



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

- **Service Restoration: Completes Restoration of NextGen Bus Plan Service Level (7M Revenue Service Hours)**
- **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

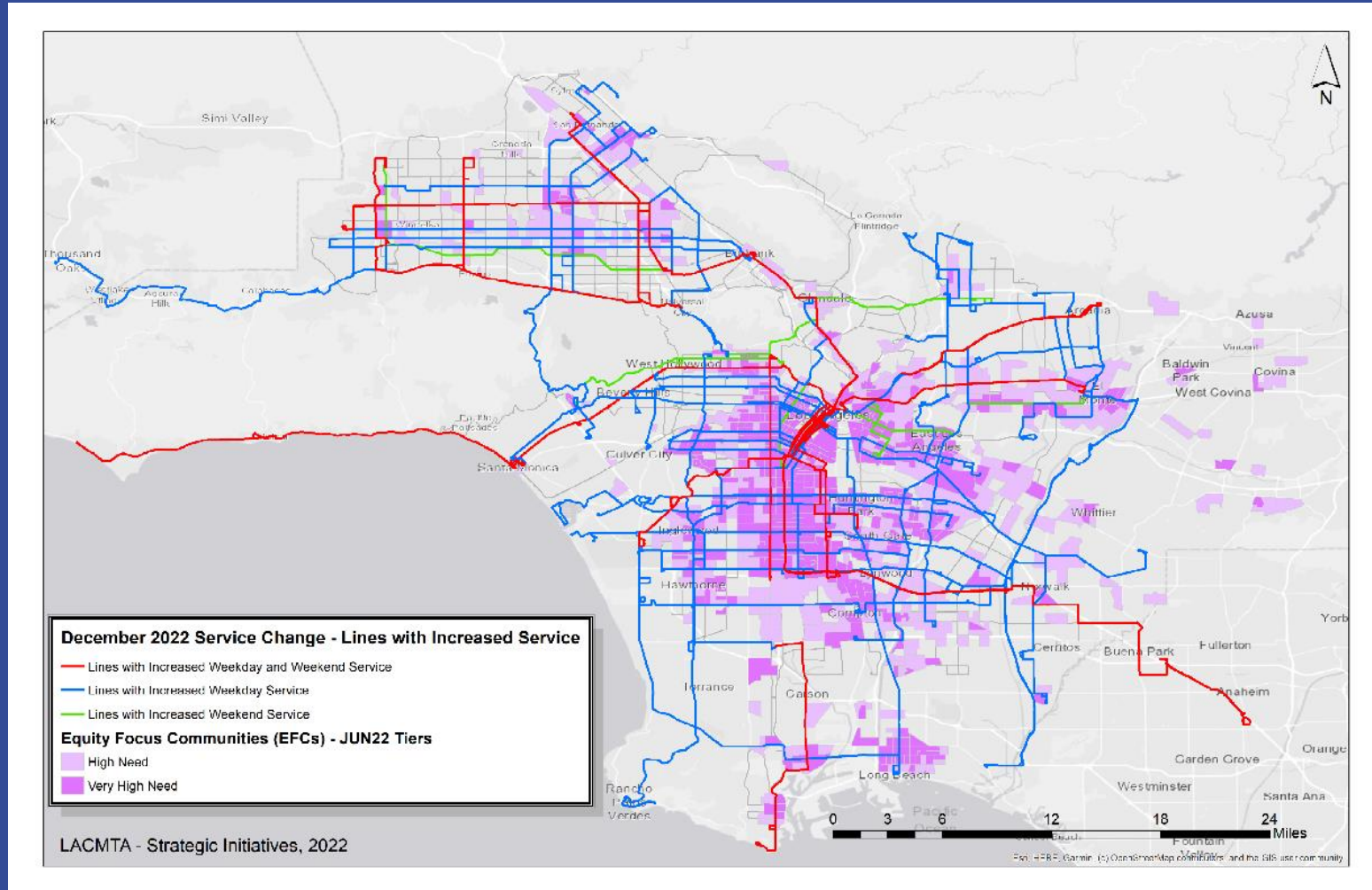
- **NextGen route changes in San Pedro and Wilmington in conjunction with LADOT San Pedro DASH service change.**
- **La Brea Av Line 212 via new Crenshaw K line downtown Inglewood Station.**
- **Other minor changes due to street changes.**



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.

Service Restoration



Metro

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.

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!