



## Board Report

File #: 2022-0492, File Type: Informational Report

Agenda Number: 36.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 20, 2022

**SUBJECT: OCTOBER 2022 SERVICE CHANGES AND RESTORATION**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE a status report on October 2022 service change and restoration of 200,000 annualized bus revenue service hours.

#### **ISSUE**

Metro traditionally implements transit service changes (bus and rail) in June and December of each year. Metro plans to implement an additional service change effective Sunday, October 23, 2022, a second phase to restore the full pre-COVID 7 million revenue service hours (annualized). With these changes, annualized bus revenue service hours will increase from approximately 6.5 million revenue service hours to 6.7 million revenue service hours.

#### **BACKGROUND**

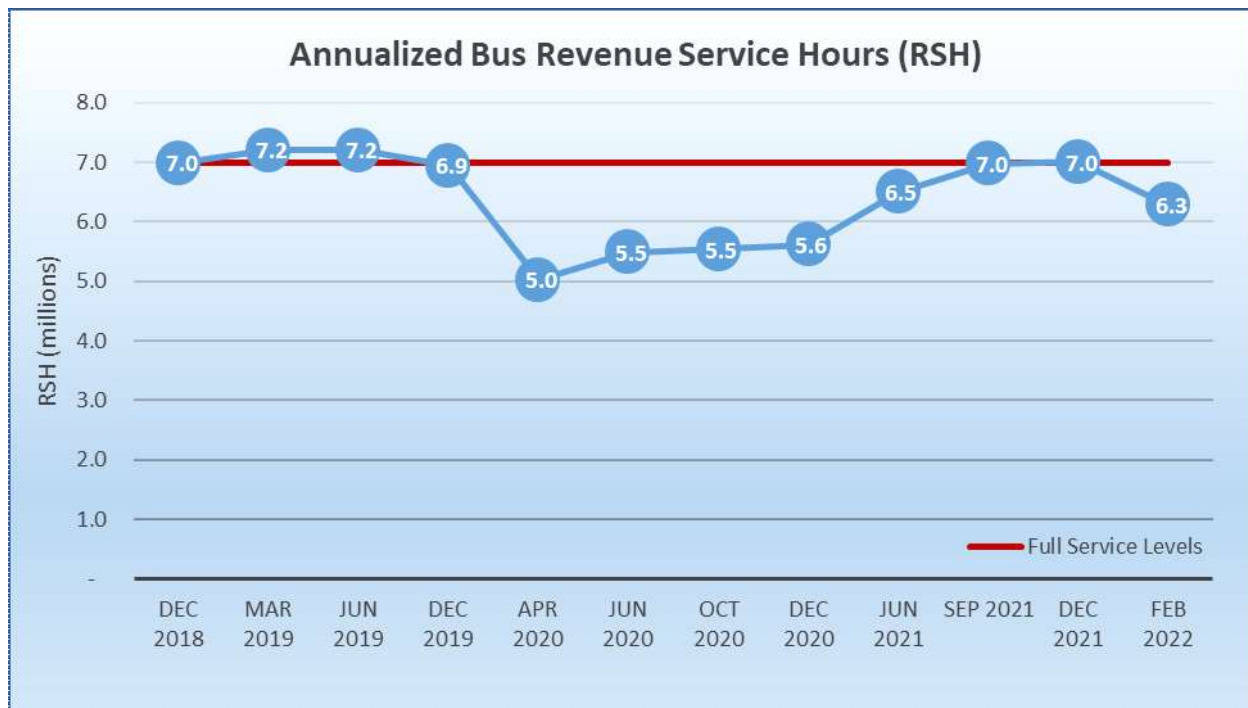
Metro's twice-annual service change program allows Metro to improve the customer experience through revised transit routes and schedules. However, since the onset of the pandemic in early 2020, multiple service changes have been implemented to respond to the impacts on ridership and operator availability:

- At the beginning of the COVID pandemic, service levels were reduced by 30% in **April 2020** from 7.0M annualized Revenue Service Hours (RSH) to 5.0M - representing the deepest cut in service during the pandemic. The reductions were made as a result of three factors: 1) 70% decline in bus ridership, 2) significant loss of sales tax revenues, 3) high service cancellation rates close to 20% due to operators' COVID infections, taking care of family with the virus, and childcare needs due to the Safer at Home orders.
- As ridership rebounded to about 50% of pre-COVID levels in **June 2020**, service levels were increased to 5.5M annualized RSH to meet additional demand and to ensure social distancing.
- **Motion 10.1 of September 2020** (Attachment A) stated that Metro should prepare an FY21 Operations Recovery Plan that outlined a clear decision-making framework for restoring

service and identified the financial and human resources needed at each stage of recovery.

By **June 2021**, ridership rebounded to 65% of pre-COVID levels. As such, and per Board approved Motion 27.1 (Attachment B) by Director Garcetti, service levels were increased to 6.5M annualized RSH.

- Service levels were fully restored to 7.0M annualized RSH in **September 2021** as directed by Motion 27.1.
  - Unfortunately, due to the Omicron variant of the COVID virus, Metro experienced a significant increase in operator absences in late 2021/early 2022. This, coupled with the existing operator shortage, consistent with the National labor shortage and higher attrition rates, resulted in a significant shortage of available operators and thus an increase in canceled service (as high as 15%-20%) and ordered call backs of available operators to work. These cancellations disproportionately impacted Equity Focused Communities and contributed to operator fatigue, burnout, and low morale.
  - To stabilize the system, a strategic service reduction was made throughout the network, with an equity focus that prioritized higher service levels allocated to Equity Focus Communities with highest propensity to use transit. The changes used a modified version of the NextGen frequency tiers. This temporary service reduction (7.0M RSH reduced by 10% to 6.3M RSH) was implemented in **Feb 2022**.
    - This temporary reduction resulted in a much more reliable and predictable system for our customers, more balanced passenger loads, evened out headways, and demonstrated valuing of our employees by significantly reducing the ordered call backs that were fatiguing our operators resulting in higher attrition.
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*Conditions for an Equitable and Reliable Service Restoration*

At the January 2022 Board meeting, Staff reported that full-service restoration (7.0 M RSH) requires all conditions below to be met:

- No pandemic spike, no more than 30 new COVID cases per month for operators.
- Metro operator numbers (4,003) required to meet the needs of 7.0M RSH.
- No more than 200 mandatory (ordered) call-backs per week systemwide; and
- No more than 2% systemwide bus service cancellations.

The first service restoration was implemented in June 2022, increasing service from 6.3 to 6.5 M RSH (annualized).

Given the shortage of operators, it is anticipated that cancellations and ordered call backs will slightly increase when the service change is implemented, as anticipated in previous presentations on service restoration planning. However, as staffing levels increase, cancellations and callbacks are expected to decrease. Similarly, with the June 2022 service changes, cancellations and callbacks increased. However, as of the end of September 2022, the above metrics are each improving:

- New Operator COVID cases per month showed a significant drop from 154 cases in August to 61 caes in September.
- Active bus operator numbers are trending up (3178 as of the end of September). This trend should continue following a successful hiring fair on September 24<sup>th</sup> which yielded 230 conditional offers.

- Ordered call backs are also trending down, dropping from 686 in August to 599 in September.
- Bus service cancellations reduced in September compared to August (weekdays 3.2% versus 4.7%; Saturday 3.5% versus 4.0%; Sunday 7.2 versus 10.5%).

Staff will continue to track these metrics closely as the October service change, the second round of service restoration, is implemented. While there are no changes to rail service levels as part of the October 2022 service change, the change was coordinated with the launch of the new Crenshaw K Line service on October 7, 2022.

## **DISCUSSION**

The October 2022 service change follows the same service restoration framework used for the June 2022 service changes. This framework focuses on Service Quality, valuing our Employees, and restoring the NextGen Bus Plan service levels. This change restores 200,000 annualized revenue service hours, increasing from 6.5 to 6.7 M RSH (annualized).

An additional 17 weekday, 16 Saturday, and 15 Sunday schedules have been reviewed and adjusted to value our operators by giving them the time needed to operate each trip safely and reliably and obtain rest breaks at the end of trips. Additional long shift lengths will also be reduced. These changes also provide more reliable service for Metro riders.

The changes are consistent with Board approved Motion 43 (Attachment C) by Directors Mitchell, Solis, Bonin, and Garcetti for service restoration and are based on the NextGen Bus Plan. The restoration prioritized lines with the highest load factors, with 15 weekday, 5 Saturday, and 5 Sunday lines seeing increased service frequencies, with 3 other weekday, 2 Saturday, and 1 Sunday lines gaining a small number of extra trips to accommodate increased ridership. The changes are also responsive to customer feedback on the previous service changes, gathered either directly from our riders while promoting service changes at bus stops, through the Metro Customer Service call center, the Metro website, and social media blog (The Source), as well as at the five Metro Regional Service Council meetings each month. A small number of bus route and stop changes are proposed as part of the October 2022 service change, including NextGen Bus Plan changes (Lines 78, 212, 224, 237, 534, 690) and adjustments for the opening of the Crenshaw K Line rail service (Lines 40, 111, 210, 211, 215 and new C & K Line Link between the C and K Lines). These changes are detailed in Attachment D.

Implementation will include staff attending major stops to inform riders of changes, as well as printed materials (summary brochure and schedules) available on buses, a special service change section on Metro.net, social media and Source posts, and signage placed at all impacted bus stops informing of the changes.

Metro continues to focus on new operator hiring and retention to continue the full-service restoration of 7 million revenue service hours (annualized) consistent with the NextGen Bus Plan.

## **EQUITY PLATFORM**

The October 2022 service change will improve both the quality and quantity of service provided

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across the Metro bus network and especially in EFCs. 11 of the 15 bus lines seeing added service and 12 of the 19 lines with revised schedules for improved on time performance in the October 2022 service change have greater than 50% of their line miles located in EFCs. Please also refer to Attachment E map and Attachment F service frequency table. The additional service added in the October 2022 service change ensures Metro continues the process of restoring the full 7 million revenue hours of service planned under the NextGen Bus Plan. This plan allocated the highest service levels to equity focus areas where high quality transit is a key to enhanced mobility for residents. Metro will continue to receive feedback on the changes directly from riders at bus stops, through the Metro Customer Service call center, the Metro website and social media blog (The Source), and at the five Metro Regional Service Council meetings each month.

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

The service changes support 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**

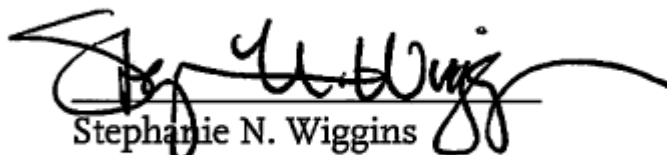
Staff will implement the October 2022 service change on Sunday, October 23, with the marketing of the changes occurring beginning October 10<sup>th</sup> and continuing up to and beyond the implementation date.

### **ATTACHMENTS**

- Attachment A - Motion 10.1
- Attachment B - Motion 27.1
- Attachment C - Motion 43
- Attachment D - Description of October 2022 Service Change
- Attachment E - Map of October 2022 Service Improvements
- Attachment F - Metro Transit Service Frequencies - October 2022

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Stephanie N. Wiggins  
Chief Executive Officer





# Metro

## Board Report

**File #:** 2020-0644, **File Type:** Motion / Motion Response

**Agenda Number:** 10.1.

### REGULAR BOARD MEETING SEPTEMBER 24, 2020

#### Motion by:

#### **DIRECTORS BONIN, GARCETTI, SOLIS, GARCIA, AND KUEHL**

Related to Item 10: Fiscal Year 2021 (FY21) Budget

The COVID-19 Crisis has created incredible strain on Metro's operations and finances. An unprecedented drop in sales tax and other revenue has caused a \$1.2 billion decrease in Metro's budget from FY20 to FY21, with additional volatility likely throughout FY21 and beyond. At the same time, COVID-19 health and safety measures and labor agreements have increased operational costs per hour of service. Despite an infusion of federal funding from the CARES Act, Metro still faces an uncertain operations budget that will require continuous updates throughout the fiscal year.

The proposed FY21 budget is an accurate reflection of today's greatly diminished transit service levels. However, maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency's strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region's underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county's most vulnerable populations, who disproportionately rely on bus service.

Metro should prepare an FY21 Operations Recovery Plan that outlines a clear decision-making framework for restoring service and identifies the financial and human resources needed at each stage of recovery. This Plan should clearly articulate how NextGen parameters are being applied to interim service decisions, in addition to public health and customer experience considerations. Most importantly, this Plan should commit to achieving NextGen's performance outcomes (revenue miles, number of high-frequency lines, number of people with access to frequent service), even if pre-COVID revenue service hours may not be necessary to achieve them.

#### **SUBJECT: FY21 OPERATIONS RECOVERY PLAN**

#### **RECOMMENDATION**

APPROVE Motion by Directors Bonin, Garcetti, Solis, Garcia, and Kuehl that the Board direct the Chief Executive Officer to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
1. Aligns bus lines with their respective NextGen service tier standards.
  2. Does not exceed maximum load factors on buses and trains based on industry-accepted health and safety standards.
  3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds.
  4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
  5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.





# Metro

## Board Report

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**File #:** 2021-0083, **File Type:** Motion / Motion Response

**Agenda Number:** 27.1.

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**REGULAR BOARD MEETING  
FEBRUARY 25, 2021**

**Motion by:**

**DIRECTOR GARCETTI**

Related to Item 27: FY22 Revenue Service Hour (RSH) Program Parameters and Motion 11.1 FY21 Service Increase Motion Update

**SUBJECT: AMENDMENT TO FY22 REVENUE SERVICE HOUR (RSH) PROGRAM  
PARAMETERS AND MOTION 11.1 FY21 SERVICE INCREASE MOTION UPDATE**

**RECOMMENDATION**

APPROVE Motion by Director Garcetti that the Board direct the Chief Executive Officer to:

Amend the current timeline to accelerate the implementation of 6.5 million Revenue Service Hours by June 2021 and 7 million by September 2021.



# Metro

## Board Report

**File #:** 2022-0050, **File Type:** Motion / Motion Response

**Agenda Number:** 43.

### REGULAR BOARD MEETING JANUARY 27, 2022

#### Motion by:

#### **DIRECTORS MITCHELL, SOLIS, BONIN, AND GARCETTI**

#### Operations Transparency and Safeguarding Motion

With over 200 separate lines and nearly 80% of total current ridership, bus operations are the backbone of the Metro system. As of the beginning of December, overall ridership has returned to 69% of pre-pandemic levels and bus ridership alone has increased further and returned to over 80% of pre-pandemic levels. Riders both want and need Metro services to reach jobs, school, and essential services.

Providing consistent, reliable bus service is essential for equitable transit. While the system is currently averaging approximately 10 - 15% cancellation rate as of January 2022, cancellation rates are highly concentrated in Equity Focus Communities. According to Metro data, of the top ten lines with the most canceled service, six are in South Los Angeles and all run through Equity Focused Communities.

Metro has not been able to provide its full schedule of service mainly due to a record high operator shortage. If the agency must temporarily decrease scheduled revenue service hours or cancel scheduled service hours to improve service reliability, Metro riders should have greater transparency on how the burden will be more equitably spread throughout the system and how the agency plans to return to full-service levels. Further, while the operator shortage is emblematic of a tight labor market globally, the agency must take substantive steps to urgently attract and retain talent.

#### **SUBJECT: OPERATIONS TRANSPARENCY AND SAFEGUARDING MOTION**

#### **RECOMMENDATION**

APPROVE Motion by Directors Mitchell, Solis, Bonin, and Garcetti that direct the CEO to:

- A. Set a goal to return to full bus service levels no later than June 2022;
- B. Assume full bus service levels in the FY23 budget;
- C. Report back in 30 days on:

1. Clear metrics for how Metro will determine its readiness to return to 7 million revenue service hours;
  2. Cancellation data by line and division dating back to the September 2021 service update, including geographic trends in cancellations such as, disparities between Equity Focus Communities and non-equity focus communities and division differences;
  3. A methodology for service deployment that prioritizes NextGen Tier 1 lines and lines serving Equity Focus Communities, as well as other emergency service options;
- D. Report back in 60 days with recommendations for improving operator retention and division shortages, including but not limited to:
1. A plan to meet the mental health and wellness needs of current operators and other frontline workers, particularly those who have been victims of assault while on assignment;
  2. Incentives to effectuate the prioritization of NextGen Tier 1 lines and lines serving Equity Focus Communities for bus service;
  3. Recommendations to streamline and retain operators through the training process; and
- E. Report back monthly on scheduled versus actual service during the temporary service reduction period, with detail by line, division, and effect on Equity-Focus Communities; and steps to ensure cancellation data continues to be made publicly available data.

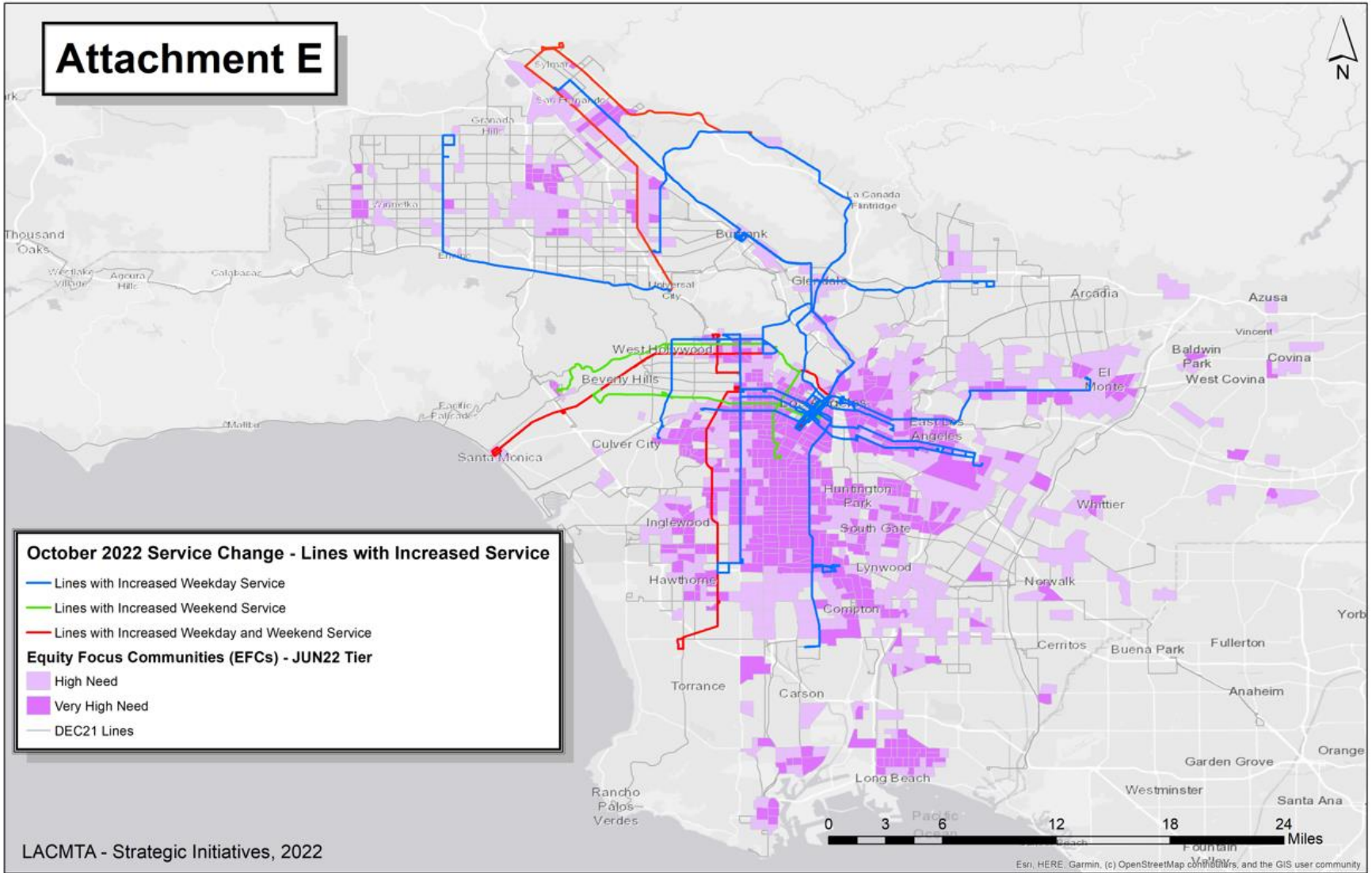
**Attachment D:  
October 23, 2022 Metro Bus Service Changes Summary**

Line	Change
2	Improve Saturday, Sunday frequency from every 12 minutes to every 10 minutes. Revised schedule weekday to improve service reliability.
4	Improve weekday frequency from every 10 minute to every 7.5 minutes and Saturday, Sunday frequency from every 12 minute to every 10 minutes.
14	Revised schedule weekday, Saturday, Sunday to improve service reliability.
18	Improve weekday peak periods frequency from every 7.5 minutes to every 6 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
28	Improve Saturday, Sunday frequency from every 15 minute to every 12 minutes. Revised schedule weekday to improve service reliability.
30	Improve weekday peak periods frequency from every 10 minute to every 7.5 minutes
33	Add one additional trip Saturdays to accommodate more riders.
37	Revised schedule weekday, Saturday, Sunday to improve service reliability.
40	Reroute southbound via Downtown Inglewood K Line Station; Reroute northbound via Crenshaw Bl Leimert Park K Line Station; new stop southbound Crenshaw Bl at Martin Luther King Jr K Line Station
53	Improve weekday frequency from every 10-12 minutes to every 10 minutes.
62	Revised schedules weekday, Saturday, Sunday to improve service reliability.
66	Improve weekday midday frequency from every 12 minutes to every 10 minutes.
70	Improve weekday frequency from every 10 minutes to every 7.5 minutes.
76	Revised schedule Sundays to improve service reliability.
78	To better accommodate buses, the terminus at Arcadia is relocated from westbound Las Tunas Dr to eastbound Live Oak Av at McCulloch Av. Revised schedule weekday to improve service reliability.
90	Improve weekday frequency from every 30 minutes to every 20 minutes. Revised schedules weekday, Saturday to improve service reliability.
92	Improve weekday frequency from every 30 minutes to every 20 minutes. Revised schedules weekday, Saturday, Sunday to improve service reliability.
94	Revised schedules weekday, Saturday, Sunday to improve service reliability.
106	Revised schedules Saturday, Sunday to improve service reliability.
108	Add two additional trips weekdays to accommodate more riders.
111	Reroute westbound via Downtown Inglewood K Line Station.
150	Revised schedules weekday, Saturday, Sunday to improve service reliability.
152	Revised schedules weekday, Saturday to improve service reliability.
180	Improve weekday frequency from every 12 minutes to every 10 minutes.
207	Improve weekday midday frequency from every 10 minutes to every 7.5 minutes.
210	Reroute northbound via Crenshaw Bl Leimert Park K Line Station. Improve weekday, Saturday, Sunday frequency from every 12-15 minutes to every 10 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
211-215	Reroute to serve new Downtown Inglewood K Line Station.
212	Route change. This line will end near the Hollywood/Highland Station and will no longer serve Hollywood Bl and the Hollywood/Vine Station (Line 217 will still serve this route segment). Resources will be redeployed with higher frequency for this line, with weekday frequency improved from every 12 to every 10 minutes. Extend three late night trips to or

**Attachment D:  
October 23, 2022 Metro Bus Service Changes Summary**

	from Hawthorne/Lennox Station weekday, Saturday, Sunday. Add extra three trips Saturday, Sunday to accommodate more riders.
217	Improve weekday frequency from every 12 minutes to every 10 minutes. Revised schedule weekday to improve service reliability.
224	Line will extend from Sylmar Station to Olive View Medical Center weekdays, Saturdays, and Sundays in place of Line 690. Weekday service frequency will increase to every 15 minutes between Universal City/Studio City Station and Sylmar Station, with service every 30 minutes between Sylmar Station and Olive View Medical Center. Saturdays and Sundays Line 224 service frequency will increase to every 20 minutes between Universal City/Studio City Station and Sylmar Station, with service every 40 minutes between Sylmar Station and Olive View Medical Center. Revised schedules weekday, Saturday, Sunday will improve service reliability.
234	Revised schedule weekday to improve service reliability.
237	Reroute direct via Burbank Bl and Lankershim Bl to/from North Hollywood Station as planned in the NextGen Bus Plan to better distribute east-west bus service.
240	Improve weekday peak period frequency from every 12 minute to every 10 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
265	At Pico Rivera, service will terminate on Whittier Bl at Rosemead Bl due to closure of bus lot at Parsons Bl/Jackson St.
460	Added one extra trip weekday to accommodate more riders.
534	Renumber this line as Line 134. No change to route or stops. Revised schedule weekday, Saturday, Sunday to improve service reliability. Added one extra trip weekday to accommodate more riders.
690	Line 224 will extend from Sylmar Station to Olive View Medical Center in place of Line 690 which will continue to operate its usual route between Olive View and Sunland. Line 690 frequency between Olive View and Sunland will increase from every 50 minutes to every 30 minutes weekdays and 40 minutes Saturdays and Sundays.
C & K Line Link	New bus line linking new Crenshaw K Line Westchester/Veteran Station and the existing C Line (Green) Aviation/LAX Station. <b>Note: this line will begin operation when the K Line opens for service 10/7/22.</b>

# Attachment E



**Attachment F - Metro Transit Service Frequencies October 2022**

Effective Sunday October 23, 2022. Cells in yellow were frequencies reduced from 2/20/22. Cells in green are frequencies improved from 6/26/22 or 10/23/22 with cells in orange reduced from 6/26/22.

Frequencies provided are for the main segment of a line and may be less at outer ends of lines. For full details on frequencies and spans please consult individual schedules.

Line(s)	Corridor	Weekday	Weekday	Weekday	Saturday	Saturday	Sunday	Sunday	Owl Symbol
		6-9am, 3-7 pm	9am-3pm	7pm-12 am	9 am - 7 pm	7pm - 12 am	9 am - 7 pm	7pm - 12 am	
		Peak	Midday	Evening	Daytime	Evening	Daytime	Evening	
2	Alvarado St Sunset Bl	7.5	10	20-30	10	20-30	10	20-30	Y
4	Santa Monica Bl	7.5	7.5	10-15	10	10-15	10	10-15	Y
10	Melrose Av	15	15	20-60	20	40-60	20	40-60	
14	Beverly Bl	10-15	15	20-60	15	20-60	15	20-60	Y
16	W. 3rd St	5-6	7.5	10-30	7.5-10	10-30	7.5-10	10-30	Y
18	Whittier Bl & W. 6th St	6	7.5	10-35	7.5	20-35	7.5	20-35	Y
20	Wilshire Bl	15	15	20-30	15	20-30	15	20-30	Y
28	Olympic Bl	6-8	10	20-30	12	20-30	12	20-30	
30	Pico Bl & E. 1st St	7.5	10	20-30	10	20-40	10	20-40	Y
33	Venice Bl	7.5	7.5	12-30	10	20-30	10	20-30	Y
35	Washington Bl	15	15	40-60	20	40-60	20	40-60	
37	W. Adams Bl	10-15	15	20-60	15	20-60	15	20-60	Y
38	W. Jefferson Bl	30-60	30	30-40	40	30-40	40	30-40	
40	MLK Bl, Crenshaw Bl, Hawthorne Bl	10	12	15-60	15	15-60	15	15-60	Y
45	Broadway	10	10	10-60	10	20-60	10	20-60	Y
48	Main & San Pedro	30	30	60	40	60	40	60	
51	Avalon Bl & W. 7th St	5	7.5	10-60	7.5	10-60	10	15-60	Y
53	Central Av	10	10	15-60	15	20-60	15	20-60	
55	Compton Av	15	15	20-60	23-30	30-60	23-30	30-60	Y
60	Long Beach Bl	6-8	10	10-60	10	15-60	10	20-60	Y
62	Telegraph Rd, Pioneer Bl	30-60	60	50-60	45-60	50-60	45-60	50-60	
66	E. Olympic Bl, 8th St	7.5-10	10	10-60	15	20-60	15	20-60	
70	Garvey Av, Atlantic Bl, Cesar A. Chavez Av	7.5	7.5	15-60	12	15-60	12	15-60	Y
76	Valley Bl	20	20	30-60	22	30-60	22	30-60	Y
78	Huntington Dr, Main St, Las Tunas Dr	12	12	20-30	15	20-30	15	20-30	
81	Figueroa St	15	15	20-60	15-20	20-60	15-20	20-60	Y
90	Glendale Bl	20	20	30-60	30	30-60	30	30-60	
92	Glenoaks Bl	20	20	30-60	30	45-60	30	45-60	Y
94	San Fernando Rd, Magnolia Bl	15	15	30-60	30	30-60	30	30-60	
96	Riverside Dr	45	45	-	60	-	60	-	
102	La Tijera Bl, Exposition Bl	60	60	60	60	60	60	60	
105	Vernon Av, La Cienega Bl	10	10	15-60	15	15-60	15	15-60	Y
106	East LA College, LAC USC Med Ctr, Cal State LA	20-40	20-40	25-40	40	45	40	45	
108	Slauson Av	7.5-10	15	20-60	15	20-60	15	20-60	
110	Gage Av	20	20	25-60	30	45-60	30	45-60	
111	Florence Av	10	10	15-40	15	20-40	15	20-40	
115	Manchester Av, Firestone Bl	15	15	20-60	15-20	20-60	20	20-60	
117	Century Bl	20	20	15-60	30	30-60	30	30-60	
120	Imperial Hwy	40	40	60	60	60	60	60	
125	Rosecrans Bl	20	30	30-60	30	30-60	30	30-60	
127	Compton Bl, Somerset Bl	45	45	45-60	60	60	60	60	
128	Alondra Bl	50-60	50-60	50-60	50-60	50-60	50-60	50-60	
134	Santa Monica - Malibu via PCH (former Line 534)	30-60	30-60	60	35-55	-	35-55	-	
150	Ventura/Reseda - Chatsworth Stn	20	25	30-60	30	45-60	30	45-60	
152	Roscoe Bl	15	20	20-60	30	30-60	30	30-60	
154	Burbank Bl	60	60	60	60	60	60	60	
155	Riverside Dr, W. Magnolia Bl	60	60	60	60	60	60	60	
158	Woodman Av, Devonshire St	60	60	60	60	60	60	60	
161	Canoga Station - Thousand Oaks	30-60	60	-	60	-	60	-	
162	Sherman Wy	15-20	20	20-60	30	30-60	30	30-60	Y
164	Victory Bl	20	20	20-60	30	45-60	30	45-60	
165	Vanowen Av	15	15	20-60	30	40-60	30	40-60	
166	Nordhoff St	15-20	20	20-45	30	30-45	30	30-45	
167	Coldwater Cyn Av, Plummer St	50-60	50	55-60	50-60	55-60	50-60	55-60	





A (Blue)	7th St/Metro Center - Long Beach	10	12	10-20	12	15-20	12	15-20	
B (Red)	Union Station - North Hollywood	15	15	15-20	15	15-20	15	15-20	
C (Green)	Norwalk - Redondo Beach	10	15	15-20	15	15-20	15	15-20	
D (Purple)	Union Station - Wilshire/Western	15	15	15-20	15	15-20	15	15-20	
E (Expo)	7th St/Metro Center - Downtown Santa Monica	10	12	10-20	12	15-20	12	15-20	
L (Gold)	Union Station - Azusa, Pico Aliso - Atlantic + 854 Bus Bridge	10	12	10-20	12	15-20	12	15-20	
	<b>Metro Busway</b>								
901	G Line (Orange) BRT	6	10	10-20	10	12-20	12	12-20	Y
910	J Line (Silver) BRT	5	10	12-40	15	15-40	15	15-40	Y
950	San Pedro J Line BRT	15	30	-	30	-	30	-	



**October 2022**

**Service Changes and  
Service Restoration**

**Effective Sunday 10/23/22**

Operations, Safety, and Customer  
Experience Committee

October 20, 2022



**Metro**<sup>®</sup>

# October 2022 Service Change

## Service Quality

- **Service Restoration: Continue Restoration of NextGen Bus Plan Service Levels (Phase 2 of 3)**
- **Adjust services for improved reliability**



## Valuing Our Employees

- **Match schedules to increased traffic conditions**
- **Eliminate longest assignments**
- **More frequent service to spread out loads**



## NextGen

- **One NextGen route change to avoid service duplication and reduce passenger transfers**
- **One line renumbered to fit Metro line numbering system**
- **One new line linking the new Crenshaw K rail line with the existing C line, as well as other lines modified to serve K Line station.**

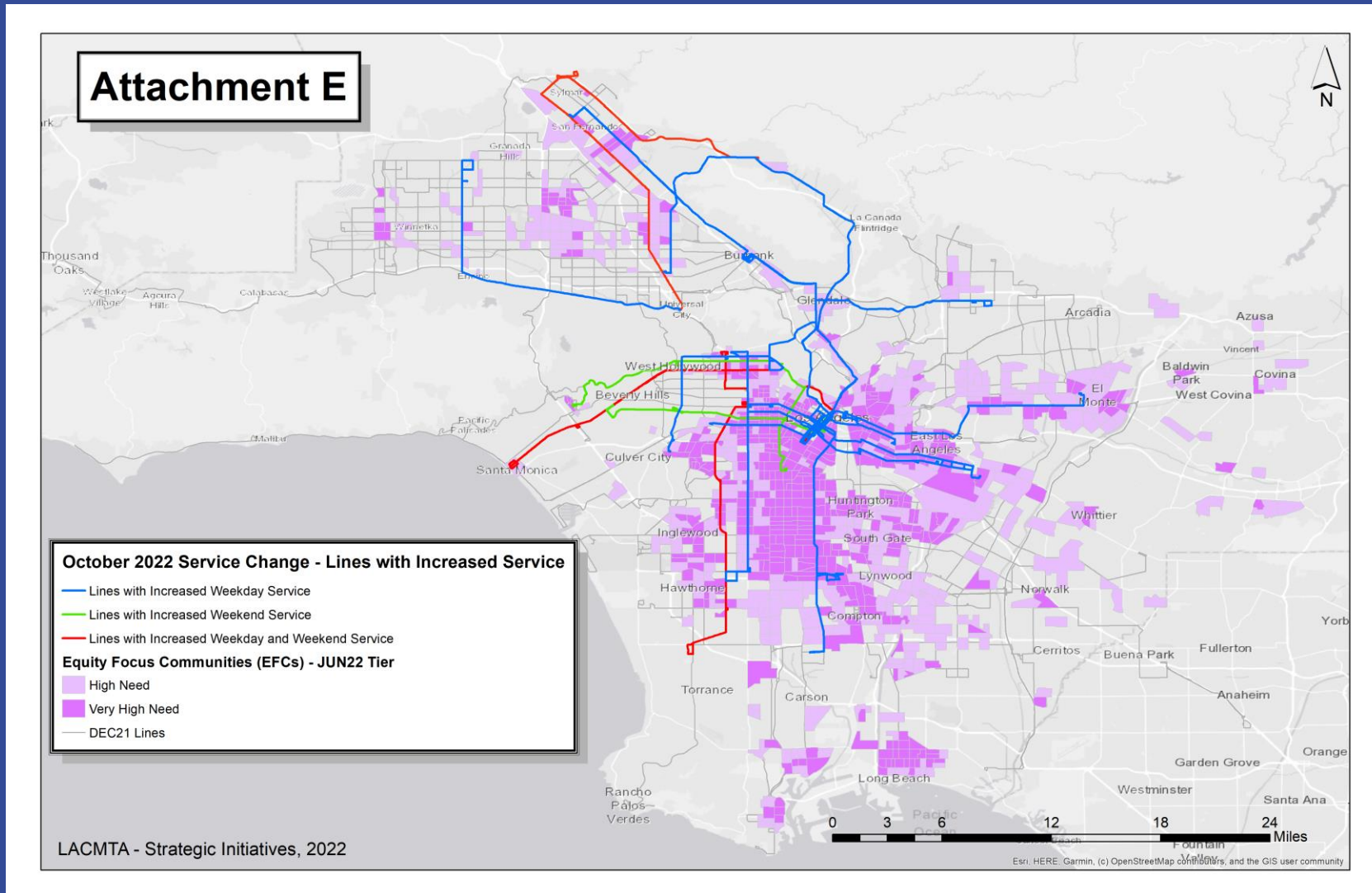


Metro

# Service Restoration & Reliability

- The October 2022 service change will continue the increase in total revenue service hours from 6.5 million to 6.7 million.
- Service frequency restoration will include 15 Weekday , 5 Saturday, 5 Sunday bus lines having increased service frequency based on high ridership, while 3 weekday, 2 Saturday, 1 Sunday lines have added trips for high loads.
- Also 17 weekday, 16 Saturday, 15 Sunday bus lines have adjusted schedules to provide more time to improve reliability.

# Service Restoration



Metro

# Service Changes

- New Line 857 C & K Line Link bus service added between the new Crenshaw K Line and C Line (Green). Five other lines modified slightly to better serve new K Line stations.
- Six other lines with route or route number changes for operational issues or NextGen bus plan implementation.



# Implementation

- Internal coordination through implementation team
- Staff will support customers in areas with significant changes
- Informational signs will be installed at all bus stops impacted by route changes.
- Information alert signs, brochures on buses & at customer service centers.
- Updated bus stop blades will be installed by service change date
- Online “MyBus” information portal
- Social media and print media releases
- Printed schedules will be available on buses and at usual outlets



Thank  
You!