WE’VE LISTENED. WE’VE HEARD YOU. WE’RE TAKING ACTION.

The NextGen Regional Service Concept was reviewed and approved by the Metro Board of Directors in Summer 2019. The Regional Service Concept was developed through consideration of both technical data and the priorities and personal experiences we heard from nearly 20,000 LA County residents through questionnaires and 260+ meetings, events, presentations and workshops. Together with your comments, the Regional Service Concept is guiding the NextGen bus service planners as they examine every Metro bus service line and stop to determine the best system redesign possible.

So, what is NextGen?
In 2018 Metro began the process to reimagine and restructure our bus system to better meet the needs of past, current and future riders. The goal of the NextGen Bus Study is to design a new bus network that is more relevant, reflective of, and attractive to the residents of LA County. We believe this redesigned network will improve service to current customers, attract new customers and win back past customers.

Why is Metro doing this?
Simply put, the bus network in LA County carries over 70% of Metro customers but has not had a major overhaul in 25 years. Since that time, our county has evolved dramatically. Over a million residents have been added, transforming many local communities with new travel patterns. The Metro Rail system was just beginning 25 years ago, but now LA County has 105 miles of service and it will continue to grow steadily over the next 25 years. In addition, with new transportation options like ride hailing apps and bike share, it is important that our bus system integrates with all the ways Angelinos travel today, with flexibility built in for the future.

What We’ve Heard
Metro is gathering input from stakeholders across LA County. To date, we have identified the following recurring themes as a result of this input:

- Equity
- Customer Experience
- Accessibility
- Connectivity
- Schedule
- Engagement
- Operator Issues
- Education
- Safety
- Technology
- Fares
- Cleanliness

〇 To be addressed by NEXTGEN 〇 To be addressed by other Metro initiatives
**What is the timeline?**

The NextGen Bus Study began in early 2018 with the Draft NextGen Bus Service Plan scheduled for rollout in early 2020. The NextGen Bus Study consists of four steps. At each step, the public is invited to actively participate.

Metro staff processed all the robust data and input received to date to prepare the Regional Service Concept, which the Metro Board approved on July 25, 2019. We are currently in Step 3 and the Regional Service Concept is guiding the development of the Draft NextGen Bus Service Plan.

### Step 1
**Market Demand, Travel Patterns & Existing Service Evaluation**
Create project awareness, listen to what the market tells us about how we travel and evaluate existing bus service.

### Step 2
**Policy Choices & Service Characteristics**
Seek input from market on bus service priorities and analyze data to assist with developing bus service design concepts (Regional Service Concept).

### Step 3
**Draft Bus Service Plan Development**
Develop bus service system redesign, including route and schedule changes, based on the Regional Service Concept, community feedback and technical data.

### Step 4
**Final Bus Service Plan Implementation**
Work through Metro Service Councils to implement new routes/schedule and market new services to the public through multiple promotional channels.

### Continuous Public Engagement
- Telephone Town Hall Meetings
- Community Pop-up Events
- Community Based Organization Briefings
- CBO & Ad Hoc Presentations
- Service Council/Board Briefings
- Metro Board Approval

### Continuous Online Engagement Tools: Questionnaire, Interactive Survey and Maps

### How can you participate?

This is all about you. So, we need you as our partner. Public engagement is critical to the success of the NextGen Bus Study and every step of the process will include several opportunities for public input. Here are some of the current and upcoming opportunities:

> Email your thoughts or request a presentation for your organization or event by contacting Robert Cálix at nextgen@metro.net
> Check the project website and Story Map tool regularly or sign-up for our mailing list at metro.net/nextgen for updates