



October 2022

**Service Changes and
Service Restoration**

Effective Sunday 10/23/22

Operations, Safety, and Customer
Experience Committee

October 20, 2022



Metro[®]

October 2022 Service Change

Service Quality

- **Service Restoration: Continue Restoration of NextGen Bus Plan Service Levels (Phase 2 of 3)**
- **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

- **One NextGen route change to avoid service duplication and reduce passenger transfers**
- **One line renumbered to fit Metro line numbering system**
- **One new line linking the new Crenshaw K rail line with the existing C line, as well as other lines modified to serve K Line station.**

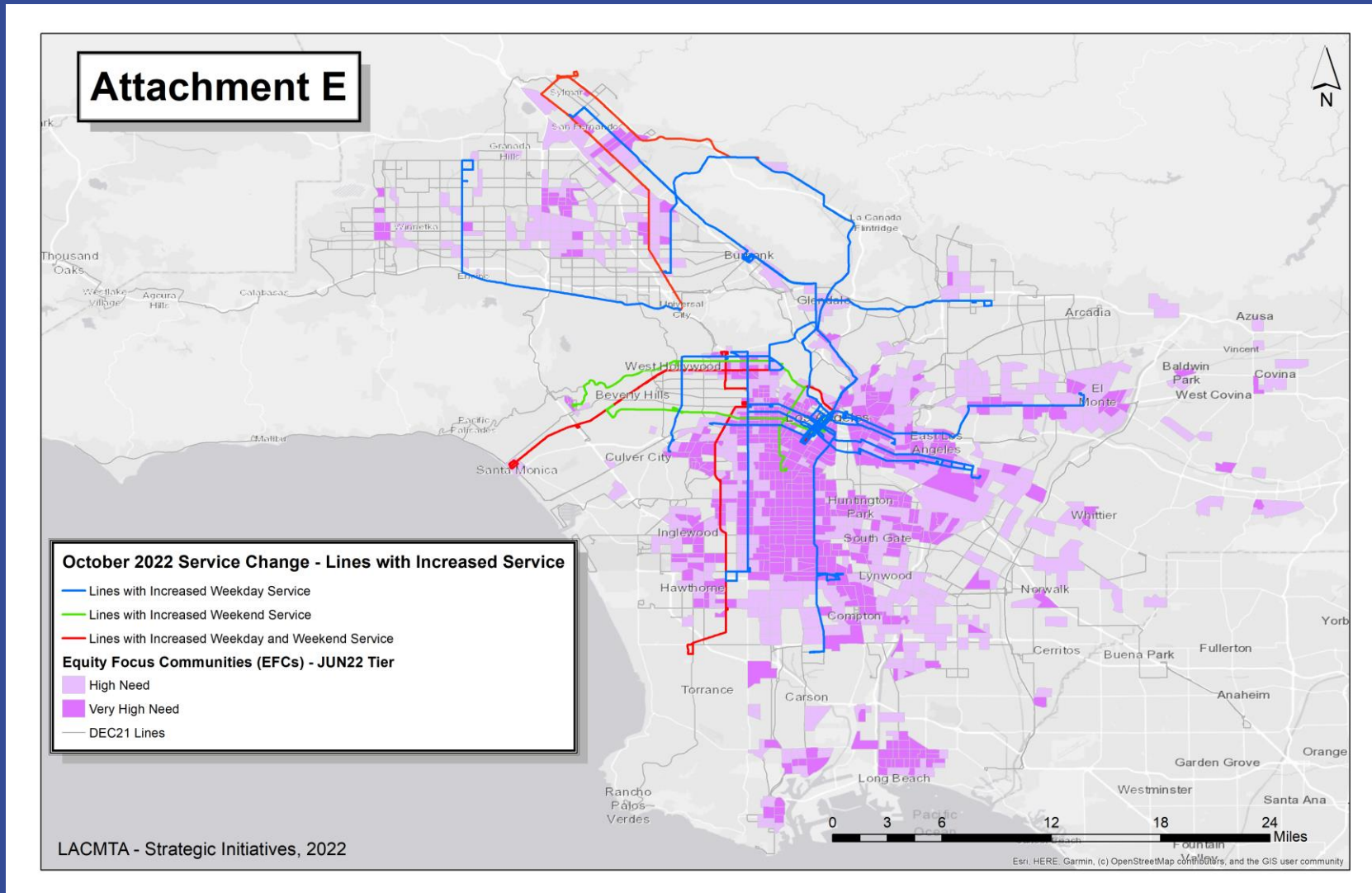


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Service Restoration & Reliability

- The October 2022 service change will continue the increase in total revenue service hours from 6.5 million to 6.7 million.
- Service frequency restoration will include 15 Weekday , 5 Saturday, 5 Sunday bus lines having increased service frequency based on high ridership, while 3 weekday, 2 Saturday, 1 Sunday lines have added trips for high loads.
- Also 17 weekday, 16 Saturday, 15 Sunday bus lines have adjusted schedules to provide more time to improve reliability.

Service Restoration



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Service Changes

- New Line 857 C & K Line Link bus service added between the new Crenshaw K Line and C Line (Green). Five other lines modified slightly to better serve new K Line stations.
- Six other lines with route or route number changes for operational issues or NextGen bus plan implementation.

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!