



# Next stop: a better Blue Line.

NEW BLUE IMPROVEMENTS PROJECT



# New Blue Improvement Project



- > Metro is investing \$350 million on improvements to the Blue Line to enhance safety, increase reliability and improve the customer experience.
- > In January 2019, Metro will begin a round of significant construction and maintenance projects to modernize the Blue Line.
- > The improvements include train control, track work, overhead power, and some station area improvements.
- > The nature of the work will require portions of the Blue Line to be out of service for two extended four-month closures.
- > Metro created three levels of bus shuttle service to provide customers with options during the New Blue Improvements Project.





# Improvements



- > Train control improvements.
- > Track improvements.
- > Overhead power improvements.
- > Station area improvements to enhance the customer experience:
  - > New station signage
  - > Repainted stations
  - > Landscaping refresh at select stations
  - > New digital map cases



# 2019 Anticipated Timeline



Jan Feb Mar Apr May Jun Jul Aug Sep

Blue Line Willowbrook/Rosa Parks Station

Blue Line Willowbrook/Rosa Parks Station to the Downtown Long Beach Station

Blue Line Willowbrook/Rosa Parks Station to 7th St/Metro Center

45-day closure of 7th St/Metro Center to Pico Station (Blue Line/Expo Line connection)



# Three Levels of Bus Shuttle Service



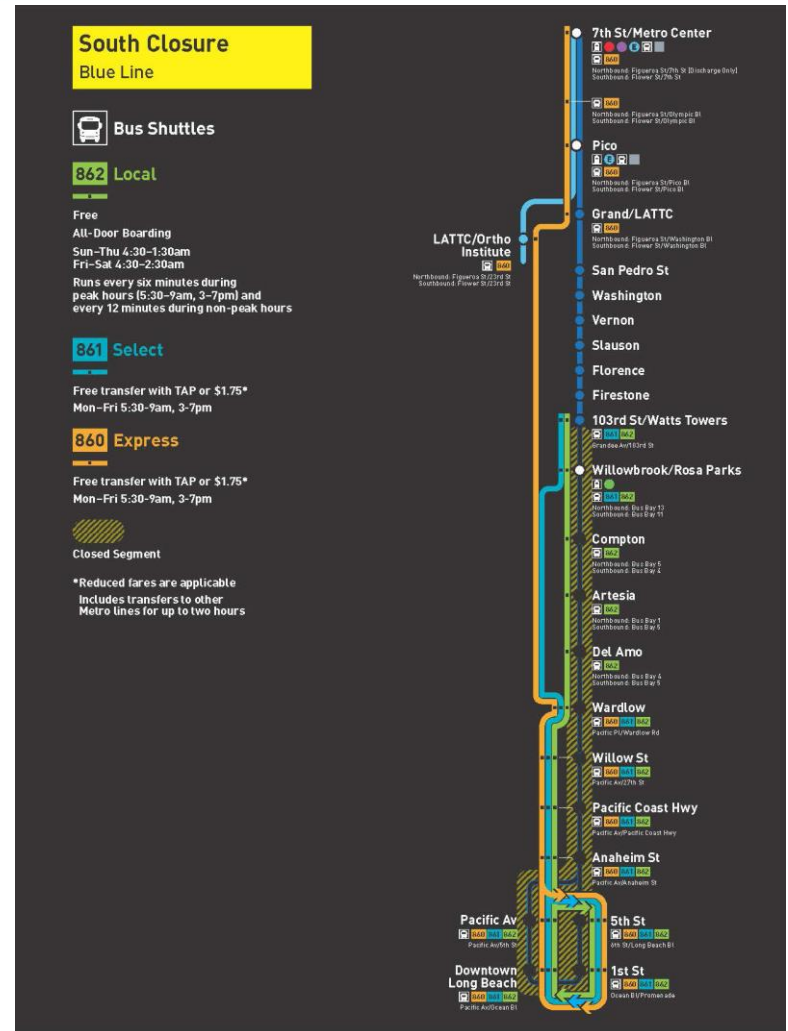
- > **Blue Line Local Shuttle (Free)**
  - Serving all closed stations operating Blue Line hours.
- > **Blue Line Select Shuttle (Free transfer with TAP or \$1.75)**
  - Serving select closed stations, Monday through Friday, peak hours (5:30-9am, 3-7pm).
- > **Blue Line Express Shuttle (Free transfer with TAP or \$1.75)**
  - Express stops every day.



# South Segment Service Information

## Phase 1: January 26 through Late May 2019

- > Blue Line will be out of service from 103<sup>rd</sup> St/Watts Towers Station to the Downtown Long Beach Station.
- > Blue Line service will be maintained from 7th St/Metro Center to 103<sup>rd</sup> St/Watts Towers Station.
- > Blue Line Willowbrook/Rosa Parks Station will be out of service, connection to Green Line remains open.
- > Three levels of bus shuttle service will be provided.

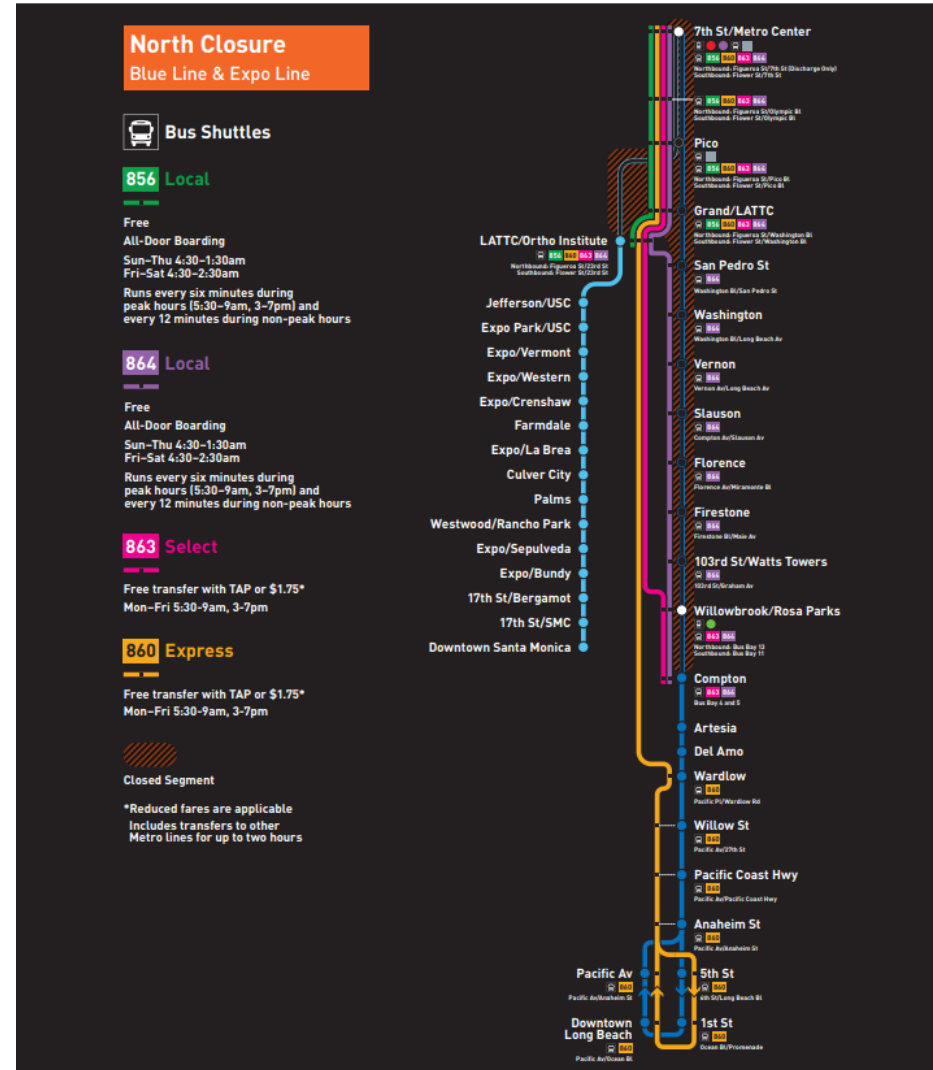




# North Segment Service Information

## Phase 2: Late May through September 2019

- > Blue Line will be out of service from the Compton Station to the 7th St/Metro Center Station.
- > Blue Line service will be maintained from Compton Station to Downtown Long Beach Station.
- > Blue Line Willowbrook/Rosa Parks Station will be out of service, connection to Green Line will remain open.
- > Three levels of bus shuttle service will be provided.

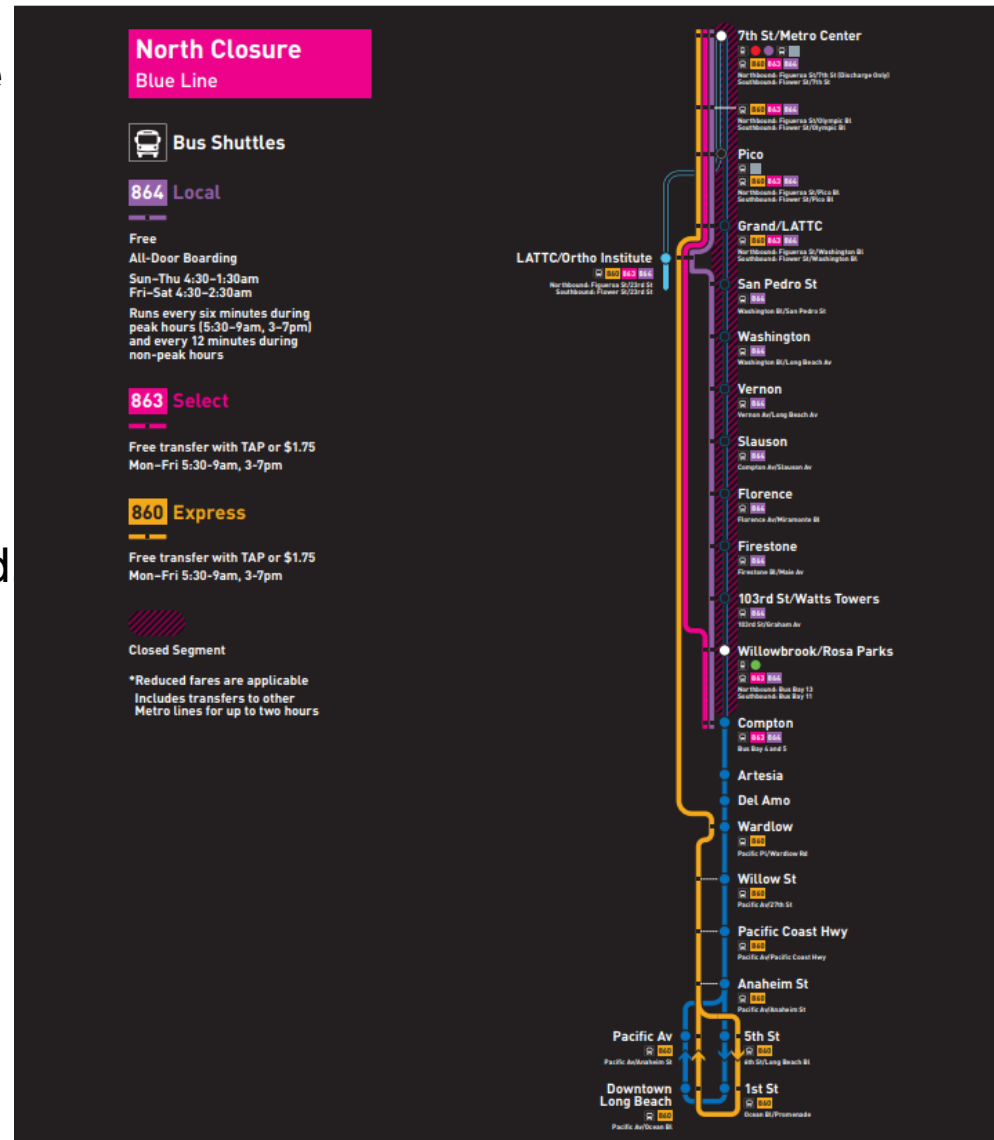


# Expo Line Service during North Segment



## 45-Day Suspension Expo Line Service in Downtown LA

- > Expo Line will be out of service from 7th St/Metro Center to LATTC/Ortho Institute for 45 days.
- > Red/Purple Lines remain open.
- > Expo Line bus shuttle will be provided





# Committed to Excellent Customer Service



- > Public announcement, [New Blue website](#) launch, fact sheets
- > Briefings and presentations to:
  - Corridor cities, Councils of Governments, and Transit Operators
  - Targeted community events, Town Halls, recreational centers, and schools
- > Direct customer communication
  - On-board distribution and postings
  - Mailers
  - Station and Operator announcements
  - Bus stop, station, and directional signage
  - Hotline and email
  - In-person customer service support at stations
- > Digital and media
  - News releases and Press Conference
  - Agency blogs and social media
  - Advertisements
  - Third party application coordination



**Metro**



# Stay Connected



## **New Blue Improvements Project**

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