



Board Report

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Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 21, 2024

SUBJECT: DECEMBER 2024 SERVICE CHANGE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE a status report on the bus and rail service changes effective Sunday, December 15, 2024.

ISSUE

Metro makes service changes twice a year in June and December to improve service for our riders. These service changes are also coordinated with bus and rail operator assignment changes required by the labor contract.

BACKGROUND

Metro bus service levels were fully restored as of December 2022 and are being delivered reliably.

The most recent service change was implemented in June 2024. There were no issues encountered with implementation. Ridership continues to increase, with the data from September 2024 showing year-over-year growth of 7.2% for bus average weekday ridership and 11.7 % for rail average weekday ridership. Average weekly on-time performance for bus has also improved from 72.9% (July to September 2023) to 75.0% (July to September 2024) in response to the many improved bus schedules, additional field supervision, operator hiring, and low bus service cancellation rates. These efforts contributed to improved reliability since the June 2024 service change.

Rail on-time performance remained high at 99.45% for Q1 FY25 (July to September 2024), compared to 99.1% for Q1 FY24 (July to September 2024).

DISCUSSION

Rail Service:

No changes to rail line services are proposed for December 2024.

Bus Service:

The December 2024 bus service changes will include a range of customer experience improvements, with enhancements to routes and schedules to help people more conveniently and reliably travel where and when they need to:

- Improved Reliability

Operator feedback, customer comments, and system data reports on ridership and on-time performance are reviewed to identify lines with ongoing, low on-time performance or crowding. On-time performance has improved to an average of 75.0% in the first quarter of FY25 (July to September 2024), compared to 72.9% for the same quarter of FY24, but remains below the goal of 78.5%. Metro's 119 bus lines, 54 weekday, 39 Saturday, and 35 Sunday bus schedules have been reviewed, and adjustments were made to the December 2024 service change to better match current traffic levels and travel times. This is in an effort to support improved on-time performance and to ensure operators have enough time for rest breaks at the end of each trip. New schedules can be viewed at mybus.metro.net <<https://mybus.metro.net>>.

- Increased Capacity:

Extra trips will be added on 10 bus lines on weekdays (Lines 14/37, 33, 55, 105, 108, 150, 164, 165, 244, and 601), three lines on Saturdays (Lines 62, 601, 910), and two lines on Sundays (601, 910) to provide enough service to accommodate all riders without crowding or to assist with late-night connections.

- Improved Connectivity:

To improve regional connectivity, the following bus routing changes are being made:

- Every second trip on Line 260 during weekdays and weekends between Pasadena and South Gate via Atlantic Bl will be extended via Imperial Highway to serve Willowbrook/Rosa Parks Station. This is an initial step in establishing this connection to the key regional destination and transit hub of Willowbrook/Rosa Parks Station, as included in the NextGen Bus Plan. The existing Line 260 service between Pasadena and Artesia Station via Atlantic Bl will be maintained but renumbered to Line 261.
- With the anticipated opening of the new LAX/Metro Transit Center, Lines 102, 111, 117, 120, and 232 will be modified to terminate at this location to improve bus connectivity and offer better passenger facilities. This center will replace the LAX City Bus Center and Aviation/LAX Station (these stations will continue to be served pending opening of the LAX/Metro Transit Center). Municipal bus services (Beach Cities Transit, Big Blue Bus, Culver Citybus, GTrans, and Torrance Transit) will also be relocated to this terminus. The LAX Metro Transit Center shuttles will also move to the LAX/Metro Transit Center.
- Line 96 (Burbank - Chinatown via Riverside Dr) will be rerouted to terminate at Lincoln/Cypress A Line Station, as planned under the NextGen Bus Plan. This will improve access for the Elysian Valley area and to A Line light rail service between Azusa, Pasadena, downtown LA, and Long Beach.
- Improved Frequency:

Line 665, serving Eastern Avenue, City Terrace, Gage Avenue, and Indiana Street between Rose Hill Transit Center, California State University Los Angeles, and Olympic Boulevard through East LA, will be improved weekdays from every 50 minutes to every 35 minutes.

- Other Changes:

As in the approved NextGen Bus Plan, two Metro local bus lines will become part of the Pasadena Transit network, as they can be well integrated due to overlapping routes:

- Metro Line 177 (Pasadena-Jet Propulsion Lab) weekday peak-period service will become Pasadena Transit Line 53. The existing route, schedule, and stops will be maintained.
- Metro Line 256 (Sierra Madre Villa Station-Highland Park Station) via Washington Bl in Pasadena will become Pasadena Transit Line 33. Service frequency will be improved from every 50 minutes on weekdays, Saturdays, and Sundays to every 35 minutes. The existing route, operating hours, and stops will also be maintained.

The G Line BRT 901 between Chatsworth, Canoga Park, and North Hollywood will be rerouted via Oxnard St between Sepulveda Bl and Woodman Av. The Van Nuys G Line Station will be closed for the construction of a new station on a grade separation at Van Nuys Bl. A temporary set of stops on Oxnard St at Van Nuys Bl will replace the Van Nuys G Line Station for approximately 18 months.

Various bus stop changes will be made on Van Nuys Bl between Sherman Way and Arminta St to accommodate construction for the East San Fernando Valley light rail line. Stops will be maintained at the intersections of Sherman Way and Keswick St, but bus stops at Saticoy St and Valerio St will be closed for up to three years. This impacts Metro Lines 169 and 233.

Line 16 on Third St will revert back to a schedule with timepoints weekdays following the completion of over one year of weekdays on a pilot headway-based operation, which did not show improved headway reliability. With the end of this pilot, this line will revert to the previous terminus at 5th-6th/Los Angeles St in downtown LA from 5th/6th/Central (next to Metro Division 1). Line 662 Pasadena-Altadena's counter-clockwise direction will be modified slightly in downtown Pasadena to serve Fair Oaks Av, improving connections and reducing delay.

Full details of all changes are included in Attachment A.

Customer Information:

As is the practice for all service changes, printed materials summarizing the changes will be distributed starting two weeks ahead of the service change (summary brochure, service change notices, and updated schedules for each impacted line) on buses in a dedicated service change section on Metro.net, social media, and Source posts, and on signage installed at all impacted bus stops to inform riders. This will include materials from Pasadena Transit to transfer the two lines to their operation. The October Metro Service Council meetings included an initial update, and the November meetings will provide a final overview of the changes. Implementation will also be supported by staff assigned to stops with more significant changes, as well as Metro Ambassadors

during the week leading up to the change to inform riders of route changes throughout the system.

EQUITY PLATFORM

The December 2024 service change focuses on improving customer experience for our riders, especially residents of Equity Focus Communities (EFCs) who rely on transit for their mobility. It includes revised bus schedules to enhance service reliability (on-time performance), extra bus trips for added capacity, increased bus service frequencies for reduced wait times, and rerouted bus services for greater connectivity and improved access to opportunity.

Of the 54 weekday, 39 Saturday, and 35 Sunday bus lines with revised schedules for improved reliability, 24 weekday, 15 Saturday, and 13 Sunday lines have over 50% of their route miles operating in EFCs, mostly in South LA and Southeast LA. Overall service cancellations are low and should remain very low (< 2.0%) as additional new bus operators are hired to maintain operator staffing levels. Five of the 12 lines (Lines 14/37, 55, 105, 108, 910) with extra trips added for more capacity or connections are lines with over 50% of their lines located in EFCs.

The continued operation of the entire 7 million revenue hours of service based on the NextGen Bus Plan allocates the highest service levels to EFCs, where high-quality transit is a key to enhanced mobility for residents. Metro will continue to gather feedback on the changes directly from riders via Metro's Customer Call Center and online forms from Metro Service Councils and other Metro Committees. Some of the December 2024 service changes were based on feedback received through these channels.

Metro Ambassadors and other agency staff will be deployed in advance of the December 2024 service change to inform riders about the most significant changes at key bus stops and on key bus lines serving EFCs through the Metro Customer Service call center (supporting multiple languages), Metro website, social media blog (The Source & El Pasajero), and at the five Metro Service Council meetings held monthly across the Metro's service area that are located in or very close to EFCs.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These 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

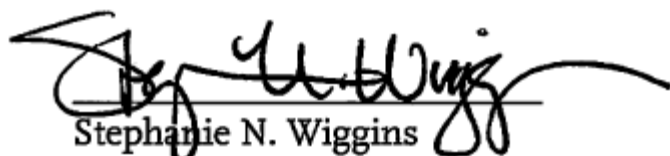
The changes will be marketed beginning Monday, December 2, and through the implementation of the December 2024 service change. The changes will take place on Sunday, December 15.

ATTACHMENTS

Attachment A - Description of December 2024 Service Change

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

Description of December 2024 Service Change

Starting December 15, 2024, Metro is making changes to transit services to provide more frequent and reliable trips to get riders where they need to go, when they need to go.

Bus Services:

Improved Frequency:

Line 665 serving Eastern Av, City Terrace, Gage Av, and Indiana St between Rose Hill Transit Center, California State University Los Angeles, and Olympic Bl through East LA will be improved weekdays from every 50 minutes to every 35 minutes.

More Trips:

One to two trips are being added to weekday service on Lines 14 (Beverly Bl), 33 (Venice Bl), 55 (Compton Av), 105 (Vernon/La Cienega), 108 (Slauson), 150 (Ventura/Topanga Canyon), 164 (Victory Bl), 165 (Vanowen St), on Saturdays for Lines 244 (De Soto Av) and 62 (Telegraph Rd), and on both Saturdays and Sundays for Line 910 J Line (Harbor Gateway – Downtown LA – El Monte) to add capacity in response to increased ridership. A trip is also being added for Line 601 (Warner Ctr Shuttle) to provide late night connections all week.

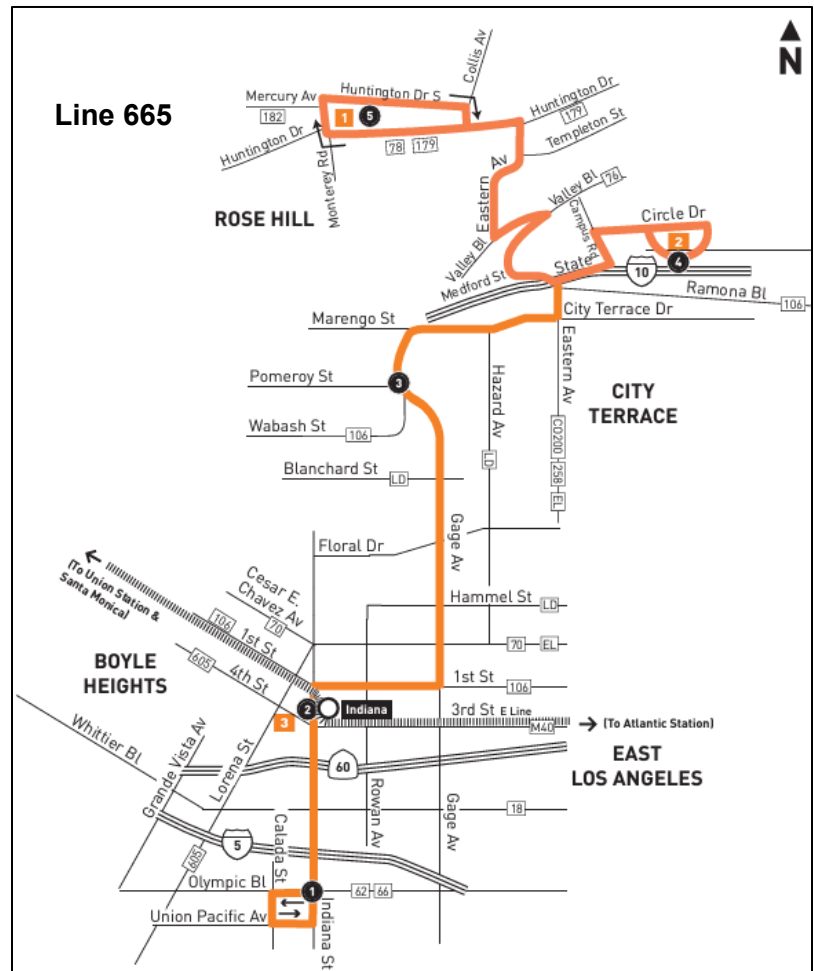
Improved Reliability:

We're improving reliability by adjusting the following schedules to better reflect actual travel times so our riders will wait less time at stops:

Weekdays (total 54 lines): 10, 14, 18, 20, 33, 37, 45, 48, 55, 60, 76, 81, 90, 102, 105, 108, 110, 125, 128, 150, 161, 165, 166, 167, 169, 180, 182, 205, 206, 207, 210, 211, 215, 217, 218, 224, 232, 234, 237, 240, 251, 260, 265, 266, 287, 294, 460, 501, 601, 602, 603, 605, 617, and 901.

Saturdays (total 39 lines): 4, 10, 18, 20, 33, 45, 48, 60, 76, 81, 102, 108, 110, 120, 125, 134, 161, 165, 166, 167, 180, 206, 212, 217, 218, 224, 232, 234, 237, 240, 251, 260, 265, 266, 460, 601, 603, 754, and 901.

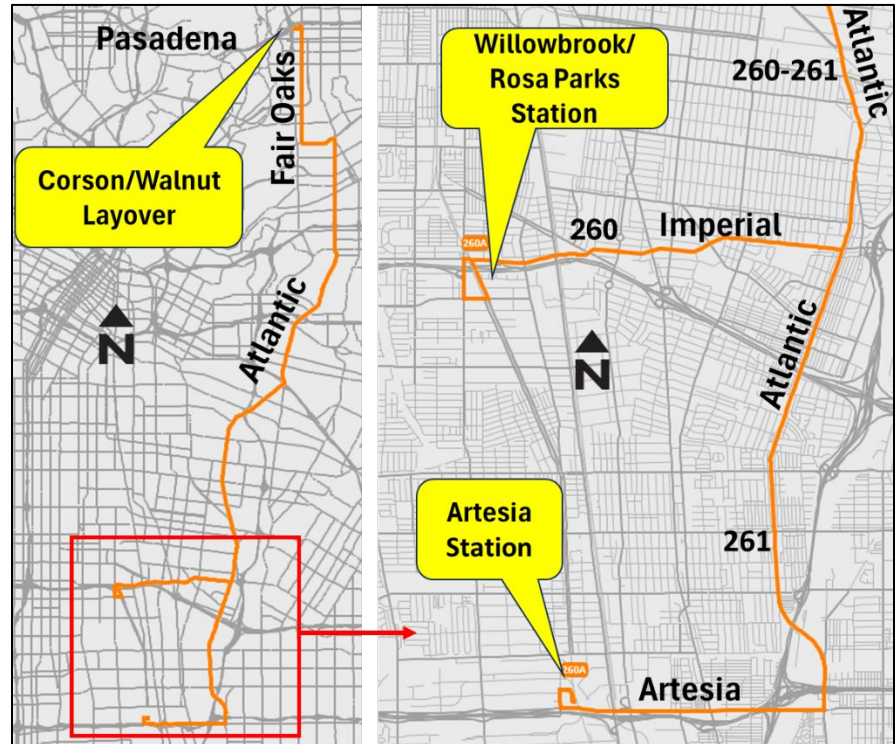
Sundays (total 35 lines): 4, 10, 18, 20, 33, 45, 48, 60, 81, 102, 108, 110, 125, 134, 161, 165, 166, 167, 180, 206, 212, 217, 218, 224, 232, 234, 237, 240, 260, 265, 266, 460, 601, 603, and 901.



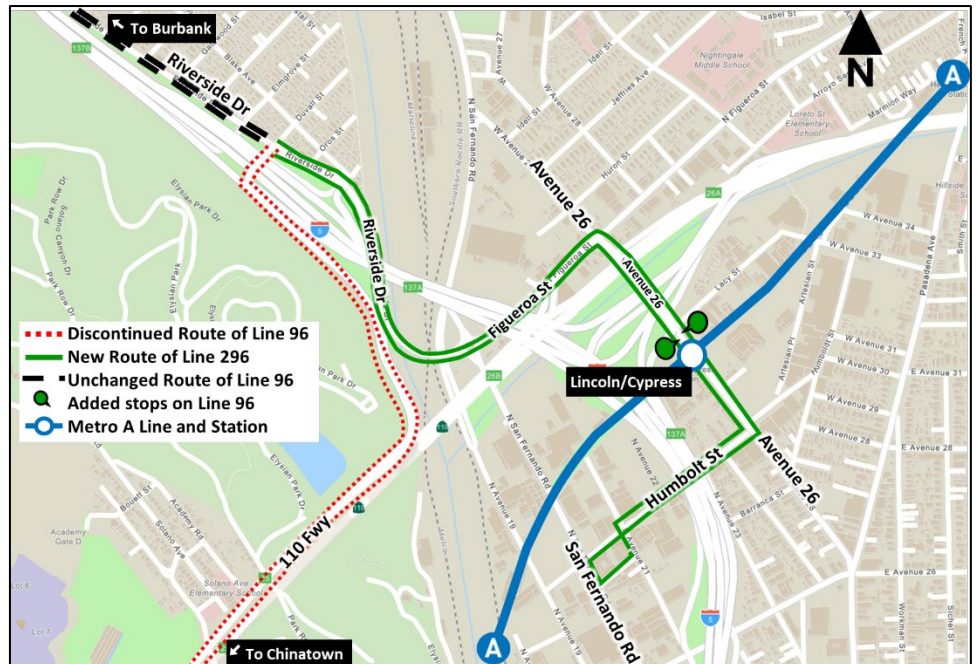
Improved Connectivity:

To improve regional connectivity, the following bus routing changes are being made:

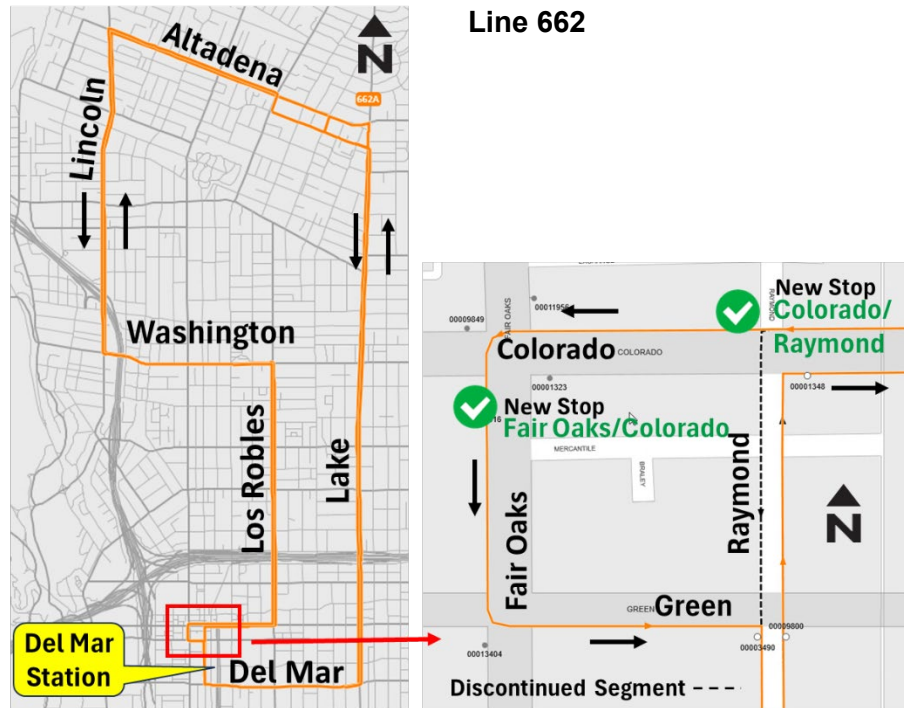
- Every second trip on Line 260 weekdays and weekends between Pasadena and South Gate via Atlantic Bl will be extended via Imperial Highway to serve Willowbrook/Rosa Parks Station. This is an initial step in establishing a connection to the key regional destination and transit hub of Willowbrook/Rosa Parks Station as included in NextGen Bus Plan. Existing Line 260 service between Pasadena and Artesia Station via Atlantic Bl will be maintained but renumbered Line 261.



- Line 96 (Burbank – Chinatown via Riverside Dr) will be rerouted to terminate at Lincoln/Cypress A Line Station, as planned under NextGen Bus Plan. This will improve access for the Elysian Valley area the A Line light rail service between Azusa, Pasadena, downtown LA, and Long Beach. The line will be renumbered 296.



- Line 662 Pasadena – Altadena counter-clockwise direction will be modified slightly in downtown Pasadena to connect with other services on Fair Oaks Av.



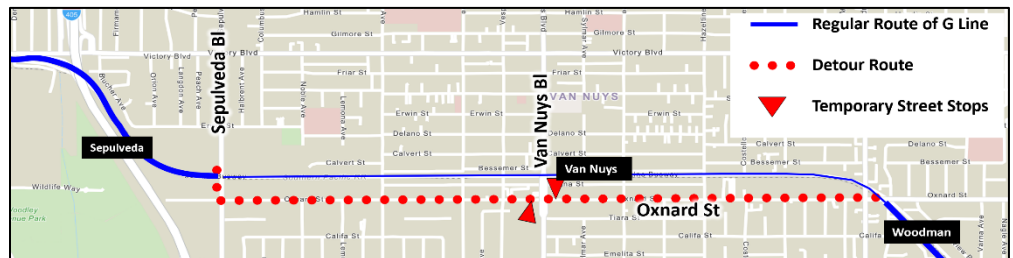
Lines 177 and 256 to Become Pasadena Transit Lines 53 and 33:

As planned in NextGen Bus Plan, two Metro local bus lines will become part of the Pasadena Transit network, as they can be well integrated in the local Pasadena Transit network:

- Metro Line 177 (Pasadena – Jet Propulsion Lab) weekday peak hour service will become Pasadena Transit Line 53. Existing alignment, schedule, and stops will be maintained.
- Metro Line 256 (Sierra Madre Villa Station - Highland Park Station via Washington Bl in Pasadena will become Pasadena Transit Line 33. Service frequency will be improved from every 50 to every 35 minutes weekdays, Saturdays, and Sundays. The existing alignment, operating hours, and stops will be maintained.

G Line Improvements Project: Van Nuys Bl Grade Separation Detour:

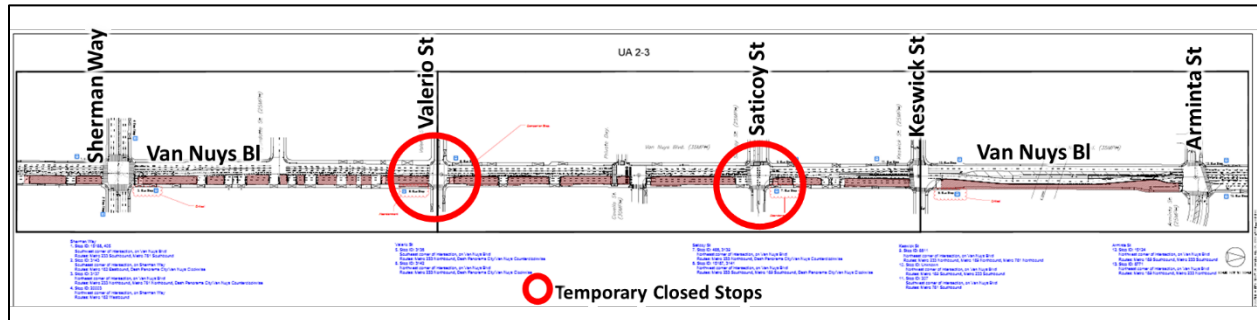
The Van Nuys G Line Station will be closed to allow for construction of a new station and grade separation at Van Nuys Bl. The G Line 901 between Chatsworth, Canoga



Park, and North Hollywood will be rerouted via Oxnard St between Sepulveda Bl and Woodman Av. Temporary stops on Oxnard St at Van Nuys Bl will replace Van Nuys G Line Station for approximately 18 months.

East San Fernando Valley Rail Construction Begins: Van Nuys BI Bus Stop Changes

Various bus stop changes will be made on Van Nuys BI between Sherman Way and Arminta St to accommodate construction for the East San Fernando Valley light rail line. Stops will be maintained at Van Nuys BI intersections of Sherman Way and Keswick St but stops at Saticoy St and Valerio St will be closed for up to three years. This impacts Metro Lines 169 and 233.



Headway-Based Operation:

Line 16 will revert back to Maple Lot as the eastern end of this line, instead of 6th/Central in Downtown LA with the end of the headway-based service pilot test on this line. Line 18 will continue to serve 6th/Central with very frequent service.

Adjusted Service Levels:

The following lines will see a small reduction in numbers of trips weekdays and/or weekends as Metro aligns service levels with actual ridership, with saved hours of service reallocated to improvements as listed above:

- Lines 4, 20, 33, 40, 102, 106, 150, 164, 165, 180, 212, 217, 232, 265, 910

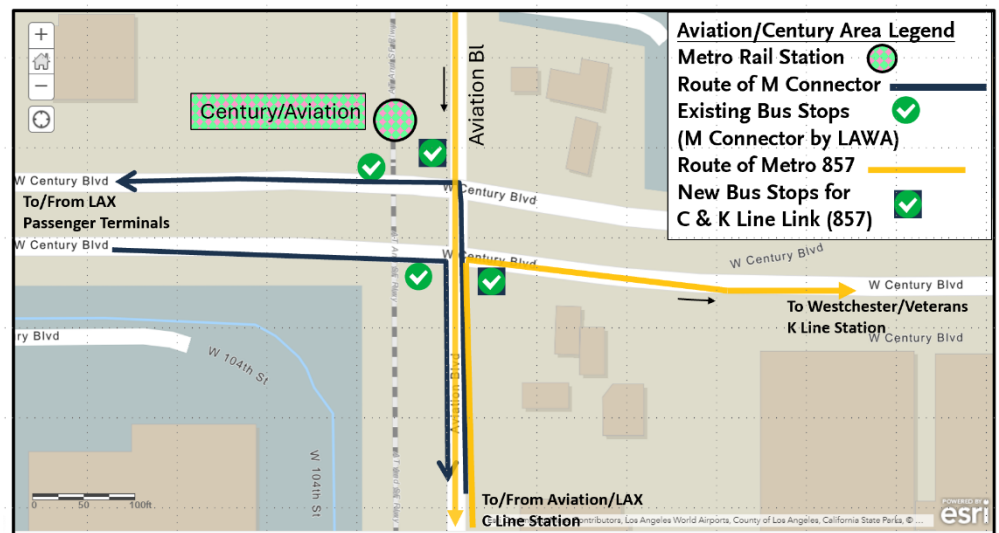
More details on the bus services changes are provided below.

Rail: Major Changes to C and K Lines

The light rail C Line (Norwalk – Redondo Beach) and K Line (Expo/Crenshaw – Westchester/Veterans) are being restructured as Metro moves to open the new LAX/Metro Transit Center. This restructure will occur in two stages, with start date for Phase 1 being Sunday November 3, 2024 and Phase 2 start date to be announced:

In this phase, a new section of the K Line will be established between the new Aviation/Century Station and the current C Line Redondo Beach Station, also serving the other existing C Line Stations of Mariposa, El Segundo, and Douglas.

The LAX Metro Connector bus service will serve both the Aviation/LAX and Aviation Century Stations during this first phase linking the C and K Lines with the LAX terminals. The C & K Link bus Line 857 will continue to link Aviation/LAX and Westchester/Veterans Stations during this phase and will include new stops serving the Aviation/Century Station.

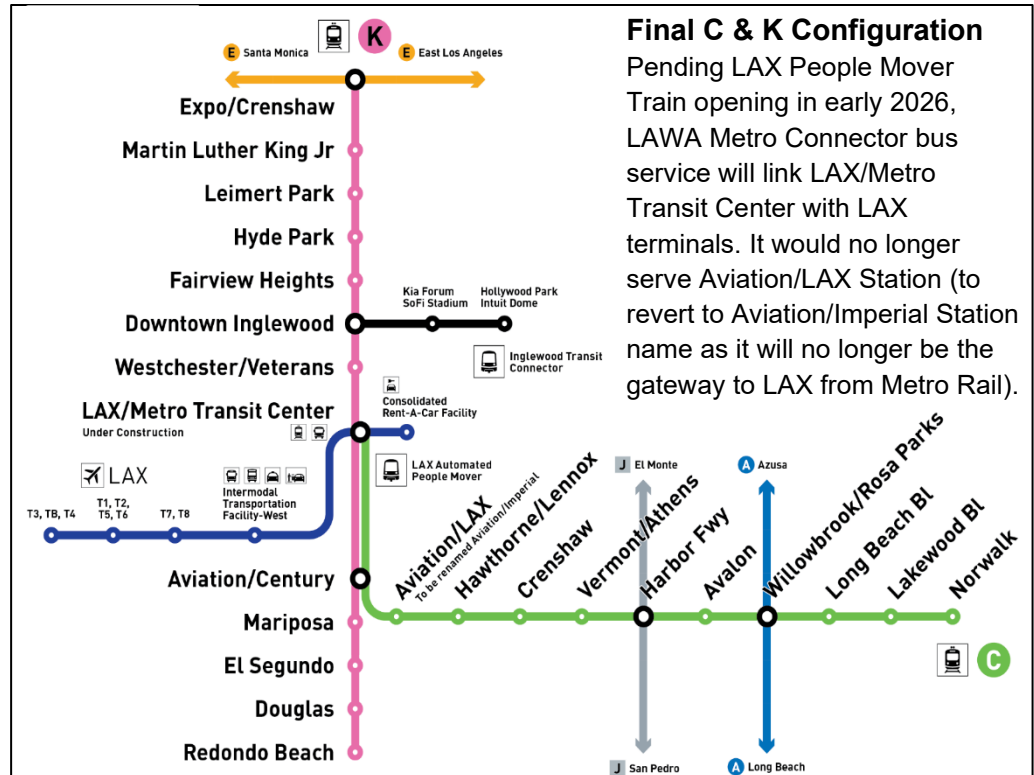


Phase 2: New LAX/Metro Transit Center Opens and K Line Segments Joined

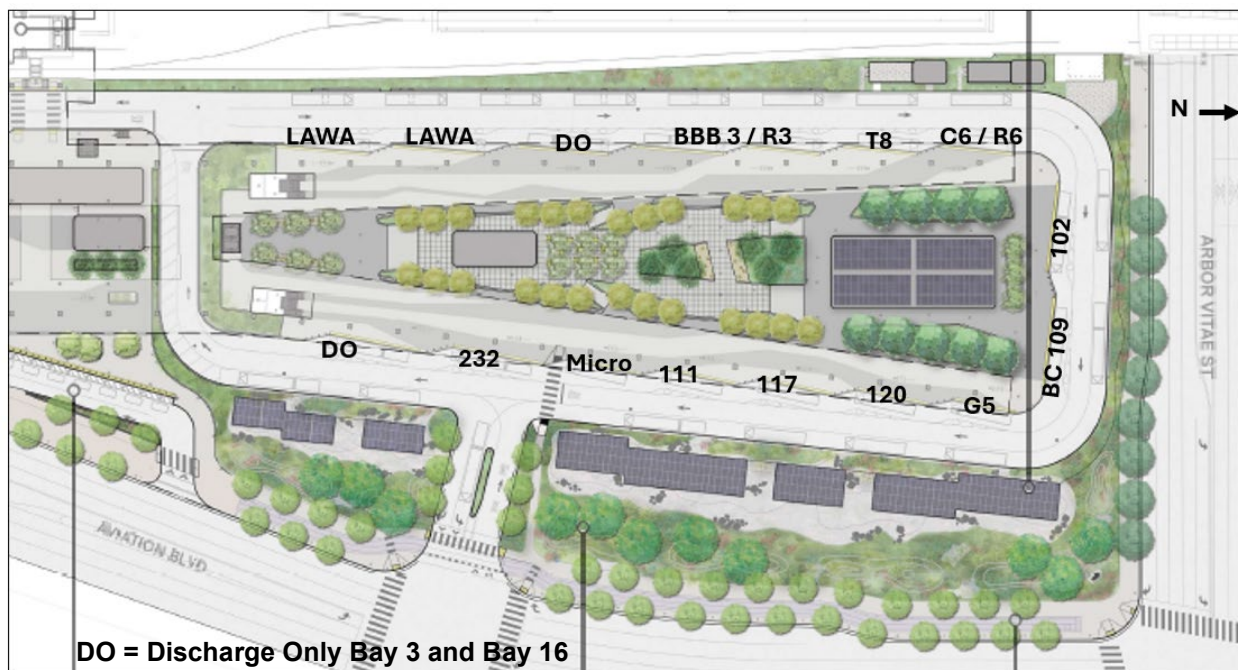
The C Line will extend from Aviation/Century Station to terminate at the new LAX/Metro Transit Center Station. The two K Line segments will become one light rail K Line between Expo/Crenshaw and Redondo Beach Station, serving the new LAX/Metro Transit Center.

LAX Metro Connector shuttle bus service will move to serve the new LAX/Metro Transit Center Station, linking it with the LAX terminals before the expected opening of the LAX People Mover Train in early 2026.

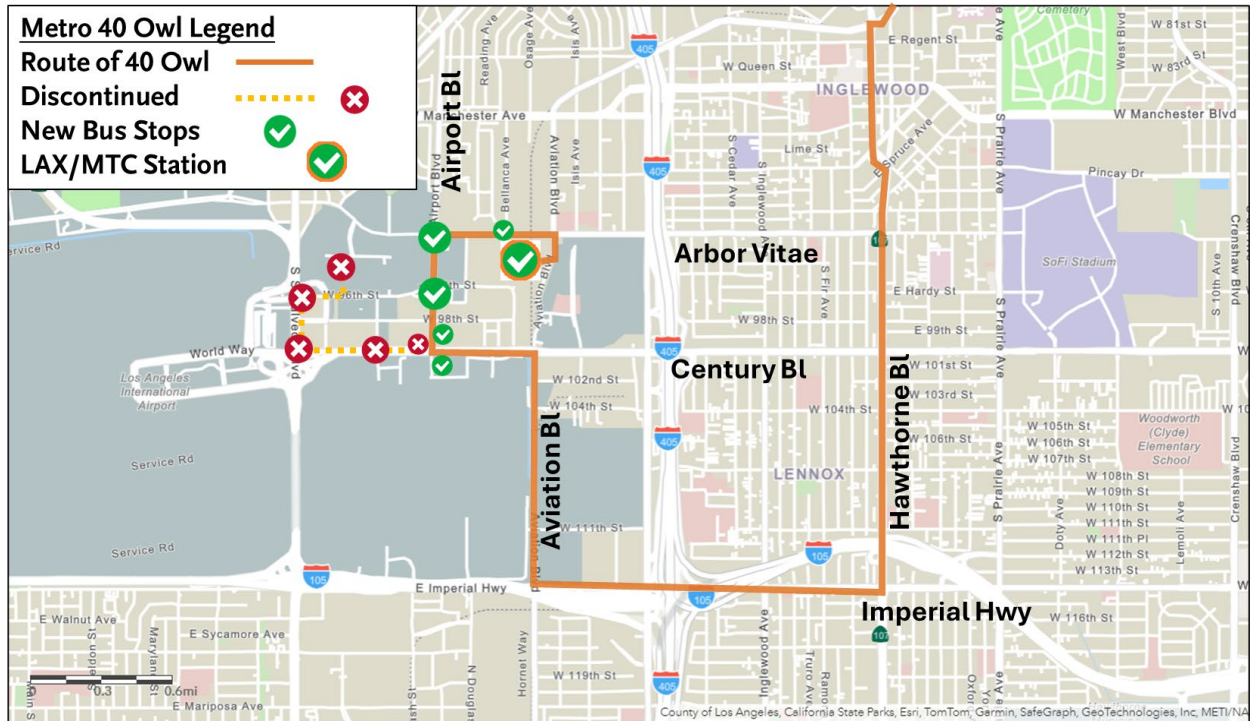
When the LAX/Metro Transit Center opens, the Aviation/LAX Station will be renamed Aviation/Imperial Station. At this same time, with the K Line segments merged, the Line 857 C & K Link bus service will cease operations.

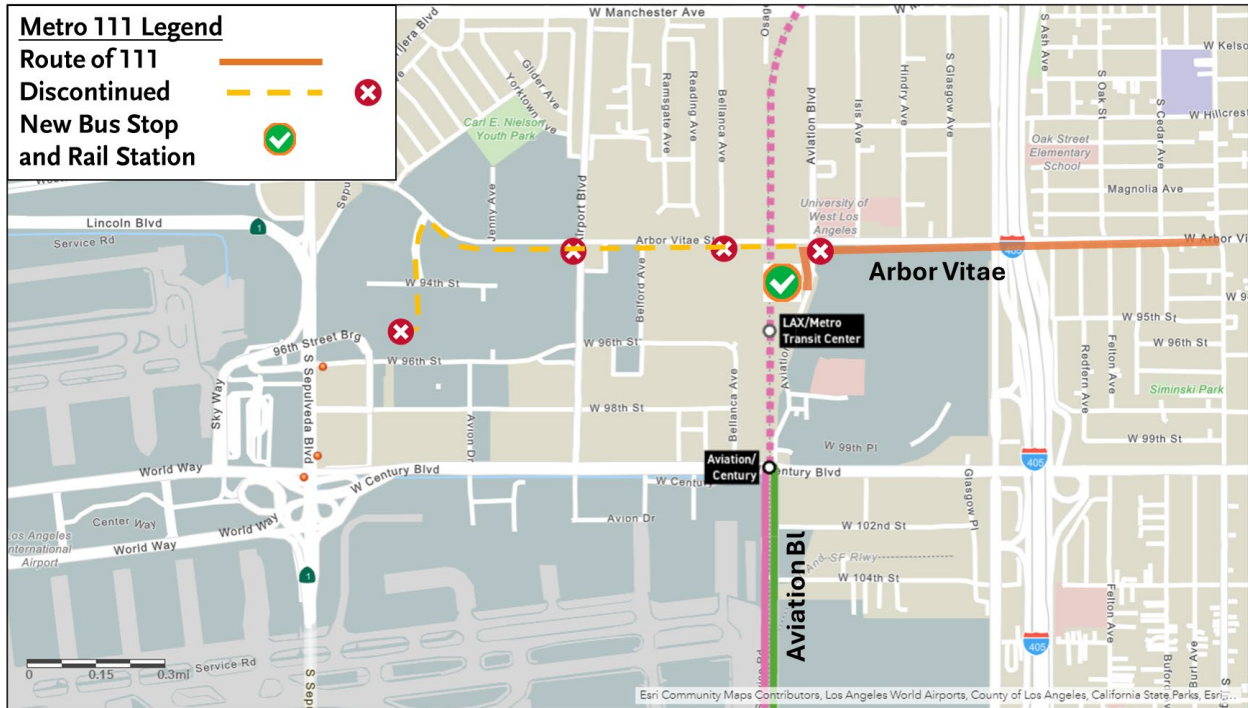


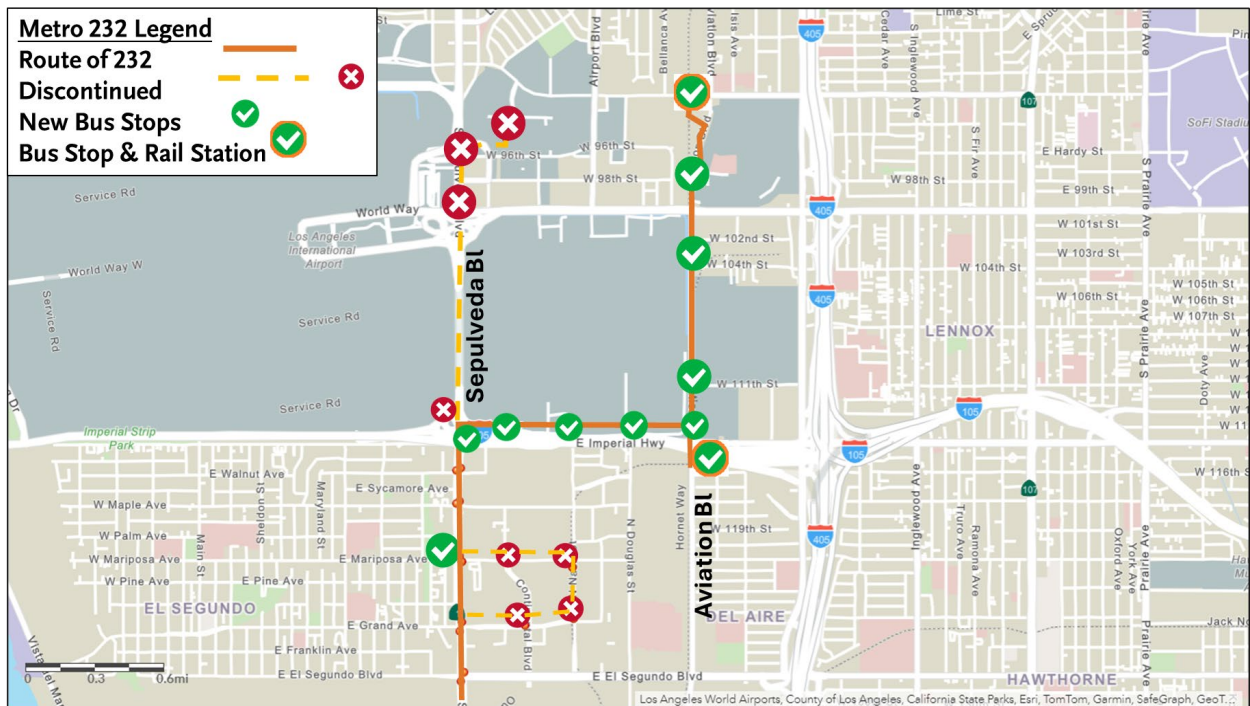
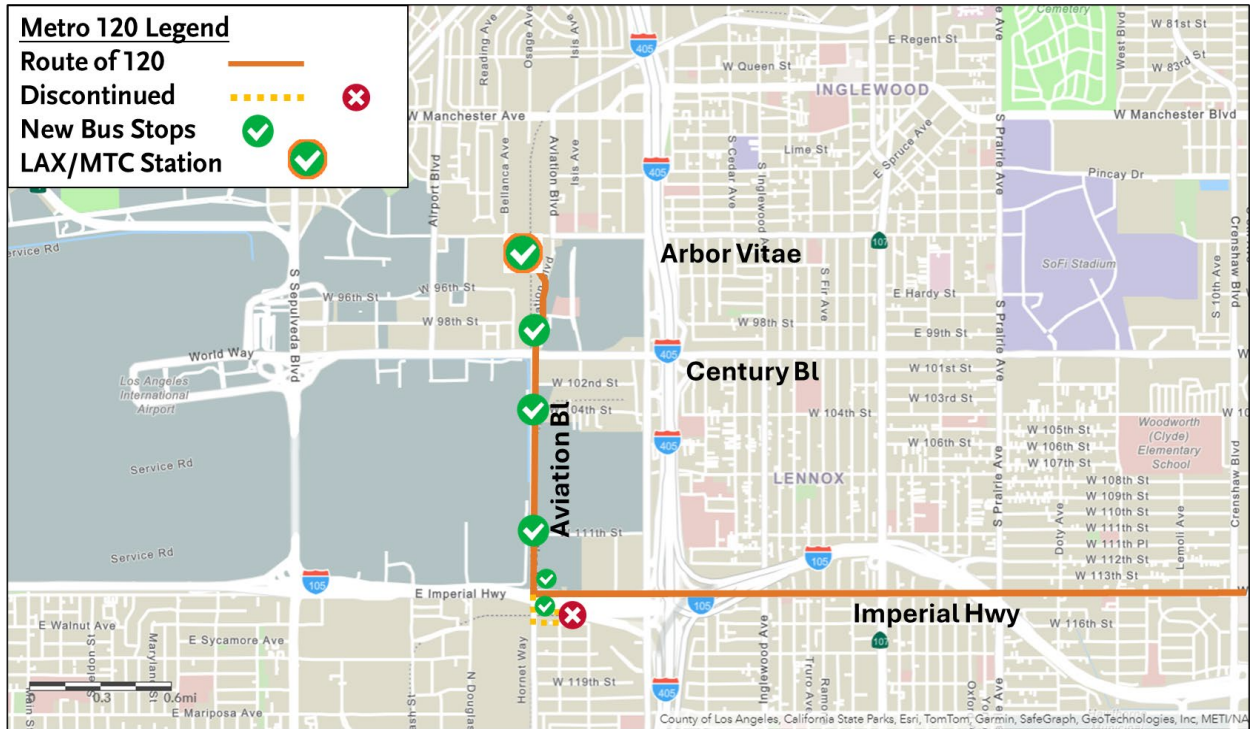
Bus Lines 102, 111, 117, 120, 232 and 40 OWL will be modified to serve the new LAX/Metro Transit Center to improve bus connectivity and offer better passenger facilities. This center will replace the LAX City Bus Center and Aviation/LAX Station bus transit center. See maps below.



Municipal buses services (Beach Cities Transit, Big Blue Bus, Culver Citybus, GTrans, and Torrance Transit) will also relocate to the new LAX/Metro Transit Center in this second phase.











December 2024

**Bus Service Improvements
Effective Sunday December 15, 2024**

Operations, Safety, and Customer Experience Committee

November 21, 2024



Metro

Bus Route Changes Effective December 15, 2024

These changes are designed to improve service frequency, reliability, and connectivity for our customers based on NextGen Bus Plan, and help our operators deliver quality service.

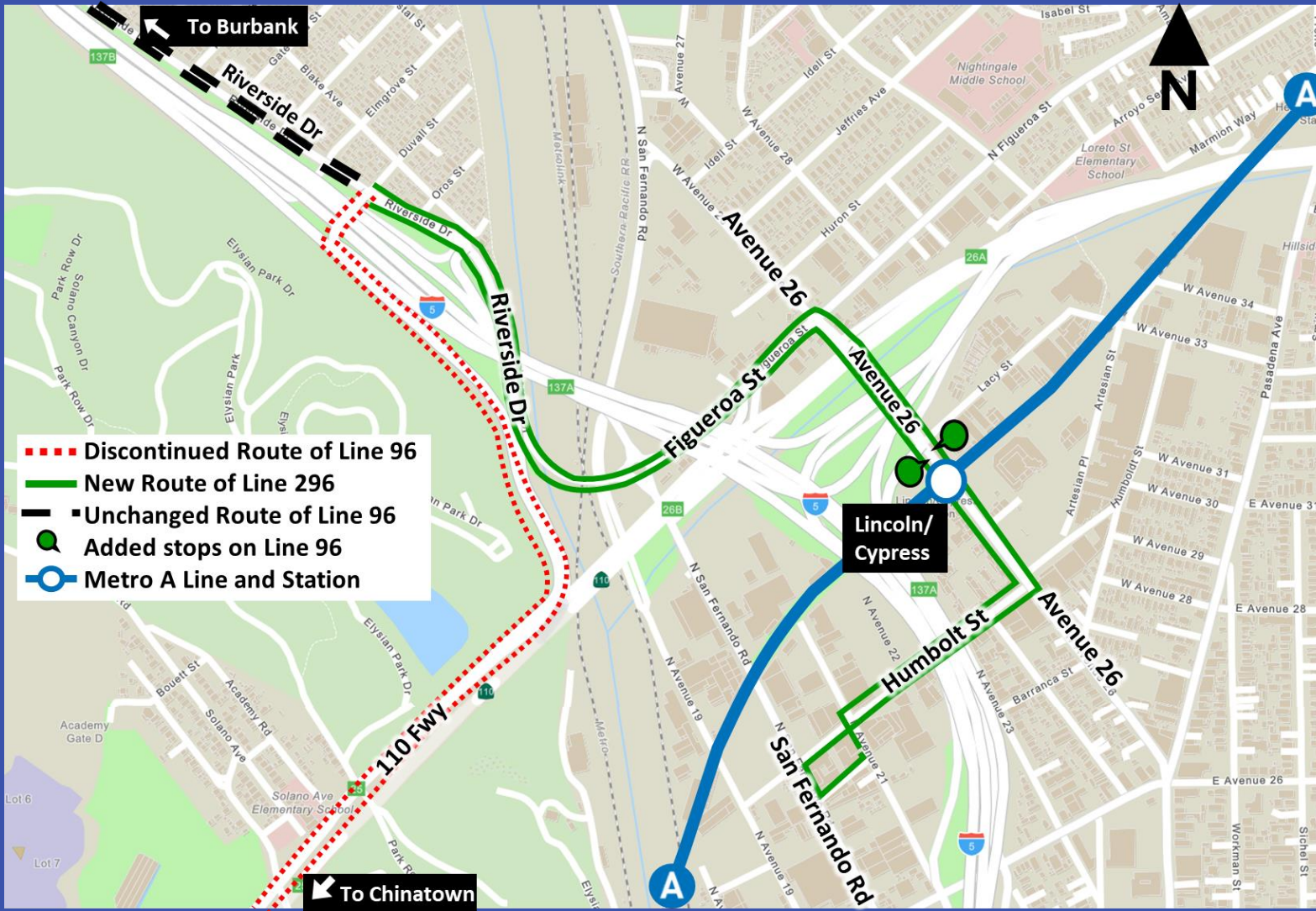
- **Line 96 to become new Line 296** & terminate at Lincoln/Cypress Station for A Line connection instead of in Chinatown.
- **Lines 177 and 256** will become Pasadena Transit Routes 53 and 33 respectively.
- **New Lines 260/261** will operate new link from Atlantic Bl to Willowbrook/Rosa Parks A & C Lines Station (Line 260) and retain existing link to Artesia A Line Station (Line 261) for improved regional connectivity.
- **Line 665** in East LA weekday frequency will be improved.
- **G Line** detour (Oxnard St) for construction of the Van Nuys grade separation and new G Line station.
- **LAX Metro Transit Center:** Modify Lines 102, 111, 117, 120, 232, and 40 Owl to serve this new regional transit hub.
- **Line 16:** Headway Based Service Pilot completed, revert east terminus to 5th/6th Los Angeles St.

More Trips: Extra one to two trips being added for added capacity:

- **Weekdays:** Lines 14 (Beverly Bl), 33 (Venice Bl), 55 (Compton Av), 105 (Vernon/La Cienega), 108 (Slauson), 150 (Ventura/Topanga Canyon), 164 (Victory Bl), 165 (Vanowen St), Lines 244 (De Soto Av) .
- **Saturdays:** 62 (Telegraph Rd), Line 910 J Line (Harbor Gateway-Downtown LA-El Monte).
- **Sundays:** Line 910 J Line (Harbor Gateway-Downtown LA-El Monte) A trip is being added for Line 601 (Warner Ctr Shuttle) to provide late night connections all week.
- **More Reliable (On-Time) Service:** Schedule changes for 54 weekday, 39 Saturday, and 35 Sunday lines.
- **C & K Lines:** Rail schedule changes with opening of LAX/Metro Transit Center on date to be announced



Line 96 Route Change (Becomes New Line 296)



- As depicted in the NextGen Bus Plan, Line 96 (Chinatown-Burbank Station via Griffith Park Dr) will terminate at Lincoln/Cypress A Line Station instead of its current terminus in Chinatown. Line 96 will be renumbered Line 296.
- No change to weekday or weekend service frequencies.
- Line 296 customers will be able to access A Line light rail service more quickly at the Lincoln/Cypress Station, located at Avenue 26 and Lacy St.

New Line 260

Line 260 will be scheduled to operate two routes with the same northbound terminal, but different southbound terminals.

- Route 260: will operate from Pasadena to the Willowbrook/Rosa Parks Station every 24 minutes.
- Route 261: will operate from Pasadena to the Artesia Station every 24 minutes.

Frequency from Pasadena to Atlantic & Imperial will be every 12 minutes (common trunk of both lines).

Note: Bridge on Artesia Bl to be reopened before the December 15, 2024 Service Change. Current detour will be canceled. This will reduce route length by 1 mile.

G Line Detour

From January 2025 to approximately Summer 2026, the G Line will be detoured due to the Phase 1 construction of the Van Nuys grade separation and new station developments. Buses will reroute via Oxnard St and Sepulveda Bl between Sepulveda and Woodman stations.

- Temporary Street Stops: East & West on Oxnard St at Van Nuys Bl (Line 154 stop, nearside).
- The detoured route and adjusted runtime will be permanent starting December 15, 2024. Meanwhile, please allow for extra travel time during this detour period.
- Sepulveda and Woodman stations are unaffected during this phase. Further changes will be needed for the Sepulveda Bl grade separation works starting in 2026.

