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

Metro

Board Report

File #: 2022-0728, **File Type:** Informational Report **Agenda Number:** 43.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 17, 2022**

SUBJECT: FULL RESTORATION OF METRO BUS SERVICE (7 MILLION REVENUE SERVICE HOURS) AS PART OF DECEMBER 2022 SERVICE CHANGE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE a status report on the full restoration of Metro bus scheduled service (7 million revenue service hours) effective December 11, 2022 as part of Metro's December 2022 service change.

ISSUE

Metro will return to a full 7 million revenue service hours (annualized) as part of the bus service change effective Sunday, December 11, 2022.This is the final phase of restoring the full pre-COVID 7 million revenue service hours (annualized) based on the NextGen Bus Plan approved by the Metro Board in October 2020. With these changes, annualized bus revenue service hours will increase from 6.7 million revenue service hours to 7 million revenue service hours, the final phase in restoring full scheduled service following the reduction made in February 2022 due to a shortage of bus operators.

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 because 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.

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- **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.

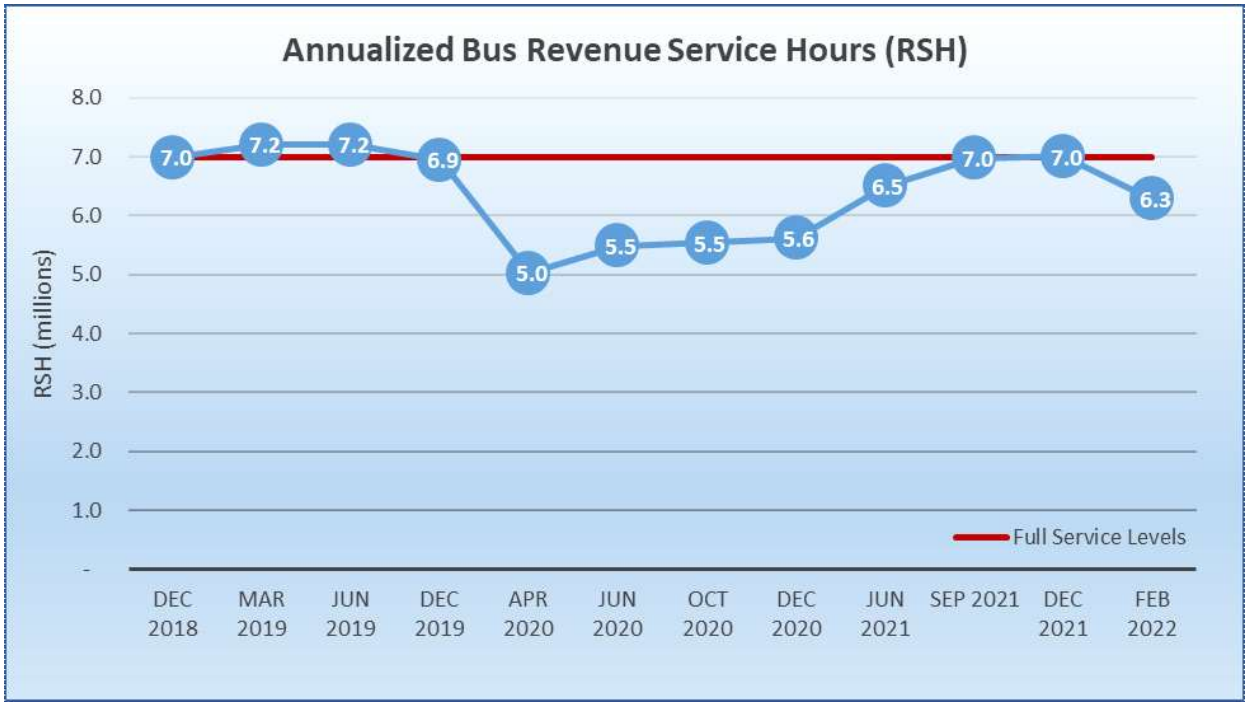
  By **June 2021**, ridership rebounded to 65% of pre-COVID levels. As such, and per Board approved Motion 27.1 (Attachment B) by Director Garcetti, service levels were increased to 6.5M annualized RSH.

- 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.



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), while a second phase implemented in October 2022 increasing service from 6.5 to 6.7 M RSH (annualized).

Given the shortage of operators, it is anticipated that cancellations and ordered call backs will slightly increase when the December 2022 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 cases in September and are likely to meet the target of no more than 30 new cases in the month of October.
- Active bus operator numbers are trending up (3203 as at October 8th). This trend should

continue following a successful hiring fair on September 24th 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 following the October 2022 service change, the second round of service restoration. There are no changes to rail service levels as part of the December 2022 service change, following the successful launch of the new K Line service on October 7, 2022.

DISCUSSION

The December 2022 service change follows the same service restoration framework used for the June 2022 and October 2022 service changes. This framework focuses on service quality, valuing our employees, and restoring the NextGen Bus Plan service levels. This change restores 300,000 annualized revenue service hours, increasing from 6.7 to 7.0 M RSH (annualized).

An additional 8 weekday, 4 Saturday, and 3 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 has 54 weekday, 24 Saturday, and 23 Sunday lines seeing increased service frequencies. 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 December 2022 service change, including NextGen Bus Plan changes in San Pedro for Lines 205, 246, and 550 in conjunction with changes to the LADOT San Pedro DASH service. Line 212 will also be adjusted to serve the new Downtown Inglewood K Line rail station. These changes are detailed in Attachment D.

Implementation will include staff attending major stops to inform riders of route changes, as well as printed materials (summary brochure, service change notices, and schedules for each impacted line) 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 December 2022 service change will improve both the quality and quantity of service provided

across the Metro bus network including in EFCs. 24 of the 63 bus lines seeing added service and 2 of the 8 lines with revised schedules for improved on time performance in the December 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 December 2022 service change ensures Metro completes 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 EFCs 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, 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 December 2022 service change on Sunday, December 11th, with the marketing of the changes occurring beginning November 28th 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 December 2022 Service Change
Attachment E - Map of December 2022 Service Improvements
Attachment F - Metro Transit Service Frequencies - December 2022

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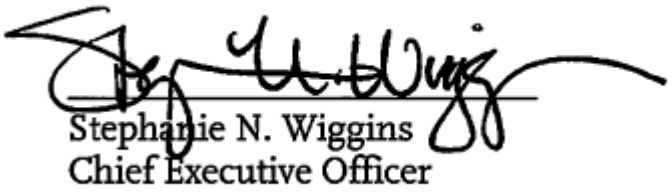

Stephanie N. Wiggins
Chief Executive Officer

Metro

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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.

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Board Report

File #: 2021-0083, **File Type:** Motion / Motion Response **Agenda Number:** 27.1.

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.

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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:
December 11, 2022 Metro Bus Service Changes Summary

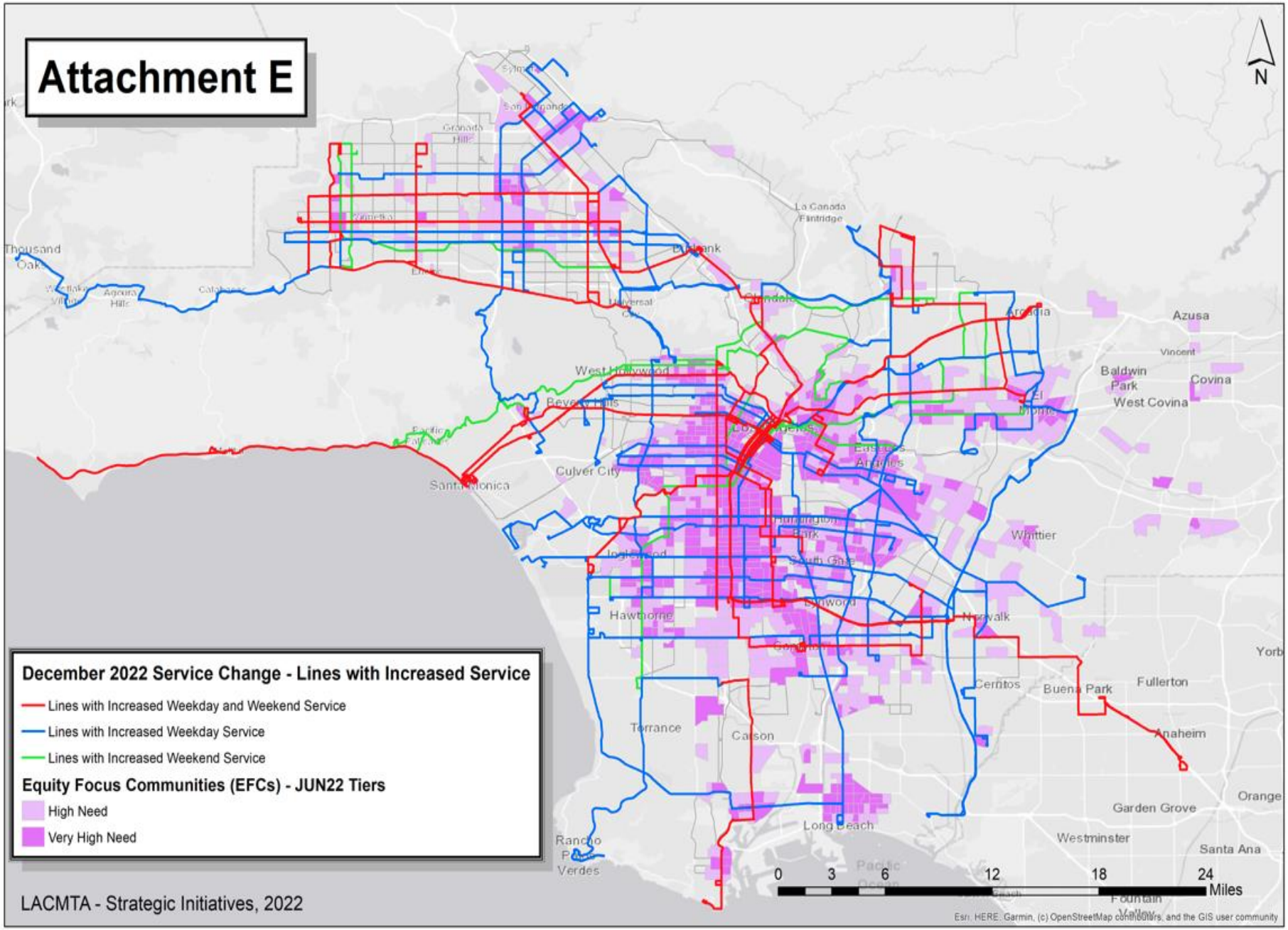
Line	Change
10	Improve weekday frequency from every 15 minutes to every 10-15 minutes.
14	Improve weekday frequency from every 10-15 minute to consistently every 10 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
20	Improve weekday peak periods frequency from every 15 minutes to every 10-15 minutes and improve Saturday and Sunday service from every 15 to every 12 minutes. Revised schedule weekday, Saturday, Sunday to improve service reliability.
35	Revised schedule weekday, Saturday, Sunday to improve service reliability.
37	Improve weekday peak frequency from every 10-15 minute to consistently every 10 minutes.
38	Improve weekday peak frequency from every 30-60 minute to every 30-40 minutes.
40	Improve weekday peak frequency from every 10 minute to every 8-10 minutes, improve weekday midday frequency from every 12 minutes to every 10 minutes, and improve Saturday frequency from every 15 minutes to every 12 minutes.
53	Revised schedules weekday, Saturday, Sunday to improve service reliability.
55	Improve weekday peak frequency from every 15 minutes to every 12 -15 minutes and improve Saturday and Sunday frequency from every 23 -30 minutes to every 20 minutes.
60	Improve weekday peak frequency from every 6-8 minutes to every 5-8 minutes. Route now reflects long term detour via Greenleaf Bl at Compton due to closure of Artesia Bl bridge.
62	Improve weekday peak frequency from every 30-60 minute to every 25-60 minutes, improve weekday midday frequency from every 60 minutes to every 25- 45 minutes.
70	Improve Saturday and Sunday frequency from every 12 minutes to every 10 minutes.
76	Improve weekday peak and midday frequency from every 20 minutes to every 15 minutes. Improve Saturday and Sunday frequency from every 22 minutes to every 20 minutes.
78	Improve weekday peak and midday frequency from every 12 minutes to every 10 minutes.
94	Improve weekday peak frequency from every 15 minutes to every 12-15 minutes. Improve Saturday and Sunday frequency from every 30 minutes to every 20-30 minutes.
108	Improve weekday midday frequency from every 15 minute to every 10 minutes.
110	Improve weekday peak and midday frequency from every 20 minutes to every 15 minutes.
115	Improve weekday peak frequency from every 15 minutes to every 12 minutes.
117	Improve weekday peak and midday frequency from every 20 minutes to every 15 minutes.
120	Improve weekday peak and midday frequency from every 50-55 minutes to every 40 minutes.
127	Improve weekday frequency from 45 minute to 20/40 minute. Improve Saturday and Sunday frequency from 60 minute end to end to 30/60 minute.
134	Improve weekday peak frequency from every 30-60 minute to every 20-60 minutes. Improve weekday midday frequency from every 60 minutes to every 40-60 minutes.
150	Improve weekday midday frequency from every 25 minutes to every 20 minutes. Improve Saturday and Sunday evening frequency from every 30-60 minutes to every 20-60 minutes.
152	Improve weekday midday frequency from every 20 minute to every 15 minutes.
161	Improve weekday frequency from every 12 minutes to every 10 minutes.
162	Improve weekday peak frequency from every 15-20 minute to consistently every 15 minutes, improve weekday midday frequency from every 20 to every 15 minutes, and improve Saturday frequency from every 30 minutes to every 20 minutes.
164	Improve weekday peak and midday frequency from every 20 minutes to every 15 minutes.

Attachment D:
December 11, 2022 Metro Bus Service Changes Summary

165	Improve weekday evening frequency from every 20-60 minutes to every 15-60 minutes.
166	Improve weekday peak frequency from every 15-20 minutes to every 15 minutes. Improve weekday midday frequency from every 20 minutes to every 15 minutes.
177	Improve weekday peak frequency from every 60 minutes to every 30 minutes.
179	Improve weekday peak and midday frequency from every 36 minutes to every 30 minutes.
182	Improve Saturday and Sunday frequency from every 50 minutes to every 30 minutes. Revised schedules weekday, Saturday, Sunday to improve service reliability.
202	Route now reflects long term detour via Greenleaf Bl at Compton due to closure of Artesia Bl bridge.
204	Improve weekday evening frequency from every 12-30 minutes to every 10-30 minutes.
205	As part of the implementation of the NextGen Bus Plan, this line will now travel via Western Av and 7th St to terminate at Harbor Bl in San Pedro. LADOT San Pedro DASH will serve 1st St and 13th St.
206	Improve weekday midday frequency from every 20 minute to every 15 minutes. Improve Sunday frequency from every 30 minutes to every 20 minutes.
212	Route change. This line will now serve Downtown Inglewood K Line rail station travelling via Florence Av. Improve weekday evening frequency from every 15-35 minutes to every 12-35 minutes.
217	Revised schedule weekday to improve service reliability.
222	Improve weekday frequency north of Universal City/Studio City Station from every 60 minutes to every 30 minutes.
232	Improve weekday peak frequency from every 20 minutes to every 15-20 minutes.
233	Improve weekday midday service from every 12 minutes to every 10 minutes. Improve weekday evening frequency from every 12-60 minutes to every 10-60 minutes.
234	Improve weekday service from every 12 minutes to every 10 minutes. Improve weekday evening frequency from every 12-60 minutes to every 10-60 minutes.
240	Improve weekday midday frequency from every 12 minute to every 10 minutes. Improve Sunday frequency from every 20 minutes to every 15 minutes.
244	Improve Saturday and Sunday frequency from every 45 minutes to every 30 minutes
246	This Line will be altered to travel via Avalaon Bl, Anaheim St, Figueroa St, Pacific Coast Hwy, North Gaffey St., Channel St, John S. Gibson Bl to replace parts of Line 550. Improve weekday frequency from every 40 minutes to every 30 minutes. Improve Saturday and Sunday frequency from every 60 minutes to every 30 minutes.
258	Improve weekday frequency from every 50-60 minutes to every 40 minutes.
260	Route now reflects long term detour via Greenleaf Bl at Compton due to closure of Artesia Bl bridge. Weekday peak frequency increased from every 15 minutes to every 12 minutes.
267	Improve weekday midday frequency from every 60 minutes to every 30 minutes.
268	Improve weekday peak frequency from every 60 minutes to every 30 minutes.
287	Improve weekday peak and midday frequency from every 60 minutes to every 40 minutes.
344	Improve weekday peak frequency from every 40 minutes to every 30 minutes.
460	Improve weekday peak frequency from every 30-40 minutes to every 20-35 minutes. Improve weekday midday frequency from every 30-45 minutes to every 25-35 minutes. Improve Saturday and Sunday frequency from every 45 minutes to every 30 minutes.
487	Improve Saturday and Sunday frequency from every 60 minutes to every 45 minutes.
501	Improve weekday peak frequency from every 30 minutes to every 20 minutes.

Attachment D:
December 11, 2022 Metro Bus Service Changes Summary

550	As part of the NextGen Bus Plan, this line will be altered to just operate weekday peak periods every 30 minutes between Harbor Gateway Transit Center and University of Southern California. Lines 205 and 246 are modified in San Pedro on 7th St and North Gaffey St. respectively.
577	Improve weekday peak frequency from every 45 minutes to every 30 minutes.
602	Improve Saturday and Sunday frequency from every 60 minutes to every 45 minutes.
603	Improve weekday and Saturday frequency from every 15 minutes to every 12 minutes.
605	Improve weekday frequency from every 20 minutes to every 15 minutes. Improve Saturday and Sunday frequency from every 40 minutes to every 20 minutes.
617	Improve weekday frequency from every 60 minutes to every 45 minutes.
662	Improve weekday, Saturday, and Sunday frequency from every 50 minutes to every 30 minutes.
754	Improve weekday frequency from every 12 minutes to every 10 minutes.
761	Improve weekday evening frequency from every 20-30 minutes to every 15-30 minutes.
901	Improve the G Line (Orange) Sunday frequency from every 12 minutes to every 10 minutes.


Attachment E
N
December 2022 Service Change - Lines with Increased Service
Lines with Increased Weekday and Weekend Service
Lines with Increased Weekday Service
Lines with Increased Weekend Service
Equity Focus Communities (EFCs) - JUN22 Tiers
High Need
Very High Need
LACMTA - Strategic Initiatives, 2022
0 3 6 12 18 24
Miles
Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community
Thousand Oaks
Agoura Hills
Calabasas
Granada Hills
La Canada Flintridge
Burbank
Glendale
Universal City
Arcadia
Azusa
Vincent
Baldwin Park
Covina
West Covina
West Hollywood
Beverly Hills
El Monte
Culver City
Santa Monica
Whittier
Hawthorne
Norwalk
Cerritos
Buena Park
Fullerton
Anaheim
Torrance
Carson
Orange
Garden Grove
Long Beach
Westminster
Santa Ana
Rancho Palos Verdes

Attachment F - Metro Transit Service Frequencies effective December 11, 2022

	Weekday	Weekday	Weekday	Saturday	Saturday	Sunday	Sunday	
	6-9am, 3-7 pm	9am-3pm	7pm-12 am	9 am - 7 pm	7pm - 12 am	9 am - 7 pm	7pm - 12 am	
Line(s)	Peak	Midday	Evening	Daytime	Evening	Daytime	Evening	Owl Symbol
2	7.5	10	20-30	10	20-30	10	20-30	Y
4	7.5	7.5	10-15	10	10-15	10	10-15	Y
10	12-15	15	20-60	20	40-60	20	40-60	
14	10	15	20-60	15	20-60	15	20-60	Y
16	5-6	7.5	10-30	7.5-10	10-30	7.5-10	10-30	Y
18	6	7.5	10-35	7.5	20-35	7.5	20-35	Y
20	10-15	12	20-30	12	20-30	12	20-30	Y
28	6-8	10	20-30	12	20-30	12	20-30	
30	7.5	10	20-30	10	20-40	10	20-40	Y
33	7.5	7.5	12-30	10	20-30	10	20-30	Y
35	15	15	40-60	20	40-60	20	40-60	
37	10	15	20-60	15	20-60	15	20-60	Y
38	30-40	30	30-40	40	30-40	40	30-40	
40	8-10	10	15-60	12	15-60	15	15-60	Y
45	6-10	10	10-60	10	20-60	10	20-60	Y
48	30	30	60	40	60	40	60	
51	5	7.5	10-60	7.5	10-60	10	15-60	Y
53	10	10	15-60	15	20-60	15	20-60	
55	12-15	15	20-60	20	30-60	20	30-60	Y
60	5-8	10	10-60	10	15-60	10	20-60	Y
62	25-60	25-45	50-60	45-60	50-60	45-60	50-60	
66	7.5-10	10	10-60	15	20-60	15	20-60	
70	7.5	7.5	15-60	10	15-60	10	15-60	Y
76	15	15	30-60	20	30-60	20	30-60	Y
78	10	10	20-30	15	20-30	15	20-30	
81	15	15	20-60	15-20	20-60	15-20	20-60	Y
90	20	20	30-60	30	30-60	30	30-60	
92	20	20	30-60	30	45-60	30	45-60	Y
94	12-15	15	30-60	20-30	30-60	20-30	30-60	
96	45	45	-	60	-	60	-	
102	60	60	60	60	60	60	60	
105	10	10	15-60	15	15-60	15	15-60	Y
106	20-40	20-40	25-40	40	45	40	45	
108	7.5-10	10	20-60	15	20-60	15	20-60	
110	15	15	25-60	30	45-60	30	45-60	
111	10	10	15-40	15	20-40	15	20-40	
115	12	15	20-60	15-20	20-60	20	20-60	
117	15	15	15-60	30	30-60	30	30-60	
120	40	40	60	60	60	60	60	
125	20	20	30-60	30	30-60	30	30-60	
127	20-40	20-40	30-40	30-60	30-40	30-60	30-40	
128	50-60	50-60	50-60	50-60	50-60	50-60	50-60	
134	20-60	40-60	60	45	-	45	-	
150	20	20	30-60	30	30-60	30	30-60	
152	15	15	20-60	20	20-60	20	20-60	
154	60	60	60	60	60	60	60	
155	60	60	60	60	60	60	60	
158	60	60	60	60	60	60	60	
161	30-60	60	-	60	-	60	-	
162	15	15	15-60	20	25-60	30	30-60	Y
164	15	15	15-60	30	45-60	30	45-60	
165	15	15	15-60	30	40-60	30	40-60	
166	15	15	20-45	30	30-45	30	30-45	
167	50-60	50	55-60	50-60	55-60	50-60	55-60	
169	60	60	60	60	60	60	60	
177	30	-	-	-	-	-	-	
179	30	30	30-60	45	45-60	45	45-60	
180	10	10	10-30	10-12	15-30	10-12	15-30	Y
182	30	30	30-50	30	35-50	30	35-50	
202	60	60	-	-	-	-	-	

204	10	10	10-30	12	20-30	12	20-30	Y
205	30	30	30-60	55	60	55	60	
206	15	15	30-60	20	30-60	20	30-60	
207	6-7.5	7.5	8-25	10	10-25	10	10-25	Y
209	60	60	-	-	-	-	-	
210	10	10	15-55	10	15-60	10	15-60	
211, 215	50-55	-	-	-	-	-	-	
212	10	10	12-35	15	20-35	15	20-35	
217	10	10	15-30	15	15-30	15	15-30	Y
218	55	55	55-60	55	55-60	55	55-60	
222	30-60	30-60	30-60	60	60	60	60	
224	15	15	20-60	20	20-60	20	20-60	Y
230	20-30	30	30-60	35	35-60	35	35-60	
232	15-20	30	30-60	30	40-60	30	40-60	
233	10	10	10-60	12	20-60	12	20-60	Y
234	10	10	10-60	15	20-60	15	20-60	Y
235	60	60	-	-	-	-	-	
236	60	60	60	60	60	60	60	
237	60	60	60	60	60	60	60	
240	10	10	10-30	15	15-30	15	15-30	Y
242, 243	40	40	40	40	40	40	40	
244	30	30	30	30	30	30	30	
246	30	30	30-40	30	30-40	30	30-40	Y
251	7.5	10	15-45	10	20-45	10	20-45	Y
256	50	50	50	50	50	50	50	
258	40	40	40	60	60	60	60	
260	12	15	20-50	20	30-55	20	30-55	
265	60	60	60	60	60	60	60	
266	20	20	20-55	30	30-35	30	30-35	
267	30	30	45-60	60	-	60	-	
268	30	60	60	60	60	60	60	
287	40	40	60	60	60	60	60	
294	30	30	30-60	30	30-60	30	30-60	
344	30	60	45-60	60	60	60	60	
460	20-35	25-35	30-55	30	30-55	30	30-55	
487	40	40	40	45	45	45	45	
489	40	-	-	-	-	-	-	
501	20	30	30	40	40	40	40	
550	30	-	-	-	-	-	-	
577	30	45	45	-	-	-	-	
601	20	20	20	20	20	20	20	
602	45	45	60	45	60	45	60	
603	12	12	15-30	12	15-30	15	20-30	
605	15	15	-	20	20	20	-	
611	60	60	60	60	60	60	60	
617	45	45	60	60	60	60	60	
660	30	30	30	30	30	30	30	
662	30	30	30-60	30	30-60	30	30-60	
665	60	60	60	60	-	60	-	
686	60	60	60	60	60	60	60	
690	30	30	30	40	40	40	40	
720	3-5	7.5	7.5-20	7.5	12-20	7.5	12-20	
754	10	10	20-30	15	30	15	30	
761	15	15	15-30	30	30	30	30	Y (see 233)
854	20	20	20	20	20	20	20	
901	6	10	10-20	10	12-20	10	12-20	Y
910	5	10	12-40	15	15-40	15	15-40	Y
950	15	30	-	30	-	30	-	
A (Blue)	10	12	10-20	12	15-20	12	15-20	
B (Red)	15	15	15-20	15	15-20	15	15-20	
C (Green)	10	15	15-20	15	15-20	15	15-20	
D (Purple)	15	15	15-20	15	15-20	15	15-20	
E (Expo)	10	12	10-20	12	15-20	12	15-20	
K Line	10	12	10-20	12	15-20	12	15-20	

L (Gold)	10	12	10-20	12	15-20	12	15-20	

December 2022

Full Bus Service Restoration & Service Changes

Effective Sunday 12/11/22

Operations, Safety, and Customer Experience Committee

November 17, 2022

Metro®

December 2022 Service Change

Service Quality	Valuing Our Employees	NextGen
• Service Restoration: Completes Restoration of NextGen Bus Plan Service Level (7M Revenue Service Hours) • Adjust services for improved reliability	• Match schedules to increased traffic conditions • Eliminate longest assignments • More frequent service to spread out loads	• NextGen route changes in San Pedro and Wilmington in conjunction with LADOT San Pedro DASH service change. • La Brea Av Line 212 via new Crenshaw K line downtown Inglewood Station. • Other minor changes due to street changes.

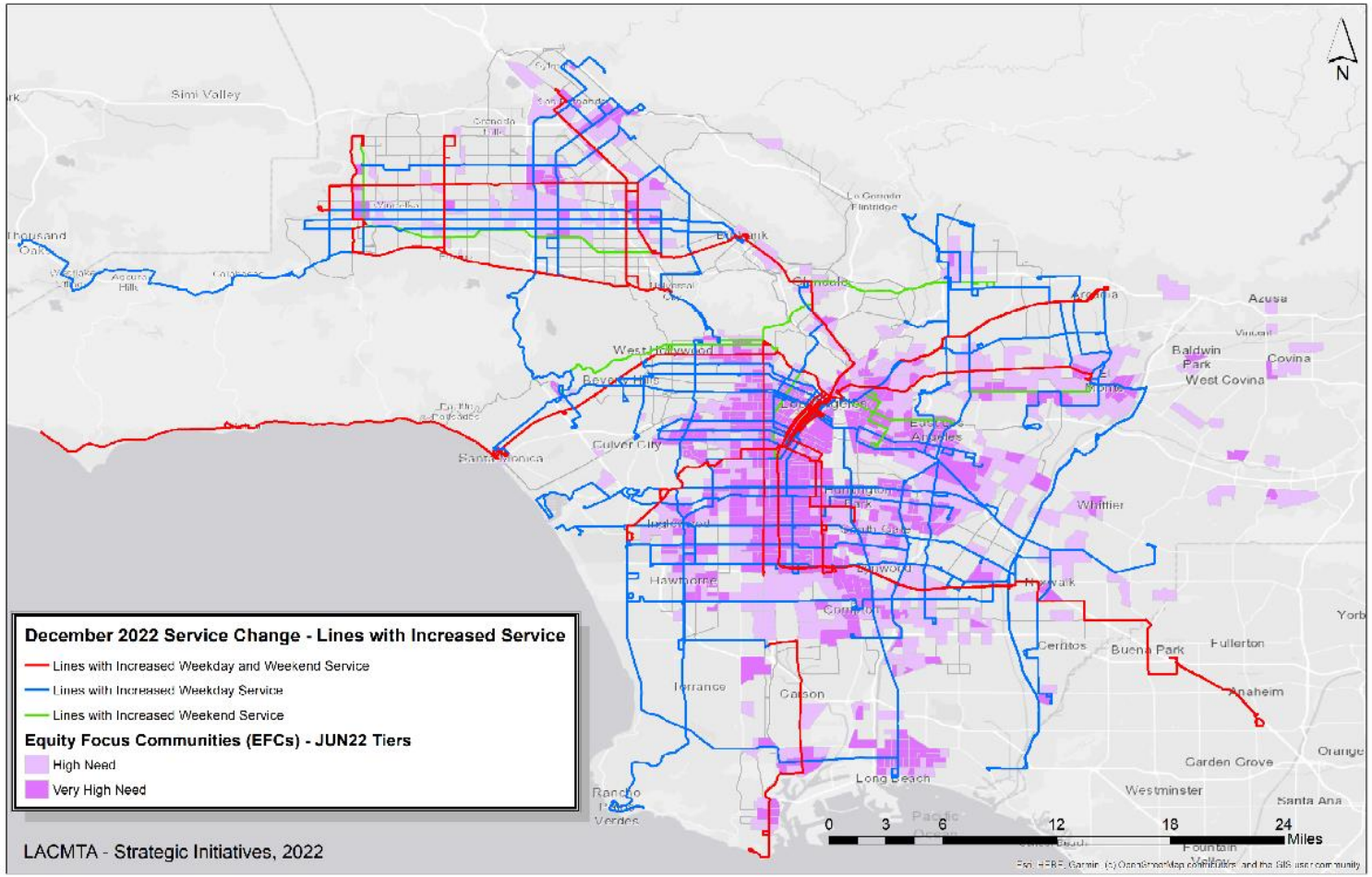
Metro

Service Restoration & Reliability

- The December 2022 service change will continue the increase in total revenue service hours from 6.7 million to 7.0 million.
- Service frequency restoration will include 55 Weekday , 24 Saturday, 23 Sunday bus lines having increased service frequency, providing extra capacity for riders
- 8 weekday, 4 Saturday, 4 Sunday bus lines have adjusted schedules to provide more time to improve reliability.

Metro

Service Restoration



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Service Changes

- NextGen route changes to three Metro bus lines in San Pedro and Wilmington in conjunction with LADOT San Pedro Dash changes.
- La Brea Line 212 rerouted via Crenshaw K Line Downtown Inglewood Station.
- Seven other lines with stop and/or route changes due to street changes.

Metro

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

Metro

Thank You!

Metro