



December 2023

**Bus and Rail Service
Improvements
Effective Sunday 12/10/23**



Metro[®]

Operations, Safety, and Customer
Experience

November 16, 2023

December 2023 Service Change Themes

Service Quality	Valuing Our Employees	NextGen
<ul style="list-style-type: none">Improved Rail Service FrequenciesContinued operation of full NextGen Bus Plan Service Level (7M Revenue Service Hours)Adjust services for improved reliability (on time performance)	<ul style="list-style-type: none">Match schedules to increased traffic conditionsExtra trips to spread out loads	<ul style="list-style-type: none">Small number of route changes to improve local access and connections for our ridersImproved frequencies and added trips for shorter wait timesOther minor changes due to construction impacts



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Rail Service Frequency Improvements

A Line (Long Beach – Azusa) and E Line (Santa Monica – East LA) frequency and span improvements:

- Weekday peak hour trains every 8 minutes instead of 10 minutes.
- Weekday midday & Saturday/Sunday 9am-7pm trains every 10 minutes instead of 12 minutes.
- Two additional trains will be added at the end of the nightly schedule each direction, extending service by an extra 40 minutes each night, weekdays and weekends.

C Line (Norwalk – Redondo Beach) frequency improvements:

- Weekday midday, Saturday/Sunday 9am-7pm trains every 10 minutes instead of 15 minutes.
- Weekday peak hour frequency remains at every 10 minutes.

K Line (Expo/Crenshaw – Westchester/Veterans) frequency improvements:

- Weekday midday trains every 10 minutes instead of 12 minutes.
- Weekday peak hour frequency remains at every 10 minutes.
- Note: K Line trains every 20 minutes all day Saturday & Sunday due to construction/testing to connect the C & K Lines and open new LAX/Metro Transit Center Station by end of 2024.



Bus Service Reliability

- The December 2023 service change will continue the operation of the full NextGen Bus Plan frequencies with 7.0 million revenue service hours
- Service is being delivered more reliably thanks to bus operator numbers reaching full requirements since August
- Revised schedules for 37 weekday, 29 Saturday, 24 Sunday bus lines to ensure times are realistic and improve reliability (on time performance)
- Extra or extended trips on eleven lines to accommodate more riders/avoid crowding, and help riders make connections more reliably

Bus Route Changes

- Line 53 (Central Av) reroute on 120th St, Imperial Hwy at Willowbrook to avoid delays for riders on I-105 freeway
- Line 90 (Foothill Bl) modified in Downtown LA to help riders connect with Regional Connector light rail services
- Extend Slauson Av Line 108 east to Rosemead Bl at Pico Rivera and north to Commerce for improved local access and connections to other bus lines for riders
- Line 180 (Hollywood – Pasadena) rerouted back to Central Av through downtown Glendale to help riders access key destinations
- Line 602 (Westwood – Pacific Palisades) rerouted in Westwood to avoid delays for riders due to Purple Line Extension construction at Westwood Bl/Wilshire Bl

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.
- Updated bus stop blades will be installed by service change date
- Customer information released beginning 11/27, including digital alert signs, brochures on buses & at customer service centers.
- Updates to online “MyBus” information portal
- Social media, blog post, email blasts beginning 11/27
- Printed schedules will be available on buses and at usual outlets



Thank You!