

# NEXTGEN Bus Study

Service Council Workshop

April 2018



# Project Milestones



We are here

## Project Phase

## Deliverable

Understand Our Travel Markets  
(Spring/Summer 2018)

**Board approval** of service priorities based on market needs

Develop Bus Service Concepts (system)  
(Fall/Winter 2018)

**Board selection** of Regional Service Concept and measures of success

Prepare New Bus Service Plan (line by line)  
(Spring/Summer 2019)

**Service Council approval** of specific route and schedule changes

Implement New Bus Service Plan  
(Fall 2019)

Provide information and support to customers using the new network

# Continuous Public Engagement

MARCH-APRIL 2018	MAY-JUNE 2018	JULY-AUGUST 2018	SEPTEMBER 2018	NOVEMBER 2018
<p><b>Step 1</b></p> <p><b>Listen</b> and provide details on why we are doing NextGen</p>	<p><b>Step 2</b></p> <p><b>Assess</b> what the market tells us about how we travel</p>	<p><b>Step 3</b></p> <p><b>Evaluate</b> how existing bus service relates to the needs of the rider</p>	<p><b>Step 4</b></p> <p><b>Develop</b> potential bus service concepts to better meet the needs of the rider</p>	<p><b>Step 5</b></p> <p><b>Revise</b> bus service concepts and compare in a new bus service plan</p>

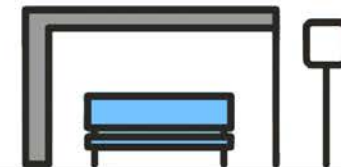
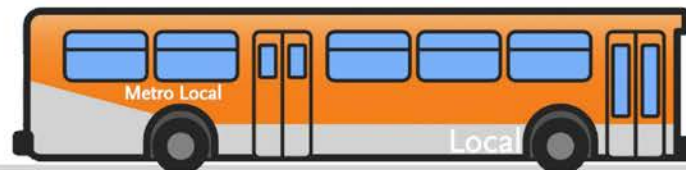


# Project Standing Committees

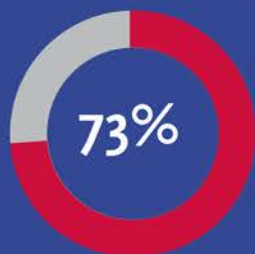
- **Metro Service Councils** – Public forum, public hearings and service change approvals
- **NextGen External Working Group** – provide policy guidance on Vision for Metro's bus network, service priorities and tradeoffs, and measures of success. Broad cross-section of LA County including environmental, low income and social equity groups, educational institutions, municipal operators, COGs
- **Technical Advisory Committee (TAC)** – coordination with local jurisdiction mobility/land use plans and municipal operator service
- **Internal Working Group** – coordination with other Metro plans and programs (e.g. Strategic Plan, LRTP, BRT Planning, Active Transportation, Micro Transit, etc.)

# What we've heard from our Current Customers

NEXTGEN  
Bus Study



## RELIABILITY



Buses are unreliable



Provided information not reliable & not enough

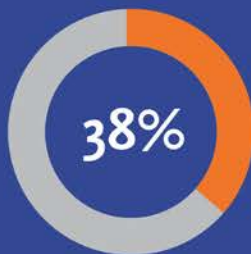


## IMPROVEMENTS WANTED



Top 3 over 50%:  
Frequency  
Reliable Service  
More Weekend Service

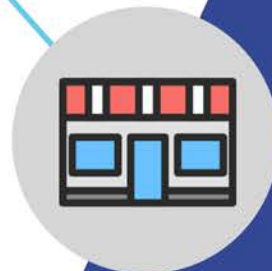
## FREQUENCY



5 minutes or less



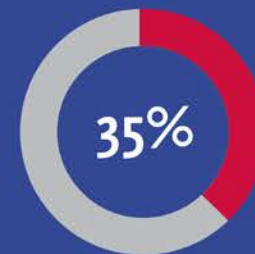
10 minutes or less



## TRIP PURPOSE



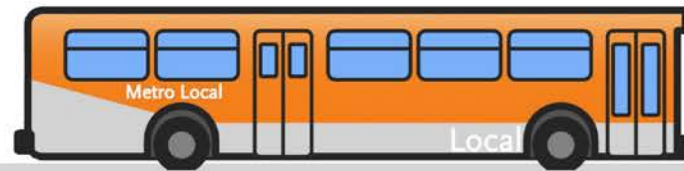
Trips to and from work



Personal Errands

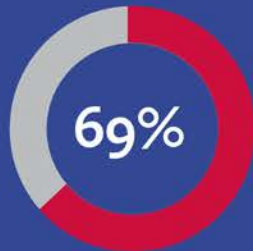


# What we've heard from our Past, Infrequent, Non-Customers



## SPEED

Buses take too long or are too slow



Too many transfers



Stuck in same traffic as cars

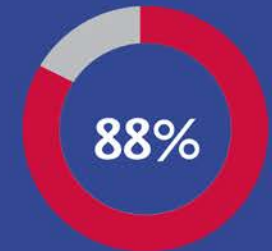


## UNRELIABLE

Agree or strongly agree that buses are unreliable or very unreliable



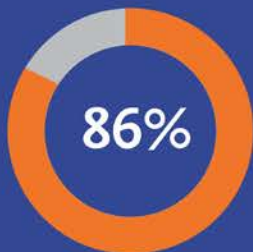
Infrequent or non-riders



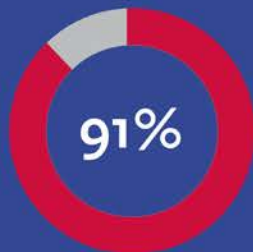
Former riders

## SAFETY

Verbal harassment affects how I feel



Infrequent or non-riders

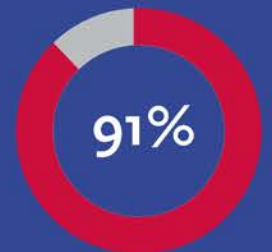


Former riders



## KNOWLEDGE

Don't know where Metro Bus lines connect or what corridor bus lines are running on



Infrequent or non-riders



## “Tell us your story...”

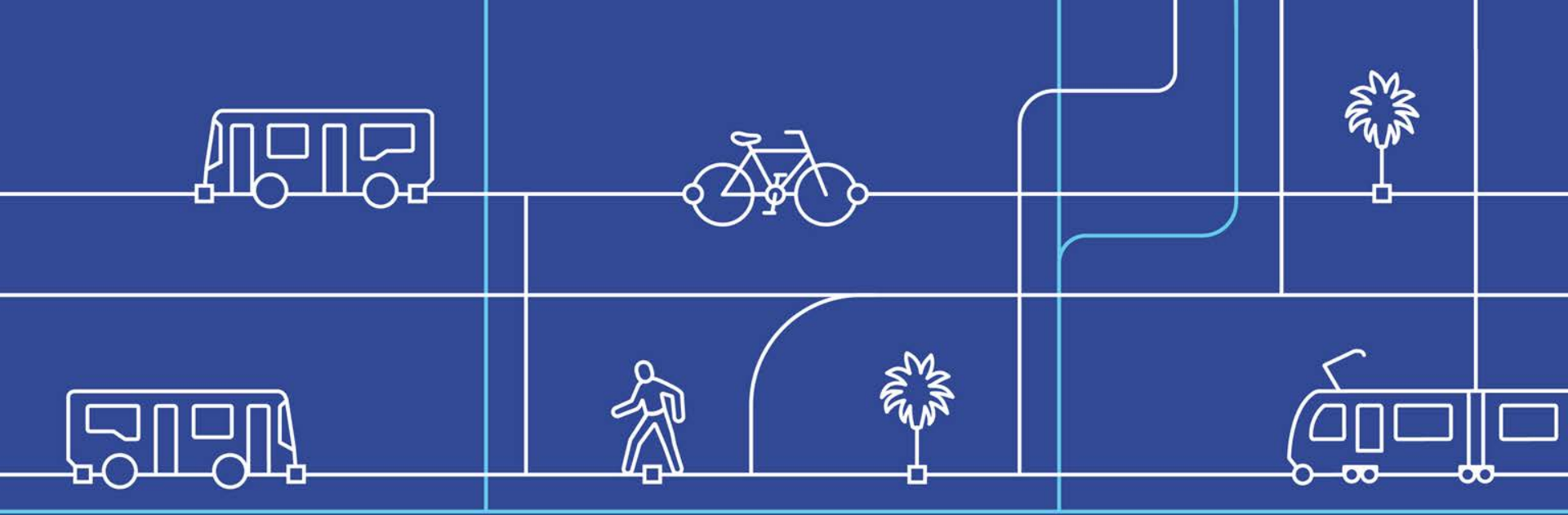
- Wait until the current speaker has finished
- Appreciate everyone’s point of view
- Focus your comments on what you’d like Metro’s overall bus system to look like
- Share the info you’ve learned here today with your fellow LA bus riders and potential new riders

# METRO Needs YOU...



- Share the online engagement tool: [Metro.net/nextgen](https://Metro.net/nextgen)
- Ongoing communication from Metro
- April 4 & 5: Telephone Town Hall
- June 2018: Next Service Council Presentation
  - Meeting Focus: *What The Market Tells Us About Travel Patterns, Attitudes and Preferences*





**Thank You**



**Metro**