



December 2023

**Bus and Rail Service
Improvements**

Effective Sunday 12/10/23

Operations, Safety, and Customer
Experience

November 16, 2023



Metro[®]

December 2023 Service Change Themes

Service Quality	Valuing Our Employees	NextGen
<ul style="list-style-type: none">• Improved Rail Service Frequencies• Continued 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 conditions• Extra trips to spread out loads	<ul style="list-style-type: none">• Small number of route changes to improve local access and connections for our riders• Improved frequencies and added trips for shorter wait times• Other minor changes due to construction impacts



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



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Thank
You!