

**Item 20**

# **New Blue & Expo Service Update**

**July 18, 2019**

**Operations, Safety & Customer Experience Committee Meeting**



**Metro**

# New Blue Phase 2

## Blue Line Bus Shuttle Service Observations

### Frequency (Peak Period)

- Line 860 Express: 6-12 minutes
- Line 863 Select: 12 minutes/M-F
- Line 864 Local: 6-12 minutes



### Average Weekday Bus Shuttle Ridership - Phase 1

- Line 860 Express: 4,882
- Line 861 Select: 1,376
- Line 862 Local: 15,671

### Average Weekday Bus Shuttle Ridership - Phase 2

- Line 860 Express: 5,572
- Line 863 Select: 2,216
- Line 864 Local: 23,897

### Average Weekend Bus Shuttle Ridership - Phase 1

- Line 860 Express: 831
- Line 862 Local: 11,496

### Average Weekend Bus Shuttle Ridership - Phase 2

- Line 860 Express: 1,431
- Line 864 Local: 15,415

*\* March and June 2019 average ridership comparison*

### Average Rail Service Ridership Phase 1 (May 2019)

- Weekday: 29,560
- Weekend: 18,687

### Average Rail Service Ridership Phase 2 (June 2019)

- Weekday: 10,950
- Weekend: 8,357

# New Blue Phase 2 Expo Line Bus Shuttle Service Observations

## Frequency During Peak Periods

- Line 856 (Local): 6 -12 mins during peak, 12 mins during mid-day and weekends & 20 mins during late nights

## Average Weekday Ridership

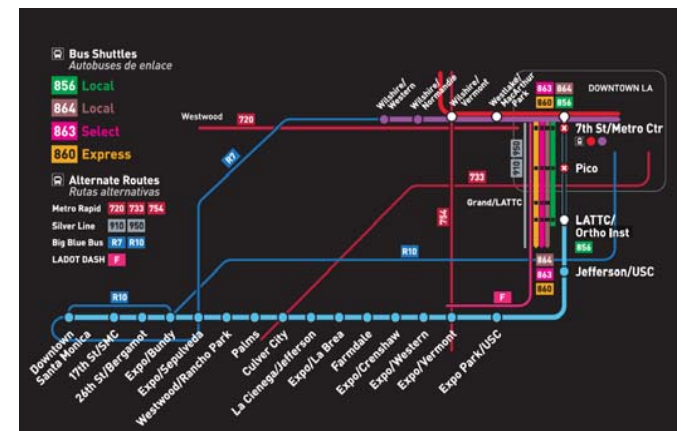
- Line 856: 9,000

## Average Weekend Ridership

- Line 856: 5,371

## Alternate Service

- Silver Line 910 & 950
- Metro Rapid: 720, 733 & 754
- Big Blue Bus: R7 & R10
- LADOT DASH: F
- *Can also take Line 864 Local*



# New Blue Phase 2

## Flower/Figueroa Street Bus-Only Lane Observations

### Occupancy

- The New Blue northern segment shuttle service plan (including two Expo Line stations: Pico and 7th St/Metro Center) requires 70 buses per hour during peak service to meet demand, including other municipal operators who utilize the bus lanes

### Enforcement

- Eight assigned LAPD motor officers
- Enforcement and traffic officer support continues to be critical for proper utilization of the bus-only lane

### Shuttle Customer and Bus Operator Feedback

- Positive feedback relative to improved shuttle travel times

# New Blue Phase 2 – Customer Feedback

## New Blue Metro Customer Feedback

- Received approximately 120 questions and comments via the project hotline, emails, texts, and social media, related to trip planning, requests for increased capacity for Line 860 Express, and challenges with TAP transfers (resolved).



Jon 🦊 Fox | UX @JonFoxUX  
June 24, 2019 - 4:23pm • View Post

@metrolosangeles I just took the Expo line to LATTC and then the shuttle to 7th/Metro to go to Union. I notice that the Tap system deducted both at 26th St and again at 7th/Metro which should be a transfer. Will the system be updated to show shuttle transfer and not deduct twice?



Brocco9 @Brocco9  
June 26, 2019 - 7:10am • View Post

@metrolosangeles there needs to be more busses running north between 6:55 am and 7:07 am at willow. There are SO many people waiting to get in a bus and barely anyone gets a seat. Why haven't you thought of this after so many months??



John Zelek  
@jzelek

Genuine tweet alert: I am extremely impressed with how the @metrolosangeles staff is handling this big 'ol Expo Line mess.

6:21 PM · Jun 24, 2019 · Twitter for iPhone