



ITEM 27

# September 2021 Service Changes



Metro

SEPTEMBER 2021

# June 2021 Lessons Learned

June Lessons Learned	September Adjustments
Inadequate agencywide coordination	<ul style="list-style-type: none"><li>• Ops Liaison Group assigned as overall Shake-Up Program Manager</li><li>• Regularly scheduled coordination meetings</li><li>• Gantt chart to track all activities by department</li></ul>
Unrealistic expectation to change out 5,000+ bus stop signs given resources and compressed timeframe	<ul style="list-style-type: none"><li>• 1,700 bus stops changed out beginning two weeks in advance</li><li>• Earlier install allowed for QC and correction of finished signs</li></ul>
Limited field ambassador presence	<ul style="list-style-type: none"><li>• 35 person Operations team at key locations to assist customers</li><li>• “Blue Shirt” riding lines and passing out information</li><li>• CX team 360 degree “Secret Shoppers”</li></ul>
Inconsistent customer information provided	<ul style="list-style-type: none"><li>• Marketing reviewed/standardized content and font on Service Change notices and info at bus stops</li></ul>
Timetables not printed	<ul style="list-style-type: none"><li>• Timetables printed and distributed</li></ul>

# Sept 2021 Service Changes



## **Metro Rapid and Local Consolidation for all day frequent service to all stops**

- Santa Monica Bl
- Venice Bl



## **Network Changes**

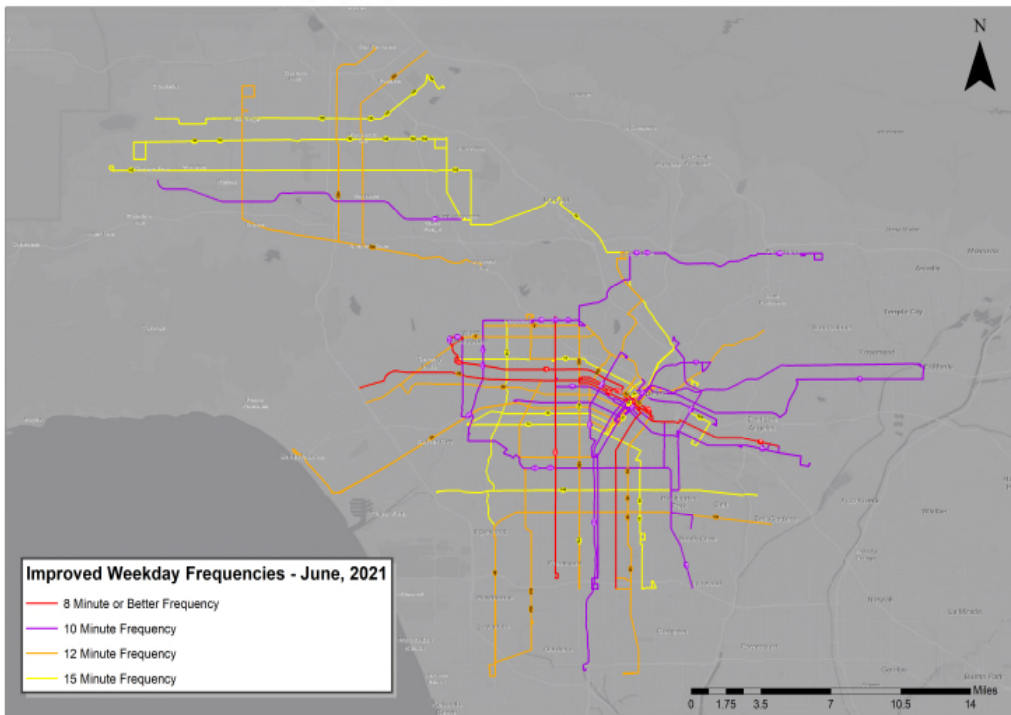
- Porter Ranch bus replaced with Metro Micro
- Line 106 connection to downtown LA
- Sun Valley and West Hills restructure in SFV for connectivity



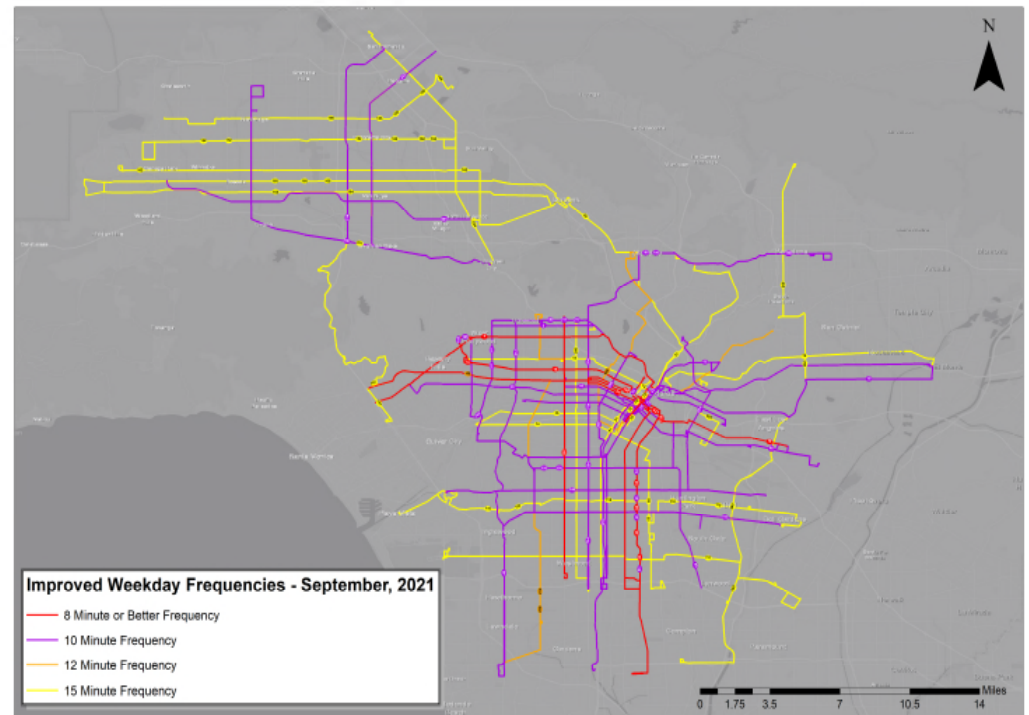
## **Added Capacity**

- Additional 500K to restore 7.0M annual Revenue Service Hours
- Service increase on 36 weekday lines (inc. school trippers), 13 Sat lines, 13 Sun lines
- New weekend service on 5 lines
- New overnight Owl service on 3 lines

# Frequent Network



June 2021



September 2021

# Initial Observations

- Line 106 extension to Union Station well received linking with LAC/USC Med Center, Cal State LA, ELAC, City Terrace, Boyle Heights
- Significant cancellations affecting Line 4 on Sunday was remedied on Monday
- Only about 2-4 customer observed all day waiting for discontinued service in Porter Ranch and advised to use Metro Micro
- Appreciate customer support from ambassadors



# Metro Micro Update

- Sunday, September 12<sup>th</sup>-Northwest San Fernando Valley launched
- Service is available daily from 5:30am-9:30pm
- Customers rated the service 4.7 stars
- The Watts/Willowbrook and Compton/Artesia zones have been merged to improve customer experience and operational efficiency
- Next Micro Zone is set to align with the final NextGen change in December: UCLA/Westwood/VA Medical Center





# Thank You!



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