



Board Report

File #: 2021-0515, **File Type:** Oral Report / Presentation

Agenda Number: 27.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021**

SUBJECT: SEPTEMBER 2021 SERVICE CHANGE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on September 2021 Service Change.

EQUITY PLATFORM

The September 2021 service change includes improved frequency to 36 weekday transit lines and 13 weekend transit lines. The majority of these lines serve equity focused communities where ridership on Metro bus services is high. This increased service also provides additional capacity to accommodate returning riders as Metro ridership continues to recover.

Take One booklet information is available in Spanish and English, as required by Title VI and is available in other key languages on request. Information on the changes was also available on the agency website at that time. Targeted ads were also placed in print and radio media, including on stations that broadcast in other key languages.

Prepared by:

Joseph Forgiarini, Senior Director, Service Performance and Analysis, (213) 418-3400

Conan Cheung, Sr Exec Officer, Service Development, (213) 418-3034

Reviewed by:

James T. Gallagher, COO, (213) 418-3108

Stephanie N. Wiggins
Chief Executive Officer