

**Board Report**

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**REGULAR BOARD MEETING  
JULY 25, 2019****Motion by:****DIRECTORS HAHN, SOLIS, GARCETTI, BONIN AND KREKORIAN**

Related to Item 22: NextGen Regional Service Concept

Metro is leading a comprehensive and necessary overhaul of its bus system to evaluate and enhance transit service in LA County. The NextGen Bus Study holds great potential for Metro to transform and maximize the agency's investments in the Metro bus network.

Along with the Metropolitan Transportation Authority, there also exist dozens of municipal operators that provide service throughout Los Angeles County. These operators largely cover neighborhoods and communities beyond Metro's service area and are many residents' sole transit option. Measuring the effectiveness of the NextGen initiative will involve strengthened ties with the local transit agencies that augment, extend, and enhance Metro's bus service.

Metro must work to accommodate the different service priorities and needs of the municipal operators. Metro plans need to be in concert with the various municipal bus agencies in order to truly provide a regional service that serves the greatest number of people.

In addition to improved connections with municipal bus operators, there exist a number of opportunities for improvement to the bus fleet itself. A recent Los Angeles Times article, titled "Metro is hemorrhaging riders. It needs to stop studying obvious fixes and start acting", laid out several commonsense changes that can bring easy improvements to a transit rider's experience.

First, is the implementation of all-door boarding across the entire bus network. This would allow riders to board and pay at any door, significantly reducing bus dwell time and the overall travel time. Second, would be for Metro to fully switch from vinyl to cloth seats, which are less expensive and easier to keep clean for passengers.

Relatively minor changes such as these have the benefit of improving the efficiency of Metro's bus service. Not only can these efficiencies lead to cost savings, they allow Metro's Revenue Service Hours to be allocated towards enhancing service. As Metro continues to make progress on this NextGen Bus Study, there must also be a comprehensive review of the related systemic changes that will augment the success of a redesigned bus network.

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**SUBJECT: NEXTGEN REGIONAL SERVICE CONCEPT**

APPROVE Motion by Directors Hahn, Solis, Garcetti, Bonin and Krekorian that the Board direct the CEO:

- A. Create an action plan to implement the following improvements in anticipation of NextGen:
  - a. Strategies to accelerate the ongoing initiatives of “All-Door Boarding” and vinyl seat installation;
  - b. Improved integration between Metro and Municipal Bus Operators in regards to the TAP wallet and flexibility of loading money;
  - c. Installing real-time arrival electronic displays on high-performing bus routes;
  - d. Incentivizing respective city agencies to expand the number of bus shelters, particularly on high-performing bus lines;
- B. Report back on the potential timeline to completion for each of those initiatives, including a cost/benefit analysis of accelerating those improvements to coincide with the first rollout of the NextGen Bus system changes;
- C. Report back on efforts to ensure network and schedule integration with municipal operators;
- D. Report back to the Board on all of the above at the November/December 2019 Board meeting.