



We're creating a better bus experience.



Objective

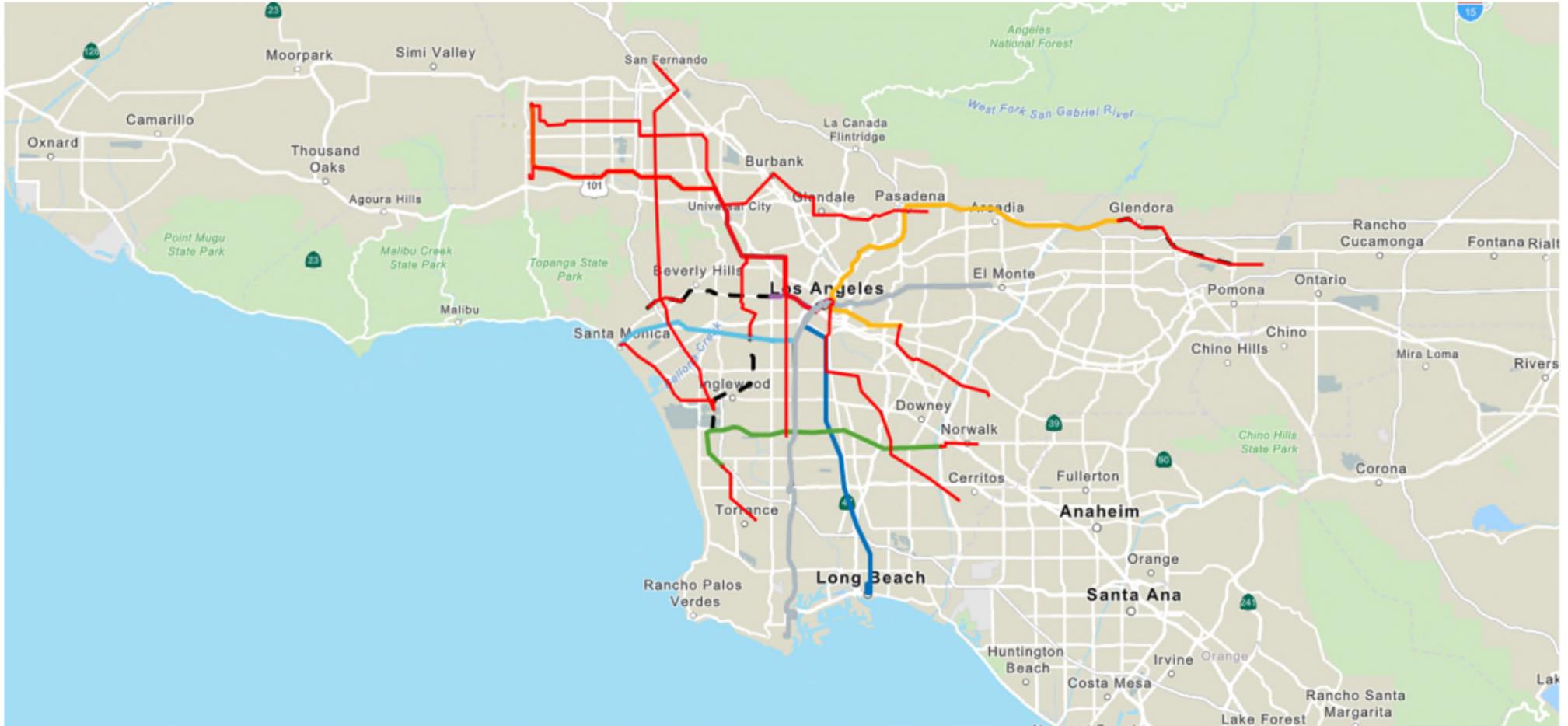
- Build on existing plans to deliver all aspects of the bus rider experience: fast, safe, easy and comfortable.
- Elevate investments that improve the quality, equity and effectiveness of the bus as the workhorse of LA County's transit system.
- Create a new and better relationship with our bus riders.

Metro Bus Riders

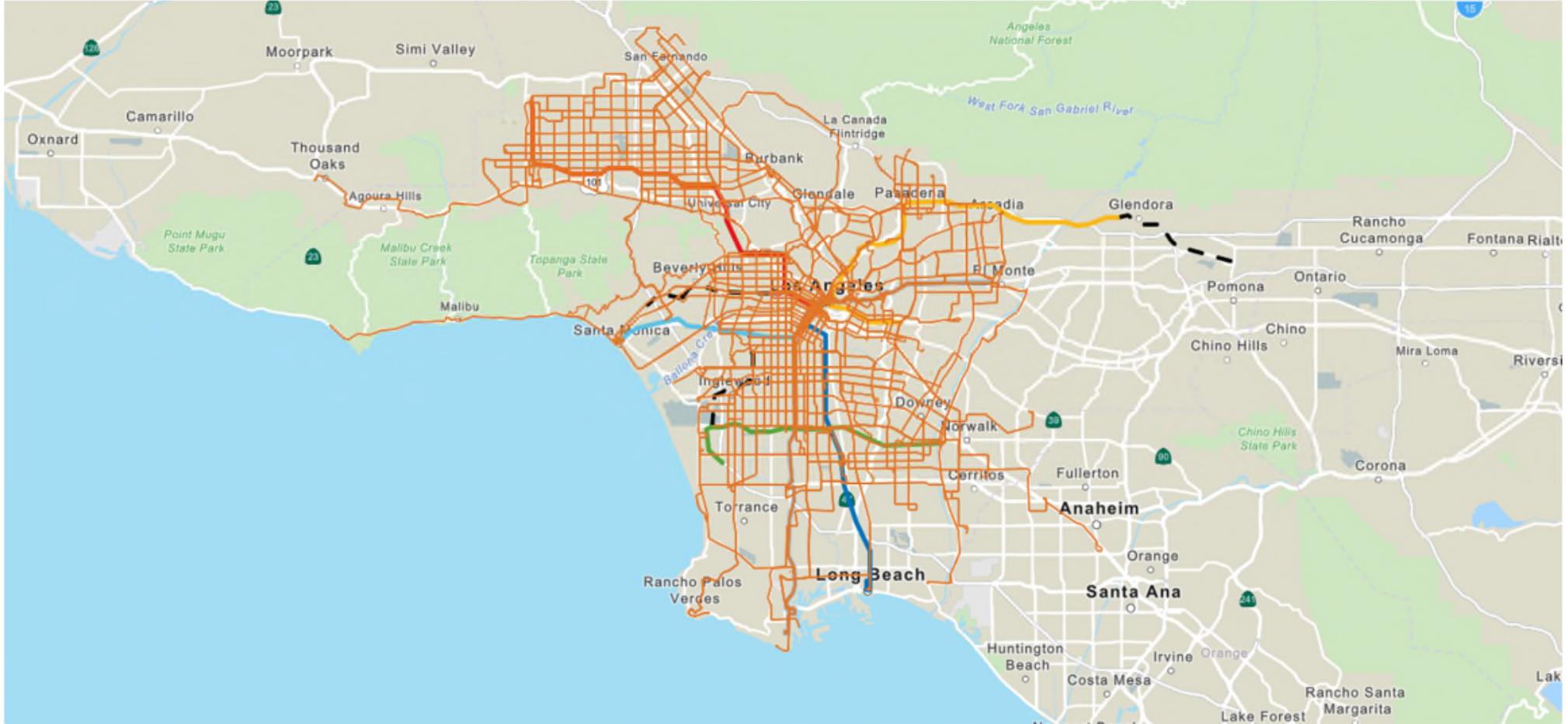
- 66% Latinx
- 15% Black
- 32% Limited English Proficient
- 81% have no car
- 68% ride 4 times a day*
- 30% pay cash
- Only 55% have a smartphone
- Median household income under \$18,000



Measure M Transit Projects



Metro Bus System Coverage



Guiding Priorities & Highlights of Early Actions

Creating a better bus experience.



Speed

- Securing approvals for new 2-3 bus lanes
- Transit signal priority on all Tier I corridors



Ease

- Improved bus arrival time predictions on Transit App
- SMS/text-based service alert system
- Bus route-by-route performance scorecard*



Safety & Comfort

- Flexible dispatch and transit ambassadors
- Pilot tests of new features at bus stops
- Accelerate vinyl seat installs on buses

Example of Improvements: Bus stop pilots



Testing lighting and real-time information displays on bus stop posts, surveying riders, looking to test other on-post improvements over the next year

Funding and Next Steps

- Menu of investments proposed for FY22-FY26 totals \$2.1B
 - FY22 funding requests total \$208.5M
 - FY23-FY26 investments to be funded total \$1.9B
- Represents scale of investment needed for a high-quality bus system
- Continue implementing FY21 Better Bus improvements, including:
 - Bus stop amenities, bus stop and on-board cleaning pilot programs
 - Publishing real-time data feed (GTFS-RT)
 - Bus lanes and signal priority
- Bring Better Bus comprehensive financial plan to Metro Board of Directors – May 2021

Thank you.