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

Metro

Board Report

File #: 2026-0687, **File Type:** Informational Report **Agenda Number:** 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 19, 2026

SUBJECT: DECEMBER 2026 SERVICE CHANGE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the bus and rail service changes effective Sunday, December 13, 2026.

ISSUE

Metro makes service changes twice a year, each 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. The December 2026 service change will focus on enhancements to routes and schedules to help customers conveniently and reliably travel where and when needed.

BACKGROUND

The most recent service change was implemented June 7, 2026, ahead of the eight FIFA World Cup games played in Los Angeles. There were no issues encountered with implementation. New D Line heavy rail schedules were also implemented to reflect the opening of the Purple Line Extension Section 1 stations on May 8, 2026, providing continuous passenger service on the D Line west from the previous terminus of Wilshire/Western to the new terminus of Wilshire/La Cienega, with additional stations at Wilshire/La Brea and Wilshire/Fairfax.

Average weekly bus on-time performance has declined from 78.2% for Q3 CY2025 (July to September 2025) to 75.5% for Q3 CY26 (July to September 2026), though this can mainly be attributed to an increase of 2.3% in early running. Metro Service Development will continue to refine bus schedules from the last service change, with additional field supervision to help correct early running. Operator hiring will also support maintenance of full staffing and keep low bus service cancellation rates, all of which contribute to improved reliability.

Rail on-time performance remained high at 99.1% for Q3 CY26 (July to September 2026) compared to 99.4% for Q3 CY25 (July to September 2025).

DISCUSSION

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Rail Service

The B Line subway between Union Station and North Hollywood will have a revised schedule for early morning westbound trips on weekdays around 5:30 a.m. This change is being made in response to rider requests to increase frequency from every 20 minutes to every 15 minutes to reduce travel time for workers and enable them to reach early starting jobs in the Hollywood area.

Bus Service

The December 2026 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 and customer feedback and system ridership and on-time performance data are reviewed to identify lines with continuing low on-time performance or crowding. Of Metro's 117 bus lines, 57 weekday, 51 Saturday, and 41 Sunday bus schedules have had adjustments made for the December 2026 service change to better match current traffic levels and travel times in support of improved on-time performance. These schedule changes will also help ensure operators have enough time to take rest breaks at the end of each trip. New schedules can be viewed at mybus.metro.net <https://mybus.metro.net>.

Adjusted Service levels:

An extra trip will be added to Line 152 on Roscoe Bl eastbound in the 3 p.m. hour on school days only to serve the larger number of students now riding.

To better align with school student ridership, Line 164 on Victory Bl between Burbank and West Hills in the San Fernando Valley will have revised westbound weekday trips in the 6-7 a.m. hour to accommodate changes in student ridership due to school bell time changes.

Line 217 on Fairfax Bl will be adjusted with supplementary school trips to better serve revised early release times at area schools.

Line 487 on San Gabriel Bl will have an added new trip westbound on school days in the 3 p.m. hour to serve the larger number of San Gabriel High School students now riding.

As a result of ridership changes from the D Line extension to Wilshire/La Cienega, Line 720 Wilshire Bl Rapid will see a slight reduction of 6 westbound trips across the AM peak and 2 trips in the PM peak eastbound, resulting in a 5-minute rather than 4-minute peak frequency in these directions and time periods.

Line 93 between Glendale and the USC area will have 4 trips reduced on Saturdays and 3 trips reduced on Sundays, in the early morning and early evening. This aligns service levels with existing

ridership and provides hours to cover increased time on some weekend trips on this line.

Line 152 on Roscoe Bl will also be reduced by 2 weekday trips (one in each direction) in the 5 a.m. hour in line with existing ridership.

The service hours saved will be reallocated to other bus service improvements outlined in this report.

Improved Connectivity

The upcoming service change includes:

- Line 92 (Sylmar - Downtown LA via Glenoaks Bl): The last two southbound trips departing Sylmar Station at 9:34 pm and 10:35 pm will be extended to downtown Los Angeles on weekdays and weekends, eliminating the need to transfer to continue toward downtown LA.
- Line 102 (LAX/Metro Transit Center Station to Huntington Park via Exposition Bl): Revised route to more directly serve the K Line Leimert Park Station on Crenshaw Bl for improved connectivity between these services.
- Line 105 (Vernon Av/La Cienega Bl): Extend two eastbound AM Peak and four PM Peak westbound trips between West LA Transit Center - West Hollywood for improved connections with the new D Line at Wilshire/La Cienega Station.
- Line 222 (Hollywood - Sun Valley): reroute to serve the new Hollywood-Burbank Airport terminal with improved from 60 minute to 40-minute weekday frequency between Hollywood/Vine Station and Universal City/Studio City Station.
- Line 460 (Downtown LA - Disneyland): relocated Disneyland bus stops to Harbor Bl due to construction closing the existing terminal (this change starts 11/22/26).

Bus Stops

Permanent bus stop adjustments made between scheduled service changes will now be reflected in their corresponding stop lists, ensuring that both align with current on-street conditions.

Metro continues to make required bus stop adjustments (both permanent and temporary) along with temporary detours driven by ongoing construction and installation projects:

- East San Fernando Valley Light Rail Project
- G Line Upgrades
- NoHo to Pasadena BRT Project
- PLE 2 & 3 (D Line Extension)
- Vision Zero (Bike Lanes Installations)
- Bus Lanes Installations
- Miscellaneous construction projects

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, via social media and Source posts, and on signage installed at all impacted bus stops to inform riders. An overview of the December 2026 service changes was provided publicly at the November 2026 Metro Service Council meetings. Implementation will also be supported by staff assigned to stops with more significant changes, as well as Metro Ambassadors throughout the system during the week leading up to the change to inform riders of route changes.

EQUITY PLATFORM

The December 2026 service change focuses on improving the customer experience for our riders, especially residents of Equity Focus Communities (EFCs) who are more likely to 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 57 weekday, 51 Saturday, and 41 Sunday bus lines with schedules revised for improved reliability, 23 weekday, 21 Saturday, and 18 Sunday lines have over 50% of their route miles operating in EFCs. Overall service cancellations are low and should remain very low (<2.0%) as additional new bus operators are hired to maintain operator staffing levels.

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 receive feedback on the changes directly from riders via Metro Ambassadors and other agency staff deployed 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, the Metro website, social media blog (The Source), and at the five Metro Service Council meetings held monthly across the Metro's service area and located in or very close to EFCs.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through planning and operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

These changes directly support an increase of Metro bus ridership. The changes are based on an

evaluation of the effectiveness of Metro bus service, with changes designed to improve service. This improvement process will help further expand the attractiveness of both Metro bus and rail systems as an alternative to single-occupant vehicle travel and to increase Metro transit system ridership. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These service changes support Metro 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 transit system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS

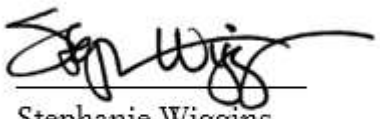
Staff will implement the December 2026 Service Change on Sunday, December 13. Marketing of the changes will begin on Monday, November 30, and continue to and beyond the December 13, 2026 implementation date.

ATTACHMENT

Attachment A - December 2026 Bus Service Changes Overview

Prepared by: J. Forgiarini, Senior Executive Officer, Service Development

Reviewed by: C. Cheung, Chief Operations Officer



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

Description of December 2026 Service Change

Starting Sunday, December 13, 2026, Metro is making changes to improve reliability and get riders where they need to go, when they need to go.

Rail Service Changes

- **New Schedule:** Early morning B Line westbound subway trips between Union Station and North Hollywood weekdays around 5:30 a.m. will change in response to rider requests to improve frequency from every 20 to every 15 minutes, reducing travel time for workers and enabling them to reach early starting jobs in the Hollywood area.

Bus Service Changes

- **Improved Scheduled Reliability:** We're adjusting schedules on multiple lines to better match actual travel times and improve connections, reducing wait times for riders.

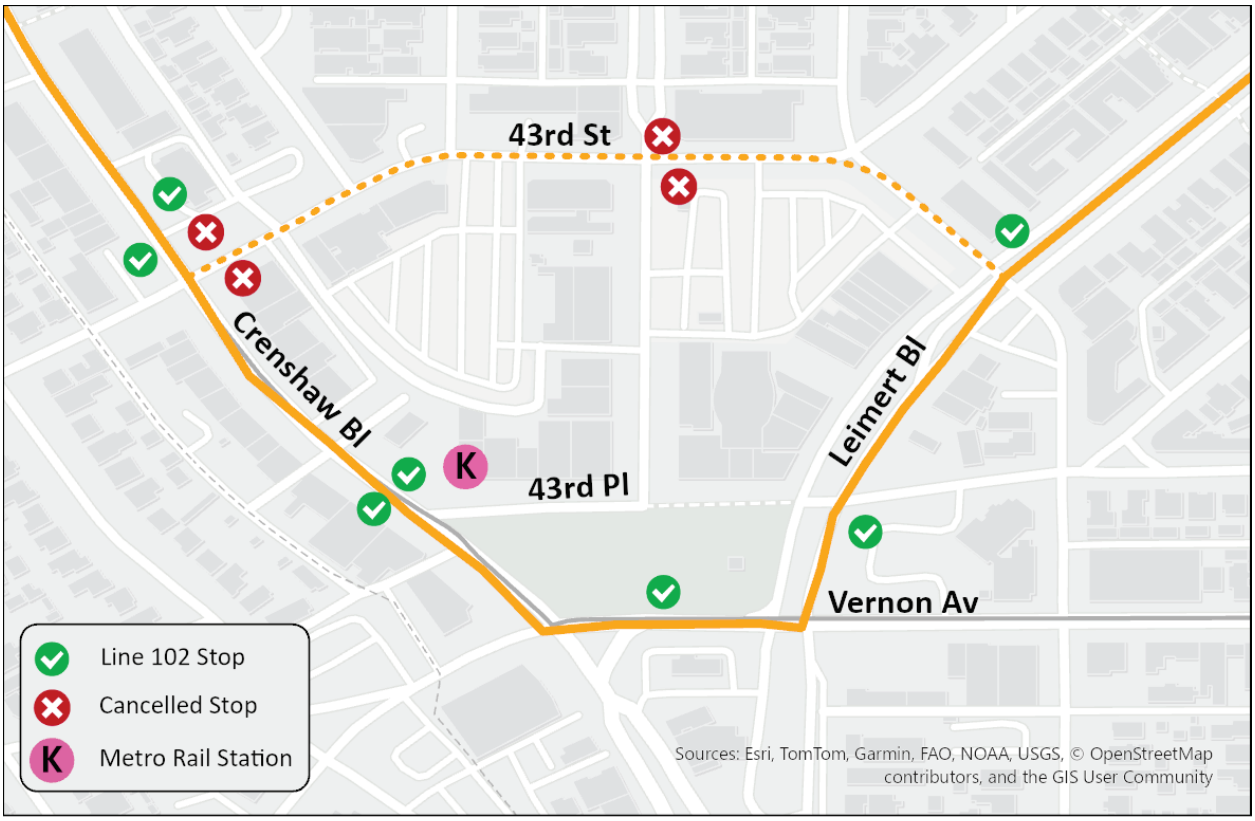
  - ***Weekdays (Monday – Friday)*:** (Total 57 Bus Lines) 2, 4, 10, 16, 33, 35, 38, 40, 48, 51, 60, 62, 76, 81, 90, 92, 94, 102, 105, 108, 111, 115, 117, 120, 125, 152, 155, 158, 161, 164, 169, 182, 210, 212, 224, 230, 232, 235, 236, 237, 240, 244, 258, 260, 261, 266, 267, 268, 460, 487, 611, 617, 662, 720, 901, 910, 950.

  - ***Saturdays*:** (Total 52 Bus Lines) 2, 4, 10, 16, 20, 33, 40, 48, 51, 76, 81, 90, 92, 93, 102, 105, 108, 111, 115, 117, 120, 125, 134, 152, 155, 161, 164, 165, 166, 169, 207, 210, 212, 232, 258, 260, 261, 266, 267, 268, 294, 296, 344, 460, 487, 601, 617, 662, 761, 901, 910, 950.

  - ***Sundays*:** (Total 41 Bus Lines) 10, 16, 20, 48, 51, 81, 90, 92, 93, 102, 105, 108, 111, 115, 117, 120, 125, 152, 155, 161, 162, 164, 165, 166, 169, 210, 212, 232, 258, 260, 261, 268, 294, 296, 487, 617, 662, 761, 901, 910, 950.

- **Adjusted Service Levels:** To better align with actual ridership, the following lines will have added weekday school trip(s) to better align with student ridership: Lines 152, 164, 217, and 487. The following lines will have a small reduction in trips on weekdays and/or weekends: Lines 93, 152, and 720. Service hours saved will be reallocated to other improvements listed above:

- **Route Adjustments**: Lines 92 and 105 will have a small number of extended trips to improve connectivity and reduce the need to transfer. Line 102 will have a slight reroute to more directly serve the Leimert Park K Line Station for improved connectivity; route change is provided in the following map.



Line 102 (LAX/Metro Transit Center - South Gate via La Tijera Bl, Exposition Bl): Line 102's route is being changed to provide a better connection to Leimert Park K Line Station and reduce walking distance to the K Line for Line 102 riders. Four stops along 43rd St will be replaced with stops on Crenshaw Bl, Vernon Av, and Leimert Bl. Buses will no longer operate on 43rd St, which is narrower and can present operational issues.

December 2026 Service Change

Operations, Safety, and Customer Experience Committee

November 19, 2026

Metro

Service Changes Effective December 13, 2026

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

- **Improved Reliability**: Of Metro's **117** bus lines, **57 weekday**, **51 Saturday**, and **41 Sunday** bus schedules have had adjustments made for the December 2026 service change to better match current traffic levels and travel times in support of improved on-time performance. These schedule changes will also help ensure operators have enough time to take rest breaks at the end of each trip.
- **4 bus lines** have an added school trips weekdays to better align with school ridership
  - **Line 152 (Roscoe Bl):** an extra eastbound trip will be added in the 3 p.m. hour on school days only to serve the larger number of students now riding.
  - **Line 164 (Victory Bl):** between Burbank and West Hills will have revised westbound weekday trips in the 6-7 a.m. hour to better align with student ridership due to school bell time changes.
  - **Line 217 (Fairfax Bl):** supplementary school trips will be added to better serve revised early release times at area schools.
  - **Line 487 (San Gabriel Bl):** a new westbound school trip will be added in the 3 p.m. hour to serve the larger number of San Gabriel High School students now riding.

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Service Changes Effective December 13, 2026 *(continued)*

- **5 bus lines** have changes to improve connectivity for our customers
  - **Line 92:** (Sylmar to Downtown LA via Glenoaks Bl) Last two southbound trips departing Sylmar Station each night will be extended to downtown Los Angeles, eliminating the need to transfer to continue towards downtown LA.
  - **Line 102:** (LAX/Metro Transit Center Station to Huntington Park via Exposition Bl) will have a slight reroute to more directly serve the Leimert Park K Line Station on Crenshaw Bl for improved connectivity.
  - **Line 105:** (Vernon Av/La Cienega Bl) Extended two eastbound AM Peak and four PM Peak westbound trips between West LA Transit Center - West Hollywood for improved connections with the new D Line at Wilshire/La Cienega Station.
  - **Line 222:** (Hollywood – Sun Valley) rerouted via new Hollywood Burbank terminal.
  - **Line 460:** (Downtown LA – Disneyland) Disneyland stops relocated to Harbor Bl due to terminal closure (from 11/22).
- **3 bus lines** have a reduction of between 1 and 6 trips due to lower ridership demand.
  - **Line 720 (Wilshire Bl):** In response to ridership changes from the D Line extension to Wilshire/La Cienega, a slight reduction of 6 westbound trips across the AM peak and 2 trips in the PM peak eastbound (5-mine rather than 4-minute peak frequency in these directions and time periods.
  - **Line 93 (Glendale – USC):** service to be reduced by 4 Saturday, 3 Sunday trips in the early morning and early evening
  - **Line 152 (Roscoe Bl):** reduction of 1 weekday trip in each direction during the 5 a.m. hour in line with existing ridership.
- **1 heavy rail line** will have a revised schedule
  - Early morning B Line westbound subway trips between Union Station and North Hollywood weekdays around 5:30 a.m. will change in response to rider requests to improve frequency from every 20 to every 15 minutes, reducing travel time for workers and enabling them to reach early starting jobs in the Hollywood area.

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Line 102 Change in Leimert Park

What's Changing

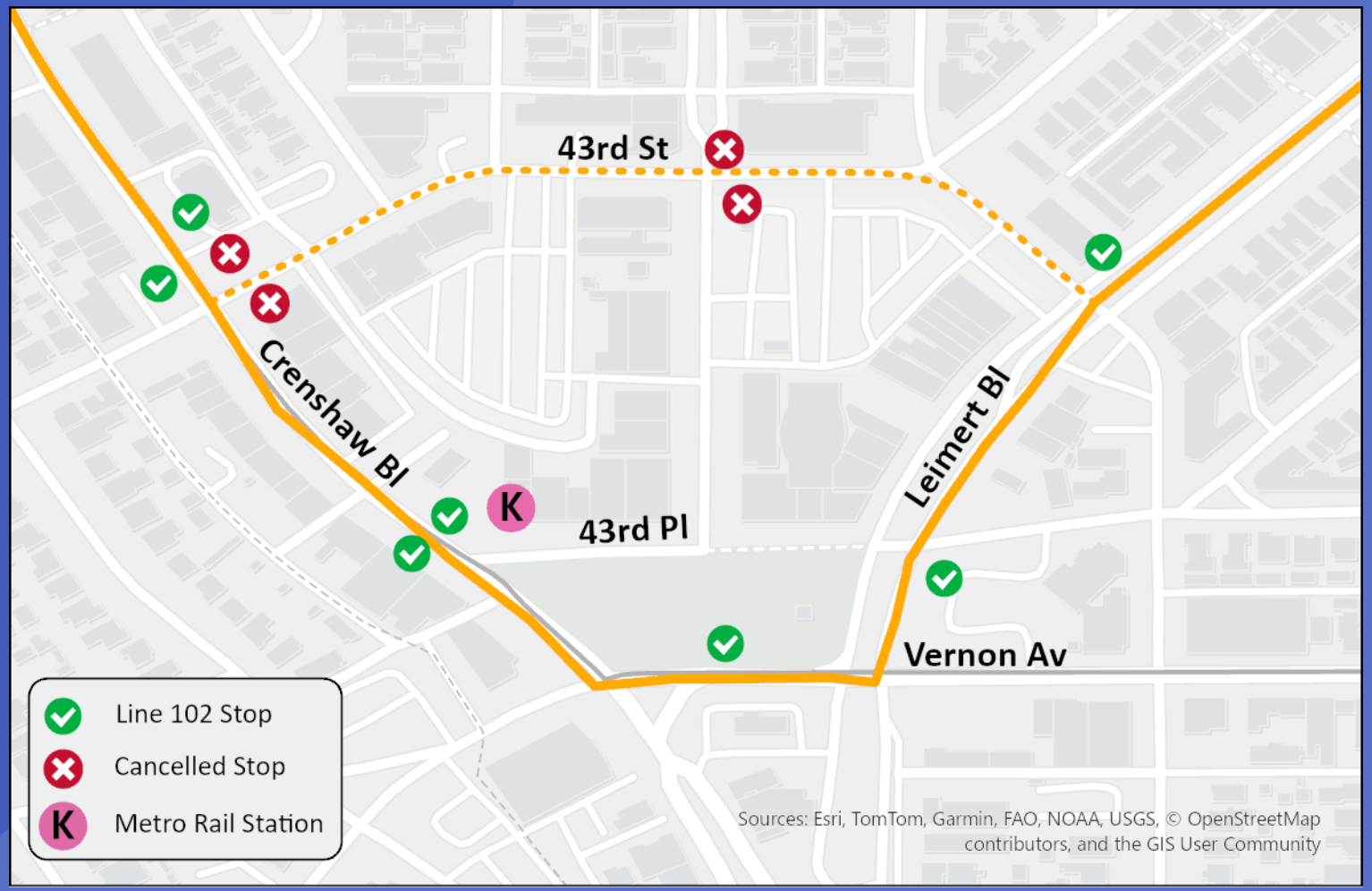
Line 102's route is changing to provide a better connection to Leimert Park K Line Station.

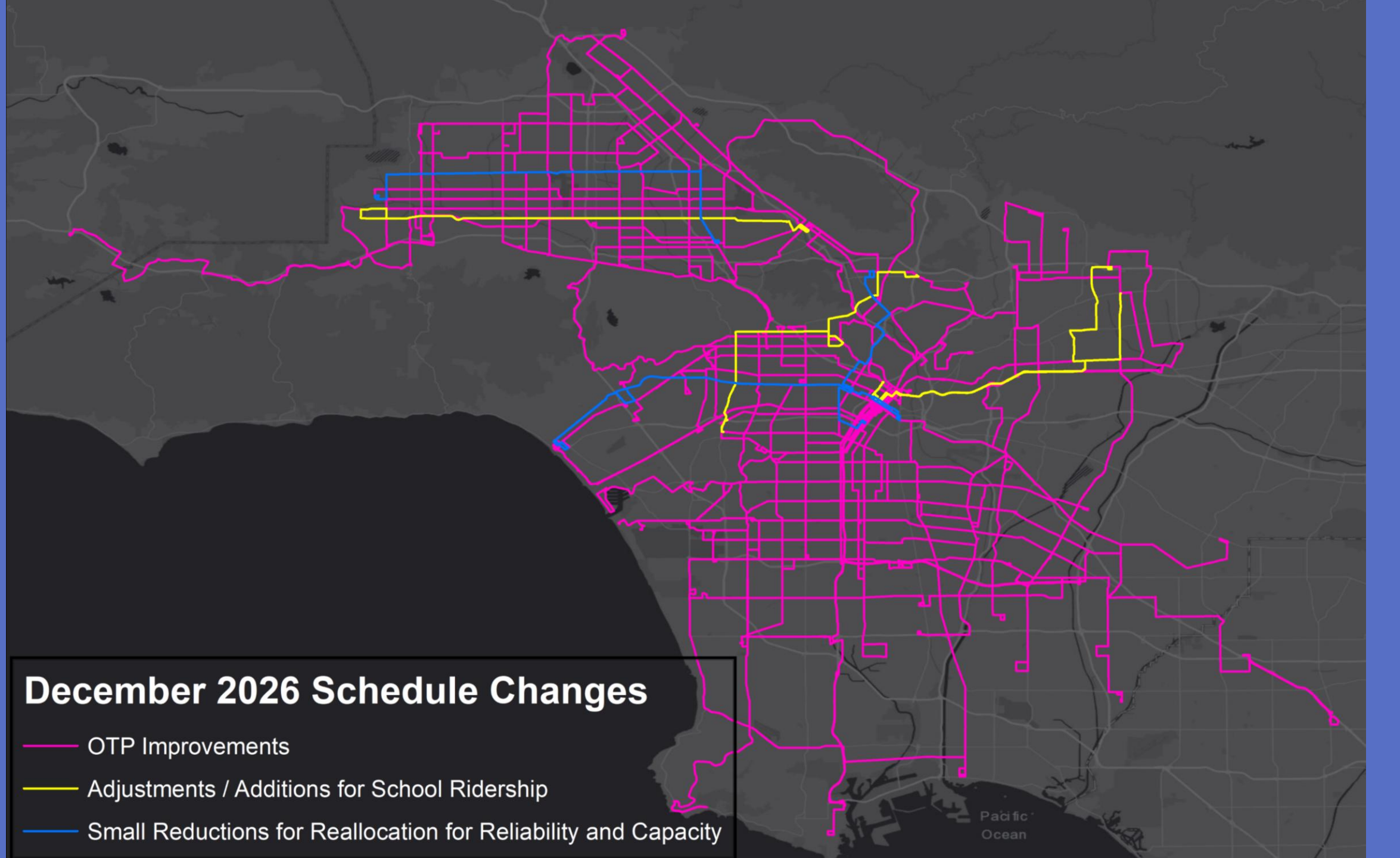
Benefit

This route change will reduce walking distance to the K Line for Line 102 riders.

Impacts

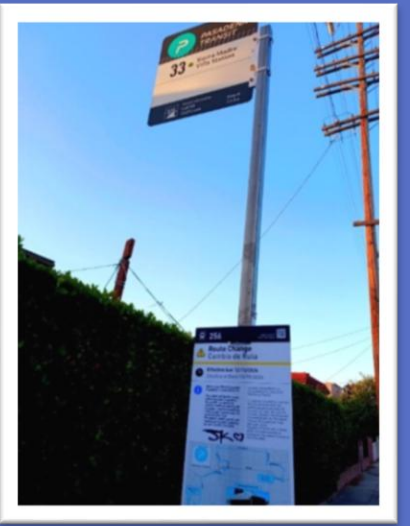
Four stops along 43rd St will be replaced with stops on Crenshaw Bl, Vernon Av, and Leimert Bl. Buses will no longer operate on 43rd St, which is narrower and can present operational issues.

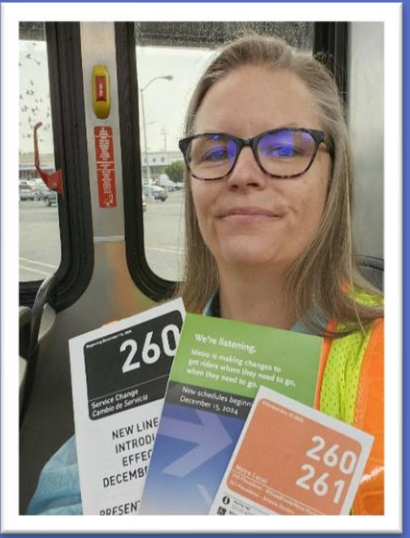


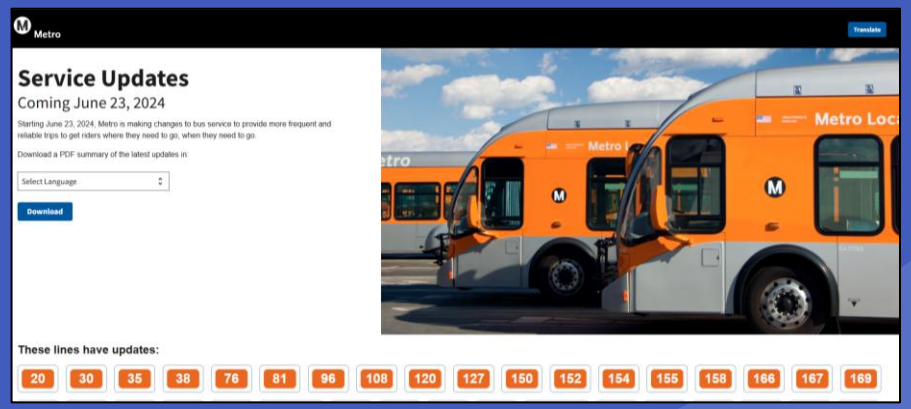

December 2026 Schedule Changes
OTP Improvements
Adjustments / Additions for School Ridership
Small Reductions for Reallocation for Reliability and Capacity
Pacific Ocean

Implementation

- Staff will work as ambassadors in areas with significant changes
- Informational signs will be installed at impacted bus stops
- Updated bus stop blades will be installed by service change date
- Take One summary brochure and line level Service Change Notices will be available on buses
- Metro System Maps Updated
- Printed schedules will be available on buses and at usual outlets
- Metro Transit Info: 323.GO.Metro (323.466.3876) Monday – Friday, 5am – 9pm, Sat/Sun – 6am – 6pm







- Online “MyBus” information portal
  - Current schedules: metro.net/riding/schedules-2/
  - Upcoming schedules: mybus.metro.net
  - Schedules also available in Spanish, Chinese, Korean, Vietnamese, Japanese, Russian, and Armenian