



## Board Report

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 19, 2020

**SUBJECT: DECEMBER 2020 SERVICE CHANGES**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE status report on Metro's December 2020 Service Change.

#### **ISSUE**

Metro implements transit service changes (bus and rail) in June and December of each year. Metro plans to implement the next service change on Sunday December 13, 2020.

#### **BACKGROUND**

Metro's twice annual service change program allows Metro to improve the customer experience through revised transit routes and schedules.

#### **DISCUSSION**

The December 2020 service change focuses on the following key areas of improvement for Metro bus service:

- Adding trips for additional capacity where ridership is highest:
  - 181 trips added weekdays on 35 lines
  - 74 trips added Saturdays on 15 lines
  - 27 trips added Sundays on 5 lines
  
- Improving daytime weekday frequencies:
  - Lines 53 (Central Av), 55 (Compton Av), 70 (Garvey Av), 152 (Roscoe Bl), 603 (Hoover St) improved to 15-minute frequency daytime weekdays
  - Line 734 (Sepulveda Bl) improved to 20-minute frequency daytime weekdays
  - Lines 165 (Vanowen St) and 234 (Sepulveda Bl) improved to 20-minute frequency daytime weekdays
  - Lines 90/91 (Sunland/Sylmar via Foothill Bl) improved to 30-minute frequency daytime

weekdays

- Consolidating Metro Rapid & Local service on eight key corridors to maximize service frequency of 15 minute or better weekdays with slightly wider than existing local bus stop spacing while retaining Metro Rapid attributes such as transit signal priority (these changes are consistent with NextGen Bus Plan):
  - Olympic BI Lines 28 & 728
  - MLK/Crenshaw/Hawthorne BI Lines 40 & 740
  - Broadway Lines 45 & 745
  - Long Beach BI Lines 60 & 760
  - Vernon Av/La Cienega BI Lines 105 & 705
  - Crenshaw BI Lines 210 & 710
  - Soto St Lines 251 & 751
  - Atlantic BI/Fair Oaks Ave Lines 260 & 762
  
- Additional route changes (these are consistent with NextGen Bus Plan):
  - Realign Lines 20 and 60 in downtown LA to utilize the new 5<sup>th</sup> & 6<sup>th</sup> St bus lanes instead of 7<sup>th</sup> St (which would still be served by Lines 51, 52) for travel time savings for our riders
  - Line 55 straighten line to reduce travel time for majority of riders by omitting low utilization deviation via Firestone A Line (Blue) Station as well as discontinue overnight owl service south of Willowbrook Rosa Parks Station due to low utilization
  - Line 60 owl service to Long beach would no longer serve Compton Station due to low utilization
  - Line 62 straighten line to reduce travel time for majority of riders by omitting low utilization deviation via Norwalk Metrolink Station
  - Line 76 straighten line to reduce travel time for majority of riders by omitting low utilization deviation via El Monte Metrolink Station
  - Line 106 recommence service weekdays (this line was suspended in April)
  - Line 117 altered to serve new segment of Century BI to better serve the Jordan Downs housing redevelopment
  - Line 126 Manhattan Beach BI discontinued due to low utilization
  - Line 161 first two trips weekdays will extend to serve Thousand Oaks
  - Line 210 realigned for all trips to serve Wilshire/Western Purple Line Station via Crenshaw, Wilshire, Western, Beverly and Rossmore for improved connections to the Metro rail network
  - Line 217 service discontinued south of Expo Line due to low utilization
  - Line 258 rerouted to serve South Pasadena Station and York/Figueroa via Floral St and Eastern Av to provide a much-requested connection with the L Line (Gold), with service on Oak Knoll at San Marino discontinued due to low utilization.
  - Line 442 discontinued due to low utilization
  - Line 487 & 489 will terminate at 7<sup>th</sup> & Metro Center in downtown LA in peak periods and at Union station off peak and weekends consistent with the rider usage patterns on these services

- Line 534 discontinue the Pt Dume deviation due to low utilization
- Line 601 discontinue owl service at Warner Center due to low utilization
- Line 607 Windsor Hills Inglewood discontinued due to low utilization
- New Metro Micro on-demand service zones launched at LAX and Watts - Willowbrook, with associated discontinuation of bus lines 254, 612 & 625
- Limited Lines 302, 312, 316, 330, 351, 353, 355, 358, 364, 378 merged with their partner local line. These lines have not operated since April.

Staff continues to monitor Metro rail ridership and adjusts train consists as needed to provide capacity. There are no planned changes to rail service levels for December 2020.

### Considerations

The December 2020 service change focuses on rebuilding service as riders return to the system while adjusting service consistent with the NextGen Bus Plan focused on building a fast, frequent, and reliable Metro bus network.

### **FINANCIAL IMPACT**

Implementation of Metro's December 2020 service changes is included within Metro's FY21 Budget as approved at Metro Board's September 2020 meeting.

### Impact to Budget

There is no impact to the approved Metro FY21 budget. The planned changes are made within the allowed for revenue service hours.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

### **NEXT STEPS**

Staff will implement the December 2020 service change on Sunday December 13 or later, with marketing of the changes occurring in the weeks prior to the implementation date.

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# Metro's December 2020 Service Change

The journey to  
NextGen begins



Metro<sup>®</sup>

November 2020

# Key Components of Service Change

Changes  
consistent  
with



## Consolidate 8 Metro Rapid Lines with partner Local Lines

- Simpler higher frequency local service
- Stop consolidation/balance access & speed

## Add Capacity

- Extra trips for returning riders
- Improved weekday frequency on ten lines

## Other Route Changes

- Limited services consolidated with Locals
- Three lines replaced by Metro Micro
- Two lines discontinued due low usage
- Other line changes

# **Metro Rapid/Local Consolidation**

## **Eight Key Corridors with Increased Local Service:**

- Olympic Bl Lines 28 & 728**
- MLK/Crenshaw/Hawthorne Bl Lines 40 & 740**
- Broadway Lines 45 & 745**
- Long Beach Bl Lines 60 & 760**
- Vernon Av/La Cienega Bl Lines 105 & 705**
- Crenshaw Bl Lines 210 & 710**
- Soto St Lines 251 & 751**
- Atlantic Bl/Fair Oaks Ave Lines 260 & 762**

**These were selected due to Rapid having smaller share of corridor ridership, lowest travel time savings vs local line, lack of weekend Rapid service and low Rapid weekday frequency.**

# Added Service

## Added Trips

- **Weekdays: 181 trips added on 35 lines**
- **Saturdays: 74 trips added on 15 lines**
- **Sundays: 27 trips added on 5 lines**

## Improved Frequencies

- **Five Lines improved to 15-minute frequency daytime weekdays: Lines 53 (Central Av), 55 (Compton Av), 70 (Garvey Av), 152 (Roscoe Bl), 603 (Hoover St)**
- **Three Lines improved to 20-minute frequency daytime or peak weekdays: Lines 165 (Vanowen St), 234 & 734 (Sepulveda Bl)**
- **One Line improved to 30-minute frequency daytime weekdays: Line 90/91 (Sunland/Sylmar via Foothill Bl)**



# Other Notable Changes

- **New Metro Micro: Watts/Willowbrook & LAX (replace Lines 254, 612, and 625)**
- **Faster Service: Lines 20 & 60 move off 7<sup>th</sup> St to 5<sup>th</sup> & 6<sup>th</sup> St bus lanes (downtown LA); more direct route on Lines 55, 60 Owl, 62, 76, 534**
- **Improved Coverage: Line 117 at Jordan Downs; Line 161 more trips to Thousand Oaks; Line 210 all trips to serve Wilshire Western Station; Line 258 refocus on South Pasadena/Highland Park**
- **Recommence Line 106 service at East LA (suspended April 2020)**
- **Discontinued (Low Usage): Lines 126, 442, 607; Owl service Line 601, Line 55 Owl south of Willowbrook/Rosa Parks, Line 217 south of Expo Line & Lines 487/489 west of downtown LA**
- **Limited Stop Lines 302, 312, 316, 330, 351, 353, 355, 358, 364, 378 merged with partner local lines (Limited services have not operated since April)**

**All savings reinvested in high usage services**

# Marketing Plan

**Service change begins Sunday December 13**

- **Take One brochure on all buses and railcars**
- **Notices at impacted bus stops being consolidated**
- **Website, social media and print media campaigns**
- **Ambassadors at stops and on buses**
- **Metro Micro rider training**
- **Updates to stakeholders**

The journey to  
**NEXTGEN**  
begins

Thank  
You!



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