

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

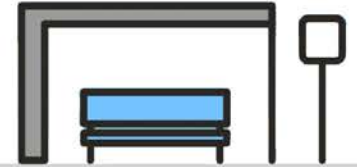


Project Standing Committees

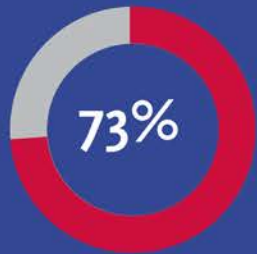
- **Metro Service Councils** – Public forum, public hearings and service change approvals
- **NextGen External Working Group** – provide policy guidance on Vision for Metro’s bus network, service priorities and tradeoffs, and measures of success. Broad cross-section of LA County including environmental, 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

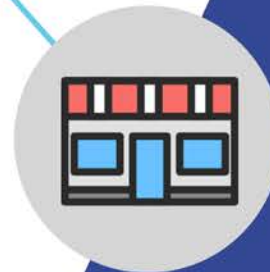
FREQUENCY



5 minutes or less



10 minutes or less



TRIP PURPOSE

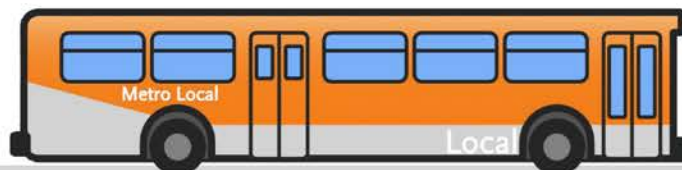


Trips to and from work



Personal Errands

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

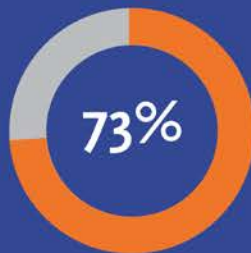


SPEED

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



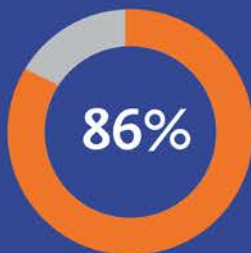
Infrequent or non-riders



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



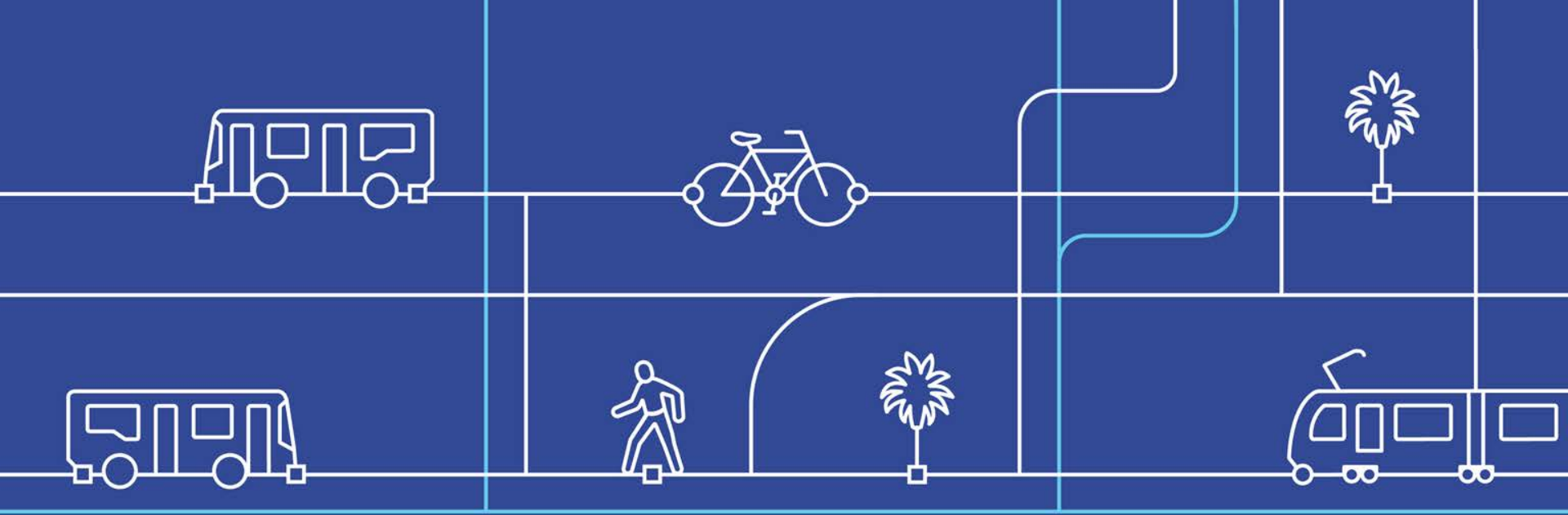
“Tell us your story...”

- 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