	Richardson Family Park
12/2/2018	CicLAvia: Heart of LA	Alameda and 3 rd , Los Angeles, CA (center of event)
11/30/2019	Union Station Area Roundtable	Metro Headquarters, One Gateway Plaza, LA CA 90012
11/29/2018	BSMLA/Para Los Ninos Presentation: Estrella	Living Hope 7 th Day Adventist Church 650 W. 21 st Street L.A. CA 90007
11/28/2018	BSMLA/Para Los Ninos Presentation: Angeles	Francis Community Garden
11/27/2018	BizFed Transportation Committee	SCAG – Regional Council Room 900 Wilshire Blvd Los Angeles, CA 90017
11/26/2018	BSMLA/Para Los Ninos Presentation: Hope Street	Hope Street Margolis Family Ctr.
11/19/2019	Northern Corridor Cities Quarterly Briefing	Burbank City Hall, Burbank CA
11/15/2019	Metro Streets and Freeways Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
11/13/2018	Gateway Cities Transit Providers	Metro Division 13 920 N. Vignes St. LA, CA 90012
11/10/2018	Brave 5K Veterans Walk/Run	
11/8/2018	Move LA Presentation	Move LA HQ 634 South Spring St. Los Angeles, CA 90014
11/7/2018	Metro Technical Advisory Committee Presentation	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
11/6/2018	Valley Industry Commerce Association (VICA) Presentation	VICA HQ 16600 Sherman Wy. Van Nuys, CA 91406



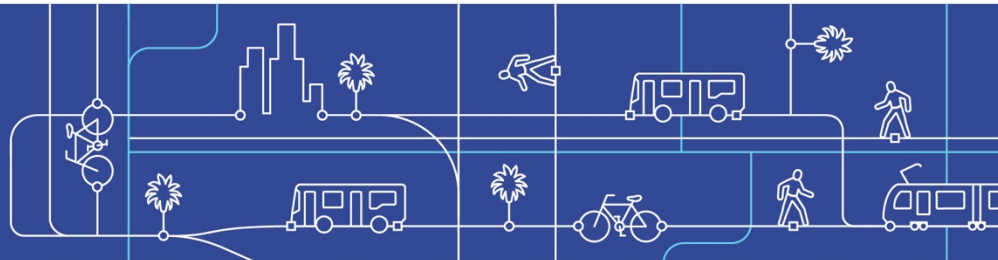
NEXTGEN Bus Study



Date	Event/Meeting	Location
11/6/2018	Slate-Z Presentation	Slate-Z HQ 400 W. Washington Blvd. Los Angeles, CA 90015
10/30/2019	NextGen Bus Study Technical Advisory Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
10/26/2019	Older Adult Transportation Annual Expo	Cathedral of Our Lady of the Angels, Los Angeles, CA
10/25/2018	Greater Zion Church Family Workshop	Greater Zion Church Family 2408 N. Wilmington Compton CA
10/20/2018	Strides for Disabilities 5k Run/ Walk	
10/19/2018	Mobility 21	JW Marriott at LA Live 900 W. Olympic Blvd. Los Angeles, CA 90015
10/12/2018	BSMLA Community Guidance Meeting Presentation	First Baptist Church of LA 760 S Westmoreland Ave. Los Angeles, CA 90005
10/12/2018	On-Board Bus Surveying	Vermont/Wilshire Metro Station 3191 Wilshire Blvd. Los Angeles, CA 90010
10/9/2018	On-Board Bus Surveying	Vermont/Wilshire Metro Station 3191 Wilshire Blvd. Los Angeles, CA 90011
10/5/2018	CSULA Regional Student Mobility Forum-NextGen update	Third floor ASI Board room, University Student Union Building California State University, Los Angeles 5154 State University Drive L.A. 90032
10/2/2018	Los Angeles Area Chamber of Commerce- NextGen update to Transportation and Goods Movement Council	LOS ANGELES AREA CHAMBER OF COMMERCE 350 S. Bixel St. Los Angeles, CA 90017
10/1/2019	LA County Public Works Rideshare Event	900 Fremont Ave., Alhambra, CA
9/30/2018	Celebrate LA! LA Phil 100 x CicLAvia	Hollywood/Downtown Los Angeles
9/28/2018	Quarterly Legislative Briefing	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012



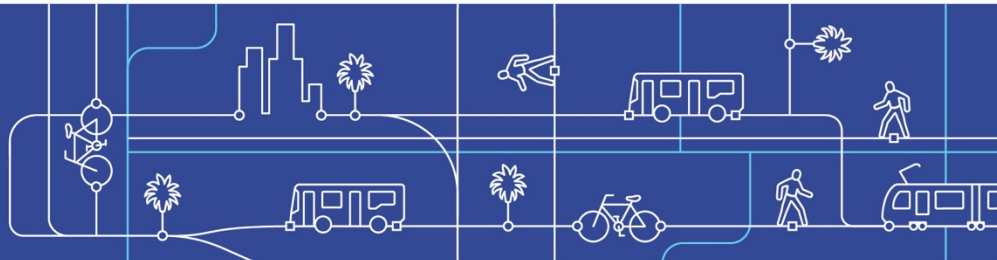
NEXTGEN Bus Study



Date	Event/Meeting	Location
9/27/2018	Palisades-Malibu Family YMCA	
9/26/2018	CAAM: Can't Stop Won't Stop	Los Angeles
9/26/2018	Mid Valley Family YMCA	
9/26/2018	San Gabriel Valley Economic Partnership	4900 Rivergrade Rd B130, Irwindale, CA 91706
9/26/2018	Supervisor Solis' Walnut Park Community Meeting	YMCA 7515 Pacific Blvd, Walnut Park, CA 90255
9/26/2018	City of Glendale- Transportation and Parking Commission	Council Chambers 613 E. Broadway Glendale, 91206
9/25/2018	NextGen Working Group #4	Los Angeles Trade Tech College 400 W Washington Blvd, Los Angeles, CA 90015
9/23/2018	Montrose Farmers Market	
9/21/2018	Commission on the Status of Women: Community Engagement Summit	Los Angeles City Hall, 10th Floor, Room #1060 200 N Spring St, Los Angeles, CA 90012
9/19/2018	Antelope Valley Family YMCA	Lancaster
9/19/2018	Northridge Farmers Market	Macy's parking lot, Northridge Mall
9/19/2018	NextGen Presentation to SGV Economic Partnership	4900 Rivergrade Road Irwindale, CA 91706
9/15/2018	Crenshaw Farmers Market	Crenshaw
9/15/2018	Fiestas Patrias at Plaza Mexico	3100 E Imperial Hwy, Lynwood, CA 90262
9/14/2018	South Bay Service Council: NextGen Update	Inglewood City Hall Conference Room A One Manchester Blvd. Inglewood, CA 90301
9/14/2018	San Pedro Farmers Market	
9/13/2018	Gardena-Carson Family YMCA	
9/13/2018	Gateway Cities Service Council: NextGen Update	Salt Lake Park Community Center Lounge; 3401 E Florence Ave Huntington Park, CA 90255



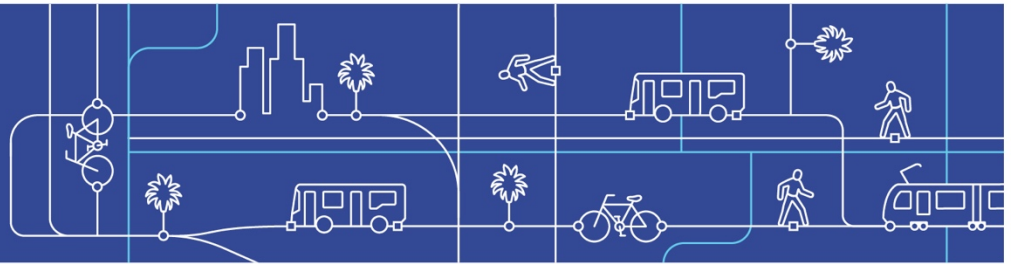
NEXTGEN Bus Study



Date	Event/Meeting	Location
9/12/2018	Culver-Palms Family YMCA	
9/12/2018	Westside/Central Service Council: NextGen Update	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
9/12/2018	Central City Association (CCA) of Los Angeles	Central City Association of Los Angeles 626 Wilshire Blvd #850, Los Angeles, CA 90017
9/10/2018	NextGen Internal Working Group	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
9/10/2018	South Bay Cities COG-Transportation Committee	SBCCOG Office 20285 S. Western Avenue, Suite 100 Torrance, Ca. 90501
9/10/2018	San Gabriel Valley Service Council: NextGen Update	Metro El Monte Division 9 Building Third Floor Service Council Conference Room 3449 Santa Anita Ave. (Santa Anita Ave. & Ramona Blvd.) El Monte, CA 91731
9/9/2018	The Good Shepherd Baptist Church	South Los Angeles
9/8/2018	The Wall: Food + Flowers + Farmers Market	Downtown Los Angeles
9/8/2018	Bike Rodeo	St. Mark's Lutheran Church 3651 S Vermont Ave Los Angeles, CA 90007
9/7/2018	California African American Museum (CAAM) Event: Hope is a Chorus	CAAM 600 State Dr Los Angeles, CA 90037
9/6/2018	Metro Board Staff Workshop #1	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
9/5/2018	San Fernando Valley Service Council: NextGen Update	Marvin Braude San Fernando Valley Constituent Service Center 6262 Van Nuys Boulevard Van Nuys, CA 91401
9/4/2019	NextGen Bus Study - Internal Working Group	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012



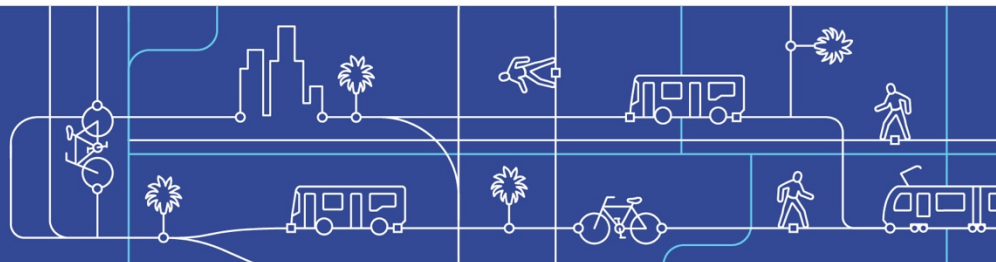
NEXTGEN Bus Study



Date	Event/Meeting	Location
9/4/2018	Mobile Unit: Hawaiian Gardens Senior Center - Pop Up	Hawaiian Gardens Senior Center 21815 Pioneer Blvd Hawaiian Gardens, CA 90716
9/2/2018	Defisal Salvadoran Independence Day Parade and Festival	Parade End-point Vermont/Santa Monica Station 4716 Santa Monica Blvd Los Angeles, CA 90029
9/1/2018	Fiesta Hermosa	Downtown Hermosa Beach 1200 Hermosa Ave, Hermosa Beach, CA 90254
8/31/2018	Mobile Unit: WIC Office - Pop Up	WIC Office Bellflower 17610 Bellflower Blvd Bellflower, CA 90706
8/30/2018	Mobile Unit: Huntington Park Community Center	Mexican American Opportunities Foundation 2650 Zoe Ave Huntington Park, CA 90255
8/29/2018	SCAG Regional Transit TAC meeting	SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS 900 Wilshire Blvd., Ste. 1700, Los Angeles, CA 90017
8/29/2018	Mobile Unit: WIC La Mirada Office - Pop Up	WIC Office La Mirada 14539 Telegraph Rd La Mirada, CA 90638
8/28/2018	Mobile Unit: Woodlawn Elementary - Back to School Night - Pop Up	Woodlawn Elementary School 6314 Woodlawn Ave Bell, CA 90201
8/28/2018	Mobile Unit: Senior Center - South Gate - Pop Up	South Gate Senior Center 4855 Tweedy Blvd South Gate, CA 90280
8/27/2018	Mobile Unit: WIC Office Pico Rivera - Pop Up	WIC Office Pico Rivera 8850 E. Whittier Blvd Pico Rivera, CA 90660
8/27/2018	SELA (Alliance for a Better Community) Transportation Policy Round-table Discussion	Hub Cities Consortium - Tulip Room, 2677 Zoe Ave, Huntington Park, CA 90255



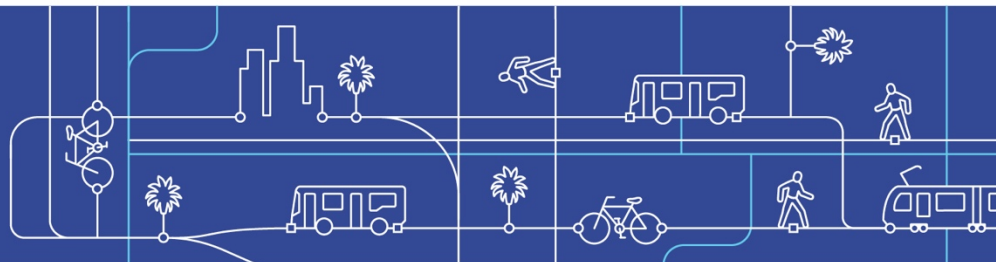
NEXTGEN Bus Study



Date	Event/Meeting	Location
8/26/2018	CAAM: In Conversation with Adler Guerrier and Todd Gray	Los Angeles
8/26/2018	CAAM: Oh Happy Day - California's Contribution to Gospel Music	Los Angeles
8/26/2018	Malibu Farmers Market	23555 Civic Center Way, Malibu, CA 90265
8/24/2018	Night Dive in Long Beach	Long Beach Aquarium of the Pacific
8/23/2018	Pacoima Beautiful Membership Meeting	Pacoima City Hall 13520 Van Nuys Blvd, Pacoima, CA 91331
8/19/2018	River to Rail: Vernon and Huntington Park's Open Street Event	Vernon
8/18/2018	Nisei Week Festival JACCC Plaza Events	Little Tokyo
8/18/2018	Panorama Mall's 38th Annual Government Day	Panorama Mall 8401 Van Nuys Blvd Panorama City, CA 91402
8/17/2018	Los Angeles Dept. of Aging - Korean American Group Presentation	Young Nak Church, 1721 N. Broadway, LA 90031
8/15/2018	City of Baldwin Park- City Council Meeting	Council Chamber at Baldwin Park City Hall 14403 E. Pacific Avenue, CA 91706
8/14/2019	Citizens Advisory Committee	Metro Headquarters, One Gateway Plaza, LA CA 90012
8/12/2018	626 Night Market #2	Santa Anita Park 285 W Huntington Dr Arcadia, CA 91007
8/11/2018	NoHo Block Party	5267 Lankershim Blvd North Hollywood, CA 91601
8/11/2018	L.A. Care Boyle Heights Family Resource Center Back to School Health Fair	Boyle Heights
8/10/2018	Community Resource Fair and Carnival	Watts Empowerment Center 2250 E 114th St Los Angeles, CA 90059



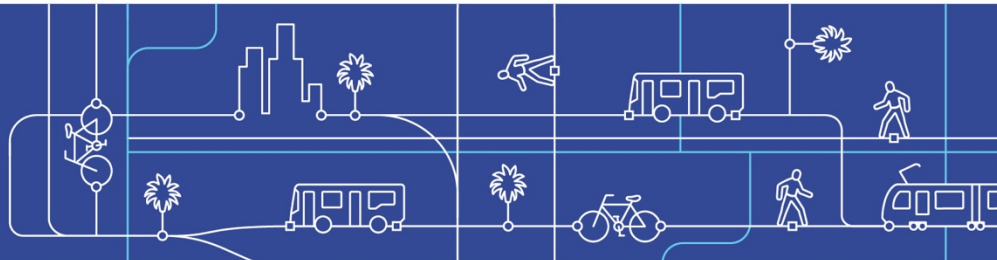
NEXTGEN Bus Study



Date	Event/Meeting	Location
8/10/2018	626 Night Market #1	Santa Anita Park 285 W Huntington Dr Arcadia, CA 91007
8/9/2018	Metro Board Chair/ LACo Supervisor Kuehl's Office - Staff Briefing	Supervisor and Metro Board Chair Kuehl's Office: 500 W. Temple Street, LA 90012
8/7/2018	National Night Out	Salazar Park 3864 Whittier Blvd Los Angeles, CA 90023
8/5/2018	Taste of Ecuador	Placita Olvera 425 N Los Angeles St Los Angeles, CA 90012
07/31/18- 08/04/18	Commission on the Status of Women: Community Engagement Summit	200 N Spring St #2111 Los Angeles, CA 90012
7/28/18- 7/29/18	Venice Beach Festival	Venice Beach Boardwalk
7/27/2018	Improve Transit in Whittier- The City of Whittier	Whittier City Hall 13230 Penn St, Whittier, CA 90602
7/25/2018	Access Services Community Meeting	Lambert Park Auditorium 11431 McGirk Ave, El Monte, CA 91732
7/24/2018	NextGen Working Group #3	Los Angeles Trade Tech College, Aspen Hall 400 W Washington Blvd, Los Angeles, CA 90015
7/20/2018	Uptown Whittier Farmer's Market	13018 Philadelphia St. Whittier
7/19/2018	Access Services Community Meeting	Barbara J Riley Downey Room 7810 Quill Dr, Downey, CA 90242
7/19/2018	San Gabriel Valley COG Transportation Committee	Upper San Gabriel Valley Municipal Water District 602 E Huntington Dr B, Monrovia, CA 91016
7/19/2018	El Segundo Art Walk	El Segundo 314 Main Street El Segundo, CA 90245
7/14/2018	Street Food Cinema (Romeo + Juliet)	Brand Library Park

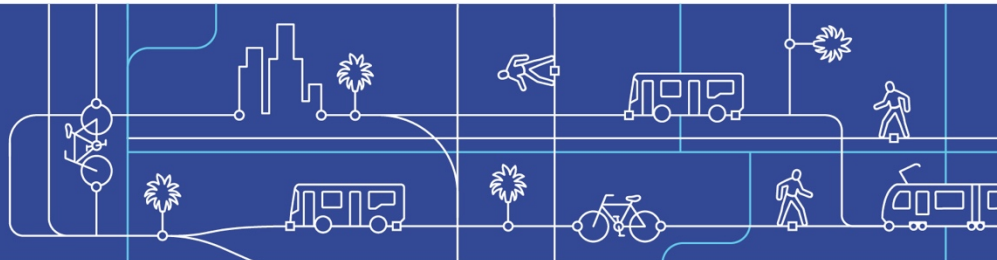


NEXTGEN Bus Study



Date	Event/Meeting	Location
7/12/2018	Whittier Concert in the Park	Parnell Park 15390 Lambert Rd Whittier, CA 90604
7/7/2018	Community Visioning Event	Vermont/Manchester
7/7/2018	Claremont Art Walk	Claremont Village 109 Yale Ave Claremont, CA 91711
7/4/2018	Kaboom! Pomona Fairplex	Pomona Fairplex
7/4/2018	Huntington Park 4th of July Celebration	Salt Lake Park 3401 E Florence Ave Huntington Park, CA 90255
7/1/2018	Fireworks Show (Supervisor Solis)	4801 E 3rd St Los Angeles, CA 90022
7/1/2018	Greater Zion Church Family Presentation	Greater Zion Church Family 2408 N. Wilmington Compton, CA.
6/29/2018	Christ First Baptist Church - Presentation	701 N Long Beach Blvd, Compton, CA 90221
6/29/2018	SELA Collaborative Presentation - "Charla"	
6/28/2018	San Gabriel Valley COG Planning TAC	Upper San Gabriel Valley Municipal Water District 602 E Huntington Dr B, Monrovia, CA 91016
6/28/2018	LA County Economic Development Corp (LAEDC) Presentation: Transportation Committee	Greenberg Traurig, LLP 1840 Century Park East #1900, Los Angeles, CA 90067
6/26/2018	Compton Pastors Meeting Presentation	Greater Zion Church Family 2408 N Wilmington Ave, Compton, CA 90222
6/26/2018	Metro NextGen Technical Advisory Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
6/26/2018	Metro NextGen Internal Working Group Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
6/25/2018	Metro Orange Line Community Meeting Open House	NoHo Recreation Center 11430 Chandler Bl, North Hollywood, CA 91601

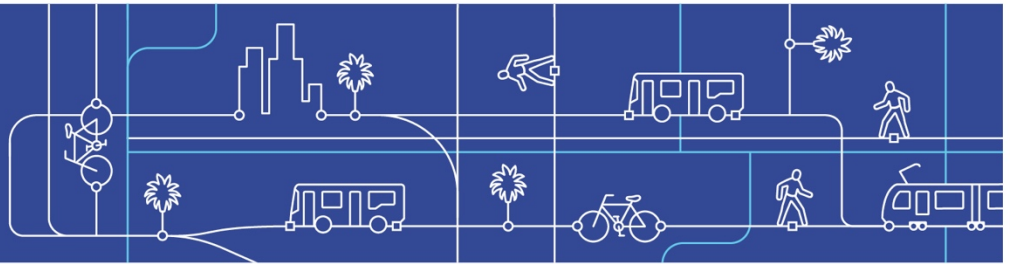
NEXTGEN Bus Study



Date	Event/Meeting	Location
6/24/2018	CicLAvia: The Valley	Pacoima's Mural Mile: 13520 Van Nuys Blvd Pacoima, CA 91331
6/21/2018	San Fernando Valley COG Transportation Committee	Valley Municipal Building, Council Chambers, 2ndFl 14410 Sylvan St, Van Nuys, CA 91401
6/21/2018	Metro Ad-hoc Customer Experience Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
6/21/2018	Metro Operations Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
6/20/2018	State of the Agency Breakfast	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
6/18/2018	San Gabriel Valley COG Public Works TAC	602 E Huntington Dr B, Monrovia, CA 91016
6/16/2018	Camina en Walnut Park	Pacific Blvd between Florence and Broadway 7623 Pacific Blvd Walnut Park, CA 90255
6/14/2018	Gateway Cities Service Council	Salt Lake Park Community Center 3401 E Florence Ave, Huntington Park, CA 90255
6/14/2018	Metro Community Education Safety Station Pop-Up Events: Willowbrook/Rosa Parks Station	Willowbrook/Rosa Parks Station 11611 Willowbrook Ave Los Angeles, CA 90059
6/13/2018	Westside Central Service Council	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
6/11/2018	San Gabriel Valley Service Council	Metro, El Monte Division 9 Building 3449 Santa Anita Ave, El Monte, CA 91731
6/10/2018	Dia de San Juan Festival, Long Beach	Rainbow Lagoon Park 400 E Shoreline Dr Long Beach, CA 90802
6/10/2018	LA Pride Festival (Metro Pop Up)	West Hollywood Park 647 N San Vicente Blvd West Hollywood, CA 90069
6/8/2018	Quarterly Legislative Briefing	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012

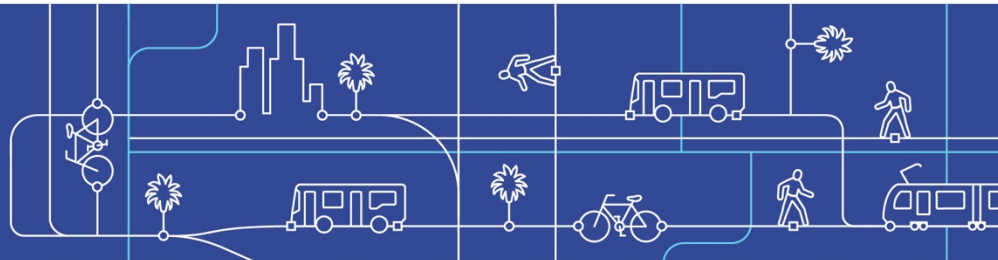


NEXTGEN Bus Study



Date	Event/Meeting	Location
6/8/2018	Metro Community Education Safety Station Pop-Up Events: Downtown Long Beach	Downtown Long Beach Station 128 W 1st St Long Beach, CA 90802
6/8/2018	South Bay Service Council	Inglewood City Hall 1 W Manchester Blvd, Inglewood, CA 90301
6/6/2018	San Fernando Valley Service Council	Marvin Braude Constituent Center 6262 Van Nuys Blvd, Van Nuys, CA 91401
6/6/2018	Greater Zion Church Family: Pastor Michael Fisher Update Briefing	Greater Zion Church 2408 N Wilmington Ave, Compton, CA 90222
6/5/2018	LA Trade Tech Graduation	LA Trade Tech 400 W Washington Blvd Los Angeles, CA 90015
6/5/2018	Policy Advisory Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
6/5/2018	Metro Community Education Safety Station Pop-Up Events: Wilshire/Western Station	Wilshire/Western Station 3785 Wilshire Blvd Los Angeles CA 90010
6/3/2018	Family Music Festival (Monrovia Music Fest)	Library Park 321 S Myrtle Ave Monrovia, CA 91016
6/3/2018	Latin American Street Fair (Sancocho Festival)	Fairplex 1101 W McKinley Ave Pomona, CA 91768
6/3/2018	Lummis Day Festival	Lummis Home 200 E Avenue 43 Los Angeles, CA 90031
6/1/2018	Metro Community Education Safety Station Pop-Up Events: Union Station East Portal	Union Station 801 Vignes St Los Angeles, CA 90012
5/31/2018	Metro Employee Transit Coordinator Workshop Booth	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/30/2018	Quarterly Labor Management Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012

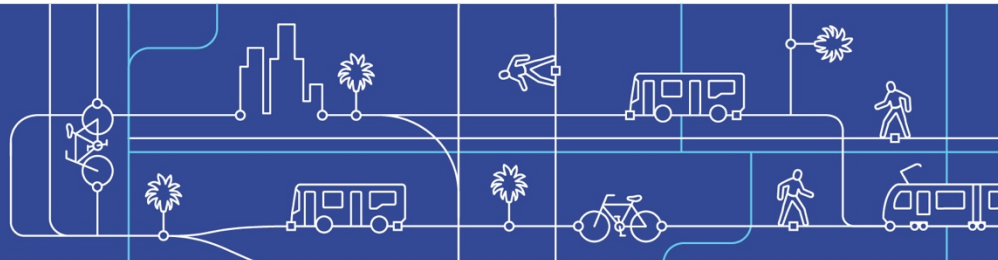
NEXTGEN Bus Study



Date	Event/Meeting	Location
5/24/2018	Metro Board Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/23/2018	Older Adult Transportation Pop-Up	West Hollywood Council Chambers 625 N San Vicente Blvd West Hollywood, CA 90069
5/22/2018	DaVinci Schools Student Presentation to Metro	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/22/2018	NextGen Working Group #2	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
5/19/2018	Regional Connector Halfway There Community Celebration	Japanese American National Museum 100 N Central Ave Los Angeles, CA 90012
5/10/2018	DTLA Art Walk	Downtown LA 634 S Spring St Los Angeles, CA 90014
5/9/2018	City of Los Angeles- Commission on Disability	Los Angeles City Hall, 3rd Floor, 200 N Spring St, Los Angeles, CA 90012
5/5/2018	Cinco De Mayo Celebration at Olvera Street	El Pueblo Historical Monument 125 Paseo de la Plaza Los Angeles, CA 90012
5/5/2018	25th Annual Downey Street Faire	Brookshire Ave between 5th St and Firestone: 11121 Brookshire Ave Downey, CA 90241
5/3/2018	DaVinci School Visit: Project Check-in/Updates	Da Vinci Schools 201 N Douglas St, El Segundo, CA 90245
5/1/2018	Metro Policy Advisory Committee	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/26/2018	Bus Drivers RAP Session Meeting - DTLA Central	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/25/2018	Bus Drivers RAP Session Meeting - El Monte	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/25/2018	Bus Drivers RAP Session Meeting - DTLA Vignes	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012



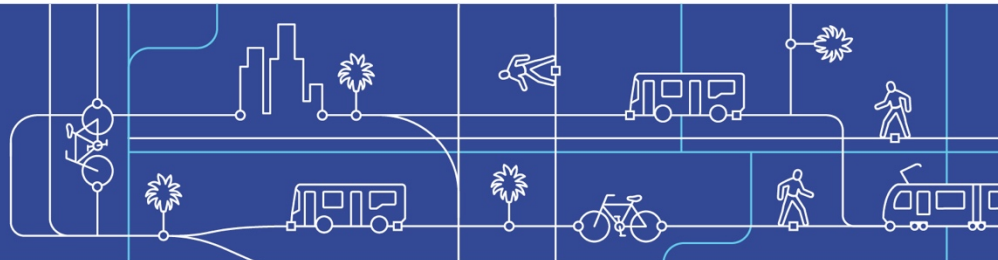
NEXTGEN Bus Study



Date	Event/Meeting	Location
4/25/2018	Bus Drivers RAP Session Meeting - Sun Valley	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/25/2018	Metro Citizen's Advisory Council	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/24/2018	Metro TAC Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/22/2018	CicLAvia x Earth Day Event - Foothills	671 E Bonita Ave San Dimas, CA 91773
4/19/2018	Metro Travel Buddy Program Quarterly Meeting - Presentation	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/18/2018	Bus Drivers RAP Session Meeting - WeHo	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/17/2018	Bus Drivers RAP Session Meeting - Chatsworth	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/13/2018	DaVinci Schools Presentation	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/13/2018	South Bay Service Council	Inglewood City Hall 1 W Manchester Blvd, Inglewood, CA 90301
4/12/2018	Gateway Cities Service Council	Salt Lake Park Community Center 3401 E Florence Ave, Huntington Park, CA 90255
4/12/2018	Bus Drivers RAP Session Meeting - Gardena	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/12/2018	Bus Drivers RAP Session Meeting - San Pedro	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/12/2018	Metro Customer Care Focus Group	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/11/2018	Westside/Central Service Council (Metro HQ)	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/11/2018	Bus Drivers RAP Session Meeting - Slauson	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/9/2018	Gateway Cities Service Providers	Salt Lake Park Community Center 3401 E Florence Ave, Huntington Park, CA 90255



NEXTGEN Bus Study



Date	Event/Meeting	Location
4/9/2018	San Gabriel Valley Service Council	Metro, El Monte Division 9 Building, 3rd Fl, Service Council Room 3449 Santa Anita Ave, El Monte, CA 91731 (Santa Anita Ave/Ramona Blvd)
4/6/2018	Metro Customer Care Focus Group	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/5/2018	Bus Drivers RAP Session Meeting - DTLA Mission	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/5/2018	Telephone Town Hall Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/4/2018	Metro Customer Care Focus Group	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/4/2018	Telephone Town Hall Meeting	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
4/4/2018	San Fernando Valley Service Council	Marvin Braude Constituent Center 6262 Van Nuys Blvd, Van Nuys, CA 91401
4/3/2018	Metro Policy Advisory Council	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
3/27/2018	NextGen Working Group #1	Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012
3/27/2018	LA Council of Religious Leaders (LACRL)	Metro Headquarters, 25th Fl, Highland Park Room
3/23/2018	Metro Faith Leaders Council	West Angeles Church, 3025 Crenshaw Blvd., LA CA 90016
3/19/2018	San Gabriel Valley Transit Providers Meeting	Pasadena City Hall - Grand Conference Room, Pasadena CA
3/16/2018	Meeting w/ DaVinci Schools	Da Vinci Schools
2/1/2018	Quarterly Labor Management Meeting	Metro Headquarters, 4th Fl, Plaza View Room
11/27/2017	Gateway Cities Transit Providers Quarterly Meeting	



NEXTGEN Bus Study

PRIORITIES QUESTIONNAIRE

By building strong relationships with faith-based and community groups, the Metro team was able to leverage digital tools that help stakeholders understand the complexity of redesigning an entire bus system, resulting in obtaining quality feedback from often underrepresented stakeholders that considered both technical aspects of the system and personal needs and experiences. Ultimately, over 60% of respondents were people of color with a balance of genders, age groups, zip codes, and income levels equitably representing the diversity of LA County. The questionnaire input deadline was extended multiple times to accommodate request from Community Based Organizations for additional input time.

The MetroQuest questionnaire asked respondents to prioritize service concepts and acknowledge tradeoffs. The following highlight respondent priorities:

Set Your Budget Screen

Category	Total Budget Allocated	Percentage of Total
More reliable service	95,263	15.8%
More peak hour frequency	85,999	14.3%
More safety and security	81,252	13.5%
More geographic coverage	75,143	12.5%
More evening service	74,477	12.4%
Better real-time bus arrival info	74,183	12.3%
More weekend service	64,507	10.7%
More midday frequency	51,139	8.5%

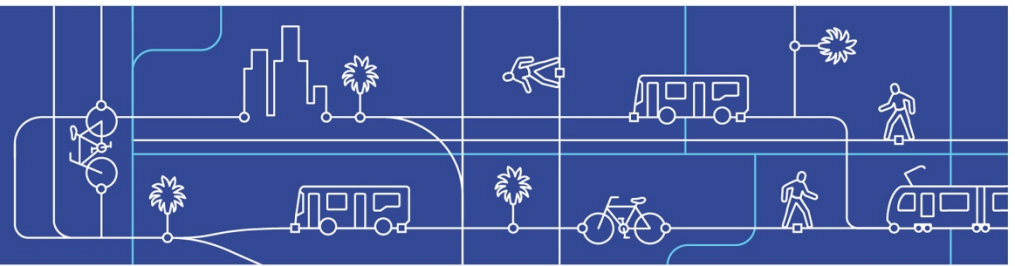
Note: Budget allocated refers to the total value of the coins allocated to each category.

Tradeoffs

Route Design			System Design			Service Times		
Fewer stops	Neutral	More stops	More buses	Neutral	More routes	Rush hour	Neutral	Non-rush hour
54.3%	22.3%	23.3%	54.0%	17.5%	28.5%	53.7%	15.5%	30.8%

Connectivity			Reliability		
More transfers	Neutral	Direct route	Reliable service	Neutral	Reliable info
41.9%	16.6%	41.6%	54.1%	10.9%	35.0%





2019 PUBLIC WORKSHOPS

Public Workshops Overview

The NextGen Bus Study public workshops leveraged stations that were intentionally designed to be interactive and create an environment of inclusion and collaboration, which opened a dialog between the Metro service planning team and the residents the system serves. All meetings emphasized the importance of Metro staff interacting with bus riders and residents, forging an understanding between service developers and Metro riders. These workshops provided an opportunity for the public to learn about and provide feedback on current Metro bus service, and a forum for community input that encouraged an ongoing dialogue with current and non-riders. Given the impact service changes may have on communities and residents, Metro placed great emphasis on engaging with the public and key stakeholders to ensure their concerns and comments are considered and included during the service redesign process.

At the end of the initial 10 public workshops, 1,083 public comments were received from 675 highly engaged attendees. Due to the success in attendance and constructive comments received, the NextGen Bus Study then hosted an additional 10 targeted public workshops, resulting in an additional 721 comments from 356 attendees. In total, **1,804 comments** were received from **1,031 individuals**.

Over the course of the 20 workshops, the following reoccurring themes for improving service across the county emerged (in order of most recurring):

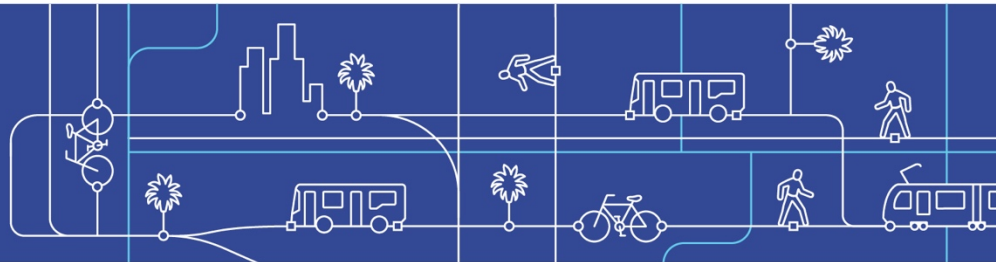
Bus Service Related Themes

- Increase service frequency and decrease average wait times.
- Provide real time information as it pertains to scheduling and bus arrivals.
- Create greater transit connectivity throughout Los Angeles County.
- Eliminate the number of transfers needed during long distance travel.
- Coordinate with other municipal bus operators and local transit providers.
- Provide more mid-day service and late-night service.

Passenger Experience Themes

- Enhance safety and security improvements on the bus and at bus stops.
- Increase quality of customer service from Metro staff.
- Improve cleanliness on buses and at bus stops.
- Provide better First-Last Mile improvements along bus routes

NEXTGEN Bus Study



Workshop Locations Approach

The meetings were geographically balanced, with the initial 10 locations selected based on service council areas and the project team’s close coordination with Metro Service Councils, their staff, Working Group members, and key community leaders. The venues identified were intentionally near Metro transit as well as within heavy ridership areas. The additional 10 targeted workshops focused on traditionally underrepresented community groups and were identified with the help of Working Group members. (See Attachment B for workshop locations.)

Workshop Format

Workshop attendees received a meeting guide upon entering the workshop, as well as a fact sheet, FAQ, and comment card (Attachment C). The meeting materials were made available to attendees in multiple languages, including English, Spanish, Russian and Simplified Chinese. Interpreters were also available for attendees at the workshops:

- Spanish interpreters were available at all NextGen workshops.
- Mandarin interpreters were available during the workshop hosted at the San Gabriel Asian Youth Center.
- Russian interpreters were available for the workshop hosted at Plummer Park in West Hollywood.
- American Sign Language (ASL) interpreters were available at both ADA-focused meetings

The workshops consisted of five informational stations for attendees to experience. These stations carried different themes and points of emphasis regarding the study (Project Purpose, What We’ve Heard, What We’ve Learned Through Data, Service Redesign Considerations, Interactive Mapping and Public Comment and Metro Departments and Other Initiatives). To aid in the delivery of key messages throughout the workshop, each station was staffed and included a screen with display boards of key themes and information for the attendee.

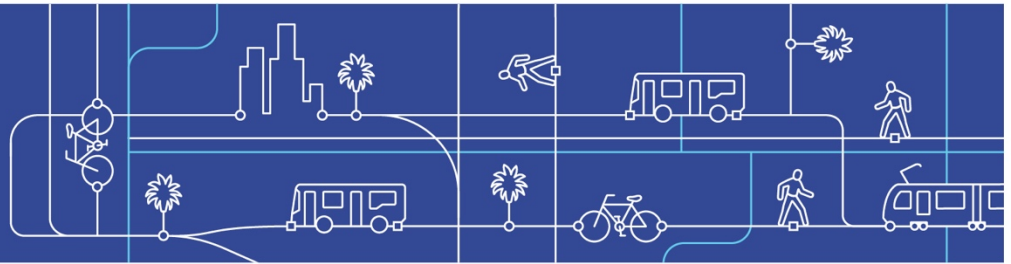
Workshop attendees had the opportunity submit their comments regarding Metro bus service. These comments focused on a wide array of subjects including bus frequency, travel times, transfers, and user experience. Comments were submitted using a touchscreen GIS map platform, service council specific roll out map of the bus system, or by using a comment card provided by project staff. These various formats ensured that the public was actively engaged in providing feedback in a way most convenient to them.

Notification and Extended Engagement for Public Workshops

From December 2018 through April 2019, a variety of public noticing and extended outreach was performed to create awareness for both rounds of the workshop series across each service council area. This outreach included the use of direct mail resources, online digital e-blasts and contacting local cities, community-based organizations and municipalities to assist in promoting the workshop series. Workshop information was also distributed directly to Metro riders on trains and buses and to LA County residents in areas of the meeting workshop locations through door-to-door delivery of notices and flyers.



NEXTGEN Bus Study

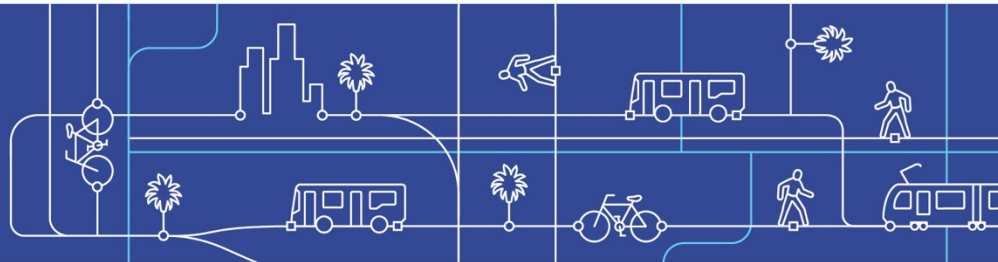


The following table provides a high-level summary of these comprehensive notification efforts:

Notification of Public Workshops	
Print Notices	<ul style="list-style-type: none"> • Nearly 134,000 take-ones placed on Metro bus and rail lines • Approximately 12,300 notices hand-delivered to property owners, occupants and businesses in areas around the meeting locations • 330+ stakeholder organizations received notices via mail to distribute at activity centers
Digital Communications	<ul style="list-style-type: none"> • Electronic meeting notice emailed to 3,200 NextGen project database contacts • Electronic meeting notice emailed to 147,000 AARP database contacts • Nearly 500 media toolkits, which provided easily shareable information, sent to Working Group members, stakeholder organizations and Los Angeles County cities (Attachment D) • 160+ posts to stakeholder-owned social media platforms, community e-blasts, blog posts and online news articles recorded (Attachment E) • Metro social media posts (Facebook and Twitter) published before and during all 20 meetings, resulting in 100's of positive comments (Attachment F) • NextGen webpage included meeting information and was visited approximately 15,000 times between December 2018 and April 2019
Working Group Member Organization List	<ul style="list-style-type: none"> • List of all Working Group members attending a working group meeting (Attachment A)



NEXTGEN Bus Study



Workshop Summary Themes by Service Council Area

To create a broader view of bus rider requests and concerns, this section focuses on the most frequently submitted comments organized by Service Council area. Each area had a unique set of community priorities and concerns that were shared among workshops in similar geographic locations.

San Fernando Valley

- Frequency improvements to the Orange Line running through the San Fernando Valley are needed. Arrival/departure times of buses are inconsistent and make long distance travel difficult.
- Improvements to safety infrastructure are needed at bus stops. Implementing safety lights, emergency call systems and increasing the presence of security officers are requested improvements from the public.
- Service through Reseda and Northridge is inconsistent and involves long wait times and inconsistent arrival/ departure times. Improvements to service frequency in these highly congested areas are needed.

Westside/Central

- The 780 Rapid line should be extended east into San Gabriel Valley and south to West LA.
- Create service originating in West Hollywood/Hollywood that terminates in West Los Angeles.
- The consistency of arrival/departure times throughout the service council are unreliable. Transferring between lines becomes increasingly difficult when service is inconsistent.

South Bay

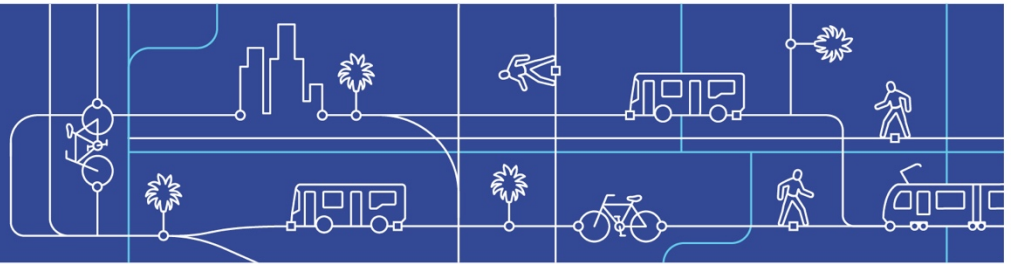
- Increase morning and evening peak hour service for routes connecting the South Bay to West Los Angeles.
- Increase the number of routes branching off rail lines. Routes that continue to travel in a similar direction are needed.
- The Metro 40 bus line needs service and security improvements. Wait times for this line are long and makes transferring difficult. Stops along this route feel unsafe to passengers due to a lack of security.

Gateway Cities

- An increase in the Metro police presence is needed at stops and on buses. Passengers feel unsafe when waiting for buses and when traveling.
- Extend the 760 into Compton. Traveling from Central Los Angeles to Downtown and areas of northern Los Angeles county is becoming increasingly difficult.
- Improvements to transit connectivity between Central Los Angeles and the San Gabriel Valley are needed.



NEXTGEN Bus Study

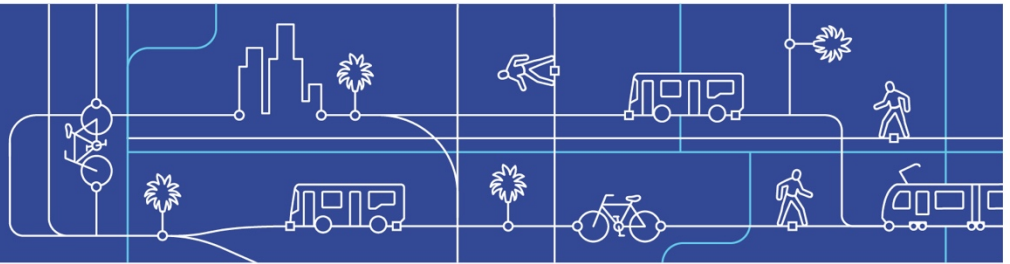


San Gabriel Valley

- Improvements to arrival time accuracy at bus stops and on the Metro app are needed.
- Provide more Rapid service from San Gabriel Valley into Downtown and Central Los Angeles.
- Hours of operation on major lines like the 489 and 780 need to begin earlier in the morning. Ideally before 6am Monday-Friday.
- The Temple City Youth Committee surveyed 148 students and 63 adults about their public transportation concerns. 37 percent of people surveyed have never taken public transportation. Common problems included the issues of safety, TAP cards are difficult to access, speed, reliability, and overcrowding. Participants felt additional stops are needed as well as shade covers, more security, and videos on how to ride the bus and read the maps.

INDIVIDUAL WORKSHOP SUMMARIES ON FOLLOWING PAGES

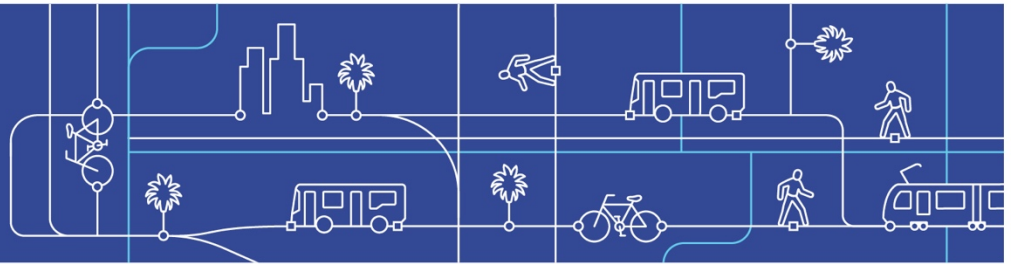
NEXTGEN Bus Study



Individual Workshop Summaries

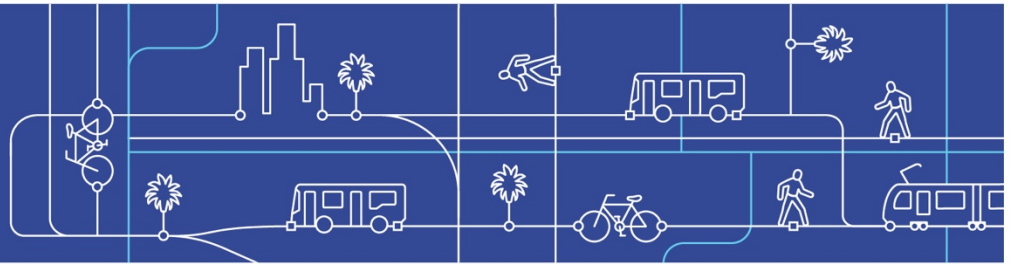
Pacoima - Hubert Humphrey Recreation Center Tuesday, January 8th, 2019	
People Attending	<p>A total of 58 people signed into the workshop</p> <ul style="list-style-type: none"> • 54 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 47 roll-out map comment submissions • 10 comment card submissions • 14 online GIS comment submissions • 71 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Lea Gonzalez, Field Deputy, Office of Congressman Tony Cardenas 29th District San Fernando Valley • Jessica Orellana, Field Deputy, LA County Board of Supervisors, Office of Sheila Kuehl 3rd District • Yvette López Ledesma, San Fernando Valley Service Council • Jose Miguel, Pacoima Neighborhood Council • Veronica Padilla, Pacoima Beautiful • Armando Flores, Valley Industry and Commerce Assoc. • Imelda Padilla, LA County Women and Girls Initiative
Media	<ul style="list-style-type: none"> • Spectrum 1 News Los Angeles • Estrella TV
Key Themes	<ul style="list-style-type: none"> • Increase service running west of Reseda Blvd. (line 169, 166/364) • Increase service coming from the north Valley (Sylmar) into the central region (Northridge/ Reseda). Including lines 734, 733, 233, 234. • Increase frequency to Orange Line service in both directions. • Lighting and security improvements at all stops. Mentioned primarily at the North Hollywood stop/ station. • Cleanliness improvements to buses. Specifically removing cloth seats and replacing with vinyl.

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West Hollywood - Plummer Park Wednesday, January 9th, 2019	
People Attending	<p>A total of 97 people signed into the workshop</p> <ul style="list-style-type: none"> 91 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> 84 roll-out map comment submissions 38 comment card submissions 20 online GIS comment submissions 142 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> Malcolm Harris, Los Angeles Black Worker Center (LABWC) Zachary Gaidzik, LA Field Deputy & Caseworker- LA County Board of Supervisors, Office of Sheila Kuehl 3rd District Madeline Brozen, City of Beverly Hills Martha Eros, City of Beverly Hills David Feinberg, Santa Monica Big Blue Bus Ernesto Hidalgo, City of West Hollywood Alba Velasquez, City of West Hollywood Elliot Petty, City of West Hollywood Perri Sloane Goodman, City of West Hollywood Josh Kurpies, District Director, Office of Congressman Richard Bloom 50th District West Los Angeles Nathan Serafin, Westside Cities Council of Government David Eichman, West Hollywood Transportation Commission Matt Stauffer, Santa Monica Chamber of Commerce George Taule, Westside/Central Service Council Alba Velasquez, Westside/Central Service Council Elliot Petty, Westside/Central Service Council David Feinberg, Santa Monica Big Blue Bus Leor Alpern, South Coast Air Quality Management District (SCAQMD)
Media	<ul style="list-style-type: none"> N/A



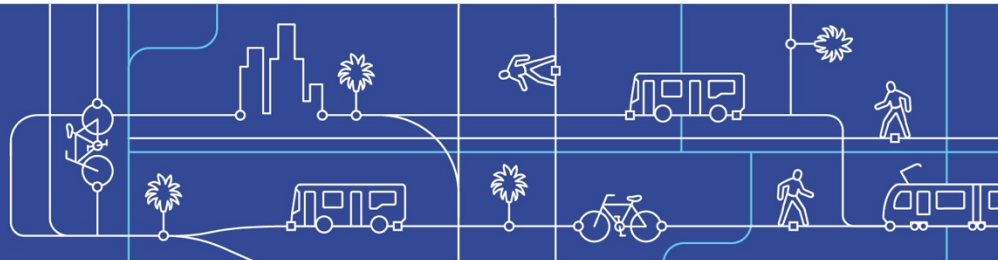


West Hollywood - Plummer Park
Wednesday, January 9th, 2019
(cont.)

Key Themes

- Increase service frequency to following lines: 217, 712, 312, 780, 704
- Increase bus lanes on Santa Monica Blvd.
- Create/provide more bus service from West Hollywood to LAX.
- More accurate real-time arrival departure times for routes.
- Increase safety measures at stops (lighting, emergency buttons, Metro police).
- Increase first/last miles options (shuttles) in area.
- Concern that all riders should be providing full payment and no “free” rides are allowed.

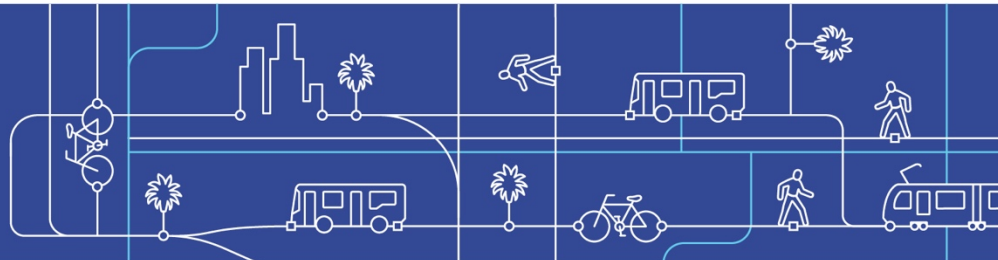
NEXTGEN Bus Study



Bell - Bell Community Center Saturday, January 12th, 2019	
People Attending	A total of 38 people signed into the workshop <ul style="list-style-type: none"> • 31 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 59 roll-out map comment submissions • 15 comment card submissions • 7 online GIS comment submissions • 81 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Wally Shidler, Gateway Cities Service Council • Wajeha Bilal, Watts Rising Collaborative • Kristina Valenzuela, UCLA Transportation, Association for Commuter Transportation (ACT) • Wilma Franco, SELA Collaborative • Antonio Chapa, District Director, LA County Board of Supervisors Office of Hilda Solis 1st District • Al Rios, South Gate City Council • Sam Pena, Gateway Cities Service Council • Joe Strapac, Gateway Cities Service Council • Lori Woods, Signal Hill City Council
Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Increase bus service at the end of rail lines traveling in similar direction. • Increase mid-day service to all lines. • Improve public transportation diversity in South East Los Angeles (shuttles, scooters, Metro bikes). • Increase service to East Los Angeles College and Cal State LA. • Increase visibility of Metro police presence at stops/stations. • Rapid buses down major thoroughfares like Huntington Blvd, Rosecrans Ave, Sepulveda. • Service running from Central Los Angeles to South East Los Angeles cities should be increased. • Improve customer service of operators.



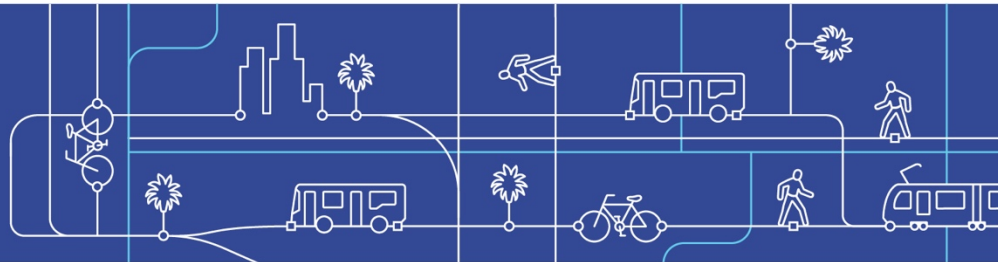
NEXTGEN Bus Study



San Gabriel - Asian Youth Center Wednesday, January 16th, 2019	
People Attending	A total of 84 people signed into the workshop <ul style="list-style-type: none"> • 70 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 34 roll-out map comment submissions • 28 comment card submissions • 12 online GIS comment submissions • 74 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Chin Ho Liao, Councilmember, City of San Gabriel • Peggy Kuo, City of Temple City • Jillian Nunez, Deputy City Clerk, City of Temple City • Lisa Thong, Asian Pacific Islander Forward Movement • Chloe Chuong, Temple City Youth Committee • Florence Lin, Director, Asian Youth Center • Eduardo Vega, City of Cerritos
Media	<ul style="list-style-type: none"> • Shawn Liu, News Agency America • Gigi Lee China Press
Key Themes	<ul style="list-style-type: none"> • Service for the 489 and 487 lines should begin before 5:30AM on weekdays. • Improve arrival/departure reporting accuracy at stops and on Metro app. • Provide more Rapid service originating in San Gabriel Valley to Downtown Los Angeles. • Increase service coming to and departing from Gold Line stations in San Gabriel Valley. • Silver Line is not reliable during peak am/pm hours. • Expand the TAP U-Pass program to high schools.



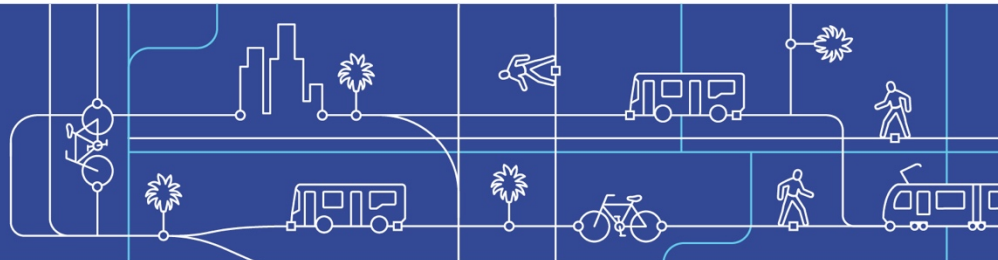
NEXTGEN Bus Study



Torrance - El Camino Community College Thursday, January 17th, 2019	
People Attending	A total of 25 people signed into the workshop <ul style="list-style-type: none"> 22 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> 31 roll-out map comment submissions 11 comment card submissions 8 online GIS comment submissions 51 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> Steve Lantz, South Bay Cities Council of Government Michael Ervin, Asst. Deputy of Transportation, Office of County Supervisor Janice Hahn 4th District Luis Duran, South Bay Service Council Mark MacDougall, Torrance Transit Hamilton Cloud, Office of Congresswomen Maxine Waters 43rd District Central Los Angeles
Media	<ul style="list-style-type: none"> N/A
Key Themes	<ul style="list-style-type: none"> Convert the 344 to a Rapid service or increase the number of buses on the route. Service is too infrequent. Increase daily peak service from South Bay to West Los Angeles. Incorporate fare payment ability into Metro app. Consider piloting a distance-based fare model for some bus routes.



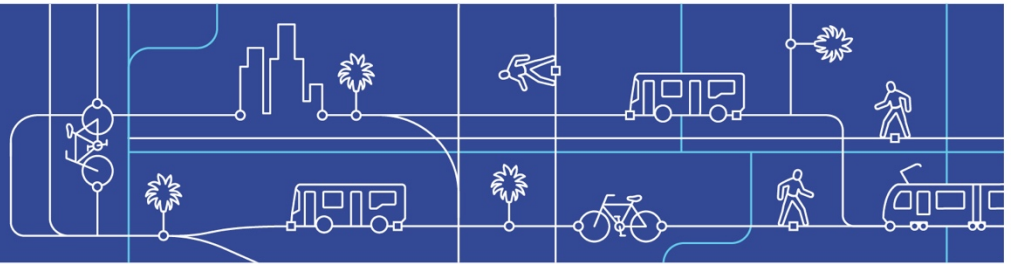
NEXTGEN Bus Study



Compton - Dollarhide Community Center Wednesday, January 23rd, 2019	
People Attending	A total of 41 people signed into the workshop <ul style="list-style-type: none"> 38 attendees provided home addresses and/or email address
Comment Cards	<ul style="list-style-type: none"> 26 roll-out map comment submissions 7 comment card submissions 6 online GIS comment submissions 39 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> Diana Medel, Field Representative, Office of State Assembly Member Mike Gipson 64th District South Los Angeles Jo Ann Eros Delgado, Metro Gateway Cities Service Council Al Rios, South Gate City Council Sam Pena, Gateway Cities Service Council Joe Strapac, Gateway Cities Service Council Wally Shidler, Gateway Cities Service Council Sharon Weissman, Board Deputy and Sr Advisor to Long Beach Mayor Robert Garcia Michael Ervin, Asst. Deputy of Transportation, Office of Los Angeles Board Supervisor Janice Hahn 4th District Norchelle Brown, Policy Assistant, Office of Congresswoman Nanette Diaz Barragan 44th District South Los Angeles Wajeha Bilal, Watts Rising Collaborative Lori Woods, Metro Gateway Service Council Billy Earley, Build Plus Community
Media	<ul style="list-style-type: none"> N/A
Key Themes	<ul style="list-style-type: none"> Improve the service in Compton for lines 51 and 35 Create a Silver Line type service that ends in DTLA that only stops three times. More buses and better overall service to the 270 and 130 lines Extend the 760 Rapid into Compton.



NEXTGEN Bus Study

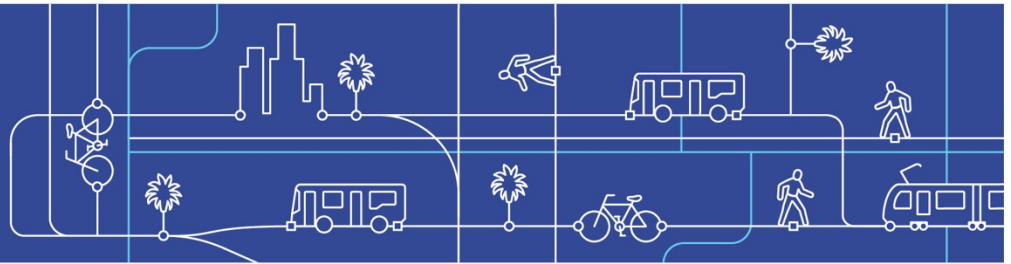


Compton - Dollarhide Community Center
Wednesday, January 23rd, 2019
(cont.)

Key Themes
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- More amenities and infrastructure for ADA riders.
- Create additional service from South Bay to San Gabriel Valley
- Improve signage and arrival/departure accuracy at stops.

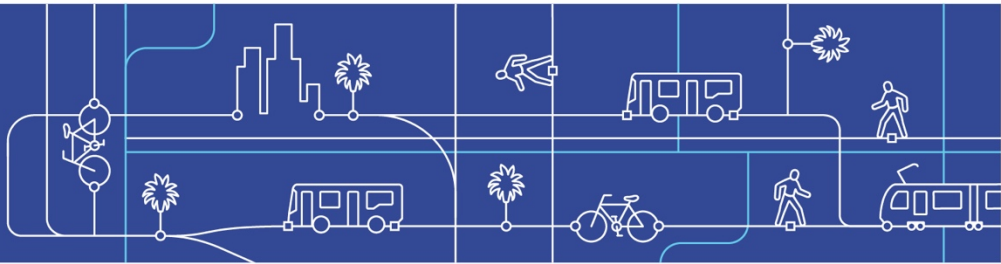
NEXTGEN Bus Study



Pasadena - Pasadena Senior Center Thursday, January 24th, 2019	
People Attending	A total of 120 people signed into the workshop <ul style="list-style-type: none"> • 118 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 157 roll-out map comment submissions • 38 comment card submissions • 7 online GIS comment submissions • 202 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Peter Duyshart, San Gabriel Valley Council of Government • Valerie Gibson, San Gabriel Valley Service Council • Anthony Chuong, Green Commuter • Yvette Rapose, Deputy Executive Officer, Metro Community Relations • Harry Baldwin, San Gabriel Valley Service Council • John Harabedian, Mayor Pro Tem City of Sierra Madre • Aaron Salinger, Mt. Sac College Transportation • Alex Gonzalez, San Gabriel Valley Service Council • Vy Phan-Hoang, Foothill Transit • Christian Daly, Asst. Field Deputy, Office of LA County Board Supervisor Kathryn Barger 5th District • Steven Mateer, Transportation Superintendent, City of Glendale • Dorothy Wong, Altadena Town Council
Media	<ul style="list-style-type: none"> • Deanna Archetto, On-Air Fundraising Manager, KPCC
Key Themes	<ul style="list-style-type: none"> • Extend service originating in Pasadena into Downtown LA. • Run the 260 down Los Robles and run the 687 down Altadena Dr. • Improve the frequency of buses on the 260 and 762. • Improve the ADA accessibility on all Metro properties • Create a way to use the Metro app for TAP fare. • Improve Rapid service in Pasadena. Service and speed of travel is very poor.

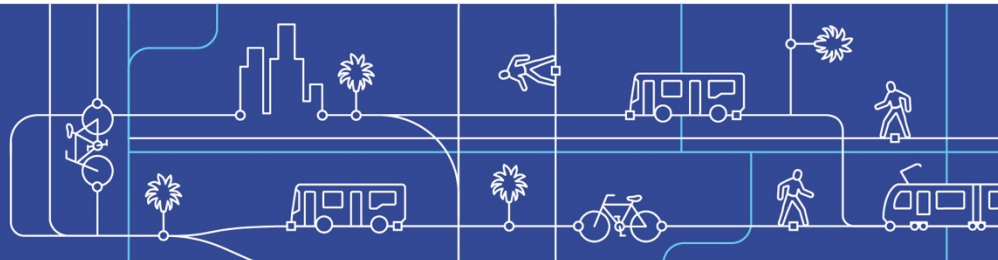


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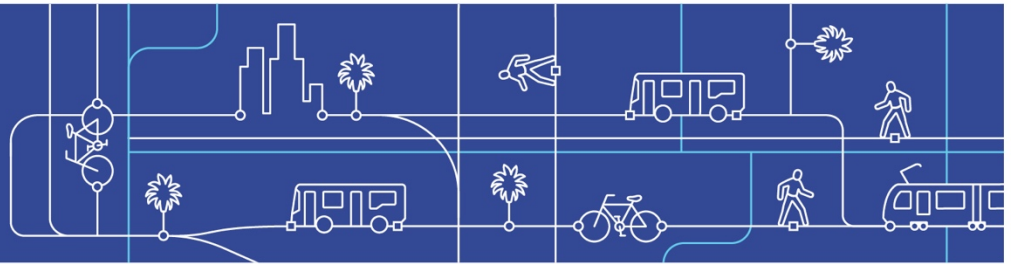
Pasadena - Pasadena Senior Center Thursday, January 24 th , 2019 <i>(cont.)</i>	
Key Themes <i>(cont.)</i>	<ul style="list-style-type: none">• Work with neighboring transit agencies to eliminate transit gaps.• Improve accuracy of arrival/departure times on signage.

NEXTGEN Bus Study



Los Angeles - Los Angeles Trade-Tech College (LATTC) Saturday, January 26 th , 2019	
People Attending	<p>A total of 80 people signed into the workshop</p> <ul style="list-style-type: none"> 74 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> 156 roll-out map comment submissions 35 comment card submissions 20 online GIS comment submissions 211 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> Wajeha Bilal, Watts Rising Collaborative Effie Turnbull-Sanders, Executive Director, SLATE-Z Erma Bernard-Gibson, Commissioner, LA Status of Women Karmin Canales, SLATE-Z
Media	<ul style="list-style-type: none"> N/A
Key Themes	<ul style="list-style-type: none"> Extend the 780 in both directions. Provide weekend and Owl Service on the 780. Service on the 183 is very infrequent and arrival times are inconsistent. 24-hour bus lanes on major thoroughfares throughout the city (Wilshire Blvd, La Brea Ave, Santa Monica Blvd, Beverly Blvd) Improve bus service traveling to/from Pasadena. Service from Pasadena to DTLA is lacking. Eliminate the number of stops in DTLA. Stops in DTLA slow the entire route down. Create more consistent wait times for all routes. Riders take several lines while commuting and mixed wait times increases travel difficulty. Create signal priority for buses on major thoroughfares.

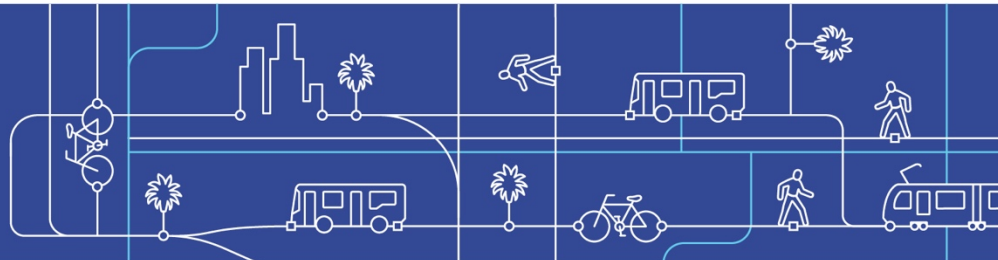
NEXTGEN Bus Study



Inglewood - Inglewood City Hall Thursday, January 31 st , 2019	
People Attending	<p>A total of 53 people signed into the workshop</p> <ul style="list-style-type: none"> • 51 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 51 roll-out map comment submissions • 6 comment card submissions • 8 online GIS comment submissions • 65 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Jason Jo, Transportation Service Supervisor, City of Carson • Pamela Tang, Torrance Transit • Meighan Langlois, South Bay Service Council • Charles Deemer, South Bay Service Council, Torrance Environmental Quality & Energy Conservation Commission • Ralph L. Franklin, Inglewood City Council • Aaron Baum, South Bay Cities Council of Governments
Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Increase to the security presence on the 40 bus and at stops along the route. • 40 bus frequency should be increased. Wait times for buses are long and buses are crowded. • The 232 buses are very outdated compared to other lines. The route can benefit from using larger more updated buses. • The arrival of buses along the 232 is very infrequent. A more predictable and regular schedule is needed. • Create 7-day service for line 625. • Create 7-day service for lines 51 and 52. • More transit connectivity between Central Los Angeles and West Los Angeles. • Increase the security presence in the evenings at bus stops. Wait times are long and people feel unsafe waiting for the bus.



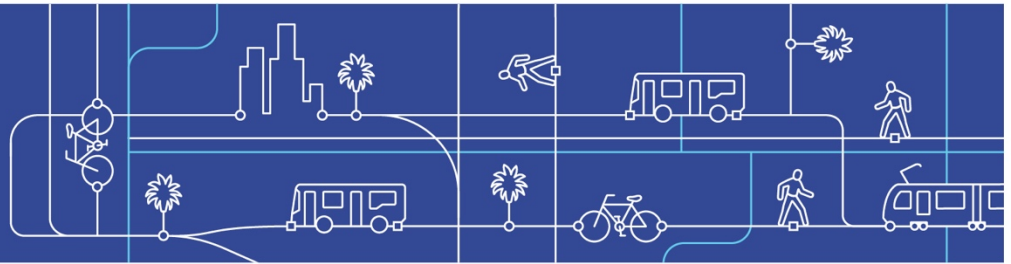
NEXTGEN Bus Study



Van Nuys - Marvin Braude Constituent Center Wednesday, February 6th, 2019	
People Attending	A total of 83 people signed into the workshop <ul style="list-style-type: none"> • 80 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 110 roll-out map comment submissions • 27 comment card submissions • 21 online GIS comment submissions • 158 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Jenny Freese-Daniels, San Fernando Valley Service Council • Dennis Washburn, San Fernando Valley Service Council • David Perry, San Fernando Valley Service Council, Transportation Deputy to Supervisor Kathryn Barger 5th District • Rosalba Gonzalez, San Fernando Valley Service Council • Jess Talamantes, Burbank City Council • Carla Canales, San Fernando Valley Service Council • Miles Orr, City of Los Angeles Department of Planning • Delia Arriaya, City of Los Angeles Department of Planning • Julia Hendelman, City of Los Angeles Department of Planning • Jason Ackerman, Van Nuys Neighborhood City Councilmember • Martin Rosales, Pacoima Beautiful • Mayra Valadez, Field Representative, Office of State Assembly Member Jesse Gabriel 45th District • Sanath Sengupta, Field Representative, Office of State Assembly Member Jesse Gabriel 45th District • Jude Hernandez, Community Outreach, Office of State Assembly Member Luz Rivas 39th District North San Fernando Valley • Robert Gonzalez, San Fernando City Council, San Fernando Valley Service Council

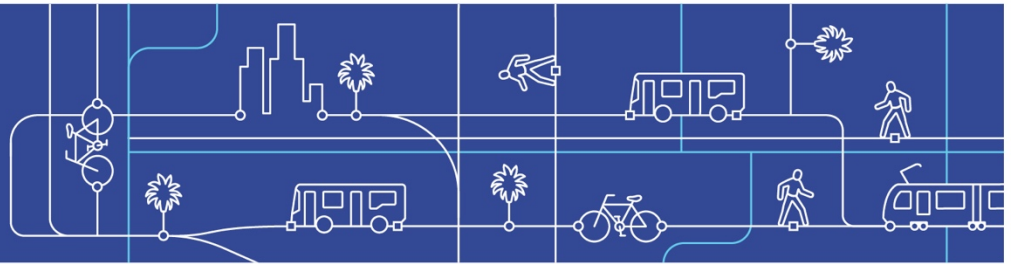


NEXTGEN Bus Study



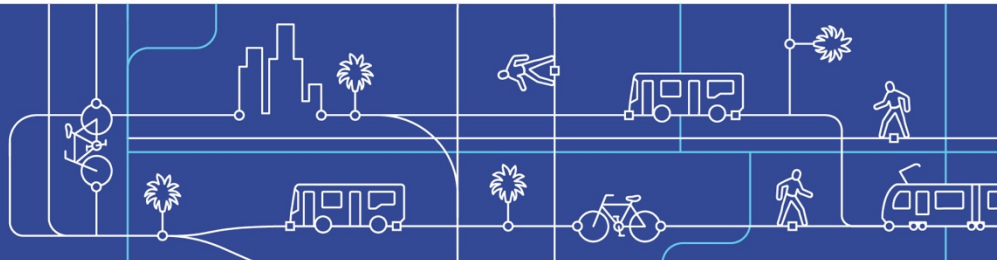
Van Nuys - Marvin Braude Constituent Center Wednesday, February 6th, 2019 *(cont.)*

Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Run the 750 during evening hours and implement weekend service. • Operate the 232 in the evenings and late-night. • Improve the timing of transfers between major lines like the 794 and 734. • Incorporate more art and innovation into buses and bus stops. • Increase the amount of service through Calabasas and Hidden Hills. • Increase the overall level of evening service throughout the San Fernando Valley. • Create more mid-day service on the Silver line.



Van Nuys - Independent Living Center of Southern California Training House (ADA Meeting) Thursday, February 28 th , 2019	
People Attending	A total of 36 people signed into the workshop <ul style="list-style-type: none"> • 35 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 34 roll-out map comment submissions • 10 comment card submissions • 0 online GIS comment submissions • 44 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Araceli Hernandez, Nature for All • Yael Hagen, Personal Assistance Services Council (PASC) • Wilma Ballew, LA Care • Terri Lantz, United Cerebral Palsy of Los Angeles (UCPLA) • Dina Garcia, Communities Actively Living Independent and Free
Media	<ul style="list-style-type: none"> • USC Annenberg Media
Key Themes	<ul style="list-style-type: none"> • Improve the cleanliness on the bus and at transit centers. • Create 30 minute or less waiting times for all buses. • Create more bus stops in closer proximity to Access services • Increase the service frequency of the Orange Line after 5pm

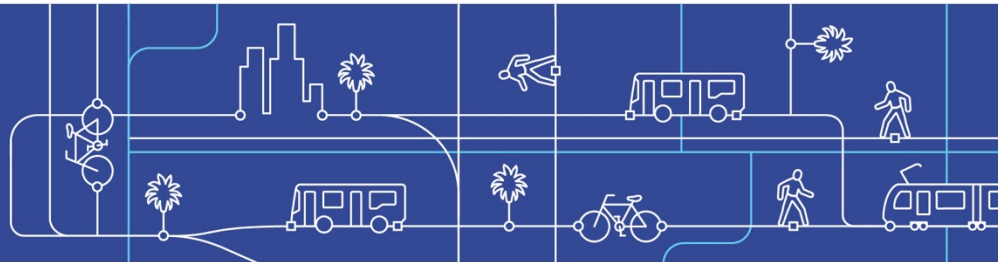
NEXTGEN Bus Study



Wilmington - Providence Wellness & Activity Center Saturday, March 2 nd , 2019	
People Attending	A total of 83 people signed into the workshop <ul style="list-style-type: none"> 80 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> 67 roll-out map comment submissions 17 comment card submissions 1 online GIS comment submission 85 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> Danny Hom, South Bay Service Council Gabriela Cid, Field Representative, Office of Congresswomen Nanette Diaz Barragan 44th District of California Victor Ibarra, Field Representative, Office of Assembly Member Mike Gipson 64th District Irais Colin, Best Start Wilmington/Providence
Media	<ul style="list-style-type: none"> N/A
Key Themes	<ul style="list-style-type: none"> Service frequency improvements to the 130 and 202 lines are needed through Harbor cities. The 232 line should run later into the evening or past midnight. Install more shelters for bus stops. Metro operators are rude and not helpful on buses. Increase the number of security officers at bus stops and on the buses. Riders feel unsafe when waiting for the bus.

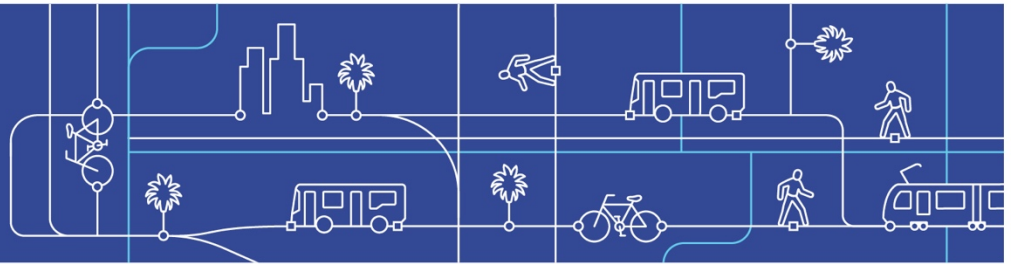


NEXTGEN Bus Study



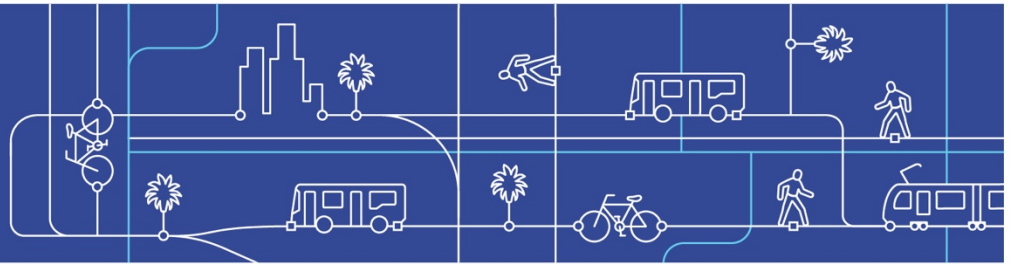
South Los Angeles (Watts) - St Lawrence Brindisi Church Monday, March 4 th , 2019	
People Attending	A total of 36 people signed into the workshop <ul style="list-style-type: none"> 35 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> 35 roll-out map comment submissions 12 comment card submissions 0 online GIS comment submissions 47 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> Andrew Wang, Los Angeles County Bike Coalition (LACBC) Billy Early, Build Plus Community Maria Mamano, Best Start Wajeha Bilal, Watts Rising Collaborative Guadalupe Zapata, Best Start Watts/Willowbrook Michelle Chambers, Sr Field Representative, Office of State Assemblymember Mike Gipson 64th District of California Leticia Martinez, Best Start Watts/Willowbrook
Media	<ul style="list-style-type: none"> Saul Gonzalez, KCRW
Key Themes	<ul style="list-style-type: none"> Existing service hours throughout Compton/Watts area should be extended later into the evening. Increased service on the weekend. Cleanliness on the buses should be improved. Seats should be cleaned regularly.

NEXTGEN Bus Study



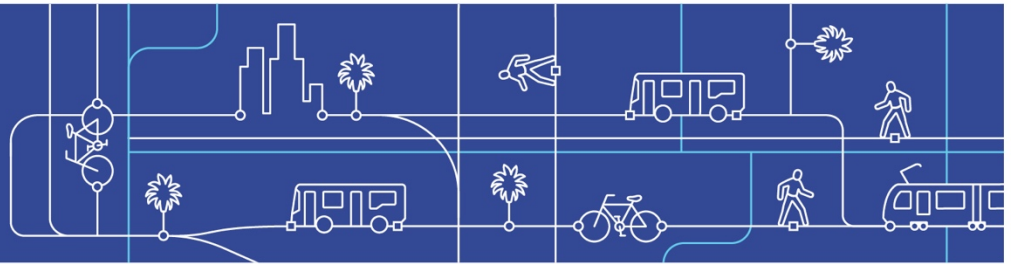
West Los Angeles - Felicia Mahood Multipurpose Center Tuesday, March 5 th , 2019	
People Attending	<p>A total of 50 people signed into the workshop</p> <ul style="list-style-type: none"> 47 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> 113 roll-out map comment submissions 16 comment card submissions 0 online GIS comment submissions 129 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> Mike Bonin, Los Angeles City Council Member, West LA 11th District Alfredo Torales, Santa Monica Big Blue Bus Tim McCormick, Santa Monica Big Blue Bus James Morez, Venice Neighborhood Council Erin Schneider, Field Deputy, Office of LA County Board Supervisor Sheila Kuehl, 3rd District Rob Kadota, Mar Vista Community Council David Graham-Caso, Deputy Chief of Staff, Office of Los Angeles City Council Member Mike Bonin, West LA 11th District Eric Bruins, Transportation Director, Office of Los Angeles City Council Member Mike Bonin, West LA 11th District
Media	<ul style="list-style-type: none"> N/A
Key Themes	<ul style="list-style-type: none"> Reduce the number of police officers on buses. The use of alternative security like security guards and social workers should be promoted. Provide interactive touchscreen maps for the public to plan trips using the bus and rail. Create late night bus service running from West LA into Downtown LA. Improve the service frequency of the 10 and 105 bus lines. Create Owl service for the 94 and 212 bus lines.

NEXTGEN Bus Study



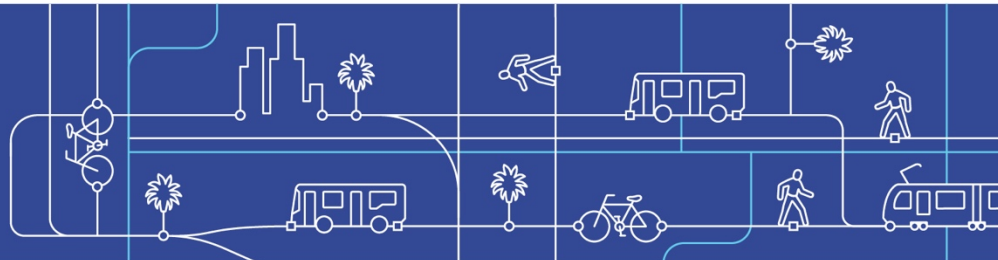
Compton - Greater Zion Church Family Thursday, March 7 th , 2019	
People Attending	<p>A total of 31 people signed into the workshop</p> <ul style="list-style-type: none"> • 29 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 25 roll-out map comment submissions • 13 comment card submissions • 0 online GIS comment submissions • 38 total comments
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Diana Medel, Field Representative, Office of Assembly Member Mike Gibson 64th District • Gustavo Romo, City of Bell
Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Improvements to bus stops and stations are needed. Increase the presence of Metro security officers at stops and on buses. • Buses in Compton are very crowded. Service frequency improvements are needed especially during peak hours. • Increase the number of restrooms available to those using public transit. • Greater safety measures are needed to ensure women and children traveling alone are safe. • Increase the frequency of buses branching from Blue and Green rail lines.

NEXTGEN Bus Study



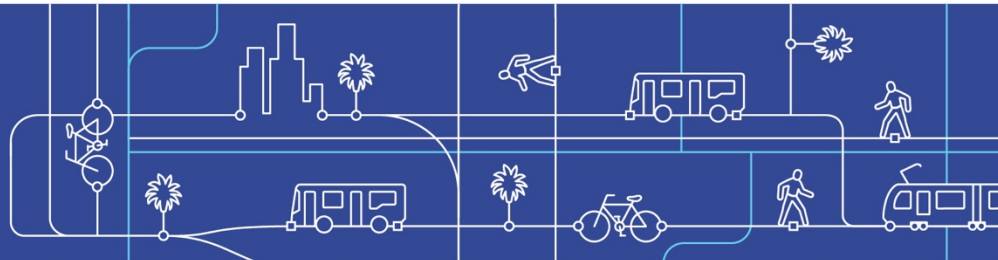
Calabasas - District Office of Supervisor Sheila Kuehl Tuesday, March 12 th , 2019	
People Attending	<p>A total of 15 people signed into the workshop</p> <ul style="list-style-type: none"> • 15 attendees provided a home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 24 roll-out map comment submissions • 2 comment card submissions • 0 online GIS comment submissions • 26 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Diana Weynand, Climate Reality West Valley Chapter • Dennis Washburn, San Fernando Valley Service Council • Madeleine Moore, Deputy of Special Projects, Office of LA County Board Supervisor Sheila Kuehl 3rd District • Vivian Deutsch, Climate Reality West Valley Chapter • Terry Dipple, Executive Direct, Las Virgenes-Malibu Council of Governments • Brad Vanderhook, West Hills Neighborhood Council • Bill Rose, West Hills Neighborhood Council • Charlene Rothstein, West Hills Neighborhood Council • Tessa Charnofsky, District Director, Office of LA County Board Supervisor Sheila Kuehl 3rd District
Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Create a limited stop freeway service from Thousand Oaks Transit Center to Universal Red Line station. • Begin to implement fully electric buses into the Metro bus fleet. • Improve service of the 161 along PCH running into Malibu. • Create more weekend and late night service for West Valley lines (161, 165, 152, 166).

NEXTGEN Bus Study



South West Los Angeles - Holman United Methodist Church Wednesday, March 13th, 2019	
People Attending	A total of 34 people signed into the workshop <ul style="list-style-type: none"> • 34 attendees provided a home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 79 roll-out map comment submissions • 12 comment card submissions • 0 online GIS comment submissions • 91 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Cynthia Langley, Los Angeles Christian Health Centers (LACHC) • Kenneth Galbreth, Los Angeles Christian Health Centers (LACHC) • L. Kerr, National Association for the Advancement of Colored People (NAACP) • Wajeha Bilal, Build Plus • Julia Salinas, Transportation Manager, Office of Mayor Eric Garcetti • Cesar Montoya, Field Representative, California State Assembly
Media	<ul style="list-style-type: none"> • Elizabeth Fuller, Larchmont Buzz
Key Themes	<ul style="list-style-type: none"> • Implement the use of larger buses for more frequented lines. • Improve the Metro app to include loading fares and improve accuracy of arrival/departure times. • Increase the amount of Owl service bus lines in Central Los Angeles. • Improve the frequency of the 28 line. • Expand weekend service to lines throughout Central Los Angeles.

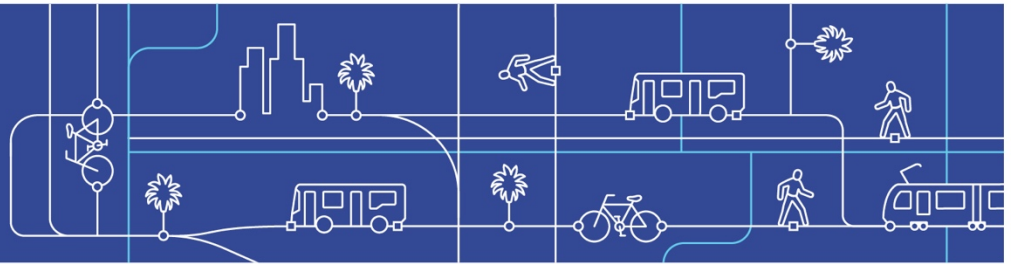
NEXTGEN Bus Study



East Los Angeles - East Los Angeles Service Center Tuesday, March 19 th , 2019	
People Attending	<p>A total of 49 people signed into the workshop</p> <ul style="list-style-type: none"> • 45 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 120 roll-out map comment submissions • 26 comment card submissions • 0 online GIS comment submissions • 146 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Henry Lo, Senior Field Representative, Office of State Assembly Member Ed Chau District 49 • Louis Burns, Access Services • Joseph Martinez, Director of District Operations, Office of LA County Board Supervisor Hilda Solis District 1 • Abigail Marquez, Office of State Assembly Member Ed Chau District 49
Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Increase safety for students and children using the bus system. • Increase the number of bus stop shelters. • Include Santa Monica Big Blue Bus and OCTA in accepting the Metro EZ pass. • Increase weekend service of the 780 through Pasadena. • Improve the frequency of the 78 line through East Los Angeles. • Extend the 258 and 260 lines south into Gateway/South Bay cities.

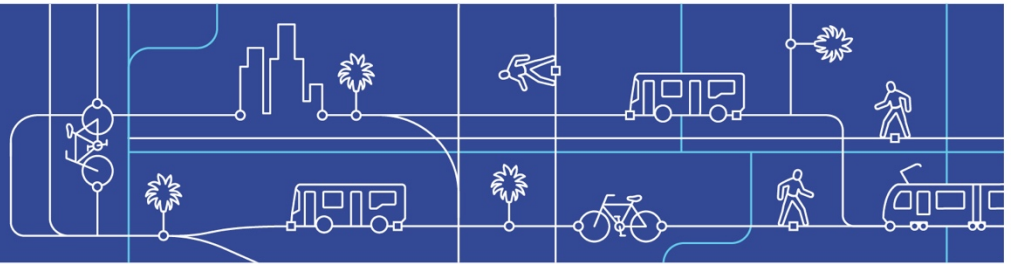


NEXTGEN Bus Study



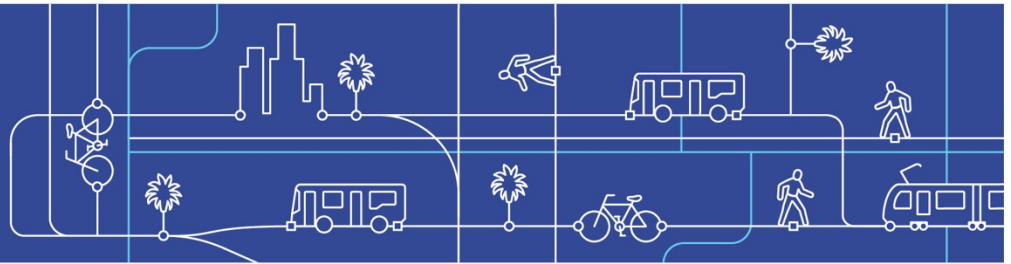
Malibu - Malibu City Hall, Multipurpose Room Tuesday, April 9th, 2019	
People Attending	A total of 17 people signed into the workshop <ul style="list-style-type: none"> • 13 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 13 roll-out map comment submissions • 6 comment card submissions • 0 online GIS comment submissions • 19 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Skylar Peak, Malibu City Council • Elizabeth Shavelson, Assistant to the Malibu City Manager • Tim Pershing, Senior Field Representative, Office of State Assembly Member Richard Bloom 50th District
Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Improve transit connectivity between Malibu and the San Fernando Valley • Collaborate with Ventura County Transportation Commission (VCTC) to increase transit trips between Malibu and Ventura County coastal cities. • Implement the use of smaller, full electric buses in the Metro bus fleet. • Consider extending the 534 bus through Santa Monica into Westwood and West Los Angeles. • Redesign the location of bus stops along PCH to make stops safer for those waiting for buses and passengers exiting.

NEXTGEN Bus Study



Los Angeles - Communities Actively Living Independent & Free Tuesday, April 16 th , 2019	
People Attending	<p>A total of 45 people signed into the workshop</p> <ul style="list-style-type: none"> • 34 attendees provided home address and/or email address
Comment Cards	<ul style="list-style-type: none"> • 63 roll-out map comment submissions • 33 comment card submissions • 0 online GIS comment submissions • 96 total comments submitted
Elected Offices / Key Stakeholders	<ul style="list-style-type: none"> • Luis Mata, City of Los Angeles, Department on Disability • Wendy Cabil, Access Services/CAC
Media	<ul style="list-style-type: none"> • N/A
Key Themes	<ul style="list-style-type: none"> • Drivers need to be more patient with disabled patrons, people with speech impairments, and deaf riders. • Increase the frequency on busy routes. When the buses are full it becomes more difficult to be on the bus with a wheelchair. • Improve transit connectivity with other routes in case one bus is missed, there is another option. • Create more shelters at bus stops to accommodate wheelchairs. • Increase accommodation for the disabled community such as: internal bus signage to notify stops, additional wheelchair mounts and space and increased usage of braille. • Consider Access services when redesigning the bus system so disabled riders do not lose service or coverage. • Ramps on the new buses are steeper and make those in wheelchairs feel uneasy while using them.





ATTACHMENTS

Attachment A: Working Group Organizations

Attachment B: Workshop Locations

B.1 Round 1 Workshop Locations

B.2 Round 2 Workshop Locations

Attachment C: Workshop Materials

C.1 Workshop Guide

C.2 Fact Sheet

C.3 FAQ

C.4 Comment Card

Attachment D: Media Toolkits Examples

D.1 Stakeholder Toolkit

D.2 Elected Official Toolkit

Attachment E: Earned Media Table

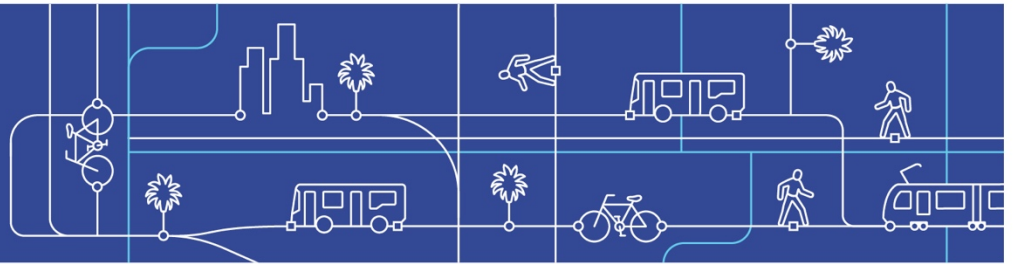
E.1 Round 1 Earned Media

E.2 Round 2 Earned Media

Attachment F: Social Media Examples

F.1 Facebook

F.2 Twitter



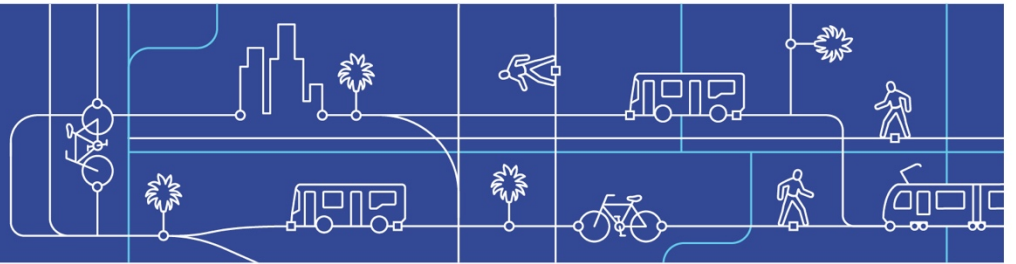
Attachment A: Working Group Organizations

Working Group Organizations

#	Category	Sub Category	Organization
1	Advisory Council	Metro Advisory Council	Citizens' Advisory Council (CAC)
2	Business Organizations	Business Development	BizFed
3	Business Organizations	Economic Development	Los Angeles Economic Development Corporation
4	Business Organizations	Tourism	Los Angeles Tourist Visitors & Convention Bureau
5	Chamber of Commerce		Los Angeles Area Chamber of Commerce
6	Community Organizations	Environmental/Social Equity/Low Income Groups	Build Plus Community Marketplace
7	Community Organizations	Bicycle Groups	CicLAvia
8	Community Organizations	Environmental/Social Equity/Low Income Groups	Climate Reality Leadership Corps
9	Community Organizations	Environmental/Social Equity/Low Income Groups	Climate Resolve
10	Community Organizations	Environmental/Social Equity/Low Income Groups	Commission on the Status of Women
11	Community Organizations	Environmental/Social Equity/Low Income Groups	Communities for a Better Environment
12	Community Organizations	Environmental/Social Equity/Low Income Groups	Community Build/Watts Rising Collaborative
13	Community Organizations	Environmental/Social Equity/Low Income Groups	East Yard Communities for Environmental Justice (EYCEJ)
14	Community Organizations	Professional Development	Encounter LA (LATTTC Architecture)
15	Community Organizations	Environmental/Social Justice	Enterprise Community Partners
16	Community Organizations	Environmental/Social Equity/Low Income Groups	Fixing Angelenos Stuck in Traffic (FAST)
17	Community Organizations	Previous EWG Member	Global First Ladies Alliance
18	Community Organizations	Environmental/Social Equity/Low Income Groups	Investing in Place
19	Community Organizations	Environmental/Social Equity/Low Income Groups	LA Voice
20	Community Organizations		LA Walks
21	Community Organizations	Bicycle Groups	Los Angeles County Bicycle Coalition (LACBC)
22	Community Organizations	Environmental/Social Equity/Low Income Groups	Pacoima Beautiful
23	Community Organizations	Environmental/Social Equity/Low Income Groups	SELA Collaborative
24	Community Organizations	Environmental/Social Equity/Low Income Groups	South Los Angeles Transit Empowerment Zone (Slate-Z)
25	Community Organizations	Environmental/Social Equity/Low Income Groups	Trust South LA

#	Category	Sub Category	Organization
26	Community Organizations	Environmental/Social Equity/Low Income Groups	USC Cecil Murray Center
27	Educational Institutions	University	Cal State University System
28	Educational Institutions	University	Cal State University, Northridge
29	Educational Institutions	Community College	Los Angeles Community College District
30	Educational Institutions	County	Los Angeles County Office of Education
31	Educational Institutions	Community College	Los Angeles Trade Technical College
32	Educational Institutions	School District	Los Angeles Unified School District
33	Educational Institutions	Environmental/Social Equity/Low Income Groups University	Cal State LA Pat Brown Institute
34	Educational Institutions	Educational Institutions	University of California, Los Angeles
35	Educational Institutions	University	University of Southern California
36	Educational Institutions	University	USC Program for Environmental and Regional Equity
37	Government Agencies	COG	Arroyo Verdugo Council of Governments
38	Government Agencies	Military and Veterans	Department of Military and Veterans Affairs
39	Government Agencies		Gateway Cities Council of Governments (GCCOG)
40	Government Agencies	Housing	Housing Authority of the City of Los Angeles
41	Government Agencies	Cities	LADCP
42	Government Agencies	COG	Las Virgenes Malibu Council of Governments (LADCP)
43	Government Agencies	COG	Las Virgenes/Malibu Council of Governments
44	Government Agencies	County	Los Angeles Department of City Planning (LADCP)
45	Government Agencies	Homeless Services	Los Angeles Homeless Services Authority
46	Government Agencies	COG	San Fernando Valley Council of Government (SFVCOG)
47	Government Agencies	COG	San Gabriel Valley Council of Governments (SGVCOG)
48	Government Agencies	COG	South Bay Cities Council of Governments
49	Government Agencies	COG	Westside Cities Council of Governments
50	Non-Profit	Seniors	AARP
51	Religious Institutions		Endless Touch Church
52	Religious Institutions		Greater Zion Church Family

#	Category	Sub Category	Organization
53	Service Council		Gateway Cities Service Council
54	Service Council		San Fernando Valley Service Council
55	Service Council		San Gabriel Valley Service Council
56	Service Council		South Bay Cities Service Council
57	Service Council		Westside/Central Service Council
58	Transportation Agencies	Municipal Operators	Big Blue Bus
59	Transportation Agencies	Municipal Operators	Los Angeles Department of Transportation (LADOT)
60	Transportation Agencies	Rail	South Bay Cities Council of Governments/SCAG
61	Transportation Agencies	Rail	Southern California Regional Rail Authority (Metrolink)
62	Transportation Services and Groups	Paratransit Service Agency	Access Services
63	Transportation Services and Groups	ADA	Accessibility Advisory Committee
64	Transportation Services and Groups	ADA	Aging & Disability Transportation Network
65	Transportation Services and Groups	Advocacy	Association for Commuter Transportation
66	Transportation Services and Groups	Advocacy	Move LA



Attachment B: Workshop Locations

B.1

Round 1 Workshop Locations

B.2

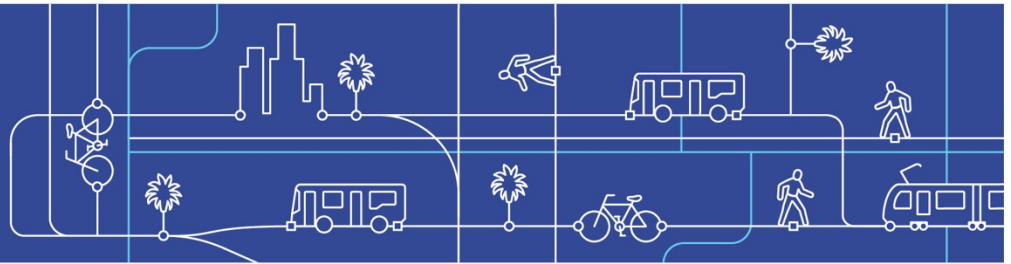
Round 2 Workshop Locations

Round 1 Workshop Locations

Metro NextGen Bus Study Public Workshops - Round 1			
Workshop	Date	Location/ Address	Service Council
Community Workshop- #1	Tues., January 8, 2019 4pm-7pm	Hubert Humphrey Park 12560 Filmore St, Pacoima, CA 91331	San Fernando Valley
Community Workshop- #2	Wed., January 9, 2019 4pm-7pm	Plummer Park 7377 Santa Monica Blvd, West Hollywood, CA 90046	Westside/ Central
Community Workshop- #3	Sat., January 12, 2019 9am-12pm	Bell Community Center 6250 Pine Ave, Bell Gardens, CA 90201	Gateway Cities
Community Workshop- #4	Wed., January 16, 2019 4pm-7pm	Asian Youth Center 100 Clary Ave, San Gabriel, CA 91776	San Gabriel
Community Workshop- #5	Thurs., January 17, 2019 5:30pm-8:30pm	El Camino Community College 16007 Crenshaw Blvd, Torrance, CA 90506	South Bay
Community Workshop- #6	Wed., January 23, 2019 4pm-7pm	Dollarhide Community Center 301 N Tamarind Ave, Compton, CA 90220	Gateway Cities
Community Workshop- #7	Thurs., January 24, 2019 4pm-7pm	Pasadena Senior Center 85 E Holly St, Pasadena, CA 91103	San Gabriel
Community Workshop- #8	Sat., January 26, 2019 9am-12pm	Los Angeles Trade-Tech College 400 W Washington Blvd, Los Angeles, CA 90015	Westside/ Central
Community Workshop- #9	Thurs., January 31, 2019 4pm-7pm	Inglewood City Hall One Manchester Blvd, Inglewood, CA 90301	South Bay
Community Workshop- #10	Wed., February 6, 2019 4pm-7pm	Marvin Braude Constituent Center 6262 Van Nuys Blvd, Van Nuys, CA 91401	San Fernando Valley

Round 2 Workshop Locations

Metro NextGen Bus Study Public Workshops - Round 2			
Workshop	Date	Location/ Address	Service Council
Community Workshop- #1	Thurs., February 28, 2019 12:30pm-3:30pm	Independent Living Center of Southern California 14151 Haynes St, Van Nuys, CA 91401	San Fernando Valley
Community Workshop- #2	Sat., March 2, 2019 10am-1pm	Providence Wellness and Activity Center (MPR) 470 Hawaiian Av, Wilmington, CA 90744	South Bay
Community Workshop- #3	Mon., March 4, 2019 4pm-7pm	St. Lawrence Brindisi Church 10122 Compton Av, Los Angeles, CA 90002	South Bay
Community Workshop- #4	Tues., March 5, 2019 4pm-7pm	Felicia Mahood Senior Multipurpose Center 11338 Santa Monica Bl, Los Angeles, CA 90025	Westside/Central
Community Workshop- #5	Thurs., March 7, 2019 4pm-7pm	Greater Zion Church Family 2408 N Wilmington Av, Compton, CA 90222	Gateway Cities
Community Workshop- #6	Tues., March 12, 2019 4pm-7pm	Supervisor Sheila Kuehl's District Office, Community Room 26600 Agoura Rd, Calabasas, CA 91302	San Fernando Valley
Community Workshop- #7	Wed., March 13, 2019 4pm-7pm	Holman United Methodist Church 3320 W Adams Bl, Los Angeles, CA 90018	Westside/Central
Community Workshop- #8	Tues., March 19, 2019 4pm-7pm	East Los Angeles Service Center 133 N Sunol Dr Los Angeles, CA 90063	San Gabriel valley
Community Workshop- #9	Tues., April 9, 2019 6pm-7:30pm	Malibu City Hall, Multipurpose Room 23825 Stuart Ranch Rd. Malibu, CA 90265	Westside/Central
Community Workshop- #10	Tues., April 16, 2019 12:30pm-2:30pm	Communities Actively Living Independent & Free 634 South Spring Street Los Angeles, CA 90014	Westside/Central



Attachment C: Workshop Materials

C.1

Workshop Guide

C.2

Fact Sheet

C.3

FAQ

C.4

Comment Card

NEXTGEN Bus Study

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Welcome Public Workshop

Winter 2019



Station Summaries

Station 1 - Project Purpose

Through the NextGen Bus Study, Metro is designing a modern, more useful bus network that better fits the needs of today's rider.

Station 2 - What We've Heard

We're gathering input from stakeholders across LA County. To date, this feedback has resulted in the following recurring themes to be addressed by the NextGen Bus Study:

TO BE ADDRESSED BY NEXTGEN:

- > Equity
- > Customer Experience
- > Accessibility
- > Connectivity
- > Schedule
- > Engagement

TO BE ADDRESSED BY OTHER METRO INITIATIVES:

- > Operator Issues
- > Education
- > Safety and Security
- > Technology
- > Fares

Station 3 - What We've Learned Through Data

We've studied travel patterns and preferences of more than 5 million people in LA County and we've learned where transit is already successful and where we need to improve and rethink service.

Station 4 - Service Redesign Considerations

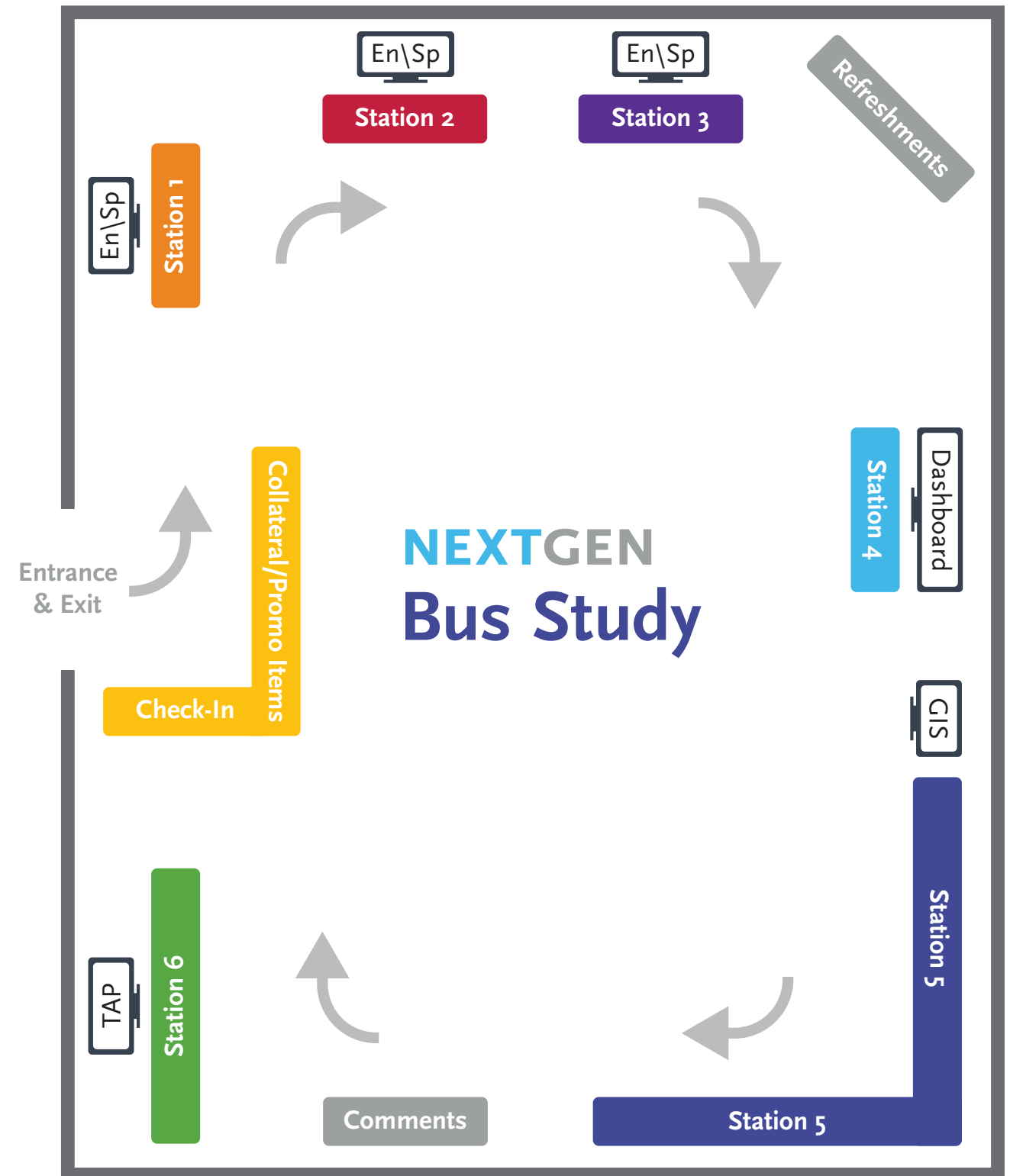
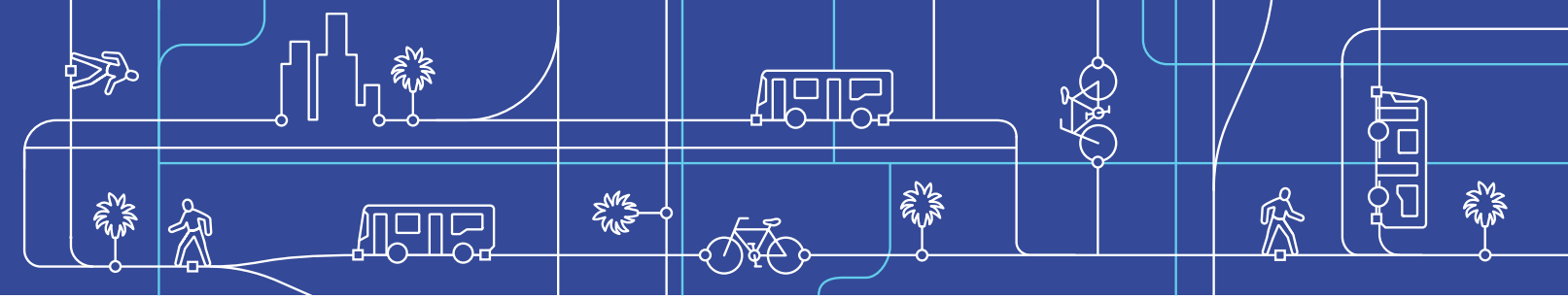
We're reviewing many considerations in evaluating the bus service. These include which areas perform the strongest, where more service is needed, where riders want/need to go, and how much service is needed for each corridor, and more.

Station 5 - Interactive Mapping and Public Comments

Public participation throughout LA County is critical to the success of this study. Interactive maps will gather valuable input and information from you to help us shape the new Bus Service Plan.

Station 6 - Metro Departments and Other Initiatives

Metro representatives from various departments will be on hand to answer questions and discuss other initiatives that will integrate with the NextGen Bus Study.



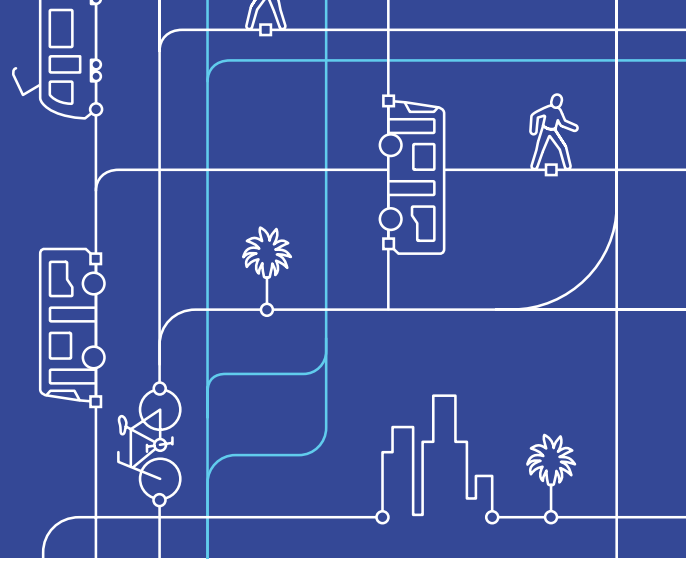
*En = English, Sp = Spanish

NEXTGEN Bus Study

Fact Sheet - Winter 2019

Every day, we hear your comments about how Metro's buses can better serve you.

We've listened. We've heard you. We've taken action.



So, what is NextGen?

In 2018 Metro began the process to reimagine and restructure our bus system to better meet the needs of past, current and future riders. The goal of the NextGen Bus Study is to design a new bus network that is more relevant, reflective of, and attractive to the residents of LA County. We believe this redesigned network will improve service to current customers, attract new customers and win back past customers.

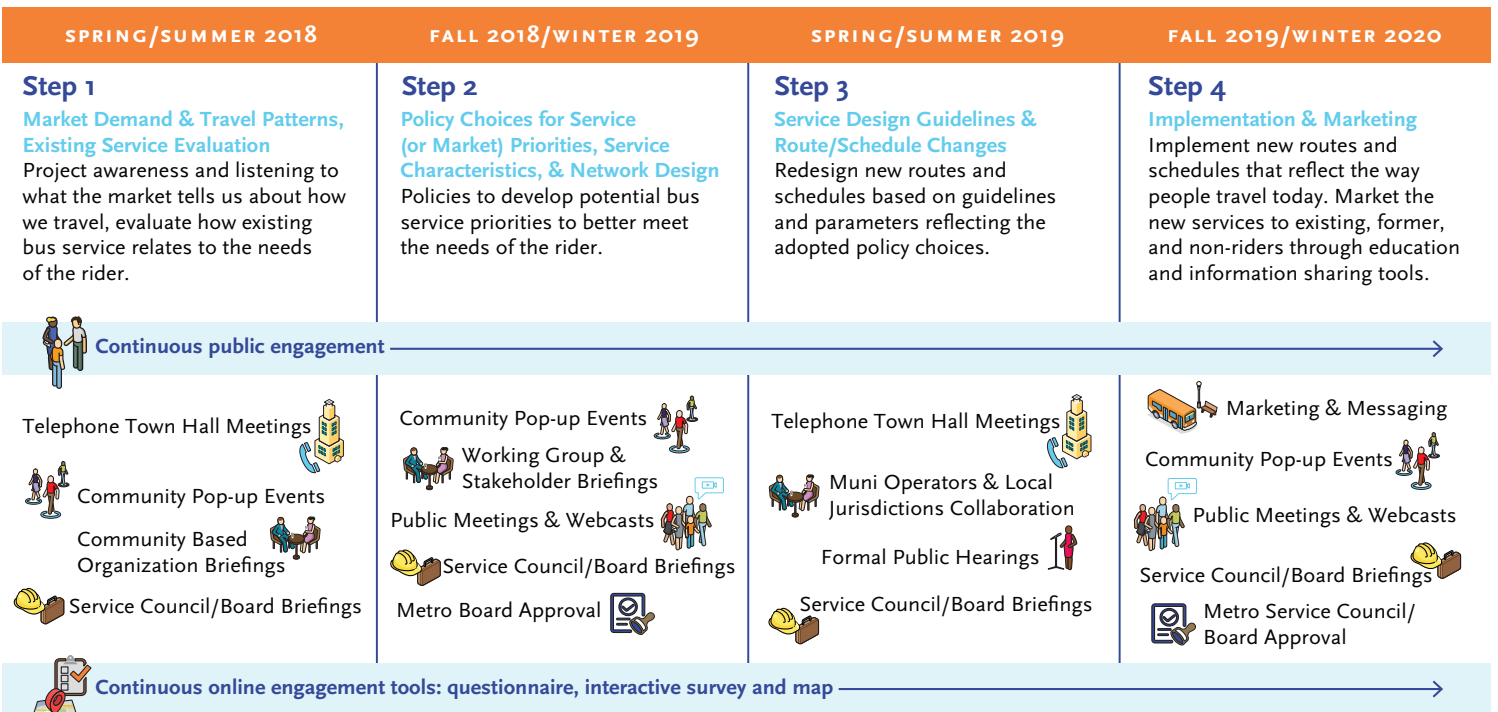
Why is Metro doing this?

Simply put, the bus network in LA County carries over 70% of Metro customers but has not had a major overhaul in 25 years. Since that time, our county has evolved dramatically. Over a million residents have been added, transforming many local

communities with new travel patterns. The Metro Rail system was just beginning 25 years ago, but now LA County has 105 miles of service and service will continue to grow steadily over the next 25 years. In addition, with new transportation options like ride hailing apps and bike share, it is important that our bus system integrates with all the ways Angelinos travel today, with flexibility built in for the future.

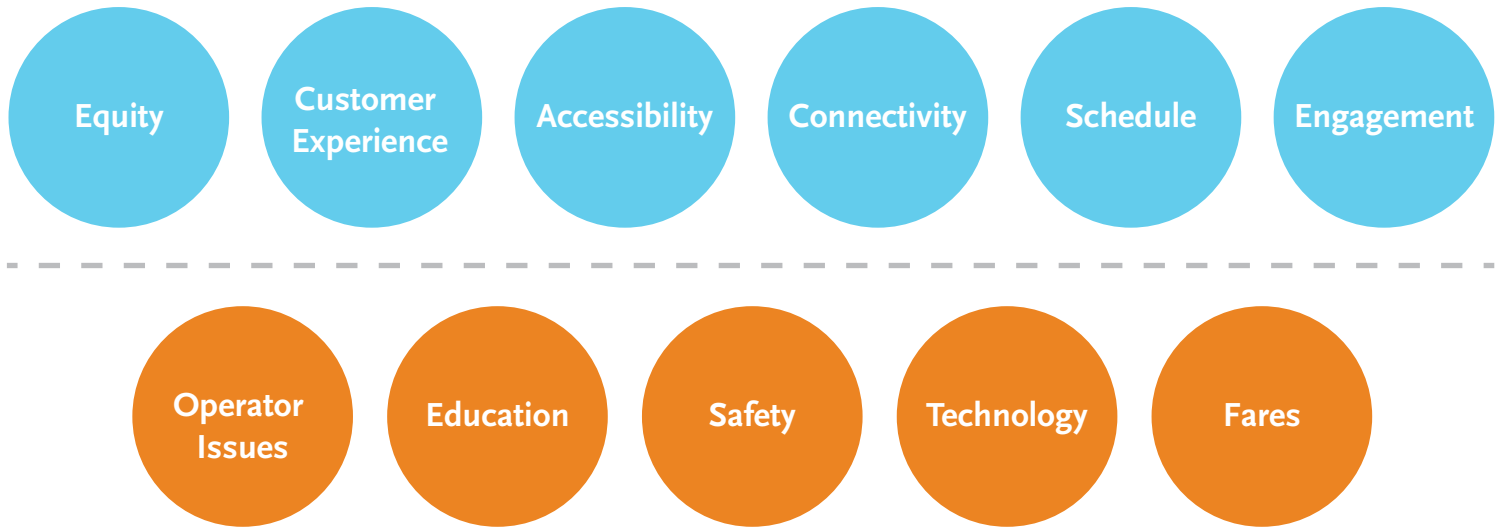
What is the timeline?

The NextGen Bus Study began in spring 2018 with a new bus service plan scheduled for rollout as early as December 2019. The NextGen Bus Study consists of four steps. At each step, the public will be encouraged to actively participate. We are currently in step 2 and Metro is working on processing all of the robust input received to date to prepare the draft service concepts.



What We've Heard

Metro is gathering input from stakeholders across LA County. To date, we have identified the following recurring themes as a result of this input.



● To be addressed by **NEXTGEN** ● To be addressed by other Metro initiatives

How can you participate?

This is all about you. So, we need you as our partner. Public engagement is critical to the success of the NextGen Bus Study and every step of the process will include several opportunities for public input. Here are some of the current and upcoming opportunities:

- > Attend any of the 10 public workshops being held throughout the county between January 8 and February 6, 2019 - visit metro.net/nextgen to find a location in your Service Council area
- > Email your thoughts or request a presentation for your organization or event by contacting Robert Cáliz at nextgen@metro.net
- > Check the project website regularly or sign-up for our mailing list at metro.net/nextgen

STAY CONNECTED

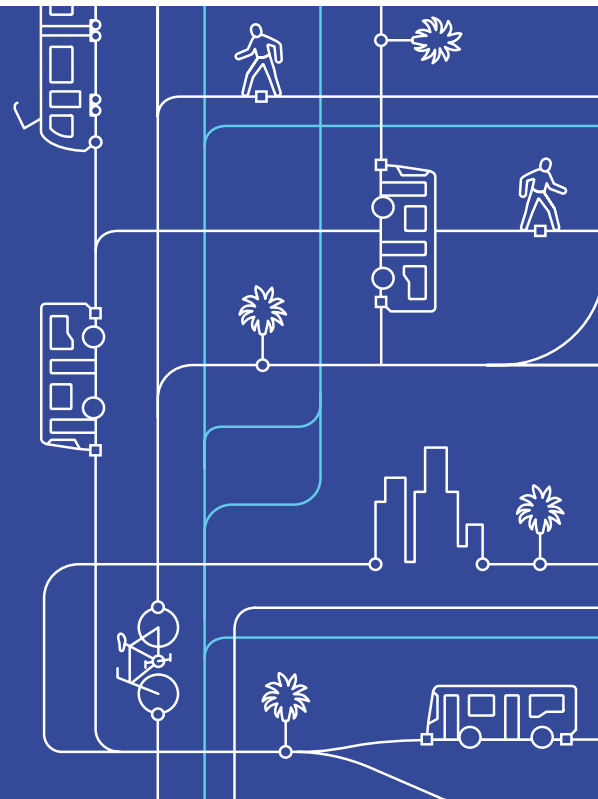
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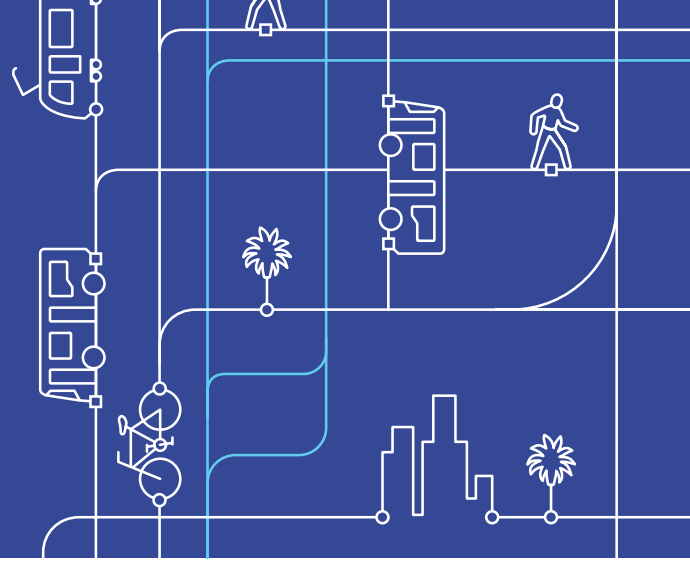
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NEXTGEN Bus Study

Frequently Asked Questions (FAQ) Winter 2019



OVERVIEW

1) What is the NextGen Bus Study?

Metro has set out to design a new bus network that is more relevant, reflective of, and attractive to the residents of LA County. We believe this redesigned network will improve service to current riders, attract a new generation of users and win back past customers. The NextGen Bus Study consists of four steps. At each stage, the public will be encouraged to actively participate and provide informative and valuable input.

2) Why is Metro doing this now?

Simply put, the bus network in LA County carries over 70% of Metro customers but has not had a major overhaul in 25 years. Since that time, our county has evolved dramatically. Over a million residents have been added, transforming many local communities with new travel patterns. The Metro Rail system was just beginning 25 years ago, but now LA County has 105 miles of service and service will continue to grow steadily over the next 25 years. In addition, with new transportation options like ride hailing apps and bike share, it is important that our bus system integrates with all the ways Angelinos travel today, with flexibility built in for the future.

3) What is the timeline for the NextGen Bus Study?

The NextGen Bus Study began in Spring 2018 with a new Bus Service Plan anticipated for rollout as early as December 2019.

4) Will the NextGen Bus Study result in minor adjustments to the current bus network or truly redesign the system with a “clean slate approach”?

The goal of the NextGen Bus Study is to create an attractive and competitive world-class bus system. To achieve this goal, all aspects of Metro bus service are on the table for study, including speed, distance, frequency, time of day, reliability as well as quality of service and safety. Some of the most heavily traveled lines, e.g. Vermont Ave., Western Ave., Ventura Blvd., may not see major changes, but may be modified to provide better connections to other routes and services. Public input along with the technical evaluation of travel data will inform the extent of the changes.

PLANNING AND PUBLIC FEEDBACK

5) How will the NextGen Bus Study be integrated with Metro’s other studies and projects?

Metro will account for long and short-term transit projects and studies that involve or impact the NextGen Bus Study and its resulting Bus Service Plan. Among the projects being considered are the Metro Bus Rapid Transit (BRT) Vision and Principles Study, Metro Rail/BRT Capital Projects, Metro Long Range Transportation Plan, and the Metro MicroTransit Pilot Project and Mobility on Demand Grant Program.



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6) Will bus service provided by the LA County municipal transit operators also be included in the NextGen Bus Study?

Through the NextGen Bus Study, we are taking a holistic approach to the LA County bus system that does not look at Metro alone but instead leverages all resources, including municipal operators.

7) At this point in the NextGen Bus Study what type of feedback has been received?

In an effort to gain public input Metro has participated in public outreach activities including the distribution of surveys and attendance at over 170 meetings and events. Metro has received input from the public and stakeholders, including responses from over 12,000 survey participants. To date, this feedback has resulted in the following recurring themes to be addressed by the NextGen Study: equity, customer experience, connectivity, engagement, accessibility and schedules. Additional input received focuses on operator issues, education, safety, technology and fares. While these issues will not be specifically addressed by the NextGen Bus Study, comments related to these topics will be shared with the appropriate internal departments for consideration.

8) Will the NextGen Bus Study consider the unique needs and desires of my community?

One of the goals of the NextGen Bus Study is to receive input from stakeholders throughout LA County. Public participation will help ensure that the NextGen Bus Service Plan considers each community's needs and character.

FUNDING/RESOURCES

9) Will the NextGen Bus Service Plan be constrained to the current level of service hours?

The initial assumption of the NextGen Bus Study is to develop a service plan within the range of 7 million service hours, plus or minus 10 percent (6.3 million to 7.7 million hours). However, this does not preclude Metro from developing a service plan that exceeds this range should the benefits justify any tradeoffs to other Metro projects and programs.

10) How will fares be affected?

Fares are not being considered as part of this effort.

11) Will there be further opportunities for public input on the NextGen Bus Study?

Yes. Public engagement is critical to the success of the NextGen Bus Study and Metro is actively soliciting input. Here are some of the current and upcoming opportunities:

- > Attend any of the 10 public workshops being held throughout the county between January 8 and February 6, 2019 - visit metro.net/nextgen to find a location near you
- > Email your thoughts or request a presentation for your organization or event by contacting Robert Cáliz at nextgen@metro.net
- > Check the project website regularly or sign-up for our mailing list at metro.net/nextgen

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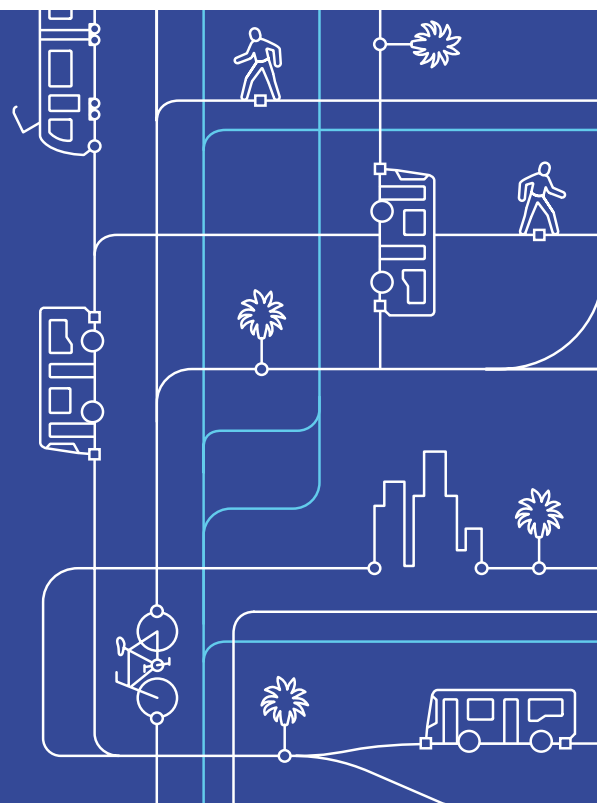
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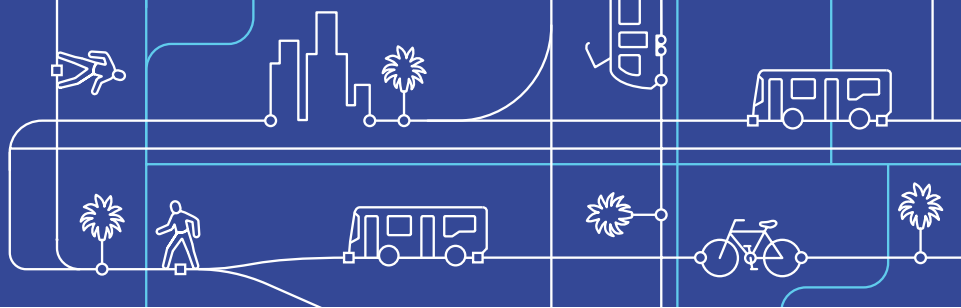
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NEXTGEN Bus Study



COMMENT CARD (OPTIONAL INFORMATION)

NAME:		DATE:	
AGE: <input type="checkbox"/> Under 18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-49 <input type="checkbox"/> 50-64 <input type="checkbox"/> 65 or older		GENDER: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-binary	
AFFILIATION:		PHONE:	
ADDRESS:		EMAIL:	
CITY:	STATE:	ZIP:	

PLEASE SPECIFY WHICH MEETING YOU ARE ATTENDING:

- | | | |
|--|---|---|
| <input type="checkbox"/> Tuesday, January 8, 2019 - Pacoima | <input type="checkbox"/> Thursday, January 17, 2019 - Torrance | <input type="checkbox"/> Thursday, January 31, 2019 - Inglewood |
| <input type="checkbox"/> Wednesday, January 9, 2019 - West Hollywood | <input type="checkbox"/> Wednesday, January 23, 2019 - Compton | <input type="checkbox"/> Wednesday, February 6, 2019 - Van Nuys |
| <input type="checkbox"/> Saturday, January 12, 2019 - Bell | <input type="checkbox"/> Thursday, January 24, 2019 - Pasadena | |
| <input type="checkbox"/> Wednesday, January 16, 2019 - San Gabriel | <input type="checkbox"/> Saturday, January 26, 2019 - Los Angeles | |

PLEASE SPECIFY WHICH OPERATIONAL TOOLS YOU PREFER FOR EACH TRANSIT MARKET: (CHECK UP TO 3 MAXIMUM)

HIGH TRAVEL: URBAN

Example: Downtown LA

- More peak hour frequency
- More midday frequency
- More evening service
- More weekend service
- More geographic coverage
- More reliable service
- Better real-time bus arrival information

MEDIUM TRAVEL: URBAN/SUBURBAN

Example: Pasadena/West Hills

- More peak hour frequency
- More midday frequency
- More evening service
- More weekend service
- More geographic coverage
- More reliable service
- Better real-time bus arrival information

LOW TRAVEL: SUBURBAN

Example: Rancho Palos Verdes

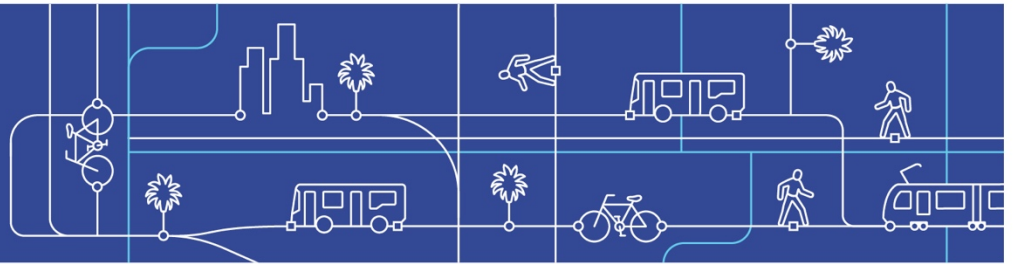
- More peak hour frequency
- More midday frequency
- More evening service
- More weekend service
- More geographic coverage
- More reliable service
- Better real-time bus arrival information

ADDITIONAL COMMENTS:

Fold Here

Place
Stamp
Here

**Metro NextGen Bus Study
c/o Arellano Associates
5851 Pine Avenue, Suite A
Chino Hills, CA 91709**



Attachment D: Media Toolkits

Examples

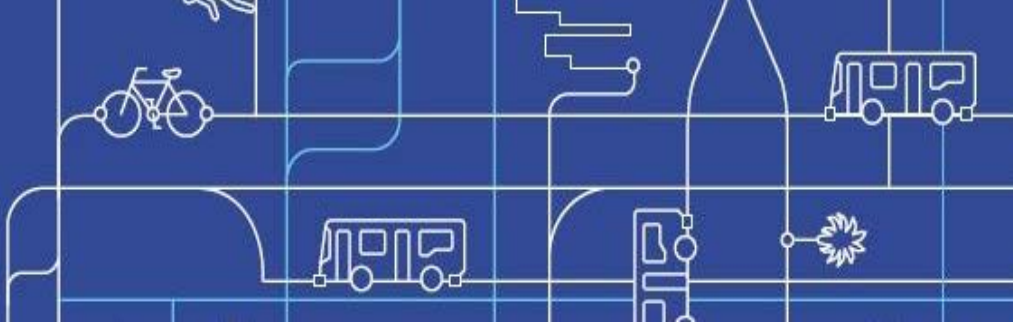
D.1

Stakeholder Toolkit

D.2

Elected Official Toolkit

NEXTGEN Bus Study



Dear Stakeholder,

The purpose of this electronic toolkit is to provide you with notification materials to assure that your community is aware about this initiative and has the opportunity to provide input regarding the redesign of Metro's bus system. The copy-ready text allows you to easily share information that can be utilized with the online platform of your choice. Below are some of the ways that you can help us spread the word about the upcoming series of public workshops.

1. **Distribute electronically via email:** share any of the included graphics and content with your email contacts.
2. **Post to your website:** you can use any of the images provided to post to your homepage. Link the image to the online workshop notice.
3. **Feature the workshop dates and details on your events calendar:** promote the upcoming workshop dates in your region on your online events calendar (if applicable) and make announcements at your meetings or other special events.
4. **Social media posting/sharing:** use the provided image of your choice on your social media profiles (Facebook, Twitter, Instagram) and share the link on your post.
5. **Workshop Notice:** share the workshop notices we will be sending you by placing it on your front counters, message boards, and other publicly accessible areas. Let us know if you need additional notices.
6. **Events:** let us know if there are any upcoming events where the team can make an announcement to share the workshop dates and distribute workshop notices.

Thank you in advance for your assistance in getting the word out for the NextGen Bus Study public workshops. If you have any questions, please contact me directly at 213-922-5644 or CalixR@metro.net.

Sincerely,

Robert Calix
Senior Manager
Los Angeles County Metropolitan Transportation Authority

NEXTGEN Bus Study



Eblast:

– Text:

Subject: Join us at a Workshop Jan 8 to Feb 6, 2019, and Receive a Free TAP card

Come to any public workshop between January 8 and February 6, 2019, to help us redesign the bus system. You'll meet with Metro staff, learn about the study and share your thoughts on how to improve LA's bus system. We want your thoughts on bus routes, frequencies, day and times of operation. Stop in anytime during the workshop hours.

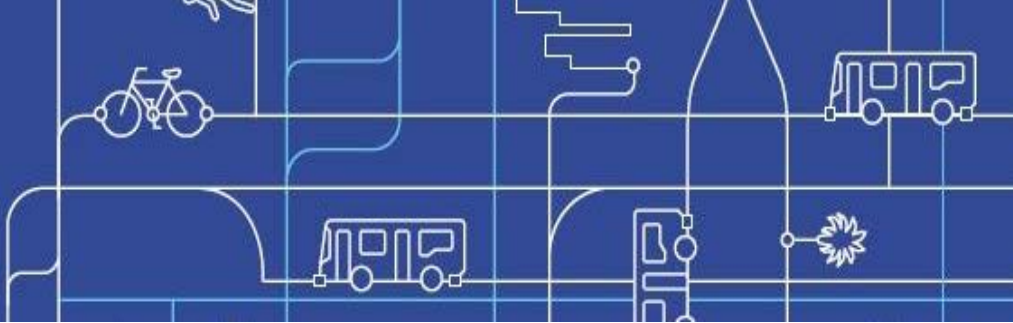
*Everyone will receive a free TAP card, while supplies last. We'll also be raffling additional Metro transit passes.

For more information, visit metro.net/projects/nextgen/upcoming-meetings or view the [workshop notice](#) to find a location near you.

Link the Metro NextGen Bus Study image to the following link:
<https://tinyurl.com/NGWNotice>



NEXTGEN Bus Study



Website:

– Text:

Help Metro design our new bus system, and get a free TAP card*, you might even win a transit pass! Come to any NextGen public workshop between January 8 and February 6, 2019, to help us redesign the bus system. You'll meet with Metro staff, learn about the study and share your thoughts on how to improve LA's bus system. We want your thoughts on bus routes, frequencies, day and times of operation. Stop in anytime during the workshop hours.

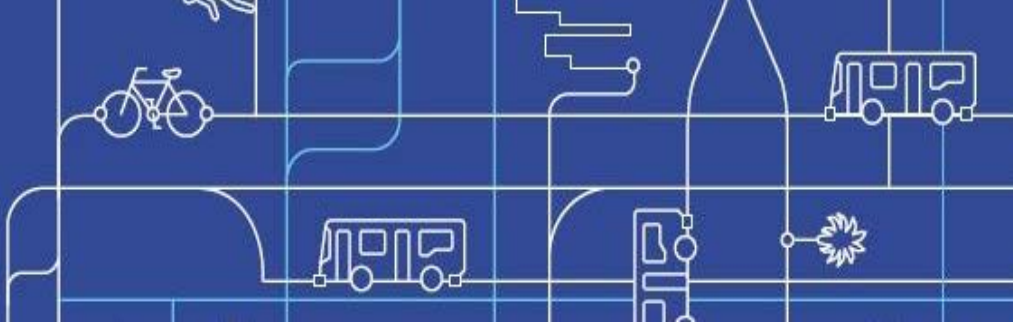
*Everyone will receive a free TAP card, while supplies last. We'll also be raffling off additional Metro transit passes.

For more information, visit metro.net/projects/nextgen/upcoming-meetings or view the [workshop notice](#) to find a location near you.

Link the Metro NextGen Bus Study image to the following link: <https://tinyurl.com/NGWNotice>



NEXTGEN Bus Study



Facebook:

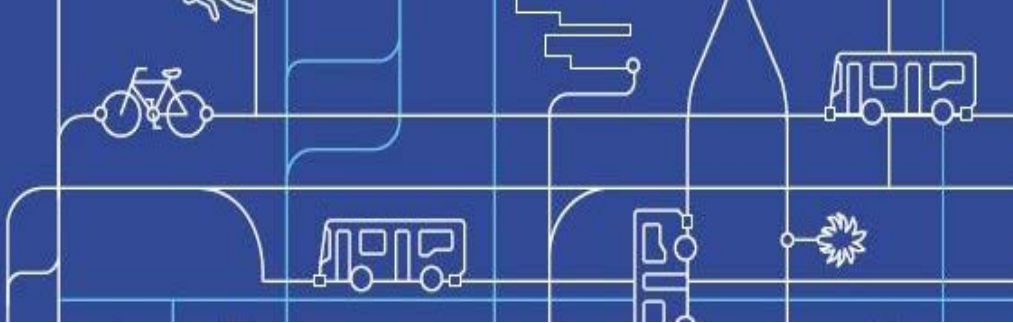
– Text:

Join @losangelesmetro at any of our 10 public workshops and receive a free TAP card, while supplies last! Visit metro.net/projects/nextgen/upcoming-meetings for more information and to find a location near you!

Link the Metro NextGen Bus Study image to the following: <https://tinyurl.com/NGWNotice>



NEXTGEN Bus Study



Twitter:

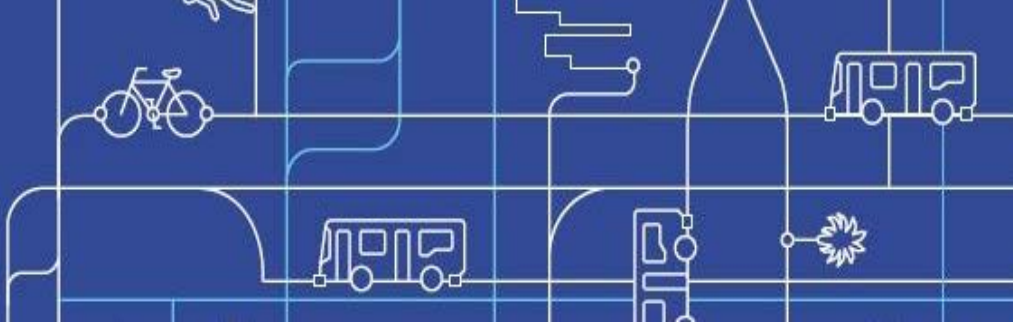
– Text:

Join @metrolosangeles at any of our 10 public workshops and receive a free TAP card, while supplies last! More info at metro.net/projects/nextgen/upcoming-meetings

Link the Metro NextGen Bus Study image to the following: <https://tinyurl.com/NGWNotice>



NEXTGEN Bus Study



Dear Honorable Representative,

The purpose of this electronic toolkit is to provide you with notification materials to assure that your community is aware about this initiative and has the opportunity to provide their input regarding the redesign of Metro's bus system. The copy-ready text allows you to easily share information that can be utilized with the online platform of your choice. Below are some of the ways that you can help us spread the word about the upcoming series of public workshops.

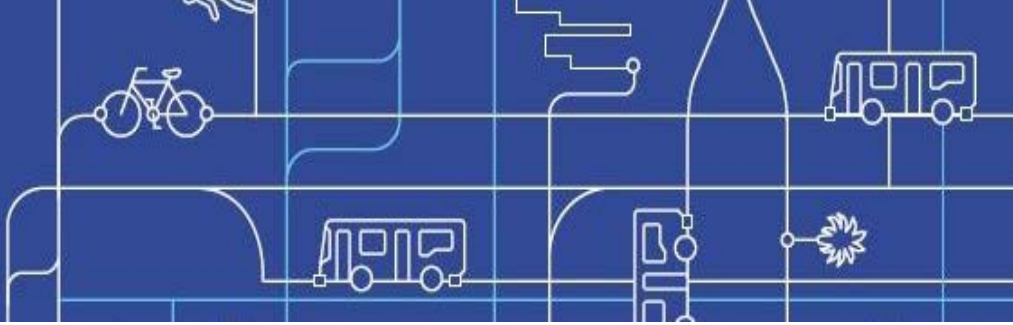
1. **Distribute electronically via email:** share any of the included graphics and content with your email contacts.
2. **Post to your website:** you can use any of the images provided to post to your homepage. Link the image to the online workshop notice.
3. **Feature the workshop dates and details on your events calendar:** promote the upcoming workshop dates in your region on your online events calendar (if applicable) and make announcements at your meetings or other special events.
4. **Social media posting/sharing:** use the provided image of your choice on your social media profiles (Facebook, Twitter, Instagram) and share the link on your post.
5. **Events:** let us know if there are any upcoming events where the team can make an announcement to share the workshop dates and distribute workshop notices.

Thank you in advance for your assistance in getting the word out for the NextGen Bus Study public workshops. If you have any questions, please contact me directly at 213-922-5644 or CalixR@metro.net.

Sincerely,

Robert Calix
Senior Manager
Los Angeles County Metropolitan Transportation Authority

NEXTGEN Bus Study



Eblast:

– Text:

Subject: Join us at a Workshop Jan 8 to Feb 6, 2019, and Receive a Free TAP Card

Come to any public workshop between January 8 and February 6, 2019, to help us redesign the bus system. You'll meet with Metro staff, learn about the study and share your thoughts on how to improve LA's bus system. We want your thoughts on bus routes, frequencies, day and times of operation. Stop in anytime during the workshop hours.

*Everyone will receive a free TAP card, while supplies last. We'll also be raffling additional Metro transit passes.

For more information, visit metro.net/projects/nextgen/upcoming-meetings or view the [workshop notice](#) to find a location near you.

Link the Metro NextGen Bus Study image to the following link:
<https://tinyurl.com/NGWNotice>



NEXTGEN Bus Study



Website:

– Text:

Help Metro design our new bus system, and get a free TAP card*, you might even win a transit pass! Come to any NextGen public workshop between January 8 and February 6, 2019, to help us redesign the bus system. You'll meet with Metro staff, learn about the study and share your thoughts on how to improve LA's bus system. We want your thoughts on bus routes, frequencies, day and times of operation. Stop in anytime during the workshop hours.

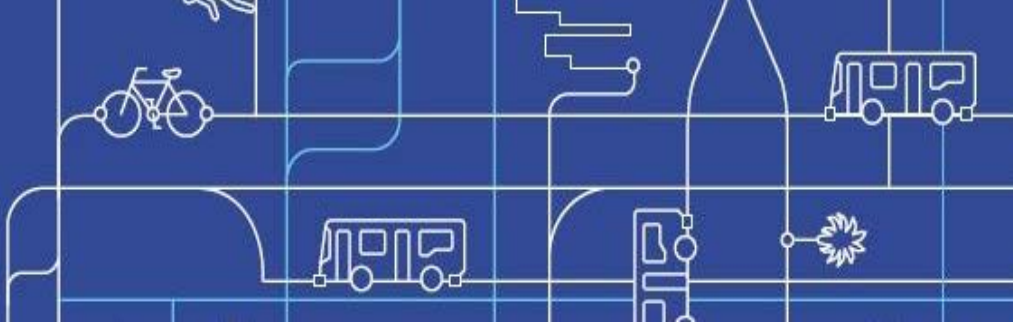
*Everyone will receive a free TAP card, while supplies last. We'll also be raffling additional Metro transit passes.

For more information, visit metro.net/projects/nextgen/upcoming-meetings or view the [workshop notice](#) to find a location near you.

Link the Metro NextGen Bus Study image to the following link: <https://tinyurl.com/NGWNotice>



NEXTGEN Bus Study



Facebook:

– Text:

Join @losangelesmetro at any of our 10 public workshops and receive a free TAP card, while supplies last! Visit metro.net/projects/nextgen/upcoming-meetings for more information and to find a location near you!

Link the Metro NextGen Bus Study image to the following: <https://tinyurl.com/NGWNotice>

metro.net/nextgen

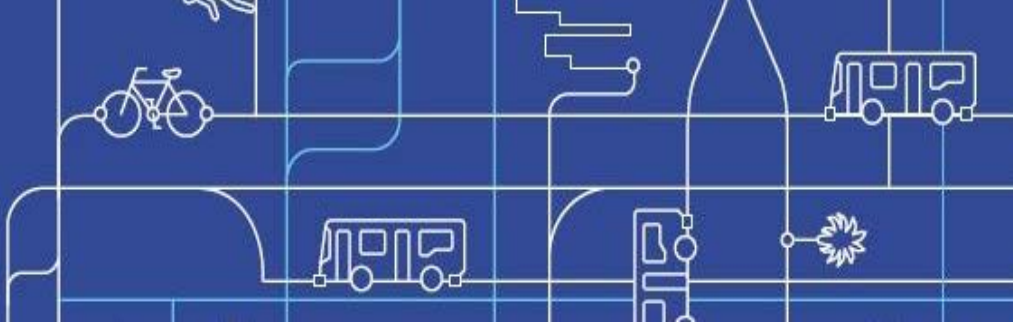
Help us make the bus system better.

Public Workshops - Jan 8 to Feb 6, 2019

Join us at a workshop to receive a free TAP card, while supplies last. We'll also be raffling off additional Metro transit passes.

M Metro **NEXTGEN Bus Study**

NEXTGEN Bus Study



Twitter:

– *Text:*

Join @metrolosangeles at any of our 10 public workshops and receive a free TAP card, while supplies last! More info at metro.net/projects/nextgen/upcoming-meetings

Link the Metro NextGen Bus Study image to the following: <https://tinyurl.com/NGWNotice>

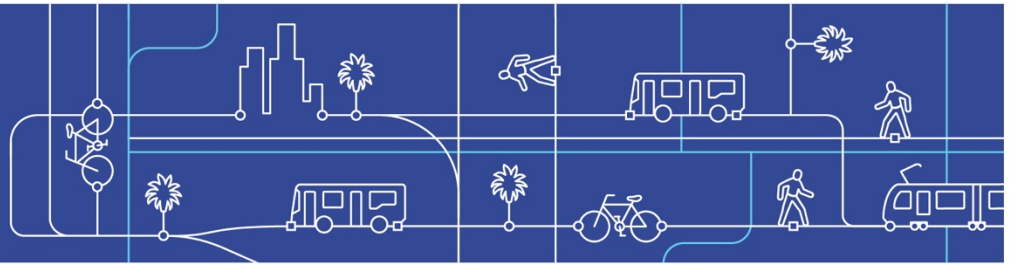
metro.net/nextgen

Help us make the bus system better.

Public Workshops - Jan 8 to Feb 6, 2019

Join us at a workshop to receive a free TAP card, while supplies last. We'll also be raffling off additional Metro transit passes.

M Metro **NEXTGEN Bus Study**



Attachment E: Earned Media Table

E.1

Round 1 Earned Media

E.2

Round 2 Earned Media

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1095749516068864003	2/13/2019	Link included in post announcing second round of meetings.
Facebook	LA Metro	Transit Agency	https://www.facebook.com/losangelesmetro/?tn=%2C&cp=R&eid=ARBFo7_YhLZ_g5WzmBl-CZO8SU3wHi-251nBsu6z48QUpFTI_GNSHh2Q9_BmxCNGhAPkUxerMFC7_r1B	2/7/2019	Link to The Source included in post.
Twitter	Foodie&Nerdie	Resident	https://twitter.com/FoodieandNerdie/status/1093567655468969986	2/7/2019	Post wondering if there will be a meeting in Long Beach.
Twitter	ILCSC	Company/ Organization	https://twitter.com/ILCSC/status/1093583861638778880	2/7/2019	Post includes flyer for ADA Van Nuys meeting.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1093321920534249472	2/6/2019	Photo of Van Nuys workshop included in post.
Twitter	Southeast Valley Community Plan Update	Company/ Organization	https://twitter.com/SEValleyCPU/status/1092931079470600192	2/5/2019	Link to Van Nuys meeting included in post.
Twitter	LA County Bike Coalition	Company/ Organization	https://twitter.com/lacbc/status/1091050743052656640	1/31/2019	Information regarding the Inglewood meeting included in post.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1091134806237343749	1/31/2019	Pictures from Inglewood meeting included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	Colleen Stoll (Santa Monica office of transportation)	Resident	https://twitter.com/cefisherstoll/status/1090068538096640001	1/28/2019	
Blog Post	Streets Blog LA	Blog	https://la.streetsblog.org/2019/01/28/this-week-in-livable-streets-183/	1/28/2019	Schedule for Inglewood and Van Nuys meetings included in blog post.
Twitter	Kenny Uong	Resident	https://twitter.com/KennyUong/status/1089217988723597313	1/26/2019	Photos from Compton meeting included in post.
Facebook	Marc Caraan	Resident	https://www.facebook.com/search/top?q=NextGen%20bus%20study&epa=SEARCH_BOX	1/26/2019	
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1089233723877441536	1/26/2019	Photos from LATTTC meeting included in post.
Blog Post	Streets Blog LA	Blog	https://la.streetsblog.org/2019/01/25/also-in-metros-28-by-2028-funding-proposal-new-mobility-fees-mostly-on-lyft-uber/	1/25/2019	Article mentions NextGen bus study as part of 28 by 2028 funding proposal
Twitter	Angels Moving Forward	Company/ Organization	https://twitter.com/angelsmovingfwd/status/1088525138285318144	1/24/2019	Pictures from Compton meeting included in post.
Twitter	Dan Wentzel	Resident	https://twitter.com/danwentzel/status/1088523808808423424	1/24/2019	Post includes photo of GIS map as well as a link to news article.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	San Gabriel Valley COG	Municipality	https://twitter.com/SGVCOG/status/1088477213534474240	1/24/2019	Post advertises Pasadena NextGen community meeting.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1088599122263855104	1/24/2019	Photos from Pasadena meeting included in post.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1088245293462761477	1/23/2019	Photo from community meeting included in post.
Twitter	City of Pasadena	Municipality	https://twitter.com/PasadenaGov/status/1088117365995229184	1/23/2019	Information regarding Pasadena Senior Center included in post.
Twitter	LATTC	University		1/23/2019	Meeting notice for 1.26.19 meeting at LATTC.
Twitter	City of Beverly Hills	Municipality	https://twitter.com/CityofBevHills/status/1087784496387239938	1/22/2019	Link to NextGen meeting schedule included in link
Blog Post	Joe Linton/ Streets Blog LA	Blog	https://la.streetsblog.org/2019/01/22/this-week-in-livable-streets-182/	1/22/2019	
Twitter	Matt	Resident	https://twitter.com/mwinner213/status/1087409749350445056	1/21/2019	
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1087120111708852224	1/20/2019	Link to Metro NextGen website included in post.
Twitter	Pasadena DOT	Transit Agency	https://twitter.com/PasadenaDOT/status/1086065676534587393	1/17/2019	Post includes information for Pasadena meeting.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1086097585524346883	1/17/2019	Post promoting El Camino College meeting.
Twitter	City of Glendora	Municipality	https://twitter.com/CityofGlendora/status/1086036340184014848	1/17/2019	Image of meeting schedule included in post.
Facebook	Arellano Associates	Company/ Organization	https://www.facebook.com/arellanoassociates/?tn=%2Cd%2CP-R&eid=ARDjhu_n2EyfhWrmXUBTT6_VEVipK9BbJELvIqB8h5J6pA7RJ7NWAKJTXBayS_7JY6bZoWHDNzeBCBCI	1/16/2019	Video of West Hollywood meeting included in post.
Twitter	Burbank Transportation Management Organization	Company/ Organization	https://www.facebook.com/TheBTMO/?ref=search&tn=%2Cd%2CP-R&eid=ARAGbd7HHhDCJ3T68v5F_Y09SYIC-bZwVLHO28ugaETXpRYeYV1tgpnvphyya8VZDVYMX8hIWvMxy-	1/16/2019	Link to Van Nuys meeting included in post.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1085703538716565504	1/16/2019	Photos from San Gabriel meeting included in post.
Twitter	City of San Gabriel	Municipality	https://twitter.com/search?q=NextGen&src=typd	1/15/2019	Post includes link to meeting schedule.
Twitter	Urbanize.LA	Company/ Organization	https://twitter.com/UrbanizeLA	1/14/2019	Retweet of City of Alhambra post.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	San Gabriel Valley COG	Municipality	https://twitter.com/SGVCOG/status/1084965164992974849	1/14/2019	Reminder post of upcoming SGV community meeting
Twitter	City of Alhambra	Municipality	https://twitter.com/cityofalhambra/status/1084877642157805568	1/14/2019	Link to meeting schedule included in link.
Twitter	Kenny Uong	Resident	https://twitter.com/KennyUong/status/1084269536591790080	1/12/2019	Multiple Posts that include pictures from Bell community meeting.
Twitter	Hilda Solis	Elected Official	https://twitter.com/HildaSolis/status/1084152061694926848	1/12/2019	Photos of Bell meeting included in post.
Facebook	Francisco Valencia	Resident	https://www.instagram.com/p/Bsb4dPGhbpT/	1/10/2019	Photos of event from Plummer Park.
Twitter	Dan Wentzel	Resident	https://twitter.com/danwentzel/status/1083159625728327681	1/9/2019	Video of attendance at WeHo meeting included in post.
Instagram	Pacoima Beautiful	Company/ Organization	https://www.instagram.com/p/BsZGOYBE7z/	1/9/2019	Post includes image of meeting schedule.
Twitter	City of West Hollywood	Municipality	https://twitter.com/WeHoCity/status/1083136335857229824	1/9/2019	Link to meeting dates included in post
Twitter	City of Glendale	Municipality	https://twitter.com/MyGlendale/status/1083106186566815754	1/9/2019	
Twitter	Pacoima Beautiful	Company/ Organization	https://twitter.com/PB_Community/status/1082782300465700864	1/8/2019	Post includes time and date of Pacoima meeting.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	City of Malibu- Government	Municipality	ok.com/CityofMalibu/photos/basw.Abo5yGD8JPX1EBoiEa75JSdJSz8lulns_5oHNeiR1N3bVvGw8d2T_rL7f3EKFUaZ2ysl_ItE6RPWtWI_Sc6P8PWrrYIQSagKxrwiV5NYwGX--NwBjrYVOPDJSWxrh6y2A9E_38jPWJ5UZEgDkfvyPQOEHCfY2X9wp2ufkEUAXWeBnHg.2085749794825215.2402529143110080.2164108256950665.1526747467453470.1745422005524664.1845533918846805.1186241431529832.1711417935591738.1745421915524673/2402529143110080/?type=1&opaqueCursor=AbrW8Xye_5W6X3hOEBqlquaolsJhU_59Pssdf2aiK3esWvl5TO8FALp1D5X6uNb	1/9/2019	Link to meeting dates included in post
Twitter	Women & Girls Initiative	Company/ Organization	https://twitter.com/LACWGI/status/1083055505218560000	1/9/2019	Pictures of Pacoima meeting included in post.
Twitter	West Hollywood Advocates for Metro Rail (WHAM)	Company/ Organization	https://twitter.com/WHAMRAIL/status/1083152649770262529	1/9/2019	Photo of WeHo event space included in post.
Twitter	UCLA Transportation	University	https://twitter.com/UCLACommute/status/1082795395900674049	1/8/2019	Link to meeting dates included in post

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	City of Lynwood	Municipality	https://www.facebook.com/search/str/metro+nextgen+bus+study/keywords_search?epa=SEARCH_BOX	1/8/2019	Link to meeting schedule included in post.
Twitter	Radio Justice LA	Company/ Organization	https://twitter.com/RadioJusticeLA	1/8/2019	Link to South Bay and San Gabriel meetings included in post.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1082422935695036416	1/7/2019	Link to <i>The Source</i> included in post.
Twitter	AARP California	Company/ Organization	https://twitter.com/metrolosangeles/status/1082422935695036416	1/7/2019	Retweet of Metro post
Twitter	Discover Arcadia	Municipality	https://twitter.com/metrolosangeles/status/1082422935695036416	1/7/2019	Retweet of Metro post
Twitter	Valerie	Resident	https://twitter.com/oneroadrunner/status/1082409302751555584	1/7/2019	Link to Metro NextGen Website included in post.
Twitter	LA County Bike Coalition	Company/ Organization	https://twitter.com/lacbc/status/1082355647293796352	1/7/2019	Link to Metro NextGen Website included in post.
Twitter	Hilda Solis	Resident/ Elected Official	https://twitter.com/HildaSolis/status/1082434226652409856	1/7/2019	Post includes information regarding the City of Bell NextGen meeting.
Twitter	Angeles Moving Forward	Company/ Organization	https://twitter.com/angelsmovingfwd/status/1082399643219030016	1/7/2019	Link to Metro NextGen Website included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	Bryan M. Sastokas	Resident (Metro CIO)	https://twitter.com/metrolosangeles/status/1082422935695036416	1/7/2019	Retweet of original Metro tweet.
Facebook	Go Glendale	TMO/TMA	https://www.facebook.com/search/str/nextgen+bus+study/keywords_search?epa=SEARCH_BOX	1/7/2019	Link to meeting schedule included in link.
Twitter	Go Glendale	TMO/TMA	https://twitter.com/GoGlendaleTMA/status/1082336993835544576	1/7/2019	Link to meeting schedule included in link.
Twitter	Pau Aguilar	Resident	https://twitter.com/metrolosangeles/status/1082422935695036416	1/7/2019	Retweet of original Metro tweet.
Twitter	Arthur Sohikian	Resident/ Local Busines Owner	https://twitter.com/metrolosangeles/status/1082422935695036416	1/7/2019	Retweet of original Metro tweet.
Twitter	Transit Tweets	Company/ Organization	https://twitter.com/metrolosangeles/status/1082422935695036416	1/7/2019	Link to <i>The Souce</i> included in post.
Web Post	City of West Hollywood	Municipality	https://www.weho.org/Home/Components/News/News/8236/23	1/7/2019	Includes link to Metro NextGen website.
Twitter	Kathryn E. Campbell	Resident	https://twitter.com/sparks_kc/status/1081587816935546880	1/5/2019	Link to Metro NextGen Website included in post.
Twitter	Laura Barrera	Resident	https://twitter.com/LauraBarreraMPH/status/1081574406176952321	1/5/2019	Link to community meeting dates included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	City of Alhambra	Municipality	https://twitter.com/cityofalhambra/status/1081244598943379456	1/4/2019	Link to meeting schedule included in link.
Twitter	Southeast LA Collaborative (SELA)	Company/ Organization	https://twitter.com/elacollab/status/1081229430675202049	1/4/2019	Post also shared on Instagram page.
Twitter	City of Diamond Bar	Municipality	https://twitter.com/DiamondBarCity/status/1081291072981094401	1/4/2019	Link to Metro NextGen website included in post.
Twitter	Women & Girls Initiative	Company/ Organization	https://twitter.com/LACWGI/status/1080904775279902721	1/3/2019	Link include to <i>The Source</i> in post.
Twitter	Move LA Transit	Company/ Organization	https://twitter.com/MoveLATransit/status/1080913869353041921	1/3/2019	Link to meeting dates included in post
Twitter	Justin Bonney	Personal Account/ Resident	https://twitter.com/JustinTBonney/status/1080901421275508741	1/3/2019	Link to news article included in post.
Twitter	Curbed LA	Company/ Organization	https://twitter.com/CurbedLA/status/1080900136228679681	1/3/2019	Included in list of thing to look forward to in 2019 in LA.
Twitter	Cambridge Systematics	Company/ Organization	https://twitter.com/Camsys/status/1080858872850583552	1/3/2019	Link to NextGen Tradeoffs video included in post.
Twitter	UCLA Transportation	University	https://twitter.com/UCLACommute/status/1080931501762588673	1/3/2019	

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	Mike Bonin	Elected Official	https://twitter.com/MikeBoninLA/status/1078777407400603648	1/2/2019	Official Twitter account of Councilmember Mike Bonin.
Twitter	Jena Roth	Resident	https://twitter.com/jrotem/status/1080591307838509057	1/2/2019	Link to all 10 community meetings included in post.
Blog Post	Curbed Los Angeles	Company/ Organization	https://la.curbed.com/2019/1/2/18156744/dodgers-earthquake-tarantino-hollywood-2019	1/2/2019	Link to NextGen information and data listed in article.
Twitter	La Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1080525463850795008	1/2/2019	Link to <i>The Source</i> blog listed in post.
Twitter	SCAG	Municipality	https://twitter.com/SCAGnews/status/1080624686256410624	1/2/2019	
Twitter	Cuong T.	Resident	https://twitter.com/metrolosangeles/status/1080525463850795008	1/2/2019	Retweet of original Metro tweet.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	City of South El Monte	Municipality	https://www.facebook.com/CityOfSouthElMonteGovernment/photos/basw.Abo_iHIN1IDA8WIYfyk7sQkiKaackKFQniTSFLibsNTm-CoiU6N7MCvnOaHT4As6BXIIPH36cf_6cHxQqZx_Gg9S5_zoKdQzkiMGtEOV7iq23DyQ15vl85uvzZvNXetpxLijhMh61JQ3HAeXzz_OINmHxy4QKDZLuMXQqbkt0LsHaw.2085749794825215.2402529143110080.2164108256950665.1526747467453470.1745422005524664.1845533918846805.1186241431529832.1711417935591738.1745421915524673/1186241431529832/?type=1&theater	1/2/2019	Image of meeting schedule included in post.
Twitter	San Gabriel Valley Cog	Municipality	https://twitter.com/SGVCOG/status/1080609108393246721	1/2/2019	Listed times and dates for meeting taking place in SGV (Pasadena & San Gabriel).
Twitter	City of El Monte	Municipality	https://twitter.com/metrolosangeles/status/1080525463850795008	1/2/2019	Retweet of original Metro tweet.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	City of Rosemead-City Hall	Municipality	https://www.facebook.com/search/str/nextgen+bus+study/keywords_search?epa=SEARCH_BOX	1/2/2019	Post includes link to meeting schedule
Twitter	City of Duarte	Municipality	https://twitter.com/metrolosangeles/status/1080525463850795008	1/2/2019	Retweet of Metro NextGen post.
Twitter	City of Rosemead	Municipality	https://twitter.com/CityofRosemead	1/2/2019	Retweet of Metro NextGen post.
Twitter	LA Community College District	Company/ Organization	https://twitter.com/laccd	1/2/2019	Retweet of Metro NextGen post.
Twitter	Eric Bruins	Individual Resident	https://twitter.com/ejfb Bruins	1/2/2019	Transportation Policy Director for Mike Bonin.
Twitter	City of Bell	Municipality	https://twitter.com/CityofBell/status/1080543698444791808	1/2/2019	Link to Instagram posted on same day.
Instagram	City of Bell	Municipality	https://www.instagram.com/p/BsJMOBGbtUJ/?utm_source=ig_twitter_share&igshid=nw6egmzuh9jr	1/2/2019	
Twitter	San Gabriel Valley NOW	Company/ Organization	https://twitter.com/SGVNOW/status/1080523484093140992	1/2/2019	Link to Instagram posted on same day.
Instagram	San Gabriel Valley NOW	Company/ Organization	https://twitter.com/SGVNOW/status/1080523484093140992	1/2/2019	
Twitter	Keep California Moving	Company/ Organization	https://twitter.com/KeepCaliMoving/status/1079425627478884352	12/30/2018	Post includes link to meeting schedule

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	Southern California Association for Commuter Transportation	Company/ Organization	https://twitter.com/SoCal_ACT	12/30/2018	Retweet of Metro Twitter Post
Twitter	Beach City Transit	Transit Agency	https://twitter.com/metrolosangeles/status/1079101036235800578	12/29/2018	Retweet of Metro NextGen tweet.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1079101036235800578	12/29/2018	Link to January community meetings included in post.
News Post	LA Daily News	Company/ Organization	https://www.dailynews.com/2018/12/28/metro-wants-to-upgrade-its-bus-system-and-now-it-seeks-your-input/	12/28/2018	Included link to NextGen Transit Competitiveness and Market Potential.
Twitter	Los Angeles Informer	Blog	https://twitter.com/losangelesinfor/status/1078789653661126656	12/28/2018	Link to online article included in post.
Website Post	City of Signal Hill	Municipality	https://cityofsignalhill.org/CivicAlerts.aspx?AID=493	12/28/2018	Provided link to Metro NextGen website.
Facebook	LA Metro	Transit Agency	https://www.facebook.com/losangelesmetro/	12/28/2018	Link to <i>The Source</i> blog listed in post.
Twitter	LA Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1078416510471884800	12/27/2018	Link to January community meetings included in post.
Blog Post	The Source (LA Metro)	Company/ Organization	https://thesource.metro.net/tag/nextgen-bus-study/	12/26/2018	
Twitter	Kenny Uong	Resident	https://twitter.com/KennyUong_/status/1076209500015611905	12/21/2018	

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	Ryan Young	Individual Resident	https://twitter.com/ryanayng/status/1075208868009897985	12/18/2018	Image of travel operation study included in post.
Website Post	City of Gardena	Company/ Organization	http://www.cityofgardena.org/21479-2/	11/17/2018	
Twitter	Investing in Place	Company/ Organization	https://twitter.com/InvestinPlace/status/1051992510006849537	10/15/2018	Link to Metro Board Report included in post.
Twitter	Big Blue Bus	Transit Agency	https://twitter.com/SMBigBlueBus/status/1044677996358045696	9/25/2018	Link to NextGen website included in post.
Twitter	Culver City Bus	Transit Agency	https://twitter.com/CulverCityBus/status/1044337085509906432	9/24/2018	Link to NextGen website included in post.
Twitter	GTrans	Transit Agency	https://twitter.com/RideGTrans/status/1040393341471547395	9/17/2018	Link to survey included in post.
Instagram	City of Vernon	Municipality	https://www.instagram.com/p/BnruSo8nCTt/	9/13/2018	Provided link to Metro NextGen website.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	Friends of South Gate Parks	Company/ Organization	https://www.facebook.com/160675350686535/photos/basw.Abq0K5W-a6krYerEsyP5-bEVcC2PGsi3LoTXLB1EZTHRWW2vHfuYcbxj5cMLLI9iV4N_5pvVS7Y_51b1giRh4HJWoCOJoMTVwiW3Hf-Y9Q62m4tbiZ7rb7sBQEBVrZJznD18m2xsZlF3eXkouR219_6.1186241431529832.2274793395895399.2083696978326633.1871399709614082.10153549554283999.1526747467453470.1411281222291048.1881427291868695.1968390890094395/1871399709614082/?type=1&theater	9/1/2018	Link to Metroquest included in post.
Twitter	Ross Zelen	Bart Doyle Assoc./ VERDE Xchange	https://twitter.com/RZelen/status/1039574793421447168	9/11/2018	
Twitter	Carter Rubin	Individual Resident	https://twitter.com/CarterRubin/status/1037412550676082688	9/5/2018	Provided link to Metro Blog <i>The Source</i> .
Twitter	Mike Bonin	Elected Official	https://twitter.com/MikeBoninLA/status/1037310675373240320	9/5/2018	Link to The Source online engagement tool included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	Carter Rubin	Personal Account/ Resident	https://twitter.com/CarterRubin/status/1037412550676082688	9/5/2018	Link to <i>The Source</i> online engagement tool included in post.
Twitter	Ross Zelen	Bart Doyle Assoc./ VERDE Xchange	https://twitter.com/RZelen/status/1039574793421447168	9/1/2018	
Twitter	People for Mobility Justice	Company/ Organization	https://twitter.com/peopleforMJ/status/1035259443359825920	8/30/2018	
Twitter	LA County CSO	Company/ Organization	https://twitter.com/CSO_LACo/status/1032658758080421893	8/23/2018	Link to survey included in post.
Facebook	City of Pomona	Municipality	https://d.facebook.com/thecityofpomona/photos/a.534855086542665/2164108256950665/?type=3&tn=EH-R	8/1/2018	
Twitter	SLATE-Z	Company/ Organization	https://twitter.com/LA_SlateZ/status/1021874941610741761	7/24/2018	
Twitter	Bryn Lindblad	Individual Resident	https://twitter.com/Bryn_Lindblad/status/993529518970191872	5/7/2018	

Metro NextGen Bus Study Workshops Earned Media

Round 1

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	Westside Urban Forum	Company/ Organization	https://www.facebook.com/WestsideUrbanForum/posts/here-s-a-link-to-metros-nextgen-bus-study-that-conan-cheung-discussed-at-last-see/10155904657293113/	4/26/2018	
News Post	Curbed Los Angeles	Company/ Organization	https://la.curbed.com/2018/4/9/17202902/metro-los-angeles-bus-improvements-ridership	4/9/2018	
Twitter	Crenshaw/ LAX Rail	Transit Agency	https://twitter.com/crenshawrail/status/983388775140216832	4/9/2018	Link to Metro NextGen Website included in post.
Website Post	Empower LA	Company/ Organization	http://empowerla.org/metro-nextgen-bus-study/	3/27/2018	
Youtube	Los Angelist	Individual Resident	https://www.youtube.com/watch?v=8vuUHSzp8Os	3/21/2018	
Twitter	Mark Vallianatos	Individual Resident	https://twitter.com/markvalli/status/960286542622175232	2/4/2018	
Website Post	City of San Gabriel	Municipality	http://sangabrielcity.com/Calendar.aspx?EID=1877	NA	Event listed on city calendar of events.
Website Post	City of Lakewood	Municipality	http://www.lakewoodcity.org/news/displaynews.asp?NewsID=1025&TargetID=1	NA	Link to Metroquest survey listed in post.

Metro NextGen Bus Study Workshops Earned Media

Round 2

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	Invest in Place	Company/Organization	https://twitter.com/InvestinPlace/status/1108764895846121472	3/21/2019	Post includes photo and references Metro Board of Directors meeting
Twitter	StreetblogLA	Blog	https://twitter.com/StreetblogLA/status/1108778069366456320	3/21/2019	Post includes minutes from Metro Ops Committee meeting
Twitter	Arellano Associates	Company/Organization	https://twitter.com/ArellanoAssoc/status/1108470831653384193	3/20/2019	Post includes photo from East LA workshop
Twitter	West Hills Neighborhood Council	Municipality	https://twitter.com/WestHillsNC/status/1108355657478987776	3/20/2019	Post includes comment card from NextGen workshops and also includes information as to where it can be mailed.
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1107685659207188480	3/18/2019	Post information regarding East LA workshop
Twitter	City of Lynwood	Municipality	https://twitter.com/MyLynwoodca/status/1105876262151749633	3/13/2019	Link to workshop series schedule included in post. Three total posts.
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1105998633730801664	3/13/2019	Photo from South West Los Angeles workshop included in post.
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1105622526716231681	3/12/2019	Photo from Calabasas workshop included in post.
Facebook	City of Malibu Office of Public Safety	Municipality	https://www.facebook.com/search/top/?q=metro%20nextgen%20bus%20study&epa=FILTERS&filters=eyJycF9jcmVhdGlvb190aW1ljoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCi6XFxcjilwMTktMDNcXFwiLFxcXCJlbnRfbW9udGhcXFwiOlxcXClyMDE5LTAzXFxcIn1cIn0ifQ%3D%3D	3/11/2019	Information regarding Calabasas meeting included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 2

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Twitter	City of Malibu	Municipality	https://twitter.com/CityMalibu/status/1105304903277256704	3/11/2019	Link to Supervisor Kuehl's office workshop included in post.
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1104855725380120578	3/10/2019	Link to Metro NextGen Bus Study website included in post.
Twitter	Vroom Vroom	Resident	https://twitter.com/elanahan/status/1103873556033593346	3/7/2019	
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1103719525118300160	3/7/2019	Link to The Source included in post.
Twitter	Richard Bloom	Assemblymember District 50	https://twitter.com/AsmRichardBloom/status/1103032647175946241	3/5/2019	Information regarding Felicia Mahood workshop included in post.
Twitter	Mike Bonin	LA City Council Member	https://twitter.com/mikebonin/status/1102951381093167104	3/5/2019	Information regarding Felicia Mahood workshop included in post.
Twitter	Eric Bruins	Resident	https://twitter.com/ejfbruins/status/1103100150023544832	3/5/2019	Pictures from Felicia Mahood workshop included in post.
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1102738939385954306	3/4/2019	
Facebook	Mike Bonin	LA City Council Member	https://www.facebook.com/search/top/?q=metro%20nextgen%20bus%20study&epa=FILTERS&filters=eyJycF9jcmVhdGlvbI90aW1lIjoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCi6XFxcljIwMTktMDNcXFwiLFxcXCJlbnRfbW9udGhcXFwiOlxcXClyMDE5LTAzXFxcln1cInOifQ%3D%3D	3/5/2019	Link to NextGen YouTube video included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 2

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	Arellano Associates	Company/ Organization	https://www.facebook.com/search/top/?q=metro%20nextgen%20bus%20study&epa=FILTERS&filters=eyJycF9jcmVhdGlvb190aW1ljoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCI6XFxcljIwMTktMDNcXFwiLFxcXCI6bW9udGhcXFwiOlxcXCIyMDE5LTAzXFxcln1cIn0ifQ%3D%3D	3/4/2019	Photos from Independent Living Center included in post.
Twitter	Arellano Associates	Company/ Organization	https://twitter.com/ArellanoAssoc/status/1102723110724235264	3/4/2019	Photos from Van Nuys meeting included in post.
Twitter	Alliance for a Better Community	Company/ Organization	https://twitter.com/afabc_la/status/1101304681551167489	2/28/2019	Photo of entire meeting schedule included in post.
Twitter	Big Blue Bus	Transit Agency	https://twitter.com/SMBigBlueBus/status/1101245682801876997	2/28/2019	Link to The Source included in post.
Facebook	Wilmington Neighborhood Council	Local Government	https://www.facebook.com/search/top/?q=metro%20nextgen%20bus%20study&epa=FILTERS&filters=eyJycF9jcmVhdGlvb190aW1ljoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCI6XFxcljIwMTktMDJcXFwiLFxcXCI6bW9udGhcXFwiOlxcXCIyMDE5LTAyXFxcln1cIn0ifQ%3D%3D	2/28/2019	Information regarding Wilmington workshop included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 2

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	Big Blue Bus	Transit Agency	https://www.facebook.com/search/top/?q=metro%20nextgen%20bus%20study&epa=FILTERS&filters=eyJycF9jcmVhdGlubl90aW1ljoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCI6FxcjllwMTktMDJcXFwiLFxcXCJlbmRfbW9udGhcXFwiOlxcXClyMDE5LTAyXFxcIn1cln0ifQ%3D%3D	2/28/2019	Information regarding Felicia Mahood workshop included in post.
Newsletter	Mike Bonin	LA City Council Member	https://us16.campaign-archive.com/?u=cd65eddac57247afc23a13b71&id=c72be6d97b	2/28/2019	
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1101237990355955712	2/28/2019	Photo from Van Nuys meeting included in post
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1100571241776377857	2/26/2019	Link to The Source included in post.
Facebook	Harbor Los Angeles Community Plans	CBO	https://www.facebook.com/search/str/metro+nextgen+/keywords/blended/posts?epa=FILTERS&filters=eyJycF9jcmVhdGlubl90aW1ljoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCI6FxcjllwMTktMDJcXFwiLFxcXCJlbmRfbW9udGhcXFwiOlxcXClyMDE5LTAyXFxcIn1cln0ifQ%3D%3D	2/25/2019	Information regarding 2nd round of workshops included in post.

Metro NextGen Bus Study Workshops Earned Media

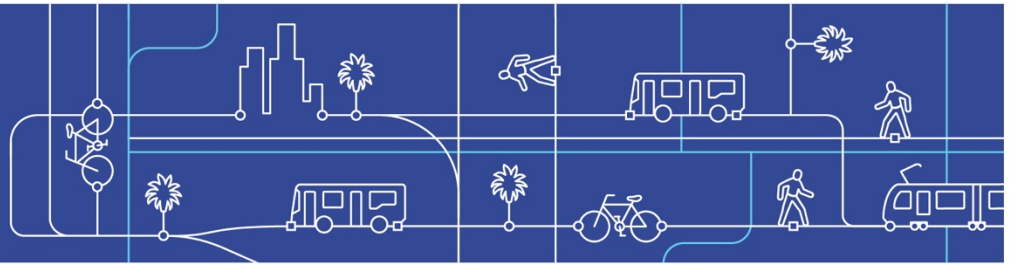
Round 2

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	Paul Koretz	LA City Council Member	https://www.facebook.com/search/str/metro+nextgen+/keywords/blended_posts?epa=FILTERS&filters=eyJycF9jcmVhdGlvbI90aW1ljoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCI6XFxcljllwMTktMDJcXFwiLFxcXCJlbmRfbW9udGhcXFwiOlxcXClyMDE5LTAYXFxcln1cIn0ifQ%3D%3D	2/22/2019	Information regarding 2nd round of workshops included in post.
Twitter	Los Angeles Metro	Transit Agency	https://twitter.com/metrolosangeles/status/1098695151655026689	2/21/2019	Link to The Source included in post.
Twitter	Streets Blog LA	Blog	https://twitter.com/StreetsblogLA/status/1098649004735254529	2/21/2019	Post includes financial breakdown of NextGen bus study.
Facebook	Los Angeles Metro	Transit Agency	https://www.facebook.com/search/top/?q=metro%20nextgen%20bus%20study&epa=FILTERS&filters=eyJycF9jcmVhdGlvbI90aW1ljoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCI6XFxcljllwMTktMDJcXFwiLFxcXCJlbmRfbW9udGhcXFwiOlxcXClyMDE5LTAYXFxcln1cIn0ifQ%3D%3D	2/7/2019	Link to 2nd round of workshops included in post.

Metro NextGen Bus Study Workshops Earned Media

Round 2

Platform	Individual/ Organization	User Type	Link	Date of Post	Details
Facebook	Los Angeles Informer	Blog	https://www.facebook.com/search/top/?q=metro%20nextgen%20bus%20study&epa=FILTERS&filters=eyJycF9jcmVhdGlvbI90aW1lIjoie1wibmFtZVwiOlwiY3JlYXRpb25fdGltZVwiLFwiYXJnc1wiOlwie1xcXCJzdGFydF9tb250aFxcXCi6XFxcjllwMTktMDJcXFwiLFxcXCJlbnRfbW9udGhcXFwiOlxcXClyMDE5LTAyXFxcIn1cIn0ifQ%3D%3D	2/7/2019	Information regarding 2nd round of workshops included in post.



Attachment F: Social Media Examples

F.1

Facebook

F.2

Twitter

Facebook Examples




JAN 8 **NextGen Workshop (San Fernando Valley)**
Public · Hosted by Metro Los Angeles

★ Interested ✓ Going ...

🕒 Tuesday, January 8, 2019 at 4 PM – 7 PM
about 2 months ago

📍 Hubert H. Humphrey Recreation Center
12560 Filmore St, Pacoima, California 91311 [Show Map](#)

 **Metro Los Angeles** December 28, 2018 · 🌐

Help redesign our bus system!



[THESOURCE.METRO.NET](http://thesource.metro.net) ⓘ

10 community meetings to be held for NextGen Bus Study beginning in January

👍❤️ 47 18 Shares

Twitter Examples

LA Metro @metrolosangeles · Mar 12

Our NextGen Bus Study team is at Supervisor Sheila Kuehl's district office in Calabasas through 7pm. Come by and learn more about how we're improving our system!



1 1 19

LA Metro @metrolosangeles · Jan 26

One hour left of our NextGen Bus Study meeting at LATT! If you're in the area, come on by via the Expo Line and speak to staff about how we can improve our bus system.



2 12

NEXTGEN Bus Study



SUMMARY

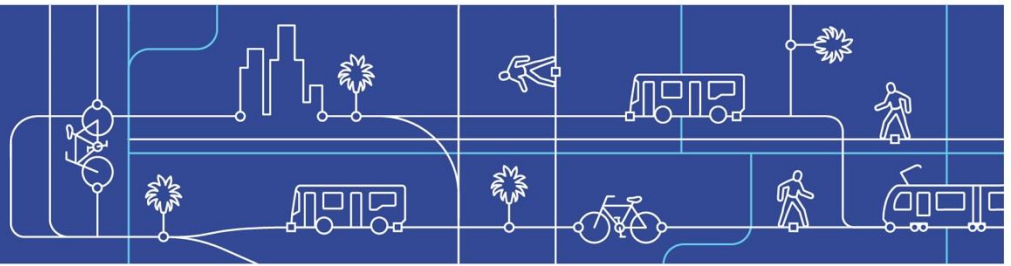
Working Group Meeting #6: Metro's Equity Platform in Action Through the NextGen Bus Study

May 29, 2019



Metro[®]

NEXTGEN Bus Study



Breakout Sessions

Working Group members were assigned to one of three groups to deliberate questions related to the driving question. The following summary highlights each group's focus and dialogue:

Group One: NextGen Plan and Equity Platform Measurements

Group One focused on the NextGen bus plan and equity measurements, and addressed the question, "In thinking about Metro's Equity Platform in Action, how will we know we are successful?" The key themes from this group were:

- Frequency, availability and speed for all groups is equally important
- Improved customer service is imperative for long-term success
- Connectivity and integration with other modes and agencies/operators
- Wayfinding and ease of use
- Inclusivity and access to competitive transit service for all people across the county (i.e. existing riders, non-riders, low income, middle income, etc.)
- Safety and cleanliness
- Additional bus operator training to diffuse tense situations

Group Two: NextGen Equity Platform Guiding Principles Development

Group Two covered NextGen equity guiding principles development and set out to answer the question, "When we think about Metro's Equity Platform in Action, what values inform and shape our decision-making in service line planning?" This group's key themes were:

- Accessibility and reliability
- Fairness and inclusivity – give a voice to people and make sure they feel heard
- Needs-based system, including both geographic and individual needs
- Multi-faceted and layered approach to intersectionality – empowerment through access to opportunities for the multi-faceted needs of individuals representing diverse groups
- Safety and Security

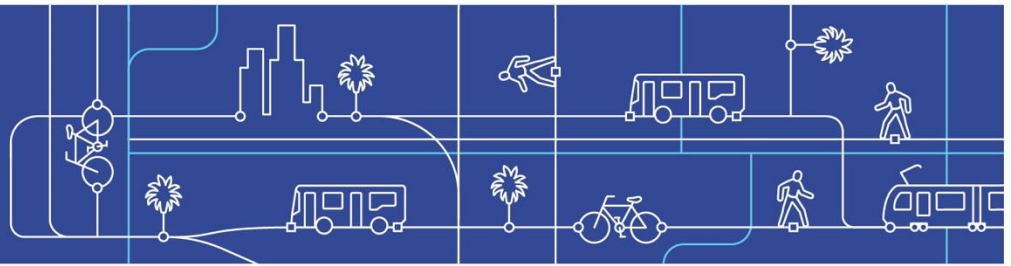
Group Three: NextGen Application of Equity Platform and Future Feedback Mechanisms

Group Three addressed the application of equity and future feedback mechanisms needed by focusing on the key question, "How will Metro's Equity Platform in Action guide and shape our approach to soliciting community input for service line planning?" The value statements from this group were:

- Public transit is for all of Los Angeles and we should prioritize buses over cars
- Elevate NextGen to be as important as a capital project (rail)



NEXTGEN Bus Study



making sure elevators are working and having a way to easily report maintenance issues and getting them fixed.

Train and Grow Pillar (Future) – Bus operator training needs to be enhanced and they should know how to deescalate a tense situation on the bus. However, there was a concern about over burdening them with responsibility. Metro also needs to continue to seek ways to coordinate with other agencies and municipal bus operators.

Metro Board Involvement – The Metro Board should take pride in their bus system and place equal attention to it as they do for Metro’s rail service. It is important for the senior leadership to be present to hear what stakeholders, communities, and customers are saying and not just reading it in a report.

The NextGen Bus Study is striving to create a world-class bus system that is accessible, reliable and an essential part of the comprehensive transportation system for Los Angeles County. To accomplish this, Metro will continue the Equity Platform in Action throughout this Study process as it develops the NextGen bus service concept and service line planning.

Metro will continue to rely on the NextGen Working Group as the community leaders whom Metro can rely on to ensure the redesigned bus system is accessible and equitable for the diverse stakeholders and communities in our county. The NextGen Working Group’s continued involvement and guidance are essential to the success of the NextGen Bus Study.



Attachment D

Transit Propensity Score for Census Tracts in Los Angeles County

Methodology

The concept of a Transit Propensity Score (TPS) is that there are physical, locational, and socio-economic factors that can potentially serve as a predictor of where transit service, if made available, could thrive. Most models, either regionally based or corridor based rely on the supply of transit service, its frequency, etc. as a key element to predict transit use. The Centers for Neighborhood Technology (AllTransit™), for example, provides a Transit, Jobs, Health, Equity, Bikeshare and Carshare, among other scores for each area or region selected. Their goal is to explore the social and economic impacts of Public Transit that is offered.¹ Alternatively, many cities have turned to the Census to collect data and compare the results of the socio-economic factors, journey to work, and other parameters that can be associated with transit use. Robert Bush, AICP of HDR presented a paper at the APTA Bus and Paratransit Conference held in Raleigh North Carolina on May 8, 2012. The principal question at the heart of the work was “Where should transit service be provided?”

Mr. Bush examined characteristics of transit riders using the following demographic factors:

1. Zero Vehicle housing units
2. Mobility limitations that prevented individuals from going outside the home
3. Employment disabilities
4. Minority populations
5. Recent immigrant populations with a tenure of less than 10 years
6. Low income households (Income less than or equal to \$15,000)
7. Females

All these factors were found to be relevant when controlling for income. Certain factors were rejected because of a lack of available data at the census block group level. These rejected variables included younger and older workers. Education played a significant role in defining a category of commuters that were found to have higher income but primarily related to rail travel. Finally, the team did not use categories of individuals who were primarily renters and non-licensed drivers because the variables could not be controlled for income. The resultant model, added an 8th factor to the above list – population density.

Ultimately, the research came down to two major factors – population and employment density. Figure 1 displays the results of the research and displays the linkage between the two highest ranking factors – population and employment density and the transit service supportive of that ratio. The study also provided a table which displayed the relationships between Mode and Density. Shown in Exhibit 1.

¹ CNT has created a robust, one of a kind database consisting of stop, route and frequency information for 824 transit agencies in regions with populations greater than 100,000 as well as a large number of smaller regions and agencies. Metropolitan areas as defined by the U.S. Office of Management and Budget with 2013 populations greater than 100,000 were chosen, and the transit agencies serving these areas were compiled from the 2013 National Transit Database as well as the American Public Transportation Agency. Based on their website, CNT has collected data from 824 Transit Agencies, covers 661,966 stop locations, and 13,099 routes.

Figure 1: Employment and Population Supportiveness by Mode

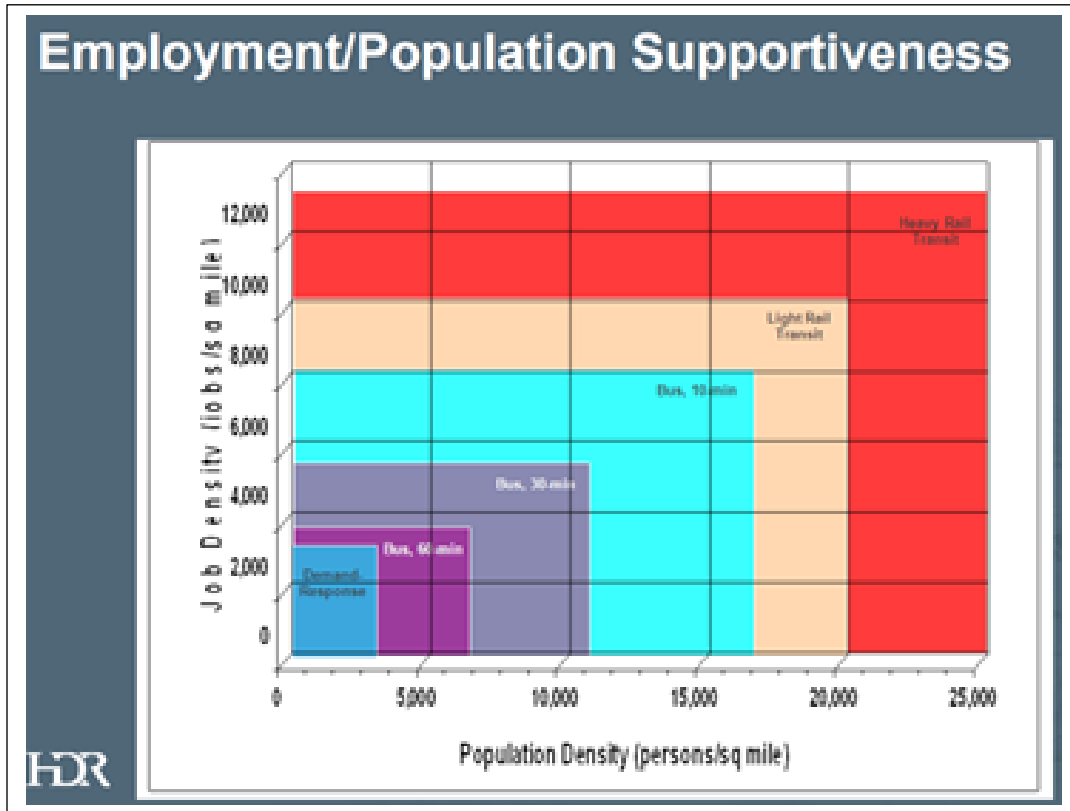


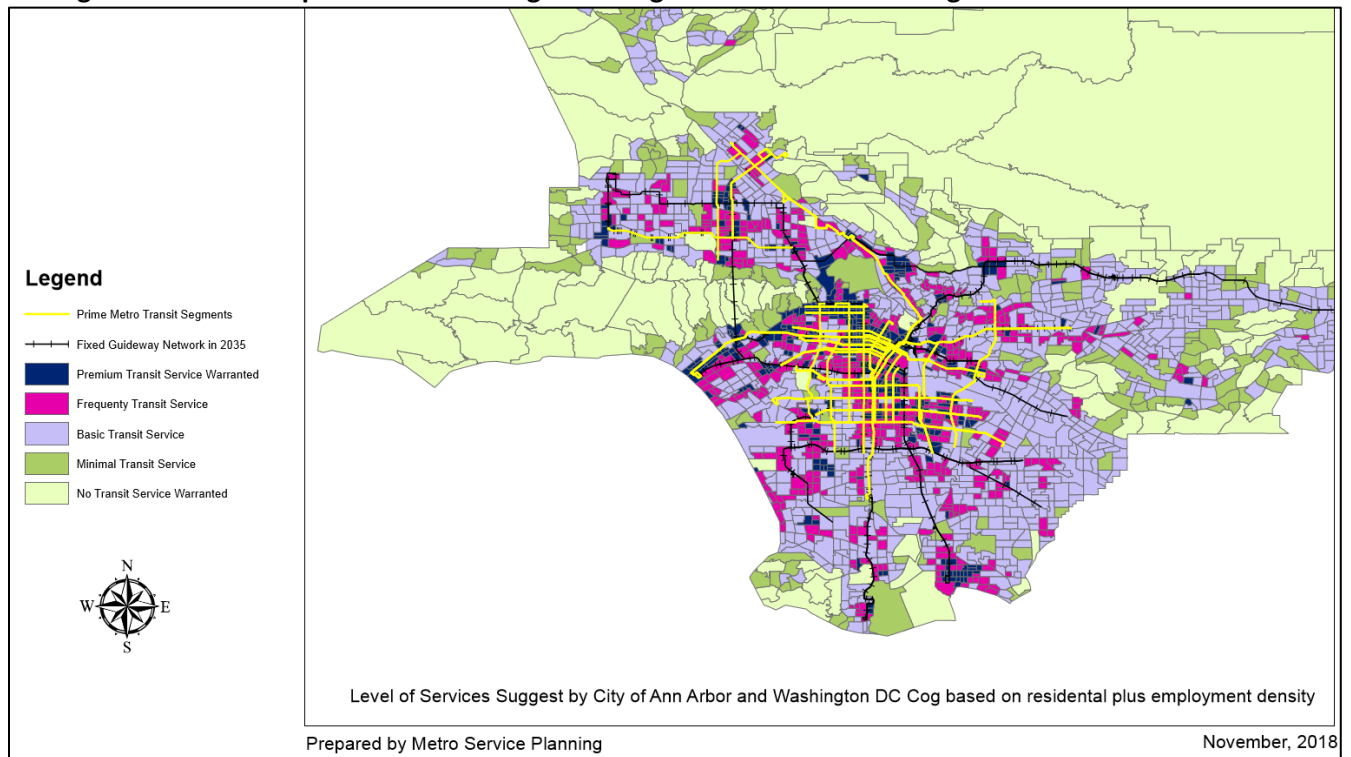
Exhibit 1 – Relationship between Mode and Density

Service Level	DU / Acre		Population / Square Mile		Jobs / Acre	
	Low	High	Low	High	Low	High
Demand Resp	2	3	3,500	5,000	2,000	3,000
60 Min Freq	3	4	5,000	6,500	3,000	3,000
30 min Freq	4.5	6	7,500	10,00	4,000	5,000
10 min freq	7.5	10	12,500	16,500	6,000	8,000
LRT	9	12	15,000	20,000	8,000	10,000
Rapid	12	15	20,000	25,000	10,000	13,000

In a study completed for Ann Arbor Michigan, the researchers there found that population and employment density are two key factors that can be used to predict transit service.² Applying these two criteria to census tracts in Los Angeles the resultant mapping of transit propensity results are shown in Figure 2.

² The Study was conducted for the City of Ann Arbor Michigan in 2009 as part of the *Transportation Plan Update*. In their approach, thresholds were estimated from Urban Development Intensities in the Washington, D.C. area by Terry Holzheimer and residential densities from in *Public Transportation and Land Use Policy*.

Figure 2 -Transit Propensities in Los Angeles Using Ann Arbor and Washington DC Studies



The most notable result of application of the Ann Arbor model is the definition of major transit corridors in the Los Angeles area that are supportive of different types of service. The model suggests that the darker the area, the more likely people are to be disposed towards transit services. As the population and employment densities are reduced, as expected, the propensity for transit use also declines. This result using the Ann Arbor Study mirrors the result in the HDR work done for Raleigh North Carolina. Importantly, the Ann Arbor method was completed without looking specifically at the availability of transit service. This approach is very useful for informing the NextGen study as will be discussed later.

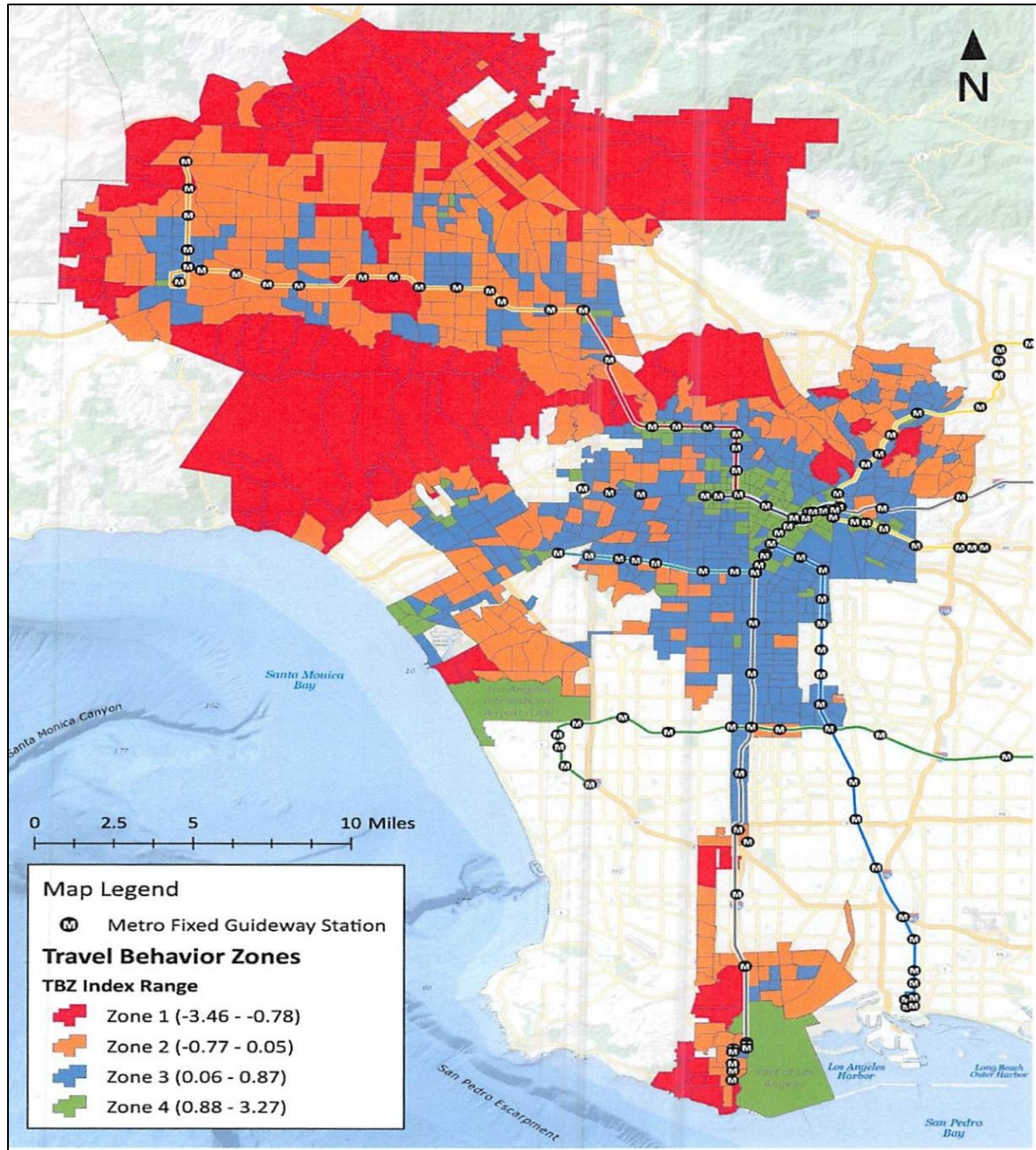
Finally, in this survey of socio-economic factors likely to affect transit ridership produced by others, the City of Los Angeles undertook an effort to define Travel Behavior Zones.³ The values of their index run from 1 to 4 and are based on the following factors:

1. Population Density
2. Daytime Population density
3. Land Use Diversity Score
4. Intersection density
5. Distance to the nearest BRT or Rail Station
6. Distance to the nearest bus stop

³ Technical Summary, *Characterizing Travel Behavior Zones* in Los Angeles, 2016.

The land Use Diversity score measures the mix of uses in an area and includes residential, retail (excluding big box stores), entertainment, office and institutional uses. Figure 3 displays the results of the City's analyses.

Figure 3 – Map of City of Los Angeles Travel Behavior Zones



Not surprisingly, the zones range from a low TBZ score (Red) to the highest TBZ score (Green and Blue). The City also superimposed a map of the rail transit system in Los Angeles as of 2016 before the EXPO line was extended to Santa Monica. Note, areas on the map that are white in color are not part of the City of Los Angeles. However, for the most part the rail system is in the densest TBZ locations.

NextGen Bus Study

The NextGen Bus Study is intended to redraw the bus system for Los Angeles. This process of refreshing the system extent was undertaken because of recent ridership declines and data taken from regional surveys that indicate that the bus system is not providing service to the places that people need to travel. As a result, Metro staff undertook a study to develop its own propensity index or score based on the 2010 Census, and its updates through 2016, as well as locations of major attractors of transit ridership, including schools, shopping centers, hospitals, and other institutions. The model was made significantly more robust than those of the literature survey above and produced results like the population and employment density formulations.

The TPS, however, is a device to estimate how likely individual census tracts might use transit service based on the underlying demographic and geographical data of the tract. Data sources used include the 2010 US Census, SCAG regional model data, various Los Angeles County resources from the GIS data portal, ArcGIS online resources, and data developed by Metro staff.

The TPS considers that there are three major components of predisposition to ride transit. They are:

1. Elements of Demand -e.g. Population and employment densities, including seniors, persons aged 18-34, and persons that are attending grades K-12. According to a recent TCRP Study that seeks to shed light on transit propensity, transit use is significant among millennials (ages 18-34). Hence, Metro staff included the millennials as identified in the census as one of the indicators⁴.
2. Market Segments - e.g. characteristics relating to the reason for travel. Some people are commuters, some are Transit Dependent, and some are choice riders. Each one of these markets has attributes broken down as follows:
 - a. Commuters - ages 35-54, and 55 years or older, have a higher education above 12th grade, and incorporate many single individuals.
 - b. Transit dependents - comprised of individuals with zero cars available, lower income, ages 10-19, ages 55+, single mothers, and individuals with disabilities
 - c. Choice riders, comprised of individuals between the ages of 20-34, have higher education beyond 12th grade, and are single (no children).
3. Built Environment - aspects of the environment that people must navigate to travel to and from. Attributes that fall into this area of the TPS include:
 - a. An assessment of the walkability of the census tract based on the number connected street intersections
 - b. the square footage of built development, and

⁴ M. Coogan, G. Spitz, T. Adler, N. McGukin, R. Kuzmyak, and K. Karash, *Understanding Changes in Demographics, Preferences, and Markets for Public Transportation*, TCRP 201, TRB, National Academies of Science, Engineering and Medicine, 2018.

- c. housing density

The three components of the TPS were weighted as follows:

- a. Elements of Demand - 30%
- b. Market Segments - 30%
- c. Built Environment – 40%

The individual elements that make up the three categories were weighted according to the number of attributes for that category and all attributes within a category had an equal contribution.

The Total Score includes the following 19 measures:

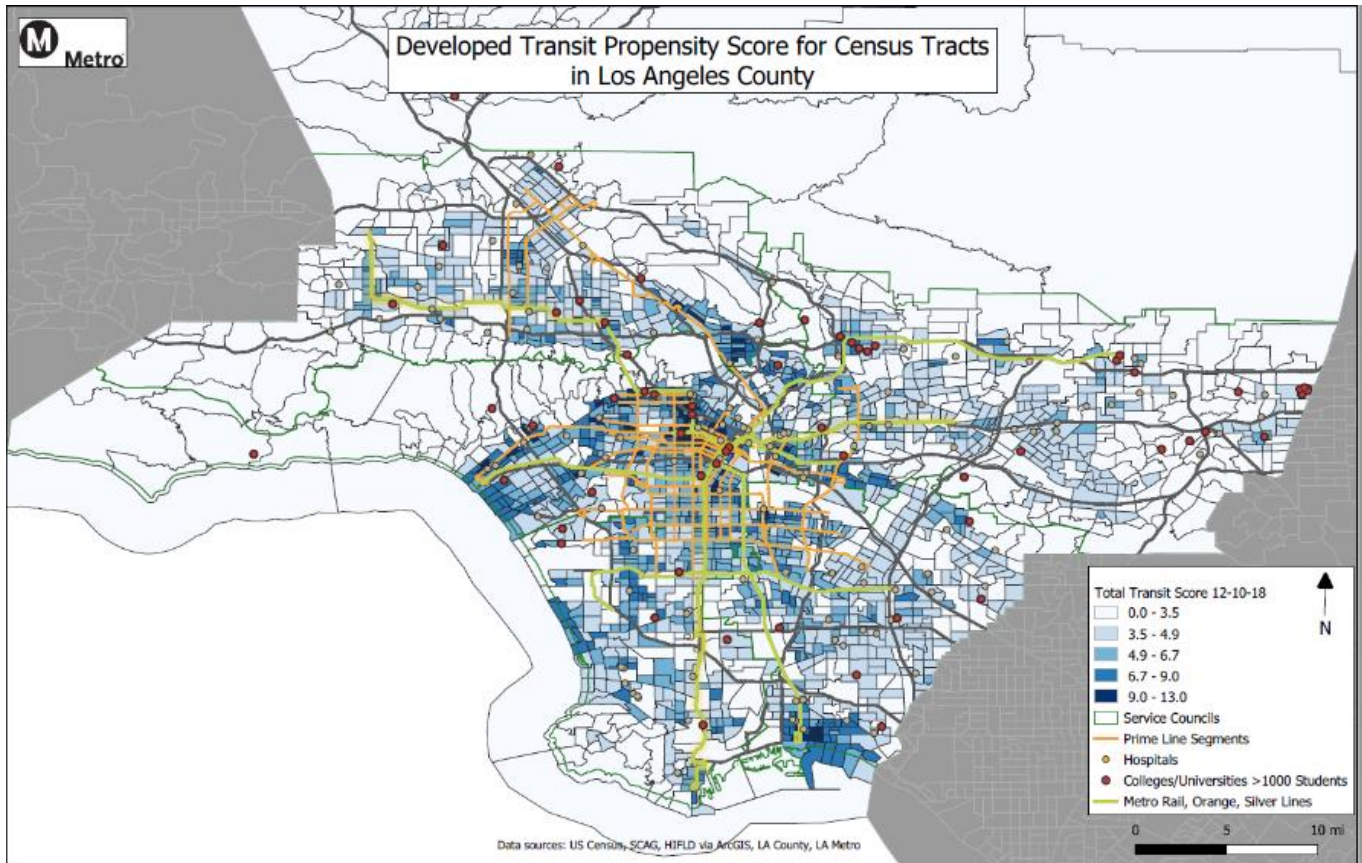
- Population per Acre
- Employment per Acre
- Non-Industrial Employment per Acre
- School Enrollment per Acre (includes Elementary, Middle, and High Schools)
- University population (includes enrollment and employment)
- Home-Based Shopping Trips per Acre
- Zero Car Households per Acre
- Poverty / Low Income Households per Acre
- School Age Students (age 10 -19) per Acre
- Seniors over 55 as of 2010 per Acre
- Single Mothers per Acre
- Disabled population per Acre
- Individuals Aged 20 to 34 per Acre
- Population with a bachelor's degree or higher per Acre
- Population that is single per Acre
- Individuals Aged 35 to 54 per Acre
- Walkability of the Census Tract (either a score of 0 or a 5)
- Housing units per Acre
- Square feet of occupiable space per acre

Each measure has the tract scores distributed into a natural break (Jenks Methodology) distribution of 5 groups, and then given a score of 1 through 5. Then, all the scores for each component are added and divided out to a total score of 5 for each component. A multiplier of 4/3 is used to account for the extra weight of the built environment component. The three final components are added to come up with a final score, which is again distributed into natural breaks.

Walkability is a measure that seeks to blend the density of intersections (nodes) with a limited block length. A tract is walkable when the connected node ratio (CNR) is at least 0.9 and the average block length is no more than 600 feet for given street block. CNR is the number of street intersections divided by the number of intersections plus cul-de-sacs and street ends. These thresholds were chosen based on

a variety of measures suggested by urban geographers and seeing which ones line up the best with Metro transit boardings. The walkability score is not unlike the one used by the City of Los Angeles. The resultant TPS is shown in Figure 4. Metro is continuing to refine its definition of walkability and has contracted with “Walkscore.com” to provide more detailed information on walkability. This document will be updated upon receipt of that information.

Figure 4 – Resultant Transit Propensity based on the Los Angeles Metro Methodology

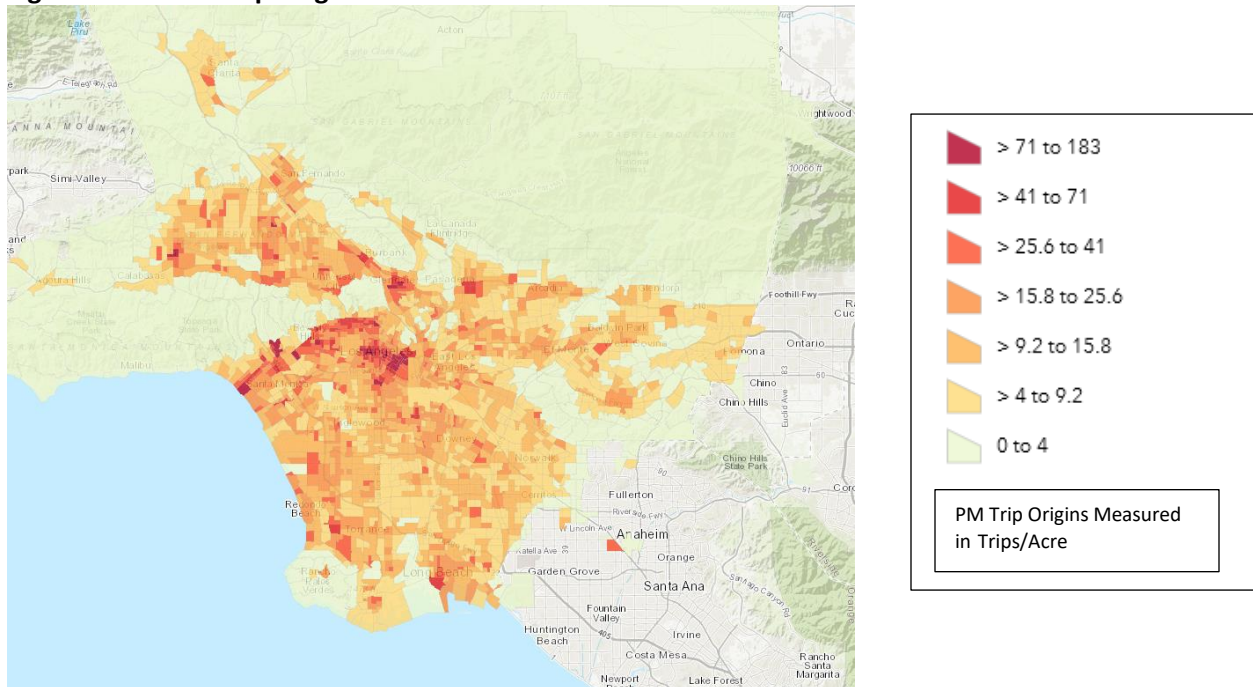


Conclusion

Metro staff successfully created a TPS for the City and County of Los Angeles. The results of the application of the scoring methodology reveal similar patterns found in an examination of the two-variable model shown in Figure 2 as well as mirrors studies performed by the Service Development Department relative to riders by time of day. Both methods provide substantial evidence that the TPS can be used as a predictor of transit use.

As shown in Figure 5, the PM peak origins mirror the distribution of propensities displayed in Figure 4. The conclusion is that the Metro TPS adequately models areas that require transit service.

Figure 5 – Person Trip Origins for the PM Peak Hour



Appendix

Scores for each of the categories are sorted using natural breaks in the data (Jenks).

- A total score greater than 0 and less than 3.5 was assigned a score of 1
- Total Score between 3.5 and 4.9 was assigned a score of 2
- Total Score between 4.9 and 6.7 was assigned a score of 3
- Total Score between 6.7 and 9.0 was assigned a score of 4
- Total Score between 9.0 and 13.0 (maximum score attained by any census tract) was assigned a score of 5

The details of the scores by category are shown in Exhibit 2. The latest formula used to calculate the TPS is shown in Exhibit 3. The table of Variables is described in Exhibit 4.

Exhibit 2 --Details of Each Measure

Measure	Numerator	Denominator	Natural Break Points	Data Source
Population per Acre	Total population	Total Land Acreage of Census Tract	0-12.16 (1) 12.16-25.30 (2) 25.30-43.05 (3) 43.05-76.80 (4) 76.80-147.64 (5)	2010 US Census
Employment per Acre	Employment Locations	Total Land Acreage of Census Tract	0-7.003 (1) 7.003-20.049 (2) 20.049 -47.576 (3) 47.576-117.288 (4) 117.288-268.663 (5)	2010 US Census
Non-Industrial Employment per Acre	Non-Industrial Employment Locations	Total Land Acreage of Census Tract	0-6.355 (1) 6.355-19.570 (2) 19.570-47.065 (3) 47.065-106.699 (4) 106.699-239.838 (5)	2010 US Census
School Enrollment per Acre	Enrolled Students in identified Elementary, Middle, High, and Day Schools	Total Land Acreage of Census Tract	0-1.832 (1) 1.832-5.834 (2) 5.834-12.560 (3) 12.560-26.451 (4) 26.451-54.201 (5)	California State Data Compiled by Metro Staff
University Population	University Enrollment plus Employment	N/A	0-1,216 (0) 1,216-5,532 (1) 5,532-13,105 (2) 13,105-26,305 (3) 26,305-43,733 (4) 43,733-66,025 (5)	ArcGIS Online
Home-Based Shopping Trips per Acre	Home-Based Shopping Trips	Total Land Acreage of Census Tract	0-1.569 (1) 1.569-4.729 (2) 4.729-10.664 (3) 10.664-29.043 (4) 29.043-52.738 (5)	Southern California Association of Governments
Zero Car Households per Acre	Zero Car Households	Total Land Acreage of Census Tract	0-1.203 (1) 1.203-3.878 (2) 3.878-8.315 (3) 8.315-15.563 (4) 15.563-28.193 (5)	2010 US Census
Poverty / Low Income Households per Acre	Population in Poverty	Total Land Acreage of Census Tract	0-3.365 (1) 3.365-8.765 (2) 8.765-17.606 (3) 17.606-38.316 (4) 38.316-78.695 (5)	2010 US Census
School Age Students per Acre	School Age Students (Population Age 10-19)	Total Land Acreage of Census Tract	0-1.863 (1) 1.863-3.958 (2) 3.958-6.626 (3) 6.626-11.483 (4) 11.483-23.428 (5)	2010 US Census

Seniors over 55 per Acre	Population over 55 as of 2010	Total Land Acreage of Census Tract	0-2.168 (1) 2.168-4.164 (2) 4.164-7.151 (3) 7.151-12.595 (4) 12.595-25.213 (5)	2010 US Census
Single Mothers per Acre	Population of Single Mothers	Total Land Acreage of Census Tract	0-0.727 (1) 0.727-1.672 (2) 1.672-3.089 (3) 3.089-5.613 (4) 5.613-13.287 (5)	American Community Survey 2017 5-year estimates on 2010 US Census Data
Disabled Population per Acre	Disabled Population	Total Land Acreage of Census Tract	0-118.29 (1) 118.29-244.50 (2) 244.50-422.61 (3) 422.61-771.58 (4) 771.58-1,815.98 (5)	2010 US Census
Individuals Aged 20 to 34 per Acre	Population Aged 20 to 34 as of 2010	Total Land Acreage of Census Tract	0-4.356 (1) 4.356-10.338 (2) 10.338-22.881 (3) 22.881-51.363 (4) 51.363-108.526 (5)	2010 US Census
Population with a bachelor's Degree or Higher per Acre	Population with a bachelor's Degree or Higher	Total Land Acreage of Census Tract	0-467.21 (1) 467.21-1,134.34 (2) 1,134.34-2,381.76 (3) 2,381.76-4,597.32 (4) 4,597.32-8,954.04 (5)	American Community Survey 2017 5-year estimates on 2010 US Census Data
Population that is Single per Acre	Population that is single	Total Land Acreage of Census Tract	0-794.22 (1) 794.22-1,704.39 (2) 1,704.39-3,072.09 (3) 3,072.09-5,996.47 (4) 5,996.47-11,934.60 (5)	American Community Survey 2017 5-year estimates on 2010 US Census Data
Individuals Aged 35 to 54 per Acre	Population Aged 35 to 54 as of 2010	Total Land Acreage of Census Tract	0-3.157 (1) 3.157-6.440 (2) 6.440-11.062 (3) 11.062-21.550 (4) 21.550-45.307 (5)	2010 US Census
Walkability of the Census Tract	N/A	N/A	No break points, score was either 0 or 5	Developed by Metro Staff
Housing Units per Acre	Housing Units	Total Land Acreage of Census Tract	0-5.389 (1) 5.389-10.853 (2) 10.853-19.303 (3) 19.303-34.062 (4) 34.062-78.316 (5)	2010 US Census
Square feet of Occupiable Space per Acre	Square feet of occupiable parcel space	Total Land Acreage of Census Tract	0-5,053.41 (1) 5,053.41-12,339.41 (2) 12,339.41-25,368.68 (3) 25,368.68-48,855.67 (4) 48,855.67-119,094.18 (5)	Los Angeles County Assessor's Data

Exhibit 3: Latest Calculation Formula

Latest Formula:

("Pop_AC_Score" + ("Em_AC_Score" + "NE_AC_Score") / 2 + "School_AC_Score" + "UniSC" + "Shop_AC_Score") / 5 +
(("Zero_HH_Score" + "Pov_Score" + "P1019SC" + "P55SC" + "MotherSC" + "DisabSC") / 6 +
("P2034SC" + "Bach_SC" + "SingleSC") / 3 + ("P3554SC" + "P55SC" + "Bach_SC" + "SingleSC") / 4) / 3 +
("Walkable_Score" + "HU17SC" + "SqftSC") / 3) * 4/3

Exhibit 4 – Data Table Elements

Number	Column Name	Description
1	fid	Field ID (not used)
2	GEOIDIO	US Census Geo-ID (primary identifier)
3	ALAND10	Area of Land
4	AWATER10	Area of Water
5	INTPTLAT10	Latitude
6	INTPTLONIO	Longitude
7	Pop	Population
8	Emp	Employment
9	Nonjndus	Non-Industrial Employment
10	Zero_HH	Zero-Car Households
11	Pov	Households in Poverty
12	Walkable	Is the Census Tract Walkable
13	Pop_AC	Population per Acre (using AAcres)
14	Em_AC	Employment per Acre (using AAcres)
15	NE_AC	Non-Industrial Employment per Acre (using AAcres)
16	Pop_AC_Score	Natural Breaks Score 1-5 for Population per Acre
17	Em_AC_Score	Natural Breaks Score 1-5 for Employment per Acre
18	NE_AC_Score	Natural Breaks Score 1-5 for Non-Industrial Employment per Acre
19	Walkable_Score	Walkability Score (Either a 0 or a 5)
20	Zero_HH_AC	Zero-Car Households per Acre (using AAcres)
21	Pov_AC	Households in Poverty per Acre (using AAcres)
22	Zero_HH_Score	Natural Breaks Score 1-5 for Zero Car Households per Acre
23	Pov_Score	Natural Breaks Score 1-5 for Households in Poverty per Acre
24	School	School Enrollment
25	School_AC	School Enrollment per Acre
26	School_AC_Score	Natural Breaks Score 1-5 for School Enrollment per Acre
27	Shop	Home-Based Shopping Trips
28	Shop_AC	Home-Based Shopping Trips per Acre
29	Shop_AC_Score	Natural Breaks Score 1-5 for Home-Based Shopping Trips per Acre
30	AAcre	Land Area in Acres
31	PP10JL9	Population 10-19 years of age
32	PP20_34	Population 20-34 years of age
33	PP35_54	Population 35-54 years of age
34	PP55	Population 55+ years of age
35	Bach%	Percent of Population with a Bachelor Degree
36	Bach_AC	Population with a Bachelor Degree per Acre
37	Bach_SC	Natural Breaks Score 1-5 for Population with a Bachelor Degree per Acre
38	P1019AC	Population 10-19 years of age per Acre
39	P3554AC	Population 35-54 years of age per Acre
40	P55AC	Population 55+ years of age per Acre
41	P2034AC	Population 20-34 years of age per Acre

Number	Column Name	Description
42	P1019SC	Natural Breaks Score 1-5 for Population 10-19 years of age per Acre
43	P2034SC	Natural Breaks Score 1-5 for Population 20-34 years of age per Acre
44	P3554SC	Natural Breaks Score 1-5 for Population 35-54 years of age per Acre
45	P55SC	Natural Breaks Score 1-5 for Population 55+ years of age per Acre
46	Disab%	Percent of Population Disabled
47	DisabAC	Population with a Disability per Acre
48	DisabSC	Natural Breaks Score 1-5 for Population with a Disability per Acre
49	Single	Percent of Population that is Single
50	Mother	Percent of Population that is a Single Mother
51	SingleAC	Single Population per Acre
52	MotherAC	Single Mother Population per Acre
53	SingleSC	Natural Breaks Score 1-5 for Single Population per Acre
54	MotherSC	Natural Breaks Score 1-5 for Single Mother Population per Acre
55	UniPop	University Population (including part-time/full-time enrollment and employment)
56	UniSC	Natural Breaks Score 1-5 for University Population (Note that this is NOT per acre)
57	SqftParcel	Square Feet of livable/workable space per parcel
58	Parcels	Number of Parcels
59	SqftAC	Square Feet of livable/workable parcel space per acre
60	SqftSC	Natural Breaks Score 1-5 for Square Feet of livable/workable parcel space per Acre
61	HU	Housing Units
62	HU_AC	Housing Units per Acre
63	HU_SC	Natural Breaks Score 1-5 for Housing Units per Acre
64	Total Score 3	Total Transit Propensity Score (latest score)

Attachment E
Route and Segment Performance

FY 2019 Quarter 3 - Route Performance Index (RPI)										
Lines	Routes	Service Type	Line Name	DX Boardings	December 2018 Service Change Daily RSH	Subsidy per Brdg.	Brdgs per RSH (DX,SA,&SU)	Pass. Miles per Seat Mile	RPI	Ranking
754	754	Rapid	Athens - Hollywood via Vermont Ave	19,679	229.1	\$1.26	83.99	0.47	2.21	1
204	204	Local	Athens - Hollywood via Vermont Ave	19,370	275.2	\$1.70	69.02	0.38	1.73	2
207	207	Local	Athens - Hollywood via Western Ave	15,631	233.5	\$1.77	67.11	0.33	1.64	3
757	757	Rapid	Hawthorne - Hollywood via Western Av	11,367	194.0	\$2.14	58.59	0.50	1.60	4
200	200	Local	Echo Park - Exposition Park via Alvarado St & Hoover St	10,767	175.1	\$2.10	59.48	0.37	1.49	5
51	51,52, 351	Local	Downtown LA - Compton - Harbor Gateway Transit Center via Avalon Bl	22,847	414.6	\$2.43	53.40	0.47	1.46	6
175	175	Local	Silver Lake - Hollywood via Hyperion Av & Fountain Av	812	13.9	\$2.15	58.42	0.27	1.38	7
206	206	Local	Athens - Hollywood via Normandie Ave	10,805	197.9	\$2.43	53.37	0.38	1.37	8
18	18	Local	Wilshire Center - Montebello via Sixth St & Whittier Bl	17,181	320.0	\$2.54	51.51	0.41	1.36	9
111	111	Local	LAX to Norwalk via Florence Av	14,533	285.6	\$2.73	48.81	0.41	1.31	10
720	720	Rapid	Santa Monica - Commerce via Wilshire Bl & Whittier Bl	27,758	589.3	\$2.97	45.60	0.45	1.27	11
16	16, 17, 316	Local	16 Downtown LA - Century City via 3rd St 17 Downtown LA - Culver City Station via Robertson Bl.	20,082	426.6	\$2.91	46.42	0.43	1.27	12
66	66	Local	Wilshire Center - Montebello via Olympic Bl & 8th St	10,514	195.5	\$2.56	51.29	0.30	1.25	13
45	45	Local	Lincoln Heights - Rosewood via Broadway	13,654	282.6	\$2.93	46.19	0.41	1.24	14
53	53	Local	Downtown LA - CSU Dominguez Hills via Central Av	11,097	232.1	\$2.96	45.78	0.41	1.24	15
233	233	Local	Lake View Terrace - Sherman Oaks via Van Nuys Bl	10,625	200.7	\$2.55	51.48	0.28	1.23	16
108	108, 358	Local	Marina Del Rey - Pico Rivera via Stauson Av	14,594	332.2	\$3.20	42.98	0.42	1.20	17
60	60	Local	Downtown LA - Artesia Station via Long Beach Bl	13,572	300.5	\$3.19	43.06	0.42	1.19	18
901	901	Metroliner	Metro Orange Line: Warner Center - North Hollywood - Chatsworth Metrolink Station	21,886	345.9	\$5.92	60.07	0.45	1.19	19
105	105	Local	West Hollywood - Vernon via La Cienega Bl & Vernon Av	9,871	216.0	\$3.03	44.87	0.37	1.19	20

FY 2019 Quarter 3 - Route Performance Index (RPI)

Lines	Routes	Service Type	Line Name	DX Boardings	December 2018 Service Change Daily RSH	Subsidy per Brdg.	Brdgs per RSH (DX,SA,&SU)	Pass. Miles per Seat Mile	RPI	Ranking
152	152, 353	Local	Woodland Hills - No. Hollywood Sta. via Roscoe Bl.	10,340	229.3	\$3.07	44.43	0.37	1.18	21
70	70	Local	Los Angeles - El Monte via Garvey Av	9,404	227.4	\$3.48	40.18	0.45	1.17	22
212	212, 312	Local	Hawthorne - Hollywood via La Brea	10,655	253.7	\$3.41	40.79	0.44	1.17	23
210	210	Local	South Bay Galleria - Hollywood via Crenshaw Bl	9,962	219.9	\$3.16	43.42	0.38	1.16	24
115	115	Local	Playa Del Rey - Norwalk via Manchester Av, Firestone Bl	13,653	302.8	\$3.10	44.09	0.35	1.14	25
603	603	Shuttle	Glendale Galleria - Grand Station via Hoover St. & Rampart Bl (PT)	6,700	187.9	\$3.15	35.33	0.41	1.12	26
710	710	Rapid	South Bay Galleria - Wilshire Center via Crenshaw Bl	6,301	152.9	\$3.53	39.72	0.40	1.11	27
81	81	Local	Eagle Rock - Exposition Park via Figueroa	12,885	297.8	\$3.28	42.12	0.35	1.11	28
14	14, 37	Local	14 Downtown LA - Beverly Hills via Beverly Bl 37 Downtown LA - Fairfax/Washington via Adams Bl	16,113	384.1	\$3.43	40.63	0.37	1.10	29
266	266	Local	Pasadena - Lakewood via Rosemead Bl & Lakewood Bl (PT)	4,540	129.4	\$3.27	34.26	0.38	1.06	30
40	40	Local	South Bay Galleria - Union Station via Hawthorne Bl, Crenshaw Bl & Wilshire Bl King Bl	13,648	322.9	\$3.45	40.41	0.33	1.06	31
251	251	Local	Cypress Park - Lynwood via Soto St	7,846	179.0	\$3.36	41.38	0.30	1.04	32
33	33	Local	Downtown LA - Santa Monica via Venice Bl	9,620	266.9	\$4.13	34.83	0.43	1.04	33
751	751	Rapid	Cypress Park - Huntington Park via Soto Street	4,498	112.0	\$3.48	40.16	0.32	1.03	34
76	76	Local	El Monte - Downtown LA via Valley Bl	8,168	225.4	\$4.03	35.59	0.41	1.03	35
20	20	Local	Downtown LA - Santa Monica via Wilshire Bl	12,258	304.2	\$3.76	37.72	0.36	1.03	36
224	224	Local	Sylmar-Universal City via San Fernando Rd, Lankershim Bl	6,583	160.1	\$3.50	40.01	0.31	1.03	37
705	705	Rapid	West Hollywood - Vernon via La Cienega Bl & Vernon Av	5,237	140.9	\$3.82	37.17	0.37	1.02	38
4	4	Local	Downtown LA - West LA - Santa Monica via Santa Monica Bl	13,983	365.2	\$3.90	36.53	0.38	1.02	39
770	770	Rapid	Los Angeles - El Monte via Cesar E Chavez Av & Garvey Av	6,361	178.8	\$4.13	34.83	0.41	1.02	40
910	910, 950	Metroliner	Metro Silver Line: El Monte - Downtown LA - Harbor Gateway Transit Center - San Pedro	15,717	414.2	\$3.93	36.29	0.38	1.02	41
10	10, 48	Local	10 Downtown LA - West Hollywood via Temple St & Melrose Av 48 Downtown LA - Avalon Station via Main St & South San Pedro St	11,142	285.6	\$3.79	37.43	0.35	1.01	42

FY 2019 Quarter 3 - Route Performance Index (RPI)

Lines	Routes	Service Type	Line Name	DX Boardings	December 2018 Service Change Daily RSH	Subsidy per Brdg.	Brdgs per RSH (DX,SA,&SU)	Pass. Miles per Seat Mile	RPI	Ranking
744	744	Rapid	Reseda - Ventura -Van Nuys Blvds.	8,075	189.6	\$3.30	41.95	0.26	1.01	43
163	162, 163	Local	West Hills -Sun Valley - North Hollywood Via Sherman Way	8,569	212.5	\$3.69	38.31	0.31	0.99	44
605	605	Shuttle	LAC/USC Medical Ctr - Boyle Heights via Soto St, 4th St & Lorena St (PT)	2,089	54.9	\$3.09	35.88	0.26	0.99	45
110	110	Local	Playa Vista - Bell Gardens via Jefferson Bl - Gage Av	7,728	207.2	\$3.99	35.88	0.35	0.98	46
180	180, 181	Local	Pasadena - Hollywood via Colorado Bl and Hollywood Bl	7,524	212.6	\$4.19	34.42	0.38	0.98	47
55	55, 355	Local	Downtown LA - Imperial Station via Compton Av	6,921	175.6	\$3.80	37.38	0.32	0.98	48
165	165	Local	West Hills - Burbank via Vanowen St	7,575	188.7	\$3.75	37.78	0.31	0.98	49
68	68	Local	Downtown LA - Montebello via Cesar E. Chavez	4,771	125.0	\$3.80	37.37	0.31	0.98	50
30	30,330	Local	Downtown LA - Santa Monica Via Venice Bl	11,547	298.1	\$3.66	38.50	0.29	0.97	51
704	704	Rapid	Downtown LA - Santa Monica via Santa Monica Bl	9,800	274.9	\$4.00	35.78	0.34	0.97	52
117	117	Local	LAX City Bus Center - Downey via Century Bl, 103rd St, Tweedy Bl & Imperial Hwy	8,388	210.8	\$3.64	38.74	0.27	0.96	53
260	260	Local	Altadena - Artesia Station via Fair Oaks Av & Atlantic Bl	9,281	261.1	\$4.08	35.23	0.33	0.95	54
2	2, 302	Local	Downtown LA - Pacific Palisades via Sunset Bl	11,340	321.2	\$4.23	34.17	0.35	0.94	55
780	780	Rapid	Pasadena - West Los Angeles via Colorado Bl & Hollywood Bl	7,150	211.4	\$4.28	33.82	0.35	0.94	56
230	230	Local	San Fernando - Studio City via Laurel Canyon Bl	3,898	101.7	\$3.96	36.06	0.29	0.92	57
234	234	Local	Sherman Oaks - Sylmar via Sepulveda Bl & Brand Bl	5,028	151.7	\$4.62	31.67	0.37	0.92	58
745	745	Rapid	Downtown Los Angeles - Harbor Freeway Station via Broadway	6,038	171.9	\$4.23	34.14	0.31	0.91	59
90	90, 91	Local	Los Angeles - Sunland via Foothill Bl, Cañada Bl and Glendale Av	6,645	220.7	\$5.04	29.40	0.40	0.91	60
28	28	Local	Century City - Downtown LA - Eagle Rock via Olympic	8,186	228.4	\$4.16	34.60	0.30	0.91	61
760	760	Rapid	Downtown LA - Lynwood via Long Beach Bl	4,273	130.1	\$4.58	31.88	0.34	0.90	62
733	733	Rapid	Downtown LA - Santa Monica via Venice Bl	7,436	230.0	\$4.65	31.52	0.34	0.89	63

FY 2019 Quarter 3 - Route Performance Index (RPI)

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728	728	Rapid	Downtown LA - Century City via Olympic Bl	5,421	166.6	\$4.48	32.54	0.32	0.89	64
35	35, 38	Local	35 Downtown LA - Fairfax/Washington via Washington Bl 38 Downtown LA - Fairfax/Washington via Jefferson Bl	7,547	206.3	\$4.14	34.76	0.26	0.88	65
150	150, 240	Local	Canoga Park - Universal City via Ventura Bl. / Northridge via Reseda Bl	7,970	241.4	\$4.45	32.73	0.30	0.87	66
734	734	Rapid	Sherman Oaks - Sylmar/San Fernando Station via Sepulveda Bl. - Brand Bl. - Truman St.	5,770	185.6	\$4.72	31.09	0.33	0.86	67
166	166, 364	Local	Chatsworth - Pacoima via Nordhoff St & Osborne St	5,376	151.5	\$4.36	33.29	0.25	0.84	68
125	125	Local	Plaza El Segundo - Norwalk Station via Rosecrans Av (PT)	4,419	147.0	\$4.08	28.52	0.27	0.83	69
92	92	Local	Sylmar Station to Downtown Los Angeles via Glenoaks Bl, Brand Bl, Glendale Bl, Temple St, Spring St and Main St	5,406	185.7	\$5.34	27.94	0.34	0.82	70
217	217	Local	Hollywood/Vine Station - Culver City Transit Center via Hollywood - Fairfax	5,938	194.5	\$4.86	30.30	0.30	0.82	71
252	252	Local	Montecito Heights - Boyle Heights via Soto St.	2,038	53.1	\$4.08	35.23	0.19	0.81	72
164	164	Local	West Hills - Burbank via Victory Bl.	5,667	168.2	\$4.73	31.06	0.27	0.81	73
794	794	Rapid	Downtown Los Angeles - Burbank Station via San Fernando Rd, Brand Bl	3,806	140.3	\$5.52	27.13	0.34	0.80	74
762	762	Rapid	Pasadena - Artesia Blue Line Station via Fair Oaks & Atlantic	3,555	129.2	\$5.43	27.52	0.33	0.80	75
62	62	Local	Downtown LA - Hawaiian Gardens via Telegraph Rd	3,980	159.8	\$6.27	24.25	0.38	0.79	76
460	460	Express	Downtown LA - Disneyland via Harbor Transit way & I-105 Fwy	4,539	211.5	\$7.55	20.51	0.44	0.79	77
788	788	Express	Valley-Westside Express	1,826	71.8	\$5.94	25.43	0.33	0.76	78
94	94	Local	Sylmar - Downtown L.A. via San Fernando Rd & Hill St	4,100	155.5	\$5.75	26.18	0.30	0.75	79
236	236	Local	Sylmar Station - Encino via Balboa	1,467	49.2	\$5.39	27.73	0.26	0.74	80
246	246	Local	San Pedro - Harbor Gateway Transit Center via Avalon Bl	2,379	84.7	\$5.74	26.21	0.28	0.73	81
71	71	Local	Downtown LA - Cal State LA via Wabash Av & City Terrace Dr	1,526	51.6	\$5.63	26.68	0.26	0.72	82
232	232	Local	Long Beach - LAX via Pacific Coast Hwy & Sepulveda Bl (PT)	4,380	192.5	\$5.42	22.35	0.28	0.71	83
158	158	Local	Chatsworth Metrolink Station - Sherman Oaks via Devonshire St. & Woodman Av	1,927	58.9	\$5.19	28.63	0.21	0.71	84

FY 2019 Quarter 3 - Route Performance Index (RPI)

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205	205	Local	Imperial/Wilmington Sta. - San Pedro via Wilmington Av, Vermont Av & Western Av (PT)	3,440	144.7	\$5.33	22.70	0.27	0.70	85
78	78, 79, 378	Local	Arcadia - Los Angeles via Huntington Dr & Las Tunas Dr	8,239	346.9	\$6.29	24.17	0.29	0.70	86
258	258	Local	Altadena - Paramount via Lake - Fremont - Eastern	2,435	102.0	\$6.38	23.87	0.29	0.70	87
177	177	Local	JPL - Pasadena via I-210 & California Bl (PT)	373	15.5	\$4.98	24.06	0.22	0.69	88
245	244, 245	Local	Woodland Hills - Chatsworth via Topanga Canyon Bl & De Soto Av	2,546	81.6	\$4.96	29.81	0.17	0.69	89
487	487, 489	Express	El Monte Station - Sierra Madre Villa Station - Downtown LA	3,410	145.4	\$7.11	21.68	0.31	0.68	90
127	127	Local	Compton Station - Downey via Compton Bl & Somerset Bl	793	28.6	\$5.39	27.73	0.19	0.67	91
169	169	Local	Warner Center - Burbank Airport via Valley Circle	2,086	85.2	\$6.20	24.48	0.25	0.66	92
601	601	Shuttle	Warner Center Circulator	957	74.8	\$5.55	21.90	0.24	0.66	93
602	602	Local	Westwood - Pacific Palisades via Sunset Blvd.	1,901	77.0	\$5.55	21.90	0.24	0.66	94
243	242, 243	Local	Porter Ranch - Woodland Hills via Tampa Av. & Winnetka Av.	1,539	52.9	\$5.50	27.24	0.18	0.65	95
130	130	Local	Redondo Beach - Cerritos via Artesia Bl (PT)	2,342	106.6	\$5.85	20.92	0.25	0.65	96
265	265	Local	Pico Rivera - Lakewood Center Mall via Paramount Bl	1,305	50.6	\$6.46	23.61	0.24	0.65	97
183	183	Local	Sherman Oaks - Glendale via Magnolia Bl	1,590	68.8	\$6.79	22.58	0.26	0.64	98
120	120	Local	Aviation Station - Whitewood Mall via Imperial Hwy	3,444	137.2	\$6.50	23.50	0.23	0.63	99
167	167	Local	Chatsworth Metrolink Sta - Studio City via Plummer St & Coldwater Cyn Av (PT)	2,096	89.9	\$5.75	21.23	0.22	0.63	100
128	128	Local	Compton - Cerritos via Alondra Bl (PT)	964	47.8	\$6.09	20.17	0.24	0.62	101
102	102	Local	LAX City Bus Center - South Gate Vis La Tijera-Exposition	2,312	89.6	\$6.46	23.63	0.22	0.62	102
83	83	Local	Eagle Rock - Downtown LA via York	2,333	95.6	\$6.65	23.02	0.23	0.62	103
750	750	Rapid	Warner Center - Universal City via Ventura Bl	2,598	120.1	\$7.12	21.63	0.25	0.62	104

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550	550	Express	Exposition Park / USC - San Pedro via Harbor Transitway	1,320	60.3	\$7.66	20.24	0.27	0.61	105
201	201	Local	Glendale - Koreatown via Silver Lake Bl	946	44.5	\$7.58	20.44	0.26	0.60	106
161	161	Local	Thousand Oaks - Agoura Hills - Calabasas - Warner Center	1,068	55.6	\$8.66	18.09	0.29	0.60	107
218	218	Local	Studio City - Beverly Hills via Laurel Canyon Bl (PT)	846	50.0	\$7.62	16.50	0.29	0.60	108
267	264, 267	Local	264 Duarte - Altadena via Duarte Rd & Altadena Dr 267 Altadena - El Monte via Temple City Bl & Lincoln Av	2,731	115.1	\$6.96	22.08	0.22	0.59	109
611	611	Shuttle	Huntington Park Shuttle	1,460	56.4	\$6.60	23.15	0.19	0.59	110
344	344	Local	Harbor Gateway Transit Center - Palos Verdes via Hawthorne Bl	1,352	64.0	\$7.74	20.06	0.25	0.59	111
254	254	Local	Boyle Heights - Watts via Boyle Av & Lorena St) (PT)	708	37.3	\$6.87	18.11	0.24	0.58	112
155	155	Local	Sherman Oaks - Burbank Station via Riverside Dr, Olive Av	1,311	55.9	\$7.35	21.02	0.23	0.58	113
740	740	Rapid	EXPO/Crenshaw Station - South Bay Galleria via Hawthorne	2,214	99.1	\$7.13	21.61	0.21	0.57	114
96	96	Local	Downtown LA - Burbank Station via Griffith Pk Dr & Riverside Dr (PT)	1,255	85.7	\$8.79	14.48	0.30	0.56	115
534	534	Express	Malibu - Washington / Fairfax Transit Hub via Pacific Coast Hwy	1,360	80.4	\$9.55	16.54	0.27	0.54	116
256	256	Local	Commerce - Altadena via Eastern Av & Hill Av (PT)	1,390	81.7	\$8.10	15.61	0.25	0.54	117
239	239	Local	Encino - Sylmar/San Fernando Metrolink Station via White Oak Av, Rinaldi St	859	47.4	\$8.65	18.12	0.22	0.52	118
176	176	Local	Highland Park - Montebello Via Mission-Tyler - Rush	1,439	73.5	\$7.95	19.58	0.19	0.52	119
237	237, 656	Local	656 Owl Service Hollywood - Panorama City via Cahuenga, Chandler and Van Nuys	1,913	92.3	\$8.36	18.70	0.21	0.52	120
154	154	Local	Tarzana - Burbank via Burbank Bl & Oxnard St	753	40.4	\$8.39	18.64	0.20	0.51	121
222	222	Local	Sun Valley - Hollywood via Hollywood Way	1,226	63.9	\$8.95	17.57	0.22	0.51	122
665	665	Shuttle	Cal State LA - City Terrace Shuttle	618	26.8	\$7.20	21.42	0.14	0.51	123
577	577	Express	El Monte Station - Long Beach VA Medical Center via I-605 Fwy (PT)	855	63.8	\$9.56	13.40	0.25	0.50	124
442	442	Express	Hawthorne - Union Station via Hawthorne Bl, La Brea Av, Manchester Bl. & Harbor Transitway	169	11.8	\$11.15	14.32	0.25	0.49	125

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612	612	Shuttle	South Gate Shuttle	1,088	53.7	\$8.41	18.59	0.15	0.46	126
501	501	Express	NOHO to Pasadena Shuttle	1,390	80.4	\$9.36	13.66	0.21	0.46	127
268	268	Local	La Cañada Flintridge - El Monte via Baldwin Av & Washington Bl	1,579	87.0	\$8.96	17.54	0.16	0.46	128
209	209	Local	Athens - Wilshire Center via Van Ness Ave & Arlington Ave	725	43.9	\$9.57	16.51	0.17	0.45	129
625	625	Shuttle	Green Line Shuttle - World Way West (PT)	312	18.7	\$7.52	16.68	0.12	0.43	130
211	211, 215	Local	South Bay Galleria - Redondo Beach via Prairie Av, Inglewood Av	577	33.0	\$8.99	17.48	0.11	0.41	131
687	686, 687	Shuttle	Altadena - Pasadena - Colorado Bl & Allen Av; Los Robles Av & Fair Oaks Av	1,147	63.0	\$9.47	16.68	0.09	0.37	132
685	685	Shuttle	Glendale - Glassell Park via Verdugo Rd	463	29.7	\$10.18	15.59	0.08	0.35	133
202	202	Local	Willowbrook to Wilmington via Alameda	225	19.2	\$13.80	11.72	0.12	0.32	134
106	106	Local	USC Medical Center to ELAC Transit Center	379	29.5	\$12.52	12.85	0.10	0.32	135
126	126	Local	Manhattan Beach - Hawthorne Station via Manhattan Beach Bl	169	13.7	\$13.07	12.34	0.10	0.31	136
607	607	Shuttle	Windsor Hills - Inglewood Shuttle (PT)	57	9.1	\$21.32	6.26	0.06	0.18	137

*Contracted Lines highlighted in yellow

Metro Bus Network Corridor Segment Performance

	Segment Description	Boardings per Route Mile		Pass Miles per Route Mile		Seat Utilization		Boardings per Revenue Hour		Trips per Day		Overall Score
		Total	Percentile	Total	Percentile	Total	Percentile	Total	Percentile	Total	Percentile	
1	Wilshire/Fairfax to Wilshire/Vermont	3,446	72%	16,324	100%	0.64	74%	67.1	65%	500	100%	82.1%
2	Vermont/Expo to Vermont/Wilshire	4,340	91%	12,742	78%	0.58	67%	87.9	85%	384	77%	79.4%
3	Van Nuys Orange Sta to NoHo Sta	2,586	54%	13,989	86%	0.67	77%	103.0	99%	367	73%	77.8%
4	Vermont/Wilshire to Vermont/Sunset	4,779	100%	8,168	50%	0.37	43%	102.3	99%	384	77%	73.6%
5	Vermont/Florence to Vermont/Expo	3,298	69%	10,680	65%	0.49	56%	82.0	79%	384	77%	69.2%
6	Western/Expo to Western/Wilshire	3,198	67%	8,302	51%	0.57	65%	84.7	82%	298	60%	64.8%
7	Santa Monica/Fairfax to Santa Monica/Vermont	2,858	60%	8,636	53%	0.53	61%	77.0	74%	327	65%	62.6%
8	3rd/Vermont to 6th/St. Paul	3,019	63%	7,316	45%	0.56	64%	76.8	74%	321	64%	62.1%
9	San Pedro/Washington to 7th/Flower	3,001	63%	6,962	43%	0.67	76%	75.8	73%	261	52%	61.4%
10	Hoover/Washington to Alvarado/Wilshire	3,507	73%	4,507	28%	0.58	66%	96.7	93%	195	39%	59.9%
11	Wilshire/Westwood to Wilshire/Fairfax	1,600	33%	12,510	77%	0.48	55%	31.8	31%	500	100%	59.2%
12	Reseda Orange Sta to Van Nuys Orange Sta	1,174	25%	11,462	70%	0.55	63%	59.0	57%	367	73%	57.6%
13	Van Nuys Sta to Nordhoff	2,620	55%	6,490	40%	0.46	53%	88.9	86%	246	49%	56.5%
14	Broadway/Florence to Broadway/Washington	1,935	40%	8,076	49%	0.56	65%	62.2	60%	334	67%	56.3%
15	Western/Florence to Western/Expo	2,234	47%	6,756	41%	0.46	53%	76.1	73%	298	60%	54.8%
16	Pico/Vermont to Pico/Figueroa	2,376	50%	5,105	31%	0.54	62%	82.5	80%	234	47%	53.8%
17	San Vicente/Gracie Allen to 3rd/Vermont	1,973	41%	6,845	42%	0.52	60%	54.8	53%	322	64%	52.1%
18	6th/Vermont to St. Paul	2,542	53%	3,929	24%	0.45	52%	88.5	85%	215	43%	51.4%
19	Vermont/Slauson to Slauson Sta	1,684	35%	4,649	28%	0.64	73%	85.9	83%	182	36%	51.2%
20	Avalon/Florence to San Pedro/Washington	1,740	36%	5,654	35%	0.62	71%	69.8	67%	227	45%	51.0%
21	6th/St. Paul to 6th/Alameda	2,429	51%	5,391	33%	0.31	35%	69.2	67%	310	62%	49.5%
22	6th/St. Paul to Alameda	2,500	52%	4,891	30%	0.54	62%	59.3	57%	222	44%	49.2%
23	Olympic/Vermont to Olympic/Figueroa	1,976	41%	4,985	31%	0.44	50%	79.9	77%	234	47%	49.2%
24	Culver City Sta to Venice/Fairfax	1,464	31%	7,407	45%	0.59	67%	49.5	48%	269	54%	48.9%
25	8th/Vermont to Garland	1,917	40%	3,809	23%	0.43	50%	103.8	100%	154	31%	48.8%
26	Crenshaw/Florence to Crenshaw/Expo	1,453	30%	5,779	35%	0.59	68%	65.9	64%	230	46%	48.6%
27	Flower/Adams to Alameda Union Sta	1,496	31%	7,332	45%	0.55	63%	43.5	42%	290	58%	47.8%
28	Wilshire/Vermont to 6th/St. Paul	1,887	39%	7,157	44%	0.40	46%	49.0	47%	312	62%	47.8%
29	Sunset/Fairfax to Sunset/Vermont	1,705	36%	4,871	30%	0.56	65%	67.4	65%	210	42%	47.4%
30	Venice/Fairfax to Venice/Vermont	1,255	26%	7,037	43%	0.55	63%	50.3	48%	269	54%	47.0%
31	Florence/Vermont to Florence Sta	1,551	32%	4,052	25%	0.54	62%	84.5	81%	169	34%	46.9%
32	Long Beach Bl Sta to Pacific/Slauson	1,801	38%	5,339	33%	0.43	50%	54.9	53%	308	62%	46.9%
33	Manchester/Vermont to Firestone Sta	1,590	33%	3,490	21%	0.51	58%	92.5	89%	154	31%	46.5%
34	7th/Flower to Wilshire/Vermont	2,346	49%	3,989	24%	0.39	45%	64.4	62%	255	51%	46.3%
35	Whittier/Indiana to Atlantic	1,419	30%	4,528	28%	0.56	64%	72.0	69%	200	40%	46.1%
36	Vermont/120th to Vermont/Florence	1,904	40%	5,449	33%	0.25	29%	53.9	52%	384	77%	46.1%
37	Slauson Sta to Slauson/Atlantic	1,298	27%	4,611	28%	0.63	73%	68.0	66%	182	36%	46.0%
38	Alvarado/Wilshire to Sunset/Echo Park	2,446	51%	2,986	18%	0.38	44%	80.4	77%	195	39%	46.0%
39	Alameda Union Sta to El Monte Bus Sta	439	9%	7,238	44%	0.54	62%	53.3	51%	289	58%	45.0%
40	Crenshaw/Slauson to Vermont/Slauson	1,412	30%	3,987	24%	0.55	63%	71.9	69%	182	36%	44.5%
41	5th/Colorado to Wilshire/Westwood	1,407	29%	6,249	38%	0.25	29%	31.8	31%	466	93%	44.0%
42	De Soto Orange Sta to Reseda Orange Sta	859	18%	7,608	47%	0.37	42%	42.1	41%	365	73%	44.0%
43	Central/Florence to Central/Washington	1,339	28%	3,937	24%	0.60	68%	71.0	68%	157	31%	44.0%
44	Florence Sta to Florence/Eastern	1,386	29%	4,108	25%	0.55	63%	70.5	68%	169	34%	43.8%
45	Harbor Gateway Transit Ctr to Harbor Fwy Sta	550	12%	6,106	37%	0.46	52%	60.4	58%	290	58%	43.5%
46	1st/Beaudry to Beverly/Vermont	1,452	30%	3,887	24%	0.47	54%	70.7	68%	204	41%	43.4%
47	Pico/Rimpau to Pico/Vermont	1,783	37%	3,721	23%	0.39	45%	66.4	64%	234	47%	43.2%
48	Sepulveda Orange Line Sta to Nordhoff	1,313	27%	4,295	26%	0.44	50%	72.2	70%	195	39%	42.5%

	Segment Description	Boardings per Route Mile		Pass Miles per Route Mile		Seat Utilization		Boardings per Revenue Hour		Trips per Day		Overall Score
		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
49	Crenshaw Sta to Crenshaw/Florence	1,133	24%	5,123	31%	0.52	60%	53.1	51%	230	46%	42.4%
50	Wilshire/Vermont to Wilshire/Figueroa	1,738	36%	3,646	22%	0.47	54%	64.1	62%	184	37%	42.3%
51	6th/St. Paul to Maple/6th	2,620	55%	3,406	21%	0.26	30%	42.3	41%	321	64%	42.1%
52	Harbor Fwy Sta to Flower/Adams	346	7%	8,415	52%	0.63	72%	22.0	21%	290	58%	42.1%
53	Venice/Vermont to Venice/Figueroa	1,420	30%	4,910	30%	0.39	44%	51.7	50%	269	54%	41.6%
54	8th/Garland to Olympic/Alameda	1,538	32%	4,224	26%	0.48	55%	62.6	60%	154	31%	40.9%
55	Crenshaw/MLK to Broadway/Washington	1,019	21%	4,345	27%	0.51	59%	66.2	64%	151	30%	40.1%
56	Harbor Fwy Sta to Broadway/Florence	1,361	28%	3,813	23%	0.27	31%	50.9	49%	330	66%	39.5%
57	Pacific/Slauson to Santa Fe/Olympic	800	17%	5,977	37%	0.48	55%	27.6	27%	308	62%	39.4%
58	Normandie/Expo to Normandie/Wilshire	1,118	23%	3,261	20%	0.54	62%	65.1	63%	138	28%	39.2%
59	Avalon Sta to Avalon/Florence	1,131	24%	4,246	26%	0.42	48%	49.3	47%	251	50%	39.2%
60	Western/Wilshire to Franklin/Western	1,571	33%	2,960	18%	0.32	37%	77.8	75%	161	32%	39.0%
61	Figueroa/Florence to Expo Park/USC Sta	983	21%	3,764	23%	0.52	60%	60.6	58%	158	32%	38.7%
62	Soto/Olympic to Marengo/Cummings	1,005	21%	2,490	15%	0.50	57%	80.7	78%	112	22%	38.6%
63	Nordhoff/Reseda to Van Nuys	657	14%	2,950	18%	0.60	69%	71.5	69%	115	23%	38.5%
64	Garvey/Rosemead to El Monte Sta	1,305	27%	3,641	22%	0.34	39%	51.6	50%	270	54%	38.4%
65	Broadway/Washington to Broadway/Cesar E Chavez	1,384	29%	3,602	22%	0.50	57%	49.9	48%	179	36%	38.4%
66	La Brea/Expo to Hollywood/Orange	1,081	23%	3,774	23%	0.55	62%	50.0	48%	173	35%	38.2%
67	6th/Alameda to Whittier/Indiana	1,007	21%	4,173	26%	0.50	58%	47.1	45%	204	41%	38.1%
68	Santa Monica/Wilshire to Santa Monica/Fairfax	977	20%	6,006	37%	0.37	42%	26.4	25%	327	65%	38.1%
69	Adams/Vermont to Adams/Figueroa	1,133	24%	3,876	24%	0.50	58%	49.0	47%	189	38%	38.0%
70	Western/Wilshire to Hollywood/Western Sta	1,149	24%	2,595	16%	0.47	54%	70.8	68%	137	27%	38.0%
71	Spring/Cesar E Chavez to Huntington/Maycrest	705	15%	4,411	27%	0.61	69%	43.5	42%	182	36%	37.9%
72	Van Nuys/Nordhoff to Glenoaks	1,182	25%	4,291	26%	0.31	35%	54.8	53%	246	49%	37.6%
73	Westlake/MacArthur Sta to Sunset/Alvarado	911	19%	2,307	14%	0.67	77%	53.4	51%	129	26%	37.6%
74	Manchester/Crenshaw to Manchester/Vermont	1,025	21%	3,298	20%	0.48	55%	61.7	59%	152	30%	37.4%
75	Spring/Cesar E Chavez to Marengo/City Terrace	710	15%	3,718	23%	0.61	70%	49.5	48%	151	30%	37.2%
76	Expo Park/USC Sta to Figueroa/Washington	992	21%	3,705	23%	0.51	59%	51.8	50%	158	32%	36.8%
77	Florence/Crenshaw to Florence/Vermont	1,027	21%	3,105	19%	0.42	48%	64.4	62%	169	34%	36.8%
78	Vernon Sta to Vernon/Vermont	1,065	22%	2,187	13%	0.43	49%	75.3	73%	127	25%	36.6%
79	Cesar Chavez/Vignes to Atlantic/Riggin	588	12%	2,865	18%	0.60	69%	59.5	57%	119	24%	36.0%
80	Vanowen/Reseda to Van Nuys	634	13%	2,451	15%	0.54	62%	70.4	68%	107	21%	36.0%
81	ML King/Crenshaw to La Cienega/Jefferson	985	21%	3,857	24%	0.44	50%	42.9	41%	220	44%	36.0%
82	Vernon/Vermont to ML King/Crenshaw	846	18%	2,564	16%	0.50	58%	62.8	61%	127	25%	35.4%
83	Soto/Olympic to Soto Sta	790	17%	2,370	15%	0.47	54%	72.6	70%	110	22%	35.4%
84	Manchester/Market to La Brea/Expo	730	15%	3,321	20%	0.54	62%	49.4	48%	153	31%	35.2%
85	Firestone Sta to Manchester/Garfield	819	17%	3,158	19%	0.46	52%	57.3	55%	154	31%	35.0%
86	NoHo Sta to Lankershim/San Fernando	836	17%	2,644	16%	0.44	51%	65.5	63%	135	27%	34.9%
87	Roscoe/Reseda to Van Nuys	611	13%	2,911	18%	0.54	62%	59.2	57%	126	25%	34.9%
88	Melrose/Vermont to Temple/Figueroa	914	19%	2,724	17%	0.47	53%	57.7	56%	146	29%	34.8%
89	Main/Cesar E Chavez to Indiana	890	19%	2,332	14%	0.51	58%	61.8	60%	115	23%	34.7%
90	Beverly/Vermont to Beverly/La Cienega	966	20%	3,391	21%	0.41	47%	45.6	44%	204	41%	34.5%
91	Wilshire/Western to 8th/Vermont	1,649	35%	1,802	11%	0.21	24%	75.1	72%	154	31%	34.4%
92	Crenshaw/Florence to Crenshaw/MLK	991	21%	4,063	25%	0.34	39%	41.4	40%	235	47%	34.4%
93	Garvey/Atlantic to Rosemead	834	17%	2,833	17%	0.47	54%	55.4	53%	151	30%	34.4%
94	Normandie/Wilshire to Fountain/Vermont	1,156	24%	2,048	13%	0.34	39%	70.8	68%	138	28%	34.3%
95	Compton/Florence to Grand/Washington	751	16%	2,250	14%	0.51	58%	63.5	61%	111	22%	34.2%
96	Crenshaw/Expo to Crenshaw/Wilshire	711	15%	2,645	16%	0.51	58%	57.8	56%	115	23%	33.6%
97	Ave 26/Figueroa to San Fernando/Los Feliz	564	12%	3,601	22%	0.52	59%	45.6	44%	155	31%	33.6%
98	Valley/Atlantic to Rosemead	804	17%	2,700	17%	0.48	55%	52.8	51%	140	28%	33.5%

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		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
99	Figueroa/Washington to Hill/Cesar E Chavez	996	21%	2,876	18%	0.40	45%	53.1	51%	159	32%	33.4%
100	Broadway/Washington to Union Sta	1,291	27%	3,816	23%	0.24	28%	28.2	27%	306	61%	33.3%
101	Harbor Fwy Sta to Figueroa/Florence	939	20%	2,038	12%	0.28	33%	73.1	70%	157	31%	33.3%
102	Florence Sta to Gage/Eastern	711	15%	2,152	13%	0.48	56%	61.3	59%	111	22%	33.0%
103	Hill/Venice to Hill/Ord	1,317	28%	2,889	18%	0.26	30%	41.2	40%	249	50%	32.9%
104	Fairfax/Wilshire to Hollywood/Fairfax	986	21%	2,621	16%	0.44	50%	49.4	48%	149	30%	32.9%
105	Chatsworth Orange Sta to De Soto Orange Sta	804	17%	2,959	18%	0.23	26%	57.9	56%	237	47%	32.8%
106	Cesar E Chavez/Indiana to Riggin/Atlantic	762	16%	2,134	13%	0.46	53%	60.8	59%	115	23%	32.7%
107	Adams/Figueroa to 1st/Beaudry	1,132	24%	2,988	18%	0.36	41%	40.6	39%	204	41%	32.6%
108	Washington/Figueroa to Washington/Vermont	896	19%	2,470	15%	0.39	44%	54.9	53%	159	32%	32.5%
109	Hawthorne/Lennox Sta to Crenshaw/Florence	936	20%	3,686	23%	0.31	36%	39.1	38%	235	47%	32.5%
110	Santa Fe/Olympic to Sunset/Figueroa	1,078	23%	2,819	17%	0.35	41%	43.4	42%	199	40%	32.4%
111	Century/Vermont to Watts Tower Sta	811	17%	2,060	13%	0.41	47%	65.0	63%	114	23%	32.4%
112	Santa Monica/Vermont to Grand/Temple	806	17%	3,356	21%	0.39	45%	44.0	42%	187	37%	32.4%
113	Washington Fairfax TC to Adams/Vermont	936	20%	2,450	15%	0.32	36%	54.3	52%	189	38%	32.2%
114	23rd/Figueroa to Westlake/MacArthur Sta	887	19%	1,680	10%	0.49	56%	51.8	50%	129	26%	32.2%
115	Florence/Seville to Soto/Olympic	613	13%	2,634	16%	0.52	60%	50.3	48%	112	22%	32.0%
116	Ventura/Van Nuys to Universal/Studio City Sta	730	15%	3,665	22%	0.33	38%	35.6	34%	246	49%	31.9%
117	Grand/Washington to Florence/Compton	161	3%	483	3%	0.60	69%	82.7	80%	20	4%	31.8%
118	Victory/Van Nuys to Lankershim	531	11%	2,027	12%	0.49	56%	62.0	60%	97	19%	31.7%
119	Sherman Way/Reseda to Van Nuys	609	13%	2,725	17%	0.46	53%	50.2	48%	137	27%	31.6%
120	Wilshire/Figueroa to Maple/7th	1,766	37%	1,625	10%	0.21	24%	51.2	49%	184	37%	31.4%
121	Hollywood/Highland to Vermont/Prospect	681	14%	2,111	13%	0.43	50%	61.0	59%	108	22%	31.4%
122	Avalon Sta to Central/Florence	734	15%	2,598	16%	0.39	45%	50.8	49%	157	31%	31.3%
123	Main/Venice to San Pedro/Florence	725	15%	2,585	16%	0.46	53%	46.1	44%	141	28%	31.2%
124	Reseda/Nordhoff to Reseda Sta	548	11%	2,171	13%	0.39	45%	69.3	67%	97	19%	31.2%
125	Montana/Glendale to Cesar Chavez/Grand	727	15%	2,685	16%	0.37	42%	48.0	46%	178	36%	31.1%
126	Roscoe/Van Nuys to Tuxford/Lankershim	476	10%	2,613	16%	0.48	55%	50.9	49%	126	25%	31.1%
127	Atlantic/Everington to Atlantic/Valley	632	13%	2,099	13%	0.43	50%	60.2	58%	109	22%	31.1%
128	Arden Pl to Melrose/Vermont	906	19%	2,123	13%	0.35	41%	54.2	52%	150	30%	31.0%
129	Broadway/Cesar E Chavez to Broadway/Thomas	914	19%	2,366	14%	0.33	38%	49.6	48%	177	35%	30.9%
130	Warner Ctr Sta to De Soto Orange Sta	1,038	22%	2,312	14%	0.17	20%	53.3	51%	235	47%	30.9%
131	Century/Crenshaw to Century/Vermont	616	13%	2,266	14%	0.45	52%	55.1	53%	113	23%	30.9%
132	Olympic/Fairfax to Olympic/Vermont	553	12%	2,727	17%	0.44	51%	54.3	52%	114	23%	30.8%
133	Normandie/Florence to Normandie/Expo	678	14%	2,494	15%	0.41	47%	51.3	49%	141	28%	30.7%
134	Hill/Ord to San Fernando/Glendale	316	7%	2,619	16%	0.62	71%	41.0	40%	96	19%	30.5%
135	Temple/Figueroa to Main/Venice	935	20%	2,447	15%	0.43	49%	41.4	40%	143	29%	30.4%
136	Valley/Rosemead to El Monte Sta	756	16%	2,144	13%	0.38	44%	52.9	51%	140	28%	30.4%
137	Vernon Sta to Vermont Ave	656	14%	1,520	9%	0.39	45%	66.7	64%	97	19%	30.3%
138	Vermont/Prospect to Broadway/Central	544	11%	2,479	15%	0.53	61%	42.1	41%	116	23%	30.3%
139	Avalon Florence to San Pedro/Washington	228	5%	830	5%	0.61	70%	67.1	65%	34	7%	30.2%
140	Washington/Vermont to Washington Fairfax TC	862	18%	2,049	13%	0.32	37%	53.8	52%	159	32%	30.2%
141	Sunset/Vermont to Montana/Glendale	836	17%	3,061	19%	0.34	39%	33.0	32%	218	44%	30.2%
142	Central/Washington to Beaudry/4th	979	20%	2,351	14%	0.36	41%	44.8	43%	157	31%	30.0%
143	Gage/Vermont to Florence Sta	604	13%	1,942	12%	0.44	50%	55.0	53%	111	22%	30.0%
144	Main/Grand to Culver City Sta	535	11%	2,998	18%	0.45	52%	45.9	44%	118	24%	29.9%
145	Vermont Ave to ML King/Crenshaw	407	9%	2,031	12%	0.52	60%	50.9	49%	97	19%	29.9%
146	Crenshaw/Expo to Wilshire/Western Sta	676	14%	1,972	12%	0.43	49%	51.9	50%	115	23%	29.7%
147	Pico/Figueroa to Temple/Alameda	1,221	26%	2,463	15%	0.26	30%	31.9	31%	234	47%	29.6%
148	Olympic/Alameda to Indiana	775	16%	2,835	17%	0.32	37%	46.7	45%	154	31%	29.3%

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149	Glendale/San Fernando to Verdugo/Honolulu	403	8%	2,265	14%	0.51	59%	46.8	45%	100	20%	29.2%
150	Sepulveda/Ventura to Sepulveda Orange Line Sta	655	14%	3,285	20%	0.33	38%	36.7	35%	195	39%	29.2%
151	Sunset/Alvarado to Fletcher/San Fernando	340	7%	2,192	13%	0.64	73%	27.1	26%	129	26%	29.2%
152	Hollywood/Vine Sta to Vermont/Prospect	830	17%	1,636	10%	0.35	40%	56.8	55%	116	23%	29.1%
153	Crenshaw/Redondo Beach to Crenshaw Sta	494	10%	2,002	12%	0.44	50%	52.0	50%	115	23%	29.1%
154	Atlantic/Imperial to Atlantic/Everington	555	12%	2,195	13%	0.45	52%	48.5	47%	109	22%	29.1%
155	Lakewood Sta to Rosemead/Telegraph	385	8%	1,325	8%	0.49	57%	61.4	59%	67	13%	29.1%
156	Spring/Cesar E Chavez to Main/Mission	451	9%	2,788	17%	0.50	57%	34.6	33%	140	28%	29.0%
157	Broadway/Central to Colorado/Eagle Rock	596	12%	2,037	12%	0.44	50%	48.0	46%	116	23%	28.9%
158	Hawthorne/Lennox Sta to Manchester/Market	710	15%	2,005	12%	0.33	38%	50.7	49%	153	31%	28.8%
159	Sherman Way/Van Nuys to Lankershim	583	12%	2,432	15%	0.41	47%	43.7	42%	137	27%	28.7%
160	Tuxford/Lankershim to NoHo Sta	541	11%	2,132	13%	0.39	45%	50.1	48%	126	25%	28.6%
161	Figueroa/Ave 26 to Colorado/Eagle Dale	699	15%	2,230	14%	0.31	35%	47.9	46%	159	32%	28.3%
162	Soto Sta to Marengo/State	639	13%	1,628	10%	0.32	37%	60.5	58%	110	22%	28.1%
163	Artesia Sta to Long Beach Bl Sta	570	12%	2,109	13%	0.36	41%	46.8	45%	146	29%	28.1%
164	Sherman Way Sta to Reseda	561	12%	2,241	14%	0.38	43%	45.9	44%	137	27%	28.1%
165	Wilshire/Western to 6th/Vermont	1,077	23%	1,686	10%	0.23	27%	45.9	44%	179	36%	27.9%
166	Main/Mission to Valley/Atlantic	358	7%	2,737	17%	0.49	56%	31.6	30%	140	28%	27.7%
167	Roscoe Sta to Roscoe/Reseda	436	9%	2,174	13%	0.40	46%	45.8	44%	125	25%	27.6%
168	San Fernando/Los Feliz to Olive/San Fernando	383	8%	3,103	19%	0.44	51%	30.1	29%	155	31%	27.6%
169	Pacific/Sunset to Culver City Sta	546	11%	2,507	15%	0.41	47%	34.7	33%	151	30%	27.5%
170	Ventura/Reseda to Van Nuys	532	11%	3,220	20%	0.28	33%	24.0	23%	254	51%	27.5%
171	182nd/Hawthorne to Hawthorne/Lennox Sta	769	16%	2,195	13%	0.26	30%	49.7	48%	148	30%	27.4%
172	Whittier/Atlantic to Montebello Sta	806	17%	1,887	12%	0.23	27%	43.3	42%	200	40%	27.4%
173	Central/Broadway to Colorado/Eagle Rock	493	10%	1,975	12%	0.40	46%	47.8	46%	108	22%	27.3%
174	Jefferson/Hoover to Hoover/Washington	703	15%	2,621	16%	0.34	38%	28.3	27%	195	39%	27.1%
175	6th/Alameda to Commerce Center	555	12%	2,911	18%	0.29	34%	38.3	37%	174	35%	27.0%
176	Fairfax/Olympic to Olympic/Vermont	547	11%	1,844	11%	0.35	40%	49.2	47%	120	24%	26.9%
177	Vanowen/Van Nuys to Burbank Airport	442	9%	1,766	11%	0.39	45%	49.3	48%	107	21%	26.8%
178	Vermont/Prospect to Central/Broadway	275	6%	2,662	16%	0.55	63%	28.6	28%	108	22%	26.7%
179	Century/Aviation to Century/Crenshaw	625	13%	1,784	11%	0.36	41%	47.8	46%	113	23%	26.7%
180	Venice/Figueroa to Union Sta	810	17%	2,703	17%	0.20	23%	23.3	22%	269	54%	26.6%
181	Crenshaw/Wilshire to Hollywood/Vine	599	13%	1,891	12%	0.37	42%	45.7	44%	114	23%	26.6%
182	Balboa Sta to Nordhoff	212	4%	791	5%	0.47	54%	63.8	61%	39	8%	26.5%
183	Le Conte/Broxton to Sunset/Fairfax	383	8%	3,144	19%	0.39	45%	21.2	20%	194	39%	26.3%
184	Hollywood/Orange to Hollywood/Vine	1,081	23%	1,296	8%	0.22	25%	47.0	45%	149	30%	26.1%
185	Alameda Union Sta to Del Mar/Bencamp	84	2%	1,341	8%	0.58	66%	44.1	43%	58	12%	26.1%
186	Sherman Way/Lankershim to NoHo Sta	406	8%	1,231	8%	0.38	43%	57.1	55%	76	15%	25.9%
187	Crenshaw/Artesia to Crenshaw Sta	471	10%	1,734	11%	0.33	38%	49.1	47%	115	23%	25.8%
188	Manchester/Sepulveda to Manchester/Crenshaw	559	12%	2,272	14%	0.33	38%	35.7	34%	152	30%	25.7%
189	Victory/Reseda to Van Nuys	323	7%	1,795	11%	0.43	50%	43.0	41%	97	19%	25.6%
190	Marengo/City Terrace to Garvey/Atlantic	286	6%	2,711	17%	0.45	51%	24.8	24%	151	30%	25.6%
191	Soto/Olympic to Marengo/Soto	458	10%	672	4%	0.27	31%	73.5	71%	63	13%	25.5%
192	Laurel Canyon Sta to Roscoe	362	8%	1,293	8%	0.39	45%	53.6	52%	75	15%	25.4%
193	La Palma/Beach to Norwalk Sta	208	4%	2,140	13%	0.57	66%	26.8	26%	89	18%	25.4%
194	Atlantic/Riggin to Garvey/Rosemead	331	7%	2,152	13%	0.45	52%	32.2	31%	119	24%	25.3%
195	Washington/Fairfax Hub to Fairfax/Wilshire	626	13%	2,021	12%	0.34	39%	33.4	32%	149	30%	25.3%
196	CSU to Avalon Sta	426	9%	1,986	12%	0.33	38%	39.9	38%	142	28%	25.2%
197	Florence/Eastern to Norwalk Sta	513	11%	2,129	13%	0.29	34%	37.0	36%	163	33%	25.1%
198	Hollywood/Fairfax to Hollywood/Argyle	733	15%	1,923	12%	0.32	37%	32.7	32%	149	30%	25.1%

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199	Culver City TC to Crenshaw/Slauson	417	9%	2,513	15%	0.36	41%	26.0	25%	174	35%	25.1%
200	Alameda Union Sta to Del Mar/Marshall	11	0%	559	3%	0.87	100%	19.2	18%	16	3%	25.1%
201	Imperial/Crenshaw to Imperial/Vermont	275	6%	870	5%	0.42	48%	57.6	55%	51	10%	25.0%
202	Hill/Ord to Ave 26/Figueroa	217	5%	3,107	19%	0.44	51%	20.3	20%	155	31%	25.0%
203	Laurel Canyon/Roscoe to Van Nuys	321	7%	1,254	8%	0.38	44%	53.6	52%	75	15%	24.9%
204	Washington Fairfax TC to Hollywood/Highland	503	11%	1,655	10%	0.35	40%	44.4	43%	105	21%	24.9%
205	San Fernando/Van Nuys to Sylmar Sta	407	9%	1,530	9%	0.36	41%	47.7	46%	98	20%	24.9%
206	Hill/Cesar E Chavez to Figueroa/Ave 26	328	7%	3,070	19%	0.42	49%	18.6	18%	159	32%	24.8%
207	Huntington/Maycrest to Las Tunas/Rosemead	451	9%	1,723	11%	0.37	43%	39.4	38%	116	23%	24.7%
208	Reseda/Devonshire to Ventura	455	10%	1,296	8%	0.34	39%	51.2	49%	87	17%	24.7%
209	Olympic/Figueroa to Spring/Temple	754	16%	1,659	10%	0.30	34%	38.5	37%	128	26%	24.6%
210	Vermont Sta to Normandie/Florence	570	12%	1,553	10%	0.25	29%	45.7	44%	141	28%	24.5%
211	Culver City TC to Hyde Park/Crenshaw	394	8%	1,726	11%	0.40	45%	38.1	37%	109	22%	24.5%
212	Grande Vista/Olympic to Soto Sta	471	10%	863	5%	0.38	43%	46.8	45%	91	18%	24.4%
213	De Soto Sta to Nordhoff	293	6%	829	5%	0.32	37%	63.7	61%	58	12%	24.3%
214	La Cienega/Jefferson to La Cienega/Wilshire	506	11%	1,783	11%	0.37	43%	34.3	33%	119	24%	24.3%
215	San Fernando/Fletcher to Columbus/Hawthorne	442	9%	1,377	8%	0.40	46%	32.7	32%	129	26%	24.2%
216	Western/Imperial to Western/Florence	642	13%	1,751	11%	0.19	22%	44.4	43%	161	32%	24.2%
217	Hill/MLK Jr. to Jefferson/Hoover	834	17%	1,396	9%	0.18	20%	36.6	35%	195	39%	24.1%
218	Crenshaw Sta to Western/Florence	394	8%	1,735	11%	0.32	36%	39.1	38%	137	27%	24.0%
219	Lankershim/San Fernando to Van Nuys	292	6%	2,020	12%	0.40	46%	34.1	33%	116	23%	24.0%
220	Santa Monica/Vermont to Grand/Cesar Chavez	448	9%	2,232	14%	0.29	33%	36.8	35%	140	28%	24.0%
221	Slauson/Atlantic to Paramount/Slauson	428	9%	2,152	13%	0.30	34%	28.4	27%	182	36%	24.0%
222	Brand/Broadway to 1st/Olive	401	8%	1,363	8%	0.40	46%	40.4	39%	85	17%	23.7%
223	PCH/I-110 to PCH/Hawthorne	289	6%	1,561	10%	0.42	49%	37.1	36%	92	18%	23.7%
224	Grand/Temple to Venice/16th	832	17%	1,776	11%	0.21	24%	30.2	29%	187	37%	23.7%
225	MLK TC to Avalon Sta	473	10%	1,587	10%	0.27	31%	39.8	38%	148	30%	23.7%
226	Atlantic/Imperial to Atlantic/Slauson	255	5%	1,079	7%	0.42	48%	46.1	44%	64	13%	23.5%
227	Marengo/Cummings to Avenue 28/Idell	579	12%	1,142	7%	0.23	26%	51.5	50%	112	22%	23.4%
228	Broadway/Washington to Washington/Figueroa	956	20%	1,026	6%	0.15	17%	41.1	40%	170	34%	23.4%
229	LAX to Inglewood TC	493	10%	1,569	10%	0.27	31%	41.2	40%	131	26%	23.3%
230	Jefferson/La Cienega to Jefferson/Vermont	477	10%	1,155	7%	0.27	31%	48.5	47%	106	21%	23.2%
231	6th/Central to Telegraph/Atlantic	178	4%	1,609	10%	0.53	61%	27.4	26%	76	15%	23.2%
232	San Pedro/Florence to Avalon Sta	502	11%	1,314	8%	0.24	28%	43.3	42%	135	27%	23.0%
233	MLK Transit Ctr to Rosecrans/Lakewood	319	7%	1,240	8%	0.41	47%	40.0	39%	76	15%	22.9%
234	Watts Tower Sta to Imperial/Atlantic	487	10%	1,434	9%	0.28	32%	41.4	40%	114	23%	22.8%
235	Sepulveda/Nordhoff to Truman/Maclay	280	6%	1,697	10%	0.39	44%	35.0	34%	99	20%	22.8%
236	18th/Olive to Spring/Cesar E Chavez	693	15%	1,597	10%	0.23	26%	29.3	28%	177	35%	22.7%
237	Figueroa/Ave 26 to Colorado/Verdugo	431	9%	1,453	9%	0.28	32%	41.5	40%	121	24%	22.7%
238	Venice/Broadway to Spring/Cesar E Chavez	632	13%	1,621	10%	0.27	31%	30.7	30%	151	30%	22.7%
239	CSU/Eastern to CSU TC	187	4%	414	3%	0.39	44%	56.5	54%	43	9%	22.7%
240	Nordhoff Sta to Reseda	314	7%	1,510	9%	0.35	40%	38.7	37%	102	20%	22.6%
241	La Brea/Expo to Manchester/Market	106	2%	384	2%	0.48	55%	50.7	49%	20	4%	22.5%
242	Willowbrook/Rosa Parks Sta to Compton/Florence	449	9%	1,248	8%	0.28	32%	42.1	41%	113	23%	22.4%
243	Westwood/Wilshire to Sepulveda/Ventura	156	3%	2,623	16%	0.44	50%	21.4	21%	109	22%	22.4%
244	I-405 to Santa Monica/Wilshire	355	7%	2,505	15%	0.33	38%	23.7	23%	140	28%	22.2%
245	Glendale/Montana to Brand/Broadway	262	5%	1,513	9%	0.45	51%	29.1	28%	85	17%	22.2%
246	Artesia Sta to 183rd at Sears Entry	201	4%	902	6%	0.43	49%	43.2	42%	53	11%	22.1%
247	Long Beach Bl Sta to Florence/Seville	467	10%	1,407	9%	0.28	32%	38.8	37%	112	22%	22.1%
248	Inglewood TC to Florence/Crenshaw	449	9%	1,879	12%	0.25	29%	27.3	26%	167	33%	21.9%

	Segment Description	Boardings per Route Mile		Pass Miles per Route Mile		Seat Utilization		Boardings per Revenue Hour		Trips per Day		Overall Score
		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
249	Vanowen/Topanga Cyn to Reseda	313	7%	1,452	9%	0.32	37%	37.3	36%	107	21%	21.9%
250	Cesar Chavez/Gateway Center to Marengo/State	208	4%	1,081	7%	0.45	52%	36.3	35%	60	12%	21.9%
251	Wilshire/Flower to Alameda Union Sta	371	8%	1,175	7%	0.41	47%	34.0	33%	71	14%	21.9%
252	Atlantic/Slauson to Los Robles/Valley	212	4%	1,092	7%	0.43	49%	37.6	36%	64	13%	21.8%
253	Pacific/Slauson to Soto/Olympic	276	6%	2,012	12%	0.40	46%	23.7	23%	110	22%	21.7%
254	Olive/Venice to Spring/Cesar E Chavez	631	13%	1,457	9%	0.21	24%	23.6	23%	197	39%	21.6%
255	Grand/Cesar Chavez to Patsaouras Transit Plaza	640	13%	1,254	8%	0.16	19%	40.7	39%	140	28%	21.4%
256	Douglas Sta to Rosecrans/Harbor Fwy Sta	323	7%	1,027	6%	0.34	39%	41.5	40%	76	15%	21.4%
257	Santa Monica/I405 to Santa Monica/Wilshire	464	10%	1,948	12%	0.23	26%	22.5	22%	187	37%	21.3%
258	5th/Los Angeles to Flower/Adams	295	6%	528	3%	0.30	34%	56.3	54%	42	8%	21.3%
259	La Cienega/Jefferson Sta to Washington/Fairfax Hub	683	14%	1,254	8%	0.21	24%	31.5	30%	149	30%	21.2%
260	Ocean/Arizona to Santa Monica/I-405	424	9%	2,129	13%	0.24	27%	24.0	23%	169	34%	21.2%
261	Hyde Park/Crenshaw to Gage Ave/Vermont	313	7%	1,541	9%	0.36	42%	27.7	27%	106	21%	21.1%
262	Artesia Sta to Atlantic/Imperial	346	7%	1,615	10%	0.22	25%	29.1	28%	174	35%	21.0%
263	Temescal Canyon/PCH to Olympic/7th	177	4%	1,092	7%	0.44	50%	33.2	32%	61	12%	21.0%
264	Norwalk Sta to 5th/Los Angeles	38	1%	2,030	12%	0.54	62%	11.6	11%	89	18%	20.9%
265	Telegraph/Antlantic to Telegraph/Norwalk	174	4%	1,314	8%	0.43	50%	28.7	28%	76	15%	20.8%
266	Harbor Gateway TC to Avalon Sta	237	5%	1,100	7%	0.34	39%	38.4	37%	80	16%	20.8%
267	Avalon/Anaheim to Harbor Gateway Transit Ctr	216	5%	974	6%	0.37	43%	39.1	38%	65	13%	20.8%
268	Van Nuys Sta to Woodman	226	5%	688	4%	0.31	35%	51.9	50%	49	10%	20.7%
269	El Monte Sta to Huntington/Sunset	189	4%	890	5%	0.40	46%	38.2	37%	56	11%	20.6%
270	Harbor Fwy Sta to MLK Transit Ctr	239	5%	1,163	7%	0.38	44%	32.8	32%	76	15%	20.6%
271	Eastern/Florence to Atlantic/Telegraph	134	3%	806	5%	0.49	56%	31.6	30%	41	8%	20.5%
272	Manchester/Garfield to Norwalk Sta	394	8%	1,606	10%	0.23	27%	28.3	27%	154	31%	20.5%
273	Rosemead/Telegraph to Rosemead/Valley	158	3%	1,108	7%	0.41	47%	32.8	32%	67	13%	20.5%
274	Colorado/Eagle Rock to Colorado/Lake	268	6%	1,618	10%	0.34	39%	25.1	24%	119	24%	20.5%
275	Willowbrook/Rosa Parks Sta to Imperial/Atlantic	224	5%	902	6%	0.37	42%	39.3	38%	61	12%	20.5%
276	Temple/Alameda to Indiana Sta	479	10%	1,370	8%	0.18	21%	26.2	25%	187	37%	20.4%
277	Huntington/Sunset to Los Robles/Colorado	149	3%	958	6%	0.43	49%	33.7	33%	56	11%	20.3%
278	Devonshire/Reseda to Arleta/Van Nuys	130	3%	643	4%	0.35	40%	48.5	47%	41	8%	20.3%
279	Olympic/Indiana to Atlantic	430	9%	1,544	9%	0.22	25%	34.5	33%	123	25%	20.3%
280	Balboa/Nordhoff to Rinaldi	145	3%	645	4%	0.38	44%	44.4	43%	39	8%	20.3%
281	Temple/Figueroa to Glendale/Montana	213	4%	1,415	9%	0.42	48%	24.1	23%	85	17%	20.2%
282	San Fernando/Lankershim to Sylmar Sta	280	6%	1,291	8%	0.26	29%	37.2	36%	110	22%	20.2%
283	Downtown Long Beach Sta to PCH/I-110	251	5%	1,328	8%	0.36	41%	28.7	28%	92	18%	20.2%
284	San Pedro/Rosecrans to Harbor Fwy Sta	441	9%	1,182	7%	0.16	19%	30.5	29%	179	36%	20.1%
285	La Cienega/Jefferson to Wilshire	260	5%	1,450	9%	0.37	43%	24.6	24%	97	19%	20.1%
286	Lakewood/Hardwick to Lakewood Sta	211	4%	929	6%	0.35	40%	38.4	37%	67	13%	20.0%
287	Ventura/Sepulveda to Van Nuys Sta	289	6%	1,557	10%	0.28	32%	34.1	33%	97	19%	20.0%
288	Glenoaks/Van Nuys to Sylmar Sta	256	5%	617	4%	0.29	33%	49.1	47%	54	11%	20.0%
289	Marengo/State to Avenue 28/Idell	468	10%	919	6%	0.18	21%	42.7	41%	110	22%	19.9%
290	Cesar Chavez/Grand to Venice/Broadway	564	12%	1,091	7%	0.20	23%	32.5	31%	131	26%	19.8%
291	Atlantic/Valley to Fair Oaks/Colorado	302	6%	1,455	9%	0.29	33%	28.9	28%	114	23%	19.8%
292	Spring/Cesar E Chavez to Riverside/Oros	127	3%	728	4%	0.51	59%	22.1	21%	57	11%	19.7%
293	Verdugo/Honolulu to Foothill/Sunland	218	5%	1,474	9%	0.33	38%	27.2	26%	101	20%	19.6%
294	17th/Hill to Cesar Chavez/Vignes	369	8%	1,377	8%	0.29	33%	25.5	25%	119	24%	19.5%
295	Century City Terminal to San Vicente/Gracie Allen	385	8%	1,546	9%	0.19	21%	18.3	18%	205	41%	19.5%
296	Laurel Canyon/Van Nuys to Sylmar Sta	272	6%	1,012	6%	0.31	35%	36.4	35%	75	15%	19.4%
297	Ventura/Topanga Cyn to Warner Ctr	165	3%	471	3%	0.29	33%	51.8	50%	40	8%	19.4%
298	Marengo/State St. to CSU	271	6%	710	4%	0.30	34%	42.4	41%	60	12%	19.4%

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		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
299	Broadway/Cesar E Chavez to Daly/Broadway	258	5%	1,125	7%	0.36	41%	29.0	28%	79	16%	19.4%
300	Calabasas Rd to Ventura/Topanga Cyn	94	2%	760	5%	0.46	53%	30.6	29%	40	8%	19.3%
301	Santa Fe/Olympic to Beaudry/4th	387	8%	1,236	8%	0.28	32%	27.5	26%	110	22%	19.2%
302	Atlantic/Telegraph to CSU	115	2%	747	5%	0.41	47%	34.4	33%	46	9%	19.2%
303	Plummer/Van Nuys to Valley College Sta	147	3%	703	4%	0.38	44%	36.2	35%	46	9%	19.0%
304	Olive/San Fernando to San Fernando/Lankershim	221	5%	1,809	11%	0.26	30%	19.2	18%	155	31%	19.0%
305	Spring/Temple to Figueroa/Ave 26	296	6%	1,575	10%	0.30	35%	21.1	20%	120	24%	19.0%
306	Century Park/Santa Monica to Olympic/Fairfax	324	7%	1,466	9%	0.24	27%	29.3	28%	114	23%	18.8%
307	Arizona Ave to Pacific/Sunset	293	6%	843	5%	0.24	28%	39.2	38%	85	17%	18.8%
308	Fair Oaks/Colorado to Fair Oaks/Woodbury	368	8%	944	6%	0.19	22%	37.3	36%	113	23%	18.7%
309	Harbor Transitway/PCH to Harbor Gateway TC	73	2%	1,493	9%	0.41	46%	21.3	20%	80	16%	18.7%
310	Universal/Studio City Sta to NoHo Sta	406	8%	1,037	6%	0.19	22%	33.4	32%	124	25%	18.7%
311	Nordhoff/Van Nuys to Branford/Glenoaks	315	7%	1,058	6%	0.22	25%	33.8	33%	115	23%	18.7%
312	Sunland/Foothill to Vineland/Cantara	223	5%	400	2%	0.22	25%	53.6	52%	45	9%	18.6%
313	Sherman Way/Lankershim to Vineland/Cantara	258	5%	595	4%	0.22	26%	48.0	46%	61	12%	18.6%
314	Glenoaks/Roscoe to Glenoaks/Van Nuys	152	3%	745	5%	0.34	39%	37.0	36%	55	11%	18.6%
315	Alondra/Atlantic to Alondra/Studebaker	114	2%	618	4%	0.43	49%	31.4	30%	36	7%	18.6%
316	Paramount/Artesia to Lakewood Bl Sta	127	3%	544	3%	0.38	43%	37.4	36%	36	7%	18.5%
317	Hawthorne/PCH to Artesia/Hawthorne	125	3%	794	5%	0.39	45%	31.4	30%	51	10%	18.5%
318	Imperial/Vermont to Willowbrook/Rosa Parks Sta	166	3%	842	5%	0.37	43%	31.2	30%	56	11%	18.5%
319	Fallbrook/Ventura to Roscoe Orange Line Sta	259	5%	1,084	7%	0.20	23%	33.3	32%	125	25%	18.4%
320	Tampa Sta to Nordhoff	130	3%	425	3%	0.28	32%	50.0	48%	35	7%	18.4%
321	Saticoy/Reseda to Van Nuys	89	2%	504	3%	0.39	45%	37.0	36%	32	6%	18.4%
322	NoHo Sta to Olive/San Fernando	143	3%	565	3%	0.35	40%	38.4	37%	40	8%	18.4%
323	Del Mar/Marshall to Huntington/Rosemead	69	1%	222	1%	0.35	40%	47.8	46%	16	3%	18.4%
324	MLK TC to Alondra/Atlantic	164	3%	451	3%	0.31	36%	44.0	42%	36	7%	18.3%
325	Grand/3rd to 6th/Central	411	9%	748	5%	0.25	28%	36.4	35%	76	15%	18.3%
326	Van Nuys/Glenoaks to Foothill/Terra Bella	485	10%	999	6%	0.12	14%	33.8	33%	144	29%	18.3%
327	Truman/Maclay to Eldridge/Maclay	266	6%	1,146	7%	0.26	30%	30.4	29%	99	20%	18.3%
328	Rosemead/Valley to Sierra Madre Villa Sta	194	4%	854	5%	0.32	37%	33.3	32%	67	13%	18.2%
329	Soto Sta to USC Clinic	434	9%	479	3%	0.21	24%	38.2	37%	91	18%	18.2%
330	CSU TC to York/Figueroa	103	2%	482	3%	0.45	51%	27.0	26%	43	9%	18.2%
331	Arleta/Van Nuys to Woodman/Oxnard	151	3%	549	3%	0.31	35%	42.7	41%	40	8%	18.1%
332	Daly/Broadway to Figueroa/Avenue 61	222	5%	1,030	6%	0.33	37%	27.6	27%	79	16%	18.1%
333	Winnetka/Orange Line to Ventura	177	4%	349	2%	0.23	26%	53.9	52%	35	7%	18.1%
334	Colorado/Eagle Rock to Colorado/Hill	200	4%	1,377	8%	0.28	32%	24.9	24%	108	22%	18.1%
335	Victory/Lankershim to Burbank Sta	266	6%	1,043	6%	0.25	29%	30.9	30%	97	19%	18.0%
336	Universal/Studio City Sta to Buena Vista/Alameda	158	3%	654	4%	0.36	42%	33.2	32%	45	9%	18.0%
337	Saticoy/Topanga Cyn to Reseda	97	2%	468	3%	0.37	42%	38.0	37%	32	6%	18.0%
338	Grand/Washington to 23rd/Figueroa	573	12%	553	3%	0.16	19%	31.2	30%	129	26%	18.0%
339	Florence/Compton to Maie/Firestone	84	2%	216	1%	0.27	31%	53.6	52%	20	4%	17.9%
340	Vermont/Expo to Jefferson/Avalon	204	4%	588	4%	0.31	36%	37.8	36%	47	9%	17.9%
341	Reseda/Devonshire to Reseda/Nordhoff	336	7%	777	5%	0.14	16%	43.6	42%	97	19%	17.9%
342	Topanga Cyn/Victory to Victory/Reseda	204	4%	1,152	7%	0.28	32%	27.6	27%	97	19%	17.8%
343	Palm/Seville to Pacific/Slauson	440	9%	822	5%	0.16	19%	35.3	34%	110	22%	17.8%
344	Riverside/Oros to Griffith Park/Los Feliz	92	2%	641	4%	0.45	52%	20.8	20%	57	11%	17.8%
345	Beverly/La Cienega to Beverly/Pico	383	8%	1,249	8%	0.18	20%	18.2	18%	173	35%	17.6%
346	Lakewood Bl Sta to Paramount/Florence	123	3%	501	3%	0.35	40%	36.8	35%	36	7%	17.6%
347	Jet Propulsion Lab to Raymond/Colorado	22	0%	183	1%	0.52	60%	24.7	24%	14	3%	17.6%
348	Nordhoff/Corbin to Winnetka/Orange Line	120	3%	449	3%	0.29	33%	44.0	42%	35	7%	17.6%

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		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
349	Van Nuys/Ventura to Van Nuys Sta	435	9%	1,164	7%	0.14	16%	27.2	26%	149	30%	17.6%
350	Artesia/Hawthorne to Harbor Gateway Transit Ctr	200	4%	1,170	7%	0.29	33%	24.1	23%	101	20%	17.6%
351	Sepulveda Expo Sta to Westwood/Wilshire	353	7%	1,378	8%	0.17	20%	22.6	22%	151	30%	17.5%
352	Ventura Bl/Pl to Laurel Canyon Sta	300	6%	635	4%	0.19	22%	41.3	40%	75	15%	17.4%
353	CSUN Transit Ctr to Plummer/Van Nuys	100	2%	711	4%	0.39	44%	28.1	27%	46	9%	17.4%
354	West Hills Medical Ctr to Sherman Way Sta	444	9%	724	4%	0.12	14%	32.7	31%	137	27%	17.3%
355	PCH/Artesia to Mariposa/Nash Sta	149	3%	1,177	7%	0.33	38%	20.6	20%	88	18%	17.2%
356	Florence Sta to Palm/Seville	255	5%	416	3%	0.22	25%	45.0	43%	47	9%	17.2%
357	Wilshire/Vermont Sta to Parkman/Sunset	194	4%	414	3%	0.29	33%	40.3	39%	36	7%	17.1%
358	Disneyland to La Palma/Beach	114	2%	1,171	7%	0.32	37%	22.5	22%	87	17%	17.1%
359	Grand/Washington to Figueroa/Sunset	356	7%	1,009	6%	0.23	26%	24.4	23%	111	22%	17.1%
360	LAX to Century/Aviation	339	7%	924	6%	0.18	21%	29.5	28%	113	23%	17.0%
361	Arizona Ave to Main/Grand	327	7%	1,257	8%	0.19	22%	25.7	25%	118	24%	16.9%
362	San Vicente/Melrose to Arden Pl	272	6%	1,054	6%	0.23	26%	24.0	23%	116	23%	16.9%
363	Hawthorne/182nd to Hawthorne/Lennox Sta	225	5%	825	5%	0.25	28%	30.5	29%	84	17%	16.8%
364	Hollywood/Argyle to Fountain Ave	433	9%	790	5%	0.13	15%	26.0	25%	149	30%	16.8%
365	Harbor Gateway Transit Ctr to Artesia Sta	118	2%	727	4%	0.34	39%	28.0	27%	53	11%	16.8%
366	PCH/Hawthorne to PCH/Artesia	152	3%	1,109	7%	0.30	35%	20.9	20%	92	18%	16.6%
367	Los Robles/Colorado to Altadena/Lake	151	3%	614	4%	0.27	31%	34.3	33%	56	11%	16.5%
368	La Cienega/Wilshire to Santa Monica/San Vicente	327	7%	943	6%	0.21	24%	24.2	23%	111	22%	16.5%
369	Main/11th to Temple/Figueroa	342	7%	747	5%	0.22	25%	29.5	28%	85	17%	16.5%
370	7th/Maple to Main/Cesar E Chavez	419	9%	901	6%	0.20	22%	23.3	22%	115	23%	16.4%
371	Figueroa/Avenue 61 to Eagle Rock/York	239	5%	655	4%	0.21	24%	34.3	33%	79	16%	16.3%
372	Malibu Canyon/Civic Center to Temescal Canyon/PCH	47	1%	1,038	6%	0.42	48%	14.6	14%	61	12%	16.3%
373	LAX to Imperial/Crenshaw	168	4%	515	3%	0.25	29%	37.2	36%	51	10%	16.3%
374	Jefferson/Vermont to Broadway/Washington	335	7%	1,027	6%	0.19	22%	20.1	19%	134	27%	16.2%
375	MLK TC to Lakewood/Somersset	116	2%	324	2%	0.27	31%	40.9	39%	30	6%	16.2%
376	Crenshaw/Stocker to Vermont/Expo	165	3%	591	4%	0.30	34%	30.5	29%	50	10%	16.1%
377	San Vicente/Sunset to Pico/Rimpau	257	5%	1,210	7%	0.19	22%	15.2	15%	153	31%	16.0%
378	Nordhoff Sta to Nordhoff/Reseda	34	1%	190	1%	0.35	40%	36.9	36%	13	3%	16.0%
379	Sylmar Sta to Olive View Medical Center	190	4%	988	6%	0.23	26%	24.7	24%	98	20%	16.0%
380	Colorado/Lake to Sierra Madre Villa Sta	169	4%	506	3%	0.25	28%	35.9	35%	51	10%	16.0%
381	Sepulveda/Nordhoff to Sylmar Sta	191	4%	1,088	7%	0.20	23%	26.8	26%	96	19%	15.7%
382	Zelzah/Nordhoff to Devonshire	94	2%	450	3%	0.30	34%	33.5	32%	35	7%	15.7%
383	Washington/Palawan to Culver City TC	185	4%	1,185	7%	0.21	24%	15.4	15%	141	28%	15.7%
384	Rosemead/Valley to El Monte Sta	122	3%	507	3%	0.30	35%	30.3	29%	42	8%	15.6%
385	Saticoy/Van Nuys to Lankershim	87	2%	404	2%	0.32	36%	31.5	30%	32	6%	15.4%
386	California/Fair Oaks to Hill/Colorado	112	2%	372	2%	0.35	40%	24.8	24%	43	9%	15.4%
387	Artesia Sta to Willowbrook/Rosa Parks Sta	187	4%	559	3%	0.22	25%	32.6	31%	63	13%	15.4%
388	Riggin/Atlantic to ELAC TC	198	4%	914	6%	0.21	24%	22.0	21%	110	22%	15.3%
389	Jefferson/Avalon to Florence Sta	132	3%	559	3%	0.30	34%	28.0	27%	47	9%	15.3%
390	Paseo Del Mar/Meyler to Avalon/Anaheim	134	3%	731	4%	0.28	32%	25.1	24%	65	13%	15.3%
391	Crenshaw/MLK to Crenshaw/Jefferson	310	6%	530	3%	0.16	18%	33.0	32%	84	17%	15.3%
392	Culver/Pacific to Manchester/Sepulveda	198	4%	685	4%	0.19	21%	31.4	30%	81	16%	15.2%
393	Santa Anita/Huntington to El Monte Sta	123	3%	577	4%	0.26	30%	30.0	29%	56	11%	15.1%
394	Eastern/Tuttle to CSU/Eastern	97	2%	350	2%	0.33	37%	26.4	25%	43	9%	15.1%
395	Pacific/21st to Harbor Transitway/PCH	94	2%	1,045	6%	0.28	33%	19.2	18%	80	16%	15.1%
396	NoHo Sta to Buena Vista/Alameda	164	3%	976	6%	0.22	25%	19.0	18%	110	22%	15.0%
397	Mariposa/Nash Sta to LAX	202	4%	652	4%	0.19	22%	28.9	28%	85	17%	15.0%
398	Norwalk Sta to Whittwood Center	95	2%	678	4%	0.32	37%	22.2	21%	52	10%	15.0%

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		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
399	Sepulveda Expo Sta to Wilshire/Veteran	198	4%	407	2%	0.18	21%	39.0	38%	49	10%	14.9%
400	Van Nuys Sta to Woodley/Nordhoff	93	2%	414	3%	0.28	32%	31.8	31%	37	7%	14.9%
401	Pioneer/Rosecrans to Gridley/187th	125	3%	721	4%	0.30	34%	22.3	22%	61	12%	14.9%
402	Huntington/Maycrest to Huntington/Rosemead	89	2%	846	5%	0.30	35%	19.4	19%	70	14%	14.9%
403	Sunset/PCH to Le Conte/Broxton	107	2%	918	6%	0.29	33%	18.7	18%	78	16%	14.9%
404	Harbor Gateway Transit Ctr to Artesia Sta	117	2%	675	4%	0.27	31%	25.1	24%	63	13%	14.8%
405	Sanchez/Brand to Del Mar Sta	84	2%	1,010	6%	0.23	26%	18.3	18%	110	22%	14.8%
406	Culver City Expo Sta to San Vicente/Gracie Allen	172	4%	453	3%	0.25	28%	31.4	30%	45	9%	14.8%
407	Imperial/Atlantic to Norwalk Sta	131	3%	717	4%	0.29	33%	21.7	21%	61	12%	14.7%
408	Indiana/Olympic to Indiana Sta	173	4%	379	2%	0.23	26%	34.6	33%	42	8%	14.7%
409	Gage/Eastern to Granger/Florence	209	4%	724	4%	0.19	22%	24.7	24%	94	19%	14.7%
410	Van Nuys Orange Line Sta to NoHo Sta	70	1%	324	2%	0.29	33%	32.2	31%	28	6%	14.6%
411	Western/1st to Vermont/PCH	118	2%	668	4%	0.27	31%	23.8	23%	61	12%	14.6%
412	Rosecrans/Lakewood to Norwalk Sta	139	3%	644	4%	0.21	24%	27.4	26%	76	15%	14.5%
413	Vermont/PCH to Harbor Gateway Transit Ctr	112	2%	634	4%	0.26	30%	25.0	24%	61	12%	14.5%
414	Trancas Canyon/PCH to PCH/Heathcliff	97	2%	312	2%	0.14	16%	42.5	41%	55	11%	14.4%
415	Sylmar Sta to Hubbard/Eldridge	161	3%	604	4%	0.20	23%	29.2	28%	68	14%	14.4%
416	Laurel Canyon/Hollywood to Laurel Canyon/Ventura	77	2%	495	3%	0.36	41%	15.6	15%	55	11%	14.4%
417	Reseda Sta to Ventura/Sepulveda	172	4%	1,043	6%	0.19	22%	21.7	21%	97	19%	14.4%
418	Wilshire to Santa Monica Bl	247	5%	679	4%	0.17	20%	23.3	22%	97	19%	14.2%
419	El Monte Sta to Westfield Santa Anita	112	2%	537	3%	0.27	31%	25.1	24%	49	10%	14.2%
420	Buena Vista/Alameda to Burbank Sta	145	3%	384	2%	0.21	24%	33.1	32%	45	9%	14.2%
421	E.A. Way/Jefferson Bl to Culver City TC	172	4%	721	4%	0.20	23%	22.6	22%	91	18%	14.1%
422	Topanga Cyn/Nordhoff to Warner Ctr	152	3%	463	3%	0.19	22%	32.9	32%	55	11%	14.1%
423	Burbank Sta to Glenoaks/Roscoe	112	2%	582	4%	0.26	30%	24.1	23%	55	11%	14.1%
424	PCH/Vermont to Harbor Gateway TC	85	2%	575	4%	0.28	32%	23.5	23%	51	10%	14.1%
425	Olympic/Figueroa to Union Sta	350	7%	827	5%	0.13	15%	20.6	20%	114	23%	14.1%
426	Topanga Cyn/Sherman Way to Ventura/Reseda	151	3%	729	4%	0.21	24%	23.1	22%	79	16%	14.0%
427	Wilshire/Veteran to Van Nuys Sta	21	0%	916	6%	0.41	47%	7.7	7%	49	10%	14.0%
428	Del Mar/Bencamp to Sierra Madre Villa Sta	112	2%	634	4%	0.27	31%	21.9	21%	59	12%	14.0%
429	St. George/Aloha to Sanborn/Sunset	77	2%	137	1%	0.19	22%	43.4	42%	18	4%	13.9%
430	De Soto/Nordhoff to Chatsworth Sta	166	3%	405	2%	0.16	18%	35.0	34%	58	12%	13.9%
431	Huntington/Rosemead to Arcadia Gold Line Sta	173	4%	547	3%	0.20	22%	27.0	26%	70	14%	13.9%
432	CSU to Fremont/Huntington	84	2%	529	3%	0.28	32%	23.5	23%	47	9%	13.9%
433	Cecilia/Atlantic to Florence Sta	135	3%	305	2%	0.20	23%	35.0	34%	38	8%	13.8%
434	Burbank Airport to Burbank Sta	148	3%	783	5%	0.19	22%	20.3	20%	98	20%	13.7%
435	Telegraph/Norwalk to Pioneer/Rosecrans	128	3%	786	5%	0.26	30%	16.9	16%	76	15%	13.7%
436	Inglewood Transit Ctr to Manchester/Figueroa	20	0%	95	1%	0.29	33%	33.9	33%	8	2%	13.7%
437	Colorado/Lake to Altadena/Lake	162	3%	439	3%	0.20	22%	29.6	29%	56	11%	13.7%
438	Century City Terminal to Fairfax/Olympic	159	3%	695	4%	0.20	23%	22.8	22%	80	16%	13.6%
439	Sepulveda/Ventura to NoHo Sta	88	2%	394	2%	0.25	28%	28.7	28%	40	8%	13.6%
440	Hill/Venice to Broadway/Cesar E Chavez	287	6%	551	3%	0.17	20%	23.8	23%	79	16%	13.6%
441	7th/Patton to PCH/Vermont	107	2%	458	3%	0.23	26%	27.6	27%	50	10%	13.6%
442	LAX to Crenshaw/Stocker	97	2%	549	3%	0.27	31%	22.1	21%	51	10%	13.6%
443	San Vicente/Gracie Allen to Laurel Canyon/Hollywood	159	3%	377	2%	0.27	31%	20.3	20%	55	11%	13.5%
444	Foothill/Sunland to Van Nuys	52	1%	673	4%	0.28	32%	20.1	19%	54	11%	13.5%
445	Harbor Gateway TC to McClintock/Jefferson	42	1%	508	3%	0.30	35%	21.1	20%	42	8%	13.5%
446	Vernon Sta to Slauson/Atlantic	98	2%	394	2%	0.25	29%	27.0	26%	39	8%	13.4%
447	Indiana Sta to CSU	123	3%	397	2%	0.24	27%	27.7	27%	42	8%	13.4%
448	Manchester/Market to Hawthorne/Lennox Sta	18	0%	154	1%	0.39	44%	20.2	19%	10	2%	13.4%

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		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
449	Lorena/Olympic to Indiana Sta	82	2%	218	1%	0.27	31%	27.3	26%	32	6%	13.4%
450	Paramount/Jackson to Eastern/Florence	88	2%	421	3%	0.26	29%	25.8	25%	41	8%	13.4%
451	Gage/Pacific to Lorena/Olympic	54	1%	277	2%	0.35	40%	18.4	18%	32	6%	13.3%
452	Hawthorn/Highland to Cahuenga/Barham	110	2%	497	3%	0.28	32%	21.5	21%	45	9%	13.3%
453	Fremont/Huntington to Lake Sta	83	2%	505	3%	0.27	31%	21.8	21%	46	9%	13.3%
454	Cahuenga/Lankershim to NoHo Sta	117	2%	570	3%	0.26	30%	20.6	20%	55	11%	13.3%
455	NoHo Sta to Van Nuys Sta	90	2%	496	3%	0.26	30%	22.7	22%	47	9%	13.3%
456	Gridley/187th to 226th/Norwalk	144	3%	582	4%	0.20	23%	22.7	22%	72	14%	13.2%
457	Lake Sta to Altadena/Lake	135	3%	355	2%	0.19	22%	30.8	30%	46	9%	13.2%
458	Sunland/San Fernando to Foothill	47	1%	436	3%	0.32	37%	18.6	18%	34	7%	13.0%
459	Olympic/Atlantic to Montebello Metrolink	193	4%	643	4%	0.12	14%	25.2	24%	94	19%	13.0%
460	Cahuenga/Barham to Hollywood/Magnolia	78	2%	512	3%	0.28	33%	19.2	18%	45	9%	13.0%
461	17th/Hill to Cesar Chavez/Gateway Center	183	4%	520	3%	0.22	25%	21.5	21%	60	12%	12.9%
462	San Fernando/Western to Glendale Transit Ctr	75	2%	301	2%	0.26	30%	26.4	25%	29	6%	12.9%
463	Firestone/Santa Fe to Florence/Otis	99	2%	323	2%	0.22	26%	28.4	27%	36	7%	12.9%
464	Imperial/Main to Aviation Sta	108	2%	281	2%	0.22	26%	25.4	24%	50	10%	12.8%
465	Las Tunas/Rosemead to Live Oak/Santa Anita	135	3%	654	4%	0.18	21%	19.1	18%	90	18%	12.8%
466	Culver City TC to La Cienega/Jefferson Sta	120	3%	807	5%	0.21	25%	13.5	13%	94	19%	12.8%
467	Topanga Cyn/Ventura to De Soto Sta	133	3%	466	3%	0.18	20%	26.9	26%	60	12%	12.7%
468	Crenshaw Sta to Western/Imperial	210	4%	382	2%	0.09	10%	31.6	30%	83	17%	12.7%
469	Broadway/Central to Chevy Chase/Glenoaks	144	3%	254	2%	0.18	20%	32.8	32%	36	7%	12.7%
470	Figueroa/Sunset to Grand/Washington	76	2%	218	1%	0.27	31%	26.4	25%	20	4%	12.7%
471	Garfield/Atlantic to Rosemead/Valley	85	2%	409	3%	0.25	29%	23.4	23%	41	8%	12.7%
472	Warner Ctr to Ventura/Reseda	137	3%	710	4%	0.16	18%	19.4	19%	97	19%	12.7%
473	Highland/Hollywood to Cahuenga/Lankershim	74	2%	575	4%	0.26	30%	17.6	17%	55	11%	12.6%
474	Marengo/Soto to Figueroa/Carlota Bl	148	3%	447	3%	0.18	20%	24.9	24%	63	13%	12.6%
475	Hawthorne/182nd to Artesia/Hawthorne	192	4%	653	4%	0.13	15%	18.3	18%	112	22%	12.6%
476	Parkman/Sunset to Silver Lake/Rowena	43	1%	488	3%	0.34	39%	12.8	12%	36	7%	12.4%
477	Verdugo/Colorado to Canada/Towne	152	3%	349	2%	0.15	17%	29.1	28%	59	12%	12.4%
478	Florence Sta to Vernon Sta	120	3%	300	2%	0.19	22%	28.7	28%	39	8%	12.4%
479	Workman/College to El Monte Sta	61	1%	479	3%	0.26	30%	18.8	18%	46	9%	12.3%
480	Imperial/Atlantic to Lakewood Bl Sta	172	4%	664	4%	0.14	16%	16.9	16%	107	21%	12.3%
481	Atlantic/Imperial to Willowbrook Sta	96	2%	277	2%	0.19	22%	29.3	28%	36	7%	12.2%
482	Alameda/Buena Vista to Sanchez/Brand	34	1%	1,038	6%	0.24	27%	5.2	5%	110	22%	12.2%
483	Dorothy/Chesebro to Calabasas Rd	15	0%	600	4%	0.36	42%	7.7	7%	40	8%	12.2%
484	Artesia/PCH to Artesia/Hawthorne	93	2%	453	3%	0.24	27%	20.1	19%	48	10%	12.2%
485	York/Figueroa to California/Fair Oaks	28	1%	375	2%	0.35	40%	9.4	9%	43	9%	12.1%
486	White Oak/Victory to Zelzah/Nordhoff	71	1%	332	2%	0.22	25%	25.3	24%	35	7%	12.1%
487	Hawthorne/Palos Verdes to Hawthorne/PCH	61	1%	465	3%	0.23	26%	20.5	20%	51	10%	12.0%
488	Paramount/Florence to Pearson/Jackson	73	2%	327	2%	0.23	26%	24.3	23%	36	7%	12.0%
489	Griffith Park/Los Feliz to Victory/Riverside	21	0%	499	3%	0.35	40%	5.2	5%	57	11%	12.0%
490	Sunset/Vermont to St. George/Aloha	55	1%	174	1%	0.24	28%	27.4	26%	18	4%	12.0%
491	Platt/Victory to Vanowen/Topanga Cyn	125	3%	562	3%	0.13	14%	18.7	18%	106	21%	11.9%
492	Arlington/Expo to Wilshire/Western Sta	95	2%	298	2%	0.22	25%	24.9	24%	34	7%	11.9%
493	Gridley/187th to Norwalk Sta	33	1%	524	3%	0.29	33%	13.6	13%	46	9%	11.8%
494	Zelzah/Devonshire to Rinaldi/Haskell	59	1%	340	2%	0.23	26%	23.3	22%	35	7%	11.8%
495	Victory/Riverside to Burbank Sta	110	2%	317	2%	0.22	25%	18.3	18%	57	11%	11.7%
496	Silver Lake/Rowena to Broadway/Central	63	1%	392	2%	0.27	31%	17.2	17%	36	7%	11.7%
497	Indiana Sta to Rowan/Dozier	115	2%	121	1%	0.15	17%	32.9	32%	32	6%	11.7%
498	Norwalk Sta to Workman/College	23	0%	539	3%	0.30	34%	12.2	12%	46	9%	11.7%

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499	Foothill/Van Nuys to Olive View Med Ctr	93	2%	414	3%	0.18	21%	23.0	22%	51	10%	11.6%
500	Moorpark/Van Nuys to Universal/Studio City Sta	82	2%	385	2%	0.21	24%	20.9	20%	45	9%	11.5%
501	NoHo Sta to Burbank Sta	60	1%	250	2%	0.22	26%	24.1	23%	28	6%	11.5%
502	Lakewood Center Mall to Paramount/Artesia	65	1%	290	2%	0.20	23%	24.7	24%	36	7%	11.5%
503	13th/Gaffey to Western/1st	109	2%	466	3%	0.19	22%	18.6	18%	61	12%	11.4%
504	Hawthorne/182nd to Crenshaw/Redondo Beach	95	2%	704	4%	0.16	18%	10.9	10%	110	22%	11.4%
505	Olive/San Fernando to San Fernando/Western	58	1%	405	2%	0.25	29%	16.9	16%	40	8%	11.4%
506	1st/Olive to Burbank Station	223	5%	309	2%	0.09	10%	23.5	23%	85	17%	11.3%
507	Platt/Victory to Topanga Cyn/Victory	113	2%	409	3%	0.12	14%	22.7	22%	79	16%	11.3%
508	Chatsworth Sta to CSUN Transit Ctr	74	2%	387	2%	0.21	24%	19.7	19%	46	9%	11.2%
509	Chatsworth Sta to Devonshire/Reseda	68	1%	353	2%	0.19	22%	23.1	22%	41	8%	11.2%
510	Washington/Lake to Jet Propulsion Lab	87	2%	311	2%	0.16	19%	25.0	24%	48	10%	11.2%
511	Warner Ctr to West Hills Medical Ctr	45	1%	302	2%	0.22	25%	21.3	20%	34	7%	11.1%
512	Westlake/Wilshire to Wilshire/Flower	203	4%	351	2%	0.12	14%	21.3	21%	71	14%	11.1%
513	Hollywood/Magnolia to Burbank Airport	66	1%	404	2%	0.22	26%	17.3	17%	45	9%	11.0%
514	Winnetka/Ventura to Tampa Sta	72	1%	259	2%	0.17	19%	26.8	26%	35	7%	11.0%
515	Chatsworth Sta to Nordhoff Sta	139	3%	500	3%	0.10	12%	14.5	14%	115	23%	10.9%
516	Grandee/Century to Gage/Pacific	64	1%	184	1%	0.23	26%	20.1	19%	32	6%	10.9%
517	Highland/Santa Monica to Hollywood Bl	219	5%	303	2%	0.14	16%	22.0	21%	55	11%	10.9%
518	PCH/Heathcliff to Malibu Canyon/Civic Center	19	0%	625	4%	0.27	31%	7.8	7%	57	11%	10.8%
519	Maie/Firestone to Willowbrook/Rosa Parks	20	0%	105	1%	0.26	30%	21.7	21%	10	2%	10.8%
520	Raymond/Glenarm to Colorado/Los Robles	213	4%	383	2%	0.10	11%	16.9	16%	99	20%	10.8%
521	Colorado/Los Robles to New York/Allen	133	3%	229	1%	0.12	14%	27.1	26%	48	10%	10.7%
522	7th/Channel to Gridley/187th	27	1%	435	3%	0.24	27%	14.2	14%	46	9%	10.7%
523	Sierra Madre Villa Sta to Washington/Lake	52	1%	440	3%	0.23	26%	13.0	12%	48	10%	10.4%
524	Balboa/Foothill to Sylmar Sta	62	1%	261	2%	0.16	18%	24.2	23%	39	8%	10.4%
525	Valley College Sta to Ventura/Goodland	77	2%	305	2%	0.17	19%	20.6	20%	46	9%	10.3%
526	Rinaldi/Haskell to Sylmar Station	61	1%	296	2%	0.20	23%	19.5	19%	35	7%	10.3%
527	El Monte Sta to The Shops at Montebello	74	2%	287	2%	0.17	20%	21.0	20%	42	8%	10.3%
528	Colorado/Los Robles to Atladena/Lake	125	3%	259	2%	0.13	15%	23.3	22%	51	10%	10.3%
529	Van Ness/Florence to Arlington/Expo	59	1%	279	2%	0.21	24%	18.7	18%	34	7%	10.2%
530	Los Robles/Valley to Fair Oaks/Colorado	63	1%	490	3%	0.19	22%	11.7	11%	64	13%	10.1%
531	Verdugo/Eagle Rock to Colorado	107	2%	304	2%	0.13	15%	20.4	20%	59	12%	10.1%
532	Manchester/Market to Redondo Beach Sta	57	1%	164	1%	0.15	17%	25.9	25%	27	5%	10.0%
533	Manchester/Figueroa to Figueroa/39th	1	0%	131	1%	0.40	46%	1.5	1%	8	2%	10.0%
534	Agoura/Westlake to Dorothy/Chesebro	34	1%	371	2%	0.22	26%	13.4	13%	40	8%	9.9%
535	Westfield Santa Anita to Sierra Madre Villa Sta	48	1%	404	2%	0.21	24%	12.5	12%	48	10%	9.8%
536	Washington Fairfax TC to Jefferson/La Cienega	148	3%	365	2%	0.09	10%	13.8	13%	101	20%	9.8%
537	Sierra Madre Villa Sta to Santa Anita/Huntington	55	1%	407	2%	0.18	21%	13.8	13%	56	11%	9.8%
538	Live Oak/Santa Anita to Myrtle/Longden	101	2%	302	2%	0.10	12%	19.2	18%	72	14%	9.8%
539	West Hills Medical Ctr to Saticoy/Topanga Cyn	31	1%	336	2%	0.24	28%	12.1	12%	35	7%	9.8%
540	Woodman/Oxnard to Moorpark/Van Nuys	78	2%	243	1%	0.14	16%	22.4	22%	38	8%	9.7%
541	Garvanza/Avenue 63 to Garfield/Atlantic	73	2%	263	2%	0.16	18%	19.3	19%	41	8%	9.7%
542	Burbank Airport to Sunland/San Fernando	64	1%	302	2%	0.17	19%	17.3	17%	45	9%	9.6%
543	Hill/Colorado to Mendocino/Lake	51	1%	195	1%	0.18	21%	16.8	16%	43	9%	9.6%
544	Woodley/Nordhoff to Sepulveda/Rinaldi	54	1%	237	1%	0.16	18%	20.1	19%	37	7%	9.5%
545	Olympic/Rio Vista to Indiana/Olympic	76	2%	164	1%	0.12	14%	25.3	24%	34	7%	9.5%
546	Plaza El Segundo to Douglas Sta	100	2%	321	2%	0.13	14%	16.5	16%	64	13%	9.4%
547	Florence/Otis to Atlantic/Imperial	52	1%	276	2%	0.19	22%	15.8	15%	36	7%	9.4%
548	Balboa/Moorpark to Balboa Sta	73	2%	247	2%	0.15	17%	20.1	19%	39	8%	9.4%

	Segment Description	Boardings per Route Mile		Pass Miles per Route Mile		Seat Utilization		Boardings per Revenue Hour		Trips per Day		Overall Score
		Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	Total	Percetile	
549	Warner Ctr to Topanga Cyn/Ventura	96	2%	313	2%	0.13	15%	17.6	17%	53	11%	9.4%
550	Alondra/Studebaker to Bloomfield/Park	54	1%	237	1%	0.16	19%	17.5	17%	36	7%	9.1%
551	Thousand Oaks Transit Ctr to Agoura/Westlake	52	1%	244	1%	0.15	17%	18.0	17%	40	8%	9.0%
552	Lakewood/Somerset to Downey Depot	57	1%	175	1%	0.15	17%	20.5	20%	30	6%	8.9%
553	Willowbrook Sta to Firestone/Santa Fe	62	1%	211	1%	0.15	17%	18.6	18%	36	7%	8.9%
554	City of Hope Sta to Westfield Santa Anita	46	1%	171	1%	0.14	16%	20.1	19%	30	6%	8.7%
555	Figueroa/39th to Union Sta	12	0%	77	0%	0.24	27%	14.8	14%	8	2%	8.7%
556	Slauson/Atlantic to Cecelia/Atlantic	77	2%	186	1%	0.12	14%	19.4	19%	38	8%	8.6%
557	Balboa/Rinaldi to Foothill	20	0%	335	2%	0.20	23%	8.7	8%	39	8%	8.3%
558	Van Ness/Imperial to Van Ness/Florence	38	1%	235	1%	0.17	20%	12.9	12%	34	7%	8.3%
559	Cypress/Verdugo to Eagle Rock	112	2%	222	1%	0.09	11%	15.5	15%	59	12%	8.2%
560	Burbank/Yolanda to Van Nuys Orange Line Sta	33	1%	183	1%	0.16	19%	15.5	15%	28	6%	8.2%
561	Hawthorne/Lennox Sta to Inglewood Transit Ctr	22	0%	32	0%	0.10	11%	28.4	27%	8	2%	8.1%
562	Tampa/Nordhoff to Rinaldi/Porter Ranch	48	1%	188	1%	0.12	14%	18.0	17%	35	7%	8.1%
563	Carson Plz Dr to San Pedro/Rosecrans	41	1%	232	1%	0.10	12%	15.3	15%	56	11%	8.0%
564	Indiana Sta to ELAC TC	63	1%	189	1%	0.13	15%	15.7	15%	36	7%	8.0%
565	Zelzah/Ventura to White Oak/Victory	57	1%	166	1%	0.11	13%	18.4	18%	35	7%	7.9%
566	Raymond/Colorado to Hill/Del Mar	28	1%	52	0%	0.15	17%	19.6	19%	14	3%	7.9%
567	Redondo Beach Sta to Manhattan Beach/Crenshaw	18	0%	81	0%	0.15	18%	18.0	17%	13	3%	7.7%
568	Saticoy/Lankershim to Burbank Airport	42	1%	166	1%	0.13	15%	15.8	15%	32	6%	7.7%
569	South Bay Transit Ctr to Prairie/El Segundo	36	1%	126	1%	0.12	14%	18.0	17%	26	5%	7.6%
570	Prairie/El Segundo to Manchester/Market	34	1%	145	1%	0.14	16%	15.6	15%	26	5%	7.6%
571	Rinaldi/Porter Ranch to Nordhoff/Corbin	39	1%	181	1%	0.12	13%	15.5	15%	35	7%	7.5%
572	Torrance/Broadway to Artesia/PCH	51	1%	236	1%	0.13	15%	11.2	11%	45	9%	7.5%
573	Mariachi Plaza to Indiana Sta	57	1%	161	1%	0.11	13%	14.8	14%	36	7%	7.3%
574	Vermont Sta to Van Ness/Imperial	35	1%	157	1%	0.12	13%	14.8	14%	34	7%	7.2%
575	Culver City TC to Washington/Palawan	10	0%	124	1%	0.21	24%	8.3	8%	15	3%	7.1%
576	PCH/Heathcliff to Dume	4	0%	55	0%	0.18	21%	12.9	12%	7	1%	7.1%
577	Willowbrook/Compton to Willowbrook/Rosa Parks Sta	25	1%	58	0%	0.10	11%	21.1	20%	15	3%	7.1%
578	Sunset/Western to Sunset/Vermont	46	1%	73	0%	0.10	12%	19.0	18%	18	4%	7.0%
579	Sierra Madre Villa Sta to Lake/Fontanet	26	1%	164	1%	0.14	16%	12.0	12%	30	6%	7.0%
580	Manhattan Beach/Valley to Redondo Beach Sta	16	0%	85	1%	0.16	19%	12.6	12%	13	3%	6.9%
581	Chatsworth Sta to Topanga Cyn/Nordhoff	51	1%	202	1%	0.08	9%	11.6	11%	55	11%	6.8%
582	Westfield Santa Anita to Sierra Madre Villa Sta	30	1%	164	1%	0.14	16%	11.1	11%	30	6%	6.8%
583	NoHo Sta to Tobias/Parthenia	7	0%	50	0%	0.16	18%	14.4	14%	8	2%	6.8%
584	Eagle Rock/York to York/Colorado	62	1%	103	1%	0.05	6%	16.4	16%	49	10%	6.7%
585	LAX to Imperial/Main	29	1%	129	1%	0.10	12%	9.8	9%	50	10%	6.5%
586	MLK Jr. TC to Willowbrook/Rosa Parks Sta	53	1%	94	1%	0.04	5%	13.5	13%	59	12%	6.2%
587	Del Amo Sta to Artesia Sta	16	0%	69	0%	0.12	13%	13.8	13%	15	3%	6.1%
588	USC Med Center Sta to Mariachi Plaza	52	1%	92	1%	0.06	7%	13.1	13%	36	7%	5.8%
589	Avalon/D to Del Amo Sta	9	0%	71	0%	0.13	15%	9.8	9%	14	3%	5.5%
590	Manhattan Beach/Crenshaw to Hawthorne/Lennox	14	0%	47	0%	0.09	10%	12.4	12%	13	3%	5.1%
591	Santa Monica/St. Andrews to Sunset/Western	33	1%	36	0%	0.05	6%	13.6	13%	18	4%	4.7%
592	Artesia Sta to Willowbrook/Compton	13	0%	55	0%	0.09	10%	9.4	9%	15	3%	4.6%
593	Aviation Sta to Pacific Concourse Loop	30	1%	35	0%	0.05	6%	10.9	10%	26	5%	4.5%
594	Palos Verdes/Seacove to Hawthorne/Palos Verdes	5	0%	122	1%	0.10	11%	3.1	3%	31	6%	4.3%
595	Chevy Chase/Glenoaks to Arcade/Story	18	0%	73	0%	0.08	9%	6.7	6%	23	5%	4.2%
596	Inglewood TC to Slauson/Crenshaw	10	0%	20	0%	0.08	9%	9.5	9%	10	2%	4.1%
597	Slauson/Crenshaw to Inglewood TC	4	0%	17	0%	0.07	8%	3.7	4%	10	2%	2.7%
598	Pacific Concourse Loop to Aviation Sta	1	0%	7	0%	0.05	6%	1.3	1%	5	1%	1.7%

ATTACHMENT F SERVICE DESIGN CONCEPTS

NextGen service design concepts are being developed and used to redesign the Metro bus network. These concepts are guidelines established based on the feedback received through the various stakeholder and public outreach sessions. Network characteristics most important to the public include:

- Faster service
- Frequent service throughout the day
- More reliable service
- Better network connectivity
- Accessibility to key destinations
- Improved security

Based on these service themes, the following service design concepts will guide the redesign of the Metro bus network:

Hybrid Local/Rapid Stop Spacing – Currently stop spacing is determined by route classification. For example, local lines are planned with ¼ mile stop spacing while Rapid lines have ¾ to 1 mile stop spacing. As a result, customers travelling on local lines go slower between communities but have closer access to origins and destinations. Conversely, Rapid customers travel faster along a corridor, but may be picked up or dropped off much further from their origin or destination. In addition, resources are split between the local and Rapid lines resulting in wider headways for each service. Therefore, overall end to end travel time including walking/rolling to the stop, waiting for the bus and finally the in-vehicle run time may result in longer travel times on the Rapid, especially for shorter distance trips.

Consolidating local and Rapid resources along a corridor will provide much better headways, and customizing stop spacing along the corridor based on changing land use densities along a corridor results in shorter wait times, faster on board travel times compared to the local, and shorter walk/roll compared to Rapid service. In addition, this standardizes the frequency along the entire corridor, vs inconsistent frequencies between local and Rapid services that have different speeds.

Shorter Route Lengths and Subarea Transit Hubs – The cell phone location based data indicates that almost half of all travel in Los Angeles County are within 1 to 5 miles. In addition, the origin-destination travel patterns indicate that many people travel locally and not necessarily regionally across the region. Creating shorter route lengths will improve schedule reliability. Being able to tie the lines to subarea transit hubs will improve network efficiencies and provide a safer and more convenient location for transfers.

Municipal Operator Coordination – Roughly one third of transit service in LA County is provided by municipal bus operators and Metrolink. Their coverage is especially strong in Santa Monica, South Bay, Gateway Cities, and eastern San Gabriel Valley. Therefore, it is imperative that Metro bus service is closely coordinated with municipal transit service. Given that several of the municipal operators are currently undergoing their own system redesigns, there is an opportunity to work together to develop service change ideas between Metro and municipal services to improve overall coordination for customers.

Microtransit and Other On-Demand – Some areas of the County are difficult to serve with fixed route transit due to terrain, narrow streets, and dispersed lower density destinations. In addition, travel activity in some areas are low during certain times of day or days of week. Metro is currently piloting Mobility on Demand and will be implementing a pilot program for Microtransit. These service modes may be more appropriate for areas and times of day where fixed route cannot be competitive and will be considered for application in lieu of fixed route if warranted.

Standardize Frequencies by Service Tiers – Currently, schedules are written based on the Board adopted load standard for frequent services (15 min or better) and based on policy for in-frequent services (wider than 15 min). To ensure the core network has consistent frequencies and span of service, corridors will be categorized into tiers based on transit propensity, current ridership, and overall travel demand. Each tier will be assigned a frequency designation (e.g. 10 min peak/12 min base) to ensure that all services within the tier provide consistent service levels for ease of transfer along the network. If a line requires better frequencies than the tier designation, it will be set based on the Board adopted load standard.

Routing to Reflect Current Travel Patterns and Transit Propensity – Currently corridors are being evaluated by segments. Based on the origin – destination travel patterns identified using the cell phone location based data as well as regional TAP data, the segments will be connected together to create lines. Better aligning the routing with travel patterns is expected to reduce the number of transfers required to make a trip and increase the distance travelable and access to opportunities along the network within 15 min, 30 min, etc. While resources will be focused in areas with high transit propensity, there will be a concerted effort to maintain service in areas of low demand but with the greatest mobility needs.

Transit Supportive Infrastructure – The service design will identify transit supportive infrastructure that either improves overall travel time and reliability or reduces inefficiencies in the network. Speed and reliability improvements include bus only lanes, queue jumpers, bus bulb outs, signal retiming, All Door Boarding, fare payment technology, etc. improves the attractiveness and competitiveness of transit while reducing revenue hours that can be reapplied to better use. Infrastructure that optimizes terminals and layover locations, reduce out of direction movements, and improves transfer movements will reduce non-revenue miles and hours that can be reallocated to revenue service.

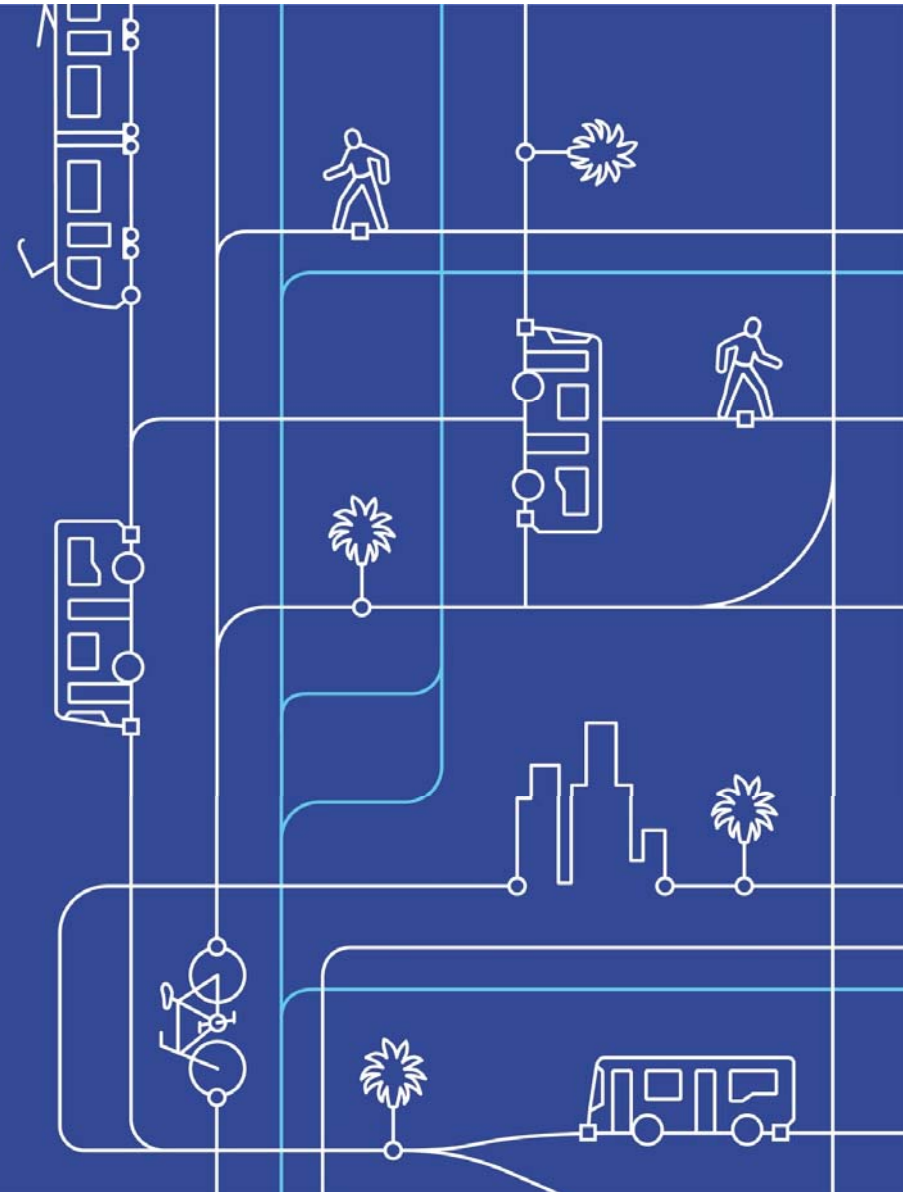
Table 1 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

Table 1
Service Design Concepts

	Faster service	Frequent service throughout the day	More reliable service	Better network connectivity	Accessibility to key destinations	Improved security
Routing to Reflect Current Travel Patterns and Transit Propensity				X	X	X
Standardize Frequencies by Service Tiers	X	X				
Subarea Transit Hubs				X		X
Shorter Route Lengths			X			
Hybrid Local/Rapid Stop Spacing	X		X			
Municipal Operator Coordination				X	X	
Microtransit and Other On-Demand		X			X	
Transit Supportive Infrastructure	X		X			X

NEXTGEN Bus Study

Regional Service Concept
(Planning Framework)
July 2019

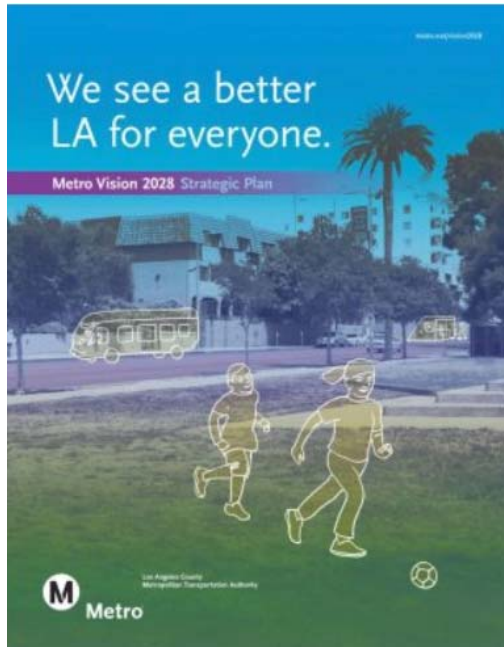


Recommendation

APPROVE:

- A. Regional Service Concept, which is the **framework** for restructuring Metro's bus routes and schedules for NextGen and includes:
 - 1. Goals and objectives of the new bus network
 - 2. Measures of success
 - 3. Route and network design concepts based on public input and data analysis
 - 4. Framework for balancing tradeoffs that consider Metro's Equity Platform
- B. Following approval by all five Regional Service Councils, the Board shall then approve the final NextGen Service Plan

Bus Network Goals and Objectives



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

- Target infrastructure and service investments towards those with the greatest mobility needs
- Invest in a world class bus system that is reliable, convenient, and attractive to more users for more trips
- Endorse travel speed, service frequency, and 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

How Can Metro Help Equitably Grow Transit Ridership?



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

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?

Metro's Equity Platform in Action NextGen Goes Beyond Title VI/EJ

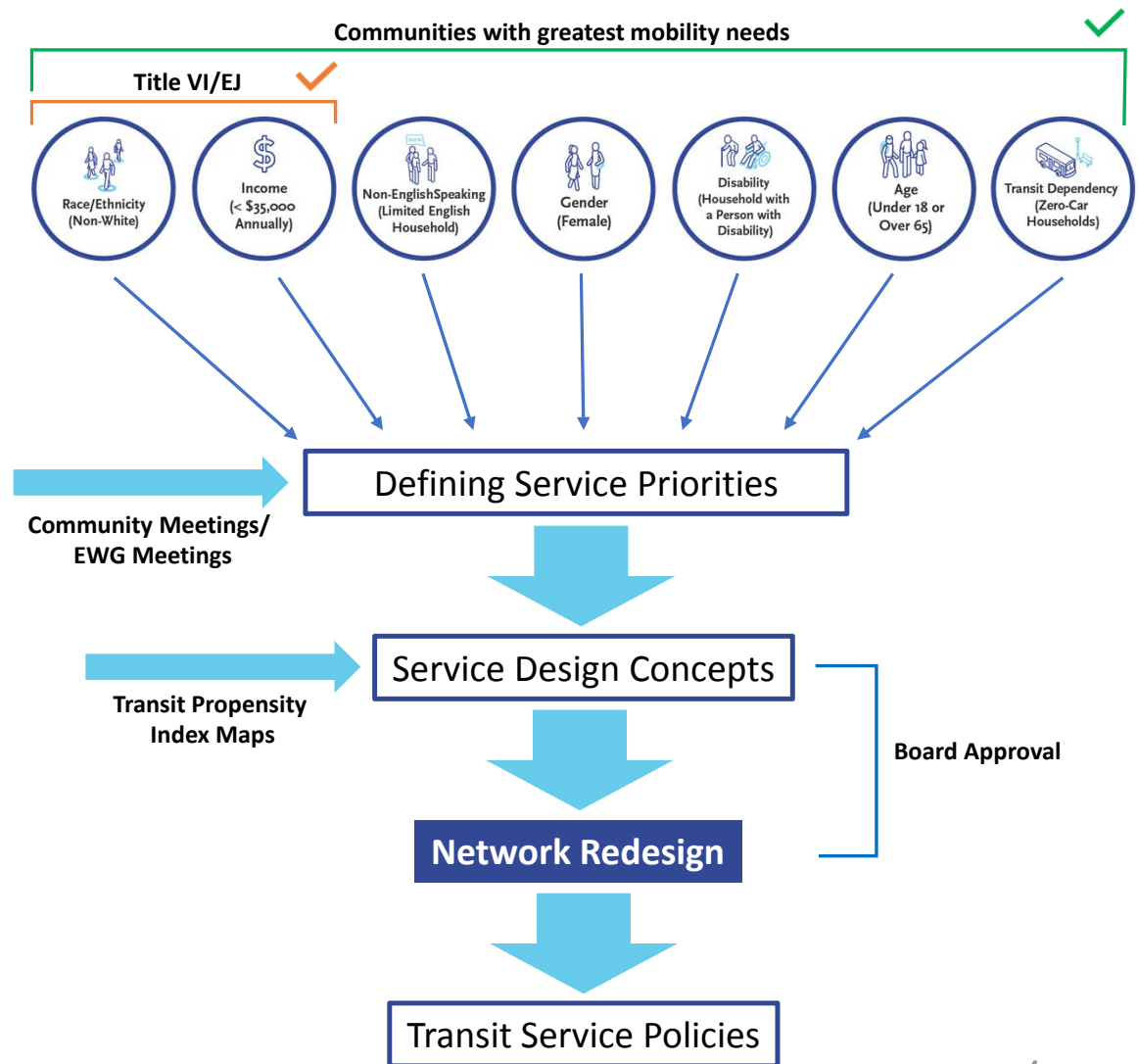
Title VI/EJ protects against making opportunities worse for minority and/or low income groups.

Metro enhances Title VI/EJ in its Equity Platform by:

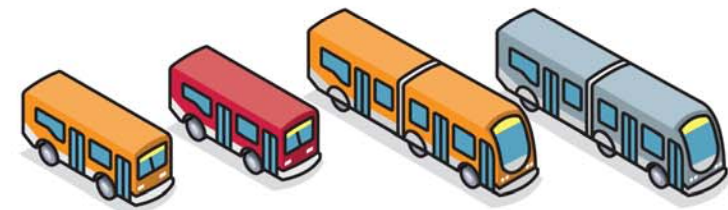
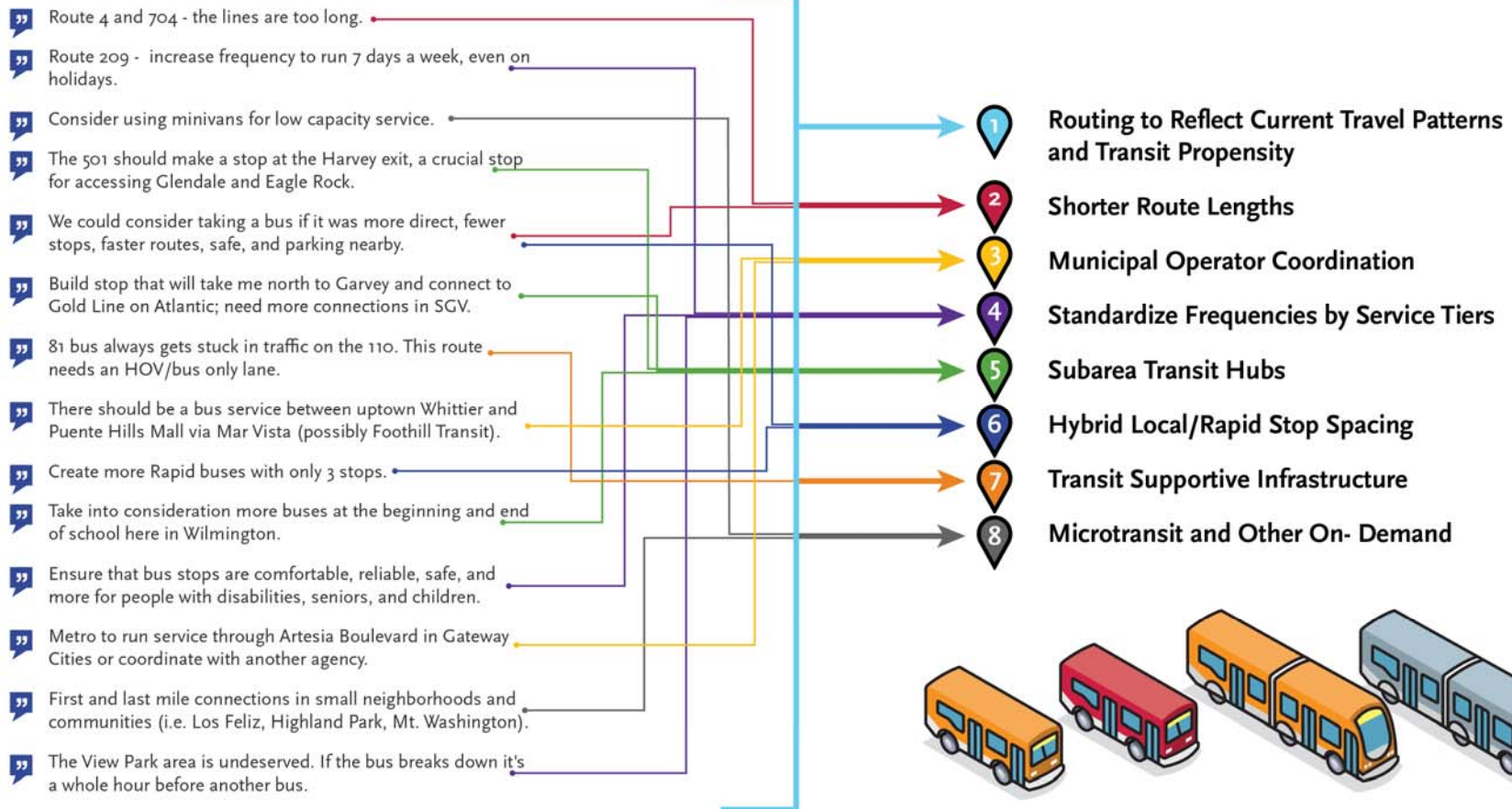
- Going above and beyond to improve service for communities with greatest mobility needs
- Inclusiveness beyond ethnicity and income

Folding the Equity Framework into NextGen

- DEFINE & MEASURE**
- Use Title VI/EJ and Performance Measures to ensure we are achieving our equity objectives
- LISTEN & LEARN**
- Use survey results to help define what improvements are wanted/needed
 - Verify results through outreach and engagement
- FOCUS & DELIVER**
- NextGen service design concepts and network redesign based on transit propensity, service performance, service environment and public feedback
- TRAIN & GROW**
- Refresh Board adopted policies based on NextGen service design concepts



How is the public's feedback incorporated into service design concepts?



Network Development Process



**Transit
Propensity**



**Service
Performance**

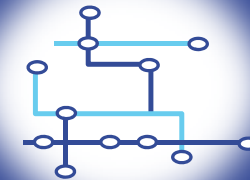


**Service
Environment**

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.



Service Design Concepts

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 competitiveness

NextGen Service Plan Implementation Schedule

Month	Milestone
July 2019	<ul style="list-style-type: none"> • Board approval of Regional Service Concept (planning framework)
September 2019	<ul style="list-style-type: none"> • Complete Draft Service Plan
October to November 2019	<ul style="list-style-type: none"> • Board staff workshops • External Working Group review of Draft Service Plan
December 2019	<ul style="list-style-type: none"> • Refine Draft Service Plan for public review
Starting January 2020	<ul style="list-style-type: none"> • Board approval of revised Transit Service Policy • Public and stakeholder workshops and outreach on Draft Service Plan • Conduct public hearings on Draft Service Plan • Service Council approval of proposed Final Service Plan • Board approval of Final Service Plan • Implementation of Service Plan