

**Board Report**

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**File #:** 2017-0481, **File Type:** Informational Report**Agenda Number:** 24

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**AD HOC CUSTOMER EXPERIENCE COMMITTEE  
JULY 20, 2017****SUBJECT: NEAR TERM PLANNED BUS SERVICE ADJUSTMENTS****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE status report on service changes planned over the next few years to support new rail lines, access to the transit network, speed and reliability improvements, and redevelopment.

**ISSUE**

Metro adjusts bus and rail services two times per year, in June and December. This report provides examples of the types of bus service improvements planned over the next few years. These service change programs will also be incorporated into the systemwide bus network restructuring project.

**DISCUSSION**

Over the years, Metro has developed and expanded heavy and light rail lines, constructed a nationally recognized BRT and Metro Rapid network. The region has also seen considerable growth in transit service provided by the Muni and Local Return operators. Recent shifts in employment and housing demographics, as well as increased traffic has created opportunities that will drive service changes and expansion. As Metro service changes evolve through the planning and public review process, staff will also ensure the involvement of our labor partners.

Outlined below are goals and objectives that will guide Metro service changes over the next few years:

- Aggressively feed rail stations and reduce duplication with bus service by providing convenient transfers with faster and more frequent services. Future Bus-Rail Interface plans for the Crenshaw Line and extension of the Purple Line will be developed around future transit terminals such as at the Crenshaw La Brea Station, LAX APN Station, Century City and Westwood Stations.
- Seek to enhance first-last mile options by restructuring local bus service and integrating it with new service delivery methods, such as on-demand services.
- Re-invigorate the Rapid Bus program and the core bus network by improving frequencies and

providing improved bus and rail connectivity. The Metro Rapid program was implemented in year 2000 and expanded in 2002. A review of these services may identify which ones need improvements, the creation of new ones, or maybe replaced by a different service.

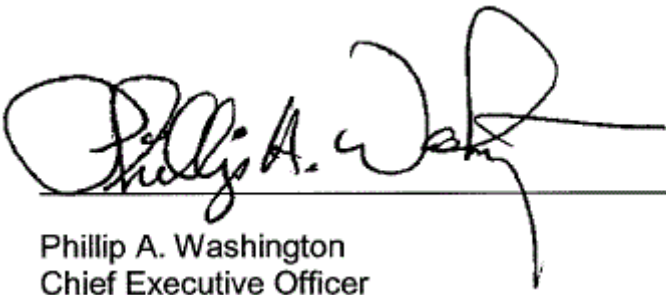
- Improve the Bus Owl Network reliability by adjusting service and “coverage” to better reflect where people want to go and provide convenient access to other late night services. For example, the Orange and Silver Lines now have 24 hour service. A network would be designed to provide transfers to the Orange Line with minimized wait times.
- Identify and support mixed use development in new areas of development, i.e. Warner Center. There are number of projects in place that will expand and improve the Metro Orange Line. The Board has mandated that the Orange Line will have all electric buses by 2020, and the Silver Line shortly thereafter, which require charging stations at terminals. Also, the passing of Measure M will fund conversion of the line to light rail. Both of these projects require a re-thinking of how to best serve Warner Center, it is anticipated that Orange Line service will no longer provide direct access to the Owensmouth Transit Center. In order to better serve the Orange Line and expanded access to more destinations in Warner Center, it proposed that a new circulator be developed that would provide seamless transfer at the Canoga Station. The Canoga Station is also being studied for conversion into a new Warner Center Transit Hub. Staff has met with community stake holders and has conducted a public hearing to obtain ideas to improve service in Warner Center that supports redeveloping activities.

### **DETERMINATION OF SAFETY IMPACT**

The receipt of this report has no safety impact to the system or customers.

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